

CITIZENS CHARTER

The Department of Industries has revised its Citizens' Charter incorporating the services being provided by the Deptt. to the public. The Department is the nodal agency to plan, promote and develop industries in Delhi. With the initiation of the liberalization process and growing concern for controlling pollution levels and reducing congestion, the focus and thrust of the Department has shifted to encouraging only modern hi-tech, sophisticated and environment friendly industries in Delhi, and shifting the impermissible industries functioning in the residential areas and relocating them in conforming areas. Industries are permitted in terms of the provisions of Master Plan for Delhi 2021 in the NCT of Delhi.

The following services are assured to the public by the department within the time limit prescribed against each:-

S. No	Name of Service Rendered	Competent Authority	Time Norm	Documents/ Formalities Required	Issuing Authority
1.	Entrepreneurs Memorandum (part-I)	Nodal Authority/ Deputy Commissioner (MSME)	15 days	a) A copy of power of Attorney/ Board Resolution/Society Resolution, wherever applicable while signing as partner/ Managing Director or Authorized Person. b) A certified/ notarized copy of the Partnership Deed/ Memorandum of association/ Articles of Association. c) All the documents have to be self attested by the applicant. Note: Once the above enterprises start production or start providing or rendering service they should file part-II of the Entrepreneurs Memorandum to the Nodal Authority i.e Dy. Commissioner of Industries (MSME). In case of non-filing of Part-II of the Entrepreneurs Memorandum within two years of the filing of part-I, the memorandum (part-I) filed by the Entrepreneur will become invalid.	Nodal Authority
2.	Entrepreneurs Memorandum (part-II)	Nodal Authority/ Deputy Commissioner (MSME)	15 days	a) Copy of Power Attorney/ Board Resolution/ Society Resolution, wherever applicable, while signing as Partner/ Managing Director or Authorized Person. b) A certified/ notarized copy of the Partnership Deed/ Memorandum of	Nodal Authority

				<p>Association/ Articles of Association. c) A valid copy of consent to operate of Delhi Pollution Control Committee.</p> <p>d) A valid copy of Municipal Corporation Licence from MCD.</p> <p>e) All the documents have to be self attested by the applicant.</p> <p>Note: 1. In case of change in the investment in plant and machinery or in equipment, the enterprises who have already filed Entrepreneurs Memorandum should inform the Nodal Authority i.e Dy. Commissioner of Industries (MSME) of the same in writing within one month of the change in investment.</p> <p>2. In case of change of products and that of services or addition in products or services, the enterprises who have already filed Entrepreneurs Memorandum should inform the Nodal Authority i.e Deputy Commissioner of Industries (MSME) of the same in writing within one month of the change.</p>	
3.	Certified copy of the rules and regulations and governing body of the society	Registrar of Societies	15 days	Written request for certified copy	Registrar of Societies
4.	Amendments in the firms registration	Registrar of Firms	30 days	1. Application along with the Amended documents.	Registrar of Firms.

5.	<p>Recommendation for grant of subsidy/loan by the Deptt. of Food Processing, Govt. of India to Cooperative Societies registered under Societies Registration Act, 1860. The schemes under 12th plan (2013-17) .Govt. of India approval are as under</p> <ol style="list-style-type: none"> 1.Scheme for Technology Up-gradation/Establishment/Modernisation of Food Processing Industries. 2.Scheme for Cold Chain, Value Addition and Preservation Infrastructure for Non Horticultural Products. 3.Settling up/modernisation/expansion of Abattoirs (to be implemented w.e.f. 2014-17.Guidelines are being issued separately). 4.Scheme for Human Resource Development (HRD) 5.Scheme for Promotional Activities. 6. Scheme for Creating Primary Processing Centers / Collection Centers in Rural Areas 7. MODernisation of Meat Shops. 8. Reefer Vehicles. 9. Old Food Parks. 	Commissioner of Industries	60 days	<p>For details please see the Website of Ministry of Food Processing Industries Panchsheel Bhawan, August Kranti Marg, New Delhi 49. Just click at http://www.mofpi.nic.in</p>	<p>Scheme is being uploaded on the Website of Min.of Food Processing Industries, Panchsheel Bhawan August Kranti Marg, ND 49 at Website : www.mofpi.nic.in</p>
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6.	Grant of licences to carry on business of a processor of lubricating oils & grease.	Spl. Commissioner of Industries	30 days	<p><u>I. Processors/ Manufacturers</u></p> <ol style="list-style-type: none"> 1. Proof of Legal possession of the premises. 2. Copy of constitution of the firm/ company. 3. Treasury Challan of Rs. 25/- 4. Processors/ Manufacturers of Lubricating oils/ greases are required to apply in the prescribed form alongwith the documents as applicable to SSI registration. In addition to this, they are also required to have certificate/ NOC from Controller of Explosives, Govt. of India. <p><u>II. Traders/Resellers</u></p> <p>Traders/Resellers of finished lubricating oils/greases are required to apply for issue of license in the prescribed form with the following documents:-</p> <ol style="list-style-type: none"> 1. Proof of legal possession of the premises. 2. Copy of the constitution of the firm/company. 3. Certificate for storage from controller of explosives, Govt. of India. 4. Treasury challan for Rs. 25/-. 5. Copy of sales/purchase bill of lubricating oils/greases. 6. Trade license issued by the MCD. 7. Registration under Shop & Establishment Act if applicable. 	Deputy Commissioner of Industries
7.	Information under the provisions of Delhi Right to Information Act and Rules	Notified competent authority	Within a period of 30 days.	As per the provision of the sub clause (i) of clause (h) of Section 2 of the Right to Information Act, the right to information means the right of access to information and includes the inspection of works, documents, records, taking notes and extracts and obtaining certified copies of documents or records, or taking samples of material except restricted under Section 6 of said Act.	Notified competent authority (Spl. Commissioners of Industries)

The above mentioned time limits shall be binding on all the concerned authorities of the Department and the time limit will start only from the date when an application complete in all respects is received from the applicant without any deficiency up to 1:30 P.M on any working day.

