



**Citizen's / Client's Charter for
Directorate-General of Mines Safety
Ministry of Labour & Employment
(2018-2019)**

Address : **Directorate General of Mines Safety, Hirapur, Dhanbad – 826001 (Jharkhand)**
Website ID : **dgms.gov.in**
Date of Issue : **1st October, 2011**
Reviewed : **31st March, 2019**
Next Review : **31st March, 2020**

VISION

To attain risk and hazard free conditions of work and welfare of persons employed in the mines.

MISSION

To identify and reduce risk of accidents and diseases in and around the mine through:

- Development of suitable legislation, rules, regulations, standards and guidelines;
- Adequate measures to ensure compliance and
- Awareness initiatives to inculcate safety and health culture amongst work persons and stakeholders.

Main Services/Transactions

Sl. No.	Service/Transaction	Weight	Responsible Person	E-mail	Phone Number	Process	Document Required	Fee		
								Category	Mode	Amount
1.	Inspection of Mines	20	Dy. Director of Mines Safety (Electrical, Mechanical, Mining) of all regions and sub-regions and Director of Mines Safety (Electrical, Mechanical, Mining) of all regions.	Details as Annexure I	Details as Annexure I	Mines are inspected as per allotment through Shram Shuvidha Portal. Action taken subsequent to inspection: <ul style="list-style-type: none"> • Pointing out contraventions • Withdrawal of permission • Issue of improvement notices • Prohibition of employment • Prosecution in the Court of law 	NA	NA	NA	NA
2.	Enquiries	20								
	Accident Enquiries		Dy. Director of Mines Safety (Electrical, Mechanical, Mining) of all regions and sub-regions and Director of Mines Safety (Electrical, Mechanical, Mining) of all regions. Dy. Director General In-Charge of the Zone	Details as Annexure II	Details as Annexure II	On receipt of information of any accident, the concerned Dy. Director of Mines Safety (Electrical, Mechanical, Mining) and/or Director of Mines Safety (Electrical, Mechanical, Mining) and/or Dy. Director General, In-Charge of the Zone conducts enquiry after visiting the site of accident. Action taken subsequent to enquiry: <ul style="list-style-type: none"> • Prosecution in the Court of law if warranted. 	NA	NA	NA	NA

Enquiries of Dangerous Occurrences		Dy. Director of Mines Safety (Electrical, Mechanical, Mining) and Director of Mines Safety (Electrical, Mechanical, Mining) of all regions and sub-regions.	Details as Annexure I	Details as Annexure I	On receipt of information of dangerous occurrences in the mines, the concerned Dy. Director of Mines Safety (Electrical, Mechanical, Mining) and/ or Director of Mines Safety (Electrical, Mechanical, Mining) conducts enquiry after visiting the mine.	Information received from the recipient(s) giving his contact details and also giving details about the mines, issue involved and pinpointing the area of concern with justification.	NA	NA	NA
Complaint Enquiries		Dy. Director of Region Director In-Charge of Region Dy. Director General In-Charge of the Zone Dy. Director General in-charge of Zone	Details as Annexure II	Details as Annexure II	Complaints received by Director In-Charge of Region, scrutinizing the merit of the complaint, calls for enquiry into the complaint by the concerned Dy. Director of the region. Opinion of the Dy. Director being submitted for obtaining final remarks of the Director of the Region for taking action into the matter. In case of any VIP Complaint the concerned Dy. Director General shall	Complaint (s) received from the recipient(s) giving his contact details and also giving details about the mines, issue involved and pinpointing the area of concern with justification.	NA	NA	NA

						either enquire it himself depending on the gravity of the complaint or get it enquired through the Dy. Director/Director of the Region.				
3.	Grant of Permissions/Exemptions /Relaxations	15	Dy. Director (Mining) Director In-Charge of a Region Dy. Director-General in-charge of a Zone Approval in certain permission cases to be obtained from Director General level	Details as Annexure II	Details as Annexure II	Scrutinizing the application by Dy. Director (Mining) and put up with comment to Director. Granting/rejection/record of the case. In some cases, comment being forwarded to Dy. DG for his approval on the note sheet and finally granting/rejection/ recording of the case being done by the concerned Director of the Region. In some cases, comments of Dy. Director General, In-charge of a Zone, forwarded to Director-General for obtaining his approval on the note sheet for finally granting/rejection/recording of the case and final letter to be issued accordingly by the concerned Director of the Region.	An application received from the recipient (s) has to be complete in all respects.			

