

# Citizen's / Client's Charter (CCC) 2018

**Ministry of Electronics and Information Technology (MeitY)**  
**CGO Complex**  
**Government of India**

Address : Electronics Niketan, 6, CGO Complex,  
Lodhi Road, New Delhi - 110003

Website ID : <http://MeitY.gov.in>

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Contact : Mr. Deepak Sharma, Director

Email / Tel No. : [dsharma@meity.gov.in](mailto:dsharma@meity.gov.in) / 011-24364714

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## Clients' /Citizens' Charter

### Introduction

Ministry of Electronics and Information Technology (MeitY)<sup>1</sup> is responsible for formulation, implementation and review of national policies in the field of information technology, electronics, internet (all matters other than licensing of Internet Service Provider), UIDAI and associated services & applications.

### Vision

The Vision of the Ministry coincides with the overarching vision outlined under the Digital India programme of developing digital infrastructure as a utility to every citizen, providing governance and services on demand, and digital empowerment of citizens.

### Mission

The Mission is to promote e-Governance for empowering citizens, promoting the inclusive and sustainable growth of the Electronics and IT & ITeS industries, enhancing India's role in global platforms of internet governance, adopting a multipronged approach that includes development of human resources, promoting R&D and innovation, enhancing efficiency through digital services and ensuring a secure cyberspace.

### Objectives

- Providing e-infrastructure for delivery of e-services,
- Promotion of electronics hardware manufacturing and IT-ITeS industry,
- Enabling innovation in emerging areas of ICT&E,
- Enabling creation of R&D infrastructure,
- Establishment of mechanism for R&D translation,
- Providing support for development of e-Skills and knowledge network,
- Securing India's cyber space,

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<sup>1</sup> Inserted vide Amendment series no.327 dated 16.07.2016. Earlier (as Department) modified vide Amendment series no.300 dated 26.02.2012

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- Promoting the use of ICT for more inclusive growth, and
- Enhancing India's role in global platforms of internet governance.

### Functions/Activities (allocation of Business Rules)

1. Policy matters relating to Information Technology; Electronics; and Internet (all matters other than licensing of Internet Service Provider).
2. Promotion of internet, IT and IT enabled services.
  - 2A. Promotion of Digital Transactions including Digital Payments.<sup>2</sup>
3. Assistance to other departments in the promotion of E-Governance, E- Commerce, E- Medicine, E- Infrastructure, etc.
4. Promotion of Information Technology education and Information Technology-based education.
5. Matters relating to Cyber Laws, administration of the Information Technology Act, 2000 (21 of 2000) and other IT related laws.
6. Matters relating to promotion and manufacturing of Semiconductor Devices in the country excluding all matters relating to Semiconductor Complex Limited (SCL), Mohali.<sup>3</sup>
7. Interaction in IT related matters with international agencies and bodies e.g. Internet for Business Limited (IFB), Institute for Education in Information Society (IBI) and International Code Council – on line (ICC).
8. Initiative on bridging the Digital Divide: Matters relating to Digital India Corporation (DIC) [earlier Media Lab Asia (MLA)].
9. Promotion of Standardization, Testing and Quality in IT and standardization of procedure for IT application and Tasks.
10. Electronics Export and Computer Software Promotion Council (ESC).
11. National Informatics Centre (NIC).
12. Initiatives for development of Hardware/Software industry including knowledge-based enterprises, measures for promoting IT exports and competitiveness of the industry.
13. All matters relating to personnel under the control of the Ministry.<sup>4</sup>
14. Unique Identification Authority of India (UIDAI).<sup>5</sup>

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<sup>2</sup> Inserted vide Amendment series no. 332 dated 13.02.2017.

<sup>3</sup> Inserted vide Amendment series no.279 dated 01.03.2005 and further modified vide no.322 dated 17.03.2016.

<sup>4</sup> Modified vide Amendment series no.281 dated 01.09.2005, Further modified vide amendment series no.327 dated 16.07.2016.

<sup>5</sup> Inserted vide Amendment series no.318 dated 12.09.2015 (Earlier inserted under Planning Commission vide Amendment Series no.296 dated 22.02.2010, and in NITI Aayog vide series no.312).

