



Citizen's / Client's Charter  
for  
Directorate-General of Mines Safety  
Ministry of Labour & Employment  
(2018-2019)

Address : Directorate General of Mines Safety, Hirapur, Dhanbad – 826001 (Jharkhand)  
Website ID : dgms.gov.in  
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Next Review : 31<sup>st</sup> March, 2019

## VISION

To attain risk and hazard free conditions of work and welfare of persons employed in the mines.

## MISSION

To identify and reduce risk of accidents and diseases in and around the mine through:

- Development of suitable legislation, rules, regulations, standards and guidelines;
- Adequate measures to ensure compliance and
- Awareness initiatives to inculcate safety and health culture amongst work persons and stakeholders.

## Main Services/Transactions

Sl. No.	Service/Transaction	Weight	Responsible Person	E-mail	Phone Number	Process	Document Required	Fee		
								Category	Mode	Amount
1.	Inspection of Mines	20	Dy. Director of Mines Safety (Electrical, Mechanical, Mining) of all regions and sub-regions and Director of Mines Safety (Electrical, Mechanical, Mining) of all regions.	Details as Annexure I	Details as Annexure I	Mines are inspected as per allotment through Shram Shuvidha Portal. Action taken subsequent to inspection: <ul style="list-style-type: none"> <li>• Pointing out contraventions</li> <li>• Withdrawal of permission</li> <li>• Issue of improvement notices</li> <li>• Prohibition of employment</li> <li>• Informal stoppages</li> <li>• Prosecution in the court of law</li> </ul>	NA	NA	NA	NA
2.	Enquiries	20								
	Accident Enquiries		Dy. Director of Mines Safety (Electrical, Mechanical, Mining) of all regions and sub-regions and Director of Mines Safety (Electrical, Mechanical, Mining) of all regions.	Details as Annexure I	Details as Annexure I	On receipt of information of any accident, the concerned Dy. Director of Mines Safety (Electrical, Mechanical, Mining) and Director of Mines Safety (Electrical, Mechanical, Mining) conducts enquiry after visiting the spot of accident. Action taken subsequent to enquiry: <ul style="list-style-type: none"> <li>• Issue of warning</li> <li>• Prosecution in the court of law</li> </ul>	NA	NA	NA	NA

	Enquiries of Dangerous Occurrences		Dy. Director of Mines Safety (Electrical, Mechanical, Mining) and Director of Mines Safety (Electrical, Mechanical, Mining) of all regions and sub-regions.			On receipt of information of dangerous occurrences in the mines, the concerned Dy. Director of Mines Safety (Electrical, Mechanical, Mining) and Director of Mines Safety (Electrical, Mechanical, Mining) conducts enquiry after visiting the mine.	Information received from the recipient(s) giving his contact details and also giving details about the mines, issue involved and pinpointing the area of concern with justification	NA	NA	NA
	Complaint Enquiries		Dy. Director of Region Director In-Charge of Region Dy. Director General In-Charge of the Zone  Dy. Director General in-charge of Zone			Complaints received by Director In-Charge of Region, scrutinizing the merit of the complaint, calls for enquiry into the complaint by the concerned Dy. Director of the region.  Opinion of the Dy. Director being submitted for obtaining final remarks of the Director of the Region for taking action into the matter.  In case of any VIP Complaint received at ZO/RO, the case is forwarded to the concerned Dy. Director General who shall either enquire it himself	Complaint (s) received from the recipient(s) giving his contact details and also giving details about the mines, issue involved and pinpointing the area of concern with justification.	NA	NA	NA

			Dy. Director General in-charge of Zone.			depending on the gravity of the complaint or get it enquired through the Dy. Director/ Director of the Region.  If case VIP Complaint was received at Ministry/HO; the case being referred to Director General, who forwards the same to the Dy. Director General of respective Zone/discipline for submission of his comments for taking final decision by the Director General.				
3.	Grant of Permissions/Exemptions /Relaxations	15	Dy. Director (Min), In-charge of Group in a Region  Director In- Charge of a Region  Dy. Director- General in-charge of a Zone  Approval in certain permission cases to be obtained from Director General level	Details as Annexure I	Details as Annexure I	Scrutinizing the application by Dy. Director (Min), and put up with comment to Director.  In some cases, comment being forwarded to Dy. DG for his approval on the note sheet and finally granting/rejection of the case being done by the concerned Director of the Region.  In some cases, comments of Dy. DG, In-charge of a Zone, forwarded to Director-General for obtaining his approval on the note sheet for finally granting/rejection/recordin g of the case and final letter to be issued				

