



**Citizens'/Clients' Charter**  
**For**  
**Ministry of Petroleum and Natural Gas**

Address	Shastri Bhavan, New Delhi
Website ID	<a href="http://www.petroleum.nic.in">www.petroleum.nic.in</a>
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Date of next review	<u>March, 2022</u>

# 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 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 Service/Transaction

S.No	Service/Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issue of Petroleum Exploration License for Offshore Fields/Blocks		Shri Asheesh Joshi	<a href="mailto:asheeshjoshi.ias@ias.nic.in">asheeshjoshi.ias@ias.nic.in</a>	01123073069 08307602555	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 along with PEL application.	As per P&NG Rules 1959 as amended from time to time. (Latest amendment date is 16th 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
						Validation of information, as submitted in the application	Details are available with DGH (www.dghindia.org )	N/A	N/A	N/A

## Main Service/Transaction

S.No	Service/Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
2	Issue of Petroleum Mining Leases	15	Shri Asheesh Joshi	<a href="mailto:asheeshjoshi.ias@ias.nic.in">asheeshjoshi.ias@ias.nic.in</a>	01123073069 08307602555	Submission of complete application form for issue of PML for Offshore Block.	PML application along with approved copy of Field Development Plan	N/A	N/A	N/A
						Submission of the requisite PML Fee along with PML application	As per P&NG Rule, 1959 as amended from time to time. (Latest amendment date is 16th December, 2009. <a href="http://www.petroleum.nic.in">www.petroleum.nic.in</a> )	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 by the operator 2.Acknowledgment for submission of PML Fee. 3.Recommendatory letter from DGH. 4.Approved copy of FDP.	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	Category	Fees Mode	Amount
3.	Sanction of Subsidy under natural Gas	12	Shri Anand Kumar Jha, DS (GP)	<a href="mailto:dir.go-png@gov.in">dir.go-png@gov.in</a>	01123388764	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 process the claim and release subsidy	Vetted documents and recommendations of PPAC	N/A	N/A	N/A

## Main services/Transactions

S.No.	Services/Transaction	Weight	Responsible Person (Designation)	Email	Mobile/ Phone No.	Process	Document Required	Category	Fees Mode	Amount
4.	Proposals of appointment of Chairperson, Member (Legal), Members of Petroleum and Natural Regulatory Board (PNGRB)	15	Shri Anand Kumar Jha, DS (GP)	<a href="mailto:dir.go-png@gov.in">dir.go-png@gov.in</a>	01123388764	Circulation of vacancies by MoPNG	Declaration of vacancies by the MoPNG	N/A	N/A	N/A
						Scrutiny of applications by MoPNG	Vigilance clearance to be given by the Ministry/Organization concerned wherever applicable	N/A	N/A	N/A
						Selection by the Search Committee	Application & Vigilance clearance/ IB Clearance	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	Category	Fees Mode	Amount
5.	Release of Plan Funds RG IPT/IIPE	15	Shri Shyam Singh Mahar, DS (GP-II)	<a href="mailto:mahar.shyam@gov.in">mahar.shyam@gov.in</a>	09013362587 01123387936	Submission of Papers by RG IPT/IIPE	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	Category	Fees Mode	Amount
6.	Proposals for appointment of Borad-level Functional Directors, Chairmen/Managing Directors/CMDs..	15	Shri Ashish Chatterjee, JS(GP)	js.gp-png@gov.in	01123073165	Intimating the PESB about vacancy as per PESB/ACC guidelines	Job description	N/A	N/A	N/A
						Selection and short listing of candidate(s) by PESB	Vigilance profile & APAR from CPSE	N/A	N/A	N/A
						Obtain vigilance clearance 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 and a proposal	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	Smt.Swwarupa Saraan, DS(Gen)	<a href="mailto:swwarupa.saraan@nic.in">swwarupa.saraan@nic.in</a>	01123070593 09717964761	Grievance related to the Jurisdiction of the Ministry can be submitted both, electronically (via <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> ) 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
						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.	Service/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Sources
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 clearance, PEL Fee & Security Deposit.	10	Working Days	5.00	Files available in ONG-IV/V 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-IV/V 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.	Proposal 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/IPE	15.0	To provide the financial support	30	Days	15.00	RGIPT proposal and Ministry records.
6.	Proposal for appointment of Board-level Functional Directors, Chairman /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 Grievances Redressal	13.0	Average time taken to acknowledge grievance received through CPGRAMS Portal.	3	Working Days	2.51	CPGRAMS & Ministry records
			Average time taken to acknowledge grievance received through post.	3	Working Days	2.51	CPGRAMS & Ministry records
			Average time taken to send communication for additional information	10	Working Days	4.99	CPGRAMS & Ministry records
			Average time taken for grievance settlement	45	Working Days	4.99	CPGRAMS & Ministry records

## Grievance Redress

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

S.No.	Name of the Public Grievance Officer	Helpline	e-mail	Mobile
1.	Smt. Swwarupa Saraan, DS(Gen.)	011-23070593	<a href="mailto:swwarupa.saraan@nic.in">swwarupa.saraan@nic.in</a>	09717964761

## List of Stakeholders/Clients

S.No.	Stakeholders/Clients
1.	Consumers of Petroleum Products
2.	Consumer Associations
3.	State Governments
4.	Central Government Departments
5.	Industry Associations
6.	Retails 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 Centres and Subordinate Organizations

S.No.	Responsibility Centres and Subordinate Organizations	Landline Number	e-mail	Address
1.	Directorate General of Hydrocarbons	0120-2472100	dg@dgindia.gov.in	Tower-A, Block No.2, Sector-73, OIBD Bhavan, NOIDA-201301, Uttar Pradesh
2.	Petroleum Planning & Analysis Cell	011-24361616	sunil@ppac.gov.in	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	C-Block, 3 <sup>rd</sup> Floor, Plot No.2, Sector-73, OIBD Bhavan, NOIDA-201301, Uttar Pradesh
4.	Oil Industry Safety Directorate	0120-2593800	rmehrotra@gov.in	C-Block, 8 <sup>th</sup> Floor, Plot No.2, Sector-73, OIBD Bhavan, NOIDA-201301, Uttar Pradesh
5.	Centre for High Technology	0120-2593701	support-cht@gov.in	Tower-A, 9 <sup>th</sup> Floor, Block No.2, Sector-73, OIBD Bhavan, NOIDA-201301, Uttar Pradesh
6.	Petroleum and Natural Gas Regulatory Board	011-23709142 011-23709137	secretary@pngrb.gov.in	1 <sup>st</sup> Floor, World Trade Centre, Babar Road, New Delhi-110001
7.	Petroleum Conservation Research Association	011-26198799	edpcra@pcra.org	Sanrakshan Bhavan, 10, Bhikaji Cama Place, New Delhi-110066

## Indicative Expectations from Service Recipients

S.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, programmes and procedures
6.	Give their suggestions/inputs on drafts placed on Ministry's website/those circulate them.