



Citizens/Clients Charter

of

Department of Economic Affairs
(Ministry of Finance)

North Block, New Delhi

www.finmin.nic.in

24th DECEMBER, 2014

PREFACE

The Department of Economic Affairs (DEA) is one of the five Departments under the Ministry of Finance. The Department provides services mainly to the Central Government Ministries, Agencies & State Governments and to the government employees. Therefore, this Charter is termed as “**Citizens/Clients’ Charter**”.

OUR VISION

To promote faster, equitable and sustainable growth of the Indian economy.

OUR MISSION:

Our Mission is to assist the Central Government in **maintaining sound public finances** through sustainable, equitable and efficient use of the nation's economic resources, **promoting conditions that accelerate sustainable economic growth** through developing sound economic policies and preparing for future economic challenges and opportunities; and **leading India’s bilateral and multilateral economic and financial engagements.**

OUR FUNCTIONS:

DEA, *inter-alia*, is responsible for advice on economic issues having a bearing on internal and external aspects of the Indian economy including inflation, price control, foreign exchange management, Official Development Assistance domestic finance and preparation of the Union Budget, bilateral and multilateral engagement with international financial institutions and other countries. The Department is also the parent cadre maintains the cadre of the Indian Economic Service.

DEA is divided into fourteen functional divisions viz. (i) Administration, (ii) Aid, Accounts and Audit, (iii) Bilateral Cooperation (iv) Budget, (v) Currency and Coinage (vi) Economic Division, (vii) Financial Markets, (viii) Commodative Derivatives, (ix) FSLRC (x) FSDC, (xi) Infrastructure and Energy, (xii) Investment, (xiii) Multilateral Institutions and (xiv) Multilateral Relations.

The detailed list of functions under the purview of the Department of Economic Affairs is annexed.

OUR CLIENTS

- All Central Ministries/Departments
- Central Public Sector Enterprises
- State Governments and their agencies
- Municipal Corporation
- State Public Sector Enterprises
- EXIM Bank
- Foreign Investors
- Applicants seeking approval of FIPB
- NGOs receiving grant from bilateral donors such as DFID
- Organizations seeking grant in aid from the DEA
- Employees of the DEA
- Members of the Indian Economic Service
- Companies dealing with infrastructure projects.

SERVICE DELIVERY STANDARDS

Sl. No.	Services	Standards/ Time Frame
1.	Examination of references from Ministries/Departments on re-appropriation of funds.	10 Working days
2.	Response to references from Ministries/Departments on correction in Detailed Demands for Grants.	5 Working days
3.	Response to references from Government of India Press on Bills relating to Printing Charges etc.	15 Working days
4.1.	Examination of references from Ministries/Departments on Govt. guarantee.	30 Working days
4.2.	Mid-year Review of Guarantee for current financial year	By 1 st December of every year for current financial year
5.	Examination of references from Ministries/Departments for drawl of advance from the Contingency Fund of India.	15 Working days

6.	Response to references from Ministries/Departments on relaxation in the quarterly expenditure allocation ceilings of the Demands for Grants.	15 Working days
7.	Response to references from Ministries/Departments on relaxation of 33% expenditure ceilings in the last quarter of financial year and 15% expenditure ceiling in the month of March.	15 Working days
8.	Response to references from RBI on Investors Grievances in respect of investments made by them in Government Schemes.	15 Working days
9.	Response to references from Ministry of Railways on relationship between General Finances and Railways Finances.	21 Working days
10.	Response to references from Ministries/Departments on Accounting issues.	30 Working days
11.	Examination of references from Individuals/Department of Posts/Banks/National Savings Institute on Relaxation of Small Saving Scheme Rules.	20 Working days
12.	Response to references from Individuals/Department of Posts/National Savings Institute on Regularization of small saving issues.	20 Working days
13.	Examination of references from National Savings Institute on Service matter of Officers/Staff of the National Savings Institute.	30 Working days
14.	Detailed scrutiny of proposals to find out lacunae, if any, and communicating the same to the applicant by the concerned Section.	10 Working days
15.	Detailed scrutiny of proposals to find out lacunae, if any, and communicating the same to the applicant by the concerned Section.	10 Working days
16.	Issuance of Counter Guarantee to Exim Bank.	15 Working days
17.	Issuance of sanction orders in respect of claims of interest Equalization Support to Exim Bank.	15 Working days
18.	Circulation of intimation of various short term	Within 5 Working days

