



Citizen's / Client's Charter
For
Ministry of New and Renewable Energy
Government of India

Vision:

To advance the goal of Viksit Bharat 2047 by ensuring energy security through accelerated renewable energy deployment, driving innovation through research, strengthening domestic manufacturing and Atmanirbhar supply chains, mobilizing large-scale investments, and building a highly skilled workforce for an affordable, reliable, and clean energy future.

Mission:

Viksit electricity infrastructure for Viksit Bharat: Modern, reliable and secure electricity infrastructure based on clean energy to power inclusive and sustainable growth.

Atmanirbhar supply chains: Develop world-class domestic manufacturing infrastructure and supply chains to propel India toward a self-reliant, resilient, and globally competitive energy future.

Accelerating Deployment of Renewables: Achieve the target of 500 GW of non-fossil based electricity generation capacity by the year 2030 and Net Zero by the year 2070.

Research and Innovation: Support innovation through research to power India's leap toward next-generation renewable technologies and global clean-energy leadership.

Skilled workforce for RE: Develop highly skilled workforce to build, operate, and sustain India's rapidly expanding clean energy ecosystem.

Main Services/Transactions

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1.	PM-Surya Ghar: Muft Bijli Yojana (PMSG: MBY).	<ul style="list-style-type: none"> The household must have a valid and active electricity connection from their local electricity distribution company (DISCOM). The service can be availed by registering on the National Portal 	National Portal for PMSG: MBY is https://pm.suryaghar.gov.in/	The timeframe for rooftop installation varies depending upon time taken at different stages from application submission till subsidy disbursement.	Cancelled cheque/bank passbook; Vendor agreement and Net- metering agreement between DISCOM and consumer.	Applicable charges depend upon capacity of the system installed	Ashish Batham, Under Secretary, PMSG:MBY (011-20849066)	Mir Mohammed Ali, Director, PMSG:MBY (011-20849068)
2.	Release of Central Financial Assistance (CFA) under Component-A of PM-KUSUM.	<ul style="list-style-type: none"> DISCOMs are eligible to get Performance Based Incentive (PBI) @ ₹0.40 per unit purchased or ₹6.6 lakh per MW of capacity installed. whichever is less. completion of one year from COD 	To PM KUSUM Division MNRE.	24 months from the date of sanction by MNRE.	<ul style="list-style-type: none"> Proposal letter Month-wise PBI calculation sheet from COD for completed year(s) on the basis of monthly units purchased from the plant 	NA	Shri Yaurav, Under Secretary, PM-KUSUM (011-20849048)	Ms. Suman Chandra, Director, PM-KUSUM (011 2084 9118)

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		<p>and every year thereafter till five years.</p> <p>State Implementing Agency (SIA) is also eligible for service charge of ₹ 0.25 lakh per MW.</p>			<p>and corresponding payments made.</p> <ul style="list-style-type: none"> • Copies of PPA signed • Summary of Project Completion Report • Undertaking on timely payments of lease rent to land owner(s) i.e. farmer(s). 			
3.	Release of CFA under Component-B of the PM-KUSUM Scheme.	State Implementing Agency (SIA) is eligible for CFA of 30% (50% for NER/Hilly/Islands) of the minimum of benchmark or tender cost of the stand-alone solar Agriculture pump. Further, SIA is also eligible for 1.33% of the	To PM-KUSUM Division MNRE	24 months from the date of sanction by MNRE.	To be submitted as per the OM dated 10.02.2023 and 15.04.2024.	NA	Shri Aditya Gangwar, Scientist-‘C’ (011-2430 3204)	Ms. Suman Chandra, Director, PM-KUSUM (011 2084 9118)

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		eligible CFA as service charges in totality.						
4.	Release of (CFA) under Component-C(IPS) of PM-KUSUM scheme to State Implementing Agency(s) (SIAs).	State Implementing Agency (SIA) is eligible for CFA of 30% (50% for NER/Hilly/Islands) of the minimum of benchmark or tender cost of the stand-alone solar Agriculture pump. Further, SIA is also eligible for 1.33% of the eligible CFA as service charges in totality.	To PM KUSUM Division MNRE	24 months from the date of sanction by MNRE.	To be submitted as per the OM dated 10.2.2023 and 15.04.2024.	NA	Dr. Umakanta Sahoo, Dy Director.	Ms. Suman Chandra, Director, PM-KUSUM (011 2084 9118)
5.	Release of CFA under Component-C(FLS) of the PM-KUSUM Scheme to State Implementing Agency(s) (SIAs).	State Implementing Agency (SIA) is eligible for CFA of 30% of the benchmark cost of solar plant <i>i.e.</i> ₹ 1.05 Cr/MW. (₹1.75 Cr for NE Hilly States.	To PM KUSUM Division MNRE.	24 months from the date of sanction by MNRE.	To be submitted as per OM dated 05.04.2024 & 15.10.2024.	NA	Dr. Umakanta Sahoo, Dy. Director	Ms. Suman Chandra, Director, PM-KUSUM (011 2084 9118)

