

UPDATION OF CITIZEN/CLIENTS CHARTER

The followings are proposed to be updated in the Citizen/Clients' Charter 2022:-

II. MAIN SERVICES/TRANSACTIONS

Sl. No.	Services/ Transaction	Responsible person	Email	Telephone/ Mobile no.	Process	Documents Required
1.	Appointment of Independent Directors	Ms. Karamjeet Kaur, Deputy Secretary (Coord/DDP)	dir-coord@ddpmod.gov.inds dip.ddp@ddpmo	011-23792959	Notification of Vacancy Forwarding of DDP's internal committee recommendations to the Screening Committee in DPE for short listing the candidates. Forwarding of DPE Screening Committee's recommendations to ACC.	a. Application in prescribed proforma. b. Consent letter. c. Declaration form. d. Non-conflict of interest.
2.	Recommendation of DDP to DPIIT on for grant of Industrial Licences for manufacture and or proof testing of defence items	Smt. Urmila Rawat, Director (DIP)	d.gov.in	011-23016768	On receipt of Application from Department for Promotion of Industry and Internal Trade (DPIIT)/ Ministry of Home Affairs (MHA), complete in all respects, is circulated for stakeholder consultations. Comments of the stakeholders placed before the Standing committee on private sector participation for deliberation and recommendation to	Duly filled Industrial Licence Application forwarded by DPIIT.

3.	Approval of Foreign Investment proposals received from DPIIT for defence sector	Smt. Urmila Rawat, Director (DIP)	dsdip.ddp@ddpmod.gov.in	011-23016768	DPIIT/MHA. 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 application. Put up for approval of competent authority.	Duly filled online Foreign investment proposal marked by DPIIT.
4.	Grant of Export/Import clearance in respect to Licencee companies	Smt. Urmila Rawat, Director (DIP)	dsdip.ddp@ddpmod.gov.in	011-23016768	<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. Examine and process as per Standard Operating Procedures.	End User Certificate, Purchase Order/ Supply Order, Application duly completed (Format given on DDP website).
5.	Grievance Redress Mechanism of CPGRAMs	Ms. Karamjeet Kaur, Deputy Secretary (Coord/DDP)	dir-coord@ddpmod.gov.in	011-23792959	Forwarding of grievances to the Divisions concerned in DDP for replying within the time frame.	Application or grievance with full details and supporting documents, if any.
6	Third Party Inspection Services at sub-contractor	Shri Tribawan Koul, AGM(QA)	t.koul@hal-india.co.in	080-22320902/ 7897548961	Registration of TPI Body with HAL, Assessment of TPI body by a Technical team comprising members	Policy document on Utilization of Third-Party Inspection Services - CQAG-9006.

	Premises of Main Contractor for Aerospace Products in respect of HAL.				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. Receipt of RFQ by TPI agencies from the respective divisions of HAL for TPI services at Sub-contractors' premises.	Application for Registration of TPI Bodies is available on HAL website www.hal-india.co.in/Make in India/Outsourcing/Application for Registration as Third Party Inspection body .
8.	Vendor Registration (DGQA)	All Controllerates / SQAES	Available on website, www.dgqadefence.gov.in	Available on website, www.dgqadefence.gov.in	<ul style="list-style-type: none"> - Obtain a copy of JSG015:2021 from Dte of Standardisation. - Study the notes given in the JSG015:2021. - Vendor to Fill & submit Manufacturer's application for Registration(MAR) to AHSP or Area SQA. - Visit of assessment team to vendor/manufacturer premises to verify the details submitted in MAR - Recommendation of SQAQ/ QAO on Vendor Assessment Report (VAR) to concerned Nodal AHSP. - Preparation of Registration Authority - Issue of Control No. of Registration by SDCC. 	As per JSG015:2021 Available on website: www.dgqadefence.gov.in

