

Citizen's / Client's Charter (CCC) **for** **Directorate General of Mines Safety** **Ministry of Labour & Employment** **(2022-2023)**

Address : Directorate General of Mines Safety,
Hirapur, Dhanbad - 826001 (Jharkhand)

Website ID : dgms.gov.in

Date of Issue : 1st
October, 2011

Reviewed : 27th July,
2022

Next Review : 27th
July, 2023

VISION

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

MISSION

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

- Providing suitable technical assistance to ministry of L&E for development of suitable legislation, rules, regulations, standards and guidelines;
- Issue guidelines and technical circular
- Adequate measures to ensure compliance of Mines Act-1952 and rules and regulations frame therein and circular issued from time to time by DGMS.
- Awareness initiatives to inculcate safety and health culture amongst work persons and stakeholders.

Main Services / Service Standards and Timelines

Sl.No.	List of Services and service standards	Timeline	
1.0	Inspection of Mines -(Web based, randomized physical inspections)-Mines are inspected as per allotment through Shram Suvidha Portal.	Inspectors to upload inspection reports within 120 hours of the inspection.	
	To complete the minimum number of inspections/field days in a financial year as per norms below:		
	(i) Norms for Inspections/ Inquiries and pro-active measures for Director:		
	Description of field offices	Number of Inspections/ Inquiry	Pro-active measures
	Field office with pre- dominance of Metalliferous Mines	50	20
	Field office with a mix of coal, oil and metalliferous mines	45	15
	Field office with pre-dominance of coal and oil mines	40	10

(ii) Norms for Inspections/ Inquiries and pro-active measures for Deputy Director:		
Description of field offices	Number of Inspections/ Inquiry	Pro-active measures
Field office with pre- dominance of Metalliferous Mines	100	10
Field office with a mix of coal, oil and metalliferous mines	90	05
Field office with pre-dominance of coal and oil mines	75	05
The target for field officers with additional work of DDO/Zonal Secretary (Exam) and/ or staff officer to DDG, shall be reduced by 30%.		
2.0	Enquiries: Accident enquiries a. Preliminary enquiry b. Conduct of accident enquiry and submission of report (Average time taken for completion of enquiries after receipt of the information/complaint at the Directorate.)	Total 90 Days Within 72 hrs. of receipt of the information 90 days Complete enquiry within a period of 90 days
	(ii) Enquiries of dangerous occurrences a. Preliminary enquiry b. Conduct of enquiry in to a dangerous occurrences and submission of report (Average time taken for completion of enquiries after receipt of the information/complaint at the Directorate.)	Total 90 days Within 72 hrs. of receipt of the information 90 days
	(iii) Complaint enquiries a. VIP complaint/complaint received from PMO Portal/CPGRAMS b. Other complaint (Average time taken for completion of enquiries after receipt of the information/complaint at the Directorate.)	Within a period of 30 days 90 days

3.0	<p>Grant of (i) Permissions (ii) Exemptions (iii) Relaxations (Only through Online Mode in DGMS portal www.dgms.gov.in)</p> <p>a. Initial examination of statutory documents, to ensure the receipt of plans and other offline documentation as per statue. 15 Days</p> <p>b. Scrutiny, inspection & preparation of comments and Draft permission letter 45 days</p> <p>c. Draft report examination and finalization of permission letter 30 days.</p> <p>Note: Average time taken for issue of permissions/relaxation/exemption & granting thereof after the proposal is received at the Directorate. In Total the application for permission will be dealt within a period of 90 days of the receipt of applications (complete in all respect respects as per the relevant provision of the statute).</p> <p>Permissions, Exemptions and Relaxations are the words used as per the relevant provisions of the statute and the process of dealing all of them is the same.</p>	
4.0	<p>Granting approvals of various safety equipment used in mines- (Only through Online Mode in DGMS portal www.dgms.gov.in)</p> <p>a. Initial examination of statutory documents, to ensure the receipt of offline test reports and other documentation as per statue. 10 days</p> <p>b. Scrutiny, inspection & preparation of comments and Draft approval letter 45 days</p> <p>c. Draft report examination and finalization of permission letter 25 days.</p> <p>d. Issue of approval letter 10 days.</p> <p>Note: Average time taken for issue of approval after the proposal is received at the Directorate. In Total the application for approval will be dealt within a period of 90 days of the receipt of</p>	

