















CCC

CITIZENS' / CLIENTS' CHARTER











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Performance Management Division
CABINET SECRETARIAT
Government of India



CCC

Citizens' / Clients' Charter

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Government of India

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सत्यमेव जयते

AJIT SETH

मंत्रिमंडल सचिव
CABINET SECRETARY
NEW DELHI

18th September, 2012

Foreword

This compendium contains Citizens' / Clients' Charters prepared by 50 Government ministries and departments for the year 2011-2012. It marks the culmination of a process whose origins can be traced to the Conference of Chief Ministers of various States and Union Territories held on May 24, 1997, in New Delhi, and presided over by the Prime Minister of India. In this Conference an 'Action Plan for Effective and Responsive Government' at the Centre and State levels was adopted.

The Citizens' / Clients' Charter is a written declaration by a Government department that highlights the standards of service delivery that it subscribes to, availability of choice for consumers, avenues for grievance redress and other related information. In other words, it is a set of commitments made by a department regarding the standards of service which it delivers.

Though not enforceable in a court of law, the Citizens' / Clients' Charter is intended to empower citizens and clients so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider organizations. The basic thrust of the Citizens' / Clients' Charter is to render public services citizen centric by making them demand driven rather than supply driven.

Though Citizens' / Clients' Charters have been prepared by departments since 1997, their design and implementation was largely left to the individual departments. Thus, a wide variety of approaches and formats were developed and implemented with varying degrees of success.

In 2009, the High Power Committee on Government Performance decided to include Citizens' / Clients' Charters as a mandatory requirement under the Results-Framework Documents for 2010-2011. Since then a more systematic approach has been adopted towards the design and implementation of Citizens' / Clients' Charters.

This compendium contains Citizens' / Clients' Charters that are a product of several rounds of training and review. It is a result of collaboration between Department of Administrative Reforms and Public Grievances (DARPG) and Performance Management Division, Cabinet Secretariat. Today, all departments are required to prepare Citizens' / Clients' Charters using a specialized software called Results-Framework Management System (RFMS) developed by National Informatics Centre (NIC). This compendium includes only those Citizens' / Clients' Charters that have been declared acceptable by an independent group of experts. I hope that remaining departments will strive to develop more meaningful Citizens' / Clients' Charters in the coming years.

While all Citizens' / Clients' Charters are available on the websites of respective departments, this volume is being brought out for greater convenience and ready reference. We hope that this will be a useful document for the citizens and clients of the Government and help us make our Government even more responsive and citizen-centric.

(AJIT SETH)
Cabinet Secretary

INTRODUCTION

Ability to deliver promised results is a necessary condition for improving the perception of a Government, but it is not necessarily a sufficient one. Citizens and clients also expect that results should be delivered with courtesy and in a timely fashion. Towards this end, in its meeting of January 28, 2010, it was decided by the High Power Committee (HPC) on Government Performance to include development of Citizens' / Clients' Charters in the Results-Framework Documents (RFDs) of all 62 departments for the year 2010-2011.

The RFD provides a summary of the most important results that a department expects to achieve during the financial year. The document has two objectives: (a). move the emphasis of the department from process-orientation to results-orientation, and (b). provide an objective and fair basis to evaluate the department's overall performance at the end of the year. It means that departments set their own targets consistent with those agreed with the Planning Commission and the Ministry of Finance. These RFDs are vetted by an independent body of non-government experts and are all placed on the respective website of the departments. For further details visit: www.performance.gov.in. RFD is part of the Performance Monitoring and Evaluation System (PMES) approved by the Prime Minister in 2009.

A. What is Citizens' / Clients' Charter?

The Citizens' / Clients' Charter (CCC) is a written declaration by a Government Department / organization that highlights the standards of service delivery that it subscribes to, avenues for grievance redress and other related information. In other words it is a set of commitments made by a Department to the citizens /clients groups in respect of standards of service which it delivers. Though not enforceable in a court of law, the CCC is intended to empower citizens and clients so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider organizations. This exercise, if appropriately conceived and carried out can enthuse and enable organizations to tune their planning, policy and performance to the needs and concerns of citizens / stakeholders / users / clients.

B. When was it introduced in Government of India?

Over the years, with India making significant economic progress and with substantial increase in the literacy rate, citizens have increasingly become aware of their rights and expect the administration not merely to respond to their demands but also to anticipate them. Since 1996, a consensus has evolved in the Government on effective and responsive administration. It was in this background that in the Conference of Chief Ministers of States and UTs, held on May 24, 1997, and presided over by the Prime Minister, an Action Plan for effective and responsive Government at the Centre and State levels was adopted. One of the major decisions taken in the Conference was that Departments would formulate Citizens' Charters

starting with those sectors that have large public interface. Since then various Government Departments / organizations have made their CCCs. In the Central Government, Department of Administrative Reforms and Public Grievances (DARPG) has been entrusted with the task of coordinating and operationalising CCCs.

C. What has been the progress in implementation of CCC?

While Government of India introduced the idea of Citizens' / Clients' Charter way back in 1997, the track record of implementation in the beginning was less than satisfactory. In spite of strong endorsement by the Second Administrative Reforms Commission, only a handful of departments in state and Central government drafted CCCs. The quality of CCC drafts was also considered very uneven and most of them were drafted as a mere formality without any rigorous quality control over the CCC drafts. As a result, these CCC drafts were not very useful for either measuring performance of departments with respect to this important aspect of departmental performance nor was there any consequence for ignoring the commitments listed in CCCs.

D. Why were CCCs included as a mandatory indicator in RFD?

The then Cabinet Secretary, in the year 2009, asked the Performance Management Division (PMD) to look into ways of improving the implementation record with respect to CCCs. It was discovered that departments were not taking the CCC exercise seriously as there were no consequence for non-compliance. In view of the above findings, it was decided by the High Power Committee (HPC) on Government Performance to include development and implementation of Citizens' / Clients' Charters (CCC) and Grievance Redress Mechanism (GRM) as mandatory indicators in the RFDs for 2010-11 of all 62 departments.

E. Recent implementation efforts

Since the HPC decision, the Performance Management Division (PMD), Cabinet Secretariat, has worked closely with the DARPG to develop a set of user-friendly Guidelines for implementing Sevottam compliant Citizens' / Clients' Charter and Grievance Redress Mechanism. These Guidelines have been further refined after getting stakeholder feedback. PMD also collaborated with DARPG to organize series workshops on Designing and Implementing Citizens' / Clients' Charters and Grievance Redress Mechanism in Government departments.

PMD in collaboration with National Informatics Centre (NIC) also designed a software to enable departments covered by the RFD policy to create online their respective Citizen's / Client's Charter (CCC). This is a first of its kind software and has greatly improved the quality of design of CCCs and accountability for implementing them. To ensure effective implementation and usage of this software, PMD organized several training workshops in collaboration with NIC.

Keeping with our motto "what gets measured gets done," PMD organized several meetings with departments to review progress in implementing the Citizens' / Clients' Charters and provide feedback on their

departmental CCCs. These meetings were organized for all 62 departments and they were also requested to present their progress to the members of the Ad-Hoc Task Force (ATF) dealing with their department. ATF members represent a body of non-Government experts consisting of distinguished academicians from leading management institutes, former Secretaries to Government of India, Chief Secretaries, private sector management experts and former chiefs of public enterprises.

In addition to reviews by PMD and ATF, these CCCs were also reviewed by a team from the Indian Institute of Management Bangalore (IIMB). The feedback on each CCC was conveyed to respective departments and revised CCCs have been received.

Even after several rounds of training and review, however, not all departments have prepared CCCs that can be considered acceptable. That is why the present Compendium includes only 50 CCCs that are above the acceptable threshold. These CCCs have been placed on the respective departmental websites and the delivery of services against the commitments made will be evaluated at the end of 2012-2013.

F. Rationale for this Compendium

The Charters included in this Compendium seek to serve the following goals:

1. Increase the readership many times over. People can see and compare the several Citizens' / Clients' Charters (CCC) of various departments available at one place. This will facilitate peer learning and consequently improve quality of CCC. All CCCs are also available on departmental website as well as on PMD's website: www.performance.gov.in
2. Provide a historical record of the key milestones of this important policy initiative and allow us to benchmark improvements in CCCs over the years.
3. Provide useful material for trainers and trainees alike.
4. Enthuse and enable organizations to tune their planning, policy and performance to the needs and concern of citizens/ stakeholders /users/clients.
5. Increase citizens' confidence in the Government.

G. Next Steps

The immediate next step is to ensure that all departments prepare a simple poster on the lines suggested in CCCs at-a-glance. The relevant portions of CCC should be placed at concerned offices.

As mandated by the High Power Committee (HPC) on Government Performance, the performance of departments against the commitments made in these Charters will be assessed by an independent third party. The score thus arrived will be considered at the time of overall year-end evaluation of achievements against all commitments made in the departmental RFD.

The CCCs included in this Compendium should be viewed in proper perspective. They represent a beginning and not an end. They will evolve into better and more useful charters after receiving feedback from our citizens and clients. We should not let best be the enemy of the better. The departments that are included in this Compendium need to be commended for their commitment to serve.

This Compendium perhaps represents the most far reaching transformation in our way of doing business. We are not aware of any other Government that has achieved this massive task in such a short time. It is a collective achievement that should make all civil servants proud.



Citizens' / Clients' Charter

for

Department of Agriculture and Cooperation

Address Krishi Bhawan New Delhi - 110001

Website ID http://agricoop.nic.in
Date Of Issue January, 2012
Next Review January, 2013

VISION / MISSION

Vision

To enhance productivity and production of agricultural commodities to ensure the food security of the nation and also to make agriculture a sustainable and viable vocation for livelihood support by 2020.

Mission

To achieve targetted growth rate for agriculture sector with the help of various State Governments and other Departments concerned in the Government of India by enhancing agriculture production and improving income level of all farmers by successful implementation of various new initiatives and agriculture schemes such as National Food Security Mission, Rashtriya Krishi Vikas Yojana, Macro Management of Agriculture, Integrated Scheme on Oilseeds Pulses Oilpalm and Maize (ISOPOM), Extension Reforms etc.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Registration of Multi-State Cooperative Societies(MSCS)	7	Sh. D.N. Thakur(Director (Cooperation))	dnthakur.krishi@nic.in	(23381809)	Submission of proposal (by the Chief promoters) for registration of multistate cooperative societies complete in all respect .	As per form-I appended with MSCS Rules, 2002	N/A	N/A	N/A
2	Implementation of (a) Price Support Scheme (PSS) for procurement of oilseeds, pulses and cotton through NAFED as central agency.	4	Sh. Vinit Kumar Verma(Director (Cooperation))	vinit.verma@nic.in	(23381557)	Based on the announcement of MSP/ MIP for agriculture commodities.	Announcement of MSP for Agri. Commodities.	N/A	N/A	N/A
3	(b) Market Intervention Scheme (MIS) for procurement of agricultural & horticultural commodities which are generally perishable in nature.	4	Sh. Ghanshyam Thakur((Under Secretary))	gthakur10@yahoo.com	(23389357)	The Central/States procurement agencies undertake the purchases.	Proposal from State Govt. For implementation of MIS.	N/A	N/A	N/A
4	Administration/ Implementation of crop Insurance schemes (i.e NAIS, MNAIS, WBCIS & CPIS). Government support / subsidy to make the premium / pricing of product affordable to farmers.	8	Sh. H.P. Verma(Chief Director (Crop Insurance))	hmalinda@rediffmail.com	(23381923)	Insurance coverage for notified crop (s)/ area(s) is provided to the farmers through insurance companies.	Loanee farmers are compulsorily covered for notified crops by the concerning loaning institutions. Non-loanee farmers are required to contact implementing agency or through banks/agents and fill up proposal form.	N/A	N/A	N/A
5	Monitoring the rainfall situation during South West Monsoon and its impact on Agricultural operations, in consultation with the States.	6	Sh.V.B. Dubey(Director (Drought Management))	vinoy.dubey@nic.in	(23388606)	Government to Government	Rainfall Data from India Meteorological Department.	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
6	Deputation of Inter-Ministerial central Teams to States affected by drought/ hailstorm/pest attack for assessment of losses and requirement of central assistance.	6	Sh.V.B. Dubey(Director (Drought Management))	vinoy.dubey@ nic.in	(23388606)	Government to Government	Memorandum submitted by the affected State Governments for Central assistance.	N/A	N/A	N/A
7	Supplement the efforts of the States through Central assistance to deal with drought, hailstorm & pest attack	6	Sh.V.B.Dubey (Director (Drought Management))	vinoy.dubey@ nic.in	(23388606)	Government to Government	Approval of High level Committee to the report submitted by Inter Ministerial Central Team for considering Central assistance from NDRF.	N/A	N/A	N/A
8	Kissan Call Centres – Responding to farmers queries.	7	Sh. Thomas Varghese(Director, (Extension))	thomas.v@ nic.in	(232381385)	Toll Free No. 1800-180-1551	Nil	N/A	N/A	N/A
9	Mass Media Support To Agriculture Extension - through the existing infrastructure of 96 FM Stations of AIR, 18 Regional Kendras, 180 Narrowcasting centres and 1 National Channel of Doordarshan	7	Sh. Thomas Varghese(Director, (Extension))	thomas.v@ nic.in	(232381385)	Krishi Darshan Programme in DD & Kisan Vani Programme in FM Stations of AIR	Nil	N/A	N/A	N/A
10	Implementation of National Horticulture Mission (NHM) through State Horticulture Mission (SHM) and National level Agencies for holistic development of Horticulture.	7	Sh. Shaillendra Kumar (Director(NHM))	shailen. kumar@ias. nic.in	(23389346)	Based on Annual Action Plan (AAP) prepared by SHMs& NLAs.	Annual Action Plan.	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
11	The thrust of the Information & Communications Technology (ICT) initiatives is to make improved services accessible to farmers using Information and Communication. This is achieved through improving the ICT infrastructure in Centre as well as State Agriculture Departments and developing various web portals which will help farmers in dissemination of information to farmers as well as other stakeholders.	9	Sh. Thomas Varghese(Director (Information Technology))	thomas.v@nic.in	(23381385)	Information is available through portals.	Not Applicable.	N/A	N/A	N/A
12	Setting up of new static/mobile soil testing laboratories (STLs) / Fertilizer Quality Control Laboratories (FQCLs), strengthening of existing STLs and FQCLS, training of STL staff/extension officers/farmers, field demonstrations on balanced use of fertilizers and promoting use of organic manure, soil amendments, micro-nutrients and quality control of fertilizers under FCO.	7	Sh. Dhruv Kumar(Deputy Commissioner (INM))	dhruv.kumar@nic.in	(23381507)	State Govt. To include PPP Projects in its proposal, seek State Project Sanctioning & Monitoring Committee approval and send to Deptt. of Agriculture & Cooperation.	Proposal to be approved by State Project Sanctioning & Monitoring Committee of State. Audited utilisation certificates and progress in prescribed formats of past programmes .	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
13	Promotion of organic farming in the country, capacity building - biological soil health assessment and low cost alternative certification – Participation Guaranteed System (PGS). Support to setting up of organic input production unit under Capital Investment Subsidy Scheme (CISS) through NABARD and quality control of bio-fertilizers/organic fertilizers under FCO.	7	Sh. Dhruv Kumar(Deputy Commissioner (INM))	dhruv.kumar@nic.in	(23381507)	Proposal under Capital Investment Subsidy Scheme (CISS) is considered under credit linked back ended subsidy through NABARD proposals on capacity building are submitted to NCOF for assessment by evaluation/ screening committee and finally to DAC for approval of PGS-National advisory Committee (NAC) of PGS India.	No specific format but proposals must be justified with facts. Audited utilisation certificates and progress in prescribed formats of past programmes.	N/A	N/A	N/A
14	To provide assistance for the Development and Strengthening of Infrastructure Facilities for Production and Distribution of Quality Seeds in respect of following components: (i) Transport Subsidy on Movement of Seeds	3	Sh. S. Selvaraj(Deputy Commissioner (Seeds))	selvakrishi@yahoo.com	(23382645)	Proposals are received from various stake-holders viz. State/ UT Departments of Agriculture, NSC, SFCI, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects.	Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format.	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
15	(ii) Establishment & Maintenance of Seed Bank	2	Sh. Gorelal Dewakar(Assistant Director (Seeds))	Gorelal1956@ yahoo.co m	(23389241)	Proposals are received from various stake-holders viz. State/ UT Departments of Agriculture, NSC, SFCI, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects.	Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format.	N/A	N/A	N/A
16	(iii) Quality control Arrangement on Seeds	2	Sh. R.K. Trivedi(Deputy Commissioner (QC))	R_k2001in@ yahoo.com	9818713591	Proposals are received from various stake-holders viz. State/ UT Departments of Agriculture, NSC, SFCI, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects.	Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format.	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
17	(iv) Seed Village Programme	2	Sh. S. Selvaraj(Deputy Commissioner (Seeds))	selvakrishi@yahoo.com	(23382645)	Proposals are received from various stake-holders viz. State/ UT Departments of Agriculture, NSC, SFCI, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects.	Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format.	N/A	N/A	N/A
18	(v) Assistance for Creation/ Strengthening of Infrastructure facilities in Public Sector	2	Sh. S. Selvaraj(Deputy Commissioner (Seeds))	selvakrishi@yahoo.com	(23382645)	Proposals are received from various stake-holders viz. State/ UT Departments of Agriculture, NSC, SFCI, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects.	Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format.	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
19	(vi) Application of Biotechnology in Agriculture	2	Sh. Gorelal Dewakar(Assistant Director (Seeds))	Gorelal1956@ yahoo.co m	(23389241)	Proposals are received from various stake-holders viz. State/ UT Departments of Agriculture, NSC, SFCI, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects.	Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format.	N/A	N/A	N/A
20	(vii) Assistance for Boosting Seed Production in Private Sector	2	Sh. S.K. Roongta(Chairman, National Seeds Corporation)	cmdnsc@ hotmail.com, cmd@nsc. gov.in	(25842093)	Proposals are received from various stake-holders viz. State/ UT Departments of Agriculture, NSC, SFCI, State Seed Corporations, State Seed Certification Agencies, KVKs, ICAR Institutions, State Agriculture Universities. The same are considered provided they are complete in all respects.	Detailed proposal along with physical progress Report/Utilization Certificate in prescribed format.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Registration of Multi-State Cooperative Societies(MSCS)	7.0	Timely registration	120	days	7.00	Ministry record
2	Implementation of (a) Price Support Scheme (PSS) for procurement of oilseeds, pulses and cotton through NAFED as central agency.	4.0	Timely procurement under MSP/MIS		date	4.00	Ministry record
3	(b) Market Intervention Scheme (MIS) for procurement of agricultural & horticultural commodities which are generally perishable in nature.	4.0	Timely procurement under MSP/MIS		Date	4.00	Ministry record
4	Administration/ Implementation of crop Insurance schemes (i.e NAIS, MNAIS, WBCIS & CPIS). Government support / subsidy to make the premium / pricing of product affordable to farmers.	8.0	Timely administrative approval/ clarification, release of funds to meet the committed liabilities of Government of India.	30	days	8.00	Ministry record
5	Monitoring the rainfall situation during South West Monsoon and its impact on Agricultural operations, in consultation with the States.	6.0	On receipt of information from IMD/Crops Division	6	days	6.00	Ministry record
6	Deputation of Inter-Ministerial central Teams to States affected by drought/ hailstorm/pest attack for assessment of losses and requirement of central assistance.	6.0	Completion of action within 60 days from the date of submission of memorandum	60	Days	6.00	Ministry record
7	Supplement the efforts of the States through Central assistance to deal with drought, hailstorm & pest attack	6.0	Completion of action within 90 days from the date of submission of memorandum	90	days	6.00	Ministry record
8	Kissan Call Centres – Responding to farmers queries.	7.0	Call waiting for caller Satisfaction rate.	10	Minutes	7.00	Ministry record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Mass Media Support To Agriculture Extension - through the existing infrastructure of 96 FM Stations of AIR, 18 Regional Kendras, 180 Narrowcasting centres and 1 National Channel of Doordarshan	7.0	Broadcasting agriculture programmes -National -Regional	6	Days in a week	7.00	Ministry record
10	Implementation of National Horticulture Mission (NHM) through State Horticulture Mission (SHM) and National level Agencies for holistic development of Horticulture.	7.0	Timely approval of Annual Action Plan & Projects submitted by State Governments.	4	Months	7.00	Ministry record
11	The thrust of the Information & Communications Technology (ICT) initiatives is to make improved services accessible to farmers using Information and Communication. This is achieved through improving the ICT infrastructure in Centre as well as State Agriculture Departments and developing various web portals which will help farmers in dissemination of information to farmers as well as other stakeholders.	9.0	Services to be delivered through ICT means.	31/12/2012	Date	9.00	Ministry record
12	Setting up of new static/mobile soil testing laboratories (STLs) / Fertilizer Quality Control Laboratories (FQCLs), strengthening of existing STLs and FQCLS, training of STL staff/extension officers/farmers, field demonstrations on balanced use of fertilizers and promoting use of organic manure, soil amendments, micro-nutrients and quality control of fertilizers under FCO.	7.0	Time taken in approval/sanction or refusal.	6	Months	7.00	Ministry record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
13	Promotion of organic farming in the country, capacity building - biological soil health assessment and low cost alternative certification – Participation Guaranteed System (PGS). Support to setting up of organic input production unit under Capital Investment Subsidy Scheme (CISS) through NABARD and quality control of bio-fertilizers/organic fertilizers under FCO.	7.0	Time taken in analysis of sample.	2	Months	7.00	Ministry record
14	To provide assistance for the Development and Strengthening of Infrastructure Facilities for Production and Distribution of Quality Seeds in respect of following components: (i) Transport Subsidy on Movement of Seeds	3.0	To approve the proposals received under various components of the scheme.	2	Months	3.00	Ministry record
15	(ii) Establishment & Maintenance of Seed Bank	2.0	To approve the proposals received under various components of the scheme.	2	Months	2.00	Ministry record
16	(iii) Quality control Arrangement on Seeds	2.0	To approve the proposals received under various components of the scheme.	2	Months	2.00	Ministry record
17	(iv) Seed Village Programme	2.0	To approve the proposals received under various components of the scheme.	2	Months	2.00	Ministry record
18	(v) Assistance for Creation/Strengthening of Infrastructure facilities in Public Sector	2.0	To approve the proposals received under various components of the scheme.	2	Months	2.00	Ministry record
19	(vi) Application of Biotechnology in Agriculture	2.0	To approve the proposals received under various components of the scheme.	2	Months	2.00	Ministry record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
20	(vii) Assistance for Boosting Seed Production in Private Sector	2.0	To approve the proposals received under various components of the scheme.	2	Months	2.00	Ministry record

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

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Ms. Uma Goel , Joint Secretary (PG)	23384468	uma.goel@nic.in	
2	Shri N.K. Gupta, Deputy Secretary (O&M/PG)	23384752	nkgupta.mowr@nic.in	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Central Govt. Departments, State Govts, Govt. Undertakings and Corporations
2	State Agricultural and Allied Departments
3	State Agriculture Management & Extension Training Institutes (SAMETIs), Nodal Training Institutes.
4	Para Extension Workers/Agri-preneurs
5	National Informatics Centre
6	Scientific and Research Organisations/Institutes etc. Indian Council of Agricultural Research (ICAR) Indian Meteorological Department(IMD) National Remote Sensing Centre(NRSC) Central Research Institute for Dry-land Agriculture(CRIDA)
7	Local Authorities in the Centre and State Govts.
8	Research Scholars, Student Communities and Universities particularly the State Agricultural Universities.
9	Central and State Certification Agencies
10	Krishi Vigyan Kendras
11	Nationalised Banks
12	Cooperatives
13	Participating General Insurance Companies
14	Farmers, Farmers Organisation, Agricultural Functionaries
15	Corporate and Private Sectors and other Institutions
16	Technicians

List of Stakeholders/Clients

S.	Stakeholders / Clients
17	Retired/Retiring Defence Personnel etc.
18	Users of Farm Machineries
19	Implementing Agencies(NSC,SFCI,ICAR,KRIBHCO)
20	Commodity Boards
21	Apex Recognised Trade Bodies
22	Individual Entrepreneurs
23	Farmers' Interest Groups/Commodity Interest Groups
24	Panchayati Raj Institutions
25	Pesticide Industry
26	Importers and Exporters of Agri Products
27	Citizens in General

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Cooperative Development Corporation, New Delhi	011-26960796	cdplan@ncdc.stpn.soft.net	011-26960796	National Cooperative Development Corporation, 4 Siri Fort Institutional Area, Hauz Khas, New Delhi-110016
2	Directorate of Cotton Development, Mumbai.	022-22611964	directordocd@rediffmail.com	022-22611964	Directorate of Cotton Development, 14, Ramji Bhai, Kamani Marg, Bellard Estate, Post Box No. 1002, Mumbai 400 001
3	Directorate of Jute Development, Kolkata	033-22879337	djd@nic.in	033-22879337	Directorate of Jute Development, Nizam Palaces campus, 234/4, Acharya Jadish Chandra Bose Road, Kolkatta-700020.
4	Directorate of Millets Development, Jaipur.	0141-2235631 0141-2233004 0141-2233003	dmdrj00@nic.in	09650131044	Directorate of Millets Development, Kendriya Sadan Room No. 210, 2nd Floor,Block-A, Sector -10, Vidyadhar Nagar, Jaipur-302023.
5	Directorate of Tobacco Development, Chennai.	044-28277422	tobaccochn1@bsnl.in tobaccochn@bsnl.in	044-28277422	Directorate of Tobacco Development, Ministry of Agriculture, Govt, of India, No. 26, Haddows Road, Shastri Bhawan Annexe, III floor, Chennai, Pin-600 006.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
6	Directorate of Sugarcane Development, Lucknow.	0522-2323913 0522-2324480	dsd@nic.in	09453434174	Directorate of Sugarcane Development, Department of Agriculture & Cooperation, 8th Floor, CGO Complex, Kendriya Bhavan, Aliganj, Lucknow -226024, U.P.
7	Directorate of Rice Development, Patna.	0612-2262843	drdpatna@nic.in	09431456695	Directorate of Rice Development, Department of Agriculture & Cooperation, 250-A, Patliputra Colony, Patna-800013
8	Directorate of Wheat Development, Ghaziabad.	0120-2711380 0120-2710897	dwd@nic.in	0120-2711380	Directorate of Wheat Development, CGO Complex-I, 3rd Floor, Kamla Nehru Nagar, Ghaziabad-201 002 (UP)
9	Directorate of Extension, New Delhi.	011-25846467	rhevn@vistar.nic.in	09818635563	Directorate of Extension, Krishi Vistar Bhawan, IARI Campus, Pusa, New Delhi-110012.
10	National Institute for Agricultural Extension Management, Hyderabad.	040-24016702	dgmanage@manage.gov.in	040-24016702	National Institute for Agrilcultural Extension Management(MANAGE), Rajendranagar, Hyderabad-500 030, Andhra Pradesh.
11	Directorate of Cashewnut and Cocoa Development, Kochi.	0484-2377151	dccd@nic.in	09895122719	Directorate of Cashew nut and Cocoa Development, 8th Floor, SRV School road, Kera Bhawan, Kochi-682 011
12	Directorate of Arecanut and Spices Development, Kozhikode.	0495-2369877	spicedte@nic.in	09447333909	Directorate of Arecanut and Spices Development, Department of Agriculture & Cooperation, West Hill P.O. Cannanore Road, Calicut-673005 (Kerala)

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
13	Directorate of Economics and Statistics, (E&S)	011-23385495	sumitro@nic.in	011-23385495	Directorate of Economics & Statistics, Room No. 119, F- Wing, Shastri Bhawan, New Delhi 110001.
14	Central Fertilizer Quality Control & Training Institute, Faridabad.	0129-2414712	cfqcti@nic.in	09899267363	Central Fertilizer Quality Control & Training Institute, (CFQC&TI) NH-IV, NIT, Faridabad. Pin 121001. Haryana.
15	National Centre of Organic Farming, Ghaziabad	0120-2721896	ncof@nic.in	0120-2721896	National Centre of Organic Farming, CGO Complex, 2/204, B Wing, Kamla Nehru Nagar Ghaziabad-201 002 (U.P.)
16	Directorate of Marketing & Inspection (DMI), Faridabad	0129-2434350	dmifbd@agmark.nic.in	0129-2434350	Directorate of Marketing & Inspection, NH-IV, Faridabad Haryana121001
17	Small Farmers Agri Business Consortium, New Delhi	011-26862365	sfac@nic.in	09811116616	Small Farmers Agri. Business Consortium, (SFAC), NCUI Auditorium Building, 5th floor, 3 Sri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016
18	National Institute of Agricultural Marketing (NIAM), Jaipur.	0141-2770027	dgniam@hotmail.com	0141-2770027	National Institute of Agricultural Marketing, Kota Road, Bambala, Near Sangner, Jaipur-303 906 (Rajasthan)
19	Central Farm Machinery Training & Testing Institute (CFMTTI), Budni	07564-234729	fmti-mp@nic.in	9977691580	Central Farm Machinery Training & Testing Institute (CFMT&TI), Tractor Nagar, Distt. Sehore, P.O. Budni-466 445, Madhya Pradesh.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
20	Northern Region – Farm Machinery and Training and Testing Institute, FMTTI, Hissar, Haryana.	01662-276984, 01662-276824	fmti-nr@nic.in	09992441108	Northern Region Farm Machinery Training and Testing Institute, Sirsa Road, Hissar,
21	Southern Region Farm Machinery Training and Testing Insitute, FMTTI, Garladinne. Andhra Pradesh.	08551-286441	fmti-sr@.nic.in	08551-286441	Southern Region Farm Machinery Training and Testing Insitute, Tractor Nagar, P.O. Garlandinne, Pin-515 731, Distt. Anantapur, Andhra Pradesh
22	North Eastern Region Farm Machinery Training and Testing Institute, FMTTI, Biswnath, Chariali, Assam	03715-222094	fmti-ner@nic.in	9435389133	North Eastern Region Farm Machinery Training and Testing Institute, Biswanath Chariali, Distt. Snitpur, Assam- Pin -784 176
23	Directorate of Pulses Development, Bhopal	0755-2572313	dpd.mp@.nic.in	0755-2572313	Directorate of Pulses Development, 6th Floor, Vindhyachal Bhavan, Bhopal-462004 (M.P.)
24	Coconut Development Board, Kochi	0484-2376265	kochi.cdb@gov.in cdbkochi@gmail.com	0484-2376265	Coconut Development Board, Kera Bhavan, SRVHS Road, Kochi-682011.(Kerala)
25	National Horticulture Board, Gurgaon	0124-2332992	info@nhb.gov.in	9958200779	National Horticulture Board, Plot No.85, Institutional Area, Sector 18, Gurgaon -122 015
26	All-India Soil and Land Use Survey, New Delhi	011-25841263 011-25843811	csso-slusi@nic.in	011-25841263	All India Soil and Land Use Survey (AISLUS), IARI Building, Pusa, New Delhi-110012
27	Directorate of Plant Protection, Quarantine and Storage, Faridabad	0129-2413002 0129-2413985	ppa@nic.in	0129-2413002	Directorate of Plant protection Quarantine and Storage, (PPQ&S) NH -IV, Faridabad-121001 (Haryana)

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
28	National Seed Research & Training Centre, Varanasi.	0542-2370222	dir-nsrtc-up@nic.in	0542-2370222	National Seed Research and Training Centre, G.T.Road, Collectry farm, P.O. Industrial Estate, Varanasi- 221 106 (U.P.)
29	National Seeds Corporation, New Delhi	011-25841379	nsc@vsnl.com	011-25841379	National Seeds corp, Beej Bhawan, Pusa complex, New Delhi-110012
30	State Farms Corporation of India (SFCI), New Delhi	011-26446903	sfci1415@gmail.com	011-26446903	State Farms Corporation of India, Farm Bhavan, 14-15, Nehru Place, New Delhi110019
31	Protection of Plants Varieties and Farmers Rights Authority	011-25848127 011-25843622	ppvfraagri@nic.in	9868317894	Protection of Plants Varieties and Farms Rights and Authority, NASC Complex DPS Marg Opp. Toda Pur, New Delhi-110012.
32	Directorate of Oilseeds Development, Hyderabad	040-23225257	dod@nic.in	040-23225257	Directorate of Oilseeds Development, Government of India , Department of Agriculture & Cooperation Telhan Bhavan, Himayat Nagar, Hyderabad-500 029
33	National Oilseeds and Vegetable Oils Development Board, Gurgaon.	0124-2341884	novod@novodboard .com	9899401239	National Oilseeds and Vegetable Oils Development Board (NOVOD), Plot No. 86, Sector 18, Grugaon-122015
34	National Institute of Plant Health Management (NIPHM)	040-24013346	infoniphm@nic.in	040-24013346	National Institute of Plant Health Management (NIPHM), Rajendra Nagar, Hyderabad-500 030.
35	Commission for Agricultural Costs & Price (CACP)	011-23384006	kgr.krishnan@nic.in	9873089444	Commission for Agricultural Costs & Price, RoomNo.184- A,Krishi Bhawan, New Delhi.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Timely registration of multi state cooperative societies.
2	To ensure remunerative price to farmers for their produce
3	Be a critical instrument in providing financial support to the farmers in the event of crop failure due to non-preventable natural perils and risks
4	Encourage farmers to adopt progressive farming practices and higher technology in agriculture.
5	Help in maintaining flow of agriculture credit and restoration of credit worthiness during the year of natural calamities
6	Weekly rainfall Data (State-wise) during June-December from India Meteorological Department (IMD)
7	Weekly reservoir storage status in 81 important reservoirs monitored by Central Water Commission
8	Crop/Agricultural Advisories from ICAR, CRIDA
9	Farmers- - Keeping patience while making queries - Regular feedback on KCC services -Visit the portal before requesting for telecast / broadcast of specific programmes Suggestions should be sent to the District level Committees / State level Committees who would take up the matter with the concerned DD Kendras / FM Stations.
10	The SHMs (State Horticulture Missions) are expected to submit the Annual Action Plan duly filled in the prescribed format well in time
11	State Governments/Agencies to submit the proper utilisation certificate
12	The proposals from the State Governments and the Divisions should be complete in all respects
13	Awareness about soil test based application of balanced fertilizers and integrated nutrients
14	Awareness about organic farming management among farming community and making available adequate resources of organic input, availability of quality bio-fertilizers and organic fertilizers
15	The service recipients to submit proposals complete in all respects as per the guidelines particularly indicating the utilisation of previous releases, if any



