

Citizen's Charter / Client's Charter

For

Ministry of Culture

2017-18

VISION

Creating conducive environment by spreading an awareness about our ancient, tangible, intangible and knowledge heritage, giving value based cultural education and our rich traditional culture and art to develop a skill based cultural economy and using culture as a potent tool for achieving building and Ek Bharat Shrestha Bharat as well as international diplomacy and world peace.

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 Government 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
I	II	III	IV	V	VI	VII	VIII
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.	Shri I.A. Kamal, Under Secy. (P. Arts)	partsection@gmail.com	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 to organizations of	Shri I.A. Kamal Under Secy.	partsection@gmail.com	24642148 D Wing,	Notice inviting applications are available on the website of the Ministry	Application in the prescribed format and details of	NIL

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	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)	(P. Arts)		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 Delhi through advertisement in Print Media and its website https://nsd.gov.in .	necessary enclosures are available on the website of the Ministry http://indiaculture.nic.in/sites/default/files/Schemes/SG_Application_and_notice_MODIFIED.pdf .	
3	Financial Assistance to improve socio-economic status of old age artists and scholars who have contributed	Shri I.A. Kamal Under Secy. (P. Arts)	apsection-culture@nic.in	24642148 D Wing, Puratatva Bhawan, GPO Complex, INA,	Notice inviting applications are available on the website of the Ministry http://indiaculture.nic.in/sites/default/files/Schemes/NoticeinvitingapplicationandApplicationformforSchemeforPensionandM	Application in the prescribed format and details of necessary enclosures are available on the website of the	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
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	significantly in their specialized field of arts, letters etc. and also providing Medical aid facility to them and their spouse.			New Delhi	MedicalAidtoArtistes_26.10.2017.pdfgrant.html . 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.	Ministry http://indiaculture.nic.in/sites/default/files/Schemes/NoticeinvitingapplicationandApplicationformforSchemeformPensionandMedicalAidtoArtistes_26.10.2017.pdfgrant.html .	
4	Financial assistance to State Govt./UTs, Central/State Govt. agencies/bodies, Universities, Municipal Corporations,	Shri I.A. Kamal, Under Secy. (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/Application%20form%20Tagore%20Cultural%20Complexes%20New%2013072016.pdf . Application in prescribed proforma along	Application in the prescribed format and details of necessary enclosures are available on the website of the Ministry http://indiaculture.nic	NIL

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I	II	III	IV	V	VI	VII	VIII
	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 etc. so as to provide avenues for creative expression and learning to the				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 following address: "The Under Secretary, P.Arts Section-II, Room No. 207, 2nd Floor, Puratatva Bhawan, GPO Complex, INA, New Delhi – 110023. Applications are accepted throughout the year.	.in/sites/default/files/Schemes/Application%20form%20Tagore%20Cultural%20Complexes%20New%2013072016.pdf .	

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I	II	III	IV	V	VI	VII	VIII
	younger generation						
5	Financial support to reputed cultural organizations with national presence with a view to disseminate and propagate art & cultural by organizing various cultural activities at National/International level for promotion of art and culture of the country.	Shri I.A. Kamal, Under Secy. (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/formnatio nalpresence.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. www.indiaculture.nic.in .	Application in the prescribed format is available on the website of the Ministry http://indiaculture.nic.in/sites/default/files/Schemes/formation alpresence.pdf .	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
6	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Function Production Grant (CFPG)	Shri Parveen Sharma Under Secy.(S&F)	Parveen.sharma68@gov.in	24642159 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	The Scheme is open throughout the year and online facility is also available. The implementation and administration of the scheme has been transferred to NCZCC, Allahabad w.e.f. 01.08.2014	As per the check list made available on the website of Ministry:- www.indiaculture.nic.in	Nil
7	Award of Scholarships to Young Artistes in different Cultural Fields - (S&F)	Shri Parveen Sharma Under Secy.(S&F)	Parveen.sharma68@gov.in	24642159 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	The implementation and administration of the scheme has been transferred to CCRT, Dwarka w.e.f 01.08.2014. 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:- www.ccrindia.gov.in	Nil
8	Award of Senior/Junior Fellowships to Outstanding Artist/ Persons in different cultural	Shri Parveen Sharma Under Secy.(S&F)	Parveen.sharma68@gov.in	24642159 D Wing, Puratatva Bhawan, GPO Complex,	The implementation and administration of the scheme has been transferred to CCRT, Dwarka w.e.f 01.08.2014. Applications are invited	As per the check list made available on the website of CCRT:- www.ccrindia.gov.in	Nil

