

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')	akbalani@MeitY.gov.in	(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')	akbalani@MeitY.gov.in	(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"> Shri Trilok Chandra (Director) Shri Pravin R Chandekar Scientist F Ms. Uma Chauhan, 	trilok.chandra@nic.in pravin.chandekar@gov.in uma.chauhan@meity.gov.in	011-23463464, 9811990469 01124360206, 9891948880 011-24364711,	<ul style="list-style-type: none"> Submission of Project Proposals in the prescribed format, Evaluation of the Project proposals by the Programme Division, Approval of the Project Proposals by Competent Authority (Finance & 	Detailed Project Report in format as per the OM dated 05-08-2016 issued by MoF(DoE)

Citizens' / Clients' Charter for Ministry of Electronics and Information Technology (MeitY) (2018)

#	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	pravin.chandekar@gov.in	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	pravin.chandekar@gov.in	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

Citizens' / Clients' Charter for Ministry of Electronics and Information Technology (MeitY) (2018)

#	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	pravin.chandekar@gov.in	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	pravin.chandekar@MeitY.gov.in	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)	Trilok.chandra@nic.in	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)	Trilok.chandra@nic.in	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	Trilok.chandra@nic.in	011-23463464 9811990469	Approval of projects in MeitY by competent authority	Detailed Project Report

Citizens' / Clients' Charter for Ministry of Electronics and Information Technology (MeitY) (2018)

#	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	anangia@MeitY.gov.in	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	anangia@MeitY.gov.in	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	anangia@MeitY.gov.in	011-24369904	1) Receipt of application from the Industry 2) Technical Evaluation	1. Complete application 2.

Citizens' / Clients' Charter for Ministry of Electronics and Information Technology (MeitY) (2018)

#	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)	Vandana.srivastava@meity.gov.in	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)	Vandana.srivastava@meity.gov.in	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

Citizens' / Clients' Charter for Ministry of Electronics and Information Technology (MeitY) (2018)

#	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&D in Cyber Security:</u> Dr. Somnath Chandra, Scientist 'E' Shri Anil Kumar Pipal Scientist 'F'	taras@meity.gov.in mjain@meity.gov.in sarora@meity.gov.in schandra@meity.gov.in pipal@nic.in	011-24364736 9868869196 / 24301280 9899065324 / 24301302 011-24301356 / 9810162489 011- / 24301323 / 24364777	Common to all: 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.	Common to all: 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).

Citizens' / Clients' Charter for Ministry of Electronics and Information Technology (MeitY) (2018)

#	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'	taras@meity.gov.in mjain@meity.gov.in sarora@meity.gov.in schandra@meity.gov.in pipal@nic.in	011-24364736 9868869196 / 24301280 9899065324 / 24301302 011-24301356 / 9810162489 011- / 24301323 / 24364777	Common to all: • 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.	Common to all: • 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.

Citizens' / Clients' Charter for Ministry of Electronics and Information Technology (MeitY) (2018)

#	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')	akbalani@MeitY.gov.in	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'	sutreja@MeitY.gov.in	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'	aschawla@MeitY.gov.in	011-24364737 / 9717222557	i) Reporting of cyber security incidents to Incident Response Helpdesk via a) email-incident@cert-in.org.in , 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

Citizens' / Clients' Charter for Ministry of Electronics and Information Technology (MeitY) (2018)

#	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'	aschawla@MeitY.gov.in	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 :- https://resident.uidai.net.in/	Documents required are available at https://resident.uidai.net.in/
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).	---

Citizens' / Clients' Charter for Ministry of Electronics and Information Technology (MeitY) (2018)

#	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 https://www.eaadhaar.uidai.gov.in, 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 & other concerned websites.