

Citizen's Charter / Client's Charter

For

Ministry of Culture

2023-24

Month & Year of Issue: March, 2024

Month & Year of the Next Review: December, 2024

VISION

To preserve, promote and disseminate Indian cultural heritage with special focus on art forms, regions, sections of society and historical periods that have hitherto been either not focused or sustained by existing institutional mechanisms.

Mission

Implement sustainable solutions towards skill based cultural economy through which India's diverse tangible and intangible culture and ancient heritage will remain universally accessible by following activities:

- Protection, development and promotion of both tangible, intangible heritage and knowledge heritage by enforcing preservation and conservation laws and policy to create strong bonds between citizens and cultural heritage of India.
- Preservation of Gandhian Heritage and commemoration of important historical events and centenaries of great personalities.
- Protection of monuments of National Importance through Archaeological Survey of India.
- Granting financial assistance to the State Government for setting up of new museums and development of existing museums.
- Maintenance of all Archival Records of the country through the National Archives of India.
- Protection and promotion of Buddhist and Tibetan Culture.
- Promotion of folk and traditional arts of different regions of the country through Zonal Cultural Centers (ZCCs).
- Granting financial support to the individuals/artists and cultural organizations engaged in performing visual and literary arts.
- Recognizing Excellency in the field of art and culture by way of awards given by Sahitya Akademi (SA) and Sangeet Natak Akademi (SNA).
- Promoting a vibrant theatre movement of contemporary relevance in the country through National School of Drama (NSD).
- Ensuring proper maintenance and development of all major libraries in the country.

- Implementation of Capacity Building Programmes in the field of art and culture to deliver vibrant, proactive and eco-friendly and user-friendly cultural space to all stakeholders.
- Implementation of UNESCO Convention in the field of culture; inscribing world heritage sites/Intangible Cultural Heritage (ICH) elements.
- Signing of Cultural Agreements/Cultural Exchange Programmes/Memorandum of Understandings with various countries and organizing Festivals of India abroad to make culture a tool of international diplomacy for achieving world peace.

MAIN SERVICES / TRANSACTIONS

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
1	Financial assistance to not- for- profit cultural organizations and government- aided cultural organizations to Create appropriately equipped training, rehearsal and performance spaces for artistes. (under Scheme component of Financial Assistance for Cultural Activities in Performing Arts for Building Grants including Studio Theatres)	Shri Maneesh Rajan, Under Secretary (S&F)	maneesh.rajan@nic.in partsection2@gmail.com	011 - 24642159 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Applications for particular financial year are invited for specified duration by Ministry of Culture by advertisement in the newspaper as well as on the website of the Ministry www.indiaculture.nic.in Application in prescribed proforma along with necessary enclosures and recommendation of the State Government/UT Administration / Deputy Commissioner (in case of Sikkim, Arunachal Pradesh, Leh and Kargil) as stipulated in the scheme guidelines are required to be sent at the following address: The Director, West Zone Cultural Centre, Bagore Ki Haveli, Gangaur Ghat, Udaipur Rajasthan – 313001". A cutoff date for submission of	Application in the prescribed format and details of necessary enclosures (as per check list) are available on the website of the Ministry https://www.indiaculture.gov.in/financial-assistancecultural-activitiesperforming-arts-buildinggrants-including-studiotheatres	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
					application before convening the Expert Committee meeting will be notified through WZCC"s/Ministry "s websites: https://wzccindia.com and https://indiaculture.gov.in		
2	Financial Assistance to organizations of dramatic groups, theatre groups, music ensembles, children theatre repertoire of adequate number to Promote and disseminate art and culture by way of imparting training to artists by their respective Guru (to preserve Guru-Shishya parampara) [Under Scheme of Financial Assistance for promotion of Guru-Shishya Parampara (Repertory Grant)] etc having a repertoire of adequate number to Promote and disseminate art and	Smt. B. Asha Nair, Under Secretary (P.Arts)	partsection@gmail.com	011 - 24610135 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Application in prescribed proforma along with necessary enclosures and recommendation of State Government/State Akademies etc. as stipulated in the guidelines are required to be sent at the following address: The Director, National School of Drama, Bahawalpur House, Mandi House, New Delhi-110001. Applications for particular financial year are invited for specified duration by National School of Drama, New Delhi through notice on its website https://nsd.gov.in .	Application in the prescribed format and details of necessary enclosures are available on the website of Ministry i.e. https://indiaculture.gov.in/financial-assistancepromotion-guru-shishyaparampara-repertory-grant	NIL

