

Citizen's Charter / Client's Charter

For

Ministry of Culture

2016-17

VISION

Creating conducive environment by spreading an awareness about our ancient, tangible, intangible and knowledge heritage, giving value based cultural education and our rich traditional culture and art to develop a skill based cultural economy and using culture as a potent tool for achieving building and Ek Bharat Shrestha Bharat as well as international diplomacy and world peace.

Mission

Implement sustainable solutions towards skill based cultural economy through which India's diverse tangible and intangible culture and ancient heritage will remain universally accessible by following activities:

- Protection, development and promotion of both tangible, intangible heritage and knowledge heritage by enforcing preservation and conservation laws and policy to create strong bonds between citizens and cultural heritage of India.
- Preservation of Gandhian Heritage and commemoration of important historical events and centenaries of great personalities.
- Protection of monuments of National Importance through Archaeological Survey of India.
- Granting financial assistance to the State Government for setting up of new museums and development of existing museums.
- Maintenance of all Archival Records of the country through the National Archives of India.
- Protection and promotion of Buddhist and Tibetan Culture.
- Promotion of folk and traditional arts of different regions of the country through Zonal Cultural Centers(ZCCs).
- Granting financial support to the individuals/artists and cultural organizations engaged in performing visual and literary arts.
- Recognizing excellency in the field of art and culture by way of awards given by Sahitya Akademi (SA) and Sangeet Natak Akademi(SNA)
- Promoting a vibrant theatre movement of contemporary relevance in the country through National School of Drama(NSD).
- Ensuring proper maintenance and development of all major libraries in the country.
- Implementation of Capacity Building Programmes in the field of art and culture to deliver vibrant, proactive and eco-friendly and user-friendly cultural space to all stakeholders.
- Implementation of UNESCO Convention in the field of culture; inscribing world heritage sites/Intangible Cultural Heritage (ICH) elements.
- Signing of Cultural Agreements/Cultural Exchange Programmes/Memorandum of Understandings with various countries and organizing Festivals of India abroad to make culture a tool of international diplomacy for achieving world peace.

MAIN SERVICES / TRANSACTIONS

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
1	Financial assistance to cultural organizations to create training, rehearsal and performance spaces for artistes	Shri I.A. Kamal, Under Secy. (P. Arts)	partsection@gmail.com	24642148 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Applications are invited through advertisement in Print Media and website of the Ministry. http://indiaculture.nic.in/indiaculture/building-grants-studio-theater.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/building-grants-studio-theater.html	
2	Financial Assistance to Professional Groups and Individuals for Specified Performing Art Projects	Shri I.A. Kamal Under Secy. (P. Arts)	partsection@gmail.com	24642148 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Applications are invited through advertisement in Print Media and website of the Ministry. http://indiaculture.nic.in/indiaculture/salary&-production-grant.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/salary&-production-grant.html	
3	Financial Assistance to Persons Distinguished in Letters, Arts and such other walks	Shri I.A. Kamal Under Secy. (P. Arts)	partsection@gmail.com	24642148 D Wing, Puratatva Bhawan, GPO Complex,	Applications are accepted throughout the year.	Application in the prescribed format available on the website of the Ministry http://indiaculture.nic.in/indiaculture/pension-	

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	of life who may be in indigent circumstances and their dependents			INA, New Delhi		grant.html	
4	Financial support to create cultural complexes to provide avenues for creative expression and learning to the younger generation	Shri I.A. Kamal, Under Secy. (P. Arts)	partsection@gmail.com	24642148 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Applications are invited through advertisement in Printing Media and website of the Ministry. http://indiaculture.nic.in/indiaculture/tagorecultural-complexes.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/tagorecultural-complexes.html	
5	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Functions Grant Scheme (CFGs)	Ms Sunita Dhavale, Under Secy.(S&F)	sunita.dhavale@nic.in	24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	The Scheme is open throughout the year and online facility is also available. The implementation and administration of the scheme has been transferred to NCZCC, Allahabad w.e.f. 01.08.2014	As per the check list made available on the website of Ministry:- www.indiaculture.nic.in	Nil
6	Scholarships to Young Artistes in	Ms Sunita Dhavale,		24642158	The implementation and administration of the scheme	As per the check list made available on the website of	Nil

