

Citizen's Charter 2026-27

Government of India
Ministry of Electronics and Information Technology (MeitY)

Address : Electronics Niketan, 6, CGO Complex, Lodhi Road,
New Delhi – 110003

Website ID : <http://meity.gov.in>

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Citizen's Charter

1. Introduction

The Ministry of Electronics and Information Technology (MeitY), under Government of India, is a stand-alone ministerial agency, responsible for formulating and implementing national policies and programs aimed at enabling the continuous development of the electronics and IT industry. MeitY's focus areas include the development, promotion, and regulation of the electronics and IT industry in India, fostering digital governance, enabling innovation in emerging technologies and promoting cybersecurity initiatives within country.

2. Mission

The mission is to promote Digital Governance for empowering citizens, promoting the inclusive and sustainable growth of the Electronics, IT & ITeS industries, enhancing India's role in Internet Governance, adopting a multipronged approach that includes development of human resources, promoting R&D and innovation, enhancing efficiency through digital services and ensuring a secure cyber space.

3. Objectives: The Ministry is dedicated to a multifaceted set of objectives, aligning with the dynamic landscape of technology and its impact on society:

1. e-Government: Providing e-infrastructure for delivery of e-services
2. e-Industry: Promotion of electronics hardware manufacturing and IT-ITeS industry
3. e-Innovation / R&D: Implementation of R&D Framework-Enabling creation of Innovation/ R&D Infrastructure
4. e-Learning: Providing support for development of e-Skills and Knowledge network
5. e-Security: Securing India's cyber space
6. e-Inclusion: Promoting the use of ICT for more inclusive growth
7. e-Diplomacy: Promoting the use of India Stack / DPI
8. Internet Governance: Enhancing India's role in Global Platforms of Internet Governance

4. Functions/Activities (Allocation of Business Rules)

MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY (ELECTRONIKI AUR SOOCHANA PRAUDYOGIKI MANTRALAYA) ¹

1. Policy matters relating to information technology; Electronics; and Internet (all matters other than licensing of Internet Service Provider).
2. Promotion of internet, IT and IT enabled services.
- 2A. Promotion of Digital Transactions excluding Digital Payments.²
3. Assistance to other departments in the promotion of E-Governance, E-Commerce, E- Medicine, E- Infrastructure, etc.
4. Promotion of Information Technology education and Information Technology-based education.
5. Matters relating to Cyber Laws, administration of the Information Technology Act, 2000 (21 of 2000) and other IT related laws.
- 5A. Matters relating to online gaming.³
- 5B. Matters relating to Cyber Security as assigned in the Information Technology Act, 2000 (21 of 2000) (as amended from time to time) and support to other Ministries / Departments on Cyber Security.⁴
6. Matters relating to promotion and manufacturing of Semiconductor Devices in the country.⁵
7. Interaction in IT related matters with international agencies and bodies e.g. Internet for Business Limited (IFB), Institute for Education in Information Society (IBI) and International Code Council - on line (ICC).
8. Initiative on bridging the Digital Divide: Matters relating to Digital India Corporation.⁶
9. Promotion of Standardization, Testing and Quality in IT and standardization of procedure for IT application and Tasks.
10. Electronics Export and Computer Software Promotion Council (ESC).
11. National Informatics Centre (NIC).
12. Initiatives for development of Hardware/Software industry including knowledge-based enterprises, measures for promoting IT exports and competitiveness of the industry.
13. All matters relating to personnel under the control of the Ministry.⁷
14. Unique Identification Authority of India (UIDAI).⁸
15. Semi-Conductor Laboratory, Mohali.⁹

¹ Modified vide Amendment series no.243 dated 15.10.1999, 257 dated 21.12.2001, 300 dated 26.02.2012 and 327 dated 16.07.2016.

² Inserted vide Amendment series no. 332 dated 13.02.2017 and modified vide the Amendment series no. 371 dated 17.07.2023.

³ Inserted vide the Gazette of India S.O. no. 6062(E) dated 26th December 2022.

⁴ Inserted vide Amendment series no. 377 dated 27.09.2024.

