

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:- 31st December 2010

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

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

S No	Stake Holders
1	All PSUs under the administrative Control of DOF
2	All other Fertilizer Producing Companies
3	Department of Agriculture and Cooperation
4	State Governments
5	Importers of Fertilizers (Urea, DAP, MOP, Complexes)
6	Importers / Raw material suppliers
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's /Client's Charter – Department of fertilizers
Service Standards

S No	Main Services	Standards
1	Fertilizer Policy	
	Finalization of Urea Pricing Policy	To be finalized before the expiry of Prevailing Policy
2	Management of subsidy	
	a. Finalisation of Per nutrient subsidy for N,P,K,S	To be finalized by 7th of march for next year
	b. Finalisation of annual Urea Rates	30th of June for the year
	c. Quarterly final rates of Urea	After 3 months from the end of quarter.
3	Disbursement of Subsidy	
	a. For Imported Urea	a. 98% of the claimed amount within 10 working days from the date of receipt of full documented claims*. b. Payment of Balance claims within 30 working days of settlement of 98% claim and receipt of claims which ever is later.
	b. For Indigenous Urea	a. Payment within 60 days on continuing concession rate. b. Settlement of escalation claims within 30 days of notification.
	c. For Indigenous / Imported P&K Fertilizers	a. Payment of on account claim equal to 85% / 90% amount of base rate within 10 days of receipt of fully documented claims. b. Payment of balance amount on the basis of base rate within 30 days of initial payment subject to sale of fertilizers on receipt of claims c. Adjustment of claims on the basis of final rates within 30 days of claim.

4	Assessment of requirement of Fertilizers after discussion with DAC	
	a. Kharif season	15th of March
	b. Rabi season	15th of September
5	Planning for Production and Import of Fertilizers after discussion with suppliers	
	a. Kharif season	15th of March
	b. Rabi season	15th of September
6	Movement and Distribution of fertilizers in Coordination with States	
	a. Preparation of monthly supply plan	25th of preceding Month
	b. Monitoring of Dispatches by suppliers.	12 Noon Every day.
7	Monitoring the performance of PSUs in terms of MOU	
	a. Quarterly Review meetings	Within 45 days of end of quarter
	b. Submission of MOU relating to CPSEs	As per the date informed by DPE.
8	Appointments of CMDs and Directors of the PSUs	To be initiated one-year in advance from the date of vacancy.
9	Appointment of Independent Directors on the Boards of PSUs	To be initiated one-year advance from the date of vacancy.
10	Training/Capacity building	1/3 of official upto SO level be covered every year.

Citizen's /Client's Charter – Department of fertilizers
Expectations From Service recipients

Timely submission of subsidy claims with full documents.
Firm and realistic projections of requirement of Fertilizers from DAC and state Govt.
Ensuring sales of fertilizers only for agricultural purposes by state Govt.
Monitoring of sales of fertilizers to avoid blackmarketing / Hoarding / pilferages.
Ensuring production by Fertilizers Producing Industry.
Ensuring energy efficiency and technological upgradation by PSUs
Balanced use of Fertilizers by farmers
Purchase of fertilizers by farmers at prescribed MRP.
Incidence of Black marketing / Malpractices to be reported to the District Collectors or Agriculture deptt.
Suggestions for improvement in distribution, movement, sales and any other matter related to fertilizers.

Citizens /Clients Charter – Department of Fertilizers
Grievance Redressal Process

Contact details (Name, Designation and contact Number)
1. Director Public Grievance:- Name:- Sri Satish Chandra, Joint Secretary Room No:- 221, A Wing, Shastri Bhawan New Delhi:- 110001 Telephone:- 011/23386800. Fax:- 011/23073820 Email:- satish.chandra@nic.in
2. Complainant can meet Director of Grievances on every Friday between 3:30 PM to 5.00 PM.
3. A dynamic website facilitating direct contact of citizen / Clients with the Department may be accessed at www.fert.nic.in
Expectation from Complainant:
We Expect complainants to:- <ul style="list-style-type: none">• Lodge genuine, precise and factual complaints.• Not to lodge anonymous or pseudonymous and repeated complaints.• Not to lodge complaints at various forums.• Provide complete identification with particulars including contact number.
Time line for response:-
<ul style="list-style-type: none">• Acknowledgment within 10 working days and three working days through SMS if Mobile number is provided.• Disposal within 30 days from acknowledgment date for the complaints pertaining to Department of fertilizers.• Disposal within 90 days from acknowledgment date for the complaints pertaining to PSUs.• Complaints relating to other agencies shall be forwarded within 10 working days to the concerned agency to reply to the complainant directly.