			<p>Dy. Director (Elect)</p> <p>Director (Elect)</p> <p>Dy. Director-General (Elect)</p> <p>Dy. Director (Mech)</p> <p>Director (Mech)</p> <p>Dy. Director-General (Mech)</p>			<p>Similar procedure is being adopted in case of permission cases relating to Electrical discipline.</p> <p>Similar procedure is being adopted in case of permission cases relating to Mechanical discipline.</p>				
4.	Granting approvals of various safety equipments used in mines.	15	<p>For approval of Mines Safety Equipments :</p> <p>Dy. Director(MSE) HQ; Director (MSE)HQ/ Dy. Director General, HQ</p> <p>Dy. Director (S&T), HQ; Director (S&T) HQ. Dy. Director General, HQ</p> <p>For approval of Electrical items/ equipments: Dy.</p>	Details as Annexure III	Details as Annexure III	<p>Process in all these cases are similar: Scrutinizing the application by concerned Dy. Director, who puts up his comments to Director and forwarded to Dy. Director General for his comments on the note sheet.</p> <p>Finally approval/rejection/recording of the case being done by the Director General.</p>	An application received from the recipient (s) has to be complete in all respects attaching test reports.	NA	NA	NA

			<p>Director (Elect) HQ; Director (Elect) HQ; Dy. Director General (Elect) HQ</p> <p>For approval of Mechanical items/equipments : Dy. Director (Mech) HQ; Director (Mech) HQ; Dy. Director General (Mech) HQ</p>						
5.	Conducting statutory mining examinations	20	<p>Dy. Director (Exam) HQ; Director (Exam) HQ; Dy. Director General in-charge of a Zone.</p>	Details as Annexure IV	Details as Annexure IV	<p>Scrutinizing the application by office staff/assistant and Dy. Director, and put up with comment to Director and finally granting/rejection of the case being done by the Director (Exam)/Secretary, Board of Mining Examinations at Head Quarter and Regional/Zonal office by Director/Zonal Secretary (Exam).</p> <p>For any policy matters, the matter referred through the Director General/Chairman, Board of Mining Examination to the Board and the final</p>	An application received from the recipient (s) has to be complete in all respects.	(1) Under Coal Mines Regulations, 2017	In all cases fee has to be paid online through website namely www.bharatkosh.gov.in.

						decision is taken by the Board of Mining Examination		(a) First Class Manager's Certificate		Rs. 1200/-
								(b) Second Class Manager's Certificate		Rs.900
								(c) Surveyor's Certificate		Rs.600
								(d) Overman's Certificate		Rs.600
								(e) Sirdar's Certificate		Rs.400
								(f) Gas Testing Certificate		Rs.300
								(g) Winding Enginema n's Certificate		Rs.300

								(2) Under Metallifero us Mines Regulatio ns, 1961		
								(a) First Class Manager's Certificate		Rs.100
								(b) Second Class Manager's Certificate		Rs.75
								(c) Surveyor's Certificate		Rs.50
								(d) Foreman's Certificate		Rs.50
								(e) Mate's Certificate		Rs.30
								(f) I class Engine – driver's Certificate		Rs.30
								(g) II class Engine – driver's		Rs.25

								(g) Blaster's Certificate		Rs.25
								(h) Gas Testing Certificate Certificate		Rs.300
6.	Promotional Initiatives	10								
	National Safety Awards (Mines)		Dy. Director (SOMA); Director (SOMA)	Details As Annexure V	Details As Annexure V		NA	NA	NA	NA
	All India Mines Rescue Competitions		Dy. Director (DMRS); Director (DMRS)	Details As Annexure VI	Details As Annexure VI	To facilitate in conduct of Zonal Mines Rescue Competitions and all India Mines Rescue Competitions by different mining companies.	NA	NA	NA	NA
	Mines Safety Weeks and Fortnights		Dy. Director of Mines Safety (Electrical, Mechanical, Mining) of all regions and sub-regions and Director of Mines Safety (Electrical, Mechanical, Mining) of all regions and Dy. Director General of Mines Safety of all zones.	Details as Annexure II	Details as Annexure II	To facilitate in conduct of Mines Safety Weeks and Fortnights of different mines.	NA	NA	NA	NA

