



Citizen's / Client's Charter for (Department of AIDS Control) (2011-2012)

Address	6& 9th Floors, Chandralok Building, 36 Janpath, New Delhi-110001
Website ID	nacoonline.org
Date Of Issue	August 2011
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Vision Mission

Vision

Prevention and reduction of the HIV burden in India.

Mission

To reduce HIV prevalence in population groups at risk of HIV/AIDS by an integrated prevention, care and support programme.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Provision of facilities of Counselling and Testing of clients at Integrated Counselling and Testing Centers across the country	20	1. Project Director, SACS; 2. Basic Service Division Head, SACS; 3. Medical Officer In-charge, ICTC; (SACS-State AIDS Control Societies), (For email ID and phone no. visit www.nacoonline.org/)			Any client coming to Integrated Counseling & Testing Centre(ICTC) will be provided facilities for counseling and HIV testing	N/A	N/A	N/A	N/A
2	Provision of Anti-Retroviral Treatment to AIDS patients	20	1. Project Director, SACS; 2. Care Support Treatment Division Head, SACS; 3. Medical Officer In-charge, ART Centre; (SACS-State AIDS Control Societies) (For email ID and phone no. visit www.nacoonline.org/)			The treatment of ART eligible persons is provided at designated ART centers.	N/A	N/A	N/A	N/A
3	Review of Research Proposals	20	Dr.S.Venkatesh(Deputy Director General)	addlpdnaco@gmail.com	(23325337)	Preliminary examination of proposal by Research & Development (R&D) and concerned division at NACO. If fit for further review, Technical Review by Technical Resource Group on Research & Development (TRG-R&D) If fit for further review, Review of ethical aspects in NACO-Ethics Committee	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Contracting NGO for Targeted Intervention	20	Project Directors((State AIDS Control Societies))			There are specific protocols prescribed by the NACO. Non-Governmental Organisations (NGO)/Community Based Organisation(CBO) Part I and II Guidelines. Non-Governmental Organisations (NGOs)/Community Based Organisations (CBOs) registered under Societies Registration Act/Trust Acts with 3 years experience are invited to apply for empanelment. State technical advisory committee makes recommendation of the shortlisted applicants and Joint Appraisal Team(JAT) Visit is made. Based on the standard protocols the JAT	Guidelines and modules available at NACO website	N/A	N/A	N/A
5	Release of funds to all Union Territories/ State AIDS Control Societies on the basis of the approved Annual Action Plan(AAP)	20	Shri. Kanwaldeep Singh(Director (Finance))	dfnaco@gmail.com	(43509999)	After approval bill is prepared for release of funds and submitted to cash branch	N/A	N/A	N/A	N/A
						Cash branch which works as Drawing and Disbursing Officer (DDO) of the Ministry scrutinizes and sends the bill to Pay & Accounts Officer (PAO) for payment	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						PAO after necessary checks prepares a cheque in favour of SACS /UTs with the advice to the bank to send the amount through RTGS routes	N/A	N/A	N/A	N/A
						Proposal for release of funds is prepared in Finance Division of NACO	Provisional Utilisaiton Certificate(UC) if audited expenditure is not available otherwise UC as certified by Chartered Account	N/A	N/A	N/A
						Proposal is sent to Integrated Finance Division for approval of the Financial Advisor of the Ministry	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Provision of facilities of Counselling and Testing of clients at Integrated Counselling and Testing Centers across the country	20.0	Average time taken from the date of HIV testing at the ICTC to the time of collection of HIV test report at the ICTC by the client	7	Days	20.00	Records at ICTC
2	Provision of Anti-Retroviral Treatment to AIDS patients	20.0	Average no. of days for initiation on ART after found eligible as per laid down criteria	60	Days	20.00	Records at ART centre
3	Review of Research Proposals	20.0	Proportion of research proposal received in required format, reviewed and decided within 6 months	90	%	20.00	Records of Research division, NACO
4	Contracting NGO for Targeted Intervention	20.0	Proportion of Non-Governmental Organisation/Community Based Organisation applied for Targeted Intervention screened and decided for contract within 90 days of last	90	%	20.00	Records at TI Division, NACO
5	Release of funds to all Union Territories/ State AIDS Control Societies on the basis of the approved Annual Action Plan(AAP)	20.0	Average time taken from preparing proposal for release of funds to actual release of funds to the Union Territories(UTs)/ State AIDS Control Societies (SACS)	30	Days	20.00	Central Plan Scheme Monitoring System

