



Citizens'/Clients' Charter

For

Department of Justice

(2023–24)

Address: Jaisalmer House, 26– Mansingh Road, New Delhi–110011

Website ID : doj.gov.in

Date of Initial issue: October, 2017

Updated as on: 05.03.2023

VISION:

Facilitating administration of Justice that ensures easy access and timely delivery of Justice to all.

MISSION:

Ensuring adequacy of courts and judges, including servicing of appointment of Judges to the higher judiciary, modernization and digitisation of courts and procedures, policies for judicial reforms and Legal aid to the poor with suitable use of technology for improved justice delivery.

Sl. No.	Service/Transaction	Weight (%)	Responsible Person (Designation)	e-mail	Mobile/Phone Numbers	Process	Document Required	Fees		
								Category	mode	Amount
1	Issue of Notification for appointment of Judges in the Supreme Court and the High Courts.	15	Additional Secretary (RKK)	rajinder [dot] kashyap[at]gov[dot]in	011-23383037	After approval of President, Notification is issued by Ministry of Law & Justice.	Complete proposal.	N/A	N/A	N/A
2	Issue of Notification for transfer of Judges.	6	Additional Secretary (RKK)	rajinder[dot] kashyap[at] gov[dot]	011-23383037	After approval of President, Notification is issued by Department of Justice.	Complete proposal.	N/A	N/A	N/A
3	Release of grant-in-aid to NALSA for implementation of Legal Aid Programmes in The States	4	Joint Secretary (NKG)	jsa2j[dash] doj[at]gov[dot]in	011-23385020	The proposals received from NALSA ,in complete form is processed in the Department and approval of Competent Authority obtained	Complete proposal along with Audited Statement of Account and Utilisation Certificates for previous year's grants-in-aid	N/A	N/A	N/A
4	Representation/ grievances from public seeking legal aid	4	Joint Secretary (NKG)	jsa2j[dash] doj[at]gov [dot]in	011-23385020	The representations Received from the public are examined in the Department and forwarded to NALSA for appropriate action.	No documents are required	N/A	N/A	N/A

5	<p>Designing Innovative Solutions for Holistic Access to Justice (DISHA)</p> <p>Various activities relating to DISHA include Tele-Law, Nyaya Bandhu (Pro Bono Legal Services), Nyaya Mitra and Pan India Legal Literacy and legal Awareness</p>	3	Joint Secretary (NKG)	jsa2j[dash]doj[at]gov[dot]in	011-23385020	DISHA scheme has been introduced in the year 2021-2022 with the approval from Dept of Expenditure for the period 2021-2026. The proposal received from various agencies are processed in the Department and approval of Competent Authority is obtained	Complete Proposal, financial details, consent from all stakeholder etc.	N/A	N/A	N/A
6	Release of fund in instalments for DISHA programmes	2	Joint Secretary (NKG)	jsa2j[dash]doj[at]gov[dot]in	011-23385020	The request received from the partner agencies are examined in the department and approval of competent authority is obtained subject to availability of funds.	Progress Report, Utilisation Certificate along with details of activities completed.	N/A	N/A	N/A
7	Release of grant to the States / UTs under the Centrally Sponsored Scheme for Infrastructure Development of Judiciary.	10	Joint Secretary (NKG)	jsa2j[dash]doj[at]gov[dot]in	011-23385020	The proposals received from the State Governments are processed in the Department and the approval of Competent Authority obtained subject to availability of funds.	Complete proposal along with utilisation certificates for previous releases.	N/A	N/A	N/A

8	Release of grant to the States/UTs for Gram Nyayalayas.	5	Joint Secretary (NKG)	jsa2j[dash]doj[at]gov[dot]in	011-23385020	The proposals received from the State Governments are processed in the Department and the approval of Competent Authority obtained subject to availability of funds.	Complete proposal Along with utilisation certificate for previous releases.	N/A	N/A	N/A
9	Release of Funds to NIC & High Courts on recommendation of e-committee of the Supreme Court of India under e-Courts Mission Mode project Phase-II	8	Joint Secretary (PPP)	pravash[dot]panday 2[at]gov[dot]in	011-23381496	The proposal received from e-committee of Supreme Court of India are examined and send to Competent Authority for approval and release of funds	Complete proposal alongwith approval of e-Committee of Supreme Court of India.	N/A	N/A	N/A
10	Release of grant to National Judicial Academy.	4	Joint Secretary (PPP)	pravash[dot]panday 2[at]gov[dot]in	011-23381496	The proposals received from National Judicial Academy are examined and approval of the Competent Authority obtained.	Complete proposal alongwith utilisation certificate for previous releases.	N/A	N/A	N/A

