

**Citizens' Charter / Client's Charter**

**Department of Fertilizers**  
Ministry of Chemicals and Fertilizers  
Shastri Bhawan, New Delhi-110001  
Website: [www.fert.nic.in](http://www.fert.nic.in)

**Citizen's / Client's Charter – Department of fertilizers**

**Vision and Mission**

Vision:-

Achieving fertilizers security for the country for sustainable agricultural growth supported by a robust domestic fertilizer industry

Mission:-

Ensuring adequate and timely availability of fertilizers to the farmers at affordable prices through planned production and imports and distribution of fertilizers in the country and planning for self-sufficiency in urea production.

Next Charter Review Date:- 31<sup>st</sup> May, 2022

## Main Services/Transactions

S. No.	Services/ Transaction	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
							Categ ory	Mode	Amount
1.	Timely payment of Subsidy to Fertilizers companies for indigenous urea	<b>Smt. Rekha Sharma, JD(F&amp;A)</b>	<b>Rekha.sharma62@nic.in</b>	<b>26106817</b>	Indigenous Urea 95% on A/c payment within 60 days on continuing concession rate	1. Annexure I, II, V, IX, X, ECA statement and receipt reports duly signed by Authorized signatory. 2. Certificate of Chartered Accountant/ Statutory auditors wherever necessary 3. Signed copy of complete claim (uploaded in FMS). 4. Annexure III and XI of previous year duly signed by authorized signatory and statutory auditor required to be submitted by units with June claim. 5. Annexure XII (A) and XII(B) of every quarter duly signed by authorized signatory should be submitted alongwith respective quarter ending month claim.	N/A	N/A	N/A
					5% Balance claim payment within 30 days on annual concession rate	1. Signed copy of complete claim (uploaded in FMS) 2. Certificates of Chartered/ Statutory Auditors wherever necessary. 3. Proforma B-1 and B-2 as applicable.	N/A	N/A	N/A
					Settlement of escalation claims within 30 days.		N/A	N/A	N/A



## Main Services/Transactions

S. No.	Services/Transaction	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
							Category	Mode	Amount
2.	Timely Payment of Subsidy to Fertilizer Companies for Indigenous as well as Imported P&K, Imported Urea and City Compost	<b>Dr. Madhu Sharma Dir.(A/c)</b>	<b>madhu.sharma86@gov.in</b>	<b>(23062508)</b>	<b>Imported Urea</b> Initial Payment 98 % of the claimed amount within 10 working days	<b>Check list for 98% advance payment claim submitted by the STEs:</b> 1. Authorization issued by DoF 2. Undertaking for approval by Sales Purchase Committee (SPC) of STE's and Performance Guarantee (PG) Bond from suppliers 3. Letter of Credit (LC) opening certificate from the bank 4. Sailing advice 5. Purchase contract 6. Insurance Certificate 7. Nomination message issued by DoF 8. C&F waiver from Transchart 9. Bill of lading (BL) 10. Loadport quality certificate 11. DoF approval for Cash Against Document (CAD) payment. 12. Arrival report in case of import payment in AED.	N/A	N/A	N/A
						<b>Checklist for 100% payment of cost of urea - claim of M/s OMIFCO received from Shipping Division:-</b> 1. Bill of lading 2. Commercial invoice 3. Certificate of origin 4. Stowage plan 5. Draft survey Report 6. Certificate of quality at load port 7. Nomination message			

S. No.	Services/ Transaction	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
							Category	Mode	Amount
					<p><b>Imported Urea Final Payment</b> Balance 2% claim</p>	<p>Checklist for 2% payment claim bill submitted by the STE's:-                      1. Insurance documents                      2. Bank Advices in support of payment to supplier.                      3. Commercial Invoice                      4. Bills of lading                      5. Load port draught survey report                      6. Certificate of origin issued by the Chamber of commerce of Country of origin                      7. Certificate of inspection/ quality at Loadport.                      8. Quality certificate of Discharge Port.                      9. Stowage plan                      10. Seller's inspection certificate duly attested by the inspection Agent                      11. Joint draught survey report at discharge port.</p>	N/A	N/A	N/A
					<p><b>Imported Urea</b> Initial Payment 90% Ocean Freight amount within 7 working days</p>	<p><b>For 90% Ocean Freight</b>                      1. Shipping Authorization.                      2. Copy of Bill of Lading.                      3. Copy of Sailing Advice                      4. Debit Note                      5. Copy of Charter Party Agreement.                      6. Copy of NOR at Discharge Port.</p>			



