

**Citizens' / Client's Charter**  
**Ministry of Steel**  
**(2025)**

Address	Udyog Bhawan, New Delhi-110011
Website URL	steel.gov.in
Date of issue	March, 2025

**Vision:**

To create a technologically advanced and globally competitive steel industry that promotes economic growth.

**Mission**

Provide environment for attaining –

- i. Self-sufficiency in steel production by providing policy support & guidance to private manufacturers, MSME steel producers, CPSEs & encourage adequate capacity additions.
- ii. Development of globally competitive steel manufacturing capabilities
- iii. Cost-efficient production and domestic availability of iron ore, coking coal and natural gas
- iv. Facilitate investment in overseas asset acquisitions of raw materials.
- v. Enhance domestic steel demand.

## Main Services/Transactions

Sl. No.	Services / Transaction	Service / Performance Standards	Contact details of the responsible Officer	Process	Document Required	Fees
1.	Processing of applications for assistance/ release of grants for R&D projects in the steel sector.	6 Months	Shri G. Sarathy Raja, Deputy Secretary <a href="mailto:g.sarathyraja@gov.in">g.sarathyraja@gov.in</a>  Tele No.- 23061064	On receipt of the applications, these are evaluated by the Evaluation Group constituted by Ministry of Steel. Projects recommended are further examined by Projects Approval & Monitoring Committee. Final approval by Competent Authority. In Ministry of Steel as per the delegation of Power review of the on-going projects by the Project Review Committee.	Application as per guidelines in Eight copies, Proforma invoice of the equipment, Letter from the collaborating industries etc with their commitment in cash and kind. Progress reports and utilization certificates in the prescribed format. Project Completion Report and final utilization certificates.	Not applicable
2.	Processing of application seeking incentives under the PLI scheme for Specialty Steel	3 Months	Shri Gopalakrishnan Ganesan Director <a href="mailto:Gopalakrishnan.g@jgov.in">Gopalakrishnan.g@jgov.in</a>  Tele No.- 23061505	Eligible companies, as per pre qualification criteria notified, to apply in prescribed format along with application fee to the project management agency (PMA) i.e MECON. After scrutiny of application and short listing of eligible companies after approval of HSM notification will be issued. Selected companies to sign MoU with Ministry of Steel with validity till final year PLI dispersal.	As prescribed in the PLI scheme notification.	As prescribed in the scheme guidelines

3.	Processing of application for seeking clarifications on the steel grades from the purview of Steel Quality Control Order by the Technical Committee.	1 Month	Shri G. Sarathy Raja, Deputy Secretary  <a href="mailto:g.sarathyraja@gov.in">g.sarathyraja@gov.in</a>  Tele No.- 23061064	On receipt of applications these are examined by the Technical Committee and recommendations of the Committee are intimated to the applicants.	Data as per the prescribed Format, Mill Test Certificate, Details of Consignment such as packing list, bill of lading, bill of entry etc.	Not applicable
4.	Processing application for recommendation for issue of Project Visa for foreign personnel	1 Month	Smt. Neha Verma Director <a href="mailto:neha086-ifs@gov.in">neha086-ifs@gov.in</a>  Tele No.- 23061096	Examination / assessment of Actual requirement of manpower in view of the guidelines issued by MHA	Application alongwith supporting documents issued by the employer company /Project Company.	Not applicable
5.	Prompt Grievance Redressal	21 Working Days	Ms. Gurpreet Gadhok Director <a href="mailto:gurpreet.gadhok@nic.in">gurpreet.gadhok@nic.in</a>  Tele No.- 23063355	Grievance should conform to guidelines of DARPG. Grievance should be as specific as possible and must relate to the functioning of the Ministry of Steel and the organizations under it. Grievance relating to the jurisdiction of the Ministry can be submitted both electronically via <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> and in writing via registered post/ordinary post.	Duly signed application with full address	Not applicable

