

Citizen's Charter / Client's Charter

For

Ministry of Culture

2021-22

Month & Year of Issue: January, 2022

Month & Year of the Next Review: December, 2022

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 Governments, Societies, Autonomous bodies, Trusts registered under the Society Act, etc. 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 |
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| I | II | III | IV | V | VI | VII | VIII |
| 1 | Financial assistance to not-for-profit cultural organisations and government-aided cultural organisations to create appropriately equipped training, rehearsal and performance spaces for artists. | Shri Praveen Sharma, Under Secretary (P. Arts) | partsection2@gmail.com | 011 - 24642148 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi | Notice inviting applications are available on the website of the Ministry http://indiaculture.nic.in/sites/default/files/Schemes/STF.pdf . 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. Applications are accepted throughout the year. | Application in the prescribed format and details of necessary enclosures are available on the website of the Ministry http://indiaculture.nic.in/sites/default/files/Schemes/STF.pdf . | NIL |
| 2 | Financial Assistance | Shri Praveen Sharma, Under Secretary (P. Arts) | partsection2@gmail.com | 24642148 D Wing, | Notice inviting applications are available on the website of the Ministry | Application in the prescribed format and details of necessary enclosures are available on the website of the | NIL |

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| | ance to organization s of dramatic ic 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 param para) | m | | Puratatva Bhawan, GPO Complex, INA, New Delhi | http://indiaculture.nic.in/sites/default/files/Schemes/SG_Application_and_notice_MODIFIED.pdf . Application in prescribed proforma along with necessary enclosures and recommendation of State Government/State Akademies etc. 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. Applications for particular financial year are invited for specified duration by National School of Drama, New Deihi through notice on its website https://nsd.gov.in . | Ministry http://indiaculture.nic.in/sites/default/files/Schemes/SG_Application_and_notice_MODIFIED.pdf . | |
| 3 | Financ ial | Shri Pra | apsecti on- | 24642148 | http://www.csms.nic.in/login/index.php | Application in the prescribed format and details of necessary enclosures are | NIL |

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| | Assistance to improve socio-economic status of old age artists and scholars who have contributed significantly in their specialized field of arts, letters etc. and also providing Medical aid facility to them and their spouse. | vee Sha rma, Under Sec retary (P. Arts) | culture @nic.in | 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, Nagpur-440001. Applications are accepted throughout the year. | available on the website of the Ministry http://indiaculture.nic.in/sites/default/files/Schemes/New_application_form_for_Artists_Pension_1_23_07_2019 . | |
| 4 | Financial assistance to State Govt./UTs, Central/State agencies/bodies, Univer | Shri Pra vee Sha rma, Under Sec retary (P. Arts) | partsection2@gmail.com | 24642148 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi | Application proforma is available on the website of the Ministry http://indiaculture.nic.in/sites/default/files/Schemes/Forms03_07_2019.pdf . 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 | Application in the prescribed format and details of necessary enclosures are available on the website of the Ministry http://indiaculture.nic.in/sites/default/files/Schemes/Application%20form%20Tagore%20Cultural%20Complexes%20New%2013072016.pdf . | NIL |

sities, Municipal Corporations, reputed not-for-profit organizations etc. for creation of various Cultural Spaces such as Tagore Cultural Complexes, Auditorium, Rabindra Bhavans, Rangashalas, Multipurpose Cultural Complexes etc. as well as to restoration, renovation, extension, alteration, upgrad

following address: "The Under Secretary, P.Arts Section-II, Puratatva Bhawan, GPO Complex, INA, New Delhi – 110023. Applications are accepted throughout the year.