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I	II	III	IV	V	VI	VII	VIII
	culture by way of imparting training to artists by their respective Guru (to preserve Guru-Shishya parampara) [Under Scheme of Financial Assistance for promotion of Guru-Shishya Parampara (Repertory Grant)]						
3	Financial Assistance to improve socio-economic status of old age artists and scholars who have contributed significantly in the specialized field of arts & culture and their spouse. (under Scheme for Financial Assistance for Veteran Artists)	Smt. B. Asha Nair, Under Secretary (P.Arts)	artistspension.moc@gmail.com ; documents.moc@gmail.com	011 - 24610135 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Application in prescribed proforma along with full details of contribution in the field of art and culture, proof of age and income and Bank Account details of artists are required to be sent through State Govt./UT administration, if getting artists pension from their concerned States/UTs. Artists those are not getting artists pension from their concerned States/UTs may forward their applications through concerned ZCCs with their recommendations for further necessary action at the following address: The Director, South Central Zone Cultural Centre, 56/1,	Application in the prescribed format and details of necessary enclosures are available on the website of the Ministry i.e. https://indiaculture.gov.in/scheme-financial-assistance-veteran-artists	NIL

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I	II	III	IV	V	VI	VII	VIII
					Civil Lines, M.L.S. Hostel, Nagpur-440001. Applications are accepted throughout the year.		
4	Financial assistance to State Govt./ UTs, Central/State Govt. agencies/bodies, Universities, Municipal Corporations, reputed not-for-profit organizations etc. for creation of various Cultural Spaces such as Tagore Cultural Complexes, Auditorium, Rabindra Bhawans, Rangashalas, Multipurpose Cultural Complexes etc. as well as to restoration, renovation, extension, alteration, Upgradation, modernization of existing Tagore auditoria etc. so as to provide avenues for creative expression and learning to the younger generation. [Scheme of Financial Assistance for	Shri Maneesh Rajan, Under Secretary (S&F)	maneesh.rajan@nic.in partsection2@gmail.com	011 - 24642159 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Application in prescribed proforma along with necessary enclosures and recommendation of State Government (applicable for not-for-profit cultural organizations only) as stipulated in the guidelines are required to be sent at the following address: "The Under Secretary, P.Arts Section-II, Puratatva Bhawan, GPO Complex, INA, New Delhi – 110023. Applications are accepted throughout the year.	Application in the prescribed format and details of necessary enclosures are available on the website of the Ministry - https://www.indiaculture.gov.in/financial-assistance-tagore-cultural-complextcc	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	Tagore Cultural Complexes (TCCs)						
5	Financial support to reputed cultural organizations with national presence with a view to disseminate and propagate art & culture by Organizing various cultural activities at National/ International level for promotion of art and culture of the country. [Scheme component of Financial Assistance to Cultural Organizations with National Presence under Scheme of Financial Assistance for Promotion of Art & Culture]	Smt. B. Asha Nair, Under Secretary (P.Arts)	partsection2@gmail.com	011 - 24610135 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Application in prescribed proforma along with necessary enclosures and recommendation of cultural Department/ Wing of the concerned Central Government/ State Government/ UT Administration as stipulated in the guidelines are required to be sent at the following address: The Director, Eastern Zonal Cultural Centre, Broadway Rd, IB-201, Sector 3, Bidhannagar, Kolkata, West Bengal 700106. Applications for particular financial year are invited for specified duration by Ministry of Culture through uploading a notice on its website i.e. https://www.indiaculture.gov.in/sites/default/files/Schemes/Advertisement on website 06012023 .pdf as well as by advertising in leading print media (daily newspapers).	Application in the prescribed format is available on the website of the Ministry https://www.indiaculture.gov.in/financial-assistance-cultural-organizations-national-presence	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
6	Financial assistance is provided for creation of assets for enhancing the audio- visual spectacle for Allied Cultural Activities to give first hand experience of live performances on regular basis and during festivals in open/closed areas/ spaces where large numbers of tourists/visitors come regularly and during major events /festivals the number of visitors swells to lakhs.	Shri Maneesh Rajan, Under Secretary (S&F)	maneesh.rajan@nic.in partsection2@gmail.com	011 - 24642159 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Notice inviting applications are available on the website of the Ministry and National Science Centre (NSC) under the Ministry of Culture. http://www.indiaculture.gov.in and www.nscd.gov.in . Duly filled application in prescribed proforma along with check list and all the requisite enclosure would have to be sent by email on director@nscd.gov.in / nscd101@gmail.com or any valid medium of communication to "The Director, National Science Centre, Near Gate No.1 Bhairon Road Pragati Maidan, New Delhi- 110001. Applications are accepted throughout the year.	Application in the prescribed format and details of necessary enclosures are available on the website of the Ministry https://www.indiaculture.gov.in/financial-assistance-allied-cultural-activities	NIL
7	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Function and Production Grant (CFPG).	Shri Maneesh Rajan, Under Secretary (S&F)	maneesh.rajan@nic.in	011- 24642159 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	The Scheme is open throughout the year. The Scheme is implemented and administrated by NCZCC, Prayagraj.	As per the check list made available on the website of Ministry:- www.indiaculture.gov.in	Nil