**Main Services / Transactions**

#	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required / Fees applicable
1	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	Shri A K Balani (Group Coordinator & Scientist 'G')	<a href="mailto:akbalani@MeitY.gov.in">akbalani@MeitY.gov.in</a>	(011-24364755) 9871691892	Approval of State DPRs by Empowered Committee (EC) on SWAN Scheme	Minutes of EC
2	Release of Installments to State Governments for SWANs	Shri A K Balani (Group Coordinator & Scientist 'G')	<a href="mailto:akbalani@MeitY.gov.in">akbalani@MeitY.gov.in</a>	(011-24364755) 9871691892	Seeking the reports on: 1) Bandwidth Utilization of the Network 2) Delivery of Services 3) Review of Physical & Financial Progress 4) UC of release of funds 5) Resolution(s) of State Implementation Committee Meetings 6) Quarterly Granted Revenue (QGR) certified by Third Party Auditor (TPA).	UC & Minutes of State Implementation Committee Meetings
3	Approval of project proposals for various eGovernance projects : (viz., eTaal 2.0 Project, Open Government Data (OGD), Rapid Assessment System, Digitizing India Platform (DIP), MyGov	<ul style="list-style-type: none"> <li>Shri Trilok Chandra (Director)</li> <li>Shri Pravin R Chandekar Scientist F</li> <li>Ms. Uma Chauhan,</li> </ul>	<a href="mailto:trilok.chandra@nic.in">trilok.chandra@nic.in</a>  <a href="mailto:pravin.chandekar@gov.in">pravin.chandekar@gov.in</a>  <a href="mailto:uma.chauhan@meity.gov.in">uma.chauhan@meity.gov.in</a>	011-23463464, 9811990469  01124360206, 9891948880 011-24364711,	<ul style="list-style-type: none"> <li>Submission of Project Proposals in the prescribed format,</li> <li>Evaluation of the Project proposals by the Programme Division,</li> <li>Approval of the Project Proposals by Competent Authority (Finance &amp;</li> </ul>	Detailed Project Report in format as per the OM dated 05-08-2016 issued by MoF(DoE)

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#	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required / Fees applicable
	Platform, eMail Solution, eSampark & eGreeting Platform, Securing eMail Solution Project)	Scientist F		9811855152	administrative).	
4	CSC 2.0: A way forward	Shri Pravin R Chandekar Scientist F	<a href="mailto:pravin.chandekar@gov.in">pravin.chandekar@gov.in</a>	9891948880/ 01124360206	Project Proposal approved by SFC and competent authority	Detailed Project Proposal
					Release of next grant/instalment	Submission of Utilization Certificate, recommendation of PRSG, Finance concurrence, administrative approval from competent authority
5	eDistrict MMP	Shri Pravin R Chandekar Scientist F	<a href="mailto:pravin.chandekar@gov.in">pravin.chandekar@gov.in</a>	9891948880/ 01124360206	a) Project Proposal approved by the Empowered Committee on eDistrict.	Detailed Project Proposal
					b) Release of next grant/ installment	Submission of various documents as per the Annexure attached with Administrative Approval, which includes, Utilization Certificate, certificate from states required, Finance concurrence, administrative approval from

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#	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required/ Fees applicable
						competent authority
6	eTaal 2.0 Project	Shri Pravin R Chandekar Scientist F	<a href="mailto:pravin.chandekar@gov.in">pravin.chandekar@gov.in</a>	9891948880/ 01124360206	a) Project Proposal apprised / concurred/ approved by the Programme Division/ Finance Division / competent authority b) Release of next grant / instalment.	Detailed Project Proposal Submission of Utilization Certificate, recommendation of PRSG, Finance concurrence, administrative approval from competent authority
7	Open Government Data (OGD)					
8	Rapid Assessment System					
9	Digitizing India Platform (DIP)					
10	MyGov Platform					
11	eMail Solution					
12	eSampark & eGreeting Platform					
13	Securing eMail Solution Project					
14	Release of Installments to State Governments for Common Service Centres (CSCs)	Shri P.R. Chandekar, Scientist F	<a href="mailto:pravin.chandekar@MeitY.gov.in">pravin.chandekar@MeitY.gov.in</a>	011-24301216	Submission of UC by State Government and approval by IFD of MeitY	Utilization Certificates
15	Appraisal of Mission Mode Projects (MMPs)	Shri Trilok Chandra (Director)	<a href="mailto:Trilok.chandra@nic.in">Trilok.chandra@nic.in</a>	011-23463464 9811990469	Appraisal in MeitY and NeGD based on inputs of the appraisal team	Project document in soft copy
16	Organizing Leadership meet & training programmes by CB Division	Shri Trilok Chandra (Director)	<a href="mailto:Trilok.chandra@nic.in">Trilok.chandra@nic.in</a>	011-23463464 9811990469	Finalization of dates by NeGD in consultation with State Governments	Communication of dates by State Government
17	Timely approval of proposals for R&D /	Shri Trilok Chandra	<a href="mailto:Trilok.chandra@nic.in">Trilok.chandra@nic.in</a>	011-23463464 9811990469	Approval of projects in MeitY by competent authority	Detailed Project Report

