

**Citizen's / Client's Charter (CCC) – 2024-25**

**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/ 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) <sup>1</sup>**

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.
- 2A. Promotion of Digital Transactions excluding Digital Payments.<sup>2</sup>
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.<sup>3</sup>
6. Matters relating to promotion and manufacturing of Semiconductor Devices in the country.<sup>4</sup>
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.<sup>5</sup>
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.<sup>6</sup>
14. Unique Identification Authority of India (UIDAI).<sup>7</sup>
15. Semi-Conductor Laboratory, Mohali.<sup>8</sup>

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<sup>1</sup> 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.

<sup>2</sup> Inserted vide Amendment series no. 332 dated 13.02.2017 and modified vide the Amendment series no. 371 dated 17.07.2023.

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

<sup>4</sup> 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).

<sup>5</sup> Modified vide Amendment series no.345 dated 17.10.2018.

<sup>6</sup> Modified vide Amendment series no.281 dated 01.09.2005, Further modified vide amendment series no.327 dated 16.07.2016.

<sup>7</sup> 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).

<sup>8</sup> 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	<p><b>National Digital Locker System (Digitlocker):</b></p> <p>DigiLocker is a secure cloud-based platform for storage (as a personal space to residents), sharing and verification of documents &amp; certificates.</p> <p>Web Portal: <a href="https://www.digilocker.gov.in/">https://www.digilocker.gov.in/</a></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> <p>Sh. Debabrata Nayak, Director, NeGD Email ID: <a href="mailto:dnayak@digitalindia.gov.in">dnayak@digitalindia.gov.in</a> Tel: 011-24303709</p>
2	Digital Governance Division	<p><b>National Single Sign-on (NSSO)/ MeriPehchaan Platform for GoI:</b></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: <a href="https://meripehchaan.gov.in/">https://meripehchaan.gov.in/</a></p>	Users can login anytime anywhere at the portals of the onboarded departments to avail their services.	<p>Sh. Santosh Kumar Pandey, Scientist 'E', Ministry of Electronics &amp; IT Email ID: <a href="mailto:santosh.pandey@meity.gov.in">santosh.pandey@meity.gov.in</a> Tel.: 011-24301327</p> <p>Dr. Padmaja Joshi, Scientist G, C-DAC Mumbai Email ID: <a href="mailto:padmaja@cdac.in">padmaja@cdac.in</a> Tel: 022-26204923</p> <p>Dr. Seema Khanna, DDG, NIC Email ID: <a href="mailto:seema@gov.in">seema@gov.in</a> Tel: 011-24305367</p> <p>Sh. Debabrata Nayak, Director, NeGD Email ID: <a href="mailto:dnayak@digitalindia.gov.in">dnayak@digitalindia.gov.in</a> Tel: 011-24303709</p>

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3	Digital Governance Division	<p><b>Unified Mobile Application for New-age Governance (UMANG)</b> 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: <a href="https://www.umang.gov.in/">https://www.umang.gov.in/</a></p>	<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>	<p>Sh. Churchil Chauhan, Scientist 'C', Ministry of Electronics &amp; IT Email ID: <a href="mailto:churchil.chauhan@meity.gov.in">churchil.chauhan@meity.gov.in</a> Tel.: 011-24301215</p> <p>Sh. Debabrata Nayak, Director, NeGD Email ID: <a href="mailto:dnayak@digitalindia.gov.in">dnayak@digitalindia.gov.in</a> Tel: 011-24303709</p>
4	Digital Governance Division	<p><b>GOV.IN Appstore:</b></p> <p>GOV.IN Appstore, aimed at mainstreaming the mobile app industry in the country, provides with trusted &amp; authentic mobile app collection.</p> <p><b>Web Portal:</b> <a href="https://apps.mgov.gov.in/">https://apps.mgov.gov.in/</a></p>	<p>Users can instantly download any app hosted on the MSDG appstore</p>	<p>Sh. Churchil Chauhan, Scientist 'C', Ministry of Electronics &amp; IT Email ID: <a href="mailto:churchil.chauhan@meity.gov.in">churchil.chauhan@meity.gov.in</a> Tel.: 011-24301215</p> <p>Sh. Debabrata Nayak, Director, NeGD Email ID: <a href="mailto:dnayak@digitalindia.gov.in">dnayak@digitalindia.gov.in</a> Tel: 011-24303709</p>
5	Digital Governance Division	<p><b>Project:- Open Government Data Platform</b> It facilitates access to Government owned shareable data and information in both human readable and machine readable forms.</p> <p>Website: <a href="https://data.gov.in/">https://data.gov.in/</a></p>	<p>Users can instantly access the data through the web portal.</p>	<p>Shri P. Ghatak, Scientist-F Tel: 011-24301759</p> <p>Email: <a href="mailto:pghatak@nic.in">pghatak@nic.in</a></p>