6.	Prompt acknowledgment of receipt of letter from clients/citizens	3 Working Days	Shri Revati Raman, Under Secretary <a href="mailto:revati.r@nic.in">revati.r@nic.in</a>  Tele No. 23061352	Signed copy communication is acknowledged and sent to the concerned Division /Wing for appropriate action.	Duly signed copy of the letter with address.	Not applicable
7.	Timely response to letters from clients/citizens under RTI Act, 2005	30 Working Days	Smt Sunita Juneja, Section Officer (RTI) <a href="mailto:rti-steel@gov.in">rti-steel@gov.in</a> Tele No. 23062246	The application may be submitted as per provisions and procedures under Right to Information Act, 2005. RTI applications relating to the jurisdiction of the Ministry can also be submitted online at <a href="https://rtionline.gov.in">https://rtionline.gov.in</a>	As per guidelines	As per guidelines
8.	Prompt response for Appointment with appropriate officer after receiving a written request	1 Working Day	Shri Ajay Kumar Section Officer Establishment <a href="mailto:eststeel@nic.in">eststeel@nic.in</a> Tele No. 23063560 & 23062503	Written request must be made stating the purpose for which the meeting is sought and why a meeting is required	Written request	Not applicable
9.	Prompt payment to vendors and officials for invoices/bills/reimbursements submitted	7 Working Days	Shri Revati Raman, Under Secretary <a href="mailto:revati.r@nic.in">revati.r@nic.in</a>  Tele No. 23061352	Bills should be submitted in the Ministry with all supporting documents.	Bills/Invoices/Vouchers and other documents as per guidelines	Not applicable

**Grievance Redressal Mechanism Website URL to lodge <http://pgportal.gov.in>**

<b>Details of the Nodal Public Grievance Officer</b>	<b>Details of the Appellate Authority for Public Grievances</b>
Name - Ms. Gurpreet Gadhok Designation - Director Email Id – <a href="mailto:gurpreet.gadhok@nic.in">gurpreet.gadhok@nic.in</a> Tele No –(011)- 23063355	Name - Shri Sanjay Roy Designation - Joint Secretary Email id - <a href="mailto:sanjay.roy14@nic.in">sanjay.roy14@nic.in</a> Tele No. – (011)- 23063170

### **List of Stakeholders/Clients**

<b>Sl. No.</b>	<b>Stakeholders/Clients Description</b>
1.	Ministries/Departments of Mines; Environment, Forest & Climate Change; Coal; Shipping; Road & Transport; Expenditure; Power; Railways; Heavy Industries and Public Enterprises; NITI Aayog
2.	State Governments/UT Administration
3.	Central Public Sector Enterprises and organizations under the administrative control of the Ministry of Steel
4.	Private Sector Steel Companies
5.	CII; FICCI; ASSOCHAM; Federation of Industries of India (FII); Indian Steel Association (ISA); Alloy Steel Producers Association of India (ASPA); Indian Stainless Steel Development Association (ISSDA); Indian Ferro Alloy Producers Association (IFAPA); All India steel Re-rollers Association (SRMA); Steel Wire Manufacturers Association of India (SWMAI); Cold Rolled Steel Manufacturers Association (CORSMA), Automotive Components Manufacturers Association of India (ACMA), Indian Pipes Manufacturers Association (IPMA); Stainless Steel Pipe and Tubes Manufacturers Association (SSPTMA); India Stainless Seamless Pipe Manufacturers Association (ISSMA); All India Induction Furnaces Association (AIIFA), Sponge Iron Manufacturers Association (SIMA), Steel Furnace Association of India (SFAI); Indian Steel Scrap and Shipbreakers Association of India (ISSSAI); Association of Tinplate Users (ATU), Association of India Mini Blast Furnaces (AIMBF); and similar such Industry Associations
6.	Steel, Mining and Coal Companies abroad including private sector mining companies
7.	Citizens of India