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	different Cultural Fields - (S&F)	Under Secy.(S&F)	sunita.dhavale@nic.in	D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	has been transferred to CCRT, Dwarka w.e.f 01.08.2014. Applications are invited through advertisement in Print Media and website of the CCRT and the Ministry.	CCRT:- www.ccrindia.gov.in	
7	Senior/Junior Fellowships to Outstanding Persons in the Field of Culture for research oriented projects - (S&F)	Ms Sunita Dhavale, Under Secy.(S&F)	sunita.dhavale@nic.in	24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	The implementation and administration of the scheme has been transferred to CCRT, Dwarka w.e.f 01.08.2014. Applications are invited through advertisement in Print Media and website of the CCRT and the Ministry.	As per the check list made available on the website of CCRT:- www.ccrindia.gov.in	Nil
8	Award of National Fellowship to encourage scholars/academicians to affiliate themselves with various institutions cultural	Ms Sunita Dhavale, Under Secy.(S&F)	Sunita.dhavale@nic.in	24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	The implementation and administration of the scheme has been transferred to NMML, Teen Murti Bhawan New Delhi w.e.f 01.08.2014. Applications are invited through advertisement in Print Media and website of	As per the details available on the website of NMML:- www.nehrumemorial.nic.in	Nil

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	institutions in the country and to work on projects of mutual interest - (S&F)				the NMML and the Ministry.		
9	Financial Assistance to the Voluntary Buddhist/Tibetan Organizations including Monasteries engaged in the propagation and scientific development of Buddhist/Tibetan Culture, Tradition and Research in related fields under Scheme of Financial Assistance for the Preservation and Development of Buddhist/Tibetan	Ms Sunita Dhavale, Under Secy.(BTI)	sunita.dhavale@nic.in	24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Applications are called by advertisement in the newspaper. Grant to the deserving organization is recommended by Expert Advisory Committee.	As per the check list made available on the website of Ministry:- www.indiaculture.nic.in	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	Organization. - (B.T.I.)						
10	Financial Assistance is provided to Voluntary Organizations to promote and preserve the cultural heritage of the Himalayas under the Scheme of Financial Assistance for the Preservation and Development of Cultural Heritage of Himalayas. Colleges and Universities are also eligible to apply. - (B.T.I.)	Ms Sunita Dhavale, Under Secy.(BTI)	sunita.dhavale@nic.in	24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Applications are called by advertisement in the newspaper. Grant to the deserving organization is recommended by Expert Advisory Committee.	As per the check list made available on the website of Ministry:- www.indiaculture.nic.in	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
11	Financial assistance for Establishment and Development of District and Regional Museums, Development of Museums in State Capitals and Establishment and Development of Large Scale Museums in Public Private Partnership (PPP) Mode	Shri Satyendra Kumar Singh, Under Secretary	museumone@gmail.com	011-23380136 Shastri Bhavan Rajender Prasad Road New Delhi..	<p>Applications are accepted throughout the year.</p> <p>Applications are scrutinized and incomplete proposals are returned to the applicant organization to re-submit the proposals after completing the deficiencies</p> <p>Complete proposals with project cost of more than Rs. 1 Crore are sent to evaluator</p> <p>Complete proposals are placed before the Expert Committee for consideration which generally meets once in each quarter</p> <p>Sanctions are issued for the proposals approved by the Expert Committee within 2 months from the date of the meeting of the Expert Committee.</p>	<p>Facility for on-line submission of applications is available at http://csms.nic.in/login/index.php</p> <p>Application formats are available on the website of the Ministry at http://www.indiaculture.nic.in/museum-grant-scheme</p>	Nil

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
12.	Financial assistance for Digitization of Museum Collection	Shri Satyendra Kumar Singh, Under Secretary (Museum – 1)	museumone@gmail.com	011-23380136 Shastri Bhavan Rajender Prasad Road New Delhi.	<p>Applications are accepted throughout the year.</p> <p>Applications are scrutinized and incomplete proposals are returned to the applicant organization to re-submit the proposals after completing the deficiencies</p> <p>Complete proposals are placed before the Expert Committee for consideration which generally meets once in each quarter</p> <p>Sanctions are issued for the proposals approved by the Expert Committee within 2 months from the date of the meeting of the Expert Committee.</p>	<p>Facility for On-line submission of applications is available at http://csms.nic.in/login/index.php</p> <p>Application formats are available on the website of the Ministry at http://www.indiaculture.nic.in/scheme-financial-assistance-digitization-museum-collections</p>	Nil
13.	Financial assistance for Capacity Building and Training of Museum	Shri Satyendra Kumar Singh, Under Secretary	museumone@gmail.com	011-23380136 Shastri Bhavan Rajender Prasad Road	<p>Applications are accepted throughout the year</p> <p>Applications are scrutinized and incomplete proposals are returned to the applicant</p>	<p>Application formats are available on the website of the Ministry at http://www.indiaculture.nic.in/scheme-financial-</p>	Nil