Citizens' / Clients' Charter

for

Department of AIDS Control

Address	6th & 9th Floors, Chandralok Building, 36 Janpath, New Delhi-110001
Website ID	nacoonline.org
Date Of Issue	August, 2011
Next Review	February, 2012

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 Basesd 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 Socities(SACS) to implement TIs.	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 relase 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 date for receipt of application	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	Avergae time taken from preparing proposal for release of funds to actual release of funds to the Union Territories(UTs)/ State AIDS Control Socities (SACS)	30	Days	20.00	Central Plan Scheme Monitorring System

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
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	03602351268	arunachalsacs@gmail.com	
4		03602351268	arunachalsacs@gmail.com	
5	Ahmedabad Municipal Corpn. AIDS Control Society	07926409857	ahmedabadmacs@gmail.com	
6	Bihar State AIDS Control Society	06122290278	pd@bsacs.org	
7	Chennai Municipal Corpn. AIDS Control Society	044-249800	chennaimacs@gmail.com	
8	Chandigarh State AIDS Control Society	0172254458	chandigarhsacs@gmail.com	
9	Chhattisgarh AIDS Control Society	07712235860	anbalgan.p@nic.in	
10	Dadra & Nagar Haveli AIDS Control Society	02602642061	dnhsacs@gmail.com	
11	Daman & Diu AIDS Control Society	02602230570	pdsant@yahoo.co.in	
12	Delhi AIDS Control Society	01127055660	delhisacs@gmail.com	
13	Goa State AIDS control Society	08322427286	goaaids@gmail.com	
14	Gujarat State AIDS Control Society	0792685210	cohealth@gujarat.gov.in	
15	Haryana State AIDS Control Society	01722584549	haryanasacs@gmail.com	
16	Himachal Pradesh State AIDS Control Society	01772621608	hpsacs@gmail.com	

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
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	pdksaps@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	
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	

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
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.	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
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.	Responsibility Centers and Subordinate Orgnizations	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.	Responsibility Centers and Subordinate Orgnizations	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 Niyantran Samiti, Dr. Baba Saheb Ambedkar Hospital,Dharamshala Block, Sector - 6, Rohini, Delhi - 110 085
12	Goa State AIDS control Society	2422519	goaaids@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, Srinagar

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
16	Karnataka State AIDS Prevention Society	22201438	pdksaps@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	mpsacs@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, Annexee Building, Western Block Manipur State AIDS Control Society, Room no. 202, Annexee Building, Western Block

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
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
30	Rajasthan State AIDS Control Society	2381792	rajasthansacs@gmail.com		Rajasthan State AIDS Control Society, Medical and Health Directorate, Swasthya Bhawan, Tilak Marg, C Scheme, Jaipur - 302005.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
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 completel 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



Citizens' / Clients' Charter

for

Department of Animal Husbandry, Dairying and Fisheries

Address	Department of Animal Husbandry, Dairying and Fisheries, Ministry of Agriculture, Krishi Bhawan, New Delhi
Website ID	http://dand.nic.in
Date Of Issue	August, 2011
Next Review	February, 2012

VISION / MISSION

Vision

Sustainable growth of livestock, poultry and fisheries for nutritional security and economic prosperity

Mission

Preserve animal genetic resources, conserve indegienous breeds, protect, strengthen and improve livestock and fish health, create employment opportunities, increase production, productivity and value addition of livestock, fish and poultry products.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval of Annual work plan	20	Shri Manoj Kejriwal,(Director)	mkrk12005@yahoo.co.in	7503039400 (23389212)	Submit the work plan within the prescribed time	The Annual Work Plan must be submitted within the stipulated time	N/A	N/A	N/A
2	Approval of Projects/ Proposals	20	Shri Manoj Kejriwal,(Director)	mkrk12005@yahoo.co.in	7503039400 (23389212)	Submit the project proposal within the prescribed time	Project/Proposal complete in all respect must be submitted within stipulated prescribed time	N/A	N/A	N/A
3	Release of budget	20	Shri Manoj Kejriwal(Director)	mkrk12005@yahoo.co.in	7503039400 (23389212)	Issue of sanction order	After examination of the project proposal, sanction order releasing the budget would be issued	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	Issue of sanitary import permit	10	Dr. Sujit Dutta(Assistant Commissioner)	sujitdutta1@gmail.com	9971610409 (23381608)	Issue of sanitary import permit	1. The application for import/export/ manufacturin g/ marketing of livestock and livestoclk related commodities including vaccines, drugs and biologiccals should be submitted complete in all respects in the required format in the prescribed form. 2. Additional information sought, if any, for considering the application.	N/A	N/A	N/A
5	Information Dissemination – a. Schemes of the Department b. Livestock Statistics	20	Shri Manoj Kejriwal,(Director)	mkrk12005@yahoo.co.in	7503039400 (23389212)	Providing the necessary information	The request fopr supply of information specifically mentioning the time period, geographical coverage etc. should be submitted	N/A	N/A	N/A
6	Redress of grievances	10	Shri Manoj Kejriwal(Director)	mkrk12005@yahoo.co.in	7503039400 (23389212)	Grievance should be specific and pertain to the subject domain of the Department. Service recipients can lodge grievances through mails/ fax/ web site(CPGRAMS)/ in person/ post	The grievance in clear and unambiguous terms should be mentioned.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Approval of Annual work plan	20.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	60	days	20.00	MInistry Records
2	Approval of Projects/ Proposals	20.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	60	Days	20.00	MInistry Records
3	Release of budget	20.0	Average time taken to release the budget after receipt of Utilization Certificate	60	Days	20.00	Minisitry Records
4	Issue of sanitary import permit	10.0	Average time taken to issue of the permit after receipt of the application complete in all respects	45	Days	10.00	Ministry Records
5	Information Dissemination – a. Schemes of the Department b. Livestock Statistics	20.0	Average time taken to disseminate the information	5	Days	20.00	Ministry Records
6	Redress of grievances	10.0	Average time taken to redress the grievance after receipt of clarifications, if required.	60	Days	10.00	Ministry Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Manoj Kejriwal	23389212	mkrk12005@yahoo.co.in	7503039400

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	State/ UT Governments
2	Subordinate offices under the Department
3	Autonomous bodies
4	Cooperatives
5	Non-Governmental Organizations (NGOs)
6	National Bank for Agriculture and Rural Development (NABARD)
7	National Informatics Centre (NIC)
8	Central Inland Fisheries Research Institute (CIFRI)
9	Central Marine Fisheries Research Institute (CMFRI)
10	National Dairy Development Board

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Central Cattle Breeding Farm	02646276109	dr.snupadhyaya@rediffmail.com	09712004620	Dhamrod, District Surat, (Gujarat)
2	Central Cattle Breeding Farm	05872252835	ccbfandesh@yahoo.co.in	09839658858	Andesh Nagar, District Lakhimpur, (UP)
3	Central Cattle Breeding Farm	06853223390	ccbf.sunabeda@rediffmail.com	09437077920	Similiguda, Sunabada, Koraput (Orissa)
4	Central Cattle Breeding Farm	01509268091	ccbfsog@gmail.com	09414092091	Suratgarh (Rajasthan).
5	Central Cattle Breeding Farm	06632570722	ccbfchiplima@yahoo.co.in	09438627931	Chiplima, Basantpur, District Sambalpur, (Orissa)
6	Central Cattle Breeding Farm	04426418157	ccbfalamadhi1973@yahoo.co.in	09445816227	Avadi, Alamadhi, Chennai, (Tamil Nadu)
7	Central Cattle Breeding Farm	08028466295	ccbfbangalore@gmail.com	08277210920	Hessarghatta, Bangaluru North, (Karnataka)
8	Central Frozen Semen Production and Training Institute	08028466106	cfspti@yahoo.com	09449066457	Hessarghatta, Bangaluru North (Karnataka)
9	Central Herd Registration Unit	01262274246	chrs-rtk@nic.in	09868932339	Rohtak, Haryana.
10	Central Herd Registration Unit	01452427113	chrs-rtk@nic.in	09868932339	Ajmer, Rajasthan
11	Central Herd Registration Unit	07922682436	ishu_teggi@hotmail.com	09429524204	Ahmedabad, Gujarat.
12	Central Herd Registration Unit	08592232049	balbeer1975@gmail.com	09461594568	Santhapat, Ongole, District Prakasam, Andhra Pradesh.
13	Regional Station for Forage Production & Demonstration	03325898425	rsfpd.kalyani@gmail.com	09674929141	Kalyani, District Nadia, West Bengal.

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
14	Regional Station for Forage Production & Demonstration	01509268047	n.jagat@gmail.com	09469211213	Srinagar, Jammu & Kashmir.
15	Regional Station for Forage Production & Demonstration	01509268047	rsfd_stg@yahoo.com	09874964968	Suratgarh, Rajasthan.
16	Regional Station for Forage Production & Demonstration	01162259184	m.jagt@ymail.com	09469211213	Textile Mill, Hissar, Haryana.
17	Regional Station for Forage Production & Demonstration	07923261273	chrs-ahm@nic.in	09429524204	Gandhinagar, Gujarat.
18	Regional Station for Forage Production & Demonstration	0442502550	rsfpd-chennai@yahoo.com	09445210582	Avadi, Alamadhi, Chennai, Tamil Nadu.
19	Regional Station for Forage Production & Demonstration	08415275636	rsfpdhyd@rediffmail.com	08099801610	Mamidipally, Via Keshavagiri, Hyderabad, Andhra Pradesh.
20	Central Fodder Seed Production Farm	08028466279	directcfspf@yahoo.com	08861623053	Hessarghatta, Bangaluru North, Karnataka.
21	National Institute of Animal Health	01212222471	jd_naih@rediffmail.com	09319968069	Baghpat, Uttar Pradesh.
22	Animal Quarantine & Certification Service Station	01125063272	aqcsnr.dadf@nic.in	09958199310	Kapashera Village, New Delhi, Delhi.
23	Animal Quarantine & Certification Service Station	04422450659	aqcs_sr@yahoo.com	09340042412	Pallikarni Village, Chennai, (Tamil Nadu).
24	Animal Quarantine & Certification Service Station	03325119418	aqcs_cal@yahoo.in	09748660436	Gopalpur, District 24 Parganas, West Bengal.
25	Animal Quarantine & Certification Service Station	02227630021	aqcs_wr@yahoo.com	09869626518	Mumbai, Maharashtra.
26	Animal Quarantine & Certification Service Station	04024008243	aqcs-hyd@nic.in	08179648920	Hyderabad, Andhra Pradesh.

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
27	Animal Quarantine & Certification Service Station		aqcsbng@yahoo.in	09916133405	Bangalore, Karnataka.
28	Central Sheep Breeding Farm	01662264263	directorcsbf@yahoo.com	09416091931	Hissar, Haryana.
29	Central Poultry Development Organisation, Southern Region	0808466226	cpdosr@yahoo.com	09243442366	Hessarghatta, Bangaluru, Karnataka.
30	Central Poultry Development Organisation	06742420175	cpdo_er@rediffmail.com	09438656600	Eastern Region, Bhubaneshwar, Orissa.
31	Central Poultry Development Organisation	02226858515	cpdo_mum@yahoo.com	08652702351	Western Region, Aarey Milk Colony, Mumbai, (Maharashtra).
32	Central Poultry Development Organisation	01722655460	drravicpdo@yahoo.com	09779362881	Northern Region, Industrial Area, Chandigarh.
33	Central Poultry Performance Testing Centre	01242215194	ccptcggn@gmail.com		Gurgaon, Haryana.
34	Delhi Milk Scheme	01125872455	gm.dms@nic.in	0998064484	West Patel Nagar, New Delhi, Delhi.
35	Central Institute of Coastal Engineering For Fishery	08028385466	cicef@dataone.in	09449032853	Bangalore, Karnataka
36	Central Institute of Fisheries Nautical and Engineering Training	04842225191	cifnet@nic.in	09400174979	, Cochin, (Kerala).
37	National Institute of Fisheries Post Harvest, Technology & Training	04842361317	Meenakshimalhotra88@yahoo.com	09416091931	Cochin, (Kerala)
38	Fishery Survey of India, .	02222617101	dg@fsi.gov.in	09820545891	Mumbai, Maharashtra
39	Coastal Aquaculture Authority	0442823468	aquaauth@vsnl.net	0944500677	Chennai
40	National Fishery Development Board	23737266	pkrishnaiah@yahoo.com	0984999155	Hyderabad

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Service Recipients Must submit the annual work plan in prescribed format (if any) giving full details.
2	Project/Proposal must be received from service recipients with all relevant documents.
3	Proper and timely utilization of budget
4	Application complete in all respects



Citizens' / Clients' Charter

for

Department of AYUSH

Address

Website ID
Date Of Issue
Next Review

VISION / MISSION

Vision

To position AYUSH systems as the preferred systems of living and practice for attaining a Healthy India.

Mission

1.To mainstream AYUSH at all levels in the Health Care System.2.To improve access to and quality of Public Health delivery through AYUSH System.3.To focus on Promotion of health and prevention of diseases by propagating AYUSH practices.4.Proper enforcement of provisions of Drugs & Cosmetic Act 1940 and Rules framed thereunder relating to the ASU drugs throughout the country.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid to non-profit/non-governmental organizations/ institutions for upgradation to "Centres of Excellence"	5	Sh. Rajkumar (Director)	raj.kumar1965@nic.in	9868366370 (23731755)	1. Receipt of application in the prescribed Proforma alongwith concept note. 2. Scrutiny of full proposal by the concerned officer/section. 3. Review and selection of the proposal by Technical Committee. 4. Review and Selection of the proposal by the Accreditation-cum-Project Appraisal Committee. 5. Final Approval of the project by the Project Screening Committee 6. Financial Approval and sanction by the IFD, Department of AYUSH. 7. Release of funds.	Complete application form alongwith all certificates and documents to be submitted as per the updated scheme guidelines given in the Departmental website www.indianmedicine.nic.in Each proposal must be forwarded and appraised by the State Government as per the Proforma given.	N/A	N/A	N/A
2	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid for Promotion of AYUSH Intervention in Public Health Initiative.	5	Sh. Rajkumar(Director)	raj.kumar1965@nic.in	9868366370 (23731755)	1. Receipt of application in the prescribed Proforma alongwith concept note. 2. Scrutiny of full proposal by the concerned officer/section. 3. Review and selection of the proposal by Technical Committee. 4. Review and Selection of the proposal by the Accreditation-cum-Project Appraisal Committee. 5. Final Approval of the project by the Project Screening Committee 6. Financial Approval and sanction by the IFD, Department of AYUSH. 7. Release of funds.	Complete application form alongwith all certificates and documents to be submitted as per the updated scheme guidelines given in the Departmental website www.indianmedicine.nic.in Each proposal must be forwarded and appraised by the State Government as per the proforma given.	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
3	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid to non-profit/non-governmental organization/institutions for Revitalization of Local Health Traditions, Midwifery Practices etc. in order to enhance Health Security of rural community.	5	Sh. Rajkumar(Director)	raj.kumar1965@nic.in	9868366370 (23731755)	1. Receipt of application in the prescribed Proforma alongwith concept note. 2. Scrutiny of full proposal by the concerned officer/section. 3. Review and selection of the proposal by Technical Committee. 4. Review and Selection of the proposal by the Accreditation-cum-Project Appraisal Committee . 5. Final Approval of the project by the Project Screening Committee 6. Financial Approval and sanction by the IFD, Department of AYUSH. 7. Release of funds.	Complete application form alongwith all certificates and documents to be submitted as per the updated scheme guidelines given in the Departmental website www.indianmedicine.nic.in . Each proposal must be forwarded and appraised by the State Government as per the Proforma given.	N/A	N/A	N/A
4	Timely approval of the proposals received under the Central Sector Scheme for Development of AYUSH Clusters	5	Shri Rajkumar(Director)	raj.kumar@nic.in	9868366370 (23731755)	1. Selection of clusters by Scheme Monitoring Committee (SMC) and Project Management Consultant (PMC) 2. In principal approval by the SMC. 3. Final approval by SMC. 4. Financial Approval and sanction by the IFD, Department of AYUSH. 5. Release of funds	Project proposal as per the scheme to be submitted as given in the website www.indianmedicine.nic.in	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
5	Timely approval of the proposals received under the Central Sector Scheme for acquisition, cataloging, digitization and publication of text book & manuscripts - "ACDP".	5	Shri Rajkumar(Director)	raj.kumar1965@nic.in	9868366370 (23731755)	1. Receipt of application in the prescribed Proforma along with concept note. 2. Scrutiny of full proposal by the concerned officer/section. 3. Review and selection of the proposal by Technical Committee. 4. Review and Selection of the proposal by the Accreditation-cum-Project Appraisal Committee . 5. Final Approval of the project by the Project Screening Committee 6. Financial Approval and sanction by the IFD, Department of AYUSH. 7. Release of funds.	Complete application form alongwith all certificates and documents to be submitted as per the updated scheme guidelines given in the Departmental website www.indianmedicine.nic.in Each proposal must be forwarded and appraised by the State Government as per the proforma given.	N/A	N/A	N/A
6	Timely approval of the proposal received under the Central Sector Scheme for grant-in-aid to Govt./ non-governmental organization/ institutions for " Extra Mural Research"	5	Dr. G.P Garg(Sr. Chief Chemist)	emr_ayush@yahoo.com	9810447778 (23731024)	1. Receipt of application in prescribed format in concerned Research Councils. 2. Scrutiny/screening by Internal Scrutiny Committee. 3. Evaluation and Scrutiny of proposal by the Project Evaluation Committee (PEC). 4. Approval of the project by the Project Approval Committee (PAC) headed by Secretary, AYUSH. 5. Financial Approval and sanction by the IFD, Department of AYUSH. 6. Release of funds	Complete application as per the scheme to be submitted in format given in the website www.indianmedicine.nic.in	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
7	Approval of the Programme implementation Plan (PIPs) received from the State Govt. for grants under CSS of H & D of NRHM.	5	Shri. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of PIP through State Government in the prescribed format. 2. Appraisal and scrutiny of PIPs 3. Obtaining additional information/clarification if necessary 4. Consideration of PIP by Screening Committee for Sanction of Grant. 5. Financial approval and Sanction by IFD, Department of AYUSH 6. Issue of Sanction and release of Grant.	The PIP with situation analysis, financial statements along with complete application format as per scheme to be submitted as given in website www.indianmedicine.nic.in	N/A	N/A	N/A
8	Approval to the proposal received from State Govt. for grants under Centrally Sponsored Scheme " Development of AYUSH Institutions" (1ST Installment)	5	Sh. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of applications through State Governments in the prescribed format. 2. Scrutiny of applications. 3. Obtaining additional information/ clarifications if necessary. 4. Consideration of proposals by Screening Committee [SC] for sanction of grant. 5. Financial Approval and sanction by the IFD, Department of AYUSH. 6. Issue of Sanction & release of first installment.	Documents as per scheme guidelines.	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
9	Release of 2nd Installment under the CSS of H&D	5	Shri. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of proposal for 2nd installment. 2. Scrutiny of proposal including UC of first installment. 3. Obtaining concurrence of IFD. 4. Release of 2nd installment.	UC of 1st installment and other documents like SoE, performance reports etc.	N/A	N/A	N/A
10	Release of 2nd Installment under Centrally Sponsored Scheme " Development of AYUSH Institutions"	5	Sh. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of proposal for 2nd installment. 2. Scrutiny of proposal including UC of first installment. 3. Obtaining concurrence of IFD. 4. Release of 2nd installment.	UC of 1st installment and other documents like SoE, performance reports etc.	N/A	N/A	N/A
11	Issue of guidelines for Central nomination to UG and PG courses in Ayurveda, Unani & Siddha for 2011-12.	5	Sh. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Internal review at the level of JS/ Secretary. 2. Obtaining approval of HFM. 3. Issue of guidelines and uploading on Website.	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
12	Finalization of Central nomination for PG courses in Ayurveda, Unani & Siddha for 2011-12.	5	Sh. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of nominations of State Governments for Central nominations for PG courses. 2. Scrutiny of applications. 3. Preparation of list of Central nominations. 4. Obtaining approval of competent authority. 5. Issue of list of Central nominations.	1. Guidelines of the scheme. 2. Receipt of recommendations of State Governments	N/A	N/A	N/A
13	Non-governmental experts willing to present AYUSH related scientific research papers in international conferences, workshops etc. after having obtained prior approval of the Department of AYUSH will be reimbursed 75% of the expenditure incurred or Rs. 1.00 lakh, whichever is less, on air-travel, boarding & lodging and delegation fee, on submission of an application along with proof of participation.	4	Sh. Rajinder Sood(Deputy Secretary)	dsic-ayush@nic.in	9990185756 (23325796)	1. Receipt of application proposal in prescribed proforma in advance 2. Scrutiny of proposals by the Expert. 3. Decision is conveyed before the event. 4. Approved proposal are considered on receipt of the bill for re-imbursement for sanction for financial approval and sanction by the IFD, Department of AYUSH. 5. Release of re-imbursement	C) Invitation from the organizer. ii) Supporting vouchers in original i.e. Boarding, Lodging, boarding Cards & ticket www. indianmedicine.nic.in	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
14	Incentive to drug manufacturers, entrepreneurs, AYUSH institutions etc. for international propagation of AYUSH and registration of their products by USFDA/EMEA/UK-MHRA for exports : AYUSH entrepreneurs, industry representatives etc. participating in international exhibitions, trade fairs, road shows etc. with prior approval of the Department of AYUSH will be reimbursed 50% of the expenditure limited to Rs. 1.00 lakh per unit, incurred on air-travel, boarding & lodging and product-display arrangement, including hiring of stalls, on submission of application in prescribed format and statement of expenditure certified by a Chartered Accountant. 50% of the expenditure incurred on preparation of Drug Dossiers and Registration of ASU&H products by US-FDA/EMEA/UK-MHRA subject to a maximum limit of Rs.5.00 lakhs per product shall be provided to AYUSH units for encouraging them to register their products for export.	5	Sh. Rajinder Sood(Deputy Secretary)	dsic-ayush@nic.in	9990185756 (23325796)	1. Receipt of Proposals as per scheme at least four months in advance. 2. Scrutiny of proposals by the Project Appraisal Committee. 3. Consideration for sanction of Grant by the Project Approval Committee. 4. Financial Approval and sanction by IFD, Department of AYUSH. 5. Release of Re-imbursement .	i) Invitation from the organizer. ii) Supporting vouchers in original i.e. Boarding, Lodging, boarding Cards & ticket.	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
15	Timely approval of the proposals received under the Central Sector Scheme for 'Promotion of Information, Education and Communication (IEC)' in AYUSH which comprises of the Following:- A. Participation in Health melas/exhibitions organized by Government and other organization B. Incentives to AYUSH Industry to participate in Arogya and oth fairs/exhibitions organized by Govt. organization at National Level.	5 er	Sh. Rajinder Sood(Deputy Secretary)	dsic-ayush@nic.in	9990185756 (23325796)	1. Receipt of application proposal in prescribed Proforma in advance 2. Scrutiny of proposals by the Project Appraisal Committee. 3. Consideration for sanction of Grant by the Project Approval Committee 4. Financial Approval and sanction by the IFD, Department of AYUSH. 5. Release of funds	Documents as per list indicated on the website of the Department www.indianmedicine.nic.in	N/A	N/A	N/A
16	Timely approval of the proposals received under the Central Sector Scheme of "Assistance for Exchange Programme/ Seminar/Conference/Workshop on AYUSH.	5	Sh. Rajinder Sood(Deputy Secretary)	dsic-ayush@nic.in	9990185756 (23325796)	1. Receipt of Proposals as per scheme at least four months in advance duly recommended by Competent authority. 2. Scrutiny of proposals by the Project Appraisal Committee. 3. Consideration for sanction of Grant by the Project Approval Committee. 4. Financial Approval and sanction by IFD, Department of AYUSH. 5. Release of funds.	Documents as per list indicated on the website of the Departmement www.indianmedicine.nic.in	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
17	Timely approval of the proposals received under section 13A of IMCC Act.	1	Sh. Prem Kumar Jha(Director)	epsectionayush@yahoo.i n	9810897020 (23327669)	1. Receipt of scheme received from the institutions. 2. Time Scheme given in IMCC Act will be followed. 3. Decision to be communicate d to the institution as per schedule given in IMCC Act.	Complete application as per the scheme to be submitted in form as per Regulations made under IMCC Act.			
18	Timely approval of the proposals received from CCIM under Section 13C of IMCC Act.	1	Sh. Prem Kumar Jha(Director)	epsectionayush@yahoo.i n	9810897020 (23327669)	Communication to the institution regarding grant or permission as per schedule given in IMCC Act.	NA	N/A	N/A	N/A
19	Timely approval of the proposals received under Section 12A of HCC Act.	1	P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of scheme from Institutions 2. Time Schedule given in HCC Act will be followed	Complete application as per the scheme to be submitted as per Regulations made under HCC Act			
20	Timely approval of the proposals received for Grant-in-aid under the Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	2	Dr. Padma Kumar(Research Officer (Botany) (NMPB))	info-nmpb@nic.in	(23730652)	i) Receipt of application in a prescribed format. ii) Scrutiny of project application (whether complete in all respects). iii) Obtaining additional information / clarifications. iv) Consideration of the projects in the PSC. v) Consideration of the projects in SFC. vi) Issue of sanction Release of fund after concurrence of IFD	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	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
21	Issue of First installment for Contractual Farming & Forest Department.	2	Dr. M.S. Rawat(ARO (B))	info-nmpb@nic.in	(23730652)	i) Receipt of application in a prescribed format. ii) Scrutiny of project application (whether complete in all respects). iii) Obtaining additional information / clarifications. iv) Consideration of the projects in the PSC. v) Consideration of the projects in SFC. vi) Issue of sanction Release of fund after concurrence of IFD.	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	N/A	N/A	N/A
22	Issue of First installment for Research & Development (R&D).	2	Dr. Shahidul Khair(SSA)	info-nmpb@nic.in	(23730652)	i) Receipt of application in a prescribed format. ii) Scrutiny of project application (whether complete in all respects). iii) Obtaining additional information / clarifications. iv) Consideration of the projects in the PSC. v) Consideration of the projects in SFC. vi) Issue of sanction Release of fund after concurrence of IFD.	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	N/A	N/A	N/A
23	Issue of First installment for IEC, NGO, Herbal Gardens.	2	Sh. Akif Iqbal Alvi,(Marketing Assistant)	info-nmpb@nic.in	(23730652)	i) Receipt of application in a prescribed format. ii) Scrutiny of project application (whether complete in all respects). iii) Obtaining additional information / clarifications. iv) Consideration of the projects in the PSC. v) Consideration of the projects in SFC. vi) Issue of sanction Release of fund after concurrence of IFD.	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	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
24	Timely approval of the proposals received for Grant-in-aid under the Centrally Sponsored Scheme of National Mission on Medicinal Plants	2	Sh.T.U.Haqqi (Assistant Advisor (Botany))	info-nmpb@nic.in	(23730652)	i) Receipt of Action Plan as per Guidelines from the State implementing agency of the Scheme of National Mission on Medicinal Plants. ii) Scrutiny of Action Plan (whether complete in all respects). iii) Obtaining additional information / clarifications. iv)Consideration of the Action Plan in SFC. v) Issue of sanction. Release of fund after concurrence of IFD.	Action Plan as per the scheme given in the website: www.nmpb.nic.in to be submitted by State Mission Directors.	N/A	N/A	N/A
25	Release of 2nd installment under Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	2	Dr. Padma Kumar(Research Officer (Botany))	info-nmpb@nic.in	(23315637)	i) Receipt of proposal for release of 2nd installment. ii) Scrutiny of proposal including UC of 1st installment with all necessary documents. iii) Progress Report iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any. v) Obtaining concurrence of IFD. vi) Release of next installment.	Utilization Certificate (U.C.) of 1st installment and all other documents like i) Recommend-ation from SMPB for all the projects other than Research & Development projects. ii) Statement of Expenditure - iii) U.C. as per GFR 19A - iv) Progress Report -v) Monitoring Report (- duly signed by Chartered Accountant / Finance Officer)	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
26	Release of 2nd installment Contractual Farming & Forest Department.	2	Dr. M.S. Rawat(ARO (B))	info-nmpb@nic.in	(23730652)	i) Receipt of proposal for release of 2nd installment. ii) Scrutiny of proposal including UC of 1st installment with all necessary documents. iii) Progress Report iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any. v) Obtaining concurrence of IFD. vi) Release of next installment.	Utilization Certificate (U.C.) of 1st installment and all other documents like i) Recommend-ation from SMPB for all the projects other than Research & Development projects. ii) Statement of Expenditure - iii) U.C. as per GFR 19A - iv) Progress Report - v) Monitoring Report (- duly signed by Chartered Accountant / Finance Officer)	N/A	N/A	N/A
27	Release of 2nd installment for Research & Development (R&D).	2	Dr. Shahidul Khair(SSA)	info-nmpb@nic.in	(23730652)	i) Receipt of proposal for release of 2nd installment. ii) Scrutiny of proposal including UC of 1st installment with all necessary documents. iii) Progress Report iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any. v) Obtaining concurrence of IFD. vi) Release of next installment	i) Recommend-ation from SMPB for all the projects other than Research & Development projects. ii) Statement of Expenditure - iii) U.C. as per GFR 19A - iv) Progress Report - v) Monitoring Report (- duly signed by Chartered Accountant / Finance Officer)	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
28	Release of 2nd installment for IEC, NGO, Herbal Gardens.	2	Sh. Akif Iqbal Alvi,(Marketing Assistant)	info-nmpb@nic.in	(23730652)	i) Receipt of proposal for release of 2nd installment. ii) Scrutiny of proposal including UC of 1st installment with all necessary documents. iii) Progress Report iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any. v) Obtaining concurrence of IFD. vi) Release of next installment.	Utilization Certificate (U.C.) of 1st installment and all other documents like i) Recommend-ation from SMPB for all the projects other than Research & Development projects. ii) Statement of Expenditure - iii) U.C. as per GFR 19A - iv) Progress Report - v) Monitoring Report (- duly signed by Chartered Accountant / Finance Officer)	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid to non- profit/non-governmental organizations/ institutions for upgradation to “Centres of Excellence”	5.0	Approval/ disapproval of the proposals	Within 90 days after receipt of complete proposal	days	5.00	Department records
2	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid for Promotion of AYUSH Intervention in Public Health Initiative.	5.0	Approval/ disapproval of the proposals	Within 90 days after receipt of complete proposal	days	5.00	Department records
3	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid to non- profit/non-governmental organization/institutions for Revitalization of Local Health Traditions, Midwifery Practices etc. in order to enhance Health Security of rural community.	5.0	Approval/ disapproval of the proposals	Within 90 days after receipt of complete proposal	days	5.00	Department records
4	Timely approval of the proposals received under the Central Sector Scheme for Development of AYUSH Clusters	5.0	Approval/ disapproval of the proposals	Within 120 days after receipt of complete proposal	days	5.00	Department records
5	Timely approval of the proposals received under the Central Sector Scheme for acquisition, cataloging, digitization and publication of text book & manuscripts - “ACDP”.	5.0	Approval/ disapproval of the proposals	Within 90 days after receipt of complete proposal	days	5.00	Department records
6	Timely approval of the proposal received under the Central Sector Scheme for grant-in-aid to Govt./non- governmental organization/institutions for “ Extra Mural Research”	5.0	Approval/ disapproval of the proposals	Within 90 days after receipt of complete proposal	days	5.00	Department records
7	Approval of the Programme implementation Plan (PIPs) received from the State Govt. for grants under CSS of H & D of NRHM.	5.0	Approval/ disapproval of the proposals	Within 90 days after receipt of complete PIP	days	5.00	Department records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
8	Approval to the proposal received from State Govt. for grants under Centrally Sponsored Scheme " Development of AYUSH Institutions" (1ST Installment)	5.0	Approval/ disapproval of the proposals	Within 90 days after receipt of complete proposal	days	5.00	Department records
9	Release of 2nd Installment under the CSS of H&D	5.0	Approval/ disapproval of the proposals	Within 60 days after receipt of complete proposal	days	5.00	Department records
10	Release of 2nd Installment under Centrally Sponsored Scheme " Development of AYUSH Institutions"	5.0	Approval/ disapproval of the proposals	Within 90 days after receipt of complete proposal	days	5.00	Department records
11	Issue of guidelines for Central nomination to UG and PG courses in Ayurveda, Unani & Siddha for 2011-12.	5.0	Issue of guidelines	By 30-6-11	days	5.00	Department records
12	Finalization of Central nomination for PG courses in Ayurveda, Unani & Siddha for 2011-12.	5.0	Central Nomination for PG Courses	By 30-10-11	date	5.00	Department records
13	Timely approval of the proposals received under the Central Sector Scheme for 'Promotion of Information, Education and Communication (IEC)' in AYUSH which comprises of the Following:- A. Participation in Health melas/ exhibitions organized by Government and other organization B. Incentives to AYUSH Industry to participate in Arogya and other fairs/exhibitions organized by Govt. organization at National Level.	5.0	Approval/ disapproval of the proposals	Within 90 days after receipt of complete proposal	days	5.00	Department records
14	Timely approval of the proposals received under the Central Sector Scheme of "Assistance for Exchange Programme/ Seminar/Conference/Workshop on AYUSH.	5.0	Approval/ disapproval of the proposals	Within 90 days after receipt of complete proposal	days	5.00	Department records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
15	Timely approval of the proposals received under section 13A of IMCC Act.	1.0	Approval/Disapproval of the proposal.	As per schedule of IMCC Act		1.00	Department records
16	Timely approval of the proposals received from CCIM under Section 13C of IMCC Act.	1.0	Permission/non-permission to take admission	As per schedule of IMCC Act			
17	Timely approval of the proposals received under Section 12A of HCC Act.	1.0	Approval/ disapproval of the proposals		days	1.00	Department records
18	Timely approval of the proposals received for Grant-in-aid under the Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	90	days	2.00	Ministry records
19	Issue of First installment for Contractual Farming & Forest Department.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	90	days	2.00	Ministry records
20	Issue of First installment for Research & Development (R&D).	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	90	days	2.00	Ministry records
21	Issue of First installment for IEC, NGO, Herbal Gardens.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects	90	days	2.00	Ministry records
22	Timely approval of the proposals received for Grant-in-aid under the Centrally Sponsored Scheme of National Mission on Medicinal Plants	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects	90	days	2.00	Ministry records
23	Release of 2nd installment under Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	60	days	2.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
24	Release of 2nd installment Contractual Farming & Forest Department.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	60	days	2.00	Ministry records
25	Release of 2nd installment for Research & Development (R&D).	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	60	days	2.00	Ministry records
26	Release of 2nd installment for IEC, NGO, Herbal Gardens.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	60	days	2.00	Ministry records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri S.Srinivas	23325799	srinivas.edu@nic.in	9899028067

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	CCIM,CCH,CCRH,CCRUM,CCRAS, CCRS,CCRYN, NIA,NIUM,NIN,MDNIY,NIH,NEFM,NEIAH,NIS,AIIA
2	They are the regulators in the field of education, National Instutes imparting education, Research Councils engaged in Research
3	CCIM deals with regulation of education in ASU sector CCH deals with regulation of education in Homoeopathy The National Institutes deal with education Councils deal with Research initiatives

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Director General, Central Council for Research in Unani Medicine (CCRUM)	28525486	ccrum601@gmail.com		No. 61-65, Institutional Area, Opp. 'D' Block, Anusandhan Bhavan, Pankha Road, Janakpuri, New Delhi-110058.
2	Secretary, Central Council for Indian Medicine (CCIM)	28525283	ccimpresident@gmail.com		No. 61-65, Institutional Area, Opposite 'D' Block, Pankha Road, Janakpuri, New Delhi-110058.
3	Director, Central Council for Homoeopathy (CCH)	28525582	centralcouncilnic.in@bol.net.in		No. 61-65, Institutional Area, Opposite 'D' Block, Pankha Road, Janakpuri, New Delhi-110058.
4	Director General, Central Council Of Research In Ayurvedic Sciences (CCRAS)	28525959	dg-ccras@nic.in		No. 61-65, Institutional Area, Opp. 'D' Block, Anusandhan Bhavan, Pankha Road, Janakpuri, New Delhi-110058.
5	Director General, Central Council for Research in Homoeopathy (CCRH)	28521060	ccrh@del3.vsnl.net.in		No. 61-65, Institutional Area, Opp. 'D' Block, Anusandhan Bhavan, Pankha Road, Janakpuri, New Delhi-110058.
6	Director, Central Council for Research in Yoga and Naturopathy (CCRYN)	28520430	ccryn.goi@gmail.com		No. 61-65, Institutional Area, Opp. 'D' Block, Anusandhan Bhavan, Pankha Road, Janakpuri, New Delhi-110058.
7	Director, Central Council for Research in Siddha (CCRS)	28524163	ccrsdelhi@gmail.com		No. 61-65, Institutional Area, Opp. 'D' Block, Anusandhan Bhavan, Pankha Road, Janakpuri, New Delhi-110058.
8	Director,National Institute of Ayurveda (NIA)	2635740	nia-rj@nic.in	09694333312	Madhav Vilas Palace, Amer Road, Jaipur-302002 (Rajasthan)

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
9	Director, National Institute of Unani Medicine (NIUM)	23589260	info@nium.in	09986230377	Kottigepalya, Magadi Main Road, Vishwaneedom Post, Bangalore-560091(Karnataka)
10	Director, National Institute of Homoeopathy (NIH)	23375295	admin@nih.nic.in	09433387299	'GE' Block, Sector-III, Salt Lake, Kolkata-700106 (West Bengal)
11	Director, National Institute of Naturopathy (NIN)	26059682	ninpune@vsnl.com	09423013010	'Bapu Bhavan' '6' Tadiwala Road, Pune – 411001 (Maharashtra)
12	Director, Morarji Desai National Institute of Yoga (MDNIY)	23721472	mdniy@yahoo.co.in	9810800289	68, Askoka Road, New Delhi-110001
13	Director, National Institute of Siddha (NIS)	22411611	nischennaisiddha@yahoo.co.in	09444249798	Tambaram Sanatorium, Chennai - 600047 (Tamil Nadu)
14	Director, Rashtriya Ayurveda Vidyapeeth (RAV)	25229753	prasaddirectorrav@gmail.com	9818147492	Dhanwantari Bhawan, Road No. 66, Punjabi Bagh (West), New Delhi-110026
15	Director, Institute for Post Graduate Teaching and Research in Ayurveda (IPGTRA)	2552014	info@ayurveduniversity.com	09427207964	Gujarat Ayurved University, Jamnagar-361008 (Gujarat)
16	Director, Pharmacopoeia Laboratory Of India (PLIM)	2787016	ajeevplim@yahoo.co.in, plimism@yahoo.co.in		CGO Complex, Kamla Nehru Nagar, Ghaziabhad Uttar Pradesh-201002
17	Director, Homoeopathic Pharmacopiea Laboratory(HPL)	2789923	dr.lohar1@yahoo.co.in		CGO Complex, Kamla Nehru Nagar, Ghaziabhad Uttar Pradesh-201002
18	CEO, National Medicinal Plants Board (NMPB)	23319360	ceo-nmpb@nic.in		9th Floor, Chanderlok Building, New Delhi.
19	Director, Indian Medicines Pharmaceutical Corporation Limited (IMPCL)	287828	impclmohan@sancharnet.in		Mohan, Dist.-Almora (Via-Ramnagar)-244715 (Uttarakhand)

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	Detailed proposal alongwith all necessary documents in conformity with the relevant guidelines to facilitate quick decision making by the Department.
2.	Receipt of utilization certificates in the prescribed Performa alongwith all relevant documents.
3.	While implementing, the agencies should strive to promote and propagate main objective of the respective Scheme.



