

Citizens' / Clients' Charter

Department of Health and Family Welfare

Nirman Bhawan, New Delhi 110011

Our commitments to you

No.	Our Services and Transactions	How we measure our performance in this area	Our service Standard
1.	Timely prioritisation and approval of proposals of State Governments, UTs & Central Government Institutions for implementation of various health and family welfare schemes	Average time taken for approval of proposals from the date of receipt of the proposal	90 working days
2.	Timely release of financial assistance for effective implementation of various health and family welfare schemes	Average time taken to obtain necessary approvals for proposals from appropriate authorities (Cabinet / EFC / SFC/PIP) wherever necessary	90 working days
		Average time taken from the date of the receipt of the proposal.	120 working days if Cabinet /EFC/SFC/PIP approval is required. 30 working days if no EFC/SFC/ PIP approval
3.	Financial assistance to persons suffering from major illness under the programme given below: 1. Health Minister's Discretionary Grants 2. Rashtriya Arogya Nidhi	Average time taken to inform deficiencies in the application from the date of receipt of the application	7 working days
		Average time taken for processing and approval from the date of receipt of fully completed application in all respects	30 working days
4.	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

No.	Our Services and Transactions	How we measure our performance in this area	Our service Standard
5	Prompt acknowledgement receipt of letters from clients / citizens	Average time taken to acknowledge receipt of letters	7 working days
6	Timely response to letters from clients / citizens	Percentage of letters replied within the time limits promised in the acknowledgement letters	95 %

For more details on the procedure, documents required and contact person;

Please visit our website at: www.mohfw.nic.in

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

- A. Inform our Public Grievance Officer: Mr. Ziley Singh Vical, Deputy Secretary
Phone: 23061975(O); Mobile: 9871773328; Email: ziley.vical@nic.in
- B. Register your grievance on the following portal: <http://pgportal.gov.in/>
- C. Send an email to Performance Management Division, Cabinet Secretariat:
ccc-grievance@nic.in