

DEPARTMENT OF DEFENCE PRODUCTION

1. VISION & MISSION

Vision

Self-reliant in production of state of the art weapon platforms, arms, ammunition, equipment and other materials required for Defence of Nation.

Mission

“Enhance indigenous capability and capacity through policies, initiatives and incentives for improving quality and timely delivery of Defence equipment, increasingly involve private sector, encourage R&D efforts in Indian Defence Industries and improve the functioning of Defence PSUs to achieve global standards.”

II. MAIN SERVICES/TRANSACTIONS

Sl. No.	Services/ Transaction	Responsible person	Email	Telephone/ Mobile no.	Process	Documents Required
1.	Appointment of Independent Directors	Shri Vijay Mittal, DDG, New Defence Companies Directorate (NDCD)	ndcd-ddp@ord.gov.in vijaymittal@nic.in	011-23073371	Notification of Vacancy Scrutiny of applications & finalization of three eligible candidates by DDP for onward transmission to DPE. Recommendation of screening committee in DPE. Approval of ACC.	a. Application in prescribed proforma. b. Consent letter. c. Declaration form. d. Non-conflict of interest.
		Shri Sharda Prasad, Director (NS)	sharda.prasad27@gov.in	011-23018967 9891082408		
		Shri Shersha Mohideen, Director (AS-I)	diraero.ddp-mod@gov.in	011-23012779 8376057688		
		Shri Gaurav Sharma, Deputy Secretary (ES)	gauravsharma-cwc@nic.in	011-23013705 9891918316		
2.	Disposal of industrial license applications received from DPIIT/MHA for grant of Industrial Licences for manufacture and or proof testing of defence items	Smt. Urmila Rawat Deputy Secretary (DIP)	dsdip.ddp@ddpmo.gov.in	011-23016768 9868821139	Receipt of Application from Department for Promotion of Industry and Internal Trade (DPIIT)/ Ministry of Home Affairs (MHA) complete in all respect. Put up before the Standing committee on private sector participation for deliberation and recommendation for NOC to DPIIT/MHA.	Duly filled Industrial Licence Application forwarded by DPIIT.
3.	Disposal of Foreign Investment proposals marked by DPIIT for defence sector	Smt. Urmila Rawat Deputy Secretary (DIP)	dsdip.ddp@ddpmo.gov.in	011-23016768 9868821139	Receipt of Application from Department for Promotion of Industry and Internal Trade (DPIIT) complete in all respect. Comments are to be sought from internal stakeholders in stipulated time. Comments of MHA and RBI are also taken into account during consideration of	Duly filled online Foreign investment proposal marked by DPIIT.

					application. Put up for approval of competent authority.	
4.	Grant of Export/Import clearance in respect to Licencee companies	Smt. Urmila Rawat Deputy Secretary (DIP)	dsdip.ddp@ddpmo.d.gov.in	011-23016768 9868821139	<ul style="list-style-type: none"> Export Authorization application for export of Defence items. Application for issue of import Licence for import of restricted items for defence use. <p>Examine and process as per Standard Operating Procedures.</p>	End User Certificate, Purchase Order/ Supply Order, Application duly completed (Format given on DDP website)
5.	Grievance Redress Mechanism of CPGRAMs	Shri Gaurav Sharma, Deputy Secretary, D(Coord/DDP)	gauravsharma-cwc@nic.in	011-23013705 9891918316	The received application whether on-line or hard copy has to be replied within a period of 45 days.	Application or grievance with full details and supporting documents, if any.
6.	Third Party Inspection Services at sub-contractor premises of Main Contractor for Aerospace Products in respect of HAL	Shri Mukesh Agrawal, AGM (Q)	mukesh.agarwal@hal-india.com	080-22320902 9415610656	<p>Registration of TPI Body with HAL, Assessment of TPI body by a Technical team comprising members from DGAQA and HAL as per policy document CQAG-9006. Approval for empanelment as a TPI body for the scope as per recommendation of Technical team.</p> <p>Receipt of RFQ by TPI agencies from the respective divisions of HAL for TPI services at Sub-contractors' premises.</p> <p>Entering into rate contract with the respective HAL divisions for TPI services.</p>	Policy document on Utilization, Third Party Inspection Services CQAG-9006 application Registration TPI available on HAL website www.hal-india.co.in/Outsourcing/M_343
7.	Vendor Registration (DGAQA)	ADG (HQ) DGAQA	dirtc.dgaqa@gov.in	011-21411807	As per Standard Operating Procedure (SOP) on Assessment and Registration of Firms/Vendors. (Issue	As per Standard Operating Procedure (SOP) on Assessment and Registration of

