

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:- Sept.,2016

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:- Sept., 2018

Main Services/Transactions

S. No.	Services/ Transaction	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
							Category	Mode	Amount
1.	Timely payment of Subsidy to Fertilizers companies for indigenous urea	Smt. Surendar Kaur, Director(F&A)	kaur.s@nic.in	9911188722 (26106817)	Indigenous Urea 95% on A/c payment within 60 days on continuing concession rate	1. Annexure I, II, V, IX, X, ECA statement and receipt reports duly signed by Authorized signatory. 2. Certificate of Chartered Accountant/ Statutory auditors wherever necessary 3. Signed copy of complete claim (uploaded in FMS). 4. Annexure III and XI of previous year duly signed by authorized signatory and statutory auditor required to be submitted by units with June claim. 5. Annexure XII (A) and XII(B) of every quarter duly signed by authorized signatory should be submitted alongwith respective quarter ending month claim.	N/A	N/A	N/A
					5% Balance claim payment within 30 days on annual concession rate	1. Signed copy of complete claim (uploaded in FMS) 2. Certificates of Chartered/ Statutory Auditors wherever necessary. 3. Proforma B-1 and B-2 as applicable.	N/A	N/A	N/A
					Settlement of escalation claims within 30 days.		N/A	N/A	N/A

Main Services/Transactions

S. No.	Services/ Transaction	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
							Category	Mode	Amount
2.	Timely payment of subsidy for imported Urea Indigenous & Imported P & K Fertilizers	Dr. Kavitha Gotru, Dir. (FA)	dirfa-fert@nic.in	9873430441 (23062608)	Imported Urea Initial Payment 98 % of the claimed amount within 10 working days	<u>Check list for 98% advance payment claim submitted by the STEs:</u> 1. Authorization issued by DoF 2. Undertaking for approval by Sales Purchase Committee (SPC) of STE's and Performance Guarantee (PG) Bond from suppliers 3. Letter of Credit (LC) opening certificate from the bank 4. Sailing advice 5. Purchase contract 6. Insurance Certificate 7. Nomination message issued by DoF 8. C&F waiver from Transchart 9. Bill of lading (BL) 10. Loadport quality certificate 11. DoF approval for Cash Against Document (CAD) payment. 12. Arrival report in case of import payment in AED.	N/A	N/A	N/A
						<u>Checklist for 100% payment of cost of urea – claim of M/s OMIFCO received from Shipping Division:-</u> 1. Bill of lading 2. Commercial invoice 3. Certificate of origin 4. Stowage plan 5. Draft survey Report 6. Certificate of quality at load port 7. Nomination message			

Main Service/Transactions

S. No.	Services/ Transaction	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
							Category	Mode	Amount
					Imported Urea Final Payment Balance 2% claim	Checklist for 2% payment claim bill submitted by the STE's:- 1. Insurance documents 2. Bank Advices in support of payment to supplier. 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 at Loadport. 8. Quality certificate of Discharge Port. 9. Stowage plan 10. Seller's inspection certificate duly attested by the inspection Agent 11. Joint draught survey report at discharge port.	N/A	N/A	N/A
					Imported Urea Initial Payment 90% Ocean Freight amount within 7 working days	For 90% Ocean Freight 1. Transchart Authorisation. 2. Copy of Bill of Lading. 3. Copy of Sailing Advice 4. Debit Note 5. Copy of Charter Party Agreement. 6. Copy of NOR at Discharge Port.			
					Import Urea Final Payment 10% Ocean Freight amount within 60 days	For Balance 10% Ocean Freight 1. Transchart Authorisation. 2. Laodport Lay time Calculation. 3. Discharge Port Lay time Calculation. 4. Debit Note 5. Approval of Shipping Division by Lay time calculations.			