			<p>Dy. Director (Elect)</p> <p>Director (Elect)</p> <p>Dy. Director-General (Elect)</p> <p>Dy. Director (Mech)</p> <p>Director (Mech)</p> <p>Dy. Director-General (Mech)</p>			<p>accordingly by the concerned Director of the Region.</p> <p>Similar procedure is being adopted in case of permission cases relating to Electrical discipline.</p> <p>Similar procedure is being adopted in case of permission cases relating to Mechanical discipline.</p>				
4.	Granting approvals of various safety equipments used in mines	15	<p>For approval of Mines Safety Equipments : Dy. Director(MSE) HQ; (Director (MSE) HQ/ Dy. Director General, HQ</p> <p>Dy. Director (S&amp;T), HQ; Director (S&amp;T) HQ.</p>	Details as Annexure II	Details as Annexure II	<p>Process in all these cases are similar: Scrutinizing the application by concerned Dy. Director, who puts up his comments to Director and forwarded to Dy .DG for his comments on the note sheet.</p> <p>Finally approval/rejection/recording of the case being done by the Director General.</p>	Applications received from the recipients complete in all respects attaching testing reports.	NA	NA	NA

			<p>Dy. Director General, HQ</p> <p>For approval of Electrical items/ equipments: Dy. Director (Elect) HQ; Director (Elect) HQ; Dy. Director General (Elect) HQ</p> <p>For approval of Mechanical items/equipments : Dy. Director (Mech) HQ; Director (Mech) HQ; Dy. Director General (Mech) HQ</p>							
5.	Conducting statutory mining examinations	20	<p>Dy. Director (Exam) HQ; Director (Exam) HQ;</p>	Details as Annexure III	Details as Annexure III	<p>Scrutinizing the application by concerned Dy. Director, and put up with comment to Director and finally granting/rejection of the case being done by the Director (Exam).</p> <p>For any policy matters, the matter referred through the Director General/Chairman, Board of Mining Examination and the final decision is taken</p>	Applications received from the recipients has to be complete in all respects.	<p>(a) First Class Manager's Certificate [Coal/ Metal]</p> <p>(b) Second Class Manager's Certificate [Coal/ Metal]</p>	In all cases draft in favour of DGMS payable at Dhanbad	<p>Rs.100</p> <p>Rs.75</p>

						by the Board of Mining Examination		(c) Surveyor's Certificate [Coal/ Metal]	Rs.50
								(d) Overman's Certificate	Rs.50
								(e) Foreman's Certificate	Rs.50
								(f) Sirdar's Certificate	Rs.30
								(g) Mate Certificate	Rs.30
								(h) Shotfirer's Certificate	Rs.25
								(i) Blaster's Certificate 10	Rs.25
								(j) I class Engine – driver's Certificate	Rs.30
								(k) II class Engine – driver's Certificate	Rs.25



								(l) Gas Testing Certificate		Rs.25
								(m) Lamp Checkers's Certificate		Rs.25
6.	Promotional Initiatives	10								
	National Safety Awards (Mines)		Dy. Director (SOMA); Director (SOMA)	Details As Annexure IV	Details As Annexure IV		NA	NA	NA	NA
	All India Mines Rescue Completions		Dy. Director (MSE); Director (DMRS)	Details As Annexure V	Details As Annexure V	All India Mines Rescue Competitions are conducted every year by different mining companies under the aegis of DGMS	NA	NA	NA	NA
	Mines Safety Weeks and Fortnights		Dy. Director of Mines Safety (Electrical, Mechanical, Mining) of all regions and sub-regions and Director of Mines Safety (Electrical, Mechanical, Mining) of all regions and Dy. Director General of Mines Safety of all zones.	Details as Annexure VI	Details as Annexure VI	Annual Mines Safety Weeks and Fortnights of different mines are conducted under the aegis of DGMS	NA	NA	NA	NA

