



**Citizen's / Client's Charter**  
**for**  
**Department Of Chemicals & Petro-Chemicals**  
  
**(2011-2012)**

Address	Shastri Bhawan, Dr. R.P. Marg, New Delhi 110001
Website ID	<a href="http://www.chemicals.nic.in">www.chemicals.nic.in</a>
Date Of Issue	February 2011
Next Review	February 2012

## Vision

To facilitate the growth and development of the Chemical and Petrochemical industry and to enable it to become a major global player as well as environmentally friendly

## Mission

To promote investment through public/private/public-private partnership in the chemical and petrochemical sector and thereby maintain impressive rates of growth in the production and exports from the sector. To encourage R&D and Human Resource Planning and Development to cater to the needs of the industry. To improve productivity in the sector and support adoption of environment friendly and sustainable technologies and practices which will stimulate the long-term development of the sector.

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Recommendation to DGFT on Advance Authorization Application from Industry for import of raw material against the export of Petrochemical items.	10	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	DGFT Prescribed Format as per Foreign Trade Policy			
2	Recommendation to DGFT on applications for import of items covered under Restricted List of Import	8	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	DGFT Prescribed Format as per Foreign Trade Policy			
3	Recommendation to Central Insecticides Board & Registration Committee on application/request from Petrochemical Industry for issue of End User Certificate.	8	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional	i) Copy of Industrial Approval (IL/IEM).ii) Details of production and consumption of raw material during the last three years duly			

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						required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the	iii) Copy of earlier approval from CIB, if available.			
4	Project Import Certification for chemical industry	8	Shri Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	Verification of essentiality of goods to be imported for the required project	Complete application having CA certificate indicating expenditure incurred on the project ,CE certificate about essentiality and			
5	End-use Certificate for Non-Insecticidal application in respect of chemical industry for chemicals appended to the Insecticides Act	8	Shri Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	To recommend qty. Of import based on past consumption data	Complete application along with CA certificate on production and corresponding consumption for the last 3 years etc.			
6	Issuance of recommendation on FIPB proposals in respect of chemical industry	8	Shri Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	To examine relevance of imported technology under Indian conditions and also financial collaborations as per FIPB guidelines	Complete application along with copy of Board Resolution & No Objection Certificate from the existing partner of the Jt. Venture etc.			

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7	Approval of application/request from Petrochemical Industry for issue of Project Import Certificate.	6	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction.2. Scrutiny of application.3. Calling additional inputs/details left out in the application from the client, if required.4. Submission to Technical Wing in the Petrochemical Division for comments.5. Take approval of the competent authority	i) Copy of Industrial Approval (IL/IEM).ii) Details of investment made in the project (Land, Building, Plant & Machinery) duly certified by CA.iii) Complete list of plant & machinery required (imported and indigenous) required for implementation of the project.iv) List of capital goods in four copies with detailed technical specifications, make, model no., quantity, CIF value etc. duly signed by MD/Director of the firm.v) Capacity of plant & machinery to be imported under Project Import duly certified by Chartered Engineer.vi) Copy of proforma invoice, catalogue, letter of			

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							import of plant & machinery under Project Import.vii) Any other relevant information related with implementation of the project			
8	Recommendation to Department of Economic Affairs, Ministry of Finance on application for Foreign Investment Proposals in respect of petrochemical industry	5	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	SIA/FIPB prescribed format			
9	Issuance of Consent Certificate for import/export of chemicals covered under Rotterdam Convention	5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	To examine Indian EXIM Policy for the relevant item	Complete application with export notification			

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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10	Issuance of recommendation for grant of industrial licence in respect of hazardous chemicals	5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	Examination on locational angle & essentiality for setting up of the project depending upon demand	Complete application			
11	Issuance of recommendation for import/export of SCOMET Items	5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	To examine the end-use certificate given by the importing country	Complete application along with End-use certificate by the importing country			
12	Fixation of input/output norms on export of chemicals	5	Shri.Jasbir Singh (Industrial Adviser)	js_1857@yahoo.co.in	(23384206)	To work out the qty. of raw materials for one unit of export product	Complete application with manufacturing process, CA certificate on production consumption for the last 3 years etc.			
13	Recommendation for R&D laboratory recognition	5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	To recommend recognition subject to R&D facilities available with the unit	Complete application			

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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14	Recommendation to Department of Industrial Policy & Promotion (SIA) on application for Foreign Technology Collaboration.	4	Shri. Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	SIA/FIPB prescribed format			
15	References from Petrochemical Industry Associations	2.5	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority				
16	References from chemical Industry Associations	2.5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required.				

