

# **Citizen's Charter / Client's Charter**

**For**

**Ministry of Culture**

**2022-23**

**Month & Year of Issue: February, 2023**

**Month & Year of the Next Review: December, 2023**

## 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)	Smt. B. Asha Nair, Under Secretary (P.Arts)	<a href="mailto:partsection2@gmail.com">partsection2@gmail.com</a>	011 - 24610135  D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Application in prescribed proforma along with necessary enclosures and recommendation letter from a national or state level Government body or Akademi 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 through notice on its website <a href="https://nsd.gov.in">https://nsd.gov.in</a> . Applications are accepted throughout the year.	Application in the prescribed format and details of necessary enclosures are available on the website of the Ministry <a href="http://indiaculture.nic.in/sites/default/files/Schemes/STF.pdf">http://indiaculture.nic.in/sites/default/files/Schemes/STF.pdf</a> .	NIL
2	Financial Assistance to organizations of dramatic groups, theatre groups, music ensembles, children theatre etc. having a	Smt. B. Asha Nair, Under Secretary (P.Arts)	<a href="mailto:partsection@gmail.com">partsection@gmail.com</a>	011 - 24610135  D Wing, Puratatva Bhawan,	Application in prescribed proforma along with necessary enclosures and recommendation of State Government/State Akademies etc. as stipulated in the	Application in the prescribed format and details of necessary enclosures are available on the website of	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	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)]			GPO Complex, INA, New Delhi	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 <a href="https://nsd.gov.in">https://nsd.gov.in</a> .	Ministry <a href="https://www.indiaculture.gov.in/sites/default/files/Schemes/revise_for_m_of_repertory_grant_11112022.pdf">https://www.indiaculture.gov.in/sites/default/files/Schemes/revise_for_m_of_repertory_grant_11112022.pdf</a>	
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)	<a href="mailto:artistspension.moc@gmail.com">artistspension.moc@gmail.com</a> ;  <a href="mailto:documents.moc@gmail.com">documents.moc@gmail.com</a>	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 to be forwarded by them with their recommendations for further necessary action at the following address:  The Director, South Central Zone Cultural Centre, 56/1, Civil Lines, M.L.S. Hostel,	Application in the prescribed format and details of necessary enclosures are available on the website of the Ministry <a href="https://www.indiaculture.gov.in/sites/default/files/Schemes/Application_for_Scheme_for_Financial_Assistance_for_Veteran_Artists_09112022.pdf">https://www.indiaculture.gov.in/sites/default/files/Schemes/Application_for_Scheme_for_Financial_Assistance_for_Veteran_Artists_09112022.pdf</a>	NIL

