

Citizens' / Clients' Charter
for
(Department of Chemicals and Petrochemicals)

Address Shastri Bhawan , Dr R.P. Marg, New Delhi-110001

Website ID www.chemicals.nic.in

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Citizens' / Clients' Charter for Department of Chemicals and Petrochemicals-(2016-2017)

Vision Mission

Vision

To facilitate growth and development of Chemical and Petrochemical industry into a major global player in an environment friendly manner.

Mission

To promote investment in the chemical and petrochemical sector and maintain rates of growth commensurate with growth of GDP. To encourage R&D and Human Resource Planning and development to cater to the needs of the industry. To improve productivity in the sector and support adoption of environment friendly and sustainable technologies and practices.

Main Service/ Transactions

S.No	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issuance of recommendation for grant of industrial license in respect of hazardous chemicals	6.0	Shri Dharmendra Kumar Madan (Director)	dkmadan.ofb@.nic.in	9415213591 (011-23385386)	Examination on locational angle & essentiality for setting up of the project depending upon demand	1. Locational map of the unit 2.Manufacturing process details and description.	N/A	N/A	N/A
2	References from chemical Industry Associations for taking up matters of commercial importance such as imposition of safe guard duty/ anti-dumping duty etc. with the concerned Ministries.	7.0	Shri Dharmendra Kumar Madan (Director)	dkmadan.ofb@.nic.in	9415213591 (011-23385386)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the chemical Division for comments 5. Take approval of the competent authority	No standard format. Documents required would depend on the case under reference.	N/A	N/A	N/A
3	Issuance of Consent Certificate for import/export of chemicals covered under Rotterdam Convention	10.0	Shri Dharmendra Kumar Madan (Director)	dkmadan.ofb@.nic.in	9415213591 (011-23385386)	To examine Indian EXIM Policy for the relevant item	1. Complete application with export notification 2. Forwarding letter from Designated National Authority (DNA) of the exporting country.	N/A	N/A	N/A
4	Recommendation to DGFT on applications for import of items covered under Restricted List of Import, related to Petrochemical Division along with all matters related to export-import Policy including FIPB and Foreign Trade Agreements.	10.0	Sh. Rohit Misra (Assistant Industrial Advisor)	rohit.misra@nic.in	011-23382601	1.Technical examination of Inputs requirements for exports pertaining to items appearing in Petrochemicals Division including polymers, plastics and plastic products ,fiber and fiber intermediates synthetic rubber etc	1. Examination of applications. 2. Calling additional Inputs/Details left out in the application from the client if required. 3. Take approval of the competent authority	N/A	N/A	N/A

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5	Technical examination of project Imports for Petrochemical Industry.	8.0	Sh. Rohit Misra (Assistant Industrial Advisor)	rohit.misra@nic.in	23382601	1.Approval of Competent authority is taken	1. Copy of IEM issued by DIPP. 2. Proforma invoice of the equipment to be imported under project in import with the specification. 3. Chartered Engineer certificate certifying the essentiality of import of said equipments.	N/A	N/A	N/A
6	References from Petrochemical Industry Associations for taking up matters of commercial importance such as duties & tax structure, anti-dumping duty etc. with the concerned Ministries.	6.0	Shri P.G.S.Rao	gs.perni@nic.in	23386083	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	No standard format. Documents required would depend on the case under reference.	N/A	N/A	N/A
7	Issuance of recommendation for import/export of SCOMET Items	12.0	Shri Dharmendra Kumar Madan (Director)	dkmadan.ofb@nic.in	9415213591 (011-23385386)	To examine the end-use certificate given by the importing country	Complete application along with End-use certificate by the importing country etc.	N/A	N/A	N/A