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6	Digital Governance Division	Project: Integrated Citizen Engagement Platform (INCEP)	The registered user can access the INCEP platform anytime, anywhere.	Dr. Vageesh Tiwari, Director Tel: 011-24301716  Email: <a href="mailto:director-meity@meity.gov.in">director-meity@meity.gov.in</a>
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## 6. Grievance Redressal/ RTI Mechanism

<b>Name &amp; Designation Officers</b>	<b>Contact No.</b>	<b>E-mail</b>
Sh. S.K. Marwaha, Scientist 'G' & GC Nodal Grievances Officer & Nodal Appellate Authority, MeitY	011-24301963	gc-rtipgcell@meity.gov.in
Smt. Vimla Sharma Deputy Secretary & First Appellate Authority, MeitY	011-24301239	vimla.sharma@nic.in
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**

<b>Sl. No.</b>	<b>Stakeholders/ Clients Description</b>
1	Ministry of Electronics and IT
2	Organizations of MeitY (Attached Offices and Subordinate Organizations: Societies / Autonomous Bodies, Statutory Organizations, Other Organizations of MeitY) <sup>9</sup>
3	Citizens of India.

<sup>9</sup> As per the details provided at Point 8 (Organisations of MeitY)

## 8. Organisations of MeitY

### Attached Offices under 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.	National Informatics Centre (NIC)	<b>Shri Amit Agrawal</b> Director General [ <i>Adl. Charge</i> ] +91-11-24361504(Office) +91-11-24364873 (Fax) <b>Email ID :</b> <a href="mailto:dg@nic.in">dg@nic.in</a>	<b>National Informatics Centre</b> Ministry of Electronics and Information Technology A-Block, CGO Complex, Lodhi Road, New Delhi - 110 003. <a href="http://www.nic.in">URL:- http://www.nic.in</a>
2.	Standardisation, Testing and Quality Certification Directorate (STQC Dte.)	<b>Shri M. Vellaipandi</b> Director General <b>Tel.:</b> 011 – 24363089 I.Com: 011-24301380 Fax: 011-24363089 <b>Email:</b> <a href="mailto:dgstqc@meity.gov.in">dgstqc@meity.gov.in</a>	<b>Standardisation Testing and Quality Certification Directorate,</b> Ministry of Electronics and Information Technology Electronics Niketan, 6- CGO Complex, New Delhi - 110003 URL:- <a href="https://www.stqc.gov.in">https://www.stqc.gov.in</a>

**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.	<a href="#">Controller of Certifying Authorities</a> (CCA)	<b>Shri Arvind Kumar</b> Controller of Certifying Authorities <b>Tel.:</b> 24363073 <b>Email .:</b> <a href="mailto:cca@cca.gov.in">cca@cca.gov.in</a>	<b><a href="#">Controller Of Certifying Authorities (CCA)</a></b> Ministry of Electronics and Information Technology, Electronics Niketan, 6, CGO Complex, New Delhi - 110 003 URL: <a href="http://cca.gov.in">http://cca.gov.in</a>
2.	<a href="#">Indian Computer Emergency Response Team (CERT-In)</a>	<b>Dr. Sanjay Bahl</b> Director General (CERT-In) <b>Tel.:</b> 011-24368572 <b>Email:</b> <a href="mailto:sanjay.bahl@nic.in">sanjay.bahl@nic.in</a>	<b><a href="#">Indian Computer Emergency Response Team (CERT-In)</a></b> Ministry of Electronics and Information Technology, Electronics Niketan, 6, CGO Complex, New Delhi - 110 003. URL: <a href="https://www.cert-in.org.in">https://www.cert-in.org.in</a>
3.	Unique Identification Authority of India (UIDAI)	<b>Shri Amit Agrawal</b> CEO Tel.: 011-23746211 Email: <a href="mailto:ceo@uidai.gov.in">ceo@uidai.gov.in</a>	Unique Identification Authority of India Government of India Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi – 110001 URL: <a href="https://uidai.gov.in">https://uidai.gov.in</a>

