



**Citizen's / Client's Charter**  
**for**  
**Department of Pharmaceuticals**  
  
**(2010-2011)**

Address Shastri Bhawan, A Wing, New Delhi.

Website ID <http://pharmaceuticals.gov.in>  
Date Of Issue February 2011  
Next Review April 2012

## Vision

India: The Largest Global Provider of Quality Medicines at Reasonable Prices.

## Mission

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- Ensure availability of quality drugs at reasonable prices as per the Pharma Policy .
- Development of Pharma Infrastructure and Innovative Development in Pharma Sector including through PPP.
- Promote Pharma Brand India
- Encourage environmentally sustainable development of Pharmaceutical Industry

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Adjudicating Review cases under para 22 of DPCO, 1995	15	Ms. Monika Verma (Director)	verma.m@nic.in	(23313431)	Submit it to PI-I Division of the Department within 15 days of issue of price notification by NPPA				
						NPPA's comment on company review application are taken				
						Personal Hearing provided to the company				
						Approval of the Minister				
2	Prompt Grievance Redressal US mls@rediffmail.com	10	Shri M.L Sidana (US)	mls@rediffmail.com	(23387920)	Grievance should be as specific as possible and must relate to the functioning of the Department				
						Grievance relating to the jurisdiction of the Department can be submitted either in writing via registered post/speed post or electronically through email				
3	Timely release of financial assistance to NIPER.	15	Mr S C Sharma (Director)	Director subhash.chand@nic.in	(23389840)	Processing of Financial proposals received from NIPERs				

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Approval of Competent Authority				
						Issue of sanction order after approval of IFD				
						Release of Funds				
4	Timely release of financial PSU	15	Mr R C Jha (Director)	jharc1@yahoo.com	(23389866)	Processing of Financial proposals received from PSU				
						Approval of competent authority				
						Issue of sanction order after approval of IFD				
						Release of Funds				
5	Timely release of financial assistance to NPPA	15	Ms Monika Verma (Director)	verma.m@nic.in	(23313431)	Processing of Financial proposals received from NPPA				
						Approval of Competent Authority				

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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						Issue of sanction order after approval of IFD				
						Release of Funds				
6	Timely response to Grievances received on CPGRAMS	10	Mr. Anil Jain (Under Secretary)	anil.j@nic.in	(23716517)	initial scrutiny and forwarding the Grievances to the concerned officers				
						Final reply to the Grievances				
7	Prompt response to a request for review under DPCO 1979	10	Mr R K Maggo (Dy Secretary)	rk.maggo@nic.in	(23752664)	Written request must be made stating the purpose for which meeting is sought and why a meeting is sought				
8	Prompt payment to vendors for invoices submitted	10	Mr. M.L. Sidana (Under Secretary)	m ls@rediffmail.com	(23387290)	All documents must conform to the checklist for payment on the Ministry's website				

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Adjudicating Review cases under para 22 of DPCO, 1995	15.0	Average time taken from the date of receipt of fully complicated proposals in all respects	60	days	15.0	Ministry Records
2	Prompt Grievance Redressal US mls@rediffmail.com	10.0	Average time taken from the date of receipt of Grievance	60	days	10.0	Ministry Records
3	Timely release of financial assistance to NIPER.	15.0	Average time taken to inform deficiencies in the application from the date of receipt of application	15	days	4.5	Ministry Records
			Average time taken for processing the application	60	days	6.0	Ministry Records
			Average time taken for issue of sanction after necessary approval	15	days	4.5	Ministry Records
4	Timely release of financial PSU	15.0	Average time taken to inform deficiencies in the application from the date of receipt of application	15	working days	4.5	Ministry Records
			Average time taken for processing the application	60	working days	6.0	Ministry Records
			Average time taken for issue of sanction after necessary approval	15	working days	4.5	Ministry Records
5	Timely release of financial assistance to NPPA	15.0	Average time taken to inform deficiencies in the application from the date of receipt of application	15	working days	4.5	Ministry Records

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
			Average time taken for processing the application	60	working days	6.0	Ministry Records
			Average time taken for issue of sanction after necessary approval	15	working days	4.5	Ministry Records
6	Timely response to Grievances received on CPGRAMS	10.0	Initial scrutiny and forwarding the application to the concerned officer/Division	5	working days	3.0	Ministry Records
			Final reply	60	working days	7.0	Ministry Records
7	Prompt response to a request for review under DPCO 1979	10.0	Acknowledgment of application	5	working days	2.0	Ministry Records
			Informing deficiencies	15	working days	2.0	Ministry Records
			Seeking comments of NPPA	30	working days	2.0	Ministry Records
			Processing the application	15	working days	4.0	Ministry Records
8	Prompt payment to vendors for invoices submitted	10.0	Average time taken to inform deficiencies in the documents submitted in writing	7	working days	2.0	Ministry Records
			Average time taken to make the payment from the date of receipt of completed documents	25	working days	8.0	Ministry Records

## Grievance Redress Mechanism

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri M L Sidana Under Secretary	23387920	usmls@rediffmail.com	9891145107

## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Citizens of India
2	Pharmaceuticals Industry including Small and Medium Enterprises

## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	National Institutes of Pharmaceuticals Education & Research (NIPERS)	1722214682	registrar@niper.ac.in	098123456	Secretariat Building, National Institute of Pharmaceuticals Education & Research (NIPERS) Sector -67, SAS Nagar, Punjab 160062
2	National Pharmaceuticals Pricing Authority (NPPA)	23389866	nppa@nic.in	9812345678	National Pharmaceuticals Pricing Authority (NPPA) YMCA Cultural Centre Building 3rd Floor, 1, Jai Singh Road, New Delhi 110001

## Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Please show courtesies to the Ministry Officers.
2	State the requests/grievances clearly