

**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, Addl. Director (F)	<a href="mailto:ratan.agarwal@ppac.gov.in">ratan.agarwal@ppac.gov.in</a>	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, Addl. Director (F)	<a href="mailto:ratan.agarwal@ppac.gov.in">ratan.agarwal@ppac.gov.in</a>	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)	<a href="mailto:ucagrawal@ppac.gov.in">ucagrawal@ppac.gov.in</a>	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)	<a href="mailto:ucagrawal@ppac.gov.in">ucagrawal@ppac.gov.in</a>	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 I/c (G)	<a href="mailto:jitender.sharma@ppac.gov.in">jitender.sharma@ppac.gov.in</a>	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 I/c (G) Sh. Rohit Dawar, Addl. Director I/c (D&ES)	<a href="mailto:sujathabm@ppac.gov.in">sujathabm@ppac.gov.in</a> , <a href="mailto:jitender.sharma@ppac.gov.in">jitender.sharma@ppac.gov.in</a> , <a href="mailto:rdawar@ppac.gov.in">rdawar@ppac.gov.in</a>	011-24306141 011-24306143 011-24306181	Finalise data on production, import, export and consumption.	Data from Oil and Gas Companies / DGCIS 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 I/c (D&ES)	<a href="mailto:rdawar@ppac.gov.in">rdawar@ppac.gov.in</a>	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 I/c (D&ES)	<a href="mailto:rdawar@ppac.gov.in">rdawar@ppac.gov.in</a>	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 I/c (D&ES)	<a href="mailto:rdawar@ppac.gov.in">rdawar@ppac.gov.in</a>	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, Addl. Director (HR&C)	<a href="mailto:sunil@ppac.gov.in">sunil@ppac.gov.in</a>	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, Addl. 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, Addl. 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 halfyearly domestic natural gas price and ceiling gas price for high pressure/high temperature/ deepwater/ultradeepwater fields	12	Sh. Jitender Kumar Sharma, Jt. Director I/c (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 I/c (G)	Timely completion and dissemination of data	20th of the next month	Date	8	PPAC records
			Sh. Rohit Dawar, Addl. Director I/c (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 I/c (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 I/c (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 I/c (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, Addl. Director (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