Citizens'/Clients' Charter

of

Department of Defence Production

DEPARTMENT OF DEFENCE PRODUCTION

I. VISION AND 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 Ordnance Factories & Defence PSUs to achieve global standards."

II. MAIN SERVICES/ TRANSACTIONS

Sl. No.	Services/ Transaction	Responsible person	Email	Mobile (Phone no.)	Process	Documents Required
1.	Appointment of Independent Directors	Shri Sharda Prasad, DS(NS)	sharda.prasad27@gov.in	9891082408 23018967	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 S. R. Agrawal, Director (AS)	sr.agrawal@gov.in	9818223451		
		Shri Gaurav Sharma, DS (ES)	gauravsharma-cwc@nic.in	011-23014919		
2.	Disposal of industrial license applications received from DPIIT/MHA for grant of Industrial Licences for manufacture and or proof testing of defence items.	Shri Kuldeep Parwal, DS(DIP)	kuldeepparwal.ofb@ofb.gov.in	9958687608, 011-23016768	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	Shri Kuldeep Parwal, DS(DIP)	kuldeepparwal.ofb@ofb.gov.in	9958687608, 011-23016768	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	Duly filled online Foreign investment proposal marked by DPIIT.

					authority	
4.	Grant of Export/ Import clearance in respect to Licencee companies	Shri Kuldeep Parwal, DS(DIP)	kuldeepparwal.ofb@ofb.gov.in	9958687608, 011-23016768	• 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	Shri R. C. Meena, DS(Coord/DDP)	dscoord@ddpmod.gov.in	09968652117, 011-23013705	The received application whether on-line or hard copy has to be replied with a period of 2 months.	Application of 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 r/o HAL	Shri A.K. Singh, DGM(QA), CO-HAL	alok.singh@hal-india.co.in	9480809184	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. Receipt of RFQ by TPI agencies from the respective divisions of HAL for TPI services at Sub-contractors premises. Entering into rate contract with the respective HAL divisions for TPI services.	Policy document on Utilization of Third Party Inspection Services CQAF-9006 and application for Registration of TPI available on HAL website-www.hal-india.co.in/Outsourcing/M343
7.	Vendor Registration	ADG HQ, DGAQA	dirtc.dgaqa@gov.in	011-23018439	• As per Standard Operating Procedure (SOP) (DoC No.	As per SOP (Doc no. 01/2016) for

					01/2016) for assessment and registration of Firms/ Vendors.* *(except registration of firms under category of Authorized Dealer/ Stockiest of foreign OEM which will be notified separately.)	Assessment and Registration of Firms/ Vendors is available on website www.dgaeroqa.gov.in under Make in India tab.
8.	Vendor Registration	All Controllerates /SQAEs	Available on website, www.dgqadefence.gov.in	Available on website www.dgqadefence.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 of Vendor Assessment - Application for Registration (VAAR) form to concerned SQAE. - Scrutiny of VAAR. - Visit of Assessment team to supplier's factory/works for verification. - Recommendation of SQAO / QAO on Vendor Assessment Report (VAR) to AHSP. - Scrutiny of VAR & all documents. - If rejected, intimate to Supplier & all. - 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.dgqadefence.gov.in

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	033-25949792 033-25937113	-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. - 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 of result of Proof Test.	As per GoI, MoD's "Procedure for Proof of Shot Guns in India" Revised September 1993, issued by DQA (A), New Delhi.
11.	Third Party Inspection (TPI)	Dte of PP&T	ppt-dgqa@gov.in	011-23016219	As per GoI Order No. 01847/QA/DGQA/Tech Coord (16 TC)/D(QA)/18 dt 30 May 2018	As per GoI Order No. 01847 / QA/ DGQA/ Tech Coord (16 TC) / D(QA)/18 dt 30 May 2018
12.	Green Channel Policy	Dte of PP&T	ppt-dgqa@gov.in	011-23016219	As per GoI 43(5)/2015/D(QA) dt 24Mar2017	As per GoI 43(5)/2015/D(QA) dt 24Mar 2017
13.	Intellectual	Dte of PP&T	ppt-dgqa@gov.in	011-23016219	As per GoI 12(3)/2018-	As per GoI

	Property Facilitation (IPF)				D(Coord/DDP) dt 04Apr2018	12(3)/2018-D (Coord/ DDP) dt 04Apr2018
14.	To promote and facilitate investment in defence sector and help interaction between the start-ups/MSMEs/investors and the SHQs for feedback regarding requirement of the product being developed. Also facilitate process of acquisition of Industrial Licenses and to work in co-ordination with Invest India, Also facilitate the cases of NRI's/foreign investors looking for investment	Shri K. K. Yadav (Director) Shri Anber Rehan Ahmed (OSD) Shri Abhay Kumar (OSD) Shri Ashish Kumar Saroha (OSD)	definvestorcell@ddpmod.gov.in	011-23019902/23016015	DIC receives either query or email from the investor. DIC seeks input 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/email form the investor. b. Documents related to query asked by the investor.

	in India.					
15.	Suo-moto proposals under Make-II Procedure	Chandandeep Singh	poms-ddp-mod@nic.in	011-23016619	The response to the proposal from Industry for development of an item under Make-II Procedure to be given in 04 weeks	Proposal in the prescribed proforma.