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	fields.			INA, New Delhi	through advertisement in Print Media and website of the CCRT and the Ministry.		
9	Award of Tagore National fellowship for Cultural Research.	Shri Parveen Sharma Under Secy.(S&F)	Parveen.sharma68@gov.in	24642159 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	The implementation and administration of the scheme has been transferred to NMML, Teen Murti Bhawan New Delhi w.e.f 01.08.2014. Applications are invited through advertisement in Print Media and website of the NMML and the Ministry.	As per the details available on the website of NMML:- www.nehrumemorial.nic.in	Nil
10	Financial Assistance is provided to Voluntary Organizations to promote and preserve the cultural heritage of the Himalayas under the Scheme of Financial Assistance for the Preservation and	Ms Sunita Dhavale, Under Secy.(BTI)	sunita.dhavale@nic.in	24642158 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	As per the check list/ required documents made available on the website of Ministry:- www.indiaculture.nic.in	NIL

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	Development of Cultural Heritage of Himalayas. Colleges and Universities are also eligible to apply. - (B.T.I.)				<p>case of Leh, Ladakh, Kargil and North Eastern region) 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, 2nd Floor D- Block, Puratatava Bhawan, GPO Complex, INA, New Delhi - 110023.</p> <p>Grant to the deserving organization is recommended by Expert Advisory Committee constituted by the Ministry of Culture</p>		
11	Financial Assistance is provided to Voluntary Organizations to promote and preserve the cultural heritage of the Himalayas under the Scheme of	Ms Sunita Dhavale, Under Secy.(BTI)	sunita.dhavale@nic.in	24642158 D Wing, Puratatva Bhawan, GPO Complex, INA, New Delhi	Applications are called by advertisement in the newspaper. 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

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
	Financial Assistance for the Preservation and Development of Cultural Heritage of Himalayas. Colleges and Universities are also eligible to apply. - (B.T.I.)						
12	Museum Grant Scheme	Shri Satyendra Kumar Singh, Under Secretary	museumone@gmail.com	011-23380136 Shastri Bhavan Rajender Prasad Road New Delhi..	<p>Applications are accepted throughout the year.</p> <p>Applications are scrutinized and incomplete proposals are returned to the applicant organization to re-submit the proposals after completing the deficiencies</p> <p>Complete proposals are placed before the Expert Committee for consideration which generally meets once in each quarter</p>	<p>Facility for on-line submission of applications is available at http://csms.nic.in/login/index.php</p> <p>Application formats are available on the website of the Ministry at http://www.indiaculture.nic.in/museum-grant-scheme</p>	Nil

S. No	Services/ Transaction	Responsible Person (Designation)	Email	Phone No/ Address.	Process	Documents required	FEE
I	II	III	IV	V	VI	VII	VIII
					Sanctions are issued for the proposals approved by the Expert Committee within 2 months from the date of the meeting of the Expert Committee.		

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,	Release of Grant/First Installment from the date of Expert Committee Meeting	85	Days	Ministry's Record

S. No.	Service/Transaction	Success Indicators	Service standards	Unit	Data Source
	Auditorium, Rabindra Bhawans, Rangashalas, Multipurpose Cultural Complexes etc. as well as to restoration, renovation, extension, alteration, upgradation, modernization of existing Tagore auditoria etc. so as to provide avenues for creative expression and learning to the younger generation				
5	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Function Production Grant (CFPG).	Release of Grant/First Installment from the date of Expert Committee Meeting	85	Days	Ministry's Record
6	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
7	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
8	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

S. No.	Service/Transaction	Success Indicators	Service standards	Unit	Data Source
9	Financial Assistance to the Voluntary Buddhist/Tibetan Organizations including Monasteries engaged in the propagation and scientific development of Buddhist/Tibetan Culture, Tradition and Research in related fields under Scheme of Financial Assistance for the Preservation and Development of Buddhist/Tibetan Organization.	Release of Financial Assistance from the date of approval of the Minutes of the Expert Advisory Committee Meeting	110	Days	Ministry's Record
10	Financial Assistance is provided 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
11	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 for redressal of their grievance:-

Ms. Bandana Sharma
Director (AR&IT)
Room No. 320-C, Wing, Shastri Bhawan, New Delhi.
Tel: 011-23383185
Email- bandana.sharma@nic.in

The grievance can also be lodged on-line on the following link:-

<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 authority:-

Shri Shravan Kumar
Join Secretary
Room No. 323-C, Wing, Shastri Bhawan, New Delhi.
Tel: 23381396
Email- shravan.kumar68@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 AND SUBORDINATE 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 – 700 016	Subordinate Office
4.	Central Reference Library	(033)24791721/ 24791722	kkkkoshy@hotmail.com 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-100 003	-do-
6.	National Library	033-24792968/ 033-24792467	nldirector@rediffmail.com	Belvedere, Kolkata-700027, West Bengal	-do-
7.	National Museum	23019272/290	dgnationalmuseum11@gmail.com Sanmit123@gmail.com	Janpath, New Delhi – 110 001	-do-
8.	National Research Laboratory for conservation of Cultural Property	0522-2335359	kharbade@yahoo.com	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 Drama	23384288	nsd.director@gmail.com	Bahawalpur House, 1, Bhagwan Das Road, New Delhi – 1	-do-

