



सत्यमेव जयते

Department of Investment and Public Asset Management
(DIPAM)

Ministry of Finance

Block 11 & 14, CGO Complex,

Lodhi Road, New Delhi

<https://dipam.gov.in>

December, 2018

Preface

The Department of Investment and Public Asset Management (DIPAM) is one of the five Departments under the Ministry of Finance.

1. As per the Government of India (Allocation of Business) Rules, 1961 the mandate of Department of Investment and Public Asset Management is as follows:

- All matters relating to management of Central Government investments in equity including disinvestment of equity in Central Public Sector Undertakings.
- All matters relating to sale of Central Government equity through offer for sale or private placement or any other mode in the erstwhile Central Public Sector Undertakings.

Note: All other post disinvestment matters, including those relating to and arising out of the exercise of Call option by the Strategic Partner in the erstwhile Central Public Sector Undertakings, shall continue to be handled by the administrative Ministry or Department concerned, where necessary, in consultation with the Department of Investment and Public Asset Management (DIPAM).

2. Decisions on the recommendations of Administrative Ministries, NITI Aayog, etc. for disinvestment including strategic disinvestment.

3. All matters related to Independent External Monitor (s) for disinvestment and public asset management.

4. a. Decisions in matters relating to Central Public Sector Undertakings for purposes of Government investment in equity like capital restructuring, bonus, dividends, disinvestment of government equity and other related issues.

b. Advise the Government in matters of financial restructuring of the Central Public Sector Enterprises and for attracting investment in the said Enterprises through capital market.

5. The Unit Trust of India Act, 1963 (52 of 1963) along with subjects relating to Specified Undertaking of the Unit Trust of India (SUUTI).

Disinvestment helps in promoting transparency, good corporate governance and development of the capital market. To encourage wider participation of public in Public Offerings to base broad 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 taken 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 Grievance Redress Mechanism related to the services mentioned therein.

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 Citizen's/ Client's charter.

Vision

1. Promote people's ownership of Central Public Sector Enterprises to share in their prosperity through disinvestment.
2. Efficient management of public investment in CPSEs for accelerating economic development and augmenting Government's resources for higher expenditure

Mission

1. List CPSEs on stock exchanges to promote people's ownership through public participation and improving efficiencies of CPSEs through accountability to its shareholders.
2. To bring in operational efficiencies in CPSEs through strategic investment, ensuring their greater contribution to economy.
3. Adopt a professional approach for financial management of CPSEs in the national interest and investment aimed at expanding public participation in ownership of CPSEs.

Main Services/ Transactions

S. No.	Services/ Transaction	Weight	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fee		
								Category	Mode	Amount
1	Reimbursement of Brokerage to BRLMs	35	US & DS/ Director concerned handling the transaction as per work allocation in the department	ragesh.kant@nic.in neera.sh61@nic.in	011-24368785 011-24368522	<ul style="list-style-type: none"> • Scrutiny by concerned section of supporting documents submitted by BRLMs. • Obtaining approval of IFD. • Approval of HOD (Admin). • Issuance of Sanction. • Payment by PAO. 	Documentary proof of payment in form of electronic confirmation from BRLM that payment has been debited from his bank account. Certificate from BRLM.	N/A	N/A	N/A
2	Payment of Bills related to IPO/ FPO submitted by various intermediaries	35	US & DS/ Director concerned handling the transaction as per work allocation in the department	ragesh.kant@nic.in neera.sh61@nic.in	011-24368785 011-24368522	<ul style="list-style-type: none"> • Scrutiny by concerned section of documents and bills submitted by intermediaries • Approval of IFD. • Issuance of Sanction and preparation of bill by Admin division. • Payment by PAO. 	Documentary proof of payment in original. Registrar certificate.	N/A	N/A	N/A
3	Payment to vendors for goods and services provided to the department	15	US (G.Admin)	ashfaq.riz@nic.in	011-24368528	<ul style="list-style-type: none"> • Scrutiny of bills. • Administrative approval. • Issuance of Sanction. • Preparation of bill. • Payment by PAO. 	Receipt of invoice/bills after procurement of good/ services and satisfactory completion of work.			
4	Response to grievances	15	Public Grievance officer. (Shri N. V. Reddy, Joint Secretary)	nv.reddy@nic.in	011-24368776	<ul style="list-style-type: none"> • Acknowledgement of grievance is generated electronically on registration. • Forwarding grievance for comments to concerned division. 	Grievance received online at http://pgportal.gov.in or through post along with verifiable information, complete contact details of complainant with phone no. and e-mail ID so that he/she can be contacted for further clarification if any.	N/A	N/A	N/A

Subject: Updating Citizen's/Client's Charter of DIPAM for the year 2018 – in respect of Policy Division.

