



**Citizens'/Clients' Charter
Of
Department of Personnel & Training**

Ministry of Personnel, Public Grievances and Pensions

North Block, New Delhi

<http://dopt.gov.in/>

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Citizens'/Clients' Charter**Preface**

Department of Personnel & Training (DOP&T) is one of the three departments under the Ministry of Personnel, Public Grievances and Pensions. The role of the DOP&T can be conceptually divided into two parts. In its larger nodal role, it acts as the formulator of policy and the watch dog of the Government ensuring that certain accepted standards and norms, as laid down by it, are followed by all Ministries/Departments in the recruitment, regulation of service conditions and deputation of personnel as well as other related issues. This Department is also concerned with the process of responsive and people oriented administration. While realizing its concern, this department intends to formulate Citizens'/Clients' Charter with the objective to serve its clients efficiently. The charter is based on the premise that citizen is the king and government organizations exist not to rule, but to serve the citizens.

This Department does not deal directly with the citizen. However, a miniscule of its service can be said to be concerned with the citizens particularly the applicants whose names are recommended by Commissions (UPSC & SSC etc.) for appointment at various levels. The applicants may qualify to be citizens till they are appointed with the government. The major part of the service being delivered by this Department is for the government agencies or for the government employees. **It is because of this, that the charter prepared by this department has been named as "Citizens'/Clients' Charter"**.

A Task Force was constituted with the approval of Secretary (Personnel) for formulation of the Citizens'/Clients' Charter of this Department. The structure of the Task Force is given at Appendix. While preparing the charter, it was discussed by the Task Force, as to whether services related to Right to Information (RTI) Act could be brought under the charter of the Department, as this is the nodal Department for implementation of RTI. However, it was decided by the Task Force that RTI has got an inbuilt citizen-centric mechanism as well as well defined timelines for its implementation and hence, this should not form part of the Citizens'/Clients' Charter being prepared by this Department.

DOP&T has identified some of the core services being offered by its various divisions and their standards. This has been undertaken by a Task Force in consultation with the Stakeholders. While identifying the services the focus has been on measurable and verifiable services and their standards. The charter contains Grievance Redress Mechanism related to the services mentioned in the Citizens'/Clients' Charter. The Charter also provides links for other grievances which are not related to the Citizens'/Clients' Charter. Time lines have been prescribed for final disposal of the complaint arising out of the Citizens'/Client's Charter.

Citizens'/Clients' Charter**Vision**

To create an enabling environment for the development and management of human resources of the Government for efficient, effective, accountable, responsive, transparent & ethical governance.

Mission

Development and management of government personnel by attracting the best talent, providing excellent career-advancement opportunities, ensuring competence and innovation, adopting a dynamic framework of personnel policies and procedures, ensuring capacity building at all levels, inculcating and supporting a culture of transparency, accountability and zero tolerance of corruption in public affairs, and institutionalizing a system of continuous and constructive engagement with stake-holders to make the public services in India more efficient, effective, accountable and responsive.

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Service Standards

SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Process	Documents required	Fee
1	Processing of proposals for ACC approval.	30 days	Shri Anand Madhukar Director (ACC) Tel. No. 23092272 E-mail: diracc@nic.in Mobile No.9971220397	<ol style="list-style-type: none"> 1. Receipt of proposal complete in all aspect 2. Processing of proposal for ACC approval. 	<ol style="list-style-type: none"> 1. Proposal formats <ol style="list-style-type: none"> i. Proforma (with details of post and recommender candidate) ii. Check list iii. Delay Statement 2. Clearances <ol style="list-style-type: none"> i. Vigilance ii. Investigating agencies (wherever required) 3. Declaration from candidate (wherever required) 4. ACR Dossier alongwith the abstract of ACRs 5. Recommendation of PESB/DPE/Search-cum-Selection Committee 6. Approval of Minister-incharge 	

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SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Process	Documents required	Fee
2	Allocation of Service on the basis of result of Civil Services Examination (Display on website of this Department)	12 days before commencement of Foundation course	Sh. Ashish Madhaorao More Deputy Secretary (AIS) Tel. No. 23092158 E-mail: ashishm.more@nic.in	<ol style="list-style-type: none"> 1. Receipt of reports of Medical Examinations 2. Receipt of dossiers from UPSC. 3. Entry of vacancies in each service category & preference of services of candidates. 4. Entry of data regarding general merit candidates. 5. Checking of data regarding claims of OBC status etc. 6. Running of software, checking etc. 7. Clearance of provisional candidates by UPSC ,if any . 	<ol style="list-style-type: none"> 1. Dossiers from UPSC. 2. Availability of Medical examination reports 3. Availability of Caste/ Degree/DOB Certificates through UPSC. 	