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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						Division for comments 5. Take approval of the competent authority				
17	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the chemical sector	2.5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the chemical Division for comments 5. Take approval of the competent authority	FTA/CECA			
18	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the petrochemical sector	2.5	Shri. Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	FTA/CECA			

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Recommendation to DGFT on Advance Authorization Application from Industry for import of raw material against the export of Petrochemical items.	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	days	10.00	Ministry Records
2	Recommendation to DGFT on applications for import of items covered under Restricted List of Import	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	days	8.00	Ministry Records
3	Recommendation to Central Insecticides Board & Registration Committee on application/request from Petrochemical Industry for issue of End User Certificate.	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects	45	days	8.00	Ministry Records
4	Project Import Certification for chemical industry	8.0	Certificate issuance	10	days	8.00	Ministry Records
5	End-use Certificate for Non-Insecticidal application in respect of chemical industry for chemicals appended to the Insecticides Act	8.0	Recommendation Issuance	10	days	8.00	Ministry Records
6	Issuance of recommendation on FIPB proposals in respect of chemical industry	8.0	Issuance of recommendation to Deptt. of Economic Affairs	15	days	8.00	Ministry Records
7	Approval of application/request from Petrochemical Industry for issue of Project Import Certificate.	6.0	Average time taken from the date of receipt of the fully completed proposal in all respects	30	days	6.00	Ministry Records
8	Recommendation to Department of Economic Affairs, Ministry of Finance on application for Foreign Investment Proposals in respect of petrochemical industry	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	15	15	5.00	Ministry Records
9	Issuance of Consent Certificate for import/export of chemicals covered under Rotterdam Convention	5.0	Issuance of response to concerned DNA	15	days	5.00	Ministry Records

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S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
10	Issuance of recommendation for grant of industrial licence in respect of hazardous chemicals	5.0	Issuance of recommendation to DIPP	15	days	5.00	Ministry Records
11	Issuance of recommendation for import/export of SCOMET Items	5.0	Issuance of recommendation to DGFT	15	days	5.00	Ministry Records
12	Fixation of input/output norms on export of chemicals	5.0	Issuance of recommendation to DGFT	3	weeks	5.00	Ministry Records
13	Recommendation for R&D laboratory recognition	5.0	Issuance of recommendation to DST	15	days	5.00	Ministry Records
14	Recommendation to Department of Industrial Policy & Promotion (SIA) on application for Foreign Technology Collaboration.	4.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	15	days	4.00	Ministry Records
15	References from Petrochemical Industry Associations	2.5	Average time taken from the date of receipt of the fully completed proposal in all respects.	30	days	2.50	Ministry Records
16	References from chemical Industry Associations	2.5	Average time taken from the date of receipt of the fully completed proposal in all respects.	30	days	2.50	Ministry Records
17	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the chemical sector	2.5	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	days	2.50	Ministry Records
18	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the petrochemical sector	2.5	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	days	2.50	Ministry Records

## 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	Shri. O.P.Sharma	23061442	omsharma@nic.in	9868160477

## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Citizens of India
2	Foreign and Domestic Chemical, Petrochemical & Plastic companies
3	Chemical and Petrochemical Industry associations
4	State Governments/UTs
5	Other Ministries/Departments of the Government of India

## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Central Institute of Plastic Engineering Technology (CIPET)	22253040	cipethq@vsnl.com		Guindy, Chennai- 600 062.
2	Institute of Pesticide Formulation Technology	23 48487	ipft@rediffmail.com		Sector-20,Udyog Vihar, Gurgaon- 122 016, Haryana

## Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submitted duly completed application forms in all respects
2	Keep complete records of communication with the Department
3	Check the Department's website regularly for updates on policies, programmes and procedures