



CCC

CITIZENS' / CLIENTS' CHARTER

AT A GLANCE



(Printed on December 31, 2012)

**Performance Management Division
CABINET SECRETARIAT
Government of India**



सत्यमेव जयते

CCC

Citizens' / Clients' Charter

AT A GLANCE

Performance Management Division
CABINET SECRETARIAT
Government of India

Table of Contents

A	Foreword	v
B	Introduction	vii
C	Citizens'/Clients' Charters	1-114
1.	D/o Agriculture & Cooperation.....	1
2.	D/o AIDS Control	3
3.	D/o Animal Husbandry, Dairying & Fisheries.....	4
4.	D/o AYUSH.....	5
5.	D/o Bio-Technology	7
6.	D/o Chemicals & Petro-Chemicals	9
7.	M/o Civil Aviation	11
8.	M/o Coal	13
9.	D/o Commerce	15
10.	D/o Consumer Affairs	17
11.	M/o Culture	19
12.	D/o Defence Production	21
13.	M/o Development of North Eastern Region.....	23
14.	M/o Drinking Water & Sanitation	25
15.	M/o Environment & Forests.....	27
16.	D/o Fertilizers	29
17.	D/o Food & Public Distribution	30
18.	M/o Food Processing Industries.....	34
19.	D/o Health & Family Welfare	36
20.	D/o Health Research	38
21.	D/o Heavy Industry.....	40
22.	M/o Housing & Urban Poverty Alleviation.....	42
23.	D/o Industrial Policy & Promotion.....	45

24. M/o Information & Broadcasting	49
25. D/o Electronics and Information Technology	51
26. D/o Justice.....	53
27. M/o Labour & Employment.....	55
28. D/o Land Resources.....	58
29. M/o Micro, Small & Medium Enterprises	60
30. M/o Mines.....	62
31. M/o Minority Affairs.....	63
32. M/o New & Renewable Energy	65
33. M/o Overseas Indian Affairs	70
34. D/o Personnel & Training	71
35. M/o Petroleum & Natural Gas	73
36. D/o Pharmaceuticals	75
37. D/o Posts.....	76
38. M/o Power	81
39. M/o Road Transport & Highways.....	83
40. D/o Science & Technology	85
41. D/o Scientific & Industrial Research.....	88
42. M/o Shipping	90
43. M/o Social Justice & Empowerment.....	92
44. M/o Statistics & Programme Implementation	96
45. M/o Steel	98
46. D/o Telecommunications	100
47. M/o Tourism.....	106
48. M/o Tribal Affairs.....	108
49. M/o Urban Development	110
50. M/o Women & Child Development	112



AJIT SETH

**मंत्रिमंडल सचिव
CABINET SECRETARY
NEW DELHI**

18th September, 2012

Foreword

This compendium contains Citizens' / Clients' Charters prepared by 50 Government ministries and departments for the year 2011-2012. It marks the culmination of a process whose origins can be traced to the Conference of Chief Ministers of various States and Union Territories held on May 24, 1997, in New Delhi, and presided over by the Prime Minister of India. In this Conference an 'Action Plan for Effective and Responsive Government' at the Centre and State levels was adopted.

The Citizens' / Clients' Charter is a written declaration by a Government department that highlights the standards of service delivery that it subscribes to, availability of choice for consumers, avenues for grievance redress and other related information. In other words, it is a set of commitments made by a department regarding the standards of service which it delivers.

Though not enforceable in a court of law, the Citizens' / Clients' Charter is intended to empower citizens and clients so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider organizations. The basic thrust of the Citizens' / Clients' Charter is to render public services citizen centric by making them demand driven rather than supply driven.

Though Citizens' / Clients' Charters have been prepared by departments since 1997, their design and implementation was largely left to the individual departments. Thus, a wide variety of approaches and formats were developed and implemented with varying degrees of success.

In 2009, the High Power Committee on Government Performance decided to include Citizens' / Clients' Charters as a mandatory requirement under the Results-Framework Documents for 2010-2011. Since then a more systematic approach has been adopted towards the design and implementation of Citizens' / Clients' Charters.

This compendium contains Citizens' / Clients' Charters that are a product of several rounds of training and review. It is a result of collaboration between Department of Administrative Reforms and Public Grievances (DARPG) and Performance Management Division, Cabinet Secretariat. Today, all departments are required to prepare Citizens' / Clients' Charters using a specialized software called Results-Framework Management System (RFMS) developed by National Informatics Centre (NIC). This compendium includes only those Citizens' / Clients' Charters that have been declared acceptable by an independent group of experts. I hope that remaining departments will strive to develop more meaningful Citizens' / Clients' Charters in the coming years.

While all Citizens' / Clients' Charters are available on the websites of respective departments, this volume is being brought out for greater convenience and ready reference. We hope that this will be a useful document for the citizens and clients of the Government and help us make our Government even more responsive and citizen-centric.

(AJIT SETH)
Cabinet Secretary

INTRODUCTION

Ability to deliver promised results is a necessary condition for improving the perception of a Government, but it is not necessarily a sufficient one. Citizens and clients also expect that results should be delivered with courtesy and in a timely fashion. Towards this end, in its meeting of January 28, 2010, it was decided by the High Power Committee (HPC) on Government Performance to include development of Citizens' / Clients' Charters in the Results-Framework Documents (RFDs) of all 62 departments for the year 2010-2011.

The RFD provides a summary of the most important results that a department expects to achieve during the financial year. The document has two objectives: (a). move the emphasis of the department from process-orientation to results-orientation, and (b). provide an objective and fair basis to evaluate the department's overall performance at the end of the year. It means that departments set their own targets consistent with those agreed with the Planning Commission and the Ministry of Finance. These RFDs are vetted by an independent body of non-government experts and are all placed on the respective website of the departments. For further details visit: www.performance.gov.in. RFD is part of the Performance Monitoring and Evaluation System (PMES) approved by the Prime Minister in 2009.

A. What is Citizens' / Clients' Charter?

The Citizens' / Clients' Charter (CCC) is a written declaration by a Government Department / organization that highlights the standards of service delivery that it subscribes to, avenues for grievance redress and other related information. In other words it is a set of commitments made by a Department to the citizens / clients groups in respect of standards of service which it delivers. Though not enforceable in a court of law, the CCC is intended to empower citizens and clients so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider organizations. This exercise, if appropriately conceived and carried out can enthuse and enable organizations to tune their planning, policy and performance to the needs and concerns of citizens / stakeholders / users / clients.

B. When was it introduced in Government of India?

Over the years, with India making significant economic progress and with substantial increase in the literacy rate, citizens have increasingly become aware of their rights and expect the administration not merely to respond to their demands but also to anticipate them. Since 1996, a consensus has evolved in the Government on effective and responsive administration. It was in this background that in the Conference of Chief Ministers of States and UTs, held on May 24, 1997, and presided over by the Prime Minister, an Action Plan for effective and responsive Government at the Centre and State levels was adopted. One

of the major decisions taken in the Conference was that Departments would formulate Citizens' Charters starting with those sectors that have large public interface. Since then various Government Departments / organizations have made their CCCs. In the Central Government, Department of Administrative Reforms and Public Grievances (DARPG) has been entrusted with the task of coordinating and operationalising CCCs.

C. What has been the progress in implementation of CCC?

While Government of India introduced the idea of Citizens' / Clients' Charter way back in 1997, the track record of implementation in the beginning was less than satisfactory. In spite of strong endorsement by the Second Administrative Reforms Commission, only a handful of departments in state and Central government drafted CCCs. The quality of CCC drafts was also considered very uneven and most of them were drafted as a mere formality without any rigorous quality control over the CCC drafts. As a result, these CCC drafts were not very useful for either measuring performance of departments with respect to this important aspect of departmental performance nor was there any consequence for ignoring the commitments listed in CCCs.

D. Why were CCCs included as a mandatory indicator in RFD?

The then Cabinet Secretary, in the year 2009, asked the Performance Management Division (PMD) to look into ways of improving the implementation record with respect to CCCs. It was discovered that departments were not taking the CCC exercise seriously as there were no consequence for non-compliance. In view of the above findings, it was decided by the High Power Committee (HPC) on Government Performance to include development and implementation of Citizens' / Clients' Charters (CCC) and Grievance Redress Mechanism (GRM) as mandatory indicators in the RFDs for 2010-11 of all 62 departments.

E. Recent implementation efforts

Since the HPC decision, the Performance Management Division (PMD), Cabinet Secretariat, has worked closely with the DARPG to develop a set of user-friendly Guidelines for implementing Sevottam compliant Citizens' / Clients' Charter and Grievance Redress Mechanism. These Guidelines have been further refined after getting stakeholder feedback. PMD also collaborated with DARPG to organize series workshops on Designing and Implementing Citizens' / Clients' Charters and Grievance Redress Mechanism in Government departments.

PMD in collaboration with National Informatics Centre (NIC) also designed a software to enable departments covered by the RFD policy to create online their respective Citizen's / Client's Charter (CCC). This is a first of its kind software and has greatly improved the quality of design of CCCs and accountability for implementing them. To ensure effective implementation and usage of this software, PMD organized several training workshops in collaboration with NIC.

Keeping with our motto "what gets measured gets done," PMD organized several meetings with departments

to review progress in implementing the Citizens' / Clients' Charters and provide feedback on their departmental CCCs. These meetings were organized for all 62 departments and they were also requested to present their progress to the members of the Ad-Hoc Task Force (ATF) dealing with their department. ATF members represent a body of non-Government experts consisting of distinguished academicians from leading management institutes, former Secretaries to Government of India, Chief Secretaries, private sector management experts and former chiefs of public enterprises.

In addition to reviews by PMD and ATF, these CCCs were also reviewed by a team from the Indian Institute of Management Bangalore (IIMB). The feedback on each CCC was conveyed to respective departments and revised CCCs have been received.

Even after several rounds of training and review, however, not all departments have prepared CCCs that can be considered acceptable. That is why the present Compendium includes only 50 CCCs that are above the acceptable threshold. These CCCs have been placed on the respective departmental websites and the delivery of services against the commitments made will be evaluated at the end of 2012-2013.

F. Rationale for this Compendium

The Charters included in this Compendium seek to serve the following goals:

1. Increase the readership many times over. People can see and compare the several Citizens' / Clients' Charters (CCC) of various departments available at one place. This will facilitate peer learning and consequently improve quality of CCC. All CCCs are also available on departmental website as well as on PMD's website: www.performance.gov.in
2. Provide a historical record of the key milestones of this important policy initiative and allow us to benchmark improvements in CCCs over the years.
3. Provide useful material for trainers and trainees alike.
4. Enthuse and enable organizations to tune their planning, policy and performance to the needs and concern of citizens/ stakeholders /users/clients.
5. Increase citizens' confidence in the Government.

G. Next Steps

The immediate next step is to ensure that all departments prepare a simple poster on the lines suggested in CCCs at-a-glance. The relevant portions of CCC should be placed at concerned offices.

As mandated by the High Power Committee (HPC) on Government Performance, the performance of departments against the commitments made in these Charters will be assessed by an independent third party. The score thus arrived will be considered at the time of overall year-end evaluation of achievements against all commitments made in the departmental RFD.

The CCCs included in this Compendium should be viewed in proper perspective. They represent a beginning and not an end. They will evolve into better and more useful charters after receiving feedback from our citizens and clients. We should not let best be the enemy of the better. The departments that are included in this Compendium need to be commended for their commitment to serve.

This Compendium perhaps represents the most far reaching transformation in our way of doing business. We are not aware of any other Government that has achieved this massive task in such a short time. It is a collective achievement that should make all civil servants proud.



Citizens' / Clients' Charter

Department of Agriculture and Cooperation

Krishi Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Registration of Multi-State Cooperative Societies(MSCS)	Timely registration	120 days
2	Implementation of (a) Price Support Scheme (PSS) for procurement of oilseeds, pulses and cotton through NAFED as central agency.	Timely procurement under MSP/MIS	—
3	(b) Market Intervention Scheme (MIS) for procurement of agricultural & horticultural commodities which are generally perishable in nature.	Timely procurement under MSP/MIS	—
4	Administration/ Implementation of crop Insurance schemes (i.e NAIS, MNAIS, WBCIS & CPIS). Government support /subsidy to make the premium / pricing of product affordable to farmers.	Timely administrative approval/ clarification, release of funds to meet the committed liabilities of Government of India.	30 days
5	Monitoring the rainfall situation during South West Monsoon and its impact on Agricultural operations, in consultation with the States.	On receipt of information from IMD/ Crops Division	6 days
6	Deputation of Inter-Ministerial central Teams to States affected by drought/hailstorm/pest attack for assessment of losses and requirement of central assistance	Completion of action within 60 days from the date of submission of memorandum	60 days
7	Supplement the efforts of the States through Central assistance to deal with drought, hailstorm & pest attack	Completion of action within 90 days from the date of submission of memorandum	90 days
8	Kissan Call Centres – Responding to farmers queries.	Call waiting for caller Satisfaction rate.	10 minutes
9	Mass Media Support To Agriculture Extension - through the existing infrastructure of 96 FM Stations of AIR, 18 Regional Kendras, 180 Narrowcasting centres and 1 National Channel of Doordarshan	Broadcasting agriculture programmes -National -Regional	6 days in a week
10	Implementation of National Horticulture Mission (NHM) through State Horticulture Mission (SHM) and National level Agencies for holistic development of Horticulture.	Timely approval of Annual Action Plan & Projects submitted by State Governments.	4 weeks

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
11	The thrust of the Information & Communications Technology (ICT) initiatives is to make improved services accessible to farmers using Information and Communication. This is achieved through improving the ICT infrastructure in Centre as well as State Agriculture Departments and developing various web portals which will help farmers in dissemination of information to farmers as well as other stakeholders.	Services to be delivered through ICT means.	Date
12	Setting up of new static/mobile soil testing laboratories (STLs) / Fertilizer Quality Control Laboratories (FQCLs), strengthening of existing STLs and FQCLs, training of STL staff/extension officers/farmers, field demonstrations on balanced use of fertilizers and promoting use of organic manure, soil amendments, micro-nutrients and quality control of fertilizers under FCO.	Time taken in approval/sanction or refusal.	6 months
13	Promotion of organic farming in the country, capacity building – biological soil health assessment and low cost alternative certification – Participation Guaranteed System (PGS). Support to setting up of organic input production unit under Capital Investment Subsidy Scheme (CISS) through NABARD and quality control of bio-fertilizers/organic fertilizers under FCO.	Time taken in analysis of sample.	2 months
14	To provide assistance for the Development and Strengthening of Infrastructure Facilities for Production and Distribution of Quality Seeds in respect of following components: (i) Transport Subsidy on Movement of Seeds	To approve the proposals received under various components of the scheme.	2 months
	(ii) Establishment & Maintenance of Seed Bank	To approve the proposals received under various components of the scheme.	2 months
	(iii) Quality control Arrangement on Seeds	To approve the proposals received under various components of the scheme	2 months
	(iv) Seed Village Programme	To approve the proposals received under various components of the scheme	2 months
	(v) Assistance for Creation/Strengthening of Infrastructure facilities in Public Sector	To approve the proposals received under various components of the scheme	2 months
	(vi) Application of Biotechnology in Agriculture	To approve the proposals received under various components of the scheme	2 months
	vii) Assistance for Boosting Seed Production in Private Sector	To approve the proposals received under various components of the scheme	2 months

For more details on the procedure, documents required and contact person, please visit our website at: www.agricoop.nic.in

What you should do if we do not meet the promised standards of service?

A. Inform our Public Grievance Officer: Ms. Uma Goel , Joint Secretary (PG)

Phone: - 23384468; Email: uma.goel@nic.in

Register your grievance on the following portal: <http://pgportal.gov.in/>

B. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of AIDS Control

6th & 9th Floors, Chandralok Building, 36 Janpath, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Provision of facilities of Counselling and Testing of clients at Integrated Counselling and Testing Centres (ICTC) across the country	Maximum time taken from the date of HIV testing at the ICTC to the time of collection of HIV test report at the ICTC by the client	7 days
2	Provision of Anti-Retroviral Treatment to AIDS patients	Maximum number of days for initiation on ART after being found eligible as per laid down criteria	60 days
3	Review of Research Proposals	Proportion of research proposal received in required format, reviewed and decided within 6 months	90 %
4	Contracting NGO for Targeted Intervention	Proportion of Non- Governmental Organisation / Community Based Organisation applied for Targeted Intervention screened and decided for contract within 90 days of last date for receipt of application	90 %
5	Release of funds to all Union Territories/ State AIDS Control Societies on the basis of the approved Annual Action Plan(AAP)	Maximum time taken from preparing proposal for release of funds to actual release of funds to the Union Territories(UTs)/ State AIDS Control Societies (SACS)	30 days

For more details on the procedure, documents required and contact person, please visit our website at: nacoonline.org

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Delhi AIDS Control Society
Phone: 01127055660; Email: delhisacs@gmail.com
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Animal Husbandry, Dairying & Fisheries
Krishi Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Approval of Annual work plan	Average time taken from the date of receipt of the fully completed proposal in all respects.	60 days
2	Approval of Projects/ Proposals	Average time taken from the date of receipt of the fully completed proposal in all respects.	60 days
3	Release of budget	Average time taken to release the budget after receipt of Utilization Certificate.	60 days
4	Issue of sanitary import permit	Average time taken to issue of the permit after receipt of the application complete in all respects.	45 days
5	Information Dissemination – a. Schemes of the Department b. Livestock Statistics	Average time taken to disseminate the information.	05 days
6	Redress of grievances	Average time taken to redress the grievance after receipt of clarifications, if required.	60 days

For more details on the procedure, documents required and contact person, please visit our website at: www.dahd.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. Manoj Kejriwal, Director
Phone: 23389212; Mobile: 7503039400; Email: mkrk12005@yahoo.co.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of AYUSH

Ayush Bhawan, GPO Complex, INA, New Delhi 110023

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid to nonprofit/non-governmental organizations/ institutions for up gradation to "Centres of Excellence"	Approval/ disapproval of the proposals from the date of receipt of complete proposal	90 days
2	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid for promotion of AYUSH intervention in Public Health initiative	Approval/ disapproval of the proposals from the date of receipt of complete proposal	90 days
3	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid to nonprofit/ non-governmental organization/institutions for Revitalization of Local Health Traditions, Midwifery Practices etc. in order to enhance Health Security of rural community.	Approval/ disapproval of the proposals from the date of receipt of complete proposal	90 days
4	Timely approval of the proposals received under the Central Sector Scheme for Development of AYUSH Clusters.	Approval/ disapproval of the proposals from the date of receipt of complete proposal	120 days
5	Timely approval of the proposals received under the Central Sector Scheme for acquisition, cataloging, digitization and publication of text book & manuscripts - "ACDP".	Approval/ disapproval of the proposals from the date of receipt of complete proposal	90 days
6	Timely approval of the proposal received under the Central Sector Scheme for grant-in-aid to Govt./non-governmental organization/institutions for "Extra Mural Research"	Approval/ disapproval of the proposals from the date of receipt of complete proposal	90 days
7	Approval of the Programme implementation Plan (PIPs) received from the State Govt. for grants under CSS of H & D of NRHM.	Approval/ disapproval of the proposals from the date of receipt of complete PIP	90 days
8	Approval to the proposal received from State Govt. for grants under Centrally Sponsored Scheme "Development of AYUSH Institutions" (1ST Installment)	Approval/ disapproval of the proposals from the date of receipt of complete proposal	90 days
9	Release of 2nd Installment under the CSS of H&D	Approval/ disapproval of the proposals from the date of receipt of complete proposal	60 days
10	Release of 2nd Installment under Centrally Sponsored Scheme "Development of AYUSH Institutions"	Approval/ disapproval of the proposals from the date of receipt of complete proposal	90 days
11	Issue of guidelines for Central Issue of guidelines nomination to UG and PG courses in Ayurveda, Unani & Siddha for 2011-12.	Issue of guidelines	By 30th June

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
12	Finalization of Central nomination for PG courses in Ayurveda, Unani & Siddha for 2011-12.	Central Nomination for PG Courses	By 30th October
13	Timely approval of the proposals received under Central Sector Scheme for Promotion of International Cooperation (IC) in AYUSH	Approval/ disapproval of the proposals from the date of receipt of complete proposal	90 days
14	Timely approval of the proposals received under the Central Sector Scheme for 'Promotion of Information, Education and Communication (IEC)' in AYUSH	Approval/ disapproval of the proposals from the date of receipt of complete proposal	90 days
15	Timely approval of the proposals received under the Central Sector Scheme of "Assistance for Exchange Programme/ Seminar/Conference/Workshop on AYUSH.	Approval/ disapproval of the proposals from the date of receipt of complete proposal	90 days
16	Timely approval of the proposals received under section 13A of IMCC Act.	Approval/ disapproval of the proposals	As per schedule of IMCC Act
17	Timely approval of the proposals received from CCIM under Section 13C of IMCC Act.	Permission/non-permission to take admission	As per schedule of IMCC Act
18	Timely approval of the proposals received for Grant-in-aid under the Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	Average time taken from the date of receipt of the fully completed proposals in all respects.	90 days
19	Issue of First installment for Contractual Farming & Forest Department.	Average time taken from the date of receipt of the fully completed proposals in all respects.	90 days
20	Issue of First installment for Research & Development (R&D).	Average time taken from the date of receipt of the fully completed proposals in all respects.	90 days
21	Issue of First installment for IEC, NGO, Herbal Gardens.	Average time taken from the date of receipt of the fully completed proposals in all respects.	90 days
22	Timely approval of the proposals received for Grant-in-aid under the Centrally Sponsored Scheme of National Mission on Medicinal Plants.	Average time taken from the date of receipt of the fully completed proposals in all respects.	90 days
23	Release of 2nd installment under Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	Average time taken from the date of receipt of the fully completed proposals in all respects.	60 days
24	Release of 2nd installment Contractual Farming & Forest Department.	Average time taken from the date of receipt of the fully completed proposals in all respects.	60 days
25	Release of 2nd installment for Research & Development (R&D).	Average time taken from the date of receipt of the fully completed proposals in all respects.	60 days
26	Release of 2nd installment for IEC, NGO, Herbal Gardens.	Average time taken from the date of receipt of the fully completed proposals in all respects.	60 days

