



**Citizen's / Client's Charter**  
**for**  
**Department of Information Technology**  
**(2010-2011)**

Address                      Electronics Niketan, 6, CGO Complex,  
Lodhi Road, Delhi – 110003

Website ID                  mit.gov.in/  
Date Of Issue              February    2011  
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## Vision

e-Development of India as the engine for transition into a developed nation and an empowered society.

## Mission

e-Development of India through multi pronged strategy of e-Infrastructure creation to facilitate and promote e-governance, promotion of Electronics & Information Technology- Information Technology Enabled Services (IT-ITeS) Industry, providing support for creation of Innovation / Research & Development (R&D), building Knowledge network and securing India's cyber space.

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	3.45	Shri A K Balani (Director)	akbalani@mit.gov.in	9871691892 (24364755)	Approval of State DPRs by Empowered Committee (EC) on SWAN Scheme	Minutes of EC			
2	Release of Installments to State Governments for SWAN	4.14	Shri A K Balani (Director)	akbalani@mit.gov.in	9871691892 (24364755)	Submission of signed TOR and Subsequently submission of Utilization Certificate (UC)	ToR and UC			
3	Approval of proposals of State Governments for State Data Centres (SDCs)	3.45	Shri S.P. Singh (Sr. Director)	spsingh@mit.gov.in	9810392985 (24301902)	Approval of State DPRs by Empowered Committee (EC) on SDC Scheme	Minutes of EC			
4	Release of Installment to State Governments for State Data Centres (SDCs)	4.14	Shri S.P. Singh (Sr. Director)	spsingh@mit.gov.in	9810392985 (24301902)	Submission of signed TOR and Subsequently submission of Utilization Certificate (UC)	ToR and UC			
5	Approval of proposals for Setting up of Common Service Centres (CSCs)	3.45	Shri Abhishek Singh (Director)	abhisheksingh@mit.gov.in	9818005601 (24364720)	Approval of State Proposals by Empowered Committee of CSC Scheme	Minutes of Empowered Committee			
6	Release of Installments to State Governments for Common Service Centres (CSCs)	4.14	Shri Abhishek Singh (Director)	abhisheksingh@mit.gov.in	9818005601 (24364720)	Submission of UC by State Government and approval by IFD of DIT	Utilization Certificates			
7	Appraisal of Mission Mode Projects (MMPs)	3.45	Shri Anurag Goyal (Director)	anuraag.goyal@mit.gov.in	9868514422 (24301218)	Appraisal in DIT and NeGD based on inputs of the appraisal team	Project document in soft copy			
8	Organizing Leadership Meets and training programme for NeGP	4.14	Shri Muniram (Director)	muniram@mit.gov.in	(24301847)	Finalisation of dates by NeGD in consultation with State Governments	Communication of dates by State Government			

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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9	Timely approval of proposals for innovative projects	4.14	Anurag Goyal (Director)	anuraag.goyal@mit.gov.in	9868514422 (24301218)	Approval of projects in DIT by competent authority	Detailed Project Report			
10	Timely recommendations to DGFT as 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	4.8	Ms. Asha Nangia (Adll. Director)	anangia@mit.gov.in	9910934307 (24301303)	1) Receipt of application from DGFT 2) Technical Evaluation 3) Reporting of deficiencies and obtaining clarifications 4) Approval of competent authority 5) Conveying comments to DGFT	1. Complete application 2. Technical write-up / specifications etc.			
11	Timely recommendations to DGFT as 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	4.8	Ms. Asha Nangia (Adll. Director)	anangia@mit.gov.in	9910934307 (24301303)	1) Receipt of application from DGFT 2) Technical Evaluation 3) Reporting of deficiencies and obtaining clarifications 4) Approval of competent authority 5) Conveying comments to DGFT	1. Complete application 2. Technical write-up / specifications / Justification for import etc.			
12	Timely issuance of Concessional Customs Duty Certificates under relevant Notifications of Department of Revenue	4.8	Ms. Asha Nangia (Addl. Director)	anangia@mit.gov.in	9910934307 (24301303)	1) Receipt of application from the Industry 2) Technical Evaluation 3) Reporting of deficiencies and obtaining clarifications 4) Approval of competent authority 5) Issuance of CCDC	1. Complete application 2. Technical write-up / specifications / Justification for import etc.			

