

## CITIZEN'S CHARTER / SERVICE CHARTER

Projects & Development India Ltd. is a company incorporated under Companies Act 1956. The Company is a wholly owned Public Sector Undertaking under the administrative control of the Ministry of Chemicals & Fertilizer, Department of Fertilizers.

### **A. MISSION AND OBJECTIVES OF THE COMPANY**

#### **1. Mission**

PDIL has the following Mission :

- A. To achieve excellence in Project Management and Engineering Consultancy
- B. Upgradation / improvement in the Catalyst Manufacturing process
- C. Service all Customers commensurate with the desired quality of service so as to provide value for money.

#### **2. Objectives**

PDIL has defined its objectives for succeeding in its mission as follows:

- A. **PROFITABILITY:** To manage the assets and human resources, in the most effective and efficient manner, to ensure reasonable return on investment and to maintain adequate liquidity
- B. **GROWTH :** To achieve reasonable and consistent growth and to generate resources for developing the infrastructure and expertise in the Company
- C. **DEVELOPMENT:** To enrich its design capabilities and to improve catalyst manufacturing
- D. **ORGANIZATIONAL ENVIRONMENT :** To develop and maintain an organizational environment for initiative , innovation and productivity , and also to ensure a fair deal to the employees with humane approach
- E. **BUSINESS DEVELOPMENT:** To generate adequate profitable Business by utilising the existing resources to the maximum extent

- F. **DIVERSIFICATION:** To maximize generation of business in sectors other than Fertilizer sector
- G. **OBLIGATION TO SOCIETY:** To conduct business in the most ethical manner, and with legal standards, in order to generate a good social environment.

**B. OUR MAJOR CLIENTS**

Rashtriya Chemicals & Fertilizers Ltd.

Indian Farmers Fertilizer Co-operative Ltd.

National Fertilizers Ltd.

Krishak Bharati Co-operative Ltd.

Nagarjuna Fertilizers & Chemicals Ltd.

Chambal Fertilizers & Chemicals Ltd.

Tata Chemicals Ltd.

Indo Gulf Fertilizers Ltd.

Brahmaputra Valley Fertilizer Corporation Ltd.

Kribhco Shyam Fertilizers Ltd. (erstwhile OCFL)

Mangalore Chemicals & Fertilizers Ltd.

Madras Fertilizers Ltd.

Indian Oil Corporation Ltd.

GAIL (India) Ltd

Zuari Industries Ltd.

Oil and Natural Gas Corporation

Bharat Petroleum Corporation Ltd.

Hindustan Petroleum Corporation Ltd.

Indraprastha Gas Ltd.

Oil India Ltd.

Numaligarh Refinery Ltd.

DGMAP, Ministry of Defence, Govt. of India

National Peroxide Ltd.

Petroleum India International

Rajasthan Rajya Vidyut Utpadan Nigam Ltd.

UP Rajya Vidyut Utpadan Nigam Ltd.

Bharat Heavy Electricals Ltd.

Burrup Fertilizers Pty. Ltd. (BFPL), Australia

Indo Egyptian Fertilizers Co. SAE, Egypt

Sumatec Corporation Sdn. Bhd., Malaysia

Star Petro Energy LLC, Dubai

Lavan Chemicals Company , Iran

### **C. OUR ACTIVITIES**

Projects & Development India Ltd. (PDIL) is an **ISO Certified** premier Consultancy and Engineering Organization which has played pivotal role in the growth profile of Indian Fertilizer Industry with over four decades of experience in providing Design, Engineering and related project execution services from concept to commissioning of Fertilizer and Chemical Projects. Our esteemed clients are almost all the major Fertilizer Manufacturing Organizations in India in Public, Co-operative and Private Sectors.

Over the years, PDIL has also diversified its technology base and engineering expertise to cater to other industrial Sectors viz. Chemicals, Oil & Gas, Refinery, Power and Infrastructure .