Service Standards

Sl. No.	Services/Transaction	Weight %	Success Indicators	Service Standard	Unit	Weight	Data Source																	
1.0	Inspection of Mines	20	<p><u>Norms for Inspections and Inquiries:</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Description of field offices</th> <th colspan="2">Number of Inspections</th> </tr> <tr> <th>Dy. Director</th> <th>Director</th> </tr> </thead> <tbody> <tr> <td>Field office with pre-dominance of non-coal mines</td> <td style="text-align: center;">130</td> <td style="text-align: center;">85</td> </tr> <tr> <td>Field office with a mix of coal and non-coal mines</td> <td style="text-align: center;">115</td> <td style="text-align: center;">75</td> </tr> <tr> <td>Field office with pre-dominance of coal mines</td> <td style="text-align: center;">100</td> <td style="text-align: center;">65</td> </tr> </tbody> </table> <p>The norms for inspection and Inquiries to the officers with additional work as Staff Officer to DDG and DDOs are 50% and 80% respectively of the target fixed for officers in the Region/Zones.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="text-align: center;">Head Quarters</td> <td style="text-align: center;">50 field days</td> <td style="text-align: center;">25 field days</td> </tr> </table>	Description of field offices	Number of Inspections		Dy. Director	Director	Field office with pre-dominance of non-coal mines	130	85	Field office with a mix of coal and non-coal mines	115	75	Field office with pre-dominance of coal mines	100	65	Head Quarters	50 field days	25 field days	To complete the minimum number of inspections/field days	Inspections/Field days	20	Policy of DGMS
Description of field offices	Number of Inspections																							
	Dy. Director	Director																						
Field office with pre-dominance of non-coal mines	130	85																						
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Field office with pre-dominance of coal mines	100	65																						
Head Quarters	50 field days	25 field days																						
2.0	<p><u>Enquiries</u></p> <p>I. Accident enquiries</p> <p>II. Enquiries of dangerous occurrences</p> <p>III. Complaint enquiries</p>	20	Average time taken for completion of enquiries after receipt of the information/complaint at the Directorate.	Within a period of 90 days of receipt of information/Complaint.	Days	20	Policy of DGMS																	

3.0	Grant of Permissions/ Exemptions /Relaxations	15	Average time taken for issue of permissions/relaxation/exemption & granting thereof after the proposal is received at the Directorate.	Within a period of 90 days of the receipt of applications complete in all respect.	Days	15	Policy of DGMS
4.0	Granting approvals of various safety equipments used in mines	15	Average time taken for issue of approval after the proposal is received at the Directorate.	Within a period of 90 days of the receipt of applications complete in all respect. (Testing period extra)	Days	15	Policy of DGMS
5.0	Conducting statutory mining examinations	25	Average time taken for finalization, after all the applications are received at the Directorate.	Within a year of its receipt.	Year	25	Policy of DGMS
6.0	Promotional Activities I. National Safety Awards. II. All India Mines Rescue Competition III. Mines Safety Week and Safety Fortnight	10	Finalisation of National Safety Awards. To assist mining companies in organising All India Mines Rescue Competition once in every year. To assist mining companies in organising Mines Safety Week and Fortnight once in every year.	Successful in finalisation of National Safety Awards. Successful in facilitating in conducting the competition every year Successful in facilitating in organising Safety Weeks and Safety Fortnights every year	Year	10	Policy of DGMS

