

Citizen's/Client's Charter of Department of Public Enterprises 2025-2026

Vision and 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/Transaction

S. No.	Services/Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1..	Performance evaluation of CPSEs i.e. finalizing scores and ratings of the MoU-singing CPSEs, under DPE's MoU framework.	15	Muni Ram Meena, Director	moudpe@nic.in	011-24362770	Performance is evaluated based on actual achievements against the MoU targets, and accordingly, scores and ratings of the CPSEs are finalized	Self-evaluation report from CPSEs through Administrative Ministries/ departments with Audited Financial Statements, Annual Reports and Board's Resolution etc.	NA	NA	NA
2.	Finalizaion of MoU targets for CPSEs under DPE's MoU framework	10	Muni Ram Meena, Director	moudpe@nic.in	011-24362770	Convene meeting of Inter-Ministerial Committee with Administrative Ministries and CPSEs. Then, preparation and issue of minutes and finalization of MoUs.	Inputs from CPSEs through concerned Administrative Ministries/ Departments.	NA	NA	NA
3.	Monitoring of CAPEX of some selected CPSEs	10	Shri Baljit Singh, Joint Director	baljit.singh79@gov.in	011-24362671	Compilation of monthly Capital Expenditure (CAPEX) achievement data of CPSEs and Railway and reporting the same to PMO within prescribed time	CAPEX information of the concerned CPSEs	NA	NA	NA
4.	Publication of Public Enterprises Survey	20	Shri Baljit Singh, Joint Director	baljit.singh79@gov.in	011-24362671	Collection of information from CPSEs (online)	Data sheet, National Informatic Centre (NIC) Software	NA	NA	NA

5.	Issue of DA orders on respect of employees of CPSEs	10	Dr. P. K. Sinha (Deputy Secretary)	pk.sinha1966@gov.in	011-24360823	Calculation of DA and issuance of order after approval of competent authority	DA order issued by Ministry of Finance and All India Consumer Price Index (AICPI) published by Ministry of Labour	NA	NA	NA
6.	Conveying recommendation of Search Committee to administrative Ministries	5	Shri Kranti Kumar (Assistant Director)	kranti.kumar84@gov.in	011-24367792	Intimation of Search Committee's recommendation to concerned administrative ministry.	Recommendations of Search Committee contained in the minutes.	NA	NA	NA
7.	Guiding the citizens who want some clarification on DPE guidelines on wage policies or have some grievances on their implementation	5	Dr. P. K. Sinha (Deputy Secretary)	pk.sinha1966@gov.in	011-24360823	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	NA	NA	NA
8.	Guiding the citizen who want some clarification on DPE guidelines on CPSEs service matters / CDA / Rules / Vigilance policies / other Miscellaneous matters or have some grievances on their implementation	5	Dr. P. K. Sinha (Deputy Secretary)	pk.sinha1966@gov.in	011-24360823	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	NA	NA	NA

9.	Guiding the citizens who want some clarification on CSR provisions in Section 135 of Companies Act, 2013, Companies (CSR Policy) Rules, 2014 and Schedule VII of the Act, guidelines dated 10.12.2018 and 29.5.2019 issue to CPSEs on theme-based CSR activities / projects by CPSEs in Aspirational Districts applicable to CPSEs or have some grievances on their implementation	5	Shri Kailash Bhandari (Deputy Director)	kailash.bhandari@nic.in	011-24366247	Examine the grievance and guide the citizen about the CSR provisions in Section 135 of Companies Act, 2013; Companies (CSR Policy) Rules, 2014; Schedule VII of the Act, and guideline dated 10.12.2018 & 29.5.2019 issued to CPSEs on theme-based CSR activities/ projects by CPSEs in Aspirational Districts. 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 system	NA	NA	NA
10.	Inclusion of names in DPE Data bank of Non-official Director	10	Shri Kranti Kumar (Assistant Director)	kranti.kumar84@gov.in	011-24367792	Uploading the bio-data on DPE website	Complete online application	NA	Online	NA
11.	Capacity Building of the executives and employees of CPSEs/SLPEs	10	Shri Kranti Kumar (Assistant Director)	kranti.kumar84@gov.in	011-24367792	Organization of training programmes and workshops on topics in thrust areas of CPSEs/SLPEs through centres of excellence such as IIMs, IITs, ASCI, IIPA etc.	Nomination of executives and employees of CPSEs and SLPEs through OTNS (Online Training Nomination system requiring full information of prospective participants	NA	NA	NA

