

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

