

Citizen's/Client's Charter

Department of Science & Technology

Ministry of Science & Technology

Technology Bhavan

New Mehrauli Road

New Delhi – 110016

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VISION :

To enable India becoming a global knowledge power by promoting basic research, development of cutting edge technologies and innovation for globally competitive and inclusive growth to power technology-led economic progress of the society.

MISSION :

To strengthen the R&D base of the country through funding, development and utilization of technologies, building entrepreneurship and innovation, fostering international S&T cooperation, popularization and demonstration, generating S&T database, mounting mission mode initiatives, attracting talent to science and rejuvenating research in University and promotion to public-private partnerships.

Service Standards

#	Main Service	Standards
1	Funding for basic Extramural Research (EMR) a) Preliminary Screening b) Peer Review and Expert Committee recommendation c) Obtaining recommendation of Apex Committee, wherever required d) Administrative approval, financial sanction and release of grant	1 month from the date of receipt of the proposal 3 months 3 months 2 months from the date of receipt of required documents
2	Strengthening Research Infra-structure and expanding R&D base a) Preliminary Screening b) Peer Review and Expert Committee recommendation c) Obtaining recommendation of Apex Committee, wherever required d) Administrative approval, financial sanction and release of grant	1 month from the date of receipt of the proposal 3 months 6 months 2 months from the date of receipt of required documents
3	Programme for attracting talent to Science (fellowship/scholarship) and rejuvenating research and development a) Preliminary Screening b) Peer Review and Expert Committee, recommendation c) Obtaining recommendation of Apex Committee wherever required d) Approval, financial sanction and release of fund	1 months from the date of receipt of the proposal 3 months 3 months 2 months from the date of the receipt of required document
4	Technology Development Programmes a) Preliminary Screening b) Peer Review and Expert Committee recommendation c) Administrative approval, financial sanction and release of grant	15 days from the date of receipt of the proposal 3 months 45 days from the date of receipt of necessary documents

5	<p>Entrepreneurship Development</p> <p>a) Preliminary Screening</p> <p>b) Expert Committee recommendation</p> <p>c) Administrative approval, financial sanction and release of grant</p>	<p>15 days from the date of receipt of the proposal</p> <p>4 months</p> <p>45 days from the date of receipt of required documents</p>
6	<p>Science for Equity Empowerment and Development of Society</p> <p>a) Preliminary Screening</p> <p>b) Peer Review and Expert Committee recommendation</p> <p>c) Administrative approval, financial sanction and release of grant</p>	<p>15 days from the date of receipt of the proposal</p> <p>5 months</p> <p>2 months</p>
7	<p>Programmes on popularization and demonstration of Science</p> <p>a) Preliminary Screening</p> <p>b) Expert Committee recommendation</p> <p>c) Administrative approval, financial sanction and release of grant</p>	<p>1 month from the date of receipt of the proposal</p> <p>3 months from the date of screening</p> <p>45 days</p>
8	<p>International Collaborative Projects</p> <p>a) Preliminary Screening</p> <p>b) Peer Review Grading</p> <p>c) Clearance from Joint Committee</p> <p>d) Administrative approval, financial sanction and release of grant</p>	<p>15 days from the date of receipt of proposal</p> <p>3 months</p> <p>3 months</p> <p>45 days</p>

Grievance Redress Mechanism

Name & Contact details of Public Grievance Officer
Dr. Inder Jit Singh, Joint Secretary (Director of Grievances) Technology Bhavan, New Mehrauli Road, New Delhi – 110016 Telephone : +91-11-26516077, 26602366 Tele-Fax : +91-11-26515637 E-mail : inder.jit@nic.in _____
Help Line/Website URL to lodge grievance
Facilitation Centre Technology Bhavan, New Mehrauli Road, New Delhi – 110016 Tele-fax : 011-26534166 E-mail : dstinfo@nic.in
Expectation from complainant
<ol style="list-style-type: none">1. The complainant should provide clear statement of grievance indicating the background and officials/channels previously approached for redress along with copies of correspondence2. The complainant should provide complete mailing address including pin code no., contact numbers and e-mail address for correspondence3. The complainant should provide prompt response to the queries
Grievance Lodging Process
By hand, By post, By fax & Through CPGRAM
Timeline for Response
Acknowledgement : 7 days Redressal of Grievance : 2 months

Stakeholders/Clients

Stakeholders

1. Central Govt. Ministries/Deptts. and State Governments
2. Science & Technology Councils in State/UTs
3. R&D Institutions
4. Universities & Educational Institutions
5. Industries in Public/Private Sectors
6. Non Governmental Organizations (NGOs)
7. Scientists & Technologists
8. Science & Technology Students
9. Citizens