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		States and Islands) The benchmark cost for solar plant is 3.5 Cr/MW. Further, SIA is also eligible for 1.33% of the eligible CFA as service charges in totality.						
6.	Approved List of Models and Manufacturers (ALMM) for solar PV modules and cells.	Submission of application form, in prescribed format, complete in all respects, to Ministry of New & Renewable Energy (MNRE).	Applications to be submitted to Ministry of New & Renewable Energy (MNRE), Atal Akshay Urja Bhawan, Lodhi Road, New Delhi -110003	Within 60 days of submission of application form, in prescribed format, complete in all respects, to MNRE.	Filled Application, along with supporting documents, as per the checklist provided in the Application Form, available on MNRE's website.	As per the provisions of ALMM Order/ Guidelines available on MNRE's website.	Md. Azmal Mansoori, Scientist-C, Email: azmal.mnre@gov.in, Tel: +91-11-20849050	Sanjay G. Karndhar, Scientist-E, Grid Solar Power Division, Email: karndhar.sg@nic.in, Tel: +91-11-20849047
7.	Issuance of Concessional Customs Duty Certificate (CCDC) for import of parts, sub-parts and	<ul style="list-style-type: none"> • Applicants: Manufacturers of Wind Operated Electricity Generators (WOEG) & specified 	Where: Online Portal - https://ccdcwind.gov.in/ How: Online submission of the application	<ul style="list-style-type: none"> - 9 days for consignments through sea route. - 3 days for consignments 	To be submitted/uploaded with the application: <ul style="list-style-type: none"> • Commercial invoice issued by the supplier 	Nil	For Application Processing & Issuance: Virendra Singh Naruka	Prabir Kumar Dash Scientist E, Wind Energy Division, Email: Prabir.dash@nic.in

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	raw materials for the manufacture and/or maintenance of Wind Operated Electricity Generators (WOEG).	<p>component Manufacturers.</p> <ul style="list-style-type: none"> • Model Approval: The WOEG models must be type certified and included in the prevailing Revised List of Models and Manufacturers (RLMM) issued by MNRE. • Item Eligibility: Items imported must be eligible for concessional customs duty as per relevant Ministry of Finance (Revenue) Notification no. 50/217-Customs dated 30.06.2017 and subsequent revisions. • Procedure: <ol style="list-style-type: none"> 1. Submit the application online in the prescribed format. 	form (named "Format for CCDC - wind application" on the portal) along with scanned copies of all requisite documents.	through Air route. <i>(This timeframe is applicable after receipt of the application complete in all respects along with all requisite documents.)</i>	<p>in the name of importer.</p> <ul style="list-style-type: none"> • Bill of lading. • Packaging List. • IEC & ISO Certificate Undertaking(s) in Annexure A and Annexure B. • Break-up of purchase made against the purchase orders made so far. • Running utilization report with each application in prescribed format. • Quarterly utilization report at the end of each 		Section Officer, Wind Energy Division, Email: virendra.mnre@gov.in	

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		<p>2. Upload all required documents along with the application.</p> <p>3. The application and documents will be processed and scrutinized by MNRE for issuance of CCDC.</p>			<p>quarter in prescribed format.</p> <ul style="list-style-type: none"> Manufacturing plan for the applicable Financial Year in prescribed format. 			
8.	Release of CFA under scheme of Green Energy Corridor for developing Transmission Infrastructure (GEC-I and II (Intra-state)).	CFA released to all the GEC implementing states as per the approval received from CCEA. In GEC-I, 8 states are eligible for CFA whereas in Phase-II of the scheme, 07 states are eligible.	Eligible states are required to submit complete proposal for release of CFA to CEA with copy marked to GEC division MNRE. Based on recommendation of CEA proposal is placed before PAC. And on recommendation of PAC, CFA is disbursed to	45 Days	<p>(i) Complete proposal of state as per the scheme guideline.</p> <p>(ii) CEA recommendation</p> <p>(iii) PAC recommendation</p>	N/A	Shri Tarun Singh, Scientist 'E' Phone no- 011 20849089	Shri Rajesh Kulhari, Joint Secretary