Citizens' / Clients' Charter

for

Department of Bio-Technology

Address	Department of Biotechnology
Website ID	dbtuser1
Date Of Issue	August, 2011
Next Review	December, 2011

VISION / MISSION

Vision

The vision of the department is to create biotechnology tools and technologies that address the problems of agriculture productivity, food production, nutrition security, health care and environmental sustainability by providing new and emerging products and services at affordable prices, generate employment opportunities and make India globally competitive in the emerging bio-economy.

Mission

The Department of Biotechnology aims at achieving its vision to facilitate emergence of ecosystem that promotes excellence and sustains innovation through excellence of novel schemes/programmes and institutional mechanisms: (1.) To ensure availability of required numbers of world class scientists and professionals relevant to R&D and technology development alongwith a well trained and skilled technical work force for industry. (2) To establish adequate infrastructure, biotechnology incubators and clusters.(3) To catalyze early stage innovation through investments and support services.(4) To engage public-private partnerships for development of products of social relevance for applications in agriculture, healthcare, environment and industry.(5) To provide a fiscal, regulatory and legal framework that encourages risk taking by investors.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Funding for basic Extramural Research (EMR)	10	D. Sahoo(Statical Advisor)	d.sahoo@nic.in			N/A			
2	Funding for Biotechnology Education & Training Programme	10	Dr. Suman Govil(Advisor)	suman@dbt.nic.in			N/A			
3	Support to International Collaboration Projects and Overseas Fellowships	10	Dr. Shaileja Gupta(Joint Director)	shailja@dbt.nic.in			N/A			
4	Support to Center of Excellence and Programme Support Projects	10	Dr. Mohd. Aslam(Director)	aslam@dbt.nic.in			N/A			
5	Funding for proposals in agriculture and environmental biotechnology	10	Dr. K.S. Charak(Advisor)	charak@dbt.nic.in			N/A			
6	Support to Medical Biotehnology including vaccine & diagnostics	10	Dr. T.S. Rao(Advisor)	tsrao@dbt.nic.in			N/A			
7	Support to Projects on Biotechnology for Societal Development	10	Dr. Arun Ninawe(Advisor)	ninawe@gmail.com			N/A			
8	Biotechnology Regulatory Clearances and Approvals	10	Dr. K.K. Tripathi(Advisor)	kkt.dbt@nic.in			N/A			
9	Fianancing SMEs through SBIRI Scheme	10	Dr. George John(Sr. Advisor)	gjohn@nic.in			N/A			
10	Support to Biotechnology Industry Partnership Programmes to Private Sector	10	Dr. Renu Swarup(Advisor)	swarup@dbt.nic.in			N/A			

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Funding for basic Extramural Research (EMR)	10.0	Preliminary Screening within 1 month from the date of receipt of the proposal. Peer Review and Expert Committee recommendation within 3 months. Communicative rejection of projects within 4 months. Obtaining recommendation of Apex Committee, wherever required within 3 months. Administrative approval, financial sanction and release of grant within 2 months from the date of receipt of required documents.	6	months	10.00	Internal Project Registry
2	Funding for Biotechnology Education & Training Programme	10.0	Annual releases within 3 months of receiving all the documents.	3	months	10.00	Office Records
3	Support to International Collaboration Projects and Overseas Fellowships	10.0	Review and sanction of international projects within 6 months. Annual selection of overseas fellowship within 4 months from the date of receipt of applications.	6	months	10.00	Official Records
4	Support to Center of Excellence and Programme Support Projects	10.0	Review and sanction of project within 6 months from the receipt of applications. Communication about the fate of application in 3 months from receipt of applications.	6	months	10.00	Internal Project Registry

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	Funding for proposals in agriculture and environmental biotechnology	10.0	Preliminary Screening within 1 month from the date of receipt of the proposal. Peer Review and Expert Committee recommendation within 3 months. Communicative rejection of projects within 4 months. Obtaining recommendation of Apex Committee, wherever required within 3 months. Administrative approval, financial sanction and release of grant within 2 months from the date of receipt of required documents.	6	months	10.00	Internal Project Registry
6	Support to Medical Biotehnology including vaccine & diagnostics	10.0	Preliminary Screening within 1 month from the date of receipt of the proposal. Peer Review and Expert Committee recommendation within 3 months. Communicative rejection of projects within 4 months. Obtaining recommendation of Apex Committee, wherever required within 3 months. Administrative approval, financial sanction and release of grant within 2 months from the date of receipt of required documents.	6	months	10.00	Internal Project Registry

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
7	Support to Projects on Biotechnology for Societal Development	10.0	Preliminary Screening within 1 month from the date of receipt of the proposal. Peer Review and Expert Committee recommendation within 3 months. Communicative rejection of projects within 4 months. Obtaining recommendation of Apex Committee, wherever required within 3 months. Administrative approval, financial sanction and release of grant within 2 months from the date of receipt of required documents.	6	months	10.00	Internal Project Registry
8	Biotechnology Regulatory Clearances and Approvals	10.0	Holding meetings of review committee on genetic manipulation everymonth. Processing and grant of clearances or approvals within 4 months of receipt of applications.	4	months	10.00	Official Records
9	Fianancing SMEs through SBIRI Scheme	10.0	Review and sanction of project within 6 months from the receipt of applications. Communication about the fate of application in 3 months from receipt of applications	6	months	10.00	Official Records
10	Support to Biotechnology Industry Partnership Programmes to Private Sector	10.0	Review and sanction of project within 6 months from the receipt of applications. Communication about the fate of application in 3 months from receipt of applications	6	months	10.00	Official Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Sreeshan Raghvan	24362982	raghavan.s@nic.in	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Central Government Ministries / Departments and State Governments.
2	Science & Technology Councils in State/UTs.
3	R&D Institutions.
4	Universities & Educational Institutions.
5	Industries in Public / Private Sectors.
6	Non Governmental Organisations (NGOs)
7	Scientists & Technologists.
8	Science & Technology Students.
9	Citizens.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Institute of Immunology	26717145	surolia@nii.res.in		Aruna Asaf Ali Marg, New Delhi - 110067
2	National Centre for Cell Science	25708000	gcmishra@nccs.res.in		NCCS Complex, University of Pune Campus,Ganeshkhind, Pune 411007
3	Center for DNA Fingerprinting and Diagnostics [CDFD]	24749445	director@cdfd.org.in		Bldg. 7, Gruhakalpa, 5-4-399 / B, Nampally,Hyderabad-500 001
4	National Institute of Plant Genome Research	26742267	director@nipgr.res.in		Aruna Asaf Ali Marg, New Delhi - 110067
5	National Brain Research Centre	233 8922	director@nbrc.ac.in		NH-8, Manesar, Gurgaon
6	Institute of Bioresources and Sustainable Development(IBSD)	2446121	nctalukdar@yahoo.com		Takyelpat, Imphal, Manipur-795001
7	Institute of Life Sciences	2301900	ravindran8@gmail.com		Nalco Square, Chandrasekharpur,Bhubaneswar-751 023
8	Rajiv Gandhi Centre for Biotechnology	2341716	mrpillai@rgcb.res.in		Thycaud PO, Poojappura,Thiruvananthapuram - 695 014
9	Regional Centre for Biotechnology	26717113	dinakar.salunke@gmail.com		180, Udyog Vihar, Phase-I, Gurgaon-122016 (Haryana)
10	Translational Health Science and Technology Institute (THSTI),	4003984	vrati@nic.res.in		496, Udyog Vihar, Phase-III, Gurgaon-122016 (Haryana)

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
11	National Institute of Biomedical Genomics	25892151	nibmg.kalyani@gmail.com		Netaji Subhas Sanatorium (T.B. Hospital), 2nd Floor,P.O.: N.S.S., Kalyani 741251, West Bengal
12	National Agri-Food Biotechnology Institute	4604888	rakeshtuli@hotmail.com		C-127, Industrial Area,S.A.S. Nagar,Phase 8,Mohali-160071, Punjab
13	National Institute of Animal Biotechnology	24360984	gjohn@dbt.nic.in		Department of Biotechnology, C.G.O. Complex, New Delhi-110003
14	Bharat Immunological and Biologicals Pvt. Ltd.	238758	bibcolindia@gmail.com		OPV Plant, Village Chola, Bulandshahr 203203

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	The complainant should provide clear statement of grievance indicating the background and officals/channels previously approached for redress along with copies of correspondence.
2	The complainant should provide complete mailing address including pin code no., contact numbers and e-mail address for correspondence
3	The complainant should provide prompt response to the queries.



Citizens' / Clients' Charter

for

Department of Chemicals & Petro-Chemicals

Address Shastri Bhawan, Dr. R.P. Marg, New Delhi 110001

Website ID www.chemicals.nic.in
Date Of Issue February, 2011
Next Review February, 2012

VISION / MISSION

Vision

To facilitate the growth and development of the Chemical and Petrochemical industry and to enable it to become a major global player as well as environmentally friendly

Mission

To promote investment through public/private/public-private partnership in the chemical and petrochemical sector and thereby maintain impressive rates of growth in the production and exports from the sector. To encourage R&D and Human Resource Planning and Development to cater to the needs of the industry. To improve productivity in the sector and support adoption of environment friendly and sustainable technologies and practices which will stimulate the long-term development of the sector.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Recommendation to DGFT on Advance Authorization Application from Industry for import of raw material against the export of Petrochemical items.	10	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	DGFT Prescribed Format as per Foreign Trade Policy	N/A	N/A	N/A
2	Recommendation to DGFT on applications for import of items covered under Restricted List of Import	8	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	DGFT Prescribed Format as per Foreign Trade Policy	N/A	N/A	N/A
3	Recommendation to Central Insecticides Board & Registration Committee on application/request from Petrochemical Industry for issue of End User Certificate.	8	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required.	i) Copy of Industrial Approval (IL/IEM).ii) Details of production and consumption of raw material during the last three years duly	N/A	N/A	N/A

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	iii) Copy of earlier approval from CIB, if available.	N/A	N/A	N/A
4	Project Import Certification for chemical industry	8	Shri Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	Verification of essentiality of goods to be imported for the required project	Complete application having CA certificate indicating expenditure incurred on the project ,CE certificate about essentiality and	N/A	N/A	N/A
5	End-use Certificate for Non-Insecticidal application in respect of chemical industry for chemicals appended to the Insecticides Act	8	Shri Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	To recommend qty. Of import based on past consumption data	Complete application along with CA certificate on production and corresponding consumption for the last 3 years etc.	N/A	N/A	N/A
6	Issuance of recommendation on FIPB proposals in respect of chemical industry	8	Shri Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	To examine relevance of imported technology under Indian conditions and also financial collaborations as per FIPB guidelines	Complete application along with copy of Board Resolution & No Objection Certificate from the existing partner of the Jt. Venture etc.	N/A	N/A	N/A

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
7	Approval of application/request from Petrochemical Industry for issue of Project Import Certificate.	6	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	i) Copy of Industrial Approval (IL/IEM). ii) Details of investment made in the project (Land, Building, Plant & Machinery) duly certified by CA. iii) Complete list of plant & machinery required (imported and indigenous) required for implementation of the project. iv) List of capital goods in four copies with detailed technical specifications, make, model no., quantity, CIF value etc. duly signed by MD/ Director of the firm. v) Capacity of plant & machinery to be imported under Project Import duly certified by Chartered Engineer. vi) Copy of proforma invoice, catalogue, letter of import of plant & machinery under Project Import. vii) Any other relevant information related with implementation of the project	N/A	N/A	N/A

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
8	Recommendation to Department of Economic Affairs, Ministry of Finance on application for Foreign Investment Proposals in respect of petrochemical industry	5	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	Complete application as per FIPB guidelines	N/A	N/A	N/A
9	Issuance of Consent Certificate for import/export of chemicals covered under Rotterdam Convention	5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	To examine Indian EXIM Policy for the relevant item	Complete application with export notification	N/A	N/A	N/A
10	Issuance of recommendation for grant of industrial licence in respect of hazardous chemicals	5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	Examination on locational angle & essentiality for setting up of the project depending upon demand	1. Location Map of the unit 2. Manufacturing Process details & description	N/A	N/A	N/A
11	Issuance of recommendation for import/export of SCOMET Items	5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(233387761)	To examine the end-use certificate given by the importing country	Complete application along with End-use certificate by the importing country	N/A	N/A	N/A

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
12	Fixation of input/output norms on export of chemicals	5	Shri.Jasbir Singh (Industrial Adviser)	js_1857@yahoo.co.in	(23384206)	To work out the qty. of raw materials for one unit of export product	Complete application with manufacturing process, CA certificate on production consumption for the last 3 years etc.			
13	Recommendation for R&D laboratory recognition	5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	To recommend recognition subject to R&D facilities available with the unit	Complete application			
14	Recommendation to Department of Industrial Policy & Promotion (SIA) on application for Foreign Technology Collaboration.	4	Shri. Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	SIA/FIPB prescribed format			

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
15	References from Petrochemical Industry Associations	2.5	Shri Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority				
16	References from chemical Industry Associations	2.5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. Division for comments 5. Take approval of the competent authority				
17	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the chemical sector	2.5	Shri. Sanjay Bansal (Director)	sanjay.bansal@nic.in	(23387761)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the chemical Division for comments 5. Take approval of the competent authority	FTA/CECA			

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
18	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the petrochemical sector	2.5	Shri. Sanjeev Kumar (Deputy Secretary)	sanjeevkumar@nic.in	(23386752)	1. Entry in the relevant record registers of the transaction. 2. Scrutiny of application 3. Calling additional inputs/details left out in the application from the client, if required. 4. Submission to Technical Wing in the Petrochemical Division for comments 5. Take approval of the competent authority	FTA/CECA			

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Recommendation to DGFT on Advance Authorization Application from Industry for import of raw material against the export of Petrochemical items.	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	days	10.00	Ministry Records
2	Recommendation to DGFT on applications for import of items covered under Restricted List of Import	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	days	8.00	Ministry Records
3	Recommendation to Central Insecticides Board & Registration Committee on application/ request from Petrochemical Industry for issue of End User Certificate.	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects	45	days	8.00	Ministry Records
4	Project Import Certification for chemical industry	8.0	Certificate issuance	10	days	8.00	Ministry Records
5	End-use Certificate for Non-Insecticidal application in respect of chemical industry for chemicals appended to the Insecticides Act	8.0	Recommendation Issuance	10	days	8.00	Ministry Records
6	Issuance of recommendation on FIPB proposals in respect of chemical industry	8.0	Issuance of recommendation to Deptt. of Economic Affairs	15	days	8.00	Ministry Records
7	Approval of application/request from Petrochemical Industry for issue of Project Import Certificate.	6.0	Average time taken from the date of receipt of the fully completed proposal in all respects	30	days	6.00	Ministry Records
8	Recommendation to Department of Economic Affairs, Ministry of Finance on application for Foreign Investment Proposals in respect of petrochemical industry	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	15	15	5.00	Ministry Records
9	Issuance of Consent Certificate for import/ export of chemicals covered under Rotterdam Convention	5.0	Issuance of response to concerned DNA	15	days	5.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
10	Issuance of recommendation for grant of industrial licence in respect of hazardous chemicals	5.0	Issuance of recommendation to DIPP	15	days	5.00	Ministry Records
11	Issuance of recommendation for import/export of SCOMET Items	5.0	Issuance of recommendation to DGFT	15	days	5.00	Ministry Records
12	Fixation of input/output norms on export of chemicals	5.0	Issuance of recommendation to DGFT	3	weeks	5.00	Ministry Records
13	Recommendation for R&D laboratory recognition	5.0	Issuance of recommendation to DST	15	days	5.00	Ministry Records
14	Recommendation to Department of Industrial Policy & Promotion (SIA) on application for Foreign Technology Collaboration.	4.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	15	days	4.00	Ministry Records
15	References from Petrochemical Industry Associations	2.5	Average time taken from the date of receipt of the fully completed proposal in all respects.	30	days	2.50	Ministry Records
16	References from chemical Industry Associations	2.5	Average time taken from the date of receipt of the fully completed proposal in all respects.	30	days	2.50	Ministry Records
17	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the chemical sector	2.5	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	days	2.50	Ministry Records
18	Recommendation to Department of Commerce on proposal for Free Trade Agreements etc. in the petrochemical sector	2.5	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	days	2.50	Ministry 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	Shri. O.P.Sharma	23061442	omsharma@nic.in	9868160477

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Citizens of India
2	Foreign and Domestic Chemical, Petrochemical & Plastic companies
3	Chemical and Petrochemical Industry associations
4	State Governments/UTs
5	Other Ministries/Departments of the Government of India

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Central Institute of Plastic Engineering Technology (CIPET)	22253040	cipethq@vsnl.com		Guindy, Chennai- 600 062.
2	Institute of Pesticide Formulation Technology	23 48487	ipft@rediffmail.com		Sector-20,Udyog Vihar, Gurgaon-122 016, Haryana

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submitted duly completed application forms in all respects
2	Keep complete records of communication with the Department
3	Check the Department's website regularly for updates on policies, programmes and procedures



Citizens' / Clients' Charter

for

Ministry of Civil Aviation

Address	Rajiv Gandhi Bhawan
Website ID	civilaviation.gov.in
Date Of Issue	February, 2011
Next Review	May, 2012

VISION / MISSION

Vision

“Enable the people to have access to safe, secure, sustainable and affordable air connectivity services with World-Class Civil Aviation Infrastructure.”

Mission

To create world-class Civil Aviation Infrastructure facilities.To establish effective regulatory framework in harmony with international standards.To connect presently un-served areas.To develop skilled human resource according to the needs of the sector.To deploy advanced technologies for the optimal growth of the sector.To ensure maximum satisfaction of users / optimize consumer satisfaction.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	'In principle' approval for setting up Greenfield airports	5	Shri Alok Shekhar (Director)	aloks.moca@nic.in	9868272221 (9868272221)	Application complete in all respects as per the Greenfield Airport policy available on the MOCA wesbsite is considered for site clearance by the AAI, DGCA and the MOD. On receipt of the site clearance, the applicant needs to submit the application along with a detailed project report (DPR) , which is considered by the AAI, DGCA, MHA, DEA, DOR, Planning Commission and the MOD. The process of consideration of the application would begin from the date comments/ clearances have been received in the MOCA. The proposals are thereafter considered by the Steering committee headed by the Secretary, Civil Aviation for recommending or not recommending the proposal for grant of 'in principle' approval for setting up the greenfield airport. Recommendations of the Committee are finally approved by the Minister for Civil Aviaiton. In case contractual obligations on part of the Government are involved, the matter is brought up before the Cabinet for final approval.	As per the policy guidelines available on the MOCA website	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
2	Initial NOCs for Airlines- Scheduled Operators Permit and Non Scheduled Operators Permit	20	Smt Puja Jindal(Director)	pujajindal.moca@nic.in	9013853732 (9013853732)	After receiving the Security clearance of the Board of Directors and the company from the MHA, application complete in all respects as per the Civil Aviation Requirements (CAR) and checklist is considered and decided by the Empowered Committee comprising of the AS&FA, Joint Secretary, DGCA, AAI and COSCA. In case of SOP, recommendation of EC is further considered by senior officials and Honb'le Minister for Civil Aviation is the competent authority for granting final approval.	As per the relevant CAR available on the website of the DGCA and checklist available on the Ministry's website	NSOP	Demand Draft	25000
3	Security Clearance of Board of Directors of Ground Handling Agencies/Private/Greenfield airports/Helipad/Scheduled and non- scheduled private domestic airlines	5	Smt Puja Jindal(Director)	pujajindal.moca@nic.in	9013853732 (24653565)	After completion of required documents, it is processed for MHA clearance and after receipt of clearance from MHA decision conveyed to the applicant.	As per the relevant CAR available on the website of the DGCA	N/A	N/A	N/A
4	Grant of International Traffic rights to private airlines	10	Smt Shubha Thakur(Director)	sthakur@nic.in	9818333583 (24628012)	After receiving the comments of the DGCA and Air India, the application is examined as per the relevant AIC and submitted to the Minister for approval.	Application of the airline, DGCA and Air India's comments.	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
5	Import/ acquisition of Aircraft	20	Smt Puja Jindal(Director)	pujajindal.moca@nic.in	9013853732 (9013853732)	Application complete in all respects as per the relevant CAR and checklist is considered by clearance by the Empowered Committee comprising the AS&FA, Joint Secretary, DGCA, AAI and COSCA.	As per the relevant CAR available on the website of the DGCA and checklist available on the website of the Ministry	N/A	N/A	N/A
6	Extension of Registration of Foreign Registered Aircraft in India	5	Smt Shubha Thakur(Director)	sthakur@nic.in	9818333583 (24628012)	After receipt of the comments of the DGCA, the proposal is processed for decision of the competent authority.	Application of the concerned and comments of the DGCA	N/A	N/A	N/A
7	NOC for Foreign Direct Investment	5	Smt Puja Jindal(Director)	pujajindal.moca@nic.in	9013853732 (9013853732)	The proposal is referred by Department of Industrial Policy and Promotion / FIPB to the MOCA. On receipt of comments of the DGCA , with approval of the JS concerned, it is referred back to the Department of Industrial Policy and Promotion/ FIPB.	As per the policy guidelines available on the MOCA and DGCA website	N/A	N/A	N/A
8	Exemption Under Section 160 of Aircraft Rules 1937	10	Smt Shubha Thakur(Director)	sthakur@nic.in	9818333583 (24628012)	After receiving comments of the DGCA the case is processed for the approval of the Minster for Civil Aviation	Application of the concerned and comments of the DGCA	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
9	Permission for tourist charter flights in relaxation of the Policy	10	Smt Shubha Thakur (Director)	sthakur@nic.in	9818333583 (24628012)	Application complete in all respects and approval of the MEA wherever concerned is required along with the comments of the DGCA. The application is then processed on merit.	Application of the concerned and comments of the DGCA and MEA where necessary	N/A	N/A	N/A
10	Preparation and issue of consultation paper on ombudsman for Air Travellers	10	Shri Alok Shekhar (Director)	aloks.moca@nic.in	9868272221	ER division will issue consultation paper on the subject	consultation paper	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	'In principle' approval for setting up Greenfield airports	5.0	Time taken from the date of receipt of the proposal complete in all respects	100	days	5.00	Files and website database of MOCA
2	Initial NOCs for Airlines- Scheduled Operators Permit and Non Scheduled Operators Permit	20.0	Time taken for placing the proposal before Empowered Committee, from the date of receipt of the proposal complete in all respect and receipt of security clearance from MHA.	70	days	15.00	Files and website database of MOCA
			Conveying of decision of Empowered Committee/ HMCA to the applicant.	7	days	5.00	Files and website database of MOCA
3	Security Clearance of Board of Directors of Ground Handling Agencies/Private/ Greenfield airports/Helipad/Scheduled and non- scheduled private domestic airlines	5.0	Time Taken to send the details to MHA from the date of receipt of the proposal complete in all respects	25	days	3.00	File Tracking System (Office Procedure Autonomation
			Time taken to convey the decision of MHA	10	days	2.00	ile Tracking System (Office Procedure Autonomation
4	Grant of International Traffic rights to private airlines	10.0	Time taken from the date of receipt of the proposal complete in all respects	35	days	10.00	File Tracking System (Office Procedure Autonomation
5	Import/ acquisition of Aircraft	20.0	Time taken for placing the proposal before Empowered Committee, from the date of receipt of the proposal complete in all respect.	70	days	15.00	File Tracking System (Office Procedure Autonomation
			conveying of decision of Empowered Committee to the applicant	7	days	5.00	File Tracking System (Office Procedure Autonomation
6	Extension of Registration of Foreign Registered Aircraft in India	5.0	Time taken from the date of receipt of the proposal complete in all respects	20	days	5.00	DGCA/File Tracking System (Office Procedure Autonomation

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
7	NOC for Foreign Direct Investment	5.0	Time taken from the date of receipt of the proposal complete in all respects from DIPP and to convey the decision to DIPP.	28	days	5.00	File Tracking System (Office Procedure Autonomation
8	Exemption Under Section 160 of Aircraft Rules 1937	10.0	Time taken from the date of receipt of the proposal complete in all respects	20	days	10.00	DGCA/File Tracking System (Office Procedure Autonomation
9	Permission for tourist charter flights in relaxation of the Policy	10.0	Time taken from the date of receipt of the proposal complete in all respects	3	days	10.00	MEA/DGCA/File Tracking System (Office Procedure Autonomation
10	Preparation and issue of consultation paper on ombudsman for Air Travellers	10.0	Examine feasibility of setting up a ombudsman for civil aviation sector.	60	days	10.00	Stake holders

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Alok Sinha, Joint Secretary , Room No 352, Rajiv Gandhi Bhawan	24616303	sinha.alok@nic.in	9910981555

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	1. Common passengers 2. Pilots, crew members and technicians 3. Airline operators 4. Ministry of Defence 5. Ministry of Environment & Forests 6. Directorate General of Civil Aviation 7. Bureau of Civil Aviation Security 8. Airports Economic Regulatory Authority 9. International Civil Aviation Organisation 10. CISF 11. Ministry of Home Affairs 12. Ministry of External Affairs 13. MROs 14. Aviation Training Schools 15. Ground handling agencies 16. Oil Marketing Companies 17. Ministry of Finance 18. Ministry of Urban Development 19. Ministry of Railways 20. Department of Industrial Policy and Promotion 21. DMRC 22. Ministry of Health & Family Welfare 23. Planning Commission 24. Ministry of Petroleum 25. Ministry of Science & Technology 26. Ministry of Communication 27. Manufacturers of Aircraft and engines
2	Consultations with Stakeholders- Civil Aviation Economic Advisory Council, Civil Aviation Safety Advisory Council , Inter Ministerial Working Group to discuss granting of International Traffic Rights, Security Council Advisory Body. The issues raised in the above groups are regularly followed up by the Ministry.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Directorate General Of Civil Aviation	24620784	dgoffice@dgca.nic.in	9971822008	Directorate General of Civil Aviation, Technical Centre, Opposite Safdarjung Airport, New Delhi - 03.
2	Bureau of Civil Aviation Security	23310949	cosca.bcas@nic.in	9999999828	I-III Floor, Janpath Bhavan, Janpath, New Delhi-01
3	Airports Economic Regulatory Authority	24695033	feedback@aera.gov.in	9868136475	AERA Building, Administrative Complex, Safdarjung Airport, New Delhi-03.
4	Commissioner for Railway Safety	0522-2614507	chiefcom@sancharnet.in	9794842049	Ashoka Road Lucknow
5	Airports Authority of India	24632930	aaichmn@vsnl.com	9818880044	A-Block, Rajiv Gandhi Bhavan, Safdarjung Airport, New Delhi-03.
6	Pawan Hans Helicopters Limited	01202476700	cmd@pawanhans.co.in	9971807766	C-14, Sector-1, Noida District Gutambudhnagar – 201 301.
7	Air India Limited	02222824681	rohit.nandan@airindia.in	9560876677	Air India Building, Nariman Point, Mumbai – 400 021.
8	Indira Gandhi Rashtriya Uran Akademi	(0535) 2441147	igrua@sancharnet.in	9918857127	Fursatganj Airfield, Raebarely (U.P.) – 229 302.

Indicative Expectations from Service Receipients

S.No.	Indicative Expectations from Service Recipients
1	For approval of Greenfield airports complete information is expected from the parties /stakeholders submitting the application
2	For obtaining NOCs for Scheuled and non scheduled operator permit, complete information is expected from the parties /stakeholders submitting the application
3	For obtaining security clearance of Directors, complete information is expected from the parties /stakeholders submitting the application before it is submitted by the Ministry to the Ministry of Home Affairs for final approval
4	For obtaining stay of foreign registered aircraft, the clearances from the DGCA must be obtained and other relevant government authorities before submitting to the Ministry of Civil Aviation.
5	For obtaining NOC for FDI complete information is expected from the parties /stakeholders before submitting the application
6	For obtaining exemptions under Rule 160 of the Aircraft Rules 1937, the recommendation of DGCA is required before submitting to the Ministry for approval.
7	For grant of international traffic rights, full justification asking for the same,along with present capacity utilized and non utilized rights granted in the past may be given along with load factors expected, traffic potential and operations in the domestic sector along with financial capability.
8	For import of aircraft the application filled in and submitted with documents viz Certificate from Chartered Accountant regarding existing paid up equity capital, Letter in support of Maintenance Arrangements, Letter in support of maintenance arrangements, parawise comments on evidence on compliance withA/c 7/2008, NoC letter for parking bay from airport operator, A declaration that company complies with the guidelines given in AIC No. 7/2008, The proposal for outright purchase, The no. of import permission given by Ministry of Civil Aviation during last 5 years etc
9	For seeking relaxation of tourist charter guidelines, approval of the MEA wherever necessary, approval of the DGCA and valid reasons must be submitted.
10	For preparation and issue of consultation paper on ombudsman for air travellers in consultation with stakeholders



Citizens' / Clients' Charter

for

Ministry of Coal

Address	Shastri Bhawan, New Delhi
Website ID	www.coal.nic.in
Date Of Issue	January, 2012
Next Review	December, 2012

VISION / MISSION

Vision

To secure availability of coal to meet the demand of various sectors of the economy in an eco-friendly, sustainable and cost effective manner.

Mission

(1) To augment production through Government companies as well state-of-the-art and clean coal technologies with a view to improve productivity, safety, quality and ecology.

(2) To augment the resource base by enhancing exploration effo proved resources.

