



Citizens' / Clients' Charter
for
Ministry of Petroleum and Natural Gas

Address	Shastri Bhawan, New Delhi
Website ID	www.petroleum.nic.in
Date Of Issue	_____, 2014

VISION / MISSION

Vision

Affordable and secure hydrocarbon energy for fuelling India's growth.

Mission

1. To formulate conducive policies and provide effective regulatory framework for the growth of hydrocarbon sector. 2. To accelerate domestic Exploration & Production (E&P) of hydrocarbons as well as equity oil & gas abroad. 3. To develop the hydrocarbon sector through technology up-gradation and capacity building in production, refining, transportation and marketing sectors. 4. To develop supply and distribution infrastructure for petroleum products, to serve the needs of the economy, including households. 5. To enhance service standards and to maximize customer satisfaction. 6. Promote fuel conservation, clean & green fuels and development of alternative sources of energy.

Main services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issue of Petroleum Mining Leases(PML) for Offshore Fields.	15	Shri Prashant S. Lokhande, Deputy Secretary(E-I)	Prashant.lokhande@nic.in	(23073069) 9818774152	Approval of the proposal from the Competent Authority i.e. Signing of(PSC)	Production Sharing Contract(PSC) (www.dghindia.org))	N/A	N/A	N/A
						Submission of complete application form for issue of PEL for Offshore Blocks..	PEL application form is available with DGH(www.dghindia.org)	N/A	N/A	N/A
						Submission of the requisite PEL Fee & Security Deposit alongwith PEL application.	As per P&NG Rules 1959 as amended from time to time. (Latest amendment date is 16 th December, 2009 (www.petroleum.nic.in))	Major Head 0802- Petroleum Concession Fees & Royalties (Non Tax Receipt)	RTGS	Rs.1,00,000 (for initial License fee)+an amount by the rate of Rs.200/- per.sq.km. for the area of the block
						Approval of the proposal from the Competent Authority.	.1. PEL application by the operator 2.Acknowledgement for depositing PEL fee. 3.Signed Copy of PSC.			
						Issue of the PML order.	None	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
						Validation of information, as submitted in the application	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
2	Issue of Petroleum Mining Leases	15	Shri Prashant S. Lokhande, Deputy Secretary(E-I)	Prashant.lokhande@nic.in	(23073069) 9818774152	Submission of complete application form for issue of PML for Offshore Block.	PML application alongwith approved copy of Field Development Plan	N/A	N/A	N/A
						Submission of the requisite PML Fee alongwith PML application	As per P&NG Rule, 1959 as amended from time to time. (Latest amendment date is 16 th December,2009. www.petroleum.nic.in)	Major Head-802- Petroleum Concession Fees & Royalties (Non-Tax Receipt)	RTGS	Rs.2,00,000 (initial lease fee)+Rs.1.20,000 (preliminary expense)
						Validation of information, as submitted in the application.	No Document.	N/A	N/A	N/A
						Recommendation of the proposal from DGH.	Recommendatory letter provided by DGH.	N/A	N/A	N/A
						Approval of the proposal from the Competent Authority.	1.PML application. 2.Acknowledgment for submission of PML Fee. 3.Recommendatory letter from DGH. 4.Approved copy of EDP	N/A	N/A	N/A
						Issue of the PML order	None	N/A	N/A	N/A

Main services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fe		
								Category	Mode	Amount
3	Sanction of Subsidy under Natural Gas	12	Shri Subhasish Panda Director (GP)	pandas@ias.nic.in	(23388764) 9899111432	Proposals sent by OMCs to PPAC	Claims of OMC	N/A	N/A	N/A
						PPAC scrutinizes the proposals	--	N/A	N/A	N/A
						PPAC recommends the subsidy amount to Ministry	Vetted documents of claims and recommendations of PPAC	N/A	N/A	N/A
						Ministry processes the claim and releases subsidy	Vetted documents and recommendation of PPAC	N/A	N/A	N/A