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I	II	III	IV	V	VI	VII	VIII
					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 Tagore Cultural	Smt. B. Asha Nair, Under Secretary (P.Arts)	<a href="mailto:partsection2@gmail.com">partsection2@gmail.com</a>	011 - 24610135  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 <a href="https://www.indiaculture.gov.in/sites/default/files/Schemes/Updated_Application_Form_of_TC_C_07092022.pdf">https://www.indiaculture.gov.in/sites/default/files/Schemes/Updated Application Form of TC C_07092022.pdf</a> .	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	Complexes (TCCs) under Scheme of Financial Assistance for Creation of Cultural Infrastructure]						
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)	<a href="mailto:partsection@gmail.com">partsection@gmail.com</a>	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: Section Officer (P.Arts.I), Ministry of Culture, Room No.205, 2nd Floor, D-Block, Puratatva Bhawan, GPO Complex, INA, New Delhi-110023. Applications for particular financial year are invited for specified duration by Ministry of Culture through uploading a notice on its website i.e. <a href="https://www.indiaculture.gov.in/sites/default/files/Schemes/Dra">https://www.indiaculture.gov.in/sites/default/files/Schemes/Dra</a>	Application in the prescribed format is available on the website of the Ministry <a href="http://indiaculture.nic.in/sites/default/files/Schemes/formnationalpresence.pdf">http://indiaculture.nic.in/sites/default/files/Schemes/formnationalpresence.pdf</a> .	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
					<a href="#">ft_adv_02-09-21.pdf</a> as well as by advertising in leading print media (daily newspapers).		
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.	Smt. B. Asha Nair, Under Secretary (P.Arts)	<a href="mailto:partsection2@gmail.com">partsection2@gmail.com</a>	011 - 24610135  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. <a href="http://www.indiaculture.nic.in">http://www.indiaculture.nic.in</a> and <a href="http://www.nscd.gov.in">www.nscd.gov.in</a> . Duly filled application in prescribed proforma along with check list and all the requisite enclosure would have to be sent by email on <a href="mailto:director@nscd.gov.in">director@nscd.gov.in</a> / <a href="mailto:nscd101@gmail.com">nscd101@gmail.com</a> 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 <a href="https://www.indiaculture.gov.in/sites/default/files/Schemes/Sub%20component%201B%20APPLICATION%2031%2001%202019.pdf">https://www.indiaculture.gov.in/sites/default/files/Schemes/Sub component 1B APPLICATION N 31 01 2019.pdf</a>	NIL
7	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under	Shri Praveen Sharma Under Secretary (S&F)	<a href="mailto:praveen.sharma68@gov.in">praveen.sharma68@gov.in</a>	24642158  D Wing, Puratatva Bhawan, GPO	The Scheme is open throughout the year.  The Scheme is implemented and administrated by NCZCC,	As per the check list made available on the website of Ministry:- <a href="http://www.indiaculture.nic.in">www.indiaculture.nic.in</a>	Nil



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I	II	III	IV	V	VI	VII	VIII
	Cultural Function and Production Grant (CFPG).			Complex, INA, New Delhi	Prayagraj.		
8	Award of Scholarships to Young Artistes in different Cultural Fields - (S&F)	Shri Praveen Sharma Under Secretary (S&F)	<a href="mailto:praveen.sharma68@gov.in">praveen.sharma68@gov.in</a>	24642158  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 <a href="http://www.ccrindia.gov.in">www.ccrindia.gov.in</a>  And M/o Culture website <a href="http://www.indiaculture.nic.in">www.indiaculture.nic.in</a>	Nil
9	Award of Senior/Junior Fellowships to Outstanding persons in the field of Culture for research oriented projects.	Shri Praveen Sharma Under Secretary(S&F)	<a href="mailto:praveen.sharma68@gov.in">praveen.sharma68@gov.in</a>	24642158  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 <a href="http://www.ccrindia.gov.in">www.ccrindia.gov.in</a>  And M/o Culture website <a href="http://www.indiaculture.nic.in">www.indiaculture.nic.in</a>	Nil
10	Award of Tagore National Fellowship for Cultural Research.	Shri Praveen Sharma Under Secretary(S&F)	<a href="mailto:praveen.sharma68@gov.in">praveen.sharma68@gov.in</a>	24642158  D Wing,	The scheme is implemented and administrated by NMML, Teen Murti Bhawan, New	As per the check list/required documents made available on the	Nil

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I	II	III	IV	V	VI	VII	VIII
				Puratatva Bhawan, GPO Complex, INA, New Delhi	Delhi. Applications are invited through advertisement in Print Media and website of the NMML and the Ministry.	website of NMML:- <a href="http://www.nehrumemorial.nic.in">www.nehrumemorial.nic.in</a> and Ministry of Culture's Website: <a href="http://www.indiaculture.nic.in">www.indiaculture.nic.in</a>	
11.	Scheme of Financial Assistance under Seva Bhoj Yojna –  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.	Shri Praveen Sharma Under Secretary(S&F)	<a href="mailto:praveen.sharma68@gov.in">praveen.sharma68@gov.in</a>	24642158 : D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	The applications are invited online from 1 <sup>st</sup> to 15 <sup>th</sup> of every month. The details of the schemes are available on the website of this Ministry i.e <a href="http://www.indiaculture.nic.in">www.indiaculture.nic.in</a>	The guidelines in this regard are available on this Ministry's website: <a href="http://www.indiaculture.nic.in">www.indiaculture.nic.in</a>	Nil

