

GOVERNMENT OF ANDHRA PRADESH

CITIZEN CHARTER SHOWING THE DELIVERY OF SERVICES TO THE PUBLIC BY THE DEPARTMENT OF MINES AND GEOLOGY, TIME FRAME TO DELIVER THE SERVICES AND MEASURES IF NOT DELIVERED INTIME.

BY

The Director,

Department of Mines and Geology,

8th Floor,

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I. The Department of Mines and Geology works under the Industries and Commerce Department, A.P. Secretariat, Hyderabad headed by the Principal Secretary to Government at Government level.

II. The Director is the Head of the Department of Mines and Geology, having office at 8th Floor, Burgula Ramakrishna Rao Govt. Offices Complex, Saifabad, Hyderabad – 500063.

III. A total of (62) offices of the Department of Mines and Geology i.e. the Directorate, (4) Zonal Offices, (8) Regional Offices, (34) Asst. Director of Mines & Geology regular offices & (15) Asst. Director of Mines and Geology Vigilance offices are functioning in the State.

IV. The Department of Mines and Geology renders the following services to the public.

1. Taking up Mineral Investigation and Exploration and furnishing of Geology, Mineral potential and dissemination of information.
2. Processing and disposal of applications for Reconnaissance Permits/Prospecting License/Mining Leases & Quarry Leases for various minerals.
3. Regulation and collection of Royalty/Seigniorage Fee etc., from the leases granted as per scheduled rates and issue of despatch permits.
4. Disposal of applications received for Mineral Dealer Licenses and issue of transit passes under A.P. Mineral Dealer Rules, 2000.

5. Issue of reports on Chemical analysis of Ores/Minerals as and when the entrepreneurs approaches the Department on payment of user charges.
6. Rendering of services of Drilling Units to the entrepreneurs on hire basis for mineral investigation and exploration purpose.
7. Approve Mining Plans in case of opencast mines for 29 minerals.
8. Issue of Recognition Certificates to the qualified persons for preparation of Mining Plans in respect of Quarry Leases for Granite/Marble.
9. Disposal of appeals.
10. Furnishing of information sought for by the public under Right to Information Act, 2005.

V. **Grievance Cell** :

- i. A Grievance Cell is working under the Director of Mines and Geology to take up the matters not disposed of within the stipulated time as per Citizen Charter for redressal.
- ii. The Grievance Cell:
 1. Deputy Director & Technical Secretary to DM&G
 2. Deputy Director (Administration) & ASPIO
 3. All the Joint Directors in the Directorate.
- iii. The Grievance Cell will sit every Friday from 3.00 PM to 5.00 P.M.

VI. The office wise delivery of services, time frame fixed to deliver the services and the mechanism to deal with when not rendered within the stipulated time are given hereunder.

(A). Services rendered by the Directorate of Mines and Geology, Hyderabad:

Sl. No.	List of services offered by the Office of Director of Mines & Geology, Hyderabad.	Time frame within which services to be delivered	Officers responsible to deliver the services	Incase of failure to deliver the services, the mechanism to deal with
1.	Furnishing of Geology, Mineral potential and other related data of the Districts & State on cost basis.	30 days	JDM&G concerned	Appeal can be filed after expiry of (30) days with the Director of Mines & Geology who inturn will order to furnish information within (30) days on free of cost.
2.	Furnishing of Existing lease hold areas under RPs/PLs/MLs/Quarries in the State on cost basis.	30 days	JDM&G concerned	Appeal can be filed after expiry of (30) days with the Director of Mines & Geology who inturn will order to furnish information within (30) days on free of cost.
3.	Furnishing of details of Mineral Dealer Licenses registered as per A.P. Mineral Dealer Rules, 2000 in the State on cost basis.	30 days	JDM&G concerned	Appeal can be filed after expiry of (30) days with the Director of Mines & Geology who inturn will order to furnish information within (30) days on free of cost.
4.	Issue of acknowledgement on receipt of Reconnaissance Permit application.	Same day in person or (3) days by post	DM&G	Issue may be taken up with the Grievance Cell.

