



सत्यमेव जयते

**Citizen's / Client's Charter**  
**for**  
**Government of India**  
**(Department of Public Enterprises)**  
**(2016-2017)**

## **Vision/Mission**

### **Vision:-**

Effective, profitable and globally competitive CPSEs.

### **Mission:-**

To continuously improve management and performance of CPSEs through Corporate Governance, Performance Evaluation, Human Resource Management, Corporate Social Responsibility, Research & Development thereby enhancing global competitiveness.

## Main Services/Transactions

S. No	Services/Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Finalization of MoU targets between CPSEs and Administrative Ministries	15	Shri M. K. Gupta (Director)	mou-dpe@nic.in, mukeshk.gupta@nic.in	011-2436 0841	Convene meetings of Task Force and CPSEs/ Administrative Ministries, preparation and issue of minutes of the meeting and finalization of MoU targets.	Draft MoU of CPSEs through concerned Administrative Ministries.	NA	NA	NA
2	Finalization of Performance Evaluation of CPSEs vis-à-vis targets for MoU score and rating of CPSEs	15	Shri M. K. Gupta (Director)	mou-dpe@nic.in, mukeshk.gupta@nic.in	011-2436 0841	Actual performance evaluated in the Task Force meetings and MoU score and rating of the CPSEs finalized.	Self-evaluation report from CPSEs through respective administrative Ministries with audited financial statements, annual reports, etc.	NA	NA	NA
3.	Release of funds to NSDC/NSDC identified Training Providers under the CRR scheme	20	Shri J.N. Prasad (Director)	jn.prasad@nic.in	011-2436 0736	Funds to be released to NSDC/NSDC identified Training Providers after finalization of modalities for implementation of CRR scheme	Details of Training Providers, their respective training fields, details of VRS/VSS optees or their dependents along with their number, preferred field of training and other details to be obtained from NSDC and CPSEs before release of funds	NA	NA	NA
4	Issue of DA orders on respect of employees of CPSEs	5	Shri S. Meenakshisundaram (Director)	<a href="mailto:smsundaram.icoas@nic.in">smsundaram.icoas@nic.in</a>	011-24362770	Calculation of DA and issuance of order after approval of competent authority	DA order issued by Ministry of Finance and AICPI published by	NA	NA	NA

							Ministry of Labour			
5.	Conveying recommendations of Search Committee to administrative Ministries	10	Dr. M. Subbarayan (Joint Secretary)	<a href="mailto:m.subbarayan@nic.in">m.subbarayan@nic.in</a>	011-2436 0624	Intimation of Search Committee's recommendation to concerned administrative ministry.	Approval of recommendations of Search Committee by Minister (HI&PE)	NA	NA	NA
6	Guiding the citizens who want some clarification on DPE guidelines on wage policies or have some grievances on their implementation	10	Shri S. Meenakshisundaram (Director)	<a href="mailto:smsundaram.icoas@nic.in">smsundaram.icoas@nic.in</a>	011-24362770	Examine the grievance and guide the citizen about the DPE guideline in question. If felt necessary advise the citizen to visit DPE website where FAQ on the subject is already hosted.	Legible application stating clearly the point of clarification / grievance			
7	Guiding the citizens who want some clarification on DPE guidelines on CSR & Sustainability 2014 or have some grievances on their implementation	10	Shri S. Meenakshisundaram (Director)	<a href="mailto:smsundaram.icoas@nic.in">smsundaram.icoas@nic.in</a>	011-24362770	Examine the grievance and guide the citizen about the DPE guideline in question. If felt necessary advise the citizen to visit DPE website where FAQ on the subject is already hosted.	Legible application stating clearly the point of clarification / grievance			
8	Guiding the citizens who want some clarification on criteria of appointment of NODs in CPSEs or have some grievance relating to entering their name in DPE's database on NODs	5	Dr. M. Subbarayan (Joint Secretary)	<a href="mailto:m.subbarayan@nic.in">m.subbarayan@nic.in</a>	011-2436 0624	Examine the grievance and guide the citizen about the DPE guideline in question. If felt necessary advise the citizen to visit DPE website where FAQ on the subject is already hosted.	Legible application stating clearly the point of clarification / grievance			
9	Publication of Public Enterprises Survey	10	Shri S.V. Pratap (Director)	<a href="mailto:sv.pratap@nic.in">sv.pratap@nic.in</a>	011-24363066	Collection of information from CPSEs	Data sheet, NIC Software			