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
8	Award of Scholarships to Young Artistes in different Cultural Fields	Shri Maneesh Rajan, Under Secretary (S&F)	maneesh.rajan@nic.in	011-24642159 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	This scheme is implemented and administrated by CCRT, Dwarka, New Delhi. Applications are invited through advertisement in Print Media and website of the CCRT and the Ministry.	As per the check list made available on the website of CCRT viz www.ccertindia.gov.in And M/o Culture website www.indiaculture.gov.in	Nil
9	Award of Senior/Junior Fellowships to Outstanding persons in the field of Culture for research oriented projects.	Shri Maneesh Rajan, Under Secretary (S&F)	maneesh.rajan@nic.in	011-24642159 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	This scheme is implemented and administrated by CCRT, Dwaraka, New Delhi. Applications are invited through advertisement in Print Media and website of the CCRT and the Ministry.	As per the check list made available on the website of CCRT viz www.ccertindia.gov.in And M/o Culture website www.indiaculture.gov.in	Nil
10	Award of Tagore National Fellowship for Cultural Research.	Shri Maneesh Rajan, Under Secretary (S&F)	maneesh.rajan@nic.in	011-24642159 D Wing, Puratatva Bhawan, GPO	The scheme is implemented and administrated by PMML, Teen Murti Bhawan, New Delhi. Applications are invited through advertisement in Print	As per the check list/required documents made available on the website of PMML:- http://pmml.nic.in/ and Ministry of Culture's Website:	Nil

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I	II	III	IV	V	VI	VII	VIII
				Complex, INA, New Delhi	Media and website of the PMML and the Ministry.	www.indiaculture.gov.in	
11.	<p>Scheme of Financial Assistance under Seva Bhoj Yojna –</p> <p>Under the Scheme of ‘Seva Bhoj Yojna’ Central Goods and Services Tax (CGST) and Central Government’s share of Integrated Goods and Services Tax (IGST) paid on purchase of specific raw food items by Charitable/Religious Institutions for distributing free food to public shall be reimbursed as Financial Assistance by the Government of India.</p>	Shri Maneesh Rajan, Under Secretary (S&F)	maneesh.rajan@nic.in	<p>011-24642159 : D Wing, Puratatva Bhawan,</p> <p>GPO Complex, INA, New Delhi</p>	The applications are invited online from 1 st to 15 th of every month. The details of the schemes are available on the website of this Ministry i.e www.indiaculture.gov.in	The guidelines in this regard are available on this Ministry’s website: www.indiaculture.gov.in	Nil

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I	II	III	IV	V	VI	VII	VIII
12	Financial Assistance is provided to Voluntary Organizations to promote and preserve the cultural heritage of the Himalayas under the Scheme of Financial Assistance for the Preservation and Development of Cultural Heritage of Himalayas Colleges and Universities are also eligible to apply.	Shri Praveen Sharma, Under Secretary (BTI)	praveen.sharma68@gov.in	011-24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	The NEZCC, Dimapur will advertise the scheme on yearly basis. The Advt. shall also be published through NEZCC/Ministry's websites : https://nezccindia.org.in/ http://indiaculture.gov.in . The organisation/Research Schloar/Universities/Colleges shall submit complete application alongwith the following documents/information to judge the eligibility of the organisation through the State Government, where the project is proposed to be implemented to NEZCC, Dimapur for scrutinizing in NEZCC, Dimapur as per the requirements of the Scheme. The organisations, however, located in Sikkim, Arunachal Pradesh & Leh and Kargil districts of UT of Ladakh are exempted from submitting their application direct to NEZCC only with the recommendation of concerned District Collector/Dy. Commissioner.	As per the check list/ required documents made available on the website of Ministry:- www.indiaculture.gov.in & https://nezccindia.org.in /	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
					<p>The Research Scholars, Universities and Colleges shall forward their applications through the U.G.C. to NEZCC, Dimapur. Applications which are found incomplete (without SGR and requisite documents provided) will not be processed further for evaluation by the Expert Committee. Applications complete in respects will be placed for consideration of the Expert Committee in its meeting, which will be constituted by the Ministry of Culture.</p> <p>The grant shall be given based on the appraisal of applications and recommendation by the Expert Advisory Committee and thereafter administrative approval and financial concurrence of competent authorities in the Ministry of Culture. On approval of the project proposal, the Ministry will upload the Minutes of the meeting. Thereafter, the grant will be released to these</p>		

