



Citizen's / Client's Charter

for

Government of India

(Department of Scientific and Industrial Research)

(APRIL 2019)

Address : Technology Bhawan, New Mehrauli Road, New Delhi
Website ID : www.dsir.gov.in
Date of Issue : April, 2019
Date of next review: September, 2019

Vision / Mission

Vision

Enabling India to emerge as global industrial research and innovation hub

Mission

- Invigorating industrial research in the country through industry and institution centric motivational measures and incentives;
- Creating an enabling environment for development and utilization of new innovations;
- Enhance innovations through its resources and channelize benefits thereof to the people.

Main Services / Transactions

S. No	Services / Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document required	Fees		
								Category	Mode	Amount
1	Issue of Form 3CL / 3CM for fiscal incentives u/s 35(2AB)	12.0	Shri K.R. Vaidheeswaran, Joint Secretary, DSIR	jsa@csir.res.in	9818703366 (23716582)	1. Submission of completed application online as per the guidelines on the website.	Form 3CK for issuing 3CM and Annexure IV for issuing 3CL.	N/A	N/A	N/A
						2. Scrutiny in the department	N/A	N/A	N/A	
						3. Approval by Secretary, DSIR and issuance of forms 3CL/3CM	N/A	N/A	N/A	
2.	Issue of Recognition / Registration letter	15.0	Dr. S.K. Deshpande (Scientist 'G')	skdpande@nic.in	9810302872 (26518019)	1. Submission of completed application online as per the guidelines on the website.	Form for In-house R&D recognition on Departmental website	N/A	N/A	N/A
						2. Circulation to experts for comments	N/A	N/A	N/A	
						3. Consideration of the application in the Screening Committee Meeting	N/A	N/A	N/A	
						4. Approval of recognition/ registration and issuance of letter.	N/A	N/A	N/A	
3	Project funding under PRISM scheme	12.0	Dr. S.K. Deshpande (Scientist 'G')	skdpande@nic.in	9810302872 (26518019)	1. Submission of application by the applicant to TePP Outreach cum Cluster Innovation Centre (TOCIC)	PRISM Guidelines and application form on website	N/A	N/A	N/A
						2. TOCIC to screen and seek comments of domain experts on the screened Applications	N/A	N/A	N/A	
						3. TOCIC to forward the screened applications with comments of domain experts to DSIR	N/A	N/A	N/A	
						4. DSIR to organize PRISM Advisory and Screening Committee meeting to consider applications received from TOCICs	N/A	N/A	N/A	

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S. No	Services / Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document required	Fees		
								Category	Mode	Amount
						5. DSIR to process proposals recommended by Advisory Committee for financial concurrence and approval before sanctioning the project to the applicant	N/A	N/A	N/A	N/A
4	Project funding under PACE scheme	12.0	Dr. Vipin Shukla, (Scientist 'F')	vipin.shukla@nic.in	9971015790 (26859460)	1. Submission of completed application as per the guidelines on the website.	PACE Guidelines on Departmental website	N/A	N/A	N/A
						2. Forwarding of applications to experts for comments	N/A	N/A	N/A	N/A
						3. Consideration of the application in Technical Advisory Committee (TAC)	N/A	N/A	N/A	N/A
						4. Obtaining financial concurrence and approval	N/A	N/A	N/A	N/A
5	Project funding under Women's Programme	5.0	Dr. Sujata Chaklanobis (Scientist 'F')	priya@nic.in	9868902231 (26520887)	1. Inviting proposals from NGOs and other agencies	N/A	N/A	N/A	N/A
						2. Organizing a TAC meeting to consider and recommend the proposals	N/A	N/A	N/A	N/A
						3. Obtaining approval and financial concurrence for the recommended proposals and sanction to the applicant	N/A	N/A	N/A	N/A
6.	Support to setting up of Common Research and Technology Development Hubs (CRTDHs)	10.0	Dr. Sarika Madan, (Scientist 'D')	sarika.madan@nic.in	9810090557 (26590534)	1. Inviting proposals	Guidelines on the website	N.A	N.A	N.A
						2. Internal Screening and Peer review	N.A	N.A	N.A	N.A
						3. Proposals consideration in TAC meetings	N.A	N.A	N.A	N.A
						4. Obtaining Financial Approvals and other approvals	N.A	N.A	N.A	N.A
7.	Access to Knowledge for Technology Development and Dissemination –	2.0	Dr. Suman Mazumdar (Scientist 'D')	suman.dsir@nic.in	8826482760 (26590206)	1. Inviting Proposals	Guidelines on the website	N.A	N.A	N.A
						2. Internal Screening and Peer review	N.A	N.A	N.A	N.A
						3. Proposals consideration in TAC meetings	N.A	N.A	N.A	N.A