## Service Standards

S. No.	Services/Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Finalization of MoU targets between CPSEs and Administrative Ministries.	15.00	Communication of MoU targets to CPSEs /Administrative Ministries.	150	Days	15.00	DPE, Administrative Ministries and CPSEs concerned
2.	Finalization of Performance Evaluation of CPSEs vis-à-vis targets for MoU score and rating of CPSEs.	15.00	Communication of MoU final score and rating to CPSEs/ Administrative Ministries.	155	Days	15.00	DPE, Administrative Ministries and CPSEs concerned
3.	Release of funds to NSDC/NSDC identified Training Providers for implementation of CRR scheme	20.00	Release of funds based on setting of physical target by NSDC in consultation with DPE	120	Days	20.00	Details of Training Providers along with physical target and other details to be obtained from NSDC before release of funds
4.	Issue of DA orders in respect of employees of CPSEs	5.00	Uploading on DPE website	5	Days	5.00	DA order issued by Ministry of Finance and AICPI published by Ministry of Labour
5.	Conveying recommendations of Search Committee to administrative Ministries	10.00	Communication of recommendations of Search Committee to Administrative Ministries.	35	Days	10.00	DPE, Administrative Ministries concerned
6.	Guiding the citizens who want some clarification on DPE guidelines on wage policies or have some grievances on their implementation	10.00	Reply sent to the citizen	30	Days	10.00	Legible application stating clearly the point of clarification / grievance
7.	Guiding the citizens who want some clarification on DPE guidelines on CSR & Sustainability 2014 or have some grievances on their	10.00	Reply sent to the citizen	30	Days	10.00	Legible application stating clearly the point of clarification / grievance

	implementation						
8.	Guiding the citizens who want some clarification on criteria of appointment of NODs in CPSEs or have some grievance relating to entering their name in DPE's Database on NODs	5.00	Reply sent to the citizen	30	Days	5.00	Legible application stating clearly the point of clarification / grievance
9	Publication of PE Survey	10.00	Laying of Public Enterprises Survey in the Parliament	180	Days	10.00	All CPSEs

## Grievance Redress

Website url to lodge <http://pgportal.gov.in/>

S. No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1.	Shri Meenakshi Sundaram, Director (PG)	2436-2770	smsundaram.icoas@nic.in	8860212637

## List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	Central Public Sector Enterprises (CPSEs)
2.	Administrative Ministries
3.	CPSE Employees
4.	Officers Associations and Trade Unions
5.	VRS optees or their dependents
6.	Organizations which act as nodal agencies under CRR scheme
7.	General Public and Organizations interested in CSR activities of CPSEs

Responsibility Centres and Subordinate Organizations - None

## Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	CPSEs are expected to follow DPE Guidelines and other instructions of Government of India for drafting MoUs and to ensure that it is as per the prescribed format.
2	CPSEs have to adhere to the time schedule prescribed for submission of draft MoUs and MoU self-evaluation sheets. The timeline for submission of advance copy of the draft MoU by CPSEs is on or before 30 <sup>th</sup> November whereas MoU approved by Board of Directors is to be submitted to DPE through the Administrative Ministry by 15 <sup>th</sup> December. Performance Evaluation Reports along with audited annual data, annual report, etc. after approval of the Board of CPSEs and through the administrative Ministries is to be submitted by the CPSEs within the target date of 31 <sup>st</sup> August.
3	It is expected that CPSEs will furnish information on achievement of financial and non-financial targets of MoU based on audited accounts, annual report, other documentary evidence, etc. after approval of the Board of Directors and through the Administrative Ministry.
4.	Under CRR, details of Training Providers, their respective training fields, details of VRS/VSS optees or their dependents along with their number, preferred field of training and other details is to be obtained from NSDC and CPSEs before release of funds.
5.	Complete recommendations are received from Search Committee.
6.	Legible and complete references are received from citizens clearly stating their points on which clarification is required.