For more details on the procedure, documents required and contact person, please visit our website at: www.indianmedicine.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. S.Srinivas, Deputy Secretary
Phone: 233-25799; Mobile: 9899028067; Email: srinivas.edu@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Bio-Technology CGO Complex, New Delhi 110003

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Funding for basic Extramural Research	Time taken from the date of receipt of proposal in Communicating rejection of proposal after screening, peer review and expert committee recommendations	4 months
		Time taken from the date of receipt of proposal in Release of grants after obtaining apex committee recommendations (wherever required) administrative approval	6 months
2	Funding for Biotechnology Education & Office Records Training Programme	Annual releases after receipt of all documents	3 months
3	Support to International Collaboration Official Records Projects and Overseas Fellowships	Review and sanction of international projects	6 months
		Annual selection of overseas Fellowship from the date of receipt of applications.	4 months
4	Support to Center of Excellence and Internal Project Registry Programme Support Projects	Communication about the fate of application from receipt of applications	3 months
		Review and sanction of project from the date of receipt of application	6 months
5	Funding for proposals in agriculture and Internal Project Registry environmental biotechnology	Time taken from the date of receipt of proposal in Communicating rejection of proposal after screening, peer review and expert committee recommendations	4 months
		Time taken from the date of receipt of proposal in Release of grants after obtaining apex committee recommendations (wherever required) administrative approval	6 months

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
6	Support to Medical Biotechnology Internal Project Registry including vaccine & diagnostics	Time taken from the date of receipt of proposal in Communicating rejection of proposal after screening, peer review and expert committee recommendations	4 months
		Time taken from the date of receipt of proposal in Release of grants after obtaining apex committee recommendations (wherever required) administrative approval	6 months
7	Support to Projects on Biotechnology Internal Project Registry for Societal Development	Time taken from the date of receipt of proposal in Communicating rejection of proposal after screening, peer review and expert committee recommendations	4 months
		Time taken from the date of receipt of proposal in Release of grants after obtaining apex committee recommendations (wherever required) administrative approval	6 months
8	Biotechnology Regulatory Clearances Official Records and Approvals	Processing and grant of clearances or approvals	4 months
9	Financing SMEs through SBIRI Official Records Scheme	Communication about the fate of application from the receipt of applications	3 months
		Review and sanction of project from the date of receipt of application	6 months
10	Support to Biotechnology Industry Official Records Partnership Programmes to Private Sector	Communication about the fate of application from the receipt of applications	3 months
		Review and sanction of project from the date of receipt of application	6 months

For more details on the procedure, documents required and contact person, please visit our website at: www.dbtindia.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. Sreeshan Raghvan, Joint Secretary
Phone: 24362982; Mobile: ; Email: raghavan.s@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Chemicals and Petrochemicals

Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Recommendation to DGFT on Advance Authorization Application from Industry for import of raw material against the export of Petrochemical items.	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DGFT.	45 days
2	Recommendation to DGFT on applications for import of items covered under Restricted List of Import	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to DGFT.	45 days
3	Recommendation to Central Insecticides Board & Registration Committee on application/request from Petrochemical Industry for issue of End User Certificate.	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to CIB.	45 days
4	Project Import Certification for chemical industry	Certificate issuance	10 days
5	End-use Certificate for Non-Insecticidal application in respect of chemical industry for chemicals appended to the Insecticides Act	Recommendation Issuance	10 days
6	Issuance of recommendation on FIPB proposals in respect of chemical industry	Average time taken from the date of receipt of the fully completed proposal in all respects to Issuance of recommendation to Deptt. of Economic Affairs	15 days
7	Approval of application/request from Petrochemical Industry for issue of Project Import Certificate.	Average time taken from the date of receipt of the fully completed proposal in all respects to certificate issuance.	30 days
8	Recommendation to Department of Economic Affairs, Ministry of Finance on application for Foreign Investment Proposals in respect of petrochemical industry	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to Department of Economic Affairs.	15 days
9	Issuance of Consent Certificate for import/export of chemicals covered under Rotterdam Convention	Average time taken from the date of receipt of the fully completed proposal in all respects to Issuance of response to concerned DNA	15 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
10	Issuance of recommendation for grant of industrial licence in respect of hazardous chemicals	Issuance of recommendation to DIPP	15 days
11	Issuance of recommendation for import/export of SCOMET Items	Issuance of recommendation to DGFT	15 days
12	Fixation of input/output norms on export of chemicals	Issuance of recommendation to DGFT	21 days
13	Recommendation for R&D laboratory recognition	Issuance of recommendation to DST	15 days
14	Recommendation to Department of Industrial Policy & Promotion (SIA) on application for Foreign Technology Collaboration.	Average time taken from the date of receipt of the fully completed proposal in all respects.	15 days
15	References from Petrochemical Industry Associations for taking up matters of commercial importance such as duties & tax structure, anti-dumping duty etc. with the concerned Ministries.	Average time taken from the date of receipt of the fully completed proposal in all respects.	30 days
16	References from chemical Industry Associations for taking up matters of commercial importance such as imposition of safe guard duty/ antidumping duty etc. with the concerned Ministries.	Average time taken from the date of receipt of the fully completed proposal in all respects to issuance of recommendation to concerned Ministry.	45 days
17	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the chemical sector	Average time taken from the date of receipt of the fully completed proposal in all respects.	45 days
18	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the petrochemical sector	Average time taken from the date of receipt of the fully completed proposal in all respects.	45 days

For more details on the procedure, documents required and contact person, please visit our website at: www.chemicals.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. O. P. Sharma, Deputy Director
Phone: 246-4576; Mobile: 9812547326; Email: omprakash.Sharma@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Civil Aviation

Rajiv Gandhi Bhawan, New Delhi 110003

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	In principle' approval for setting up Files and website database of MOCA Greenfield airports	Time taken from the date of receipt of the proposal complete in all respects	100 days
2	Initial NOCs for Airlines- Scheduled Operators Permit and Non Scheduled Operators Permit	Time taken for placing the proposal before Empowered Committee, from the date of receipt of the proposal complete in all respect and receipt of security clearance from MHA	70 days
		Conveying of decision of Empowered Committee/ HMCA to the applicant.	7 days
3	Security Clearance of Board of Directors of Ground Handling Agencies/Private/Greenfield airports/Helipad/ Scheduled and nonscheduled private domestic airlines	Time Taken to send the details to MHA from the date of receipt of the proposal complete in all respects	25 days
		Time taken to convey the decision of MHA	10 days
4	Grant of International Traffic rights to private airlines	Time taken from the date of receipt of the proposal complete in all respects	35 days
5	Import/ acquisition of Aircraft	Time taken for placing the proposal before Empowered Committee, from the date of receipt of the proposal complete in all respect.	70 days
		Conveying of decision of Empowered Committee to the applicant.	7 days
6	Extension of Registration of Foreign Registered Aircraft in India	Time taken from the date of receipt of the proposal complete in all respects	20 days
7	NOC for Foreign Direct Investment	Time taken from the date of receipt of the proposal complete in all respects from DIPP and to convey the decision to DIPP.	28 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
8	Exemption Under Section 160 of Aircraft Rules 1937	Time taken from the date of receipt of the proposal complete in all respects	20 days
9	Permission for tourist charter flights in relaxation of the Policy	Time taken from the date of receipt of the proposal complete in all respects	3 days
10	Preparation and issue of consultation paper on ombudsman for Air Travellers	Examine feasibility of setting up a ombudsman for civil aviation sector.	60 days

For more details on the procedure, documents required and contact person, please visit our website at: www.civilaviation.gov.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. Alok Sinha, Joint Secretary
Phone: 246-16303; Mobile: 9910981555 Email: sinha.alok@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Coal

Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Approval of Mining Plan and Mine Closure Plan of allocated captive coal block.	Preliminary scrutiny of the papers by the respective administrative sections (CA-I / CA-II) as per terms and conditions of allocation and then forwarded to CPAM Section.	10 days
		Detailed scrutiny by CPAM Section for examination of the Mining Plan and placing the same before Standing Committee.	60 days
		Consideration and forwarding the recommendations of the Standing Committee to Administrative Section.	10 days
		To obtain administrative approval of the Competent Authority and communicate the same to allocattee company.	10 days
2	Grant of recognition as Qualified Person (RQP) to prepare mining plan under MMRD Act, 1957.	On receipt of an application for the status of Recognized Qualified Person (RQP), it is to be processed for consideration of the Standing Committee and decision to be conveyed	45 days
3	To convey prior approval of Mining Ministry records Lease of allocated captive coal block	To convey prior approval of Ministry of Coal under the relevant Section of MMDR Act, 1957 on receipt of complete proposal from the concerned State Government.	45 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
4	Processing the requirement of Plan funds for different Plan schemes being implemented through budgetary support and making available the planned outlays to the nodal agency for onward disbursement. (Nodal agencies – PSU coal companies and Govt. exploration agencies)	On receipt of requisition of funds from the nodal/ implementing agency, the proposal is to be examined in the Ministry, after obtaining the approval of the divisional head of the Ministry i.e. Advisor (P), the proposals are to be sent to IFD for seeking their concurrence. On receipt of concurrence, sanctions are issued in favour of nodal agency for releasing the funds and on-line sanction is also generated through Central Plan Scheme Monitoring System.	45 days
5	Processing of applications seeking Letter of Assurance for coal allocation on Long Term basis to the clients in power, cement and sponge iron sector.	To forward applications received to the concerned Ministry i.e. Ministry of Power, Ministry of Steel, DIPP (Ministry of Commerce & Industry)	10 days
6	Monitoring of Coal supplies to Power Sector utilities.	Convening of Inter-Ministerial sub-group meeting.	3 days
7	Grievance / references received in the Ministry	Acknowledgement of postal grievance within 3 working days; Immediate acknowledgement of grievance received through Centralized Public Grievance Redress and Monitoring System (CPGRAMS).	3 days
		To forward grievance /reference to the concerned coal companies / other authorities for necessary action.	7 days
		Reply to the applicant.	60 days

For more details on the procedure, documents required and contact person, please visit our website at: www.coal.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. PSS Reddy, Director
Phone: 2338-4594; Mobile: 9350509119; Email: dirCA1.moc@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Commerce

Udyog Bhawan, New Delhi 110011

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Approval for grant of financial assistance funds under MDA scheme.	Date by which Action Plan to be approved.	30 th April
		No. of Days in which Funds are released.	60 days
2	Approval for grant of assistance under MIA scheme.	No. of days from the receipt of application to release of first instalment.	150 days
3	Approval for grant of financial assistance in respect of projects under Central component of ASIDE and release of ASIDE Fund (Central).	No. of days from the receipt of application to release of first instalment.	90 days
4	Approval for setting up of SEZ I. Placement of cases before Board of Approval (BOA for setting up of SEZ).	No. of days from receipt of complete application with all documents and placement of case before Board of Approval.	60 days
	II. Issue of approval letter.	No. of days for issue of approval letter after BOA approval.	20 days
5	RTI Act, 2005 I. Provide information or reject the request for any of the reasons specified in the RTI Act, 2005.	No. of days between receipt of application and furnishing of information.	30 days
	II. Disposal of appeals preferred under RTI Act, 2005	No. of days between receipt of appeal and decision on appeal.	30 days
6	Resolving Public Grievances I. Grievances of employees of DOC.	No. of days from receipt of grievance and final disposal.	60 days
	II. Grievances of Public.	No. of days from receipt of grievance and final disposal of grievances.	90 days
7	For taking actions by the Appellate Committee on appeals preferred against statutory orders passed by DGFT etc.	No. of days from receipt of appeal to its final disposal.	90 days
8	For handling grievances of exporters by the Grievance Redressal Committee against decisions of DGFT relating to trade and policy.	No. of days from receipt of petition to its final disposal.	90 days

For more details on the procedure, documents required and contact person, please visit our website at: www.commerce.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. Anurag Saxena, Joint Secretary
Phone: 2306-3050; Mob: 9717394889; Email: anurag.saxena@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Consumer Affairs

Krishi Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Publicity through print/electronic media for Consumer Awareness (Jago Grahak Jago)	Frequency of campaign at bimonthly intervals.	6 Campaigns
2	Grant of recognition to the commodity exchanges	Average time taken from the date of receipt of proposal in the Department	1 Month
3	Renewal of recognition to the commodity exchanges	Average time taken from the date of receipt of proposal in the Department	15 Days
4	Appraisal of viable projects submitted by voluntary organizations for funding from Consumer Welfare Fund	Average time taken after receipt of complete proposal	1 Month
5	Interim reply in case of deficiencies after appraisal of projects submitted by voluntary organizations for funding from Consumer Welfare Fund	Average time taken after receiving the proposal	15 Days
6	Release of grants for projects for funding from Consumer Welfare Fund	Average time taken from the date the project is considered as complete without any deficiency and found eligible	6 Months
7	Release of grants for ongoing projects from Consumer Welfare Fund.	As per time frame decided in the MOU	-
8	Process of Consumer Complaints	Average time for forwarding to appropriate organizations	20 Days
9	Response to grievances	Acknowledgement	7 Days
		Interim reply	15 Days
		Final reply	45 Days

For more details on the procedure, documents required and contact person, please visit our website at: www.fcamin.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. M.K Parida, Joint Secretary
Phone: 233-86666; Email: js-ca@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Culture

Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Financial assistance to cultural organizations to create training, rehearsal and performance spaces for artistes	Release of Grant/First Instalment from the date of Expert Committee Meeting	85 days
2	Financial Assistance to Professional Groups and Individuals for Specified Performing Art Projects	Release of Grant/First Instalment from the date of Expert Committee Meeting	85 days
3	Financial support to create cultural complexes to provide avenues for creative expression and learning to the younger generation	Release of First Instalment from the date of Expert Committee Meeting	85 days
4	Financial Assistance to Magazines and journals dedicated to India's culture and heritage	Release of First Instalment from the date of Expert Committee Meeting	85 days
5	Financial support for cultural programmes organised by Not-for-Profit organisations to commemorate 150 years of Rabindranath Tagore	Release of First Instalment from the date of Expert Committee Meeting	85 days
6	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Functions Grant Scheme (CFGS)	Release of First Instalment from the date of Expert Committee Meeting	85 days
7	Scholarships to Young Artistes in different Cultural Fields	Award of Scholarship from the closing date of receipt of applications	215 days
8	Senior/Junior Fellowships to Outstanding Persons in the Field of Culture for research oriented projects	Award of Fellowship from the closing date of receipt of applications	215 days
9	Award of National Fellowship to encourage scholars/ academicians to affiliate themselves with various institutions cultural institutions in the country and to work on projects of mutual interest	Award letters by the concerned Institutes from the date of meeting of National Selection Committee	85 days
10	Financial Assistance to Persons Distinguished in Letters, Arts and such other walks of life who may be in indigent circumstances and their dependents	Release of Financial Assistance from the date recommended by the Expert Committee in its meeting	12 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
11	Financial assistance for setting up of new Museums, to promote the strengthening and modernization of existing museums at the regional, state and local level	Release of First Instalment from the date of Expert Committee Meeting	85 days
12	Financial assistance for promotion, protection and preservation of the cultural heritage of the Himalayan region through research, documentation, dissemination	Release of Financial Assistance from the date of Expert Committee Meeting	110 days
13	Financial assistance to Buddhist/Tibetan organizations including Monasteries engaged in the preservation and development of Buddhist/Tibetan culture and art	Release of Financial Assistance from the date of Expert Committee Meeting	110 days
14	Financial assistance for Book Fairs, Book Exhibitions and participation in International Book Fairs/Publishing Events	Release of Grant/First Instalment from the date of Expert Committee Meeting	85 days

For more details on the procedure, documents required and contact person, please visit our website at: <http://www.indiaculture.nic.in/>

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. Nihal Chand Goel, Joint Secretary, Phone: 23382331; Mobile: 9971266511; Email: js.culture@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Defence Production

Sena Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Approval of Foreign Deputation cases of OFB.	Time taken from the Date of Receipt of the cases.	30 days
2	Approval of Foreign Deputation cases of OFB.	Time taken from the Date of Receipt of the cases.	60 days
3	Approval of Foreign Deputation cases of OFB.	Time taken from the Date of Receipt of the cases.	90 days
4	Appointment of GM's/Sr GM's in OFB.	Time taken from the Date of Receipt of the cases.	30 days
5	Approval Financial upgradation in SAG Grade in OFB	Time taken from the Date of Receipt of the cases.	30 days
6	Approval of MOU for DPSU-NS Wing.	Time taken from the Date of Receipt of the cases.	30 days
7	Approval of MOU for DPSU-MS Wing.	Time taken from the Date of Receipt of the cases.	30 days
8	Approval of MOU for DPSU-AS Wing.	Time taken from the Date of Receipt of the cases.	30 days
9	Approval of Foreign Deputation proposal of DPSUs-NS Wing	Time taken from the Date of Receipt of the cases.	30 days
10	Approval of Foreign Deputation proposal of DPSUs-MS Wing	Time taken from the Date of Receipt of the cases.	30 days
11	Approval of Foreign Deputation proposal of DPSUs-AS Wing	Time taken from the Date of Receipt of the cases.	30 days
12	Appointment of Director and above in DPSU's through PESB- NS Wing	Time taken from the Date of Receipt of the cases.	45 days
13	Appointment of Director and above in DPSU's through PESB- MS Wing	Time taken from the Date of Receipt of the cases.	45 days
14	Appointment of Director and above in DPSU's through PESB- AS Wing	Time taken from the Date of Receipt of the cases.	45 days
15	PDI cases of DGQA.	Time taken from the Date of Receipt of the cases.	30 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
16	Approval for Procurement of stores of DGQA.	Time taken from the Date of Receipt of the cases.	30 days
17	DPC Proposal of DGQA.	Time taken from the Date of Receipt of the cases.	30 days
18	Approval of Disposal of Licencing Cases.	Time taken from the Date of Receipt of the cases.	30 days
19	Grant of Export Clearance in respect to Licencee companies.	Time taken from the Date of Receipt of the cases.	20 days

For more details on the procedure, documents required and contact person, please visit our website at: www.mod.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Shri J.Sriraman, Deputy Secretary
Phone: 23013705; Mobile: 23013705; Email: jsraman@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Development of North Eastern Region

Vigyan Bhawan Annexe, New Delhi 110011

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Retention of Projects(NLCPR)	Average time taken from the receipt of priority list	60 days
2	Sanction of retained projects (NLCPR)	Average time taken from receipt of vetted DPR	30 days
3	Release of first installment (NLCPR)	Average time taken from receipt of required documents	21 days
4	Release of subsequent installments Ministry's records (NLCPR)	Average time taken from receipt of required documents	21 days
5	Conducting SFC/EFC (NEC Projects)	Average time taken from receipt of vetted DPR and in-principle approval of Planning Commission	60 days
6	Sanction of proposal Under Advocacy & Ministry's records Publicity Scheme	Average time from receipt of proposal	45 days
7	Release of first installment Under Ministry's records Advocacy & Publicity Scheme	Average time from approval	21 days
8	Release of final installment Under Ministry's records Advocacy & Publicity Scheme	Average time from receipt of UC/completion report	21 days
9	Sanction of Proposal Under Capacity Ministry's records Building Scheme	Average time from receipt of proposal	45 days
10	Release of first installment Under Ministry's records Capacity Building Scheme	Average time from approval	21 days
11	Release of final installment Under Ministry's records Capacity Building Scheme	Average time from receipt of UC/completion report	21 days
12	Conducting SFC/EFC Under SIDF	Average time from receipt of vetted DPR and in-principle approval of Planning Commission	60 days
13	Sanction of Project Under SIDF	Average time from approval by EFC/SFC	21 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
14	Release of first installment Under SIDF	Work Plan	21 days
15	Release of subsequent installment Ministry's records Under SIDF	Average time from receipt of UC	21 days
16	Release of funds to NEDFi	Average time from receipt of UC	45 days
17	Release of funds to NEHHDC	Average time from receipt of UC	45 days
18	Release of funds to NERAMAC	Average time from receipt of UC	45 days
19	Redress of Public Grievances	Average time taken to acknowledge grievance received through CPGRAMS portal.	7 days

For more details on the procedure, documents required and contact person, please visit our website at: www.mdoner.gov.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. Asholi Chalai, Director
Phone: 230-2243; Email: asholi.chalai@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Drinking Water and Sanitation

