



स्वास्थ्य एवं
परिवार कल्याण मंत्रालय
MINISTRY OF
**HEALTH AND
FAMILY WELFARE**

Citizen Charter

[DECEMBER, 2023]

Government of India
Ministry of Health and Family Welfare
Department of Health and Family Welfare

Our Vision

Attainment of highest possible level of health and well-being for all, through preventive and promotive health care and universal access to good quality health services without anyone having to face financial hardship as a consequence.

Mission

- ✚ To ensure availability of quality healthcare on equitable, accessible and affordable basis across regions and communities with special focus on under-served population and marginalized groups.
- ✚ To establish comprehensive primary healthcare delivery system and well-functioning linkage with secondary and tertiary care health delivery system.
- ✚ To develop the training capacity for providing human resources for health (medical, paramedical and managerial) with adequate skill mix at all levels.
- ✚ To regulate health service delivery and promote rational use of pharmaceuticals in the country.

Objective

- ✚ To improve health status of the people through concerted action.
- ✚ To expand preventive, promotive, curative, palliative and rehabilitative services provided through public health sector with focus on quality.
- ✚ To progressively achieve Universal Health Coverage.

Citizen Charter of Department of Health and Family Welfare

Service Standards

Services/Transaction	Success Indicators	Service Standards (Tentative)	
A. Financial Assistance under Umbrella Scheme of Rashtriya Arogya Nidhi (RAN) and Health Minister's Discretionary Grants (HMDG)			
Financial assistance provided to poor patients for medical treatment of identified life-threatening diseases in government hospitals / institutes: 1. Umbrella Scheme of Rashtriya Arogya Nidhi (RAN) 2. Health Minister's Discretionary Grants (HMDG)	Cases processed online on National Health Authority (NHA)'s IT platform	Average time taken (<i>from the date of receipt of application</i>) to inform regarding deficiencies in the application	3 working days
		Average time taken (<i>from the date of receipt of application which is complete in all respects</i>) for processing and approval	7 working days
		Average time taken (<i>from the date of receipt of application</i>) to inform regarding deficiencies in the application of emergency case	1 working day
		Average time taken (<i>from the date of receipt of application which is complete in all respects</i>) for processing and approval of the emergency case	2 working days
	Cases processed manually	Average time taken (<i>from the date of receipt of application</i>) to inform regarding deficiencies in the application	7 working days
		Average time taken (<i>from the date of receipt of application which is complete in all respects</i>) for processing and approval	30 working days

Services/Transaction		Success Indicators	Service Standards (Tentative)
B. Rare Diseases			
1.	Release of grants to Centre of Excellences (CoEs) for treatment of Rare Disease patients registered with them	Average time for processing fully completed requisitions from CoEs in all respects	7 working days
2.	Representations received directly from patients/ guardians for medical / financial assistance under National Policy of Rare Diseases (NPRD), 2021	Average time taken for processing representation from the date of its receipt	2 working days

Success Indicators of Services/Transaction		Service Standards (Tentative)
C. Medical Education		
1.	Disposal of second Appeal under Sections 28(6) and 35(7) of the National Medical Commission Act	45 days (As prescribed in the Guidelines)
2.	Prompt acknowledgment and dealing of receipt of letters from clients / citizens	7 working days
D. Dental Education		
1.	Prompt acknowledgment and dealing of receipt of letters from clients / citizens	7 working days
2.	Issue of Letters of Permission by the Central Government for establishment of new Dental Colleges / Increase of UG seats / Renewal of permission and processing of the application by Central Government	31st May
3.	Issue of Letters of Permission by the Central Government for increase of Post Graduate seats / Renewal of permission and processing of the application	28th February

Services/Transaction	Success Indicators	Service Standards (Tentative)	
E. Right to Information (RTI)			
1.	<p>(i) To receive RTI applications / First Appeals addressed to DoHFW from the public and distribute them to concerned CPIOs / Public Authorities</p> <p>(ii) To accept fees in cash against receipt and through DD / IPO in the name of Account Officer, Ministry of Health and Family Welfare</p> <p>(iii) To facilitate the Applicants / Appellants by providing them information on the status of their Applications/ Appeals</p>	<p>Application / Appeals received under RTI Act in physical mode as well in online mode are provided to the concerned CPIOs/ First Appellate Authorities on the same day</p>	<p>(i) RTI Applications: CPIOs / Public Authorities to dispose of RTI Applications within 30 days of receipt of applications as per RTI Act, 2005 (as amended).</p> <p>(ii) RTI First Appeal: First Appellate Authority to dispose of Appeal within 30 days of receipt of the appeal and within 45 days of receipt of the appeal in exceptional circumstances as per provisions under Section 19 of RTI Act, 2005 (as amended).</p>
Right to Information			
<p>(i) Visit the link https://rtionline.gov.in to lodge RTI request / Appeal online</p> <p>(ii) Visit the link https://main.mohfw.gov.in/right-information-rti/rti-act-for-ministry for information about RTI Act related matters of the Department of Health and Family Welfare.</p>			
F. Public Grievances			
1.	Redressal of Public Grievances	(i) Time taken in redressal of public grievances received through CPGRAMS portal	Within 30 days

	(ii) Monitoring of grievances (by Senior Officers)	Weekly Review Meeting
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Grievance Redressal Process

DoHFW has a Grievance Redressal Mechanism in place headed by an officer at the level of Joint Secretary.