					2:2019 (Amendment No-1) dated Sep 2020. *	Firms/Vendors. (Issue 2:2019 (Amendment No-1) dated Sep 2020. * is available on website www.dgaeroqa.gov.in under 'Make in India' tab.
8.	Vendor Registration (DGQA)	All Controllerates/ SQAEs	Available on website, www.dggadefence.gov.in	Available on website, www.dggadefence.gov.in	-Obtain a copy of JSG: 015:04-2018 from Dte of Standardisation. - Study the notes given in the JSG: 015:04-2018. - Vendor to Fill & submit Vendor Assessment - Application for Registration (VAAR) form to the concerned SQAЕ. - Scrutiny of VAAR. - Visit of Assessment team to supplier's factory/works for verification. - Recommendation of SQAQ/ QAO on Vendor Assessment Report (VAR) to AHSP. - Scrutiny of VAR & all documents. - If accepted, AHSP obtains Control No from CDB (Central Data Bank) & issue Registration Certificate to Supplier and all concerned. - Include Supplier's name in compendium.	As per JSG: 015:04-2018 Available on website: - www.dggadefence.gov.in
9.	Test facilities for Private Vendors on payment basis	All Controllerates/ SQAEs	Available on website, www.dggadefence.gov.in	Available on website, www.dggadefence.gov.in	Available on website, www.dggadefence.gov.in	As per SOP Available on website, www.dggadefence.gov.in

10.	Proof Testing of Sporting Arms manufactured by private firms in India	Proof House: - CQA (SA) Post Ichapur, West Bengal - 743144	cqasa-dgqa@nic.in	033-25049792 033-25937113	<p>-The licensee shall be required to deliver guns/ barrels and also take delivery of tested gun/ barrel to/ from the respective Proof Houses, either personally or through their agent against valid letters of authority duly sealed and signed.</p> <p>- The timing for submission and collection is notified by each Proof House to gun manufacturer under their respective areas.</p> <p>-Collection of tested gun/ barrel should be within 40 days after communication of result of Proof Test.</p>	As per Gol MoD's "Procedure for Proof of Shot Guns in India" revised in September 1993, issued by DQA(A), New Delhi.
11.	Third Party Inspection (TPI)	Dte of PP&T, DGQA	ppt-dgqa@gov.in	011-24196910	As per Gol Order No. 01847/QA/ DGQA/Tech Coord (16 TC)/D(QA)/18 dt 30 th May 2018	As per Gol Order No. 01847/QA/DGQA/Tech Coord (16 TC)/D(QA)/18 dt 30 May 2018
12.	Green Channel Policy	Dte of PP&T, DGQA	ppt-dgqa@gov.in	011-24196910	As per Gol order number 43(5)/2015/D(QA) dt 24 th May 2017	As per Gol order number 43(5)/2015/D(QA) dt 24 th May 2017
13.	Intellectual Property Facilitation (IPF)	Dte of PP&T, DGQA	ppt-dgqa@gov.in	011-24196910	As per Gol order number 12(3)/2018-D(Coord/DDP dt 4 th April 2018	As per Gol order number 12(3)/2018-D(Coord/DDP dt 4 th April 2018
14.	To promote and facilitate investment in Defence sector and help in interaction between the start-ups/MSMEs/investors and the SHQs for feedback regarding	Shri K. K. Yadav, Director Shri Anber Rehan Ahmad, OSD Shri Abhay Kumar, OSD	definvestorcell@ddpmod.gov.in	011-23019902/ 23016015	DIC receives either query or e-mail from the Investors. DIC seeks inputs from the designated officers in DDP(MoD), the Nodal officers of the Indian Armed Forces, DPSUs, Invest India or any other Agency for addressing the concerns of an Investor	(a) Query/ e-mail from the Investors (b) Documents related to query asked by the Investor.

	requirement of the product being developed. Also facilitate process of acquisition of Industrial Licenses and to work in coordination with Invest India. Also facilitate the cases of NRI's/ Foreign investors looking for investment in India.	Shri Ashish Kumar Saroha, OSD			and to facilitate investment in the Defence eco system.	
15.	Self-Certification Scheme	Dte of PP&T, DGQA	ppt-dgqa@nic.in	011-24196910	As per Gol order number 43(5)/2015/D(QA) dt. 24 th May, 2017	As per Gol order number 43(5)/2015/D(QA) dt 24 th May, 2017
16.	Defence Export Promotion Scheme	Dte of PP&T, DGQA	ppt-dgqa@nic.in	011-24196910	As per Gol order number 1(01)/2018-D(EPC) dt. 4 th October, 2018	As per Gol order number 1(01)/2018-D(EPC) dt 4 th October, 2018