Krishi Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	NRDWP: Timely release of funds under the National Rural Drinking Water Programme (NRDWP) as per laid down criteria, to the States and Union Territories.	Average time taken from the date of receipt of the complete and reconciled UCs/ASAs in Ministry.	30 days
2	NRDWP: Communication with other Ministries/ Departments of Central Government..	Average time taken from date of receipt in Ministry.	15 days
3	NRDWP: Provide information to State Government offices and Departments regarding implementation of NRDWP schemes.	Average time taken from date of receipt in Ministry.	15 days
4	NRDWP: Providing support to States in the wake of natural disasters to mitigate drinking water and sanitation problems in rural areas.	Average time taken for issue of fund release order from date of receipt of MHA communication in Ministry	21 days
5	NRDWP: Response to Inspection Reports.	Average time taken from receipt of inspection report in Ministry	60 days
6	NRDWP: Timely release of funds to Key Resource Centers as per KRC Guidelines.	Average time taken from the date of receipt of the complete proposal/UCs/ASAs in Ministry	30 days
7	NRDWP: Timely release of R&D activities to the PIs as per R&D Guidelines.	Average time taken from the date of receipt of the complete proposal UCs/ASAs in Ministry	30 days
8	TSC: Timely release of funds under the Total Sanitation Campaign (TSC) as per laid down criteria to the Districts through States.	Average time taken from the date of receipt of the UCs/ASAs	30 days
9	TSC: Communication with other Ministries/Departments of Central Government	Average time taken from date of receipt in Ministry.	15 days
10	TSC: Provide information to State Government offices, and Departments regarding implementation of TSC and NGP schemes.	Average time taken from date of receipt in Ministry	14 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
11	TSC: Recognize and award Panchayats for excellent work in rural sanitation by granting them NGP status.	Average time taken from online entry of NGP applications.	270 days
12	TSC: Respond to Audit observations	Average time taken from date of receipt in Ministry	60 days

For more details on the procedure, documents required and contact person, please visit our website at: www.ddws.gov.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. T.M. Vijay Bhaskar, Joint Secretary
Phone: 011-243610; Mobile: 9968821477; Email: jstm@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Environment and Forests

Paryavaran Bhawan, CGO Complex, New Delhi 110003

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Decisions on Environment Clearances under EIA Notification, 2006 in respect of projects covered there under	A comprehensive and science based decision on request for Environmental clearance.	60 days for TOR and 105 days for appraisal of project
2	Decision on Clearances under CRZ/IPZ Notification 2011.	A comprehensive and science based decision on request for CRZ clearance.	60 days
3	Decision on Forest clearances under Forest (Conservation) Act, 1980 -Diversion of more than 40 ha of forest land for non-forestry purposes. In respect of Andhra Pradesh, Chandigarh, Delhi, Haryana, Jammu & Kashmir, Madhya Pradesh, Manipur, Meghalaya, Nagaland, Orissa, Pudducherry and Uttarakhand. In respect of Andaman & Nicobar Islands, Arunachal Pradesh, Bihar, Chhattisgarh, Dadra & Nagar Haveli, Daman & Diu, Goa, Himachal Pradesh, Jharkhand, Lakshadweep, Rajasthan, Sikkim. In respect of Gujarat, Punjab, Uttar Pradesh, West Bengal. In respect of Assam, Karnataka, Kerala, Maharashtra, Mizoram, Tamil Nadu, Tripura	Depends upon the processing of the proposals by the concerned State Government and Regional Office located at Bangalore, Bhopal, Bhubaneswar, Chandigarh, Lucknow and Shillong.	60 days
4	Recommendation of Standing Committee of National Board for Wildlife (NBWL) on land diversion cases of protected areas and pertaining to Environment Clearance in Eco-Sensitive Zone of National Parks and Sanctuaries.	Average time taken from the date of receipt of complete and correct Annual Plan of Operations (APO)	150 days
5	Release of funds to Elephant Range States as per Annual Plan of Operations (APO)	Release of First Instalment from the date of Expert Committee Meeting	150 days
6	Release of funds to Tiger Reserves as per Annual Plan of Operations (APO)	Average time taken from the date of receipt of complete and correct APO	150 days
7	Sanction of proposals for pollution abatement works for conservation of river under National River Conservation Plan (NRCP) & National Ganga River Basin Authority (NGRBA)	Disposal of proposal within the prescribed time frame	180 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
8	Sanction of proposals for polluted and degraded lakes in urban and semi urban areas of the country, prioritized by the State Governments under National Lake Conservation plan (NLCP)	Disposal of proposal within the prescribed time frame	180 days
9	To improve Management of Hazardous Substance: setting up of treatment, storage and disposal facilities for hazardous, bio-medical and e-waste	Creation of treatment and disposal facilities for hazardous wastes, bio-medical waste and e-wastes	180 days
10	Release of funds for Preparation of Off- site Emergency Plan including Hazard Analysis Report	Preparation and completion of Off-site emergency plan	150 days
11	Financial Assistance for proposals under Research and Development (R&D) Scheme	Awareness creation in the field of hazardous waste management, bio-medical waste management, municipal solid waste management and chemical safety.	150 days
12	Grants-in-aid to State/UT Govts. CSS – ‘Integrated Development of Wildlife Habitats’.	Average time taken from the date of receipt of complete and correct Annual Plan of Operation (APO)	150 days
13	Grants-in-aid to institution/ organization for research purposes relating to Wildlife.	Timely release of grant to the concerned institution/ organization	150 days
14	Grant in-aid to State Forest Development Agencies (SFDAs)	In principle approval	150 days
15	Financial assistance to all States/ UTs for forest Protection under Intensification of Forest Management Scheme.	Depends upon the processing of the proposals by the concerned State Govt.	150 days
16	Environmental Education Awareness & Training (EEAT) – (a) Financial Assistance under National Environmental Awareness Campaign (NEAC) to the Regional Resource Agencies to undertake environmental awareness and actions activities through participating organizations including NGOs, Universities, Schools and Colleges.(a) Financial Assistance under Seminar/Symposium/ Workshop/Conference Programme to universities, academic institutions/colleges, NGOs, Government, etc., to create mass environment awareness on environment or any emerging area impinging on technology, innovation in the field of environment.	Average time taken from after finalization of minutes of the meeting and receipt of complete documents.	180 days
17	Decision on proposals of Common State Pollution Control Boards Effluent Treatment Plants (CETPs)	Disposal of proposal within the prescribed time frame	150 days

For more details on the procedure, documents required and contact person, please visit our website at: www.envfor.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. O. P. Sharma, Deputy Director
Phone: 246-4576; Mobile: 9812547326; Email: omprakash.Sharma@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Fertilizers

Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Timely grant of clearance for setting up/augmenting of Fertilizer production unit	No. of days required after Submission of requisite documents/clearance	90 working days
2	Timely payment of Subsidy to Fertilizers companies for indigenous/imported urea/P & K Fertilizers	1. Imported Urea i. For imported urea 98% of the claimed amount. ii. Balance within 30 working days of settlement. 2. Indigenous urea i. initial payment within 60 days on continuing concession rate. ii. Final settlement of escalation claims with 30 days of notification. 3. 85/90% on account claim payment within 10 days in r/o P&K fertilizers of fully documented claims 4. Balance payment of P&K fertilizers within 30 days including payments and sale of fertilizers/ receipt of claims	10 working days 30 working days 60 working days 30 working days 10 working days 30 working days
3	Timely fixing of production/import targets for 100% of Fertilizers companies	By March for khariff By Sept. for Rabi	31st March 30th Sept.
4	Timely payment of bills to Vendors	No. of Days	30 working days
5	Responding to queries	No. of Days	30 working days
6	Prompt Grievance Redressal	No. of Days	30 working days

For more details on the procedure, documents required and contact person, please visit our website at: www.fert.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Sh. Satish Chandra, Joint Secretary
Phone: 23386800; Mobile: 9999999488; Email: satish.chandra@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Food and Public Distribution

Krishi Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Allocation of food grains for Targeted Public Distribution System (TPDS) to State Governments and UTs	Average time taken for seeking the approval of the competent authority for allocation of foodgrains for the ensuing financial year.	30 working days
		Issuing of allocation order	2 working days
2	Allocation of food grains under various welfare schemes to State Governments/ UTs/ Departments of the Government of India	Average time taken to scrutinize the applications	30 working days
		Average time taken in finally getting the concurrence of IFD	10 working days
		Average time taken for issuing the allocation order	2 working days
3	Approval of SDF loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects	Average time taken to scrutinize the applications	15 working days
		Average time taken by the Sub-Committee to consider the applications	90 working days
		Average time taken by the Standing Committee to consider the applications	60 working days
		Average time taken to obtain the Govt. approval	7 working days
		Average time taken to issue the administrative approval	7 working days
4	Disbursement of loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects	Average time taken to scrutinize the applications	15 working days
		Average time taken for signing of Tripartite Agreement	15 working days
		Average time taken for scrutinizing and processing the case for seeking concurrence by IFD	15 working days
		Average time taken in finally getting the approval of IFD	7 working days
		Average time taken by PAO for clearance of the bills	7 working days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
5	Approval of loan for development of sugarcane industry	Average time taken to scrutinize the applications	15 working days
		Average time taken by the Screening Committee to consider the applications	90 working days
		Average time taken by the Standing Committee to consider the applications	60 working days
		Average time taken to obtain the Govt. approval	7 working days
		Average time taken to issue the administrative approval	7 working days
6	Disbursement of loan for development of sugarcane development	Average time taken to scrutinize the applications	15 working days
		Average time taken for signing of Tripartite Agreement	15 working days
		Average time taken for signing of Tripartite Agreement	15 working days
		Average time taken in finally getting the approval of IFD	7 working days
		Average time taken by PAO for clearance of the bills	7 working days
7	Fixation of provisional incidental/economy cost of food grain for respective marketing season for all the procuring states	Average time taken to scrutinize the proposal for fixation of incidental/ economy cost	10 working days
		Average time taken by IFD to scrutinize and approve the proposal	7 working days
		Average time taken to issue the order after approval of IFD	2 working days
8	Release of subsidy to FCI for procurement and distribution of food grains for Central pool	Average time taken to scrutinize the request for release of 95% advance subsidy	7 working days
		Average time taken by IFD to scrutinize the proposal and to give its concurrence	7 working days
		Average time taken to issue sanction order for release of funds to the PAO	2 working days
		Release of Funds by PAO	5 working days
		Average time taken to scrutinize the bill/request for release of 5% remaining subsidy	10 working days
		Average time taken by IFD to scrutinize the proposal and to give its concurrence.	10 working days
		Average time taken to issue sanction order for release of funds to the PAO	2 working days
		Release of Funds by PAO	5 working days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
9	Release of subsidy to States undertaking decentralized procurement and distribution of food grains	Average time taken to scrutinize the request for release of 90% advance subsidy	7 working days
		Average time taken by IFD to scrutinize the proposal and to give its concurrence	7 working days
		Average time taken to issue sanction order for release of funds to the PAO	2 working days
		Release of Funds by PAO	5 working days
		Average time taken to scrutinize the request for release of 95% provisional subsidy at the end of the quarter after deducting 90% advance subsidy released earlier	7 working days
		Average time taken by IFD to scrutinize the proposal and to give its concurrence	7 working days
		Average time taken to issue sanction order for release of funds to the PAO	2 working days
		Release of Funds by PAO	5 working days
		Average time taken to scrutinize the request for release of balance 5% final subsidy after receipt of final claims on the basis of final economic cost	15 working days
		Average time taken by IFD to scrutinize the proposal and to give its concurrence	15 working days
		Average time taken to issue sanction order for release of funds to the PAO	2 working days
		Release of Funds by PAO	5 working days
10	Monthly release of non-levy sugar to sugar mills.	Release of quota before the end of the month.	30 days
11	Monthly release of levy sugar to State Governments/FCI/UTs.	By 25th day of the month preceding the month from which the validity period of two months for delivery/dispatch begins	30 days
12	Approval of proposals for sanction of grant in aid from Sugar Development Fund	Issue of administrative approval within the time limit.	6 months
13	Prompt Grievance Redressal CPGRAMS report (Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or in writing via registered post)	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3 working days
		Average time taken to acknowledge grievance received through post	7 working days
		Average time taken to examine the grievance and obtaining the comments of the concerned officer / Division	15 working days
		Average time taken for grievance settlement	60 working days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
14	Information Dissemination on uniform Ministry's website specifications of food grains for procurement	Information of Schemes on website- On the day of launch of Scheme	3 working days
15	Information dissemination on Ministry's website procurement of Food gains by FCI and State Agencies for Central Pool	Updating information on Food grain Procurement/ Storage availability	15 working days
16	Information dissemination on schemes Ministry's website about augmentation of storage capacity for food grains	Monthly allocation to State Government on website - Within 1 day	3 working days
17	Information dissemination on provisional Ministry's website annual allocations of wheat, & rice to States and UTs	Issue of Provisional annual allocations of wheat, & rice to States and UTs for the year 2011-12-to be put on website by 15th March 2011	3 working days
18	Payment to vendors for invoices	Average time taken to scrutinize the bills	2 working days
		Average time taken to obtain the approval of the competent authority for making payment	2 working days
		Average time taken to issue of sanction	1 working days
		Average time taken by PAO for release of cheque	3 working days

For more details on the procedure, documents required and contact person, please visit our website at: www.dfpd.nic.in

What you should do if we do not meet the promised standards of service?

Inform our Public Grievance Officer:

Shri Bhagwan Sahai, Joint Secretary Tel: 23382956 E-mail : jsimpex.fpd@nic.in

Shri S. Janakiraman, Deputy Secretary Tel: 23383046 E mail : uspg.fpd@nic.in

Register your grievance on the following portal: <http://pgportal.gov.in/>

Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Food Processing Industries

Panchsheel Bhawan, August Kranti Marg, New Delhi 110049

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Mega Food Parks	Average time taken to process the proposal complete in all respect for setting up of Mega Food Park	365 days
2	Cold chain value addition and preservation infrastructure	Average time taken to process the proposal complete in all respect	180 days
3	Modernization of Abattoirs	Average time taken to process the proposal complete in all respect for modernization / setting up of Abattoirs	60 days
4	Establishment of National Institute for Food Technology and Entrepreneurship Management (NIFTEM)	Average time taken to respond to the queries by prospective candidates regarding conduct of courses.	2 days
5	Strengthening of Indian institute of Crop Processing Technology (IICPT)	i) Average time taken to furnish report on sample testing.	2 days
		(ii) Average time taken to respond to the queries by prospective candidates regarding conduct of courses.	2 days
6	Strengthening of State Nodal Agencies	Average time taken to release grants to SNAs	25 days
7	Strengthening of Indian Grape processing Board (IGPB)	Average time taken to conduct awareness programme for Wine Grape growers.	30 days
8	Strengthening of national meat & Poultry processing Board (NMPPB)	(i) Average time taken to conduct outreach programmes/activities.	30 days
		(ii) Average time taken to furnish report on sample testing.	30 days
9	Establishment / Upgradation of food testing labs (FTL)	Average time taken to establish / upgrading Food Testing Labs	90 days
10	HACCP / ISO certification	Average time taken to accord in-principal approval by the Ministry.	60 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
11	Entrepreneurship Development Programme	Average time taken to process the proposal for release of financial assistance to support the EDP	30 days
12	Creation of Infrastructural facilities	Average time taken to accord in-principal approval by the Ministry for creation of infrastructural facilities.	60 days
13	Support to Establishment of Food processing Training Centre (FPTC)	Average time taken to accord approval for supporting establishment of Food Processing Training Centre	30 days
14	Approval of R&D Projects	Average time taken by the Project Approval Committee of the Ministry to accord approval	30 days
15	To assist in Technology Up-gradation / modernization of Food Processing Industries, by providing financial assistance in the form of grant in- aid	Average time taken to accord financial assistance to entrepreneurs by the Ministry	25 days
16	Implementation of Sevottam	(i) Draft of Citizens' / Client' Charter submitted in time.	60 days
		(ii) Approximate time to complete the Independent Audit of implementation of Grievance Redressal Mechanism	60 days
17	Ensuring compliance with Section 4(1) (b) of the RTI Act, 2005	Compliance of Section 4(1)(b) of RTI Act, 2005 already made.	Percentage
18	Identify potential areas of corruption related to departmental activities and develop an action plan to mitigate	An action plan is already inplace. The Ministry has devised Standard Operating practices and Check List for processing the applications under various Plan Schemes	Percentage
19	Develop an action plan to implement ISO 9001 certification	Approximate time by which an action plan to implement ISO 9001 certification would be in place	365 days

For more details on the procedure, documents required and contact person, please visit our website at: www.mofpi.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. Suneel Kr. Arora, Deputy Secretary
Phone: - 26491809; Email: suneel.arora@nic.in
Register your grievance on the following portal: <http://pgportal.gov.in/>
- B. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Health and Family Welfare

Nirman Bhawan, New Delhi 110011

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Timely prioritisation and approval of proposals of State Governments, UTs & Central Government Institutions for implementation of various health and family welfare schemes	Average time taken for approval of proposals from the date of receipt of the proposal	90 working days
2	Timely release of financial assistance for effective implementation of various health and family welfare schemes	Average time taken to obtain necessary approvals for proposals from appropriate authorities (Cabinet / EFC / SFC/PIP) wherever necessary	90 working days
		Average time taken from the date of the receipt of the proposal.	120 working days if Cabinet /EFC/SFC/PIP approval is required. 30 working days if no EFC/SFC/PIP approval
3	Financial assistance to persons suffering from major illness under the programme given below: 1. Health Minister's Discretionary Grants 2. Rashtriya Arogya Nidhi	Average time taken to inform deficiencies in the application from the date of receipt of the application	7 working days
		Average time taken for processing and approval from the date of receipt of fully completed application in all respects	30 working days
4	Prompt Grievance Redressal	Average time taken to acknowledge grievance received through registered post	7 working days
		Average time taken to acknowledge grievance received electronically through CPGRAMS portal	7 working days
		Average time taken to send communication for additional information	15 working days
		Average time taken for grievance settlement	90 working days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
5	Prompt acknowledgement receipt of letters from clients / citizens	Average time taken to acknowledge receipt of letters	7 working days
6	Timely response to letters from clients / citizens	Percentage of letters replied within the time limits promised in the acknowledgement letters	95 %

For more details on the procedure, documents required and contact person, please visit our website at: www.mohfw.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr.Mahender Singh, Deputy Secretary
Phone: 230-63481; Mobile: 9891846477; Email: birohar@gmail.com
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Health Research

Ramlingaswami Bhawan, Ansari Nagar, New Delhi 110029

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Approval of Extramural Projects	Average time taken for screening of proposals and approval/disapproval thereon.	30 days
2	Sanction of Annual Budget for Extramural Projects		
3	Recruitment of Junior Research Fellows for award of Fellowship, Post DC fellows and Senior research Fellows	Average time taken for receipt of applications and their scrutiny, conduct of examination/declaration of results and issue of award letters to the selected candidates	120 days
4	Grant of International Fellowships	Average time taken for receipt of applications and their screening, selection by expert committee and issue of award letters to the selected candidates	90 days
5	Sponsoring Candidates for attending symposium/workshop in Advance Health Research	Average time taken for receipt of applications and their screening, obtaining approval and issue of sanction letters to the selected candidates.	45 days
6	Distribution of Biannual/annual Awards	Average time taken for receipt of applications and their screening, obtaining approval of competent authority and issue of award letters to the selected candidates.	160 days
7	Review of proposals for clinical trials and ethics	Average time taken for preparation and finalisation of proposal and sending recommendation to Drug Controller for implementation	100 days
8	Dealing with outbreaks/ epidemics in the country	a. Site visit by scientists b. Collection of sample c. Analysis of samples and suggestion for preventive measures d. Development of kit or vaccine if required	15 days 5 days 10 days 60 days
9	Approval of proposals from various investigators of international collaborators through Health Ministry Screening Committee (HMSC)	Average time taken for receipt of proposals and their technical review by ICMR and subsequent review by HMSC	75 days
10	Review of proposals for import/export of biological	Average time taken for receipt of proposals, their review by expert committee and issue of letter of approval	50 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
11	Grievances Rederessal Mechanism	Average time taken for acknowledgement of complaint, its processing/settlement and sending reply to the aggrieved party	30 days
12	Regular interaction with the press and citizens	Seeking slot in doordarshan and Radio to make public aware about various diseases, preventive measures and latest health case keilites available in the hospital.	30 days

For more details on the procedure, documents required and contact person, please visit our website at: www.icmr.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. R.K.Alhuwalia, Under Secretary
Phone: -2306-2666;
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Heavy Industry

Udyog Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard (days)
1	Issue of Essentiality Certificate for availing eligible concession on excise duty on purchase of modified cars for Physically challenged persons	Maximum time taken from date of receipt of complete application	30
2	Redressal of grievances	Maximum time taken from date of receipt of grievance: Issue of acknowledgement	2
		Online transfer of application	2
		“Sending of Action Taken Report”	30
		Disposal of appeal if any	30
3	“RTI applications (This service is provided strictly in terms of the provisions of RTI Act, 2005)”	Maximum time taken from date of receipt of application Transfer of application to other Departments	5
		Issue of communication furnishing requisite information	30
		Disposal of first appeal	30
4	Decision on proposals for capacity expansion, technology upgradation, modernization of Plants, machinery, technology collaboration and release of funds.	Maximum time taken from date of receipt of complete proposal	90
5	Providing financial support to loss making/sick CPSEs	Maximum time taken from date of receipt of complete proposal (Proposal to be sent 3 months after the salary for previous quarter becomes due)	90
6	Release of funds to NATRIP, Industry Associations and CPSEs for various industry related activities	Maximum time taken from date of receipt of complete proposal	90

