



Citizen's / Client's Charter for (Department of AIDS Control) (2013-2014)

Address	6th & 9th Floors, Chanderlok Building, 36 Janpath, New Delhi-110001
Website ID	naco.gov.in
Date Of Issue	December 2013
Next Review	December 2014

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 Counseling and Testing of clients at Integrated Counseling 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 Society), (For email ID and phone no. please visit www.naco.gov.in)()			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 Incharge, ART Centre; (SACS-State AIDS Control Society) (For email ID and phone no. please visit www.naco.gov.in)()			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	(1123325337)	Preliminary examination of proposal by Research & Development (R&D) and concerned division at DAC. If fit for further review, then Review by External Panel of Experts.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 DAC-Ethics Committee	N/A	N/A	N/A	N/A

Main Services / Transactions

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								Category	Mode	Amount
4	Contracting NGO for Targeted Intervention	20	Project Directors, State AIDS Control Society()			There are specific protocols prescribed in the DAC. 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 recommends further State AIDS Control Society(SACS) to implement TIs.	Guidelines and modules available at Department of AIDS Control website	N/A	N/A	N/A
5	Release of funds to all State AIDS Control Societies/Union Territories on the basis of the approved Annual Action Plan(AAP)	20	Shri A. S. Chauhan(Director(Finance))	dfnaco@gmail.com	(1123731780)	Proposal is sent to Integrated Finance Division for approval of the Financial Advisor of the Ministry	N/A	N/A	N/A	N/A
						Pay and Accounts Office(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

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Proposal for release of funds is prepared in Finance Division of Department of AIDS Control(DAC)	Provisional Utilization Certificate(UC) if audited expenditure is not available otherwise UC as certified by Chartered Account	N/A	N/A	N/A
						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

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Provision of facilities of Counseling and Testing of clients at Integrated Counseling 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 and Basic Services Division, DAC
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) among those who are in continuum of care at ART Centre	60	Days	20.00	Records at ART centres and Care Support and Treatment Division, DAC
3	Review of Research Proposals	20.0	Proportion of research proposal received in required format, reviewed and decided within six months	90	%	20.00	Records of Research division, DAC
4	Contracting NGO for Targeted Intervention	20.0	Proportion of Non-Governmental Organisation/Community Based Organisation applied for Targeted Intervention, screened and decided for	90	%	20.00	Records at SACS and TI Division, DAC
5	Release of funds to all State AIDS Control Societies/Union Territories 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 State AIDS Control Societies (SACS)/Union Territories(UTs)	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	3192236555	andmansacs@gmail.com	
2	Project Director, Andhra Pradesh, State AIDS Control Society	4024650776	sacsandhra@gmail.com	
3	Project Director, Arunachal Pradesh State AIDS Control Society	3602245942	arunachalsacs@gmail.com	
4	Project Director, Assam State AIDS Control Society	3612360524	assamsacs@gmail.com	
5	Project Director Ahmedabad Municipal Corporation AIDS Control Society	7926468653	ahmedabadmacs@gmail.com	
6	Project Director, Bihar State AIDS Control Society	6122290278	pd@bsacs.org, biharsacs@gmail.com	
7	Project Director, Chennai Municipal Corporation AIDS Control Society	4424980081	chennaimacs@gmail.com	
8	Project Director, Chandigarh State AIDS Control Society	1722783300	chandigarhsacs@gmail.com	
9	Project Director, Chhattisgarh AIDS Control Society	7712235860	chattisgarhsacs@gmail.com	
10	Project Director, Dadra & Nagar Haveli AIDS Control Society	2602642061	dnhsacs@gmail.com	
11	Project Director, Daman & Diu AIDS Control Society	2602230192	ddsacs@gmail.com	
12	Project Director, Delhi AIDS Control Society	1127055717	delhisacs@gmail.com	
13	Project Director, Goa State AIDS control Society	8322427286	goaids@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
14	Project Director, Gujarat State AIDS Control Society	792680211	cohealth@gujarat.gov.in	
15	Project Director, Haryana State AIDS Control Society	1722584549	haryanasacs@gmail.com	
16	Project Director, Himachal Pradesh State AIDS Control Society	1772621608	hpsacs@gmail.com	
17	Project Director, J & K State AIDS Prevention and Control Society	1942486409	jksacs@gmail.com	
18	Project Director, Karnataka State AIDS Prevention Society	8022201438	ksapsdpd@gmail.com	
19	Project Director, Jharkhand State AIDS Control Society	6512309556	jharkhandsacs@gmail.com	
20	Project Director, Kerala State AIDS Control Society	4712304882	keralasacs@gmail.com	
21	Project Director, Lakshadweep AIDS Control Society	4896262316	lakshyadweepsacs@gmail.com	
22	Project Director, Madhya Pradesh State AIDS Control Society	7552559629	mpsacs@gmail.com	
23	Project Director, Maharashtra State AIDS Control Society	2224113097	maharashtrasacs@gmail.com	
24	Project Director, Manipur State AIDS Control Society	3852443776	manipursacs@gmail.com	
25	Project Director, Meghalaya State AIDS Control Society	3642223140	meghalayasacs@gmail.com	
26	Project Director, Mizoram State AIDS Control Society	3892395134	orissasacs@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
27	Project Director, Mumbai District AIDS Control Society	2224100245	mumbaimacs@gmail.com	
28	Project Director, Nagaland State AIDS Control Society	3702244218	nagalandsacs@gmail.com	
29	Project Director, Odisha State AIDS Control Society	6742395134	orissasacs@gmail.com	
30	Project Director, Puducherry State AIDS Control Society	4132337000	pondicherrysacs@gmail.com	
31	Project Director, Punjab State AIDS Control Society	1722743442	Punjabsacs@gmail.com	
32	Project Director, Rajasthan State AIDS Control Society	1412225532	rajasthansacs@gmail.com	
33	Project Director, Sikkim State AIDS Control Society	3592225343	sikkimsacs@gmail.com	
34	Project Director, Tamil Nadu State AIDS Control Society	4428194917	tnsacs@gmail.com	
35	Project Director, Tripura State AIDS Control Society	3812321614	tripurasacs@gmail.com	
36	Project Director, Uttar Pradesh State AIDS Control Society	5222720361	upsacs@gmail.com	
37	Project Director, Uttarakhand State AIDS Control Society	1352728155	uttaranchalsacs@gmail.com	
38	Project Director, 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 (Female Sex Worker(FSW), Men having sex with Men(MSM), Injecting Drug Users (IDU), Transgender)
4	Bridge Population (Client of Sex Workers, Migrants and Truckers)
5	Pregnant Women and Children
6	Sexually Transmitted Infection (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	Project Director, Andaman and Nicobar AIDS Control Society	03192236555	andmansacs@gmail.com		AIDS Control Society, G.B. Pant Hospital Complex, Port Blair 744104
2	Andhra Pradesh, State AIDS Control Society	04024650776	sacsandhra@gmail.com		State AIDS Control Society, Directorate of Medical and Health Services, Sultan Bazar Hyderabad - 500059
3	Arunachal Pradesh State AIDS Control Society	03602245942	arunachalsacs@gmail.com		State AIDS Control Society, Naharlagun, New Itanagar - 791110
4	Assam State AIDS Control Society	03612360524	assamsacs@gmail.com		Assam State AIDS Control Society, Khanapara, Guwahati, Assam, 781022
5	Ahmedabad Municipal Corpn. AIDS Control Society	07926468653	ahmedabadmacs@gmail.com		Ahmedabad Municipal Corpn. AIDS Control Society, Old Municipal Dispensary, behind Lal Bungalow, C.G. Road, Ahmedabad
6	Bihar State AIDS Control Society	06122290278	pd@bsacs.org, biharsacs@gmail.com		Bihar State AIDS Control Society, SIHFW Building, Sheikhpura, Patna-800014 (Bihar)
7	Chennai Municipal Corporation AIDS Control Society	04424980081	chennaimacs@gmail.com		Chennai Municipal Corpn. AIDS Control Society, 82 Thiru Vi-Ka-Salai, Mylapore, Chennai - 600003