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I	II	III	IV	V	VI	VII	VIII
					organisations through NEZCC, Dimapur, the designated Central Nodal Agency (CNA) for release of grant under the scheme.		
13	Financial Assistance provided to Voluntary Organizations to promote Buddhist/Tibetan Culture and Art under the Scheme of Financial Assistance for Development of Buddhist/Tibetan Arts and Culture.	Shri Praveen Sharma, Under Secretary (BTI)	praveen.sharma68@gov.in	011-24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	The Central Institute of Higher Tibetan Studies (CIHTS), Sarnath will advertise the scheme on yearly basis. The Advt. shall also be published through CIHTS/Ministry's websites : https://www.cihts.ac.in & http://indiaculture.gov.in . The organisation/Research Scholar shall submit complete application alongwith the following documents/information to judge the eligibility of the organisation through the State Government, where the project is proposed to be implemented to CIHTS, Sarnath for scrutinizing in CIHTS, Sarnath as per the requirements of the Scheme. The organisations,	As per the check list made available on the website of Ministry:- www.indiaculture.gov.in & https://www.cihts.ac.in	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
					<p>however, located in North East Region & Leh and Kargil districts of UT of Ladakh are exempted from submitting their application direct to CIHTS only with the recommendation of concerned District Collector/Dy. Commissioner. The Research Scholars shall forward their applications through the U.G.C. to CIHTS, Sarnath. Applications which are found incomplete (without SGR and requisite documents provided) will not be processed further for evaluation by the Expert Committee. Applications complete in respects will be placed for consideration of the Expert Committee in its meeting, which will be constituted by the Ministry of Culture. (as stipulated in the scheme guidelines are required to be sent at the following address : Section Officer (BTI Section), Ministry of Culture, Room No. 209, 2nd Floor D- Block, Puratatva Bhawan, GPO</p>		

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
					<p>Complex, IN, New Delhi – 110023)</p> <p>The grant shall be given based on the appraisal of applications and recommendation by the Expert Advisory Committee and thereafter administrative approval and financial concurrence of competent authorities in the Ministry of Culture. The Joint Secretary In-Charge would be the competent authority for the release of funds upto 30.00 lakhs based on the recommendation of the Expert Advisory Committee and in consultation with IFD in each Case.. On approval of the project proposal, the Ministry will upload the Minutes of the meeting. Thereafter, the grant will be released to these organisations through CIHTS, Sarnath, the designated Central Nodal Agency (CNA) for release of grant under the scheme.</p>		

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
14	<p>Museum Grant Scheme:</p> <p>The Scheme have 3 components:</p> <p>a). Development and Establishment of Museums at the regional, state, district level.</p> <p>b). Digitization of Museum Collections.</p> <p>C). Capacity building and training of Museum Professionals.</p>	Shri Rakesh Kumar, Under Secretary	museumon.1@gmail.com	011-23380136 Shastri Bhavan Rajender Prasad Road New Delhi.	<p>Applications are accepted throughout the year.</p> <p>Applications are scrutinized and incomplete proposals are returned to the applicant organization to re-submit the proposals after rectifying the deficiencies.</p> <p>Complete proposals are placed before the Expert Committee for consideration which generally meets once in each quarter</p> <p>Sanctions are issued for the proposals approved by the Expert Committee within 2 months from the date of the meeting of the Expert Committee.</p> <p>Applications are scrutinized and incomplete proposals are returned to the applicant organizations to resubmit the proposals after completing the deficiencies.</p>	<p>Facility for on-line submission of applications is available at http://csms.nic.in/login/index.php</p> <p>Application formats are available on the website of the Ministry at http://www.indiaculture.gov.in/museum-grant-scheme</p>	Nil