(3) To facilitate development of necessary infrastructure for prompt evacuation of coal.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval of Mining Plan and Mine Closure Plan of allocated captive coal block.	15	P. S. S. Reddy, D. N. Prasad(Director (CA-I), Director(T))	dirca1.moc@nic.in dirtech.moc@nic.in	9350509119 (23384594)	a. Receipt of application in the respective administrative section (CA-I/CA-II) along with Mine Plan and Mine Closure Plan in respect of the coal block allocated.	N/A	N/A	N/A	N/A
						b. Requisite documents, if not available, is obtained from the applicant.	N/A	N/A	N/A	N/A
						c. Obtaining approval from Competant Authority before referring the case to CPAM Section.	N/A	N/A	N/A	N/A
						d. Checking all chapters/ plans/ documents available.	N/A	N/A	N/A	N/A
						e. Preliminary scruitiny of technical parameters.	N/A	N/A	N/A	N/A
						f. To submit the case to the Vice Chairman of the Standing 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
						g. Date of presentation is fixed.	N/A	N/A	N/A	N/A
						h. In the presentation before the Standing Committee under the Chairmanship of Vice Chairman, RQP presents the detailed/technical features. Standing Committee examines all the technical matters in detail.	N/A	N/A	N/A	N/A
						i. Deficiencies observed in the meeting are informed to the Project Proponent for compliance.	N/A	N/A	N/A	N/A
						j. The company either submits the reply to the observations or submits a revised document.	N/A	N/A	N/A	N/A
						k. The reply of company is again considered by Standing Committee.	N/A	N/A	N/A	N/A
						l. Thereafter Standing Committee meets under Secretary (Coal), its Chairman to consider the plan for approval if there is no deficiency.	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
						m. Minutes are prepared and submitted to Secretary (Coal) for approval.	N/A	N/A	N/A	N/A
						n. Approved mining plan document sent to respective administrative sections (CA-I/CA- II).	N/A	N/A	N/A	N/A
						o. Administrtative Sections conveys the approval of mining plan document to the allocattee company.	N/A	N/A	N/A	N/A
2	Grant of recognition as Qualified Person (RQP) to prepare mining plan under MMRD Act, 1957.	10	D.N. Prasad (Director Technical)	dirtech.moc@ nic.in	9811108619 (23383356)	a. Application received from desirous candidate.	Application in prescribed format.	N/A	N/A	N/A
						b. The case is submitted to the Standing Committee for examination of the qualification and experience of the candidate in various fields.	N/A	N/A	N/A	N/A
						c. If candidate is found suitable by the Standing Committee for grant of recognition as RQP, proposal is sent to Secretary (Coal) for approval.	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
						d. After approval, RQP recognition letter is sent to the applicant and to NIC centre for hosting his name on the website of Ministry of Coal.	N/A	N/A	N/A	N/A
3	To convey prior approval of Mining Lease of allocated captive coal block	15	P.S.S. Reddy(Director (CA-I))	dirca1.moc@nic.in	9350509119 (23384594)	a. Verify the proposed boundary of block recommended by the State Government concerned with the approved Mine Plan.	Recommendation of the State Government concerned alongwith draft agreement in Form 'K'	N/A	N/A	N/A
						b. If any discrepancies are found, the advice of the Advisor (Project), State Government concerned or allocattee is obtained.	N/A	N/A	N/A	N/A
						c. Obtaining approval under Section 5 (1) of MMDR Act, 1953 from the competent authority.	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	Processing the requirement of Plan funds for different Plan schemes being implemented through budgetary support and making available the planned outlays to the nodal agency for onward disbursement. (Nodal agencies – PSU coal companies and Govt. exploration agencies)	15	D.N. Prasad (Director Technical)	dirtech.moc@nic.in	9811108619 (23383356)	a. Receipt of requisition of funds along with utilisation certificate for the previous release, if any, from the nodal/implementing agency	Requisition from nodal agency along with utilisation certificate for the previous release, if any.	N/A	N/A	N/A
						b. Examination of the proposal in the Ministry.	N/A	N/A	N/A	N/A
						c. Obtaining approval of the Divisional Head in the Ministry i.e. Adviser (P).	N/A	N/A	N/A	N/A
						d. Sending the proposal to the Integrated Finance Division of the Ministry for concurrence.	N/A	N/A	N/A	N/A
						e. Sanction is issued in favour of the nodal agency for releasing the funds.	N/A	N/A	N/A	N/A
5	Processing of applications seeking Letter of Assurance for coal allocation on Long Term basis to the clients in power, cement and sponge iron sector.	15	G. Srinivasan (Under Secretary)	socpd.moc@nic.in	9868868320 (23384285)	a. To recieve applications, complete in all respect.	Application as per prescribed procedures.	Cement	Demand Draft	50000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b. Forward application to concerned administrative Ministry.	N/A			
						c. Obtain recommendations of the administrative Ministry.	N/A			
						d. Place before the SLC (LT) for consideration.	N/A			
6	Monitoring of Coal supplies to Power Sector utilities	15	S.K. Singh (Joint Secretary)	jsla.moc@nic.in	9560900444 (23384893)	a. Issue of meeting notice to all participants.	Issues raised by power utilities relating to coal supply.	NA	NA	0
						b. Holding of meeting	N/A	NA	NA	0
						c. Issue of minutes within 4 days of meeting.	N/A	NA	NA	0
7	Grievance / references received in the Ministry	15	P.S.S. Reddy (Director)	dirca1.moc@nic.in	9350509119 (23384594)	a. Grievance should be specific and should relate to functioning of the Ministry.	Grievance application with supporting documents.	N/A	N/A	N/A
						b. Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or in writing by post.	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Approval of Mining Plan and Mine Closure Plan of allocated captive coal block.	15.0	Preliminary scrutiny of the papers by the respective administrative sections (CA-I / CA-II) as per terms and conditions of allocation and then forwarded to CPAM Section.	10	days	3.75	Ministry records
			Detailed scrutiny by CPAM Section for examination of the Mining Plan and placing the same before Standing Committee.	60	days	3.75	Ministry records
			Consideration and forwarding the recommendations of the Standing Committee to Administrative Section.	10	days	3.75	Ministry records
			To obtain administrative approval of the Competent Authority and communicate the same to allocattee company.	10	days	3.75	Ministry records
2	Grant of recognition as Qualified Person (RQP) to prepare mining plan under MMRD Act, 1957.	10.0	On receipt of an application for the status of Recognized Qualified Person (RQP), it is to be processed for consideration of the Standing Committee and decision to be conveyed.	45	days	10.00	Ministry records
3	To convey prior approval of Mining Lease of allocated captive coal block	15.0	To convey prior approval of Ministry of Coal under the relevant Section of MMDR Act, 1957 on receipt of complete proposal from the concerned State Government.	45	days	15.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
4	Processing the requirement of Plan funds for different Plan schemes being implemented through budgetary support and making available the planned outlays to the nodal agency for onward disbursement. (Nodal agencies – PSU coal companies and Govt. exploration agencies)	15.0	On receipt of requisition of funds from the nodal/implementing agency, the proposal is to be examined in the Ministry, after obtaining the approval of the divisional head of the Ministry i.e. Advisor (P), the proposals are to be sent to IFD for seeking their concurrence. On receipt of concurrence, sanctions are issued in favour of nodal agency for releasing the funds and on-line sanction is also generated through Central Plan Scheme Monitoring System.	45	days	15.00	Demaand of Grants, Budgetary Provisions, Central Plan Scheme Monitoring System
5	Processing of applications seeking Letter of Assurance for coal allocation on Long Term basis to the clients in power, cement and sponge iron sector.	15.0	To forward applications received to the concerned Ministry i.e. Ministry of Power, Ministry of Steel, DIPP (Ministry of Comerce & Industry)	10	days	15.00	Ministry records
6	Monitoring of Coal supplies to Power Sector utilities	15.0	Convening of Inter-Ministerial sub-group meeting.	3	meetings per month	15.00	Ministry records
7	Grievance / references received in the Ministry	15.0	Acknowledgement of postal grievance within 3 working days; Immediate acknowledgement of grievance received through Centralized Public Grievance Redress and Monitoring System (CPGRAMS).	3	working days	3.00	Ministry records/CPGRAMS
			To forward grievance / reference to the concerned coal companies / other authorities for necessary action.	7	working days	3.00	Ministry record/CPGRAMS
			Reply to the applicant.	60	days	9.00	Ministry records/CPGRAMS

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri PSS Reddy, Director, Ministry of Coal	23384594	dirCA1.moc@nic.in	9350509119

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Consumers of coal i.e. power sector, steel industry, cement industry, sponge iron and other small and medium enterprises consuming coal and citizens.
2	Ministry of Railways, Ministry of Shipping and Ministry of Surface Transport, Ministry of Defence, Ministry of Power.
3	Captive coal block allottees
4	Manufacturers and suppliers of coal mining machinery and equipment, explosives etc.
5	Associations of core consumers namely . FICCI, CII, ASSOCHAM (full form to be given)
6	Employee Unions and staff associations in coal companies
7	Contract workers - private companies and transporters
8	People living near mining area
9	People likely to be displaced due to new mining areas identified
10	Citizens of India

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Coal Controller's Organisation	22489613	coalcont-wb@nic.in		vacant
2	Coal Mines Provident Fund Organisation (CMPFO)	2202114	commissioner@cmpfo.gov.in		Shri A.N. Bhattacharjee, Commissioner, Coal Mines Provident Fund Organisation, Dhanbad, Jharkhand-826014

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Completed Mining plan & mine closure plan in all respect signed by Recognized Qualified Person (RQP)
2	Application should be complete in all respect with required documents
3	Request for prior approval of Mining lease alongwith draft agreement in Form 'K' of allocated coal/lignite blocks is to be submitted by the concerned State Govt. as per the milestone chart, complete in all respect.
4	Application should be complete in all respect including utilization certificate.
5	(a) Application from applicants from power, cement and sponge iron sector should be complete in all respects and as per extant procedure notified by this Ministry on the website. (b) Reply/feedback on any query on the clarifications, if any, sought by the Ministry on aspects relating to discrepancies in the applications. To be submitted early.
6	(a) To maintain unloading capacity at Power Station end to receive coal as per the provision of Fuel Supply Agreement. (b) Timely payment against coal supply. (c) To make arrangement to accept coal from any coal company of CIL.
7	(a) The Grievances/ reference should be legible. (b) It should include previous reference/ case no. of Ministry, if any. (c) Relief should be clearly mentioned.



Citizens' / Clients' Charter

for

Department Of Commerce

Address

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Next Review

VISION / MISSION

Vision

To make India a major player in the world trade by 2020 and assuming a role of leadership in the international trade bodies commensurate with India's importance in contemporary world.

Mission

To double India's exports of goods and services by 2014 over the level of 2008-09 with a long-term objective of doubling India's share in Global trade by the end of 2020 through appropriate policy support.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval for grant of financial assistance funds under MDA scheme.	15	Shri Arvind Mehta(Joint Secretary)	amehta84@nic.in	(23061274)	Approval of Annual Action Plan	Application in prescribed format .	--	--	--
						Release of funds	Such documents as directed by the Department			
2	Approval for grant of assistance under MIA scheme.	15	Shri Arvind Mehta(Joint Secretary)	amehta84@nic.in	(23061274)	Approval of the Empowered Committee	Application in prescribed format.	--	--	--
						Release of first Installment	Such Documents as directed by the Sub- Committee/ Empowered Committee			
3	Approval for grant of financial assistance in respect of projects under Central component of ASIDE and release of ASIDE Fund (Central)	10	Shri Ravi Capoor (Joint Secretary)	ravi.capoor@nic.in	(23063315)	Approval of the Empowered Committee	Application in prescribed format.	--	--	--
						Release of first Installment				
4	Approval for setting up of SEZ	10	Shri Anup Wadhawan (Joint Secretary)	wadhawan@nic.in	(23061818)	1. Receipt of complete Application alongwith all prescribed documents. 2. Approval of the Board of Approval . 3. Issue of approval letter	1. Application in prescribed format 2. State Govt. recommendation 3. Development Commissioner's Report 4. Land related and other prescribed documents	-	-	-

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
5	**RTI Act,2005** Provide information or reject the request for any of the reasons specified in the RTI Act.2005	10	Shri Siddharth (Joint Secretary)	siddharth.singh@nic.in	(23061837)	1. Receipt of Application 2. Submission of information	1.Application for information 2. Requisite Fee.	--	DD/Cash/ P.O.	10/-No fee in r/o BPL
	Disposal of appeals preferred under RTI Act. 2005 .		Shri Siddharth (Joint Secretary)	siddharth.singh@nic.in	(23061837)	i. Receipt of appeal. ii. Decision of appellate Committee.	Appeal preferred.	--	--	--
6	Resolving Public Grievances i) Grievances of employees of DOC	15	Shri Ravi Capoor(Joint Secretary)	ravi.capoor@nic.in	(23063315)	i) Forwarding of Grievances to concerned authority ii) Decision of the concerned authority	Grievance petition with complete details and address for communication	--	--	--
	ii) Public Grievances		Shri Ravi Capoor(Joint Secretary)	ravi.capoor@nic.in	(23063315)	i) Forwarding of Grievances to concerned authority ii) Decision of the concerned authority	Grievance petition with complete details and address for communication	--	--	--
7	For taking actions by the Appellate Committee on appeals preferred against statutory orders passed by DGFT, etc.	15	Ms.Vijaylakshmi Joshi, AS	vl.joshi@nic.in	23061377	i. Receipt of petition ii. Decision of the Appellate Committee	Grivance petition with complete details and address for communication.	--	--	--
8	For handling grievances of exporters by the Grievance Redressal Committee against decisions of DGFT relating to trade and policy.	10	Sh. Rajeev Kher, AS	astpd-doc@nic.in	23063460	i). receipt of petition ii) Decision of the GRC.	Grievance petition with complete details and address for communication.	--	--	--

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Approval for grant of financial assistance funds under MDA scheme.	15	Date by which Action Plan to be approved	30th April	By Date	50	Department Records
			No. of Days in which Funds are released	60	Date	50	Department Records
2	Approval for grant of assistance under MIA scheme.	15	No. of days from the receipt of application to release of first installments.	150	Date	100	Department Records
3	Approval for grant of financial assistance in respect of projects under Central component of ASIDE and release of ASIDE Fund (Central)	10	No. of days from the receipt of application to release of first installments.	90	Days	100	Department Records
4	Approval for setting up of SEZ i. Placement of cases before Board of Approval (BOA for setting up of SEZ	10	No. of days from receipt of complete application with all documents and placement of case before Board of Approval.	60	Days	70	Department Records
	ii. Issue of approval letter.		No. of days for issue of approval letter after BOA approval	20	Days	30	Department Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	**R RTI Act, 2005** I. Provide information or reject the request for any of the reasons specified in the RTI Act, 2005.	10	No. of days between receipt of application and furnishing of information.	30	Days	100	Department Records
	II. II. Disposal of appeals preferred under RTI Act, 2005		No. of days between receipt of appeal and decision on appeal.	30	Days	0	Department Records
6	Resolving Public Grievances iii) Grievances of employees of DOC:	15	No. of days from receipt of grievance and final disposal	60	Days	50	Department Records
	ii) Grievances of Public:		No. of days from receipt of grievance and final disposal of grievances	90	Days	50	Department Records
7	For taking actions by the Appellate Committee on appeals preferred against statutory orders passed by DGFT, etc	15	No. of days from receipt of appeal to its final disposal	90	days	100	Department Records
8	For handling grievances of exporters by the Grievance Redressal Committee against decisions of DGFT relating to trade and policy	10	No. of days from receipt of petition to its final disposal	90	days	100	Department Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Anurag Saxena, Joint Secretary	23063050	anurag.saxena@nic.in	9717394889

List of Stakeholders/Clients

S.No	Stakeholders / Clients
1	State Governments/UT Administration
2	Commercial Missions abroad
3	Export Promotion Councils
4	Export Promotion Organisations
5	Exporters
6	Importers
7	Developers of SEZs
8	Employees of Department of Commerce (Proper) and its organisations
9	Citizens

Responsibility Centers and Subordinate Organizations

S.No	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Directorate General of Foreign Trade (Dr.Anup K. Pujari, Director General, DGFT)	011-23062777, 011-23063436	dgft@nic.in	-	UdyogBhavan, New Delhi-110107
2	Directorate General of Supplies & Disposals [Shri Ashok. K. Mangotra, Director General (S&D)]	011-23742187	mangotra@dgsnd.gov.in	9810791920	Jeevan Tara Building 5, Parliament Street New Delhi - 110 001
3	Directorate General of Anti-Dumping & Allied Duties (Smt. Vijay Laxmi Joshi, Director General - Anti Dumping)	011-23061377	vl.joshi@nic.in	9910073126	UdyogBhavan, New Delhi-110107
4	Directorate General of Commercial Intelligence and Statistics (DR. DipankarSinha , Director General, DGCI&S)	91.33.22485702	dg@dgcis.gov.in;dg.dgcis@nic.in	-	565, Aanandapur, Ward no. 108,Sector – 1 , Plot No. 22, ECAPD, Kolkata– 700107
5	Cochin Special Economic Zone [Kerala] (ShriM.S.Rao, Development Commissioner)	91-484- 2413111, 2413234	dc@csez.gov.in mail@cepz.com	-	Administrative Building, Kakkanand, Cochin-682 030
6	Falta Special Economic Zone [West Bengal] (ShriSanjeevNandwani, Development Commissioner)	2287-263/7923/4092	fsez@.nic.in	-	2nd M.S.O. Building, 4th Floor, R.No.44, Nizam Palace Complex, 234/4, AJC Bose Road, Kolkata-700 020 .
7	Madras Special Economic Zone [Tamil Nadu] (ShriA.K.Bamba, Development Commissioner)	91-44-22628220, 22628305,	dc@mepz.gov.ind info@mepz.gov.in	-	Natiional Highway, 45, Tambaram, Chennai-600045
8	Kandla Special Economic Zone [Gujarat] (ShriPravir Kumar, Development Commissioner)	91-2836-252273, 252475, 253300, 252281	dc@kasez.com, kasez@kazez.com	-	Gandhidham, Kachchh-3702309 (Gujarat)

Responsibility Centers and Subordinate Organizations

S.No	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
9	SEEPZ Special Economic Zone [Maharashtra] (ShriVedPrakash, Development Commissioner)	91-22-28290143, 28291388, 28290046, 28292147, 28292144	dc@seepz.com	-	Andheri (East), Mumbai-400 096
10	Visakhapatnam Special Economic Zone [Andhra Pradesh] (ShriM.S.Rao, Development Commissioner)	91-891-2587382	info@vsez.gov.in	-	Administrative Building, Duvvada, Visakhapatnam-530046
11	Noida Special Economic Zone [Uttar Pradesh] (Shri C.P.S Bakshi, Joint Development Commissioner)	Tel: From Delhi 95-120-2567270-73 From outside Delhi-91-120-2567270-3	dcnepz@nda.vsnl.net.in	-	NSEZ, Noida Road, Phase-II, Noida District, GautamBudh Nagar-201305, Noida, [U.P.]
12	Pay & Accounts Office (Commerce & Textiles) (Smt. ShamsherKaur, Chief Controller of Accounts (Commerce& Textiles)	011-23062049	Shamsher.kaur@gmail.com	9871623419	Room No.172, UdyogBhavan, New Delhi-110107
13	Pay and Accounts Office (Supply) [Smt. Bharati Das, Chief Controller of Accounts (Supply Division)]	011-23385110	dgsndcca@dgsnd.gov.in ccaesupply@gmail.com	-	16-A, Akbar Road Hutments, New Delhi-110001
14	Coffee Board (ShriJawaidAkhtar, Chairman, Coffee Board)	080-22252917, 22250250	Chairman.coffeeboard@gmail.com	09880579770	No. 1, Dr. B.R. AmbedkarVeedhi, Bangaluru- 560001 Karnataka
15	Rubber Board (Ms.Sheela Thomas, Chairperson, Rubber Board)	0481-2571522	chairman@rubberboard.org.in	09447703993	P.B. No. 1122, Sub Jail Road, kottayam – 686002. Kerala
16	Tea Board (Shri. M.G. V.K. Bhanu, Chairman, Tea Board)	033-22215717	tboardcp@cal3.vsnl.net.in chairmanteaboard@gmail.com	09650780555	14, BTM Sarani (Brabourne Road), Kolkata – 700001
17	Tobacco Board (Shri G. Kamala VerdhanRao)	0863-2358399	info@indiantobacco.com	-	G.T. Road, SrinivasaraoThota, Guntur - 522 004 Andhra Pradesh, India
18	Spices Board (Dr. A. Jayathilak, Chairman, Spices Board)	0484-2333610	sbchairman@gmail.com	09446022644	P.B. No. 2277, SugandhaBhavan, N.H. By-pass, Palarivattom P.O., Cochin – 682025 (Kerala)

Responsibility Centers and Subordinate Organizations

S.No	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
19	Marine Products Export Development Authority (Ms. Leena Nair, Chairman, MPEDA)	0484-2314467 0484-2310828	leenanair@mpeda.nic.in	09895353020	MPEDA House, Panampilly, P.B.No.4272, Avenue, Kochi-682 036
20	Agricultural & Processed Food Products Export Development Authority (Shri A.K. Tripathy, Chairman, APEDA)	011-26513167	chairman@apeda.gov.in	9811299725	NCUI Building 3, Siri Institutional Area, August KrantiMarg, New Delhi - 110 016
21	STC Limited (Shri. N.K. Mathur Chairman-cum-Managing Director)	011-23701172	cmd@stc.gov.in	9810074569	JawaharVyaparBhawan, Tolstoy Marg, New Delhi – 110001
22	MMTC Limited (Smt. Vijaylaxmi Joshi, Chairman-cum-Managing Director)	011-24371603	cmd@mmtclimited.com	9910073126	Core-1, "SCOPE" Complex, 7-Institutional Area, Lodhi Road, New Delhi 110003
23	PEC Limited (Shri. A.K. Mirchandani Chairman-cum-Managing Director)	011-23316372	cmd@peclimited.com	9810606523	"Hansalaya" 15, Barakhamba Road, New Delhi – 110001
24	ECGC (Shri N. Shankar, Chairman-cum-Managing Director, ECGC)	022-6659015	cmdsecretariat@ecgc.in	09820267066-	10th Floor, Express Towers, Nariman Point, Mumbai-400 021
25	ITPO (Mrs. Rita Menon, Chairman-cum- Managing Director, ITPO)	011-23371100	cmditpo@itpo-online.com	-	PragatiMaidan, Mathura Road, New Delhi-110001
26	Export Inspection Council of India (Ms.Vijaylaxmi Joshi, Chairman)	011-23061377	vl.joshi@nic.in	9910073126	3rd Floor, New Delhi YMCA Cultural Centre Building, 1, Jai Singh Road, Connaught Place, New Delhi-110001
27	Indian Institute of Foreign Trade (Shri K.T. Chacko, Director, IIFT)	011-26963880	diroffice@iift.ac.in	9810511661	IIFT Bhavan, B-21, Kutub Institutional Area, New Delhi-110016
28	Indian Institute of Packaging (Shri N.C. Saha, Director, IIP)	022-28209622	director-iip@iip-in.com	-	E-2, MIDC Area, Andheri (E), Mumbai-400093

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects
2	Export Promoion Organisations etc.
3	Please show courtsey to Department's Officer
4	Always keep proper records of your letters and communications with Ministry
5	If you have an appointment with an offier in the Department, please arrive 15 minutes prior to the appointment.
6	If you want to cancel an appointment, please give a written notice via fax or email at least two days in advance.
7	Send utilization certificate/reports in the prescribed format as per prescribed time limit.
8	Check the website regularly for updates on policies, programmes and procedures.
9	Lodge grievance through CPGRAMS for exepditious disposal



Citizens' / Clients' Charter

for

Department of Consumer Affairs

Address

Website ID
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VISION / MISSION

Vision

Our vision is to protect the rights and interests of consumers, to spread awareness about consumer rights, duties and responsibilities and to promote consumer welfare by strengthening consumer movement in the country.

Mission

We will fulfill our mission through progressive consumer related legislations and effective implementation of various consumer welfare schemes. Active participation of State Governments, academic and research institutions, schools and voluntary organizations will be sought to create a vibrant consumer movement in the country. Strict parameters regarding consumer products will be developed and enforced along with regular monitoring of prices to ensure the sovereignty of consumers.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Publicity through print/electronic media for Consumer Awareness (Jago Grahak Jago)	25	Sh P.M. Lal, Director (Publicity), Room No.251, Krishi Bhavan, N Delhi-1	pmlal@sify.com	(23071259)	1. Approval of theme by the Empowered Committee	Agenda, Minutes	N/A	N/A	N/A
						2. Preparation of creative design				
						3. Issue of commitment letter (Work Order) to DD/AIR/LSTV/DAVP/ Other Agencies		N/A	N/A	N/A
2	Grant of recognition to the commodity exchanges	10	Sh. Brij Mohan, Director(IT), Room No.312-A, A-wing, Shastri Bhavan, N Delhi-1	dirit-ca@nic.in	(23384390)	Receipt of proposal from FMC (Mumbai), scrutiny and final decision on approval / rejection of proposal	Proposal	N/A	N/A	N/A
3	Renewal of recognition to the commodity exchanges	10				Receipt of proposal from FMC (Mumbai), scrutiny and final decision on approval / rejection of proposal	Proposal	N/A	N/A	N/A
4	Appraisal of viable projects submitted by voluntary organizations for funding from Consumer Welfare Fund	5	Mr. S.K. Nag(Director)	dircwf-ca@nic.in	(23389936)	As per revised guidelines on Consumer Welfare Fund provided on the website of the department.	Forms & supporting documents as per the guidelines.	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
5	Interim reply in case of deficiencies after appraisal of projects submitted by voluntary organizations for funding from Consumer Welfare Fund	5	Mr. S.K. Nag(Director)	dircwf-ca@nic.in	(23389936)	As per revised guidelines on Consumer Welfare Fund provided on the website of the department.	Forms & supporting documents as per the guidelines	N/A	N/A	N/A
6	Release of grants for projects for funding from Consumer Welfare Fund	5	Sh. S K Nag, Director (CWF)	dircwf-ca@nic.in	(23389936)	As per revised guidelines on Consumer Welfare Fund provided on the website of the department.	Forms & supporting documents as per the guidelines	N/A	N/A	N/A
7	Release of grants for ongoing projects from Consumer Welfare Fund.	10	Mr. S.K. Nag(Director)	dircwf-ca@nic.in	(23389936)	As per revised guidelines on Consumer Welfare Fund provided on the website of the department.	Forms & supporting documents as per the guidelines	N/A	N/A	N/A
8	Process of Consumer Complaints	20	Dr. A K Mishra, Director (Coop), 12-A, Jam Nagar House, New Delhi-1	dircoop-ca@nic.in	(23386210)	Disposal of complaints by taking up with concerned Company/ Organisation; Forwarding to CORE Centre / National Consumer Helpline for redressal	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
9	Response to grievances	10	Dr. A.K. Mishra(Director)	dircoop-ca@nic.in	(23386210)	(i) Entry of grievance on CPGRAMS portal http://pgportal.gov.in if grievance received in Ministry through e-mail or post; (ii) Taking a final decision on the grievance by the concerned Division/ responsibility center with the approval of the competent authoriotyauthority in the Ministry; (iii) Conveying the final decision to the complainant by the concerned Division/ responsibility centre. Authority.	N/A	N/A	N/A	N/A
	Acknowledgement									
	Interim reply									
	Final disposal									

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Publicity through print/electronic media for Consumer Awareness (Jago Grahak Jago)	25.0	Frequency of campaign at bimonthly intervals.	6	campaigns	25	Deptl Records
2	Grant of recognition to the commodity exchanges	10.0	Average time taken from the date of receipt of proposal in the Department	1	Month	10	Deptl Records
3	Renewal of recognition to the commodity exchanges	10.0	Average time taken from the date of receipt of proposal in the Department	15	No. of working days	10	Deptl Records
4	Appraisal of viable projects submitted by voluntary organizations for funding from Consumer Welfare Fund	5.0	Average time taken after receipt of complete proposal	1	Month	5	Deptl Records
5	Interim reply in case of deficiencies after appraisal of projects submitted by voluntary organizations for funding from Consumer Welfare Fund	5.0	Average time taken after receiving the proposal	15	No. of working days	15	Deptl Records
6	Release of grants for projects for funding from Consumer Welfare Fund	5.0	Average time taken from the date the project is considered as complete without any deficiency and found eligible	6	Month	6	Deptl Records
7	Release of grants for ongoing projects from Consumer Welfare Fund.	10.0	As per time frame decided in the MOU	-	-	7	Deptl Records
8	Process of Consumer Complaints	20.0	Average time for forwarding to appropriate organizations	30	No. of working days	20	Deptl Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
9	Response to grievances	10.0	Acknowledgement	7	No. of working days	2	CPGRAMS / Deptl Records
			Interim reply	15	No. of working days	2	CPGRAMS / Deptl Records
			Final reply	45	No. of working days	6	CPGRAMS / Deptl Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Mr. M.K. Parida, Joint Secretary	23386666	js-ca@nic.in	

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	State governments / Union Territories
2	All 3 responsibility centres namely Forward Markets Commission, Bureau of Indian Standards and National Test House
3	National Consumer Disputes Redressal Commission (NCDRC)
4	Indian Institute of Public Administration (IIPA)
5	Federation of Indian Chamber of Commerce & Industry (FICCI)
6	Leading Voluntary Consumer Organisations
7	All consumers under various disciplines across the country

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Forward Marketing Commission, Mumbai	022-22795300	usha.suresh@nic.in	09821179842	EVEREST, 3rd Floor, 100 , Marine Drive, Mumbai- 400 002.
2	Bureau of Indian Standards, New Delhi	01123236953	pnc@bis.org.in		Bureau of Indian Standards, 9 Bahadur Shah Zafar Marg, New Delhi-110002
3	National Test House, Kolkata	033 23673869	samir.nth@gmail.com	09830671427	Block - CP, Sector - V Salt Lake City Kolkata - 700 091

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	It is expected the service recipients should give complete details of the case alongwith supporting documents, if any with previous references and fulll address. Similarly, the NGOs are expected to give the Utilization Certificate and other Activity Reports well in time. as per the guidelines of the CWF



Citizens' / Clients' Charter

for

Ministry of Culture

Address: Shastri Bhawan Dr. Rajendra Prasad Road
New Delhi-110001

Website ID: www.indiaculture.nic.in
Date Of Issue: December, 2011
Next Review: January, 2012

VISION / MISSION

Vision

An India, where cultural diversity and heritage are important pillars of inclusive national development.

