

Citizen's / Client's Charter : Main Services / Transactions

| S.No. | Services / Transactions | Weight % | Responsible Person (Designation) | Email | Mobile (Phone No.) | Process | Document Required | Fees | | |
|-------|--|----------|--|--|--|--|--|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| 1 | Processing claims under PAHAL (DBTL) Scheme, 2014 and Pradhan Mantri Ujjwala Yojna (PMUY) of Oil PSUs | 16 | Sh. Ratan Kumar Agarwal, Jt. Director (F) | ratn.agarwal@ppac.gov.in | 011-24306124 | Scrutinise subsidy claims and freight subsidy claims submitted by Oil PSUs and verify / recommend to MoP&NG for approval. | Subsidy claims and freight subsidy claims submitted by Oil PSUs. | N/A | N/A | N/A |
| 2 | Processing of Natural Gas Subsidy claims of OIL & ONGC | 7 | Sh. Ratan Kumar Agarwal, Jt. Director (F) | ratn.agarwal@ppac.gov.in | 011-24306124 | Scrutinise Natural Gas subsidy claims submitted by OIL and ONGC and verify / recommend to MoPNG for approval. | Subsidy claims submitted by OIL and ONGC. | N/A | N/A | N/A |
| 3 | Provide analysis of under-recoveries of Oil Marketing Companies (OMCs) on sale of sensitive petroleum products | 6 | Sh. U. C. Agrawal, Addl. Director (F) | ucagrawal@ppac.gov.in | 011-24306123 | Scrutinise under-recovery claims submitted by Oil PSUs and verify / recommend to MoPNG for approval. | Under-recovery claims submitted by OMCs. | N/A | N/A | N/A |
| 4 | Computation of price discounts by Upstream Companies under burden sharing mechanism devised by the Government. | 3 | Sh. U. C. Agrawal, Addl. Director (F) | ucagrawal@ppac.gov.in | 011-24306123 | Compute price discounts by Upstream Companies. | Upstream discount amount for OMCs approved by MoPNG. | N/A | N/A | N/A |
| 5 | Computation and notification of halfyearly domestic natural gas price and ceiling gas price for high pressure/high temperature/deepwater/ultradeepwater fields | 12 | Sh. Jitender Kumar Sharma, Jt. Director (G) | jitender.sharma@ppac.gov.in | 011-24306143 | Timely data from free sources and paid sources for computation and notification of prices. | Data from international and domestic markets. | N/A | N/A | N/A |
| 6 | Finalisation of data on oil & gas sector for the month on production, import, export and consumption | 24 | Ms. B M Sujatha, Addl. Director I/c (S) Sh. Jitender Kumar Sharma, Jt. Director (G) Sh. Rohit Dawar, Addl. Director (D&ES) | sujathabm@ppac.gov.in , jitender.sharma@ppac.gov.in , rdawar@ppac.gov.in | 011-24306141 011-24306143 011-24306181 | Finalise data on production, import, export and consumption. | Data from Oil and Gas Companies / DGIS for production, import, export and sales. | N/A | N/A | N/A |
| 7 | Forecast of demand for petroleum products :- Original estimates (for next year) | 7 | Sh. Rohit Dawar, Addl. Director (D&ES) | rdawar@ppac.gov.in | 011-24306181 | Hold Regional meetings with representatives from Oil Companies and State Level Coordinators and finalise demand estimates. | Data from Oil Companies and State Level Coordinators on forecast of demand for petroleum products. | N/A | N/A | N/A |
| 8 | Forecast of demand for petroleum products :- Revised estimates (for current year) | 7 | Sh. Rohit Dawar, Addl. Director (D&ES) | rdawar@ppac.gov.in | 011-24306181 | Hold Regional meetings with representatives from Oil Companies and State Level Coordinators and finalise demand estimates. | Data from Oil Companies and State Level Coordinators on forecast of demand for petroleum products. | N/A | N/A | N/A |
| 9 | Quarterly allocation of PDS Kerosene intimation to all OMCs | 6 | Sh. Rohit Dawar, Addl. Director (D&ES) | rdawar@ppac.gov.in | 011-24306181 | Finalise and communicate company-wise PDS Kerosene allocation for the next quarter to all OMCs | Allocation of PDS Kerosene for the next quarter from MoPNG. | N/A | N/A | N/A |
| 10 | Prompt Grievance Redressal | 12 | Sh. Sunil Kumar, Jt. Director I/c (HR&C) | sunil@ppac.gov.in | 011-24306111 | Grievance related to the jurisdiction of PPAC can be received electronically (via e-mail) or in writing. | Grievance by post, fax or e-mail. | N/A | N/A | N/A |
| | | | | | | PPAC to redress the grievance. | Grievance by post, fax or e-mail. | N/A | N/A | N/A |

