

Citizen's / Client's Charter (CCC) – 2023-24

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

Address	:	Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi – 110003
Website ID	:	http://meity.gov.in
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Contact	:	Sh. Sudhir Kumar Marwaha Scientist 'G' & GC, RTI /Nodal Grievance Officer & Nodal Appellate Authority : E-mail : gc-rtipgcell@meity.gov.in : Phone No : 011-24301963

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Citizen's/ Client's Charter

1. Introduction

Ministry of Electronics and Information Technology (MeitY) is responsible for formulation, implementation and review of national policies in the field of Information Technology, Electronics and Internet (all matters other than licensing of Internet Service Provider).

2. Vision

The Vision of the Ministry is e-Development of India as the engine for transition into a developed nation and an empowered society.

3. Mission

The Mission is to promote e-Governance for empowering citizens, promoting the inclusive and sustainable growth of the Electronics, IT and 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.

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, applied research, IT and IT enabled services.
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.²
6. Matters relating to promotion and manufacturing of Semiconductor Devices in the country.³
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.⁴
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.⁵
14. Unique Identification Authority of India (UIDAI).⁶
15. Semi-Conductor Laboratory, Mohali.⁷

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

³ 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).

⁴ Modified vide Amendment series no.345 dated 17.10.2018.

⁵ Modified vide Amendment series no.281 dated 01.09.2005, Further modified vide amendment series no.327 dated 16.07.2016.

⁶ 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).

⁷ Inserted vide Amendment series no. 368 dated 07.02.2022.

5. Main Services /Transactions

Sl.No.	Name of Division	Citizen Centric Schemes/Projects	Timeline	Point of Contact
1	Digital Governance Division	<p>DigiLocker:</p> <p>DigiLocker is a secure cloud-based platform for storage (as a personal space to residents), sharing and verification of documents & certificates.</p> <p>Web Portal: https://www.digilocker.gov.in/</p>	DigiLocker account can be created instantly and the related services can be availed anytime anywhere	<p>Sh. Churchill Chauhan, Scientist 'C'</p> <p>Email: churchil.chauhan@meity.gov.in Tel.: 011-24301215</p>
2	Digital Governance Division	<p>National Single Sign-on/ MeriPehchaan:</p> <p>MeriPehchaan is a user authentication service wherein a single set of credentials can provide access to multiple online applications or services.</p> <p>Web Portal: https://meripehchaan.gov.in/</p>	Users can login anytime anywhere at the portals of the onboarded departments to avail their services	<p>Sh. Santosh Kumar Pandey, Scientist 'E'</p> <p>Email: santosh.pandey@meity.gov.in Tel.: 011-24301327</p>
3	Digital Governance Division	<p>Unified Mobile Application for New-age Governance (UMANG)</p> <p>UMANG provides a single platform for all Indian Citizens to access pan India e-Gov services ranging from Central to Local Government bodies.</p> <p>Web Portal: https://www.umang.gov.in/</p>	UMANG accounts can be created instantly and the various digital services of the govt. departments onboarded on the platform can be availed anytime anywhere	<p>Sh. Churchill Chauhan, Scientist 'C'</p> <p>Email: churchil.chauhan@meity.gov.in Tel.: 011-24301215</p>

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4	Digital Governance Division	<p>MSeva Appstore MSeva Appstore is aimed at mainstreaming the mobile app industry in the country and provides with trusted & authentic mobile app collection.</p> <p>Web Portal: https://apps.mgov.gov.in/</p>	Users can instantly download any app hosted on the MSDG appstore.	<p>Sh. Churchil Chauhan, Scientist 'C'</p> <p>Email: churchil.chauhan@meity.gov.in Tel.: 011-24301215</p>
5	Digital Governance Division	<p>Project:- Open Government Data Platform It facilitates access to Government owned shareable data and information in both human readable and machine readable forms.</p> <p>Website: https://data.gov.in/</p>	Users can instantly access the data through the web portal.	<p>Shri P. Ghatak, Scientist-F Tel: 011-24301759</p> <p>Email: pghatak@nic.in</p>
6	Digital Governance Division	<p>Project: Integrated Citizen Engagement Platform (INCEP)</p>	The registered user can access the INCEP platform anytime, anywhere.	<p>Shri P. Ghatak, Scientist-F Tel: 011-24301759</p> <p>Email: pghatak@nic.in</p>

6. Grievance Redressal/ RTI Mechanism

Name & Designation Officers	Contact No.	E-mail	In office
Sh. S.K. Marwaha, Scientist 'G' & GC Nodal Grievances Officer & Nodal Appellate Authority, MeitY	011-24301963	gc-rtipgcell@meity.gov.in	Wef: 15.11.2023
Smt. Vimla Sharma Under Secretary & First Appellate Authority, MeitY	011-24301239	vimla.sharma@nic.in	Wef: 17.04.2023
Shri Sandeep Kumar Ambasta Under Secretary (RTI & PG Cell) &Public Grievance Officer, MeitY	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/sub-ordinate 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	Organizations of MeitY (Attached Offices and Subordinate Organizations: Societies / Autonomous Bodies, Statutory Organizations, Other Organizations of MeitY) ⁸
3	Citizens of India.

