

Citizens' / Clients'
Charter for
(Department of Chemicals and Petrochemicals)

Address: Shastri Bhawan, Dr. Rajendra Prasad. Marg, New Delhi – 110001

Website ID: www.chemicals.nic.in

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Citizens' /Clients' Charter for Department of Chemicals and Petrochemicals

Vision

Mission Vision

To facilitate growth and development of Chemicals and Petrochemicals industry into a major global player in an environment friendly manner.

Mission

To promote investment in the chemicals and petrochemicals sector and maintain rates of growth commensurate with growth of GDP. 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.

Main Services / Transactions							Fees		
S. No	Services / Transaction	Weight %	Responsible Person (Designation)	Contact Details	Process	Document Required	Category	Mode	Amount
1.	Issuance of recommendations for grant to find industrial license in respect of hazardous chemicals	6.0	Shri Dharmendra Kumar Madan (Director)	Email: dkmadan.ofb@nic.in Mob.No 9415213591 Office (011-23385386)	Examination on locational angle & Essentiality for setting up of the Project depending upon demand	1. Locational map of the Unit. 2. Manufacturing process details and description	N/A	N/A	N/A
2.	References from chemical Industry Associations for taking up matters of commercial importance such as imposition of safeguard duty / antidumping duty etc. with the concerned Ministries.	7.0	Shri Dharmendra Kumar Madan (Director)	Email : dkmadan.ofb@nic.in Mob.No9415213591 Office (011-23385386)	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	No standard format. Documents required would depend on the case under reference.	N/A	N/A	N/A
3.	Issuance of Consent Certificate for import / export of Chemicals covered under Rotterdam Convention	10.0	Shri K.K. Srivastava (Director)	Kanishk.kant@nic.in Mob No. 9654523676 Office (011-23782266)	To examine Indian EXIM Policy for the relevant item.	1. Complete application with export notification 2. Forwarding letter from Designated National Authority (DNA) of the Exporting country	N/A	N/A	N/A
4.	Recommendation to DGFT on applications for import of items covered under restricted List of Import related to Petrochemical Division along with all Matters related to export-import Policy including FIPB and Foreign Trade Agreements.	10.0	Shri Varun Singh Poonia (Industrial Adviser)	Email : varun.sp@gov.in Mob No. 9428332027 Office (011-23381768)	1. Technical examination of inputs requirements for exports pertaining to items appearing in Petrochemicals Division including polymers, plastics and plastic products, fiber and fiber intermediate synthetic rubber etc.	1. Examination of applications. 2. Calling additional inputs / details left out in the application form the client if required. 3 Take approval of the competent authority.	N/A	N/A	N/A
5	Technical examination of project imports for Petrochemicals Industry.	8.0	Shri R.K. Soni (Director)	Email: rk.soni28@nic.in Mob No. 9414001352 Office (011-23386047)	Approval of competent authority is taken.	1. Copy of IE Missused by DIPP. 2. Proforma invoice of the equipment to be imported under project in import with the specification. 3. Chartered engineer certificate certifying the essentiality of import of said equipments.	N/A	N/A	N/A