					<ul style="list-style-type: none"> - Issue of Registration Certificate by Registering Authority to vendor and all concerned. - If accepted Nodal AHSP obtains Control No. from CDB(Central Data Bank) & Issue Registration Certificate to Supplier and all concerned - Include supplier's name in compendium. 	
9.	Test facilities for Private Vendors on payment basis	All Controllerates/ SQAES	Available on website, www.dgqadefence.gov.in	Available on website, www.dgqadefence.gov.in	Available on website, www.dgqadefence.gov.in	As per SOP Available on website, www.dgqadefence.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	<ul style="list-style-type: none"> - The licensees 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. - The timing for submission and collection is notified by each Proof House to gun manufacturer under their respective areas. - Collection of tested gun/barrel should be within 40 days after communication 	As per GoI MoD's "Procedure for Proof of Shot Guns in India" revised in September 1993, issued by DQA(A), New Delhi, revised vide MoD/DDP F. No. 62564/ Sporting Arms/ DGQA/Adm-16TC/82 4/D(QA)/2021 dated 15 Dec 2021.
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					of Result of Proof Test.	
11.	Third Party Inspection(TPI)	Dte of PP&T, DGQA	ppt-dgqa@gov.in	011-24196910	As per GoI Order No. 01847/QA/ DGQA/Tech Coord(16TC)/D(QA)/18 dt 30 th May 2018	As per GoI Order No. 01847/QA/DGQA/Tech Coord(16TC)/D(QA)/18 dt 30 May 2018
12.	Green Channel Policy	Dte of PP&T, DGQA	ppt-dgqa@gov.in	011-24196910	As per GoI order number 43(5)/2015/D(QA) dt 24 th Mar 2017.	As per GoI order number 43(5)/2015/D(QA) dt 24 th Mar 2017
13.	Mission Raksha Gyan Shakti (MRGS)	Indigenisation Division, DDP	ddp-indig@ddpmod.gov.in	011-23079066	As per DDP, Office Memorandum No. 12(3)/2018-D(Coord/DDP) dated 17 th Nov'23	As per DDP, Office Memorandum No. 12(3)/2018-D(Coord/DDP) dated 17 th Nov'23
14.	To promote and facilitate investment in Defence sector and help in interaction between the start-ups/ MSMEs/ investor sand the SHQs for feedback regarding 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	Shri K.K. Yadav, Director Shri Anber Rehan Ahmad, OSD Shri Abhay Kumar, OSD Shri Ashish Kumar Saroha, 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 and to facilitate investment in the Defence eco system.	(a) Query/e-mail from the Investors (b) Documents related to query asked by the Investor.

12.	Green Channel Policy	Time taken from the date of receipt of all documents of the case	90	Days	As per GoI order number 43(5)/2015/D(QA) dated 24 th March, 2017
13.	Mission Raksha Gyan Shakti (MRGS)	Time taken from the date of receipt of all documents of the case.	As per scope of work involved	-	As per DDP, Office Memorandum No. 12(3)/2018-D(Coord/DDP) dated 17 th Nov'23
14.	Investorquery/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)/19dt.13 th May, 2019

*IFP Cell of DGQA is discontinued vide MoD Note No. 12(3)/2018-D(Coord)/DDP dated 17 Nov 2023.

IV. 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.

V. **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 Sector

VI. **Attached & Subordinate Organisations**

S. No.	Content of Citizen's/Client's Charter proposed to be updated					
	Name of Organization	Responsibility Centers and Subordinate Organizations	Landline Numbers	E-mail	Mobile Number	Address
1.	DGQA	Director General of Quality Assurance (DGQA)	011-23012484	dg-dgqa@nic.in	9013443454	HQ DGQA, Defence Offices Complex, B Block, Africa Avenue, Sarojini Nagar Post, New Delhi-110023
2.	DGAQA	Director General of Aeronautical Quality Assurance (DGAQA)	011-23031401	dg.dgaqa@gov.in	9599948250	DGAQA 7th Floor, 'A' Block, Defence Offices Complex, K G Marg, New Delhi-110001
3.	DEO	Defence Exhibition Organization	011-21610127	ceo.defex-mod@gov.in	--	Room no 108, 1 st floor, Hotel The Ashok, Chanakyapuri, New Delhi-110021
4.	CSG - DDP	Cyber Security Group-DDP	011-23043209	csoddp.defstand@gov.in	--	661, Defence Offices Complex, A-Block, KG Marg, New Delhi
5.	Dte. P&C	Directorate of Planning & Coordination	2338140	dirpnc-ddp@nic.in	--	401, C Block, K.G. Marg, New Delhi
6.	DOO (C&S)	Directorate of Ordnance (Coordination & Services)	0091-33-22430472, 22485077, 22489121	dgordnance.cs@ord.gov.in	9560877839, Jt. Dir	Ayudh Bhawan, 10-A, SK Bose Road, Kolkata, West Bengal-700001
7.	DOS	Directorate of Standardization	011-23077386	director.defstand@gov.in	--	601, Defence Offices Complex, A-Block, KG Marg, New Delhi
8.	DIO	Defence	011-	idxdio@dd	9818826693	8 th Floor,

		Innovation Organization	23212033	pmod.gov.i n		Konnectus Tower-II, Bhavabhuti Marg, DMRC Building, Ajmeri Gate, New Delhi- 110002
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