Grievance Redress Mechanism

Sl.No	Name of the Public Grievance Officer	Helpline Number	E-mail
1.	Shri D.K. Sahu Dy. Director General of Mines Safety, HQ	0326-2221021	dksahudgms@gmail.com dksahu@dgms.gov.in
2.	Shri K Nageshwar Rao Dy. Director General of Mines Safety, Central Zone, Dhanbad	0326-2221030	ddg.cz@dgms.gov.in
3.	Shri B. Papa Rao, Director of Mines Safety, Additional charge of Dy. Director General of Mines Safety, Eastern Zone, Sitarampur	0341-2514210 0341-2510710	ez.dgms@gmail.com bpaparao@dgms.gov.in
4.	Shri Subra Bagchi, Director of Mines Safety, Additional charge of Dy. Director General of Mines Safety, South Eastern Zone, Ranchi	0651-2233033	ddgsezranchi@gmail.com ddgsez@gmail.com sbagchi@dgms.gov.in
5.	Shri R. Subramanian Dy. Director General of Mines Safety, Western Zone, Nagpur	0712-2511020	wz.dgms@gmail.com rsdgms@gmail.com
6.	Shri Vidyapathi Dy. Director General of Mines Safety, South Central Zone, Hyderabad	040-27532500	ddgscz@gmail.com vps20009@gmail.com
7.	Shri G Vijaya Kumar Director of Mines Safety, Additional charge of Dy. Director General of Mines Safety, Southern Zone, Bengaluru	080-25355971	szddgdgms@gmail.com vgubba@gmail.com
8.	Shri R. Subramanian (Additional Charge) Dy. Director General of Mines Safety, North Western Zone, Udaipur	0294-2465516 0294-2465517	rsdgmsnwz@gmail.com nwz.dgms@gmail.com
9.	Shri C. Ramesh Kumar Dy. Director General of Mines Safety, Northern Zone, Ghaziabad	0120-2705364	crkumar@dgms.gov.in nz.dgms@gmail.com

List of Stakeholders/Clients

Sl.No.	Stakeholders/Clients
1.	Central Ministries/Departments
2.	State Governments /District Administrations
3.	Courts of Law
4.	All Mining Industries connected with mining operations/unorganized mining sectors
5.	All Workers/Central Trade Unions of mines
6.	All Employers/Employees Organisations of mines

Indicative Expectation from Service Recipients

S. No.	Indicative Expectation from Service Recipients
1.	Applications for permission/relaxation/exemption/authorisation received from the recipient(s) has to be complete in all respects
2.	Applications for seeking approval received from the recipient(s) has to be complete in all respects along with test reports.
3.	Applications received from the applicant(s)/candidate(s) for appearing statutory examination has to be complete in all respects.
4.	Complaint(s) received from the recipient(s) giving his contact details, about the issues, location of the mine, pinpointing the area of concern with justification.
5.	Showing courtesy to DGMS Official(s).
6.	Always keep proper records of your letters and communications with DGMS.
7.	To check the website regularly for updates on policies, programmes and procedures