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#	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required / Fees applicable
	Innovative projects in e-Gov.	(Director)				
19	Timely recommendations to DGFT as concerned Administrative Ministry from technical angle in respect of ratification of norms pertaining to Advance Licenses/ Advance Authorizations after receipt of complete applications from DGFT and information on deficiencies from the applicant	Ms Asha Nangia Scientist F	<a href="mailto:anangia@MeitY.gov.in">anangia@MeitY.gov.in</a>	011-24369904 9910934307	1) Receipt of application from DGFT 2) Technical Evaluation 3) Reporting of deficiencies and obtaining clarifications 4) Approval of competent authority 5) Conveying recommendation to DGFT	1. Complete application 2. Technical write-up / specifications etc.
20	Timely recommendations to DGFT as concerned Administrative Ministry in respect of applications for issuance of license for import of Restricted Items after receipt of complete applications from DGFT and information on deficiencies from the applicant	Ms Asha Nangia Scientist F	<a href="mailto:anangia@MeitY.gov.in">anangia@MeitY.gov.in</a>	011-24369904 9910934307	1) Receipt of application from DGFT 2) Technical Evaluation 3) Reporting of deficiencies and obtaining clarifications 4) Approval of competent authority 5) Conveying recommendation to DGFT	1. Complete application 2. Technical write-up / specifications / Justification for import etc.
21	Timely issuance of Concessional Customs	Ms Asha Nangia Scientist F	<a href="mailto:anangia@MeitY.gov.in">anangia@MeitY.gov.in</a>	011-24369904	1) Receipt of application from the Industry 2) Technical Evaluation	1. Complete application 2.



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#	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required/ Fees applicable
	Duty Certificates under relevant Notifications of Department of Revenue			9910934307	3) Reporting of deficiencies and obtaining clarifications 4) Approval of competent authority 5) Issuance of CCDC	Technical write-up / specifications / Justification for import etc.
22	Sanctioning of incentives to industry under Modified Special Incentive Package Scheme (M-SIPS)	Ms Vandana Srivastava, (Director)	<a href="mailto:Vandana.srivastava@meity.gov.in">Vandana.srivastava@meity.gov.in</a>	011-24301387 9910202818	1) Receipt of application 2) Assigning of applications to appraisal Consultants for appraisal of Project 3) Examination for appraisal including seeking information on deficiencies / clarifications from applicants 4) Obtaining recommendations of Appraisal Committee once application is recommended by appraisal consultant 5) Seeking approval of competent authority 6) Conveying the approval.	1) Complete application with application fees and DPR 2) Technical/Financial / Capex/ Land Details along with supporting documents
23	Release of incentives to industry under Modified Special Incentive Package Scheme (M-SIPS)	Ms Vandana Srivastava, (Director)	<a href="mailto:Vandana.srivastava@meity.gov.in">Vandana.srivastava@meity.gov.in</a>	011-24301387 9910202818	1) Receipt of application 2) Examination for release including seeking information on deficiencies from applicants, as per terms and conditions of the Sanction 3) Seeking approval of competent authority 4) Issuance of sanction letter for release of funds.	1) Complete application 2) Details as per terms and conditions of approval along with supporting documents