⁵ Modified vide Amendment series no.368 dated 07.02.2022 (earlier inserted vide no. 279 dated 01.03.2005 and modified vide no.322 dated 17.03.2016).

⁶ Modified vide Amendment series no.345 dated 17.10.2018.

⁷ Modified vide Amendment series no.281 dated 01.09.2005, Further modified vide amendment series no.327 dated 16.07.2016.

⁸ Inserted vide Amendment series no.318 dated 12.09.2015 (Earlier inserted under Planning Commission vide Amendment Series no.296 dated 22.02.2010, and in NITI Aayog vide series no.312).

⁹ Inserted vide Amendment series no. 368 dated 07.02.2022.

5. Main Services /Transactions

Sl.No.	Name of Division	Citizen Centric Schemes/Projects	Timelines for delivery of service	Point of Contact
1.	Digital Governance Division	Project: - Open Government Data Platform It facilitates access to Government owned shareable data and information in both human readable and machine-readable forms. Website: https://data.gov.in/	Users can instantly access the data through the web portal.	Shri P. Ghatak, Scientist-F Tel: 011-24301759 Email: pghatak@nic.in
2.	Digital Governance Division	Project: - eTaal 3.0 eTaal Project is an electronic dashboard established by GoI for providing a real-time aggregated view of the volume of eServices being delivered across different agencies of the central, state, and local governments in India Website: https://etaal.gov.in/etaal3/#/web/home	eTaal 3.0 is a dashboard that shows real-time data on how many eServices are being used across various government levels in India.	Shri P. Ghatak, Scientist-F Tel: 011-24301759 Email: pghatak@nic.in
3.	Digital Governance Division	Project: - Pragati VC 2.0 It enables faster implementation of central Gov. Schemes, programmes and projects by using digital technology for stakeholder interaction across the length and breadth of the country.	Pragati VC 2.0 helps in accelerating central government projects by using digital tools to connect people across the country.	Shri P. Ghatak, Scientist-F Tel: 011-24301759 Email: pghatak@nic.in
4.	Digital Governance Division	Project: - Vikaspedia 2.0 Its objective is to enhance the impact of ongoing government programmes by providing universally accessible digital information resources in Indian languages. Website: https://www.vikaspedia.in/	Vikaspedia 2.0 shares government program information in regional Indian languages to help more people easily access and understand it.	Shri P. Ghatak, Scientist-F Tel: 011-24301759 Email: pghatak@nic.in

5.	Digital Governance Division	National Digital Locker System (DigiLocker): DigiLocker is a secure cloud-based platform for storage (as a personal space to residents), sharing and verification of documents & certificates. Web Portal: https://www.digilocker.gov.in/	DigiLocker account can be created instantly and the related services can be availed anytime anywhere.	Sh. Churchill Chauhan, Scientist 'D' Email: churchil.chauhan@meity.gov.in Tel.: 011-24301215 Shri J. L. Gupta Director, NeGD EmailID: director.anc@digitaindia.gov.in Tel : 011- 24301936, 24303703
6.	Digital Governance Division	National Single Sign-on (NSSO)/ MeriPehchaan Platform for GoI: MeriPehchaan is a user authentication service wherein a single set of credentials can provide access to multiple online applications or services. Web Portal: https://meripehchaan.gov.in/	Users can login anytime anywhere at the portals of the onboarded departments to avail their services.	Sh. Santosh Kumar Pandey, Scientist 'E', Ministry of Electronics & IT Email ID: santosh.pandey@meity.gov.in Tel.: 011-24301327 Dr. Padmaja Joshi, Scientist G, C-DAC Mumbai Email ID: padmaja@cdac.in Tel: 022-26204923 Dr. P. Gayatri, Scientist 'F', NIC Email ID: gayatri.ap@nic.in Tel: 011-22902021 Shri J. L. Gupta Director, NeGD EmailID: director.anc@digitaindia.gov.in Tel : 011- 24301936, 24303703
7.	Digital Governance Division	Unified Mobile Application for New-age Governance (UMANG) UMANG provides a single platform for all Indian Citizens to access pan India e-Gov services ranging from Central to Local Government bodies. Web Portal: https://www.web.umang.gov.in/	UMANG accounts can be created instantly and the various digital services of the govt. departments onboarded on the platform can be availed anytime anywhere.	Sh. Churchill Chauhan, Scientist 'D', Ministry of Electronics & IT Email ID: churchil.chauhan@meity.gov.in Tel.: 011-24301215 Sh. Abhishek Anant, Director, NeGD Email ID: dir.da@digitalindia.gov.in

