



CITIZEN'S / CLIENT'S CHARTER

October 2016



HINDUSTAN PETROLEUM CORPORATION LIMITED
(A Government of India Enterprise)

Future full of energy

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CITIZENS' / CLIENTS' CHARTER

The main objective of Citizens'/Clients' Charter is to improve the quality of public services.

This is done by letting people know the mandate of the Corporation, how to reach Company's officials, what to expect in terms of services and how to seek a remedy in case of problem.

The Citizen's Charter by itself, does not create any legal right, but it surely helps in enforcing the existing rights.

***As per the directives / guidelines issued by DARPG
on 30th June 2010***



Mission & Vision

Our Mission

HPCL, along with its joint ventures, will be a fully integrated company in the hydrocarbons sector of exploration and production, refining and marketing; focusing on enhancement of productivity, quality and profitability; caring for customers and employees; caring for environment protection and cultural heritage.

It will also attain scale dimensions by diversifying into other energy related fields and by taking up transnational operations.

Our Vision

To be a World Class Energy Company known for caring and delighting the customers with high quality products and innovative services across domestic and international markets with aggressive growth and delivering superior financial performance. The Company will be a model of excellence in meeting social commitment, environment, health and safety norms and in employee welfare and relations.



INTRODUCTION

CITIZENS' / CLIENTS' CHARTER

A. What is Citizens'/Clients' Charter ?

The Citizens' / Clients' Charter (CCC) is a written declaration by a Government Department / Organization that highlights the standards of service delivery that it subscribes to, avenue for grievance redress and other related information. In other words, it is a set of commitments made by a Department to the Citizens' / Clients' groups with respect to standards of service which it delivers. Though not enforceable in the court of law, the CCC is intended to empower citizens and clients so that they can demand committed standard of service and avail remedies in case of non-compliance by service provider organization. This exercise, if appropriately conceived and carried out can enthuse and enable organizations to tune their planning, policy and performance to the needs and concerns of citizens / stakeholders / users / clients.

B. When was it introduced by Government of India ?

Over the years, with India making significant economic progress and with substantial increase in the literacy rate, citizens have increasingly become aware of their rights and expect the administration not merely to respond to their demands but also to anticipate them. Since 1996, a consensus has evolved in the Government on effective and responsive administration. It was with this background that in the Conference of Chief Ministers of States and UTs held on 24, 1997, and presided over by the then Prime Minister, an Action Plan for effective and responsive Government at the Center and State levels was adopted. One of the major decisions taken in the Conference was that the Departments



would formulate Citizens' Charters starting with those sectors that have large public interface. Since then various Government Departments / organizations have made their CCCs. In the Central Government, Department of Administrative Reforms and Public Grievances (DARPG) has been entrusted with the task of coordinating and operationalizing the CCC.

Ability to deliver promised results is a necessary condition for improving the perception of a Government, but it is not necessarily a sufficient one. Citizens and clients also expect that results should be delivered with courtesy within a reasonable time frame. Towards end, in its meeting on January 28, 2010, it was decided by the High Power Committee on Government Performance to include Citizens' / Clients' Charter in the Results Framework Documents (RFDs) of all 62 departments for the year 2010-2011.

The RFD provides a summary of the most important results that a department expects to achieve during the financial year. The document has two objectives:

- (a) To move the emphasis of the department from process-orientation to result-orientation, and
- (b) To provide an objective and fair basis to evaluate the department's overall performance at the end of the year. It means that departments set their own targets consistent with those agreed with the Planning Commission and the Ministry of Finance. These RFDs are vetted by an independent body of non-government experts and are placed on the respective website of the departments. RFD is part of the Performance Monitoring and Evaluation System (PMES), approved by the then Prime Minister in 2009. For further details visit : www.performance.gov.in

C. What has been the progress in implementation of CCC ?

While Government of India introduced the idea of Citizens' / Clients' Charter way back in 1997, the track record of implementation in the beginning was less



than satisfactory. In spite of strong endorsement by the Second Administrative Reforms Commission, only a handful of departments in the State and Central Government drafted CCCs. The quality of CCC drafts was also not very satisfactory and most of them were drafted as a mere formality without any rigorous quality control over the commitments. As a result, these CCC drafts were neither useful for measuring performance of departments with respect to this important aspect nor were there any actions specified for failing to meet the commitments listed in CCCs.

D. Why were CCCs included as a mandatory indicator in RFD ?

The then Cabinet Secretary, in the year 2009, asked the Performance Management Division (PMD) to look into the ways of improving implementation record with respect to CCCs. It was observed that departments were not taking the CCC exercise seriously as there was no action for non-compliance. In view of the above findings, it was decided by the High Power Committee on Government Performance to include development and implementation of Citizens' / Clients' Charter (CCC) and Grievance Redressal Mechanism (GRM) as mandatory indicators in the RFDs for 2013-14 of all 62 departments.

