



Citizens' / Clients' Charter

for

Department of Justice

(2017-18)

Address Jaisalmer House, 26-Mansingh Road, New Delhi-110011

Website ID doj.gov.in

Date of issue October, 2017

Next Review April, 2018

Address: Jaisalmer House,
26-Mansingh Road, New Delhi

VISION:

Facilitating administration of Justice that ensures easy access and timely delivery of Justice to all.

MISSION:

Ensuring adequacy of courts and judges, including servicing of appointment of Judges to the higher judiciary, modernization of courts and procedures, policies for judicial reforms and Legal aid to the poor for improved justice delivery.

Sl. No.	Service/Transaction	Weight (%)	Responsible Person (Designation)	e-mail	Mobile/ Phone Numbers	Process	Document Required	Fees		
								Category	mode	amount
1	Issue of Notification for appointment of Judges in the Supreme Court and the High Courts.	15	Joint. Secretary (RKK)	rajinder[dot]kashyap[at]gov[dot]in	011-23383037	After approval of President, Notification is issued by Ministry of Law & Justice.	Complete proposal.	N/A	N/A	N/A
2	Issue of Notification for transfer of Judges.	6	Joint. Secretary (RKK)	rajinder[dot]kashyap[at]gov[dot]in	011-23383037	After approval of President, Notification is issued by Ministry of Law & Justice.	Complete proposal.	N/A	N/A	N/A
3	Release of grant-in-aid to NALSA for implementation of Legal Aid Programmes in the States	4	Joint Secretary (SCB)	sc[dot]barmma[at]gov[dot]in	011-23381496	The proposals received from NALSA, in complete form is processed in the Department and approval of Competent Authority obtained	Complete proposal along with ASA and utilisation certificates for previous year's grants-in-aid	N/A	N/A	N/A
4	Representation/grievances from public seeking legal aid	4	Joint Secretary (SCB)	sc[dot]barmma[at]gov[dot]in	011-23381496	The representations received from the public are examined in the Department and forwarded to NALSA for appropriate action.	No documents are required	N/A	N/A	N/A

5	Facilitating access to justice for the marginalised in seven project States – UNDP assisted programme.	5	Joint Secretary (SCB)	sc[dot]bar mma[at]gov[dot]in	011-23381496	Field level interventions & Project Selected UNDP Procedures.	Complete proposal alongwith utilisation certificate for previous releases	N/A	N/A	N/A
6	Access to Justice (NEJK)-Approval of various activities like establishing legal aid clinic etc.	3	Joint Secretary (SCB)	sc[dot]bar mma[at]gov[dot]in	011-23381496	The proposal received from various agencies on complete form is processed in the Department and approval of Competent Authority is obtained	Complete Proposal, financial details, consent from all stakeholder etc.	N/A	N/A	N/A
7	Release of fund in instalments for above projects	2	Joint Secretary (SCB)	sc[dot]bar mma[at]gov[dot]in	011-23381496	The claims received from the various agencies are examined in the department	Progress Report, milestone achieved etc.	N/A	N/A	N/A
8	Release of grant to the States / UTs under the Centrally Sponsored Scheme for Infrastructure Development of Judiciary.	10	Joint Secretary (GRR)	raghavender[dot]gr[at]nic[dot]in	011-23072142	The proposals received from the State Governments are processed in the Department and the approval of Competent Authority obtained subject to availability of funds.	Complete proposal alongwith utilisation certificates for previous releases.	N/A	N/A	N/A