8.	Digital Governance Division	GOV.IN Appstore: GOV.IN Appstore, aimed at mainstreaming the mobile app industry in the country, provides with trusted & authentic mobile app collection. Web Portal: https://apps.gov.in/	Users can instantly download any app hosted on the Gov.in appstore	Sh. Churchill Chauhan, Scientist 'D', Ministry of Electronics & IT Email ID: churchil.chauhan@meity.gov.in Tel.: 011-24301215 Sh. Debabrata Nayak, Director, NeGD Email ID: dnayak@digitalindia.gov.in Tel: 011-24303709
9.	Digital Governance Division	Project: Integrated Citizen Engagement Platform (InCEP) Web portal: https://www.mygov.in/	The registered user can access the InCEP platform anytime, anywhere.	Shri Shobhendra Bahadur Director, MyGov Tel: 011-24301917 Email: shobhendra.b@meity.gov.in Dr. Vageesh Tiwari, Director Tel: 011-24301716 Email: director-meity@meity.gov.in
10.	Indian Computer Emergency Response Team (CERT-In)	Incident Response - Responding to cyber security incidents - Emergency measures for handling cyber security incidents Coordination of cyber incident response activities in the country	Initial response within 4 hours of receiving the security incident. Detailed analysis and response time depends upon the severity of the incident.	S.S. Sarma, Scientist 'G', Director (Operations), CERT-In Email: incident@cert.in.org.in Tel: 011-22902600, 1800-11-4949 1800-11-6969
11.	Indian Computer Emergency Response Team (CERT-In)	Cyber Security Alerts Issuance of security alerts on latest threats and vulnerabilities	Publication of alerts within 72 hours of tracking one.	Krishna Kumar B Scientist 'E', CERT-In Email: info@cert-in.org.in advisory@cert-in.org.in Tel: 011-22902600
12.	Indian Computer Emergency Response Team (CERT-In)	Cyber Swachhta Kendra (CSK) CSK Website: www.csk.gov.in www.सीएसके.सरकार.भारत	24x7 availability of Free Bot Removal Tools for Windows and Android devices via website www.csk.gov.in www.सीएसके.सरकार.भारत	Bhupendra Singh Awasya, Scientist 'E' CERT-In Email: csk@cert-in.org.in Tel: 011-22902700

		• Free Bot Removal Tools available for Windows and Android devices for citizens to safeguard their digital devices via website • Smartphone Safety Toolkit, M-Kavach (by CDAC) for Android via website • Information regarding cybersecurity best practices, latest malware threats, guidelines and security advisories via website • Promotion of cyber hygiene and all cyber awareness campaigns of CERT-In via website • Promotion of cyber hygiene through SMS campaign		
13.	Indian Computer Emergency Response Team (CERT-In)	Cyber Security Training and Awareness • Organization of cyber security training and awareness programs • Publication of cyber awareness material, booklets and dissemination through CERT-In and CSK websites and through official social media handles.	• Professionals working in organizations can express their interest by sending email to participate in the list of training programs published in the website. • Cyber Swachhta Pakhwada – Twice in a year • Cyber Jagrookta Diwas- Monthly • National Cyber Security Awareness Month- Once in a year • Safer Internet Day- Once in a year • International Women's Day- Once in a year	V Venkateswara Rao Scientist 'E', CERT-In Email: training@cert-in.org.in Tel: 011-22902600