S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
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	033-23373463/64	rrrf_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.	Thanjavur Maharaja Serfojis Sarasvati Mahal Library	04362-334107	Tnj-sarvath@sancharnet.in	E-Main Street, Rajakrishnapuram, Thanjavur – 613009, Tamil Nadu	-do-
19.	Central Institute of Buddhist Studies	0982264391	cibsladakh@gmail.com	Choglamsar, Leh -194 104, Ladakh (Jammu & Kashmir)	-do-
20.	Central Institute of Himalayan Culture Studies	03782-207030	directorcihcs@gmail.com	Dahung, West Kameng District, Arunachal Pradesh -790 116	-do-
21.	Central Institute of Higher Tibetan Studies	0542-2585148	Registraroffice.cuts@gmail.com	Sarnath Road, Mavaiya, Saranath, Varanasi- 221007, UP	-do-
22.	Nava Nalanda Mahavihara	06112-281820	registrar@nnm.ac.in	Nalanda, Bihar-830111	-do-
23.	Allahabad Museum	0532-2407834	allahabadmuseum@rediffmail.com	Chandra Shekhar Azad Park, Kamla Nehru Road, Allahabad –	Autonomous Organization

S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
				211 002	
24.	Indian Museum	033-22861702	educationofficerim@gmail.com	27, J.N. Road, Park Street, Kolkata-700 016	-do-
25.	Indira Gandhi Rastriya Manav Sangrahalaya	0755-2661458	directorigrms@gmail.com	Post Box No.2, Shamla Hills, Bhopal- 462 013, Madhya Pradesh	-do-
26.	National Council of Science Museum	033-23579347	dgnationalmusuim11@ncsm.gov.in rajistrar.nmi@gov.in	33, Block –GN, Sector –V, Bidhan Nagar, Kolkata- 700 091.	-do-
27.	National Museum Institute	23012106 23014483	trilok.rawat@nmi.ac.in	Janpath, New Delhi-110001	-do-
28.	Salar Jung Museum	040-24576443	slarjungmuseum@gmail.com	Hyderabad-500 002, Telangana	-do-
29.	Victoria Memorial Hall	033-22235142	victomem@gmail.com	1 Queen's way, Kolkata-700071	-do-
30.	Centre for Culture Resource & Training	25088638 25309300	dir.ccert@nic.in	15-A, Sector -7, Dwarka, New Delhi – 110 075	-do-
31.	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-
32.	Indira Gandhi National Centre for Arts	23383895	ms@ignca.nic.in msignca@yahoo.com	Janpath, New Delhi – 110 001	-do-
33.	Kalashetra Foundation	044-24520836	edp@kalakshetra.in	Thiruvanmiyur, Chennai-600 041	-do-
34.	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-
35.	National Culture Fund	24656249 9958643434	ceoncf2014@gmail.com	5 th floor, Puratatva Bhavan, D- Block, GPO Complex, INA, New Delhi – 23	-do-
36.	The Asiatic Society	033-22290779, 22497250	gs.asiatic@gmail.com	1-Park Street, Kolkata – 700 016	-do-

S. No.	Responsibility Centers and Subordinate Organizations	Landline No.	Email	Address	Remarks
37.	North Central Zone Cultural Centre	0532-2423698	directornzccc@gmail.com	14-CSP Singh Marg, Ajacent to circuit hotel, Allahabad-211001	-do-
38.	North East Zone Cultural Centre	03862-243573	nezccdimapurne@gmail.com	Post Box No. 98., Dimarpur-797112, Nagaland.	-do-
39.	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-
40.	South Central Zone Cultural Centre	0712-2565107	szccnagpur1986@gmail.com	56/1, Civil Lines, Nagpur-440001	-do-
41.	South Zone Cultural Centre	04362-240072	szcc1986@gmail.com	Dakshini, Medical College Road, Thanjavur-613004, Tamil Nadu	-do-
42.	West Zone Cultural Central	0294-2422567	wzcccom@rediffmail.com	Bargore Ki Haveli, Gangaur Ghat, Udaipur-313 001, Rajasthan	-do-
43.	Eastern Zonal Cultural Centre,	033-23353093	ddfezcckolkata@yahoo.in	Bharatiyam Cultural Multiplex IB, 201, Sector-3, Salt Lake City, Kolkata – 700106.	-do-
44.	National Monument Authority	23380535	ktusnma@gmail.com	24, Tilak Marg, New Delhi-110001	-do-
45.	Gandhi Heritage Sites Mission	23022333	sharma.nk57@nic.in	Room No. 287, Vigyan Bhawan Annexe, New Delhi - 110 011	Ministry of Culture

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>