5.	Receipt, Processing and submission of ML/PL proposals to Govt. received in complete shape.	30 days	DM&G	Appeal can be filed before the Prl. Secretary to Govt., Ind. & com. Dept. for redressal who inturn will order to furnish information within 30 days.
6.	Processing of proposals on GQL applications received in complete shape for rejection/issue of notice calling for submission of Approved Mining Plan and statutory clearances.	45 days	DM&G	Issue may be taken up with the Grievance Cell.
7.	Grant of Q.L for Granite subject to submission of Approved Mining Plan and other statutory clearances.	30 days	DM&G	Issue may be taken up with the Grievance Cell.
8.	Disposal of appeal filed under Rule 35-A of APMMC Rules, 1966.	90 days	DM&G	Representation can be filed before the Prl. Secretary to Govt., Ind. & com. Dept. for redressal who inturn will order to dispose appeal within 30 days
9.	Disposal of appeal filed under Rule 11 of APMDR Rules, 2000.	30 days	DM&G	Representation can be filed before the Prl. Secretary to Govt., Ind. & com. Dept. for redressal who inturn will order to dispose appeal within 30 days
10	Disposal of representation for sanction of installments towards payment of Mineral Revenue Dues.	60 days	DM&G	Issue may be taken up with the Grievance Cell.
11	Issue of Mineral Dues Clearance Certificates (MDCC)	60 days	DM&G	Issue may be taken up with the Grievance Cell.
12.	Disposal of representation for condoning the delay and according permission for extension of time to execute lease deed.	30 days	DM&G	Issue may be taken up with the Grievance Cell.

13	Issue of reports on Chemical analysis of Ores/Mineral samples received from entrepreneurs by the Chemical Lab on payment of user charges.	30 days	DD/Chemist (Chemical Lab)	Issue may be taken up with the Grievance Cell.
14	Requisition for rendering the services of Drilling Units to the entrepreneurs on hire basis for mineral investigation and exploration purpose.	30 days	DM&G	Issue may be taken up with the Grievance Cell.
15	Issue of Recognition Certificates to the qualified persons for preparation of Mining Plans in respect of Quarry Leases for Granite useful for cutting and polishing purpose and marble.	30 days	DM&G	Issue may be taken up with the Grievance Cell.
16	Forwarding of Petitions / Complaints/ Representations received from CMP, Minister Peshi or any other authority for conduct of enquiry and report.	10 days	DM&G	Issue may be taken up with the Grievance Cell.
17	Furnishing of information sought for by the public under Right to Information Act, 2005.	30 days	SPIO	Appeal after 30 days before the Appellant Authority to be disposed within (30) days on free of cost.

(B). Services rendered by the Zonal Joint Director of Mines and Geology offices

Sl. No.	List of services offered by the Office of Zonal Joint Director of Mines & Geology	Time frame within which services to be delivered	Officers responsible to deliver the services	In case of failure to deliver the services, the mechanism to deal with
1.	Approval of Mining Plan submitted in complete shape.	90 days	ZJDM&G	Issue may be taken up with the office Grievance Cell.
2.	Approval of Scheme of Mining submitted in complete shape.	90 days	ZJDM&G	Issue may be taken up with the office Grievance Cell.
3	Issue of Mineral Dues Clearance Certificates (MDCC)	60 days	ZJDM&G	Issue may be taken up with the office Grievance Cell.
4	Furnishing of information sought for by the public under Right to Information Act, 2005.	30 days	PIO	Appeal after 30 days before the Appellant Authority to be disposed within (30) days on free of cost.
5	Enquiry into Petitions / Complaints/ Representations received or sent by DM&G / Dist. Collector, etc.,	30 days	ZJDM&G concerned	Issue may be taken up with the concerned DM&G.
6.	Disposal of 1 st Appeal filed under Right to Information Act, 2005.	30 days	ZJDM&G	2 nd Appeal before the A.P. Information Commission.

Grievance Cell :

i. A Grievance Cell is working under the Zonal Joint Director of Mines and Geology to take up the matters not disposed of within the stipulated time as per Citizen Charter for redressal.

ii. The Grievance Cell: 1. Mineral Revenue Officer
2. Assistant Mines Officer
3. Superintendent

iii. The Grievance Cell will sit every Monday from 4.00 PM to 5.00 P.M.

(C). Services rendered by the Regional Deputy Director of Mines and Geology offices.

Sl. No.	List of services offered by the Office of Regional Deputy Director of Mines & Geology	Time frame within which services to be delivered	Officers responsible to deliver the services	In case of failure to deliver the services, the mechanism to deal with
1.	Furnishing of Existing lease hold areas under Quarry leases on cost basis.	30 days	DDM&G concerned	Appeal can be filed after expiry of (30) days with the ZJDM&G who inturn will order to furnish information within (30) days on free of cost.
2.	Furnishing of details of Mineral Dealer Licenses registered as per A.P. Mineral Dealer Rules, 2000 on cost basis.	30 days	DDM&G concerned	Appeal can be filed after expiry of (30) days with the ZJDM&G who inturn will order to furnish information within (30) days on free of cost.
3.	Issue of acknowledgement on receipt of Mineral Dealer License application.	Same day in person or (3) days by post	DDM&G	Issue may be taken up with the office Grievance Cell.
4.	Processing and disposal of proposals on QL applications received in complete shape.	45 days	DDM&G	Issue may be taken up with the office Grievance Cell.
5	Issue of Mineral Dues Clearance Certificates (MDCC)	45 days	DDM&G	Issue may be taken up with the office Grievance Cell.
6	Enquiry into Petitions / Complaints/ Representations received or sent by DM&G / ZJDM&G/DDM&G/ Dist. Collector etc.	30 days	DDM&G concerned	Issue may be taken up with the concerned ZJDM&G.
7.	Disposal of 1 st Appeal filed under Right to Information Act, 2005.	30 days	DDM&G	2 nd Appeal before the A.P. Information Commission.