## Service Standards

Sl. No.	Services/Transaction	Weight %	Success Indicators	Service Standard	Unit	Weight	Data Source
1.0	Inspection of Mines	20	<u>Minimum number of field days in a year</u> I. Asstt. Director(Zones & Regions) - 130 II. Dy. Directors (Zones, regions & sub-regions)-120 III. Directors (Zones & Regions)- 80 IV. Asstt. Director (HQ)- 60 V. Dy. Director (HQ)- 50 VI. Director (HQ)- 25 VII. Field officers with additional work of Staff Officer to DDG and/or working as DDO- 80% less of the corresponding field days	To complete the minimum number of field days	Field days	20	Policy of DGMS
2.0	<u>Enquiries</u> I. Accident enquiries II. Enquiries of dangerous occurrences III. Complaint enquiries	20	Average time taken for completion of enquiries after receipt of the information/complaint at the Directorate.	Within a period of 90 days of receipt of information/ Complaint.	Days	20	Policy of DGMS
3.0	Grant of Permissions/ Exemptions /Relaxations	15	Average time taken for issue of permissions/relaxation/exemption & granting thereof after the proposal is received at the Directorate.	Within a period of 90 days of the receipt of applications complete in all respect.	Days	15	Policy of DGMS
4.0	Granting approvals of various safety equipments used in mines	15	Average time taken for issue of approval after the proposal is received at the Directorate.	Within a period of 90 days of the receipt of applications complete in all respect. (Testing period extra)	Days	15	Policy of DGMS

5.0	Conducting statutory mining examinations	25	Average time taken for finalization after all the applications are received at the Directorate.	Within in a year of its receipt.	Year	25	Policy of DGMS
6.0	Promotional Activities  I. National Safety Awards.  II. All India Mines Rescue Competition  III. Mines Safety Week and Fortnight	10	Finalisation of National Safety Awards.  To assist mining companies in organising All India Mines Rescue Competition once in every year.  To assist mining companies in organising Mines Safety Week and Fortnight once in every year.	Successful in Finalisation of National safety Awards every year  Successful in assisting in conducting the competition every year  Successful in assisting in organising safety Weeks and Fortnights every year	Yes/ No	10	Policy of DGMS

## Grievance Redressal Mechanism

Sl.No	Name of the Public Grievance Officer	Helpline Number	E mail	Mobile Number
1.	Shri B.P.Singh Dy. Director General of Mines Safety, HQ	0326-2221021	bpsingh1@dgms.gov.in	+919431122207
2.	Shri M. Satyamurthy (Acting) Dy. Director General of Mines Safety, Northern Zone, Ghaziabad	0120-2705364	ddg.nz@ dgms.gov.in	+919891452528
3.	Shri D K Sahu (Acting) Dy. Director General of Mines Safety, Western Zone, Nagpur	0712-2511020	dhsahu@dgms.gov.in	+917122513085
4.	Shri Narayan Rajak Dy. Director General of Mines Safety, Northern Zone, Ghaziabad	0120-2705364	ddg.nwz@dgms.gov.in	+919334738250
5.	Shri M.E. Murkute (Acting) Dy. Director General of Mines Safety, Southern Zone, Bengaluru	080-25535971	memurkute@dgms.gov.in	+918966888777
6.	Shri G. Vijay Kumar (Acting) Dy. Director General of Mines Safety, South Central Zone, Hyderabad	040-27532502	gvkumar@dgms.gov.in	+919493911063
7.	Shri Utpal Saha, Dy. Director General of Mines Safety, Eastern Zone, Sitarampur	0341-2514210 0341-2510710	<a href="mailto:ez.dgms@gmail.com">ez.dgms@gmail.com</a> usaha@dgms.gov.in	+919434052599
8.	Dr. A.K. Sinha Dy. Director General of Mines Safety, South Eastern Zone, Ranchi	0651-2233020	<a href="mailto:dir-aks@rediffmail.com">dir-aks@rediffmail.com</a> aksinha@dgms.gov.in	+919471192281
9.	Shri K Nageshwar Rao Dy. Director General of Mines Safety, Central Zone, Dhanbad	0326-2221029	ddg.cz@ dgms.gov.in knageswararao@dgms.gov.in	+917635094145

