No. 8/IWAI/Estt./6/2013

Date: 18th Dec '2014

CIRCULAR

Sub:- Protocol for handling “Make in India” queries – regarding.

I am directed to enclose herewith a copy of letter no. CD-11053/5/2014-Coord dated 21st Oct'2014 and a copy of O.M. no. 5(24)/2014-BE dated 13th Oct'2014 alongwith its enclosures on protocol for handling “Make in India “queries. Competent Authority has nominated Sh. Jayesh Kandwal, Director (IT) as Nodal Officer for handling “Make in India” queries. As per the directions the queries raised by Nodal Officer by mail/notice should be given highest priority and replied with facts and figures, for enabling the Nodal Officer to comply with SOP provided in the above referred O.M.

(Umesh Kumar Sahai)
Assistant Secretary (Estt.)

To

1. Sh. Jayesh Kandwal, Director (IT), IWAI, Noida
2. Chief Engineer (P&M)/ Hy. Chief, IWAI, Noida
3. Director, IWAI, Patna/Kolkata/Guwahati/Kochi
4. CAO(I/C.)/Director (Traffic)/Director (P&C)/ Dy. Director (Mech. Marine), IWAI, Noida

Copy for information to:-

1) PS/Sr. P.A./PA to Chairman/Member (Finance & Traffic)/Member (Technical)/ Secretary

[Handwritten notes and signatures]
No. CD-11053/5/2014-Coord

To,

1. Chairmen /Chairperson of all Major Port Trusts.
2. CMDs of all PSUs.
3. Heads of all the Attached & Subordinate Offices/Autonomous bodies.

Subject: - Protocol for handling 'Make in India' queries – regarding.

Sir/Madam,

I am directed to forward herewith a copy of O.M.No.5(24)/2014-BE dated 05.08.2014 received from Department of Industrial Policy & Promotion on the above subject for information and appropriate action.

Encl: As above

Yours faithfully

Kanchan B. Hamza
Under Secretary to the Govt. of India
Tel. No. 23719031

Copy to: JS(AS)/JS(S&A)/JS(P)/Adviser for organisations under them.

Copy also to: JS(Coord./MA)
Office Memorandum

Subject: Protocol for handling 'Make In India' Queries—Reg.

The undersigned is directed to forward herewith the Directions/Standard operating procedure for the Protocol for handling 'Make In India' Queries.

This issues with the approval of Secretary, DPI:

(Ravinder)
Director
Tel: 2306 3212
email: ravinder.73@nic.in

Encl: (1)

To,
As per list

20.10.14

 Signed by DGI
Protocol for handling ‘Make in India’ Queries

Process:

1. Query/FAQ page on makeinindia.com web-portal allows visitors to ask their questions;
2. Visitors type their questions in the text box provided on the web-portal;
3. The AI Engine provides ‘suggested questions’ to the visitor. Visitor has option of selecting any one of these question or to continue to type his question and press ‘search’ button or press ‘enter’;
4. If a visitor selects any of the suggested questions, the predefined answer to the question is displayed on the screen;
5. If a visitor types his own question, key words are picked from the question and suggested answers are given in the sequence of their relevance to the key words;
6. The visitor has an option of typing-in his detailed query if no answer is found to his query or he is not satisfied with the answer; along with the query, the visitor is required to fill in his personal details including his e-mail address;
7. This query is then mailed to makeinindia@nic.in and recorded on the Query Handler as a new ticket;
8. A ticket can be then allocated to the concerned Facilitation Officer for resolution either through automatic sorter or by the Facilitation Chief;
9. The Facilitation Officer, if he has relevant information and answer, replies to the visitor immediately;
10. If the Facilitation Officer feels that the query is not clear or further details are required, he may ask the visitor to provide further details on the query;
11. If the Facilitation Officer needs to collect further information the ticket will beflagged for further processing;
12. If the Facilitation Officer feels that a question can be better answered by the concerned Department or Ministry, he shall transfer the same to the concerned Nodal Officer;
13. The Facilitation Officer shall answer the query on collection of further information or receipt of information from the Nodal Officer;
14. The Facilitation officer shall close the ticket on furnishing the complete answer of the query or on providing requisite assistance to the entrepreneur;
15. The Nodal Officers are given 24 hours to provide the detailed information, and any delay beyond this period leads to an escalation of issue to his superior (usually Secretary of the Department/Ministry);
16. A delay of more than 48 hours in providing the information shall be logged against the concerned Department/Ministry and reported in the Monthly Bulletin to the concerned Department/Ministry and PMO.