Details of Nodal Officer of DoHFW for Public Grievances & Citizen Charter

Mr. Jitender Singh, Deputy Secretary (W&PG)

Department of Health and Family Welfare, Room No # 402, D-Wing, Nirman Bhawan,
New Delhi - 110011

Tele No: 011-2306 2292

Email ID: jitender.singh28@nic.in

Grievance Lodging Process

Visit **CPGRAMS** (Centralized Public Grievance Redress And Monitoring System) **Website:**
<https://www.pgportal.gov.in> → Register yourself as a user → Register your grievance

Expectations from the Citizens with regard to Public Grievance Redressal

1. Grievance may be lodged after registering on CPGRAMS <https://www.pgportal.gov.in> and supporting documents may be uploaded, if found necessary.
2. For registration, correct credentials (e.g. Name, Address, Phone and e-mail ID) to be provided.
3. As per existing guidelines issued by the Department of Administrative Reforms and Public Grievances (DARPG) in CPGRAMS, the following matters are not be taken up for redressal:
 - i. RTI Matters
 - ii. Court related / Subjudice matters
 - iii. Religious matters
 - iv. Suggestions
 - v. Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the [DoPT OM No. 11013/08/2013-Estt.\(A-III\) dated 31.08.2015](#).

G. Central Government Hospitals

Citizen Charters of following Central Government Hospitals under DoHFW can be accessed at following weblinks:

(i) Safdarjung and VMMC Hospital, New Delhi

<https://vmmc-sjh.nic.in/forms/contentpage.aspx?lid=2063>

(ii) Lady Hardinge Medical College and Associated Hospitals, New Delhi

<http://lhmc-hosp.gov.in/index1.php?lang=1&level=1&sublinkid=7&lid=59>

(iii) Dr. Ram Manohar Lohia Hospital, New Delhi

<https://rmlh.nic.in/index1.aspx?lsid=7663&lev=2&lid=4837&langid=1>

H. Pradhan Mantri Jan Arogya Yojana (PMJAY)

Citizen Charter of National Health Authority (NHA) can be accessed at following weblink:

https://abdm.gov.in:8081/uploads/Citizens_Charter_Digital_Booklet_Size_377b7f3bfc.pdf

I. Central Government Health Scheme (CGHS)

Citizen Charter of CGHS can be accessed at following weblink:

<https://cghs.gov.in/CghsGovIn/faces/ViewPage.xhtml> → Citizen Charter → Citizen Charter

J. National Aids Control Organization (NACO)

Citizen Charter of NACO can be accessed at following weblink:

<https://naco.gov.in/documents/citizen-charter>

K. Food Safety and Standards Authority of India (FSSAI)

Citizen Charter of FSSAI can be accessed at following weblink:

<https://www.fssai.gov.in/upload/65005336d5a79Citizen%20Charter%20of%20FSSAI%2012-09-2023.pdf>

Responsibility Centres and Subordinate Organization

A list of Subordinate Organizations / Institutions / Central Government Hospitals under the Department of Health and Family Welfare is enclosed (**Annexure**). The same is also available on <https://main.mohfw.gov.in/>

Stakeholders / Clients

Citizens of India

Students and Faculties of Medical Institutions

People's representatives

State Governments / UT Administrations

Ministries / Departments

Attached Offices / Subordinate Offices / Autonomous Bodies / CPSUs

NITI Aayog

United Nations Bodies

International NGOs and Aid Agencies

Service Providers / Implementing Partners / NGOs / Civil Society Organizations

Academic and Research Institutions

Expectations from Citizens / Stakeholders

1. Any query on the Programme, Scheme or activity or the Department should be clear and specific.
2. Proposal for release of funds must be timely and should accompany all relevant documents as mentioned in the guidelines of schemes.

3. Utilization Certificates in respect of earlier releases of funds are required to be submitted timely to facilitate further releases.
4. Proposal in prescribed format (if any) with full details is required as per guidelines of specific schemes.
6. Suggestions are encouraged to improve a Scheme / Policy / Programmes / Services.
7. Cooperation is expected from State / UT Governments with regard to implementation of Policy / Schemes / Programmes.

Review of Citizen Charter

Citizen Charter of will be reviewed in November, 2024.