Mission

To implement sustainable solutions through which India’s diverse tangible and intangible culture and ancient heritage will remain universally accessible.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Financial assistance to cultural organizations to create training, rehearsal and performance spaces for artistes	7	Shri B.P. Bhuker(Under Secretary)	bpbhuker@yahoo.co.in	(23382351)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/Building-grants-studio-theater.html	As per the check list made available on the website http://indiaculture.nic.in/ind iaculture/Building-grants-studio-theater.html	Not applicable	Not applicable	0
2	Financial Assistance to Professional Groups and Individuals for Specified Performing Art Projects	7	Shri B.P. Bhuker(Under Secretary)	bpbhuker@yahoo.co.in	(23382351)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/salary-&-production-grant.html	As per the check list made available on the website http://indiaculture.nic.in/ind iaculture/salary-&-production-grant.html	Not applicable	Not applicable	0
3	Financial support to create cultural complexes to provide avenues for creative expression and learning to the younger generation	7	Shri B.P. Bhuker(Under Secretary)	bpbhuker@yahoo.co.in	(23382351)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/tagore-cultural-complexes.html	As per the check list made available on the website http://indiaculture.nic.in/ind iaculture/tagore-cultural-complexes.html	Not applicable	Not applicable	0
4	Financial Assistance to Magazines and journals dedicated to India's culture and heritage	7	Shri B.P. Bhuker(Under Secretary)	bpbhuker@yahoo.co.in	(23382351)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/fspm.ht ml	As per the check list made available on the website http://indiaculture.nic.in/ind iaculture/fspm.html	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
5	Financial support for cultural programmes organised by Not-for-Profit organisations to commemorate 150 years of Rabindranath Tagore	7	Shri Ghulam Mustafa(Under Secretary)	ghulam.mustafa@nic.in	(23074359)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/tagore-commemoration-grant-scheme.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/tagore-commemoration-grant- scheme.html	Not applicable	Not applicable	0
6	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Functions Grant Scheme (CFGS)	7	Shri Ghulam Mustafa(Under Secretary)	ghulam.mustafa@nic.in	(23074359)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/cultural-functions-grant-scheme.html	As per the check list made available on the website http://indiaculture.nic.in/ind iaculture/cultural-functions-grant-scheme.html	Not applicable	Not applicable	0
7	Scholarships to Young Artistes in different Cultural Fields	7	Shri Ghulam Mustafa(Under Secretary)	ghulam.mustafa@nic.in	(23074359)	Applications are invited through advertisement in Print media and website of the Ministry http://indiaculture.nic.in/indiaculture/scholar ship-to-young-artist.html	As per the check list made available on the website http://indiaculture.nic.in/ind iaculture/scholarship-to-young-artist.html	Not applicable	Not applicable	0
8	Senior/Junior Fellowships to Outstanding Persons in the Field of Culture for research oriented projects	7	Shri Ghulam Mustafa(Under Secretary)	ghulam.mustafa@nic.in	(23074359)	Applications are invited through advertisement in Print media and website of the Ministry http://indiaculture.nic.in/indiaculture/senior-junior-fellowship.html	As per the check list made available on the website http://indiaculture.nic.in/ind iaculture/senior-junior-fellowship.html	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
9	Award of National Fellowship to encourage scholars/ academicians to affiliate themselves with various institutions cultural institutions in the country and to work on projects of mutual interest	7	Shri Ghulam Mustafa(Under Secretary)	ghulam.mustafa@nic.in	(23074359)	Applications are invited through advertisement in Print media and website of the Ministry http://indiaculture.nic.in/indiaculture/scheme-of-tagore-national-fellowship-for-cultural-research.html	As per the check list made available on the website http://indiaculture.nic.in/ind iaculture/scheme-of-tagore-national-fellowship- for-cultural-research.html	Not applicable	Not applicable	0
10	Financial Assistance to Persons Distinguished in Letters, Arts and such other walks of life who may be in indigent circumstances and their dependents	8	Shri Dipankar Dutta(Under Secretary)	dipankar.d@nic.in	(23388569)	Applications are accepted throughout the year	Application in the prescribed format available on the website of the Ministry http://indiaculture.nic.in/ind iaculture/pension-grant.html	Not applicable	Not applicable	0
11	Financial assistance for setting up of new Museums, to promote the strengthening and modernization of existing museums at the regional, state and local level	8	Shri Deepak Ashish Kaul(Director)	director.dak@gmail.com	(23074361)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/museum.html	Details of documents are available on the website of the Ministry http://indiaculture.nic.in/ind iaculture/museum.html	Not applicable	Not applicable	0
						Applications are scrutinized and Deficiency Memo is issued to the Organizations in respect of incomplete applications	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Complete applications are placed before a Expert Committee for consideration which generally meets once in every quarter	N/A			
						Organizations submitting proposal with project cost of Rs. One Crore or more are called to make presentation before the Expert Committee	N/A			
						Sanction is issued for the proposals approved by the Expert Committee within 2 months from the date of meeting of the Committee	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
12	Financial assistance for promotion, protection and preservation of the cultural heritage of the Himalayan region through research, documentation, dissemination	7	Shri Raman Mehra(Deputy Secretary)	ramanmehraculture@gm ail.com	(23382402)	Applications are invited through advertisement in Print Media from the eligible Organizations / Individuals Schemes also available on the website of the Ministry of Culture http://indiaculture.nic.in/indiaculture/the- cultural-heritage-of-himalayas.html	Bye-Laws and Memorandum of Association Registration Certificate of the Organization Copy of the audited statement of Accounts/ Annual Reports for the last three years	Not applicable	Not applicable	0
							Press Reviews and Clipping on the activities/ projects Write up of the Current Project			
						Applications are to be forwarded by the State Government with due recommendations	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Applications to be placed before the Expert Advisory Committee for their recommendations	N/A			
13	Financial assistance to Buddhist/ Tibetan organizations including Monasteries engaged in the preservation and development of Buddhist/Tibetan culture and art	7	Shri Raman Mehra(Deputy Secretary)	ramanmehraculture@gm ail.com	(23382402)	Applications are invited through advertisement in Print Media from eligible Organizations/ Individuals Schemes also available on the website of the Ministry of Culture http://indiaculture.nic.in/indiaculture/budhist-&-tibetan-culture-art.html	Copy of Memorandum of Association Copy of the audited Accounts/ Annual Reports for the last three years	Not applicable	Not applicable	0
							Copy of the Registration Certificate of the Organization Estimate from State Public Works Department for Civil Works, if applicable			
						Applications are to be forwarded by the State Government with due recommendations	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Applications to be placed before the Expert Advisory Committee for their recommendations	N/A			
14	Financial assistance for Book Fairs, Book Exhibitions and participation in International Book Fairs/Publishing Events	7	N.R. Minz(Under Secretary)	nrminz1972@gmail.com	(23382158)	Applications are invited through advertisement in Print Media and Website of the Ministry. http://indiaculture.nic.in/indiaculture/bookfairsscheme.html	As per the check list made available on the website of the Ministry. http://indiaculture.nic.in/ind iaculture/bookfairsscheme.html	Not applicable	Not applicable	0

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Financial assistance to cultural organizations to create training, rehearsal and performance spaces for artistes	7.0	Release of Grant/First Instalment from the date of Expert Comittee Meeting	85	days	7.00	Ministry's Records
2	Financial Assistance to Professional Groups and Individuals for Specified Performing Art Projects	7.0	Release of Grant/First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's records
3	Financial support to create cultural complexes to provide avenues for creative expression and learning to the younger generation	7.0	Release of First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's records
4	Financial Assistance to Magazines and journals dedicated to India's culture and heritage	7.0	Release of First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's records
5	Financial support for cultural programmes organised by Not-for-Profit organisations to commemorate 150 years of Rabindranath Tagore	7.0	Release of First Instalment from the date of Expert Committeee Meeting	85	days	7.00	Ministry's records
6	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Functions Grant Scheme (CFGS)	7.0	Release of First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's records
7	Scholarships to Young Artistes in different Cultural Fields	7.0	Award of Scholarship from the closing date of receipt of applications	215	days	7.00	Ministry's records
8	Senior/Junior Fellowships to Outstanding Persons in the Field of Culture for research oriented projects	7.0	Award of Fellowship from the closing date of receipt of applications	215	days	7.00	Ministry's record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Award of National Fellowship to encourage scholars/ academicians to affiliate themselves with various institutions cultural institutions in the country and to work on projects of mutual interest	7.0	Award letters by the concerned Institutes from the date of meeting of National Selection Committee	85	days	7.00	Ministry's records
10	Financial Assistance to Persons Distinguished in Letters, Arts and such other walks of life who may be in indigent circumstances and their dependents	8.0	Release of Financial Assistance from the date recommended by the Expert Committee in its meetitng	12	Months	8.00	Ministry's Records
11	Financial assistance for setting up of new Museums, to promote the strengthening and modernization of existing museums at the regional, state and local level	8.0	Release of First Instalment from the date of Expert Committee Meeting	85	days	8.00	Ministry's records
12	Financial assistance for promotion, protection and preservation of the cultural heritage of the Himalayan region through research, documentation, dissemination	7.0	Release of Financial Assistance from the date of Expert Committee Meeting	110	days	7.00	Ministry's records
13	Financial assistance to Buddhist/Tibetan organizations including Monasteries engaged in the preservation and development of Buddhist/Tibetan culture and art	7.0	Release of Financial Assistance from the date of Expert Committee Meeting	110	days	7.00	Ministry's records
14	Financial assistance for Book Fairs, Book Exhibitions and participation in International Book Fairs/Publishing Events	7.0	Release of Grant/First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Nihal Chand Goel, Joint Secretary	23382331	js.culture@nic.in	9971266511

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Organizations under the Ministry of Culture
2	Other Ministries related to the activities of Ministry of Culture
3	State Government/Departments
4	Embassies/Missions of other countries
5	Private Cultural Agencies, Individual Researchers, Cultural Research Institutions, Media Artistes
6	Citizens of the Country

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Archaeological Survey of India, New Delhi	23013574	dga.asi@gmail.com		Janpath, New Delhi-110011
2	National Archives of India, New Delhi	23383436	archives@nic.in		Janpath, New Delhi-110001
3	National Gallery of Modern Art, New Delhi	23386111	ngma.delhi@gmail.com		Jaipur House, India Gate, New Delhi-110003
4	National Museum, New Delhi	23019272	nmindia11@hotmail.com		Janpath, New Delhi-110011
5	National Research Laboratory for Conservation of Cultural Property, Lucknow	2335359	kharbade@yahoo.com		Sector E/3, Aliganj, Lucknow-226024
6	Central Reference Library, Kolkatta	24791721	crlinb@cal3.vsnl.net.in		Belvedere, Kolkatta-700027
7	National Library, Kolkatta	24792968	nldirector@rediffmail.com		Belvedere, Kolkatta-700027
8	Anthropological Survey of India, Kolkata	22861733	director@ansi.gov.in		27, Jawaharlal Nehru Road, Kolkatta-700016
9	Indira Gandhi Rashtriya Manav Sangrahalaya, Bhopal	2661458	directorigrms@gmail.com		Post Bag No. 2, Shamla Hills, Bhopal-462013
10	National Council of Science Museums, Kolkata	23579347	ncsmin@vsnl.com		Block-GN, Sector-V, Bidhan Nagar, Kolkata-700091
11	Nehru Memorial Museum & Library, New Delhi	23014475	directornehrumemorial@gmail.com		Teen Murti House, New Delhi-110011
12	Sangeet Natak Akademi, New Delhi	23387246	sangeetnatak@bol.net.in		Rabindra Bhawan, 35, Ferozshah Road, New Delhi-110001
13	Sahitya Akademi, New Delhi	23386626	sahityaakademisales@vsnl.net.in		Rabindra Bhawan, 35, Ferozshah Road, New Delhi-110001

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
14	Lalit Kala Akademi, New Delhi	23387621	lalitkala1954@yahoo.in		Rabindra Bhawan, 35, Ferozshah Road, New Delhi-110001
15	National School of Drama, New Delhi	23382821	nationalschoolofdrama@gmail.com		Bahawalpur House, 1, Bhagwan Das Road, New Delhi-110001
16	Centre for Cultural Resources & Training, New Delhi	25088638	dir.ccrt@nic.in		15-A, Sector-7, Pappankalan, Dwarka, New Delhi-110075
17	Gandhi Smriti & Darshan Samiti, New Delhi	23012843	gandhismriti@india.com		5 Tees January, Marg, New Delhi-110011
18	Allahabad Museum, Allahabad	2608231	allahabadmuseum@rediffmail.com		Chandra Shekhar Azad Park, Allahabad-211002
19	Delhi Public Library, Delhi	23979297	dpl@dpl.gov.in		S.P. Mukherjee Marg, Delhi-110006
20	Raja Rammohun Roy Library Foundation, Kolkata	23373463	rrrlf-wb@nic.in		Block-DD-34, Sector-1. Salt Lake City, Kolkata-700064
21	Central Institute of Buddhist Studies, Leh Ladakh (J&K)	264548	cibsleh@sancharnet.in		Choglamsar, Leh Ladakh - 194001
22	Central Institute of Higher Tibetan Studies, Sarnath, Varanasi	2585148	snandkishore97@yahoo.in		Sarnath, Varanasi-221007 (U.P)
23	Victoria Memorial Hall, Kolkata	22231890	victomem@cal2.vsnl.net.in		1, Queen's Way, Kolkata-700071
24	Indian Museum, Kolkata	22861699	directorindianmuseum@gmail.com		27, Jawaharlal Nehru Road, Kolkata-700016

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
25	Asiatic Society, Kolkata	22497729	theasiaticsociety@gmail.com		1, Park Street, Kolkata-700016
26	Salar Jung Museum, Hyderabad	24576443	salarjurng@hotmail.com		Hyderabad-500002
27	Khuda Baksh Oriental Public Library, Patna	2301507	pat_kbopl@dataone.in		Ashok Rajpath, Patna-800004
28	Rampur Raza Library, Rampur	2325045	raza-library@nic.in		Hamid Manzll, Qila, Rampur-244901
29	Kalakshetra Foundation, Chennai	24524057	director@kalkshetra.in		Thiruvanmypuram, Chennai-600041
30	National Museum Institute of History of Art, Conservation and Museology, New Delhi	23012106	nmiidia11@hotmail.com		National Museum, Janpath, New Delhi-110011
31	Nava Nalanda Mahavihara, Nalanda	281672	nnmdirector@sify.com		Nalanda University, Nalanda-800311
32	Maulana Abul Kalam Azad Institute of Asian Studies, Kolkatta	24862049	makaias_cal@vsnl.net.in		5, Ashraf Mistri Lane, Lovelock Street, Opp. Balnguge Military Camp, Kolkatta-700019
33	Indira Gandhi National Centre for the Arts, New Delhi	23383895	msignca@yahoo.com		1, Central Vista Mess, Janpath, New Delhi-110001
34	National Culture Fund, New Delhi	23358835	ncfmanager_2007@yahoo.co.in		2nd Floor, B-Wing (Middle), Janpath Bhawan, Janpath, New Delhi-110001
35	North Zone Cultural Centre, Patiala	2202918	nzccindia@yahoo.com		Virsa Vihar Kendra, Near Bhasha Bhawan, Inside Sheran Wala Gare Post Box No. 80, Patiala-147001

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
36	North Central Zone Cultural Centre, Allahabad	2421855	nczcc@rediffmail.com		14, CSP Singh Marg, Allahabad-211001
37	North East Zone Cultural Centre, Dimapur	243573	nezccdimapur@yahoo.co.in		Post Box No. 98, Dimapur-797112 (Nagaland)
38	South Zone Cultural Centre, Thanjavur	240072	szcctamilnadu@gmail.com		Dakshini, Medical College Road, Thanjavur-603004
39	South Central Zone Cultural Centre, Nagpur	2565107	director@sczccnagpur.nic.in		56/1, Civil Lines, Opposite MLAs Hostal, Nagpur-440001
40	Eastern Zonal Cultural Centre, Kolkata	23353093	ezcc01@yahoo.com		Bhartiyam Cultural Multiplex IB, 201, Sector-3, Salt Lake City, Kolkata-700016
41	West Zone Cultural Centre, Udaipur	2422567	wzcccom@rediffmail.com		Bagore-Ki-Haveli, Gangaur Ghat, Udaipur-313001
42	Central Institute of Himalayan Culture Studies, Dahung, Arunachal Pradesh	207030	cihcsdahung@gmail.com		Dahung, West Kameng district, Arunachal Pradesh - 790116

Indicative Expectations from Service Receipients

S.No.	Indicative Expectations from Service Recipients
1	Complete Application Forms
2	All documents as required to be attached
3	Attested / certified copies of documents to be attached whereever required
4	Full contact address with phone numbers and e-mail IDs to be furnished



Citizens' / Clients' Charter

for

Department of Defence Production

Address	Department of Defence Production
Website ID	www.mod.nic.in
Date of Issue	September, 2012
Next Review	September, 2014

VISION / MISSION

Vision

To achieve self-reliance in production of weapon platforms, arms, ammunition and other materials required for the defence of our nation.

Mission

1. Foster capability for design, development and production of state of the art defence equipment within the country. 2. Facilitate enhancement of capability and capacity in the ordnance factories, DPSUs and the Private sector defence companies for meeting the requirements of the armed forces. 3. Promoting policies, initiatives, and incentives for improving quality and timely delivery of defence equipment. 4. Promoting R & D efforts in Indian defence industry for self reliance. 5. Improving the functioning of the OFB, Defence PSUs and large private sector defence companies for transforming them into global leaders.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval of Foreign Deputation cases of OFB.	5	Shri Ravin Kulshrestha (OSD(LS).)	osdprodddp @mail.nic.in	9910243210 (23014744)	Processing of approval for foreign deputation cases.	• Vigilance Clearance of individuals BioData. • Last 3 years visit details of abroad of the individuals. • Contract copy wherever deputation is as per contractual obligation.	N/A	N/A	N/A
						Receipt of proposal complete in all respects.	•Approval by Director General of Ordnance Factory (DGOF) & Chairman/Ordnance Factory Board (OFB) & OFB/Finance.,	N/A	N/A	N/A
2	Approval of Store procurement cases of OFB.	10	Shri Ravin Kulshrestha ,(OSD(LS).)	osdprodddp@mail.nic.in	9910243210 (23014744)	• Examination of the proposal received. • Processing of the case. • Grant of approval	Statement of the Case.Approval of proposal by OFB including OFB /Finance. Tender Inquiry. • Copy of material requirement sheet certified by Factory concerned i.e. Store Holder Inability Sheet (SHIS). • Minutes o meeting of Tender Purchase Committee (TPC) of different levels.	N/A f	N/A	N/A

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
3	Approval of Plant and Machinery cases of OFB.	10	Shri Ravin Kulshrestha (OSD(LS).)	osdprodddp@mail.nic.in	9910243210 (23014744)	• Examination of the proposal. • Processing of the case. • Grant of approval	• Statement of Case.Approval of proposal by OFB including OFB/ Finance.Tender Inquiry.Copy material requirement sheet certified by Factory concerned i.e. Store Holder Inability Sheet (SHIS). Minutes of meeting of Tender purchase Committee (TPC) of different levels.	N/A	N/A	N/A
4	Appointment of GM's/SrGM's in OFB.	5	Shri Kuldeep Singh,(Deputy Secretary.)	aviationkuldeepsingh@yahoo.com	981055605 (23012838)	Processing of Proposals / recommendation of Departmental Promotion Committee (DPC) of Union Public Service Commission (UPSC) for approval of Hon'ble RM.Obtaining Final approval by Appointments Committee of Cabinet(ACC), On the basis of ACC approval, issue of appointment orders by DDP.	• Performa for DPC proposals as prescribed by Department of Personal & Training (DOPT).• Performa for ACC proposals as prescribed by DOPT.	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
5	Approval Financial upgradation in SAG Grade in OFB.	5	Shri Kuldeep Singh, .(Deputy Secretary)	aviationkuldeepsingh @y ahoo.com	9810556057 (23012838)	• Date for Non Functional Upgradation (NFU) is notified by DOPT. • On the basis of this notification proposal is received in DDP from OFB. • Proposal is considered by its Screening Committee under the Chairmanship of Secretary (DP). Issue of NFU orders on the basis of assessment by the Screening Committee.	• Performa for DPC proposals as prescribed by DOPT is to be used in case of NFU also.	N/A	N/A	N/A
6	Approval of MOU for DPSU-NS Wing.	5	Shri T.L.Tluanga (Director (NS))	lt.tluanga@nic.in	23012779 (23012779)	• Draft MOU is sent to DPE which is discussed in MOU Negotiation meeting and finalised. • Final MOU is signed between CMD and Secretary (DP). Thereafter MOU is laid on the table of both houses of Parliament.	• Draft MOU. • Key financial indicators for last 5 years.Review of financial results for the period.• Budget. • Annual Report.	N/A	N/A	N/A
7	Approval of MOU for DPSU-MS Wing.	3	Col Jai Dev Singh (PO(MS))	poms_ddp_mod@nic.in	9868218724 (23016619)	• Draft MOU is sent to DPE which is discussed in MOU Negotiation meeting and finalised. • Final MOU is signed between CMD and Secretary (DP). Thereafter MOU is laid on the table of both houses of Parliament.	• Draft MOU. • Key financial indicators for last 5 years.Review of financial results for the period.• Budget• Annual Report.	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
8	Approval of MOU for DPSU-AS Wing.	2	Shri Ritesh Kavdia (Director (Aero).)	dir.aero_ddp@nic.in	9868133349 (9868133349)	• Draft MOU is sent to DPE which is discussed in MOU Negotiation meeting and finalised. • Final MOU is signed between CMD and Secretary (DP). Thereafter MOU is laid on the table of both houses of Parliament.	• Draft MOU. • Key financial indicators for last 5 years.Review of financial results for the period.• Budget.• Annual Report.	N/A	N/A	N/A
9	Approval of Foreign Deputation proposal of DPSUs-NS Wing	3	Shri T.L.Tluanga (Director (NS).)	lt.tluanga@nic.in	23012779 (23012779)	• Proposal received from the DPSUs for the foreign deputation of CMDs/ Directors are examined and processed. • Approval of RM is sought for the proposal of CMD and proposal of Directors are approved by Secretary (DP).	• Foreign Deputation proposal from DPSUs. • Details of last three years visits abroad	N/A	N/A	N/A
10	Approval of Foreign Deputation proposal of DPSUs-MS Wing	1	Shri Col Jai Dev Singh(PO(MS))	poms_ddp_mod@nic.in	9868218724 (23016619)	• Proposal received from the DPSUs for the foreign deputation of CMDs/ Directors are examined and processed. • Approval of RM is sought for the proposal of CMD and proposal of Directors are approved by Secretary (DP).	• Foreign Deputation proposal from DPSUs. • Details of last three years visits abroad.	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
11	Approval of Foreign Deputation proposal of DPSUs-AS Wing	1	Shri Ritesh Kavdia (Director (Aero))	dir.aero_ddp@nic.in	9868133349 (9868133349)	• Proposal received from the DPSUs for the foreign deputation of CMDs/ Directors are examined and processed. • Approval of RM is sought for the proposal of CMD and proposal of Directors are approved by Secretary (DP).	• Foreign Deputation proposal from DPSUs. • Details of last three years visits abroad.	N/A	N/A	N/A
12	Appointment of Director and above in DPSU's through PESB- NS Wing	5	Shri T.L. Tluanga, (Director (NS).)	lt.tluanga@nic.in	23012779 (23012779)	• Vacancies of Board level appointment are notified by PESB and after scrutiny and interview they send a panel of candidates to the Ministry. • Vigilance clearance of the candidates are obtained by this Ministry from CVC. • One candidate is shortlisted by the Ministry and approval of ACC is sought for his appointment for the post.	• Recommendation of PESB and Vigilance Clearance of the candidates	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
13	Appointment of Director and above in DPSU's through PESB- MS Wing	3	Col Jai Dev Singh (PO(MS).)	poms_ddp_mod@nic.in	9868218724 (23016619)	• Vacancies of Board level appointment are notified by PESB and after scrutiny and interview they send a panel of candidates to the Ministry. • Vigilance clearance of the candidates are obtained by this Ministry from CVC. • One candidate is shortlisted by the Ministry and approval of ACC is sought for his appointment for the post.	• Recommendation of PESB and Vigilance Clearance of the candidates	N/A	N/A	N/A
14	Appointment of Director and above in DPSU's through PESB- AS Wing	2	Shri Ritesh Kavdia (Director (Aero))	dir.aero_ddp@nic.in	9868133349 (9868133349)	• Vacancies of Board level appointment are notified by PESB and after scrutiny and interview they send a panel of candidates to the Ministry. • Vigilance clearance of the candidates are obtained by this Ministry from CVC. • One candidate is shortlisted by the Ministry and approval of ACC is sought for his appointment for the post.	• Recommendation of PESB and Vigilance Clearance of the candidates	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
15	PDI cases of DGQA.	10	Shri S.P. Bhattacharya (Deputy Secretary)	mailshankar123@ gmail.c om	23011820 (23011820)	• Earmarking of PDI teams per contractual requirement. • Receipt of readiness of stores alongwith proposed dates of PDI by OEM supplier. • Processing of PDI cases by concerned Tech Dte for approval by competent authority. • Conduct of PDI at supplier's premises, submission of report by PDI team on conclusion of PDI. Intimation of outcome of PDI to order placing authority.	• Supply Order from Ministry of Defence (MOD).PDI date as given/agreed by OEM.	N/A	N/A	N/A
16	Approval for Procurement of stores of DGQA.	10	Shri A.S. Purty(Deputy Director (Supplies).)	diradm@rediffmail.com	23011572 (23011572)	• Check the value of Indent. • For Import Stores-go in for advertised global tender. For Indian Stores-go in for advertised /open tender Inquiry. • Prepare Comparative Statement(CST). • If it is two bid procurement follow the procedure accordingly. • Put up the case to CFA before placing the Supply Order.	• Indent.• Broad base Specification.• Exact requirement of quantity including spares etc.• AM required/Not Required	d N/A C	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
17	DPC Proposal of DGQA.	5	Shri P. Sarath(Director (DGQA))	josarathse_56@yahoo.co.in	23794850 (23794850)	• Preparation of Proposal – Seniority list feeder cadre. Vacancy Calculation. Eligibility List. Vigilance Clearance. Approval for conducting DPC for DG/Spl DG. Approval of MoD. Issue of JS Certificate. Forwarded to UPSC . Date & Time for DPC. Preparation of DPC minutes by UPSC. Approval from next higher authority. Issue of Panel.	• RR . • DPC Minutes. • Promotion Panel. • Promotion Order. • Seniority List of JSO as on 01 Jan 2012. • Particulars of changes in the Seniority List. • Vacancy Statement. • SC/ST Liaison Officer Certificate • Eligibility List.. Vigilance Clearance Certificate. • Integrity Certificate • Penalty Statement. • Statement showing year wise availability of APARs. • Note for DPC. • Performa for DPC Proposal. • Check List. Certificate given by	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
18	Approval of Disposal of Licencing Cases.	10	Shri P.K.Hans (Director(DIP).)	dirdip.ddp.mod@nic.in	9910225322 (23010518)	• Receipt of Application from Department of Industrial Policy & Promotion (DIPP) complete in all respect. • Put up before the Standing Committee on Private Sector Participation for deliberation and recommendation for NOC to DIPP.	• Duly filled Industrial Licence application forwarded by DIPP.	N/A	N/A	N/A
19	Grant of Export Clearance in respect to Licencee companies.	5	Shri P.K.Hans (Director(DIP))	dirdip.ddp.mod@nic.in	9910225322 (23010518)	Take input from service headquarters depending upon equipment. • Keep MEA Ministry of External Affairs informed (specially for Negative, list countries. • Seek RM's approval on file on case to case basis.	• End User Certificate. Application duly completed (format given on DDP website). • No Objection Certificate (NOC).	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Approval of Foreign Deputation cases of OFB.	5.0	Time taken from the Date of receipt of the cases.	30	Days	5.00	Ministry Record
2	Approval of Store procurement cases of OFB.	10.0	Time taken from the Date of receipt of the cases.	60	Days	10.00	Ministry Record
3	Approval of Plant and Machinery cases of OFB.	10.0	Time taken from the Date of receipt of the cases.	90	Days	10.00	Ministry Record
4	Appointment of GM's/SrGM's in OFB.	5.0	Time taken from the Date of receipt of the cases.	30	Days	5.00	Ministry Record
5	Approval Financial upgradation in SAG Grade in OFB.	5.0	Time taken from the Date of receipt of the cases.	30	Days	5.00	Ministry Record
6	Approval of MOU for DPSU-NS Wing.	5.0	Time taken from the Date of receipt of the cases.	30	Days	5.00	Ministry Record
7	Approval of MOU for DPSU-MS Wing.	3.0	Time taken from the Date of receipt of the cases.	30	Days	3.00	Ministry Record
8	Approval of MOU for DPSU-AS Wing.	2.0	Time taken from the Date of receipt of the cases.	30	Days	2.00	Ministry Record
9	Approval of Foreign Deputation proposal of DPSUs-NS Wing	3.0	Time taken from the Date of receipt of the cases.	30	Days	3.00	Ministry Record
10	Approval of Foreign Deputation proposal of DPSUs-MS Wing	1.0	Time taken from the Date of receipt of the cases.	30	Days	1.00	Ministry Record
11	Approval of Foreign Deputation proposal of DPSUs-AS Wing	1.0	Time taken from the Date of receipt of the cases.	30	Days	1.00	Ministry Record
12	Appointment of Director and above in DPSU's through PESB- NS Wing	5.0	Time taken from the Date of receipt of the cases.	45	Days	5.00	Ministry Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
13	Appointment of Director and above in DPSU's through PESB- MS Wing	3.0	Time taken from the Date of receipt of the cases.	45	Days	3.00	Ministry Record
14	Appointment of Director and above in DPSU's through PESB- AS Wing	2.0	Time taken from the Date of receipt of the cases.	45	Days	2.00	Ministry Record
15	PDI cases of DGQA.	10.0	Time taken from the Date of receipt of the cases.	30	Days	10.00	Ministry Record
16	Approval for Procurement of stores of DGQA.	10.0	Time taken from the Date of receipt of the cases.	30	Days	10.00	Ministry Record
17	DPC Proposal of DGQA.	5.0	Time taken from the Date of receipt of the cases.	30	Days	5.00	Ministry Record
18	Approval of Disposal of Licencing Cases.	10.0	Time taken from the Date of receipt of the cases.	30	Days	10.00	Ministry Record
19	Grant of Export Clearance in respect to Licencee companies.	5.0	Time taken from the Date of receipt of the cases.	20	Days	5.00	Ministry Record

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri J.Sriraman	23013705	jsraman@nic.in	23013705

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Indian Army
2	Indian Air Force
3	Indian Navy
4	Coast Guard
5	Indo-Tibetan Border
6	Police Force
7	Assam Rifle
8	Indian Ordnance Factory Organisation
9	Bharat Dynamics Ltd.
10	Bharat Electronics Ltd.
11	Mishra Dhatu Nigam Ltd.
12	Hindustan Aeronautics Ltd.
13	Hindustan Shipyard Ltd.
14	Garden Reach Shipbuilders & Engineers Ltd.
15	Mazagon Dock Ltd.
16	Goa Shipyard Ltd.
17	Bharat Earth Movers Ltd.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Ordinance Factory Board	033-2248 1209	sec.ofb@nic.in	9433013238	Board Secretariat (5th Floor), Ordnance Factory Board, ÁYUDH BHAVAN' 10A, S.K. Bose Road, Kolkata-700001.
2	Director General Quality Assurance	011-2301 9321	ppt-dgqa@nic.in	9968110106	Room No. 133, 'H' Block, New Delhi.
3	Director General of Aeronautical Quality Assurance	011-23011534	hq.dgaqa@nic.in	9868214655	Room No. 83A, 'H' Block, New Delhi.
4	Bharat Dynamics Ltd.	040-24340553	esmreddy4@gmail.com	9490797601	BDL, Kanchanbagh, Hyderabad.
5	Bharat Electronics Ltd.	080-25039277	srinivasanr@bel.co.in	9980474236	BEL Corporate Office, Outer Ring Road, Bangalore.
6	Mishra Dhatu Nigam Ltd.	040- 24341333	pallab55@rediffmail.com	9177304920	P.O. Kanchanbagh, Hyderabad -500 058.
7	Hindustan Aeronautics Ltd.	080-22320991 080-22320839	planning@hal-india.com	9945609689	HAL Corporate Office, 15/1, Cubbon Road, Bangalore-560001.
8	Bharat Earth Movers Ltd.	080-22983145	office@cpd.beml.co.in	9008989396	General Manager, Corporate Planning BEML Limited, BEML Soudha, 23/1, SR Nagar, Bangalore-580027.
9	Hindustan Shipyard Ltd.	9493792550	dgmpppm.hsl@gov.in	9493792550	Hindustan Shipyard Ltd., Gandhigram (P.O.), Visakhapatnam-530005.
10	Garden Reach Shipbuilders & Engineers Ltd.	033-24893424	ccp.gm@grse.co.in	9831069578	GRSE Ltd., (61 Park Unit), 61, Garden Reach Road, Kolkata.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
11	Mazagon Dock Ltd.	022-2373 5341	shiremath@mazagondock.gov.in	9324224353	MDL, Dockyard Road, Mumbai -400 010.
12	Goa Shipyard Ltd.	0832-2500113	akshetti@goashipyard.com	9423055565	Planning Department, GSL, Vasco da Gama, Goa.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Placement of Indents in time by the users to OFB
2	Cooperation in Complying with Departmental Procedures
3	Sincerity in meeting in Objectives and Committed obligations
4	Well articulate the proposals for consideration of the Ministry
5	Send reports in prescribed format as per prescribed timelines
6	Applications/proposals are to be submitted in the formats prescribed ,if any
7	Time lines stipulated if any,for completion of the formalities for the service delivery are to be adhered to.



Citizens' / Clients' Charter

for

Ministry of Development of North Eastern Region

Address

Website ID
Date Of Issue
Next Review

VISION / MISSION

Vision

To accelerate the pace of socio-economic development of the Region so that it may enjoy growth parity with the rest of the country.