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| | ation, modernization of existing Tagore auditoria etc. so as to provide avenues for creative expression and learning to the younger generation | | | | | | | |
| 5 | Financial support to reputed cultural organizations with a view to disseminate and propagate art & cultural by organi | Shri Praveen Sharma, Under Secretary (P. Arts) | partsection@gmail.com | 24642148 | D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi | Application proforma is available on the website of the Ministry http://indiaculture.nic.in/sites/default/files/Schemes/formnationalpresence.pdf . 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. | Application in the prescribed format is available on the website of the Ministry http://indiaculture.nic.in/sites/default/files/Schemes/formnationalpresence.pdf . | NIL |

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| | zing various cultural activities at National/International level for promotion of art and culture of the country. | | | www.indiaculture.nic.in. | | | |
| 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 | Shri Praveen Sharma, Under Secretary (P. Arts) | partsection2@gmail.com | 24642148 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. http://www.indiaculture.nic.in and www.nscd.gov.in Duly filled application in prescribed proforma along with check list and all the requisite enclosure would have to be sent by email on director@nscd.gov.in / nscd101@gmail.com 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 and National Science Centre (NSC) under the Ministry of Culture (http://www.indiaculture.nic.in) and (http://nscd.gov.in) | |

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| | 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 | Shri Praveen .sharma 68@gov.in Sharma Under Secretary (S&F) | 24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi | The Scheme is open throughout the year. The Scheme is implemented and administrated by NCZCC, Prayagraj. | As per the check list made available on the website of Ministry:- www.indiaculture.nic.in | Nil |

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| | Function Production Grant (CFPG) | | | | | | |
| 8 | Award of Scholarships to Young Artists in different Cultural Fields - (S&F) | Shri Praaveen Sharma Under Secretary (S&F) | praveen.sharma68@gov.in | 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 www.ccrindia.gov.in And M/o Culture website www.indiaculture.nic.in | Nil |
| 9 | Award of Senior /Junior Fellowships to Outstanding persons in the field of Culture for research oriented projects. | Shri Praaveen Sharma Under Secretary (S&F) | praveen.sharma68@gov.in | 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 www.ccrindia.gov.in And M/o Culture website www.indiaculture.nic.in | Nil |
| 10 | Award of Tagore National Fellowship for Cultural | Shri Praaveen Sharma Under Secretary (S | praveen.sharma68@gov.in | 24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi | The scheme is implemented and administrated by NMML, Teen Murti Bhawan, New Delhi. Applications are invited through advertisement in Print Media and website of the NMML and the Ministry. | As per the check list/required documents made available on the website of NMML:- www.nehrumemorial.nic.in and Ministry of Culture's Website: www.indiaculture.nic.in | Nil |

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| | Resea &F)rch. | | | | | | |
| 11. | Schem e of Financ ial Assist ance under Seva Bhoj Yojna – Under the Schem e of 'Seva Bhoj Yojna' Centra l Goods and Servic es Tax (CGST) and Centra l Gover nment' s share of Integra ted Goods and Servic es Tax (IGST) paid on purcha se of specifi c raw food items by Charit able/R | Shri Pra vee n Sha rma Und er Sec reta ry(S &F) | praveen .sharma: 68@gov.in | 24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi | The applications are invited online from 1 st to 15 th of every month. The details of the schemes are available on the website of this Ministry i.e www.indiaculture.nic.in | The guidelines in this regard are available on this Ministry's website: www.indiaculture.nic.in | Nil |

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| | eligious Institutions for distributing free food to public shall be reimbursed as Financial Assistance by the Government of India. | | | | | | |
| 12 | Financial Assistance is provided to Voluntary Organizations to promote and preserve the cultural heritage of the Himalayas under the Scheme of Financial | Shri Maneesha Rajan, Under Secretary (BTI) | h.rajaneesha@btisectiomoc@gmail.com | 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 www.indiaculture.nic.in 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 nd 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:- www.indiaculture.nic.in | NIL |

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| | Assistance for the Preservation and Development of Cultural Heritage of Himalayas. Colleges and Universities are also eligible to apply. | | | 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 | Shri Maneesha Rajbansari, Under Secretary (BTI) | h.rajansh@nic.in btisectiomoc@gmail.com | 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 www.indiaculture.nic.in 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 nd Floor D- Block, Puratatava Bhawan, GPO Complex, INA, New Delhi - 110023. Grant to the deserving organization is recommended by Expert Advisory Committee | As per the check list made available on the website of Ministry:- www.indiaculture.nic.in | NIL |