Applicants are requested to consult the concerned officer to remove all deficiencies in their applications. In case the application is received after 1:30 P.M the stipulation "Same Day" would mean "next working day."

However, applicant will have the right to be informed, along with reasons, about the action taken on his application in case of.

1. Rejection
2. Inordinate delay after the expiry of the time limit prescribed in the Citizen Charter. The

requirement of documents etc. in respect of each of the services mentioned above are available to the members of the public from the concerned officer in the form of cyclostyled material without any charge. In case of priced application forms, members of the public are required to pay at One Window Service.

Government of National Capital Territory of Delhi has enacted Delhi Right to Information Act, 2001 and Delhi Right to Information Rules which have already come into effect. Under the provisions of this Act, every citizen has the right to obtain information from the competent authority within a period of maximum 30 days with a prescribed fee. As per Section 5, a person desiring information shall have to make a request in writing to the competent authority giving the particulars of the matter relating to which he seeks information. Deputy Commissioner of Industries (RTI / SPIO (Main) has been notified as Competent Authority for the Department of Industries.

* Section 6 imposes certain restrictions on this right to informations as follows:-

- (a) The information the disclosure or contents of which will prejudicially affect the sovereignty and integrity of India or security of the National Capital Territory of Delhi or international relations or which leads to incitement to an offence.
- (b) The information relating to an individual or other information, the disclosure of which would constitute a clear and unwarranted invasion of personal privacy and has no relationship to any activity of the Government or which will not sub-serve any public interest.
- (c) Papers containing advice, opinion, recommendations or minutes submitted to the Lt. Governor for discharge of his constitutional functions and any information, disclosure of which would prejudicially affect the conduct of the Centre-State/ Union Territory relations, including information exchanged in confidence between the Centre and the Government or any of their authorities or agencies.
- (d) Trade and commercial secrets or any other information protected by law.
- (e) Information whose release would constitute a breach of privilege of Parliament or Legislative Assembly of the National Capital Territory of Delhi. Provided that the Competent Authority shall, before withholding information under this clause, refer the matter to the Legislative Assembly Secretariat for determination of the issue and act according to the advice tendered by the Secretariat, Provided further that no appeal shall lie under Section 7 against an order withholding supply of information under this clause.
- (f) Information whose disclosure would endanger the life or physical safety of any person or identify the source of information or assistance given in confidence for law enforcement or security purposes or in public interest.
Provided that the information which can not be denied to the Legislative Assembly of the National Capital Territory of Delhi, shall not be denied to any person.
- (g) Minutes or records of advice including legal advice, opinions or recommendations made by an officer of a public authority during the decision making process prior to the executive decision or policy formulation.
- (h) Cabinet papers including records of the deliberations of the Council of Ministers, Secretaries and other officers.

Under Section 7, any person aggrieved by an order of the Competent Authority, or any person who has not received any order from the competent authority within 30 working days may appeal to the Public Grievances Commission and the decision of the Public Grievances Commission shall be final.

Government of National Capital Territory of Delhi has implemented the Right to Information Act, 2005 enacted by the Parliament in 2005. Under the provisions of this Act, every citizen has the right to obtain information from the Competent Authority within a period of maximum 30 days with a prescribed fee. As per section 6, a person desiring to obtain information, shall make a request in writing or through electronic means in English or Hindi to the Competent Authority giving the particulars of the matter relating to which seeks information. Deputy Commissioners have been notified as Competent Authority for the Department.

Section 8 imposes certain restrictions on this right to information as follows:-

- (a) information, disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interests of the State, relation with foreign State or lead to incitement of an offence;
- (b) information which has been expressly forbidden to be published by any court of law or tribunal of the disclosure of which may constitute contempt of court;
- (c) information, the disclosure of which would cause a breach of privilege of Parliament or the State Legislature;
- (d) information including commercial confidence, trade secrets or intellectual property, the disclosure of which would harm the competitive position of a third party, unless the competent authority is satisfied that larger public interest warrants the disclosure of such information;
- (e) Information available to a person in his fiduciary relationship, unless the competent authority is satisfied that the larger public interest warrants the disclosure of such information;
- (f) Information received in confidence from foreign Government.
- (g) Information, the disclosure of which would endanger the life or physical safety of any person or identify the source of information or assistance given in confidence for law enforcement or security purposes;
- (h) Information which would impede the process of investigation or apprehension or prosecution of offenders;
- (i) Cabinet papers including records of deliberations of the Council of Ministers, Secretaries and other Officers;

Under section 19, any person aggrieved by an order of the Competent Authority or any person who has not received any order from the Competent Authority within 30 days, may appeal to such officer who is senior in rank to the Competent authority i.e., in respect of this Department, Special Commissioner of Industries and even if not satisfied with the outcome of this appeal can go to State Information Commission and the decision of the State Information Commission shall be final.

Senior Officers of the level of Spl. Commissioner of Industries regularly interact with the public. People/visitors are advised to meet only the Spl. Commissioners for any official work and redressal of their grievances between 11:00 A.M. to 1:00 P.M on all working days except Wednesday.

Addresses & telephones are given below. The office of the Deptt. of Industries is situated at 4th floor of Udyog Sadan, Plot No, 419, Patparganj Indl. Area, Delhi-92.

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