⁸ 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 Amit Aggarwal Director General <i>[Addl. Charge]</i> +91-11-24361504 (Office) +91-11-24361447 (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. URL:- http://www.nic.in
2.	Standard Testing Quality Certification Directorate (STQC Dte.)	Shri M. Vellaipandi, Director General Tel.: 011 – 24301880, 24301589 Fax: 011 - 24363089 Email: dgstqc@meity.gov.in	Standard Testing Quality Certification Directorate, Ministry of Electronics and Information Technology Electronics Niketan, 6- CGO Complex, New Delhi - 110003. URL:- https://www.stqc.gov.in

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.	<u>Controller Of Certifying Authorities (CCA)</u>	Shri Arvind Kumar Controller of Certifying Authorities Tel.: 24363073 Email .: cca@cca.gov.in	<u>Controller Of Certifying Authorities (CCA)</u> Ministry of Electronics and Information Technology, Electronics Niketan, 6, CGO Complex, New Delhi - 110 003 URL: http://cca.gov.in
2.	<u>Indian Computer Emergency Response Team (CERT-In)</u>	Dr. Sanjay Bahl Director General (CERT-In) Tel.: 011-24368572 Email: sanjay.bahl@nic.in	<u>Indian Computer Emergency Response Team (CERT-In)</u> 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 Amit Agrawal, 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 <u>Education & Research in Computer Networking (ERNET)</u>	Shri Sanjeev Banzal Director General Tel. +91-11-22170586 (ERNET Office) D. Line: 24301411 FAX: +22170602 email.: dg@eis.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. 020-25704201/202(off.) 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.	<u>Software Technology Parks of India (STPI)</u>	Shri Arvind Kumar Director General, Tel.: 011-2081507/72(Off.) 25079046 (R) 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.: 011-25308300/302 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.	<u>Society for Applied Microwave Electronics Engineering and Research (SAMEER)</u>	Shri P. Hanumantha Rao Director General Tel.: 022-25721333, FAX: 022-25723470 Email.: director@sameer.gov.in	Society for Applied Microwave Electronics Engineering and Research (SAMEER) I.I.T. Mumbai Campus, Powai, Mumbai, Maharashtra, India, Pincode – 400076 URL: https://www.sameer.gov.in
6.	Centre for Materials for Electronics Technology (C-MET)	Shri Magesh Ethirajan, Director General (Addl. Charge) Direct Line:020-25898724 Tel.: 020-25898085 FAX: 020-25898141 E-mail: dg@cdac.in , magesh@cdac.in	Centre for Materials for Electronics Technology (C-MET) Panchawati, Off Pashan Road, Pune : 411008. URL: http://cmet.gov.in/

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Sl. No.	Name of the Organization	Name and Designation of the Head of the Organization	Address of the Organisation
7.	Semi-Conductor Laboratory (SCL)	Shri Vikas Trikha Director [Addl. Charge] Email: director@scl.gov.in Tel: 0172-2236089, 2296012	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: 9909945001	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) [under National Informatics Centre (NIC)]	Dr. Vinay Thakur 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 Abhishek Singh Managing Director & CEO Tel: 11-24301913 Email: ceo@digitalindia.gov.in	Digital India Corporation (DIC), Ministry of Electronics and Information Technology Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2a.	National e-Governance Division (NeGD)	Shri Abhishek Singh President & CEO Tel: 24301931(O)	Electronics Niketan, Ministry of Electronics & IT, 6-CGO Complex, Lodhi Road, New Delhi- 110003. URL: https://dic.gov.in
2b.	My Gov	Shri Akash Tripathi CEO, MyGov Tel: 011-24369903 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 Jitendra Vijay, CEO Email: meity-sthub@gov.in Telephone: +91-11-24301223	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2d.	India Semiconductor Mission (ISM)	Shri Akash Tripathi CEO Tel: 011-24369903 Email: ceo@mygov.in	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2e.	Digital India Bhashini Division (DIBD)	Shri Amitabh Nag, Chief Executive Officer (CEO) Email: bhashini@digitalindia.gov.in Tel: 011-24360361	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
3.	National Internet Exchange of India (NIXI)	Shri Anil Kumar Jain 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

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Sl. No.	Name of the Organization	Name and Designation of the Head of the Organization	Address of the Organization
4.	National Institute for Smart Government (NISG)	Shri Bhuvnesh Kumar, AS Chief Executive Officer (<i>[Addl. Charge]</i>) Registered Office - Hyderabad Phone: +91-040-6654-5352 Fax: +91-040-6654-5300 Corporate Office - New Delhi Phone: +91-011-2432-1445 Fax: +91-011-2432-1444	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, Rear Wing, Mahanagar Door Sanchar Sadan, 9, CGO Complex, Lodhi Road, New Delhi, India – 110 003.

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 Sanjay Kumar Rakesh, CEO Phone: 011-49754975 e-mail: sanjay.rakesh@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: June 2024