



Citizen's / Client's Charter for

(Ministry of Petroleum and Natural Gas)

(2011-2012)

Address	Shastri Bhawan, New Delhi
Website ID	www.petroleum.nic.in
Date Of Issue	January 2012
Next Review	January 2013

Vision Mission

Vision

To address India's energy security needs in the hydrocarbons sector and to ensure availability of petroleum products at reasonable prices.

Mission

1. To accelerate domestic Exploration & Production (E&P) of hydrocarbons as well as equity oil & gas abroad.
2. To develop the hydrocarbon sector through technology up-gradation and capacity building in production, refining, transportation and marketing sectors.
3. To develop supply and distribution infrastructure for petroleum products, to serve the needs of the economy, including households.
4. To enhance service standards and to maximize customer satisfaction.
5. Promote fuel conservation, clean & green fuels and development of alternative sources of energy.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issue of Petroleum Exploration License(PEL) for Offshore Blocks.	5	Shri Dependra Pathak(Director (E-I))	dependra.pathak@nic.in	(23386526)	Approval of the proposal from the Competent Authority	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Availability of all statutory clearances.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Issue of the PEL Order	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Signed copy of the Production Sharing Contract(PSC).	Details are available with DGH (www.dghindia.org)	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
						Submission of complete application form for issue of PEL for Offshore Blocks.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Submission of the requisite PEL Fee & Security Deposit	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Validation of information, as submitted in the application	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
2	Issue of Petroleum Mining Leases(PML) for Offshore Fields.	5	Shri Dependra Pathak(Director (E-I))	dependra.pathak@nic.in	(23386526)	Approval of the proposal from the Competent Authority	Details are available with DGH (www.dghindia.org)	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
						Issue of the PML Order.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Recommendation of the proposal from DGH.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Submission of complete application form for issue of PML for Offshore Blocks.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Submission of the requisite PML Fee.	Details are available with DGH (www.dghindia.org)	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
						Validation of information, as submitted in the application	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
3	Sanction of Subsidy under Natural Gas	12	Shri Neeraj Mittal(Director (GP))	dirsp.png@nic.in	(23386965)	Ministry processes the claims.	Vetted documents/claims from PPAC	N/A	N/A	N/A
						PPAC recommends the subsidy amount to Ministry.	Vetted documents/claims from PPAC	N/A	N/A	N/A
						PPAC scrutinizes the proposals .	Vetted documents/claims from PPAC	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
						Proposals sent by OMCs to PPAC.	Vetted documents/claims from PPAC	N/A	N/A	N/A
4	Sanction of subsidy under PDS Kerosine & Domestic LPG Subsidy Scheme,2002	15	Shri Neeraj Mittal(Director (S&P))	dirsp.png@nic.in	(23386965)	Ministry processes the claims.	Vetted documents/claims from PPAC	N/A	N/A	N/A
						PPAC recommends the subsidy amount to Ministry	Vetted documents/claims from PPAC	N/A	N/A	N/A
						PPAC scrutinizes the proposals	Vetted documents/claims from PPAC	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
						Proposals sent by OMCs to PPAC.	Vetted documents/claims from PPAC	N/A	N/A	N/A
5	Sanction of Freight subsidy(For Far Flung Areas) Scheme, 2002 for LPG & Kerosene	12	Shri Neeraj Mittal(Director (S&P))	dirsp.png@nic.in	(23386965)	Ministry processes the claims.	Vetted documents/claims from PPAC	N/A	N/A	N/A
						PPAC recommends the subsidy amount to Ministry.	Vetted documents/claims from PPAC	N/A	N/A	N/A
						PPAC scrutinizes the proposals	Vetted documents/claims from PPAC	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
						Proposals sent by OMCs to PPAC.	Vetted documents/claims from PPAC	N/A	N/A	N/A
6	Release of Plan Funds to Autonomous Organizations.	10	Shri Anilkumar V. Patil(Deputy Secretary (IOC & MC))	anilkvpatil@gmail.com	(23388764)	Approval by the Competent Authority	Demands to be submitted for release of funds.	N/A	N/A	N/A
						Examination of Papers and getting clearance from the Finance Division.	Time to time, instructions are also issued by the Ministry for the documents required.	N/A	N/A	N/A
						Release of Funds.	Utilization certificate for funds released earlier.	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
						Submission of Papers by Rajiv Gandhi Institute of Petroleum & Technology (RGIPT), and autonomous organizations.	N/A	N/A	N/A	N/A
7	Proposals of appointment of Chairperson, Members of Petroleum and Natural Gas Regulatory Board(PNGRB).	10	Smt Sushma Rath(Director (Marketing))	dirpkt.png@nic.in	(23386407)	Approval by the Competent Authority	PNGRB Act	N/A	N/A	N/A