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			the concerned State after due approval of the competent authority.					
9.	Release of Incentives for Electrolyser Manufacturing.	Domestic manufacturing of electrolysers in accordance with MNRE Scheme Guidelines and SECI Call for Proposals.	Report to SECI in accordance with their Commissioning Procedure / RfP / Guidelines issued from time to time.	Incentives will be provided for manufacturing facilities on annual basis on sales of committed Electrolysers for 5 year from SCD or the actual commissioning date of the manufacturing facility (COD), whichever is earlier.	As per SECI's Commissioning Procedure / RfP / Guidelines issued from time to time.	PBG of INR 14,80,000 / MW of allocated manufacturing capacity.	Sh. Prashant Dwivedi (Sc. C, MNRE) prashant.mnre@gov.in	Dr. Prasad A. Chaphekar, Director, NGHM
10.	Release of Incentives for Green Hydrogen Production.	Production of Green Hydrogen in accordance with MNRE Scheme Guidelines and SECI Call for Proposals.	Report to SECI in accordance with their Commissioning Procedure / RfP / Guidelines issued from time to time.	Incentives will be provided for Green Hydrogen (GH2) production on annual basis for a period of 3 years from the SCD (or	As per SECI's Commissioning Procedure / RfP / Guidelines issued from time to time.	PBG of INR 5,000 / MTPA of allocated production capacity.	Sh. Prashant Dwivedi (Sc. C, MNRE) prashant.mnre@gov.in	Dr. Prasad A. Chaphekar, Director, NGHM

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				extended period with penalty, if applicable) or the date of commissioning of full Project capacity/capacity accepted under the RfS, whichever is earlier.				
11.	Release of Incentives for the Production of Green Ammonia to be delivered to Fertilizer Units.	Production and Supply of Green Ammonia to Fertilizer Units in accordance with MNRE Scheme Guidelines and SECI Call for Proposals.	Report to SECI in accordance with their Commissioning Procedure / RfP / Guidelines issued from time to time.	Incentives will be provided for Green Ammonia produced and supplied on annual / quarterly basis for a period of 3 years from the date of commencement of supply to SECI / Procurer from full Project capacity / capacity accepted.	As per SECI's Commissioning Procedure / RfP / Guidelines issued from time to time.	PBG of INR 7,500 / MTPA of allocated production and supply capacity.	Sh. Prashant Dwivedi (Sc. C, MNRE) prashant.mnre@gov.in	Dr. Prasad A. Chaphekar, Director, NGHM

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12.	Release of Incentives for the Production and Supply of Green Hydrogen to Refineries.	Production and Supply of Green Hydrogen to Refineries in accordance with MNRE Scheme Guidelines and Oil PSUs contracts.	Report to Oil PSUs / CHT in accordance with their Commissioning Procedure / RfP / Guidelines issued from time to time.	As per the contract conditions	As per the contract conditions	As per the contract conditions	Sh. Prashant Dwivedi (Sc. C, MNRE) prashant.mnre@gov.in	Dr. Prasad A. Chaphekar, Director, NGHM
13.	Certification of Green Hydrogen produced in India.	Currently “Electrolysis” and “Conversion of Biomass” are considered as eligible hydrogen production pathways under his scheme.	The Green Hydrogen producer shall prepare all the documents and data as specified in Green Hydrogen MRV Framework verified by an ACV Agency. Post verification, the producer shall submit the application along with all required documents on the Green	As per Green Hydrogen Certification Scheme of India	As per Green Hydrogen Certification Scheme of India / as mentioned on the GHCI portal (being developed).	Certification fee on the final certificate of Rs. 5 per 100 kg (or part thereof) of Green Hydrogen certified.	Sh. Abhilash Rajwanshi (PD, NGHM) abhilash.rajwanshi@gov.in	Dr. Prasad A. Chaphekar, Director, NGHM