Grievance Cell :

- i. A Grievance Cell is working under the Regional Deputy Director of Mines and Geology to take up the matters not disposed of within the stipulated time as per Citizen Charter for redressal.
- ii. The Grievance Cell:
 1. Mineral Revenue Officer
 2. Royalty Inspector
 3. Supervisor
- iii. The Grievance Cell will sit every Monday from 4.00 PM to 5.00 P.M.

(D). Services rendered by the Asst. Director of Mines and Geology
(Regular) offices.

Sl. No.	List of services offered by the Office of Asst. Director of Mines & Geology (Regular)	Time frame within which services to be delivered	Officers responsible to deliver the services	Incase of failure to deliver the services, the mechanism to deal with
1.	Furnishing of Geology, Mineral potential and other related data on cost basis.	30 days	ADM&G concerned	Appeal can be filed after expiry of (30) days with the DDM&G concerned who inturn will order to furnish information within (30) days on free of cost.
2.	Furnishing of Existing lease hold areas under RPs/PLs/MLs/Quarries on cost basis.	30 days	ADM&G concerned	Appeal can be filed after expiry of (30) days with the DDM&G concerned who inturn will order to furnish information within (30) days on free of cost.
3.	Furnishing of details of Mineral Dealer Licenses registered as per A.P. Mineral Dealer Rules, 2000 on cost basis.	30 days	ADM&G concerned	Appeal can be filed after expiry of (30) days with the DDM&G concerned who inturn will order to furnish information within (30) days on free of cost.
4.	Issue of acknowledgement on receipt of PL/ML/QL application.	Same day in person or (3) days by post	ADM&G concerned	Issue may be taken up with the office Grievance Cell.
5.	Processing and submission of PL/ML/QL proposals to ZJDM&G/DDM&G after receipt of NOC and other statutory clearances.	30 days	ADM&G	Appeal can be filed before the Director of Mines & Geology for redressal who inturn will order to furnish information within 30 days.

6	Verification of documentary evidence of Seigniorage Fee paid and issue of certificate referred by Consuming Depts., ADM&G (Vig.) etc.,	30 days	ADM&G concerned	Issue may be taken up with the concerned DDM&G.
7	Issue of Despatch permits alongwith Transit Forms/Passes	10 days	ADM&G concerned	Issue may be taken up with the concerned DDM&G.
8	Enquiry into Petitions / Complaints/ Representations received or sent by DM&G / ZJDM&G/DDM&G/ Dist. Collector etc.	30 days	ADM&G concerned	Issue may be taken up with the concerned DDM&G.
9	Furnishing of information sought for by the public under Right to Information Act, 2005.	30 days	PIO	1 st Appeal after 30 days before the Appellant Authority to be disposed within (30) days on free of cost.

Grievance Cell :

i. A Grievance Cell is working under the Asst. Director of Mines and Geology (Regular) to take up the matters not disposed of within the stipulated time as per Citizen Charter for redressal.

ii. The Grievance Cell: 1. Assistant Geologist
2. Superintendent
3. Surveyor

iii. The Grievance Cell will sit every Monday from 4.00 PM to 5.00 P.M.

(E). Services rendered by the Asst. Director of Mines and Geology (Vigilance) offices.

Sl. No.	List of services offered by the Office of Asst. Director of Mines & Geology (Vigilance)	Time frame within which services to be delivered	Officers responsible to deliver the services	Incase of failure to deliver the services, the mechanism to deal with
1	Referring of documentary evidence of Seigniorage Fee payment submitted by Consuming Depts. etc., to concerned ADM&G.	10 days	ADM&G concerned	Issue may be taken up with the concerned DDM&G.
2	Enquiry into Petitions / Complaints/ Representations received or sent by DM&G / ZJDM&G/DDM&G/ Dist. Collector etc.	30 days	ADM&G concerned	Issue may be taken up with the concerned DDM&G.
3	Furnishing of information sought for under Right to Information Act, 2005.	30 days	PIO	1 st Appeal after 30 days before the Appellant Authority to be disposed within (30) days on free of cost.

Grievance Cell :

i. A Grievance Cell is working under the Asst. Director of Mines and Geology (Vigilance) to take up the matters not disposed of within the stipulated time as per Citizen Charter for redressal.

ii. The Grievance Cell: 1. Assistant Geologist
2. Royalty Inspector
3. Senior Assistant

iii. The Grievance Cell will sit every Monday from 4.00 PM to 5.00 P.M.