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SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Process	Documents required	Fee
3	Nomination of candidate to whom service allocated for Foundation Course	12 days before commencement of Foundation course	Sh. A.N. Narayanan Deputy Secretary (Trg) Tel. No. 26107960 E-mail: an.narayanan@nic.in	<ol style="list-style-type: none"> 1. Service allocation to candidates 2. Finalization of academics for nomination officers. 3. Deciding on formulae for nomination of candidates for taking in account of various services, capacity, ranks etc. 	<ol style="list-style-type: none"> 1. Consent of academics. 2. List of services allocated to the candidates. 	

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SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Process	Documents required	Fee
4	Release of holiday list for the Government Departments /organizations	15th July of every year	Shri D.K. Sengupta DS(JCA) Tel. No. 23092982 E-mail: dsjca-dopt@gov.in M.No. 981049160	<ol style="list-style-type: none"> 1. Obtaining of information from Positional Astronomy Centre, Kolkata in May /June , regarding possible date of holidays. 2. Identification of Holidays as per the Holiday policy of the Govt. 3. Obtaining of approval of competent authority and circulation there of 		NA

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SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Process	Documents required	Fee
5	Release of Grants-in-aid to staff side Secretariat of National Council (JCM) (i) 1 st Installment (ii) 2 nd Installment	15th June of every year 15th Nov. of every year	Shri D.K. Sengupta DS(JCA) Tel. No. 23092982 E-mail: dsjca-dopt@gov.in M.No. 981049160	1. Examination of proposal received from staff side secretariat. 2. Sanction for release of funds issued.	1. Utilization Certificate for the funds released in the previous year (in respect of release of 1 st installment) 2. Utilization Certificate for funds released as 1 st installment in the current year (in respect of release of 2 nd installment)	NA
6	Grant of advice on disagreement cases with UPSC on disciplinary matters	60 days	Shri N. Sriraman, Director (Estt. II) Tel No: 23094637 E Mail : n.sriraman@nic.in	1. Examination of the proposal from Administrative Ministry on file with a detailed/Self contained Note. 2. Obtaining of approval from competent authority.	<ul style="list-style-type: none"> • Copy of Charge sheet and copy of Enquiry Report. • Comments of DA on Enquiry reports. • Representation/comments of CO on IO/DA's report. • Copy of UPSC's Advice. • Comments of CO/DA on advice of UPSC. • Copy of final decision of the Administrative Ministry on UPSC's Advice along with para wise comments on the areas of disagreement with reasons thereof. • Details of Court cases • Status of Prosecution Sanction 	

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DOPT

SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Service processed with in time period	Service processed beyond time period	Fee
7	Clarification on ACRs/APARs	20 days	Shri N. Sriraman, Director (Estt. II) Tel No: 23094637 E Mail : n.sriraman@nic.in	<ol style="list-style-type: none"> 1. Examination of the proposal from Administrative Ministry 2. Communication of DOP&T's comments to Administrative ministry. 	<ul style="list-style-type: none"> • The proposal from Administrative Ministry received on file with a self contained note along-with all relevant documents and instructions in accordance with the instructions of DoPT as contained in OM No. 43011/9/2014-Estt. (D) dated 28th October, 2015. • Comments of Administrative Ministry on the ACR /APAR 	NA
8	Processing for extension of ad-hoc appointments / Grant of approval	15 days	Ms. G. Jayanthi Director (E.I) Tel.No.23092479 Email: jayanthig@nic.in	<ol style="list-style-type: none"> 1. Examination of the proposal from Administrative Ministry. 2. Obtaining the decision of the competent authority. 3. Communication of the decision of DOPT 	Proposal from the Administrative Ministry	NA

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DOPT

SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Process	Documents required	Fee
9	Processing of proposals for framing / amendment / relaxation of RRs (including proposals received online on RRFAMS)	45 days	Ms. G. Jayanthi Director (E.I) Tel.No.23092479 Email: jayanthig@nic.in	<ol style="list-style-type: none"> 1. Examination of the proposal from Administrative Ministry. 2. Obtaining the decision of the competent authority. 3. Communication of the decision of DOPT 	<ol style="list-style-type: none"> 1. Complete proposal as per instruction in DoPT OMs regarding framing / amendment of RRs is to be provided. 2. Complete information / relevant document / annexures required are to be uploaded in the RRFAMS portal for online examination. 	NA