SOP for Director (Facilitation), DIPP

1. The Director (Facilitation) shall be responsible for efficient and effective functioning of the Investor Facilitation Cell;
2. The Director (Facilitation) shall bring delayed response in the knowledge of JS(Facilitation) who shall take up the issue of regular delays with
Departments/Ministries. In case any Department/Ministry fails to submit replies in time even after highlighting the matter regularly, the matter shall be taken up with PMO;

3. Director (Facilitation) shall coordinate with Central Government Ministries and State Governments to keep the list of Nodal Officers updated.

**SOP for Facilitation Chief**

1. The Facilitation Chief is responsible for ensuring the timely and correct reply of all the queries raised on the makeinindia.com web portal;
2. The Facilitation Chief shall regularly monitor the Query Handler and allocate all queries which could not be allocated by the auto-sorter to the concerned Facilitation Officer;
3. The Facilitation Chief shall regularly monitor the Query Handler and note all overdue queries;
4. The Facilitation Chief shall record performance of the Facilitation Officers and take appropriate action against Facilitation Officers regularly defaulting in timely resolution of queries;
5. The Facilitation Chief shall ensure periodic training and development of the Facilitation Officers so as to equip them with update knowledge/information relating to various facets of industrial policy and promotion;
6. The Facilitation Chief shall prepare a Monthly Bulletin and share it with DIPP, all Departments/Ministries and PMO;
7. The Facilitation Officer shall take up all matters where information is not provided by the concerned department within 48 hours with DIPP. Even when the matter is taken up by the Facilitation Chief with DIPP, the Facilitation Officer concerned shall continue to make efforts to obtain information from the Nodal Officer;

**SOP for Facilitation Officers**

1. The Facilitation Officers will be responsible for ensuring that every query or request is handled and answered within 72 hours of receipt.
2. The Facilitation Officer shall regularly check his account on the Query Handler and immediately take action to answer queries allocated to him.
3. The Facilitation Officer shall keep a list of all pre-answered questions so as to minimize time in answering recurring thematic questions;
4. The Facilitation Officer shall keep a list of all Nodal Officers along with their complete contact details;
5. On receipt of a query or request the Facilitation Officer shall, if he has all the necessary information to answer the query, immediately answer the query;
6. If further information is required, then such matters shall be internally discussed in the Investor Facilitation Cell and shall immediately be answered after obtaining information from other resource persons;
7. If the required information is not available at the Investor Facilitation Cell, the matter shall be referred to the GoI Nodal Officer or State Nodal Officer, as the case may be;
8. On receipt of information from the Nodal Officer, the query shall be answered by the Facilitation Officer;
9. If the response from the Nodal Officer is not received within 24 hours, the Facilitation Officer shall personally engage with the Nodal Officer and ensure that information is received soon;

10. If the response is not received within 48 hours, the Facilitation Officer shall inform the fact to the Facilitation Chief, who in coordination with Director (Facilitation) take up the matter with the concerned Department/Ministry/State;

11. The Facilitation Officer shall provide explanation to the Facilitation Chief for every matter that could not be resolved in 72 hours;

12. In case any comment/clarification is received from the visitor, the same will be immediately handled by the Facilitation Officer in a similar manner.

**SOP for the Nodal Officer**

1. The Nodal Officer shall be responsible for responding to queries referred to him by the Investor Facilitation Cell within 24 hours of receipt;

2. The Nodal Officer shall keep a chart of area of responsibility of every officer and agency in the Department/Ministry;

3. The Nodal Officers shall at regular intervals check his/her e-mail for queries referred to him/her;

4. A query referred to a Nodal Officer can be answered by replying to the same mail;

5. The Nodal Officer shall on receipt of query, if he can answer it without referring to any other officer, give an answer to it immediately;

6. If the Nodal Officer requires any further information on the query from any other officer or agency, he shall immediately refer the query to such officer and obtain an answer and such officer or agency shall respond back to the query at topmost priority;

7. In case of a facilitation request, the Nodal Officer shall be responsible for ensuring the processing of the request within 24 hours. If such request requires an approval from senior officers, the Nodal Officer shall ensure that the same is obtained in 24 hours;

8. In no case, more than 24 hours shall be taken to respond to a query.

**SOP for the concerned Department/Ministry**

1. All Departments/Ministries of the Government of India shall widely circulate OM appointing the Nodal Officer to every officer and agency in that Department/Ministry;

2. The Department/Ministry shall inform all officers and agencies under it to ensure immediate response to matters referred by the Nodal Officers at the highest priority;

3. The concerned Secretary shall regularly review timely disposal of the queries in his/her Department/Ministry

4. In case of transfer/change in the Nodal Officer, the concerned Department/Ministry shall immediately inform such change to Director (Facilitation), DIPP.