11 (a)	Release of central share of funds for the Scheme of Fast Track Special Courts (FTSCs) including exclusive POCSO courts for trial and disposal of cases related to rape and POCSO Act	8	Joint Secretary (PPP)	pravash[dot]panday2[at]gov[dot]in	011-23381496	The consent/ proposal received from the State Government/ UT is examined and approval of the Competent Authority obtained.	Receipt of consent and compliance of revised procedure for release of CSS funding including UC of released funds including corresponding state share under PFMS from the State UT/ Govt.	N/A	N/A	N/A
(b)	Release of funds for the 10 functional Special Courts, set up for trial of Criminal Cases involving MP/MLAs as per directions of Supreme Court of India in WP (C) 699 of 2016 dated 01.11.2017.	2	Joint Secretary (PPP)	pravash[dot]panday2[at]gov[dot]in	011-23381496	The proposal received from the concerned State Government is examined and approval of the Competent Authority obtained.	Receipt of proposal and UC of released funds from the concerned State Govt.	N/A	N/A	N/A
12 (a)	Grievances related to Supreme Court/High Court Judges	4	Additional Secretary (RKK)	rajinder[dot]kashyap[at]gov[dot]in	011-23383037	The complaints received are forwarded to the Supreme Court or the respective High Court.		N/A	N/A	N/A
(b)	Grievances related to district and subordinate courts	6	Joint Secretary (NKG)	jsa2j[dash]doj[at]gov[dot]in	011-23385020	Returned to Grievance holder to file complaint in a sworn-in-affidavit with verifiable facts to concerned Registrar General of High Court.		N/A	N/A	N/A

(c)	Grievances relating to other Ministry/ Department or State Government or other agencies	2	Joint Secretary (NKG)	jsa2j[dash]doj[at]gov[dot]in	011-23385020	Complaints against other officials are Sent to the public authorities in the Central or State Government as the case may for appropriate action under intimation to the complainant.		N/A	N/A	N/A
(d)	Grievances Which can be addressed by Administration Unit of the Department of Justice	2	Additional Secretary (RKK)	rajinder(dot)kashyap(at)gov(dot)in	011-23383037	Complaints relating to subject matters dealt with by Administration Unit of Department of Justice are examined and decided.		N/A	N/A	N/A
13	Issue of orders sanctioning pension and other retirement benefits to judges of the Supreme Courts /High Courts.	10	Joint Secretary (NKG)	jsa2j[dash]doj[at]gov[dot]in	011-23385020	The proposals received from the Pay & Accounts office, Supreme Court and office of the Accountant General of the State concerned are examined and approval of Competent Authority obtained	Complete proposal with details.	N/A	N/A	N/A
14	Issue of orders sanctioning leave to the judges of Supreme Court/High Courts.	5	Joint Secretary (NKG)	jsa2j[dash]doj[at]gov[dot]in	011-23385020	The proposals received from the Supreme Court and the respective High Courts are examined and approval of Competent Authority obtained.	Complete proposal with details.	N/A	N/A	N/A

Service Standards:

Sl. No.	Service /Transaction	Weight (%)	Success indicators	Service Standards	Unit	Weight (%)	Data Source
1	Issue of Notification for appointment of Judges in the Supreme Court and the High Courts.	15	Time taken from receipt of proposal to issue of Notification.	180	Days	15	Records of Department of Justice.
2	Issue of Notification for Transfer of Judges.	6	Time taken from receipt of Proposal to issue of Notification.	90	Days	6	Records of Department of Justice.
3	Release of grant-in-aid to NALSA for implementation of Legal Aid Programmes in the States	4	Time taken from receipt of Proposal from NALSA to issue of sanction order	30	Days	4	Records of Department of Justice
4	Representation/grievances from public seeking legal aid	4	Time taken from receipt of representation/grievances from public to forwarding to NALSA	5	Days	4	Records of Department of Justice
5	Designing Innovative Solutions for Holistic Access to Justice (DISHA) Various activities relating Tele-Law, Nyaya Bandhu(Pro Bono Legal Services) ,Nyaya Mitra and Pan India Legal Literacy and legal Awareness	5	Time taken from receipt of complete proposal to approval.	90	Days	5	Records of Access to Justice Division of Department of Justice.