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Project Director, Andaman and Nicobar AIDS Control Society	031922379	andmansacs@gmail.com	
2	Project Director Andhra Pradesh, State AIDS Control Society	040246572	sacsandhra@gmail.com	
3	Project Director, Arunachal Pradesh State AIDS Control Society	3602351268	arunachalsacs@gmail.com	
4		3602351268	arunachalsacs@gmail.com	
5	Ahmedabad Municipal Corpn. AIDS Control Society	7926409857	ahmedabadmacs@gmail.com	
6	Bihar State AIDS Control Society	6122290278	pd@bsacs.org	
7	Chennai Municipal Corpn. AIDS Control Society	044-249800	chennaimacs@gmail.com	
8	Chandigarh State AIDS Control Society	172254458	chandigarhsacs@gmail.com	
9	Chhattisgarh AIDS Control Society	7712235860	anbalgan.p@nic.in	
10	Dadra & Nagar Haveli AIDS Control Society	2602642061	dnhsacs@gmail.com	
11	Daman & Diu AIDS Control Society	2602230570	pdsant@yahoo.co.in	
12	Delhi AIDS Control Society	1127055660	delhisacs@gmail.com	
13	Goa State AIDS control Society	8322427286	goaids@gmail.com	
14	Gujarat State AIDS Control Society	792685210	cohealth@gujarat.gov.in	

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
15	Haryana State AIDS Control Society	1722584549	haryanasacs@gmail.com	
16	Himachal Pradesh State AIDS Control Society	1772621608	hpsacs@gmail.com	
17	J & K State AIDS Prevention and Control Society	1942476642	jksacs@gmail.com	
18	Jharkhand State AIDS Control Society	6512309556	jharkhandsacs@gmail.com	
19	Karnataka State AIDS Prevention Society	8022201438	pdsaps@gmail.com	
20	Kerala State AIDS Control Society	4712304882	keralasacs@gmail.com	
21	Lakshadweep AIDS Control Society	4896262316	lakshyadweepsacs@gmail.com	
22	Madhya Pradesh State AIDS Control Society	7552559629	mpsacs@gmail.com	
23	Maharashtra State AIDS Control Society	2224113097	ramesh.devkar1@gmail.com	
24	Manipur State AIDS Control Society	3852414796	manipursacs@gmail.com	
25	Meghalaya State AIDS Control Society	3642315453	meghalayasacs@gmail.com	
26	Mizoram State AIDS Control Society	3892321566	mizoramsacs@gmail.com	
27	Mumbai District AIDS Control Society	2224100250	mumbaimacs@gmail.com	
28	Nagaland State AIDS Control Society	3702222626	nagalandsacs@gmail.com	

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
29	Odisha State AIDS Control Society	6742395134	orissasacs@gmail.com	
30	Puducherry State AIDS Control Society	4132343596	pondicherrysacs@gmail.com	
31	Punjab State AIDS Control Society	1722743442	pbsatishias@gmail.com	
32	Rajasthan State AIDS Control Society	1412381792	rajasthansacs@gmail.com	
33	Sikkim State AIDS Control Society	3592225343	sikkimsacs@gmail.com	
34	Tamil Nadu State AIDS Control Society	4428194917	tnsacs@gmail.com	
35	Tripura State AIDS Control Society	3812321614	tripurasacs@gmail.com	
36	Uttar Pradesh State AIDS Control Society	5222720361	upsacs@gmail.com	
37	Uttarakhand State AIDS Control Society	1352728155	uttaranchalsacs@gmail.com	
38	West Bengal State AIDS Control Society	3323330526	wbsacs@gmail.com	

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	All citizens of India
2	People living with HIV/AIDS in India
3	High Risk Groups (FSW, MSM, IDU, Transgender)
4	Bridge Population (Client of Sex Workers, Migrants and Truckers)
5	Pregnant Women and Children
6	STI Patients and Tuberculosis patients
7	NGOs/CBOs and Field level Functionaries
8	Medical Colleges, Hospitals and Health Centres and Personnel Working there
9	National Reference Laboratories, State Reference Laboratories, Regional Sexually Transmitted Infection(STI) training, testing, reserach and reference laboratory and State Training and Resource Centre
10	Districts AIDS Prevention & Control Unit (DAPCU) in all States / Union Territories /NCR Delhi
11	State AIDS Control Societies (SACS) in all States / Union Territories / NCR Delhi
12	National Rural Health Mission (NRHM) branches across the country
13	Revised National Tuberculosis Control Programme (RNTCP) as implemented across the country
14	Development Partners