Main Services / Transactions							Fees		
S. No	Services Transaction /	Weight %	Responsible Person (Designation)	Contact Details	Process	Document Required	Category	Mode	Amount
6.	Reference from Petrochemical Industry Associations for taking up matters of commercial importance such as duties and tax structure, anti-dumping duty etc. with the concerned Ministries.	6.0	Shri R.K. Soni (Director)	Email: rk.soni28@nic.in Mob No. 9414001352 Office (011-23386047)	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.	No standard format. Documents required would depend on the case under reference.	N/A	N/A	N/A
7.	Issuance of recommendation or import / export of SCOMET items.	12.0	Shri K.K. Srivastava (Director)	Kanishk.kant@nic.in Mob No. 9654523676 Office (011-23782266)	To examine the end-use Certificate given by the importing country.	Complete application along with end-use Certificate by the importing country etc.	N/A	N/A	N/A
8.	Recommendation for R&D laboratory recognition related to Chemical Division.	3.0	Shri Dharmendra Kumar Madan (Director)	Email : dkmadan.ofb@nic.in Mob.No 9415213591 Office (011-23385386)	To recommend recognition subject to R&D facilities available with the unit.	1. Details of manpower employed or R&D work. 2. Details of Educational Qualification of R&D people. 3. R&D expenditure for the last three years and projection for future. 4. New products / process developed by R&D centre.	N/A	N/A	N/A
9.	Recommendation for R&D laboratory recognition related to Petrochemical Division.	3.0	Shri R.K. Soni (Director)	Email: rk.soni28@nic.in Mob No. 9414001352 Office (011-23386047)	1. Technical examination of R&D recognition application on DSIR guidelines. 2. Calling information if required. 3. Getting approval of the competent authority.	As per guidelines of DSIR for R&D recognition.	N/A	N/A	N/A
10.	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the Chemical Sector.	3.0	Shri Dharmendra Kumar Madan (Director)	Email : dkmadan.ofb@nic.in Mob.No 9415213591 Office (011-23385386)	1. Entry in the relevant recorder 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.	1. Detailed Tariff lines of Chemicals seeking Reduction of duty. 2. Detailed tariff lines for negative list.	N/A	N/A	N/A

Main Services / Transactions							Fees		
S. No	Services / Transaction	Weight %	Responsible Person (Designation)	Contact Details	Process	Document Required	Category	Mode	Amount
11.	Project Import Certification for Petrochemical industry.	7.0	Shri R.K. Soni (Director)	Email: rk.soni28@nic.in Mob No. 9414001352 Office (011-23386047)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application with the reference to verification of essentiality of goods to be imported for the required. 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 technicals 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 Chartered Engineer. vi) Copy of performance invoice, catalogue, letter of credit opened along with the details of payment made for import of plant & machinery under Project Import. vii) Any of the other.	N/A	N/A	N/A
12.	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the petrochemicals sector	3.0	Shri R.K. Soni (Director)	Email: rk.soni28@nic.in Mob No. 9414001352 Office (011-23386047)	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.	1. Detailed Tariff lines of petrochemicals seeking reduction of duty. 2. Detailed Tariff lines of various schedules relating to trade negotiations.	N/A	N/A	N/A

Main Services / Transactions							Fees		
S. No	Services / Transaction	Weight %	Responsible Person (Designation)	Contact Details	Process	Document Required	Category	Mode	Amount
13.	Project Import for Certification for Chemical industry.	10.0	Shri Dharmendra Kumar Madan (Director)	Email : dkmadan.ofb@nic.in Mob.No9415213591 Office (011-23385386)	Verification of essentiality of goods to be imported for the required project.	Complete application having Chartered Accountant (CA) certificate indicating expenditure incurred on the Project, Chartered Engineer (CE) Certificate about Essentiality and invoice and Copies of Letter of Credit (LC) etc.	N/A	N/A	N/A
14.	End-use Certificate for Non-Insecticidal application in respect of Chemical Industry for chemicals appended to the Insecticides Act.	10.0	Shri Dharmendra Kumar Madan (Director)	Email : dkmadan.ofb@nic.in Mob.No9415213591 Office (011-23385386)	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.	Complete application along with Chartered Accountant (CA) certificate On production and corresponding consumption for the last 3 years.	N/A	N/A	N/A

Service Standards

S.No.	Service/Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Issuance of recommendation for grant of Industrial Licence in respect of hazardous chemicals	8.0	Average time taken from the date of receipt of the fully completed proposals in all respects to issuance of recommendation to DIPP	20	Days	8.0	Ministry Records
2.	References from Chemical Industry Associations for taking up matters of commercial importance duty etc. with the concerned Ministries	7.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to concerned Ministry.	45	Days	7.0	Ministry Records
3.	Issuance of consent certificate for Import/export of chemicals covered under Rotterdam Convention.	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of response to concerned DNA	45	Days	10.0	Ministry Records
4.	Recommendation to DGFT on applications for import of items covered under Restricted List of Import, related to Petrochemical division along with all matters related to export-import Policy including FIPB and Foreign Trade Agreements.	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DGFT.	45	Days	10.0	1. Relevant policy /procedural guidelines prescribed by DGFT 2. Precedent cases. 3. Ministry Records.

