

**DIPAM**

**Citizen's /Client' Charter**



Department of Investment and Public Asset Management  
(DIPAM)

Ministry of Finance

Block 11 & 14, CGO Complex,  
Lodhi Road, New Delhi  
<https://dipam.gov.in>

April, 2023

## **Preface**

The Department of Investment and Public Asset Management (DIPAM) is one of the six 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	Responsible Person (Designation)	Email	Mobile /Phone No.	Process	Document Required	Fee		
							Category	Mode	Amount
1	Reimbursement of Brokerage to BRLMs	US & DS/Director concerned handling the transaction as per work allocation in the department.	<a href="mailto:rs.verma@nic.in">rs.verma@nic.in</a> <a href="mailto:onkar.singh82@gov.in">onkar.singh82@gov.in</a>	011-24368522 011-24363058	<ul style="list-style-type: none"> <li>• Scrutiny by concerned Division of supporting documents submitted by BRLMs.</li> <li>• Obtaining approval of HOD (Admin).</li> <li>• Issuance of Sanction.</li> <li>• Payment by PAO.</li> </ul>	Invoice and supporting documents in original.	N/A	N/A	N/A
2	Payment of Bills related to IPO/FPO submitted by various intermediar	US & DS/Director concerned handling the transaction as per work	<a href="mailto:rs.verma@nic.in">rs.verma@nic.in</a> <a href="mailto:onkar.singh82@gov.in">onkar.singh82@gov.in</a>	011-24368522 011-24363058	<ul style="list-style-type: none"> <li>• Scrutiny by concerned Division of documents and bills submitted by BRLMs</li> </ul>	Invoice and supporting documents in original.	N/A	N/A	N/A

	ies.	allocation in the department.			<ul style="list-style-type: none"> <li>intermediaries.</li> <li>• Obtaining approval of HOD (Admin).</li> <li>• Issuance of Sanction and preparation of bill by Admin Division.</li> <li>• Payment by PAO.</li> </ul>				
3	Payment to vendors for goods and services provided to the department	US (Admin)	<a href="mailto:onkar.singh82@gov.in">onkar.singh82@gov.in</a>	011-24363058	<ul style="list-style-type: none"> <li>• Scrutiny of bills.</li> <li>• Administrative approval.</li> <li>• Issuance of sanction.</li> <li>• Preparation of bill. Payment by PAO.</li> </ul>	Receipt of invoice/bills after procurement of good/ services and documentary proof of satisfactory completion of work.	N/A	N/A	N/A
4	Response to grievance	Public Grievance officer (Dr. Shailendra Kumar, Joint	<a href="mailto:shailendra.k@nic.in">shailendra.k@nic.in</a>	011-24364021	<ul style="list-style-type: none"> <li>• Acknowledgement of grievance is generated electronically</li> </ul>	Grievance received online at <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> or	N/A	N/A	N/A

		Secretary)			<p>on registration.</p> <ul style="list-style-type: none"><li>• Forwarding grievance for comments to concerned division.</li></ul>	<p>through post along with verifiable information complete contact details of complainant with phone no. and email ID so that he/she can be contacted for further clarification if any.</p>			
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**Subject: Updating Citizen's/Client Charter of DIPAM for the year 2023-----in respect of Economic Division.**

**Main Services/Transactions**

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Mobile /Phone No.	Process	Document Required	Fee		
							Category	Mode	Amount
1	Reimbursement of Brokerage to BRLMs	US & DS/Director concerned handling the transaction as per work allocation in the department.	<a href="mailto:jp.yarikipati@nic.in">jp.yarikipati@nic.in</a>  <a href="mailto:saxena.babita@gov.in">saxena.babita@gov.in</a>	011-24368785  011-24368036	<ul style="list-style-type: none"> <li>• Scrutiny by concerned Desk of supporting documents submitted by BRLMs.</li> <li>• Obtaining approval of IFD.</li> <li>• Approval of HOD (Admin).</li> <li>• Issuance of Sanction and preparation of bill by Admn.</li> </ul>	Invoice and supporting documents in original.	N/A	N/A	N/A



