

CITIZENS' CHARTER

Mission Statement

We shall work consciously and dedicatedly for positioning India amongst the top industrial countries of the world in a relatively shorter time frame.

We shall create enormous opportunities for investment in sustainable industrial activities and open up employment avenues for enhancing the quality of life of the common man.

We shall achieve excellence in formulating balanced Industrial policies and expeditiously implement them for the maximum good of the people of India. Our guiding principles in realizing these lofty goals will be through judicious resource utilization, improvement in productivity, dispersal of industries, development of backward areas and more importantly, blossoming of entrepreneurial talents.

Our Values

We shall consciously and diligently uphold the values of integrity, transparency and accountability in our day-to-day public dealings.

To add value to our services and to pace up the process of decision - making and its timely implementation we shall adopt modern management systems and practices.

Our commitment

While discharging our duty, we shall:--

Continuously consult the stakeholders and other interest groups in reviewing the policies and procedures to reflect their views, perceptions and concerns on the policy document.

Consider the stakeholders and interest groups as partner in progress and accord them respect and cordiality, encourage them to come out with innovative concepts and procedures to provide for cross-fertilization of ideas that help overall promotion of industrial development.

Endeavour to create more effective channels of communication and forums for interface with the stakeholders and other interests groups through e-governance, which requires large-scale computerization and automation in our functioning.

Maintain the confidentiality of the personal and business information disclosed to us.

Stand committed to simplifying procedures for industrial approvals and keep only minimum controls that are considered critically essential.

Place in the public domain all changes in law and procedures through appropriate media channels as and when they are finalized.

Standards for General Procedures

Our guiding principles will be: Quick disposal of cases and redressal of grievances.

Towards this, we shall:-

Continue to issue on the spot written acknowledgments to all queries and applications.

Respond to all queries within 15 working days of receipt of the enquiry.

In the event of an inevitable delay due to technical reasons or matter being sub judice, the reasons for the delay shall be communicated.

Standards for Industrial Approval

To facilitate speedy industrial approvals, we shall:-

Continue to acknowledge on the spot the applications for Industrial Entrepreneurs' Memorandum/Industrial License/Foreign Collaborations.

Take a decision within 14 working days on the receipt of a completed application under automatic route for foreign collaborations.

Continue to decide on applications for Letters of Intent/Industrial License, foreign collaboration and investment within six weeks from the receipt of the completed applications.

Issue duty concession/project import facilities within four weeks from the receipt of the completed applications.

Forward our recommendations to other departments/ministries within four weeks from the receipt of completed requests/applications from the concerned Department, applicant or redress-seeker, wherever the disposal of case requires our recommendation.

Provide an opportunity for personal hearing, with an officer of appropriate rank in the Department in case it is necessary.

Continue to inform the applicant /petitioner the reasons for the rejection of their applications and provide opportunity for appeal.

Responsibilities of the Users

To serve our stakeholders in a result-oriented manner, we will create structures for regular two-way communications to assess their problems and to evolve quick solutions. Towards this, we urge industrial units to send monthly production returns regularly to facilitate national planning of industrial activities.

Other information like status of implementation of their project till it commences production and suggestions for improvement of services are also equally important. These valuable feedbacks from the stakeholders and interest groups will help us to take timely action and move up in the service value chain.

Service audit

We shall periodically audit the quality of our services based on stringent benchmarks and standards set, both at the unit and national levels. We will also hold independent surveys to capture the stakeholder's perceptions and assessment of the quality of our services. The results of these surveys will be placed in the public domain.

Helpline

Please visit our Information and Facilitation Counter (IFC) and the Public Relation Office, at Udyog Bhavan, New Delhi, Department of Industrial Policy and Promotion, Ministry of Commerce and Industry (Near Gate No. 11) **Tel 011-23063088**. Receipt of all applications can be obtained from the IFC office.

Our Cell for Investment Promotion and Infrastructure Development will provide information, guidance and escort services on investment promotion and infrastructure development.

Printed publications of the Department can be obtained from any outlet of the Controller of Publications. Please also visit our website (<http://dipp.nic.in>) for the latest information through which the Proforma for making applications for IEM, LOI, foreign collaboration etc. can also be downloaded.

Grievance Redressal

We attach great importance to redressal of grievances of the stakeholders for the overall promotion of industrial development. Therefore, a demanding time frame for quick disposal of your 'wish list' has been laid down. That includes resolving the issues within 14 working days of its receipt. In case of inevitable delay, the reasons for the delay, the time required for redressal of the complaint etc. will be intimated to the complainant.

Your 'wish list' can be sent to us over the phone, by mail, fax or personal visit. Your first contact point is IFC. You can approach the Grievance Officer in the Department ([Shri N.N. Prasad, Joint Secretary, Tel No. 23061714, E-Mail: \[nareshnp@nic.in\]\(mailto:nareshnp@nic.in\)](#)) if the issue is not resolved at the IFC.

Additional Secretary and Financial Adviser in the Ministry of Commerce and Industry have been appointed as the Business Ombudsman to look into the complaints relating to delays in clearance of projects/approvals.

USEFUL ADDRESSES

DESIGNATION	ADDRESSES	
Public Relations Officer	Entrepreneurship Assistance Unit, Near Gate No. 11, Udyog Bhavan, New Delhi	Tel: 011-23063088 EPABX: 011-23063321 Extn. 2237
Grievance Officer and Joint Secretary	Department of Industrial Policy & Promotion, Ministry of Commerce & Industry, Room No. 126-A Udyog Bhavan, New Delhi	Tel: 011-23061714 Fax: 011-23063656 E-mail:nareshnp@nic.in
Business Ombudsperson' and Additional Secretary & Financial Adviser	Department of Industrial Policy & Promotion, Ministry of Commerce & Industry, Room No. 244, Udyog Bhavan, New Delhi	Tel: 011-23062756 Fax: 011-23062101 E-mail: dilipc@nic.in

Visit Website of the Department

www.dipp.nic.in