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
					Sanctions are issued for the proposals approved by the Ministry after consultation with National Council of Science Museum, Kolkata.		
15	<p>Scheme for Promotion of Culture of Science. The have 5 components:</p> <p>1.Science City.</p> <p>2.Science Centres (Categories-I, II & III).</p> <p>3.Innovation hubs.</p> <p>4.Modernization/ Upgradation of Existing Science Cities/Science Centres/Innovation Hubs.</p> <p>5.Digital Planetarium/ Space & Astronomy Education Centre (Categories-I, II & III).</p>	Ms. Amita Chauhan, Under Secretary (Museum-II)	amita.chauhan@gov.in museumtwo@gmail.com	011-23074359 Shastri Bhavan, Rajender Prasad Road, New Delhi	<p>Applications are accepted throughout the year and the proposal is required to be sent to Joint Secretary (Museums), Ministry of Culture (MoC).</p> <p>The proposal is forwarded to National Council of Science Museums (NCSM), the implementing agency of SPoCS under MoC, to evaluate the proposals and send its recommendation or otherwise observations/comments to Ministry of Culture.</p> <p>Incomplete proposals are returned to the applicant to re-submit the proposals after</p>	Application formats are available on the website of the Ministry at http://www.indiaculture.gov.in/scheme-promotion-culture-science-spocs	Nil

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
					<p>completing the deficiencies. Complete proposal which is favourably recommended by NCSM, is put up for appraisal by the Project Appraisal Committee comprising of MoC and NCSM officials.</p> <p>Once the proposal receives favourable appraisal from the aforesaid committee, it is put up to the competent authority in the Ministry of Culture, depending upon the cost of the project, for final approval and sanction. After the final approval, the project commences once the State/UT Govt. releases its full share of fund and hand over the land for the Science Centre etc, subject to satisfactory inspection by NCSM, including construction of boundary wall, gates etc.</p>		

SERVICE STANDARDS

S. No.	Service/Transaction	Success Indicators	Service standards	Unit	Data Source
1	Financial assistance to not- for- profit cultural organizations and government-aided cultural organizations to Create appropriately equipped training, rehearsal and performance spaces for artistes. (under Scheme component of Financial Assistance for Cultural Activities in Performing Arts for Building Grants including Studio Theatres)	Release of Grant/First Installment from the date of Expert Committee Meeting	85	Days	Ministry's Record
2	Financial Assistance to organizations of dramatic groups, theatre groups, music ensembles, children theatre etc. having a repertoire of adequate number to Promote and disseminate art and culture by way of imparting training to artists by their respective Guru (to preserve Guru-Shishya parampara) [Under Scheme of Financial Assistance for promotion of Guru-Shishya Parampara (Repertory Grant)]	Release of Grant/First Installment the date of Expert Committee Meeting	85	Days	Ministry's Record
3	Financial Assistance to improve socio-economic status of old age artists and scholars who have contributed significantly in the specialized field of arts & culture and their spouse. (under Scheme for Financial Assistance for Veteran Artists)	Release of Financial Assistance from the date recommended by the Expert Committee in its meeting	12	Months	Ministry's Record

S. No.	Service/Transaction	Success Indicators	Service standards	Unit	Data Source
4	Financial assistance to State Govt./ UTs, Central/State Govt. agencies/bodies, Universities, Municipal Corporations, reputed not-for-profit organizations etc. for creation of various Cultural Spaces such as Tagore Cultural Complexes, Auditorium, Rabindra Bhawans, Rangashalas, Multipurpose Cultural Complexes etc. as well as to restoration, renovation, extension, alteration, Upgradation, modernization of existing Tagore auditoria etc. so as to provide avenues for creative expression and learning to the younger generation. [Scheme of Financial Assistance for Tagore Cultural Complexes (TCCs) under Scheme of Financial Assistance for Creation of Cultural Infrastructure]	Release of Grant/First Installment from the date of Expert Committee Meeting	85	Days	Ministry's Record
5	Financial support to reputed cultural organizations with national presence with a view to disseminate and propagate art & culture by Organizing various cultural activities at National/ International level for promotion of art and culture of the country. [Scheme component of Financial Assistance to Cultural Organizations with National Presence under Scheme of Financial Assistance for Promotion of Art & Culture].	Release of Grant/First Installment from the date of Expert Committee Meeting	85	Days	Ministry's Record
6	Financial assistance is provided for creation of assets for enhancing the audio-visual spectacle for Allied Cultural Activities to give first hand experience of	Release of Grant/First Installment from the date of Expert Committee	45	Days	Ministry's Record