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#	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required / Fees applicable
24	Appraisal of New Projects for consideration of financial support in:  (i) R&D in Electronics  (ii) R&D in IT  (iii) R&D in CC&BT  (iv) R&D in Cyber Security:  (v) Human Resource Development (HRD)	R&D in Electronics: Shri Tara Shankar, Scientist 'F'  R&D in IT: Dr. Manoj Jain, Scientist 'F'  R&D in CC&BT: Ms. Sangeeta Arora, Scientist 'F'  <u>R&amp;D in Cyber Security:</u> Dr. Somnath Chandra, Scientist 'E'  Shri Anil Kumar Pipal Scientist 'F'	<a href="mailto:taras@meity.gov.in">taras@meity.gov.in</a>  <a href="mailto:mjain@meity.gov.in">mjain@meity.gov.in</a>  <a href="mailto:sarora@meity.gov.in">sarora@meity.gov.in</a>  <a href="mailto:schandra@meity.gov.in">schandra@meity.gov.in</a>  <a href="mailto:pipal@nic.in">pipal@nic.in</a>	011-24364736  9868869196 / 24301280  9899065324 / 24301302  011-24301356 / 9810162489  011- / 24301323 / 24364777	<b>Common to all:</b>  1. Receipt of Project Proposals in the prescribed format duly completed. 2. Evaluation of the Project Proposals by the Working / Expert / Empowered Group. 3. Recommendation(s) of the Working / Expert / Empowered Group(s) for the project. 4. Approval of the Project Proposals by Competent Authority. 5. Availability of funds for the specific activity. 6. IFD concurrence 7. Approval of Secretary / MEIT.	<b>Common to all:</b>  1) Completed Documents (including DPR) as per the General Financial Rules (GFR) for Grant-in-Aid (GIA) support. 2) Minutes of the Working Group meeting. 3) Acceptance of Terms & Conditions by the Implementing Agency. 4) UC for the previous releases (if any).

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#	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required / Fees applicable
25	Release of funds to ongoing projects: (i) R&D in Electronics  (ii) R&D in IT  (iii) R&D in CC&BT  (iv) R&D in Cyber Security:  (v) Human Resource Development (HRD)	R&D in Electronics: Shri Tara Shankar, Scientist 'F'  R&D in IT: Dr. Manoj Jain, Scientist 'F'  R&D in CC&BT: Ms. Sangeeta Arora, Scientist 'F'  R&D in Cyber Security: Dr. Somnath Chandra, Scientist 'E'  Shri Anil Kumar Pipal Scientist 'F'	<a href="mailto:taras@meity.gov.in">taras@meity.gov.in</a>  <a href="mailto:mjain@meity.gov.in">mjain@meity.gov.in</a>  <a href="mailto:sarora@meity.gov.in">sarora@meity.gov.in</a>  <a href="mailto:schandra@meity.gov.in">schandra@meity.gov.in</a>  <a href="mailto:pipal@nic.in">pipal@nic.in</a>	011-24364736  9868869196 / 24301280  9899065324 / 24301302  011-24301356 / 9810162489  011- / 24301323 / 24364777	<b>Common to all:</b>  • Recommendation of Project Review & Steering Group (PRSG) / WG • Submission of acceptable Utilization Certificate (UC) • Availability of funds for the specify activity • IFD concurrence • Approval of Secretary / MEIT.	<b>Common to all:</b>  • Complete DPR • WG minutes • Acceptance of Terms & Conditions by the Implementing Agency • Technical & Financial Progress Reports • Acceptable UC for the specific project as well as all other projects sponsored by MeitY.

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#	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required/ Fees applicable
26	Timely release of funds to NIC / NICS for NKN as per recommendations of High Level Committee (HLC)	Shri A.K Balani (Group Coordinator & Scientist 'G')	<a href="mailto:akbalani@MeitY.gov.in">akbalani@MeitY.gov.in</a>	011-24364755 9810601683	1. HLC recommendations 2. Availability of funds for the specify activity 3. IFD concurrence 4. Secretary / MCIT approval	UC for the previous release and progress report & HLC Recommendations.
27	Keep current the empanelled list of IT security auditors (*)	Smt. Savita Utreja Scientist 'F'	<a href="mailto:sutreja@MeitY.gov.in">sutreja@MeitY.gov.in</a>	011-24301229 / 9560400997	Receiving and scrutiny of applications ii) Off-line in-house Practical Skills Test for successful applications iii) On-line Practical Skills Test for the applications successfully qualifying step-2 (above) iv) Intimation of successful / unsuccessful empanelment to the applicants	Application form along with required annexure (*)  <i>(*) - Note: Processing Fees of Rs.5000/- is applicable (in the form of DD).</i>
28	Respond to Security incident	Sh Amardeep Singh Chawla. Scientist 'F'	<a href="mailto:aschawla@MeitY.gov.in">aschawla@MeitY.gov.in</a>	011-24364737 / 9717222557	i) Reporting of cyber security incidents to Incident Response Helpdesk via a) <a href="mailto:email-incident@cert-in.org.in">email-incident@cert-in.org.in</a> , b) Tel:- 011-24368572 Tel:-1 800-11- 4949 (Toll free), c) Fax:- 011-24368546 Fax:- 1800-11- 6969 (Toll free), ii) Initial examination and registration of cyber security incident, iii) Analysis and response of	Incident Reporting form