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

<b>Sl. No.</b>	<b>Name of the Organization</b>	<b>Name and Designation of the Head of the Organization</b>	<b>Address of the Organisation</b>
1.	<a href="#">ERNET India Education &amp; Research Network of India (ERNET India)</a>	<b>Shri Sanjeev Banzal</b> Director General Tel. +91-11-22170586 (ERNET Office) D. Line: 24301411 FAX: +22170602 email.: <a href="mailto:dg@eis.ernet.in">dg@eis.ernet.in</a>	<b><a href="#">ERNET India</a></b> 5th Floor, Block-I, A Wing, DMRC IT Park, Shastri Park, Delhi-110053. URL: <a href="https://ernet.in">https://ernet.in</a>
2.	Centre for Development of Advanced Computing (C-DAC)	<b>Shri Magesh Ethirajan</b> Director General Direct Line:020-25868080 Tel. 020-25704201/202(off.) Fax: 020-25691111 Email: <a href="mailto:dg@cdac.in">dg@cdac.in</a>	<b>Centre for Development of Advanced Computing (C-DAC)</b> C-DAC Innovation Park, Panchavati, Pashan, Pune-411008 URL: <a href="https://www.cdac.in">https://www.cdac.in</a>
3.	<a href="#">Software Technology Parks of India (STPI)</a>	<b>Shri Arvind Kumar</b> Director General, Tel.: 011-2081507/72(Off.) 20815080(off) 25079046 (R) Fax: 23438173 e-mail: <a href="mailto:dg@stpi.in">dg@stpi.in</a>	<b>Software Technology Parks of India (STPI)</b> 1st Floor, Plate B, Office Block-1, East Kidwai Nagar, New Delhi-110023 URL: <a href="https://www.stpi.in">https://www.stpi.in</a>
4.	National Institute of Electronics and Information Technology (NIELIT)	<b>Dr. M.M. Tripathi</b> Director General (07982912449) Tel.: 011-25308302 Fax: 24363335 Email: <a href="mailto:dg@nielit.gov.in">dg@nielit.gov.in</a>	<b>National Institute of Electronics and Information Technology (NIELIT)</b> , NIELIT Bhawan, Plot No. 3, NIELIT Bhawan, PSP Pocket, Sector-8 Dwarka, New Delhi -110077. URL: <a href="https://www.nielit.gov.in">https://www.nielit.gov.in</a>
5.	<a href="#">Society for Applied Microwave Electronics Engineering and Research (SAMEER)</a>	<b>Shri P. Hanumantha Rao</b> <b>Director General</b> Tel.: 022-25721333, 25727200(off.) Email.: <a href="mailto:dg@sameer.gov.in">dg@sameer.gov.in</a> , <a href="mailto:dgoffice@sameer.gov.in">dgoffice@sameer.gov.in</a>	<b><a href="#">Society for Applied Microwave Electronics Engineering and Research (SAMEER)</a></b> I.I.T. Campus, P.B. No. 8448, Powai, Mumbai, Maharashtra, India, Pincode – 400076 URL: <a href="https://www.sameer.gov.in">https://www.sameer.gov.in</a>

