



**Citizen's /Client's Charter Ministry of Finance**

**Department of Public Enterprises**

**Block No-14, CGO Complex, New Delhi-110003**

**Our commitments to you**

<b>No.</b>	<b>Our Services and Transactions</b>	<b>How we measure our performance in this area</b>	<b>Our Service Standard</b>
1	Finalization of MoU targets in between CPSEs and Administrative Ministries- Draft MoU of CPSEs received through Administrative Ministries. Thereafter, DPE analyses the proposed targets of CPSEs by preparing critiques for MoU negotiation meetings of CPSEs and submit it to Ad-hoc Task Force (ATF) for their final consideration and recommendation for fixing targets on both financial and non-financial parameters.	No. of days taken from the date of receipt of the complete proposals of draft MoU of CPSEs through appropriate authority to date of final communication of MoU targets of CPSEs as recommended by ATF.	By month of May of the MoU year
2.	Finalization of Performance Evaluation of CPSEs vis- à-vis for MoU score and rating of CPSEs – Annual performance of CPSEs received through Administrative Ministries. Thereafter, DPE analyses the performance of CPSEs as against the targets set for such respective CPSEs in MoU, calculate MoU scores/ratings and put up the proposals before the ATF for their final consideration and recommendation which is finally approved by HPC.	No. of days taken from the date of receipt of the annual performance Report of CPSEs through appropriate authority to date of final communication of MoU scores and ratings as recommended by ATF.	By month of December of the MoU year
3.	Conveying the recommendations of Search Committee/PESB regarding selection of Non-official Directors	No. of maximum days taken from the date of Search Committee meeting to the date of communication of recommendation of Search Committee to administrative Ministries.	5 Days

For more details on the procedure, documents required and contact person, please visit our website at <https://dpe.gov.in>

A. Register your grievance on the following portal: <https://pgportal.gov.in/>