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
15	Other relevant Ministries / Departments of Government of India (Railways, Women and Child Development, Social Justice and Empowerment, Defence , Labour etc.)
16	Private and Corporate firms concerned

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Andaman and Nicobar AIDS Control Society	237941	andmansacs@gmail.com		Andaman and Nicobar AIDS Control Society, G.B. Pant
2	Andhra Pradesh, State AIDS Control Society	24650776	sacsandhra@gmail.com		Andhra Pradesh State AIDS Control Society, Directorate of Medical and Health Services, Sultan Bazar Hyderabad - 500059
3	Arunachal Pradesh State AIDS Control Society	2261605	assamsacs@gmail.com		Assam State AIDS Control Society, Khanapara, Guwahati - 781022
4	Ahmedabad Municipal Corporation AIDS Control Society	26468653	ahmedabadmacs@gmail.com		Ahmedabad Municipal Corpn. AIDS Control Society, Old Municipal Dispensary, behind Lal Bungalow, C.G. Road
5	Bihar State AIDS Control Society	2290278	pd@bsacs.org		Bihar State AIDS Control Society, SIHFW Building, Sheikhpura, Patna-800014 (Bihar)
6	Chennai Municipal Corporation AIDS Control Society	24986514	chennaimacs@gmail.com		Chennai Municipal Corpn. AIDS Control Society, 82 Thiru Vi-Ka-Salai, Mylapore, Chennai - 600003
7	Chandigarh State AIDS Control Society	2783300	chandigarhsacs@gmail.com		Chandigarh State AIDS Control Society, Chandigarh
8	Chhattisgarh AIDS Control Society	2221275	anbalgan.p@nic.in		Chhattisgarh AIDS Control Society, Directorate of Health Services, State health Training Centre, Near Kalibari Chowk, Raipur.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
9	Dadra & Nagar Haveli AIDS Control Society	2642061	dnhsacs@gmail.com		Dadra & Nagar Haveli AIDS Control Society, 1st Floor, Shri Vinobha Bhave Civil Hospital, Silvassa – 396230
10	Daman & Diu AIDS Control Society	2230847	pdsant@yahoo.co.in		Dadra & Nagar Haveli AIDS Control Society, 1st Floor, Shri Vinobha Bhave Civil Hospital, Silvassa – 396230
11	Delhi AIDS Control Society	27055725	delhisacs@gmail.com		Delhi AIDS Niyrantran Samiti, Dr. Baba Saheb Ambedkar Hospital, Dharamshala Block, Sector - 6, Rohini, Delhi - 110 085
12	Goa State AIDS control Society	2422519	goaids@gmail.com		Goa State AIDS control Society, First Floor, Dayanand Smriti Building, Swamy Vivekanand Road, Panaji - 403001
13	Gujarat State AIDS Control Society	2685210	cohealth@gujarat.gov.in		Gujarat State AIDS Control Society, 0/1 Block, New Mental Hospital, Complex, Menghani Nagar, Ahmedabad - 380016
14	Haryana State AIDS Control Society	2584549	haryanasacs@gmail.com		Haryana State AIDS Control Society, SCO - 10, Sector - 10, Panchkula, Haryana
15	J & K State AIDS Prevention and Control Society	2476642	jksacs@gmail.com		J & K State AIDS Prevention and Control Society, 1st Floor, Khyber Hotel, Khayam Chowk,