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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13	Sanctioning of incentives to industry under Special Incentive Package Scheme (SIPS)	4.8	Shri S K Marwah (Addl. Director)	smarwah@mit.gov.in	9810232832 (24301339)	1) Receipt of application 2) Examination for appraisal including seeking information on deficiencies / clarifications from applicants 3) Obtaining recommendations of Appraisal Committee 4) Seeking approval of competent authority 5) Conveying the approval	1) Complete application with application fees and DPR 2) Technical/Financial Details along with supporting documents			
14	Release of incentives to industry under Special Incentive Package Scheme (SIPS)	4.8	Shri S K Marwah (Addl. Director)	smarwah@mit.gov.in	9810232832 (24301339)	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 after allocation of funds by Planning Commission 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			
15	Appraisal of New Projects for consideration of financial support	8.75	Shri Debashish Dutta (Senior Director)	dutta@mit.gov.in	(24301464)	Recommendation(s) of the Working Group(s) for the project.	Minutes of the Working Group meeting			

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
16	Release of funds to ongoing projects	8.75	Shri Debashish Dutta (Senior Director)	dutta@mit.gov.in	(24301464)	Recommendation of Project Review & Steering Group (PRSG) and submission of acceptable Utilization Certificate (UC)	Submission of Utilization Certificates			
17	Timely release of funds to NIC for NKN as per recommendations of High Level Committee ( HLC)	8.4	Dr. B.K. Murthy (Scientist 'F')	bkm@mit.gov.in	9810601683 (24360234)	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			
18	Initiation of New Projects and Release of funds	3.6	Dr. G.V. Raghunathan (Scientist 'G')	raghu@mit.gov.in	9868209476 (24363106)	1. Working Group recommendations 2. Availability of funds for the specify activity 3. IFD concurrence 4. Approval of Secretary / MCIT	1. Complete DPR 2. WG minutes 3. Acceptance of Terms & Conditions by the Implementing Agency 4. UC for the previous releases (if any)			
19	Appraisal of New R&D Projects for consideration of financial support	3.6	Dr. P S Nageswara Rao (Scientist ,F')	pnrao@nic.in	0996830820	i)Receipt of Project Proposals in the prescribed format duly completedii) Evaluation of the Project Proposals by the Working Groupiii)Approval of the Project Proposals by Competent Authority	i)Application in the prescribed format duly competedii)Applicant organization documents: Articles of Association, Bye-Laws,Audited statement of accounts, Source and pattern of income and expenditure			

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
20	Keep current the empanelled list of IT security auditors	2.4	Smt. Savita Utreja  (Director General, CERT in)	sutreja@mit.gov.in	9560400997	Receiving and scrutiny of applications ii) iii) ii) Off-line in-house Practical Skills Test for successful applicationsiv) v) iii) On-line Practical Skills Test for the applications successfully qualifying step-2 (above)vi) vii) iv) Intimation of successful/ unsuccessful empanelment to the applicants	Application form alongwith required annexure	Processing fees in Rs.	Demand Draft	5000
21	Respond to Security incident	3.6	Sh. Anil Sagar  (Scientist , 'F')	anil@mit.gov.in	(24368579)	i) Reporting of cyber security incidents to Incident Response Helpdesk viaa) email-incident@cert-in.org.inb) 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 cyber security incident.	Incident Reporting form			
22	Issuance of security alerts on latest threats and vulnerabilities	2.4	Sh. Anil Sagar  (Scientist , 'F')	anil@mit.gov.in	(24368579)	1. i) Tracking of latest threats & vulnerabilitiesii) Preparation of security alerts, advisories & vulnerability notesiii)	i) Vulnerability Reporting form ii) Security alerts, advisories & vulnerability notes			