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
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 Maneesh Rajan, Under Secretary (BTI)	<a href="mailto:maneesh.rajan@nic.in">maneesh.rajan@nic.in</a> <a href="mailto:btisectionmoc@gmail.com">btisectionmoc@gmail.com</a>	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 <a href="http://www.indiaculture.nic.in">www.indiaculture.nic.in</a>  Application in prescribed proforma alongwith 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: Section Officer (BTI Section), Ministry of Culture, Room No. 209, 2 <sup>nd</sup> Floor D- Block, Puratatava Bhawan, GPO Complex, INA, New Delhi - 110023.  Grant to the deserving organization is recommended	As per the check list/ required documents made available on the website of Ministry:- <a href="http://www.indiaculture.nic.in">www.indiaculture.nic.in</a>	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
					by Expert Advisory Committee constituted by the Ministry of Culture		
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 Maneesh Rajan, Under Secretary (BTI)	<a href="mailto:maneesh.rajan@nic.in">maneesh.rajan@nic.in</a> <a href="mailto:btisectionmoc@gmail.com">btisectionmoc@gmail.com</a>	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 <a href="http://www.indiaculture.nic.in">www.indiaculture.nic.in</a>  Application in prescribed proforma alongwith 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: Section Officer (BTI Section), Ministry of Culture, Room No. 209, 2 <sup>nd</sup> Floor D- Block, Puratatava Bhawan, GPO Complex, INA, New Delhi - 110023.	As per the check list made available on the website of Ministry:- <a href="http://www.indiaculture.nic.in">www.indiaculture.nic.in</a>	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>Grant to the deserving organization is recommended by Expert Advisory Committee constituted by the Ministry of Culture.</p> <p>Applications are scrutinized and incomplete proposals are returned to the applicant organization to re-submit the proposals after completing the deficiencies Complete proposals are placed before the Expert Committee for consideration which generally meets once in each quarter 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>		
14	Museum Grant Scheme: The Scheme have 3 components:	Shri Bhoopendra Singh Bisht, Under Secretary	<a href="mailto:museumone.pq@gmail.com">museumone.pq@gmail.com</a>	011-23380136 Shastri Bhavan	Applications are accepted throughout the year.	Facility for on-line submission of applications is available at	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>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>	(Museum-I )		Rajender Prasad Road New Delhi.	<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 twice in a year.</p> <p>Sanctions are issued within 2 months from the date of Expert Committee meeting and after approval of Competent Authority.</p>	<p><a href="http://csms.nic.in/login/index.php">http://csms.nic.in/login/index.php</a></p> <p>Application formats are available on the website of the Ministry at <a href="http://www.indiaculture.nic.in/museumgrant-scheme">http://www.indiaculture.nic.in/museumgrant-scheme</a></p>	
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 &amp; III).</p>	Shri Bhoopendra Singh Bisht, Under Secretary (Museums)	<a href="mailto:bhoopender.singh@gov.in">bhoopender.singh@gov.in</a>	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</p>	<p>Application formats are available on the website of the Ministry at <a href="http://www.indiaculture.nic.in/scheme-promotion-culture-science-spocs">http://www.indiaculture.nic.in/scheme-promotion-culture-science-spocs</a></p>	Nil

<b>S. No</b>	<b>Services/ Transaction</b>	<b>Responsible Person (Designation)</b>	<b>Email</b>	<b>Phone No/ Address.</b>	<b>Process</b>	<b>Documents required</b>	<b>FEE</b>
<b>I</b>	<b>II</b>	<b>III</b>	<b>IV</b>	<b>V</b>	<b>VI</b>	<b>VII</b>	<b>VIII</b>
	<p>3. Innovation hubs.</p> <p>4. Modernization/Upgradation of Existing Science Cities/Science Centres/Innovation Hubs.</p> <p>5. Digital Planetarium/Space &amp; Astronomy Education Centre (Categories-I, II &amp; III).</p>				<p>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 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</p>		

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I	II	III	IV	V	VI	VII	VIII
					etc, subject to satisfactory inspection by NCSM, including construction of boundary wall, gates etc.		



