



# CITIZENS' / CLIENTS' CHARTER

## DEPARTMENT OF HEALTH RESEARCH (MINISTRY OF HEALTH & FAMILY WELFARE)

2<sup>nd</sup> Floor, Indian Red Cross Society Building Red Cross Road, New  
Delhi – 110001

### OUR COMMITMENTS TO YOU

Sl. No.	Our Services and Transactions	How we measure our performances in this area	Our service Standard
1.	<p>Timely prioritization and approval after receipt of complete proposals of State Governments/ Union Territories (UTs) and Central &amp; Government Medical Colleges/ Institutions for implementation of various Health Research schemes, namely:</p> <p>(1) Establishment of Network of Laboratories for Managing Epidemics and National Calamities.</p> <p>(2) Establishment of Multidisciplinary Research Units (MRUs) in Government Medical Colleges.</p> <p>(3) Establishment of Model Rural Health Research Units (MRHRUs) in States/ UTs.</p> <p>(4) Human Resource Development of Health Research.</p> <p>(5) Grant-in-Aid Scheme for Inter-sectoral Convergence</p>	Average time taken for seeking recommendations of Technical Evaluation Committee from the date of receipt of the complete proposals.	90 working days
		Average time taken to obtain the approval from the Approval Committee after technical evaluation of the proposals.	60 working days
		Average time taken to obtain the sanction for release of funds after final approval of the proposals.	15 working days
		Average time taken to release/ transfer of funds after sanctioning of the proposals.	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	90 working days

		all deficiencies have been addressed.	
		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	Health Technology Assessment in India (HTAIn) 1. Support the Central and the State Governments in Evidence-Informed Decision making and policy formulations in the field of health and healthcare services by means of Health Technology Assessment. 2. Generating Evidence for HTA and/ or other policy relevant studies as a part of Multi-Centric Studies e.g. Costing of Health Services, Generating Quality of Life Tariff Values for India, Generating Threshold for India.	Average Time Taken in Topic Selection/ Prioritization after the Topic is received from Central/ State Government	5 days
		Average Time Taken in Proposal Development	30 days
		Average Time Taken in Approval from the Technical Appraisal Committee	45 Days
		Average Time Taken in Conducting a uni-centric HTA	8 Months
		Average Time Taken in Conducting a Multi-Centric HTA	12 Months
		Average Time to get approved from the Board	2 Months after the study is recommended by the TAC
4.	National Ethics Committee Registry for Biomedical and Health Research (NECRBHR) in DHR registers ethics committees reviewing Biomedical and Health Research involving Human participants	approval for login account creation	3 working days
		Issue of provisional registration certificate	30 working days
		Issue of final registration certificate	Within two years of issue of provisional certificate
		Request for change in member composition	30 working days
5.	Prompt Grievance Redressal.	Average time taken to acknowledge grievance received through registered post.	5 working days
		Average time taken to acknowledge grievance received electronically through CPGRAMS portal.	3 working days
		Average time taken to send communication for additional information.	5 working days

		Average time taken for grievance settlement.	50 working days
6.	Prompt acknowledgement of receipt of letters from clients/ citizens.		5 working days
7.	Timely response to letters from clients/ citizens.		95 percent

For more details on the procedure, documents required and contact person; please visit our website at: <https://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 Singh, Under Secretary.  
Email: [sanjeev.singh81@nic.in](mailto:sanjeev.singh81@nic.in)

Phone no.- 011-237

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

C. Send an email to the Performance Management Division, Cabinet Secretariat: [cc-grievance@nic.in](mailto:cc-grievance@nic.in)