

Citizen's / Client's Charter

for

Government of India

(Ministry of Mines)

(2025)

Address	Shastri Bhawan, Dr. Rajendra Prasad Marg, New Delhi – 110001
Website ID	www.mines.gov.in
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Citizens / Client's Charter for Ministry of Mines- 2025

1. Vision & Mission

The vision is to ensure security in minerals, including critical minerals, through enhanced domestic capacity, leverage multilateral and bilateral cooperation for resilient mineral supply chain, enhancing the participation of private sector in mineral exploration, low carbon mining and recycling of used products for minerals/metal extraction, Ease of doing business for transparent & equitable allocation and regulation of mineral resources and technology adaptation and development for efficient exploration and mining.

2. **Mandate**-Ministry of Mines is responsible for survey, exploration and mining of all minerals, other than natural gas, petroleum, atomic minerals and coal. In the case of atomic minerals and coal, activities of the Ministry are limited to regional exploration. The Ministry is responsible for the administration of the Mines and Minerals (Development and Regulation) Act, 1957 (67 of 1957) and rules made thereunder in respect of all mines and minerals other than coal, natural gas and petroleum. The Ministry also administers the Offshore Areas Mineral (Development and Regulation) Act, 2002 and rules made thereunder.

3. Main Services / Transactions

S.No.	Services/ Transaction	Responsible Person (Designation)	Email	Mobile (Phone no.)	Process	Document Required	Fees		
							Category	Mode	Amount
1	Grievance Acknowledgment	Smt. Sushma Batra, Deputy Secretary	sushma.batra@gov.in	08178522145 (011-23382159)	Acknowledgment	N/A	N/A	N/A	N/A
2	Grievance Redressal	Smt. Sushma Batra, Deputy Secretary	sushma.batra@gov.in	08178522145 (011-23382159)	Disposal	N/A	N/A	N/A	N/A
					Processing and examination of grievances.	N/A	N/A	N/A	N/A
3.	Training programs for skill development alongwith the approval for holding of workshops / seminar in India	Dr. Ashish Sexena, Deputy Secretary	ashish.saxena89@gov.in	08802916969 (011-23383096)	Processing and disposal of cases	N/A	N/A	N/A	N/A
4.	S&T Grant in aid: the modernisation and upgradation of technology (i) Startup projects (ii) IEC	Dr. Ashish Sexena, Deputy Secretary	ashish.saxena89@gov.in	08802916969 (011-23383096)	Processing and disposal of cases	N/A	N/A	N/A	N/A

	(iii) R&D projects								

4. Service Standards

S. No.	Services/Transaction	Success Indicators	Service Standards	Unit	Data Source
1.	Grievance Acknowledgment.	Acknowledgment.	5	Days	Files/records
2.	Grievance Redressal.	Redressal/ disposal.	21	Days	Files/records
3.	Approval for holding of workshops / seminar in India.	Clearance of Projects/ Proposals	3	Months	Files/records
4.	S &T Grant in aid: the modernisation and upgradation of technology (i) Startup projects (ii) IEC (iii) R&D projects	Clearance of Projects/ Proposals	4	Months	Files/records

5. Grievance Redress Mechanism

Website URL to lodge Grievance http://pgportal.gov.in

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile No
1.	Smt. Farida M. Naik, Joint Secretary	011- 23384593	fm.naik@nic.in	9958200604

6. List of Stakeholders/Clients

S.No	Stakeholders/Clients
1.	All Mineral bearing States/UTs.
2.	All companies and individuals eligible for getting mineral concessions as per the provisions of the Mines and Minerals (Development & regulation) Act, 1957 (MMDR)
3.	Industry Associations.
4.	Ministry of Environment Forests and Climate Change.
5.	Ministry of Steel
6.	Ministry of Defence
7.	Ministry of Civil Aviation
8.	Ministry of Law
9.	Ministry of Personnel Public Grievances and Pensions.
10.	Ministry of Railways.
11.	Department of Revenue
12.	Ministry of Shipping
13.	CONSULTATIONS WITH THE STAKEHOLDERS The Ministry of Mines holds regular consultations with all stakeholders, NGOs, etc. on matter relating to mining sector.

7. Details of Attached offices, Sub-ordinate offices, Public Sector Undertakings and autonomous bodies:-

Sl.No	Responsibility Centers and Subordinate Organisations	Landline Number	E mail	Address
1	Geological Survey of India (GSI)	033-22861616 Extn: 1115	nmh3@gsi.gov.in	27, JL Nehru Road Kolkata-700 016, West Bengal
2	Indian Bureau of Mines (IBM)	0712-2560041	cg@ibm.gov.in	Indira Bhavan, IBM Headquarter, Civil Lines, Nagpur -440 102
3	National Aluminium Company Limited(NALCO)	0674-2300250	cmd@nalcoindia.co.in	NALCO BHAVAN, plot No. p/2, Nayapalli, Bhubaneswar – 751007.
4	Hindustan Copper Limited (HCL)	033-22832226	cmd@hindustancopper.com	1,Ashutosh Chowdhary Avenue, P.B.No. 10224, Kolkata – 700019.
5	Mineral Exploration & Consultancy Limited (MECL)	0712-2510289	cmd@mecl.co.in	Dr. Ambedkar Bhavan, High land Drive Road, Seminary Hills, Nagpur-440006.
6	Jawaharlal Nehru Aluminium Research Development and Design Centre, (JNARDDC)	0710-4220763	director@jnarddc.gov.in	Opposite wadi police station, Wadi, Nagpur
7	*National Institute of Rock Mechanics* (NIRM)	080-26934400	dto@nirm.in	Champion Reef, Kolar Gold fields, -563117

8. Applications under RTI Act /Public Information Officers (PIO)

Ministry of Mines has appointed CPIOs/ Appellate Authority for specific areas of public importance. Visit the link **www.rti.gov.in**

9. Nodal Appellate Authority for Public Grievances Appeals

A Nodal Appellate Authority for Public Grievances Appeals has been appointed in Ministry of Mines to redress any appeal against Public Grievance Petitions.

Name	Designation	Address	E-mail	Telephone
Smt.Sushma Batra	Deputy Secretary	Room No. 338-A Ministry of Mines, Shastri Bhawan, New Delhi	sushma.batra@gov.in	011-23382159

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