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#	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required / Fees applicable
					cyber security incident.	
29	Issuance of security alerts on latest threats and vulnerabilities	Sh Amardeep Singh Chawla Scientist 'F'	<a href="mailto:aschawla@MeitY.gov.in">aschawla@MeitY.gov.in</a>	011-24364737 / 9717222557	i) Tracking of latest threats & vulnerabilities, ii) Preparation of security alerts, advisories & vulnerability notes, iii) Publishing of security alerts, advisories & vulnerability notes on ICERT websites, iv) Sending security alerts, advisories & vulnerability notes via email to registered users through mailing list.	i) Vulnerability Reporting form, ii) Security alerts, advisories & vulnerability notes
30	Enrolment and updation of Aadhaar	Sh Ashok Kumar, A.D.G	ashok.kumar@uidai.net.in	011-23466840	Process is available at url :- <a href="https://resident.uidai.net.in/">https://resident.uidai.net.in/</a>	Documents required are available at <a href="https://resident.uidai.net.in/">https://resident.uidai.net.in/</a>
31	Authentication	Sh Yashwant Kumar, A.D.G	yashwant.kumar@uidai.net.in	011-23462606 / 23462617 Hari om agarwal dd.	Authentication may be performed by a resident by providing Aadhaar number and his identity information (Demographic and/or Biometric and/or OTP).  e-KYC may be performed by a resident by providing Aadhaar number and his identity information (Biometric and/or OTP).	---

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#	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required / Fees applicable
32	Printing and delivery of Aadhaar letters	Ms Deepali Sharma, A.D.G	deepali.sharma@uidai.net.in	011-23462605	<p>1) After generation of Aadhar number or on updation of demographic data (excluding mobile number and email ID), Aadhaar letter is printed and dispatched to resident at the address provided at the time of enrolment or at updated address. The Aadhaar letters are delivered through the Department of Posts as First Class Digitally Franked articles (Ordinary Post).</p> <p>2) Resident can download electronic version of Aadhaar by visiting link at <a href="https://www.eaadhaar.uidai.gov.in">https://www.eaadhaar.uidai.gov.in</a>, which is a digitally signed document. The data on electronic version is same as that on Aadhaar letter.</p>	---

**Note: Documents Required / Fees applicable:** More details can be had from [www.meity.gov.in](http://www.meity.gov.in) & other concerned websites.

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**Service Standards**

#	Services / Transaction	Success Indicators	Service Standards (%)	Data Source
1	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	6 weeks from receipt of proposals	85	Records
2	Release of Installments to State Governments for SWANs	4 weeks from receipt of UC & request to release installment	80	Records
3	Approval of project proposals for various eGovernance projects : (viz., eTaal 2.0 Project, Open Government Data (OGD), Rapid Assessment System, Digitizing India Platform (DIP), MyGov Platform, eMail Solution, eSampark & eGreeting Platform, Securing eMail Solution Project)	8 weeks from receipt of the proposal	85	Records
4	Release of installment to implementation agency: (viz., eTaal 2.0 Project, Open Government Data (OGD), Rapid Assessment System, Digitizing India Platform (DIP), MyGov Platform, eMail Solution, eSampark & eGreeting Platform, Securing eMail Solution Project)	4 weeks from receipt of UC, recommendations of PRSG, submission of all documents required as per the administrative approval, etc.	80	Records
5	Approval of proposals for Setting up of Common Service Centres (CSCs)	6 weeks from receipt of proposals	85	Records
6	Release of Installments to State Governments for Common Service Centres (CSCs)	4 weeks from receipt of UC & request to release installment	80	Records
7	Appraisal of Mission Mode Projects (MMPs)	3 weeks from date of receipt of electronic copy of project document	85	Records
8	Organizing Leadership meet & training programmes by CB Division	One month from the date of receipt of proposal	85	Records