		applications complete in all respects (as per the approval policy).
5.0	Conducting statutory mining examinations: (i) For CBT (Computer Based Test)- Conduct examination annually and issue certificates within 180 days from the conduct of examination and receipt of required documents. Conduct of examination involve following; a. Seeking application b. Scrutiny of application and documents c. Release of admit card d. Conduct of examination e. Declaration of result f. Issue of certification (ii) For exemption certificates- Certificates issued within 90 days from receipt of application.	Once in a year.
6.0	Promotional Activities (i) National Safety Awards (Mines): Finalization of National Safety Awards (Mines). (ii) All India Mines Rescue Competition- To assist mining companies in organizing All India Mines Rescue Competition once in every year. (iii) Mines Safety Week and Safety Fortnight- To assist mining companies in organising Mines Safety Week and Fortnight. (iv) Tripartite/ Bipartite safety Review meetings. Conduct of the Safety review meetings with the Mining companies involving the trade unions. (v) Safety and Health Awareness Programs. Conduct of the Safety and Health Awareness programs for the workmen working in the mines. (vi) Mock drills for the emergency preparedness. Facilitating the conduct of mock drills in the mines for the emergency preparedness in the mines.	Once in a year Once in a year Once in a year Once in a year Once in every three months in each region. Once in every three months in each region.

Contact details of the officer(s) -

S. No.	Designation	E mail id	Telephone number
1	Director General	dg@dgms.gov.in	0326-2221000
2	Deputy Director General (HQ), Dhanbad	ddg.hq@dgms.gov.in	0326-2221021
3	Deputy Director General (Mechanical), HQ, Dhanbad	ddg.mech@dgms.gov.in	0326-2221002
4	Deputy Director General (Electrical) HQ, Dhanbad	ddg.elect@dgms.gov.in	0326-2221038
5	Deputy Director General (Central Zone), Dhanbad	ddg.cz@dgms.gov.in	0326-2221030
6	Deputy Director General (South Eastern Zone), Ranchi	ddg.sez@dgms.gov.in	0651-2233033
7	Deputy Director General (Eastern Zone), Sitarampur	ddg.ez@dgms.gov.in	0341-2510710
8	Deputy Director General (Northern Zone), Ghaziabad	ddg.nz@dgms.gov.in	0120-2705364
9	Deputy Director General (North Western Zone)	ddg.nwz@dgms.gov.in	0294-2465516
10	Deputy Director General (Western Zone), Nagpur	ddg.wz@dgms.gov.in	0712-2511020
11	Deputy Director General (South Central Zone), Hyderabad	ddg.scz@dgms.gov.in	040-27532502
12	Deputy Director General (Southern Zone), Bengaluru	ddg.sz@dgms.gov.in	080-25355971

Grievance Redress Mechanism

Website url to Lodge Grievances- www.pgportal.gov.in

Visit the website of CPGRAMS- www.pgportal.gov.in

>Register yourself as user > Register your grievance

Expectations from the citizens with regards to public grievance redress

(i) Grievance is to be lodged after registering on the above given CPGRAMS/PG Portal link and supporting documents may be uploaded, if found necessary.

(ii) For registration, Correct credentials (e.g. Name, Address, Phone and E-mail) to be provided.

(iii) Issues given below will not be taken up for redressal and hence may not be registered.

(a) Sub-judice cases or any matter concerning judgment given by any court.

(b) Personal and family disputes.

(c) RTI matters.

(d) Anything that impacts upon territorial integrity of the country or the friendly relations with other countries.

(e) Suggestions.

(iv) Any grievance sent by e- mail will not be attended to/entertained. Please lodge your grievance at pgportal.gov.in.

Right to Information

Visit the link www.rti.gov.in

List of Stakeholders/Client

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
7	Mining Professionals

Indicative Expectation from Service Recipients

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Sl. No.	Indicative Expectation from Service Recipients
1	Citizen should first try to access the relevant information from the public domain in DGMS website- www.dgms.gov.in
2	An application for permission/relaxation/exemption/authorisation received from the recipient(s) has to be complete in all respects as per the relevant provision of the statute.
3	An application for seeking approval received from the recipient(s) has to be complete in all respects as per the approved approval policy and with test reports.
4	Applications received from the applicant(s)/candidate(s) for appearing in statutory examination has to be complete in all respects as per the applicable bye-laws.
5	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.
6	Showing courtesy to DGMS Official(s).
7	Always keep proper records of your letters and communications with DGMS.
8	To check the website regularly for updates on policies, program and procedures.