## **SERVICE STANDARDS**

<b>S. No.</b>	<b>Service/Transaction</b>	<b>Success Indicators</b>	<b>Service standards</b>	<b>Unit</b>	<b>Data Source</b>
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

<b>S. No.</b>	<b>Service/Transaction</b>	<b>Success Indicators</b>	<b>Service standards</b>	<b>Unit</b>	<b>Data Source</b>
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

<b>S. No.</b>	<b>Service/Transaction</b>	<b>Success Indicators</b>	<b>Service standards</b>	<b>Unit</b>	<b>Data Source</b>
	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

<b>S. No.</b>	<b>Service/Transaction</b>	<b>Success Indicators</b>	<b>Service standards</b>	<b>Unit</b>	<b>Data Source</b>
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	60	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: 011-23074357  
Email- [arit-culture@nic.in](mailto: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](mailto:arit-culture@gov.in)

## **LIST OF STAKEHOLDERS/CLIENTS**

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

**RESPONSIBILITY CENTERS AND SUBORDINATE ORGANISATIONS UNDER MINISTRY OF CULTURE**

S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
1.	Archaeological Survey of India	23075342	<a href="mailto:diradmasi@gmail.com">diradmasi@gmail.com</a> <a href="mailto:dirpla.asi@gmail.com">dirpla.asi@gmail.com</a>	24, Tilak Marg, New Delhi.	Attached office
2.	National Archives of India	23387509 (Nodal Officer) 23383436	<a href="mailto:archives@nic.in">archives@nic.in</a>	Janpath, New Delhi – 110001	Attached Office
3.	Anthropological Survey of India	(033) 2286 1697 (033) 2286 1781 (PBX) (033) 2286 1733 (PBX)	<a href="mailto:director@ansi.gov.in">director@ansi.gov.in</a>	27, Jawaharlal Nehru Road, Kolkata – 700 016	Subordinate Office
4.	Central Reference Library	(033)24791721/ 24791722	<a href="mailto:centralreferencelibrary@gmail.com">centralreferencelibrary@gmail.com</a>	Belvedere, Kolkata-700027, West Bengal	-do-
5.	National Gallery of Modern Art	23386111 23384640/ extn. 230	<a href="mailto:ngma.delhi@gmail.com">ngma.delhi@gmail.com</a>	Jaipur House, New Delhi-100 003	-do-
6.	National Library	033-24792968/ 033-24792467	<a href="mailto:nldirector@rediffmail.com">nldirector@rediffmail.com</a>	Belvedere, Kolkata-700027, West Bengal	-do-
7.	National Museum	011-23018159 011-23018046	<a href="mailto:dg.nmnd@gov.in">dg.nmnd@gov.in</a>	Janpath, New Delhi – 110 001	-do-
8.	National Research Laboratory for conservation of Cultural Property	0522-2335359	<a href="mailto:dg.nrlc@gov.in">dg.nrlc@gov.in</a>	Sector :E/3, Aliganj, Lucknow - 226024	-do-
9.	National Monument Authority	23073837	<a href="mailto:ms-nma@nic.in">ms-nma@nic.in</a>	24, Tilak Marg, New Delhi-110001	-do-
10.	Lalit Kala Akademi	23009260	<a href="mailto:eskrishnasetty@gmail.com">eskrishnasetty@gmail.com</a> <a href="mailto:krishna_setty2006@yahoo.com">krishna_setty2006@yahoo.com</a>	Rabindra Bhavan, 35 Ferozeshah Road, New Delhi – 110001	Autonomous Organization

