



Citizen's / Client's Charter
for
(Consultancy Development Centre (CDC))
(2016-2017)

Vision Mission

Vision

To be a National Consulting arm of Govt. of India and Knowledge Centre for Consulting Services

Mission

To improve business climate and promote Consulting profession through Capacity Building, sharing Best Practices and incorporating quality, integrity and sustainability in Consulting services; To become National think tank of Consulting through network of experts, Industry Associations, Professional bodies, Research and Academic Institutions; To become a Knowledge partner for DSIR/CSIR, other R&D Organizations/Agencies and Government Ministries/Departments; To position Indian Consultant across the globe through Accreditation/Registration, development and implementation of standards in Consulting and fostering International collaborations.

Citizen's /Client's Charter for Consultancy Development Centre (CDC)

Main Services / Transactions

S.No	Services/Transaction	Weight %	Responsible Person(Designation)	e-mail	Mobile (Phone no.)	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Educational programmes in Consulting (Certificate programmes)	60	Sh. Suresh Kumar (Professional 'C', CDC)	sureshk@cdc.org.in	9811367775 (24682055)	Declaration of result	N/A			
						Conduct of classes and examination as per the course curriculum	N/A			
						Screening of applications and enrollment of candidates for the course	N/A			
						Programme Announcement	Programme Brochure on the website	As per programme brochure	As per programme brochure	10,000
2	Virtual Network Portal for Clients and Consultants	40	Sh. Suresh Kumar (Professional 'C', CDC)	sureshk@cdc.org.in	9811367775 (24682055)	Acceptance/rejection based on the information filled by the consultants	N/A			
						Checking of filled information within CDC	N/A			
						Consultants apply for online registration	Brief description of the services on the website	N/A	N/A	N/A

Service Standards

S.No	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data source
1	Educational programmes in Consulting(Certificate programmes)	60	Average no. of annual enrollments over the previous three years	75	Nos.	30	CDC records
			Declaration of result after conduct of final examination	60	Days	30	CDC records
2	Virtual network portal for Consultants and Clients	40	Time taken for registration after receipt of online request complete in all aspects	10	Days	40	CDC records

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	Ms. Raginee Singh	24653315	raginee@cdc.org.in	9873184447

List of Stakeholders/Clients

S. No.	Stakeholders / Clients
1.	Consultants and Consulting Organizations
2.	Students and Academic Institutions
3.	Government Organizations and State Government Agencies
4.	Other organizations related to Consulting profession

Responsibility Centers and Subordinate Organizations

S. No.	Responsibility Centers and Subordinate Organizations	Landline Number	e-mail	Mobile Number	Address
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Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	Timely delivery