						Circulation of vacancies	Vacancy circular	N/A	N/A	N/A
						Scrutiny of applications	Vigilance Clearance	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
						Seeking the approval of ACC	ACR Dossiers	N/A	N/A	N/A
						Selection by the Search Committee	N/A	N/A	N/A	N/A
8	Plan proposal for providing LPG connections to BPL families.	5	Shri Sukhvir Singh(Director (E&S))	Sukhvir.singh@nic.in	(24363047)	Receipt of Plan proposal from concerned Section	Proposal from the concerned Section of the Ministry	N/A	N/A	N/A
						Submission of the same to Planning Commission	Proposal from the concerned Section of the Ministry	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
9	Plan proposal for support to RGIPT	5	Shri Sukhvir Singh(Director (E&S))	Sukhvir.singh@nic.in	(24363047)	Receipt of Plan proposal from concerned Section	Proposal from the concerned Section of the Ministry	N/A	N/A	N/A
						Submission of the same to Planning Commission	Proposal from the concerned Section of the Ministry	N/A	N/A	N/A
10	Proposals for appointment of Board-level Functional Directors, Chairmen/Managing Directors/CMDs..	6	Sh Vivek Kumar(Joint Secretary(IC&CA))	Jsic.png@nic.in	(23382418)	After approval by Competent Authority, proposal is sent to ACC for approval.	ACRs of officers	N/A	N/A	N/A
						Circulating vacancy by PESB	Minutes of the PESB Selection Committee meeting	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
						Intimating the PESB about vacancy as per PESB/ACC guidelines	Job description	N/A	N/A	N/A
						Obtain vigilance clearance from CVC in respect of shortlisted candidate(s).	ACRs of officers	N/A	N/A	N/A
						Selection and shortlisting of candidate(s) by PESB	Vigilance Clearance from CVC	N/A	N/A	N/A
11	Prompt Grievance Redressal	15	Shri Anilkumar V. Patil(Deputy Secretary (IOC & MC))	anilkvpatil@gmail.com	(23388764)	Grievance related to the Jurisdiction of the Ministry can be submitted both, electronically(via http://pgportal.gov.in) or in writing.	Grievance by post, fax, e-mail or CPGRAMS portal.	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
						Monitoring of Grievance Redressal by the Ministry on regular basis.	Grievance by post, fax, e-mail or CPGRAMS portal.	N/A	N/A	N/A
						Oil PSUs to redress the Grievance and send compliance to the Ministry.	Grievance by post, fax, e-mail or CPGRAMS portal.	N/A	N/A	N/A
						The Grievance pertaining to respective Oil PSUs are forwarded electronically.	Grievance by post, fax, e-mail or CPGRAMS portal.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Issue of Petroleum Exploration License(PEL) for Offshore Blocks.	5.0	Average time taken from the date of receipt of the fully completed proposal alongwith requisite statutory clearances, PEL Fee & Security Deposit.	20	Days	5.00	Ministry records
2	Issue of Petroleum Mining Leases(PML) for Offshore Fields.	5.0	Average time taken from the date of receipt of the fully completed proposal alongwith requisite DGH recommendation and PML Fee.	20	Days	5.00	Ministry records
3	Sanction of Subsidy under Natural Gas	12.0	Average time taken for release of funds to OMCs after receipt of proposal from PPAC	17	Days	12.00	Ministry records.
4	Sanction of subsidy under PDS Kerosine & Domestic LPG Subsidy Scheme,2002	15.0	Average time taken for release of funds to OMCs after receipt of proposal alongwith completed documents from PPAC	20	Days	15.00	Ministry records
5	Sanction of Freight subsidy(For Far Flung Areas) Scheme, 2002 for LPG & Kerosene	12.0	Average time taken for release of funds to OMCs after receipt of proposal alongwith completed documents from PPAC	20	Days	12.00	Ministry records
6	Release of Plan Funds to Autonomous Organizations.	10.0	To provide the financial support	17	Days	10.00	RG TIP proposal and Ministry records
7	Proposals of appointment of Chairperson, Members of Petroleum and Natural Gas Regulatory Board(PNGRB).	10.0	Time taken to issue Appointment letter to Chairman, Members, PNGRB after approval of the Competent Authority.	10	Days	10.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
8	Plan proposal for providing LPG connections to BPL families.	5.0	Receipt of plan proposals for Annual Plan and 12th Plan.		Date	5.00	Marketing Division, Ministry of Petroleum & Natural Gas
9	Plan proposal for support to RGIPT	5.0	Receipt of plan proposals for Annual Plan and 12th Plan		Date	5.00	IOC/MC Division, Ministry of Petroleum & Natural gas
10	Proposals for appointment of Board-level Functional Directors, Chairmen/Managing Directors/CMDs..	6.0	Average time taken from the date of receipt of the fully competed proposal in all respects	85	Days	6.00	Ministry records
11	Prompt Grievance Redressal	15.0	Average time taken to acknowledge grievance received through CPGRAMS portal.	5	working Days	2.51	CPGRAMS & Ministry's records.
			Average time taken to acknowledge grievance received through post.	5	working Days	2.51	CPGRAMS & Ministry's records.
			Average time taken to send communication for additional information.	10	working Days	4.99	CPGRAMS & Ministry's records.
			Average time taken for grievance settlement.	75	working Days	4.99	CPGRAMS & Ministry's records.