Annexure - I

Sl.No.	Name S/Shri	Designation	E-mail	Phone No
1.	Ajay Singh	Director (Elect), CZ, Dhanbad	ajaysingh@dgms.gov.in ajaya_sccl@yahoo.co.in	0326-2221031
2.	Sandeep Srivastava	Director (Mech), CZ, Dhanbad	sandeep.shrivastava7@gmail.com directormechnical@gmail.com	0326-2221032
3.	Venkata Subarao Ankalagala	Dy. Director (Elect), CZ, Dhanbad	vsubbarao@dgms.gov.in	
4.	Ajaykumar Ramnaresh Yadav	Dy. Director (Mech), CZ, Dhanbad	ajyadav@gmail.com	
5.	B.L. Meena	Director (Mining), CZ, Region-1	blmeena@dgms.gov.in blmeenadd@rediffmail.com	0326-2221033
6.	TikeshwarMahto	Dy. Director (Mining), CZ, Region-1	tmahto@dgms.gov.in	
7.	Murli Dhar Mishra	Director (Mining), Region-2	mdmishra@dgms.gov.in	0326-2221034
8.	Ramesh Walikar	Dy. Director, CZ, Region-2	rwalikar@dgms.gov.in walikarramesh514@gmail.com	0326-2221034
9.	S.D. Chiddarwar	Director (Mining), CZ, Region-3	sdchiddarwar@dgms.gov.in satish_2306@rediffmail.com	0326-2221035
10.	Saket Bharti	Dy. Director (Mining), CZ, Region-3	sbharti@dgms.gov.in saketbharati@yahoo.com	0326-2221158
11.	A.K. Mishra	Director (Mining), Koderma Region	akmishra@dgms.gov.in akmdgms@gmail.com	06534-222401
12.	K.A. Naidu	Dy. Director (Mining), Koderma Region	kapplanaidu@dgms.gov.in naiduappal@gmail.com	06534-222579
13.	B.B. Satiar	Director (Mining), SO to DDG, EZ, Sitarampur	bipulsatiardgms@gmail.com	0341-2510721
14.	Prakash Kumar	Director (Elect.) [Additional Charge], EZ, Sitarampur	verma.pk71@gmail.com prakashkumar@dgms.gov.in	0341-2510721
15.	Vikash Govindrao Meshram	Dy. Director (Elect.), EZ, Sitarampur	vgmeshram@dgms.gov.in vikas.meshram72@gmail.com	0341-2514222
16.	Sankarsana Behera	Dy. Director (Mech.), EZ, Sitarampur	sbehera@dgms.gov.in	0341-2514207
17.	B. Papa Rao	Director (Mining), EZ, Region-1	bpaparao@dgms.gov.in paparaob1@gmail.com	0341-2514203
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19.	VirPratap	Director (Mining), EZ, Region-2	vir.ddms@gmail.com vpratap@dgms.gov.in	0341-2514213
20.	A. Rambabu	Dy. Director (Mining), EZ, Region-2	arbvenny_aderla@yahoo.co.in arambabu@dgms.gov.in	0341-2514214
21.	Surjit Katewa	Dy. Director (Mining), EZ, Region-2	surjeetkatewa@gmail.com skatewa@dgms.gov.in	0341-2514215
22.	N.P. Deori	Director (Mining) EZ, Region-3	deorinavaprokash@gmail.com npdeori@dgms.gov.in	0341-2514217
23.	K.Tirupathi	Dy. Director(Mining) EZ, Region-3	kthirupathi@dgms.gov.in kamera.thirupathi6@gmail.com	0341-2514219
24.	Ashok Kumar	Director (Mining), Guwahati, Region	ashokdgms@gmail.com	0361-2550129
25.	K Ravinder	Dy. Director (Mining), Guwahati, Region	rkandakatla@dgms.gov.in kandakatla_ravi@yahoo.co.in	0361-2650025
26.	Supriyo Chakraborty	Director (Mining), SO to DDG (SEZ), Ranchi	schakraborty@dgms.gov.in dnbsupriyo@rediffmail.com	0651-2233110
27.	Anand Agarwal	Director (Elect.), SEZ, Ranchi	aagrawal@dgms.gov.in anand.gd.agrawal@gmail.com	

28.	P.K. Singh	Director (Mech.) SEZ, Ranchi	pk Singh@dgms.gov.in pk Singhdddmsm69@gmail.com	
29.	Suresh Kumar Pedada	Dy. Director (Mech.) SEZ, Ranchi	skpedada@dgms.gov.in	
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32.	M.K. Gupta	Dy. Director (Mining), Ranchi Region	mkgupta@dgms.gov.in	
33.	Saifullah Ansari	Director (Mining), Raigarh Region	dgmsraigarh@gmail.com sansari@dgms.gov.in	07762-220611
34.	M.K. Sahoo	Dy. Director (Mining), Raigarh Region	mks9111976@gmail.com	07762-220116
35.	Subhro Bagchi	Director (Mining), Bubneshwar Region	sbagchi.dgms@yahoo.com dgmsbbsr@gmail.com sbagchi@dgms.gov.in	0674-2301283
36.	Satyanarayana Inumula	Dy. Director (Mining) Bubneshwar Region	isnindian@gmail.com dgmsbbsr@gmail.com	0674-2301452
37.	Supriyo Chakraborty	Director (Mining) [Additional Charge], Chaibasa Region	sez.cbsadgms@gmail.com dnbsupriyo@rediffmail.com	06582-256480
38.	Niranjan Kumar	Dy. Director (Mining), Chaibasa Region	nkumar.ism@gmail.com	06582-256480
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40.	S. Bhisare	Director (Mech.), WZ, Nagpur	sudhirbhisare@gmail.com	0712-2511024
41.	C. Palanimalai	Director (Elect.) WZ, Nagpur	c.palanimalai@gmail.com	0712-2511023
42.	B. Behera	Director(Elect) WZ, Nagpur	bnbdgmse@gmail.com	0712-2511123
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44.	S. Ananddavel	Dy. Director (Elect.) WZ, Nagpur	sanandavel@dgms.gov.in	0712-2513086
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46.	M.C. Jaiswal	Director (Mining), Nagpur Region-1	jaiswalmanish90@yahoo.in dgmsnr1@gmail.com	0712-2513133
47.	Umesh Sawarkar	Dy. Director (Mining), Nagpur Region-1	sawarkar.umesh@yahoo.co.in	0712-2513134
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53.	S. S. Prasad	Director (Mining), Bilaspur Region	ssprasad.ddms@gmail.com wz.bspdgms@gmail.com	07752-291594
54.	A Rajeshwar Rao	Dy. Director (Mining), Bilaspur Region	arajeshwarrao@dgms.gov.in rajeshwar.avunoori@gmail.com	07752-291593
55.	Tom Mathew	Dy. Director (Mining), Parasia Sub-Region	dgmsparasia@gmail.com tom.dgms@gmail.com	07161-220048
56.	M. Narsaiah	Director, SCZ, Hyderabad	narsaiahm@yahoo.com mnarsaiah@dgms.gov.in	040-27534502