Citizens' / Clients' Charter : Service Standards

| S.No. | Services / Transactions | Weight | Responsible Person (Designation) | Success Indicator | Service Standards | Unit | Weight | Data Source |
|-------|--|--------|---|--|---|--------------|--------|--------------|
| 1 | Processing claims under PAHAL (DBTL) Scheme, 2014 and Pradhan Mantri Ujjwala Yojna (PMUY) of Oil PSUs | 16 | Sh. Ratan Kumar Agarwal, Jt. Director (F) | Percentage of budgetary allocation utilized | More than 90% | % | 16 | PPAC records |
| 2 | Processing of Natural Gas Subsidy claims of OIL & ONGC | 7 | Sh. Ratan Kumar Agarwal, Jt. Director (F) | Percentage of budgetary allocation utilized | More than 90% | % | 7 | PPAC records |
| 3 | Provide analysis of under-recoveries of Oil Marketing Companies on sale of sensitive petroleum products | 6 | Sh. U.C. Agarwal, Addl. Director (F) | Timely input for compensation by upstream companies and Government by cash assistance/oil bonds. | 30th Day after end of Quarter | Date | 6 | PPAC records |
| 4 | Computation of price discounts by Upstream Companies under burden sharing mechanism devised by the Government | 3 | Sh. U.C. Agarwal, Addl. Director (F) | Timely input for compensation by upstream companies and Government by cash assistance/oil bonds | Within 2 days of receipt of approved upstream discount amount from MoP&NG | Date | 3 | PPAC records |
| 5 | Computation and notification of half-yearly domestic natural gas price and ceiling gas price for high pressure/high temperature/ deepwater/ultradeepwater fields | 12 | Sh. Jitender Kumar Sharma, Jt. Director (G) | Timely data from free sources and paid sources for computation and notification of prices. | On and before 30th September and 31st March | Date | 12 | PPAC records |
| 6 | Finalisation of data for the month on production, import, export and consumption | 24 | Ms. B M Sujatha, Addl. Director I/c (S) | Timely completion and dissemination of data | 20th of the next month | Date | 8 | PPAC records |
| | | | Sh. Jitender Kumar Sharma, Jt. Director (G) | Timely completion and dissemination of data | 20th of the next month | Date | 8 | PPAC records |
| | | | Sh. Rohit Dawar, Addl. Director (D&ES) | Timely completion and dissemination of data | 20th of the next month | Date | 8 | PPAC records |
| 7 | Forecast of demand for petroleum products :- Original estimates (for next year) | 7 | Sh. Rohit Dawar, Addl. Director (D&ES) | Completion of Regional meetings and finalisation of demand estimates in time | Second Week of February for the upcoming Financial Year | Date | 7 | PPAC records |
| 8 | Forecast of demand for petroleum products :- Revised estimates (for current year) | 7 | Sh. Rohit Dawar, Addl. Director (D&ES) | Completion of Regional meetings and finalisation of demand estimates in time | First week of December for the present Financial Year | Date | 7 | PPAC records |
| 9 | Quarterly allocation intimation to all OMCs | 6 | Sh. Rohit Dawar, Addl. Director (D&ES) | Communicating the company-wise allocation of PDS Kerosene to the companies | Last day of each Quarter | Date | 6 | PPAC records |
| 10 | Prompt Grievance Redressal | 12 | Sh. Sunil Kumar, Jt. Director I/c (HR&C) | Average time taken to acknowledge grievance received through post, fax or e-mail | 5 days | Working Days | 4 | PPAC records |
| | | | | Average time taken to send communication for additional information | 10 days | Working Days | 4 | PPAC records |
| | | | | Average time taken for grievance settlement | 75 days | Working Days | 4 | PPAC records |