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Publishing of security alerts, advisories & vulnerability notes on CERT-In websitesiv) sending security alerts, advisories & vulnerability notes via email to registered users through mailing list				



## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	3.45	6 weeks from receipt of proposals	85	%	3.45	Records
2	Release of Installments to State Governments for SWAN	4.14	4 weeks from receipt of UC & request to release installment	80	%	4.14	Records
3	Approval of proposals of State Governments for State Data Centres (SDCs)	3.45	6 weeks from receipt of proposals	85	%	3.45	Records
4	Release of Installment to State Governments for State Data Centres (SDCs)	4.14	4 weeks from receipt of UC & request to release installment	80	%	4.14	Records
5	Approval of proposals for Setting up of Common Service Centres (CSCs)	3.45	6 weeks from receipt of proposals	85	%	3.45	Records
6	Release of Installments to State Governments for Common Service Centres (CSCs)	4.14	4 weeks from receipt of UC & request to release installment	80	%	4.14	Records
7	Appraisal of Mission Mode Projects (MMPs)	3.45	3 weeks from date of receipt of electronic copy of project document	15	%	3.45	Records
8	Organizing Leadership Meets and training programme for NeGP	4.14	One month from the date of receipt of proposal	15	%	4.14	Records
9	Timely approval of proposals for innovative projects	4.14	8 weeks from receipt of complete proposal/or receipt of clarifications if any	85	%	4.14	Records
10	Timely recommendations to DGFT as concerned Administrative Ministry from technical angle in	4.8	Within 30 days of receipt of fully completed applications / information on	30	Number of Days	4.8	Records

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
	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		deficiencies.			4.8	
11	Timely recommendations to DGFT as 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	4.8	Within 30 days of receipt of fully completed applications / information on deficiencies.	30	Number of Days	4.8	Records
12	Timely issuance of Concessional Customs Duty Certificates under relevant Notifications of Department of Revenue	4.8	Within 30 days of receipt of fully completed applications / information on deficiencies from the applicant.	30	Number of Days	4.8	Records
13	Sanctioning of incentives to industry under Special Incentive Package Scheme (SIPS)	4.8	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	Number of Days	4.8	Records
14	Release of incentives to industry under Special Incentive Package Scheme (SIPS)	4.8	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	Number of Days	4.8	Records

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
15	Appraisal of New Projects for consideration of financial support	8.75	The projects would be initiated within 6 months from the date of the final favorable recommendation(s) of the Working Group(s).	80	%	8.75	Records
16	Release of funds to ongoing projects	8.75	2 months from the date of the recommendation of Project Review & Steering Group (PRSG) and submission of acceptable Utilization Certificate (UC)	80	%	8.75	Records
17	Timely release of funds to NIC for NKN as per recommendations of High Level Committee (HLC)	8.4	Within 3 months of the recommendations of the HLC	100	Number of Days	8.4	Records
18	Initiation of New Projects and Release of funds	3.6	6 months from the date of receipt of completed applications	210	Number of Days	3.6	Records
19	Appraisal of New R&D Projects for consideration of financial support	3.6	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	%	3.6	Records
20	Keep current the empanelled list of IT security auditors	2.4	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	85	%	2.4	Records

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
			receiving of fully complete applications.			2.4	
21	Respond to Security incident	3.6	Response within 24 hours of receiving the security incident (reasonable time-frame depending upon the severity of incident)	85	%	3.6	Records
22	Issuance of security alerts on latest threats and vulnerabilities	2.4	Publication of alerts within 72 hours of tracking an issue	90	%	2.4	Records

## Grievance Redress Mechanism

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Dr. Ajay Kumar Joint Secretary – DIT (Director of Grievances)	24360160	ajay@mit.gov.in	

## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Autonomous Societies / Companies of DIT
2	NIC and STQC - Attached Offices of DIT
3	Ministries / Departments of Government of India
4	State Governments/Union Territories, PSUs
5	Universities/Academic Institutions, R&D Labs
6	Industry / Industry Associations relating to IT, ITES & Electronics
7	Common Business Organizations (CBOs)
8	Citizens of India.

## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	National Informatics Centre (NIC)	011-24305815	dg@nic.in	9810885978	National Informatics Centre (NIC), Department of Information Technology Ministry of Communications and Information Technology A-Block, CGO Complex, Lodhi Road, New Delhi - 110 003
2	Standardization, Testing and Quality Certification (STQC)	011 – 24363089	grai@mit.gov.in	9810643224	Standardization, Testing and Quality Certification (STQC) Directorate Department of Information Technology Ministry of Communications and Information Technology Electronics Niketan, 6 CGO Complex, New Delhi 110 003
3	Society for Applied Microwave Electronics Engineering & Research (SAMEER)	022- 25721333	director@mmw.sameer.gov.in	9433055594	Society for Applied Microwave Electronics Engineering & Research (SAMEER) I.I.T. Campus, Powai, Post Box No: 8448, Mumbai, Zip-400076
4	Centre for Development of Advanced Computing (C-DAC)	022- 25704200	rajan@cdac.in	9446512230	Centre for Development of Advanced Computing (C-DAC) (Head Quarters) Pune University Campus, Ganesh Khind, Pune - 411 007, Maharashtra
5	Software Technology Parks of India (STPI)	011-24363596	rai@stpi.in	9868218614	Software Technology Parks of India (STPI) (Head Quarters), Department of Information Technology, Ministry of Communications

## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
					and Information Technology, Electronics Niketan, 6 CGO Complex, New Delhi-110003
6	Department of Electronics Accreditation of Computer Courses (DOEACC)	011-2436870	exec_director@doeacc.edu.in	9422202055	Department of Electronics Accreditation of Computer Courses (DOEACC) Society, Department of Information Technology, Ministry of Communications and Information Technology, Electronics Niketan, 6 CGO Complex, Lodi Road, New Delhi-10003
7	Centre for Materials for Electronics Technology (C-MET)	020-25898724	amalnerkar@cmet.gov.in	9881253250	Centre for Materials for Electronics Technology (C-MET) (Head Quarters), Panchawati, Off Pashan Road, pune-411008
8	Education and Research NETWORK (ERNET) India	011-23558248	mohan@eis.ernet.in	9958829995	Education and Research NETWORK (ERNET) India, Electronics Niketan, 6 CGO Complex, Lodi Road, New Delhi-110003
9	Electronics and Computer Software Export Promotion Council (ESC)	011-47480000	dksareen@escindia.com	9873003400	Electronics and Computer Software Export Promotion Council (ESC), 3rd Floor, PHD House, Opp. Asiad Village, New Delhi-110016
10	Controller of Certifying Authorities (CCA)	011-24363073	cca@mit.gov.in	9810730510	Controller Of Certifying Authorities (CCA) Department of Information Technology Ministry of Communications and



## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
					Information Technology Electronics Niketan, 6 CGO Complex, New Delhi 110 003.
11	Cyber Appellate Tribunal (CAT)	011-23355881	rajesh.tandon@nic.in	9999306069	Cyber Appellate Tribunal (CAT) Jeevan Bharti (LIC ) Building, Ground Floor, Outer Circle, Connaught Place, New Delhi- 110001.
12	Semiconductor Integrated Circuits Layout-Design Registry (SICLDR)	011-24364773	salag@mit.gov.in		Semiconductor Integrated Circuits Layout-Design Registry (SICLDR) Department of Information Technology Ministry of Communications and Information Technology Electronics Niketan, 6 CGO Complex, New Delhi 110 003
13	Indian Computer Emergency Response Team (ICERT)	011-24368544	grai@cert-in.org.in	9810643244	Indian Computer Emergency Response Team (Cert-In) Department of Information Technology Ministry of Communications and Information Technology Electronics Niketan, 6 CGO Complex, New Delhi 110 003.

## Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submission of complete valid DPR/proposals/requests
2	Timely submission of UCs in prescribed format
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 complete applications
6	Timely response to deficiencies pointed out in application forms
7	Submission of complete Security Incident Reporting form