					Division. • Payment by PAO.				
2	Payment of Bills related to IPO/FPO submitted by various intermedia ries.	US & DS/Director concerned handling the transaction as per work allocation in the department.	<a href="mailto:jp.yarikipati@nic.in">jp.yarikipati@nic.in</a>  <a href="mailto:saxena.babita@gov.in">saxena.babita@gov.in</a>	011-24368785  011-24368036	• Scrutiny by concerned Desk of supporting documents submitted by intermediaries. • Approval of IFD. • Issuance of Sanction and preparation of bill by Admn. Division. • Payment by PAO.	Invoice and supporting documents in original.	N/A	N/A	N/A

**Subject: - Updating Citizen's / Client's Charter of DIPAM for the year 2023-In respect of AS Division**

S. No.	Services/ Transaction	Responsible Person (Designation)	E-mail	Mobile /Phone No.	Process	Document Required	Fee		
							Category	Mode	Amount
1.	Reimbursement of Brokerage to BRLM's	US & DS/Director concerned handling the transaction as per work allocation in the department	<a href="mailto:ritu.sharma1432@nic.in">ritu.sharma1432@nic.in</a> <a href="mailto:prankur.gupta@gov.in">prankur.gupta@gov.in</a> <a href="mailto:raj.pal13@nic.in">raj.pal13@nic.in</a> <a href="mailto:dyanqhq.sdmc@mcd.nic.in">dyanqhq.sdmc@mcd.nic.in</a>	011-24368521 011-24368039 011-24363056 011-24368531 011-24368038	<ul style="list-style-type: none"> <li>Scrutiny by concerned Desk of supporting documents submitted by BRLMs.</li> <li>Obtaining approval of IFD.</li> <li>Approval of HOD (Admin).</li> <li>Issuance of Sanction</li> <li>Payment by PAO</li> </ul>	Invoice and supporting documents in original.	N/A	N/A	N/A
2.	Payment of Bills related to IPO/OFS/	US & DS/Director concerned	<a href="mailto:ritu.sharma1432@nic.in">ritu.sharma1432@nic.in</a>	011-24368521	<ul style="list-style-type: none"> <li>Scrutiny by concerned Desk of document and</li> </ul>	Invoice and supporting documents	N/A	N/A	N/A

	FPO submitted by various intermediaries	handling the transaction as per work allocation in the department	<a href="mailto:prankur.gupta@gov.in">prankur.gupta@gov.in</a> <a href="mailto:raj.pal13@nic.in">raj.pal13@nic.in</a> <a href="mailto:dyanchq.sdmc@mcd.nic.in">dyanchq.sdmc@mcd.nic.in</a>	011-24363056 011-24368531 011-24368038	bills submitted by intermediaries. <ul style="list-style-type: none"> <li>• Approval of IFD.</li> <li>• Issuance of Sanction and preparation of bill by Admin division</li> <li>• Payment by PAO</li> </ul>	in original.			
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**Subject:-Updating Citizen's / Client's Charter of DIPAM for the year 2023-In respect of JS (AP) Division**

S. No.	Services/ Transaction	Responsible Person (Designation)	E-mail	Mobile /Phone No.	Process	Document Required	Fee		
							Category	Mode	Amount
	Reimbursement of Brokerage to BRLM's	US & DS/Director concerned handling the transaction as per work allocation in the department	<a href="mailto:rosemary.a@nic.in">rosemary.a@nic.in</a> <a href="mailto:psrivastava.edu@nic.in">psrivastava.edu@nic.in</a> <a href="mailto:aishwarya.jain@gov.in">aishwarya.jain@gov.in</a>	011-24368775 011-24362083 011-24363054	<ul style="list-style-type: none"> <li>• Scrutiny by concerned Desk of supporting documents submitted by BRLMs.</li> <li>• Obtaining approval of IFD.</li> <li>• Approval of HOD (Admin).</li> <li>• Issuance of Sanction</li> <li>• Payment by PAO</li> </ul>	Invoice and supporting documents in original.	N/A	N/A	N/A
2.	Payment of Bills related to IPO/OFS/	US & DS/Director concerned	<a href="mailto:rosemary.a@nic.in">rosemary.a@nic.in</a>	011-24368775	<ul style="list-style-type: none"> <li>• Scrutiny by concerned Desk of document and</li> </ul>	Invoice and supporting documents	N/A	N/A	N/A