S. No.	Service/Transaction	Success Indicators	Service standards	Unit	Data Source
	live performances on regular basis and during festivals in open/closed areas/spaces where large numbers of tourists/visitors come regularly and during major events/festivals the number of visitors swells to lakhs.				
7	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Function Production Grant (CFPG) - (S&F)	Release of Grant/First Installment from the date of Expert Committee Meeting	85	Days	Ministry's Record
8	Award of Scholarships to Young Artistes in different Cultural Fields - (S&F)	Award of Scholarship from the closing date of receipt of applications	215	Days	Ministry's Record
9	Award of Senior/Junior Fellowships to Outstanding Artist/ Persons in different cultural fields.	Award of Scholarship from the closing date of receipt of applications	215	Days	Ministry's Record
10	Award of Tagore National fellowship for Cultural Research.	Award letters by the concerned Institutes from the date of meeting of National Selection Committee	85	Days	Ministry's Record
11	Seva Bhoj Yojna	The meeting to examine the applications received online is held on monthly basis and eligible organizations are allotted Enrollment number. Thereafter the organizations are required to approach GST authorities, Department of Revenue for re-imbursement.	--	Days	Ministry's Record

S. No.	Service/Transaction	Success Indicators	Service standards	Unit	Data Source
12	Financial Assistance to Voluntary Organizations to promote and preserve the cultural heritage of the Himalayas under the Scheme of Financial Assistance for the Preservation and Development of Cultural Heritage of Himalayas. Colleges and Universities are also eligible to apply.	Release of Financial Assistance from the date of approval of the Minutes of the Expert Advisory Committee Meeting	110	Days	Ministry's Record
13	Financial Assistance to Voluntary Organizations to promote Buddhist/Tibetan Culture and Art under the Scheme of Financial Assistance for Development of Buddhist/Tibetan Arts and Culture.	Release of Financial Assistance from the date of approval of the Minutes of the Expert Advisory Committee Meeting	110	Days	Ministry's Record
14	Museums Grant Scheme	Release of first installment of grant from the date of Expert Committee Meeting	85	Days	Ministry's records

Grievance redressal Mechanism

In case of non compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer (PGO) for redressal of their grievance:-

Director/DS –in- Charge (AR&IT)
C- Wing, Shastri Bhawan, New Delhi.
Tel: 011-23381208
Email- arit-culture@nic.in

The grievance can also be lodged on-line on the following link:- <http://www.pgportal.gov.in>

<http://indiaculture.gov.in>

Escalation of Grievance

In case the grievance is not redressed within a period of about one month, the same can be taken up at higher level to the following nodal appellate authority:-

Bureau-in -Charge (AR&IT)
Ministry of Culture,
Shastri Bhawan, New Delhi.
Email- arit-culture@gov.in

LIST OF STAKEHOLDERS/CLIENTS

S. No.	Stake holders
1	General Public / non- governmental organization at large.
2	All Central Ministries/Departments

RESPONSIBILITY CENTERS AND SUBORDINATE ORGANISATIONS UNDER MINISTRY OF CULTURE

S. No.	List of Organisations	Landline No.	Email	Address	Remarks
1.	Archaeological Survey of India	011-23075354/57	directorgeneralasi@gmail.com dg.asi@gov.in	Dharohar Bhawan, 24, Tilak Marg, New Delhi - 110001	Attached Office
2.	National Archives of India	011-23383436	archives@nic.in dg-nai@gov.in	Janpath, New Delhi – 110001	Attached Office
3.	Anthropological Survey of India	033-23570090/92	director@ansi.gov.in	E N – 7-9, Sector-V, Salt Lake City, Kolkata-700091	Subordinate Office
4.	Central Reference Library	(033)24791721/ 24791722	centralreferencelibrary@gmail.com	Belvedere, Kolkata-700027, West Bengal	Subordinate Office
5.	National Gallery of Modern Art	011-23386111/ 23384560	ngma.delhi@gmail.com dgnngma@gmail.com	Jaipur House, New Delhi-110001	Subordinate Office
6.	National Library	033-24792968	nldirector@rediffmail.com dgnl.kol-culture@nic.in	Belvedere, Kolkata-700027, West Bengal	Subordinate Office
7.	National Museum	011-23018159 011-23018046	dg.nmnd@gov.in	Janpath, New Delhi – 110001	Subordinate Office
8.	National Research Laboratory for conservation of Cultural Property	0522-2335359	dg.nrlc@gov.in dgnrlclucknow@gmail.com	Sector E/3, Aliganj Scheme, Lucknow - 226024	Subordinate Office
9.	National Monument Authority	011-23380540	dg.nmnd@gov.in ms-nma@nic.in	24, Tilak Marg, New Delhi-	Subordinate