Citizens /Clients Charter – Department of Fertilizers
Grievance Redressal Process

S No	Service	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent	V. Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
							Evaluation				
1	Finalisation of urea Pricing Policy	Time	Delay in Finalisation beyond the expiry of prevailing Policy	Month	10	Files & record	0	2	4	6	8
2	Finalisation of Per nutrient subsidy for N,P,K,S	Time	07th March every year	Date	10	Files & record	7th March	10th March	13th march	16th March	19th March
3	Finalisation of annual Urea Rates	Time	30th June	Date	5	Files & record	30th June	5th July	9th July	15th July	20th July
4	Quarterly final rates of Urea	Time	Delay beyond 90 days from end of quarter	Days	5	Files & record	0	5	10	15	20
5	For Imported Urea	Number	98% of the claimed amount within 10 working days	%	5	Files & record	100	95	90	85	80
		Number	Balance claim within 30 working days of settlement of above	%	5	Files & record	100	95	90	85	80
6	For Indigenous Urea	Number	Payment within 60 days on continuing concession rate	%	5	Files & record	100	95	90	85	80
		Number	Settlement of escalation claims within 30 days of Notification	%	5	Files & record	100	95	90	85	80
7	For Indigenous / Imported P&K Fertilizers	Number	Payment of on account claim equal to 85% / 90% amount of base rate within 10 days of receipt of fully documented claims.	%	5	Files & record	100	95	90	85	80

		Number	Payment of balance amount on the basis of base rate within 30 days of initial payment subject to sale of fertilizers on receipt of claims	%	2.5	Files & record	100	95	90	85	80
		Number	Adjustment of claims on the basis of final rates within 30 days of claim.	%	2.5	Files & record	100	95	90	85	80
8	Assessment of requirement of Fertilizers for Kharif season after discussion with DAC	Date	15th March	Date	2.5	Files & record	15th March	22th March	25th March	29th March	31st March
9	Assessment of requirement of Fertilizers for Rabi season after discussion with DAC	Date	15th September	Date	2.5	Files & record	15th Sept.	22nd Sept.	25th Sept.	29th Sept.	30th Sept.
10	Planning for Production and Import of Fertilizers after discussion with suppliers for Kharif Season	Date	15th March	Date	2.5	Files & record	15th March	22th March	25th March	29th March	31st March
11	Planning for Production and Import of Fertilizers after discussion with suppliers for Rabi Season	Date	15th September	Date	2.5	Files & record	15th Sept.	22nd Sept.	25th Sept.	29th Sept.	30th Sept.
12	Preparation of monthly supply plan of fertilizers Coordination with States	Date	25th of every preceding Month	Date	5	Files & record	25th	26th	27th	28th	29th
13	b. Monitoring of Dispatches by suppliers.	quantity	12 Noon following Day	%	5	Files & record	90	85	80	75	70
14	Quarterly Review Meetings of all PSUs (8 Nos)	Number	Within 45 days of end of quarter	Number	5	Files & record	8	7	6	5	4
15	Submission of MOU of all PSUs	Time	Delay from date specified by DPE	Days	5	Files & record	0	1	2	3	4
16	Appointment of CMD / Directors of PSEs	Time	Delay of initiation for appointment from one year in advance prior to occurring of vacancy.	Months	3	Files & record	0	1	2	3	4

17	Appointment of Non Official Part time Directors on the Board of PSUs	Time	Delay of initiation for appointment from one year in advance prior to occurring of vacancy.	Months	2	Files & record	0	1	2	3	4
18	Training / capacity Building	Number	One third of official up to SO level to be covered every year	%	5	Files & record	90	80	70	60	50

Grievance acknowledgement / redressal Time Norms

S No	Response to grievance	Success Indicator	Service Standard	Unit	Weight (%)	Data Source	Excellent	V. Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
							Evaluation				
1	Acknowledgement	Time	Delay beyond 10 working Days and 3 working Days through SMS if Mobile Number is provided	Days	10	Files & record	0	3	6	9	12
2	Redressal	Time	Delay of disposal beyond 30 days from acknowledgment date for the complaints pertaining to Department of fertilizers.	Days	40	Files & record	0	5	10	15	20
		Time	Delay in disposal beyond 90 days from acknowledgment date for the complaints pertaining to PSUs.	Days	30	Files & record	0	5	10	15	20
		Time	Delay in forwarding complaints relating to other agencies beyond 10 working days	Days	20	Files & record	0	5	10	15	20