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			Hydrogen portal.					
14.	Providing Central Financial Assistance (CFA) for setting up of bioenergy projects in the country under NBP, namely: Waste to Energy (WTE) Programme Biomass Programme • Biogas Programme	<ul style="list-style-type: none"> Any individual, organization, industry, of Govt./Semi-Govt. agency. Project developer to submit online applications on Biourja portal for WTE and Biomass programme Any individual, farmers or group of farmers, including industries and co-operatives. Project developer to submit online applications on Biogas portal and physical applications to Programme Implementing Agency under 	<p>Biourja portal (https://biourja.mnre.gov.in) - WTE and Biomass programme</p> <p>Biogas portal and physical applications to Programme Implementing Agency- Biogas programme</p>	100 days for WTE and Biomass projects for In-principle approval of CFA.	<p>WTE: https://mnre.gov.in/en/waste-to-energy/</p> <p>Biomass: https://mnre.gov.in/en/bio-mass/</p> <p>Biogas: https://mnre.gov.in/en/bio-gas/</p>	NIL	<p>WTE: Mr. Bikash Kumar Upadhyaya, Scientist 'C' Phone: 24303205 Email: bikash.mnre@gov.in</p> <p>Biomass: Sh. Sanjay Kumar Shahi, Scientist 'E' Phone: 20849064 Email: sk.shahi@nic.in</p> <p>Biogas: Mr. Bikash Kumar Upadhyaya, Scientist 'C'</p>	Dr. Gaurav Mishra, Scientist 'F' Phone: 20849092 Email: gaurav.mishra76@gov.in

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		Biogas programme					Phone: 24303205 Email: bikash.mnre@gov.in	
15.	Providing Concessional Custom Duty Certificates for import of plant and machinery for setting up of Waste to Energy projects	Any individual, organization, industry, of Govt./Semi-Govt. agency, importing plant and machinery for setting up of Waste to Energy projects	Application to be forwarded through concerned State Nodal Agencies (SNAs)	Two weeks from the receipt of proposal from SNA	https://mnre.gov.in/en/bio-energy-policies-and-guidelines/	NIL	Mr. Bikash Kumar Upadhyaya, Scientist 'C' Phone: 24303205 Email: bikash.mnre@gov.in	Dr. Gaurav Mishra, Scientist 'F' Phone: 20849092 Email: gaurav.mishra76@gov.in
16.	Providing technical training and support for implementation of Bioenergy project and schemes throughout the country	IREDA and Biogas Development & Training Centres (BDTCs)	--	--	--	--	Mr. Bikash Kumar Upadhyaya, Scientist 'C' Phone: 24303205 Email: bikash.mnre@gov.in	Dr. Gaurav Mishra, Scientist 'F' Phone: 20849092 Email: gaurav.mishra76@gov.in
17.	Approval of new designs/manufacturers of small biogas plants under Biogas programme	Any individual, organization, industry, of Govt./Semi-Govt. agency/institute, developer may submit application for the	The applicant has to send the RfP to the Ministry as and when RfP is invited, for approval of new	1 Year	--	Nil	Mr. Bikash Kumar Upadhyaya, Scientist 'C' Phone: 24303205	Dr. Gaurav Mishra, Scientist 'F' Phone: 20849092 Email: gaurav.mishra76@gov.in

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		same as and when RfP is invited by the Ministry.	designs of Biogas Plants models.				Email: bikash.mnre@gov.in	
18.	Timely approval/disposal of complete proposals for support related to Research & Development activities by institutions and Industry. Release of subsequent funds for R&D Projects in Renewable Energy sector.	Proposals are submitted on the MNRE R&D Portal, technically evaluated with external expert inputs, approved by RDPAC, concurred by IFD, approved by the competent authority, and followed by sanction and release of funds. Geothermal projects will be considered as per Geothermal policy	Apply on MNRE's R&D portal- https://research.mnre.gov.in/home	75 days after submission of proposals.	Project proposal to be submitted in the given format as available at the MNRE's Website (https://cdnbbsr.s3waas.gov.in/s3716e1b8c6cd17b771da77391355749f3/uploads/2022/12/2022122147-1.pdf) as well as on R&D Portal (https://research.mnre.gov.in/api/public/Resources_for_grantees/Application/Prof_orm_a_for_Submission_of_Proposals_for_RDD&D_Projects.pdf)	NA	Ms Priya Scientist 'D' (priya.mnre@gov.in)	Dr. Sangita M Kasture, Scientist 'G'