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DOPT

SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Process	Documents required	Fee
10	Cadre Clearance for Deputation	5 working days (Prescribed time is counted only from the date the application is complete in all respects)	(in respect of CSS officers) Shri Utkaarsh R. Tiwari Director (CS.I) Tel No : 24629411 E Mail: Utkaarsh.r@nic.in (In respect of CSSS & CSCS officers) Sh. A K Saha DS (CS-II) Tel No :24622365 E Mail: asit.kumar@nic.in	1. Receipt of the application in prescribed format 2. Processing for decision of competent authority. 3. Communication of decision thereon.	1) Duly filled in online application by the applicant at cscms.nic.in and forwarded by the Nodal Officer of the concerned Ministry. 2) Vigilance clearance from AVD.I of DoPT 3) Copy of Advt. and other requisite documents	NA

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DOPT

SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Process	Documents required	Fee
11	NOC for filling up of posts in Government organizations	15 working days	Ms. Kimbuong Kipgen, Joint Secretary (SR, R&R) Tel No : 24623711 E Mail : kimbuong.k@nic.in	<ol style="list-style-type: none"> 1. Receipt of the application in prescribed format 2. Processing for decision of competent authority 3. Communication of decision thereon 	Applications in prescribed format	NA
12	Nomination of officers under domestic Funding of Foreign Training – Long Term Training Programmes(6months-1 year) & Short Term Training Programmes (up to 6 months)	30 days before the commencement of programme	Shri Prakash Dubey Director (FTC) Tel No : 26168197 E Mail : Prakash.dubey@nic.in	<ol style="list-style-type: none"> 1. Issue of Annual calendar and hosting on the Departmental website calling for online applications 2. Obtaining approval of competent authority 3. Communication of approval to the officers nominated for the training programme. 	Completed nomination form, duly forwarded	NA

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DOPT

SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Process	Documents required	Fee
13	Nomination of officers for Advanced Professional Programme in Public Administration (APPPA)	30 days before the commencement of programme	Shri N. Raja, Director (Trg.) Tel.No.26165058 Email: n.raja60@gov.in Mobile No.9868110888	1. Issue of circular and hosting on the website inviting nominations 2. Communication of approval to the officers nominated for the training programme.	Completed nomination form, duly forwarded	NA
14	Advice / clarification to Ministries / Departments on the issue of Reservation in services to SC, ST, OBC, PWD and Ex-Servicemen	14 days	Shri G Srinivasan Deputy Secretary (Reservation) Tel No : 23093074 E Mail : g.sreenivasan@nic.in Mobile No.9868868320	1. Examination of the proposal from Administrative authority 2. Communication of the advice of DOPT	Proposal from the administrative Ministry	NA

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SI No.	Services	Service/Performance Standards	Contact details of the responsible Officer	Process	Documents required	Fee
15	Payment to vendors for invoices, except air Bill, submitted complete in all respect	15 days	Sh. Suresh Kumar, DS (Admn) Tel. No. 23092338 E-mail: diradmin@nic.in	1. Examination of invoices 2. Processing of invoices 3. Issuing sanction of payment	Bills/Invoices complete in all respects	NA

Note: - Number of Days mentioned for the services covered under the Citizens' / Clients' Charter may be treated as number of Working Days.

Citizens'/Clients' Charter**Redress of Grievance**

In case of non compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance

Officer for redress of their grievance: -

Sh. D. K. Sengupta, Deputy Secretary (PG, CPC & JCA)
Room No. 3A-II, North Block, New Delhi.
Tel. No. 23092982
E-mail: dsjca-dopt@gov.in

The grievance can also be lodged on-line on the following link:

<http://pgportal.gov.in>

Escalation of Grievance

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

Joint Secretary (AV)
R. No. 278-A, North Block, New Delhi
Tel: 23093608, 23093668
E-mail: jsata@nic.in

List of Stakeholders

S.No	Stakeholders
1.	General public at large
2.	All Central Ministries/Departments
3.	Successful candidates of CSE conducted by UPSC
4.	State Governments
5.	All officers of All India Services and Central Secretariat Services (CSS, CSSS)
6.	All Central and State Government employees
7.	All recognized Secretariat Unions/Associations
8.	Staff side Secretariat of National Council/Joint Consultative Machinery (JCM)
9.	All Cadre Controlling Authorities of 58 Group "A" services

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List of Responsibility Centers /Attached/Subordinate Organizations

