

CITIZEN CHARTER of DSIIDC

Activities being undertaken by DSIIDC

Main Activities

The Corporation undertakes a variety of activities to achieve its objectives. These activities may broadly be categorized as commercial-cum-developmental, purely commercial, educational and other activities as per details given below :

Developmental and Commercial-cum-Developmental Activities

- A. Construction of Industrial Sheds,.
- B. Relocation of Industries
- C. Construction of Community Work Centres to provide self-employment opportunities to the weaker section of the society
- D. Marketing Assistance – to provide marketing assistance through marketing Division, Delhi Emporium and Exhibition.
- E. Construction of Low Cost Houses for urban poor, slum dwellers and industrial workers (Rajiv Ratna Awas)
- F. Development work in unauthorized colonies (402 Colonies)
- G. DSIIDC is upgrading and maintaining roads and drains in the various industrial areas, improving and strengthening the existing services in the various industrial area all over Delhi.
- H. DSIIDC is carrying out renovation /development work of different department of Delhi.
- I. DSIIDC is constructing buildings and other infrastructure development works for State Govt. And Central Govt. as deposit work
- J. DSIIDC is maintaining one CETP i.e. in Lawrence Road Indl. Area
- K. DSIIDC is constructing the hospitals and dispensaries also for Delhi Government
- L. Deposit Work of Delhi Govt., Govt. Agencies / Department / Undertaking etc..
- M. Development of Nurseries and sale of plants

PURELY COMMERCIAL

A. Liquor Distribution

EDUCATIONAL ACTIVITIES

A. Basic Jewellery Designing

S.No	Course Title	Duration	Fee (Rs.)
1	Basic Jewellery Designing	2 months (8 weeks)	22,500/-
2	Computer Aided Designing for Gems & Jewellery	1 ½ months (6 weeks)	18,000/-
3	Advance Jewellery Designing	2 ½ months (10 weeks)	26,000/-
4	Coloured Gemstone Identification	3 ½ months (14 weeks)	34,000/-
5	Diamond Identification & Grading	2 ½ months (10 weeks)	26,000/-
6	Crash Course in Gems & Jewellery Marketing	7 Days (3 Hours)	5,000/-
7	Costume Jewellery Making	3 Weeks (2 Hours)	8,000/-

OTHER FACILITIES PROVIDED BY DSIIDC

- A. DSIIDC helps the entrepreneurs to identify the projects, prepare project reports, prepare feasibility reports and gives technical advice to the entrepreneurs / prospective entrepreneurs.
- B. DSIIDC also provide facilities for holding seminars, conferences meetings etc. By the small entrepreneurs who cannot afford this facility in their own establishments. Business Centre of DSIIDC is located in Connaught Circus and the service charges are quite reasonable.

DSI IDC has always been trying to provide cordial, courteous and prompt services to the citizens.

In case of any grievance / suggestion Chief Public Grievances and nodal officer may be contacted on all working days during office hours (9.30 a.m. to 6.00 p.m.) at

N-36, Connaught Circus, New Delhi – 110 001. (Tel. No.2331 5981)

Name of Grievance Officer : Shri S.P. Pant, Chief Manager (Personnel)
sppant@dsiidc.org

Information for Clients

- (i) Clients are requested to interact with the nodal officers and give them the required inputs.
- (ii) Matters may be taken up with the next higher authority only if the nodal officer is not able to sort out their problem.
- (iii) Clients are requested to take up matters related to issue of funds with the competent authority in their respective organization for timely and adequate flow of funds.
- (iv) Construction clients are requested to avoid change the scope of sanctioned work.
- (v) Clients assistance and cooperation is necessary for providing ownership documents etc. for land and buildings, so as to obtain approval for building plans and clearances for service connections on their behalf from local bodies.
- (vi) Clients may take over the completed work expeditiously after joint inspections. Minor defects may be pointed out and conveyed to DSI IDC during the defects liability period of the various contracts.
- (vii) Client may give requisition/requirement for work to DSI IDC only after the approval of the Competent Authority.

**Time Schedule for Processing applications in r/o Lease Administration work in DSIIDC
(Relocation Division, Narela Allotment Cell, IEM Division, Recovery Division)**

S.No.	Name of Service	No. of days for service delivery	Remarks
1.	Grant of extension of time for completion of construction of the plot allotted to the applicant	45	----
2.	Grant of Permission to the lessee for mortgaging the leased property to the Bank for raising financial resources credit facility	30	---
3.	Issuance of allotment letter after auction/tender/draw for allotted property	30	-----
4.	Disposal of applications for conversion of indi. Property from lease hold to freehold	90	In cases where documents are completed and all Govt. dues recovered.
5.	Execution of Conveyance Deed	30	After receipt of 3 sets duly stamped from Sub Registrar Office
6.	Refunds in r/o Rejected / Voluntarily / Withdrawal / Applications of allotment of plots	30	After completion of procedural formalities
7.	Issue of possession Letter	30	On submission of complete documents by the allottee
8.	Issuance of 4 sets of lease deed for stamping	30	After completion of prescribed formalities
9.	Execution of lease Deed	30	After receipt of 3 sets duly stamped
10.	Approval of Change of Constitution (After receipt of requisite documents as per LMG & clearance of all outstanding dues against the plot)		
	i) Cases where UEI is not applicable	60	-----
	ii) Cases where UEI is applicable (subject to recommendation of ILMAC duly approved by competent authority)	90	

Time Schedule for processing of cases pertaining to Community Work Centre

S. No.	Name of Service	No. of days for service delivery
1.	Approval for Transfer of work space in favour of the present occupant. After receipt of : a) Requisite documents as per policy b) Clearance of outstanding dues of Licence Fee/Hire Purchase dues alongwith interest amount against delayed payment c) Cost of Land/Transfer charges against the work space, as applicable)	90 days
2.	Issue of NOC for obtaining electricity connection and licence from MCD, registration with S.S.I. DPCC for the existing Trade as per Master Plan 2021.	30 days
3.	Refund in respect of transfer cases if excess amounts paid (after completion of procedural formalities).	30 days
4.	Issuance of deficiency letter/demand etc. wherever applicable.	15 days
5.	Disposal of Misc. representation etc.	15 days

**Activities undertaken by the Personnel Division with
Prescribed Maximum Time Limit**

S.No.	Activities Undertaken	Maximum Time Limit
1.	Sanction of all kinds of Leave	7 Days
2.	Sanction/Adjustment of LTC	7 Days
3.	Forwarding of Application	7 Days subject to clearance from Vigilance
4.	NOC for Passport	7 Days subject to clearance from Vigilance
5.	Sanction of Festival Advance	7 Days
6.	Pay Fixation on receipt of Option	7 Days
7.	Sanction of Tour Advance	7 Days
8.	Sanction of Encashment of Earned Leaves	7 Days
9.	Sanction of Children Education Allowance	7 Days
10.	Processing of Representations	7 Days
11.	Sanction of Computer Advance	7 Days
12.	Sanction of Scooter/Motorcycle Advance	15 Days
13.	Reply to VIP References	15 Days (Interim reply) + 30 days – final reply
14.	Reply to Grievances	15 Days
15.	Holding of DPC for Regular Promotions	In the month of April for whole year
16.	Holding of Screening Committee Meeting for MACP	In the month of January & July
17.	Release of Terminal Benefits	On the day of superannuation subject to clearance from Vigilance