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<b>Sl. No.</b>	<b>Name of the Organization</b>	<b>Name and Designation of the Head of the Organization</b>	<b>Address of the Organisation</b>
6.	Centre for Materials for Electronics Technology (C-MET)	<b>Shri Magesh Ethirajan</b> Director General [ <i>Addl. Charge</i> ] (09423014560) Direct Line: 020-25898724 Tel.: 020-25898085 Fax: 020- 25898141 E-mail: <a href="mailto:dg-cmet@cmet.gov.in">dg-cmet@cmet.gov.in</a>	<b>Centre for Materials for Electronics Technology (C-MET)</b> Panchawati, Off Pashan Road, Pune : 411008. URL: <a href="http://cmet.gov.in/">http://cmet.gov.in/</a>
7.	Semi-Conductor Laboratory (SCL)	<b>Dr. Kamaljeet Singh</b> Director General (09417070363) Email: <a href="mailto:director@scl.gov.in">director@scl.gov.in</a> <b>Tel: 0172-2296421</b>	<b>Semi-Conductor Laboratory (SCL)</b> Sector 72, S.A.S Nagar - 160 071, Punjab.
8.	Bhaskaracharya National Institute of Space Applications and Geo – Informatics [BISAG-N]	<b>Shri T.P. Singh</b> Director General, BISAG(N) Email: <a href="mailto:info@bisag.gujarat.gov.in">info@bisag.gujarat.gov.in</a> <b>Phone: 09909945001</b>	<b>Bhaskaracharya National Institute of Space Applications and Geo – Informatics [BISAG-N]</b> 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. (NICSIS) [PSE under control of NIC]	<b>Dr. Rajesh Kumar Mishra</b> Managing Director, Tel.: 26105291 E-mail: <a href="mailto:mdnicsi@nic.in">mdnicsi@nic.in</a>	<b>National Informatics Centre Services Inc. (NICSIS)</b> 6th Floor, Hall No. 2&3, NBCC Tower, 15 Bhikaji Cama Place, New Delhi - 110066. URL: <a href="https://nicsi.com">https://nicsi.com</a>
2.	Digital India Corporation(DIC)  + <b>Independent Business Division (IBD) under DIC:-</b>	<b>Shri Akash Tripathi</b> Managing Director & CEO [ <i>Addl. Charge</i> ] Tel: 11-24369903 Email: <a href="mailto:ceo@digitalindia.gov.in">ceo@digitalindia.gov.in</a>	<b>Digital India Corporation (DIC),</b> Ministry of Electronics and Information Technology Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2a.	National e-Governance Division (NeGD)	<b>Shri Akash Tripathi</b> President & CEO [ <i>Addl. Charge</i> ] Tel: 24301903(O), 011-24301815	Electronics Niketan, Ministry of Electronics & IT, 6-CGO Complex, Lodhi Road, New Delhi- 110003. URL: <a href="https://dic.gov.in">https://dic.gov.in</a>
2b.	My Gov	<b>Shri Akash Tripathi</b> CEO Tel: 011-24369903 Email: <a href="mailto:ceo@mygov.in">ceo@mygov.in</a>	Ministry of Electronics and Information Technology, Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2c.	MeitY Startup Hub (MSH)	<b>Shri Jitendra Vijay, CEO</b> Email: <a href="mailto:meity-sthub@gov.in">meity-sthub@gov.in</a> Telephone: +91-11-24301244	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2d.	India Semiconductor Mission (ISM)	<b>Shri Akash Tripathi</b> CEO Email: <a href="mailto:ceo@mygov.in">ceo@mygov.in</a> Tel: 011-24369903	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2e.	Digital India Bhashini Division (DIBD)	<b>Shri Amitabh Nag,</b> Chief Executive Officer (CEO) Email: <a href="mailto:bhashini@digitalindia.gov.in">bhashini@digitalindia.gov.in</a> Tel: 011-24360361	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.
2f.	India AI	<b>Shri Akash Tripathi</b> CEO Email: <a href="mailto:ceo@mygov.in">ceo@mygov.in</a> Tel: 011-24369903	Electronics Niketan, 6-CGO Complex, New Delhi - 110 003.

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<b>Sl. No.</b>	<b>Name of the Organization</b>	<b>Name and Designation of the Head of the Organization</b>	<b>Address of the Organization</b>
3.	National Internet Exchange of India (NIXI),	<b>Shri Devesh Tyagi</b> Chief Executive Officer (CEO) Tel.: 91-11-48202000 (Office) <b>Fax:</b> +91-11-48202013 Email: <a href="mailto:ceo@nixi.in">ceo@nixi.in</a>	<b>National Internet Exchange of India (NIXI)</b> , 9th Floor, B-Wing, Statesman House, 148, Barakhamba Road, New Delhi-110 001. URL: <a href="https://nixi.in">https://nixi.in</a>
4.	National Institute for Smart Government (NISG)	<b>Shri Rajiv Bansal</b> 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	<b>National Institute for Smart Government</b>  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**

<b>Sl. No.</b>	<b>Name of the Organization</b>	<b>Name and Designation of the Head of the Organization</b>	<b>Address of the Organization</b>
1.	CSC e-Governance Services India Limited	<b>Shri Sanjay Kumar Rakesh, CEO</b> Phone: 011-49754975 e-mail: <a href="mailto:sanjay.rakesh@gov.in">sanjay.rakesh@gov.in</a>	<b>CSC e-Governance Services India Limited</b> , 238, Okhla Industrial Area, Phase-III, New Delhi – 110020

Month and year for next review of the Charter: June 2025