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| | of Buddhist/Tibetan Arts and Culture. | | | constituted by the Ministry of Culture. | | | |
| 14 | Museum Grant Scheme: The Scheme have 3 components: a). Development and Establishment of Museums at the regional, state, district level. b). Digitization of Museum Collections. c). Capacity building and training of Museum | Shri Arun Kumar, Under Secretary (M-I) | museumone.pq@gmail.com | 011-23380136 Shastri Bhavan Rajender Prasad Road New Delhi.. | Applications are accepted throughout the year. 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. | Facility for on-line submission of applications is available at http://csms.nic.in/login/index.php Application formats are available on the website of the Ministry at http://www.indiaculture.nic.in/museum-grant-scheme | Nil |

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| | m Profes sionals | | | | | | |
| 15 | Schem e for Promo tion of Cultur e offer Scienc e. The have 5 compo nents: 1. Scie nce City. 2. Scie nce Centre s(Cate gories- I, II & III). 3. Inno vation hubs. 4. Moder nizatio n/Upgr adatio n of Existin g Scienc e Cities/ Scienc e Centre s/Inno vation Hubs. 5. Digit al Planet arium/ Space | Shri S.C. mondal Mon dal, .in Sec reta ry (M- II) | charan. 62@nic | 011- 23074359 Shastri Bhavan, Rajender Prasad Road, New Delhi | Applications are accepted throughout the year and the proposal is to be sent to Joint Secretary (Museums), Ministry of Culture (MoC). National Council of Science Museums (NCSM) will evaluate the proposal and send its recommendation or otherwise observations/comments to Ministry of Culture. 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 of a Project Appraisal Committee comprising of MoC and NCSM officials. 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 will commence once the State/UT Govt. releases its full share of fund and hand over the land for the Science Centre etc, subject to satisfactory inspection by NCSM. | Application formats are available on the website of the Ministry at http://www.indiaculture.nic.in/scheme-promotion-culture-science-spocs | Nil |

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| | & Astron omy Educat ion Centre (Categ ories-I, II & III). | | | | | | |
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SERVICE STANDARDS

| S. No. | Service/Transaction | Success Indicators | Service standards | Unit | Data Source |
|--------|--|--|-------------------|--------|-------------------|
| 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. | 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) | 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 their specialized field of arts, letters etc. and also providing Medical aid facility to them and their spouse. | Release of Financial Assistance from the date recommended by the Expert Committee in its meeting | 12 | Months | Ministry's Record |
| 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 | Release of Grant/First Installment from the date of Expert Committee Meeting | 85 | Days | Ministry's Record |

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| | etc. so as to provide avenues for creative expression and learning to the younger generation | | | | |
| 5 | Financial support to reputed cultural organizations with national presence with a view to disseminate and propagate art and cultural by organizing various cultural activities at National/International level for promotion of art and culture of the country. | 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 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. | Release of Grant/First Installment from the date of Expert Committee | 45 | Days | Ministry's Record |
| 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 | -- | Days | Ministry's Record |

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| | | monthly basis and eligible organizations are allotted Enrollment number. Thereafter the organizations are required to approach GST authorities, Department of Revenue for re-imbursement. | | | |
| 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 | 85 | 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: 011-23389845
Email- 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)
Room No. 219-C, Wing, Shastri Bhawan, New Delhi.
Tel: 23382331
Email- arit-culture@gov.in

