



CITIZENS' CHARTER

of

Tariff Commission

Department of Industrial Policy and Promotion

Ministry of Commerce and Industry

7th Floor Loknayak Bhavan
Khan Market, New Delhi 110003

<http://tc.nic.in>

January 2017

Contents

Page No.	
1. Preface	3
2. Vision	4
3. Mission	4
4. Objectives	4
5. Functions	4
6. Details of Stakeholders/ Client Description	4
7. Services offered by Tariff Commission	5
8. Sequence and Interaction of Study Processes	5
9. Process/Procedure/Responsibility of the Study	6
10. Time Frame for study	9
11. Duties of each Designated Position	10
12. Redress of Grievance	11
13. Expectations from the Client	12

1. Preface

The Tariff Commission was established in September 1997 vide Resolution No. A-42012/1/98-E.IV /CDN dated 2nd September, 1997 with the commitment to economic liberalization and to provide an independent body to look into tariff related issues. Bureau of Industrial Costs & Prices (BICP) was merged with the Commission in April 1999, to provide in-house support. The present Tariff Commission is the result of the refinement and amalgamation of the functions of its predecessor organizations namely, Tariff Board, Tariff Commission (old), Bureau of Industrial Costs & Prices.

Tariff Commission having a multi-dimensional structure of experts who are technical experts, cost & financial analysts, statisticians and economists, provides study based inputs for informed decision making by Government. These studies are based on ground realities obtained through questionnaires and visits to the study units and analysis of data both, secondary and primary, collected from the units.

The expertise of the Commission in normation is used in the studies as a tool for enabling informed decision making and analysing the data/information from inter-alia competitiveness perspective of the studied Product/Sector/Industry/Organisation.

The Tariff Commission inter-alia takes up studies on recommending tariff for redressing the Inverted Duty Structure of various products consequent to implementation of several FTAs with a view to enhance the competitiveness of the particular industry. The emphasis of the Tariff Commission studies is enhancing the competitiveness of the domestic manufacturers focusing on areas delineated in the National Manufacturing Policy

Tariff Commission endeavours to deliver study reports with in a definite time frame in a phased manner so that the findings are real time and relevant for arriving at policy decisions and not rendered redundant with the passage of time. This is ensured by phasing the studies and making them State specific and/or sector/unit/product specific

Tariff Commission as per its mandate does not charge its clients. The expenditure on the studies is met through the budget provided by the Department of Industrial Policy & Promotion and as such the clients do not have to provide for the expenditure incurred on the studies.

The Reports of the Tariff Commission are confidential between the Commission and Client Ministries/Departments.

The Commission is headed by a full time Chairman of the rank of Secretary to the Government of India and assisted by a full-time member to be designated as Member-Secretary in the rank of Additional Secretary.

2. **Vision:**

To facilitate informed decision making by Ministries for enhancing competitiveness of various sectors.

3. **Mission:**

To provide study based inputs to Government to facilitate informed decision making by Ministries for enhancing the competitiveness of various sectors.

4. **Objectives**

- Impact analysis of tariff changes on competitiveness of domestic industry and to identify policy measures to promote their international competitiveness in light of the new manufacturing policy.
- Facilitation of modulating the tariff structures and also redressing the issue as relates to Inverted duty structure which adversely impact the domestic manufacturers.
- Conducting studies related to techno-economic feasibility, cost pricing, competitiveness, input-output norms, etc. aspects of various products referred by Ministries/Departments from time to time.

5. **Functions:**

To undertake studies for informed decision making by Government

- (a) on tariff related issues (including studies on IDS and impact of FTA).
- (b) on impact analysis studies of various sectors
- (c) on cost of production of different goods and services and their competitiveness .
- (d) on pricing, efficiency, improvement and cost reduction, user charges issue.
- (e) other studies as may be assigned by the Government from time to time