**in Services/Transactions**

S. No.	Services/Transaction	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
							Categ ory	Mode	Amou nt
					<p><b>Imported Urea</b> Final Payment 10% Ocean Freight amount within 60 days</p>	<p><b>For Balance 10% Ocean Freight</b> 1. Shipping Authorization. 2. Laodport Lay time Calculation. 3. Discharge Port Lay time Calculation. 4. Debit Note 5. Approval of Shipping Division by Lay time calculations.</p>			
					<p><b>Indigenous &amp; Imported P &amp; K Fertilizers</b> <b>Initial Payment</b> Payment of On Account claim equal to 85%/90% amount based on NBS rate within 10 working days of receipt of fully documented claims</p>	<p><b>On account claims (except SSP):</b> 1. Performa 'A' &amp; 'C' duly signed by the authorized signatory and Statutory Auditor of the company. 2. Certificates of Statutory auditors. 3. Undertaking. 4. Annexure-I duly signed by the authorized signatory and Statutory Auditor of the company. 5. Bank Guarantee (in case of 90% claims) 6. Certificate of MRP. 7. Certificate of submission of Cost Data. <b>On account claim in r/o SSP:-</b> 1) Performa A &amp; C duly signed by authorized signatory. 2) Certificate of statutory auditor. 3) Quality Certificate 4) Production Certificate 5) Undertaking 6) Annexure (showing details of the sale duly signed by auditor).. 7) Performa E 8) Performa F 9) Bank Guarantee (in case of 90% claims).</p>	N/A	N/A	N/A

**in Services/Transactions**

No.	Services/ Transaction	Responsible person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
							Category	Mode	Amount
					<p><b>Indigenous &amp; Imported P &amp; K Fertilizers</b>  <b>Final Payment</b>                      Payment of Balance claims (15%/10%) within 30 days of receipt of fully documented claims.</p>	<p><b>Balance (15%/10%) claims :</b>                      1. Claim in proforma (consolidated) and State-wise claim in proforma B&amp;D duly signed by the authorized signatory &amp; statutory auditor of the company.                      2. Quality Certificate in proforma B1.                      3. Quality certificate in proforma B2 (except SSP)                      4. Retailers acknowledgement in mFMS.</p>	N/A	N/A	N/A
3.	<p><b>DBT Scheme</b>                      Timely Payment of Subsidy to Fertilizer Companies for Indigenous and Imported fertilizers, imported urea and City Compost</p>	<p><b>Dr. Madhu Sharma</b>  <b>Dir.(A/c)</b></p>	<p><b>madhu.sharma86@gov.in</b></p>	<p><b>23062608</b></p>	<p>100% payment of Subsidy to the Fertilizer Manufacturing/Importing companies on the basis of Actual sales by the retailer to the beneficiary.</p>	<p>1. Advance Sanction Issued by Programme Division with the Concurrence of IFD.                      2. Submission of Weekly Claims by Fertilizer Companies in iFMS indicating Quantity of Fertilizer sold at retail point, list of retailers who sold the Fertilizers &amp; the details of beneficiary who purchase the Subsidised Fertilizers. 3. Proforma B1 &amp; B2</p>	N/A	N/A	N/A



4.	<p>(i) Ensuring of availability of fertilizers (Urea, DAP, MOP &amp; NPK) in all the States as per DAC&amp;FW projection of requirement.</p> <p>(ii) Timely arrangement of imports of urea to bridge the gap between indigenous production and requirement as assessed by DAC&amp;FW.</p>	<p><b>Shri Jatin Chopra, AC(Mov.)</b></p>	<p><b>director.movement@gmail.com</b></p>	<p><u>9717646416</u> (23381828)</p>	<p>25<sup>th</sup> March for Kharif</p> <p>25<sup>th</sup> September for Rabi</p>	<p>Receipt of requirement from DAC&amp;FW production data from P&amp;I division of DoF</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>
5.	<p>Timely fixing of production as projected by DAC&amp;FW</p>	<p><b>Shri Johan Topno, DS(E&amp;S)</b></p>	<p><b><u>Johan.topno@nic.in</u></b></p>	<p><b>9868101749</b> (<b>23388064</b>)</p>	<p>An annual meeting is held under the Chairmanship of Economic Adviser to finalize the production targets after discussion with the Companies on their estimated targets.</p>	<p>Season-wise and product-wise estimated productions targets of all the companies.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>