	FPO submitted by various intermediaries	handling the transaction as per work allocation in the department	<a href="mailto:psrivastava.edu@nic.in">psrivastava.edu@nic.in</a> <a href="mailto:aishwarya.jain@gov.in">aishwarya.jain@gov.in</a>	011-24362083 011-24363054	bills submitted by intermediaries. <ul style="list-style-type: none"> <li>• Approval of IFD.</li> <li>• Issuance of Sanction and preparation of bill by Admin division</li> <li>• Payment by PAO</li> </ul>	in original.			
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**Subject:- Updating Citizen's / Client's Charter of DIPAM for the year 2023 – In respect of JS (MK) Division**

**Main Services / Transaction**

S. No.	Services/ Transaction	Responsible Person (Designation)	Email	Mobile /Phone No.	Process	Document Required	Fee		
							Category	Mode	Amount
1.	Reimbursement of Brokerage to BRLMs	US & DS/Director concerned handling the transaction as per work allocation in the department	<a href="mailto:m.anitha80@gov.in">m.anitha80@gov.in</a> <a href="mailto:rajesh.kumar@nic.in">rajesh.kumar@nic.in</a> <a href="mailto:shashi.rawat@nic.in">shashi.rawat@nic.in</a>	011-24368345 011-24368532 011-24366086	<ul style="list-style-type: none"> <li>Scrutiny by concerned Desk of supporting documents submitted by BRLMs.</li> <li>Obtaining approval of IFD.</li> <li>Approval of HOD (Admin).</li> <li>Issuance of Sanction and preparation of bill by Admn. Division.</li> <li>Payment by</li> </ul>	Invoice and supporting documents in original.	N/A	N/A	N/A

					PAO.				
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	<a href="mailto:m.anitha80@gov.in">m.anitha80@gov.in</a> <a href="mailto:rajesh.kumar@nic.in">rajesh.kumar@nic.in</a> <a href="mailto:shashi.rawat@nic.in">shashi.rawat@nic.in</a>	011-24368345 011-24368532 011-24366086	<ul style="list-style-type: none"> <li>Scrutiny by concerned Desk of documents and bills submitted by intermediaries</li> <li>Approval of IFD.</li> <li>Issuance of Sanction and preparation of bill by Admn. Division.</li> <li>Payment by PAO.</li> </ul>	Invoice and supporting documents in original.	N/A	N/A	N/A

**Subject:-updating Citizen's /Client's Charter of DIPAM for the year 2023 – In respect of JS (RJ) Division**

**Main Services / Transaction**

S. No.	Services/ Transaction	Responsible Person (Designation)	Email	Mobile /Phone No.	Process	Document Required	Fee		
							Category	Mode	Amount
1.	Reimbursement of Brokerage to BRLMs	US & DS/Director concerned handling the transaction as per work allocation in the department	<a href="mailto:sanjaykumar.and@nic.in">sanjaykumar.and@nic.in</a> <a href="mailto:cs.prasad25@gov.in">cs.prasad25@gov.in</a> <a href="mailto:b.bahuguna@nic.in">b.bahuguna@nic.in</a>	011-24366523 011-24362083 011-24360163	<ul style="list-style-type: none"> <li>Scrutiny by concerned Desk of supporting documents submitted by BRLMs.</li> <li>Obtaining approval of IFD.</li> <li>Approval of HOD (Admin).</li> <li>Issuance of Sanction.</li> <li>Payment by PAO.</li> </ul>	Invoice and supporting documents in original.	N/A	N/A	N/A
2.	Payment of	US &	<a href="mailto:sanjaykumar">sanjaykumar</a>	011-	<ul style="list-style-type: none"> <li>Scrutiny by concerned Desk</li> </ul>	Invoice and supporting	N/A	N/A	N/A