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#	Services / Transaction	Success Indicators	Service Standards (%)	Data Source
9	Timely approval of proposals for R&D / Innovative Projects in e-Gov	8 weeks from receipt of complete proposal/or receipt of clarifications if any	85	Records
10	Timely recommendations to DGFT as concerned Administrative Ministry from technical angle in respect of ratification of norms pertaining to Advance Licenses/ Advance Authorizations 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.	85	Records
11	Timely recommendations to DGFT as concerned Administrative Ministry in respect of applications for issuance of license 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.	85	Records
12	Timely issuance of Concessional 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.	85	Records
13	Sanctioning of incentives to industry under Modified Special Incentive Package Scheme (M-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.	85	Records
14	Release of incentives to industry under Modified Special Incentive Package Scheme (M-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.	85	Records
15	Appraisal of New Projects for consideration of financial support towards:	The projects would be initiated within 6 months from the date of the final favorable recommendation(s) of the	80	Records



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#	Services / Transaction	Success Indicators	Service Standards (%)	Data Source
	R&D in ( IT / Electronics / CC&BT / <b>Cyber Security</b> ) and also for <b>Initiation of New Projects and Release of funds in HRD.</b>	Working / Expert / Empowered Group(s) and within one month from the approval of Competent Authority, subject to availability of Funds.		
16	Release of funds to ongoing projects towards:  R&D in ( IT / Electronics / CC&BT / <b>Cyber Security</b> ). <b>Also for Initiation of New Projects and Release of funds in HRD.</b>	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 on-going projects but any other projects sponsored by MeitY in that Institution, <b>subject to availability of Funds.</b>	80	Records
17	Timely release of funds to NICSI / NIC for NKN as per recommendations of High Level Committee (HLC)	Within 3 months of the recommendations of the HLC	90	Records
18	Keep current the empanelled list of IT security auditors	The unsuccessful empanelment would be intimated to the applicants within 6 weeks from receiving of fully complete applications.	85	Records
19	Respond to Security incident	Initial Response within 6 hours of receiving the security incident (reasonable time-frame depending upon the severity of incident)	85	Records
20	Issuance of security alerts on latest threats and vulnerabilities	Publication of alerts within 72 hours of tracking an issue	90	Records
21	Enrolment and updation of Aadhaar	Generation of Aadhaar Number Up-to 6 weeks from Enrolment	85	CIDR
22	Authentication service	Instant response (Turn over time 2 seconds).	80	CIDR
23	Printing and delivery of Aadhaar letters.	Printed and given to delivery partner, which is Department of Posts, within two weeks of Aadhaar generations.	85	CIDR

### Grievance Redress Mechanism

#	Name of the Public Grievance Officer	Helpline	E-mail
1	Mrs. Simmi Chaudhary, Economic Adviser, MeitY, Director of Grievances	011-24363135	<a href="mailto:s.chaudhary@meity.gov.in">s.chaudhary@meity.gov.in</a>

Complainants can meet the Director of Grievances on every Wednesday between 4:00 pm – 5:00 pm OR by making an emergency request through the facility provided on the Department's website: ([http:// www.meity.gov.in/content/vigilance-grievances](http://www.meity.gov.in/content/vigilance-grievances)).

#### Expectations from Complainants

- Submission of complete precise and factual grievances
- Provide identification preferably by giving their telephone no. / email ID for follow up
- Avoid anonymous grievances.

#### Grievance Redress Process Timeline

- Acknowledgement – within 2 working days
- Redress of grievance (by Director of Grievances): **One month** from the date of receipt of Grievance/ receipt of clarification, if any.
- Status of the grievance can be tracked online on – [www.meity.gov.in](http://www.meity.gov.in).

### Stakeholders / Clients

#	Stakeholders/ Clients Description
1	NIC, STQC Directorate & UIDAI - Attached Offices of MeitY
2	Organizations of MeitY (Attached Offices and Subordinate Organizations: Societies / Autonomous Bodies, Statutory Organizations, Other Organizations of MeitY)
3	Ministries / Departments of Government of India
4	State Governments/Union Territories, PSUs
5	Concerned Universities / Academic Institutions, R&D Institutions / Labs
6	Industry / Industry Associations relating to Electronics & IT-ITeS
7	Citizens of India.