Main Services/ Transactions

S. No.	Services/ Transaction	Weight	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fee		
								Category	Mode	Amount
1	Reimbursement of Brokerage to BRLMs	35	US & DS/ Director concerned handling the transaction as per work allocation in the department	suresh.pl@gov.in lr.pradhan@nic.in	011-24368521 011-24368532	<ul style="list-style-type: none"> • Scrutiny by concerned Desk of supporting documents submitted by BRLMs. • Obtaining approval of IFD. • Approval of HOD (Admin). • Issuance of Sanction and preparation of bill by Admn. Division. • Payment by PAO. 	Documentary proof of payment in from of electronic confirmation from BRLM that payment has been debited from his bank account. Certificate from BRLM.	N/A	N/A	N/A
2	Payment of Bills related to IPO/ FPO submitted by various intermediaries	35	US & DS/ Director concerned handling the transaction as per work allocation in the department	suresh.pl@gov.in lr.pradhan@nic.in	011-24368521 011-24368532	<ul style="list-style-type: none"> • Scrutiny by concerned Desk of documents and bills submitted by intermediaries • Approval of IFD. • Issuance of Sanction and preparation of bill by Admn. Division. • Payment by PAO. 	Documentary proof of payment in original. Registrar certificate.	N/A	N/A	N/A

Subject:- Updating Citizen's/Client's Charter of DIPAM for the year 2018 – In respect of JS(AT) Division.

1.	Reimbursement of Brokerage to BRLMs.	US & DS/ Director concerned handling the transaction as per work allocation in the department	<p>gupta.pankaj@nic.in</p> <p>chunnilalghosh.icoas@nic.in</p> <p>mm.dawla@nic.in</p> <p>j.kumar76@nic.in</p>	<p>011-24368038</p> <p>011-24368039</p> <p>011-24368775</p> <p>011-24368036</p>	<ul style="list-style-type: none"> • Scrutiny by concerned section of supporting documents submitted by BRLMs. • Obtaining approval of IFD. <input type="checkbox"/> Approval of HOD (Admin). <input type="checkbox"/> Issuance of Sanction. <input type="checkbox"/> Payment by PAO. 	<ul style="list-style-type: none"> <input type="checkbox"/> Documentary proof of payment in electronic confirmation from BRLM that payment has been debited from his bank account. <input type="checkbox"/> Certificate from BRLM. 	N/A	N/A	N/A
2.	Payment of Bills related to IPO /OFS/ FPO submitted by various intermediaries	US & DS/ Director concerned handling the transaction as per work allocation in the department	<p>gupta.pankaj@nic.in</p> <p>chunnilalghosh.icoas@nic.in</p> <p>mm.dawla@nic.in</p> <p>j.kumar76@nic.in</p>	<p>011-24368038</p> <p>011-24368039</p> <p>011-24368775</p> <p>011-24368036</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Scrutiny by concerned section of documents and bills submitted by intermediaries <input type="checkbox"/> Approval of IFD. <input type="checkbox"/> Issuance of Sanction and preparation of bill by Admin division. <input type="checkbox"/> Payment by PAO. 	<ul style="list-style-type: none"> <input type="checkbox"/> Documentary proof of payment in original. <input type="checkbox"/> Registrar certificate. 	N/A	N/A	N/A

Subject:- Updating Citizen's/Client's Charter of DIPAM for the year 2018 – In respect of JS(RA) Division

Main Services/ Transaction

S. No	Services/ Transaction	Responsible Person(Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fee		
1.	Reimbursement of Brokerage to BRLMs.	US & DS/ Director concerned handling the transaction as per work allocation in the department	sushma.jain61@nic.in sanjeev.mohanty@nic.in priya.ranjan@nic.in	9313061505 (011-24368523) 9810922957 (011-24366086) 9868881285 (011-24368736)	<ul style="list-style-type: none"> • Scrutiny by concerned section of supporting documents submitted by BRLMs. • Obtaining approval of IFD. <input type="checkbox"/> Approval of HOD (Admin). <input type="checkbox"/> Issuance of Sanction. <input type="checkbox"/> Payment by PAO. 	<ul style="list-style-type: none"> <input type="checkbox"/> Documentary proof of payment in electronic confirmation from BRLM that payment has been debited from his bank account. <input type="checkbox"/> Certificate from BRLM. 	N/A	N/A	N/A
2.	Payment of Bills related to IPO /OFS/ FPO submitted by various intermediaries	US & DS/ Director concerned handling the transaction as per work allocation in the department	sushma.jain61@nic.in sanjeev.mohanty@nic.in priya.ranjan@nic.in	9313061505 (011-24368523) 9810922957 (011-24366086) 9868881285 (011-24368736)	<ul style="list-style-type: none"> <input type="checkbox"/> Scrutiny by concerned section of documents and bills submitted by intermediaries <input type="checkbox"/> Approval of IFD. <input type="checkbox"/> Issuance of Sanction and preparation of bill by Admin division. <input type="checkbox"/> Payment by PAO. 	<ul style="list-style-type: none"> <input type="checkbox"/> Documentary proof of payment in original. <input type="checkbox"/> Registrar certificate. 	N/A	N/A	N/A

