

Citizens' / Clients' Charter
Directorate of National Vector Borne Disease Control
Programme, 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	