6	DISHA - Release of fund in instalments for various programmes under DISHA	2	Time taken from receipt of request to issue of sanction order for release of grant.	30	Days	2	Records of Department of Justice
7	Release of fund in instalments for above projects	2	Time taken from receipt of claim till completion of project	30	Days	2	Records of Department of Justice
8	Release of grant to the States/UTs under the Centrally Sponsored Schemes for Infrastructure Development of Judiciary.	8	Time taken from receipt of Complete proposals from the State Governments/UTs to issue of sanction order for release of grant.	30	Days	8	Records of Department of Justice.
9	Release of grant to the States / UTs for Gram Nyayalayas.	5	Time taken from receipt of complete proposals from the State Government/ UTs to issue of sanction orderfor release of grant.	30	Days	5	Records of Department of Justice.
10	Release of funds to NIC & e-committee of the Supreme Court under e- Courts project Phase-II	8	Time taken from receipt of Complete proposal from to e-committee to issue of sanction order for release of funds	20	Days	8	Records of Department of Justice
11	Release of grant to National Judicial Academy.	4	Time taken from receipt of Complete proposals from National Judicial Academy to issue of sanction order for release of grant.	30	Days	4	Records of Department of Justice.

12 (a)	Releases of central share of funds under FTSC scheme	8	Time taken from receipt of consent from State Govt/UT to issue of sanction order for release of funds	30	Days	8	Records of Department of Justice
(b)	Release of funds for the 10 functional Special Courts, set up for trial of Criminal Cases involving MP/MLAs as per directions of Supreme Court of India in WP (C) 699 of 2016 dated 01.11.2017.	2	Time taken from receipt of consent/proposal from concerned State Govt to issue of sanction order for release of funds	30	Days	2	Records of Department of Justice
13 (a)	Grievances related to Supreme Court/ High Court Judges	4	Time taken from receipt of complaint to issue of letter forwarding the complaint to the Supreme Court/ High Courts.	30	Days	4	Records of Department of Justice
(b)	Grievances related to district and subordinate courts	6	Time taken from receipt of complaint to issue of letter forwarding the complaint to the High Courts.	30	Days	6	Records of Department of Justice
(c)	Grievances relating to other Ministry /Department or State Government or other agencies	2	Time taken from receipt of complaint to issue of letter forwarding the complaint to the concerned Ministries/ Department or State Government or other agencies	30	Days	2	Records of Department of Justice
(d)	Grievances which can be addressed by Administration Unit of the Department of Justice	2	Time taken from receipt of complaint examination and decision.	30	Days	2	Records of Department of Justice

14	Issue of orders sanctioning pension and other retirement benefits to judges of the Supreme Court / High Courts.	8	Time taken from receipt of proposal from Pay & Accounts office, Supreme Court and the Office of the Accountant General of State to issue of order sanctioning pension and other retirement benefits.	15	Days	8	Records of Department of Justice.
15	Issue of orders sanctioning leave to the judges of Supreme Court / Delhi High Court and Punjab & Haryana High Court.	5	Time taken from receipt of complete proposal to Issue of order sanctioning grant of leave.	15	Days	5	Records of Department of Justice.

Grievance Redressal Mechanism:

Sl. No.	Name of the Public Grievance Officer	Landline Number	e-mail
1	Niraj Kumar Gayagi, Joint Secretary	011-23385020	jsa2j[dash]doj[at]gov[dot]in

Nodal Officer for Citizen Charter :

Sl. No.	Name of the Nodal Officer for Citizen Charter	Landline Number	e-mail
1	Pravash Prashun Pandey (Joint Secretary)	011-23381496	pravash[dot]panday2[at]

Stakeholders/Clients:

Sl. No.	Stake holder's/Client's Description
1	States/Union Territories Governments.
2	Supreme Court
3	High Courts
4	General Public
5	Judges of the Supreme Court and High Courts.
6	Non-Government Organisations(NGOs)

Responsibility Centres and Subordinate Organizations

S.No.	Responsibility Centres and Subordinate Organizations	Landlinenumber	E-mail	Mobile Number	Address
1.	-NIL_				

Indicative Expectation from Service Recipients:

Sl. No.	Indicative Expectations from Service Recipients
1	Forward complete proposal for appointment / transfer of Judges giving all the details.
2	Forward complete proposal to the Department of Justice giving details of the project/ proposals along with The Utilisation Certificate and the Progress Report.
3	Copy of Notification setting up the courts for release of Non-Recurring grant for Gram Nyayalayas.
4	Complete proposals giving details of pension and other retirement benefits.