Subject:- Updating Citizen's / Client's Charter of DIPAM for the year 2018 - In respect of JS (DB) Division

Main Services / Transaction

S. No.	Services/ Transaction	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fee		
1.	Reimbursement of Brokerage to BRLMs	US & DS/ Director concerned handling the transaction as per work allocation in the department	parthasarathi.g@nic.in raj.pal13@nic.in kumar.nityanand@nic.in	011-24366523 011-24368531 011-24368531	<ul style="list-style-type: none"> •Scrutiny by concerned Desk of supporting documents submitted by BRLMs. •Obtaining approval of IFD. •Approval of HOD (Admin). •Issuance of Sanction and preparation of bill by Admn. Division. •Payment by PAO. 	<ul style="list-style-type: none"> • Documentary proof of payment in form of electronic confirmation from BRLM that payment has been debited from his bank account. • Certificate from BRLM. 	N/A	N/A	N/A
2.	Payment of Bills related to IPO/ FPO submitted by various intermediaries	US & DS/ Director concerned handling the transaction as per work allocation in the department	parthasarathi.g@nic.in raj.pal13@nic.in kumar.nityanand@nic.in	011-24366523 011-24368531 011-24368531	<ul style="list-style-type: none"> •Scrutiny by concerned Desk of documents and bills submitted by intermediaries •Approval of IFD. •Issuance of Sanction and preparation of bill by Admn. Division. •Payment by PAO. 	<ul style="list-style-type: none"> • Documentary proof of payment in original. • Registrar certificate. 	N/A	N/A	N/A

Subject:- updating Citizen's/Client's Charter of DIPAM for the year 2018 – In respect of JS (NVR) Division

Main Services/Transaction

S. No	Services/Transactions	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fee		
1.	Reimbursement of Brokerage to BRLMs.	US & DS/ Director concerned handling the transaction as per work allocation in the department	sidhil.sasi@nic.in	9868725403 (011-24368345)	<ul style="list-style-type: none"> • Scrutiny by concerned section of supporting documents submitted by BRLMs. • Obtaining approval of IFD. <ul style="list-style-type: none"> ○ Approval of HOD (Admin). ○ Issuance of Sanction. ○ Payment by PAO. 	<ul style="list-style-type: none"> ▪ Documentary proof of payment in electronic confirmation from BRLM that payment has been debited from his bank account. ▪ Certificate from BRLM. 	N/A	N/A	N/A
2.	Payment of Bills related to IPO/OFS/FP O submitted by various intermediaries	US & DS/Director concerned handling the transaction as per work allocation in the department	sidhil.sasi@nic.in	9868725403 (011-24368345)	<ul style="list-style-type: none"> ○ Scrutiny by concerned section of supporting documents submitted by BRLMs. ○ Obtaining approval of IFD. ○ Approval of HOD (Admin). ○ Issuance of Sanction. ○ Payment by PAO. 	<ul style="list-style-type: none"> ▪ Documentary proof of payment in original. ▪ Registrar certificate. 	N/A	N/A	N/A

Service Standards

S.No.	Services/ Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	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.	35	Time taken for payment of bills from the date of receipt of claims with all requisite documents.	30	days	35	Departmental Records
2	Payment of Bills related to IPO / FPO submitted by intermediaries.	35	Time taken for payment of bills from the date of receipt of claims with all requisite documents	30	days	35	Departmental Records
3	Payment to vendors for goods and services provided to the department.	15	Time taken for payment of bills from the date of receipt of claims with all requisite documents	30	days	15	Departmental Records
4	Response to grievances	15	Time taken for disposal of grievance from the date of receipt of grievance.	45	days	15	Departmental Records

Grievance Redress

S.No	Name of the Public Grievance Officer	Helpline	E-mail	Mobile
1	Shri N. V. Reddy, JS	011-24368776	nv.reddy@nic.in	9818511191

Citizen's/Client's Charter

DIPAM

List of Stakeholders

1. Administrative Ministries
2. CPSEs
3. Minority shareholders/ investors
4. Book Running Lead Managers and other intermediaries
5. Merchant Bankers/ Legal Advisers

List of Responsibility centres / Attached / Subordinate organizations:

There are no Subordinate/ attached offices or Autonomous bodies under the administrative control of Department of Investment & Public Asset Management.

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 Investment & Public Asset Management for reimbursement to ensure that documentary proof of payment to brokers and requisite Registrar certificate are enclosed to enable DIPAM to expedite process of payment.

2. Grievance in respect of service(s) included in the Citizen's/ Client's 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, 2019

As part of the Performance Monitoring and Evaluation System (PMES) for Government Departments as approved by the Hon'ble Prime Minister, this department 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.

For Suggestions and feedback, please contact:

Smt. Neera Sharma (Deputy Secretary)

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Phone: 011-24368522