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
16	Karnataka State AIDS Prevention Society	22201438	pdkasaps@gmail.com		Karnataka State AIDS Prevention Society, No.4/13-1, Crescent Road, High Grounds, Bangalore - 560001
17	Jharkhand State AIDS Control Society	2309556	jharkhandsacs@gmail.com		Jharkhand State AIDS Control Society, Sadar Hospital Campus, Purulia Road, Ranchi
18	Kerala State AIDS Control Society	2305183	keralasacs@gmail.com		Kerala State AIDS Control Society,, IPP Building, Red Cross Road, Thiruvananthapuram, Kerala - 695037
19	Lakshadweep AIDS Control Society	262316	lakshyadweepsacs@gmail.com		Lakshadweep AIDS Control Society, Directorate of Medical and Health Services, UT of Lakshadweep, Kavaratti - 682555
20	Madhya Pradesh State AIDS Control Society	2559629	mepsacs@gmail.com		Madhya Pradesh State AIDS Control Society, 1, Arera Hills, Second Floor, Oilfed Building, Bhopal - 462011
21	Maharashtra State AIDS Control Society	24115791	ramesh.devkar1@gmail.com		Maharashtra State AIDS Control Society, Ackworth Leprosy Hospital Campus, Behind SIWS Collete, R.A. Kidwai Marg, Wadala(West), Mumbai - 400031
22	Manipur State AIDS Control Society	2414796	manipursacs@gmail.com		Manipur State AIDS Control Society, Room no. 202, Annexe Building, Western

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
					State AIDS Control Society, Room no. 202, Annexee Building, Western Block
23	Meghalaya State AIDS Control Society	2315453	meghalayasacs@gmail.com		Meghalaya State AIDS Control Society, Ideal Lodge, Oakland, Shillong - 793001
24	Mizoram State AIDS Control Society	2321566	mizoramsacs@gmail.com		Mizoram State AIDS Control Society, MV-124, Mission Veng South, Aizwal - 796005
25	Mumbai District AIDS Control Society	24100250	mumbaimacs@gmail.com		Mumbai District AIDS Control Society, Acworth Complex, Behind SIWS College, R.A. Kidwai Marg, Wadala (West), Mumbai - 31
26	Nagaland State AIDS Control Society	2233027	nagalandsacs@gmail.com		Nagaland State AIDS Control Society, Medical Directorate, Kohima - 797001
27	Odisha State AIDS Control Society	2393235	orissasacs@gmail.com		Odisha State AIDS Control Society, 2nd Floor, Oil Orissa Building, Nayapalli, Bhubaneshwar-12
28	Puducherry State AIDS Control Society	2337000	pondicherrysacs@gmail.com		Puducherry State AIDS Control Society, No. 93, Perumal Kail Street, Pondicherry
29	Punjab State AIDS Control Society	2743442	pbsatishias@gmail.com		Punjab State AIDS Control Society, 4th Floor Prayaas Building Sec-38B, Chandigarh

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
30	Rajasthan State AIDS Control Society	2381792	rajsthansacs@gmail.com		Rajasthan State AIDS Control Society, Medical and Health Directorate, Swasthya Bhawan, Tilak Marg, C Scheme, Jaipur - 302005.
31	Sikkim State AIDS Control Society	225343	sikkimsacs@gmail.com		Sikkim State AIDS Control Society, STNM Hospital, Gangtok, 737101
32	Tamil Nadu State AIDS Control Society	28194917	tnsacs@gmail.com		Tamil Nadu State AIDS Control Society, 417, Pantheon Road, Egmore, Chennai - 600008
33	Tripura State AIDS Control Society	2321614	tripurasacs@gmail.com		Tripura State AIDS Control Society, Health Directorate Building, Gurkhabasti, P.O. Kunjaban, Agartala, West Tripura - 799006
34	Uttar Pradesh State AIDS Control Society	2720361	upsacs@gmail.com		Uttar Pradesh State AIDS Control Society, A block, PICUP Bhawan, Vibhuti Khand, Gomati Nagar, Lucknow - 10
35	Uttarakhand State AIDS Control Society	2728155	uttaranchalsacs@gmail.com		Uttarakhand State AIDS Control Society, Chandar Nagar, Dehradun.
36	West Bengal State AIDS Control Society	23330526	wbsacs@gmail.com		

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Help in generating awareness
2	If in doubt, seek counselling at the earliest.
3	After counseling or even on self awareness, to get themselves tests
4	After getting themselves tested, to collect report in time from the ICTC
5	Be regular in treatment and follow up (once in six months) at ART centers
6	Patients to take their medicines and prescribed diets as advised
7	Those applying for research and funds etc., to fill the relevant forms complete and submit the required documents / data with the form
8	State bodies to send their reports and return / data in time and on a regular basis