LIST OF STAKEHOLDERS/CLIENTS

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

RESPONSIBILITY CENTERS / ORGANISATIONS UNDER MINISTRY OF CULTURE

| S. No. | Responsibility Centers and Subordinate Organizations | Landline No. | Email | Address | Remarks |
|--------|--|---|---|---|-------------------------|
| 1. | Archaeological Survey of India | 23075342 | diradmasi@gmail.com dirpla.asi@gmail.com | 24, Tilak Marg, New Delhi. | Attached office |
| 2. | National Archives of India | 23387509 (Nodal Officer) 23383436 | archives@nic.in | Janpath, New Delhi – 110001 | Attached Office |
| 3. | Anthropological Survey of India | (033) 2286 1697 (033) 2286 1781 (PBX) (033) 2286 1733 (PBX) | director@ansi.gov.in | 27, Jawaharlal Nehru Road, Kolkata – 700016 | Subordinate Office |
| 4. | Central Reference Library | (033)24791721/ 24791722 | centralreferencelibrary@gmail.com | Belvedere, Kolkata-700027, West Bengal | -do- |
| 5. | National Gallery of Modern Art | 23386111 23384640/ extn. 230 | ngma.delhi@gmail.com | Jaipur House, New Delhi-100003 | -do- |
| 6. | National Library | 033-24792968/ 033-24792467 | nlndirector@rediffmail.com | Belvedere, Kolkata-700027, West Bengal | -do- |
| 7. | National Museum | 011-23018159 011-23018046 | dg.nmnd@gov.in | Janpath, New Delhi – 110 001 | -do- |
| 8. | National Research Laboratory for conservation of Cultural Property | 0522-2335359 | dg.nrlc@gov.in | Sector :E/3, Aliganj, Lucknow - 226024 | -do- |
| 9. | Lalit Kala Akademi | 23009260 | cskrishnasetty@gmail.com krishna_setty2006@yahoo.com | Rabindra Bhavan, 35 Ferozeshah Road, New Delhi – 110001 | Autonomous Organization |
| 10. | National School of | 23384288 | nsd.director@gmail.com | Bahawalpur House, 1, | -do- |

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| | Drama | | | Bhagwan Das Road, New Delhi - 1 | |
| 11. | Sahitya Akademi | 23386626/27/ 28 23073002 23387064 (secy) | secretary@sahitya-akademi.gov.in | Rabindra Bhavan, 35, Ferozeshah Road, New Delhi | -do- |
| 12. | Sangeet Natak Academi | 23382695 23385715 | secretary@sangeetnatak.gov.in | Ravindra Bhavan, 35 Ferozeshah Road, New Delhi - 1 | -do |
| 13. | Delhi public Library | 23979297 23958747 | delhipubliclibrary@gmail.com | S.P. Mukherjee Marg Opposite Old Railwat Station, Delhi - 110006 | -do |
| 14. | Khuda Baksh Oriental Public Library | 06112- 2371507 | patcom-bih@nic.in | Ashok Rajpath, Patna - 800 004 | -do |
| 15. | Nehru Memorial Museum & Library | 23015333 23017089 Extn. 201 | ddnehrumemorial@gmail.com | Teen Murti Bhavan, New Delhi-110011 | -do- |
| 16. | Raja Ram Mohan Roy Library Foundation | 033- 23373463/6 4 | rrrlf_wb@nic.in | Block DD-34, Sector -1, Salt Lake City, Kolkata- 700 064 | -do |
| 17. | Rampur Raza Library | 0595- 2325045 | raza-library@nic.in | Hamid Manzil Quila, Rampur, UP-244 901 | -do |
| 18 | Central Institute of Buddhist Studies | 0982264391 | cibsladakh@gmail.com | Choglamsar, Leh -194 104, Ladakh (Jammu & Kashmir) | -do- |
| 19 | Central Institute of Himalayan Culture Studies | 03782- 207030 | directorcihcs@gmail.com | Dahung, West Kameng District, Arunachal Pradesh -790 116 | -do- |
| 20 | Central Institute of Higher Tibetan Studies | 0542- 2585148 | registraroffice.cuts@gmail.com | Sarnath Road, Mavaiya, Saranath, Varan asi- 221007, UP | -do- |
| 21 | Nava | 06112- | registrar@nmm.ac.in | Nalanda, Bihar- | -do- |

