

**List of Citizen's Charters formulated by Ministries/ Departments/  
Organisations**

**I. Ministry of Agriculture**

1. Department of Agriculture and Cooperation

**II Ministry of Agro and Rural Industries**

2. Coir Board
3. Khadi and Village Industries Commission

**III Ministry of Civil Aviation**

4. Air India (Ministry of Civil Aviation)

**IV Ministry of Commerce and Industry**

5. Department of Industrial Policy and Promotion
6. Directorate General of Supply and Disposal
7. National Test House
8. Office of Chief Controller of Accounts (Supply)
9. Department of Commerce
10. Export Credit Guarantee Corporation of India Limited

**V Ministry of Communications**

11. Department of Telecommunications
12. Department of Posts

**VI Ministry of Consumer Affairs, Food and Public Distribution**

13. Citizen's Charter for the Targeted Public Distribution System (TDPS)
14. Department of Consumer Affairs

**VII Ministry of Defence**

15. Department of Defence Research and Development

**VIII Ministry of Environment and Forests**

16. Ministry of Environment and Forests

**IX Ministry of External Affairs**

17. Passport Division, Ministry of External Affairs

## **X Ministry of Finance and Company Affairs**

- 18. Taxpayers' Charter – CBDT
- 19. Central Board of Excise and Customs (CBEC)
- 20. Life Insurance Corporation of India
- 21. General Insurance Corporation of India
- 22. Oriental Insurance Corporation
- 23. Department of Company Affairs

### **Reserve Bank of India**

- 24. Exchange Control Department
- 25. Department of Government and Bank Accounts
- 26. Citizen's Charter on Exchange Facilities

### **Public Sector Banks**

- 27. Allahabad Bank
- 28. Andhra Bank
- 29. Bank of Baroda
- 30. Bank of India
- 31. Bank of Maharashtra
- 32. Canara Bank
- 33. Central Bank of India
- 34. Corporation Bank
- 35. Dena Bank
- 36. Indian Bank
- 37. Indian Overseas Bank
- 38. Oriental Bank of Commerce
- 39. Punjab National Bank
- 40. Punjab and Sind Bank
- 41. State Bank of Bikaner and Jaipur
- 42. State Bank of Hyderabad
- 43. State Bank of India
- 44. State Bank of Indore
- 45. State Bank of Mysore
- 46. State Bank of Patiala
- 47. State Bank of Saurashtra
- 48. State Bank of Travancore
- 49. Syndicate Bank
- 50. Uco Bank
- 51. Union Bank of India
- 52. United Bank of India
- 53. Vijaya Bank

## **XI Ministry of Food Processing Industries**

- 54. Ministry of Food Processing Industries

## **XII Ministry of Health and Family Welfare**

- 55. Model Charter for Public Hospitals to be adopted suitably for each Hospital
- 56. Charter for Dr. R.M.L. Hospital, New Delhi
- 57. Charter for Safdarjang Hospital, New Delhi
- 58. Charter for Smt. Sucheta Kriplani Hospital, New Delhi
- 59. Central Research Institute, Punjabi Bagh, New Delhi
- 60. Morarji Desai National Institute of Yoga, New Delhi

## **XIII Ministry of Information and Broadcasting**

- 61. Registrar of Newspapers of India (RNI)

## **XIV Ministry of Personnel, Public Grievances and Pensions**

- 62. Department of Administrative Reforms and Public Grievances
- 63. Central Civil Services Cultural and Sports Board
- 64. Griha Kalyan Kendra

## **XV Ministry of Petroleum and Natural Gas**

- 65. Ministry of Petroleum and Natural Gas

## **XVI Ministry of Power**

- 66. Power Finance Corporation Limited
- 67. Rural Electrification Corporation Limited
- 68. Central Power Research Institute
- 69. Central Electricity Authority
- 70. Power Grid Corporation of India Limited
- 71. Bhakra Beas Management Board
- 72. Sutlej Jal Vidyut Nigam Limited

## **XVII Ministry of Railways**

- 73. Indian Railways

## **XVIII Ministry of Road Transport and Highways**

- 74. Ministry of Road Transport and Highways

## **XIX Ministry of Rural Development**

- 74. Council for Advancement of People's Action and Rural Technology (CAPART)

## **XX Ministry of Small Scale Industries**

- 76. Department of Small Scale Industries and Agro and Rural Industries
- 77. Office of the Development Commissioner (SSI)
- 78. National Small Industries Corporation

**XXI Ministry of Science and Technology**

- 79. Department of Bio-Technology
- 80. Department of Science and Technology

**XXII Department of Space**

- 81. Department of Space

**XXIII Ministry of Textiles**

- 82. Ministry of Textiles
- 83. Office of the Development Commissioner for Handlooms
- 84. Central Wool Development Board, Jodhpur
- 85. Jute Manufacturers Development Council, Kolkatta
- 86. Textiles Committee
- 87. Central Silk Board, Bangalore
- 88. The Jute Corporation of India Limited, Kolkata
- 89. Cotton Corporation of India Limited
- 90. National Centre for Jute Diversification

**XXIV Ministry of Urban Development**

- 91. Delhi Development Authority
- 92. Central Public Works Department
- 93. Directorate of Estates
- 94. Land and Development Office
- 95. Directorate of Printing.

**XXV Ministry of Youth Affairs and Sports**

- 96. Ministry of Youth Affairs and Sports