9	Release of grant to the States / UTs for Gram Nyayalayas.	5	Joint Secretary (GRR)	raghavender[dot]gr[at]nic[dot]in	011-23072142	The proposals received from the State Governments are processed in the Department and the approval of Competent Authority obtained subject to availability of funds.	Complete proposal alongwith utilisation certificate for previous releases.	N/A	N/A	N/A
10	Release of grant to the States / UTs for Family Courts upto March, 2016.	5	Joint Secretary (AKL)	ak[dot]lal59[at]gov[dot]in	011-23385020	The proposals received from the State Governments are processed in the Department and the approval of Competent Authority obtained.	Complete proposal alongwith utilisation certificate for previous releases.	N/A	N/A	
11	Release of funds to NIC & e-committee of the Supreme Court under e-Courts project Phase-II	8	Joint Secretary (AKL)	ak[dot]lal59[at]gov[dot]in	011-23385020	The proposals received from e-committee are examined and approval of Competent Authority obtained	Complete proposal alongwith utilisation certificate for previous releases.			N/A
12	Release of grant to National Judicial Academy.	4	Joint Secretary (AKL)	ak[dot]lal59[at]gov[dot]in	011-23385020	The proposals received from National Judicial Academy are examined and approval of the Competent Authority obtained.	Complete proposal alongwith utilisation certificate for previous releases.	N/A	N/A	N/A

13 (a)	Grievances related to Supreme Court/High Court Judges	4	Joint Secretary (RKK)	rajinder[dot]kashyap[at]gov[dot]in	011-23383037	The complaints received are forwarded to the Supreme Court or the respective High Court.		N/A	N/A	N/A
(b)	Grievances related to district and subordinate courts	6	Joint Secretary (SCB)	sc[dot]barmma[at]gov[dot]in	011-23381496	The complaints received against judicial officers forwarded to the respective High Court.		N/A	N/A	N/A
(c)	Grievances relating to other Ministry/ Department or State Government or other agencies	2	Joint Secretary (SCB)	sc[dot]barmma[at]gov[dot]in	011-23381496	Complaints against other officials are sent to the public authorities in the Central or State Government as the case may for appropriate action under intimation to the complainant.		N/A	N/A	N/A
(d)	Grievances Which can be addressed by Administration Unit of the Department of Justice	2	Joint Secretary (RKK)	rajinder(dot)kashyap(at)gov(dot)in	011-23383037	Complaints relating to subject matters dealt with by Administration Unit of Department of Justice are examined and decided.		N/A	N/A	N/A

14	Issue of orders sanctioning pension and other retirement benefits to judges of the Supreme Courts / High Courts.	10	Joint Secretary (SCB)	sc[dot]bar mma[at]gov[dot]in	011-23381496	The proposals received from the office of the Accountant General of the State concerned are examined and approval of Competent Authority obtained	Complete proposal with details.	N/A	N/A	N/A
15	Issue of orders sanctioning leave to the judges of Supreme Court/High Courts.	5	Joint Secretary (SCB)	sc[dot]bar mma[at]gov[dot]in	011-23381496	The proposals received from the Supreme Court and the respective High Courts are examined and approval of Competent Authority obtained.	Complete proposal with details.	N/A	N/A	N/A

Service Standards:

Sl. No.	Service / Transaction	Weight (%)	Success indicators	Service Standards	Unit	Weight (%)	Data Source
1	Issue of Notification for appointment of Judges in the Supreme Court and the High Courts.	15	Time taken from receipt of proposal to issue of Notification.	180	Days	15	Records of Department of Justice.
2	Issue of Notification for transfer of Judges.	6	Time taken from receipt of proposal to issue of Notification.	90	Days	6	Records of Department of Justice.
3	Release of grant-in-aid to NALSA for implementation of Legal Aid Programmes in the States	4	Time taken from receipt of proposal from NALSA to issue of sanction order	30	Days	4	Records of Department of Justice
4	Representation/grievances from public seeking legal aid	4	Time taken from receipt of representation /grievances from public to forwarding to NALSA	5	Days	4	Records of Department of Justice

