



सत्यमेव जयते

Citizens'/Clients' Charter

of

Department of Defence Production

DEPARTMENT OF DEFENCE PRODUCTION

I. VISION AND MISSION

Vision

Self- reliant in production of state of the art weapon platforms, arms, ammunition, equipment and other materials required for defence of nation.

Mission

“Enhance indigenous capability and capacity through policies, initiatives and incentives for improving quality and timely delivery of defence equipment, increasingly involve private sector, encourage R&D efforts in Indian defence industries and improve the functioning of Ordnance Factories & Defence PSUs to achieve global standards.”

II. MAIN SERVICE/TRANSACTIONS

Sl. No.	Services/ Transaction	Responsible Person	Email	Mobile (Phone No)	Process	Documents Required
1.	Appointment of Independent Directors.	Ms. Sadhna Khanna, DS(NS)	sadhna.khanna@nic.in	9810861802	Notification of Vacancy Scrutiny of applications & finalisation of three eligible candidates by DDP for onward transmission to DPE. Recommendation of screening committee in DPE. Approval of ACC.	a. Application in prescribed Proforma. b. Consent letter. c. Declaration form d. Non- conflict of interest
		Shri S.R. Agrawal, Director(AS)	sr.agrawal@gov.in	9818223451		
		Shri Timothy T Gonmei, Director (ES)	tt.gonmei@nic.in	011-23012779		
2.	Disposal of industrial license applications received from DIPP for grant of industrial licences for manufacture of defence items.	Shri Kuldeep Parwal, DS(DIP)	kuldeeparwal.ofb@ofb.gov.in	9958687608 011-23012483	Receipt of Application from Department of Industrial Policy & Promotion (DIPP) complete in all respect. Put up before the Standing Committee on Private Sector Participation for deliberation and recommendation for NOC to DIPP.	Duly filled Industrial Licence application forwarded by DIPP.
3.	Grant of Export Clearance in respect to Licencee companies.	Shri Kuldeep Parwal, DS(DIP)	kuldeeparwal.ofb@ofb.gov.in	9958687608 011-23012483	Review application for issue of NOC for export of defence items. Examine and process as per standard operating procedure.	End User Certificate. Application duly completed (format given on DDP website).
4.	Grievance Redress Mechanism of CPGRAMS.	Shri R.C. Meena, DS(Coord)	dscoord@ddpmod.gov.in	09968652117 011-23013705	The received application whether on-line or hard copy has to be replied with a period of 2 months.	Application of grievance with full details and supporting documents if any.

Sl. No.	Services/ Transaction	Responsible Person	Email	Mobile (Phone No)	Process	Documents Required
5.	Vendor Registration	All Controllerates /SQAEs	Available on website, www.dgqadefence.gov.in	Available on website www.dgqadefence.gov.in	<ul style="list-style-type: none"> - Obtain a copy of JSG:015:03-2007 from Dte of Standardisation. - Study the notes given in the JSG:015:03-2007. - Vendor to Fill & submit of Vendor Assessment - Application for Registration (VAAR) form to concerned SQAE. - Scrutiny of VAAR. - Visit of Assessment team to supplier's factory/works for verification. - Recommendation of SQAO / QAO on Vendor Assessment Report (VAR) to AHSP. - Scrutiny of VAR & all documents. - If rejected, intimate to Supplier & all. - If accepted, AHSP obtains Control No from CDB(Central Data Bank) & Issue Registration Certificate to Supplier and all concerned. - Include Supplier's name in compendium. 	As per JSG -15-03-2007 Available on website:- www.dgqadefence.gov.in
6.	Test facilities for Private Vendors on payment basis	All Controllerates /SQAEs	Available on website, www.dgqadefence.gov.in	Available on website www.dgqadefence.gov.in	Available on website www.dgqadefence.gov.in	As per SOP available on website www.dgqadefence.gov.in

Sl. No.	Services/ Transaction	Responsible Person	Email	Mobile (Phone No)	Process	Documents Required
7.	Proof Testing of Sporting Arms manufactured by private firms in India	<u>PROOF HOUSE:-</u> CQA (SA) Post Ichapur- West Bengal- 743144	cqasa-dgqa@nic.in	033-25949792 033-25937113	<ul style="list-style-type: none"> - The licensee shall be required to deliver guns/barrels and also take delivery of tested gun/barrel to/from the respective Proof Houses, either personally or through-their agent against valid letters of authority duly sealed and signed. - The timings for submission and collection is notified by each Proof House to gun manufacturer under their respective areas. - Collection of tested gun/barrel should be within 40 days after communication of result of Proof Test. 	As per GoI, MoD's "Procedure for Proof of Shot Guns In India" Revised September 1993, issued by DQA(A), New Delhi.

