



## Vision

Enabling Indian industry to reach state-of-the-art innovation excellence and competitiveness through research and technological interventions.

## Mission

- Promotion of research in industry and institutions through motivational measures and incentives.
- Providing support and creating an enabling environment for development and utilization of new and innovative technologies.

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issue of Recognition / Registration letter	20	Dr. S.K. Deshpande (Scientist "G")	skdpande@nic.in	9810302872  (26868607)	Submission of completed application as per the guidelines on the website.	Form for In-house R&D recognition on Departmental website			
						Circulation to experts for comments				
						Consideration of the application in the Screening Committee Meeting				
						Approval of recognition/registration and issuance of letter.				
2	Issue of Form 3CL / 3CM for fiscal incentives u/s 35(2AB)	18	Shri G.M. Bagai (Scientist "F")	gbagai@nic.in	9891920787	Submission of completed application as per the guidelines on the website.	Blank Forms, i.e. 3CK, 3CM and 3CL on the website			
						Scrutiny in the department				
						Approval by Secretary, DSIR and issuance of forms 3CL/3CM				
3	Issue of Certificate for Accelerated Depreciation Allowance	10	Shri G.M. Bagai (Scientist "F")	gbagai@nic.in	9891920787	Submission of completed application as per the guidelines on the website.	Accelerated Depreciation Allowance Guidelines on website			

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						Scrutiny in the department				
						Approval by Secretary, DSIR and issuance of certificate				
4	Funding of projects	18	Shri Indu Bhaskar (Scientist "F")	nrfc@nic.in	9818722868	Submission of completed application as per the guidelines on the website.	TDDP Guidelines on Departmental website			
						Forwarding of applications to experts for comments				
						Consideration of the application in Technical Advisory Committee (TAC)				
						Obtaining financial concurrence and approval				
5	Inputs for policy formulation	4	Shri K.V.S.P. Rao (Scientist "G")	rdi@nic.in	9868893517 (26529721)	Receipt of request for policy inputs / amendments from Ministry of Finance.				
						Preparation of policy proposals, taking necessary approvals and forwarding the same to Ministry of Finance.				

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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6	Attracting school students towards pursuing science through CSIR Programme on Youth for Leadership in Science	5	Ms. Sushila Khilnani  (Scientist "G")	skhilnani@csirhrdg.res.in	(25843305)	Inviting top 100 students from Class X from each State.	Guidelines on HRDG (CSIR) website			
						Processing of applications in CSIR as per approved guidelines.				
						Inducting students for the CSIR programme on Youth for leadership in science.				
7	Granting fellowships to pursue PhD through Junior Research Fellowship (JRF) scheme	5	Shri Naresh Pal  (Controller of Examination)	pal_naresh@rediffmail.com	(25843305)	Inviting applications from Research Scholars.	Guidelines on HRDG (CSIR) website			
						Processing of applications in CSIR as per approved guidelines.				
						Awarding of Fellowships for PhD to Research Scholars.				
8	Travel grant to research scholars for presenting papers in international conferences	5	Dr. Rajesh Luthra  (Head (HRDG),	luthra57@rediffmail.com	9868866888	Inviting applications from Research Scholars.	Guidelines on HRDG (CSIR) website			
						Processing of applications in CSIR as per approved guidelines.				

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Awarding of Travel Grants to Research Scholars for presenting papers in International Conferences.				
9	Recognizing Excellence by giving awards and prizes through CSIR Young Scientist Award, Shanti Swarup Bhatnagar Prize etc.	5	Dr. Rajesh Luthra (Head (HRDG),	luthra57@rediffmail.com	9868866888	Inviting nominations for awards and prizes.	Guidelines on HRDG (CSIR) website			
						Processing of applications in CSIR as per approved guidelines.				
						Announcing Awards and Prizes and giving them away in functions organized for the purpose.				
10	Empanelment of Consultants on CDC online database	5	Dr.Sunil Abrol (DG, CDC)	abrol@cdc.org.in	9810998050	Inviting applications from consultants for empanelment	Guidelines on CDC website			
						Processing of applications within CDC.				
						Empanelment of consultants				
11	Distribution of Journal to subscribers	5	Dr.Sunil Abrol (DG, CDC)	abrol@cdc.org.in	9810998050	Publication of journals.				

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Dissemination of journals to existing and new subscribers.				

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Issue of Recognition / Registration letter	20.0	Average time taken from the date of receipt of fully completed application in all respects	112	days	20.0	Ministry records
2	Issue of Form 3CL / 3CM for fiscal incentives u/s 35(2AB)	18.0	Average time taken for issuance of Form 3CM from the date of receipt of fully completed application in all respects	140	days	9.0	Ministry records
			Average time taken for issuance of Form 3CL from the date of receipt of fully completed application in all respects	300	days	9.0	Ministry records
3	Issue of Certificate for Accelerated Depreciation Allowance	10.0	Average time taken from the date of receipt of fully completed application in all respects	140	days	10.0	Ministry records
4	Funding of projects	18.0	Average time taken from the date of receipt of fully completed application in all respects	140	days	18.0	Ministry records
5	Inputs for policy formulation	4.0	Frequency of Inputs for Policy Formulation	365	days	4.0	Ministry records
6	Attracting school students towards pursuing science through CSIR Programme on Youth for Leadership in Science	5.0	Average time taken to process applications from school students	125	days	5.0	CSIR records
7	Granting fellowships to pursue PhD through Junior Research Fellowship (JRF) scheme	5.0	Average time taken to process applications from Research Scholars for grant of Fellowship	125	days	5.0	CSIR records