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	Professionals	(Museum – 1)		New Delhi.	organization to re-submit the proposals after completing the deficiencies Complete proposals are considered by the competent authority Grants are released within one month after the approval of the competent authority.	assistance-capacity-building-and-training-museum-professionals	
14	Financial Assistance for Promoting International Cultural Relation	Ms Alka Sharma US(ICR)	icrculture@gmail.com	Ministry of Culture, C Wing, Room no. 335, Shartri Bhawan 23388569	The applications are invited throughout the year along with required documents mentioned in the Scheme. Application is processed on quarterly basis. Applications complete in all respects are considered on fixed date every quarter by a committee under the Chairmanship of Joint Secretary concerned to decide the financial assistance for applicants under the scheme.	As per the scheme made available on the website http://indiaculture.nic.in/indiaculture/	

SERVICE STANDARDS

S. No.	Service/Transaction	Success Indicators	Service standards	Unit	Data Source
1	Financial assistance to cultural organizations to create training, rehearsal and performance spaces for artistes	Release of Grant/First Installment from the date of Expert Committee Meeting	85	Days	Ministry's Record
2	Financial Assistance to Professional Groups and Individuals for specified Performing Art Projects	Release of Grant/First Installment the date of Expert Committee Meeting	85	Days	Ministry's Record
3	Financial Assistance to Persons Distinguished in Letters, Arts and such other walks of life who may be in indigent circumstances and their dependents	Release of Financial Assistance from the date recommended by the Expert Committee in its meeting	12	Months	Ministry's Record
4	Financial support to create cultural complexes to provide avenues for creative expression and learning to the younger generation	Release of Grant/First Installment from the date of Expert Committee Meeting	85	Days	Ministry's Record
5	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Functions Grant Schemes (CFGS)	Release of Grant/First Installment from the date of Expert Committee Meeting	85	Days	Ministry's Record
6	Scholarships to Young Artistes in different Cultural Fields	Award of Scholarship from the closing date of receipt of applications	215	Days	Ministry's Record
7	Senior/Junior Fellowships to Outstanding Persons in the Field of Culture for	Award of Scholarship from the closing date of receipt of	215	Days	Ministry's Record

S. No.	Service/Transaction	Success Indicators	Service standards	Unit	Data Source
	research oriented projects	applications			
8	Award of National Fellowship to encourage scholars/academicians to affiliate themselves with various institutions cultural institutions in the country and to work on projects of mutual interest.	Award letters by the concerned Institutes from the date of meeting of National Selection Committee	85	Days	Ministry's Record
9	Financial Assistance to the Voluntary Buddhist/Tibetan Organizations including Monasteries engaged in the propagation and scientific development of Buddhist/Tibetan Culture, Tradition and Research in related fields under Scheme of Financial Assistance for the Preservation and Development of Buddhist/Tibetan Organization.	Release of Financial Assistance from the date of Expert Committee Meeting	110	Days	Ministry's Record
10	Financial Assistance is provided to Voluntary Organizations to promote and preserve the cultural heritage of the Himalayas under the Scheme of Financial Assistance for the Preservation and Development of Cultural Heritage of Himalayas. Colleges and Universities are also eligible to apply.	Release of Financial Assistance from the date of Expert Committee Meeting	110	Days	Ministry's Record
11	Financial assistance for Establishment and Development of District and	Release of first installment of grant from the date of Expert	85	Days	Ministry's

S. No.	Service/Transaction	Success Indicators	Service standards	Unit	Data Source
	Regional Museums, Development of Museums in State Capitals and Establishment and Development of Large Scale Museums in Public Private Partnership (PPP) Mode	Committee Meeting			records
12.	Financial assistance for Digitization of Museum Collection	Release of first installment of grant from the date of Expert Committee Meeting	85	Days	Ministry's records
13.	Financial assistance for Capacity Building and Training of Museum Professionals	Release of first installment of grant from the date of approval of competent authority	30	Days	Ministry's records
14	Financial Assistance for Promoting International Cultural Relation	Release of Grant/First installment from the date of Expert Committee Meeting	90	days	Ministry's record

Grievance redressal Mechanism

In case of non compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for redressal of their grievance:-

Ms. Bandana Banerjee
Deputy Secretary (AR&IT)
CSL Building , G-Wing, Shastri Bhavan, New Delhi
Tel: 011-23382402
Email- b.banerjee@nic.in

