

Client's /Citizens' Charter

1. VISION

Make India a global Information Technology power and one of the largest generators and exporters of software in the world.

2. MISSION

To boost software export and services from the country by promoting IT/ITES industry.

3.a) OBJECTIVES

1. To provide statutory and other promotional services to the exporters by implementing Software Technology Parks (STP)/ Electronics and Hardware Technology Parks (EHTP) Schemes and other such schemes which may be formulated and entrusted by the Government from time to time.
2. To promote micro, small and medium entrepreneurs by creating conducive environment for entrepreneurship in the field of IT/ITES.
3. To provide data communication services including value added services to IT / IT enabled Services (ITES) related industries.
4. To promote the development and export of software and software services including Information Technology (IT) enabled services/ Bio-IT.

b) Objectives are fulfilled through:

- STP/EHTP Schemes: Implementation of STP/EHTP Schemes for IT/ITES industry
- Incubation Services: Creating conducive environment for IT/ITES SMEs by providing ready to work infrastructure.
- Data communication: Providing quality datacom services to IT/ITES industry with negligible down-time.

4. Service Standards:

STPI Statutory Service Process-Time Frame

S.No.	Description of Service	Time Frame adopted in STPI(in days)
1	Registration under STP Scheme	
1a	Issue of Letter of Permission	10

1b	Legal Undertaking-cum-endorsement of CG	3
1c	Issue of Green Card	2
2	Renewal of Registration	
2a	Issue of letter of Permission	3
2b	Legal Undertaking-cum-endorsement of CG	3
2c	Issue of Green Card	same day
	Post Registration Amendments	
3	Enhancement of CG	2
4	Expansion of Location with endorsement of GC	2
5	Change of Location with endorsement of GC	5
6	Change of Name with endorsement of GC	2
7	Merger/Acquisition	7
	Capital Goods Related	
8	Import Certificate	2
9	Indigeneous Procurement Certificate	2
10	Re-export Certificate	2
11	NOC for Repair/Replacement of CG	2
12	Inter-Unit Transfer permission of CG	2
13	Destruction of CG	2
14	Donation of CG	2
	Export Related Activities	
15	Certification of SOFTEX	30
16	Sub Contracting Permission	5
17	DTA Sales Entitlement Permission	2
	Exit from STP Scheme	
18	Debonding of Location/Premises (complete)	5
19	Final Exit	5
	Others	
20	De-bonding of Location (Partial)	2
21	CST Reimbursement	7
22	Issue of Cheque against CST Reimbursement claim after	1

receiving the funds	
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5. Grievance Redress Mechanism:

Contact details:

Shri Devesh Tyagi

Senior Director
Software Technology Parks of India,
An Autonomous Society under
Ministry of Electronics and Information Technology
9th Floor, NDCC-II, Jai Singh Road,
New Delhi – 110001

Phone: + 91-11-23438174

Email: devesh@stpi.in

6. Responsibility Centres

- STPI centers
