

# Citizens' Charter

## CENTRAL MEDICAL SERVICES SOCIETY

(An Autonomous Body under Ministry of Health & Family Welfare, Govt. of India) 2nd Floor, Vishwa Yuvak Kendra, Teen Murti Marg, Chanakyapuri, New Delhi-110021

### ***OUR COMMITMENTS TO YOU***

S.No.	Our Services and Transactions	How we measure our performance in this area	Our service Standard
1	Procurement of requisite health sector goods/services indented by programme division of MoHFW, Govt. of India	Average time taken in functions involved from date of receipt of indent up to placement of contract.	90 days
2	Timely release of payments to vendors against contracts placed by CMSS	Average time taken to process payment subject to submission of complete documents as specified in contract.	60 days / 75 days (For sterile items)
3	Prompt Grievance Redressal	Average time taken to acknowledge grievance received through registered post  Average time taken to acknowledge grievance received electronically through CPGRAMS portal  Average time taken to send communication for additional information  Average time taken for grievance settlement	7 working days  7 working days  15 working days  90 working days
4	Prompt acknowledgement receipt of letters from clients / citizens	Average time taken to acknowledge receipt of letters	7 working days
5	Timely response to letters from clients / citizens	Percentage of letters replied within the time limits promised in the acknowledgement letters	95%

For more details on the procedure, documents required and contact person;  
Please visit our website at: [www\[dot\]cmss\[dot\]gov\[dot\]in](http://www[dot]cmss[dot]gov[dot]in)

**What you should do if we do not meet the promised standards of service?**

- A. Inform our Public Grievance Officer: Shri Debabrata Mohapatra, General Manager (Finance).  
Phone: 011-21410905/6(O); Email: [gmfinance\[at\]cmss\[dot\]gov\[dot\]in](mailto:gmfinance[at]cmss[dot]gov[dot]in)
- B. Register your grievance on the following portal: [http://pgportal\[dot\]gov\[dot\]in](http://pgportal[dot]gov[dot]in)
- C. Send an email to Performance Management Division, Cabinet Secretariat:  
[ccc-grievance\[at\]nic\[dot\]in](mailto:ccc-grievance[at]nic[dot]in)