	training programmes.	
19.	Receipt and Diarizing/Registration of all proposals related to matters relating to examination and approval of all Central Sector PPP projects, in all sectors/Approval by Public Private Partnership Appraisal Committee (PPPAC)/ proposals relating to Scheme for Financial Support to Public Private Partnerships in Infrastructure – Viability Gap Funding (VGF) Scheme/Matters and proposals relating to the Scheme for India Infrastructure Development Fund (IIPDF).	Immediately
20.	Scrutiny of proposals for completeness of application in all respects (No. of copies, whether requisite soft copies enclosed etc. and as per laid down formats of application) and communication to Sponsoring Authority in case of incomplete proposal.	In 7 working days
21.	Forwarding complete proposal to concerned Ministries/Departments and nomination of expert for due diligence.	In 7 working days
22.	Detailed scrutiny of proposals and communication of DEA appraisal to sponsoring authority and EI/EC/PPPAC members by the concerned Section.	In 20 working days for projects based on model document. For proposals based on standalone documents (not being duly approved model/standard documents) may require an additional sixty (60) days.
23.	Preparation of minutes of the meeting	In 7 working days
24.	Circulation of approved minutes of the meeting to members.	In 3 working days

25.	Receipt of all fresh and amendment to FDI proposals and registration thereof at FIPB Facilitation Counter, and attending to the queries of all Investors regarding their applications.	Immediately.
26.	Deciding the Administrative Ministries/Departments, dispatching copy of the proposal to them and permanent members of FIPB of registered fresh FDI proposals. Also, sending the proposal to concerned Section.	In 5 working days
27.	Detailed scrutiny of proposals to find out lacunae if any and communicating the same to the applicant by the concerned Section.	In 5 working days
28.	Preparation of summary on the each proposal for FIPB	In 5 working days
29.	Preparation, circulation and posting of agenda for FIPB meetings	At least 1 week before the date of the FIPB Meeting
30.	Preparation of minutes of the FIPB meeting	In 5 working days
31.	Issue and posting on website of Press Release on receipt of approved minutes	In 1 working day
32.	Circulation of approved minutes of the FIPB meeting to permanent members of FIPB	In 3 working days
33.	Preparation of CCEA Note for seeking approval of CCEA based on FIPB recommendations where required.	One week
34.	Follow up action on cases deferred by FIPB	In 5 working days after the issue of Press Release of the approved minutes
35.	Issue of approvals/rejection of proposals, as per approved minutes of the FIPB	In 5 working days after the issue of Press Release of the approved minutes
36.	Decision of Screening Committee of the DEA on posing proposal to a suitable Multilateral Financing Institution.	Within 30 days from receipt of proposal complete in all respects.
37.	Processing of proposal relating to foreign travels of Chief Ministers/Ministries/Speakers and Officials of State Govts/Union Territories.	15 Working days after receipt of requisite clearances from the concerned Ministries/Deptts.
38.	Processing of applications of foreign entities desirous of setting up of Liaison	15 Working days subject to completion

	Office/Branch Office/Project Office in India under the Government Route.	of inter-ministerial consultations as per procedure.
39.	Examination of investor grievances related to Capital Markets/SUUTI and forwarding them to SEBI/SUUTI for action, as appropriate.	7 Working days.
40.	Approval of LoCs on receipts of request from MEA	30 working days
41.	Issuance of Counter Guarantee to Exim Bank	15 working days
42.	Issuance of sanction orders in respect of claims of interest Equalization Support to Exim Bank	15 working days
43.	Issue of promotion orders of IES officers	3 working days after approval of Competent Authority.
44.	Providing comments on change on FDI policy, extant regulation of FDI Policy.	21 working days after receipt of views from Govt. Financial Organizations.
45.	Providing comments on FIPB/retail trade proposals from policy angle.	14 working days subject to receiving all due/related papers.
46.	Providing comments to the other Ministries/Departments whose sectoral charge lies with as per A(ii) on their financial/major proposal	14 working days subject to receiving all due/related papers.
47.	Processing of claims of various Project Implementing Agency of Central Ministries/State Govt.	Within 7 working days
48.	Debt servicing to External Agencies as sovereign borrowing	On due date

EXPECTATIONS FROM THE CITIZENS/CLIENTS

1. Application/proposal for foreign direct investment is submitted in the prescribed format (available on : <http://www.finmin.nic/fipbweb/Fipbwebreports/webpage.asp><http://www.fipbindia.com/admin/agenda/agenda.pdf>)
2. All fields(particularly mandatory fields) are filled and requisite documents are attached.
3. Timely response to queries relating to their application/proposal.
4. Time lines stipulated, if any, for completion of formalities for the service delivery are to be adhered to.