Mission

Formulating policies for the rapid development of the Region.Intensive interventions with other Central Ministries/Departments to spend 10% of their Gross Budgetary Support (GBS) for the development of the North-East Region.To develop infrastructure connectivity in a manner so as to mitigate the constraints towards the economic development of the Region.To strengthen institutions and augment capacity with a view to encourage flow of private investment to increase employment opportunities.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Retention of Projects(NLCPR)	8	Sh. P.R.Meshram (Director)	pr.meshram@nic.in	(23015184)	Priority Lists and concept Papers received from State Government put up to NLCPR Committee or consideration. NLCPR Committee recommends the retentin of the projects. After concurrence to the recommendation of Committee by the Hon'ble Minister, DoNER. State Government requested for submission of DPRs.	Annual Priority List of projects along with Concept Paper.	N/A	N/A	N/A
2	Sanction of retained projects (NLCPR)	7	Sh. P.R.Meshram (Director)	pr.meshram@nic.in	(23015184)	DPRs of retained projects received from State Govt. examined/vetted for technical & cost aspects in consultation with subject matter Ministries. Finally vetted DPR by subject matter Ministries put up to NLCPR Committee for consideration and recommendation of sanction. After concurrence to recommendations of NLCPR Committee by Hon'ble Minister, DoNER. The Administrative & Financial approval has to be vetted by IFD, DoNER and Secretary, DoNER before issue.	DPRs of retained projects fromState Govt. compliance of the observations of the subject matter Ministries by the State Govt. Finally vetted DPR from line Ministry. Non-duplication certificates from State Govt. & Planning Commission.	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
3	Release of first installment (NLCPR)	5	Sh. P.R.Meshram (Director)	pr.meshram@nic.in	(23015184)	After issue of Administrative & Financial approval 1st installment of funds is released with concurrence of IFD, DoNER and Secretary, DoNER.	Administrative and Financial Approval. Non- duplication certificates from State Govt. and concerned Line Ministries.	N/A	N/A	N/A
4	Release of subsequent installments (NLCPR)	5	Sh. P.R.Meshram (Director)	pr.meshram@nic.in	(23015184)	After submission of UC of 80% of last release and 100% of the previous releases, release of subsequent installments are processed if physical progress of the project is commensurate with the financial expenditure made in the project.	Utilization Certificate. Quarterly Progress Report, latest photographs, Inspection Report of the Nodal Officer and Work Plan.	N/A	N/A	N/A
5	Conducting SFC/EFC (NEC Projects)	10	Sh. Brajesh Mishra (Director)	brajesh.m@nic.in	(23022092)	Examination of SFC/EFC agenda by NEC division with financial concurrence of IFD Division. The proposal is considered by SFC/EFC in its meeting and recommended for approval or further modification / examination. Recommendation of SFC/ EFC is submitted for the approval of competent authority Approval of the competent authority conveyed to NEC Secretariat.	SFC/EFC Agenda Papers from NEC Secretariat	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
6	Sanction of proposal Under Advocacy & Publicity Scheme	5	Sh. Rohtash Singh (Director)	rohtash.s@nic.in	(23062709)	Preliminary examination of the proposal as per the guide lines of the scheme. Consideration of the proposal by Advertising & Publicity Committee. Approval of Secretary, DoNER to the recommendations of the Advertising & Publicity Committee.	1. Proposal in prescribed Format. 2. Memorandum of Association & Articles of Association. 3. Whether registered under Societies Act etc. if so copy of registration certificate. 4. Annual Reports of Last 3 years of the applicant. 5. Audited Statement of Accounts for the last 3 years. 6. Utilisation Certificate in respect financial assistance received under the scheme earlier.	N/A	N/A	N/A
7	Release of first installment Under Advocacy & Publicity Scheme	3	Sh. Rohtash Singh (Director)	rohtash.s@nic.in	(23062709)	1-Seeking of IFD's concurrence to the proposal, after approval of competent authority for sanction of financial assistance. 2-Release of 1st instalment.	1. Submission of Bond on judicial stamp paper of Rs.100/- .2. Pre receipt on revenue stamp.	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
8	Release of final installment Under Advocacy & Publicity Scheme	2	Sh. Rohtash Singh (Director)	rohtash.s@nic.in	(23062709)	1-Examination of proposal 2-Approval of competent authority. 3-Concurrence of IFD. 4-Issue of sanction for release of instalment.	1. Utilization Certificate for the total amount sanctioned. 2.Statement of Expenditure. 3. Achievement cum Performance Report. 4. Photographs of the programme / event etc.	N/A	N/A	N/A
9	Sanction of Proposal Under Capacity Building Scheme	8	Sh. Umakant (Director)	agmu144@ifs.nic.in	(230220025)	1. Preliminary examination of the proposal as per the guide lines of the scheme. 2. Consideration of the proposal by the Sanctioning Committee.	1. Proposal in prescribed Format. 2. Memorandum of Association & Articles of Association. 3. Whether registered under Societies Act etc. if so copy of registration certificate.4. Annual Reports of Last 3 years of the applicant. 5. Audited Statement of Accounts for the last 3 years.6. Overall placement of trainees records for last 3 years. 7. Utilisation Certificate in respect financial assistance received under the scheme earlier.	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
10	Release of first installment Under Capacity Building Scheme	4	Sh. Umakant (Director)	agmu144@ifs.nic.in	(23022025)	Obtaining IFD's concurrence to the recommendations of the Sanctioning Committee. After IFD's concurrence approval of Secretary, DoNER is obtained before release of 1st instalment.	1. Submission of Bond on judicial stamp paper of Rs.100/-. 2.Pre receipt on revenue stamp.	N/A	N/A	N/A
11	Release of final installment Under Capacity Building Scheme	3	Sh. Umakant (Director)	agmu144@ifs.nic.in	(23022025)	Receipt of achievement cum performance report, Statement of Expenditure incurred and Utilization Certificate for the full amount sanctioned.	Utilization Certificate for the total amount sanctioned. Statement of Expenditure. Achievement cum Performance Report Photographs of the trainees	N/A	N/A	N/A
12	Conducting SFC/EFC Under SIDF	8	Sh. S V Patil (Dy. Secretary)	patil.sv@nic.in	(23062026)	1. Identification of projects. 2. In principle approval of the Planning Commission 3. Submission of DPRs by States 4. Seeking Comments of Line Ministries on DPRs. 5.Consultation with the IFD. 6. Conducting of SFC/EFC.	1.Concept Notes of the projects. 2. DPRs.	N/A	N/A	N/A
13	Sanction of Project Under SIDF	2	Sh. S V Patil (Dy. Secretary)	patil.sv@nic.in	(23062026)	1. Approval of the competent authority to the recommendations of SFC/EFC. 2. Issue of sanction.	1. Recommendations of SFC/EFC 2.Concurrence of IFD.	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
14	Release of first installment Under SIDF	2	Sh.S V Patil (Dy. Secretary)	patil.sv@nic.in	(23062026)	1- Examination of proposal. 2- Approval of competent authority. 3- Concurrence of IFD. 4- Release of first instalment.	Proposal from State Government along with Work Plan.	N/A	N/A	N/A
15	Release of subsequent installment Under SIDF	3	Sh. S V Patil (Dy. Secretary)	patil.sv@nic.in	(23062026)	1- Examination of proposal. 2- Approval of competent authority. 3- Concurrence of IFD. 4- Release of subsequent instalment	1. Physical & Financial Performance Report of the previous instalment. 2. Work Plan for the subsequent instalment. 3. Utilisation Certificate of previous instalment.	N/A	N/A	N/A
16	Release of funds to NEDFi	3	Sh. Rohtash Singh (Director)	rohtash.s@nic.in	(23062709)	1-Examination of proposal from 2- NEDFI. Concurrence of IFD. 3- Approval of hon'ble Minister DoNER. 4-Issue of sanction releasing funds to NEDFI.	1. Proposal from NEDFi. 2. UC of Previous funds. 3. Future plan along with full justification.	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
17	Release of funds to NEHHDC	3	Sh. S.P.Singh (Dy. secretary)	spsingh@nic.in	(23794685)	i) Examination of proposal, ii) Seeking approval of Secretary and concurrence of IFD, iii) Issue of sanction for release of the funds.	1.Proposal from NEHHDC for release of funds. 2.Statement of Expenditure. 3. Copy of the Memorandum of Understanding. 4. Utilisation Certificate in respect of funds released earlier.	N/A	N/A	N/A
18	Release of funds to NERAMAC	3	Sh. P.R.Meshram (Director)	pr.meshram@nic.in	(23015184)	Release is processed in concurrence with the IFD, DoNER and Secretarhy, DoNER.	UC of previous releases and requisition for funds.	N/A	N/A	N/A
19	Redress of Public Grievances	6	Sh. Asholi Chalai (Director)	asholi.chalai@nic.in	(23022431)	1-Examination of grievance / complaints. 2- Disposal of the grievances which pertains to the Ministry under intimation to the complainant 3-Forwarding of grievances /complaints to the concerned organisations / agencies which do not pertains to this Ministry for necessary action / report to the complainant under intimation to the Ministry.	Grievances / Complaints received through CPGRAMS and other channels.	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
20	Timely response to communications from stakeholders	4	Sh. Asholi Chalai (Director)	asholi.chalai@nic.in	(23022431)	1-The communications are responded by the concer5ned responsible officers within the time frame prescribed under the services standard of Citizens Charter.	Communications / representations received from stakeholders.	N/A	N/A	N/A
21	Transparency in Administration	6	Sh. Asholi Chalai (Director)	asholi.chalai@nic.in	(23022431)	1-16 Number of items are indicated under Section 4(1) (b) of RTI Act 2005 have been uploaded on the website of the Ministry.	1.Tenders. 2.The guidelines instructions relating to various activities of the Ministry. 3.Application formats. 4. Details of projects/ governmental & Non governmental organisation funded under various schemes. 5. Directory of officers / staff. 6. Salary details of officers / staff etc.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Retention of Projects(NLCPR)	8.0	Average time taken from the receipt of priority list	60	days	8.00	Ministry's records
2	Sanction of retained projects (NLCPR)	7.0	Average time taken from receipt of vetted DPR	30	days	7.00	Ministry's records
3	Release of first installment (NLCPR)	5.0	Average time taken from receipt of required documents	21	days	5.00	Ministry's records
4	Release of subsequent installments (NLCPR)	5.0	Average time taken from receipt of required documents	21	days	5.00	Ministry's records
5	Conducting SFC/EFC (NEC Projects)	10.0	Average time taken from receipt of vetted DPR and in- principle approval of Planning Commission	60	days	10.00	Ministry's records
6	Sanction of proposal Under Advocacy & Publicity Scheme	5.0	Average time from receipt of proposal	45	days	5.00	Ministry's records
7	Release of first installment Under Advocacy & Publicity Scheme	3.0	Average time from approval	21	days	3.00	Ministry's records
8	Release of final installment Under Advocacy & Publicity Scheme	2.0	Average time from receipt of UC/completion report	21	days	2.00	Ministry's records
9	Sanction of Proposal Under Capacity Building Scheme	8.0	Average time from receipt of proposal	45	days	8.00	Ministry's records
10	Release of first installment Under Capacity Building Scheme	4.0	Average time from approval	21	days	4.00	Ministry's records
11	Release of final installment Under Capacity Building Scheme	3.0	Average time from receipt of UC/completion report	21	days	3.00	Ministry's records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
12	Conducting SFC/EFC Under SIDF	8.0	Average time from receipt of vetted DPR and in-principle approval of Planning Commission	60	days	8.00	Ministry's records
13	Sanction of Project Under SIDF	2.0	Average time from approval by EFC/SFC	21	days	2.00	Ministry's records
14	Release of first installment Under SIDF	2.0	Work Plan	21	days	2.00	Ministry's records
15	Release of subsequent installment Under SIDF	3.0	Average time from receipt of UC	21	days	3.00	Ministry's records
16	Release of funds to NEDFi	3.0	Average time from receipt of UC	45	days	3.00	Ministry's records
17	Release of funds to NEHHDC	3.0	Average time from receipt of UC	45	days	3.00	Ministry's records
18	Release of funds to NERAMAC	3.0	Average time from receipt of UC	45	days	3.00	Ministry's record
19	Redress of Public Grievances	6.0	Average time taken to acknowledge grievance received through CPGRAMS portal.	7	days	1.20	CPGRAMS & Ministry's records
			Average time taken to acknowledge grievance received through registered post.	15	days	1.20	CPGRAMS & Ministry's records
			Average time taken for settlement of grievance/ final reply	30	days	3.60	CPGRAMS & Ministry's records
20	Timely response to communications from stakeholders	4.0	Average time taken for acknowledgement/final reply	21	days	4.00	Ministry's records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
21	Transparency in Administration	6.0	Average time taken for voluntary disclosures and other RTI's requirements from due date	30	days	6.00	Ministry's records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh. Asholi Chalai, Director	23022431	asholi.chalai@nic.in	9868140630

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	NE State Governments
2	Central Ministries/Organizations and their enterprises
3	North Eastern Council
4	Civil Society in the North-East Region
5	People of the NE Region

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	North Eastern Council	2522647	sect_nec_meg@nic.in	09436103348	NEC Secretriat, Nongrim Hills, Shillong-793003

Indicative Expectations from Service Receipients

S.No.	Indicative Expectations from Service Recipients
1	Timely submission of proposal in required format and with proper documents.
2	Timely and proper utilization of funds received from the Ministry.
3	Observing utmost standards of economy, quality and transparency.
4	Due diligence in formulation, implementation, execution and reporting.
5	Timely submission of proposal for revision in case of change in scope.
6	Proper monitoring & evaluation of the projects implemented with Ministry's support and keeping Ministry informed of the same.
7	Timely submission of utilization and progress reports to the Ministry.
8	Extending support to the Ministry to meet its objectives and realize the vision.



Citizens' / Clients' Charter

for

Ministry of Drinking Water and Sanitation

Address	Paryawaran Bhawan, CGO Complex, Lodhi Road, New Delhi
Website ID	ddws.gov.in
Date Of Issue	January, 2012
Next Review	June, 2012

VISION / MISSION

Vision

Safe drinking water and improved sanitation for all, at all times, in rural India.

Mission

To ensure all rural households have access to and use safe and sustainable drinking water and improved sanitation facilities by providing support to States in their endeavour to provide these basic facilities and services.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	NRDWP: Timely release of funds under the National Rural Drinking Water Programme (NRDWP) as per laid down criteria, to the States and Union Territories.	15	Shri T. M Vijay Bhaskar, Joint Secretary (Water) Shri. Sujoy Mojumdar, Director(RWS)	jstm@nic.in	9968821477 (24361043)	1. Scrutiny of proposal by programme division 2. Obtaining clarifications required, if any, from States 3. Approval by the JS 4. Concurrence by IFD 5. Issue of Sanction 6. Release by PAO	1. Complete proposal for release as per para 17 of NRDWP guidelines. 2. Utilisation Certificates Reconciled. 3. Audited Statement of Accounts with replies to observations. 4. 60% expenditure of available fund. 5. Performance report. 6. Replies to clarifications sought, if any,	N/A	N/A	N/A
2	NRDWP: Communication with other Ministries/Departments of Central Government	5	Shri Sujoy Mojumdar (Director (Water))	sujoy.m@nic.in	9717402345 (24360102)	1. Approval by the JS 2. Issue of Letter	Letter with requirements clearly spelt out	N/A	N/A	N/A
3	NRDWP: Provide information to State Government offices and Departments regarding implementation of NRDWP schemes.	5	Shri Sujoy Mojumdar (Director (Water))	sujoy.m@nic.in	9717402345 (24360102)	1. Approval by the JS/ Director 2. Issue of Letter	Letter with requirements clearly spelt out	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	NRDWP: Providing support to States in the wake of natural disasters to mitigate drinking water and sanitation problems in rural areas	10	Shri T M Vijay Bhaskar, Joint Secretary (Water), Shri. Sujoy Mojumdar Director (Water)()	sujoy.m@nic.in	9717402345 (24360102)	1. Decision of HLC received from MHA 2. Obtaining clarifications required, if any, from States 3. Approval by the JS 4. Concurrence by IFD 5. Issue of Sanction 6. Release by PAO	1. Utilisation Certificates, 2. Audited Statements of Accounts, 3. 60% expenditure of available funds, 4. Replies to clarifications sought, if any	N/A	N/A	N/A
5	NRDWP: Response to Inspection Reports	5	Shri. Sujoy Mojumdar(Director (Water))	sujoy.m@nic.in	9717402345 (24360102)	1 Obtaining Comments from States where required 2.Approval by the Secretary (DWS)	Responses from States	N/A	N/A	N/A
6	NRDWP: Timely release of funds to Key Resource Centres as per KRC Guidelines	10	Shri T. M. Vijay Bhaskar, Joint Secretary (Water), Shri P.P. Nagrath Deputy Secretary (WQ)()	pp_nagrath@yahoo.co.in	9868106180 (24364518)	For 1st Installment 1. Scrutiny by programme division 2. Obtaining clarifications required, if any 3. Approval by the Secretary 4. Concurrence by IFD 5. Issue of Sanction 6. Release by PAO For 2nd Installment 1. Scrutiny by programme division 2. Obtaining clarifications required, if any 3. Approval by the Joint Secretary 4. Concurrence by IFD 5. Issue of Sanction 6. Release by PAO	For 1st Installment 1. Annual Action plan giving complete details as per para 6 of KRC Guidelines 2. Replies to clarifications sought, if any For 2nd and further installments 1.Utilisation Certificates 2. Audit Statement of Account 3. 60% expenditure of available fund 4. Performance report 5. Replies to clarifications sought, if any	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
7	NRDWP: Timely release of R&D activities to the PIs as per R&D guidelines	10	Shri T M Viay Bhaskar, Joint Secretary (Water), Shri P.P. Nagrath Dy Secy (WQ & Co-ord)()	pp.nagrath@nic.in	9868106180 (24364518)	For 1st installment 1. Scrutiny by programme division 2. Obtaining clarifications required, if any 3. Approval by the R&DAC 4. Concurrence by IFD 5. Issue of Sanction 6. Release by PAO For 2nd and 3rd Installments 1. Scrutiny by programme division 2. Obtaining clarifications required, if any 3. Approval by the Joint Secretary 4. Concurrence by IFD 5. Issue of Sanction 6. Release by PAO	For 1st Installment 1. 4 Copies of Completed proposal in the format for submitting R&D proposal prescribed in R&D Guidelines 2. Replies to clarifications sought, if any For 2nd and 3rd Installments 1. Utilisation Certificates 2. Audit Statement of Account, 3. 60% expenditure of available fund 4. Performance report 5. Replies to clarifications sought, if any	N/A	N/A	N/A
8	TSC: Timely release of funds under the Total Sanitation Campaign (TSC) as per laid down criteria to the Districts through States.	15	Shri J.S Mathur, Joint Secretary (Sanitation) Shri. Vijay Mittal, Director (CRSP)()	js.tsc@nic.in vijay.mittal@nic.in	9654902133 (24362705)	1. Scrutiny by programme division 2. Obtaining clarifications required, if any 3. Approval by the JS 4. Concurrence by IFD 5. Issue of Sanction 6. Release by PAO	1. Utilisation Certificates, 2. Audit Statement of Account, 3. 60% expenditure of available fund, 4. Performance report, 5. Replies to clarifications sought, if any	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
9	TSC: Communication with other Ministries/Departments of Central Government	5	Shri N.K.Joshi (Under Secretary (CRSP))	nandkishore.joshi@nic.in	9990552016 (24362106)	1. Approval by the JS 2. Issue of Letter	Policy guidelines	N/A	N/A	N/A
10	TSC: Provide information to State Government offices, and Departments regarding implementation of TSC and NGP schemes.	5	Shri. N K Joshi(Under Secretary (CRSP))	nandkishore.joshi@nic.in	9990552016 (24362106)	1. Approval by the JS 2. Issue of Letter	Policy guidelines	N/A	N/A	N/A
11	TSC: Recognise and award Panchayats for excellent work in rural sanitation by granting them NGP status	10	Shri J.S.Mathur, Joint Secretary (Sanitation) Shri Vijay Mittal, Director (CRSP)()	vijay.mittal@nic.in	9818977797 (24364427)	1. Application forwarded by District to State 2. State to verify and forward to MDWS for survey 3. Survey by Independent Agencies 4. Primary Selection of GPs based on Survey data 5. Sample cross check of survey data by State teams 6. Findings of Survey/Cross check shared with States 7. Recommendation of State Level Scrutiny Committee (SLSC) 8. Selection by Central Level Selection Committee (CLSC)	Policy Guidelines	N/A	N/A	N/A
12	TSC: Respond to Audit observations	5	Shri N.K.Joshi,(Under Secretary (CRSP)))	nandkishore.joshi@nic.in	9990552016 (24362106)	Approval by the Secretary (DW & S)	Government records	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	NRDWP: Timely release of funds under the National Rural Drinking Water Programme (NRDWP) as per laid down criteria, to the States and Union Territories.	15.0	Average time taken from the date of receipt of the complete and reconciled UCs/ASAs in Ministry	30	Days	15.00	Ministry Records
2	NRDWP: Communication with other Ministries/Departments of Central Government	5.0	Average time taken from date of receipt in Ministry	14	Days	5.00	Ministry Records
3	NRDWP: Provide information to State Government offices and Departments regarding implementation of NRDWP schemes.	5.0	Average time taken from date of receipt in Ministry	15	Days	5.00	Ministry Records
4	NRDWP: Providing support to States in the wake of natural disasters to mitigate drinking water and sanitation problems in rural areas	10.0	Average time taken for issue of fund release order from date of receipt of MHA communication in Ministry	21	Days	10.00	Ministry Records
5	NRDWP: Response to Inspection Reports	5.0	Average time taken from receipt of inspection report in Ministry	60	Days	5.00	Ministry Records
6	NRDWP: Timely release of funds to Key Resource Centres as per KRC Guidelines	10.0	Average time taken from the date of receipt of the complete proposal/ UCs/ASAs in Ministry	30	Days	10.00	Ministry Records
7	NRDWP: Timely release of R&D activities to the PIs as per R&D guidelines	10.0	Average time taken from the date of receipt of the complete proposal UCs/ASAs in Ministry	30	Days	10.00	Ministry Records
8	TSC: Timely release of funds under the Total Sanitation Campaign (TSC) as per laid down criteria to the Districts through States.	15.0	Average time taken from the date of receipt of the UCs/ASAs	30	Days	15.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	TSC: Communication with other Ministries/ Departments of Central Government	5.0	Average time taken from date of receipt in Ministry	15	Days	5.00	
10	TSC: Provide information to State Government offices, and Departments regarding implementation of TSC and NGP schemes.	5.0	Average time taken from date of receipt in Ministry	14	Days	5.00	Ministry Records
11	TSC: Recognise and award Panchayats for excellent work in rural sanitation by granting them NGP status	10.0	Average time taken from online entry of NGP applications	270	Days	10.00	Ministry Records
12	TSC: Respond to Audit observations	5.0	Average time taken from date of receipt in Ministry	60	Days	5.00	Ministry Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri T.M. Vijay Bhaskar, Joint Secretary (Water), Ministry of Drinking Water & Sanitation, 9th Floor, Paryawaran Bhawan, CGO Complex, Lodhi Road, New Delhi - 110003	011-243610	jstm@nic.in	9968821477
2	Shri J.S.Mathur, Joint Secretary (Sanitation), Ministry of Drinking Water & Sanitation, 12th Floor Paryawaran Bhawan, CGO Complex, Lodhi Road, New Delhi-110003	011-243627	js.tsc@nic.in	9654902133

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Departments and Offices of Government of India
2	Representatives of State Governments
3	Representatives of Research and Training Institutions
4	Representatives of NGOs
5	Representatives of Multilateral Agencies
6	Officers and Staff of the Department

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	There are no Responsibility Centres and Subordinate Organisations under the Department of Drinking Water and Sanitation.				

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submission of Annual Action Plan by States in the prescribed formats, so that the same can be processed for approval.
2	Updation of data by States in the Departmental Integrated Management Information System, accurately and in time.
3	Visit the departmental website at ddws.nic.in for obtaining detailed information regarding the activities of the department.
4	Contact Public Grievance Officer for registering grievances



Citizens' / Clients' Charter

for

Ministry of Environment and Forests

Address	Paryavaran Bhawan, CGO Complex, Lodhi Road, New Delhi-110003
Website ID	envfor.nic.in
Date Of Issue	February, 2011
Next Review	February, 2012

VISION / MISSION

Vision

Conservation of environment and natural resources for the present and future generations in a manner consistent with the aspirations of the country for growth and development

Mission

To plan, promote, coordinate and oversee the implementation of environmental and forestry programmes in order to protect the environment and maintain a balance between conservation and development activities

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	* Decisions on Environment Clearances under EIA Notification, 2006 in respect of projects covered there under	12	Dr. S.K. Aggarwal, DR P.L Ahuja Rai, Dr. P.B.Rastogi, Dr.T.Chandini, Lalit Kapur, Dr Sanchita Jindal, (Member Secretaries of respective sector EACs)	skag@nic.in, plahujarai@yahoo.co.in, pbrastogi@nic.in., tchand2003@yahoo.co.uk, kapoor2000@yahoo.com, sansom_2859@yahoo.co.in	(24362434)	The proposals for environmental clearance are processed as per the procedure prescribed under EIA Notification, 2006 as amended. For the purpose, the application received in the prescribed format(Form-I) along with pre-feasibility report are considered by the respective sector for grant of TOR for preparation of Environment Impact Assessment Report and theron to conduct Public Hearing as per the prescribed procedure. Project along with the Final EIA after addressing the issues raised during the Public Hearing are appraised for environmental clearance (EC) by the EACs and Recommendations made. Based on the recommendations of EAC, a decision is taken by the Competent Authority for grant of environment clearance or otherwise.	For TOR:• Application in presecibed format Pre-feasibility report for EC	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
							EIA report Public Hearing proceedings Approved Mine Plan (only for mining projects) Sector specific Enviromental Appraisal Questionnaire Clearances from other regulatory bodies wherever applicable. For construction sector: Application in Form I Form I A Concept Plan, Final EIA Report Public hearing proceedings Approved mine plan (only for mining projects)			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Sector specific Environmental Appraisal Questionnaire clearances from other regulatory bodies wherever applicable.			
2	Decision on Clearances under CRZ/ IPZ Notification 2011.	4	Lalit Kapur(Director)	Lkapoor2000@ yahoo.co m	(24368526)	The proposals for CRZ clearance are processed as per the procedure prescribed under CRZ/IPZ Notification, 2011. For the purpose, the application received in the prescribed format(Form-I) along with requisite documents are considered by the respective sector for grant of CRZ clearance.	Form-I Comprehensive EIA with cumulative studies Disaster Management Report Risk Assessment Report and Management Plan Authenticated CRZ map indicating HTL & LTL with project layout superimposed on it. NOC from SPCB (for waste disposal in to sea) Recommendations of the respective State Coastal Zone.	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
3	Decision on Forest clearances under Forest (Conservation) Act, 1980 - Diversion of more than 40 ha of forest land for non- forestry purposes. In respect of Andhra Pradesh, Chandigarh, Delhi, Haryana, Jammu & Kashmir, Madhya Pradesh, Manipur, Meghalaya, Nagaland, Orissa, Pudducherry and Uttarakhand. In respect of Andaman & Nicobar Islands, Arunachal Pradesh, Bihar, Chhattisgarh, Dadra & Nagar Haveli, Daman & Diu, Goa, Himachal Pradesh, Jharkhand, Lakshadweep, Rajasthan, Sikkim. In respect of Gujarat, Punjab, Uttar Pradesh, West Bengal. In respect of Assam, Karnataka, Kerala, Maharashtra, Mizoram, Tamil Nadu, Tripura.	12	Shri H.C. Chaudhary, Shri Shiv Pal Singh, Mr. Priya Ranjan, Shri N.C. Sarvanan()	harishcc@yahoo.com, shiv101@yahoo.com, aig_rtdiv@yahoo.com, ncifs@yahoo.co.in	(24361316)	The proposals of the State/ UT Governments are processed for consideration of Forest Advisory Committee (FAC) and Central Government.	Proposals of the project proponents in the prescribed format duly recommended by the State Government.	N/A	N/A	N/A
4	Recommendation of Standing Committee of National Board for Wildlife (NBWL) on land diversion cases of protected areas and pertaining to Environment Clearance in Eco- Sensitive Zone of National Parks and Sanctuaries.	4	Dr. Shaktikant Khanduri,(IGF)	igfwl-mef@nic.in	(24364791)	1. Proposals are received from State Govt. duly recommended by State Wildlife Board. 2. Scrutiny of proposals by Wildlife division 3. Proposals complete in all respects are put up before the Standing Committee of National Board for Wildlife.	Proposals of the project proponents in the prescribed format duly recommended by the State Government.	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
5	Release of funds to Elephant Range States as per Annual Plan of Operations (APO)	5	Prabhat Tyagi(Joint Director)	jd-wl@nic.in	(24366842)	Scrutiny of APO by division 2. Concurrence of IFD 3. Issue of sanction 4. Release of fund	1.Proposal in prescribed format with enclosures. Utilisation Certificates(UCs) for previous releases. Expenditure statement	N/A	N/A	N/A
6	Release of funds to Tiger Reserves as per Annual Plan of Operations (APO)	7	Shri S.P. Yadav(DIG (NTCA))	jdntca@gmail.com	(23389883)	1.Scrutiny of APO by division 2. Concurrence of IFD 3. Issue of sanction 4. Release of fund	Proposal in prescribed format with enclosures Utilisation Certificates(UCs) for previous releases. Expenditure statement	N/A	N/A	N/A
7	Sanction of proposals for pollution abatement works for conservation of river under National River Conservation Plan (NRCP) & National Ganga River Basin Authority (NGRBA)	8	Shri Vivek Wadekar(Director)	vivekwadekar@nic.in	(24363013)	Scrutiny of Detailed Project Reports (DPRs) Consideration and approval by the designated Committee/ Competent Authority. Release of Grant commensurate with the progress of works	Preliminary Feasibility Report/ Detailed Project Report Memorandum of Agreements (MoA) Periodical progress reports on works TPI Reports Utilisation Certificates	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
8	Sanction of proposals for polluted and degraded lakes in urban and semi-urban areas of the country, prioritized by the State Governments under National Lake Conservation plan (NLCP)	5	Dr. (Mrs.) R. Dalwani(Director)	r_dalwani@yahoo.com	(24364789)	Scrutiny of Detailed Project Reports (DPRs) Consideration and approval by the designated Committee/ Competent Authority. Release of further Grant funds commensurate with the progress of works.	Preliminary Feasibility Report/ Detailed Project Report Memorandum of Agreements (MoA) Periodical progress reports on works TPI Reports Utilisation Certificates	N/A	N/A	N/A
9	To improve Management of Hazardous Substance: setting up of treatment, storage and disposal facilities for hazardous, bio- medical and e-waste	5	Dr. Saroj(Director)	sarojmoef@yahoo.com	(24364067)	1. Inviting proposal from States. 2. Receipt and evaluation of proposal 3. Release of financial assistance	Proposals of the project proponents complete in all respects	N/A	N/A	N/A
10	Release of funds for Preparation of Off-site Emergency Plan including Hazard Analysis Report	3	Dr. Chhanda Chowdhury,(Director)	chhanda_c@hotmail.com	(24360662)	1. Identification of the Districts 2. Inviting proposals 3. Evaluation of the proposals 4. Financial concurrence 5. Release of Funds	Proposals of the project proponents complete in all respects	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
11	Financial Assistance for proposals under Research and Development (R&D) Scheme	6	Dr. Naseem Ahmad (Director), Dr. J.R. Bhatt (Director), Ms. Sujata Khaparde (Additional Director),(Director & Additional Director)	naseem. ahmad@nic.in, jrbhatt@nic.in, sujatakhaparade@ gmail. com	(24363677)	Research proposals invited from various Research organizations, Universities, Voluntary bodies and NGOs in identified thrust areas of research. After examination by the division concerned, these proposals are put up for appraisal in committees constituted for different thematic areas. Once approved, assistance to concerned organization is released after financial concurrence.	• Research proposal in prescribed format. • Forwarding letter from the Head of organization. • Non-availability certificat in respect of equipment sought for.	N/A e e	N/A	N/A
12	Grants-in-aid to State/UT Govts. Under CSS – 'Integrated Development of Wildlife Habitats'.	5	Dr. Shaktikant Khanduri(IGF)	igfwl-mef@nic.in	(24364791)	1. Scrutiny of APO by division 2. Concurrence of IFD 3. Issue of sanction 4. Release of fund	Proposal in prescribed format with enclosures. Utilisation Certificates(UCs) for previous releases. Expenditure statement	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
13	Grants-in-aid to institution/ organization for research purposes relating to Wildlife.	3	Dr. Shaktikant Khanduri, Ms. Prakriti Srivastava(IGF & DIG)	igfwl-mef@nic.in, digwl- mef@nic.in	(24364791)	Proposals received are screened and approved by Research Committee and submitted for concurrence of Integrated Finance Division (IFD)	1. Registration certificate of Institution/ Organization 2. Proposal in prescribed format duly completed alongwith requisite enclosures.	N/A	N/A	N/A
14	'Grant in-aid to State Forest Development Agencies (SFDAs)	7	Shri A. M. Singh(DIG)	arvindsingh@ yahoo.com	(24364624)	Scrutiny of APO by division 2. Concurrence of IFD 3. Issue of sanction 4. Release of fund	Annual Work Plan Utilization Certificate/ Progress Report	N/A	N/A	N/A
15	Financial assistance to all States/ UTs for forest Protection under Intensification of Forest Management Scheme.	4	Shri Subhash Chandra,(DIG (FP))	subhaash. chandra@gma il.com	(24363974)	The proposals of the state/ UT Governments are processed for consideration of Screening Committee and Central Government.	Proposals of the project components in the prescribed format duly recommended by the state Government.	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
16	Environmental Education Awareness & Training (EEAT) – (a) Financial Assistance under National Environmental Awareness Campaign (NEAC) to the Regional Resource Agencies to undertake environmental awareness and actions activities through participating organizations including NGOs, Universities, Schools and Colleges.	6	Shri B.M.S. Rathore, Shri V.K. Srivastava(Joint Secretary & Deputy Secretary)	bms.rathore@nic.in, mediaenvironmentmoef52@gmail.com	(24361774)	Proposals are invited from different stakeholders through an advertisement. After receipt of the proposals, these are submitted to the Regional Resource Agencies (RRAs) and subsequently placed before different Regional Committee Meetings for consideration. Proposals recommended by the Committee are processed in the Ministry for approval for financial assistance in consultation with the Integrated Finance Division. Audited statement of the expenditure for the previous grant released • Annual progress report/ physical report for the previous year • Bond for amount to be released is required on a value of Rs. 10.00 Non-judicial Stamp paper in case of NGOs and Trusts	• Utilization Certificate of the previsous grant released	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
	(b) Financial Assistance under Seminar/Symposium/ Workshop/ Conference Programme to universities, academic institutions/ colleges, NGOs, Government, etc., to create mass environment awareness on environment or any emerging area impinging on technology, innovation in the field of environment.					Proposals are invited through advertisement in Newspapers After receipt of the proposals, these are placed before the Internal Screening Committee of the Ministry Proposals recommended by the Committee are processed in the Ministry for financial assistance with the approval of Integrated Finance Division The proposals rejected by the committee are communicated accordingly	Bond for amount to be released is required on a value of Rs. 2.00 Non- judicial Stamp paper in case of NGOs & Trust.	N/A	N/A	N/A
17	Decision on proposals of Common Effluent Treatment Plants (CETPs)	4	Dr. M. Raina(Director)	mraina@nic.in	(24360270)	(i) Inviting proposal (ii) Scrutiny & evaluation (iii) Approval by Appraisal Committee on CETPs (iv) Release of grant	Proposal with relevant documents as per check list duly recommended forwarded and by the State Pollution Control Boards	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Decisions on Environment Clearances under EIA Notification, 2006 in respect of projects covered there under	12.0	A comprehensive and science based decision on request for environmental clearance.	60 Days for TOR and 105 Days for project appraisal	Days	12.00	Office Record
2	Decision on Clearances under CRZ/IPZ Notification 2011.	4.0	A comprehensive and science based decision on request for CRZ clearance.	60	Days	4.00	Office Record
3	Decision on Forest clearances under Forest (Conservation) Act, 1980 - Diversion of more than 40 ha of forest land for non-forestry purposes. In respect of Andhra Pradesh, Chandigarh, Delhi, Haryana, Jammu & Kashmir, Madhya Pradesh, Manipur, Meghalaya, Nagaland, Orissa, Pudducherry and Uttarakhand. In respect of Andaman & Nicobar Islands, Arunachal Pradesh, Bihar, Chhattisgarh, Dadra & Nagar Haveli, Daman & Diu, Goa, Himachal Pradesh, Jharkhand, Lakshadweep, Rajasthan, Sikkim. In respect of Gujarat, Punjab, Uttar Pradesh, West Bengal. In respect of Assam, Karnataka, Kerala, Maharashtra, Mizoram, Tamil Nadu, Tripura.	12.0	Depends upon the processing of the proposals by the concerned State Government and Regional Office located at Bangalore, Bhopal, Bhubaneswar, Chandigarh, Lucknow and Shillong.	60	Days	12.00	Office Record
4	Recommendation of Standing Committee of National Board for Wildlife (NBWL) on land diversion cases of protected areas and pertaining to Environment Clearance in Eco-Sensitive Zone of National Parks and Sanctuaries.	4.0	Recommendation/decision on the proposal within the prescribed time frame	150	Days	4.00	Office Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	Release of funds to Elephant Range States as per Annual Plan of Operations (APO)	5.0	Average time taken from the date of receipt of complete and correct Annual Plan of Operations (APO)	150	Days	5.00	Office Record
6	Release of funds to Tiger Reserves as per Annual Plan of Operations (APO)	7.0	Average time taken from the date of receipt of complete and correct APO	150	Days	7.00	Office Record
7	Sanction of proposals for pollution abatement works for conservation of river under National River Conservation Plan (NRCP) & National Ganga River Basin Authority (NGRBA)	8.0	Disposal of proposal within the prescribed time frame	180	Days	8.00	State Implementing Agencies
8	Sanction of proposals for polluted and degraded lakes in urban and semi- urban areas of the country, prioritized by the State Governments under National Lake Conservation plan (NLCP)	5.0	Disposal of proposal within the prescribed time frame	180	Days	5.00	State Implementing Agencies.
9	To improve Management of Hazardous Substance: setting up of treatment, storage and disposal facilities for hazardous, bio-medical and e-waste	5.0	Creation of treatment and disposal facilities for hazardous wastes, bio-medical waste and e-wastes	180	Days	5.00	Office Record
10	Release of funds for Preparation of Off-site Emergency Plan including Hazard Analysis Report	3.0	Preparation and completion of Off-site emergency plan	180	Days	3.00	Office Record
11	Financial Assistance for proposals under Research and Development (R&D) Scheme	6.0	Awareness creation in the field of hazardous waste management, bio-medical waste management, municipal solid waste management and chemical safety.	150	Days	6.00	Office Record
12	Grants-in-aid to State/UT Govts. Under CSS – 'Integrated Development of Wildlife Habitats'.	5.0	Average time taken from the date of receipt of complete and correct Annual Plan of Operation (APO)	150	Days	5.00	Office Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
13	Grants-in-aid to institution/ organization for research purposes relating to Wildlife.	3.0	Timely release of grant to the concerned institution/ organization	150	Days	3.00	Office Record
14	'Grant in-aid to State Forest Development Agencies (SFDAs)	7.0	In principle approval	150	Days	7.00	State Government/UTs
15	Financial assistance to all States/ UTs for forest Protection under Intensification of Forest Management Scheme.	4.0	Depends upon the processing of the proposals by the concerned State Government.	150	Days	4.00	Utilization Certificates and Progress Reports from the State/UT Governments
16	Environmental Education Awareness & Training (EEAT) – (a) Financial Assistance under National Environmental Awareness Campaign (NEAC) to the Regional Resource Agencies to undertake environmental awareness and actions activities through participating organizations including NGOs, Universities, Schools and Colleges. (b) Financial Assistance under Seminar/ Symposium/ Workshop/ Conference Programme to universities, academic institutions/ colleges, NGOs, Government, etc., to create mass environment awareness on environment or any emerging area impinging on technology, innovation in the field of environment.	6.0	Average time taken after finalization of minutes of the meeting and receipt of complete documents.	180	Days	6.00	Office Record
17	Decision on proposals of Common Effluent Treatment Plants (CETPs)	4.0	Disposal of proposal within the prescribed time frame	150	Days	4.00	State Pollution Control Boards