## List of Stakeholders/Clients

Sl.No.	Stakeholders/Clients
1.	Central Ministries/Departments
2.	State Governments /District Administrations
3.	Courts of Law
4.	All Mining Industries connected with mining operations/unorganized mining sectors
5.	All Workers/Central Trade Unions
6.	All Employers/Employees Organisations

## Indicative Expectation from Service Recipients

S. No.	Indicative Expectation from Service Recipients
1.	Applications for permission/relaxation/exemption/authorisation received from the recipients complete in all respects
2.	Applications for seeking approval received from the recipients complete in all respects attaching testing reports.
3.	Applications received from the applicants/candidates for appearing statutory examination has to be complete in all respects.
4.	Complaint(s) received from the recipient(s) giving his contact details, about the issues, location of the mine, pinpointing the area of concern with justification.
5.	Showing courtesy to applicants/complainants/vendors
6.	Always keep proper records of any communications made to applicants/complainants
7.	To check the website regularly for updates on policies, programmes and procedures

SL.No.	Name/Shri	Designation	E.mail I.D	Phone No
1.	Shri H.C. Yadav	Director (Mining), SO to DDG, CZ, Dhanbad	<a href="mailto:hcyadav@dgms.gov.in">hcyadav@dgms.gov.in</a> <a href="mailto:hcyadav58@gmail.com">hcyadav58@gmail.com</a>	0326-2221155
2.	Shri Murli Dhar Mishra	Director (Mining), SO to DDG, CZ, Dhanbad	<a href="mailto:murlidhar.mishra9@gmail.com">murlidhar.mishra9@gmail.com</a> mdmishra@dgms.gov.in	
3.	Shri Ajay Singh	Director (Elect) CZ, Dhanbad	<a href="mailto:ajaysingh@dgms.gov.in">ajaysingh@dgms.gov.in</a> <a href="mailto:ajaya_sccl@yahoo.co.in">ajaya_sccl@yahoo.co.in</a>	0326-2221031
4.	Shri Rajeev Omprakash Verma	Dy. Director (Elect) CZ, Dhanbad	<a href="mailto:rajeev.ddms@gmail.com">rajeev.ddms@gmail.com</a> romprakash@dgms.gov.in	
5.	Shri Naresh Govind Phule	Dy. Director (Mech) CZ, Dhanbad	<a href="mailto:ngphule@gmail.com">ngphule@gmail.com</a> ngphule@dgms.gov.in	
6.	Shri Sandeep Srivastava	Dy. Director (Mech) CZ, Dhanbad	<a href="mailto:ddms.mech@gmail.com">ddms.mech@gmail.com</a> sshrivastava@dgms.gov.in	0326-2221032
7.	Shri S. Bagchi	Director, CZ, Region-1,	<a href="mailto:sbagchi@dgms.gov.in">sbagchi@dgms.gov.in</a> <a href="mailto:sbagchi.dgms@yahoo.com">sbagchi.dgms@yahoo.com</a>	0326-2221033
8.	Shri Rakesh Rameshwar Mishra	Dy. Director (Mining) CZ, Region-1	<a href="mailto:rakesh23.1617@rediffmail.com">rakesh23.1617@rediffmail.com</a> rrmishra@dgms.gov.in	
9.	Shri Sanjibon Ray	Director, CZ, Region-2,	<a href="mailto:sanjibonr@dgms.gov.in">sanjibonr@dgms.gov.in</a> <a href="mailto:sanjibonray@yahoo.com">sanjibonray@yahoo.com</a>	0326-2221034
10.	Shri A. Hussain	Dy. Director, CZ, Region-2,	<a href="mailto:ahansari@dgms.gov.in">ahansari@dgms.gov.in</a> <a href="mailto:altafhussainksa@gmail.com">altafhussainksa@gmail.com</a>	0326-2221157