Responsibility Centres and Subordinate Organisations

Sl. No.	Organisation	Website
1.	Directorate General of Health Services (DGHS)	https://dghs.gov.in
2.	National Health Authority (NHA)	https://abdm.gov.in
3.	CGHS	https://cghs.gov.in/CghsGovIn/faces/ViewPage.xhtml
4.	Dr. Ram Manohar Lohia Hospital, New Delhi	https://rmlh.nic.in/
5.	Safdarjung Hospital, New Delhi	https://www.vmmc-sjh.nic.in/
6.	Lady Hardinge Medical College and Associated Smt. Sucheta Kriplani Hospital and Kalawati Saran Children's Hospital, New Delhi	http://lhmc-hosp.gov.in/
7.	All India Institute of Medical Sciences (AIIMS), New Delhi	https://www.aiims.edu/index.php?lang=en
8.	All India Institute of Medical Sciences (AIIMS), Bhubaneswar	https://aiimsbhubaneswar.nic.in/
9.	All India Institute of Medical Sciences (AIIMS), Bhopal	https://www.aiimsbhopal.edu.in/
10.	All India Institute of Medical Sciences (AIIMS), Rishikesh	https://aiimsrishikesh.edu.in/a1_1/
11.	All India Institute of Medical Sciences (AIIMS), Jodhpur	https://www.aiimsjodhpur.edu.in/
12.	All India Institute of Medical Sciences (AIIMS), Patna	https://aiimspatna.edu.in/
13.	All India Institute of Medical Sciences (AIIMS), Raipur	https://www.aiimsraipur.edu.in/index.php

14.	Jawahar Lal Institute of Post-Graduate Medical Education & Research (JIPMER), Puducherry	https://jipmer.edu.in/
15.	Post Graduate Institute of Medical Education & Research (PGIMER), Chandigarh	https://pgimer.edu.in/PGIMER_PORTAL/PGIMERPORTAL/home.jsp#
16.	All India Institute of Speech and Hearing (AIISH), Mysore	https://www.aiishmysore.in/
17.	National Institute of Mental Health & Neuro Sciences (NIMHANS), Bangalore	https://nimhans.ac.in/
18.	Pasteur Institute of India (PII), Coonoor	https://pasteurinstituteindia.com
19.	National Institute of Tuberculosis and Respiratory Diseases (NITRD), Delhi	https://nitrd.nic.in/
20.	Chittaranjan National Cancer Institute (CNCI), Kolkata	https://www.cnci.ac.in/
21.	North Eastern Indira Gandhi Regional Institute of Health & Medical Sciences (NEIGRIHMS), Shillong	https://neigrihms.gov.in/
22.	Indian Nursing Council (INC), New Delhi	https://www.indiannursingcouncil.org/#main-content
23.	Pharmacy Council of India (PCI), New Delhi	https://www.pci.nic.in/
24.	National Medical Commission (NMC), Delhi	https://www.nmc.org.in/
25.	National Academy of Medical Sciences (NAMS), New Delhi	https://www.nams-india.in/
26.	National Board of Examinations in Medical	https://www.natboard.edu.in/index

	Sciences (NBEMS), New Delhi	
27.	National Institute of Health & Family Welfare (NIHFW), New Delhi	http://www.nihfw.org/
28.	International Institute of Population Sciences (IIPS), Mumbai	https://www.iipsindia.ac.in/
29.	New Delhi TB Center (NDTC), New Delhi	https://www.ndtbc.com/
30.	Regional Institute of Medical Sciences (RIMS), Imphal	http://www.rims.edu.in/secure/
31.	LGB Regional Institute of Mental Health (LGBRIMH), Tezpur	https://lgbrimh.gov.in/
32.	Regional Institute of Paramedical & Nursing Sciences (RIPANS), Aizwal	https://ripans.ac.in/
33.	National Institute of Biologicals (NIB), Noida	https://nib.gov.in/media/Citizen_Charter.pdf
34.	Food Safety Standards and Authority of India (FSSAI), Delhi	https://www.fssai.gov.in/
35.	Indian Pharmacopoeia Commission (IPC), Ghaziabad	https://ipc.gov.in/news-highlights/1235-citizen-charter.html
36.	Indian Red Cross Society (IRCS), New Delhi	https://indianredcross.org/ircs/
37.	National Health System Resources Centre (NHSRC), Delhi	https://nhsrcindia.org/
38.	Central Medical Services Society (CMSS), New Delhi	https://www.cmss.gov.in/
39.	Gandhigram Institute of Rural Health and Family Welfare Trust (GIRH&FWT), Tamil Nadu	https://girhfw.org

40.	RajKumari Amrit Kaur College of Nursing (RAKCON), New Delhi	http://rakcon.com
41.	Population Research Centres (PRC)	https://prc.mohfw.gov.in/
42.	Dental Council of India (DCI), New Delhi	https://dciindia.gov.in/Home.aspx
43.	Kasturba Health Society's Mahatma Gandhi Institute of Medical Sciences, Sevagram, Wardha	https://www.mgims.ac.in/index.php
44.	Central Research Institute, Kasauli, Himachal Pradesh	https://crikasauli.nic.in
45.	BCG Vaccine Laboratory, Guindy, Chennai, Tamil Nadu	https://dirbcglab.gov.in
46.	Institute of Serology, Kolkata, West Bengal	https://serologykolkata.nic.in
47.	Central Drugs Standard Control Organization, Kotla Road, New Delhi	https://cdsco.gov.in/opencms/opencms/en/Notifications/citizen-charter