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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4.	Proposals of appointment of Chairperson, Members of Petroleum and Natural Gas Regulatory Board(PNGRB).	15	Shri Subhasish Panda Director (GP)	pandas@ias.nic.in	(23388764) 9899111432	Circulation of vacancies by PESB organizations.	Declaration of vacancies by the MoP&NG	N/A	N/A	N/A
						Scrutiny of applications by PESB	Vigilance clearance to be given by the Ministry wherever applicable	N/A	N/A	N/A
						Selection by the Search Committee	Applications & Vigilance clearance (action to be taken by DoPT)	N/A	N/A	N/A
						Seeking approval of ACC	Recommendation of Search Committee (action to be taken by DoPT)	N/A	N/A	N/A
						Recommendation of ACC	All documents above	N/A	N/A	N/A
						Notification of appointment by MOPNG	Recommendation of ACC	N/A	N/A	N/A

Main services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	F		
								Category	Mode	Amount
5.	Release of Plan Funds RGIPT	15	Shri Vijay Gopal Mangal., Deputy Secretary (Gen.)	Vijay.mangal@nic.in	(23381029) 9818271882	Submission of Papers by Rajiv Gandhi Institute of Petroleum & Technology (RGIPT)	N/A	N/A	N/A	N/A
						Examination of Papers and getting clearance from the Finance Division	Time to time, instructions are also issued by the Ministry for the documents required	N/A	N/A	N/A
						Approval by the Competent Authority	Demands to be submitted for release of fund	N/A	N/A	N/A
						Release of Funds	Utilization certificate for funds released.	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.	Proposals for appointment of Board-level Functional Directors, Chairmen/ Managing Directors/CMDs..	15	Shri .P.Kalyanasundram Joint Secretary (Gen. & CA)	jsca-png@nic.in	(23387936) 9868128168	Intimating the PESB about vacancy as per PESB/ACC guidelines	Job description	N/A	N/A	N/A
						Selection and shortlisting of candidate(s) by PESB	Vigilance profile from CPSE's	N/A	N/A	N/A
						Obtain vigilance clearance from CVC in respect of shortlisted candidate(s).	PESB's Recommendation	N/A	N/A	N/A
						After approval by Competent Authority, proposal is sent to ACC for approval	ACRs of officers	N/A	N/A	N/A
						Issue of appointment order by MOPNG	Recommendation of ACC	N/A	N/A	N/A
7.	Prompt Grievance Redressal	13	Shri .P.Kalyanasundram Joint Secretary (Gen. & CA)	jsca-png@nic.in	(23387936) 9868128168	Grievance related to the Jurisdiction of the Ministry can be submitted both, electronically(via http://pgportal.gov.in) or in writing.	Grievance by post, fax, e- mail or CPGRAMS portal.	N/A	N/A	N/A
						The Grievance pertaining to respective Oil PSUs are forwarded electronically.	Grievance by post, fax, e- mail or CPGRAMS portal.	N/A	N/A	N/A

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Oil PSUs to redress the Grievance and send compliance to the Ministry.	Grievance by post, fax, e- mail or CPGRAMS portal.	N/A	N/A	N/A
						Monitoring of Grievance Redressal by the Ministry on regular basis.	Grievance by post, fax, e- mail or CPGRAMS portal.	N/A	N/A	N/A

service standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Issue of Petroleum Exploration License(PEL) for Offshore Blocks.	15.0	Average time taken from the date of receipt of the fully completed proposal alongwith requisite statutory clearances, PEL Fee & Security Deposit.	10	Working Days	5.00	Files available in ONG-III Section wherein PEL has been granted after receiving application from operator/ confirmation from ONG-I Section for signing of PSC for the block.
2	Issue of Petroleum Mining Leases(PML) for Offshore Fields.	15.0	Average time taken from the date of receipt of the fully completed proposal alongwith requisite DGH recommendation and PML Fee.	10	Working Days	5.00	Files available in ONG-III/ONG-II Section wherein PML has been granted.
3	Sanction of Subsidy under Natural Gas	12.0	Average time taken for release of funds to OMCs after receipt of proposal from PPAC	20	Days	12.00	Ministry records.
4.	Proposals of appointment of Chairperson, Members of Petroleum and Natural Gas Regulatory Board(PNGRB).	15.0	Time taken to issue Appointment letter to Chairman, Members, PNGRB after approval of the Competent Authority.	15	Days	10.00	Ministry records
5.	Release of Plan Funds to RGIPT	15.0	To provide the financial support	30	Days	15.00	RGTIP proposal and Ministry records

service standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
6.	Proposals for appointment of Board- level Functional Directors, Chairmen/Managing Directors/CMDs..	15.0	Average time taken from the date of receipt of recommendation from PSEB	90	Days	6.00	Ministry records
7.	Prompt Grievance Redressal	13.0	Average time taken to acknowledge grievance received through CPGRAMS portal.	3	working Days	2.51	CPGRAMS & Ministry's records.
			Average time taken to acknowledge grievance received through post.	3	working Days	2.51	CPGRAMS & Ministry's records.
			Average time taken to send communication for additional information.	10	working Days	4.99	CPGRAMS & Ministry's records.
			Average time taken for grievance settlement.	45	working Days	4.99	CPGRAMS & Ministry's records.

Grievance Redress

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

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Vijay Gopal Mangal, Deputy Secretary (Vig/Gen/PG)	23381029	Vijay.mangal@nic.in	9818271882

List of stakeholders/Clients

S.	Stakeholders / Clients
1	Consumers of Petroleum Products
2	Consumer Associations
3	State Governments
4	Central Government Departments
5	Industry Associations
6	Retail Outlet Dealers Associations
7	LPG Distributors Associations
8	Wholesale Kerosene Dealers Associations
9	Oil Public Sector Undertakings
10	Petroleum Conservation Research Association
11	Petroleum Planning and Analysis Cell
12	Private Oil Companies
13	Statutory and Autonomous Organizations under the Ministry.

Responsibility Centers and subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Directorate General of Hydrocarbons	0120-2472100	dg@dghindia.org	9891185540	C-139, Sector-63, OADB Bhawan, NOIDA-201301, Uttar Pradesh
2	Petroleum Planning & Analysis Cell	24361616	Archana.mathur@nic.in	9811480764	Scope Complex, Core-8, 7, Institutional Area, Lodhi Road, New Delhi-110003
3	Oil Industry Development Board	0120-2594602	oidb-mopng@nic.in secy.oidb@nic.in	8130585511	C-Block, 3rd Floor, Plot No.2, Sector-73, OADB Bhawan, NOIDA, Uttar Pradesh
4	Oil Industry Safety Directorate	0120-2593800	Hirak.dutta@gov.in	9999101924	C-Block, 8rd Floor, Plot No.2, Sector-73, OADB Bhawan, NOIDA, Uttar Pradesh
5	Centre for High Technology	0120-2593701	bdghosh@cht.in	9810602107	C-Block, 9rd Floor, Plot No.2, Sector-73, OADB Bhawan, NOIDA, Uttar Pradesh
6	Petroleum and Natural Gas Regulatory Board	23709137	chmn-pngrb@nic.in	9871185109	1st Floor, World Trade Centre, Babar Road, New Delhi-110001
7	Petroleum Conservation Research Association	26198799	abhaybak@pcra.org	9910500573	Sanrakshan Bhawan, 10, Bhikaji Cama Place, New Delhi-110066.

Indicative Expectations from service Recipients

Sr. No.	Indicative Expectations from service Recipients
1	Timely receipt of claims under the Subsidy Schemes from oil companies/ Petroleum Planning & Analysis Cell as per the specified time schedules.
2	Regular Feedback from Dealers' Associations, Oil Companies, Petrofed and other organizations.
3	Clarity of grievance, with all relevant details, and preferably mentioning the complete address and phone number of the complainant.
4	Send reports in prescribed format as per prescribed timelines.
5	To check the website of the Ministry for updates on policies, programs and procedures
6	Give their suggestions / inputs on drafts placed on Ministry's website/those circulate them.