C. Recent implementation efforts :

With the above decision, the Performance Management Division (PMD), Cabinet Secretary, has worked closely with the DARPG to develop a set of user-friendly Guidelines for implementing Sevottam Compliant Citizens' / Clients' Charter and Grievance Redress Mechanism. These Guidelines have been further refined after getting stakeholders' feedback. PMD also collaborated with DARPG to organize series of workshops on designing and implementing Citizens' / Clients' Charters and Grievance Redress Mechanism in Government departments.

PMD in collaboration with National Informatics Centre (NIC) designed a software



to enable departments covered under the RFD Policy to create on-line Citizens' / Clients' Charter (CCC). This is the first of its kind software which has greatly improved the quality and made CCCs more meaningful as it lays accountability for implementing them. To ensure effective implementation and usage of this software, PMD organized several trainings / workshops in collaboration with NIC.

Keeping with the motto "what gets measured gets done", PMD organized several meetings with departments to review progress in implementing the Citizens' / Clients' Charter and to get feedback on functioning of respective department's CCCs. These meetings were organized for all 62 departments who were requested to present their progress to the members of the Ad-Hoc Task Force (ATF) dealing with their department.

ATF members represent a body of non-Government experts consisting of distinguished academicians from leading management institutes, former Secretaries to Government of India, Chief Secretaries, private sector management experts and former Chiefs of public enterprises. In addition to reviews by PMD and ATF, these CCCs were also reviewed by a team from the Indian Institute of Management, Bangalore (IIMB). The feedback on each CCC was conveyed to respective departments and revised CCCs were incorporated accordingly.

Source: *Adapted from Government of India Citizens' & Clients' Charter.*



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IMPORTANT WEBSITES

<http://www.hindustanpetroleum.com>

<http://www.hpgas.com>

<http://www.retail.in>

<http://www.hplubes.com>

<http://www.pgportal.gov.in>

<http://www.cpgrams-darpg.nic.in>

<http://www.dpg.gov.in>

<http://www.darpg.gov.in>

<http://www.rti.gov.in>



सत्यमेव जयते

GOVERNMENT OF INDIA

CABINET SECRETARIAT DIRECTORATE OF PUBLIC GRIEVANCES

Unresolved Grievances Bothering You ?

You may seek help of Directorate of Public Grievances [DPG] in resolution of Grievances relating to Ministries / Departments and Organizations under its Purview. In last few years, nearly ninety percent of the grievances taken up by the Directorate have been resolved favourably.

Please read carefully the conditions listed below before lodging your grievance :

- You should have exhausted the Departmental remedies for individual grievances
- Your grievance should not relate to service matter [other than payment of terminal benefits like gratuity, GPF etc.], a case disposed off at the level of Minister of the concerned Department, commercial contract, a subjudice case, a case where quasi-judicial procedures and appellate mechanisms are prescribed for decision making, RTI matter, Religious matter.
- Suggestion of any sort will not be treated as grievance.

List of Ministries /Departments/Organizations under DPG's purview

[a]	Ministry of Railways	[i]	Public Sector Banks
[b]	Department of Posts	[j]	Public Sector Insurance Companies
[c]	Department of Telecommunications including BSNL and MTNL	[k]	National Saving Scheme of Ministry of Finance
[d]	Ministry of Urban Development including Delhi Development Authority, Land & Development Office, SPWD and Directorate of Estates	[l]	ESI Hospitals and Dispensaries directly controlled by Employees State Insurance Corporation under Ministry of Labour and Employment
[e]	Ministry of Petroleum and Natural Gas including its Public Sector Undertakings	[m]	Employees' Provident Fund Organization
[f]	Ministry of Civil Aviation including Airports Authority of India and Air India	[n]	Regional Passport Authorities under Ministry of External Affairs
[g]	Ministry of Shipping, Road Transport and Highways	[o]	Central Government Health Scheme under Ministry of Health and Family Welfare
[h]	Ministry of Tourism	[p]	Central Board of Secondary Education, Kendriya Vidyalay Sangathan, National Institute of Open Schooling, Navodaya Vidyalaya Samiti, Central Universities, Deemed Universities [Central] and Scholarship Schemes
		[q]	Ministry of Youth Affairs

**Note : You can lodge your
Grievance online on our website**

<http://dpg.gov.in>.