Main Service/ Transactions

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								Category	Mode	Amount
8	Recommendation for R&D laboratory recognition	3.0	Shri Dharmendra Kumar Madan (Director)	dkmadan.ofb@nic.in	9415213591 (011-23385386)	To recommend recognition subject to R&D facilities available with the unit.	1. Details of manpower employed for R&D work 2.Details of Educational qualification of R&D people. 3.R&D expenditure for the last three years and projection for future. 4.New products/ process developed by R&D centre.	N/A	N/A	N/A
9	Recommendation for R&D laboratory recognition related to Petrochemical Division.	3.0	Sh. Rohit Misra (Assistant Industrial Advisor)	rohit.misra@nic.in	23382601	1. Technical examination of R&D recognition application on DSIR guidelines 2. Calling information if required. 3.Getting approval of the competent authority.	As per guidelines of DSIR for R&D recognition.	N/A	N/A	N/A
10	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the chemical sector	3.0	Shri Dharmendra Kumar Madan (Director))	dkmadan.ofb@ofb.gov.in	9415213591 (23385386)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the chemical Division for comments 5. Take approval of the competent authority	1.Detailed Tariff lines of chemicals seeking reduction of duty. 2.Detailed Tariff lines for negative list.	N/A	N/A	N/A

S.No	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
11	Project Import Certification for Petrochemical Industry.	7.0	Shri P.G.S.Rao	gs.pe rni@n ic.in	011- 23386083	<p>1. Entry in the relevant record registers of the transaction.</p> <p>2. Scrutiny of application with reference to verification of essentiality of goods to be imported for the required project</p> <p>3. Calling additional inputs/details left out in the application from the client, if required.</p> <p>4. Submission to Technical Wing in the Petrochemical Division for comments</p> <p>5. Take approval of the competent authority</p>	<p>i) Copy of Industrial Approval (IL/IEM).ii) Details of investment made in the project (Land, Building, Plant & Machinery) duly certified by CA.iii) Complete list of plant & machinery required (imported and indigenous) required for implementation of the project. iv) List of capital goods in four copies with detailed technical specifications, make, model no., quantity, CIF value etc. duly signed by MD/Director of the firm.</p> <p>v) Capacity of plant & machinery to be imported under Project Import duly certified by Chartered Engineer.vi) Copy of proforma invoice, catalogue, letter of credit opened along with the details of payment made for import of plant & machinery under Project Import.vii) Any other</p>	N/A	N/A	N/A

Main Service/ Transactions

S.No	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
12	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the petrochemical sector	3.0	Shri P.G.S.Rao	gs.pe rni@n ic.in	011-23386083	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	1. Detailed Tariff lines of petrochemicals seeking reduction of duty. 2.Detailed Tariff lines of various schedules relating to trade negotiations.	N/A	N/A	N/A
13	Project Import Certification for chemical industry	10.0	Shri Dharmendra Kumar Madan (Director)	dkmadan.of b@ofb.gov.i n	9415213591 (23385386)	Verification of essentiality of goods to be imported for the required project	Complete application having Chartered Accountant (CA) certificate indicating expenditure incurred on the project, Chartered Engineer (CE) certificate about essentiality and invoice and copies of Letter of Credit (LC) etc	N/A	N/A	N/A
14	End-use Certificate for Non-Insecticidal application in respect of chemical industry for chemicals appended to the Insecticides Act	10.0	Shri Dharmendra Kumar Madan (Director)	dkmadan.of b@ofb.gov.i n	9415213591 (23385386)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application. 3.Calling additional inputs/details left out in the application from the client, if required. 4.Submission to Technical Wing in the chemical division for comments. 5. Take approval of the competent authority	Complete application along with Chartered Accountant (CA) certificate on production and corresponding consumption for the last 3 years etc.	N/A	N/A	N/A

Service Standards

S.No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Issuance of recommendation for grant of industrial licence in respect of hazardous chemicals	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects to Issuance of recommendation to DIPP	20	days	8.0	Ministry Records
2	References from chemical Industry Associations for taking up matters of commercial importance duty etc. with the concerned Ministries.	7.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to Concerned ministry.	45	days	7.0	Ministry Records
3	Issuance of Consent Certificate for import/export of chemicals covered under Rotterdam Convention	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects to Issuance of response to concerned DNA	45	days	10.0	Ministry Records
4	Recommendation to DGFT on applications for import of items covered under Restricted List of Import, related to Petrochemical Division along with all matters related to export-import Policy including FIPB and Foreign Trade Agreements.	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DGFT.	45	days	10.0	1.Relevant policy/procedural guidelines prescribed by DGFT 2.Precedent cases 3.Ministry Records

