

# Citizens' /Clients Charter

Directorate General of Health Services  
Nirman Bhawan, New Delhi-110011

*Our commitments to you.*

## Our vision

Providing evidence based technical inputs for policy formation and programme implementation. Research and Development and academics and training in matters of Public Health, Health Care including Emergency Preparedness & Response and Medical Education to the Government for achieving highest possible standard of health for the people of India.

## Mission

To be the Accountable, Credible, Diligent, Dynamic and Excellent Core Apex Health Organization for rendering relevant technical inputs towards developing robust preventive and promotive Health System targeted to achieve highest possible health standards for everyone with equity in synchronization with national Health Policy.

## Our Services

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1.	Issue of Custom Duty Exemption Certificate for import of Life Saving Drug/Medicines	Average time taken for issuance of Custom Duty Exemption Certificate from	3 working days

		receipt of application to the issue of the certificate if documents are complete in all respect	
2.	Prompt Grievance Redressal	<p>A. Average time taken to acknowledge grievance received through registered post</p> <p>B. Average time taken to acknowledge grievance received electronically through CPGRAMS portal</p> <p>c. Average time taken to send communication for additional information</p> <p>d. Average time taken for grievance settlement</p>	<p>7 working days</p> <p>7 working days</p> <p>15 working days</p> <p>27 working days</p>
3.	Prompt acknowledgement receipt of letters from clients/citizens	Average time taken to acknowledge receipt of letters.	7 working days
4.	Timely response to letters from clients/ citizens	Percentage of letters replied within the limits promised in the acknowledgement letters	95%

## Grievance Redress Mechanism (GRM)

- A. If we do not meet the promised standard of service, inform our  
Public Grievance Officer: Sh. Ajay Kumar Singh, Director  
Telephone No: 23061031 Email ID: [ajay.kumar67@nic.in](mailto:ajay.kumar67@nic.in)
- B. Register your grievance on the following portal:  
<http://pgportal.gov.in>
- C. Send an email to Performance Management Division, Cabinet  
Secretariat: [ccc-grievance@nic.in](mailto:ccc-grievance@nic.in)

## Date of next Review

The Citizens charter has been revised in July 2025. The next review is due in July 2026