6. **Details of Stake Holders/Client Description**

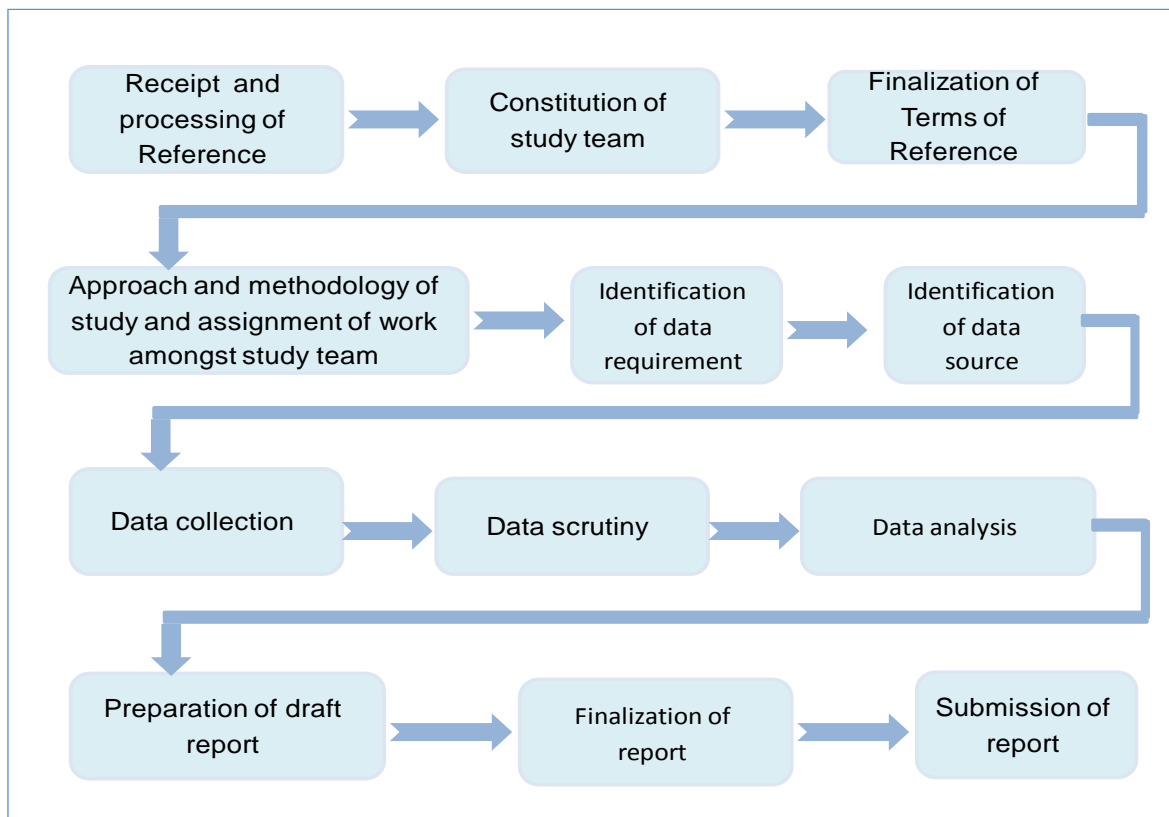
S.No	Description
1.	Central Government Organisations (Ministries/Departments)
2.	State Governments/ Union Territories
3.	Industry bodies, Associations and Citizens

7. Services offered by Tariff Commission

Tariff Commission is an organization providing research based inputs to Ministries/Departments based on in-depth study using data on ground realities collected from field for informed decision making. The study team comprises of :-

- Engineers from the field of Science and Technology belonging to Tariff Commission cadre
- Cost Accountants/Chartered accountants from Indian Costs & Account Service (ICoAS)
- Economists from Indian Economic Service (IES); and
- Statisticians from Indian Statistical Service (ISS).

8. Sequence and Interaction of Study Processes



9. Process/Procedure/Responsibility of the Study

The processes adopted for conducting studies are on the basis of participatory approach adopted in the Commission :

Sl. No	Name of process/Procedure	Activity	Weight in percent	Responsible person (Designation) (S/Shri)	Process	FEE
1.	Receipt and processing of reference	<ul style="list-style-type: none"> Receipt of reference from Ministries / Department/ Organisations / State Governments. Processing the request. Informing the client Ministry/Department/ Organisation/State Government 	2	Secretary, TC	<ul style="list-style-type: none"> The requests received for undertaking studies are considered keeping in view the expertise, availability of resources and work load in hand. Approval of HOD is solicited for taking up the study or expressing Commissions regrets in taking up the study. The decision of the Commission is communicated to the client and for those studies which are included in the annual action plan the client is intimated and requested for nominating nodal officer. 	NIL
2.	Constitution of study team	<ul style="list-style-type: none"> Initiating the process for constituting study team. Nomination of team members from Costing, Economic, statistical and Technical Divisions. Constitution of study team. Circulation of orders of study team 	2	Secretary, TC	<ul style="list-style-type: none"> On acceptance of the study, the process of constitution of study team is initiated. A study team is constituted and Study In charge / Study Coordinator for the study is also nominated from amongst the team members The study team thus constituted is circulated to the officers of the Commission 	NIL
3.	Finalization of Terms of Reference	<ul style="list-style-type: none"> Deliberations with nodal officer for terms of reference of the study. Finalization of Terms of Reference. Communicating the finalized Terms of Reference 	3	Study In-charge & Study coordinator	<ul style="list-style-type: none"> The study in-charge / study coordinator interacts with the nodal officer nominated by the client for formulating the Terms of Reference for the study and prepares the draft Terms of Reference. The study in charge /Study coordinator in consultation with the study team members finalizes the terms of reference with the approval of HOD. The finalized terms of reference are communicated to the client for their concurrence. 	NIL

