



Citizen's / Client's Charter
for
Government of India
(Department of Public Enterprises)
(2013-2014)

Address

Website ID
Date Of Issue
Next Review

Vision Mission

Vision

Enable PSEs to become strong, effective and globally competitive.

Mission

To continuously improve the management of public sector enterprises facilitating better corporate governance, human resource management (HRM), research & development, innovation efforts and reviving sick PSEs.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Finalization of MoU targets in between CPSEs and Administrative Ministries.	20	Shri M.K. Gupta(Director)	mou-dpe@nic.in	(24360841)	Meetings of Task Force and CPSEs/Administrative Ministries /Departments, preparation, and issue minutes of the meeting and finalize MoU targets between CPSEs and Administrative Ministries.	Receipt of draft MoU CPSE through concerned Administrative Ministries.	N/A	N/A	N/A
2	Finalization of Performance Evaluation of CPSEs vis-à-vis MoU targets,score and rating of CPSEs.	20	Shri M.K. Gupta(Director)	mou-dpe@nic.in	(24360841)	Actual performance evaluated in the Task Force Meeting and finalize the MoU score and rating of the CPSEs.	Receipt of self evaluation report from CPSEs through concerned Ministries with audited financial statements, annual reports, etc.	N/A	N/A	N/A
3	Finalisation of action plan, approval of new agencies/ EACs, approval of physical and financial targets and release of funds to nodal agencies under CRR scheme.	10	Dr. M. Subbarayan(Director)	m.subbarayan@nic.in	(24360624)	A.) Based on action plan of the agencies, annual physical and financial target, agency wise, is finalized after seeking approval of the competent authority	Annual action plan, annual progress report and utilization certificate.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						B.) Agency wise sanction order indicating annual physical target and amount of 1st installment is communicated	NA	N/A	N/A	N/A
4	Subsequent release of funds to nodal agencies under CRR Scheme	10	Dr. M. Subbarayan(Director)	m.subbarayan@nic.in	(24360624)	Second installment to be released to nodal agencies after ascertaining the physical progress and fund utilization status of 1st installment	Progress report and utilization certificate for 1st installment.	N/A	N/A	N/A
5	Forwarding proposal for selection of Non-official Directors by Search Committee / Public Enterprises Selection Board (PESB)	20	Shri Umesh Dongre(Director)	umeshdongre.icoas@nic.in	(24363066)	Placement of proposal before Search Committee	Complete proposal from Administrative Ministry	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
6	Conveying the recommendations of Search Committee/PESB regarding selection of Non-official Directors	20	Shri Umesh Dongre(Director)	umeshdongre.icoas@nic.in	(24363066)	Intimation of Search Committee's recommendation to concerned administrative ministry	Approval of recommendations of Search Committee by Minister (HI & PE)	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Finalization of MoU targets in between CPSEs and Administrative Ministries.	20.0	Communication of MoU targets to CPSEs /Administrative Ministries.	150	Days	20.00	DPE, concerned Administrative Ministry/Department and CPSEs
2	Finalization of Performance Evaluation of CPSEs vis-à-vis MoU targets,score and rating of CPSEs.	20.0	Communication of MoU final score and rating to CPSEs/Administrative Ministries.	155	Days	20.00	DPE, concerned Administrative Ministry/Department and CPSEs
3	Finalisation of action plan, approval of new agencies/ EACs, approval of physical and financial targets and release of funds to nodal agencies under CRR scheme.	10.0	Target to be fixed based on annual action plan of the agencies, capability and past performance	70	Days	10.00	Annual action plan and progress reports submitted by implementing nodal agencies
4	Subsequent release of funds to nodal agencies under CRR Scheme	10.0	Further release of funds only after assessing utilization of funds released earlier and ascertaining physical performance	35	Days	10.00	Progress report and utilization certificate to be submitted by implementing nodal agencies
5	Forwarding proposal for selection of Non-official Directors by Search Committee / Public Enterprises Selection Board (PESB)	20.0	Consideration of the proposals by Search Committee.	35	Days	20.00	Complete proposal from Administrative Ministry
6	Conveying the recommendations of Search Committee/PESB regarding selection of Non-official Directors	20.0	Despatch of letter communicating the recommendations of Search Committee.	35	Days	20.00	Approval of recommendation by Minister (HI & PE)

Grievance Redress Mechanism

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

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Dr. M. Subbarayan(PG)	24360624	m.subbarayan@nic.in	9958901555

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Task Force Members
2	Central Public Sector Enterprises
3	Administrative Ministry/Department
4	Officers Associations and Trade Unions
5	Inputs from workshops organised
6	Intensive in house Consultations

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Board for Reconstruction of Public Sector Enterprises (BRPSE)	24362770	vk.jindal@nic.in	9313197080	Room No. 308, 3rd Floor, Block-14,CGO Complex, New Delhi

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	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.
3	It is expected that the CPSEs adhere to the time schedule prescribed for timely 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 30th November whereas MoU approved by Board of Directors is to be submitted to DPE through the Administrative Ministry/Department by 15th December. Performance Evaluation Reports alongwith 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 31st August.
4	Under CRR, nodal agencies are required to furnish periodical progress report, utilization certificates for the funds released last year, annual action plan showing details like Employees Assistance Centre (EAC) wise and CPSE wise identification of targets (in term coverage of number of VRS optees), duration of training, trades and other relevant details.
5	Proposals for the selection of Non-official Directors are received from the concerned Administrative Deptt. / Ministry along with complete Bio-data of the candidate.