**Organizations (Attached Offices and Subordinate Organizations) of MeitY**

Sln.	Name of the Organization	Landline / Mobile Number	Email	Address
1	National Informatics Centre (NIC)	011-24361504 / 24305815 (Fax:24364873)	<a href="mailto:dg@nic.in">dg@nic.in</a>	National Informatics Centre (NIC), MeitY, A-Block, CGO Complex, Lodhi Road, New Delhi - 110 003. <a href="http://www.nic.in/">URL:- http://www.nic.in/</a>
2	Standardization, Testing and Quality Certification Directorate (STQC Dte.)	011 - 24363089	<a href="mailto:dgstqc@meity.gov.in">dgstqc@meity.gov.in</a> ,	Standardization, Testing and Quality Certification Directorate (STQC Dte.), MeitY, Electronics Niketan, 6 CGO Complex, New Delhi 110 003 <a href="http://www.stqc.gov.in/">URL:- http://www.stqc.gov.in/</a>
3	Unique Identification Authority of India (UIDAI)	<b>Dr. A. B. P. Pandey, CEO</b> Tel.: 011-23752675, 011-23466835	<a href="mailto:ceo@uidai.gov.in">ceo@uidai.gov.in</a>	<b>Unique Identification Authority of India</b> Government of India, 3rd Floor, Tower II, Jeevan Bharati Building Connaught Circus New Delhi - 110001. <a href="https://uidai.gov.in/">URL:- https://uidai.gov.in/</a>
	Centralized Contact Centre established by UIDAI	1800-300-1947 & 1974	<a href="mailto:help@uidai.gov.in">help@uidai.gov.in</a>	- do -
4	Society for Applied Microwave Electronics Engineering and Research (SAMEER) : Director	Tel.: (91-22) 25727200 Fax.: (91-22) 25723470	<a href="mailto:director@sameer.gov.in">director@sameer.gov.in</a>	Society for Applied Microwave Electronics Engineering & Research (SAMEER), I.I.T. Campus, Powai, Post Box No: 8448, Mumbai, Maharashtra, India, Pincode - 400076
5	Centre for Development of Advanced Computing (C-DAC), Director General	020-25696565 020-25503100	<a href="mailto:darbari@cdac.in">darbari@cdac.in</a>	Innovation Park, 34/B/1, Panchawati Road, Mansarovar, Pashan, Panchavati, Pune, Maharashtra 411008.
6	Software Technology Parks of India (STPI) : Director General	Tel.: +91-11- 24363108 Fax: 23438173	<a href="mailto:rai@stpi.in">rai@stpi.in</a> , <a href="mailto:dg@stpi.in">dg@stpi.in</a>	9th Floor, NDCC-II Building, Jai Singh Road (Opp. Jantar Mantar), New Delhi-110 001. <a href="https://www.stpi.in/">https://www.stpi.in/</a>

