

Citizen's Charter / Client's Charter

Department of Fertilizers

Ministry of Chemicals and Fertilizers

Shastri Bhawan, New Delhi-110001

Website: www.fert.nic.in

Date of Issue:- 23-07- 2012

Citizen's /Client's Charter – Department of fertilizers

Vision and Mission

Vision:-

Achieving fertilizers security for the country for sustainable agricultural growth supported by a robust domestic fertilizer industry

Mission:-

Ensuring adequate and timely availability of fertilizers to the farmers at affordable prices through planned production and imports and distribution of fertilizers in the country and planning for self sufficiency in urea production.

Next Charter Review Date:- 31st Dec 2012

Main Services/Transactions

S.No.	Services/Transaction	Weight%	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Timely grant of clearance for setting up/augmenting of Fertilizer production unit	20	Vijay Ranjan Singh Dir. (Fertilizer)	vrs_04@yahoo.co.in	9891220644	Various clearances from Central/State Government /Defence/Industry etc.	Environment clearance, land ownership, State Govt. Clearance, Land Use Clearance, Defiance Clearance	N/A	N/A	N/A
2.	Timely payment of Subsidy to Fertilizers companies for indigenous/imported urea/P & K Fertilizers	40	Indigenous Urea (A.S. Sandhu) Director	asandhu@nic.in	9899064089 (26106817)	Indigenous Urea Initial Payment Payment within 60 days on continuing concession rate	1. Annexure I, II, IIA, V, IX, X, ECA statement and receipt reports duly signed by Authorised signatory. 2. Certificates of Chartered Accountant/Statutory auditors wherever necessary. 3. Signed copy of complete claim (uploaded in FMS). 4. Annexure III and XI or previous year duly signed by authorised signatory and statutory auditor required to be submitted with June claim. 5. Annexure XII (A) and XII (B) of every quarter duly signed by authorised signatory should be submitted alongwith respective quarter ending month claim.	N/A	N/A	N/A

Main Services/Transactions

S.No.	Services/Transaction	Weight%	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Final Payment of Settlement of escalation claims within 30 days of notification.	1. Annexures 1, IIB, V & Receipts reports duly signed by authorised signatory. 2. Certificates of Chartered Accountant/Statutory auditors wherever necessary. 3. Signed copy of complete claim (uploaded in FMS).	N/A	N/A	N/A
			Imported Urea Indigenous & Imported P & K Fertilizers (Ms. TCA Kalyanni)	dirfa.fert@nic.in	9818091099 (23062608)	Imported Urea Initial Payment 98 % of the claimed amount within 10 working days	Cheque list during 98% advance payment claim bill submitted by the canalising agent. 1. Authorization issued by DoF 2. Undertaking for SPC approval and PG Bond from suppliers 3. LC opening certificate from the bank 4. Selling advice issued by the suppliers 5. Purchase contract 6. Insurance Certificate 7. Nomination message issued by DoF and 8. C&F waiver from Transchart 9. Bill of landing 10. DoF approval for CAD payment	N/A	N/A	N/A

Main Service/Transactions

S.No.	Services/Transaction	Weight%	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							11. Arrival report in case of CAD payment-checklist during 100% payment of cost of urea to M/s OMIFCO submitted by the shipping division:- 1. Bill of lading 2. Commercial invoice 3. Certificate of origin 4. Stowage plan 5. Draft survey Report 6. Certificate of quality 7. Nomination message			
						<u>Final Payment</u> Balance claim within 30 working days of settlement of above	Checklist during 2% balance payment claim bill submitted by the canalizing agent:- 1. Indemnity Insurance 2. Bank Charge Advices from the Bank 3. Commercial Invoice 4. Bills of lading 5. Load port draught survey report 6. Certificate of origin issued by the Chamber of commerce of country of origin 7. Certificate of inspection/quality 8. Stowage plan 9. Seller's inspection certificate duly attested by the inspection Agent 10. Joint draught survey report at discharged port.	N/A	N/A	N/A