S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
11.	National School of Drama	23384288	<a href="mailto:nsd.director@gmail.com">nsd.director@gmail.com</a>	Bahawalpur House, 1, Bhagwan Das Road, New Delhi – 1	-do-
12.	Sahitya Akademi	23386626/27/28 23073002 23387064 (secy)	<a href="mailto:secretary@sahitya-akademi.gov.in">secretary@sahitya-akademi.gov.in</a>	Rabindra Bhavan, 35, Ferozeshah Road, New Delhi	-do-
13.	Sangeet Natak Academi	23382695 23385715	<a href="mailto:secretary@sangeetnatak.gov.in">secretary@sangeetnatak.gov.in</a>	Ravindra Bhavan, 35 Ferozeshah Road, New Delhi – 1	-do-
14.	Delhi public Library	23979297 23958747	<a href="mailto:delhipubliclibrary@gmail.com">delhipubliclibrary@gmail.com</a>	S.P. Mukherjee Marg Opposite Old Railwat Station, Delhi – 110006	-do-
15.	Khuda Baksh Oriental Public Library	06112-2371507	<a href="mailto:patcom-bih@nic.in">patcom-bih@nic.in</a>	Ashok Rajpath, Patna – 800 004	-do-
16.	Nehru Memorial Museum & Library	23015333 23017089 Extn. 201	<a href="mailto:ddnehrumemorial@gmail.com">ddnehrumemorial@gmail.com</a>	Teen Murti Bhavan, New Delhi-110011	-do-
17.	Raja Ram Mohan Roy Library Foundation	033-23373463/64	<a href="mailto:rrrlf_wb@nic.in">rrrlf_wb@nic.in</a>	Block DD-34, Sector -1, Salt Lake City, Kolkata- 700 064	-do-
18.	Rampur Raza Library	0595-2325045	<a href="mailto:raza-library@nic.in">raza-library@nic.in</a>	Hamid Manzil Quila, Rampur, UP-244 901	-do-
19.	Central Institute of Buddhist Studies	0982264391	<a href="mailto:cibsladakh@gmail.com">cibsladakh@gmail.com</a>	Choglamsar, Leh -194 104, Ladakh (Jammu & Kashmir)	-do-
20.	Central Institute of Himalayan Culture Studies	03782-207030	<a href="mailto:directorcihcs@gmail.com">directorcihcs@gmail.com</a>	Dahung, West Kameng District, Arunachal Pradesh -790 116	-do-
21.	Central Institute of Higher Tibetan Studies	0542-2585148	<a href="mailto:registraroffice.cuts@gmail.com">registraroffice.cuts@gmail.com</a>	Sarnath Road, Mavaiya, Saranath, Varanasi- 221007, UP	-do-
22.	Nava Nalanda Mahavihara	06112-281820	<a href="mailto:registrar@nmm.ac.in">registrar@nmm.ac.in</a>	Nalanda, Bihar-830111	-do-
23.	Allahabad Museum	0532-2407834	<a href="mailto:Allahabadmuseum@rediffmail">Allahabadmuseum@rediffmail</a>	Chandra Shekhar Azad Park,	Autonomous