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Sln.	Name of the Organization	Landline / Mobile Number	Email	Address
7	National Institute of Electronics and Information Technology (NIELIT): Joint Secretary & Director General (Additional Charge)	Tel.: 011-24364870 FAX: 011-24363335 Email:	<a href="mailto:dg@nielit.gov.in">dg@nielit.gov.in</a>	National Institute of Electronics and Information Technology (NIELIT), Ministry of Electronics & Information Technology, Electronics Niketan, 3rd Floor, MeitY, 6 CGO Complex, Lodhi Road, New Delhi - 110003  ----- <b>NIELIT HQ Address:</b> NIELIT Bhawan, Plot No. 3, Industrial Area, PSP Pocket, Sector-8, Dwaraka, New Delhi -110077. <a href="http://www.nielit.gov.in/">http://www.nielit.gov.in/</a>
8	Centre for Materials for Electronics Technology (C-MET): Director General	<b>Delhi :</b> <b>Tel.:</b> 24364321 <b>Pune :</b> 020-25898724 <b>Fax :</b> +91(020) 25898085, 25898180	<a href="mailto:dg@cmet.gov.in">dg@cmet.gov.in</a> & <a href="mailto:rathnam@cmet.gov.in">rathnam@cmet.gov.in</a>	Centre for Materials for Electronics Technology (C-MET) (Head Quarters), Panchawati, Off Pashan Road, pune-411008. <a href="http://cmet.gov.in/">URL:- http://cmet.gov.in/</a>
9	ERNET India Education & Research in Computer Networking (ERNET) : Director General	Tel. 011-22170586 Fax: 22170602	<a href="mailto:dg@eis.ernet.in">dg@eis.ernet.in</a> <a href="mailto:neena.pahuja@eis.ernet.in">neena.pahuja@eis.ernet.in</a>	Education & Research in Computer Networking (ERNET) India , 5th Floor, Block-I, A Wing, DMRC IT Park, Shastri Park, Delhi-110053 <a href="http://www.ernet.in/">URL:- http://www.ernet.in/</a>
10	Controller Of Certifying Authorities (CCA):	<b>Tel .:</b> 24363073	<a href="mailto:cca@cca.gov.in">cca@cca.gov.in</a>	Controller Of Certifying Authorities (CCA), MeitY, Electronics Niketan, 6 CGO Complex, New Delhi 110 003. <a href="http://www.cca.gov.in/cca/">http://www.cca.gov.in/cca/</a>
11	Indian Computer Emergency Response Team (ICERT): Director General	<b>Tel .:</b> 011-24363138	<a href="mailto:sanjay.bahl@nic.in">sanjay.bahl@nic.in</a>	Indian Computer Emergency Response Team (Cert-In), MeitY, Electronics Niketan, 6 CGO Complex, New Delhi 110 003. <a href="http://www.cert-in.org.in/">http://www.cert-in.org.in/</a>
12	National Internet Exchange of India(NIXI)	011-24363071	<a href="mailto:sanjay.rakesh@gov.in">sanjay.rakesh@gov.in</a>	Flat No.-6C, D & E, 6th Floor, Hansalaya Building, Barakhamba Road, New Delhi-110001.

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Sln.	Name of the Organization	Landline / Mobile Number	Email	Address
13	National e-Governance Division(NeGD)	011-24301851	<a href="mailto:ceo@digitalindia.gov.in">ceo@digitalindia.gov.in</a>	National e-Governance Division, 4th Floor, Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi: 110003.
14	National Internet Exchange of India (NIXI), Joint Secretary & Chief Executive Officer(CEO)	Tel.: 91-11-24363114. Fax.: 91-11-48202013	<a href="mailto:sanjay.rakesh@gov.in">sanjay.rakesh@gov.in</a>  <a href="mailto:info@nixi.in">info@nixi.in</a>	National Internet Exchange of India (NIXI), Ministry of Electronics and Information Technology,CGO Complex, Lodhi Road, New Delhi - 110 003.  ----- C/o National Internet Exchange of India 6C,6D,6E,Hansalaya Building 15, Barakhamba Road, New Delhi- 110001.
15	National Informatics Centre Services Inc. (NICSI) [under National Informatics Centre (NIC)]: Managing Director	26105291 Fax.: 26105212	<a href="mailto:mdnicsi@nic.in">mdnicsi@nic.in</a>	National Informatics Centre Services Inc. (NICSI), 6th Floor, Hall No. 2&3, NBCC Tower, 15 Bhikaji Cama Place, New Delhi - 110066.
16	CSC e-Governance Services India Limited CEO: Sh. Dinesh Tyagi	011-24301349	<a href="mailto:dinesh.tyagi@cscegovindia.com">dinesh.tyagi@cscegovindia.com</a>	CSC e-Governance Services India Limited, Ministry of Electronics & Information Technology, Electronics Niketan, 3 <sup>rd</sup> Floor, MeitY, 6 CGO Complex, Lodhi Road, New Delhi - 110003

### Indicative expectations from Service Recipients

#	Indicative Expectations from Service recipients
1	Submission of complete valid Detailed Project Report (DPR) / proposals / requests <sup>+</sup>
2	Timely submission of UCs in prescribed format (latest - as applicable)
3	Submission of Electronic copy of project document for Mission Mode Projects
4	Submission of complete R&D grant proposals in prescribed format including revised proposals
5	Submission of applications complete in all respects
6	Timely response to deficiencies pointed out in application forms
7	Submission of complete Security Incident Reporting form
8	Implementation of the Projects by all the concerned Clients [Participating Institutions (PIs) / Stake-Holders etc.] as per the norms & as applicable.
9	Furnishing of the Reports : Physical / Financial / Outcome / Impact-analysis vis-à-vis the Targets

Note (+): Templates of proposals & DPR available on: [www.meity.gov.in](http://www.meity.gov.in)

Month and year for next review of the Charter: June 2019.