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
8	Travel grant to research scholars for presenting papers in international conferences	5.0	Average time taken to process applications from Research Scholars for Travel Grant	35	days	5.0	CSIR records
9	Recognizing Excellence by giving awards and prizes through CSIR Young Scientist Award, Shanti Swarup Bhatnagar Prize etc.	5.0	Average time taken to process applications from Prize / Award aspirants.	185	days	5.0	CSIR records
10	Empanelment of Consultants on CDC online database	5.0	Time taken for empanelment after receipt of request complete in all respects.	8	days	5.0	CDC records
11	Distribution of Journal to subscribers	5.0	Average time taken for dissemination of journals after its publication.	16	days	5.0	CDC 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	Dr. K. Jayakumar, JS	23716582	jsa@csir.res.in	9717480575
2	Shri Nanak Chand, Director (Admn.)	26590508	nanak.chand@nic.in	9810754661

## Grievance Redress Mechanism (Cont'd):

### (a) Helpline number / Website url to lodge grievance

Click on "Public Grievance Portal" (CPGRAMS) from website [www.dsir.gov.in](http://www.dsir.gov.in).

### (b) Response to be expected by person lodging the grievance

- (i) Grievance Number
- (ii) Expected time of redress
- (iii) Information / updated time for redress, in case grievance cannot be redressed in expected time
- (iv) Possible action that can be taken by the complainant in case of non-redressal in stipulated time.
- (v) Action taken at the time of final redress
- (vi) If not satisfied with the redress action, avenues for the complainant for pursuing further

### (c) Timelines for redress

Depending on the category of grievance following are the timelines for redress:

S.No.	Grievance Category	Time Norm for Redress
1.	Charter related	2 months
2.	Policy related	3 months
3.	Personnel related	2 months
4.	Scheme related	3 months
5.	Pensioner related	2 months
6.	Vigilance related	3 months

## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Industry
2	Industry associations
3	Scientific and Industrial Research Organizations
4	Scientific and Academic institutions
5	Individual innovators
6	Non Governmental Organizations
7	Consultants and consultancy organizations
8	State Government agencies
9	International agencies

## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Council of Scientific & Industrial Research (CSIR)	23710472	dgcsir@csir.res.in		Anusandhan Bhavan, 2, Rafi Ahmed Kidwai Marg, New Delhi - 110 001
2	Consultancy Development Centre	24632601	abrol@cdc.org.in	9810998050	India Habitat Centre, Core – 4B, East Court, 2nd Floor, Lodhi Road, New Delhi – 110003

## Public Sector Enterprises

- **National Research Development Corporation (NRDC)**
- **Central Electronics Ltd (CEL)**

<b>Name of the Department/Organisation</b>	<b>Name of the Officer with Complete Address</b>	<b>Contact Details</b>
National Research Development Corporation (NRDC)	Chairman and Managing Director Anusandhan Vikas 20-22, Zamroodpur Community Centre Kailash Colony Extension New Delhi – 110048	Tel: (O) 29241212, 41635333 Tel: (R) 26534747 Fax: 29240409 E-mail: <a href="mailto:write2@nrdc.in">write2@nrdc.in</a>
Central Electronics Ltd (CEL)	Chairman and Managing Director 4, Industrial Area Sahibabad – 201010	Tel: (O) 2895140, 2895141 Tel: (R) 22510161 Fax: 2895142 E-mail: <a href="mailto:cmd@celsolar.com">cmd@celsolar.com</a>

## Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Responsiveness to department advertisements, request for proposals etc;
2	Co-operation in complying with departmental procedures;
3	Sincerity in meeting programme objectives and committed obligations;
4	Well articulated proposals for consideration by the department;
5	Submission of applications, complete in all respects as per guidelines and formats;
6	Completion of the activity/project within the stipulated period;
7	Taking keen interest in enhancing industry's share in national R&D expenditure;
8	Constructive participation in policy formulation and identification of new schemes;
9	Providing feedback on the efficacy of the schemes.

## **Miscellaneous**

### **RTI**

The Department of Scientific & Industrial research has implemented the Right to Information Act, 2005. As prescribed in Section 4(1)(b) of the RTI Act, 2005, all necessary information has been placed at the website of the Department.

Scientist 'F' level officer have been designated as Central Public Information Officer (CPIO) and two Scientist 'E' level officers have been nominated as Central Assistant Public Information Officers (CAPIOs) to provide information to the citizens. Further, a Scientist 'G' level officer has also been designated as Appellate Authority to entertain appeals and to pass appropriate order thereon. Joint Secretary (Admn), DSIR is designated as Nodal Officer for all matters pertaining to RTI.

Disposal of appeals/applications received under RTI Act, 2005 is the responsibility of Appellate Authority/CPIO/CAPIO in the Department.

### **Targets**

At the beginning of each financial year, the Department prepares Results Framework Document (RFD) consisting of priorities and targets set out by the Department, with the approval of its Minister In-charge. Targets set by the department can be seen in the RFDs available on the Website of the Department.

### **Month and Year for the next review of the Charter**

April 2012