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

<http://indiaculture.gov.in>

Escalation of Grievance

In case the grievance is not redressed within a period of about one month, the same can be taken up at higher level to the following nodal authority:-

LIST OF STAKEHOLDERS/CLIENTS

S. No.	Stake holders
1	General Public at Large
2	All Central Ministries/Departments

RESPONSIBILITY CENTERS AND SUBORDINATE ORGANISATIONS UNDER MINISTRY OF CULTURE

S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
1.	Archaeological Survey of India	23018614 23010789	diradmasi@gmail.com dirpla.asi@gmail.com	Janpath, New Delhi -110001	Attached office
2.	National Archives of India	23387509 (Nodal Officer) 23383436	archives@nic.in	Janpath, New Delhi – 110001	Attached Office
3.	Anthropological Survey of India	(033) 2286 1697 (033) 2286 1781 (PBX) (033) 2286 1733 (PBX)	director@ansi.gov.in	27, Jawaharlal Nehru Road, Kolkata – 700 016	Subordinate Office
4.	Central Reference Library	(033)24791721/ 24791722	inb0708@bsnl.in centralreferencelibrary@gmail.com	Belvedere, Kolkata-700027, West Bengal	-do-
5.	National Gallery of Modern Art	23386111 23384646/ extn. 230	info@ngmaindia.gov.in	Jaipur House, New Delhi-100 003	-do-
6.	National Library	03324792968/ 03324792467	nldirector@rediffmail.com	Belvedere, Kolkata-700027, West Bengal	-do-
7.	National Museum	23019272/290	dgnationalmuseum11@gmail.com Sanmit123@gmail.com	Janpath, New Delhi – 110 001	-do-
8.	National Research Laboratory for conservation of Cultural Property	0522-2335359	kharbade@yahoo.com	Sector :E/3, Aliganj, Lucknow - 226024	-do-
9.	Lalit Kala Akademi	23009200	lka@lalitkala.gov.in chirman@lalitkala.gov.in	Rabindra Bhavan, 35 Ferozeshah Road, New Delhi – 110001	Autonomous Organization
10.	National School of Drama	23389402	Nationalschoolofdrama@gmail.com infor@nsd.gov.in	Bahawalpur House, 1, Bhagwan Das Road, New Delhi – 1	-do-
11.	Sahitya Akademi	23386626/27/28 23073002	secretary@sahitya-akademi.gov.in	Rabindra Bhavan, 35, Ferozeshah Road, New Delhi	-do-

S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
		23387064 (secy)			
12.	Sangeet Natak Academi	23385969 Extn. 108	administration@sangeetnatak.gov.in mail@sangeetnatak.gov.in	Ravindra Bhavan, 35 Ferozeshah Road, New Delhi – 1	-do
13.	Delhi public Library	23979297 23958747	jddpl@dpl.gov.in	S.P. Mukherjee Marg Opposite Old Railwat Station, Delhi – 110006	-do
14.	Khuda Baksh Oriental Public Library	06112-2371507	kboplibrary@gmail.com	Ashok Rajpath, Patna – 800 004	-do
15.	Nehru Memorial Museum & Library	23015333 23017089 Extn. 201	ddnehrumemorial@gmail.com	Teen Murti Bhavan, New Delhi-110011	-do-
16.	Raja Ram Mohan Roy Library Foundation	033-23373463	rrrlf_wb@nic.in	Block DD-34, Sector -1, Salt Lake City, Kolkata- 700 064	-do
17.	Rampur Raza Library	0595-2325045	raza-library@nic.in	Hamid Manzil Quila, Rampur, UP-244 901	-do
18.	Thanjavur Maharaja Serfojis Sarasvati Mahal Library	04362-334107	Tnj-sarvath@sancharnet.in	E-Main Street, Rajakrishnapuram, Thanjavur – 613009, Tamil Nadu	-do-
19.	Central Institute of Buddhist Studies	0982264391	cibsladakh@gmail.com	Choglamsar, Leh -194 104, Ladakh (Jammu & Kashmir)	-do-
20.	Central Institute of Himalayan Culture Studies	03782-207030	directorcihcs@gmail.com	Dahung, West Kameng District, Arunachal Pradesh -790 116	-do-
21.	Central University of Tibetan Studies	0542-2585148	Registraroffice.cuts@gmail.com	Sarnath Road, Mavaiya, Saranath, Varanasi- 221007, UP	-do-
22.	Nava Nalanda Maha Vihara	06112-281820	registrar@nmm.ac.in	Nalanda, Bihar-830111	-do-
23.	Allahabad Museum	0532-2407409	allahabadmuseum@rediffmail.com	Chandra Shekhar Azad Park, Kamla Nehru Road, Allahabad – 211 002	Autonomous Organization
24.	Indian Museum	033-22861702	educationofficerim@gmail.com	27, J.N. Road, Park Street, Kolkata-	-do-