57.	M.K. Malviya	Director (Elec), SCZ, Hyderabad	malviya_mk@yahoo.com mkmalviya@dgms.gov.in	040-27534504
58.	S.S. Soni	Director, SO to DDG, SCZ, Hyderabad	sssoni@live.com sssoni@dgms.gov.in	040-27532507
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61.	K. Vijayakumar	Director (Mech), SCZ, Hyderabad	kvijayakumar@dgms.gov.in vijayakumarkavali@gmail.com	040-27534504
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63.	Arka Somayajulu Dhulipala	Dy. Director (Elec), SCZ, Hyderabad	ddms.electrical@gmail.com asomayajulu@dgms.gov.in	040-27534504
64.	S. Ratnaker	Dy. Director (Mech), SCZ, Hyderabad	rsunki@dgms.gov.in	040-27534504
65.	Shyam Mishra	Director (Mining), SCZ, Hyderabad Region-1	smishra@dgms.gov.in shyamisp_sail@yahoo.com hydreg1@gmail.com	040-27534501
66.	N. Balasubrahmanyam	Dy. Director (Mining), SCZ, Hyderabad Region-1	nasinabalasubrahmanyam@gmail.com bnasina@dgms.gov.in	040-27532505
67.	Mohammed Niyazi	Director (Mining), SCZ, Hyderabad Region-2	mniyazi@dgms.gov.in sczreg2dgms@gmail.com	040-27534500
68.	Sanjay Kumar Gimmedi	Dy. Director (Mining), SCZ, Hyderabad Region-2	skgimmedi@dgms.gov.in	040-27532507
69.	Yohan Yejerla	Dy. Director (Mining), SCZ, Nellore Sub- Region	yyejerla@dgms.gov.in johnsons.yohan@gmail.com	0861-2327363
70.	Malay Tikadar	Director (Mining), SCZ, Goa Region	mtikadar@dgms.gov.in	0832-2740645
71.	Kishore Kumar Dokuparthi	Dy. Director (Mining), SCZ, Goa Region	kishorekumar@dgms.gov.in dmahikishore@gmail.com	0832-2740620
72.	Mihir Choudhury	Director (Mining) SO to DDG, SZ, Bengaluru	mchoudhury@dgms.gov.in mihir271259@gmail.com	
73.	Kanala Maheswara Reddy	Dy. DMS (Elect), SZ, Bengaluru	mreddy@dgms.gov.in	
74.	Rupesh Kumar Srivastava	Dy. DMS (Elect), SZ, Bengaluru	rksrivastava@dgms.gov.in rsri_76@rediffmail.com	
75.	G. Vijaya Kumar	Director (Mining), SZ, Bengaluru Region	vgubba@gmail.com	
76.	Venugopala Swamy Kadem	Dy. Director (Mining), SZ, Bengaluru Region	kademvenugopalaswamy@gmail.com	
77.	Gyaneswar Kondabattini	Dy. Director (Mining), SZ, Bellary Region	gyaneswar@dgms.gov.in	08392-240614
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