Sl. No	Name of process/Procedure	Activity	Weight in percent	Responsible person (Designation) (S/Shri)	Process	FEE
4.	Approach and methodology of Study and assignment of work amongst study team	<ul style="list-style-type: none"> Approach and Methodology. Allocation of work amongst the team members 	3	Study In-charge & Study coordinator	<ul style="list-style-type: none"> Study In-charge / study coordinator in the backdrop of the Terms of reference of the study define the scope and approach and methodology for the study in consultation with the team members. Study in-charge / Study coordinator allocate the work amongst the team members 	NIL
5.	Identification of data requirement	<ul style="list-style-type: none"> Listing the requirements of data for the study. Firming of the data requirement 	8	Study In-charge & Study coordinator	<ul style="list-style-type: none"> Each member keeping in view the ToR of the study identifies his data requirement and gives it to the study in charge / study coordinator. Study in charge / study coordinator consolidates data requirement from team members and the same is firmed up 	NIL
6.	Identification of data source	<ul style="list-style-type: none"> Preparing a list of possible secondary sources (such as websites, published reports & journals, old reports). Identifying the units for study for primary data 	8	Study In-charge, Study coordinator & Team members	<ul style="list-style-type: none"> Each team member depending upon the nature and scope of study, identify and list the possible secondary data sources in consultation with study in charge / Study coordinator. Study in charge/ study coordinator consolidates data requirement from team members and the same is firmed up. 	NIL
7.	Data collection	<ul style="list-style-type: none"> Preparation of the questionnaire <ul style="list-style-type: none"> Costing, Economic, statistical & Technical parts Consolidation of questionnaire Issue of the questionnaire to the identified units. Download data from published sources. Literature Survey. 	12	Study In-charge, Study coordinator & Team members	<ul style="list-style-type: none"> Each team member from respective discipline prepares questions / table formats for obtaining the information from the responding units and give it to the study in charge / study coordinator. The study in charge / study coordinator consolidates the questionnaire incorporating the inputs received from the team members The questionnaire prepared is sent to the identified responding units The desired data from the identified published sources is downloaded by team members. 	NIL

Sl. No	Name of process/Procedure	Activity	Weight in percent	Responsible person (Designation) (S/Shri)	Process	FEE
8.	Data scrutiny	<ul style="list-style-type: none"> • Scrutinizing the data/information received from responding units. • Listing the data gaps • Communicating the data gaps 	12	Study In-charge, Study coordinator & Team members	<ul style="list-style-type: none"> • The data received from the responding units is scrutinized and the inconsistencies in the data are listed by the respective team members. • The discrepancies observed by each team member are discussed with the study in charge / study coordinator who in turn consolidates the data gaps for each responding unit separately. • The data gaps of respective units communicated to the respondents 	NIL
9.	Data analysis	<ul style="list-style-type: none"> • Identification of tools to be used for data analysis. • Interaction with stake holders. • Field visits. • Analysing the costing, technical and economic aspects. • Finalising costing, technical and economic inputs. 	15	Study In-charge, Study coordinator & Team members	<ul style="list-style-type: none"> • Depending upon the type and sector of study, tools for data analysis are identified. • Deliberations are done with all the stake holders to have an understanding of their perspectives of the issues involved with the study. • Study in charge /study coordinator along with the team members undertakes visits to the responding units for data reconciliation, verification of information furnished and to interact with the management for obtaining first-hand information and understanding the ground realities. • The different aspect, financial performance, technological parameters and economic issues are analysed by the respective team members. • Based on analysis team members consolidate inputs from the study. For normative pricing studies, technical efficiency norms and normative price workings is got approved by the competent authority before being sent to the study in charge / study coordinator. Respective chapters for incorporation in the study are prepared by respective members 	NIL

