



Citizens' / Clients' Charter
For Department of Justice
(2020-21)

Address: Jaisalmer House, 26–Mansingh Road, New Delhi–110011

Website ID: doj.gov.in

Date of Initial issue: October, 2017

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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. | 12 | 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 (NKG) | jsst[dash]doj[at]nic[dot]in | 011-23385020 | The proposals received from NALSA, in complete form is processed in the Department and approval of Competent Authority obtained | Complete proposal along with Audited Statement of Accounts 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 (NKG) | jsst[dash]doj[at]nic[dot]in | 011-23385020 | 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 | Access to Justice (NEJK)- Approval of various activities like establishing legal aid clinic etc. | 3 | Joint Secretary (NKG) | jsst[dash]doj[at]nic[dot]in | 011-23385020 | 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 |

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| 6 | Various activities relating to schemes of Tele-Law, Pro-bono Advocates, Nyaya Mitra etc. | 3 | Joint Secretary (NKG) | jsst[dash]doj[at]nic[dot]in | 011-23385020 | The proposal received from various agencies 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 (NKG) | jsst[dash]doj[at]nic[dot]in | 011-23385020 | 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 |

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| 10 | Release of funds to NIC & High Courts on recommendation of e-committee of the Supreme Court of India under e-Courts Mission Mode project Phase-II | 8 | Joint Secretary (PPP) | pravash[dot]panday2[at]gov[dot]in | 011-23381496 | The proposal received from e- committee of Supreme Court of India are examined and send to Competent Authority for approval and release of funds | Complete proposal alongwith utilisation certificate for previous releases. | N/A | N/A | N/A |
| 11 | Release of grant to National Judicial Academy. | 4 | Joint Secretary (PPP) | pravash[dot]panday2[at]gov[dot]in | 011-23381496 | 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 |
| 12 | Release of central share of funds for the Scheme of Fast Track Special Courts (FTSCs) with exclusive POCSO courts for trial and disposal of cases related to rape and POCSO Act | 10 | Joint Secretary (PPP) | pravash[dot]panday2[at]gov[dot]in | 011-23381496 | The consent received from the State Government/ UT and their proposal is examined and approval of the Competent Authority obtained. | The consent and detailed proposal of the State Govt/UT and later on when UC becomes due, UC are obtained. | 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 (NKG) | jsst[dash]doj[at]nic[dot]in | 011-23385020 | The complaints received against judicial officers forwarded to the respective High Court. | | N/A | N/A | N/A |

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| (c) | Grievances relating to other Ministry/ Department or State Government or other agencies | 2 | Joint Secretary (NKG) | jsst[dash]doj[at]nic[dot]jin | 011-23385020 | 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 (NKG) | jsst[dash]doj[at]nic[dot]jin | 011-23385020 | 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 (NKG) | jsst[dash]doj[at]nic[dot]jin | 011-23385020 | 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 | Data Source |
|---------|---|------------|--|-------------------|------|-----------------------------------|
| 1 | Issue of Notification for appointment of Judges in the Supreme Court and the High Courts. | 12 | Time taken from receipt of proposal to issue of Notification. | 180 | Days | 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 | 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 | 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 | Records of Department of Justice |
| 5 | Access to Justice - 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 | Records of Department of Justice |
| 6 | Various Schemes like Tele-Law, Pro bono Advocates and Nyaya Mitra | 3 | Time taken from receipt of proposal from various agencies to issue of sanction order | 30 | Days | Records of Department of Justice |

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|----|---|----|---|----|------|-----------------------------------|
| 7 | Release of fund in instalments for above projects | 2 | Time taken from receipt of claim till completion of project | 30 | Days | 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 | 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 | Records of Department of Justice. |
| 10 | 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 | Records of Department of Justice |
| 11 | 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 | Records of Department of Justice. |

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| 12 | Releases of central share of funds under FTSC scheme | 10 | Time taken from receipt of consent from State Govt/UT to issue of sanction order for release of funds | 30 | Days | Records of Department of Justice |
| 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 | Records of Department of Justice |
| (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 | Records of Department of Justice |
| (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 agencies | 30 | Days | Records of Department of Justice |
| (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 | 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 | 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 | Records of Department of Justice. |

Grievance Redressal Mechanism:

| Sl. No | Name of the Public Grievance Officer | Landline Number | e-mail |
|--------|--------------------------------------|-----------------|-----------------------------|
| 1 | N K Gayagi, Joint Secretary | 011-23385020 | jsst[dash]doj[at]nic[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. |