III. SERVICE STANDARDS

Sl. No.	Services/ Transactions	Success Indicators	Service Standard	Unit	Data Source	
1.	Appointment of Independent Directors	From the date of notification of vacancy	12	Months	Ministry Record	
2.	Disposal of Industrial Licence applications received from DIPP for grant of Industrial Licences for manufacture of Defence items	Time taken from the date of receipt of the cases	45	Days	Ministry Record	
3.	Disposal of Foreign Investment Proposals marked by DPIIT for Defence Sector	Time taken from the date of receipt of the proposals	10	Weeks	Ministry Record	
4.	Grant of Export clearance in respect to Licensee Companies	Time taken from the date of receipt of the cases	For export of Parts and Components (other than Appendix II)	2	Weeks	Ministry Record
			For complete Items (Listed in Appendix II)	4		
5.	Grievance redress mechanism of CPGRAMS	Time taken from the date of receipt of the cases	45	Days	Ministry Record	
6.	Third Party Inspection Services at Sub-Contractor premises of main Contractor for Aerospace Products	Placement of Orders to TPI agencies from the date of issue of RFQ to TPI agencies	09	Months	HAL Record	
7.	Vendor Registration (DGAQA)	Time taken from the date of receipt of complete set of documents	90	Days	As per Standard Operating Procedure (SOP) for assessment of registration of Vendors available on website www.dgaeroqa.gov.in under Make in India tab.	
8.	Vendor Registration (DGQA)	Time taken from the Date of receipt	90	Days	JSG-15-03-20018	

		of the cases			
9.	Test facilities for Private Vendors on payment basis	Time taken from the date of receipt of the cases	As per testing norms (relevant IS)	-	As per SOP
10.	Proof Testing of sporting arms manufactured by Private firms in India	Time taken from the date of receipt of the cases	As per the equipment	-	Procedure for 'Proof of shot Guns in India', issued by DQA (A), New Delhi
11.	Third Party Inspection (TPI)	Time taken from the date of receipt of all documents of the case	45	Days	As per Gol order number 01847/QA/DGQA/Tech Coord (16 TC)/D (QA)/18 dated 30 th May, 2018
12.	Green Channel Policy	Time taken from the date of receipt of all documents of the case	90	Days	As per Gol order number 43(5)/201/D(QA) dated 24 th March, 2017
13.	Intellectual Property Facilitation (IPF)	Time taken from the date of receipt of all documents of the case	As per scope of work involved	-	As per Gol order number 12(3)/2018-D(Coord/DDP) dated 4 th April, 2018
14.	Investor query/ e-mail	Average response time taken from date of receipt of case	03	Days	Ministry Record
15.	Self-Certification Scheme	Time taken from the date of receipt of all documents of the case	90	Days	93244/14/SC/DGQA/Adm-19/D(QA)/19 dt. 13 th May, 2019
16.	Defence Export Promotion Scheme	Time taken from the date of receipt of all documents of the case	Option-1: 30 Option-2: After completion of Tests	Days	MOD/DDP/ID/No. 1(01)/2018-(EPC) dt. 6 th March, 2019

IV. GRIEVANCE REDRESS

Sl. No.	Name of the Public Grievance Officer	Helpline	E-mail	Mobile
1.	Shri Gaurav Sharma, DS(Coord/DDP)	011-23013705	gauravsharma-cwc@nic.in	9891918316

V. CITIZEN CHARTER

Sl. No.	Name of the Public Grievance Officer	Helpline	E-mail	Mobile
1.	Shri Gaurav Sharma, DS(Coord/DDP)	011-23013705	gauravsharma-cwc@nic.in	9891918316

VI. INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

Sl. No.	Indicative Expectations from Service Recipients
1.	Cooperation in complying with Departmental Guidelines
2.	Sincerity in meeting the objectives and Committed obligations
3.	Well-articulated proposals for consideration of the Ministry
4.	Send reports in prescribed format as per prescribed timelines
5.	Applications/ proposals to be submitted in the formats prescribed, if any.
6.	Timelines stipulated if any, for completion of the formalities for the service delivery may be adhered to.

