

CITIZEN CHARTER

DEPARTMENT OF COMMERCE

MINISTRY OF COMMERCE & INDUSTRY

UDYOG BHAWAN

NEW DELHI – 110 107.

Website : commerce.gov.in

Vision

To make India a major player in the world trade by 2020 and assuming a role of leadership in the international trade bodies commensurate with India's importance in contemporary world.

Mission

To double India's export of goods and services by 2014 with a long term objective of doubling India's share in global trade by the end of 2020 through appropriate policy support.

SERVICE STANDARDS

I. CITIZEN CHARTER

S.No.	Division	Service	Standards
1	E&MDA	<p>Release of funds under Market Development Assistance (MDA) scheme to:</p> <ul style="list-style-type: none"> (i) assist exporters for export promotion activities abroad. (ii) assist Export Promotion Councils (EPCs) to undertake export promotion activities their product(s) and commodities. (iii) assist approved organizations / trade bodies in undertaking exclusive non-recurring innovative activities connected with export promotion efforts frothier members. (iv) Residual essential activities connected with marketing promotion efforts abroad. 	<p>(i) Decision on application after receipt of complete documents – 3 months.</p> <p>(ii) Release of first instalment – within 3 months of allocation of budget.</p> <p>(iii) Release of second instalment on receipt of complete documents – within one month.</p> <p>Note: The above is, however, subject to availability of budget under MDA/MAI Scheme.</p>
2	E&MDA	<p>Release of funds under Market Access Initiative (MAI) scheme for:</p> <ul style="list-style-type: none"> (i) marketing project abroad (ii) capacity building (iii) support for statutory compliances (iv) studies (v) project development (vi) miscellaneous (vii) release of funds to the State Governments & other institutions. 	<p>(i) Decision on application after receipt of complete documents – 3 months</p> <p>(ii) Release of first instalment – within 3 months of approval of the project.</p> <p>(iii) Release of second instalment - within one month of receipt of necessary documents</p> <p>Note: The above is, however, subject to the availability of budget under MAI/MDA Scheme.</p>
3	States Cell	<p>Consideration of Project proposal (complete in all respect) under Central component of ASIDE and release of ASIDE Fund (Central) as per decision of Empowered Committee on ASIDE.</p>	<p>Within 3 months</p>
4	SEZ	<p>Approval for setting up of SEZ</p>	<p>Within 3 months after getting the recommendations of the State Governments/ UT Administration.</p>

5	RTI Cell	<p>(i) Centre point for receiving RTI applications.</p> <p>(ii) Forwards RTI application to the CPIO(s) concerned in the Department for providing information to the applicant.</p> <p>(iii) Processes appeals received in this Department for their disposal by the Appellate Committee on RTI.</p>	<p>(i) Forwarding of application to the designated CPIO – within 7 days.</p> <p>(ii) Furnishing of information by the concerned CPIO(s) – within 30 days of receipt of application in the Department as per RTI Act 2005.</p> <p>(iii) Disposal of appeal by the Appellate Committee – within 30 days of its receipt in the Department as per RTI Act 2005.</p>
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II. PUBLIC GRIEVANCE MECHANISM

6	Trade Finance Division	Handling of public Grievances	<p>(i) For employees of Department of Commerce (Proper) – within 2 months.</p> <p>(ii) Other than Department of Commerce (Proper) – within 4 months.</p>
7	FT(Coord) Div.	For taking actions by the Appellate Committee on appeals preferred against statutory orders passed by DGFT, SEZ etc	Within 3 months
8	DGFT	For handling grievances of exporters by the Grievance Redressal Committee against decisions of DGFT relating to trade and policy	Within 3 months

STAKEHOLDERS

- (i) State Governments/UT Administration
- (ii) Commercial Missions abroad
- (iii) Export Promotion Councils
- (iv) Export Promotion Organisations
- (v) Exporters
- (vi) Importers
- (vii) Developers of SEZs
- (viii) Employees of Department of Commerce (Proper) and its organisations
- (ix) Citizens

PUBLIC GRIEVANCE MECHANISM

(A) APPELLATE COMMITTEE -

(i) A quasi-judicial Appellate Committee constituted in the Department is responsible for taking actions on appeals preferred against statutory orders passed by DGFT, SEZ etc.

(ii) Names and Contact details of concerned officers:

Smt. Vijaylaxmi Joshi
Joint Secretary
Room No.240
Telefax: 23061377
Email: vl.joshi@nic.in

Shri V.V. Yadav
Director
Room No.149
Tele: 23063461
Fax: 23063418
vv.yadav@nic.in

(iii) Website address: <http://commerce.gov.in>

(vi) Timeline for redressal – within 3 months

(B) GRIEVANCE REDRESSAL COMMITTEE -

(i) GRC has been constituted to handle grievances of exporters against decisions of DGFT relating to trade and policy.

(ii) Names and Contact details of concerned officers:

Shri P.K. Chaudhery
Speical Secretary
Room No.243
Telefax: 23061100
Email: pkchaudhery@nic.in

Shri Sanoj Kumar Jha
Deputy Secretary
Room No.221
Telefax: 23062879
Email: sanoj.jha@nic.in

(iii) Website address: <http://commerce.gov.in>

(vi) Timeline for redressal – within 3 months

(C) PUBLIC GRIEVANCE MECHANISM –

(i) This mechanism has been constituted to deal with complaints of serving/retired employees of Department of Commerce and its organisations. It also caters to general public grievances.

(ii) Names and Contact details of grievance officers:

Shri Siddharth
Joint Secretary
Room No.249

Tele: 23061837

Fax: 23063418

Email: siddharth.singh@nic.in

Shri Anurag Saxena

Joint Secretary

Room No.279-B

Tele: 23063050

Fax: 23063418

Email: anurag.saxena@nic.in

(iii) Website address: <http://pgportal.gov.in> and this link is also available on <http://commerce.gov.in>

(vi) Timeline for redressal – within 4 months

For employees of Department of Commerce (proper) - 2 months

For employees of other than Department of Commerce – 4 months

MONITORING

The performance of implementation of Citizen Charter and Public Grievance Mechanism will be monitored in the Senior Officers' Meeting every three months.

Month and Year for the next review of Charter

The Citizen Charter of the Department of Commerce will be reviewed in the month of December, 2011 or on receipt of the fresh instructions/guidelines which may be different from the existing instructions/guidelines.

GUIDANCE AND HELP

Our Information and Facilitation Counter (IFC) and the Public Relation Office is situated near Gate No.12, Udyog Bhavan, New Delhi-110107 in the Department of Commerce and welcomes your phone calls on Telephone No.011-23062261 (Fax: 011-23063418).

In addition to the above, dissemination of information about our latest policies, major decisions taken and procedures are also done through Internet website at the following address: (<http://commerce.gov.in/>).