	<p>Bills related to IPO/FPO submitted by various intermediaries</p>	<p>DS/Director concerned handling the transaction as per work allocation in the department</p>	<p><a href="mailto:.and@nic.in">.and@nic.in</a>  <a href="mailto:cs.prasad25@gov.in">cs.prasad25@gov.in</a>  <a href="mailto:b.bahuguna@nic.in">b.bahuguna@nic.in</a></p>	<p>24366523  011-24362083  011-24360163</p>	<p>of supporting documents submitted by BRLMs.</p> <ul style="list-style-type: none"> <li>• Obtaining approval of IFD.</li> <li>• Approval of HOD (Admin).</li> <li>• Issuance of Sanction.</li> <li>• Payment by PAO.</li> </ul>	<p>documents in original</p>			
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**Subject:-updating Citizen's /Client's Charter of DIPAM for the year 2023 – In respect of JS (SK) Division**

**Main Services / Transaction**

S. No.	Services/ Transaction	Responsible Person (Designation)	Email	Mobile /Phone No.	Process	Document Required	Fee		
							Category	Mode	Amount
1.	Reimbursement of Brokerage to BRLMs	US & DS/Director concerned handling the transaction as per work allocation in the department	<a href="mailto:goonjan.kumar@gov.in">goonjan.kumar@gov.in</a>	011-24363059	<ul style="list-style-type: none"> <li>Scrutiny by concerned Desk of supporting documents submitted by BRLMs.</li> <li>Obtaining approval of IFD.</li> <li>Approval of HOD (Admin).</li> <li>Issuance of Sanction.</li> <li>Payment by PAO.</li> </ul>	Invoice and supporting documents in original.	N/A	N/A	N/A
2.	Payment of	US &	<a href="mailto:goonjan.kumar@gov.in">goonjan.kumar@gov.in</a>	011-	<ul style="list-style-type: none"> <li>Scrutiny by concerned Desk</li> </ul>	Invoice and supporting	N/A	N/A	N/A

	Bills related to IPO/FPO submitted by various intermediaries	DS/Director concerned handling the transaction as per work allocation in the department	<a href="mailto:ar@gov.in">ar@gov.in</a>	24363059	of supporting documents submitted by BRLMs. <ul style="list-style-type: none"><li>• Obtaining approval of IFD.</li><li>• Approval of HOD (Admin).</li><li>• Issuance of Sanction.</li><li>• Payment by PAO.</li></ul>	documents in original			
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**Subject:- updating Citizen's/Client's Charter of DIPAM for the year 2023 – In respect of Adviser Cost (RY)**

**Division**

**Main Services / Transaction**

S. No.	Services/ Transaction	Responsible Person (Designation)	Email	Mobile /Phone No.	Process	Document Required	Fee		
							Category	Mode	Amount
1.	Reimbursement of Brokerage to BRLMs	US & DS/Director concerned handling the transaction as per work allocation in the department	<a href="mailto:tamanna.sinha@nic.in">tamanna.sinha@nic.in</a>	011-24364022	<ul style="list-style-type: none"><li>• Scrutiny by concerned Desk of supporting documents submitted by BRLMs.</li><li>• Obtaining approval of IFD.</li><li>• Approval of HOD (Admin).</li><li>• Issuance of Sanction.</li><li>• Payment by PAO.</li></ul>	Invoice and supporting documents in original.	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	<a href="mailto:tamanna.sinha@nic.in">tamanna.sinha@nic.in</a>	011-24364022	<ul style="list-style-type: none"> <li>• Scrutiny by concerned Desk of supporting documents submitted by BRLMs.</li> <li>• Obtaining approval of IFD.</li> <li>• Approval of HOD (Admin).</li> <li>• Issuance of Sanction.</li> <li>• Payment by PAO.</li> </ul>	Invoice and supporting documents in original	N/A	N/A	N/A
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## Service Standards

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

## Grievance Redress

S. No	Name of the Public Grievance Officer	Helpline	E-mail	Mobile
1	Dr. Shailendra Kumar, JS	011-24364021	<a href="mailto:shailendra.k@nic.in">shailendra.k@nic.in</a>	9871549756

## 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 centers / Attached / Subordinate organizations:

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

**DIPAM**

**Citizen's /Client' Charter**

**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

**March, 2024**



**DIPAM**

**Citizen's /Client' Charter**

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:**

**Shri Ravti Saran Verma (Director)**

Room No. 427, 4<sup>th</sup> Floor, Block No.11

CGO Complex, Lodhi Road

New Delhi-1 10003

Email: [rs.verma@nic.in](mailto:rs.verma@nic.in)

Phone: 011-24368522