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard (days)
7	Recommendations to Custom Department for concessional rate of custom duty under 'Project Import Scheme' in respect of imported machinery and equipment for Capital Goods sectors viz Heavy Engineering, Heavy Electrical and Auto sector.	Maximum time taken from date of receipt of complete application	30
8	Action on references received from Industry Associations relating to a) Heavy Electrical Engineering b) Heavy Engineering & Machine Tools c) Automobile & Allied Industries	Maximum time taken from date of receipt of complete proposal / reference	90
9	Furnishing of comments on the references received from other Ministries/Departments/State Governments/Statutory Organizations on policy matters and individual references relating to FIPB and PAB	Maximum time taken from date of receipt of complete proposal	30
10	Furnishing of technical comments to DGFT in respect of proposals received for a) import of raw material /component under Duty Exemption Scheme, b) Import of Restricted Items	Maximum time taken from date of receipt of complete proposal	30
11	Taking up issues with other authorities for promoting the prospects of CPSEs and taking up follow-up action with CPSEs on the references received from other Ministries/ Departments/ State Governments/ Other Clients.	Maximum time taken from date of receipt of complete proposal and furnishing of comments.	60

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Sh Shashank Goel, Joint Secretary
Phone: 23063740; Email: pgcell-dhi@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Housing and Urban Poverty Alleviation
Nirman Bhawan, New Delhi 110011

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Timely approval and recommendation of release of first installment of project proposals (new projects) relating to Basic Services to the Urban Poor (BSUP) in 65 select cities and Integrated Housing & Slum Development Programme (IHSDP) in smaller towns under Jawaharlal Nehru National Urban Renewal Mission (JNNURM).	Average time taken from the date of receipt of fully completed proposals/other documents in all respects	30 days
2	Timely sanction and recommendation for release of 2nd and subsequent installments under BSUP and IHSDP	Average time taken from the date of receipt of fully completed Utilization Certificates (UCs)/other documents in all respects	30 days
3	Timely release of funds (1%) for in- Proposals and Records of Ministry house DPR preparation Charges, Central Third Party Inspection and Monitoring (TPIM) Charges, Information, Education and Communication (IEC) Activities including Capacity Building Programmes and Administrative & Other Expenses (A&OE) under JNNURM	Average time taken from the date of receipt of fully completed proposal in all respects	30 %
4	Appraisal of Draft State Plan of Action M/o HUPA record under Rajiv Awas Yojana (RAY)	Appraisal by RAY Mission Directorate	30 days
5	Final State Plan of Action under RAY	Approval by CSMC	30 days
6	Draft Slum Free City Plan under RAY	Appraisal by Agencies	30 days
7	Final Slum Free City Plan under RAY -approval	Approval of SFCP by MoHUPA	30 days
8	Appraisal of DPR under Slum Free City M/o HUPA record Planning (SFCP)	Appraisal by RAY Mission Directorate	30 days
9	Sanction of Detailed Project Report	Approval by CSMC	30 days
10	Recommendation suggested for release M/o HUPA record of first installment of project proposals under RAY	Release of installment by Ministry of Finance	30 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
11	Recommendation suggested for release M/o HUPA Record of 2nd & Subsequent installment under RAY	Release of installment by Ministry of Finance	30 days
12	Response to queries by State Govt.	Response Sent	7 days
13	Response to queries by Urban Local Response Sent M/o HUPA record Bodies (ULB)	Response Sent	7 days
14	Response to queries by National Response Sent M/o HUPA record Resource Centre (NRC)/ National Research Institute (NRIs)	Response Sent	7 days
15	Communications from General Public	Response Sent	7 days
16	Timely approval of Activity Plan of M/o HUPA record Capacity Building programmes under SJSRY	Average time taken from the date of receipt of the fully completed proposals in all respects.	45 days
17	Timely release of funds to States/ UTs M/o HUPA record for implementing Swarna Jayanti Shahri Rozgar Yojana	Average time taken from the date of receipt of required UCs and release of matching Stateshare by the State Government.	30 days
18	Timely release of funds under 10% M/o HUPA record lumpsum provision for NER including Sikkim.	Average time taken from the date of receipt of fully completed proposals in all respect.	75 days
19	Timely processing of claims from M/o HUPA record Central Nodal Agencies (CNAs) in relation to release of subsidy to CNAs under Interest Subsidy Scheme for Housing the Urban Poor (ISHUP)	Time taken from receipt of complete proposal from the CNAs	30 days
		Time taken post approval of Steering Committee and vetting by IFD	7 days
20	Timely approval and recommendation of M/o HUPA record release of first installment of project proposals appraised and recommended by the appraising agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) under Integrated Low Cost Sanitation Scheme (ILCS) from the State Governments	Time taken from receipt of complete proposal from the appraising agency namely, Housing & Urban Development Corporation Ltd. (HUDCO)	30 days
		Time taken post approval of the competent authority	7 days
21	Timely sanction and recommendation M/o HUPA record for release of 2nd and subsequent installments under Integrated Low Cost Sanitation Scheme (ILCS)	Time taken from receipt of complete proposal from the State	14 days
22	Timely disposal/processing of proposals received from BMTPC, HPL, CGEWHO & NCHF	Average time taken from the date of approval by the competent authority	15 days
23	Timely release of grants-in-aid to BMTPC and CGEWHO	Average time taken to issue sanction for release of grants –in-aid from the date of approval by the competent authority	15 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
24	Timely response to letters from clients/citizens in AA Division relating to BMTPC, HPL, CGEWHO & NCHF.	Average time taken to reply to the clients/citizens from the date of approval of the competent authority/receipt of requisite information from respective organisation	10 days
25	Prompt Grievance Redressal	Average time taken to acknowledge grievance received electronically through CPGRAMS portal.	3 Working Days
		Average time taken to acknowledge grievance received through registered post.	7 Working Days
		Average time taken to send communication for additional information	15 Working Days
		Average time taken for grievance settlement	60 Working Days
26	Prompt acknowledgement receipt of letters from clients/ citizens in respect of Schemes/ Programmes	Average time taken to acknowledge the receipt by respective Divisions/ Sections	7 Working Days
27	Timely response to letters from clients/ M/o HUPA record citizens regarding Schemes/ Programmes.	Average time taken to reply to the clients/citizens from the date of approval of the competent authority/receipt of requisite information from respective organisation	30 Working Days

For more details on the procedure, documents required and contact person, please visit our website at: www.mhupa.gov.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. J.P.Agrawal, Director
- Phone: - 2306-1425; Email: directorgrivanceud@gmail.com
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Industrial Policy and Promotion

Udyog Bhawan, New Delhi 110011

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Grant of ad-hoc permission for manufacture and sale of cement without standard mark for a maximum period of 150 days.	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10 days
		Maximum time taken to process the fully completed proposal for submission to issue of ad-hoc permission.	20 days
2	Certification of essentiality for import of capital goods required for initial setting up of new projects or expansion of the existing projects.	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	9 days
		Maximum time taken to process the fully completed proposal for submission to communicate recommendation to customs authorities.	35 days
3	Furnishing of comments of the DIPP to the Ministry of Coal for long term coal linkage and allocation of coal blocks for cement sector.	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8 days
		Maximum time taken to process the fully completed proposal for submission to communicate recommendation to Ministry of coal.	17 days
4	Release of Plan and Non-Plan funds to National Council for Cement and Building Materials (NCCBM) and Development Council for Cement Industry (DCCI).	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal	8 days
		Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds.	17 days
5	Inclusion of Paper Mill in Schedule-I of Newsprint Control Order 2004	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal	7 days
		Maximum time taken to process the fully completed proposal for submission to Include Paper Mill in Schedule-of Newsprint Control Order 2004.	30 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
6	Furnishing of comments of the DIPP to the Ministry of Coal for allocation of coal for paper.	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8 days
		Maximum time taken to process the fully completed proposal for submission to communicate the recommendation of DIPP to Ministry of Coal	17 days
7	Release of Plan and Non-Plan funds to Central Pulp and Paper Research Institute (CPPRI) and Development Council for Pulp and Paper Association of India (DCPPAI)	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8 days
		Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	17 days
8	Release of Plan funds to Delhi-Mumbai Industrial Corridor Development Corporation (DMICDC) for Project Development	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	12 days
		Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	18 days
9	Essentiality Certificate for projects in Explosives sector	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10 days
		Maximum time taken to process the fully completed proposal for submission to issue Essentiality Certificate.	35 days
10	Issuing Industrial License for compulsory licensable items.	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10 days
		Maximum time taken to issue of Industrial Licence of receipt of clearance of all Ministries/Depts.	50 days
11	Issuing Acknowledgement for Industrial Entrepreneur Memorandum (IEM)	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	2 days
		Maximum time taken to issue on Industrial Entrepreneur memorandum (IEM)	2 days
12	Recognition Of Competent Authority(CA), Inspecting Authority(IA), Well-Known Material Testing Laboratory, Well-Known Steel Maker, Well-Known Foundry/Forge, Well- Known Tube/Pipe Maker And Well-Known Remnant Life Assessment Organisation under the Indian Boiler Regulations, 1950.	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	6 months
13	Approval under Regulation 393 (b) of the Indian Boiler Regulations, 1950	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	30 days
14	Miscellaneous approvals/ clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	30 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
15	Disbursal of Plan Funds to Implementing Authorities	Maximum time taken from the date of receipt of the fully completed proposal.	15 days
		Maximum time taken on receipt of application complete in all respects, viz. Utilization Certificate (UC), pre-receipt and subject to the availability of plant budget and financial approval.	60 days
16	In principle approval to IIUS Projects	Initial Deficiency Memo	35 days
		Approval/Rejection of the Project	190 days
17	Release of Funds to IIUS Projects	Initial Deficiency Memo	35 days
		Actual release of fund	110 days
18	Preparation and scrutiny of Bills to make payment to private firms/suppliers	Initial Deficiency Memo	10 days
		Making payment to private firms/suppliers	30 days
19	Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division)	Initial deficiency Memo	15 days
		Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division), completed in all respects	35 days
20	Essentiality Certificate for projects in Consumer Industry	Maximum time taken after complete information with all relevant supporting documents is submitted by the applicant firm.	50 working days
21	Bulletin Board Services for Investors (a) Initial Deficiency Memo (b) Bulletin Board Services for Investors	Time taken for indicating the deficiency	6 days
		Time taken for posting the reply	6 days
22	Essentiality Certificate for projects in Light Engineering Industry	Maximum time taken after complete information with all relevant supporting documents is submitted by the applicant firm.	50 working days
23	Release of Wholesale Price Index	Weekly basis for Primary articles and Fuel and Power every Thursday (or next working day if Thursday is a holiday)	2 working days
		Monthly basis for all commodities and manufactured products on 14th of the succeeding month (on next working day if 14th is a holiday)	2 working days
24	Release of Monthly report on Growth of DIPP industries	12th of every month. Preceding working day, if 12th is a holiday	2 working days
25	Release of Monthly report on Growth of Infrastructure Sector concerning Crude, Petroleum, Steel, Cement, Electricity and Coal.	By the last week of succeeding month.	2 working days
26	Approval of Foreign visit of Ministers and officers of the State Government concerning industry sector.	Sending approval concerning Ministers of State Governments	11 days
		Sending approval concerning Ministers of State Governments	10 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
27	Release of funds	Maximum time taken from the date of receipt of the proposal, fully completed in all respects	6 days
28	Views on MOUs Agreements, Guidelines etc.	Maximum time taken from the date of receipt of the proposal	10 days
29	Views on NITs, EOIs, RFPs etc.	Maximum time taken from the date of receipt of the proposal	10 days
30	Concurrence to foreign deputations	Maximum time taken from the date of receipt of the proposal	6 days
31	Views on SFC/EFC NOTES/Cabinet Notes	Maximum time taken from the date of receipt of the proposal	10 days
32	Misc. Administrative matters having financial implications	Maximum time taken from the date of receipt of the proposal	6 days
33	Payments of bills by PAO	Maximum time taken for Sanction Bill and DI Sheet for classification	3 days
34	Despatch of Pension Authority to the CPAO	Maximum time taken	30 days
35	Issue of annual account of GPF	Maximum time taken is 30 th June of the following year.*	31st August

For more details on the procedure, documents required and contact person, please visit our website at: dipp.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer:
 Shri K.K. Guite, PRO, Phone:23063933; Email:kkguite@rediffmail.com
 Shri Talleen Kumar, Joint Secretary , Phone:23063838, Email: talleenkumar@nic.in
 Shri Saurav Chandra, AS & FA, Phone:23062756, Email: chandras@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Information & Broadcasting

Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Issue of license for providing DTH services to prospective licensee	Time taken for issue of license from the date of receipt of security clearance from MHA in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned ministries/ Departments for necessary clearances.	4 months
2	Issue of License to Multi System Operators	Time taken for issue of license from the date of receipt of security clearance from MHA in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/ Departments for necessary clearances.	4 months
3	Setting up teleport by TV Channels for uplinking/ downlinking	Time taken for grant of permission to Teleport for uplinking/ downlinking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.	4 months
4	Issue of permission for Uplinking/ Downlinking of TV Channels uplinked from India	Time taken for grant of permission to TV Channels for uplinking/ Downlinking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.	4 months
5	Issue of Permission for Down linking of TV Channels uplinked from Abroad	Time taken for grant of permission to TV channels for downlinking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.	4 months

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
6	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Functions Grant Scheme (CFGS)	Time taken for issue of letter of Intent (LOI) for setting up of Community Radio Stations(CRS) from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.	4 months
7	Issue of approval letter for the publication of Indian editions of foreign magazines/ journal/ periodical /New Magazine by an entity having foreign Investment in the category of Speciality/ Technical/ Scientific.	Time taken for issue of approval from the date of receipt of the application complete in all respect.	4 months
8	Issue of approval letter for the publication of Indian editions of foreign magazines dealing with news and current affairs/ newspapers by an entity having foreign investment/ facsimile edition of foreign newspaper by an entity having/not having foreign investment.	Time taken for issue of approval from the date of receipt of comments from various Ministries including security clearance from Ministry of Home Affairs in respect of applications complete in all respect. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.	3 months
9	To facilitate and encourage the Media Units falling under the administrative control of Ministry to discharge their functions as per their individual Citizens' Charter and to issue instructions thereof.	Issue of acknowledgement/interim reply to the petitioner within 3 days. Time taken for transfer of the Grievance Petition to the concerned Administrative Wing/Responsibility	2 months
10	Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/commercial TV serials	Time taken for issue of permission from the date of receipt of clearance from Script Evaluator and MHA in respect of application complete in all respects	3 weeks

For more details on the procedure, documents required and contact person, please visit our website at: www.mib.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Shri Khurshid Ahmed Ganai,, Joint Secretary(P&A)
Phone: 23383857; Mobile: 9818807183; Email: ka.ganai@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Electronics and Information Technology
Electronics Niketan, CGO Complex, New Delhi 110003

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	6 weeks from receipt of proposals	85 %
2	Release of Installments to State Records Governments for SWAN	4 weeks from receipt of UC & request to release installment	80 %
3	Approval of proposals of State Records Governments for State Data Centres (SDCs)	6 weeks from receipt of proposals	85 %
4	Release of Installment to State Records Governments for State Data Centres (SDCs)	4 weeks from receipt of UC & request to release installment	80 %
5	Approval of proposals for Setting up of Records Common Service Centres (CSCs)	6 weeks from receipt of proposals	85 %
6	Release of Installments to State Records Governments for Common Service Centres (CSCs)	4 weeks from receipt of UC & request to release installment	80 %
7	Appraisal of Mission Mode Projects Records (MMPs)	3 weeks from date of receipt of electronic copy of project document	15 %
8	Organizing Leadership Meets and Records training programme for NeGP	One month from the date of receipt of proposal	15 %
9	Timely approval of proposals for Records innovative	8 weeks from receipt of complete proposal/or receipt of clarifications if any	85 %
10	Timely recommendations to DGFT as Records concerned Administrative Ministry from technical angle in respect of ratification of norms pertaining to Advance Licences/ Advance Authorisations after receipt of complete applications from DGFT and information on deficiencies from the applicant	Within 30 days of receipt of fully completed applications / information on deficiencies	30 days
11	Timely recommendations to DGFT as Records concerned Administrative Ministry in respect of applications for issuance of licence for import of Restricted Items after receipt of complete applications from DGFT and information on deficiencies from the applicant	Within 30 days of receipt of fully completed applications / information on deficiencies	30 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
12	Timely issuance of Concessional Records Customs Duty Certificates under relevant Notifications of Department of Revenue	Within 30 days of receipt of fully completed applications / information on deficiencies from the applicant.	30 days
13	Sanctioning of incentives to industry Records under Special Incentive Package Scheme (SIPS)	Within 30 days of receipt of fully completed applications / information on deficiencies from the applicant and receipt of approval of the Competent Authority based on recommendations of the Appraisal Committee.	30 days
14	Release of incentives to industry under Records Special Incentive Package Scheme (SIPS)	Within 60 days of receipt of fully completed applications / information on deficiencies from the applicant as per terms and conditions of the Sanction and allocation of funds by the Planning Commission	60 days
15	Appraisal of New Projects for Records consideration of financial support in R&D in (IT / Electronics / CC&BT)	The projects would be initiated within 6 months from the date of the final favorable recommendation(s) of the Working / Expert / Empowered Group(s) and within one month from the approval of Competent Authority, subject to availability of Funds.	80 %
16	Release of funds to ongoing projects: Records R&D in (IT / Electronics / CC&BT).	2 months from the date of the recommendation of Project Review & Steering Group (PRSG) and submission of acceptable Utilization Certificate (UC) and audited Statement of accounts, as applicable for not only the ongoing projects but any other projects sponsored by DIT.	80 %
17	Timely release of funds to NIC for NKN Records as per recommendations of High Level Committee (HLC)	Within 3 months of the recommendations of the HLC	100 days
18	Initiation of New Projects and Release Records of funds	6 months from the date of receipt of completed applications	210 days
19	Appraisal of New R&D Projects for Records consideration of financial support	The project proposals would be appraised/assessed within 3 months from the date of receiving the fully complete project proposal. The projects would be initiated within 3 months from the date of the final favourable recommendation(s) of the Working Group(s).	85 %
20	Keep current the empanelled list of IT Records security auditors	Applications for empanelment will be received once in every 3 months. The status of successful or unsuccessful empanelment would be intimated to the applicants within 6 weeks from receiving of fully complete applications.	85 %
21	Respond to Security incident	Response within 24 hours of receiving the security incident (reasonable time-frame depending upon the severity of incident)	85 %
22	Issuance of security alerts on latest Records threats and vulnerabilities	Publication of alerts within 72 hours of tracking an issue	90 %

For more details on the procedure, documents required and contact person, please visit our website at: www.diety.gov.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. Ajay Kumar, Joint Secretary
Phone: 243-60160; Email: ajay@mit.gov.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Justice

Jaisalmer House, 26 Mansingh Road, New Delhi 110003

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Issue of Notification for appointment of Judges in the Supreme Court and the High Courts	Time taken from receipt of proposal to issue of Notification.	180 days
2	Issue of Notification for transfer of Judges.	Time taken from receipt of proposal to issue of Notification.	90 days
3	Release of grant to the States / UTs under the Centrally Sponsored Scheme for Infrastructure Development of Judiciary.	Time taken from receipt of complete proposals from the State Governments/UTs to issue of sanction order for release of grant	45 days
4	Release of grant to the States / UTs for Gram Nyayalayas.	Time taken from receipt of complete proposals from the State Government/UTs to issue of sanction order for release of grant.	45 days
5	Release of grant to States/UTs for Family Courts.	Time taken from receipt of complete proposals from the State Government/UTs to issue of sanction order for release of grant	45 days
6	Release of funds to NIC under e-courts projects	Time taken from receipt of complete proposal from NIC to issue of sanction order for release of funds.	45 days
7	Facilitating access to justice for the marginalised in seven projects State- UNDP assisted programme	Time taken from receipt of complete proposal to approval	90 days
8	Release of grant to National Judicial Academy.	Time taken from receipt of complete proposals from National Judicial Academy to issue of sanction order for release of grant.	30 days
9	Redressal of complaints against judges and judicial officers.	Time taken from receipt of complaint to issue of letter forwarding the complaint to the Supreme Court / High Courts.	30 days
10	Issue of orders sanctioning pension and other retirement benefits to judges of the Supreme Court / High Courts.	Time taken from receipt of proposal from the Office of the Accountant General of State to issue of order sanctioning pension and other retirement benefits	30 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
11	Issue of orders sanctioning leave to the judges of Supreme Court / Delhi High Court / Punjab & Haryana High Court.	Time taken from receipt of complete proposal to issue of order sanctioning grant of leave.	15 days