S.No.	Service/Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
5.	Technical examination and recommendation of project import for Petrochemical Industry.	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DGFT.	45	Days	8.0	1. Relevant policy /procedural guidelines prescribed by DGFT 2. Precedent cases. 3. Ministry Records.
6.	Reference from Petrochemical Industry Association for taking up matters of commercial importance such as duties & tax structure, anti-dumping duty etc. with the concerned Ministries.	6.0	Average time taken from the date of receipt of the fully completed proposal in all respects	30	Days	6.0	1. Relevant policy /procedural guidelines prescribed by DGFT 2. Precedent cases. 3. Ministry Records.
7.	Issuance of recommendation for import /export of SCOMET items.	12.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DGFT.	30	Days	12.0	Ministry Records
8.	Recommendation for R&D laboratory recognition	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DST.	20	Days	3.0	Ministry Records
9.	Recommendation for R&D laboratory recognition related to Petrochemical Division.	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DST.	20	Days	3.0	Ministry Records
10.	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the chemical sector	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to Department of Commerce.	45	Days	3.0	Ministry Records.
11.	Approval of application / request from Petrochemical Industry for issue of Project Import Certificate.	7.0	Average time taken from the date of receipt of the fully completed proposal in all respects to certificate issuance.	30	Days	7	1. Relevant policy / Procedural guidelines prescribed by CBEC. 2. Precedent cases. 3. Ministry Records.
12.	Recommendation to Department of Commerce on proposal for Free Trade Agreement etc. in the petrochemical Sector	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	Days	3	1. Relevant policy /procedural guidelines and inputs by DGFT and Department of Commerce. 2. Precedent cases. 3. Ministry.
13.	Project Import Certification for chemical industry	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects to certificate issuance	10	Days	10	Ministry Records
14.	End-use Certificate for Non-Insecticidal application in respect of chemical industry for chemicals appended to the Insecticides Act.	10.0	Average time taken from the date of receipt of the fully completed proposals in all respects to Recommendation Issuance.	10	Days	10	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 No.
1.	Shri N.K. Santoshi, DDG	011-23387761	Nk.santoshi@nic.in	9868946166

List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Citizen 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 – Department of Economic Affairs, Department of Industrial Policy and Promotion, Department of Commerce. Directorate General of (Foreign Trade, Department of Agriculture and cooperation, Central Insecticides Board, Department of Science and technology, Directorate General of Safeguard, Directorate of General of Anti Dumping duties.

Responsibility Centers and Subordinate Organisations

S.No.	Responsibility Centre and subordinate Organisations.	Landline Number	Email	Address
1.	Central Institute of Plastic Engineering Technology (CIPET)	044-22253040	cipetdgoffice@gmail.com	CIPET Head Office, TVK Industrial Estate Guindy, Chennai-600032
2.	Institute of Pesticide Formulation Technology (IPFT)	0124- 2348487	director@ipft.gov.in	Sector-20, Udyog Vihar, Gurgaon – 122016, Haryana.
3.	Hindustan Organic Chemical Limited (HOCL).	022-27575270	cmd@hoclindia.com	Office No. 401, 402 and 403 4 th Floor V time square plot No. 3, Sector 15, CBD Belapur, Navi Mumbai-400614
4.	Hindustan Insecticides Ltd. (HIL)	24362165	hq@hil.gov.in	CGO Complex, Lodhi Road, New Delhi 110003.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Submit 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.