You may also
send your grievance to us by post or
fax with complete information and
relevant documents

Contact us at :

The Secretary
Directorate of Public Grievances
2nd Floor, Sardar Patel Bhawan, Sansad Bhawan, New Delhi 100001
Tel : 011-23743130, 011-23741228, 011-23363733
Fax : 011-23345637, e-mail : secypg@nic.in
Website : <http://dpg.gov.in>



सत्यमेव जयते

भारत सरकार

मंत्रिमंडल सचिवालय लोक शिकायत निदेशालय

क्या आप अनसुलझी शिकायतों से परेशान हैं ?

आप लोक शिकायत निदेशालय के कार्य क्षेत्र के अंतर्गत मंत्रालयों /विभागों और संगठनों से संबंधित शिकायतों के समाधान के लिए लोक शिकायत निदेशालय की सहायता ले सकते हैं। पिछले कुछ सालों में, इस निदेशालय द्वारा उठाई गई लगभग नब्बे प्रतिशत शिकायतों का संतोषजनक समाधान किया गया है।

अपनी शिकायत दर्ज कराने से पहले कृपया नीचे दी गई शर्तों को ध्यानपूर्वक पढ़ें:-

- आपने अपनी शिकायतों को सम्बंधित विभाग के समक्ष समाधान हेतु प्रस्तुत कर लिया हो।
- आपकी शिकायत सेवा मामले (ग्रेच्युटी, जीपीएफ इत्यादि जैसे सेवांत हितलाभों के भुगतान के अलावा) संबंधित विभाग के मंत्री के स्तर पर निपटाए गए मामले, वाणिज्यिक अनुबंध, न्यायाधीन मामले, ऐसे मामले जहां निर्णय लेने के लिए अर्द्धन्यायिक पद्धति और अपीलिय प्रक्रियाएं निर्धारित की गई हैं, आरटीआई मामले, धार्मिक मामले से संबंधित न हो।
- किसी भी प्रकार के सुझाव को शिकायत रूप में नहीं माना जाएगा।

लोक शिकायत निदेशालय के कार्यक्षेत्र के अंतर्गत आने वाले मंत्रालयों/ विभागों/संगठनों की सूची

(क)	रेल मंत्रालय	(ज)	सार्वजनिक क्षेत्र के बैंक
(ख)	डाक विभाग	(झ)	सार्वजनिक क्षेत्रों की बीमा कंपनियां
(ग)	बीएसएनएल और एमटीएनएल सहित दूरसंचार विभाग	(त्र)	वित्त मंत्रालय की राष्ट्रीय बचत स्कीम
(घ)	दिल्ली विकास प्राधिकरण, भूमि और विकास कार्यालय, सीपीडब्ल्यूडी और सम्पदा निदेशालय सहित शहरी विकास मंत्रालय	(ट)	श्रम और रोजगार मंत्रालय के अंतर्गत कर्मचारी राज्य बीमा निगम नियंत्रित ईएसआई अस्पताल और औषधालय
		(ठ)	कर्मचारी भविष्य निधि संगठन
(ड)	पेट्रोलियम और प्राकृतिक गैस मंत्रालय, इसके सार्वजनिक क्षेत्र के उपक्रम सहित	(ड)	विदेश मंत्रालय के अंतर्गत क्षेत्रीय पासपोर्ट प्राधिकरण
(च)	भारतीय विमानपत्तन प्राधिकरण और एअर इंडिया सहित नागर विमानन मंत्रालय	(ढ)	स्वास्थ्य और परिवार कल्याण मंत्रालय के अंतर्गत केंद्रीय सरकार स्वास्थ्य योजना
(छ)	केंद्रीय माध्यमिक शिक्षा बोर्ड, केंद्रीय विद्यालय संगठन, राष्ट्रीय मुक्त विद्यालयीय संस्थान, नवोदय विद्यालय समिति, केंद्रीय विश्वविद्यालय समविश्वविद्यालय(केंद्रीय) और मानव संसाधन विकास मंत्रालय की छात्रवृत्ति स्कीमें।	(ण)	पर्यटन मंत्रालय
		(त)	युवक कार्यक्रम मंत्रालय
		(थ)	पोत परिवहन, सड़क परिवहन और राजमार्ग मंत्रालय

नोट: आप हमारी वेबसाइट
[http:// dpg.gov.in](http://dpg.gov.in) पर
अपनी शिकायत दर्ज कर सकते हैं ।
आप अपनी शिकायत, संपूर्ण सूचना
और संगत दस्तावेजों के साथ
हमें डाक/फैक्स
या ईमेल द्वारा भेज सकते हैं।

हमसे यहां संपर्क करें:-
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फैक्स : 011-23345637
वेबसाइट : <http://dpg.gov.in>



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are important to HPCL.**

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