For more details on the procedure, documents required and contact person, please visit our website at: www.doj.gov.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Ms. Snehlata Shrivastava, Joint Secretary
Phone: - 23383037; Email: jsjus1-doj@nic.in
Register your grievance on the following portal: <http://pgportal.gov.in/>
- B. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Labour and Employment
Shram Shakti Bhawan, Rafi Marg, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Guiding State Nodal Agencies in formulating the project NA proposals for implementing Rashtriya Swasthya Bima Yojana (RSBY)	Updating of documents on website (www.rsby.gov.in)	35 days
2	Issuing of approval to the project proposal to launch RSBY in the State / District after approval by the Approval & Monitoring Committee	Time taken for issue of approval letter after the project proposal is approved by the Approval & Monitoring Committee.	10 days
3	Release of Central Share of Premium in implementing RSBY after receipt of proposal from the State Governments	Time taken for release of Central Share of Premium after receipt of fully completed proposal in all respect	20 days
4	Release of Central Assistance to States on receipt of proposal under the scheme of Rehabilitation of Bonded Labour	Time taken for release of Central Assistance after receipt of fully completed proposal in all respect	35 days
5	Taking administrative decision on legislative proposals received from Employees' State Insurance Corporation (ESIC) and Employees' Provident Fund Organization (EPFO)	Time taken for taking administrative decisions from date of receipt of fully completed proposal in all respect	180 days
6	Taking decision on proposals for amendment in rules, regulations and schemes of ESIC and EPFO	Time taken for taking decisions from date of receipt of fully completed proposal in all respect	95 days
7	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by ESIC and EPFO	Time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35 days
8	Conveying decision on miscellaneous items such as clarifications required by State Governments or individuals on Social Security matters	Time taken in conveying decision from date of receipt of fully completed proposal in all respect	35 days
9	Timely release of grants to the National Child Labour Project (NCLP) Society (First Instalment)	Time taken to inform deficiencies in the documents from the date of receipt of documents / request	35 days
		Time taken to release first instalment of grant after receipt of mandatory documents complete in all respect subject to the society not having large unspent balance from previous year and dues of all the components of the grant-in-aid are paid regularly by the society	105 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
10	Timely release of grants to the National Child Labour Project (NCLP) Society (Second Instalment)	Time taken to inform deficiencies in the documents from the date of receipt of documents / request	35 days
		Time taken to release second instalment of grant after receipt of mandatory documents complete in all respect subject to the society not having large unspent balance from previous year and dues of all the components of the grant-in-aid are paid regularly by the society	105 days
11	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (First Instalment)	Time taken for seeking approval of GIA Committee after inspection clearance	105 days
		Time taken to release first installment of grant after approval of GIA Committee, receipt of Acceptance Bond and receipt of No Objection Certificate of the Society from Ministry of Home Affairs for NE State's NGOs	50 days
12	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (Second instalment)	Time taken to inform deficiencies in the Utilization Certificate from the date of receipt of Utilization Certificate	35 days
		Time taken to release second installment of grant after receipt of mandatory documents from the NGOs, RLC office / State Government	50 days
13	Referring disputes for adjudication to Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on receipt of Failure of Conciliation (FOC) Reports under Industrial Disputes Act 1947	Time taken in referring the dispute from date of receipt of Failure of Conciliation (FOC) Report	65 days
14	Notification of awards of Central Government Industrial Tribunal- cum-Labour Courts (CGITs-cum-LCs) on disputes raised under Industrial Disputes Act 1947	Time taken in sending award to the press for notification from date of receipt of the award	18 days
15	Conveying decision of the Government on the application made for lay off / retrenchment of worker or closure of establishment under provisions in chapter V B of Industrial Disputes Act 1947	Time taken in conveying decision of the Government after receipt of application complete in all respect	60 days
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Directorate General of Factory Advice Service & Labour Institutes (DGFASLI) and Directorate General of Mines Safety (DGMS)	Time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35 days
17	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Directorate General of Labour Bureau	Time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35 days
18	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Chief Labour Commissioner (Central) and Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs)	Time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
19	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Welfare Commissioner	Time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35 days
20	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Central Board for Workers' Education (CBWE) and VV Giri National Labour Institute (VVGNI)	Time taken to convey opinion / decision from date of receipt of fully complete proposal in all respect	35 days
21	Prompt Grievance Redressal	Time taken to acknowledge grievance received electronically through CPGRAMS portal	5 days
		Time taken to acknowledge grievance received through post	8 days
		Time taken to send communication for additional information	18 days
		Time taken for grievance settlement	70 days
22	Prompt acknowledgement receipt of letters from citizen's / client's	Time taken to acknowledge receipt of letters	9 days
23	Timely response to letters from citizen's / client's	Percentage of letters replied within the time limits promised in the acknowledgement letter	90%
24	Prompt response to a request for appointment with appropriate officer after receiving a written request	Percentage of response given within 10 working days	90%
25	Prompt answer to telephone calls between 09:30 AM and 05: 30 PM on a central enquiry number (011-23473399)	Percentage of call answered within 2 minutes of calling the central number (Including holding time)	90%

For more details on the procedure, documents required and contact person, please visit our website at: www.labour.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Shri Animesh Bharti, Director
Phone: 23719054; Mobile: 9873233060; Email: a.bharti@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Land Resources

Krishi Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Fixation of annual tentative allocation under Integrated Watershed Management Programme (IWMP) for all the states.	Before 31st March of the preceding financial year.	31st March
2	Appraisal of project proposals under IWMP received from State Level Nodal Agencies(SLNAs)	Average time taken from the date of receipt of complete Proposals from States.	30 days
3	Release of financial assistance with respect to proposals received from SLNAs under IWMP.	Average time taken from the date of receipt of complete Proposals from States.	45 days
4	Release of financial assistance (2nd to 7th installment) to proposals under Desert Development Programme(DDP), Drought Prone Areas Programme (DPAP) and Integrated Wastelands Development Programme(IWDP)	Average time taken from the date of receipt of complete Proposals from States.	45 days
5	Financial assistance to the States/UTs for implementation of the National Land Records Modernization Program(NLRMP)	Average time taken from the date of receipt of complete Proposals from States/UTs.	45 days
6	Financial assistance to Administrative Training Institutes/ Survey Training Institutes/ Patwari Training Schools for establishment of the NLRMP Cells	Average time taken from the date of receipt of complete Proposals from States.	45 days
7	Prompt Grievance Redressal	Average time taken to acknowledge grievance received electronically through cpgrams portal/post	05 days
		Average time taken to provide information on intermediate progress made, in case complainant desires so.	15 days
		Average time taken to provide information on final closure of the complaint from the date of final decision in the matter.	10 days

For more details on the procedure, documents required and contact person, please visit our website at: www.dolr.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. Bibhuti Bhusan Patel, Deputy Secretary
Phone: 23063160; Email: bibhuti.patel@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Micro, Small & Medium Enterprises
Udyog Bhavan, New Delhi 110011

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard (days)
1	Approval of proposal under MSE-CDP	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55
2	Approval of new proposals from KVIC and Coir Board for development of traditional industries clusters under SFURTI	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55
3	“Credit Linked Capital Subsidy for technology upgradation of micro and small enterprises in select sub-sectors / products approved under the Credit Linked Capital Subsidy Scheme (CLCSS)”	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30
4	Approval of proposals from KVIC and MGIRI for participation in international exhibitions.	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55
5	Approval of proposals from Coir Board for participation in international exhibitions.	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55
6	Approval of proposal under International cooperation scheme	Maximum time taken from the date of receipt of the fully completed proposal in all respects	75
7	Approval of Proposals received from State Governments / Others seeking financial assistance on matching basis for strengthening the training infrastructure of the existing /new EDIs under the scheme “Assistance to Training Institutions”.	Maximum time taken from the date of receipt of the fully completed proposal	55
8	Approval of proposal of Training Programmes under the scheme “Assistance to Training Institutions”.	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55
9	Approval of proposals to Host Institutions as Business Incubators (BIs) and incubatees under BIs for support of innovative business ideas which could be commercialize in a year.	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55
10	Approval of proposals under NMCP schemes (Design Clinic, Lean Manufacturing, TEQUP, QMS/QT, ICT)	Maximum time taken from the date of receipt of the fully completed proposal in all respects	32

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard (days)
11	Empanelment of Udyami Mitra	Maximum time taken from the date of receipt of the fully completed proposal in all respects	75
12	Approval of proposals received from MSME-DIs for organising sensitization Workshops on WTO	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30
13	Approval of proposals under IPR (NMCP scheme)	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30
14	“Reimbursement of fee for registration of Bar Code	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30
15	Timely release of Funds for strengthening the training infrastructure of the existing /new EDIs under the scheme “Assistance to Training Institutions”.	Maximum time taken from the date of receipt of the fully completed proposal in all respects	35
16	Timely release of grant – in – aid for conducting training programmes	Maximum time taken from the date of receipt of the fully completed proposal in all respects	35
17	“Release of funds to KVIC and MGIRI under different schemes”	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55
18	Release of funds to Coir Board under different schemes	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55
19	Release of funds to Credit Guarantee Fund Trust for Micro, Small Enterprises (CGTMSE)	Maximum time taken from the date of receipt of the fully completed proposals	30
20	Release of funds (Grant-in-Aid) by O/o DC(MSME) to MSME-Tool Rooms/Technology Development Centres	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55
21	Release of fund to SIDBI towards Portfolio Risk Fund under Micro Finance Programme	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30
22	Release of funds under marketing assistance scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of GoI	Maximum time taken from the date of receipt of the fully completed proposal in all respects	16
23	Release of funds under performance and credit rating scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of GoI	Maximum time taken from the date of receipt of the fully completed proposal in all respects	16
24	Providing policy support and guidance to KVIC and MGIRI as and when required	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55
25	Providing policy support and guidance to Coir Board as and when required	Maximum time taken from the date of receipt of the fully completed proposal in all respects	35

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Shri M.P. Singh Economic Adviser
Phone: 23061277; Email: singhmpps@gmail.com
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Mines

Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Processing of mineral concession proposals recommended by the State Governments for approval of the Central Government.	Percentage of disposal of cases pending over 9 Months	80 %
2	Revision application filed against orders of the State Government	Percentage of disposal of Revision Application pending for more than 15 months as on 31.03.2011	80 %
3	Making available Mineral Inventory data resources and reserves to General Public and Stakeholders on lease hold and free hold areas	Timely furnishing of data	35 days
4	Making available Mineral Year Book giving details on Status of Mineral Industry and in-depth review of developments in the Mineral Sector to the Stakeholders.	Timely furnishing of Mineral Year Book	35 days
5	Making available Bulletin on Monthly statistics on Mineral productions	Timely furnishing of Bulletin on monthly statistics on Mineral production	35 days
6	Grievance acknowledgement	Acknowledgement	5 days
7	Grievance redress	Redress / Disposal of Grievance	50 days
8	Ensuring availability of data on GSI Portal as per free Data Policy.	Timely availability of data on portal	4 month
9	Approval of proposals for holding workshops/seminars in India	Time taken for data receipt of fully completed proposal	3 month
10	S&T Grant in aid	Time taken for data receipt of fully completed proposal	4 month

For more details on the procedure, documents required and contact person, please visit our website at: <http://mines.gov.in>

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. Arun Kumar, Joint Secretary
Phone: 23384741; Mobile: 9968382843; Email: jsm-mines@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Minority Affairs

Paryavaran Bhawan, CGO Complex, New Delhi 110003

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Convey financial and/or physical targets under pre matric, post matric, merit cum means and scholarships to States/UTs and advertisement.	Time	28th February
2	Release of advance grants for pre matric, post matric scholarship schemes to States/UTs on receipt of Utilisation Certificates for funds released for the previous year.	Time	12 Days
3	Provide interim reply to the State Government / UT on adequacy of proposals received for release of scholarships.	Time	10 Days
4	Release of funds to States/UTs for Scholarship Schemes on receipt of complete proposals.	Time	12 Days
5	Conveying Letter of Sanction to Coaching Institutions on holding the Selection Committee.	Time	15 Days
6	Provide interim reply on adequacy of proposals received for release of grants to Coaching Institutions on receipt of proposal.	Time	15 Days
7	Release of funds to Coaching Institutions subject to receipt of complete proposals.	Time	15 Days
8	On approval of the minutes of the meeting of Empowered Committee for Multi-sectoral Development Programme(MsDP) implemented in Minority Concentration Districts (MCDs), issue letter of approval to States/UTs.	Time	20 Days
9	On receipt of commitment/ clarifications from States/UTs, release of 1st installment to States/UTs for approved projects under MsDP.	Time	15 Days
10	One month after conclusion of every quarter, updating of details of implementation of MsDP in MCDs on the Ministry's website for social audit.	Time	15 Days
11	On receipt of complete UCs for 1st installment , QPRs and photographs from States/UTs, release of 2nd installment.	Time	15 Days
12	On receipt of complete UCs for 2nd instalment, QPRs and photographs from States/UTs, closing of project implemented under MsDP in MCDs.	Time	10 Days
13	On receipt of proposed targets for minorities from various Ministries/Departments, send proposal for fixing of annual targets under the Prime Minister's New 15 Point Programme for the Welfare of Minorities.	Time	15 Days
14	One month after conclusion of every quarter, holding of Nodal Officers' meeting in the Ministry on the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and updating the details on ministry's website within 2 months of the conclusion of quarter.	Time	15 Days
15	Three months after conclusion of every half year, sending Note for the Committee of Secretaries(COS) to review the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for follow-up on directions of COS within 15 days of receipt of minutes.	Time	15 Days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
16	One and half months after receipt of minutes of COS, sending Note for the Cabinet to review the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for follow-up on directions of cabinet within 15 days of receipt of minutes	Time	15 Days
17	On approval of the minutes of the meeting of Sanctioning Committee for Leadership Development Scheme for minority women, issue letter of approval to selected organisations.	Time	15 Days
18	On receipt of complete documents and commitments/undertaking from the organisation, release of 1st installment to the approved organisation.	Time	15 Days
19	On receipt of complete UC for 1st installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme, letter from State Government, release of 2nd installment to the approved organisation.	Time	15 Days
20	Obtaining approval of the Union Cabinet on the recommendations contained in the Annual Report of the National Commission for Minorities (NCM) after receipt of the Report in the Ministry from NCM.	Time	6 Months
21	Laying of the Annual Report of the National Commission for Minorities (NCM) alongwith Action Taken Memorandum (ATM) in Parliament.	Time	3 Months
22	Laying of Report of the Commissioner of Linguistic Minorities (CLM) in Parliament after receipt of the Report in the Ministry from CLM.	Time	15 Days
23	Scrutining and review of Annual Report and Annual Accounts of the National Finance and Development Corporation Ltd. (NMDFC).	Time	15 Days
24	Scrutining and review of Annual Report and Account report of the Central Wakf Council (CWC) and it's laying in parliament.	Time	15 Days
25	Release of funds to State Wakf Boards for scheme of Computerization of records of wakf on receipt of complete proposal.	Time	15 Days
26	Release of funds under Grants in aid to National Minorities Development and Finance Corporation under scheme of Strengthening of State Channelising Agencies on receipt of minutes approving the release of the funds from the committee	Time	15 Days
27	Release of equity share capital of Government of India to National Minorities Development and Finance Corporation (NMDFC) on receipt of complete proposal from the NMDFC.	Time	15 Days
28	Release corpus fund to the MAEF.	Time	10th September
29	Prompt Grievance Redressal.	Time	3 Days
30	Prompt acknowledgement of letters received from clients/citizens.	Time	3 Days
31	Prompt payment to vendors for invoices submitted .	Time	15 Days

For more details on the procedure, documents required and contact person, please visit our website at: www.minorityaffairs.gov.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. E.R. Solomon, Joint Secretary
Phone: 243-64271; Mobile: 9868874770; Email: rynso@yahoo.com
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of New & Renewable Energy

Block-14, CGO Complex, New Delhi 110003

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar PV Off grid sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
2	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Thermal Off-grid – Low Temperature sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
3	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Thermal Off-grid – High Temperature sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
4	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Solar PV Grid & ST Power projects.	Average time taken from the date of receipt of the fully completed proposal in all respects..	65 days
5	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biogas sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
6	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
7	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Non-Bagasse & Waste to Energy sector	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
8	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Small Hydro Power sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
9	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Wind Energy including Hybrid systems sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
10	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Battery Operated Vehicles sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
11	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Energy access including RVE and other schemes.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
12	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass power sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
13	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Tidal Energy, Geo-thermal Sectors and Misc. New Technology Proposals.	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
14	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Cities, Green building sector .	Average time taken from the date of receipt of the fully completed proposal in all respects.	65 days
15	Timely approval/ disposal of complete proposals for support related to Research & Development activities by institutions and industry. Release of subsequent funds for R&D Projects in SPV & Solar Thermal sectors.	Average time taken from the date of receipt of the fully completed proposal in all respects.	125 days
16	Timely approval/ disposal of complete proposals for support related to Research & development activities by institutions and industry. Release of Subsequent funds for R&D Projects other than SPV & Solar Thermal sectors.	Average time taken from the date of receipt of the fully completed proposal in all respects.	125 days
17	Approval / disposal of complete proposals for financial support received from stakeholders for I&PA, organizing seminars, workshops, conferences in the area of new and renewable energy	Average time taken from the date of receipt of the fully completed proposal in all respects.	45 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
18	Approval /disposal of complete proposals for financial support from stakeholders to training programmes / Workshops proposals for skilled manpower development for HRD in RE sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	35 days
19	Release of funds for re-financing to NABARD and other Financial Institutions including IREDA in SPV Off Grid Systems.	Average time taken from the date of receipt of the fully completed proposal in all respects.	50 days
20	Release of funds for re-financing to Financial Institutions including IREDA in SPV GBI.	Average time taken from the date of receipt of the fully completed proposal in all respects.	50 days
21	Issue of concessional custom excise exemptions certificates in Solar PV Off grid sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	9 days
22	Issue of concessional custom excise exemptions certificates in ST and SPV Grid Connected sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	9 days
23	Issue of concessional custom excise exemptions certificates in Wind Energy Sector	Average time taken from the date of receipt of the fully completed proposal in all respects.	9 days
24	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Solar PV and Solar Thermal sectors	Average time taken from the date of receipt of the fully completed proposal in all respects..	50 days
25	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy for Small Hydro Projects.	Average time taken from the date of receipt of the fully completed proposal in all respects.	50 days
26	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Wind Energy sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	50 days
27	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Biogas sector.	Average time taken from the date of receipt of the fully completed proposal in all respects.	50 days
28	Response to technical queries from citizens/clients in Solar PV Off grid sector.	Average time taken from the date of receipt of request.	18 days
29	Response to technical queries from citizens/clients in the Solar Thermal off Grid - Low Temperature sector.	Average time taken from the date of receipt of request.	18 days
30	Response to technical queries from citizens/clients for Solar thermal Off Grid – High Temperature Sector	Average time taken from the date of receipt of request.	18 days
31	Response to technical queries from citizens/clients in the field of Solar PV Grid & ST Power projects.	Average time taken from the date of receipt of request.	18 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
32	Response to technical queries from citizens/clients in Biogas sector..	Average time taken from the date of receipt of request.	18 days
33	Response to technical queries from citizens/clients in Biomass sector.	Average time taken from the date of receipt of request.	18 days
34	Response to technical queries from citizens/ clients in Non-Bagasse & waste to energy sector.	Average time taken from the date of receipt of request.	18 days
35	Response to technical queries from citizens/clients for Small Hydro Projects..	Average time taken from the date of receipt of request.	18 days
36	Response to technical queries from citizens/ clients in the field of Wind Energy including Hybrid systems.	Average time taken from the date of receipt of request.	18 days
37	Response to technical queries from citizens/clients for Battery Operated Vehicles..	Average time taken from the date of receipt of request.	18 days
38	Response to technical queries from citizens/clients in the Energy access and other schemes including RVE sector.	Average time taken from the date of receipt of request.	18 days
39	Response to technical queries from citizens/clients in Biomass Power sector.	Average time taken from the date of receipt of request.	18 days
40	Response to technical queries from citizens/clients in Tidal Energy sector and Misc. New Technology Proposals.	Average time taken from the date of receipt of request.	18 days
41	Response to queries from stakeholders in NSM Misc. matters and taxation in solar.	Average time taken from the date of receipt of request.	18 days
42	Response to technical queries from citizens/clients in Solar Cities and Green building sectors.	Average time taken from the date of receipt of request.	18 days
43	Responses to State Governments/ Institutions on policy matters.	Average time taken from the date of receipt of request.	125 days
44	Prompt grievance redressal: Average time taken to acknowledge grievance received electronically through PGRAMs portal / Ministry's portal.	Average time taken to acknowledge grievance received electronically through CPGRAMS portal.	4 days
45	Prompt grievance redressal: Average time taken to send communication for additional information.	Average time taken to send communication for additional information	15 days
46	Prompt grievance redressal: Average time taken for grievance settlement.	Average time taken for grievance settlement.	60 days
47	Prompt grievance redressal: Average time taken for grievance settlement involving policy issues	Average time taken for grievance settlement from the date of receipt.	95 days
48	Timely response to letters received from clients/citizens by Post/Fax.	Average time taken to acknowledge communication received through post.	65 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
49	Prompt answers to telephone calls between 9:30 a.m. and 5:30 p.m. on Ministry General number including hold time.	Average time taken for response.	100 days
50	Prompt payment to vendors for invoices Submitted: Average time taken to inform deficiencies in the documents submitted in writing	Average time taken to inform deficiencies in invoice.	7 days
51	Prompt payment to vendors for invoices submitted: Average time taken to make the payment from the date of receipt of completed documentation.	Average time taken from the receipt of fully completed invoice from the vendor	25 days