Sl. No	Responsibility Centers and Subordinate Organizations	Address	Landline number	Email
1.	Central Administrative Tribunal (CAT)	61/35, Copernicus Marg New Delhi-110001	011/23387713	cat-delhi@nic.in
2.	Central Bureau of Investigation (CBI)	Plot No. 5-B, Opp: Scope Complex, CGO Complex, Lodhi Road, New Delhi 110003.	011/24360532	dcbi@cbi.gov.in
3.	Central Information Commission (CIC)	August Kranti Bhavan, Bhikaji Cama Place, New Delhi-110066	011/26167932	Secy-cic@nic.in
4.	Central Vigilance Commission (CVC)	Satarkata Bhavan, A-Block, GPO Complex, INA, New Delhi-110023	011/24651001-7	vigilance@nic.in
5.	Institute of Secretariat Training and Management (ISTM)	(Old) JNU Campus, New Mehrauli Road, New Delhi- 110067	011/26185308-09	istm@nic.in
6.	Lal Bahadur Shastri National Academy of Administration (LBSNAA)	Musoorie, Uttarakhand	0135/2632405; 2632236	adminsec@lbsnaa.ernet.in
7.	Public Enterprises Selection Board (PESB)	501, Block No.14, CGO Complex, Lodi Road, New Delhi- 110003	011/24361230	secypesb@nic.in
8.	Staff Selection Commission (SSC)	Block No.12, CGO Complex, Lodi Road, New Delhi-110003.	011/24363343	
9.	Union Public Service Commission (UPSC)	Dholpur House, Shahjahan Road, New Delhi -110 069	011/23383802	Secyoffice- upsc@gov.in

Citizens'/Clients' Charter**Indicative Expectations from Service Recipients/Stakeholders**

- Applications/ proposals are to be submitted in the formats prescribed, if any. Prescribed formats for services relating to payments/ reimbursements of Claims, etc can be accessed through 'intra-mop'.
- Relevant documents/ enclosures (duly attested, where required) if any, are to be submitted along with the application.
- Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to.
- Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance.
- Release of installment of grants is subject to submission of Utilization certificate.
- Grievance in respect of service(s) included in the Citizens'/ Clients' Charter are to be lodged at -

Central Public Grievance Redress and Monitoring System (CPGRAMS)
<http://pgportal.gov.in>

Month and Year for the next Review of the Charter

March, 2018

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Conclusion

This Department in its first endeavor, has formulated the Citizens'/Clients' Charter for the Department. Constant feedback/ suggestions from the recipients/ stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback/suggestions on the Charter can be sent to –

Shri Suresh Kumar
DS (Administration)
Department of Personnel & Training
Room No. 5-A, North Block
New Delhi
Telefax No.23092338
Email- diradmin@nic.in

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Abbreviations used

Abbreviations	Stands for
ACC	Appointments Committee of the Cabinet
ACR	Annual Confidential Report
APAR	Annual Performance Appraisal Report
APPPA	Advanced Professional Programme in Public Administration
ATI	Administrative Training Institutes
CGHS	Central Government Health Scheme
CPGRAMS	Central Public Grievance Redress and Monitoring System
CPIO	Central Public Information Officer
CPSU	Central Public Sector Undertaking
CS	Central Services
CSE	Civil Service Examination
CTP	Cadre Training Plan
DO	Desk Officer
ECS	Electronic Clearance System
JCA	Joint Consultative & Compulsory Arbitration
JCM	Joint Consultative Machinery
IIPA	Indian Institute of Public Administration
ISTM	Institute of Secretariat Training & Management
LBSNAA	Lal Bahadur Shastri National Academy of Administration
LTC	Leave Travel Concession
MOS	Minister of State
NOC	No Objection Certificate
OBC	Other Backward Classes
PSE	Public Sector Enterprises
PSUs	Public Sector Undertakings
PWD	Persons with Disabilities
RRFAMS	Recruitment Rules Formulation, Amendment and Monitoring System
RRs	Recruitment Rules
SC	Scheduled Caste
ST	Scheduled Tribe
UPSC	Union Public Service Commission
UTs	Union Territories
VRs	Voluntary Retirement Scheme

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Composition of the Task Force for reviewing of Citizens'/Clients' Charter of DOP&T

Sr. No.	Name of member	Designation in the task force	
1.	Ms. Archana Varma, JS (AV)		Chairperson
2.	Ms. Kimbuong Kipgen, JS (SR)		Member
3.	Sh. N. Raja, Director (Training)		Member
4.	Sh. M.S. Subramanya Rao, Director (AT & CRD)		Member
5.	Shri Anand Madhukar, Director (ACC)		Member
6.	Sh. Utkaarsh R. Tiwaari, Director (CS – I)		Member
7.	Ms. G. Jayanthi, Director (E – I)		Member
8.	Sh. Suresh Kumar, DS (Admin)		Member
9.	Sh. A. K. Saha , DS (CS- II)		Member
10.	Sh. Ashish Madhaorao More, DS (AIS)		Member
11.	Sh. Sanjiv Kumar, DS (E)		Member
12.	Sh. A. N. Narayanan, DS (Training)		Member
13.	Ms. G. Srinivasan, DS (Reservation & JCA)		Member
14.	Ms. Manjula Juneja, US (B &A)		Member