11.	Shri Nayan Sinha	Dy. Director, CZ, Region-2,	<a href="mailto:nauan_snh@yahoo.co.in">nauan_snh@yahoo.co.in</a> nsinha@dgms.gov.in	
12.	Shri S.D. Chiddarwar	Director, CZ, Region-3,	<a href="mailto:dir.czr3.dgms@gmail.com">dir.czr3.dgms@gmail.com</a> <a href="mailto:satish_2306@rediffmail.com">satish_2306@rediffmail.com</a>	0326-2221035
13.	Shri Dhananjay Kumar	Dy. Director, CZ, Region-3,	<a href="mailto:ghananjay0809@yahoo.in">ghananjay0809@yahoo.in</a> dkumardgms.gov.in	0326-2221158
14.		Dy. Director, CZ, Region-3,		0326-2221154
15.	Shri H.C. Yadav	Director, CZ, Koderma Region.	<a href="mailto:hcyadav@dgms.gov.in">hcyadav@dgms.gov.in</a> <a href="mailto:hcyadav58@gmail.com">hcyadav58@gmail.com</a>	06534-222401
16.	S.S. Soni	Dy. Director, CZ, Koderma Region.	<a href="mailto:sssoni@dgms.gov.in">sssoni@dgms.gov.in</a> <a href="mailto:sssoni@live.com">sssoni@live.com</a>	06534-222579
17.	Shri K.A. Naidu	Dy. Director, CZ, Koderma Region.	<a href="mailto:kaplanaidu@dgms.gov.in">kaplanaidu@dgms.gov.in</a> naiduuappal@gmail.com	06534-222579
18.	Shri B.B. Satiar	Director (Mining), SO to DDG, EZ, Sitarampur.	<a href="mailto:bbsatiyar@dgms.gov.in">bbsatiyar@dgms.gov.in</a>	0341-2514203
19.	Shri T. Srinivas	Director (Elect) , EZ, Sitarampur.	<a href="mailto:tsrinivas@dgms.gov.in">tsrinivas@dgms.gov.in</a>	0341-2514221
20.	Shri Anil Toppo	Dy. Director (Elect) , EZ, Sitarampur.	<a href="mailto:aniltoppo1972@gmail.com">aniltoppo1972@gmail.com</a> atoppo@dgms.gov.in	0341-2514224
21.	Shri S.G. Bhaisare	Dy. Director (Mech) , EZ, Sitarampur.	<a href="mailto:dd.mech.ez@dgms.gov.in">dd.mech.ez@dgms.gov.in</a> sgbhaisare@dgms.gov.in	0341-2514207
22.	Shri Suresh Kumar Pedada	Dy. Director (Mech) , EZ, Sitarampur.	<a href="mailto:skpedada@dgms.gov.in">skpedada@dgms.gov.in</a>	0341-2514208
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24.		Dy. Director (Elect) , EZ, Sitarampur.	<a href="mailto:dd.elect.ez@dgms.gov.in">dd.elect.ez@dgms.gov.in</a>	0341-2514223
25.	Shri B.G. Meshram	Dy. Director (Elect) , EZ, Sitarampur.	<a href="mailto:vikas.meshram72@gmail.com">vikas.meshram72@gmail.com</a> vgmeshram@dgms.gov.in	0341-25140222
26.	Shri B Papa Rao	Director, EZ, Region-1	<a href="mailto:bpaparao@dgms.gov.in">bpaparao@dgms.gov.in</a>	0341-2514203
27.	Shri K. Mandal	Dy. Director, EZ, Region-1	<a href="mailto:kmondal@dgms.gov.in">kmondal@dgms.gov.in</a> <a href="mailto:kmondal95@yahoo.co.in">kmondal95@yahoo.co.in</a>	0341-2514205
28.	Shri Niranjan kumar	Dy. Director, EZ, Region-1	<a href="mailto:nkumar.ism@gmail.com">nkumar.ism@gmail.com</a> niranjankumar@dgms.gov.in	0341-2514204
29.	Shri Vir Pratap	Director, EZ, Region-2	<a href="mailto:vppratap@dgms.gov.in">vppratap@dgms.gov.in</a>	0341-2514213
30.	Shri M.K. Sahu	Dy. Director, EZ, Region-2	<a href="mailto:mksahoo@dgms.gov.in">mksahoo@dgms.gov.in</a> <a href="mailto:hi_2manoj@rediffmail.com">hi_2manoj@rediffmail.com</a>	0341-2514215
31.	Shri B.S. Nasina	Dy. Director, EZ, Region-2	<a href="mailto:bnasina@dgms.gov.in">bnasina@dgms.gov.in</a> nasinabalasubramanyam@gmail.com	0341-2514214

