



CITIZENS' / CLIENTS' CHARTER
DEPARTMENT OF HEALTH RESEARCH
(MINISTRY OF HEALTH & FAMILY WELFARE)
2nd Floor, Indian Red Cross Society Building
Red Cross Road, New Delhi – 110001

April 2019

VISION

The aim of the Department of Health Research (DHR) is to bring modern health technologies to the people through research and innovations related to diagnosis, treatment methods and vaccines for prevention; to translate them into products and processes and, in synergy with concerned organizations, introduce these innovations into public health system.

OUR COMMITMENTS TO YOU

Sl. No.	Key Services	Timelines for service delivery	
1.	Timely prioritization and approval after receipt of complete proposals of State Governments/ Union Territories (UTs) and Central & Government Medical Colleges/ Institutions for implementation of various Health Research schemes, namely: (1) Establishment of Network of Laboratories for Managing Epidemics and National Calamities. (2) Establishment of Multi-Disciplinary Research Units (MRUs) in Government Medical Colleges. (3) Establishment of Model Rural Health Research Units (MRHRUs) in States/ UTs. (4) Human Resource Development of Health Research. (5) Grant-in-Aid Scheme for Inter-sectoral Convergence and	Average time taken for seeking recommendations of Technical Evaluation Committee from the date of receipt of the complete proposals.	90 working days
		Average time taken to obtain the approval from the Approval Committee after technical evaluation of the proposals.	60 working days
		Average time taken to obtain the sanction for release of funds after final approval of the proposals.	15 working days
		Average time taken to release/ transfer of funds after sanctioning of the proposals.	15 working days

	Coordination for Promotion and Guidance on Health Research.		
2.	Approval to the new projects for strengthening of ICMR institutes/ centres and setting up of new institutes/ centres.	Average time taken to obtain necessary approvals for proposals from appropriate authorities falling within the delegated power of Secretary (DHR).	60 working days
		Average time taken from the date of receipt of proposal after all deficiencies have been addressed (if Cabinet/ EFC/ SFC approval is required).	120 working days
3.	Prompt Grievance Redressal.	Average time taken to acknowledge grievance received through registered post.	7 working days
		Average time taken to acknowledge grievance received electronically through CPGRAMS portal.	7 working days
		Average time taken to send communication for additional information.	15 working days
		Average time taken for grievance settlement.	90 working days
4.	Prompt acknowledgement of receipt of letters from clients/ citizens.		7 working days
5.	Timely response to letters from clients/ citizens.		95 percent

For more details on the procedure, documents required and contact person; Please visit our website at: www.dhr.gov.in

What may be done if the promised standards of service are not met?

A. The Public Grievance Officer may be informed:

Sh. D.R. Meena, Deputy Secretary, DHR

Phone: 011 – 23736901; Email: daulat.meena@gov.in

B. The grievance may be registered on the portal: <http://www.pgportal.gov.in>

C. An email may be sent to Performance Management Division, Cabinet Secretariat: cc-grievance@nic.in

RIGHT TO INFORMATION

Visit the link <https://rtionline.gov.in>

This Charter is issued on 26.04.2019, revising the earlier Charter issued on 17.12.2015. This Charter reflects the best endeavor of the Department. The Department intends to review the Charter within a period of three years.