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh. Chandan Singh, Director (Administration), Room No. 516, 5th Floor, B –I wing, Paryavaran Bhawan, CGO Complex, Lodhi Road, New Delhi.	24360678	chandan.singh@nic.in	
2	Shri B. S. Bhandari, Under Secretary (P-III & Public Grievances), Room No. 911, 9th Floor, B –I wing, Paryavaran Bhawan, CGO Complex, Lodhi Road, New Delhi.	011-243622	bs.bhandari@nic.in	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Ministries/Departments of the Government of India
2	All States/ UTs Governments.
3	Citizens/ Organisations/ Institutions/ NGOs / Universities/ Research Institutions/ Industries etc.
4	Central Pollution Control Board/ Pollution Control Boards/ Pollution Control Committees and Departments of all States/UTs.
5	All Institutions/ Organizations under the administrative control of the Ministry.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Gobind Ballabh Pant Institute of Himalayan Environment & Development	05962-241041-241154	imspalni@rediffmail.com		Kosi-Kataemal, Almora-263643, Uttaranchal
2	Indian Council of Forestry Research and Education	0135-2758614,	akbansal@icfre.org		P.O. New Forest,
3	Indian Institute of Forest Management	0755-2775716	director@iifm.ac.in		P.B.No.357, Nehru Nagar,
4	Indian Plywood Industries Research and Training Institute	080- 28394231-33	contactus@ipirti.gov.in		P.B.No.2273, Tumkur Road,
5	Wildlife institute of India	0135- 640111	wii@wii.gov.in		P.B.No. 18, Chandrabani,
6	Forest Survey of India	0135-2756139, 2754191	dpandeyifs@rediffmail.com		Forest Survey of India, Kaulagarh Road,
7	Botanical Survey of India	033-23344963	singh_drdk@rediffmail.com		CGO Complelx, 3rd Floor MOS Building DFBlock, Sector 1, Salt Lake City Kolkata-700064
8	Zoological Survey of India	033-24006893, 23584240	ramakrishna.zsi@gmail.com		Zoological Survey of India, M-Block,New Alipur, Kolkatta-700053
9	Indira Gandhi National Forest Academy	0135-2754647	director@ignfa.gov.in		P.O. New Forests, Dehradun-248006
10	Directorate of Forest Education	0135-2757326	thedfedun@yahoo.com		P.O. New Forest, Dehradun-248006
11	National Institute of Animal Welfare	0129-6465144, 0129-2219037, 011-23318553	parveen_hsr@rediffmail.com		42 KM Stone, Delhi-Agra HighwayFaridabad, Haryana
12	National Zoological Park	011-24359825	nzpnewdelhi@gmail.com		Mathura Road, New Delhi-110003

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
13	National Museum of Natural History	011-23314932	dirnmnh@gmail.com		FICCI Building, Barakhamba Road,New Delhi-110001
14	Wildlife Crime Control Bureau	011-26182484	mitra.rina@gmail.com		Trikoot Bhavan-I, Bhikaji Cama Place,New Delhi
15	Central Zoo Authority	011-23381585	cza@nic.in		Bikaner House, Annexe-VI, Shahjahan Road, New Delhi-110011
16	National Biodiversity Authority	044-24490805	secretary@nbaindia.in		475, 9th South Cross Street, Kapaleeswarar Nagar, Neelankarai, Chennai, Tamilnadu
17	National Tiger Conservation Authority	011-23384428	dirpt-r@nic.in		Bikaner House, Annexe, Shahjahan Road, New Delhi-110001
18	Animal Welfare Board of India	044-24454935, 24454958,	awbi@md3.vsnl.net.in, secretary. awbi@gmail.com		13/1, Third Seaward Road,Valmiki Nagar, Thiruvanmiyur, Chennai-600 041.
19	Central Pollution Control Board	011-22303655	ccb.cpcb@nic.in		CPCB Parvesh Bhawan, CBD-Cum-Office Complex, East Arjun Nagar, Delhi-110032
20	Andaman & Nicobar Islands Forest & Plantation Development Corporation Ltd.	03192-232869,	vanvikas@gmail.com		Van Vikas Bhawan, Port Blair-744102
21	Centre for Environment Education	079-26858002-09	cee@ceeindia.org		Nehru Foundation for Development, Thaltej Tekra, Ahmedabad – 380054, Gujarat.
22	C.P.R. Environmental Education Centre	044-24346526	cpreec@vsnl.com		1A, Eldams Road,Chennai – 600018, Tamil Nadu.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
23	Centre for Ecological Sciences	080-23600382	chairman@ces.iisc.ernet.in		Indian Institute of Science, Bengaluru – 560012, Karnataka.
24	Centre for Mining Environment	0326-2206372, 2202486	cme@ismdhanbad.ac.in		Indian School of Mines, Dhanbad – 826004, Jharkhand
25	Salim Ali Centre for Ornithology and Natural Hisotry (SACON)	0422- 807973, 807983	centre@sacon.ernet.in		Kalayampalayam, Coimbatore – 641010, Tamil Nadu.
26	Centre for Environmental Management of Degraded Ecosystems	011-27666237	crb26@hotmail.com		School of Environmental Studies, University of Delhi, Delhi – 110007
27	Tropical Botanic Garden and Research Institute	0472 – 2869246	director_tbgri@rediffmail.com		Pacha Palode,Thiruvananthapuram – 695562, Kerala
28	Centre of Excellence in Environmental Economics	044-22354847	sankar_u75@hotmail.com		Madras School of Economics, Gandhi Mandampam Road, Behind Government Data Center, Kottur, Chennai, Tamil Nadu-600025.
29	Foundation for Revitalisation of Local Health Traditions	080-8565890, 8565873	s.ajith@frlht.org.in		50 MSH Layout, 2nd Stage, 3rd Main, 2nd Cross, Anand Nagar, Bengaluru – 560024, Karnataka.
30	Centre for Animals and Environment	080-25530121, 25530304	indheritage@hotmail.com		CARTMAN, Koramangala, 6th Block, Bangalore – 550095, Karnataka.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	To provide proposals complete in all respects with requisite documents containing correct and reliable information
2	Timely submission of information and clarification as required by the Ministry.
3	Submission of Forests Clearance proposals as per prescribed format and standard as envisaged in the Act/Rules.
4	Submission of Environment Clearance proposals as per prescribed format and standard as envisaged in the Act/Rules.
5	To participate in environmental awareness programmes run by the Government and various agencies.
6	Proper & timely submission of utilization certificates (UCs) in prescribed format for funds released under various programmes.
7	Timely submission of Management Action Plan as per required standard under the concerned scheme.
8	Proper planning, implementation and evaluation of the project/ scheme financed by the Government.
9	To keep proper financial records and data of the financial assistance received from the Ministry.
10	To update regularly on the policies and programmes of the Ministry.
11	To provide valuable suggestions / feedbacks for improvement of quality of services.
12	Timely submission of Report on physical and financial progress for funds released under various programmes.



Citizens' / Clients' Charter

for

Department Of Fertilizers

Address	Dept. of Fertilizers, Shastri Bhawan, New Delhi
Website ID	fert.nic.in
Date Of Issue	December, 2010
Next Review	December, 2012

VISION / MISSION

Vision

Achieving fertilizer security for the country for sustainable agricultural growth supported by a robust domestic fertilizer industry

Mission

Ensuring adequate and timely availability of fertilizers to the farmers at affordable prices through planned production and imports and distribution of fertilizers in the country and planning for self sufficiency in Urea production

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely grant of clearance for setting up/augmenting of Fertilizer production unit	20	Vijay Ranjan Singh Dir. (Fertilizer)	vrs_04@yahoo.co.in	9891220644	Various clearances from Central/State Government/Defence/ Industry etc.	Environment clearance,land ownership, State Govt. Clearance, Land Use Clearance, Defiance Clearance	N/A	N/A	N/A
2	Timely payment of Subsidy to Fertilizers companies for indigenous/imported urea/P & K Fertilizers	40	Indigenous Urea (A.S. Sandhu) Director	asandhu@nic.in	9899064089 (26106817)	Indigenous Urea Initial Payment Payment within 60 days on continuing concession rate	1.Annexure I,II, IIA, V,IX, X, ECA statement and receipt reports dulysigned by Authorised signatory. 2.Certificaes of Chartered Accountant/Statutory auditors wherever necessary. 3. Signed copy of complete claim (uploaded in FMS). 4. Annexure III and XI or previous year duly signed by authorised signatory and statutory auditor required to the submitted with June claim. 5. Annexure XII (A) and XII (B) of every quarter duly signed by authorised signatory should be submitted alongwith respective quarter ending month claim.	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
						Final Payment Settlement of escalation claims within 30 days of notification.	1.Annexures 1, IIB, V & Receipts reports duly signed by authorised signatory. 2. Certificates of Chartered Accountat/Statutory auditors wherever necessary. 3. Signed coy of complete claim (uploaded in FMS).	N/A	N/A	N/A
			Imported Urea Indigenous & Imported P & K Fertilizers **(Ms. TCA Kalyanni)**	dirfa.fert@nic.in	9818091099 (23062608)	Imported Urea Initial Payment 98 % of the claimed amount within 10 working days	Cheque list during 98% advance payment claim bill submitted by the canalising agent. 1. Authorization issued by DoF 2. Undertaking for SPC approval and PG Bond from suppliers 3. LC opening certificate from the bank 4. Selling advice issued by the suppliers 5. Purchase contract 6. Insurance Certificate 7. Nomination message issued by DoF and 8. C&F waiver from Transchart			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							9. Bill of landing 10. DoF approval for CAD payment 11. Arrival report in case of CAD payment- checklist during 100% payment of cost of urea to M/s OMIFCO submitted by the shipping division:- 1. Bill of lading 2. Commercial invoice 3. Certificate of origin 4. Stowage plan 5. Draft survey Report 6. Certificate of quality 7. Nomination message	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
						Final Payment Balance claim within 30 working days of settlement of above	Checklist during 2% balance payment claim bill submitted by the canalizing agent:- 1. Indemnity Insurance 2. Bank Charge Advices from the Bank 3. Commercial Invoice 4. Bills of lading 5. Load port draught survey report6. Certificate of origin issued by the Chamber of commerce of country of origin 7. Certificate of inspection/ quality8. Stowage plan 9.Seller's inspection certificate duly attested by the inspection Agent 10. Joint draught survey report at discharged port.	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
						Indigenous & Imported P & K Fertilizers Initial Payment Payment of own account claim equal to 85//90% amount of base rate within 10 days of receipt of fully documented claims	On account claims in DAP/Complex- 1. Performa A & C dully signed duly signed by authorised signatory. 2. Certificates of Statutory auditors. 3. Undertaking. 4. Annexure 1 (showing details of the sales) duly signed by auditor. 5. Bank Guarantee (in case of 90% claims)-own account claim in respect of SSP:- 1) Performa A & C duly Singed by authorised signatory. 2) Certificate of statutory auditor. 3) Quality Certificate 4) Production Certificate 5) Undertaking 6) Annexure I showing details of the sale duly signed by auditor. 7) Performa E 8) Performa F 9) Statement of Bank guarantee (in case of 90% claims	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
						Final Payment Adjustment of claims of the basis of final rates within 30 days of claim	Policy document on final rates	N/A	N/A	N/A
3	Timely fixing of production/import targets for 100% of Fertilizers companies	10	Sh. Deepak Kumar (Director)	Director. movement @gmail.com	9971269111	15th March for Kharrif 15th September for Rabi	Receipt of final requirement from DAC	N/A	N/A	N/A
4	Timely payment of bills to Vendors	10	Sh. Rajeeva Kumar(DS)	rajivakumar@ nic.in	9818922995	Receipt of claims	Relevant bills/ challan/invoices	N/A	N/A	N/A
5	Responding to queries	10	Sh. Rajeeva Kumar (DS)	rajivakumar@ nic.in	9818922995	Various form of queries	Relevant documents	N/A	N/A	N/A
6	Prompt Grievance Redressal	10	Sh. Rajeeva Kumar (DS)	rajivakumar@ nic.in	9818922995	Receipts of grievances	Relevant document	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Timely grant of clearance for setting up/ augmenting of Fertilizer production unit	20	No. of days required after Submission of requisite documents/ clearance	90	working days	20.00	Files & Records
2	Timely payment of Subsidy to Fertilizers companies for indigenous/ imported urea/P & K Fertilizers	60	1. Imported Urea i. For imported urea 98% of the claimed amount.	10	working days	10.00	Files & Records
			ii. Balance within 30 working days of settlement.	30	working days	10.00	Files & Records
			2. **Indigenous urea** i. Initial payment within 60 days on continuing concession rate.	60	working days	10.00	Files & Records
			iii. Final settlement of escalation claims with 30 days of notification.	30	working days	10.00	Files & Records
			3. 85/90% on account claim payment within 10 days in r/o P & K fertilizers of fully documented claims	10	working days	10.00	Files & Records
			4.Balance payment of P & K fertilizers within 30 days including payments and sale of fertilizers/ receipt of claims	30	working days	10.00	Files & Records
3	Timely fixing of production/import targets for 100% of Fertilizers companies	5	By March for khariff	31st March	Date	5.00	Files & records
			By Sept. for Rabi	30th Sept.			

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
4	Timely payment of bills to Vendors	5	No. of Days	30	working days	5.00	Files & Records
5	Responding to queries	5	No. of Days	30	working days	5.00	Files & Records
6	Prompt Grievance Redressal	5	No. of Days	30	working days	5.00	Files & Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Director Public Grievance:- Name:- Sri Satish Chandra, Joint Secretary	23386800	satish.chandra@nic.in	9999999488

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	All PSUs/Cooperative Society under the administrative control of DOF viz. 1. National Fertilizers Limited (NFL) 2. Rashtriya Chemicals & Fertilizers Limited (RCF) 3. Madras Fertilizers Limited (MFL) 4. The Fertiliser And Chemicals Travancore Ltd (FACT) 5. Projects & Development India Ltd (PDIL) 6. Brahmaputra Valley Fertilizers Corporation Ltd (BVFCL) 7. FCI Aravali Gypsum & Minerals India Ltd (FAGMIL) 8. Krishak Bharati Cooperative Ltd (KRIBHCO) 9. Fertilizer Corporation of India Ltd.(FCIL) 10. Hindustan Fertilizer Corporation Ltd. (HFCL) For further details, respective website of the companies may be viewed.
2	All other fertilizer Producing Companies. For further details, DoF website/respective website of the companies may be viewed
3	Department of Agriculture and Cooperation.
4	State Governments.
5	Importers of fertilizers(Urea, DAP, MOP, Complexes) For further details DoF website may be viewed.
6	Importers / Raw material supliers. For further details DoF website may be viewed.
7	Other Ministries (Ministry of Finance, Ministry of Petroleum and Natural Gas, Ministry of Railways, Ministry of Surface transport, Planning Commission, department of Public Enterprises, Public Enterprises Selection Board, Tariff Commission, DGFT etc.)
8	Farmers

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Fertiliser Industry Coordination Committee (FICC) - It is an attached office of DoF	26109820	rajiva.kumar@nic.in	9818922995	8th Floor, Sewa Bhavan, R.K. Puram, New Delhi-110022
2	Projects & Development India Ltd (PDIL)	2529809	noida@pdilin.com	8527889103	PDIL Bhavan, A-14, Sector-1, Noida-201301, Distt: Gautam Budh Nagar (U.P)
3	Madras Fertilizers Limited (MFL)	25941001	cmd@madrasfert.nic.in	9810077986	Manali, Chennai-600068
4	FCI Aravali Gypsum and Minerals India Ltd. (FAGMIL)	2544392	fagmil@rediffmail.com	9810593331	Mangu Singh Rajvi Marg, Paota "B" Road, Jodhpur-342010 (Rajasthan)
5	Brahmaputra Valley Fertilizer Corporation Limited (BVFCL)	2500207	bvfclnam@bsnl.in	9711350282	Namrup,P.O.- Parbatpur-786623, Distt: Dibrugarh, Assam
6	Rashtriya Chemicals and Fertilizers Limited (RCF)	24045100	corptech@rcfltd.com	9868222899	Eastern Express Highway, 'SION' Mumbai-400074
7	National Fertilizers Limited (NFL)	2412383	snmahey@nfl.co.in	9818662210	A-11, Sector-24, Noida-201301, distt: Gautam Budh Nagar (U.P.)
8	The Fertiliser and Chemicals Travancore Ltd. (FACT)	2546126	fact@vsnl.net	9910465577	Udyogmandal-683501, Kerala
9	Krishak Bharati Cooperative Ltd (KRIBHCO)	2537113	nsrao@kribhco.net	9873076005	Plot No. A-10, Sector-1, Noida-201301, Distt: Gautam Budh Nagar (U.P.)

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Timely Submission of subsidy claims with full documents.
2	Firm and realistic projections of requirement of Fertilizers from Department of Agriculture and Cooperation. and State Governments.
3	Ensuring sales of fertilizers only for agricultural purposes by state Govt.
4	Monitoring of sales of fertilizers to avoid blackmarketing / Hoarding / pilferages.
5	Ensuring production by Fertilizers Producing Industry.
6	Ensuring energy efficiency and technological upgradation by PSUs
7	Balanced use of Fertilizers by farmers
8	Purchase of fertilizers by farmers at prescribed MRP.
9	Incidence of Black marketing / Malpractices to be reported to the District Collectors or Agriculture deptt.
10	Suggestions for improvement in distribution, movement, sales and any other matter related to fertilizers.



Citizens' / Clients' Charter

for

Department of Food and Public Distribution

Address

Website ID
Date Of Issue
Next Review

VISION / MISSION

Vision

Ensuring food security for citizens of the country Explanatory Note: Food Security means ensuring availability of foodgrains (cereals) in the country particularly for weaker sections through TPDS mechanism

Mission

1. Management of Public Distribution System (PDS) operations in the country through efficient procurement at Minimum Support Price (MSP), storage and distribution of foodgrains (cereals)

2. Ensuring availability of foodgrains, sugar and edible oils through appropriate policy instruments; including maintenance of Buffer Stocks of foodgrains

3. Making foodgrains accessible at reasonable prices, especially to the weaker and vulnerable sections of society.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Allocation of foodgrains for Targeted Public Distribution System(TPDS) to State Governments and UTs	10	Sh. M. Jayaraman (Director (BP))	dirbp.fpd@nic.in	(2338-8783)	a) Based on the allocation norms, the proposal for allocation of foodgrains for the ensuing financial year is initiated one month in advance by the Department for taking the approval of competent authority.	Utilization Certificate	N/A	N/A	N/A
						b) Issuing of allocation order	nil	N/A	N/A	N/A
2	Allocation of foodgrains under various welfare schemes to State Governments/ UTs/ Departments of the Government of India	10	Sh. M. Jayaraman (Director (BP))	dirbp.fpd@nic.in	(2338-8783)	a) Receipt of application for allocation of foodgrains for the ensuing financial year under various welfare schemes and scrutiny of the applications for its completeness.	Utilization Certificate	N/A	N/A	N/A
						b) Submitting the proposal for seeking concurrence/ approval.	nil	N/A	N/A	N/A
						c) Issuing of allocation order.	nil	N/A	N/A	N/A
3	Approval of SDF loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects	5	Sh. Adhir Jha (Dir(SDF))	dirsdf.fpd@nic.in	(2338-2338)	a) Receipt of applications and scrutiny of applications for completeness.	Detailed project report, financial appraisal, letter of intent from financial institution/scheduled bank, documents related to financial health, availability of raw materials.	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
						b) Consideration of the completed applications by the Sub-Committee	nil	N/A	N/A	N/A
						c) Consideration of the completed applications by the Standing-Committee	nil	N/A	N/A	N/A
						d) Approval of the Government on the basis of the recommendations of the Standing- committee.	nil	N/A	N/A	N/A
						e) Issue of administrative approval.	nil	N/A	N/A	N/A
4	Disbursement of loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects	5	Sh. Adhir Jha (Dir(SDF))	dirsdf.fpd@nic.in	(2338-2338)	a) Receipt of requests for disbursement of loan through nodal agency with prescribed documents	Security, Status of project implementation, no dues certificate, UC for previous loans	N/A	N/A	N/A
						b) Signing of Tripartite Agreement	nil	N/A	N/A	N/A
						c) Scrutiny in the concerned Division of the Department	nil	N/A	N/A	N/A
						d) Obtaining of the concurrence of the Integrated Finance Division	nil	N/A	N/A	N/A
						e) Clearance of bills by PAO	nil	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
5	Approval of loan for development of sugarcane industry	5	Sh. Adhir Jha (Dir(SDF))	dirsdf.fpd@nic.in	(2338-2338)	a) Receipt of applications and scrutiny of applications for completeness	Recommendation of State Government, Cane Area availability certificate, project details with proposed expenditure	N/A	N/A	N/A
						b) Consideration of the completed applications by the Screening-Committee	nil	N/A	N/A	N/A
						c) Consideration of the completed applications by the Standing-Committee	nil	N/A	N/A	N/A
						d) Approval of the Government on the basis of the recommendation of the Standing Committee	nil	N/A	N/A	N/A
						e) Issue of Administrative Approval	nil	N/A	N/A	N/A
6	Disbursement of loan for development of sugarcane development	5	Sh. Adhir Jha(Dir(SDF))	dirsdf.fpd@nic.in	(2338 2338)	a) Receipt of requests for disbursement of loan through State Governments with prescribed documents	Recommendation of State Government, no dues certificate, UC of pervious loans	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
						b) Signing of Tripartite Agreement	nil	N/A	N/A	N/A
						c) Scrutiny in the concerned Division of the Department	nil	N/A	N/A	N/A
						d) Obtaining of the concurrence of the Integrated Finance Division	nil	N/A	N/A	N/A
						e) Clearance of Bills by PAO	nil	N/A	N/A	N/A
7	Fixation of provisional incidental/economy cost of foodgrain for respective marketing season for all the procuring states	5	Shri S. B. Sinha (Dir (PY-II))	dirfc.fpd@nic.in	(2338-2437)	a) Receipt and scrutiny of proposal for fixation of incidental/ economy cost for each marketing season from the States.	Proposal of State Govt. alongwith supporting documents like gazette notification for claiming statutory charges	N/A	N/A	N/A
						b) Obtaining approval of the Government and issue of order.	Nil	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
8	Release of subsidy to FCI for procurement and distribution of foodgrains for Central pool	10	Shri S.B. Sinha (Dir (PY-II))	dirfc.fpd@nic.in	(2338-2437)	a) Receipt and scrutiny of request for release of 95% advance subsidy for the ensuing quarter	Claim of FCI alongwith offtake of foodgrains (Utlization Certificate of offtake) in the last two quarters & other supporting documents	N/A	N/A	N/A
						b) Obtaining approval of the Government and release of funds	As above	N/A	N/A	N/A
						c) Receipt and scrutiny of request of final subsidy claim for release of balance 5% remaining subsidy for respective year on the basis of audited accounts.	Final claim of FCI along with audited accounts & Annual Report for the year	N/A	N/A	N/A
						d) Obtaining approval of the Government and release of balance subsidy	As above	N/A	N/A	N/A
9	Release of subsidy to States undertaking decentralized procurement and distribution of foodgrains	10	Shri S. B. Sinha (Dir (PY-II))	dirfc.fpd@nic.in	(2338-2437)	a) Receipt and scrutiny of request for release of 90% advance subsidy for the ensuing quarter	Cliam of State Government alongwith offtake of foodgrains (Utilization Certificate of offtake) in the last two quarters and other supporting documents	N/A	N/A	N/A
						b) Obtaining approval of the Government and release of funds/ subsidy to the State	As above	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
						c) Receipt and scrutiny of request/bill for release of 100% of fixed incidentals such as MSP, taxes etc. and 95% of variable of incidentals	Claim of State Government based on actual offtake (Utilization Certificate of offtake) in the last quarter alongwith reconciliation certificate of FCI and other supporting documents	N/A	N/A	N/A
						d) Obtaining approval of the Government and release of subsidy	As above	N/A	N/A	N/A
						e) Receipt and scrutiny of request for release of balance 5% subsidy after finalization of economy cost for the respective crop/year	Final proposal based on economic cost finalized by the Department on the basis of audited accounts and other supporting documents	N/A	N/A	N/A
						f) Obtaining approval of the Government and release of balance 5% subsidy	As above	N/A	N/A	N/A
10	Monthly release of non-levy sugar to sugar mills.	4	Shri Rajan Sehgal(Chief Director (Sugar))	dtesug.fpd@nic.in	(2338-3760)	a) Approval of monthly quota	Stock/ data of sugar mills	N/A	N/A	N/A
						b) Sugar mills- wise apportionment based on production and stocks of sugar mills	nil	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
						c) Issue of release orders to sugar mills	nil	N/A	N/A	N/A
11	Monthly release of levy sugar to State Governments/FCI/ UTs.	4	Shri Rajan Sehgal (Chief Director (Sugar))	dtesug.fpd@nic.in	(2338-3760)	a) Approval of monthly quota	Stock/ data of sugar mills	N/A	N/A	N/A
						b) Sugar mills-wise apportionment based on production and stocks of sugar mills.	nil	N/A	N/A	N/A
						c) Issue of release orders to sugar mills	nil	N/A	N/A	N/A
12	Approval of proposals for sanction of grant in aid from Sugar Development Fund	2	Shri Rajan Sehgal (Chief Director (Sugar))	dtesug.fpd@nic.in	(2338-3760)	a) Receipt of applications in the prescribed format from research organizations.	Application in the prescribed format from research organizations. Available at www.fcamin.nic.in under sugar menu on the home page.	N/A	N/A	N/A
						b) Scrutiny of applications	N/A	N/A	N/A	N/A
						c) Placing the application before SRAC for appropriate recommendations	N/A	N/A	N/A	N/A
						d) Placing the recommendations of the SRAC before the standing committee on SDF for appropriate decision	nil	N/A	N/A	N/A
						e) Issuance of administrative approval	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
						f) Release of first instalment after completion of documents by concerned research organization	N/A	N/A	N/A	N/A
						g) Release of subsequent instalments after receipts of Utilization Certificate in respect of earlier instalments	N/A	N/A	N/A	N/A
13	Prompt Grievance Redressal (Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http:// pgportal.gov.in) or in writing via registered post)	10	Shri S. Janakiraman (Deputy Secretary)	dspg.fpd@nic.in	(2338-3046)	a) Receipt of grievance and its examination	Applications / representations	N/A	N/A	N/A
						b) Seeking comments of the concerned Division/officer	Departmental file	N/A	N/A	N/A
						c) Redressing the grievance	Departmental file	N/A	N/A	N/A
14	Information Dissemination on uniform specifications of foodgrains for procurement	2	Shri B.C. Joshi (Deputy Commissioner (S&R))	dcsr.fpd@nic.in	(2307-0474)	a) Updating information on uniform specifications of foodgrains for procurement and relaxations in uniform specifications issued to various states	Inputs from State Governments	N/A	N/A	N/A
15	Information dissemination on procurement of Foodrgains by FCI and State Agencies for Central Pool	4	Shri N.K. Maurya (Jt. Dir (Mov.))	jdmov.fpd@nic.in	(2338-2709)	a) Updating the status of procurement of Foodrgains by FCI and State Agencies for Central Pool	nil	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
16	Information dissemination on schemes about augmentation of storage capacity for foodgrains	2	Shri Amit Mehta (Director (FCI))	dirfci.fpd@nic.in	(2338-5238)	a) Information of Schemes about augmentation of storage capacity for foodgrains	nil	N/A	N/A	N/A
17	Information dissemination on provisional annual allocations of wheat, & rice to States and UTs	2	Sh. M. Jayaraman (Director (BP))	dirbp.fpd@nic.in	(2338-8783)	a) Issue of Provisional annual allocations of wheat, & rice to States and UTs under TPDS for the year 2012-13 to be put on website by 15th March 2012	nil	N/A	N/A	N/A
18	Payment to vendors for invoices	5	Shri Satpal (Director (Gen. & Parl.))	dsadmn.fpd@nic.in	(2338-4653)	a) Scrutiny of the bills	Bills in triplicate	N/A	N/A	N/A
						b) Seeking of the approval of the competent authority for payment	Departmental file	N/A	N/A	N/A
						c) Issue of sanction	Departmental file	N/A	N/A	N/A
						d) Issue of cheque by the PAO	nil	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Allocation of foodgrains for Targeted Public Distribution System(TPDS) to State Governments and UTs	10.0	Average time taken for seeking the approval of the competent authority for allocation of foodgrains for the ensuing financial year.	30	working days	8.00	Ministry records
			Issuing of allocation order	2	working days	2.00	Ministry records
2	Allocation of foodgrains under various welfare schemes to State Governments/ UTs/ Departments of the Government of India	10.0	Average time taken to scrutinize the applications	30	working days	4.00	Ministry records
			Average time taken in finally getting the concurrence of IFD	10	working days	4.00	Ministry records
			Average time taken for issuing the allocation order	2	working days	2.00	Ministry records
3	Approval of SDF loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects	5.0	Average time taken to scrutinize the applications	15	working days	1.00	Ministry records
			Average time taken by the Sub-Committee to consider the applications	90	working days	1.00	Ministry records
			Average time taken by the Standing Committee to consider the applications	60	working days	1.00	Ministry records
			Average time taken to obtain the Govt. approval	7	working days	1.00	Ministry records
			Average time taken to issue the administrative approval	7	working days	1.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
4	Disbursement of loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects	5.0	Average time taken to scrutinize the applications	15	working days	1.00	Ministry records
			Average time taken for signing of Tripartite Agreement	15	working days	1.00	Ministry records
			Average time taken for scrutinizing and processing the case for seeking concurrence by IFD	15	working days	1.00	Ministry records
			Average time taken in finally getting the approval of IFD	7	working days	1.00	Ministry records
			Average time taken by PAO for clearance of the bills	7	working days	1.00	Ministry records
5	Approval of loan for development of sugarcane industry	5.0	Average time taken to scrutinize the applications	15	working days	1.00	Ministry records
			Average time taken by the Screening Committee to consider the applications	90	working days	1.00	Ministry records
			Average time taken by the Standing Committee to consider the applications	60	working days	1.00	Ministry records
			Average time taken to obtain the Govt. approval	7	working days	1.00	Ministry records
			Average time taken to issue the administrative approval	7	working days	1.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
6	Disbursement of loan for development of sugarcane development	5.0	Average time taken to scrutinize the applications	15	working days	1.00	Ministry records
			Average time taken for signing of Tripartite Agreement	15	working days	1.00	Ministry records
			Average time taken for scrutinizing and processing the case for seeking concurrence by IFD	15	working days	1.00	Ministry records
			Average time taken in finally getting the approval of IFD	7	working days	1.00	Ministry records
			Average time taken by PAO for clearance of the bills	7	working days	1.00	Ministry records
7	Fixation of provisional incidental/economy cost of foodgrain for respective marketing season for all the procuring states	5.0	Average time taken to scrutinize the proposal for fixation of incidental/ economy cost	10	working days	2.00	Ministry records
			Average time taken by IFD to scrutinize and approve the proposal	7	working days	2.00	Ministry records
			Average time taken to issue the order after approval of IFD	2	working days	1.00	Ministry records
8	Release of subsidy to FCI for procurement and distribution of foodgrains for Central pool	10.0	Average time taken to scrutinize the request for release of 95% advance subsidy	7	working days	1.00	Ministry reocrds
			Average time taken by IFD to scrutinize the proposal and to give its concurrence	7	working days	1.00	Ministry reocrds
			Average time taken to issue sanction order for release of funds to the PAO	2	working days	1.00	Ministry reocrds

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Release of Funds by PAO	5	working days	2.00	Ministry reocrds
			Average time taken to scrutinize the bill/request for release of 5% remaining subsidy.	10	working days	1.00	Ministry reocrds
			Average time taken by IFD to scrutinize the proposal and to give its concurrence.	10	working days	1.00	Ministry reocrds
			Average time taken to issue sanction order for release of funds to the PAO	2	working days	1.00	Ministry reocrds
			Release of Funds by PAO	5	working days	2.00	Ministry reocrds
9	Release of subsidy to States undertaking decentralized procurement and distribution of foodgrains	10.0	Average time taken to scrutinize the request for release of 90% advance subsidy	7	working days	1.00	Ministry reocrds
			Average time taken by IFD to scrutinize the proposal and to give its concurrence	7	working days	1.00	Ministry reocrds
			Average time taken to issue sanction order for release of funds to the PAO	2	working days	0.50	Ministry reocrds

