



Citizens' / Clients' Charter  
Of  
Department of Disinvestment  
Ministry of Finance,  
Block 11 & 14, CGO Complex,  
Lodhi Road, New Delhi  
[www.divest.nic.in](http://www.divest.nic.in)

December, 2011

**Preface**

The Department of Disinvestment ( DoD) is one of the five Departments under the Ministry of Finance.

As per the Government of India (Allocation of Business) Rules, 1961, the Department of Disinvestment is responsible for divesting Government of India shareholding in Central Public Sector Enterprises (CPSEs) with Government retaining at least 51% equity and management control. Additionally, it deals with all matters relating to sale of Central Government equity through offer for sale or private placement in the erstwhile Central Public Sector Undertakings. Public issues are governed by SEBI regulations. The entire process of disinvestment follows the procedures laid down by Regulatory authorities including SEBI. For every transaction professionals (Merchant Bankers, Legal Advisors and other intermediaries) are appointed for the "Issue" on a transparent basis and allowed to function within the concerned regulations. The Department is thus not involved in the delivery of any public services or has any direct interface with the citizen or public at large.

Disinvestment helps in promoting transparency, good corporate governance and development of the capital market. To encourage wider participation of public in Public Offerings to broaden the ownership of CPSEs, the Department interacts proactively on regular basis with brokers and SEBI registered investor associations within the country to facilitate a better understanding of Government's disinvestment policy and get investors' perspective. Remedial measures are adopted from time to time, based on the feedback received.

In line with the Performance Monitoring and Evaluation System this Department has prescribed timelines for disposal of transaction related bills to avoid delay, any scope of corruption and promote good governance.

The Charter contains Grievances Redress Mechanism related to the services mentioned in it. Timelines have been prescribed for final disposal of the complaint arising out of Citizen's / Client's Charter.

The Charter also provides links for other grievances which are not related to citizens/clients charter.

**VISION**

Promote people's ownership of Central Public Sector Enterprises to share in their prosperity through disinvestment and to release resource for capital investment in the social sector.

**MISSION**

1. List all profitable Central Public Sector Enterprises on stock exchanges and increase public shareholding in the ones listed, to facilitate in:
  - (a) improvement in corporate governance.
  - (b) higher disclosure levels that bring about greater transparency and accountability in the functioning of the Central Public Sector Enterprises.
  - (c) bringing market discipline to the functioning of Central Public Sector Enterprises.
  - (d) unlocking the true value of the Central Public Sector Enterprises for all stakeholders - investors, employees, Company and the Government.
2. Already listed profitable CPSEs (not meeting mandatory shareholding of 10%) are to be made compliant by 'Offer for Sale' by Government or through issue of fresh shares by the CPSEs or a combination of both.
3. To raise budgetary resources through disinvestment proceeds.

**SERVICE STANDARDS**

Sl No	Main Services	Standards	Details of the Responsible Officer
1	Payment of Brokerage to the Brokers by the Advisors/BRLMs	30 days from the day of listing of shares in an Issue for Issue size upto Rs. 1000 Cr. 45 days in case of Issue size of more than Rs. 1000 Crs.	
2	Reimbursement of Brokerage to BRLMs after receipt of claim, supporting documents and proof of payment, in the form of electronic confirmation certificate from BRLM that the payment has been debited from his bank account.	30 working days	
3	Payment of Bills related to IPO/FPO	Within 30 working days	<ul style="list-style-type: none"> <li>• 10 working days for scrutiny/verification of documents submitted along with the bills and recommendation of the payment by concerned dealing officer (Under Secretary concerned).</li> <li>• 2 working days for scrutiny by supervisory officer (DS/Director concerned).</li> <li>• 5 working days for approval by Integrated Finance Division</li> <li>• 5 working days for final approval/issue of sanction order and preparation of bills by Cash Section in the Administration Division for submission to Pay &amp; Accounts office.</li> </ul> 5 working days for scrutiny and payment by Pay & Accounts office through electronic transfer or issue of cheques (where not possible).
4	Tendering Process for appointment of Advertisizing Agency has been improved	<b>Existing procedure</b> Advertising /PR Agencies are appointed based on the financial bid submitted by them with respect to the Media Plan for Issue ads only, the expenditure for which, is borne by DoD. Subsequently, the company appoints the same advertisement agency for corporate media/Advertisement Plan.	<b>Revised Procedure</b> Procedure as per General Financial Rules (GFRs) will be followed for tendering process for appointment of Advertisement Agency/Public Relation Agency for the IPO/FPOs undertaken by DoD including the media plans of both DoD and the company.

**Grievance Redress Process:**

Public issues are governed by Securities and Exchange Board of India (SEBI) regulations and investor grievances are required to be attended under SEBI Rules by the Registrar to the Issue and Compliance Officer appointed by the Company going for disinvestment.

However, in case of non compliance of the service standards mentioned in the Charter, the service recipient can contact the following Public Grievance Officer for redress of his grievance.

**Public Grievance Officer**

**Mrs. Supriya Dutta, OSD**

Room No.216, 2nd Floor, Block No. 11

CGO Complex, Lodhi Road

New Delhi - 110003

Email: supriya.dutta@nic.in

Phone: 011-24360382

**Nodal Authority**

In case the grievance is not redressed finally, it can be taken up at higher level with the following nodal authority:

**Joint Secretary**

Room No.212, 2<sup>nd</sup> Floor, Block No. 11

CGO Complex, Lodhi Road

New Delhi - 110003

Phone: 011-24368041

Fax: 011-24368502

The grievance can also be lodged on-line on the following link: <http://pgportal.gov.in/>

**Timelines for Response**

1. Acknowledgement
  - Electronic – Instant (on registration)
2. Forwarding to concerned authority within Department – 2 to 3 working days
3. Final resolution of complaint – 30 days

## List of Stakeholders

1. Administrative Ministries
2. CPSEs
3. Minority shareholders/ investors
4. Book Running Lead Managers and other intermediaries.

**List of Responsibility Centres / Attached /Subordinate Organizations:**

There are no Subordinate/attached offices or Autonomous bodies under the administrative control of Department of Disinvestment

**Indicative Expectations from Service Recipients /Stakeholders****1. For clearance of Bills submitted by Book Running Lead Managers (BRLMs) and others**

BRLMs while submitting their bills to Department of Disinvestment for reimbursement to ensure that documentary proof of payment to brokers and requisite Registrar certificate are enclosed to enable DoD to expedite process of payment fast.

**2. Grievance in respect of service(s) included in the Citizens' / Clients' Charter may be lodged at -**

**Central Public Grievance Redress and Monitoring System (CPGRAMS)**

<http://pgportal.gov.in>



Month and Year for the next Review of the Charter

December, 2012

**CONCLUSION**

As part of the Performance Monitoring and Evaluation System (PMES) for Government Department's as approved by the Hon'ble Prime Minister, this department in its first endeavour, has formulated the Citizen's/Client's Charter for the Department. This Department welcomes suggestions/feedback from the recipients/stakeholders to further improve its service delivery mechanism.

---

Top of Form

**For suggestions and feedback, please contact:**

Shri Rajib Kumar Sen, Director  
Room No.204, 2nd Floor, Block No. 11  
CGO Complex, Lodhi Road  
New Delhi-110003  
Email: rajib.sen@nic.in  
Phone: 011-24368521

You can also provide your suggestions/ feedback online on **[www.divest.nic.in](http://www.divest.nic.in)**

---

Bottom of Form