

CITIZEN CHARTER

The Vice-President of India is the second highest constitutional office in the country. He serves for a five-year term, but can continue to be in office, irrespective of the expiry of the term, until the successor assumes office. The Vice-President is the ex- officio Chairperson of the Council of States (Rajya Sabha) and does not hold any other office of profit. During any period when the Vice- President acts as, or discharges the functions of the President, he does not perform the duties of the office of the Chairperson of the Council of States (Rajya Sabha) and, is not entitled to any salary or allowances payable to the Chairperson, Rajya Sabha.

The Vice-President's secretariat commenced functioning in the year 1952. The sanctioned strength of the secretariat is 62. The Secretary to the Vice-President is the head of the secretariat. The Secretary to the Vice-President is assisted by senior officers of the rank of Joint Secretary/Director/Officer on Special Duty/Private Secretary/Under Secretaries, and other executive, ministerial and operational staff.

Sl. No.	Service	Service Performance	Contact details of the Responsible officers
1.	Grievances Redressal: This Secretariat receives number of representations from organizations, individuals and Central/State Govt. employees regarding deprivation/ violation of their rights. After examining the complaints are forwarded to the appropriate authorities.	(a) Average time taken for processing and approval of the representation is 15 days. (b) Average time taken to acknowledge grievances received electronically is 5 days.	Smt. Sarita Chauhan, Under Secretary, Vice-President's Secretariat, New Delhi, 011-23094946 sarita.chauhan@nic.in
2.	Prompt action in RTI Act, 2005: With the enactment of RTI Act, 2005, Implementation of the provisions of the Act has become mandatory. Transparency Officer/Appellate Authority and CPIO are made responsible to dispose of RTI applications under this Act.	(a) In normal course: 30 days from the receipt of the application by the public authority. (b) In case the applications are related to other Departments: These are transferred within 5 days of receiving the application.	Smt. Sarita Chauhan, Under Secretary, Vice-President's Secretariat, New Delhi 011-23094946 sarita.chauhan@nic.in And Shri Ashish Anand, Section Officer/ACPIO ashish.anand@nic.in
3.	Grievance redressal mechanism for Education/Universities: The Vice-President is the Chancellor of Panjab University, Delhi University, Pondicherry University and visitor of Makhanlal Chaturvedi Rashtriya Patrakarita Vishwavidyalaya, Bhopal. The office receives complaints from teaching/non- teaching staff and student grievances for their redressal. The officers in charge have been involved in providing redressal in these matters.	Average time taken-7 Days	Shri Chandan Deekshith Goli, Under Secretary Vice-President's Secretariat, New Delhi 011-23094948 chandangoli.edu@gov.in
4.	Prompt acknowledgement on receipt of letters from VIPs/VVIPs:	3-4 days	-
5.	Discretionary Grant: Limited financial Assistance to persons suffering from major illness and undergoing treatment from Govt. recognized Hospitals and welfare of the employees.	Average time taken is 30 Days for disposal / release of funds for ailment.	Smt. Sarita Chauhan, Under Secretary, Vice-President's Secretariat, New Delhi. 011-23094946 sarita.chauhan@nic.in