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								Category	Mode	Amount	
	Support to Studies					4. Obtaining Financial Approvals and other approvals	N.A	N.A	N.A	N.A	
8.	Access to Knowledge for Technology Development and Dissemination – Support to Events	2.0	Shri V.K. Varun, (Scientist 'F')	vkv@nic.in	9968291747 (26590416)	1. Inviting Proposals	Guidelines on the website	N.A	N.A	N.A	N.A
						2. Internal Screening and Peer review	N.A	N.A	N.A	N.A	N.A
						3. Proposals consideration in TAC meetings	N.A	N.A	N.A	N.A	N.A
						4. Obtaining Financial Approvals and other approvals	N.A	N.A	N.A	N.A	N.A
9.	Award of Junior Research Fellowships (JRF) to pursue PhD through CSIR-UGC NET scheme	15.0	Shri Ram Sarup (Senior Dy. Secretary, Examination)	srdsec@csir hrdg.res.in	9971719951 (25841086)	1. Inviting online applications from eligible candidates.	Guidelines on HRDG (CSIR) website)	General	NEFT/ RTGS	Rs.1000/	
								OBC		Rs.500/-	
								SC/ST/VH		Rs. 250/-	
						2. Processing of online applications in CSIR as per approved guidelines.	N/A	N/A	N/A	N/A	
						3. Conducting the National Eligibility Test (NET)	N/A	N/A	N/A	N/A	
						4. Award of JRF for pursuing PhD.	N/A	N/A	N/A	N/A	
10.	Travel grant to research scholars for presenting papers in international conferences	7.5	Shri Hemant Kulkarni, (Senior Principal Scientist, HRDG), CSIR	hk@csirhrdg.res.in	9871133455 (25841037)	1. Inviting applications from Research Scholars/Regular Faculty members from academic and R&D institutions (other than CSIR).	Guidelines on HRDG (CSIR) website)	N/A	N/A	N/A	
						2. Processing of applications in CSIR as per approved guidelines.	N/A	N/A	N/A	N/A	
						3. Awarding Travel Grants to Research Scholars for presenting papers in Conferences held abroad.	N/A	N/A	N/A	N/A	
11.	Recognizing Excellence by giving awards and prizes through CSIR Young Scientist Award, Shanti Swarup Bhatnagar Prize etc.	7.5	Dr. Inderpal Singh (Principal Scientist, HRDG), CSIR	ips@csirhrdg.res.in	9868444777 (25846777)	1. Inviting nominations for the awards and prizes	Guidelines on HRDG (CSIR) website)	N/A	N/A	N/A	
						2. Processing of applications in CSIR as per approved guidelines.	N/A	N/A	N/A	N/A	
						3. Announcing Awards and Prizes and giving them away in functions organized for the purpose.	N/A	N/A	N/A	N/A	

