

Citizens' Clients' Charter

Department of heavy Industry

Udyog Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our service Standard (days)
1	Issue of Essentiality Certificate for availing eligible concession on excise duty on purchase of modified cars for physically challenged persons	Maximum time taken from date of receipt of complete application	30
2	Redressal of grievances	Maximum time taken from date of receipt of grievance: Issue of acknowledgement	2
		Online transfer of application	2
		Sending of Action Taken Report	30
		Disposal of appeal if any	30
3	RTI applications (This service is provided strictly in terms of the provisions of RTI Act, 2005).	Maximum time taken from date of receipt of application	5
		Transfer of application to other Departments	
		Issue of communication furnishing requisite information	30
		Disposal of first appeal	30
4	Decision on proposals for capacity expansion, technology upgradation, modernization of plants, machinery, technology collaboration and release of funds.	Maximum time taken from date of receipt of complete proposal	90
5	Decision on providing financial support to loss making /sick CPSEs	Maximum time taken from date of receipt of complete proposal (Proposal to be sent 3 months after the salary for previous quarter becomes due)	90

6	Recommendations to custom Department for concessional rate of custom duty under 'project Import Scheme' in respect of imported machinery and equipment for Capital Goods sectors viz heavy Engineering, heavy Electrical and Auto sector.	Maximum time taken from date of receipt of complete application.	30
7	Decision on references received from NATRIP CPSEs, Autonomous Research Institutes under DHI and Industry Associations relating to a) Heavy Electrical Engineering b) Heavy Engineering & Machine Tools c) Automobile & Allied Industries	Maximum time taken from date of receipt of complete proposal / reference	90
8	Demand Incentive	Maximum time taken from date of receipt of complete proposal / reference	30
9	Furnishing of comments on the references receive from other Ministries/Departments/State Governments/Statutory Organizations on policy matters and individual references relating to FIPB and PAB	Maximum time taken from date of receipt of complete proposal	30
10	Finishing of technical comments to DGFT in respect of proposals received for a) Import of raw material/component under Duty Exemption Scheme, b) Import of Restricted Items	Maximum time taken from date of receipt of complete proposal	30
11	Taking up issues with other authorities for promoting the prospects of CPSEs and taking up follow-up action with CPSEs on the references received from other Ministries/Departments/ State Governments/ other Clients.	Maximum time taken from date of receipt of complete proposal and furnishing of comments	60
12	Timely publication of Annual Report of DHI	Target date by which Annual Report to be placed before the parliament	30 th June

What you should do if we do not meet the promised standards of service?

- A. Inform our public Grievance officer: Shri B.J Mahanta, Joint Secretary.
Phone: 011-23063733, Bhaskar. jmahanta@gov.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat:
CCC-grievance@nic.in