Main Services/Transactions

S.No.	Services/Transaction	Weight%	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						<p><u>Indigenous & Imported P & K Fertilizers</u> <u>Initial Payment</u> Payment of own account claim equal to 85//90% amount of base rate within 10 days of receipt of fully documented claims</p>	On account claims in DAP/Complex- 1. Performa A & C duly signed by authorised signatory. 2. Certificates of Statutory auditors. 3. Undertaking. 4. Annexure 1 (showing details of the sales) duly signed by auditor. 5. Bank Guarantee (in case of 90% claims)-own account claim in respect of SSP:- 1) Performa A & C duly signed by authorised signatory. 2) Certificate of statutory auditor. 3) Quality Certificate 4) Production Certificate 5) Undertaking 6) Annexure I showing details of the sale duly signed by auditor.. 7) Performa E 8) Performa F 9) Statement of Bank guarantee (in case of 90% claims)	N/A	N/A	N/A

Main Services/Transactions

S.No.	Services/Transaction	Weight %	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Final Payment Adjustment of claims of the basis of final rates within 30 days of claim	Policy document on final rates	N/A	N/A	N/A
3.	Timely fixing of production/import targets for 100% of Fertilizers companies	10	Sh. Deepak Kumar (Director)	Director.movement@gmail.com	9971269111	15 th March for Kharrif 15 th September for Rabi	Receipt of final requirement from DAC	N/A	N/A	N/A
4.	Timely payment of bills to Vendors	10	Sh. Rajeeva Kumar (DS)	rajivakumar@nic.in	9818922995	Receipt of claims	Relevant bills/challan/invoices	N/A	N/A	N/A
5.	Responding to queries	10	Sh. Rajeeva Kumar (DS)	rajivakumar@nic.in	9818922995	Various form of queries	Relevant documents	N/A	N/A	N/A
6.	Prompt Grievance Redressal	10	Sh. Rajeeva Kumar (DS)	rajivakumar@nic.in	9818922995	Receipts of grievances	Relevant document	N/A	N/A	N/A

Services Standards

S.No.	Services/Transaction	Weight%	Success Indicators	Service Standards	Unit	Weight	Data Source
1.	Timely grant of clearance for setting up/augmenting of Fertilizer production unit	20	No. of days required after submission of requisite documents/clearance	90	working days	20.00	Files & Records
2.	Timely payment of Subsidy to Fertilizers companies for indigenous/imported urea/P & K Fertilizers	60	1. <u>Imported Urea</u> i. For imported urea 98% of the claimed amount.	10	working days	10.00	Files & Records
			ii. Balance within 30 working days of settlement.	30	working days	10.00	Files & Records
			2. <u>Indigenous urea</u> i. Initial payment within 60 days on continuing concession rate.	60	working days	10.00	Files & Records
			iii. Final settlement of escalation claims with 30 days of notification.	30	working days	10.00	Files & Records
			3. 85/90% on account claim payment within 10 days in r/o P & K fertilizers of fully documented claims	10	working days	10.00	Files & Records
			4. Balance payment of P & K fertilizers within 30 days including payments and sale of fertilizers/receipt of claims	30	working days	10.00	Files & Records

3.	Timely fixing of production/import targets for 100% of Fertilizers companies	5	By March for khariff	31 st March		5.00	Files & Records
			By Sept. for Rabi	30 th Sept.			
4.	Timely payment of bills to Vendors	5	No. of Days	30	working days	5.00	Files & Records
5.	Responding to queries	5	No. of Days	30	working days	5.00	Files & Records
6.	Prompt Grievance Redressal	5	No. of Days	30	working days	5.00	Files & Records

Citizen/Clients Charter for Department of Fertilizers (2011-12)

Website url to lodge <http://pgportal.gov.in/>

Grievance Redress

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1.	Director Public: Grievance-Name-Sri Satish Chandra, Joint Secretary	23386800	Satish.chandra@nic.in	9999999488

Citizen/Clients Charter for Department of Fertilizers (2011-12)