PDIL's Design Engineering Centres at NOIDA (NCR-New Delhi) and Baroda are equipped with State-of-the-Art computer facilities such as Plant Design System (PDS) from Intergraph Corp., U.S.A., Aspen Plus from Aspen Tech., U.S.A., and a large number of state of the art work specific software for carrying out design

and engineering work. PDIL is a member of Heat Transfer Research INC., U.S.A. giving it right to use Xchanger Suite of Software.

## **D. SERVICES OFFERED**

### **Pre-Project Services**

Market Study Reports, Feasibility Studies, Detailed Project Reports, Site Selection, Risk Analysis, Hazop, EIA Studies etc.

### **Project Engineering Services**

Design, Detailed Engineering, Procurement Services, Inspection & Expediting, Project Scheduling and Monitoring , Project Management, Construction Supervision, Commissioning Supervision and Performance Guarantee Tests, and also Project Management Consultancy Services (PMC).

### **Other Specialized Services**

Revamp / Retrofit / De-bottlenecking Studies, Health Study & End-to-End Survey, Environmental Engineering, Energy Audit , Safety Audit, Third Party Inspection and Non Destructive Testing.

## **E. DETAILS OF PROJECTS & SERVICES.**

### **Fertilizer**

In the field of Fertilizers, the recently completed major projects are :

- Detailed Engineering Consultancy service for the world's largest Single Train 2200 MTPD Ammonia plant at Karratha, Australia for M/s Burrup Fertilizer Pty. Ltd.,
- Ammonia V Technology upgradation for M/s RCF, Trombay .

PDIL is currently engaged in the execution of a number of Revamp / Upgradation projects such as :

- Debottlenecking for Capacity Enhancement for Ammonia / Urea Plants at Aonla and Phulpur for Indian Farmers Fertilizers Cooperative Ltd.
- Energy Saving for Ammonia – I Plant at Vijaipur for National Fertilizers Ltd.
- Revamp of Ammonia / Urea Plant at Gadepan-I and II for Chambal Fertilizers & Chemicals Ltd .
- Consultancy services for various Upgradation Schemes at Paradeep for the DAP Fertilizer complex for Indian Farmers Fertilizers Cooperative Ltd .

- Revamp of Urea Plant for Energy Savings for Gujarat Narmada Valley Fertilizers ( GNFC ) , Bharuch.
- Revamp of Methanol Plant at Trombay for Rashtriya Chemicals & Fertilizers Ltd.

Apart from this , PDIL is also providing services such as Feasibility Reports, Detailed Project Reports , Site selection, Technology evaluation , etc. to many clients for Joint Venture Fertilizer projects outside India.

### **Projects in Oil & Gas and Refinery Sector**

We have the privilege of having provided our services for Projects in Oil and Gas & Refinery Sectors and PDIL has provided the services to all the major organizations in India for LPG Import Terminals, POL Terminals/ Depots/ Storages, Crude/ Gas/ Petroleum Products Pipelines, Gas Gathering Stations, Mounded Storages for LPG, Atmospheric Cryogenic Storages for Petroleum Products, LPG Bottling Plants, City Gas Distribution Project including CNG Stations, Skid Mounted/ Relocatable Refinery, Revamp Jobs for Refineries covering Atmospheric Distillation Unit, Sulphur Recovery Unit, Lube Oil Complex, Crude Distillation Unit, Crude Topping Unit , Sour Water Treatment Units , Hazop Studies , Effluent Treatment Plants , etc.

### **Projects in Chemical Sectors**

PDIL has undertaken many projects in the Chemical sector such as Methanol Plant, Hydrogen Plant, Methyl Amines, Sulphuric Acid, Phosphoric Acid, Nitric Acid, Sodium Nitrite / Nitrate, Ammonium Nitrate, Ammonium Bi-Carbonate.

### **Infrastructure sector**

PDIL has established credentials in infrastructure sector also and has provided PMC services / Review consultant services for Housing projects of the Ministry of Defence, located at various cities across the Country .

