

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.	Services / Transactions	Success Indicators	Service Standards (Tentative Working days)
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 receipt of application	3 working days

		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>30 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. Manoj Kumar Verma, Dy.

Director

Telephone No: 011- 23062192 Email ID:

manojkumar.verma@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

Date of next Review

The Citizens charter is revised in September 2023. The next review is
due in September 2024