6. Grievance Redressal Mechanism

Name & Designation Officers	Contact No.	E-mail
Sh. Sudeep Shrivastava, Joint Secretary & GC Nodal Grievance Officer, MeitY	011-24301815	js.ssoffice@meity.gov.in
Sh. Ajay Lakra Scientist 'G' & Sub-Appellate Authority	011-24301714	a.lakra@nic.in
Sh. Sandeep Kumar Ambasta Deputy Secretary (RTI & PG Cell) & Public Grievance Officer	011-24301260	sandeep.ambasta@meity.gov.in
RTI/Public Grievance Cell, MeitY	011-24301564 011-24301565	pgcell-hq@meity.gov.in cpio.dit_hq@meity.gov.in

Applicants can meet the Nodal Grievance Officer on every Wednesday between 10:00 am– 1:00 pm. Prior intimation will be highly appreciated.

Expectations from Applicants

- Submission of complete, precise and factual grievances pertaining to MeitY on PG Portal
- Provide identification preferably by giving telephone no. / email ID for follow up
- Avoid submission of anonymous/pseudonymous grievances.

6(i). For Grievance Redressal Process and Timeline please refer <https://pgportal.gov.in>. As per the guidelines of Department of Administrative Reforms and Public Grievances (DARPG), the following are not taken up for redressal:

- RTI matters
- Court related/ Subjudice matters
- Religious matters
- Suggestions
- 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.

6(ii). Information about facilitating implementation of Right to Information (RTI), 2005.

- An RTI /PG Cell has been set up in MeitY for monitoring RTI implementation as per RTI Act, 2005 in MeitY and its Organisations (i.e. attached/subordinate offices and statutory bodies).
- The Applicant may file RTI applications through online portal (<https://rtionline.gov.in/>)
- Applicant may also find suo motu disclosure u/s 4 of the RTI Act, 2005 on the link <https://www.meity.gov.in/rti>

7. Stakeholders/ Clients

Sl. No.	Stakeholders/ Clients Description
1	Ministry of Electronics and IT
2	Organisations of MeitY (Attached Offices and Subordinate Organisations: Statutory Organisations, Autonomous Societies, Section 8 Companies and Companies Listed under Companies Act, 1956) ¹⁰
3	Citizens of India

¹⁰ As per the details provided at Point 8 (Organisations of MeitY)

8. Organisations of MeitY

Attached Offices under Ministry of Electronic and Information Technology (MeitY)

Sl. No.	Name of the Organization	Name and Designation of the Head of the Organization	Address of the Organization
1.	National Informatics Centre (NIC)	Shri Priyank Bharti, Additional Secretary & Director General +91-11-24361504(Office) +91-11-24364873 (Fax) Email ID: dg@nic.in	National Informatics Centre Ministry of Electronics and Information Technology A-Block, CGO Complex, Lodhi Road, New Delhi - 110 003. <u>URL:- http://www.nic.in</u>
2.	Standardisation, Testing and Quality Certification Directorate (STQC Dte.)	Shri M. Vellaipandi Director General Tel.: 011 – 24301880(O) : 011-24363089(O) Email: dgstqc@meity.gov.in	Standardisation Testing and Quality Certification Directorate, Ministry of Electronics and Information Technology Electronics Niketan, 6- CGO Complex, New Delhi - 110003. <u>URL:-https://www.stqc.gov.in</u>

Statutory Organizations of Ministry of Electronics and Information Technology (MeitY)

Sl. No.	Name of the Organization	Name and Designation of the Head of the Organization	Address of the Organization
1.	Controller Of Certifying Authorities (CCA)	Dr. Sanjay Bahl Controller of Certifying Authorities (CCA)- [Addl. Charge] Tel.: 24363073 Email: cca@cca.gov.in	Controller Of Certifying Authorities (CCA) Ministry of Electronics and Information Technology, Electronics Niketan, 6, CGO Complex, New Delhi - 110 003 URL: http://cca.gov.in
2.	Indian Computer Emergency Response Team (CERT-In)	Dr. Sanjay Bahl Director General (CERT-In) Tel.: 011-24368572 Email: sanjay.bahl@nic.in	Indian Computer Emergency Response Team (CERT-In) Ministry of Electronics and Information Technology, Electronics Niketan, 6, CGO Complex, New Delhi - 110 003. URL: https://www.cert-in.org.in
3.	Unique Identification Authority of India (UIDAI)	Shri Saurabh Vijay Chief Executive Officer (CEO) Tel.: 011-23746211 Email: ceo@uidai.gov.in	Unique Identification Authority of India Government of India Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi – 110001 URL: https://uidai.gov.in