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
8	Chandigarh State AIDS Control Society	01722783300	chandigarhsacs@gmail.com		Chandigarh State AIDS Control Society, Chandigarh International Hostel, (Near PGIMER), Sector 15-A, Madhya Marg, Chandigarh-160015
9	Chhattisgarh AIDS Control Society	07712235860	chattisgarhsacs@gmail.com		Chhattisgarh AIDS Control Society, Directorate of Health Services, State health Training Centre, Near Kalibari Chowk, Raipur.
10	Dadra & Nagar Haveli AIDS Control Society	02602642061	dnhsacs@gmail.com		Dadra & Nagar Haveli AIDS Control Society, 1st Floor, Shri Vinobha Bhawe Civil Hospital, Silvassa – 396230
11	Daman & Diu AIDS Control Society	02602230136	ddsacs@gmail.com		Dadra & Nagar Haveli AIDS Control Society, 1st Floor, Shri Vinobha Bhawe Civil Hospital, Silvassa – 396230
12	Delhi AIDS Control Society	01127055660	delhisacs@gmail.com		Delhi AIDS Niyantaran Samiti, Dr. Baba Saheb Ambedkar Hospital, Dharamshala Block, Sector - 6, Rohini, Delhi - 110 085
13	Goa State AIDS control Society	08322427286	goaids@gmail.com		Goa State AIDS control Society, First Floor, Dayanand Smriti Building, Swamy Vivekanand Road, Panaji - 403001