Main Services/Transactions

S. No.	Services/ Transaction	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
							Category	Mode	Amount
					<p><u>Indigenous & Imported P & K Fertilizers</u> <u>Initial Payment</u> Payment of On Account claim equal to 85%/90% amount based on NBS rate within 10 working days of receipt of fully documented claims</p>	<p>On account claims (except SSP): 1. Performa 'A' & 'C' duly signed by the authorized signatory and Statutory Auditor of the company. 2. Certificates of Statutory auditors. 3. Undertaking. 4. Annexure-I duly signed by the authorized signatory and Statutory Auditor of the company. 5. Bank Guarantee (in case of 90% claims) 6. Certificate of MRP. 7. Certificate of submission of Cost Data. On account claim in r/o SSP:- 1) Performa A & C duly signed by authorized signatory. 2) Certificate of statutory auditor. 3) Quality Certificate 4) Production Certificate 5) Undertaking 6) Annexure (showing details of the sale duly signed by auditor).. 7) Performa E 8) Performa F 9) Bank Guarantee (in case of 90% claims).</p>	N/A	N/A	N/A
					<p><u>Indigenous & Imported P & K Fertilizers</u> <u>Final Payment</u> Payment of Balance claims (15%/10%) within 30 days of receipt of fully documented claims.</p>	<p>Balance (15%/10%) claims : 1. Claim in proforma (consolidated) and State-wise claim in proforma B&D duly signed by the authorized signatory & statutory auditor of the company. 2. Quality Certificate in proforma B1. 3. Quality certificate in proforma B2 (except SSP) 4. Retailers acknowledgement in mFMS.</p>	N/A	N/A	N/A

Main Services/Transactions

S. No.	Services/ Transaction	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
							Category	Mode	Amount
							N/A	N/A	N/A
3.	Timely estimation of quantity for import of Urea	Major Rana Vikram Singh, Director (M)	dirmove-fert@nic.in	9910487321	25 th March for Kharif 25 th September for Rabi	Receipt of final requirement from DAC	N/A	N/A	N/A
4.	Timely fixing of production	Sh. D.P. Srivastava, Director(E&S)	dprasad.s@nic.in	8586926336	Production targets are estimated annually under the chairmanship of JS	Companies are called for meeting under the chairmanship of JS			
5.	Timely payment of bills to Vendors	Sh. A.K.V. Patil, Director	dirpk-fert@nic.in	9958433544	Receipt of claims	Relevant bills/challan /invoices	N/A	N/A	N/A
6.	Responding to queries	Sh. Rakesh Kumar (DS)	rakesh.kr59@nic.in	9810835144	Various form of queries	Relevant documents	N/A	N/A	N/A
7.	Prompt Grievance Redressal	Sh. Rakesh Kumar (DS)	rakesh.kr59@nic.in	9810835144	Receipts of grievances	Relevant document	N/A	N/A	N/A

Services Standards

S. No.	Services/Transaction	Success Indicators	Service Standards (days)	Unit	Data Source
1.	Timely payment of Subsidy to Fertilizers companies for indigenous urea	Indigenous Urea 95% on A/c payment within 60 days on continuing concession rate	60	Working days	Files & Records
		5% Balance claim payment within 30 days on annual concession rate	30	Working days	Files & Records
		Settlement of escalation claims within 30 days	30	Working days	Files & Records
2.	Timely payment of Subsidy to Fertilizers companies for imported urea/indigenous & imported P & K Fertilizers	1. Imported Urea (i) For imported urea 98% of the claimed amount subject to availability of funds	10	working days	Files & Records
		(ii) Balance payment within 30 working days of settlement subject to availability of funds.	30	working days	Files & Records
		2. Indigenous urea (i)Initial payment within 60 days on continuing concession rate.	60	working days	Files & Records
		(ii)Settlement of escalation claims within 30 days of receipt of claim subject to availability of funds	30	working days	Files & Records
		3. Receipt of 85/90% of the total subsidy bill as On Account payment within 10 days in r/o P & K fertilizers of fully documented claims subject to Availability of funds.	10	working days	Files & Records
		4. Balance payment of P & K fertilizers within 30 days including payments and sale of fertilizers/receipt of claims subject to availability of funds.	30	working days	Files & Records