Autonomous Societies of the Ministry of Electronics and Information Technology (MeitY)

Sl. No.	Name of the Organization	Name and Designation of the Head of the Organization	Address of the Organisation
1.	ERNET India Education & Research Network of India (ERNET India)	Shri Sudeep Shrivastava, JS & Director General – <i>[Addl. Charge]</i> Tel. +91-11-24369903, 24301904 (O) email.: dg@ernet.in	ERNET India 5th Floor, Block-I, A Wing, DMRC IT Park, Shastri Park, Delhi-110053. URL: https://ernet.in
2.	Centre for Development of Advanced Computing (C-DAC)	Shri Magesh Ethirajan Director General Direct Line:020-25868080 Tel. 020-25503200(off.) Fax: 020-25691111 Email: dg@cdac.in	Centre for Development of Advanced Computing (C-DAC) C-DAC Innovation Park, Panchavati, Pashan, Pune-411008 URL: https://www.cdac.in
3.	Software Technology Parks of India (STPI)	Shri Arvind Kumar Director General, Tel.: 011-24628081(off.) 20815080(off) Fax: 23438173 e-mail: dg@stpi.in , arvind@stpi.in	Software Technology Parks of India (STPI) 1st Floor, Plate B, Office Block-1, East Kidwai Nagar, New Delhi-110023 URL: https://www.stpi.in
4.	National Institute of Electronics and Information Technology (NIELIT)	Dr. M.M. Tripathi Director General Tel.: 011-44446777, Extn.-204 Email: dg@nielit.gov.in	National Institute of Electronics and Information Technology (NIELIT), NIELIT Bhawan, Plot No. 3, NIELIT Bhawan, PSP Pocket, Sector-8 Dwaraka, New Delhi -110077. URL: https://www.nielit.gov.in
5.	Society for Applied Microwave Electronics Engineering and Research (SAMEER)	Dr. P. Hanumantha Rao Director General Tel.: 022-25721333, 25727200(off.) Email.: dg@sameer.gov.in , dgooffice@sameer.gov.in	Society for Applied Microwave Electronics Engineering and Research (SAMEER) I.I.T. Campus, P.B. No. 8448, Powai, Mumbai, Maharashtra, India, Pincode – 400076 URL: https://www.sameer.gov.in

Sl. No.	Name of the Organization	Name and Designation of the Head of the Organization	Address of the Organisation
6.	Centre for Materials for Electronics Technology (C-MET)	Dr. R. Ratheesh Director General Tel.: 020-25898141(O) 020-25898180 Email: dg-cmet@cmet.gov.in , ratheesh@cmet.gov.in	Centre for Materials for Electronics Technology (C-MET) Panchawati, Off Pashan Road, Pune : 411 008. URL: http://cmet.gov.in/
7.	Semi-Conductor Laboratory (SCL)	Dr. Kamaljeet Singh Director General Email: director@scl.gov.in Tel: 0172-2296002, 2296001	Semi-Conductor Laboratory (SCL) Sector 72, S.A.S Nagar - 160 071, Punjab, India.
8.	Bhaskaracharya National Institute of Space Applications and Geo – Informatics [BISAG-N]	Shri T.P. Singh Director General, BISAG(N) Email: info@bisag.gujarat.gov.in Phone: 09909945001	Bhaskaracharya National Institute of Space Applications and Geo – Informatics [BISAG-N] Near CH 'O' Circle, Indulal Yagnik Marg, Gandhinagar-Ahmedabad Highway, Gandhinagar-382 007 Gujarat, India.