For more details on the procedure, documents required and contact person, please visit our website at: www.mnre.gov.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer Mr. Girish Kumar, Director
Phone: 2436-5619; Mobile: 9717493267; Email: gkumar.mnre@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Overseas Indian Affairs
Akbar Bhawan, Chanakya Puri, New Delhi 110021

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	At the Office of the Protector General of Emigrants	Timely disposal as committed in the service standards	4 week
2	Printing of OCI Card	Average time taken from the date of receipt of the fully completed proposal in all respects	5 days
3	Replies to miscellaneous queries from overseas Indians	Average time taken from the date of receipt of proposal complete in all respects.	4 week
4	Granting of ECR - through RA	Granting of Emigration Clearance	2 days
5	Granting of ECR – Individual	Granting of Emigration Clearance	2 days
6	Providing Advisory Services	Tendering Advice	3 hour
7	Information Dissemination	Generating Awareness	2 hour

For more details on the procedure, documents required and contact person, please visit our website at: <http://www.moia.gov.in/>

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Protector General of Emigrants,
Phone: 24197964; Mobile: 9910555823; Email pge@moia.nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Personnel and Training

North Block, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Processing of proposals for ACC approval	Time taken from the date of receipt of fully completed proposal in all respects	30 days
2	Allocation of Service on the basis of result of Civil Services Examination	Time taken from the date of receipt of fully completed proposal in all respects	12 days
3	Nomination of candidates to whom service allocated for Foundation Course	Time taken from the date of receipt of proposals, fully completed in all respects.	12 days
4	Release of Holiday List for the Government Departments / organisations	Within the date specified	15 th July
5	Release of Grants-in-aid to staff side Secretariat of National Council (JCM) (i) 1st Instalment (ii) 2nd Instalment	1. Time taken for issue of the sanction for release of 1 st Instalment	15 th June
		2. Time taken for issue of the sanction for release of 2 nd Instalment	15 th December
6	Grant of advice on disagreement cases with UPSC on disciplinary matters	Time taken from the date of receipt of fully completed proposal in all respects	60 days
7	Clarification on ACRs / APARs	Time taken from the date of receipt of fully completed proposal in all respects	5 days
8	Processing for extension of ad-hoc appointment / Grant of approval	Time taken from the date of receipt of fully completed proposal in all respects	15 days
9	Processing of proposals for framing/amendment / relaxation of RRs (including proposals received online on RRFAMS)	Time taken from the date of receipt of fully completed proposal in all respects	30 days
10	Cadre Clearance for Personal Foreign Visits or / and Deputation	Time taken from the date of receipt of fully completed proposal in all respects	5 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
11	NOC for filling up of posts in Government organisations	Time taken from the date of receipt of fully completed proposal in all respects	5 days
12	Nomination of Officers under Domestic Funding of Foreign Training - Long Term Training Programmes (6 months -1 year) & Short Term Training Programmes (upto 6 months)	Time taken from the date of receipt of fully completed proposal in all respects	30 days
13	Nomination of officers for Advanced Professional Programme in Public Administration (APPPA)	Time taken from the date of receipt of fully completed proposal in all respects	30 days
14	Advise/ Clarification to Ministries/ Departments on the issue of Reservation in Services to SC, ST,OBC, PWD and Ex-Servicemen	Time taken from the date of receipt of fully completed proposal in all respects	21 days
15	Payment to vendors for invoices submitted , except Air Bills, complete in all respects	Time taken from the date of receipt of fully completed proposal in all respects	31 days

For more details on the procedure, documents required and contact person, please visit our website at: www.persmin.gov.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Shri Prakash, Director (Admn),
Phone: 23092338; Mobile: 9811146782; Email: diradmin@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Petroleum and Natural Gas

Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Issue of Petroleum Exploration License(PEL) for Offshore Blocks.	Average time taken from the date of receipt of the fully completed proposal along with requisite statutory clearances, PEL Fee & Security Deposit.	20 days
2	Issue of Petroleum Mining Leases(PML) for Offshore Fields.	Average time taken from the date of receipt of the fully completed proposal along with requisite DGH recommendation and PML Fee.	20 days
3	Sanction of Subsidy under Natural Gas	Average time taken for release of funds to OMCs after receipt of proposal from PPAC	17 days
4	Sanction of subsidy under PDS Kerosene & Domestic LPG Subsidy Scheme,2002	Average time taken for release of funds to OMCs after receipt of proposal along with completed documents from PPAC	20 days
5	Sanction of Freight subsidy(For Far Flung Areas) Scheme, 2002 for LPG & Kerosene	Average time taken for release of funds to OMCs after receipt of proposal along with completed documents from PPAC	20 days
6	Release of Plan Funds to Autonomous Organizations.	To provide the financial supports	17 days
7	Proposals of appointment of Chairperson, Members of Petroleum and Natural Gas Regulatory Board (PNGRB).	Time taken to issue Appointment letter to Chairman, Members, PNGRB after approval of the Competent Authority.	10 days
8	Plan proposal for providing LPG connections to BPL families.	Receipt of plan proposals for Annual Plan and 12th Plan.	date
9	Plan proposal for support to RGIPT	Receipt of plan proposals for Annual Plan and 12th Plan	date
10	Proposals for appointment of Board-level Functional Directors, Chairmen/Managing Directors/CMDs.	Average time taken from the date of receipt of the fully completed proposal in all respects	85 days
11	Prompt Grievance Redressal	Average time taken to acknowledge grievance received through CPGRAMS Portal.	5 working days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
		Average time taken to acknowledge grievance received through post.	5 working days
		Average time taken to send communication for additional information.	10 working days
		Average time taken for grievance settlement.	75 working days

For more details on the procedure, documents required and contact person, please visit our website at: www.petroleum.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Shri Anilkumar V. Patil, Deputy Secretary (IOC & MC),
Phone: 23388764; Mobile: 9958433544; Email: anilkvpatil@gmail.com
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Pharmaceuticals

Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Adjudicating Review cases under para 22 of DPCO, 1995	Average time taken from the date of receipt of fully completed proposals in all respects	90 days
2	Prompt Grievance Redressal	Average time taken from the date of receipt of Grievance	60 days
3	Timely release of financial assistance to NIPER'S	Average time taken to inform deficiencies in the application from the date of receipt of application and Average time taken for issue of sanction after necessary approval	95 days
4	Timely release of financial assistance to PSU	Average time taken to inform deficiencies in the application from the date of receipt of application and Average time taken for issue of sanction after necessary approval	95 days
5	Timely release of financial assistance to NPPA	Average time taken to inform deficiencies in the application from the date of receipt of application and Average time taken for issue of sanction after necessary approval	95 days
6	Timely response to Grievances received on CPGRAMS	Initial scrutiny and forwarding the application to the concerned officer/Division	5 days
7	Prompt response to a request under DPCO 1979	Average time taken for processing the application	65 days
8	Prompt payment to vendors for invoices submitted	Average time taken to make the payment from the date of receipt of completed documents	25 days

For person, more details on the procedure, documents required and contact please visit our website at: www.chemicals.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Shri M L Sidana Deputy Secretary
- Phone: 23387920; Mobile: 9891145107; Email: ml.sidana@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Posts

Dak Bhawan, Parliament Street, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Delivery of First class mail i.e., letters, postcards, Inland letter cards, etc.	Maximum time from posting/booking to delivery excluding day of posting, holidays and Sundays for local (within Municipal City limits) and Between Metro Cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad & Bengaluru). Articles to be posted before cut off time	2 Days (55%)
		Rest of India.	4-6 Days (55 %)
2	Delivery of: Second Class Mails i.e. Book Packets, Registered, newspapers	Maximum time from posting/booking to delivery excluding day of posting, holidays and Sundays for local (within Municipal City limits) and Between Metro Cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad & Bengaluru). Articles to be posted before cut off time.	3 Days (55%)
		Rest of India.	5-7 Days (45%)
3	Delivery of :Registered / Insured Records of Department of Posts articles, Parcels, Express Parcel Post	Maximum time from posting/booking to delivery excluding day of posting, holidays and Sundays for local (within Municipal City limits) and Between Metro Cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad & Bengaluru). Articles to be posted before cut off time.	3 Days (55%)
		Rest of India.	5-7 Days (45%)
4	Delivery of Speed Post articles	Maximum time from posting/booking to delivery excluding day of posting, holidays and Sundays for local (within Municipal City limits) and Between Metro Cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad & Bengaluru). Articles to be posted before cut off time.	2 Days (75%)
		Rest of India.	4-6 Days (55%)

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
5	International EMS articles	Delivery of Articles. All International Mail articles are subject to customs examination. Period for customs examination/detention is not included in the success standards.	4-10 Days (55%)
6	Instant Money Order –payment on Records of Department of Posts same day.(service available at specified offices)	Time from booking to transfer to payee post office.	15 Min (85%)
		Payment on production of code and ID by receiver at the destination post office.	20 Min (85%)
7	Money Order payment	Maximum time from booking to delivery excluding day of booking, holidays and Sundays for local (within Municipal City limits) and between Metro Cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad & Bengaluru).	3 Days (55%)
		Rest of India.	4-6 Days (55%)
8	Settlement of customer requests :- Records of Department of Posts Deceased claims	Time taken for Deceased claims settlement from time of receipt of completed documents.	7 Days (65%)
9	Issue of Duplicate Passbook	Time taken for Issue of Duplicate Passbook.	7 Days (65%)
10	Interest posting (in office other than Records of Department of Posts Head Post Office)	Time taken for Interest posting (in office other than Head Post Office).	7 Days (65%)
11	Transfer of Post Office Savings Bank Records of Department of Posts Accounts (Please collect receipt issued at the time of acceptance of request)	Time taken for opening of account at the post office where transfer is sought When request is for transfer of accounts within the same Head Post Office	1 Days (45%)
		When request is for transfer of accounts in post offices which are under different Head Post Offices	7 Days (65%)
		When request is made at the transferee post office.	20 Days (65%)
12	Discharge of Savings Certificates at Records of Department of Posts post office other than the office of purchase	Time taken from the receipt of certificates for discharge at the post office.	30 Days (65%)
13	Transfer of Savings Certificate	Time taken from the receipt of application for transfer at the post office	30 Days (45%)
14	Issue of Duplicate Certificate	Time taken from the receipt of application along with required documents at the post office of issue of the Certificate	30 Days (65%)

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
15	Postal Life Insurance and Rural Postal Records of Department of Posts Life Insurance - Acceptance Letter - Issue of Policy Bond	Time taken from the receipt of completed documents. .	15 Days (65%)
16	Settlement on Maturity of Postal Life Records of Department of Posts Insurance and Rural Postal Life Insurance policy	Time taken from the receipt of completed documents.	30 Days (75%)
17	Settlement of Postal Life Insurance and Records of Department of Posts Rural Postal Life Insurance claims on death of policy holder	With nomination.	30 Days (75%)
		Without nomination – (time taken after production of required documents).	30 Days (75%)
		Involving investigation.	90 Days (75%)
18	Transfer of policy from one Circle to Records of Department of Posts another	Time taken from the receipt of completed documents.	10 Days (75%)
19	Paid up Value of policy (PLI/RPLI)	Time taken for settlement on receipt of request	30 Days (75%)
20	Revival of Policy	Time taken from receipt of request.	15 Days (75%)
21	Conversion of Policy	Time taken from receipt of request	15 Days (75%)
22	Settlement of customer requests :- Records of Department of Posts loan against policies	Time taken for settlement on receipt of request for Loan against policies	10 Days (75%)
23	Change of address-PLI	Time taken for settlement on receipt of request for Change of address.	10 Days (75%)
24	Transactions at Branch Post Office Records of Department of Posts requiring authorization of Account Office:- Maturity claims of Postal Life Insurance and Rural Postal Life Insurance policies, etc.	Completion or settlement of the transaction. (Includes processing time at the Account office.) Add 7 days to each of the corresponding service standards for Departmental Post Offices.	8 Days (45%)
25	Change of Nomination-PLI	Time taken for settlement on receipt of request for Change of nomination.	10 Days (75%)
26	Assignment of Policy	Time taken for settlement on receipt of request for Assignment of policy.	10 Days (75%)
27	Issue of duplicate policy bond	Time taken for settlement on receipt of request for Issue of duplicate policy bond	10 Days (75%)
28	Counter Services: Records of Department of Posts Booking of Registered /Insured articles,	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
29	Booking of Value Payable articles	Transaction time at the counter (excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
30	Booking of Speed Post articles	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
31	Booking of Money Order	Transaction time at the counter (excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
32	Booking of eMO	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
33	Premia collection for PLI/RPLI	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
34	Sale of Forms	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
35	Savings Bank Transactions- Deposits	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office.	5 Min (75%)
36	Savings Bank Transactions- Records of Department of Posts Withdrawals	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office.	5 Min (75%)
37	Savings Bank Transactions- Updation of Records of Department of Posts pass book	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office.	5 Min (75%)
38	Change of Nomination-PLI	Time taken for settlement on receipt of request for Change of nomination.	10 Days (75%)
39	Assignment of Policy	Time taken for settlement on receipt of request for Assignment of policy.	10 Days (75%)
40	Issue of duplicate policy bond	Time taken for settlement on receipt of request for Issue of duplicate policy bond	10 Days (75%)
41	Counter Services: Records of Department of Posts Booking of Registered /Insured articles,	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
42	Booking of Value Payable articles	Transaction time at the counter (excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
43	Booking of Speed Post articles	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
44	Booking of Money Order	Transaction time at the counter (excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
46	Booking of eMO	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
47	Premia collection for PLI/RPLI	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
48	Bill collection	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
49	Sale of Forms	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.	5 Min (75%)
50	Savings Bank Transactions- Deposits	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office.	5 Min (75%)
51	Savings Bank Transactions- Records of Department of Posts Withdrawals	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office.	5 Min (75%)
52	Savings Bank Transactions- Updation of Records of Department of Posts pass book	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office.	5 Min (75%)

Note: The 'percentages' mentions in brackets against the service standards indicate the percentage of cases of total cases increase the service standard is expected to be met.

For more details on the procedure, documents required and contact person, please visit our website at: www.indiapost.gov.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. S.K. Sinha, Chief General Manager
Phone: 230-96055; Email: cgm_bdd@indiapost.gov.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Power

Shram Shakti Bhawan, Rafi Marg, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Timely processing/decision proposals for grant of in-principle / final mega power status to thermal power Projects/timely communication of decision to applicant.	Average time taken from the date of receipt of the fully completed proposal in all respects.	15 days
2	Timely sending of comments to the FIPB, Ministry of Finance /DEA on proposals for FDI in power sector	Average time taken from the date of receipt of the fully completed proposal in all respects.	15 days
3	Approval of the Central Government under Section 68 of the Electricity Act, 2003 for inter-state transmission lines	Average time taken from the date of receipt of the fully completed proposal in all respects.	45 days
4	Approval of the Central Government under Section 164 of the Electricity Act, 2003 for inter-state transmission line.	Average time taken from the date of receipt of the fully completed proposal in all respects.	90 days
5	Processing of completed proposals of projects under Part -A & B of R-APDRP Forwarded by PFC to be put up to steering committee.	Average time taken from the date of receipt of the fully completed proposal in all respects.	30 days
6	Timely release of financial assistance (with the approval of Internal Finance) to PFC for onward transmission to State Government/UT Adman.	Average time taken to issue the approval of PFC after clearance from steering committee.	30 days
7	Timely approval of electricity generation target of Power Utilities for the next Financial year..	Average time taken from the date of receipt of the fully completed proposal in all respects.	15 days
8	Timely approval of coal requirement of Power Utilities for the next financial Year.	Average time taken from the date of receipt of reference from Planning Commission.	21 days
9	Timely communication of coal import target in respect of Power Utilities for The next financial year.	Average time taken from the date of receipt of the fully completed proposal in all respects.	15 days
10	Release of fund to REC under RGGVY.	Average time taken from the date of receipt of the claim	25 days
11	Sanction of DPR under DDG component of RGGVY.	Average time taken from the date of receipt of the claim	30 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
12	Prompt Grievance Redressal	Time taken to redress /forwarding the grievances related to Electric Poles/Bills/Meters etc to concerned department of a State Government.	30 days
		Time taken to redress /forwarding the grievances related to Erection of Electric Poles/New electric connections to concerned department of a State Government	30 days
		Time taken to redress /forwarding the grievances related to service matters in relation to PSUs/ Organizations under the administrative control of this Ministry or department of respective State Governments.	60 days
		Time taken to redress /forwarding the grievances related to Allegation of harassment/ misbehavior Concerning PSUs/Organizations under the administrative control of this Ministry or department of respective State Governments	60 days
		Time taken to redress /forwarding the grievances related to Faulty electric meters/faulty electric bills to concerned department of a State Government.	30 days
		Time taken to redress /forwarding the grievances related to Compensation /employment to land oustees whose lands acquired for power projects. To concerned department of a State Government.	45 days
		Time taken to redress /forwarding the grievances related to References addressed to Hon'ble Minister of Power in relation to grievances on afore cited subjects to concerned department of a State Government.	60 days
		Time taken to redress /forwarding the grievances related to Civil amenities related to supply of electricity etc.to concerned department of a State Government	45 days

For more details on the procedure, documents required and contact person, please visit our website at: www.powermin.gov.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. K. L. Sharma, Deputy Secretary
Phone: 2306-2439; Email: Sharma.kl@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Road Transport and Highways
Transport Bhawan, Parliament Street, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Sanction of Projects/ Estimates	Plan Works: Average time taken from the receipt of estimates complete in all respects	3 Months
		Non Plan Works: Average time taken from the receipt of estimates complete in all respects	2 Months
2	Release of Funds	Average time taken from the receipt of request for release of fund from the State Government/ UTs	2 Months
3	Review of Progress of works - Feedback	Conducting Quarterly review meetings by Chief Engineers of Project Zones for each quarter within a prescribed time limit not exceeding 30 days of completion of the said quarter.	30 days
4	Issue of Land Acquisition notifications and Toll Notifications	Average time taken for initial notification under 3a, 3A of NH Act 1956, after its receipt from NHAI/State PWD, complete in all respects.	30 days
		Average time taken for final notification under 3D of NH Act 1956, after its receipt from NHAI/State PWD, complete in all respects.	30 days
		Average time taken for toll notification, after its receipt from NHAI/ State PWD, complete in all respects.	60 days
5	Road Safety Training Programmes (including approving setting up of Driver Training Schools)	Average time taken for processing and obtaining approval of competent authority for the complete proposals received from Training Institutions / NGOs	60 days
6	Providing Road safety devices/ equipment	Average time taken for processing and obtaining approval of competent authority for the complete proposals received from State Governments/ UTs towards providing road safety equipment including finalization of tenders and decision regarding distribution among	120 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
7	Information dissemination- Media campaigns	Average time taken for processing and obtaining approval of competent authority for the complete proposals received from DAVP,DD,AIR,NFDC etc towards conducting media campaigns for generating awareness.	30 days
8	Promote Research Studies	Average time taken for processing and obtaining approval of competent authority for the complete proposals received from State Governments/ UTs/ research institutions towards encouraging research studies.	45 days
9	Issue of No Objection Certificate (NOC) for setting up Retails Outlets along NHs and access permission to private properties along NHs	Average time taken for processing and obtaining approval of competent authority for the complete proposals received from NHAI/ ROs/State Governments/ UTs/	60 days
10	Request for construction of facilities such as pedestrian foot over bridges, underpasses, and cautionary traffic signs in densely inhabited areas etc	Average time taken for acknowledgement of the request	7 days
		Average time taken for processing and obtaining approval of competent authority for the requests received from citizens/ Stakeholders	90 days
11	Complaints regarding bad condition of specific stretches of National Highways- Road/ Bridge/ Culverts etc.	Average time taken for acknowledgement of the request	7 days
		Average time taken for redressal of the complaint and furnishing the reply to the complainant.	90 days

For more details on the procedure, documents required and contact person, please visit our website at: www.morth.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. Saroj K Dash, Joint Secretary
Phone: 237-17294; Mobile: 9310144446; Email: sk.dash@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Science and Technology

Technology Bhawan, New Mehrauli Road, New Delhi 110016

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Selection of students for Scholarship for Higher Education (SHE) for studying natural/basic sciences at undergraduate and postgraduate level.)	Time taken	6 Months.
2	Release of INSPIRE Awards to the students of class VI to X to motivate them to pursue a career in science and release of grants to state government for organising district & state level exhibitions	Time taken	2 months
3	Approval of the proposal for organising science camp to provide young students of class XI an opportunity to interact with eminent scientists under INSPIRE Internship Programme.	Time taken	2 months
4	Selection of fellows for pursuing doctoral research under Assured Opportunity for Research Career (AORC).	Time taken	6 months
5	Selection of scientists for faculty position under the INSPIRE Faculty Position scheme	Time taken	3 months
6	Approval of the proposal for improvement of S&T infrastructure for post-graduate education and research in all science, engineering, medicine & agriculture areas in the PG Colleges, Universities Departments and academic institutions under FIST Scheme	Time taken	9 months
7	Selection of students of Sciences, Engineering and Medicine to take up careers in research under Kishore Vaigyanik Protsahan Yojana (KVPY).	Time taken	9 months
8	Approval of the projects for building human and institutional capacity in climate change. Science	Time taken	8 months
9	Approval of the R&D projects to mitigate carbon Sequestration in the emerging and strategic area from perspective of pure/applied research.	Time taken	5 months
10	Approval of sponsored research on S&T resources for policy planning in the country.	Time taken	4 months
11	Approval of R&D projects for indigenous development and production of instruments in partnership with industries.	Time taken	4 months

