

### Service Standards

Sl. No.	Services / Transaction	Success Indicators	Service Standards (%)	Data Source
1	Approval of project proposals for various e-Governance projects	8 weeks from receipt of the proposal	85	Records
2	Release of installment to implementation agency: (viz., eTaal 2.0 Project, NeGD 2.0, Awareness & Communication, Promotion of Open Government Data (OGD) Platform, MyGov Platform, eMail Solution, eSampark & eGreeting Platform, Securing eMail Solution Project)	4 - 6 weeks from receipt of Utilization Certificate (UC), recommendations of Project Review & Steering Group (PRSG), submission of all documents required as per the administrative approval, etc.	80	Records
3	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	6 weeks from receipt of proposals	85	Records
4	Release of Installments to State Governments for SWANs	4 weeks from receipt of UC & request to release installment	80	Records
5	Timely release of funds to National Informatics Centre Services Inc. (NICSI) / National Informatics Centre (NIC) for National Knowledge Network (NKN) as per recommendations of High Level Committee (HLC)	Within 3 months of the recommendations of the HLC	90	Records
6	Sanctioning of incentives to industry under Modified Special Incentive Package Scheme (M-SIPS)	Within 30 days of receipt of fully completed applications / information on deficiencies from the applicant and receipt of approval of the Competent Authority based on recommendations of the Appraisal Committee.	85	Records
7	Release of incentives to industry under Modified Special Incentive Package Scheme (M-SIPS)	Within 60 days of receipt of fully completed applications / information on deficiencies from the applicant as per terms and conditions of the Sanction and allocation of funds by the Planning Commission.	85	Records

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8	Appraisal of New Projects for consideration of financial support towards: R&D in (IT / Electronics / CC&BT / Cyber Security) and also for Initiation of New Projects and Release of funds in HRD.	The projects would be initiated within 6 months from the date of the final favorable recommendation(s) of the Working / Expert / Empowered Group(s) subject to receipt of required supporting document and within one month from the approval of Competent Authority, subject to availability of Funds, and submission of required supporting documents.	80	Records
9	Release of funds to ongoing projects towards:  R&D in ( IT / Electronics / CC&BT / Cyber Security). Also for Initiation of New Projects and Release of funds in HRD.	2 months from the date of receipt of acceptable Utilization Certificate (UC) and audited Statement of account, as applicable for not only the on-going projects but any other projects sponsored by MeitY in that Institution, request to release instalment, recommendation of Project Review & Steering Group (PRSG), subject to concurrence & approval of Competent Authority and availability of Funds.	80	Records
10	Timely recommendations to Directorate General of Foreign Trade (DGFT) as concerned Administrative Ministry from technical angle in respect of ratification of norms pertaining to Advance Licenses/ Advance Authorizations after receipt of complete applications from DGFT and information on deficiencies from the applicant	Within 30 days of receipt of fully completed applications / information on deficiencies.	85	Records
11	Timely recommendations to DGFT as concerned Administrative Ministry in respect of applications for issuance of license for import of Restricted Items after receipt of complete applications from DGFT and information on deficiencies from the applicant	Within 30 days of receipt of fully completed applications / information on deficiencies.	85	Records
12	Timely issuance of Concessional Customs Duty Certificates under relevant Notifications of Department of Revenue	Within 30 days of receipt of fully completed applications / information on deficiencies from the applicant.	85	Records

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13	Empanelment of Information Security Auditing Organisations.	The unsuccessful empanelment would be intimated to the applicants within 6 weeks from receiving of fully complete applications.	85	Records
14	Respond to Security incident	Initial Response within 6 hours of receiving the security incident (reasonable time-frame depending upon the severity of incident)	85	Records
15	Issuance of security alerts on latest threats and vulnerabilities	Publication of alerts within 72 hours of tracking an issue	90	Records
16	Enrolment and updation of Aadhaar	Generation of Aadhaar Number Up-to 6 weeks from Enrolment	85	Central Identities Data Repository (CIDR)
17	Authentication service	Instant response (Turn over time 2 seconds).	80	CIDR
18	Printing and delivery of Aadhaar letters.	Printed and given to delivery partner, which is Department of Posts, within two weeks of Aadhaar generations.	85	CIDR