



Citizen's / Client's Charter for

(Ministry of Mines)

(2011-2012)

Address Shastri Bhawan, Dr. Rajendra Prasad
Marg, New Delhi - 110 001

Website ID <http://mines.gov.in>
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Vision Mission

Vision

Achieve optimal utilization of India's mineral resources for its industrial growth and socio-economic development, through scientific exploration, sustainable mining practices and geo scientific research and development.

Mission

1. To develop geo-scientific partnerships with State Governments, Industry and other Stakeholders for management of mineral resources and development of mineral based industries on an eco-friendly basis.
2. To achieve and maintain transparency in allotment / transferability of mineral concessions.
3. To ensure that the Geological Survey of India (GSI) and Indian Bureau of Mines (IBM) provide the expected 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	Processing of mineral concession proposals recommended by the State Governments for approval of the Central Government.	20	Shri R.K Malhotra (Director)	rk.malhotra@nic.in	(23383958)	Processing of mineral concession proposals in the light of the provisions of the MMDR Act, 1957 and the rules and guidelines framed thereunder.	N/A	N/A	N/A	N/A
						Using the Mineral Concession Approval System (MCAS) so as to bring about efficiency and transparency in processing the mineral concession proposals.	N/A	N/A	N/A	N/A
2	Revision application filed against orders of the State Government	20	Shri Pramod Chand (Under Secretary)	uspramodchand312@gmail.com	9971158255 (23384743)	Admission of application	Revision application with fees	For each application	DD	5000
						Final Order	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Processing of application and hearing on application	N/A			
3	Making available Mineral Inventory data resources and reserves to General Public and Stakeholders on lease hold and free hold areas	10	Shri R.N. Meshram (Chief Mineral Economists, IBM, Nagpur)	cme@ibm.gov.in	9422509245	Application to be made to CME indicating the information required alongwith DD payable in name of PAO, IBM, Nagpur	N/A	Per Lease	DD	650
							N/A	250 Per Deposit subject to Minimum of 2500	DD	2500
							N/A	Entire free hold deposits inventory	DD	300000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	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.	7.5	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 PAO, IBM, Nagpur	N/A	Publication	DD	2600
						Available on website of IBM (www.ibm.nic.in)	N/A			
5	Making available Bulletin on Monthly Statistics on Mineral Productions	7.5	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 PAO, IBM, Nagpur (Rs. 350 per issue, Rs. 4200 for 12 issues)	N/A	Publication	DD	350
6	a) Grievance Acknowledgment	2	Shri Chandramani Sharma (Director)	chandramani.sharma@nic.in	(23383096)	Acknowledgment	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
7	b) Grievance Redressal	10	Shri Chandramani Sharma, (Director)	chandramani.sharma@nic.in	(23383096)	Disposal	N/A			
						Processing and examination of grievances	N/A			
8	Ensuring availability of data on GSI Portal as per free Data Policy.	10	Dr. Sreenivasa Madabhushi (DDG, IT, GSI, kolkata)	srinivasmadabhushi@gmail.com	9432014975 (22521533)	Uploading within 3 months	N/A			
9	Approval for Holding of workshops / seminar in India	8	Shri Anand Kumar Patney (Deputy Secretary)	akpatney@gamil.com	(23384740)	Decision within 2 months	N/A			
10	S&T Grant in aid	5	Shri R.K Malhotra (Director)	rk.malhotra@nic.in	(23383958)	3 Months on receipt of complete proposal	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Processing of mineral concession proposals recommended by the State Governments for approval of the Central Government.	20.0	Percentage of disposal of cases pending over 9 Months.	80	%	20.00	Files and website database of MCAS
2	Revision application filed against orders of the State Government	20.0	Percentage of disposal of Revision Application pending for more than 15 months as on 31.03.2011	80	%	20.00	Files and website database RAs
3	Making available Mineral Inventory data resources and reserves to General Public and Stakeholders on lease hold and free hold areas	10.0	Timely furnishing of data	35	Days	10.00	Information from Mineral Industry and exploration agencies.
4	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.	7.5	Timely furnishing of Mineral Year Book	35	Days	3.75	Information from Mineral Industry and exploration agencies.
			Timely furnishing of Mineral Year Book	35	Days	3.75	Information from Mineral Industry and exploration agencies.
5	Making available Bulletin on Monthly Statistics on Mineral Productions	7.5	Timely furnishing of bulletin on Monthly Statistics on Minerals Production.	35	Days	7.50	Information from Mineral Industry
6	a) Grievance Acknowledgment	2.0	Acknowledgment	5	Days	2.00	Files/ records
7	b) Grievance Redressal	10.0	Redressal/ disposal	50	Days	10.00	Files/ records
8	Ensuring availability of data on GSI Portal as per free Data Policy.	10.0	Timely availability of Data on the portal.	4	Months	10.00	GSI Portal

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
9	Approval for Holding of workshops / seminar in India	8.0	Time taken for the data receipt of the fully completed proposal.	3	Months	8.00	Files/records
10	S&T Grant in aid	5.0	Time taken for the data receipt of the fully completed proposal.	4	Months	5.00	Files/records

Grievance Redress

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

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

List of Stakeholders/Clients

S.	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 Mineral and 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.	Stakeholders / Clients
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Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Geological Survey of India,	22861676	ddg.ppm@gsi.gov.in	0943305683	27, J.L. Nehru Road, Kolkata-700016, West Bengal
2	Indian Bureau of Mines,	2560041	cg@ibm.gov.in	0942311794	Indira Bhavan, IBM Headquater, Civil Lines, Nagpur- 440102.

Indicative Expectations from Service

S.	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