III. SERVICE STANDARDS

Sl No	Services/ Transaction	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 license 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 proposal	10	Weeks	Ministry Record
4.	Grant of Export Clearance in respect to Licensee Companies	Time taken from the Date of receipt of the cases.	45	Days	Ministry Record
5.	Grievance redress mechanism of GPGRAMS	Time taken from the Date of receipt of the cases.	60	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	Time taken from the Date of receipt of complete set of documents.	90	Days	As per Standard Operating Procedure (SOP) for Assessment and Registration of Firms/

					Vendors available on website www.dgaeroqa.gov.in under Make in India tab.
8.	Vendor Registration	Time taken from the Date of receipt of the cases	90	Days	JSG-15-03-2007 A
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)	Days	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	Days	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 GoI Order No. 01847/Q A/DGQA/Tech Coord(16 TC)/D(QA)/18 dt 30 May 2018
12.	Green Channel Policy	Time Taken from the Date of receipt of all documents of the case	45	Days	As per GoI 43(5)/2015/D(QA) dt 24Mar2017
13.	Intellectual Property Facilitation (IPF)	Time Taken from the Date of receipt of all documents of the case	As per scope of work involved	Days	As per GoI 12(3)/2018-D(Coord/DDP) dated 04Apr2018
14.	Investor query/email	Average Response Time taken from date of receipt of case	03	Days	Ministry Record
15.	The response to the suo-moto proposal submitted under Make-II Procedure	Time taken from the date of receipt of proposal			Chap-III A of DDP 2016

IV. GRIEVANCE REDRESS

Sl. No.	Name of the Public Grievance Officer	Helpline	Email	mobile
1.	Shri R. C. Meena, DS(Coord/DDP)	011-23013705	dscoord@ddpmod.gov.in	09968652117

V. CITIZEN CHARTER

Sl. No.	Name of the Nodal Officer for Citizen Charter	Helpline	Email	mobile
1.	Shri R. C. Meena, DS(Coord/DDP)	011-23013705	dscoord@ddpmod.gov.in	09968652117

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

Indian Ordnance Factory Organisation
Bharat Dynamics Ltd.
Bharat Electronics Ltd.
Mishra Dhatu Nigam Ltd.
Hindustan Aeronautics Ltd.
Bharat Earth Movers Ltd.
Hindustan Shipyard Ltd.
Garden Reach Shipbuilders & Engineers Ltd.
Mazagon Dock Shipbuilders Ltd.
Goa Shipyard Ltd.
Private Sector

Viii. Responsibility Centres and Subordinate Organizations

Sl. No	Responsibility Centers and Subordinate Organizations	Landline Numbers	Email	Mobile Number	Address
1.	Ordnance Factory Board	033-22481209	Sec.ofb@nic.in	9433013238	Board Secretariat (5th Floor), OFB, AYUSH BHAVA, 10A, S.K. Bose Road, Kolkata-700001.
2.	Director General Quality Assurance	011-23012484	dg-dgqa@nic.in		Room No. 308 'A', D-1 Wing Sena Bhawan, New Delhi-110011
3.	Director General of Aeronautical Quality Assurance	011-23018439	hq.dgaqa@nic.in	9618472571	'H' Block, New Delhi-110011. Being shifted to DMRC in front of Ajmeri Gate.
4.	Bharat Dynamics Ltd.	040-23456178	bdlfin@bdl-india.in	9493984703	Plot No. 38-39, TSFC Building, Financial District, Gachibowli, Hyderabad- 500032
5.	Bharat Electronics Ltd.	080-25039276	prahaladps@bel.co.in	9740077253	BEL Corporate office, outer ring road, Bangalore.
6.	Mishra Dhatu Nigam Ltd.	040-24341333	Pallab55@rediffmail.com	9177304920	P.O. Kanchanbagh, Hyderabad-500058
7.	Hindustan Aeronautics Ltd.	080-22320839	planning@hal-india.com	9741114381	HAL Corporate office, 15/1, Cubbon Road, Bangalore-560001.
8.	Bharat Earth Movers Ltd.	080-22983145	Office@cpd.beml.co.in	9008989396	GM(CP), BEML Ltd., BEML Soudha, 23/1, SR Nagar, Bangalore-580027.
9.	Hindustan Shipyard Ltd.	9493792550	Dgmpppm.hsl@gov.in	9493792550	Hindustan Shipyard Ltd., Gandhigram (P.O.), Visakshapatnam-530005.
10.	GRSE Ltd.	033-24893424	Ccp.gm@grse.co.in	9831069578	GRSE ltd., (61Park Unit), 61, Garden Reach Road, Kolkata.
11.	Mazagon Dock Ltd.	022-23735341	shiremath@mazagondock.gov.in	9324224353	MDL, Dockyard Road, Mumbai-400010.
12	Goa Shipyard Ltd.	0832-2500113	akshetti@goashipyard.com	9423055565	Planning Department, GSL, Vasco da Gama, Goa.