CITIZENS CHARTER

Public Sector Enterprises function under the Indian Companies Act, 1956 and the guidelines laid down by the Department of Public Enterprises. The Department of Heavy Industry is as such committed to the goal of effective and responsive administration. Following steps have been taken in this direction:

(i) In an effort to streamline the system of redressal of public grievances and staff grievances, a Joint Secretary and a Director in this Department are functioning as Joint Secretary (Public Grievances) and Director (Staff Grievances) respectively.

(ii) In response to the need for professional office management, a Joint Secretary in this Department has been designated as IT manager who is also responsible for introduction of software packages and systems upgradation to improve efficiency and quality of output.

(iii) A Nodal Officer of the rank of Director has been designated in the Department for the redressal of grievances of Pensioners.

(iv) For the purpose of settlement of grievances of the staff (disputes in Lok Adalat) a Nodal Officer of the rank of Director has been designated in the Department in respect of officers/staff members working in the Department.

(v) The Annual Reports of the Department (both in English and Hindi) and other important information including initiatives and new policies are made available on the web-site of the Department. (www.dhi.nic.in) .

(vi) An officer of the rank of Director in the Department has been nominated as liaison officer for the work relating to redressal of grievances of SCs/STs in the Department and PSEs under its control.

(vii) For redressal of complaints relating to sexual harassment of women, a committee headed by a woman officer of the rank of Under Secretary has been constituted in the Department.