S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
				700 016	
25.	Indira Gandhi Rastriya Manav Sangrahalaya	0755-2661319	directorigrms@gmail.com	Post Box No.2, Shamla Hills, Bhopal- 462 013, Madhya Pradesh	-do-
26.	National Council of Science Museum	033-23579347	sciencecentre@ncsm.gov.in	33, Block –GN, Sector –V, Bidhan Nagar, Kolkata- 700 091.	-do-
27.	National Museum Institute	23012106 23014483	trilok.rawat@nmi.ac.in	Janpath, New Delhi-110001	-do-
28.	Salar Jung Museum	040-24576443	slarjungmuseum@gmail.com	Hyderabad-500 002, Telangana	-do-
29.	Victoria Memorial Hall	033-22235142	victomem@gmail.com	1 Queen's way, Kolkata-700071	-do-
30.	Centre for Culture Resource & Training	25088638 25309300	dir.ccr@nic.in	15-A, Sector -7, Dwarka, New Delhi – 110 075	-do-
31.	Gandhi Smriti and Darshan Samiti	23392707 23392709 23392710	2010gsds@gmail.com gsdsadmo@gmail.com	1) 5 Tees January Marg, New Delhi – 11 2) Gandhi Darshan, Rajghat, New Delhi-2	-do-
32.	Indira Gandhi National Centre for Arts	23388105	info@ngmaindia.gov.in , ngma.delhi@gmail.com directoradm.ignca@gmail.com	Janpath, New Delhi – 110 001	-do-
33.	Kalashetra Foundation	044-24524057	registrar@kalashetra.in	Thiruvanmiyur, Chennai-600 041	-do-
34.	Maulana Abdul Kalam Azad Institute of Asian Studies (MAKAIAS)	033-24862049	info@makaias.gov.in	5, Ashraf Mistri Lane, (Lovelock Street – Opp. Ballygunge Military Camp, Kolkata-700 019	-do-
35.	National Culture Fund	24656249 9958643434	ceoncf2014@gmail.com	5 th floor, Puratatva Bhavan, D- Block, GPO Complex, INA, New Delhi – 23	-do-
36.	The Asiatic Society	033-22522119, 22170143	aslibcal@cal.vsnl.net.in	1-Park Street, Kolkata – 700 016	-do-
37.	Eastern Zonal Cultural Centre	033-23353093	directorezckolkata@yahoo.in	IB-201, Salt Lake City, Kolkata-700 106	-do-

S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
38.	North Central Zone Cultural Centre	0532-2423698	nczcc@rediffmail.com	14-CSP Singh Marg, Ajacent to circuit hotel, Allahabad-211001	-do-
39.	North East Zone Cultural Centre			Dimarpur	-do-
40.	North Zone Culture Centre	0175-2211429	nzccindia@gmail.com	Virsa Vihar Kendra, Near Bhasha Bhawan, Shernawala Gate, Patiala-147 001	-do-
41.	South Central Zone Cultural Centre	0712-2562974	sczccdiretor@gmail.com	56/1, Civil Lines, Nagpur-440001	-do-
42.	South Zone Cultural Centre	04362-240072		Dakshini, Medical College Road, Thanjavur-613004, Tamil Nadu	-do-
43.	West Zone Cultural Central	0294-2422567	wzcccom@rediffmail.com	Bargore Ki Haveli, Gangaur Ghat, Udaipur-313 001, Rajasthan	-do-
44.	National Monument Authority	23380535	ktusnma@gmail.com	24, Tilak Marg, New Delhi-110001	-do-
45.	Gandhi Heritage Sites Mission	23022333	Sharma.nk57@nic.in	Room No. 287, Vigyan Bhawan Annexe, New Delhi - 110 011	Ministry of Culture

Indicative Expectations from Service Recipients

- Applications/proposals are to be submitted in the formats prescribed, if any, for grant of financial assistance
- Relevant documents/enclosures are to be submitted along with the application/proposal. Check List may be adhered to.
- Time line 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 query/grievances.
- Release of installments of grant is subject to the submission of Utilization Certificate. All due UCs should be settled.
- Grievance in respect of service(s) included in the Citizens'/Clients' Charter are to be lodged at

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