S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
			<a href="#">com</a>	Kamla Nehru Road, Prayagraj – 211 002	Organization
24.	Indian Museum	033-22521790	<a href="mailto:Indianmuseumkolkata2@gmail.com">Indianmuseumkolkata2@gmail.com</a>	27, J.N. Road, Park Street, Kolkata-700 016	-do-
25.	Indira Gandhi Rastriya Manav Sangrahalaya	0755-2661458	<a href="mailto:directorigrms@gmail.com">directorigrms@gmail.com</a>	Post Box No.2, Shimla Hills, Bhopal- 462 013, Madhya Pradesh	-do-
26.	National Council of Science Museum	033-23575544	<a href="mailto:dgo@ncsm.gov.in">dgo@ncsm.gov.in</a>	33, Block –GN, Sector –V, Bidhan Nagar, Kolkata- 700 091.	-do-
27.	National Museum Institute	0120-2975619	<a href="mailto:registrar.nmi@gov.in">registrar.nmi@gov.in</a>	A-19, Institutional Area, Sector 62, Noida, Uttar Pradesh, 201309	-do-
28.	Salar Jung Museum	040-24576443	<a href="mailto:salarjungmuseum@gmail.com">salarjungmuseum@gmail.com</a>	Hyderabad-500 002, Telangana	-do-
29.	Victoria Memorial Hall	033-22235142	<a href="mailto:curatorvmh@gmail.com">curatorvmh@gmail.com</a>	1 Queen’s way, Kolkata-700071	-do-
30.	Centre for Culture Resource & Training	25088638 25309300	<a href="mailto:dir.ccrtn@nic.in">dir.ccrtn@nic.in</a>	15-A, Sector -7, Dwarka, New Delhi – 110 075	-do-
31.	Gandhi Smriti and Darshan Samiti	23392707 23392709 23392710	<a href="mailto:2010gsds@gmail.com">2010gsds@gmail.com</a> <a href="mailto:gsdsadmo@gmail.com">gsdsadmo@gmail.com</a>	1) 5 Tees January Marg, New Delhi – 11 2) Gandhi Darshan, Rajghat, New Delhi-2	-do-
32.	Indira Gandhi National Centre for Arts	23383895	<a href="mailto:ms@ignca.nic.in">ms@ignca.nic.in</a> <a href="mailto:msignca@yahoo.com">msignca@yahoo.com</a>	Janpath, New Delhi – 110 001	-do-
33.	Kalashetra Foundation	044-24520836	<a href="mailto:edp@kalakshetra.in">edp@kalakshetra.in</a>	Thiruvanmiyur, Chennai-600 041	-do-
34.	Maulana Abdul Kalam Azad Institute of Asian Studies (MAKAIAS)	033-24862049	<a href="mailto:info@makaias.gov.in">info@makaias.gov.in</a>	5, Ashraf Mistri Lane, (Lovelock Street – Opp. Ballygunge Military Camp, Kolkata-700 019	-do-
35.	National Culture Fund	24656248	<a href="mailto:ncfunesco-cul@gov.in">ncfunesco-cul@gov.in</a>	5 <sup>th</sup> floor, Puratatva Bhavan, D- Block, GPO Complex, INA, New Delhi – 23	-do-
36.	The Asiatic Society	033-22290779, 22497250	<a href="mailto:gs.asiatic@gmail.com">gs.asiatic@gmail.com</a>	1-Park Street, Kolkata – 700 016	-do-

S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
37.	North Central Zone Cultural Centre	0532-2423698	<a href="mailto:directornezcc@gmail.com">directornezcc@gmail.com</a>	14-CSP Singh Marg, Adjacent to circuit hotel, Prayagraj-211001	-do-
38.	North East Zone Cultural Centre	03862-243573	<a href="mailto:nezccdimapurne@gmail.com">nezccdimapurne@gmail.com</a>	Post Box No. 98., Dimarpur-797112, Nagaland.	-do-
39.	North Zone Culture Centre	0175-222202918	<a href="mailto:nzccindia@gmail.com">nzccindia@gmail.com</a>	Virsa Vihar Kendra, Near Bhasha Bhawan, inside Shernawala Gate, Post Box No. 80., Patiala-147 001	-do-
40.	South Central Zone Cultural Centre	0712-2565107	<a href="mailto:sczccnagpur1986@gmail.com">sczccnagpur1986@gmail.com</a>	56/1, Civil Lines, Nagpur-440001	-do-
41.	South Zone Cultural Centre	04362-240072	<a href="mailto:szcc1986@gmail.com">szcc1986@gmail.com</a>	Dakshini, Medical College Road, Thanjavur-613004, Tamil Nadu	-do-
42.	West Zone Cultural Central	0294-2422567	<a href="mailto:wzcccom@rediffmail.com">wzcccom@rediffmail.com</a>	Bargore Ki Haveli, Gangaur Ghat, Udaipur-313 001, Rajasthan	-do-
43.	Eastern Zonal Cultural Centre,	033-23353093	<a href="mailto:ddfezcckolkata@yahoo.in">ddfezcckolkata@yahoo.in</a>	Bharatiyam Cultural Multiplex IB, 201, Sector-3, Salt Lake City, Kolkata – 700106.	-do-

### **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>**