## List of Responsibility Centers

Sl. No.	Responsibility Centres (CPSEs/Institutes etc.) Description	Landline number	E-mail	Address
1.	Chairman, Steel Authority of India Ltd. (SAIL)	011 – 24368098 / 24368094	chairman.sail@sail.in	Ispat Bhavan, Lodhi Road , New Delhi-110003
2.	CMD, NMDC Ltd.	040 – 23538701/04 Fax - 040 – 23538705	cmd@nmdc.co.in	'Khanij Bhavan', 10-3-311/A, Castle Hills, Masab Tank, Hyderabad-500 028
3.	CMD, Rashtriya Ispat Nigam Ltd. (RINL)	0891-2518301-360	cmd@vizagsteel.com	Administrative Building, Visakhapatnam-530031, Andhra Pradesh
4.	CMD, MOIL Ltd.	0712 – 2592070, 2592071	cmd@moil.nic.in	MOIL Bhawan, 1-A, Katol Road, Nagpur-440013 (Maharashtra)
5.	CMD, MSTC Ltd.	033 – 22900964/22870810 Fax – 033-22878547	cmd@mstcindia.co.in	MSTC Ltd., Plot No. CF-18/2, Street No.175, Action Area 1C, New Town, Kolkata- 700156
6.	CMD, MECON Ltd.	0651 – 2482216 / 2209	cmd@meconlimited.co.in cmd@mecon.co.in	MECON Limited, Vivekananda Path, Doranda, Ranchi-834 002 (Jharkhand)
7.	CMD, KIOCL Ltd.	080 – 25531272/322	cmd@kioclltd.com	II Block, Koramangala, Bengaluru-560034, Karnataka

8.	MD, OMDC	0674-2391495 0891-2518370 Tel/Fax:0674-2391595 Fax:0891-2518475	dcdkm@vizagsteel.com	SAIL office, Ground Floor, 27 1, Bidyut Marg, Unit- IV, Sha stri Nagar, Bhubaneshwar, Odisha- 751001
9.	MD, BSLC	0674-2391495 0891-2518370 Tel/Fax:0674-2391595 Fax:0891-2518475	dcdkm@vizagsteel.com	SAIL office, Ground Floor, 27 1, Bidyut Marg, Unit- IV, Sha striNagar, Bhubaneshwar, O disha- 751001
10.	MD, EIL	0674-2391495 0891-2518370 Tel/Fax:0674-2391595 Fax:0891-2518475	dcdkm@vizagsteel.com	SAIL office, Ground Floor, 27 1, Bidyut Marg, Unit- IV, Sha stri Nagar, Bhubaneshwar, O disha- 751001
11.	Biju Patnaik National Steel Institute (BPNSI)	06752-232820	bpnsi@bpnsi.org mohantycp@gmail.com	Sarbodaya Road, Behind Gundicha Temple, Puri , Odisha 752002
12.	National Institute of Secondary Steel Technology (NISST)	01765 – 258080 252558, 259367, 259532, 25057 4	tiwarivp2002@gmail.com info@nisst.org nisst@dataone.in	Post Box No. 92, GT Road, Mandi Gobindgarh- 147 301 (Punjab) Dist.: Fatehgarh Sahib.
13.	Joint Plant Committee	033 – 2614055/4056 / 4058/ 40 62/ 4068	jpc.kolkata@gmail.com	IspatNiketan, 52/1A, Ballygunge Circular Road, Kolkata -7000 19.

## Indicative Expectations from Service Recipients

Sl. No.	Indicative expectations from service recipients
1.	Please show courtesy to the Ministry's officials
2.	Always keep proper records of your letters and communication with the Ministry
3.	If you have an appointment with the Ministry, please arrive 10 minutes prior to the appointment
4.	If you wish to cancel an appointment, please give a written notice via fax or e-mail at least one day in advance
5.	Please send reports in the prescribed format as per the prescribed timelines
6.	Please check the Ministry's website regularly for updates on policies, programmes and procedures
7.	Please give suggestions/ inputs on drafts placed on the Ministry's website/ those circulated to them
8.	Central /State Government/private steel companies representatives of appropriate level and steel Industry associations should attend the co-ordination meetings of the Ministry
9.	All concerned should duly and timely provide requisite data and statistics whenever any survey is conducted by the Ministry or its authorized organizations like the Joint Plant Committee to assess the trends and statistics in respect of the Steel sector
10.	Prompt response to letters and communications of the Ministry within the stipulated time lines
11.	All applications for grants for R&D projects (in eight copies) should be as per the guidelines of the Ministry of Steel
12.	Proforma / invoice of the equipment and concurrence letter from the participating industries etc. should be submitted within the prescribed time lines
13.	Progress reports and utilization certificates should be in the prescribed format
14.	Project completion report and final utilization certificates should be submitted within the prescribed timelines
15.	Application should be accompanied with supporting documents issued by the employer company/project company
16.	Application from the company through RBI, complete background of the applicant company, activities and supporting papers should be as per eligibility criteria and procedural guidelines.

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