

Citizens' / Clients' Charter for Ministry of Electronics and Information Technology (MeitY) (2018)

Service Standards

#	Services / Transaction	Success Indicators	Service Standards (%)	Data Source
1	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	6 weeks from receipt of proposals	85	Records
2	Release of Installments to State Governments for SWANs	4 weeks from receipt of UC & request to release installment	80	Records
3	Approval of project proposals for various eGovernance projects : (viz., eTaal 2.0 Project, Open Government Data (OGD), Rapid Assessment System, Digitizing India Platform (DIP), MyGov Platform, eMail Solution, eSampark & eGreeting Platform, Securing eMail Solution Project)	8 weeks from receipt of the proposal	85	Records
4	Release of installment to implementation agency: (viz., eTaal 2.0 Project, Open Government Data (OGD), Rapid Assessment System, Digitizing India Platform (DIP), MyGov Platform, eMail Solution, eSampark & eGreeting Platform, Securing eMail Solution Project)	4 weeks from receipt of UC, recommendations of PRSG, submission of all documents required as per the administrative approval, etc.	80	Records
5	Approval of proposals for Setting up of Common Service Centres (CSCs)	6 weeks from receipt of proposals	85	Records
6	Release of Installments to State Governments for Common Service Centres (CSCs)	4 weeks from receipt of UC & request to release installment	80	Records
7	Appraisal of Mission Mode Projects (MMPs)	3 weeks from date of receipt of electronic copy of project document	85	Records
8	Organizing Leadership meet & training programmes by CB Division	One month from the date of receipt of proposal	85	Records

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9	Timely approval of proposals for R&D / Innovative Projects in e-Gov	8 weeks from receipt of complete proposal/or receipt of clarifications if any	85	Records
10	Timely recommendations to 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
13	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
14	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
15	Appraisal of New Projects for consideration of financial support towards:	The projects would be initiated within 6 months from the date of the final favorable recommendation(s) of the	80	Records

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	R&D in (IT / Electronics / CC&BT / Cyber Security) and also for Initiation of New Projects and Release of funds in HRD.	Working / Expert / Empowered Group(s) and within one month from the approval of Competent Authority, subject to availability of Funds.		
16	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 the recommendation of Project Review & Steering Group (PRSG) and submission of acceptable Utilization Certificate (UC) and audited Statement of accounts, as applicable for not only the on-going projects but any other projects sponsored by MeitY in that Institution, subject to availability of Funds.	80	Records
17	Timely release of funds to NICSI / NIC for NKN as per recommendations of High Level Committee (HLC)	Within 3 months of the recommendations of the HLC	90	Records
18	Keep current the empanelled list of IT security auditors	The unsuccessful empanelment would be intimated to the applicants within 6 weeks from receiving of fully complete applications.	85	Records
19	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
20	Issuance of security alerts on latest threats and vulnerabilities	Publication of alerts within 72 hours of tracking an issue	90	Records
21	Enrolment and updation of Aadhaar	Generation of Aadhaar Number Up-to 6 weeks from Enrolment	85	CIDR
22	Authentication service	Instant response (Turn over time 2 seconds).	80	CIDR
23	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