

**Citizen's/Client's Charter
of
Department of Public Enterprises
2019-2020**

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/Transactions

S. No	Services/Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Monitoring of CAPEX of some selected CPSEs	5	Shri Vijay Kumar Darak (Assistant Director)	mou-dpe[at]nic[dot]in vijay.darak[at]gov[dot]in	011-24363720	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
2	Finalization of MoU targets between CPSEs and Administrative Ministries	10	Shri Amit Rastogi (Director)	mou-dpe[at]nic[dot]in, rastogi[dot]amit[at]gov[dot]in	011-24360736	Convene meetings of Pre-Negotiation Committee (PNC) & Inter-Ministerial Committee (IMC) with Administrative Ministries/CPSEs. Preparation and issue of minutes of the meeting and finalization of MoU targets.	Draft MoU of CPSEs through concerned Administrative Ministries/Departments.	NA	NA	NA
3	Finalization of Performance Evaluation of CPSEs vis-à-vis targets for MoU score and rating of CPSEs	10	Shri Amit Rastogi (Director)	mou-dpe[at]nic[dot]in, rastogi[dot]amit[at]gov[dot]in	011-24360736	Actual performance evaluated in the IMC meetings and MoU score and rating of the CPSEs finalized.	Self-evaluation report from CPSEs through respective administrative Ministries/Departments with audited financial statements, annual reports and board resolution etc.	NA	NA	NA

4.	Implementation of CRR Scheme (i) Preparation of MOU for implementation of CRR Scheme (ii) Skill training to the separated employees of CPSEs.	5 10	P.K. Sharma (Deputy Secretary)	pksharma.ship[at]nic[dot]in	011-24363066	(i) MOU to be signed amongst MSDE, NSDC & DPE for implementation of CRR Scheme (ii) Skill training, assessment and certification	MOU to be prepared by NSDC in consultation with the DPE and to be vetted by MSDE. (ii) Project Completion Report from NSDC	NA	NA	NA
5	Issue of DA orders on respect of employees of CPSEs	5	Shri A.K. Khurana (Director)	akkhurana[dot]icoas[at]nic[dot]in	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 Ministry of Labour	NA	NA	NA
6.	Conveying recommendations of Search Committee to administrative Ministries	5	Lokesh Bajpai (Director)	lokeshbajpai[dot]ofb[at]nic[dot]in	011-24360218	Intimation of Search Committee's recommendation to concerned administrative ministry.	Recommendations of Search Committee	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	Shri A.K. Khurana (Director)	akkhurana.i.coas[at]nic[dot]in	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 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	P.K. Sharma Dy. Secretary	Pksharma.ship[at]nic[dot]in	011-24363066	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	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 P.K. Sharma, Deputy Secretary	pksharma.s hip[at]nic[dot]in	011-24363066	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			
10	Inclusion of names in DPE Data bank of Non-official Director	10	Lokesh Bajpai (Director)	Lokeshbajpai[dot]job[at]nic[dot]in	011-24360218	Uploading the bio-data on DPE website	Complete online application	NA	Online	NA
11	Publication of Public Enterprises Survey	20	Dr.Nitin Aggrawal, (Joint Director)		011-24360841	Collection of information from CPSEs (online)	Data sheet, NIC Software	NA	NA	NA
12	Capacity Building of the executives and employees of CPSEs/SLPEs	5	Dr. Nitin Aggrawal, (Joint Director)		011-24360841	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.	Finalization of MoU targets between CPSEs and Administrative Ministries.	10	Communication of MoU targets to CPSEs /Administrative Ministries/Departments.	120	Days	Concerned Administrative Ministries/Departments/CPSEs and Department of Public Enterprises – Examination of draft MoUs by DPE
3.	Finalization of Performance Evaluation of CPSEs vis-à-vis targets for MoU score and rating of CPSEs.	10	Communication of MoU score and rating to CPSEs/ Administrative Ministries/Departments.	90	Days	Concerned Administrative Ministries/Departments/CPSEs and Department of Public Enterprises (DPE) – Examination of evaluation reports by DPE
4.	Implementation of CRR Scheme (i) Preparation of MOU for implementation of CRR Scheme (ii) Skill training to the separated employees of CPSEs	5 10	(i) Approval of MoU and its signing by DPE, NSC & MSDE for the ensuing year after receipt of draft MoU. (ii) Completion of skill training, assessment & certification of the candidates	(i) 30 (ii) As per physical Target of trainees fixed in the MoU each year	Days Numbers	(i) Signed copy of MoU (ii) Project Completion Report by NSDC.
5.	Issue of DA orders in respect of employees of CPSEs	5	Uploading on DPE website	7	Days	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.	7	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	5	Reply sent to the citizen	15	Days	Legible application stating clearly the point of clarification / grievance
8.	Guiding the citizens who want some	5	Reply sent to the citizen	15	Days	Legible application stating clearly

	clarification on DPE guidelines on CPSEs service matters / CDA Rules / Vigilance policies / other Miscellaneous matters or have some grievances on their implementation					the point of clarification / grievance
9.	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
10.	Inclusion of names in DPE Data Bank of Non-official Director	10	Upload of Bio-data on DPE website	30	Days	Online application complete in all respects
11.	Publication of PE Survey	20	Laying of Public Enterprises Survey in the Parliament	180	Days	All CPSEs
12.	Capacity Building of the executive and employees of CPSEs/SLPEs	5	Completion of scheduled training programme/workshop	12	Number of Training /workshops	Training Institutes and CPSEs through OTNS (Online Training Nomination System)

Grievance Redress

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

S. No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1.	Dr. Nitin Aggrawal, Joint Director (PG)	2436-0841		

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 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.	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.