Grievance Redress

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

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Anilkumar V. Patil, Deputy Secretary (IOC & MC)	23388764	anilkvpatil@gmail.com	9958433544

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Consumers of Petroleum Products
2	Consumer Associations
3	State Governments
4	Central Government Departments
5	Industry Associations
6	Retail Outlet Dealers Associations
7	LPG Distributors Associations
8	Wholesale Kerosene Dealers Associations
9	Oil Public Sector Undertakings
10	Petroleum Conservation Research Association
11	Petroleum Planning and Analysis Cell
12	Private Oil Companies
13	Statutory and Autonomous Organizations under the Ministry.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Directorate General of Hydrocarbons	4029401	dg@dghindia.org	9818643058	C-139, Sector-63, NOIDA-201301, Uttar Pradesh
2	Petroleum Planning & Analysis Cell	24361616	bmohanty@occindia.org	9871844886	Scope Complex, Core-8, 7, Institutional Area, Lodhi Road, New Delhi-110003
3	Oil Industry Development Board	2594602	oidb-mopng@nic.in	9810621113	C-Block, 3rd Floor, Plot No.2, Sector-73, NOIDA, Uttar Pradesh
4	Oil Industry Safety Directorate	2331679	verma.jb@gov.in	9810612755	409, New Delhi House, 27, Barakhamba Road, New Delhi-110001
5	Centre for High Technology	24362863	bdghosh@cht.in	9810602107	Core 6, 5th Floor, Scope Complex, 7 Institutional Area, Lodhi Road, New Delhi-110003
6	Petroleum and Natural Gas Regulatory Board	23457700	chmn-pngrb@nic.in	9811777677	1st Floor, World Trade Centre, Babar Road, New Delhi-110001
7	Petroleum Conservation Research Association	26198799	kumararun@pcra.org	9810621113	Sanrakshan Bhawan, 10, Bhikaji Cama Place, New Delhi-110066.

Indicative Expectations from Service

S.No.	Indicative Expectations from Service Recipients
1	Timely receipt of claims under the Subsidy Schemes from oil companies/ Petroleum Planning & Analysis Cell as per the specified time schedules.
2	Regular Feedback from Dealers' Associations, Oil Companies, Petrofed and other organizations.
3	Clarity of grievance, with all relevant details, and preferably mentioning the complete address and phone number of the complainant.
4	Send reports in prescribed format as per prescribed timelines.
5	To check the website of the Ministry for updates on policies, programs and procedures
6	Give their suggestions / inputs on drafts placed on Ministry's website/those circulate them.