

Citizen's/Client's Charter

Department of Health Research
(Ministry of Health & Family Welfare)
2nd Floor, Indian Red Cross Society Building,
Red Cross Road, New Delhi-110001

OUR COMMITMENTS TO YOU

S.No.	Our Services and Transactions	How we measure our performance in this area	Our service Standard
1.	Timely prioritization and approval after receipt of complete proposals of State Governments/ UTs, & Central & Government medical colleges/Institutions for implementation of various Health Research schemes, namely: (1) Establishment of Network of Laboratories for Managing Epidemics & Natural Calamities. (2) Establishment of Multi-Disciplinary Research Units (MRUs) in Govt. Medical Colleges. (3) Establishment of Model Rural Health Research Units (MRHRUs) in States (4) Human Resource Development of Health Research. (5) Grant-in-Aid Scheme for Inter-sectoral Convergence & Coordination for Promotion & Guidance on Health Research.	Average time taken for seeking recommendations of Technical Evaluation Committee from the date of receipt of the complete proposal	90 working days
		Average time taken to obtain the approval from the Approval Committee after technical evaluation of the proposal	60 working days
		Average time taken to obtain the sanction for release of funds after final approval of the proposal	15 working days
		Average time taken to release/transfer of funds after sanctioning of the proposal	15 working days
2.	Approval to the new projects for strengthening of ICMR institutes/centres and setting up of new institutes/centres	Average time taken to obtain necessary approvals for proposals from appropriate authorities (Cabinet / EFC / SFC/IFD) wherever necessary, after all deficiencies have been addressed.	90 working days

		Average time taken from the date of receipt of proposal after all deficiencies have been addressed.	120 working days if Cabinet /EFC/SFC approval is required
3.	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
4.	Prompt acknowledgement receipt of letters from clients / citizens		7 working days
5.	Timely response to letters from clients / citizens		95%

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

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

A. Inform our Public Grievance Officer: Shri Sanjeev Chadha, Director
Phone: 23736218; Mobile: 9958798037; Email: Sanjeev.chadha@nic.in

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

C. Send an email to Performance Management Division, Cabinet Secretariat:

cc-grievance@nic.in