5. Cross-checking for information/latest position in the matter with the concerned officials before raising a query/grievance. While cross checking for information always provide proper records of letters and communications with the Department.
6. Extending due courtesies to officials of the Department.
7. Arriving 15 minutes prior to the appointment with officials in the DEA.
8. In case of cancellation of an appointment, sending a written notice via fax or email or informing on a phone call at least a day in advance.
9. Mentioning contact e-mail id, alternate e-mail id(optional), telephone number and name of a representative based in Delhi on the main body of application (in case the contact person above mentioned is not based in Delhi) to facilitate faster correspondence.
10. The applicant should not indulge in unethical practices and offer gratification.

GRIEVANCE REDRESS MECHANISM

1. There are primarily two designated nodal agencies in the Central Government handling these grievances. These agencies are:-
 - (i) Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances & Pensions
 - (ii) Directorate of Public Grievances, Cabinet Secretariat (for identified issues only)
2. Public grievances can be lodged online on the following two websites:
<http://pgportal.gov.in/Default.aspx> (Portal for public grievances)
<http://dpg.gov.in/AuthPages/OgCovered.aspx> (Directorate of Public Grievances)
3. The grievances registered on these sites are forwarded to the concerned Ministries for necessary action. The public grievances pertaining to the DEA can also be sent to this Department directly. The contact number and e mail addresses of the officers of the DEA are available on the website at:http://www.finmin.nic.in/the_ministry/dept_eco_affairs/contact_dea.pdf
4. An indicative list of distribution of subjects among various Divisions in the DEA is available at:
http://finmin.nic.in/the_ministry/dept_eco_affairs/induction_dea2013.pdf
(This is updated regularly)
5. The following officer has been designated as the **Public Grievance Officer** for the DEA:

Shri Rajesh Khullar, Joint Secretary
Department of Economic Affairs
Ministry of Finance
Room No. 166-D, North Block, New Delhi
Phone: 23093881
E mail: rajesh.khullar@nic.in

6. Vigilance matters pertaining to officials or processes in the Division may be sent to :

**Dr. Usha Titus, Joint Secretary & CVO,
Department of Economic Affairs
Ministry of Finance
Room No.67-B, North Block, New Delhi
Phone : 2309 4905
Email : cvo-dea@nic.in.**

SUGGESTIONS/INPUTS FOR IMPROVEMENTS

Feedback from the recipients/ stakeholders and citizens on services provided by the Department is welcome. We believe that suggestions and complaints enable us to improve the standards of service delivery and make the Department more responsive to its clients. Feedback/ suggestions for improvement of the Citizen Client's Charter may be sent to:

**Shri Debal Patra, Under Secretary
Department of Economic Affairs
Ministry of Finance
Room No. 260, North Block, New Delhi-110001.
Telephone: 23095116/5118
E mail: debal.patra@nic.in**

MONTH AND YEAR OF NEXT REVIEW

December, 2015.

1. All matters relating to

- I. Preparation of Union Budget, Supplementary Demand for Grants and Excess Grants, examination and conveyance of Finance Minister's approval of the Railway Budget; and monitoring of the provisions of the Union Budget
- II. Preparation of State/UT Budget where a proclamation by the President as to failure of Constitutional machinery is in operation
- III. Borrowings, lending and Ways and Means of the Union Government
- IV. Public Debt, including external debt and Debt Management Office
- V. Government Guarantees
- VI. Resources for Five Year Plans and Annual Plans and review thereof
- VII. Non-Tax Revenues
- VIII. Laying of the Audit Reports before the Parliament under Article 151 of the Constitution
- IX. Policy regarding Accounting and Audit procedures, including classification of transactions, and Accounting Standards
- X. Finance Commission and financial matters relating to reorganization of States
- XI. Financial emergency
- XII. Currency & Coinage
- XIII. Management of Foreign Exchange Resources
- XIV. Committee on Allocation of Natural Resources
- XV. Any other matter related to public finance not dealt with by any other Ministry/Department

2. Promoting conditions that accelerate sustainable economic growth

Preparation of Economic Survey, Mid-year Economic Analysis, Indian Public Finance Statistics, Economic and Functional Classification of Central Government Budget

2.1. Through Developing Sound Economic Policies

All matters relating to

- i. Securities Market
- ii. Commodity Derivatives Markets
- iii. External Commercial Borrowings
- iv. Small savings, including Public Provident Fund
- v. All deposit schemes of central government, including special and compulsory deposit schemes

- vi. Foreign Investment Promotion Board
- vii. Infrastructure: Development, Financing and Regulation
- viii. Public Private Partnerships including policy, schemes and programs
- ix. Tax free bonds
- x. Bilateral Investment Protection and Promotion Agreements
- xi. Indian Overseas Direct Investment