Service Standards

S. No.	Services/Transaction	Weight	Success Indicators	Service Standard	Unit	Data Source
1.	Monitoring of CAPEX of some selected CPSEs	5	CAPEX report for some selected CPSEs to PMO on monthly basis	7	Days	Concerned CPSEs/Administrative Ministries/ Departments - receipt of information
2.	Publication of PE Survey	20	Laying of Public Enterprises Survey in the Parliament	180	Days from last date of filling the Annual accounts by CPSE.	All CPSEs
3.	Finalization of MoU targets for CPSEs under DPE's MoU framework.	10	Communication of final drafts of MoUs to CPSEs /Administrative Ministries/Departments.	By month of May of the MoU year	Timeline	Inputs from the CPSEs /Administrative Ministries/Departments.
4.	Performance Evaluation of CPSEs i.e. finalizing scores and ratings of the MoU-signing CPSEs, under DPE's MoU framework.	10	Communication of MoU score and rating to CPSEs/ Administrative Ministries/Departments.	By month of December of succeeding year	Timeline	Self-evaluation report along with Audited Financial Statements, Annual Reports and Board's Resolution etc. from the CPSEs/ Administrative Ministries/ Departments
5.	Issue of DA orders in respect of employees of CPSEs	5	Uploading on DPE website	7	Days from the date of publication of All India Consumer Price Index (AICPI)	DA order issued by Ministry of Finance and AICPI published by Ministry of Labour
6.	Conveying recommendations of Search Committee to administrative Ministries	5	Communication of recommendations of Search Committee to Administrative Ministries.	5	Days	DPE, Administrative Ministries concerned
7.	Guiding the citizens who want some clarification on DPE guidelines on wage policies or have some grievances on their implementation	10	Reply sent to the citizen	15	Days	Legible application stating clearly the point of clarification / grievance
8.	Guiding the citizens who want some	10	Reply sent to the citizen	15	Days	Legible application stating clearly
9.	clarification on DPE guidelines on CPSEs					The point of clarification /

	service matters / CDA Rules / Vigilance policies / other Miscellaneous matters or have some grievances on their implementation					grievance
10.	Guiding the citizens who want some clarification on CSR provisions in Section 135 of Companies Act, 2013; Companies (CSR Policy) Rules, 2014; Schedule VII of the Act and guideline dated 10.12.2018 & 29.5.2019 issued to CPSEs on theme-based CSR activities/projects by CPSEs in Aspirational to CPSEs or have some grievances on their implementation	5	Reply sent to the citizen	15	Days	Legible application stating clearly the point of clarification / grievance
11.	Inclusion of names in DPE Data Bank of Non-official Director	10	Upload of Bio-data on DPE website	60	Days	Online application completes in all respects
12.	Capacity Building of the executive and employees of CPSEs/SLPEs	10	Completion of scheduled training programme/workshop	20	Number of Training /workshops	Training Institutes and CPSEs through OTNS (Online Training Nomination System)

Grievance Redress

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

1. Nodal Appellate Authorities (NAA)

S. No.	Name of the Public Grievance Officer	Helpline	Email
1.	Shri Lucas L Kamsuan, Joint Secretary, Nodal Appellate Authority (NAA)	24360672	Js.admn-dpe@gov.in , lucasl.kamsuan@gov.in

2 . Sub Appellate Authorities (SAA)

S. No.	Name of the Public Grievance Officer	Helpline	Email
1.	Shri Lucas L Kamsuan, Joint Secretary, (Admin and Cord.)	24360672	Js.admn-dpe@gov.in , lucasl.kamsuan@gov.in
2.	Shri Amardeep Singh Chowdhary, Pr. Adviser (cost)	24360218	Amardeep.68@gov.in
3.	Dr. Vasundhara Upmanyu, Joint Secretary (Policy Division and MoU)	24360204	Upmanyu.141498@nic.in
4.	Dr. Sumantra Pal, Economic Adviser (General Management and Capacity Building)	24360603	Sumantra.pal@nic.in
5.	Ms. Bindu Sreedathan, Dy. Director General (Survey Division)	24360624	ddg-survey-dpe@gov.in

3. Grievance Cell

S. No.	Name of the Public Grievance Officer	Helpline	Email
1.	Sh. Muni Ram Meena, Director, Nodal Officer	24362770	munirammeena@ord.gov.in
2.	Ms. P. Songlianvung, Under Secretary (Budget, Parliament, Coordination & IT Cell)	24366820	p.songlianvung12@nic.in
3.	Shri Saurabh Agrahari, Assistant Section Officer	24362883	saurabh.agrahari@gov.in

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.	General Public and Organizations interested in CSR activities of CPSEs

Responsibility Centres and Subordinate Organizations - No

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 participating in the MoUs process and to ensure that the input is complete and as per the requisite 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 th November whereas MoU approved by Board of Directors is to be submitted to DPE through the Administrative Ministry by 15 th 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 st 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.	Complete recommendations are received from Search Committee constituted for search and solution of independent disputes in CPSEs under their administrative control.
5.	Legible and complete references are received from citizens clearly stating their points on which clarification is required.