VII. LIST OF STAKEHOLDERS/ CLIENTS

Sl. No.	List of Stakeholders/ Clients
1.	Hindustan Aeronautics Limited (HAL)
2.	Bharat Electronics Limited (BEL)
3.	Bharat Dynamics Limited (BDL)
4.	BEML Limited (BEML)
5.	Garden Reach Shipbuilders & Engineers Limited (GRSE)
6.	Mazagon Dock Shipbuilding Limited (MDL)
7.	Mishra Dhatu Nigam Limited (MIDHANI)
8.	Goa Shipyard Limited (GSL)
9.	Hindustan Shipyard Limited (HSL)
10.	Munitions India Limited (MIL)
11.	Armoured Vehicles Nigam Limited (AVNL)
12.	Advanced Weapons and Equipment India Limited (AWEIL)
13.	Troop Comforts Limited (TCL)
14.	Yantra India Limited (YIL)
15.	India Optel Limited (IOL)
16.	Gliders India Limited (GIL)
17.	Private Sectors

VIII. RESPONSIBILITY CENTRES AND SUBORDINATE ORGANISATIONS

Sl. No.	Responsibility Centers and Subordinate Organisations	Landline Numbers	E-mail	Mobile Number	Address
1.	Director General Quality Assurance (DGQA)	011-23012484	dg-dgqa@nic.in	9013443454	308-A, D-1 Wing, Sena Bhawan, New Delhi-110011
2.	Director General of Aeronautical Quality Assurance (DGAQA) through Director(IT)	011-21411801	hq.dgqa@gov.in	9437568876	DGAQA 7 th Floor, 'A' Block Defence Offices Complex, K G Marg New Delhi 110001.
3.	Hindustan Aeronautics Limited (HAL)	080-22320336	planning@hal-india.com	9900131873	HAL Corporate Office, 15/1, Cubbon Road, Bangalore-560001
4.	Bharat Electronics Limited (BEL)	080-25039276	manojyadav@bel.co.in	9449320958	BEL Corporate Office, Outer Ring Road, Bangalore
5.	Bharat Dynamics Limited (BDL)	040-23456178	bdlcorplg@bdl-india.in	8331863748	Plot No. 38-39, TSFC Building, District Gachibowli, Hyderabad- 500032
6.	BEML Limited	080-22224457/ 080-22963116	headcc@beml.co.in cio@beml.co.in	9820321121 9620619508	BEML Ltd, Corporate Office, 23/1, 4 th Main, S. R. Nagar, Bengaluru- 560027
7.	Garden Reach Shipbuilders & Engineers Limited (GRSE)	033-24698998	banerjee.aditya@grse.co.in	9163331701	GRSE Bhawan, 61, Garden Reach Road, Kolkata-700024
8.	Mazagon Dock Shipbuilding Limited (MDL)	022-23763093	sanjaykumar@mazagondock.gov.in	8879788114	MDL Dockyard Road, Mumbai- 400010
9.	Mishra Dhatu Nigam Limited (MIDHANI)	040-24341333	cmd@midhani-india.in	9177304920	MIDHANI, P.O. Kanchanbagh, Hyderabad-500058
10.	Goa Shipyard Limited (GSL)	0832-2513943/ 2511388	abhisheksingh@goashipyard.com	9820998805	CMD Secretariat, Goa Shipyard Limited.
11.	Hindustan Shipyard Limited (HSL)	9493792000	agm.cp@hslvizag.in	9493792000	Hindustan Shipyard Ltd, P.O. Gandhigram, Visakhapatnam- 530005
12.	Armoured Vehicles Nigam Limited (AVNL)	044-26383601 044-26384784	info@avnl.co.in	-	C/o Armoured Vehicles HQ, HVF Road, Bhakthavatsalapuram, Avadi, Chennai- 600054
13.	Advanced Weapons and	0512-2979938/	rajeshcboudhury@ord.gov.in	-	OFC, Kalpi Road, Kanpur-

	Equipment India Limited (AWEIL)	0512-2980173			208009
14.	Troop Comforts Limited (TCL)	0512-2453732	cmd@troopcomfortslimited.co.in	-	Troop Comforts Limited Corporate HQRS G.T. Road, Kanpur-208013
15.	Yantra India Limited (YIL)	0712-2393065, 0712-2393832	yil.hq@yantraindia.co.in	9432648320, 9420550090	Yantra India Ltd. Amravati Road, C/O Ordnance Factory Ambajhari Nagpur-440021
16.	India Optel Limited (IOL)	0135-2780427	cmd.sectt@indiaoptel.in	-	India Optel Limited, Corporate Headquarters, OFI:DD Campus Raipur, Dehradun- 248008
17.	Gliders India Limited (GIL)	0512-2988487	vktiwari@ord.gov.in	-	GIL, Headquarter, G.T. Road, Kanpur, UP, 208013