2.2. Preparing for future economic challenges and opportunities

All matters relating to

- i. Macroeconomic policy, including fiscal, monetary and credit policy
- ii. Financial sector policy
- iii. Sectoral policy reforms and monitoring of major performance indicators
- iv. External aspects of economic management
- v. Financial Stability and Development Council (FSDC)
- vi. Sovereign Credit Ratings of India
- vii. Issues related to Climate change finance
- viii. Professional Management of Indian Economic Service Cadre
- ix. Gold and Silver from the Foreign Exchange angle
- x. Capacity building through short term training programmes organized by Development Partners
- xi. Foreign travel of Ministers of State Governments/Union Territories, Members of State Legislature/Union Territories and State Government Officials

3. Leading India's bilateral and multilateral economic and financial engagements

All matters relating to

- i. Multilateral Financial Institutions such as World Bank, International Monetary Fund, African Development Bank, International Fund for Agriculture Development, Asian Development Bank, Global Environment facility, GFATM etc.
- ii. Investments, loans, credits, grants and assistance, as well as governance pertaining to Multilateral Financing Arrangements like Global Environment Facility, Climate Investment Fund etc.
- iii. Loans, credits, grants and assistance from foreign countries, agencies, NGOs, non-governmental Foundations etc. including ODA and technical assistance
- iv. Matters related to G20
- v. Economic and financial aspects of BRICS, OECD, G24, ASEAN, SAARC, AIIB, ASEM, RCEP, EAS and other multilateral fora

- vi. Contributions to the specialized agencies of the United Nations and UN Bodies
- vii. United Nations Development Programme (UNDP) including Programmes or Projects funded out of UNDP Budget
- viii. Multilateral and Bilateral economic and financial dialogues
- ix. Bilateral Development Co-operation
- x. India Development Economic Assistance Scheme
- xi. Commonwealth Fund for Technical Cooperation
- xii. Financial Action Task Force and related inter-Ministerial Coordination
- xiii. Financial Stability Board
- xiv. Eurasia Group on Anti Money Laundering and Financing of Terrorism and related Inter- Ministerial co-ordination

4. **Institutions**

All matters relating to

- i. Security Printing and Minting Corporation of India Ltd.
- ii. National Savings Institute
- iii. Securities and Exchange Board of India
- iv. Securities Appellate Tribunal
- v. Specified Undertaking of the Unit Trust of India/National Financial Holding Company Ltd.
- vi. Delhi Mumbai Industrial Corridor Trust

5. **Acts being administered by Department of Economic Affairs**

- 1. The Government Savings Bank Act, 1873 (5 of 1873)
- 2. Indian Trusts Act, 1882 (2 of 1882)(Section 20 dealing with investments)
- 3. The Charitable Endowments Act, 1890 (6 of 1890)
- 4. The Public Debt Act 1944 (18 of 1944)
- 5. The International Monetary Fund and Bank Act, 1945 (47 of 1945)
- 6. The Contingency Fund of India Act, 1950 (49 of 1950)
- 7. The Finance Commission (Miscellaneous Provisions) Act, 1951 (33 of 1951)
- 8. Securities Contracts (Regulation) Act, 1956 (42 of 1956)
- 9. The International Finance Corporations (Status, Immunities and Privileges) Act 1958 (42 of 1958)
- 10. The Government Savings Certificates Act, 1959 (46 of 1959)
- 11. The Compulsory Deposit Scheme Act, 1963 (21 of 1963)
- 12. The Asian Development Bank Act, 1966 (18 of 1966)

13. The Public Provident Fund Act, 1968 (23 of 1968)
14. The Comptroller and Auditor General's (Duties, Powers and Conditions of Service) Act 1971 (56 of 1971)
15. The Additional Emoluments (Compulsory Deposit) Act, 1974 (37 of 1974)
16. The African Development Fund Act, 1982 (1 of 1982)
17. The African Development Bank Act, 1983 (13 of 1983)
18. The Securities and Exchange Board of India Act, 1992 (15 of 1992)
19. The Depositories Act, 1996 (22 of 1996)
20. The Foreign Exchange Management Act, 1999 (42 of 1999) except the enforcement work of Department of Revenue and investigation and compounding done by RBI
21. The Unit Trust of India (Transfer of Undertaking & Repeal) Act, 2002 (58 of 2002)
22. The Fiscal Responsibility and Budget Management Act (2003) and Rules (2004)
23. The Government Securities Act, 2006 (38 of 2006)
24. The Coinage Act, 2011 (11 of 2011)
25. The Forward Contract (Regulation) Act, 1952 (74 of 1952)