6.	Timely payment of bills to Vendors	<b>Sh. Prabhas Kumar, Director</b>	<a href="mailto:k.prabhas@nic.in">k.prabhas@nic.in</a>	<b>9463913511 (23386398)</b>	Receipt of claims	N/A	N/A	N/A
7.	Responding to queries	<b>Sh. Vikrant Sachdeva (DS)</b>	<a href="mailto:dsfinfert@gov.in">dsfinfert@gov.in</a>	<b>9810157400 (23388536)</b>	Various form of queries	Relevant documents	N/A	N/A
8.	Prompt Grievance Redressal	<b>Sh. Vikrant Sachdeva (DS)</b>	<a href="mailto:dsfinfert@gov.in">dsfinfert@gov.in</a>	<b>9810157400 (23388536)</b>	Receipts of grievances	Relevant document	N/A	N/A

**Services Standards**

S. No.	Services/Transaction	Success Indicators	Service Standards (days)	Unit	Data Source
1.	Timely payment of Subsidy to Fertilizers companies for indigenous urea	<b>Indigenous Urea</b> 95% on A/c payment within 60 days on continuing concession rate	60	Working days	Files & Records
		5% Balance claim payment within 30 days on annual concession rate	30	Working days	Files & Records
		Settlement of escalation claims within 30 days	30	Working days	Files & Records
2.	Timely payment of Subsidy to Fertilizers companies for indigenous as well as imported P & K Fertilizers, imported urea and City Compost	1. <b>Imported Urea</b> (i) For imported urea 98% of the claimed amount subject to availability of funds	10	working days	Files & Records

**Service Standards**

		(ii) Balance payment within 30 working days of settlement subject to availability of funds.	30	working days	Files & Records
		<b>2. Indigenous and Imported P&amp;K</b> (i) Initial payment within 60 days on continuing concession rate.	60	working days	Files & Records
		<b>(ii) Settlement of escalation claims within 30 days of receipt of claim subject to availability of funds</b>	30	working days	Files & Records
		3. Receipt of 85/90% of the total subsidy bill as On Account payment within 10 days in r/o P & K fertilizers of fully documented claims subject to Availability of funds.	10	working days	Files & Records
		4. Balance payment of P & K fertilizers within 30 days including payments and sale of fertilizers/receipt of claims subject to availability of funds.	30	working days	Files & Records
3.	<b>DBT Scheme</b> Timely Payment of Subsidy to Fertilizer Companies for Indigenous as well as Imported P&K, Imported Urea and City Compost.	100% payment of Subsidy to the Fertilizer/Manufacturing/Importing companies on the basis of Actual sales by the retailer to the beneficiary. <b>Achievement:-</b> DBT Roll out across the country is ongoing in a Phase-wise manner and will be completed by March 2018. The achievements will be Quantified in the next financial year ie.2018-19.	7	Working Days	Files and Records
4.	Timely fixing of production for 100% of Fertilizers companies	By March for kharif	31 <sup>st</sup> March	Date	Files & Records
5.	Timely payment of bills to Vendors	By Sept. for Rabi	30 <sup>th</sup> Sept.		
6.	Responding to queries	No. of Days	30	Working days	100%
		No. of Days	30	Working days	100%



7.	Prompt Grievance Redressal	No. of Days	30	Working days	The cases relating to the deptt were redressed well within 30 days. However, some cases belonging to fert. PSUs took more than 30 days. However, the average disposable rate of petitions has been reduced to 34 cases only from 46 cases earlier. The overall disposal percentage is around 80%.
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**Citizen/Clients Charter for Department of Fertilizers (2020)**  
**grievances**<http://pgportal.gov.in/>

**Website url to lodge**

**Grievance Redressal Officer:-**

S. No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1.	Shri Partha Sarthi Sen Sharma, Joint Secretary	011-23380221	Sensharm.up@nic.in	8874555513