S. No.	List of Organisations	Landline No.	Email	Address	Remarks
				110001	Office
10.	Lalit Kala Akademi	011-23009260	secretary@lalitkala.gov.in	Rabindra Bhavan, 35 Ferozeshah Road, New Delhi – 110001	Autonomous Organization
11.	National School of Drama	011-23387137	nationalschoolofdrama@gmail.com	Bahawalpur House, 1, Bhagwan Das Road, New Delhi – 110001	Autonomous Organization
12.	Sahitya Akademi	011-23386626/27/28	secretary@sahitya-akademi.gov.in	Rabindra Bhavan, 35, Ferozeshah Road, New Delhi	Autonomous Organization
13.	Sangeet Natak Academi	011-23381833,23382495	secretary@sangeetnatak.gov.in music@sangeetnatak.gov.in mail@sangeetnatak.gov.in	Ravindra Bhavan, 35 Ferozeshah Road, New Delhi – 1	Autonomous Organization
14.	Delhi Public Library	011-23958747	delhipubliclibrary@gmail.com	Dr. Shyama Prasad Mukherjee Marg, Delhi-110006	Autonomous Organization
15.	Khuda Baksh Oriental Public Library	06112-2371507	kboplibrary@gmail.com	Ashok Rajpath, Patna – 800004	Autonomous Organization
16.	Prime Ministers Museum & Library	011-23015333, 23017089	director.nmml@gov.in	Teen Murti Bhavan, New Delhi-110011	Autonomous Organization
17.	Raja Rammohun Roy Library Foundation	033-23373463/64	director@rrrlf.gov.in dg-rrrlf@gov.in rrrlf-wb@nic.in	Block DD-34, Sector -1, Salt Lake City, Kolkata- 700 064	Autonomous Organization
18.	Rampur Raza Library	0595-2325045	raza-library@nic.in directorrazalibrary@gmail.com	Hamid Manzil Fort, Rampur, UP-244 901	Autonomous Organization

S. No.	List of Organisations	Landline No.	Email	Address	Remarks
19.	Central Institute of Buddhist Studies	01982-264437	cibsladakh@gmail.com	Choglamsar, Leh, Ladakh -194 104	Autonomous Organization
20.	Central Institute of Himalayan Culture Studies	03782-207030	directorcihcs@gmail.com cihcsdahung@gmail.com	Dahung, West Kameng District, Arunachal Pradesh -790 116	Autonomous Organization
21.	Central Institute of Higher Tibetan Studies	0542-2585242	vcoffice.cuts@gamil.com vcoffice@cihts.ac.in	Saranath, Varanasi- 221007, UP	Autonomous Organization
22.	Nava Nalanda Mahavihara	06112-281820	vc@nm.ac.in nnmregister@gmail.com	Bhikshu Jagdish Kashyap Marg, Nalanda, Bihar-803111	Autonomous Organization
23.	Allahabad Museum	0532-2407834	allahabadmuseum@rediffmail.com	Chandrashekhar Azad Park, Kamla Nehru Road, Prayagraj – 211 002 UP	Autonomous Organization
24.	Indian Museum	033-22521790	Indianmuseumkolkata2@gmail.com	27, J.N. Road, Park Street, Kolkata-700 016	Autonomous Organization
25.	Indira Gandhi Rastriya Manav Sangrahalaya	0755-2661458	directorigrms@gmail.com	Lake View Road, next to RCE campus, Shyma`la Hills, Bhopal-462 013, Madhya Pradesh	Autonomous Organization
26.	National Council of Science Museum	033-23575544	dgo@ncsm.gov.in adc235@gmail.com	33, Block –GN, Sector –V, Bidhan Nagar, Kolkata- 700 091.	Autonomous Organization
27.	Indian Institute of Heritage	0120-2975619	registrar.nmi@gov.in	A-19, Institutional Area, Sector 62, Noida, Uttar Pradesh-201309	Autonomous Organization
28.	Salar Jung Museum	040-24576443	salarjungmuseum1951@gmail.com	Hyderabad-500 002, Telangana	Autonomous