Section 8 Companies

Sl. No.	Name of the Organization	Name and Designation of the Head of the Organization	Address of the Organization
1.	National Informatics Centre Services Inc. (NICSi) [PSE under control of NIC]	Shri Alok Tiwari Managing Director, Tel.: 26105291 E-mail: mdnicsi@nic.in	National Informatics Centre Services Inc. (NICSi) 6th Floor, Hall No. 2&3, NBCC Tower, 15 Bhikaji Cama Place, New Delhi - 110066. URL: https://nicsi.com
2.	Digital India Corporation (DIC)	Shri Akhil Kumar Managing Director & Chief Executive Officer (CEO) Tel: 011-24363114, 011-24301628 Email: ceo@digitalindia.gov.in	Digital India Corporation (DIC), Ministry of Electronics and Information Technology Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
	Independent Business Division (IBD) under DIC: -		
2a.	National e-Governance Division (NeGD)	Shri Nand Kumarum President & Chief Executive Officer (CEO) Email: ceo-negd@digitalindia.gov.in Tel: 011-24301933, 011-24303764	Electronics Niketan, Ministry of Electronics & IT, 6-CGO Complex, Lodhi Road, New Delhi- 110003. URL: https://dic.gov.in
2b.	My Gov	Shri Ajit Kumar Chief Executive Officer (CEO) Tel: 011-24363078 Email: ceo@mygov.in	Ministry of Electronics and Information Technology, Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2c.	MeitY Startup Hub (MSH)	Shri Panneerselvam Madanagopal, Chief Executive Officer (CEO) Email: meity-sthub@gov.in Email: ceo.msh@digitalindia.gov.in Telephone: +91-11-24301244	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.

Sl. No.	Name of the Organization	Name and Designation of the Head of the Organization	Address of the Organization
2d.	India Semiconductor Mission (ISM)	Shri Amitesh Kumar Sinha AS & Chief Executive Officer (CEO) India Semiconductor Mission (ISM) Email: ceo@ism.gov.in Tel: 011-24301407	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2e.	Digital India Bhashini Division (DIBD)	Shri Amitabh Nag Chief Executive Officer (CEO) Email: ceo-dibd@digitalindia.gov.in Tel: 011-24360361 Tel: 011-24301361	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2f.	India AI	Shri Saurabh Vijay Chief Executive Officer (CEO) Email: ceo-indiaai@nic.in Tel: 011-24369222	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
3.	National Internet Exchange of India (NIXI),	Dr. Devesh Tyagi Chief Executive Officer (CEO) Tel.: 91-11-48202000 (Office) Fax: +91-11-48202013 Email: ceo@nixi.in	National Internet Exchange of India (NIXI), 9th Floor, B-Wing, Statesman House, 148, Barakhamba Road, New Delhi-110 001. URL: https://nixi.in
4.	National Institute for Smart Government (NISG)	Shri Abhishek Singh DDG (UIDAI) & Chief Executive Officer Registered Office - Hyderabad Phone: +91-040-6654-5352 Fax: +91-040-6654-5300 Corporate Office - New Delhi Phone: +91-011-4160-1140 Fax: +91-011-41550683 Email:	National Institute for Smart Government Registered Office - Hyderabad Ground & 2nd Floor, TSIIC Zonal Office, Financial District, Nanakramguda, Gachibowali, Hyderabad, Telangana, India - 500 032. Corporate Office - New Delhi National Institute for Smart Government 5th Floor, Mahindra Tower, Plot No. 2A, Bhikaji Cama Place, New Delhi, India - 110 066.

Company Listed under Companies Act, 1956

Sl. No.	Name of the Organization	Name and Designation of the Head of the Organization	Address of the Organization
1.	CSC e-Governance Services India Limited	Shri Akhil Kumar, Chief Executive Officer (CEO)- <i>[Addl. Charge]</i> Phone: 011-49754975, Extn.-201 E-mail: md.csc@csc.gov.in	CSC e-Governance Services India Limited, 238, Okhla Industrial Area, Phase-III, New Delhi – 110020.

Month and year for next review of the Charter: J u n e 2 0 2 7