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
12	Approval of proposal for grants for Patent knowledge dissemination to State/UTs S&T Councils (PIC).	Time taken	4 months
13	a. Approval of grants of projects on drugs and pharmaceuticals research & Product Development PPP model (Department, industries & institutes). b. Approval of the grants for national facilities pharma sector. c. Approval of loans to pharma industries for R&D projects and clinical trials. d. Approval of the grants to industries for clinical trial for neglected diseases.	Time taken	4 months
14	Approval of the grants for development and demonstration of technologies on emerging areas and traditional craft.	Time taken	4 months
15	a. Approval of Core grants to State S&T Councils. b. Approval of location specific R&D projects to Academic Institutes/laboratories and NGO/S&T Councils. c. Approval of Demonstration projects to Academic Institutes/State S&T Councils/laboratories and NGOs.	Time taken	4 months
16	Approval of the projects for development and application of fly ash utilization.	Time taken	12 months
17	Approval of the projects for promotion, development and demonstration of Geo-spatial technology and application	Time taken	6 months
18	Approval of the projects/proposals for bringing all the heterogeneous spatial and non-spatial data on to a uniform standard.	Time taken	6 months
19	Approval of the projects for developing and providing technology solution for safe drinking water and undertaking research based technological solutions for various water challenges.	Time taken	6 months
20	Approval of the projects for enabling R&D in solar energy.	Time taken	6 months
21	Granting of GLP compliance status to test facilities	Time taken	12 months
22	Promoting research, development and adaptation of technology for women.	Time taken	9 months
23	Approval of the projects/proposal for promoting research, development and adaptation of technology scheduled castes.	Time taken	9 months
24	Approval of the projects/proposals for promoting research, development and adaptation of technology for improving living condition and empowerment of Scheduled Tribes.	Time taken	9 months
25	Approval of the proposal of long term support to S&T base voluntary organizations for technological application for rural advancement.	Time taken	9 months
26	Approval of the technology led innovative proposal for disadvantage section of the society.	Time taken	6 months
27	Approval to the proposal for fostering knowledge based and technology driven entrepreneurship.	Time taken	3 months

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
28	Approval of the proposal for creating competitive research and technology base for cluster development at the community level.	Time taken	5 months
29	Approval of the proposals for development, of manpower resources in science communication and fellowships/awards to recognize Science Communicators and their innovative works.	Time taken	5 months
30	Approval of the proposals/programmes for development and application of mass awareness resources for science communication.	Time taken	5 months
31	Approval of the proposal for promotion of Innovation amongst Children & Enrichment of Science Teaching.	Time taken	5 months
32	Approval of the initiatives and programmes for science awareness and scientific literacy.	Time taken	5 months
33	Approval of the collaborative research project in S&T for Fostering bilateral and regional cooperation.	Time taken	9 months
34	Approval of Joint research projects & Thematic Workshop based exchange visits for fostering international cooperation and partnership in Science, Technology and Innovation.	Time taken	9 months
35	Approval of the project proposals for carrying out R&D in Nano Science & Technology.	Time taken	9 months
36	Approval of project proposals for creating Mega Science Facilities for basic research in the country or to participate in building and using such facilities abroad.	Time taken	12 months
37	Approval of Swarna Jayanti fellowship Award and the proposal to outstanding young scientists upto 40 years to pursue research in novel areas of Science & Technology.	Time taken	6 months

For more details on the procedure, documents required and contact person, please visit our website at: <http://dst.gov.in>

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. P. N. Prasad, Director
Phone: 26524941; Mobile: ; Email: prithwi.np@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Scientific and Industrial Research
Technology Bhavan, New Mehrauli Road, New Delhi 110016

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Issue of Recognition / Registration letter	Average time taken from the date of receipt of fully completed application in all respects	112 days
2	Issue of Form 3CL / 3CM for fiscal incentives u/s 35(2AB)	Average time taken for issuance of Form 3CM from the date of receipt of fully completed application in all respects	140 days
		Average time taken for issuance of Form 3CL from the date of receipt of fully completed application in all respects	250 days
3	Issue of Certificate for Accelerated Depreciation Allowance	Average time taken from the date of receipt of fully completed application in all respects	140 days
4	Funding of projects	Average time taken from the date of receipt of fully completed application in all respects	140 days
5	Inputs for policy formulation to Ministry of Finance	Frequency of Inputs for Policy Formulation	250 days
6	Granting Junior Research Fellowships (JRF) to pursue PhD through CSIRUGC NET scheme	Average time taken to process applications from Research Scholars for grant of Fellowship	150 days
7	Travel grant to research scholars for presenting papers in international conferences	Average time taken to process applications from Research Scholars for Travel Grant	60 days
8	Recognizing Excellence by giving awards and prizes through CSIR Young Scientist Award, Shanti Swarup Bhatnagar Prize etc.	Average time taken to process applications from Prize / Award aspirants.	185 days
9	Empanelment of Consultants on CDC online database	Time taken for empanelment after receipt of request complete in all respects	8 days
10	Distribution of Journal to subscribers	Average time taken for dissemination of journals after its publication.	16 days

For more details on the procedure, documents required and contact person, please visit our website at: www.dsir.gov.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Dr. K. Jayakumar, Joint Secretary
Phone: 23716582; Mobile: 9717480575; Email: jsa@csir.res.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Shipping

Transport Bhawan, Parliament Street, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Sanction of projects/ estimates	Average time taken from the date of receipt of completed proposal in all respect for projects under Plan where the competent authority is other than the Ministry	150 days
		Average time taken from the date of receipt of the fully completed proposal in all respects for projects under Plan where the Ministry is the competent authority	90 days
		Average time taken from the date of receipt of completed proposal in all respect for Non- Plan work	60 days
		Average time taken from the date of receipt of completed proposal in all respect for PPP projects	150 days
2	Release of Funds	Average time for release of ship building subsidy	60 days
		Average time taken for release of funds to Indian Maritime University (IMU)	60 days
		Average time for release of financial assistance to Kolkata Port Trust to meet the dredging expenditure incurred by it on items directly related to river dredging and maintainance of river Hooghly	60 days
3	Issuance of Pilot License for pilots major ports	Average time taken from the date of receipt of the fully completed proposal in all respects	15 days
4	Proposals of appointment for Sr. level in port sector for approval of ACC	Average time taken from the date of receipt of the fully completed proposal in all respects	60 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
5	Issuance of NOC to the project for deviation from the Government policy of FOB/FAS imports	Average time taken from the date of receipt of the fully completed proposal in all respects	4 days
6	Empanelment of ship-brokers on the panel of the Chartering Wing's Transchart	Average time taken from the date of receipt of the fully completed proposal in all respects	90 days
7	Review of Project Progress – client/stake holder feed back	Average time taken from the date of receipt of the fully completed proposal in all respects	90 days
8	Grievance Redress	Average time taken to acknowledge grievance received electronically through CPGRAM portal	3 days
		Average time taken for seeking additional information	15 days
		Average time for final redressal of the grievance	60 days

For more details on the procedure, documents required and contact person, please visit our website at: www.shipmin.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. Rakesh Srivastava, Joint Secretary
Phone: 23711873; Mobile: 9810505633; Email: js-ports@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Social Justice and Empowerment
Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
Scheduled Castes Development			
1	Release of central assistance for providing Scholarships to Scheduled Caste students under the following Schemes:		
	<i>Through State Governments</i>		
	Post-matric Scholarships	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30 days
		Time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects.	60 days
	Pre-matric Scholarship for children of those engaged in unclean occupations	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30 days
		Time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects.	60 days
	<i>Through Autonomous Central Organizations/ Educational Institutions</i>		
	Rajiv Gandhi National Fellowship for Scheduled Castes Students pursuing M Phil & PhD studies through UGC	Time taken to release the grants on receipt of demand from UGC	95 days
	Scholarship Scheme of Top Class Education for SC Students	Receipt of proposals from the notified institutions	90 days
		Time taken to release the grants on receipt of demand from institutions	45 days
2	Babu Jagjivan Ram Chhatrawas Yojana: Release of central assistance to States/UTs for creating Hostels for SC boys and girls	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30 days
		Time taken in release of grants on receipt of proposals from States/ UTs, complete in all respects & after the approval of competent authority	60 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
3	Special Central Assistance to Scheduled Caste Sub Plan: Release of Special Central Assistance to States/ UTs as an additive to their Scheduled Castes Sub-Plan for beneficiary oriented schemes of economic development of SC families living below the poverty line.	Time taken in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30 days
		Time taken to release the first instalment of SCA on receipt of the proposal along with pending UCs	60 days
		Time taken to release the second instalment of SCA on the receipt of UCs for the last two years and number of beneficiaries covered in income generating schemes.	60 days
4	PCR & POA Acts: Release of Central Assistance to State Governments for implementation of these Acts	Time taken to release the grants on receipt of proposals from States/UTs, complete in all respects & after the approval of competent authority	45 days
5	Release of grant-in-aid to Voluntary Organizations working for the Welfare of SCs.	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30 days
		Time taken to process Ongoing Cases on receipt	60 days
		In New Cases , average time required for Consideration of the recommendation of the State Govts by the Screening Committee of the Ministry	90 days
		Time taken to release the funds after the approval of the Screening Committee	45 days
Other Backward Classes Development			
6	Release of central assistance to State Governments/UT Admin for providing Scholarships to OBC students under the following Schemes:		
	c) Post-matric Scholarships	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30 days
		Time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects after the approval of the competent authority	45 days
	d) Pre-matric scholarships	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30 days
		Time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects after the approval of the competent authority	45 days
7	Hostel facilities for boys and girls belonging to OBCs: Release of central assistance to States/UTs for creating	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30 days
		Time taken in release of grants on receipt of proposals from States/ UTs, complete in all respects& after the approval of competent authority	60 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
Empowerment and Rehabilitation of Persons with Disabilities			
8	ADIP Scheme: Release grant in aid to the various implementing agencies (NGOs/NIs/ District Disability Rehabilitation Centres/ ALIMCO/ State Handicapped Development Corporation/other local bodies) for physical rehabilitation of persons with disabilities through provision of assistive aids and appliances	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30 days
		Time taken to process Ongoing Cases on receipt	60 days
		In New Cases , time required for Consideration of the recommendation of the State Govts by the Screening Committee of the Ministry	90 days
		Time taken to release the funds after the approval of the Screening Committee	30 days
9	Deendayal Disabled Rehabilitation Scheme (DDRS) : Release of grant in aid to NGOs and other implementing agencies for providing education and vocational training and rehabilitation of persons with mental disabilities.	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30 days
		Time taken to process Ongoing Cases on receipt	90 days
		In New Cases , time required for Consideration of the recommendation of the State Govts by the Screening Committee of the Ministry	60 days
		Time taken to release the funds after the approval of the Screening Committee	45 days
10	Release of Grant-in-aid to various bodies set up by the Central and State Governments to support implementation of the provisions of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, particularly relating to rehabilitation and provision of barrier-free access.	Time taken to release the grant in aid on receipt of proposals from implementing agencies, complete in all respects & after the approval of competent authority	60 days
11	Release of grants to seven National Institutes (autonomous bodies under the Ministry) for developing human resource development in different types of disabilities, rendering rehabilitation services to persons with disabilities and undertaking research and development in disabilities.	Time taken to release the grants on receipt of proposals from NIs, complete in all respects & after the approval of competent authority	60 days
Social Defence			
12	Release of grant in aid to Govt./ Non-Governmental Organizations/ Panchayati Raj Institutions/ local bodies and the Community at large for providing basic amenities like shelter, food, medical care and entertainment opportunities to Senior Citizens	Release of grant-in-aid for ongoing projects which have been received from the State Govt. with complete documents	60 days
		Release of grants-in-aid for new cases - Obtaining recommendations of the Screening Committee - Release of grant-in-aid after the recommendation of the Screening Committee	Twice in a year – August & November 90 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
13	Release of grant in aid to NGOs and other eligible organizations for identification, counselling, treatment and rehabilitation of addicts	Release of grant-in-aid for ongoing projects which have been received from the State Govt. with complete documents	60 days
		Release of grants-in-aid for new cases (a) Obtaining recommendations of the Screening Committee (b) Release of grant-in-aid after the recommendation of the Screening Committee	Twice in a year – August & November 90 days
Miscellaneous Items			
14	Public Grievance Redressal	Time taken to acknowledge grievance received through CPGRAMS portal	03 days
		Time taken to acknowledge grievance received through registered post	07 days
		Time taken for grievance settlement	60 days
15	Payment to vendors for goods and services provided to the Ministry.	Payment to vendors for goods and services provided to the Ministry are made on receipt of invoice after procurement of goods/services and satisfactory completion of work.	60 days
16	Prompt answer to telephone calls between 9.30 AM and 5.30 PM on a Central Facilitation Centre Number (+91-11-23389226)	Number of complaints received for not receiving the telephone calls	Nos.
17	Quick response to written requests (or through e mail) by citizens/clients for seeking appointments with the concerned officer	Response to such requests will be given within three working days	03 days

For more details on the procedure, documents required and contact person, please visit our website at: <http://socialjustice.nic.in>

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer : Dr. J.C. Sharma, Economic Advisor (Coordination)
Phone: 23381643; Mobile: 9717875571; Email: sharmajc.msje@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Statistics and Programme Implementation

Sardar Patel Bhawan, Parliament Street, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	To provide and release data /statistics / information/ publications compiled by MoSPI through electronic mode in standard formats	Monthly data: Within 45 days of the month end.	45 Days
		Quarterly Data / Reports: Within 90 days of the quarter End.	90 Days
		Annual Data / Reports: Within 18 months of the completion of field survey / year	18 Months
		Data Users Conference: Once in a year	1 Year
		Meta data to be indicated in every publication/ release	1 Year
2	To provide financial assistance for research in statistics; conduct of seminars / workshops, etc.	To finalize the decision on all projects received before 10 th of a month within three months from the receipt of the complete proposal.	10th of every Month
3	Advise to Central Ministries, State Governments and UT Administrations on statistical matters	Within 6 weeks of the receipt of the query	6 weeks
4	Release of funds under the MPLADs scheme to nodal districts	Within 30 days of the receipt of the proposal, complete in all respects.	30 Days
5	Release the monitoring reports in respect of major infrastructure projects and programmes	Monthly Reports: Within 10 weeks of the month end	10 weeks
		Cost and Time Parameters of the projects: Every report	
6	Conduct training programmes in official statistics for Central / State / International Organizations	Training Calendar: by March of a year for the next financial year starting from 1st April	By March for the next financial year

For more details on the procedure, documents required and contact person, please visit our website at: www.mospi.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Shri Ram Mohan, Deputy Secretary
Phone: 23340139 ; Mobile: 9971950159 ; Email: r.rammohan@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Steel

Udyog Bhawan, New Delhi 110011

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Processing of applications for assistance/release of grants for R&D projects in the steel sector	Time taken for examination of the project proposal at MOS and seeking additional details from the applicant required to the experts before placing the proposal to Empowered Committee for approval	6 months
2	Processing application for recommendation for import duty rebate/concession	Time taken for processing from the date of receipt of the proposal/document complete in all respect.	45 days
3	Processing application for recommendation for issue of Project Visa for foreign personnel	Time taken for processing from the date of receipt of the proposal/document complete in all respect	30 days
4	Processing application for establishment of liaison office in India by foreign company	Time taken for processing from the date of receipt of the proposal/document complete in all respect.	30 days
5	Prompt Grievance Resdressal	(i) Average time taken to acknowledge grievance received electronically through CPGRAMS portal (ii) Average time taken to receive grievance received through registered pool/ordinary portal. (iii) Average time taken to send communication for additional information (iv) Average time taken for grievance settlement	3 days
6	Prompt acknowledgement of receipt of letters from clients/citizens	Average time to send acknowledgement	3 days
7	Timely response to letters from clients/citizens under RTI Act, 2005	Average time taken to issue responses	30 days
8	Prompt response to telephone calls on technical matters between (9:30 AM and 5:30 PM on central enquiry number(+91-11-23063332))	Average time taken to respond to phone calls	2 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
9	Prompt response to a request for appointment with appropriate officer after receiving a written request	Average time taken to respond to such requests	1 days
10	Prompt payment to vendors and officials for invoices/ bills/ reimbursements submitted	Average time taken to clear the payments after receipt of complete documents	7 days

For person, more details on the procedure, documents required and contact please visit our website at: www.steel.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Shri J P Shukla, Joint Secretary
Phone: 23063854; Mobile: 9717712751; Email: p.shukla@nic.in
Register your grievance on the following portal: <http://pgportal.gov.in/>
- B. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Telecommunications

