



Client's / Citizen's Charter

Introduction

CERT-In is a functional organisation of Ministry of Electronics and Information Technology, Government of India, with the objective of securing Indian cyber space. CERT-In provides Incident Prevention and Response services as well as Security Quality Management Services.

Vision

Proactive Contribution in Securing India's cyber space.

Mission

To enhance the security of India's Communications and Information Infrastructure through proactive action and effective collaboration.

Objectives

- Preventing cyber attacks against the country's cyber space.
- Responding to cyber attacks and minimizing damage and recovery time Reducing 'national vulnerability to cyber attacks.
- Enhancing security awareness among common citizens.

Functions/Activities (allocation of Business Rules)

The Information Technology (Amendment) Act 2008, designated CERT-In to serve as the national agency to perform the following functions in the area of cyber security:

- Collection, analysis and dissemination of information on cyber incidents.
- Forecast and alerts of cyber security incidents.
- Emergency measures for handling cyber security incidents.
- Coordination of cyber incident response activities.
- Issue guidelines, advisories, vulnerability notes and whitepapers relating to information security practices, procedures, prevention,

response and reporting of cyber incidents.

- Such other functions relating to cyber security as may be prescribed.

[Main Services / Transactions](#) 

[Service Standards](#) 

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline	E-mail
1.	Shri Vinod Kumar Ahuja	Tel:- +91-11-2290600 Extn : 7115	vkahuja[at]meity[dot]gov[dot]in

Expectations from Complainants

- Submission of complete precise and factual grievances.
- Provide identification preferably by giving their telephone no. / email ID for follow up.
- Avoid anonymous grievances.

Grievance Redress Process Timeline

- Acknowledgement - within 2 working days
- Redress of grievance (by Director of Grievances): One month from the date of receipt of Grievance/ receipt of clarification, if any.

Stakeholders / Clients

S.No.	Stakeholders/ Clients Description
1.	Ministries / Departments of Government of India
2.	State Governments/Union Territories, PSUs
3.	Concerned Universities / Academic Institutions, R&D Institutions / Labs
4.	Industry / Industry Associations relating to IT, ITES & Electronics
5.	Citizens of India.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service recipients
1.	Submission of complete applications
2.	Timely response to deficiencies pointed out in application forms

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