

Citizen's Charter

Indian Bureau of Mines (IBM)
(Ministry of Mines, Government of India)

1. Introduction

The Indian Bureau of Mines (IBM) is a subordinate office under the Ministry of Mines, Government of India. It is responsible for promoting scientific mining, conservation of minerals, protection of the environment, and providing technical support to the mining industry for onshore and offshore minerals. This Citizen's Charter outlines the services provided by IBM, standards of service delivery, and the commitment to transparency and accountability in serving the public and stakeholders.

2. Vision

To ensure sustainable and scientific development of mineral resources through transparent regulation, conservation, and environmental protection.

3. Mission

To regulate mining operations, promote mineral conservation and development, ensure environmental compliance, and provide technical and statistical support to the mineral industry and government authorities.

4. Commitments to Citizens

Promote transparency and efficiency in service delivery.

Provide timely approvals and inspections as per prescribed timelines.

Ensure fair and unbiased implementation of mining laws.

Publish accurate and up-to-date mineral data and reports.

Respond promptly to queries, complaints, and requests for information.

5. Services Offered to Citizens and Stakeholders

Services	Target Group	Time Frame
Grant of IBM registration	Prefer bidder, lessee, trader, stockiest, end user of miners	10 days
Approval of Mining Plans/ modification of Mining plan	LOI holder, Mining Lessees,	Within 90 days of receipt of complete application
Publication of ASP monthly	Public in general & stake holders	45 days from last date of submission of return
Scrutiny of monthly return	LOI holder, Mining Lessees	20 days
Disposal of VIP references	Concern VIP	15 days

Comment on reservation of Mineral area	State PSU/ Central PSU	15 days Regional office 15 Days HQ
Consultation and Technical Guidance	Mining Companies, State Governments	As per request within 30 days
Training programme	Mining Engineers, Geologists, State government official	As per yearly calendar schedules
Grievance Acknowledgment.	Acknowledgment	Within 5 days
Grievance Redressal.	Redressal/disposal	Within 30 days
RTI	Public in General	Within 30 days
RTI Appeal	Public in general	Within 30 days
Disposal of application under rules 12(1)K of MCR 2016	Mining lessee	Within 15 days by Regional office
Disposal of application under rules 12(1)K of MCR 2016	Mining lessee	Within 15 days by Controller of Mines office
Mineral sample for chemical analysis	CL Holder/ ML holder	Within 21 working days for set of 10 samples.
National Mineral inventory for State-wise and Mineral-wise (last available)	For sale to Public in general & stake holders	As per request within 20 days on receipt of payments
Mining Lease Directory for State-wise and district-wise(last available)	For sale to Public in general & stake holders	As per request within 20 days on receipt of payments
IMYB, NMI-At a Glance, NMI-An Overview, MSMP and other publications or periodicals	Public in general & stake holders	As per request as available online or offline
Application for Leave, LTC, Permission for Higher Education, NOC, Deputation, HBA, Service Book Entry, etc.		15 days from receipt of application
Reimbursement for Medical, CEA, Telephone Bills, etc.		15 days from receipt of Bill
MACP, DPC and other administrative matters		As per DoPT guidelines or schedule

6. Contact Information

The Controller of Mines (Planning and Co-ordination)
Indian Bureau of Mines

Indira Bhawan, Civil Lines,
Nagpur – 440001, Maharashtra
□ Email: com.plcdn@ibm.gov.in
□ Website: <https://ibm.gov.in>

7. Feedback and Suggestions

Citizens and stakeholders are encouraged to provide feedback to help us improve our services. Feedback can be sent via email, through our website, or through the CPGRAMS portal.