S. No.	List of Organisations	Landline No.	Email	Address	Remarks
					Organization
29.	Victoria Memorial Hall	033-22231890	victomen@gmail.com	1, Queen's way, Kolkata-700071	Autonomous Organization
30.	Centre for Culture Resources and Training	011-25088638/ 25309300	dir.ccr@nic.in director.ccr@gov.in	Plot No. 15-A, Sector-7, Dwarka, New Delhi-110001	Autonomous Organization
31.	Gandhi Smriti and Darshan Samiti	011-23392710	2010gsds@gmail.com	5 Tees January Marg, New Delhi – 110001	Autonomous Organization
32.	Indira Gandhi National Centre for Arts	011-23446563	ms@ignca.nic.in msignca@yahoo.com	Janpath Building , Janpath, (near Western Court), New Delhi – 110001	Autonomous Organization
33.	Kalashetra Foundation	044-24521844	director@kalakshetra.in	Kalakshetra Road, Radhakrishnan Nagar, Thiruvanamayur, Chennai- 6000041	Autonomous Organization
34.	Maulana Abdul Kalam Azad Institute of Asian Studies	033-23356623	info@makaias.gov.in	Azad Bhawan, IB-166, Sector-III, Salt Lake City, Kolkata -700 106	Autonomous Organization
35.	National Culture Fund	011-24656248	ncfunesco-culture@gov.in	5 th floor, Puratatva Bhavan, D-Block, GPO Complex, INA, New Delhi – 110023	Autonomous Organization
36.	Asiatic Society	033-22290779	gs.asiatic@gmail.com	1-Park Street, Kolkata – 700	Autonomous

S. No.	List of Organisations	Landline No.	Email	Address	Remarks
			generalsecretary-ask@asiaticsocietykolkata.nic.in	016	Organization
37.	North Central Zone Cultural Centre	0532-2421855	directornczcc@gmail.com	14-CSP Singh Marg, Prayagraj-211001	Autonomous Organization
38.	North East Zone Cultural Centre	03862-253473	nezccdimapurne@gmail.com nezccdimapur@yahoo.co.in	Post Box No. 98., Dimapur-797112, Nagaland.	Autonomous Organization
39.	North Zone Culture Centre	0175-2202918	nzccindia@yahoo.com nzccindia@gmail.com padnzccpta@gmail.com	Virsa Vihar Kendra, Near Bhasha Bhawan, Inside Shernawala Gate, Post Box No. 80. Patiala-147 001	Autonomous Organization
40.	South Central Zone Cultural Centre	0712-2562974	sczccnagpur1986@gmail.com sczccdirector@gmail.com	56/1, Civil Lines, Opposite MLA Hostel, Nagpur-440001	Autonomous Organization
41.	South Zone Cultural Centre	04362-240072	szcc1986@gmail.com director.szcc@gmail.com	Dakshini, Medical College Road, Thanjavur-613004, Tamil Nadu	Autonomous Organization
42.	West Zone Cultural Central	0294-2422567	wzcccom@rediffmail.com directorwzcc@gmail.com	Bargore Ki Haveli, Gangaur Ghat, Udaipur-313 001, Rajasthan	Autonomous Organization
43.	Eastern Zonal Cultural Centre	033-23353093	ddfzcckolkata@yahoo.in directorezcckolkata@yahoo.in	Bharatiyam Cultural Multiplex IB, 201, Sector-3, Salt Lake City, Kolkata – 700106.	Autonomous Organization

Indicative Expectations from Service Recipients

- Applications/proposals are to be submitted in the formats prescribed, if any, for grant of financial assistance
- Relevant documents/enclosures are to be submitted along with the application/proposal. Check List may be adhered to.
- Time line stipulated, if any, for completion of formalities for the service delivery are to be adhered to.
- Cross-checking for information/latest position in the matter with concerned officials before raising query/grievances.
- Release of installments of grant is subject to the submission of Utilization Certificate. All due UCs should be settled.
- Grievance in respect of service(s) included in the Citizens'/Clients' Charter are to be lodged at

Central Public Grievance Redress and Monitoring Systems (CPGRAMS) <http://pgportal.gov.in>