III. SERVICE STANDARDS

Sl. No.	Services/Transaction	Success Indicators	Service Standard	Unit	Data Source
1.	Appointment of Independent Directors.	From the date of notification of vacancy.	12	Months	Ministry Record
2.	Disposal of industrial license applications received from DIPP for grant of industrial licences for manufacture of defence items.	Time taken from the Date of receipt of the cases.	45	Days	Ministry Record
3.	Grant of Export Clearance in respect to Licensee companies.	Time taken from the Date of receipt of the cases.	45	Days	Ministry Record
4.	Grievance redress mechanism of CPGRAMS.	Time taken from the Date of receipt of the cases.	60	Days	Ministry Record
5.	Vendor Registration	Time taken from the Date of receipt of the cases.	90	Days	JSG -15-03-2007 A
6.	Test facilities for Private Vendors on payment basis	Time taken from the Date of receipt of the cases.	As per testing norms (relevant IS)	Days	As per SOP
7.	Proof testing of sporting arms manufactured by private firms in India	Time taken from the Date of receipt of the cases.	As per the equipment.	Days	Procedure for Proof of Shot Guns In India', issued by DQA(A), New Delhi

IV. GRIEVANCE REDRESS

Sl. No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1.	Shri R. C. Meena	011-23013705	dscoord@ddpmod.gov.in	09968652117

V. INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

Sl. No.	Indicative Expectations from Service Recipients
1	Cooperation in Complying with Departmental Guidelines.
2	Sincerity in meeting the Objectives and Committed obligations.
3	Well-articulated proposals for consideration of the Ministry.
4	Send reports in prescribed format as per prescribed timelines.
5	Applications/proposals to be submitted in the formats prescribed ,if any.
6	Time lines stipulated if any, for completion of the formalities for the service delivery may be adhered to.

VI. LIST OF STAKEHOLDERS/CLIENTS

Indian Ordnance Factory Organisation
Bharat Dynamics Ltd.
Bharat Electronics Ltd.
Mishra Dhatu Nigam Ltd.
Hindustan Aeronautics Ltd.
Bharat Earth Movers Ltd.
Hindustan Shipyard Ltd.
Garden Reach Shipbuilders & Engineers Ltd.
Mazagon Dock Shipbuilders Ltd.
Goa Shipyard Ltd.
Private Sector

VII. Responsibility Centers and Subordinate Organisations

Sl. No	Responsibility Centers and Subordinate Organisations	Landline Numbers	Email	Mobile Number	Address
1.	Ordnance Factory Board	033-2248 1209	sec.ofb@nic.in	9433013238	Board Secretariat (5th Floor), OFB, 'AYUDH BHAVAN' 10A, S.K. Bose Road, Kolkata-700001.
2.	Director General Quality Assurance	011-2301 6219	ppt-dgqa@nic.in	7836961833 9871682897	Room No. 37, 'H' Block, New Delhi-110011.
3.	Director General of Aeronautical Quality Assurance	011-23011534	hq.dgaqa@nic.in	9868214655	Room No. 83A, 'H' Block, New Delhi-110011.
4.	Bharat Dynamics Ltd.	040-24340553	esmreddy4@gmail.com	9490797601	BDL, Kanchanbagh, Hyderabad-500058.
5.	Bharat Electronics Ltd.	080-25039276	prahaladps@bel.co.in	9740077253	BEL Corporate Office, Outer Ring Road, Bangalore.
6.	Mishra Dhatu Nigam Ltd.	040- 24341333	pallab55@rediffmail.com	9177304920	P.O. Kanchanbagh, Hyderabad -500 058.
7.	Hindustan Aeronautics Ltd.	080-22320991 080- 22320839	planning@hal-india.com	9945609689	HAL Corporate Office, 15/1,Cubbon Road, Bangalore-560001.
8.	Bharat Earth Movers Ltd.	080-22983145	office@cpd.beml.co.in	9008989396	GM(CP), BEML Limited, BEML Soudha, 23/1, SR Nagar, Bangalore-580027.
9.	Hindustan Shipyard Ltd.	9493792550	dgmpppm.hsl@gov.in	9493792550	Hindustan Shipyard Ltd., Gandhigram (P.O.), Visakhapatnam-530005.
10.	GRSE Ltd	033-24893424	ccp.gm@grse.co.in	9831069578	GRSE Ltd., (61 Park Unit), 61, Garden Reach Road, Kolkata.
11.	Mazagon Dock Ltd.	022-2373 5341	shiremath@mazagondock.gov.in	9324224353	MDL, Dockyard Road,Mumbai -400 010.
12.	Goa Shipyard Ltd.	0832-2500113	akshetti@goashipyard.com	9423055565	Planning Department, GSL, Vasco da Gama, Goa.