Sl. No	Name of process/Procedure	Activity	Weight in percent	Responsible person (Designation) (S/Shri)	Process	FEE
10.	Preparation of draft report	<ul style="list-style-type: none"> Preparation of draft chapter. Amalgamation of inputs /draft chapters. Drafting the conclusions, recommendations, and executive summary. Preparation of draft report. 	15	Study In-charge, Study coordinator & Team members	<ul style="list-style-type: none"> Study in charge / study coordinator along with the team members prepare the draft chapters. The analysis of data and draft chapters provided by the different team members are integrated by the Study in charge / study coordinator. Based on the initial draft report prepared by study in charge / study coordinator and conclusions and findings are drawn and executive summary of the report is prepared. 	NIL
11.	Finalization of report	<ul style="list-style-type: none"> Approval of the draft report. Finalization of report. 	15	Study In-charge, Study coordinator & Team members	<ul style="list-style-type: none"> The draft report is put up for approval of Commission. The suggestions of the Commission are appropriately addressed and incorporated in the report. Wherever desired by the Commission the draft report is circulated to other officers with expertise and experience for broader discussion. The report is finalized for approval of the Commission after incorporating suggestions in draft report 	NIL
12.	Submission of report	Submission of the final report	5	Secretary, TC	After the receipt of approved report from study coordinator it is sent to client Ministry / Department/ Organisation.	

10. Time Frame for study

S.No	Studies	Time frame	Total manpower requirement per study
1	For average sample size study	2-3 month after receipt of the relevant and complete set of data/ information	6-7
2	For extensive sample size coverage	3-4 month after receipt of the relevant and complete set of data/ information	16

The studies are prioritized based on the requirement of Government. The time frame is based on the past experience of conducting studies, average performance capacity of individuals and available manpower in the Tariff Commission.

11. Duties of each Designated Position

Designation/ Position	Responsibility
Study in-charge & Study coordinator	<ul style="list-style-type: none"> • Plan and coordinate the activities of the study. • Preparation of time lines of the study in terms of PERT chart. • Preparation and finalization of Terms of Reference in consultation with the client Ministry/Department/Organization/State Government. • Preparation and consolidation of questionnaire covering Economic, Technical and Costing aspects as obtained from team members of respective Divisions • Consolidation of identified data gaps/clarification received from team members of different Divisions and onward transmission to the relevant responding units. • Planning and undertaking visits to responding units along with other team members. • Periodically review of the progress of the study and keep the study in-charge informed about the developments. • Consolidation of the Chapters of different Divisions and preparation of the draft report. • Submitting, through study in-charge and soliciting the approval of the study report by the Commission. • Making the report available to Secretary, TC for sending the same to the client.
Team Members (Economic/ Costing / Science & Technology)	<ul style="list-style-type: none"> • To carry out work assigned for the study • Identification of data sources • Preparation of questionnaire for inputs of respective discipline • Identification of data gaps from the replies received from the units • Compilation and Analysis of data • Under taking study tours • Preparation of analytical tables and graphs • Consolidation and arriving at inputs for the study • For normative pricing studies, technical efficiency norms/normative prices, to obtain approval of respective Divisional Heads before sending the inputs to study coordinator. • Preparing draft chapters and bring out finding of the analysis. • Providing initial inferences based on the data analysis. • To assist in conduct of the study and preparation of draft report.

Designation/ Position	Responsibility
Secretary, TC	<ul style="list-style-type: none"> • Processing the references received for initiating the studies • Work as a interface between the Commission and referral agencies • Work as the nodal point for emanation and dissemination of information • Ensuring timely constitution of study teams • Issue of questionnaire to the units under study • Send the report to the referring agency after the approval of the Commission. • Ensure appropriate support of infrastructure, secretarial and computer systems for smooth functioning and conduct of studies.

12. REDRESS OF GRIEVANCE

In case of non –compliance of the service standards, the stake holders can contact the following grievance officers for redressal of their Grievances:

Type of Grievance	Name and designation
Study related	Concerned Study In-charge/Study Coordinator to liaison with nodal officer of the referral agency for addressing the study specific grievance/issues.
General Grievance	Shri Yashpal Sharma Secretary Tariff Commission Room No 708 7th Floor Loknayak Bhavan Khan Market, New Delhi 110003 Tel No :- 24694025 email-id tc@gov.in

The grievance can also be lodged on line on the following links:

<http://tc.nic.in>

<http://pgportal.gov.in>

Escalation of Grievance

In case the grievance is not redressed, finally the same can be taken up at a higher level to the following Authority :

Mr. P.K.Upadhyay
Adviser (Administration)
Tariff Commission
7th Floor, Loknayak Bhavan
Khan Market, New Delhi 110003
Tel No : (O) 2464095 (M) 9934013470
email-id : pkupadhyay.icoas@nic.in

13. Expectations from the Clients

- Clear and realistic Term of Reference for the Study.
- Facilitation of data/data gaps.
- Feedback on outcomes of study.