



Citizen's /Client's Charter
Department of Public Enterprises
Ministry of Heavy Industries & Public Enterprises
Block No-14, CGO Complex, New Delhi-110003
Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Finalization of MoU targets in between CPSEs and Administrative Ministries-Draft MoU of CPSEs received through Administrative Ministries. Thereafter, DPE analyses the proposed targets of CPSEs by preparing critiques for MoU negotiation meetings of CPSEs and submit it to Ad-hoc Task Force (ATF) for their final consideration and recommendation for fixing targets on both financial and non-financial parameters.	No. of days taken from the date of receipt of the complete proposals of draft MoU of CPSEs through appropriate authority to date of final communication of MoU targets of CPSEs as recommended by ATF.	150 Days
2.	Finalization of Performance Evaluation of CPSEs vis-à-vis for MoU score and rating of CPSEs – Annual performance of CPSEs received through Administrative Ministries. Thereafter, DPE analyses the performance of CPSEs as against the targets set for such respective CPSEs in MoU ,calculate MoU scores/ratings and put up the proposals before the ATF for their final consideration and recommendation which is finally approved approved by HPC.	No. of days taken from the date of receipt of the annual performance Report of CPSEs through appropriate authority to date of final communication of MoU scores and ratings as recommended by ATF.	155 Days
3.	Finalisation of action plan, approval of new agencies/EACs, approval of physical and financial targets and release of funds to nodal agencies under CRR scheme.	No. of maximum days taken from the date of approval of the action plan to date of communication to the nodal agencies regarding physical targets and release of funds.	90 Days
4.	Subsequent release of funds to nodal agencies under CRR Scheme- Further release of funds only after assessing utilization of funds released earlier and ascertaining physical performance.	No. of maximum days taken from the date of assessing utilization of funds by nodal agencies to date of subsequent release of funds to nodal agencies.	60 Days
5.	Forwarding proposal for selection of Non-official Directors by Search Committee / Public Enterprises Selection Board (PESB)	No. of maximum days taken from the date of receipt of complete proposals to the date of processing.	35 Days
6.	Conveying the recommendations of Search Committee/PESB regarding selection of Non-official Directors	No. of maximum days taken from the date of Search Committee meeting to the date of communication of recommendation of Search Committee to administrative Ministries.	35 Days

For more details on the procedure, documents required and contact person,

please visit our website at: www.dpe.nic.in

A. Inform our Public Grievance Officer: Mr. Umesh Dongre (Director)
Phone: - 24363066; Email: umeshdongre.icoas@nic.in

B. Register your grievance on the following portal: <http://pgportal.gov.in/>

C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in