Responsibility Centres

Subordinate Offices
1. Survey of India, Hathibarkala Estate, Post Box No.37, Dehradun – 248001 Tel 0135-2744268
2. National Atlas & Thematic Mapping Organization, CGO Complex, 7th Floor, DF Block, Salt Lake, Kolkata – 700064 Tel : 033 – 23345006, 23346331 23346459 (EPABX)
Autonomous Institutions
1. Agharkar Research Institute, Agharkar Road, Pune – 411004 Tel : 020-25654357, 25653680
2. Aryabhata Research Institute of Observational Sciences, Monora Peak, Nainital – 263129 Tel : 05942-235136, 232655, 2331727
3. Birbal Sahni Institute of Palaeobotany, 53, University Road, Lucknow – 226007 Tel : 0522 – 274008, 27480011, 2740399/0413
4. Bose Institute, P1/12, CIT Scheme, VII-M, Kolkata 700054 Tel : 033-23506619/6702/2402/2403
5. Centre for Soft Matter Research, Jalahalli, Bangalore – 560013 Tel : 080-28381119, 28381347
6. Indian Association for the Cultivation of Science, Jadavpur, Kolkata – 700032 Tel : 033-24734971, 24735474
7. Indian Institute of Astrophysics, Koramangala, Bangalore – 560034 Tel : 080-25530672-76
8. Indian Institute of Geomagnetism, Near Victoria Petrol Pump, Kalamboli (highway), New Panvel, Mumbai – 410218 Tel : 022-27480766-69
9. International Advanced Research Centre for Powder Metallurgy and New Materials, Balapur P.O. Hyderabad – 500005 Tel : 040-24441075-76, 24457104
10. Institute of Advanced Study in Science & Technology, Paschim Boragaon, Garchuk, Guwahti – 781035. Assam Tel : 0361-2740659/679
11. Jawaharlal Nehru Centre for Advanced Scientific Research, Indian Institute of Science Campus, Bangalore – 560012 Tel : 080-2362750-57
12. National Accreditation Board for Testing & Calibration Laboratories, 3rd Floor, NISCAIR, 14, Satsang Vihar Marg, New Mehrauli Road, New Delhi – 110067 Tel : 011-26529718-20
13. National Innovation Foundation, Bungalow No.1, Satellite Compltex, Jodhpur Tekra, Premchand Nagar Road,

- Ahmedabad – 380015 Gujarat Tele : 079 – 26732095/2456, 26753338/3501
14. Raman Research Institute, C.V. Raman Avenue, Sadashivnagar, Bangalore – 560080
Tel : 080-23610122-29
 15. S.N. Bose National Centre for Basic Sciences, Block-JD, Sector-III, Salt Lake, Kolkata – 700098
Tel : 033-23355705-10 23353057/61
 16. Sree Chitra Tirunal Institute for Medical Sciences & Technology, Thiruvananthapuram – 695011
Tel : 0471-2443152(20 lines)
 17. a) Technology Information, Forecasting & Assessment Council (TIFAC), Vishwakarma Bhavan,
Shaheed Jeet Singh Marg, New Delhi – 110016 Tel : 011-26592600
b) National Mission on Bamboo Applications, Vishwakarma Bhavan, TIFAC Building, New
Delhi – 110016 Tel : 011-26531299
c) Mission for Geo-Spatial Applications, Vishwakarma Bhavan, TIFAC Building, Shaheed Jeet
Singh Marg, New Delhi – 110016 Tel : 011-26531299
 18. Vigyan Prasar, A-50, NCMRWF Complex, Phase-II, Sector-62, NOIDA – 201307
Tel : 0120-2404430-35, 2404431-38
 19. Wadia Institute of Himalayan Geology, 33, General Mahadeo Singh Road, Dehradun – 248001
Tel : 0135-2627387, 2624806, 2623109
 19. Technology Development Board, Vishwakarma Bhavan, Saheed Jeet Singh Marg,
New Delhi – 110016 Tel : 011-26537349

Professional Bodies

1. Indian National Science Academy, Bahadur Shah Zafar Marg, New Delhi – 110002
Tel : 011-23221931/50
2. National Academy of Sciences , 5, Lajpatrai Road, New Katra, Allahabad 211002
Tel : 0532-2640224
3. Indian National Academy of Engineering, 6th Floor, Vishwakaram Bhavan, Shaheed Jeet Singh Marg, New Delhi –
110016 Tel : 011-26582475, 26582635
4. Indian Academy of Sciences, P.B. No.8005, CV Raman Avenue, Sadashivnagar, Bangalore -560080 Tel : 080-
23614592, 23612546, 23612943
5. Indian Science Congress Association, 14, Dr. Biresh Guha Street, Kolkata – 700017 Tel : 033-22872551, 22874530

Indicative expectations from service recipients

1. Proposal to be in standard format (available on DST website) including :
 - a) Proposal to indicate the clear methodology, concept, experience and expertise in the area and confidence of project investigator
 - b) Availability of basic infrastructure including manpower for the project
 - c) Administrative clearance from parent organization, wherever required
 - d) Fulfillment of industrial partnership, collaboration and alliances, wherever required
2. Presentation before the Expert committee on requirement
3. Security and sensitivity clearance in case of International Cooperation Projects
4. Timely response to queries relating the proposal
5. Submission of identity and residential proof wherever required
6. Submission of quotations, agreements and other documents on requirement

Month and year for next review of the Charter : December 2011