



Citizen's / Client's Charter
for
Government of India
(Ministry of Mines)
(2013-2014)

Address	Shastri Bhawan, Dr. Rajendra Prasad Marg, New Delhi - 110 001
Website ID	mines.gov.in
Date Of Issue	May 2013
Next Review	May 2014

Vision Mission

Vision

Achieve optimal utilization of India 's mineral resources through scientific, sustainable and transparent mining practices, exploration and geo-scientific research & development.

Mission

- i) To develop geo-scientific partnerships with State Governments, Industry and other Stakeholders for management of mineral resources and development of mineral-based industries on scientific and sustainable basis.
- ii) To ensure fairness and transparency in allotment of mineral concessions.
- iii) To establish an e-governance mechanism for accountability of mineral resources from mine to end use/export.
- iv) To ensure that the Geological Survey of India (GSI) and Indian Bureau of Mines (IBM) provide high standards of services to stakeholders.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Making available Mineral Inventory data resources and reserves to General Public and Stakeholders on lease hold and free hold areas.	15	Dr. S.S Bhake((Chief Mineral Economists, IBM, Nagpur)	cme@ibm.gov.in	(0712256221)	Application to be made to CME indicating the information required alongwith DD payable in name of Controller General, IBM, Nagpur	N/A	Per Lease	Demand Draft	650

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
2	Making available Mineral Year Book giving details on Status of Mineral Industry and in-depth review of developments in the Mineral Sector to the Stakeholders.	12.5	Shri A.K Singh((Chief Editor, IBM, Nagpur))	ce.press@ibm.gov.in	9422320721	Apply for hard copy to Chief Editor, with DD in favour of Controller General , IBM, Nagpur.	N/A	Publication	Demand Draft	5000
							Available on website of IBM (www.ibm.nic.in)	N/A		
3	Making available Bulletin on Monthly Statistics on Mineral Productions.	12.5	Shri A.K Singh((Chief Editor, IBM, Nagpur))	ce.press@ibm.gov.in	9422320721	Apply for hard copy to Chief Editor, with DD in favour of Controller General , IBM, Nagpur (Rs. 420 per issue, Rs. 5040 for 12 issues)	N/A	Publication	Demand Draft	420

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Grievance Acknowledgment.	5	Shri S.K Mishra(Deputy Secretary)	saratk.mishra@nic.in	9891270889 (23384740)	Acknowledgment	N/A	N/A	N/A	N/A
5	Grievance Redressal.	15	Shri S.K Mishra(Deputy Secretary)	saratk.mishra@nic.in	9891270889 (23384740)	Disposal	N/A	N/A	N/A	N/A
						Processing and examination of grievances.	N/A	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
6	Ensuring availability of data on GSI Portal as per free Data Policy.	20	Shri Rajeev Srivastava((DDG. IT. GSI, Kolkata))	ddgit@gsi.gov.in	9433116812 (3322861625)	Uploading within 3 months	N/A			
7	Approval for holding of workshops / seminar in India.	10	Ms. Abha Mishra(Under Secretary)	usmetal4@gmail.com	9871549439 (24369480)	Processing and disposal of cases.	N/A	N/A	N/A	N/A
8	S&T Grant in aid: (i) S&T Projects (ii) IEC	10	Ms. Abha Mishra(Under Secretary)	usmetal4@gmail.com	9871549439 (24369480)	Processing and disposal of cases	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Making available Mineral Inventory data resources and reserves to General Public and Stakeholders on lease hold and free hold areas.	15.0	Timely furnishing of data.(Date of receipt of request)	35	Days	15.00	Information from Mineral Industry and exploration agencies.
2	Making available Mineral Year Book giving details on Status of Mineral Industry and in-depth review of developments in the Mineral Sector to the Stakeholders.	12.5	Timely furnishing of Mineral Year Book.(Date of receipt of request)	35	Days	12.50	Information from Mineral Industry and exploration agencies.
3	Making available Bulletin on Monthly Statistics on Mineral Productions.	12.5	Timely furnishing of bulletin on Monthly Statistics on Minerals Production. (Date of receipt of request)	35	Days	12.50	Information from Mineral Industry
4	Grievance Acknowledgment.	5.0	Acknowledgment.	5	Days	5.00	Files/records
5	Grievance Redressal.	15.0	Redressal/ disposal.	50	Days	15.00	Files/records
6	Ensuring availability of data on GSI Portal as per free Data Policy.	20.0	Timely availability of Data on the portal. (After circulation of field season report)	4	Months	20.00	GSI Portal
7	Approval for holding of workshops / seminar in India.	10.0	Clearance of Projects/ Proposals	6	Months	10.00	Files/records
8	S&T Grant in aid: (i) S&T Projects (ii) IEC	10.0	Clearance of Projects/ Proposals	6	Months	10.00	Files/records

Grievance Redress Mechanism

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

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri Arun Kumar, Joint Secretary	23384741	jsm-mines@nic.in	9968382843

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 Mineral (Development & Regulation) Act, 1957 (MMDR).
3	Industry Associations.
4	Ministry of Environment and Forests.
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	<p>CONSULTATIONS WITH THE STAKEHOLDERS</p> <ul style="list-style-type: none"> The Ministry of Mines holds regular consultations with all stakeholders including NGOs on matters relating to mineral concession. A Central Coordination-cum-Empowered Committee has been constituted in the Ministry of Mines under the chairpersonship of Secretary (Mines) to monitor and minimize delays in grant of approvals for mineral concessions. The Committee consists of the Central Ministries/Departments concerned and the Secretaries in charge of Mining & Geology in the States and meets six-monthly. The issues as raised during these meetings are regularly followed up by the Ministry with the State Governments and other offices / agencies concerned. Comments of the Stakeholders on the Charter has been taken.

List of Stakeholders/Clients

S.No.	Stakeholders / Clients

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Geological Survey of India (GSI)	033-22861616 Extn. 1115	ddgppm@gsi.gov.in	09433104270	27, J.L. Nehru Road, Kolkata - 700016, West Bengal
2	Indian Bureau of Mines (IBM)	0712-2560041	cg@ibm.gov.in	09423117940	Indira Bhavan, IBM Headquater, Civil Lines, Nagpur- 440102

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	For mineral concessions, complete information's from State Governments as per MMDR Act and connected guidelines
2	Availability of necessary inputs (Finance/ Clearances / Approval and other infrastructure details) from stakeholders.
3	Compliance of guidelines / norms.
4	Active cooperation from service recipients and Stakeholders.
5	Timely nomination of members and active participation in meeting especially Central Empowered Committee (CEC).
6	Timely filling up of vacancies.
7	Proactive participation from other Ministries/ Departments.