### **Third Party Inspection**

PDIL is a recognized Agency for Inspection & Quality Assurance Services and undertaking the services of Third Party Inspection Services for many projects to prestigious organizations like IOCL, BHEL, BPCL, HPCL, State PHEDs, etc. PDIL has been selected by BHEL as their Third Party Inspection Agency for the Equipment and Items procured by the various BHEL Units for their Projects. Third Party Inspection Services are also being provided to Overseas Engineering Consultants and EPC Contractors .

### **Non-Destructive Testing Services**

PDIL provides NDT services for plants in various sectors like Fertilizer, Chemical, Refineries, Oil & Gas, Cross Country pipeline etc. PDIL specialized NDT services includes Automatic Ultrasonic scanning of Reformer Tubes for Ammonia Plants

and Refineries, Infra-Red Thermo- Vision / imaging , Eddy current testing, Vibration signature analysis etc. PDIL also undertakes Inspection & safety Certification of storage tanks for petroleum products as well as Ammonia Storage tanks.

### **PDIL Catalyst**

PDIL's Catalyst Division manufactures and supplies a wide range of commercially proven catalysts used in Ammonia Plants and other Industries. Catalysts manufactured by PDIL for Ammonia Plants are Primary Gas Reforming, Secondary Reforming, Iron-Chromia High Temp. CO Shift Conversion, Copper Promoted High Temperature Shift , Conventional & High Copper Low Temperature Shift Conversion, Methanation & Super Methanation, and also Vanadium Pentoxide for Sulphuric Acid Plants .

PDIL's Catalyst are in use in almost all the old and new generation Ammonia Plants in India in the Govt., Co-operative and Private Sectors. Apart from the Fertilizer Plants, PDIL's Catalyst is in use in Refinery also. PDIL's Vanadium Pentoxide Catalyst has been supplied to many Sulphuric Acid Plants in India .

### **F. MOU WITH GOVT.**

PDIL has for the first time signed a Memorandum of Understanding with the government for the year 2006-07 covering all the important parameters which are indicators of healthy performance of a profit making PSU. Hence the company shall be regularly monitored for its activities through the Department of Public Enterprises.

### **G. GRIEVANCES REDRESSAL MECHANISM:**

PDIL is committed and ever alert to redress grievances in a responsible and effective manner. The silent measures are:

A Grievances Cell has been set up in the office of the Unit Head of the respective Units of PDIL. The Public are free to lodge complaints / suggestions on the following addresses:-

Shri A.K. Pal, General Manager I/C  
PDIL Bhawan, A-14, Sector-1, Noida 201301  
Telephone-0120-2539409

Shri S.C. Agarwal, General Manager I/C  
Western Regional Office, Rameshwar Estate,  
Subhanpura, Baroda- 390 007  
Phone- 0265- 2285074, 2282275

Shri M K Sinha, Dy General Manager I/C  
CIFT Building, P.O. Sindri  
Distt- Dhanbad- 828122  
Phone- 0326 - 2251287

In respect of complaints involving redressal for bribe, irregularities, Public may approach Chief Vigilance Officer at the following address:-

Shri Rajesh Agarwal, Chief Vigilance Officer  
PDIL Bhawan , A-14, Sector-1, Noida 201301 (UP)  
Distt Gautam Budh Nagar.  
Phone- 0120- 2529845

#### **H. CUSTOMER FEEDBACK.**

After completion of a project job, PDIL obtains a completion certificate from the Client and maintains contact with them to monitor their requirements at a later stage also. PDIL is committed to continuously improve its performance. Under its quality programme, it has developed a Customer Feed Back form which is duly sent to the Client on completion of the project or the service rendered.

#### **I. GENERAL**

More information on PDIL's activities and performance can be viewed from other sections of PDIL website [www.pdilin.com](http://www.pdilin.com) .

The Citizen's Charter / Service Charter shall be reviewed annually