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
14	Gujarat State AIDS Control Society	0792680211	cohealth@gujarat.gov.in		Gujarat State AIDS Control Society, 0/1 Block, New Mental Hospital, Complex, Menghani Nagar, Ahmedabad - 380016
15	Haryana State AIDS Control Society	01722584549	haryanasacs@gmail.com		Haryana State AIDS Control Society, SCO - 10, Sector - 10, Panchkula, Haryana
16	Himachal Pradesh State AIDS Control Society	01772621608	hpsacs@gmail.com		Himachal Pradesh State AIDS Control Society Hari Villa, Near Forest Rest House, Khalini Shimla-171002
17	J & K State AIDS Prevention and Control Society	01942486409	jksacs@gmail.com		J & K State AIDS Prevention and Control Society, 1st Floor, Khyber Hotel, Khayam Chowk, Srinagar
18	Karnataka State AIDS Prevention Society	08022201438	pdksaps@gmail.com		Karnataka State AIDS Prevention Society, No.4/13-1, Crescent Road, High Grounds, Bangalore - 560001
19	Jharkhand State AIDS Control Society	06512309556	jharkhandsacs@gmail.com		Jharkhand State AIDS Control Society, Sadar Hospital Campus, Purulia Road, Ranchi
20	Kerala State AIDS Control Society	04712304882	keralasacs@gmail.com		Kerala State AIDS Control Society,, IPP Building, Red Cross Road, Thiruvananthapuram, Kerala - 695037

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
21	Lakshadweep AIDS Control Society	04896262316	lakshyadweepsacs@gmail.com		Lakshadweep AIDS Control Society, Directorate of Medical and Health Services, UT of Lakshadweep, Kavaratti - 682555
22	Madhya Pradesh State AIDS Control Society	07552559629	mpsacs@gmail.com		Madhya Pradesh State AIDS Control Society, 1, Arera Hills, Second Floor, Oilfed Building, Bhopal - 462011
23	Maharashtra State AIDS Control Society	02224115791	maharashtrasacs@gmail.com		Maharashtra State AIDS Control Society, Ackworth Leprosy Hospital Campus, Behind SIWS Collete, R.A. Kidwai Marg, Wadala(West), Mumbai - 400031
24	Manipur State AIDS Control Society	03852443776	manipursacs@gmail.com		Manipur State AIDS Control Society, Room no. 202, Annexee Building, Western Block Manipur State AIDS Control Society, Room no. 202, Annexee Building, Western Block
25	Meghalaya State AIDS Control Society	03642223140	meghalayasacs@gmail.com		Meghalaya State AIDS Control Society, Ideal Lodge, Oakland, Shillong - 793001
26	Mizoram State AIDS Control Society	03892321566	mizoramsacs@gmail.com		Mizoram State AIDS Control Society, MV-124, Mission Veng South, Aizwal - 796005
27	Mumbai District AIDS Control Society	02224100250	mumbaimacs@gmail.com		Mumbai District AIDS Control Society, Acworth Complex,

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
					Behind SIWS College, R.A. Kidwai Marg, Wadala (West), Mumbai - 31
28	Nagaland State AIDS Control Society	03702233027	nagalandsacs@gmail.com		Nagaland State AIDS Control Society, Medical Directorate, Kohima - 797001
29	Odisha State AIDS Control Society	06742393235	orissasacs@gmail.com		Odisha State AIDS Control Society, 2nd Floor, Oil Orissa Building, Nayapalli, Bhubaneswar-12
30	Puducherry State AIDS Control Society	04132337000	pondicherrysacs@gmail.com		Puducherry State AIDS Control Society, No. 93, Perumal Kail Street, Pondicherry
31	Punjab State AIDS Control Society	01722743442	Punjabsacs@gmail.com		Punjab State AIDS Control Society, 4th Floor Prayaas Building Sec-38B, Chandigarh
32	Rajasthan State AIDS Control Society	01412381792	rajasthansacs@gmail.com		Rajasthan State AIDS Control Society, Medical and Health Directorate, Swasthya Bhawan, Tilak Marg, C Scheme, Jaipur - 302005.
33	Sikkim State AIDS Control Society	03592225343	sikkimsacs@gmail.com		Sikkim State AIDS Control Society, STNM Hospital, Gangtok- 737101
34	Tamil Nadu State AIDS Control Society	04428194917	tnsacs@gmail.com		Tamil Nadu State AIDS Control Society, 417, Pantheon Road,

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
					Egmore, Chennai - 600008
35	Tripura State AIDS Control Society	03812321614	tripurasacs@gmail.com		Tripura State AIDS Control Society, Health Directorate Building, Gurkhabasti, P.O. Kunjaban, Agartala, West Tripura - 799006
36	Uttar Pradesh State AIDS Control Society	05222721871	upsacs@gmail.com		Uttar Pradesh State AIDS Control Society, A block, PICUP Bhawan, Vibhuti Khand, Gomati Nagar, Lucknow - 10
37	Uttarakhand State AIDS Control Society	01352608885	uttaranchalsacs@gmail.com		Uttarakhand State AIDS Control Society, Chandar Nagar, Dehradun.
38	West Bengal State AIDS Control Society	03323330178	wbsacs@gmail.com		West Bengal State AIDS Control Society, Swasthya Bhavan, GN- 29, Sector-V, Salt Lake, Kolkatta -700091

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