Sanchar Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Issue of Internet License	Time taken after the submission of complete application to the issue of letter of Intent(LOI)	60 days
		Time taken after compliance of LOI conditions and necessary clearances to signing/or offering to sign the licence agreement with applicant company	45 days
2	Issue of IP TV permission under Internet License	Time taken to issue IPTV permission after receiving of the application along with required documents	30 days
3	Security clearance for foreign nationals under Internet License	Time taken to issue Security clearance for foreign nationals after receiving the clearance from security agencies	30 days
4	Merger/demergers and amalgamation of licensee company holding Internet License	Time taken after receiving application with required documents and necessary clearance to issue of Merger/demergers and amalgamation of license	60 days
5	Request for Name change for company holding Internet License	Time taken to take the name change of the licensee company on record after receiving the application along with required documents	45 days
6	Request for registered office address change for company holding Internet License	Time taken to take the registered office address change of the licensee company on record after receiving the application along with required documents.	30 days
7	Request for surrender of the Internet license	Time taken after receiving application with required documents and necessary clearance to issue of cancellation	60 days
8	Issuing of direction to Internet service providers for blocking of website/URL/IP address	Time taken after receiving the direction for blocking of website/URL/IP address to issue of letter for blocking to Internet service providers	15 days
9	Issue of CUG VSAT License	Time taken after compliance of LOI conditions by company and necessary clearances to signing of the licence agreement with applicant Company	60 days
10	Issuance of Mobile Satellite Service- Reporting (MSS-R) Licence	Time taken after compliance of LOI conditions by company and receiving necessary clearances to signing of the licence agreement with applicant company	60 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
11	Issuance of Permission for Private Captive CUG networks on OFC or Wireless	Time taken after taking the approval and receiving of necessary clearances to signing of the licence agreement with applicant company	60 days
12	Issue of In-principle Clearance to Licensees for addition of new satellite services / network	Time taken to issue In-principle Clearance to Licensees for addition of new satellite services / network after approval by Apex Committee	60 days
13	Processing of Foreign Direct Invest Ministry Records (FDI) application	Time taken to process the application referred by FIPB(DEA) and sending of comments after receipt of complete application in IP unit, DoT	30 days
14	Processing of application from exporters Ministry Records for input-output norms submitted to DGFT	Time taken to process the application referred by DGFT and sending of comments after receipt of complete application in IP unit, DoT.	30 days
15	Grievance Redressal / Facilitation of CPGRAMS & Ministry Records. Grievance Redressal Process.	Average time taken to acknowledge and forward a grievance to the concerned units / subordinate organizations.	3 days
		Interim/Final response to complainant within 60 days of registration/receipt of grievance in PG cell.	95 %
16	Retirement benefits/revision of pension Ministry / Subordinate Office records cases in respect of Government/BSNL retiring employees/Pensioners.	Time taken for Checking of received documents and pointing out deficiencies, if any	15 days
		Time taken for Checking of Employees Service records and pointing out deficiencies, if any in respect of cases received	20 days
		Time taken for issue of request to concerned administrative units for furnishing the requisite information/documents and to follow-up for the same.	10 days
		Time taken for preparing the pension calculation sheet after receipt of all the required documents completed in all respect and forwarding to PFP for further action.	25 days
		Time taken to forward the case of BSNL Corporate office to PFP for further action.	7 days
17	Appointment of Arbitrator under section Register being maintained in the section 7 B of Indian Telegraph Act 1885 in respect of billing disputes	Average time taken from the date of receipt of the fully completed proposal in all respects	14 days
18	Issuance of Pensioner's Identity card, Ministry Recrds service certificate, Qualifying service certificate, Circulation of IDA orders for BSNL pensioner's. Dissemination of information relating to pension matters through website etc.	Time taken for preparation of pensioner's Identity cards from the date of receipt of the application form completed in all respects	20 days
		Time taken for preparation of service certificate for availing of Telephone concessional facility provided to DOT pensioners	15 days
		Time taken to circulate the orders relating to Industrial Dearness Relief from DPE	3 days
		Time taken for uploading the pension related order to the website from the date of issue of the orders	3 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
19	Redressal of grievances in respect of Ministry/Subordinate office records DOT/BSNL pensioner's/ Family pensioner's	Time taken for forwarding of the grievance application to the concerned Subordinate Offices from the date of receipt of the grievance.	5 days
		Time taken for sorting out of such grievances relates to this Section from the date of receipt of the grievances.	30 days
20	Administration of National Numbering Ministry Records Plan	Average time taken after receipt of application and allocation of code	40 days
21	Issue of PMRTS/CMRTS License	Time taken for Scrutiny and ensuring eligibility of applicant to get the licence. intimation to applicant of deficiencies/discrepancies, if any	20 days
		Time taken for application which is forwarded to WPC & TEC for examination and receipt of comments. Intimation to applicant of deficiencies/ discrepancies, if any	30 days
		Time taken for Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	30 days
		Time taken for Processing and approval of competent authority for issue of letter of Intent(LOI) subject to fulfillment of all eligibility conditions/ submission of requisite documents/clarifications.	30 days
30	Granting of Wireless Licenses (above Ministry Records 806 MHz)	Time taken to issue AIP letter. (a) In case of First Timers. (Those who do not have any WOL issued by WPC) (b) Those who are not first timers (holds one or more WOL issued by WPC earlier) (Time taken for the sub judice cases will depend upon the judgement of the Hon'ble Court)	30 days
		Time taken to issue Wireless Operating License (WOL) against the AIP	30 days
		Time taken to renew the WOL	15 days
31	Granting of Wireless Operating Licenses (below 806 MHz)	Time taken to issue AIP letter. (a) In case of First Timers. (Those who do not have any WOL issued by WPC)	30 days
		Time taken to issue Wireless Operating License (WOL) against the AIP	30 days
		Time taken to renew the WOL	15 days
32	Request for Name change, registered File records office address change for company holding NLD/ILD License	Time taken for Scrutiny of the application form and documents. intimation to applicant of deficiencies/discrepancies, if any.	20 days
		Time taken for processing and approval for request for name change for company holding NLD/ILD Licence.	20 days
33	Grant of Wireless Operating Licenses for Satellite Services	Time taken to issue AIP letter.	30 days
		Time taken to issue Wireless Operating License (WOL) against the AIP	30 days
		Time taken to renew the WOL	15 days
		Time taken for Endorsement of TV Channel	30 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
34	Issue of Amateur Station Operator's Certificate (ASOC) licences/Certificate of Proficiency (COP) licences	Time taken for issue of ASOC licenses after receipt of the documents completed in all Respects	30 days
		Time taken for issue of renewal of ASOC licenses after receipt of the documents completed in all respects	30 days
		Time taken for issue of Radio Telephony Restricted (Permit) after receipt of the documents completed in all respects	30 days
		Time taken for issue of Radio Telephony Restricted (Conversion) after receipt of the documents completed in all respects	30 days
		Time taken for issue of Radio Telephony Restricted (Permit) renewal Certificate after receipt of the documents completed in all respects	30 days
		Time taken for issue of Radio Telephony Restricted Conversion) renewal Certificate after receipt of the documents completed in all respects	30 days
		Time taken for issue of Radio Telephony Restricted Conversion) renewal Certificate after receipt of the documents completed in all respects	30 days
		Time taken Issue of renewal Certificate of Global Maritime Distress and Safety System(General Operator Certificate) GMDSS(GOC) after receipt of the documents completed in all respects	30 days
		Time taken for Issue of renewal of Radio Telephony Restricted (Aeronautical) - RTR(A) license after receipt of the documents completed in all respects	30 days
		Time taken for Issue of renewal of Old Maritime Licences i.e COP Second Class (SND), Radio operator General Certificate(ROGC), Radio Telephony Genera(RTG), Radio Telephony Restricted(Maritime) RTR(M), Radio Telephony Inland Maritime(RTIM), COP First Class(FST), COP Special (SPL)	30 days
35	Issue of Standing Advisory Committee on Frequency Allocation (SACFA) Clearance Certificate	Issue of SACFA Clearance (Full site/Mast Height-7/40 category sites i.e. sites/antennae located at least 7 k.m. from nearest Airport Reference Point(ARP) and an effective tower/mast height not more than 40 meters w.r.t. ARP site elevation))	30 days
		Issue of SACFA Clearance (Full site/Mast Height-Sites other than 7/40 category)	30 days
		Issue of siting clearance for sites under "Exemption category"	30 days
		Issue of Additional Antenna Clearances	30 days
36	Promotion of research and development in telecommunications through C-DoT	Timeframe to get the plan approved from the date when complete Business Plan is received.	90 days
		Timeframe to get the MoU Signed from the date when draft MoU is received.	60 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
		Timeframe to get the review of performance approved from the date when physical and financial achievement statement is received from CDOT.	45 days
		Timeframe to put up the CDOT request for release of Grants for financial scrutiny on receipt from CDOT	45 days
		Timeframe to obtain the administrative approval from competent authority and issue of sanction Memo after receipt of financial concurrence	15 days
		Time to get the Annual Report in Parliament from the date when the audited Annual Report alongwith performance review report is received from C-DOT	60 days
37	Handling /Processing of Security Issues Ministry/Departmental Records referred by service providers/security agencies	Time taken to examine the issue and forwarding to concerned Cell/ issue instructions after the receipt of request and clarification received from SA/SP	90 days
38	Issue of National Long Distance (NLD) File Records License	Time taken for Scrutiny of the application form and documents by Licensing Cell. intimation to applicant of deficiencies/discrepancies, if any.	20 days
		Time takenfor Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	20 days
		Time taken for Processing and approval of competent authority for issue of letter of Intent(LOI) subject to fulfillment of all eligibility conditions/ submission of Requisite documents/clarificaions.	20 days
		Time taken for Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months Request for No dues certificate from LF/WPC/WPF Cells of DoT	5 days
		Time taken for Receipt for No dues certificate from LF/WPC/WPF Cells of DoT.	45 days
		Time taken for Signing of the licence agreement for NLD services with applicant company after compliance of LOI conditions and necessary clearances.	10 days
39	Issue of International Long Distance File Record (ILD) License	Time taken for Scrutiny of the application form and documents by Licensing Cell. intimation to applicant of deficiencies/discrepancies, if any.	20 days
		Time taken for Scrutiny of application by Finance Wing ofdeficiencies/ discrepancies, if any. DoT. Intimation to applicant of	20 days
		Time taken for Processing and approval of competent authority for issue of letter of Intent(LOI) subject to fulfillment of all eligibility conditions/ submission of Requisite documents/clarifications.	20 days
		Time taken for Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months Request for No dues certificate from LF/WPC/WPF Cells of DoT	5 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
		Time taken for Receipt for No dues certificate from LF/WPC/WPF Cells of DoT.	45 days
		Time taken for Signing of the licence agreement for NLD services with applicant company after compliance of LOI conditions and necessary clearances.	10 days
40	Security clearance for foreign nationals File Record under NLD/ILD License	Time taken for Scrutiny of the application form and documents by Licensing Cell. intimation to applicant of deficiencies/discrepancies, if any.	15 days
		Time taken for Sending the proposal for the consideration of security agencies. Receipt of Comments/Approvals from Security Agencies	60 days
		Time taken for Processing and issuance of approval for issue of Security clearance for foreign nationals.	10 days
		Time taken for Receipt for No dues certificate from LF/WPC/WPF Cells of DoT.	45 days
		Time taken for Signing of the licence agreement for NLD services with applicant company after compliance of LOI conditions and necessary clearances.	10 days
41	Security clearance for foreign nationals File Record under NLD/ILD License	Time taken for Scrutiny of the application form and documents by Licensing Cell. intimation to applicant of deficiencies/discrepancies, if any.	15 days
		Time taken for Sending the proposal for the consideration of security agencies. Receipt of Comments/Approvals from Security Agencies	60 days
		Time taken for Processing and issuance of approval for issue of Security clearance for foreign nationals.	10 days

For more details on the procedure, documents required and contact person, please visit our website at: www.dti.gov.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Mr. Ajay Kumar, Joint Secretary
Phone: 243-60160; Email: ajay@mit.gov.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Tourism

Transport Bhawan, Parliament Street, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Timely approval of proposals for participation in overseas events	No. of days between the date of final decision by the Competent Authority and the date of beginning of the publicity event.	30 days
		Time taken for final decision of Competent Authority from the date of receipt of proposal, complete in all respects, in OM Division.	45 days
2	Timely approval of classification of Hotels of category 4 star, 5 star, 5 star deluxe and Heritage category	Time taken to issue of classification certificate from the receipt of fully complete application	3 days
3	Approval of application of inbound tour operators	Time taken for issue of communication of decision on approval from the date of receipt of proposal complete in all respects.	60 days
4	Timely holding of prioritization meeting with State Govts. for deciding the tourism projects on which proposals would be submitted by State Govts. to MOT for Central Financial Assistance (CFA) in the next financial year and for reviewing the progress of projects sanctioned earlier.	No. of States/ UTs in respect of which prioritization meetings held by 31st March	30 days
5	“Timely release of First Instalment of CFA to State Govts.”	Time taken for informing deficiencies in proposal from dt. of receipt of proposal after consultation with Internal Finance Division.	45 days
		Time taken for issue of sanction order from the date of accepting the proposal as receipt of proposal complete in all respects, in cases involving appraisal by SFC.	90 days
		Time taken for issue of sanction order from the date of accepting the proposal as receipt of proposal complete in all respects, in cases not involving appraisal by SFC.	60 days
		No. of days in release of first instalment from the date of the sanction order.	10 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
6	Timely release of final instalment of CFA to State Govts	Time taken for informing deficiencies in UC from date of receipt of UC after consultation with Internal Finance Division.	25 days
		Time taken for release of 2nd instalment from the date of receipt of UC complete in all respects.	40 days
7	Prompt grievance redressal	Time taken to acknowledge grievance electronically through CPGRAMS portal.	3 days
		Time taken to acknowledge grievance received through email or post.	7 days
		Time taken to send communication for additional information.	15 days
		Time taken for conveying final decision of the competent authority.	60 days

For more details on the procedure, documents required and contact person, please visit our website at: <http://tourism.gov.in/>

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Sh. Sanjay Singh Asstt.DG(TT)
Phone: 23012805; Mobile: 9810340844; Email: Sanjay.singh1@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Tribal Affairs
Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Timely release of financial assistance to State Governments/ UT Admns for :- a) Welfare and socio-economic development of target ST population, b) Poverty alleviation and entrepreneurship development amongst target ST population.	Time	40 days
2	Timely release of financial assistance to State Governments/ UT Administration / Institutions/ NGOs for :- a. Educational facilities by way of hostels and residential schools for ST students, b. Scholarships at the post Matric stage to ST students. c. Vocational Training Centres in Tribal Areas	Time	45 days
3	Timely release of financial assistance to State Governments / UT Administration / Institutions/ NGOs for :- a. Vocational Training in tribal areas, b. Socio-economic development of Particularly Vulnerable Tribal Groups (PTGs), the most vulnerable section amongst Scheduled Tribes, c. For evaluation and health projects	Time	45 days
4	Timely release of financial assistance to State Governments/ UT Administration / Institutions/ NGOs for :- a. Conducting research, seminars, workshops on tribal related issues, b. Monitoring and evaluation studies on schemes of MoTA, c. Tribal festivals, exchange of visits.	Time	45 days
5	Release of financial assistance for :- Time Support to Tribal cooperative Marketing Development Federation of India and State Level Corporations	Time	45 days
6	To provide inputs/ comments on the Time policy documents/ matters, legislation proposals, Cabinet Notes and EFC Memoranda of various Central line Ministries/ Departments, in order to safeguard the interests of STs.	Time	25 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
7	To represent the interests of STs through suggestions/ policy inputs in the meetings of various Working Groups, Expert Groups, Task Forces and Governing Councils constituted in various Central Ministries/ Departments and Planning Commission.	Time	–
8	Timely redressal and disposal of complaints/ grievances of employees/service providers to the Ministry.	Time	30 days

For more details on the procedure, documents required and contact person, please visit our website at: [http:// www.tribal.nic.in](http://www.tribal.nic.in)

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Dr. A.K. Dubey, Joint Secretary & Director of Grievances, Phone: 23073489; Mobile: 9810732666; Email: akdubey@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Ministry of Urban Development

Nirman Bhawan, New Delhi 110011

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Decision on projects relating to Urban Record Infrastructure and Governance(UG) component of Jawaharlal Nehru National Urban Renewal Mission (JNNURM)	Decision on Project Proposals received	120 days
2	Sanction of subsequent instalments Record under UIG	Decision on Project Proposals received	60 days
3	Release of Central Assistance for Record projects relating to Urban Infrastructure Development Scheme for Small and Medium Towns(UIDSSMT)	Decision on Project Proposals received	60 days
4	Sanction of subsequent installments Record under UIDSSMT	Decision on Project Proposals received	60 days
5	Release of Central Assistance to Record approved Metro-Rail Projects	Decision on Project Proposals received	60 days
6	Decision on projects under North Record Eastern Region Urban Development Programme	Decision on Project Proposals received	110 days
7	Decision on projects relating to 10% Record lump sum scheme for the North-Eastern Region	Decision on Project Proposals received	110 days
8	Decision on projects under Urban Record Infrastructure Development Scheme for Satellite Towns	Decision on Project Proposals received	100 days
9	Decision on projects/proposals under Record various components of the Scheme of Capacity Building for Urban Local Bodies	Decision on Project Proposals received	110 days
10	Disseminating information on policy, Record advisories, schemes on urban development and urban transport	Percentage of compliance to the time norms	15 working days
11	Acknowledgement /forwarding of the Record public grievance petitions.	Percentage of compliance to the time norms	15 working days
12	Decision on receipt of grievance Record disposal communication from office concerned.	Percentage of compliance to the time norms	15 working days

For more details on the procedure, documents required and contact person, please visit our website at: www.urbanindia.nic.in

What you should do if we do not meet the promised standards of service?

- A. Inform our Public Grievance Officer: Mr. V.K. Sharma, Joint Secretary
Phone: -2306-1979; Email: directorgrievanceud@gmail.com
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Citizens' / Clients' Charter

Department of Women and Child Development

Shastri Bhawan, New Delhi 110001

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Integrated Child Development Services (ICDS) scheme: Release of funds to State Govts./UT Admns. for providing services as per scheme and norms under ICDS Scheme.	Maximum time taken for releasing funds to State Govts./UT Admns., after receipt of complete and proper Statement of Expenditure (SoE).	30 days
2	ICDS scheme: Sanctioning of Projects and Anganwadi Centres and Anganwadi on Demand (AOD) to States/UTs.	Approval of Projects/AWCs/AODs within the overall approved number, within one year.	1 Year
3	ICDS scheme: Quarterly allocation of wheat/rice to State Govts./UT Admns. Under Wheat Based Nutrition Programme of Supplementary Nutrition.	Maximum time taken for allocation of wheat / rice to State Govts./UT Admns. Each quarter, after receipt of Demand Letter, status report on lifting of previous allocation and Utilisation Certificates.	30 days
4	Integrated Child Protection Scheme (ICPS): Release of first installment of funds to Implementing Partners.	Maximum time taken for releasing first instalment of funds to State Govts./UT Admns./NGO, after approval of Project Approval Board (PAB).	30 days
5	ICPS: Release of second installment of funds to Implementing Partners.	Maximum time taken for releasing second instalment of funds to State Govts./UT Admns./NGO, after approval by Integrated Finance Division (IFD).	30 days
6	Scheme for Welfare of Working Children in need of Care and Protection: Release of first installment of funds to NGOs for the current year, for ongoing projects	Maximum time taken for releasing first instalment of funds to NGOs, after receipt of complete proposal and all required supporting documents.	30 days
7	Working Children scheme: Release of second installment of funds to NGOs.	Maximum time taken for releasing second instalment of funds to NGOs, after receipt of complete proposal and all required supporting documents.	30 days
8	Rajiv Gandhi National Creche Scheme for Children of Working Mothers: Release of funds to implementing agencies for running Creche Centres.	Maximum time taken for releasing funds to implementing agencies, after receipt of proposal and all required supporting documents.	30 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
9	Creche scheme: Release of funds to monitoring agencies for monitoring Crèche Centres in States / UTs.	Maximum time taken for release of funds to monitoring agencies for monitoring Creche Centres in States/UTs, after approval of Competent Authority.	30 days
10	Rajiv Gandhi Scheme for Empowerment of Adolescent Girls (SABLA): Release of funds to State Govts./UT Admns. for providing nutrition and non-nutrition services to beneficiaries.	Maximum time taken for releasing funds to State Govts./UT Admns., after receiving relevant Statement of Expenditure (SoE) and Physical Progress Report.	30 days
11	Indira Gandhi Matritva Sahyog Yojana (IGMSY): Release of funds to State Govts./UT Admns. for transfer of cash to pregnant women and lactating mothers in response to individual fulfilling specific conditions.	Maximum time taken for releasing funds to State Govts./UT Admns., after receiving relevant Statement of Expenditure (SoE) and Physical Progress Report.	30 days
12	Support to Training and Employment Programme for Women (STEP) scheme: Release of first installment of funds to implementing organisations for new projects	Maximum time taken for sanctioning and releasing first instalment of funds to implementing organisations, after approval of Project Sanctioning Committee (PSC) and compliance with observations of PSC, if any.	30 days
13	STEP scheme: Release of subsequent installment of funds to implementing organisations for ongoing projects.	Maximum time taken for sanctioning and releasing subsequent instalment of funds to implementing organisations, after receipt of required supporting documents.	30 days
14	Women Empowerment and Livelihoods Programme in the Mid-Gangetic Plains (Priyadarshini): Release of funds to National Bank for Agriculture and Rural Development (NABARD).	Maximum time taken for sanctioning and releasing funds to NABARD, after receiving Annual Work plan and Budget.	30 days
15	Comprehensive Scheme for Prevention of Trafficking and Rescue, Rehabilitation and Reintegration of Victims of Trafficking and Commercial Sexual Exploitation (Ujjawala): of first installment of funds to implementing agencies/NGOs for new projects.	Maximum time taken for sanctioning and releasing first instalment of funds to implementing agencies/NGOs, after approval of Project Sanctioning Committee (PSC).	30 days
16	Ujjawala scheme: Release of second and subsequent installment of funds to implementing agencies/NGOs for ongoing projects.	Maximum time taken for sanctioning and releasing second and subsequent instalment of funds to implementing agencies/NGOs, after receipt of proposal along with progress report and all required supporting documents.	30 days
17	General Grant-in-Aid Scheme (Innovative): Release of first installment of funds to project implementing organisations (NGOs).	Maximum time taken for sanctioning and releasing first instalment of funds to implementing organisations, after approval of Project Sanctioning Committee (PSC).	30 days
18	General Grant-in-Aid Scheme (Innovative): Release of second installment of funds to project implementing organisations (NGOs).	Maximum time taken for sanctioning and releasing second instalment of funds to implementing organisations, after receipt of Statement of Expenditure (SoE) and all required supporting required supporting documents.	30 days

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
19	Swadhar Scheme: Release of first installment of funds to State Govts./UT Admns. for new projects.	Maximum time taken for sanctioning and releasing first instalment of funds to State Govts./ UT Admns., after approval of Project Sanctioning Committee (PSC).	30 days
20	Swadhar scheme: Release of subsequent installment of funds to State Govts./UT Admns. for ongoing projects	Maximum time taken for sanctioning and releasing subsequent instalment of funds to State Govts./ UT Admns., after receipt of all required supporting documents.	30 days
21	Working Women Hostel scheme: Release of first installment of funds to State Govts./UT Admns. for new projects.	Maximum time taken for sanctioning and releasing first instalment of funds to State Govts./UT Admns., after approval of Project Sanctioning Committee (PSC).	30 days
22	Working Women Hostel scheme: Release of subsequent installment of funds to State Govts./UT Admns. for ongoing projects.	Maximum time taken for sanctioning and releasing subsequent instalment of funds to State Govts./UT Admns., after receipt of Statement of Expenditure (SoE) and all required supporting documents.	30 days
23	Gender Budgeting: Release of funds to State Govts./UT Admns./Identified Govt. Institutes/Govt. Universities for Gender Budgeting trainings/workshops.	Maximum time taken for releasing funds, after receipt of all required supporting documents.	30 days
24	Research scheme: Release of first installment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	Average time taken for releasing first instalment of funds to agencies, after administrative approvals.	30 days
25	Research scheme: Release of second installment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	Average time taken for releasing second instalment of funds to agencies, after administrative approvals.	30 days
26	Public Grievance: Prompt Redress of Public Grievance.	Maximum time taken to acknowledge grievance received through post.	10 days
		Maximum time taken for grievance settlement.	60 days
27	Client communication: Promptly responding to written communication received from clients.	Maximum time taken to respond, after receiving letter/email from client.	15 days

For more details on the procedure, documents required and contact person, please visit our website at: www.wcd.nic.in

What you should do if we do not meet the promised standards of service?

- Inform our Public Grievance Officer: Sh. A.P. Shrivastava, Deputy Secretary (Admn) Phone: 23385192
Email: ap.shrivastava@nic.in
- Register your grievance on the following portal: <http://pgportal.gov.in/>
- Send an email to Performance Management Division, Cabinet Secretariat: CCC-grievance@nic.in



Please refer all enquiries to :

**Performance Management Division
CABINET SECRETARIAT
Government of India**

Chanakya Bhavan, New Delhi 110021

Email: performance-cabsec@nic.in

Phone: 011-24675762, 23741161

website: www.performance.gov.in