2.	Timely fixing of production for 100% of Fertilizers companies	By March for kharif	31 st March	Date	Files & Records
		By Sept. for Rabi	30 th Sept.		
3.	Timely payment of bills to Vendors	No. of Days	30	Working days	Files & Records
4.	Responding to queries	No. of Days	30	Working days	Files & Records
5.	Prompt Grievance Redressal	No. of Days	30	Working days	Files & Records

Citizen/Clients Charter for Department of Fertilizers (2016-17)

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

Grievance Redress

S. No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1.	Dr. A.K. Padhee, Joint Secretary	23388481	ak.padhee@nic.in	9437015869

Citizen/Clients Charter for Department of Fertilizers (2016-17)

List of Stake Holders/Clients

S.No.	Stakeholders/Clients
1.	All PSUs/Cooperative Society , with their respective web-sites, under the administrative Control of DOF viz. 1. National Fertilizers Limited (NFL)- www.nationalfertilizers.com 2. Rashtriya Chemicals & Fertilizers Limited (RCF)- www.rcfltd.com 3. Madras Fertilizers Limited (MFL)- www.madrasfert.in 4. The Fertilizer And Chemicals Travancore Limited (FACT)- www.fact.co.in 5. Project & Development India Limited (PDIL)- www.pdilin.com 6. Brahmaputra Valley Fertilizers Cooperation Limited (BVFCL)- www.bvfcl.com 7. FCI-Aravali Gypsum & Minerals India Limited (FAGMIL)- www.fagmil.nic.in 8. Krishak Bharti Cooperative Limited (KRIBHCO)- www.kribhco.net 9. Fertilizer Cooperation of India Limited (FCIL)- www.fertcorpindia.nic.in 10. Hindustan Fertilizer Cooperation Limited (HFCL)- www.indianfertilizer.com 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 (2016-17)

Responsibility Centres 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	idi-ficc@nic.in	9873767138	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	bvfclnam@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	snmahey@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

Services Standards

S. No.	Services/Transaction	Success Indicators	Service Standards (days)	Unit	Achievement in 2015-16
1.	Timely payment of Subsidy to Fertilizers companies for indigenous/imported urea/P & K Fertilizers	<u>Imported Urea</u> (i) For imported urea 98% of the claimed amount.	10	Working days	100%
		(ii) Balance payment within 30 working days of settlement.	30	Working days	100%
		<u>Indigenous urea</u> (i) 95% on A/c payment within 60 days on continuing concession rate.	60	Working days	100% subject to availability of funds
		(ii) 5% Balance claim payment within 30 days on annual concession rate.	30	Working days	Not applicable
		(iii) Settlement of escalation claims within 30 days.	30	Working days	100% subject to availability of funds
		Imported/indigenous Receipt of 85/90% of the total subsidy bill as On Account payment within 10 days in r/o P & K fertilizers of fully documented claims	10	Working days	100% subject to availability of funds.
		Balance payment of P & K fertilizers within 30 days including payments and sale of fertilizers/receipt of claims	30	Working days	Payment released to the companies whose balance bills received subject to available of funds..

2.	Timely fixing of production for 100% of Fertilizers companies	By March for kharif	31 st March		94.4% for Kharif 2015 and 97.5% for Rabi 2015-16
		By Sept. for Rabi	30 th Sept.		
3.	Timely payment of bills to Vendors	No. of Days	30	working days	100%
4.	Responding to queries	No. of Days	30	working days	100%
5.	Prompt Grievance Redressal	No. of Days	30	working days	The cases relating to the deptt were redressed well within 30 days. However, some cases belonging to fert. PSUs took more than 30 days.. However, the pendency has been reduced to 46 cases only from 67 cases earlier. The overall percentage may be 93.58%