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Service Standards

S.N	Services/Transaction	Weight	Success Indicators	Service standard	Unit	Weight	Data Source
1	Issue of Form 3CL / 3CM for fiscal incentives u/s 35(2AB)	12.0	Average time taken for issuance of From 3CM from the date of receipt of fully completed application in all respects	140	Days	6.0	Ministry Records
			Average time taken for issuance of From 3CL from the date of receipt of fully completed application in all respects	300	Days	6.0	Ministry Records
2	Issue of Recognition / Registration letter	15.0	Average time taken from the date of receipt of fully completed application in all respects	112	Days	15.0	Ministry Records
3	Project funding under PRISM scheme	12.0	Average time taken from the date of receipt of fully completed application in all respects by the TePP Outreach cum Cluster Innovation Centre	180	Days	12.0	Ministry Records
4	Project funding under PACE scheme	12.0	Average time taken from the date of receipt of fully completed application in all respects	180	Days	12.0	Ministry Records
5	Project funding under Women's Programme	5.0	Average time taken from the date of receipt of fully completed application in all respects	180	Days	5.0	Ministry Records
6	Support to setting up of Common Research and Technology Development Hubs (CRTDH)	10.0	Average time taken from the date of receipt of fully completed application in all respects	180	Day	10.0	Ministry Records
7.	Access to Knowledge for Technology Development and Dissemination – Support to Studies	2.0	Average time taken from the date of receipt of fully completed application in all respects	140	days	2.0	Ministry Records
8.	Access to Knowledge for Technology Development and Dissemination – Support to Events	2.0	Average time taken from the date of receipt of fully completed application in all respects	140	days	2.0	Ministry Records
9.	Award of Junior Research Fellowships (JRF) to pursue PhD through CSIR-UGC NET scheme	15.0	Average time taken submission of online applications, and processing and conduct of NET for award of JRF-NET fellowship	150	days	10.0	CSIR records
10.	Travel grant to research scholars for presenting papers in international conferences	7.5	Average time taken to process applications from Research Scholars for Travel Grant	60	days	10.0	CSIR records
11.	Recognizing Excellence by giving awards and prizes through CSIR Young Scientist Award, Shanti Swarup Bhatnagar Prize etc.	7.5	Average time taken to process applications from Prize/Award aspirants	185	days	10.0	CSIR records

Grievance Redress Mechanism

Website URL to lodge Grievance online: <http://pgportal.gov.in>

S.No	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri K.R. Vaidheeswaran, Joint Secretary (Admn.)	23716582	jsa@csir.res.in	9818703366
2	Shri Ashwani Gupta, HOD	26866123	ashwani@nic.in	9818403458

Right To Information

Website URL to file RTI applications online: <https://rtionline.gov.in/>

S.No	Name of the Officer	Helpline Number	Email	Mobile Number
1	Nodal Officer and Central Public Information Officer - Shri Vimal Kumar Varun, Scientist 'F'	26516078	ykv@nic.in	9968291747
2	Appellate Officer – Dr S.K. Deshpande, Scientist ‘G’ (Non-RDI matters)	26518019	skdpande@nic.in	9810302872
3	Appellate Officer – Shri Ashwani Gupta, Scientist ‘G’ & HOD (RDI matters alone)	26866123	ashwani@nic.in	9818403458
4	Transparency Officer - Dr Prabhat Kumar Dutta, Scientist 'F'	26534823	pkdutta@nic.in	9810711355
5	Central Assistant Public Information Officer - Dr Sujata Chaklanobis, Scientist 'F'	26520887	priya@nic.in	9868902231
6	Central Assistant Public Information Officer - Dr Prabhat Kumar Dutta, Scientist 'F'	26534823	pkdutta@nic.in	9810711355

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List of Stakeholders / Clients

S.No.	Stakeholders / Clients
1	Industry
2	Industry associations
3	Scientific and Industrial Research Organizations
4	Scientific and Academic institutions
5	Individual innovators
6	Non Governmental Organizations
7	Consultants and consultancy organizations
8	State Government agencies
9	International agencies

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Responsibility Centers and Subordinate Organizations

S.No	Responsibility Centers and Subordinate Organizations Description	Landline Number	Email	Mobile Number	Address
1	Council of Scientific & Industrial Research (CSIR)	23710472	dgsir@csir.res.in	9130002656	Anusandhan Bhavan, 2 Rafi Ahmed Kidwai Marg , New Delhi – 110 001.
2	Consultancy Development Centre (CDC)	24632601	dgcdc@cdc.org.in	9810679980	India Habitat Centre, Core-4B, East Court, 2nd Floor, Lodhi Road, New Delhi – 110 003

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Indicative Expectations from Service Recipients

Sl.No.	Indicative Expectations from Service Recipients
1	Responsiveness to department advertisements, request for proposals etc.;
2	Cooperation in complying with departmental procedures;
3	Sincerity in meeting programme objectives and committed obligation;
4	Well articulated proposals for consideration by the department;
5	Submission of applications, complete in all respects as per guidelines and formats;
6	Completion of the activity/project within the stipulated period;
7	Taking keen interest in enhancing industry's share in national R&D expenditure;
8	Constructive participation in policy formulation and identification of new schemes;
9	Providing feedback on the efficacy of the schemes.