5	Facilitating access to justice for the marginalised in seven project States – UNDP assisted programme.	5	Time taken from receipt of complete proposal to approval.	90	Days	5	Records of Access to Justice Project, Department of Justice.
6	Access to Justice (NEJK)-Approval of various activities like Training of PLVs, establishing legal aid clinic etc	3	Time taken from receipt of proposal from various agencies to issue of sanction order	30	Days	3	Records of Department of Justice
7	Release of fund in instalments for above projects	2	Time taken from receipt of claim till completion of project	30	Days	2	Records of Department of Justice
8	Release of grant to the States / UTs under the Centrally Sponsored Schemes for Infrastructure Development of Judiciary.	10	Time taken from receipt of complete proposals from the State Governments/UTs to issue of sanction order for release of grant.	30	Days	10	Records of Department of Justice.
9	Release of grant to the States / UTs for Gram Nyayalayas.	5	Time taken from receipt of complete proposals from the State Government/ UTs to issue of sanction order for release of grant.	30	Days	5	Records of Department of Justice.

10	Release of grant to the States / UTs for Family Courts upto March, 2016.	5	Time taken from receipt of complete proposals from the State Government/ UTs to issue of sanction order for release of grant	30	Days	5	Records Department of Justice.	of of
11	Release of funds to NIC & e-committee of the Supreme Court under e-Courts project Phase-II	8	Time taken from receipt of complete proposal from to e-committee to issue of sanction order for release of funds	20	Days	8	Records Department of Justice	of of
12	Release of grant to National Judicial Academy.	4	Time taken from receipt of complete proposals from National Judicial Academy to issue of sanction order for release of grant.	30	Days	4	Records Department of Justice.	of of
13 (a)	Grievances related to Supreme Court/High Court Judges	4	Time taken from receipt of complaint to issue of letter forwarding the complaint to the Supreme Court / High Courts.	30	Days	4	Records Department of Justice	of of
(b)	Grievances related to district and subordinate courts	6	Time taken from receipt of complaint to issue of letter forwarding the complaint to the High Courts.	30	Days	6	Records Department of Justice	of of
(c)	Grievances relating to other Ministry/ Department or State Government or other agencies	2	Time taken from receipt of complaint to issue of letter forwarding the complaint to the concerned Ministries/Department or State Government or other	30	Days	2	Records Department of Justice	of of

			agencies				
(d)	Grievances Which can be addressed by Administration Unit of the Department of Justice	2	Time taken from receipt of complaint examination and decision.	30	Days	2	Records of Department of Justice
14	Issue of orders sanctioning pension and other retirement benefits to judges of the Supreme Court / High Courts.	10	Time taken from receipt of proposal from the Office of the Accountant General of State to issue of order sanctioning pension and other retirement benefits.	30	Days	10	Records of Department of Justice.
15	Issue of orders sanctioning leave to the judges of Supreme Court / Delhi High Court and Punjab & Haryana High Court.	5	Time taken from receipt of complete proposal to issue of order sanctioning grant of leave.	15	Days	5	Records of Department of Justice.

Grievance Redressal Mechanism:

Sl. No.	Name of the Public Grievance Officer	Landline Number	e-mail
1	S C Bamma, Joint Secretary	011-23381496	sc[dot]bamma[at]gov[dot]in

Stakeholders /Clients :

Sl. No.	Stakeholder's / Client's Description
1	States/Union Territories Governments.
2	Supreme Court
3	High Courts
4	General Public
5	Judges of the Supreme Court and High Courts.
6	Non-Government Organisations (NGOs)

Responsibility Centres and Subordinate Organizations

S. No.	Responsibility Centres and Subordinate Organizations	Landline number	E-mail	Mobile Number	Address
1.	-NIL				

Indicative Expectation from Service Recipients:

Sl. No.	Indicative Expectations from Service Recipients
1	Forward complete proposal for appointment / transfer of Judges giving all the details.
2	Forward complete proposal to the Department of Justice giving details of the project / proposals alongwith the Utilisation Certificate and the Progress Report.
3	Copy of Notification setting up the courts for release of Non-Recurring grant for Gram Nyayalayas and Family Courts.
4	Complete proposals giving details of pension and other retirement benefits.