**Citizen/Clients Charter for Department of Fertilizers (2020)**

**List of Stake Holders/Clients**

<b>S.No.</b>	<b>Stakeholders/Clients</b>
1.	<p>All PSUs/Cooperative Society, with their respective web-sites, under the administrative Control of DOF viz.</p> <ol style="list-style-type: none"> <li>1. National Fertilizers Limited (NFL)-www.nationalfertilizers.com</li> <li>2. Rashtriya Chemicals &amp; Fertilizers Limited (RCF)-www.rcfltd.com</li> <li>3. Madras Fertilizers Limited (MFL)-www.madrasfert.in</li> <li>4. The Fertilizer And Chemicals Travancore Limited (FACT)-www.fact.co.in</li> <li>5. Project &amp; Development India Limited (PDIL)-www.pdil.in.com</li> <li>6. Brahmaputra Valley Fertilizers Cooperation Limited (BVFCL)-www.bvfcl.com</li> <li>7. FCI-Aravali Gypsum &amp; Minerals India Limited (FAGMIL)-www.fagmil.nic.in</li> <li>8. Fertilizer Cooperation of India Limited (FCIL)-www.fertcorpindia.nic.in</li> <li>9. Krishak Bharti Cooperative Limited (KRIBHCO)-www.kribhco.net</li> <li>10. Indian Farmers' Fertiliser Cooperative Limited (IFFCO)-www.iffco.in</li> </ol> <p>For further details, respective website of the companies may be viewed.</p>
2.	<p>All other fertilizer producing companies For further details, respective website of the companies may be viewed.</p>
3.	<p>Department of Agriculture and Cooperation</p>
4.	<p>State Governments</p>
5.	<p>Importers of Fertilizers (Urea, DAP, MOP, Complexes) For further details, DoF website may be viewed.</p>
6.	<p>Importers / Raw material suppliers For further details, DoF website may be viewed.</p>
7.	<p>Other Ministries (Ministry of Finance, Ministry of Petroleum and Natural gas, Ministry of Railways, Ministry of Surface transport, Planning Commission, Department of Public Enterprises, Public Enterprises Selection Board, Tariff Commission, DGFT etc.</p>
8.	<p>Farmers</p>

**Citizen/Clients Charter for Department of Fertilizers (2020)**

**Responsibility Centres and subordinate Organizations**

Sl. No.	Responsibility Centers and subordinate	Landline Number	Email	Mobile Number	Address
1.	Fertilizer Industry coordination Committee (FICC)- it is an attached office of DoF	26109820	dirfa-fert@nic.in	9873430441	8 <sup>th</sup> Floor, SewaBhawan, R.K. Puram, New Delhi
2.	Project & Development India Limited (PDIL)	2529809	noida@pdilin.com	8527889103	PDIL Bhawan, A-14, Sector-1, Noida-201301, Distt. GautamBudh Nagar (U.P)
3.	Madras Fertilizers Limited (MFL)	25941001	cmd@madrasfert.nic.in	9810077986	Manali, Chennai- 600068
4.	FCI-Aravali Gypsum & Minerals India Limited (FAGMIL)	2544392	fagmil@redifmail.com	9810593331	Mangu Singh Rajvi Marg Paota "B" Road, Jodhpur-342010 (Rajasthan)
5.	Brahmaputra Valley Fertilizers Cooperation Limited (BVFCL)	2500207	bvfcnam@bsnl.in	9711350282	Namrup, P.O Parpatpur-786623, Distt. Dibrugarh, Assam
6.	Rashtriya Chemicals & Fertilizers Limited (RCF)	24045100	corpotech@rcfttd.com	9868222899	Eastern Express Highway 'Sion' Mumbai-400074
7.	National Fertilizers Limited (NFL)	2412383	snmahey@nfl.co.in	9818662210	A-10, Sector-24, Noida-201301, Distt. GautamBudh Nagar (U.P)
8.	The Fertilizer And Chemicals Travancore Limited (FACT)	2546126	fact@vsnl.net	9910465577	Udyogmandal-683501, karala
9.	Krishak Bharti Cooperative Limited (KRIBHCO)	2537113	rajanchowdhry@kribhco.net	9910331445	Plot No. A-10, Sector-1, Noida-201301, Distt. Gautam Budh Nagar (U.P)
10.	Indian Farmers' Fertilizer Cooperative Ltd. (IFFCO)	42592601	usawasthi@iffco.in	9810113096	IFFCO SADAN, C-1, Distt. Centre Saket Place, New Delhi-110017



**Citizen's /Client's Charter – Department of fertilizers (2020)**

**Indicative Expectations from Service**

<b>Sl. No.</b>	<b>Indicative Expectations from Service Recipients</b>
1.	Timely Submission of subsidy claims with full documents.
2.	Firm and realistic projections of requirement of Fertilizers from Department of Agriculture and Cooperation and State Governments.
3.	Ensuring sales of fertilizers only for agricultural purposes by state Govt.
4.	Monitoring of sales of fertilizers to avoid black-marketing/Hoarding/pilferages
5.	Ensuring production by fertilizers Producing Industry
6.	Ensuring energy efficiency and technological upgradation by PSUs
7.	Balanced use of Fertilizers by Farmers
8.	Purchase of fertilizers by farmers at prescribed MRP
9.	Incidence of Black Marketing/Malpractices to be District Collectors or Agriculture Department
10.	Suggestions for improvement in distribution, movement, sales and any other matter related to fertilizers

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