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33.	Shri Md. Niyazi	Dy. Director, EZ, Region-3	dd2.sr3@dgms.gov.in mniyazi@dgms.gov.in	0341-2514218
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36.	Shri Ajit Kumar	Dy. Director, EZ, Guwahati Region	<a href="mailto:ajitkumar@dgms.gov.in">ajitkumar@dgms.gov.in</a>	
37.	Shri Kunapareddi Madhav Rao	Dy. Director, EZ, Guwahati Region	kmadhavarao@dgms.gov.in	
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39.	Shri Supriyo Chakraborty	Director (Mining), SO to DDG, SEZ, Ranchi	<a href="mailto:schakraborty@dgms.gov.in">schakraborty@dgms.gov.in</a>	
40.	Shri Ajay kumar Yadav	Dy. Director (Mech) , SEZ, Ranchi	<a href="mailto:aky_ajay@rediffmail.com">aky_ajay@rediffmail.com</a> aryadav@dgms.gov.in	
41.	Shri Anand Agarwal	Director (Elect) , SEZ, Ranchi	aagrawal@dgms.gov.in anand.gd.agrawal@gmail.com	0651-2233050
42.	Shri P. Damodar	Dy. Director (Elect) , SEZ, Ranchi	<a href="mailto:pathumudi.damodar@gmail.com">pathumudi.damodar@gmail.com</a> pdamodar@dgms.gov.in	
43.	Shri Ujjwal Tah	Director, SEZ, Ranchi Region	<a href="mailto:ujjwaltah@yahoo.com">ujjwaltah@yahoo.com</a> utah@dgms.gov.in	0651-2233022
44.	Shri M.K. Gupta	Dy. Director, SEZ, Ranchi Region	mkgupta@dgms.gov.in	0651-2233102
45.	Shri Arun Kumar	Dy. Director, SEZ, Ranchi Region	<a href="mailto:arunkumar653855@gmail.com">arunkumar653855@gmail.com</a> arunkumar@dgms.gov.in	
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48.		Dy. Director, SEZ, Raigarh Region		07762-222116
49.	Shri R. Subramanian	Director, SEZ, Bhubneswar Region	<a href="mailto:dmsbbsr@gmail.com">dmsbbsr@gmail.com</a> rsubramanian@dgms.gov.in	0674-3277034
50.	Shri Nagendra Kumar Sriram	Dy. Director, SEZ, Bhubneswar Region	nagendrakumar@dgms.gov.in	0674-2301452
51.	Shri Satish Kumar	Director, SEZ, Chaibasa Region	<a href="mailto:Satish_ddms@yahoo.com">Satish_ddms@yahoo.com</a> skumar@dgms.gov.in	06582-256480
52.	Shri Saket Bharti	Dy. Director, SEZ, Chaibasa Region, WZ, Nagpur	<a href="mailto:saketbharti@yahoo.com">saketbharti@yahoo.com</a> sbharti@dgms.gov.in	06582-256480
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56.	Shri Palanimalai C	Director (Elect.) , WZ, Nagpur	<a href="mailto:cpalanimalai@dgms.gov.in">cpalanimalai@dgms.gov.in</a>	
57.	Shri M. Armugam	Dy. Director (Mech) , WZ, Nagpur	dd.mech.wz@dgms.gov.in magumura@dgms.gov.in	0712-2513086
58.	Shri Rajkumar	Dy. Director (Elect.) , WZ, Nagpur	<a href="mailto:rajkumar@dgms.gov.in">rajkumar@dgms.gov.in</a> rajdgmse@gmail.com	0712-2513086
59.	Shri A V Subbarao	Dy. Director (Elect) , WZ, Nagpur	vsubbarao@dgms.gov.in	0712-2513086
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