List of Stake Holders/Clients

S.No.	Stakeholders/Clients
1.	All PSUs/Cooperative Society under the administrative Control of DOF viz. 1. National Fertilizers Limited (NFL) 2. Rashtriya Chemicals & Fertilizers Limited (RCF) 3. Madras Fertilizers Limited (MFL) 4. The Fertilizer And Chemicals Travancore Limited (FACT) 5. Project & Development India Limited (PDIL) 6. Brahmaputra Valley Fertilizers Cooperation Limited (BVFCL) 7. FCI-Aravali Gypsum & Minerals India Limited (FAGMIL) 8. Krishak Bharti Cooperative Limited (KRIBHCO) 9. Fertilizer Cooperation of India Limited (FCIL) 10. Hindustan Fertilizer cooperation Limited (HFCIL) For further details, respective website of the companies may be viewed.
2.	All other fertilizer Producing Companies For further details, respective website of the companies may be viewed.
3.	Department of Agriculture and Cooperation
4	State Governments
5	Importers of Fertilizers (Urea, DAP, MOP, Complexes) For further details, DoF website may be viewed.
6.	Importers / Raw material suppliers For further details, DoF website may be viewed.
7.	Other Ministries (Ministry of Finance, Ministry of Petroleum and Natural gas, Ministry of Railways, Ministry of Surface transport, Planning Commission, Department of Public Enterprises, Public Enterprises Selection Board, Tariff commission, DGFT etc.
8.	Farmers

Citizen/Clients Charter for Department of Fertilizers (2011-12)

Responsibility Centers and subordinate Organizations

Sl. No.	Responsibility Canters and subordinate	Landline Number	Email	Mobile Number	Address
1.	Fertilizer Industry coordination Committee (FICC)-it is an attached office of DoF	26109820	Rajiva kumar@nic.in	9818922995	8 th Floor, Sewa Bhawan, R.K. Puram, New Delhi
2.	Project & Development India Limited (PDIL)	2529809	noida@pdilin.com	8527889103	PDIL Bhawan, A-14, Sector-1, Noida-201301, Distt. Gautam Budh Nagar (U.P)
3.	Madras Fertilizers Limited (MFL)	25941001	cmd@madrasfert.nic.in	9810077986	Manali, Chennai- 600068
4.	FCI-Aravali Gypsum & Minerals India Limited (FAGMIL)	2544392	fagmil@redifmail.com	9810593331	Mangu Singh Rajvi Marg Paota "B" Road, Jodhpur-342010 (Rajasthan)
5.	Brahmaputra Valley Fertilizers Cooperation Limited (BVFCL)	2500207	bvflnam@bsnl.in	9711350282	Namrup, P.O Parpatpur-786623, Distt. Dibrugarh, Assam
6.	Rashtriya Chemicals & Fertilizers Limited (RCF)	24045100	corpotech@rcfltd.com	9868222899	Eastern Express Highway 'Sion' Mumbai-400074
7.	National Fertilizers Limited (NFL)	2412383	sрмаhey@nfl.co.in	9818662210	A-10, Sector-24, Noida-201301, Distt. Gautam Budh Nagar (U.P)
8.	The Fertilizer And Chemicals Travancore Limited (FACT)	2546126	fact@vsnl.net	9910465577	Udyogmandal-683501, karala
9.	Krishak Bharti Cooperative Limited (KRIBHCO)	2537113	nsrao@kribhco.net	9873076005	Plot No. A-10, Sector-1, Noida-201301, Distt. Gautam Budh Nagar (U.P)

Indicative Expectations from Service

Sl. No.	Indicative Expectations from Service Recipients
1.	Timely Submission of subsidy claims with full documents.
2.	Firm and realistic projections of requirement of Fertilizers from Department of Agriculture and Cooperation and State Governments.
3.	Ensuring sales of fertilizers only for agricultural purposes by state Govt.
4.	Monitoring of sales of fertilizers to avoid black-marketing/Hoarding/pilferages
5.	Ensuring production by fertilizers Producing Industry
6.	Ensuring energy efficiency and technological upgradation by PSUs
7.	Balanced use of Fertilizers by Farmers
8.	Purchase of fertilizers by farmers at prescribed MRP
9.	Incidence of Black Marketing/Malpractices to be District Collectors or Agriculture Department
10.	Suggestions for improvement in distribution, movement, sales and any other matter related to fertilizers