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19.	Providing financial support for training/skilling of manpower under short term training and skill development programme component of HRD Scheme of the Ministry.	Any academic/research/ training institute organization, industry to submit online applications on HRD portal/portal of skill development programmes of implementing agencies.	HRD Portal hrd.mnre.gov.in suryamitra - https://suryamitra.nise.res.in/ vayumitra - https://vsdp.niwe.res.in/ jalurjamitra - https://jalurjamitra.iitr.ac.in/	60 days after submission of proposals.	Project proposal to be submitted in the given format as available at the MNRE's website and HRD portal and relevant websites.	NIL	Sh. Rajat Yadav, Under Secretary, HRD	Dr. Vasanta V. Thakur Vasanta.thakur@nic.in
20.	Providing fellowship support to M.Sc., M.Tech, Ph.D. students, Research Associates and Post-Doctoral Fellows for pursuing higher studies and research in renewable energy under National Renewable Energy	Top 100 NIRF academic/ research/ organizations to submit online applications on HRD portal.	HRD Portal hrd.mnre.gov.in	60 days after submission of proposals.	Educational qualifications, Marksheets, GATE and NET certificates of selected students	NIL	Sh. Rajat Yadav, Under Secretary, HRD	Dr. Vasanta V. Thakur Vasanta.thakur@nic.in

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	Fellowship (NREF) component of HRD Scheme of the Ministry.							
21.	Providing one time grant for lab support to academic/research institutions, so as to enhance their capacity for conducting M.Sc., M.Tech, Ph.D. courses in NRE.	Top 100 NIRF academic/ research/ organizations to submit online applications on HRD portal.	HRD Portal hrd.mnre.gov.in	60 days after submission of proposals.	Educational qualifications, Marksheets, GATE and NET certificates of selected students	NIL	Sh. Rajat Yadav, Under Secretary, HRD	Dr. Vasanta V. Thakur Vasanta.thakur@nic.in
22.	Providing stipend to students pursuing academic degrees in RE under National Renewable Energy Internship (NREI) component of HRD Scheme of	Students of engineering, Science, Management and other streams to undertake internship in the Ministry and in organizations under its aegis to understand the various activities of the Ministry in	HRD Portal hrd.mnre.gov.in	30-60 days after submission of proposals.	Educational qualifications, Marksheets, GATE and NET certificates of selected students	NIL	Sh. Rajat Yadav, Under Secretary, HRD	Dr. Vasanta V. Thakur Vasanta.thakur@nic.in

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	the Ministry. under NREI component of HRD Scheme of the Ministry.	renewable energy area.						
23.	Resolution of Public Grievances through CPGRAMS.	<ul style="list-style-type: none"> Any aggrieved person can submit grievance through CPGRAMS portal maintained by Department of Administrative Reforms & Public Grievances (DARPG). The grievance received on the portal is forwarded to the concerned Grievance Redressal Officer (GRO). GRO examines the same and sends a reply to the 	https://pgportal.gov.in/Signin	As per DARPG guidelines in this regard.	No specific requirement for document.	Nil	Nodal Officer- Shri Rampal Singh, Director Tel:-011-20849119 Email: rampal.singh67@gov.in Appellate Authority Ms. Mini Prasannakumar, DDG, Tel:-011-20849138 Email:- miniprasanna.k@nic.in	Ms.Mini Prasannakumar, DDG, Tel:-011-20849138 Email:- miniprasanna.k@nic.in

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		complainant on the portal.						
24.	Timely processing of RTI Applications (Online/ Manually Received)	<ul style="list-style-type: none"> Any person can submit RTI Application through RTI Online Portal of Government of India or in physical form. The RTI application received on the online portal is forwarded to the concerned Central Public Information Officer (CPIO) for disposal. The RTI application received in physical form is entered in the RTI online portal and then forwarded to the concerned CPIO for disposal. 	<p>For submitting application online: https://rtionline.gov.in/</p> <p>For submitting application in physical form: Addressed to: Nodal Officer (RTI), Ministry of New Renewable Energy, Atal Akshay Urja Bhawan, Lodhi Road, New Delhi-110003.</p>	As per the timelines stipulated in the RTI Act, 2005.	No specific requirement for document.	As per the provision of RTI Act, 2005.	Nodal RTI Officer, MNRE	Ms. Mini Prasannakumar, DDG, Tel:-011-20849138 Email:- miniprasanna.k@nic.in

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