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| | Nalanda Mahavihara | 281820 | | 830111 | |
| 22 | Allahabad Museum | 0532-2407834 | Allahabadmuseum@rediffmail.com | Chandra Shekhar Azadus Park, Kamla Nehru Road, Prayagraj – 211002 | Autonomo Organizati on |
| 23 | Indian Museum | 033-22521790 | Indianmuseumkolkata2@gmail.com | 27, J.N. Road, Park Street, Kolkata-700016 | -do- |
| 24 | Indira Gandhi Rastriya Manav Sangrahalaya | 0755-2661458 | directorigrms@gmail.com | Post Box No.2, Shimla Hills, Bhopal- 462013, Madhya Pradesh | -do- |
| 25 | National Council of Science Museum | 033-23575544 | dgo@ncsm.gov.in | 33, Block –GN, Sector –V, Bidhan Nagar, Kolkata- 700091. | -do- |
| 26 | National Museum Institute | 0120-2975619 | registrar.nmi@gov.in | A-19, Institutional Area, Sector 62, Noida, Uttar Pradesh, 201309 | -do- |
| 27 | Salar Jung Museum | 040-24576443 | salarjungmuseum@gmail.com | Hyderabad-500002, Telangana | -do- |
| 28 | Victoria Memorial Hall | 033-22235142 | curatorvmh@gmail.com | 1 Queen’s way, Kolkata-700071 | -do- |
| 29 | Centre for Culture Resource & Training | 25088638 25309300 | dir.ccert@nic.in | 15-A, Sector -7, Dwarka, New Delhi – 110 075 | -do- |
| 30 | Gandhi Smriti and Darshan Samiti | 23392707 23392709 23392710 | 2010gsds@gmail.com gsdsadmo@gmail.com | 1. 5 Tees January Marg, New Delhi – 11 2. Gandhi Darshan, Rajghat, New Delhi-2 | -do- |

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| 31 | Indira Gandhi National Centre for Arts | 23383895 | ms@ignca.nic.in msignca@yahoo.com | Janpath, New Delhi – 110 001 | -do- |
| 32 | Kalashetra Foundation | 044-24520836 | edp@kalakshetra.in | Thiruvanmiyur, Chennai-600 041 | -do- |
| 33 | Maulana Abdul Kalam Azad Institute of Asian Studies (MAKAIAS) | 033-24862049 | info@makaias.gov.in | 5, Ashraf Mistri Lane, (Lovelock Street – Opp. Ballygunge Military Camp, Kolkata-700 019 | -do- |
| 34 | National Culture Fund | 24656249 9958643434 | ceoncf2014@gmail.com | 5 th floor, Puratatva Bhavan, D-Block, GPO Complex, INA, New Delhi – 23 | -do- |
| 35 | The Asiatic Society | 033-22290779, 22497250 | gs.asiatic@gmail.com | 1-Park Street, Kolkata – 700 016 | -do- |
| 36 | North Central Zone Cultural Centre | 0532-2423698 | directornczcc@gmail.com | 14-CSP Singh Marg, Adjacent to circuit hotel, Prayagraj-211001 | -do- |
| 37 | North East Zone Cultural Centre | 03862-243573 | nezccdimapurne@gmail.com | Post Box No. 98., Dimarpur-797112, Nagaland. | -do- |
| 38 | North Zone Culture Centre | 0175-222202918 | nzccindia@gmail.com | Virsa Vihar Kendra, Near Bhasha Bhawan, inside Shernawala Gate, Post Box No. 80., Patiala-147 001 | -do- |
| 39 | South Central Zone Cultural Centre | 0712-2565107 | szccnagpur1986@gmail.com | 56/1, Civil Lines, Nagpur-440001 | -do- |
| 40 | South Zone Cultural | 04362-240072 | szcc1986@gmail.com | Dakshini, Medical | -do- |

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|----|---|------------------|---|--|------|
| | Centre | | | College Road, Thanjavur- 613004, Tamil Nadu | |
| 41 | West Zone Cultural Central | 0294- 2422567 | wzcccom@rediffmail.com | Bargore Ki Haveli, Gangaur Ghat, Udaipur-313 001, Rajasthan | -do- |
| 42 | Eastern Zonal Cultural Centre, | 033- 23353093 | ddfezcckolkata@yahoo.in | Bharatiyam Cultural Multiplex IB, 201, Sector-3, Salt Lake City, Kolkata – 700106. | -do- |
| 43 | National Monument Authority | 23380535 | psmsnmand@gmail.com amarmudi@yahoo.com | 24, Tilak Marg, New Delhi- 110001 | -do- |
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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>