S No	Service Transactions	Weight	Success Indicators	Service Standards	Unit	Weight	Data source
5.	Technical examination and recommendation of project import for Petrochemical industry.	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DGFT.	45	days	8.0	1. Relevant policy/ procedural guidelines prescribed by DGFT. 2. Precedent cases 3. Ministry records
6.	Reference from Petrochemical Industry Associations for taking up matters of commercial importance such as duties & tax structure, anti-dumping duty etc. with the concerned Ministries.	6.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	30	days	6.0	1. Relevant policy/ procedural guidelines prescribed by DGFT. 2. Precedent cases 3. Ministry records
7.	Issuance of recommendation for import/export of SCOMET items	12.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DGFT.	30	days	12.0	Ministry Records
8.	Recommendation for R & D laboratory recognition	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DST.	20	days	3.0	Ministry Records
9	Recommendation for R&D laboratory recognition related to Petrochemical Division.	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DST.	20	days	3.0	Ministry Records

S.No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
10.	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the chemical sector	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to Department of Commerce.	45	days	3.0	Ministry Records
11	Approval of application/request from Petrochemical Industry for issue of Project Import Certificate.	7.0	Average time taken from the date of receipt of the fully completed proposal in all respects to certificate issuance.	30	days	7	1.Relevant policy / Procedural guidelines Prescribed by CBEC 2.Precedent cases 3.Ministry Records
12	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the petrochemical sector	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	days	3	1.Relevant policy/procedural guidelines and inputs by DGFT and Department of Commerce 2.Precedent cases 3.Ministry
13	Project Import Certification for chemical industry	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects to Certificate issuance	10	days	10	Ministry Records
14	End-use Certificate for Non-Insecticidal application in respect of chemical industry for chemicals appended to the Insecticides Act	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects to Recommendation Issuance	10	days	10	Ministry Records

Grievance Redress MechanismWebsite url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Sh. Rakesh Kumar Kamra , DDG	011-23386752	Rk.kamra.ddg@gov.in	9868271662

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Citizens of India
2	Foreign and Domestic Chemical, Petrochemical & Plastic companies
3	Chemical and Petrochemical Industry associations
4	State Governments/UTs
5	Other Ministries/Departments of the Government of India- Department of Economic Affairs, Department of Industrial Policy and Promotion, Department of Commerce, Directorate General of Foreign Trade, Department of Agriculture and Cooperation, Central Insecticides Board, Department of Science and Technology, Directorate General of Safeguard, Directorate General of Antidumping Duties.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Central Institute of Plastic Engineering Technology (CIPET)	22253040	cipetdgooffice@gmail.com		CIPET Head Office, T.V.K Industrial Estate, Guindy, Chennai- 600 032
2	Institute of Pesticide Formulation Technology (IPFT)	2348487	ipft@rediffmail.com		Sector-20,Udyog Vihar, Gurgaon- 122 016, Haryana
3	Brahmaputra Cracker & Polymer Limited (BCPL)	0373-2914604	mdcell@bcplindia.co.in		Main Fire Station Building, P.O. Lapetkata, Distt. Dibrugarh, Assam
4	Hindustan Organic Chemicals Ltd. (HOCL)	022-27575270	ravimadangeri@hoclindia.com		Office No.401,402 and 403 4 th floor V time Square Plot No. 3 Sector 15,CBD Belapur Navi Mumbai -400614
5	Hindustan Insecticides Ltd. (HIL)	24362165	hilhq@nde.vsnl.net.in		CGO Complex, Lodhi Road, New Delhi 110003.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects
2	Keep complete records of communication with the Department
3	Check the Department's website regularly for updates on policies, programmes and procedures