

Citizens'/ Clients' Charter
National Center for Vector Borne Diseases Control
Delhi 110054
Our commitments to you

No.	Our Services and Transactions	How we measure our Performance in this area	Our service Standard
1	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
2	Prompt acknowledgement receipt of letters from clients/citizens	Average time taken to acknowledgement receipt of letters	7 working days
3	Timely response to letters from clients/citizens	Percentage of letters replied within the time limits promised in the acknowledgement letters	95%
4	Employee Corner	Average time taken for processing & approval from the date of receipt of fully completed application in all respect	7 working days
5	Service provided by the Dte.	Malaria clinic opened for public from 9.30 AM to 5.30 PM	