

Citizens' / Clients' Charter

Central TB Division,
 Directorate General of Health Services,
 Department of Health and Family Welfare
 Nirman Bhawan, New Delhi 110108

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 TB control 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 TB control 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. | | Average time taken for processing and approval from the date of receipt of fully completed application in all respects | 30 working days |

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|----|---|--|------------------------|
| 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 |
| 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.tbcindia.gov.in

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

A. Inform our Public Grievance Officer: Dr Raghuram Rao, DADG(TB)
Landline: 011-23062781 Mobile: 9555113214; Email:
raor@rntcp.org

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