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Release of Funds by PAO	5	working days	1.00	Ministry reocrds
			Average time taken to scrutinize the request for release of 95% provisional subsidy at the end of the quarter after deducting 90% advance subsidy released earlier	7	working days	0.50	Ministry reocrds
			Average time taken by IFD to scrutinize the proposal and to give its concurrence	7	working days	1.00	Ministry reocrds
			Average time taken to issue sanction order for release of funds to the PAO	2	working days	0.50	Ministry reocrds
			Release of Funds by PAO	5	working days	1.00	Ministry reocrds
			Average time taken to scrutinize the request for release of balance 5% final subsidy after receipt of final claims on the basis of final economic cost	15	working days	1.00	Ministry reocrds
			Average time taken by IFD to scrutinize the proposal and to give its concurrence	15	working days	1.00	Ministry reocrds
			Average time taken to issue sanction order for release of funds to the PAO	2	working days	0.50	Ministry reocrds
			Release of Funds by PAO	5	working days	1.00	Ministry reocrds
10	Monthly release of non-levy sugar to sugar mills.	4.0	Release of quota before the end of the month.	30	days	4.00	Ministry rocords

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
11	Monthly release of levy sugar to State Governments/FCI/UTs.	4.0	By 25th day of the month preceding the month from which the validity period of two months for delivery/dispatch begins.	30	days	4.00	Ministry records
12	Approval of proposals for sanction of grant in aid from Sugar Development Fund	2.0	Issue of administrative approval within the time limit.	6	months	2.00	Ministry records
13	Prompt Grievance Redressal (Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or in writing via registered post)	10.0	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	working days	1.00	CPGRAMS report
			Average time taken to acknowledge grievance received through post	7	working days	1.00	CPGRAMS and Ministry records
			Average time taken to examine the grievance and obtaining the comments of the concerned officer / Division	15	working days	3.00	CPGRAMS and Ministry records
			Average time taken for grievance settlement	60	working days	5.00	CPGRAMS and Ministry records
14	Information Dissemination on uniform specifications of foodgrains for procurement	2.0	Information of Schemes on website- On the day of launch of Scheme	3	workinjg days	2.00	Ministry's website
15	Information dissemination on procurement of Foodrgains by FCI and State Agencies for Central Pool	4.0	Updating information on Food grain Procurement/ Storage availability	15	working days	4.00	Ministry's website
16	Information dissemination on schemes about augmentation of storage capacity for foodgrains	2.0	Monthly allocation to State Government on website - Within 1 day	3	working days	2.00	Ministry's website
17	Information dissemination on provisional annual allocations of wheat, & rice to States and UTs	2.0	Issue of Provisional annual allocations of wheat, & rice to States and UTs for the year 2011-12-to be put on website by 15th March 2011	3	working days	2.00	Ministry's website

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
18	Payment to vendors for invoices	5.0	Average time taken to scrutinize the bills	2	working days	1.00	Ministry records
			Average time taken to obtain the approval of the competent authority for making payment	2	working days	1.00	Ministry records
			Average time taken to issue of sanction	1	working days	1.00	Ministry records
			Average time taken by PAO for release of cheque	3	working days	2.00	Ministry records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Bhagwan Sahai, Joint Secretary	23382956	jsimpex.fpd@nic.in	
2	Shri S. Janakiraman, Deputy Secretary	23383046	uspg.fpd@nic.in	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Farmers, Sugarcane growers
2	Beneficiaries of TPDS
3	Sugar Factories / Industries
4	Ministry of Agriculture
5	State and UTs
6	FPS Owners
7	Central Ministries, viz., HRD, Women and Child Development, Rural Development, D/o Consumer Affairs
8	Railways
9	Private Sector

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Food Corporation of India	23414074	chairman.fci@nic.in		Khadiya Sadan, 16-20, Bharkhamba Lane, New Delhi
2	Central Warehousing Corporation	26515160	mdcwc@nic.in		4/1, Siri Institutional Area, August Kranti Marg, New Delhi
3	Hindustan Vegetable Oils Corporation Limited	23382338	dirsdf.fpd@nic.in		Room No. 185, Krishi Bhavan, N.Delhi
4	Directorate of Sugar	23383760	dtesug.fpd@nic.in		Room No. 184, Krishi Bhavan, New Delhi
5	Directorate of Vanaspati, Vegetable Oils and Fats	24364134	cd-dvvof.fpd@nic.in		Block No. 2, 5th Floor, CGO Complex, Lodi Road, New Delhi
6	National Sugar Institute, Kanpur	2570541	skmitra@gmail.com		NSI Kalyanpur, Kanpur - 208017, UP
7	Quality Control Cell (QCCs)	23384398	dcsr.fpd@nic.in		580-A, Krishi Bhavan, New Delhi
8	Indian Grain Storage Management and Research Institute, Hapur	2316601	subashgupta58@gmail.com		IGMRI, PB No.10, Hapur - 245101 (UP)

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects.
2	State Governments/UT Administrations should properly use the Central Financial assistance released to them and make efforts for the timely completion of these projects
3	Always keep proper records of your letters and communications with Ministry
4	If you have an appointment with an officer in the Ministry, please arrive 15 minutes prior to the appointment
5	If you want to cancel an appointment, please give a written notice via fax or e-mail atleast two working days in advance
6	Send reports in the prescribed format as per prescribed timelines
7	To check the websites regularly for updates on policies, programmes and procedures
8	Give their suggestions/inputs on drafts placed on Ministry's website/those circulated to them
9	State representatives should attend the conference with complete information
10	Regular Feedback/ updated inputs from State Government/ Implementing Agencies and other stakeholders



Citizens' / Clients' Charter

for

Ministry of Food Processing Industries

Address	Panchsheel Bhawan August Kranti Marg, New Delhi-110049
Website ID	http://mofpi.nic.in
Date Of Issue	January, 2012
Next Review	June, 2012

VISION / MISSION

Vision

To make India, a global leader in Food Processing and export of safe, hygienic, nutritious and quality processed food items.

Mission

To achieve 20% processing level, 35% value addition and 3% share in global trade by 2015 through promotional policy support, financial assistance, fiscal incentives and creation of state-of-the-art infrastructure.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Mega Food Parks	10	Sh. Rajbir Singh Panwar(Director)	rajbir.panwar@nic.in	(26491808)	(A) Calling for Expression of Interest (EOI). (B) Inter-se merit evaluation consisting of three stages: (i) Approval by PMA (ii) Evaluation by TC (iii) Consideration of in principal approval (C) Submission of Detailed Project Report(DPR) by the Service Purpose Vehicle (SPV) within 6 months from in- principal approval. (D) Evaluation of DPR consisting of three stages: (i) Approval by Programme Management Agency (PMA) (ii) Evaluation by TC (iii) Consideration of approval by IMAC.	As per detailed guidelines available on the website of the Ministry.	NA	Demand Draft	1010000
2	Cold chain value addition and preservation infrastructure	10	Dr. Anuradha Balaram(Director & Economic Adviser)	abalaram@nic.in	(26491810)	1. Calling of Expression of Interest (EOI). 2. Examination of proposals as per guidelines 3. Eligible proposals will be placed before IMTC for scrutiny from technical angle. 4. Proposals approved IMTC will be placed before AC. 5. Conveying of in-principal approval.	As per detailed guidelines available on the website of the Ministry.	NA	Demand Draft	110000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
3	Modernisation of Abattoirs	7	Mrs. Rupali Banerjee Singh(Director)	rupali.banerjee@nic.in	(26499433)	i) Applications in the prescribed format alongwith Detailed Project Report received from Urban / Rural local bodies / Corporation / Federations / Boards / Private investors / Joint venture of Public-Private partners which is to be forwarded by the concerned State Govt. with the due recommendations in the prescribed format, is appraised by Programme Management Agency (PMA). (ii) Appraised DPR's are placed before Approval Committee of the Ministry for consideration.	As per detailed guidelines available on the website of the Ministry.	N/A	N/A	N/A
4	Establishment of National Institute for Food Technology and Entrepreneurship Management (NIFTEM)	15	Shri Rohit Mathur(Deputy Secretary)	rohit.mathur@nic.in	(26492248)	National Institute of Food Technology, Entrepreneurship & Management (NIFTEM) has been set up as an apex institute to provide high quality educational, research and management programme specific to the food industry, tender referral advice on food standards, disseminate knowledge on the food sector and provide business incubation facility	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
5	Strengthening of Indian institute of Crop Processing Technology (IICPT)	4	Shri Rohit Mathur(Deputy Secretary)	rohit.mathur@nic.in	(26497635)	IICPT is an autonomous organization under the administrative control of this Ministry. The objective of the IICPT is to serve as a National Institution for research, education and training in the area of post harvest processing of crops, to undertake basic, applied and adoptive research in post- production sector of cyclone/storm prone areas and wetlands, also including plantation, spices and other important crops.	N/A	N/A	N/A	N/A
6	Strengthening of State Nodal Agencies	2	Shri Rajbir Singh Panwar(Director)	rajbir.panwar@nic.in	(26491808)	The Plan schemes of the Ministry are implemented with the assistance of Sate Nodal Agencies. These are generally State Government Departments of Industries or State level Corporations who receive applications from the beneficiary industries and forward it to the Ministry after preliminary examination and processing to ensure that the applications are complete in all respects according to the requirements of the scheme. The SNAS are provided grant to meet the cost of basic infrastructure and running cost for providing the above service.	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
7	Strengthening of Indian Grape Processing Board (IGPB)	1	Shri Awadhesh Kumar(Director)	awadhesh.kumar@nic.in	(26492113)	The main objectives of the Indian Grape Processing Board are: to focus on Research & Development, extension, quality upgradation, market research and information, domestic and international promotion of Indian wine; to set up facilities for wine analysis, testing for quality, defining and label standards, certification of wine and promoting Good Manufacturing Practices (GMP), Hazard Analysis and Critical Control Point (HACCP)/ISO 22000, 2005; to promote cooperative efforts, backward and forward linkages between growers and wine industry in general, to formulate a vision, action plan for the growth of Indian wine sector including research and development for quality upgradation in new technologies / processes and to foster sustainable development of Indian wine industry.	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
8	Strengthening of National Meat & Poultry Processing Board (NMPPB)	1	Smt. Rupali Banerjee Singh (Director)	rupali.banerjee@nic.in	(26499433)	The mandate of National Meat Poultry Processing Board (NMPPB) is to oversee the growth and further promotion of Meat and Poultry Sector in the Country. The Board will inter-alia (i) lay down policies for healthy development of the sector (ii) evolve standards of hygiene and quality (iii) support R&D and (iv) organize capacity building efforts.	N/A	N/A	N/A	N/A
9	Establishment / Upgradation of Food Testing Labs (FTL)	5	Shri Awadhesh Kumar (Director)	awadhesh.kumar@nic.in	(26492113)	(i) Ministry receives applications / proposals as per guidelines. (ii) Proposals received are examined in the Ministry to ensure compliance of the laid down requirements. (iii) Proposals complying with the requirements are placed before Techno Scrutiny Committee (TSC) (iv) After recommendation of TSC, the proposals are placed before Project Approval Committee(PAC) of the Ministry. (v) The Ministry accord in-principal approval to the proposals approved by PAC.	As per guidelines available on the website of the Ministry.	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
10	HACCP / ISO certification	7	Shri Awadhesh Kumar(Director)	awadhesh.kumar@nic.in	(26492113)	(i) Ministry receives applications / proposals as per guidelines directly. (ii) Proposals received are examined in the Ministry to ensure compliance of the laid down requirements. (iii) The Ministry conveys its in-principal approvals to the approved proposals. (iv) On completion of the project and issue of certificate by the Certification Agency, one time reimbursement of grant is released to the applicant.	As per guidelines available on the website of the Ministry.	N/A	N/A	N/A
11	Entrepreneurship Development Programme	3	Shri Awadhesh Kumar(Director)	awadhesh.kumar@nic.in	(26492113)	(i) the Ministry receives proposals from Central / State Government Organisations, R&D Institutes, Universities, NGOs and State Nodal Agencies (ii) After approval of the proposals by the Ministry, the financial assistance is released.	As per guidelines available on the website of the Ministry.	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
12	Creation of Infrastructural facilities	5	Shri Awadhesh Kumar(Director)	awadhesh.kumar@nic.in	(26492113)	(i) Ministry receives applications / proposals as per guidelines directly. (ii) Proposals received are examined in the Ministry to ensure compliance of the laid down requirements. (iii) Proposals complying with the requirements are placed before Project Scrutiny Committee (PSC). (iv) After recommendation of PSC, the proposals are placed before Project Approval Committee(PAC) of the Ministry. (v) The Ministry accord in-principal approval to the proposals approved by PAC.	As per guidelines available on the website of the Ministry.	N/A	N/A	N/A
13	Support to Establishment of Food processing Training Centre (FPTC)	5	Shir Awadhesh Kumar(Director)	awadhesh.kumar@nic.in	(26492113)	(i) Submission of applications in the prescribed format with complete details of the project duly forwarded by the SNA as per prescribed requirement as mentioned in the website of the Ministry. (ii) The proposal will be examined in the Ministry and it will be placed before PAC for consideration for approval .	As per guidelines available on the website of the Ministry.	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
14	Approval of R&D Projects	2	Shri Awadhesh Kumar(Director)	awadhesh.kumar@nic.in	(26492113)	(i) R&D Project received from Universities / Organizations is circulated to the Members of Technical Scrutiny Committee (TSC) of the Ministry for their comments. (ii) R&D Projects are placed before TSC for consideration (iii) R&D projects approved by TSC are placed before Project Approval Committee of the Ministry.	As per guidelines available on the website of the Ministry.	N/A	N/A	N/A
15	To assist in Technology Up-gradation / modernization of Food Processing Industries, by providing financial assistance in the form of grant-in-aid	15	Shri Rohit Mathur(Deputy Secretary)	rohit.mathur@nic.in	(26497635)	Financial assistance is extended in the form of grants-in-aid to entrepreneurs @ 25% of the cost of Plant and Machinery and Technical civil Works subject to a maximum of Rs. 50 lakhs per project in general areas and @ 33.33% subject to maximum of Rs. 75 lakhs per project in difficult areas.	As per guidelines available on the website of the Ministry.	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
						Under the new decentralized procedure, an entrepreneur / applicant can file application with the neighborhood Bank Branch / Financial Institution (FI). The Bank / FIs would then appraise the project, calculate the eligible grant amount as per the guidelines of the scheme and recommend for release of grant to the Ministry through e-portal set up for this purpose. After receipt of the recommendations and requisite documents from the Bank / FIs, the Ministry sanctions the grant and transfer the funds through the e-portal to the concerned applicant through Nodal Bank.	N/A	N/A	N/A	N/A
16	Implementation of Sevottam	2	Shri S.K. Arora(Deputy Secretary)	suneel.arora@nic.in	(26491809)	(i) Draft of Citizens' / Client' Charter submitted in time. (ii) Independent Audit of implementation of Grievance Redressal Mechanism is underway.	N/A	N/A	N/A	N/A
17	Ensuring compliance with Section 4(1) (b) of the RTI Act, 2005	2	Shri S.K. Arora(Deputy Secretary)	suneel.arora@nic.in	(26491809)	Compliance already made.	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
18	Identify potential areas of corruption related to departmental activities and develop an action plan to mitigate them.	2	Shri S.K. Arora(Deputy Secretary)	suneel.arora@nic.in	(26491809)	The Ministry has devised Standard Operating Practices and Check List for processing the applications under various Plan Schemes	N/A	N/A	N/A	N/A
19	Develop an action plan to implement ISO 9001 certification	2	Shri S.K. Arora(Deputy Secretary)	suneel.arora@nic.in	(26491809)	Action Plan will be developed to implement ISO 9001 certification.	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Mega Food Parks	10.0	Average time taken to process the proposal complete in all respect for setting up of Mega Food Park	365	days	10.00	Ministry Records
2	Cold chain value addition and preservation infrastructure	10.0	Average time taken to process the proposal complete in all respect	180	days	10.00	Ministry Records
3	Modernisation of Abattoirs	7.0	Average time taken to process the proposal complete in all respect for modernization / setting up of Abattoirs	60	days	7.00	Ministry Records
4	Establishment of National Institute for Food Technology and Entrepreneurship Management (NIFTEM)	15.0	Average time taken to respond to the queries by prospective candidates regarding conduct of courses.	2	days	15.00	NIFTEM Records
5	Strengthening of Indian institute of Crop Processing Technology (IICPT)	4.0	(i) Average time taken to furnished report on sample testing. (ii) Average time taken to respond to the queries by prospective candidates regarding conduct of courses.	2	days	4.00	IICPT Records
6	Strengthening of State Nodal Agencies	2.0	Average time taken to release grants to SNAs	25	Days	2.00	Ministry Records
7	Strengthening of Indian Grape processing Board (IGPB)	1.0	Average time taken to conduct awareness programme for Wine Grape growers.	30	Days	1.00	Ministry Records
8	Strengthening of national meat & Poultry processing Board (NMPPB)	1.0	(i) Average time taken to conduct outreach programmes/activities. (ii) Average time taken to furnish report on sample testing.	30	Days	1.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Establishment / Upgradation of food testing labs (FTL)	5.0	Average time taken to establish / upgrading Food Testing Labs	90	Days	5.00	Ministry Records
10	HACCP / ISO certification	7.0	Average time taken to accord in-principal approval by the Ministry.	60	days	7.00	Ministry Records
11	Entrepreneurship Development Programme	3.0	Average time taken to process the proposal for release of financial assistance to support the EDP	30	days	3.00	Ministry Records
12	Creation of Infrastructural facilities	5.0	Average time taken to accord in-principal approval by the Ministry for creation of infrastructural facilities.	60	Days	5.00	Ministry Records
13	Support to Establishment of Food processing Training Centre (FPTC)	5.0	Average time taken to accord approval for supporting establishment of Food Processing Training Centre	30	Days	5.00	Ministry Records
14	Approval of R&D Projects	2.0	Average time taken by the Project Approval Committee of the Ministry to accord approval.	30	Days	2.00	Ministry Records
15	To assist in Technology Up-gradation / modernization of Food Processing Industries, by providing financial assistance in the form of grant- in-aid	15.0	Average time taken to accord financial assistance to entrepreneurs by the Ministry	25	Days	15.00	Ministry Records
16	Implementation of Sevottam	2.0	(i) Draft of Citizens' / Client' Charter submitted in time. (ii) Approximate time to complete the Independent Audit of implementation of Grievance Redressal Mechanism	60	Days	2.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
17	Ensuring compliance with Section 4(1) (b) of the RTI Act, 2005	2.0	Compliance of Section 4(1)(b) of RTI Act, 2005 already made.		%	2.00	Ministry Records
18	Identify potential areas of corruption related to departmental activities and develop an action plan to mitigate them.	2.0	An action plan is already in place. The Ministry has devised Standard Operating practices and Check List for processing the applications under various Plan Schemes	12102011	%	2.00	Ministry Records
19	Develop an action plan to implement ISO 9001 certification	2.0	Approximate time by which an action plan to implement ISO 9001 certification would be in place.	365	days	2.00	Ministry Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Suneel Kumar Arora, Deputy Secretary	26491809	suneel.arora@nic.in	
2	Website (mofpi.nic.in)			

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	State Nodal Agencies
2	Industry Associations
3	Financial Institutions
4	Non-governmental Organizations

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Institute of Food Technology , Entrepreneurship & Management (NIFTEM)	26492248	rohit.mathur@nic.in		AMDA Building, 7/6 Institutional Area, August Kranti Marg, New Delhi-110049
2	Indian Institute of Crop Processing Technology (IICPT)	04362227921	rohit.mathur@nic.in		Pudukottai Road Thanjavur Tamil Nadu - 613005
3	National Meat & Poultry Processing Board (NMPPB)	26495710	rupali.banerjee@nic.in		AMDA Building, 7/6 Institutional Area, August Kranti Marg, New Delhi-110049
4	Indian Grape Processing Board (IGPB)	26491809	awadhesh.kumar@nic.in		Room No. 105 & 106, Ist Floor, C.T.S. No. 802, Kubera Chambers, Shivajinagar, Pune-411005

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Responsiveness to Ministry's advertisements, request for proposals etc;
2	The applicants may fill up the application carefully along with all the requisite documents so as to enable the Ministry process their cases expeditiously. They are also requested to furnish Utilization Certificate of the amount of grants released to them.
3	Providing feedback on the efficacy of the schemes.
4	The Ministry will periodically call for the suggestions from its stakeholders to improve the service quality standards, to maintain transparency and to make it customer friendly.
5	Completion of activity/project/ scheme to be within the stipulated time.



Citizens' / Clients' Charter

for

Department of Health and Family Welfare

Address	Nirman Bhawan
Website ID	http://mohfw.nic.in
Date Of Issue	February, 2011
Next Review	September, 2011

VISION / MISSION

Vision

To achieve acceptable standards of Health Care for the people of the country by the end of the 12th Five Year Plan.

Mission

To ensure availability of quality healthcare on equitable, accessible and affordable basis across regions and communities with special focus on under-served population and marginalized groups.To establish comprehensive primary healthcare delivery system and well functioning linkages with secondary and tertiary care health delivery system.To Reduce Infant Mortality rate to 28 per 1000 live births and Maternal Mortality Ratio to 1 per 1000 live births by 2012.To reduce the incidence of communicable diseases and putting in place a strategy to reduce the burden of non-communicable diseases.To ensure a reduction in the growth rate of population with a view to achieving population stabilization.To develop the training capacity for providing human resources for the health sector (medical, paramedical and managerial) with adequate skill mix at all levels.To regulate health service

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely prioritisation and approval of proposals of State Governments, UTs & Central Government Institutions for implementation of various health and family welfare schemes	40	(Concerned Under Secretaries)			(i) Receipt of proposals by the programme divisions from State Governments / UTs /Central Government Institutions. (ii)Scrutiny of the proposals by the Programme Divisions including site inspection. (iii)Approval of the proposal by the competent Authority	N/A	N/A	N/A	N/A
2	Timely release of financial assistance for effective implementation of various health and family welfare schemes	40	(Concerned Under Secretaties)			(i)Preparation of Note for Cabinet /EFC / SFC and seeking approval of Competent Authority (wherever necessary) (ii) Issue of Sanction Order (iii) Release of funds as per instalments, based on submission of documents.	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
3	Financial assistance to persons suffering from major illness under the programme given below: 1. Health Minister's Discretionary Grants 2. Rashtriya Arogya Nidhi	10	(Concrened Under Secretary)			(i)Submission of application in prescribed format along with requisite enclosures to Welfare section of DOHFW (ii)Processing of application by the Technical Committee. (iii)Approval by the Competent Authority. (iv)Fund releases to the concerned government hospitals / institutions	N/A	N/A	N/A	N/A
4	Prompt Grievance Redressal	5	(Concerned Under secretary)			Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via htpp:// pgportal.gov.in) or in writing via registered post	N/A	N/A	N/A	N/A
						Grievance should be as specific as possible and must relate to functioning of the programme in the Ministry/Department.	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
5	Prompt acknowledgement receipt of letters from clients / citizens	3	(Concerned Under Secretaries)				N/A			
6	Timely response to letters from clients / citizens	2	(Concerned Under Secretaries)				N/A			

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Timely prioritisation and approval of proposals of State Governments, UTs & Central Government Institutions for implementation of various health and family welfare schemes	40.0	Average time taken for approval of proposals from the date of receipt of the proposal	90	Days	40.00	Ministry records
2	Timely release of financial assistance for effective implementation of various health and family welfare schemes	40.0	Average time taken to obtain necessary approvals for proposals from appropriate authorities (Cabinet / EFC / SFC) wherever necessary	120	Days	20.00	Ministry records
			Average time taken from the date of the receipt of the proposal.	30	Days	20.00	Ministry records
3	Financial assistance to persons suffering from major illness under the programme given below: 1. Health Minister's Discretionary Grant 2. Rashtriya Arogya Nidhi	10.0	Average time taken to inform deficiencies in the application from the date of receipt of the application	7	Days	3.00	Ministry records
			Average time taken for processing and approval from the date of receipt of fully completed application in all respects	30	Days	7.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
4	Prompt Grievance Redressal	5.0	Average time taken to acknowledge grievance received through registered post	7	Working days	1.00	CPGRAMS Report &Ministry records
			Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Working days	2.00	CPGRAMS Report
			Average time taken to send communication for additional information	15	working days	1.00	CPGRAMS Report & Ministry records
			Average time taken for grievance settlement	16	working days	1.00	Ministry records
5	Prompt acknowledgement receipt of letters from clients / citizens	3.0	Average time taken to acknowledge receipt of letters	3	Days	3.00	Ministry records
6	Timely response to letters from clients / Citizens	2.0	Percentage of letters replied within the time limits promised in the acknowledgement letters	95	%	2.00	Ministry records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	R.D. Indora, Under Secretary (Public Grievances)	23061203	indorard@gmail.com	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Citizens
2	State Governments/Union Territories
3	Health Centres/ Hospitals/Medical colleges & Institutions in Public and Private Sectors
4	Regulatory Bodies (Medical Council of India, Dental Council of India, Indian Nursing Council& others)
5	Medical Institutions under the category of Autonomous Institutions
6	Central/ State Health Training Centres
7	World Health Organisation/World Bank/ DFID / Other Donor partners
8	Planning Commission and Central Ministries

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	All India Institute of Medical Sciences (AIIMS),	01126588000	director@aiims.ac.in		Ansari Nagar, New Delhi-110029
2	Jawaharlal Institute of Post Graduate Medical Education & Research	04132272901	director@jipmer.edu.in		Dhanvantri Nagar, Gorimedu, Pondicherry- 605006
3	Post Graduate Institute of Medical Education & Research (PGIMER)	01722748363	kktalwar_chd@dataone.in		Sector-12, Chandigarh-160012
4	National Institute of Mental Health and Neuro Sciences (NIMHANS)	08026995001	vc@nimhans.kar.nic.in		Post Box No. 2900, Bangalore-560029
5	North Eastern Indira Gandhi Regional Institute of Health and Medical Science (NEIGRIHMS)	03642538025	director_neigri@bsnl.in		Director's Block, Mawdiangdiang, Shillong ,Meghalaya
6	Food Safety and Standards Authority of India (FSSAI)	01123220991	chairperson@fssai.gov.in		FDA Bhavan Kotla Road, New Delhi-110002
7	Regional Institute of Medical Science College Imphal (RIMS)	03852414629	director@rims.edu.in		Lamphetpat, Imphal West, Manipur-795004
8	Regional Institute of Paramedical & Nursing (RIPANS)	03892350521	ripans_aizawl@yahoo.com		Post Box-131, Aizwarl, Mizoram-796017
9	International Institute for Population Science (IIPS)	0222556254	director@iips.net		Govandi Station Road, Deonar, Mumbai-400088
10	Dr. R.M.L. Hospital	01123747027	msrmlh@nic.in		New Delhi-110001
11	Lady Hadinge Medical College and Smt. S.K. Hospital	01123343984	dir.lhmcah@mail.com		Bangla Sahib Marg, New Delhi-110001

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
12	Kalawati Saran Children's Hospital	01123343984	dir.lhmcah@mail.com		Bangla Sahib Marg, New Delhi-110001
13	Director Central Institute of Psychiatry	06512450822	rch_cipra@bsnl.in		Kanke, Ranchi-834006 (Bihar)
14	Central Research Institute	01792273105	directorcri@gmail.com		Distt. Solan, P.O. Kasauli (R.I) 173205 (H.P.)
15	LGB Regional Institute of Mental Health (LGBRIMH)	03712232652	skdeuri@sify.com		Post Box No. 15, Tezpur: 784001, Assam
16	National Institute of Health & Family Welfare (NIHFW)	0112616595	director@nihfw.org		Baba Gang Nath Marg, Munirka, New Delhi - 110067
17	Safdarjung Hospital	0112619076	sgh.vmmc@yahoo.com		New Delhi-110029

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	For timely prioritization / approval/ implementation of Schemes under Health and Family Welfare programmes, the proposals should be submitted with all relevant documents
2	Proper planning and reporting about the implementation of the Scheme by clients



Citizens' / Clients' Charter

for

Department of Health Research

Address

Website ID
Date Of Issue
Next Review

VISION / MISSION

Vision

To bring modern health technology to the people through innovations related to diagnostic, treatment methods and vaccines for prevention; to translate them into products and processes and, in synergy with concerned organizations, introduce these innovations into public health service.

Mission

(1) Generate, manage and disseminate new knowledge.

(2) Increase focus on research specially using modern technology which has relevance to health and disease.

(3) Harness and encourage the use of modern biology tools in addressing health concerns of the country.

(4) Encourage innovations related to diagnostics, treatment, methods/Vaccines for prevention.

(5) Inculcate a culture of research in academia especially medical colleges and other health research institutions.

(6) Create state-of- the- art health research infrastructure.

(7) Develop a cadre of trained and skilled human resource for health research.

(8) Strengthen translational research so as to translate research outcomes into products, processes and diagnostic/preventive tools by public and public-private partnership.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	**Approval of Extramural Projects**		**Ms Shalini Prasad, JS, DHR** **Different Heads of Divisions/Units of ICMR and Dr VK Srivastava, Scientist 'F', ICMR**	shalini.prasad@nic.in Div. of NCD (shahb@icmr.org.in) Div. of ECD (arorar@icmr.org.in), Div. of BMS (kumarv@icmr.org.in), Div. of RCH (malaroy69@gmail.com), Div. of IHD (mukeshk@icmr.org.in), Div. of HRD (singhkeshari@yahoo.com), Div. of P&I (chauhans@icmr.org.in), Div. of BIC (singhm@icmr.org.in), Div. of SBR (azadskundu@hotmail.com), Div. of MPU (tanneeraj@gmail.com), Div. of HSR (ahluwaliatp@icmr.org.in), Div. of Nutrition (gstoteja@gmail.com), TRC & IPR Unit (sadhna_s@ymail.com), RM Cell (ashoogrover@gmail.com), srivastavav@icmr.org.in	23061767 B.S. – 26588381, 9968676655, R.A. – 26589397, 9999652341, V.K. – 26589791, 9810536032, M.R. – 26588755, 9810469893, M.K. – 26589492, 9810684901, K.K.S. – 28589753, 9868271874, 28589578, M.S. – 26588876, 9873010501, AS.K. – 26589611, 9868888798, N.T. – 26589599, 9811462137, T.P.A. – 26589277, 9868163517, G.S.T. – 23731633, 9868368075, S.S. – 9868942882, A.G. – 26589699, 9818966565, V.K.S. – 26589578, 9891011755	i) Receiving and screening of concept proposals ii) Review of full proposals by PRC iii) Receiving Detail Proposal and process for sanction. Issue of Sanction iv) Periodical review with project investigator.	i) Advt on the web for inviting concept proposals online for sanction of projects in the required areas. ii) Receiving completed proposal	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
2	**Sanction of Annual Budget for Extramural Projects**		Ms Shalini Prasad, JS, DHR & Shri Sanjiv Datta, Financial Advisor, Indian Council of Medical Research and Dr VK Srivastva, Scientist 'F', ICMR	shalini.prasad@nic.in, fa_icmr@icmr.org.in, srivastavav@icmr.org.in	S.P. – 23061767, FA. – 26589292, 9818647919, V.K.S. – 26589578	(i) Reviewing of proposals from concern investigators or organizations by a committee ii) Issue of sanction letter.	Proposal received on proper format from the concern units or organizations.	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
3	**Policies related to research Governance**			shalini.prasad@nic.in, kumar@icmr.org.in kanikaram_s@yahoo.com		i) Preparation of draft policies/ proposal for Accreditation of Health Research organizations, Knowledge Management policy, Alternative system of Medicine, ethics, ART etc. related to good governance ii) Putting the proposal in public domain for commentsiii) Preparation of final draft bill on the subject iv) Seeking approval of Ministry of H&FW/ Parliament v) Mechanism to imolement Alternative system of Medicine, ethics, ART etc. related to good governance ii) Putting the proposal	Survey of literature and collection of relevant information	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	**Junior Research Fellowships for award of Fellowship, Post-Doc Fellowships and Senior Research fellowships**		Dr KK Singh, Scientists "G" and all Heads of Division of ICMR	singhkk@icmr.org.in, singhkesari@yahoo.com		(i) Receiving of Applications ii) Checking and depositing Fees. iii) Fixing date for Exam and making arrangements for the Venue. iv) Conducting Exam. v) Declaration of Result vi) Review of project proposals along with approval for SRF & PDF vii) Issue of award letters. viii) Review every year	Preparation of Advertisement for press and Website			
5	**International Fellowships**		a) Ms. Shalini Prasad, JS, DHR b) Dr. Mukesh Kumar, Head, IHD	shalini.prasad@nic.in, mukeshk@icmr.org.in		i) Receiving applications through proper channel ii) Screening of applications. iii) Selection of Candidates iv) Issue of award letters.	Preparation of Advertisement and sending to the press.			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
6	**Sponsoring Candidates for attending Symposium/ Workshop in Advance Health Research**		Dr KK Singh, Scientist "G"	singhkk@icmr.org.in, singhkeshari@yahoo.com		i) Screening of applications as per norms. ii) Holding interviews and selection. iii) Issue of sanction.	Completed Applications as per format.			
7	**Distribution of Annual Awards**		Dr KK Singh, Scientist "G"	singhkk@icmr.org.in, singhkeshari@yahoo.com		i) Advertisement inthepress/ ICMR/ DHR Website ii) Receiving Applications iii) Screening of applications award wise by the expert committee iv) Approval of the names of the awardees. v) Distribution of awards				
8	**Review of proposals for clinical trials and ethics**		Dr Vijay Kumar, Scientist "F"	kumarv@icmr.org.in		i) Review proposal received from companies/ Investigators for investigating by (IND) committee. ii) Finalization of proposal. iii) Sending Recommendations to the DCGI.	Preparation of final Proposals based on discussions with stake holders including public, for processing with concern multiple agencies for approval of Govt.			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
9	**Matters pertaining to outbreaks/ epidemics in the country**		Ms Shalini Prasad, JS, DHR and Shri SK Rao, JS, DHR	shalini.prasad@nicin, rao_kamesh@hotmail.com	S.P. - 23061767, S.K.R. - 23061740	i) Visit by scientist to the sites, collection of sample, analysis and suggestions for preventive measures ii) Develop Kits and Vaccines to contain the outbreak/ epidemics	To start proactive process to contain the outbreaks			
10	**Collaboration with other agencies engaged in health research**		Ms Shalini Prasad, JS, DHR	shalini.prasad@nicin,	Shalini Prasad - 23061767, 9968283478	i)Establishing for a Vector Borne Disease, TB & Leprosy, Tribal Forum etc ii) Identification of multi-sectoral areas for inter - sectoral coordination with AYUSH, ICAR, DBT, DST, DRDO etc. iii) Hold regular discussions to evolve gaps and evolve steps to encourage research in these areas.	Discussion with concern agencies and preparation of documents for periodical discussions based on development in these areas and to discuss strategies to reduce disease burden			
11	**Approval of proposals from various investigators ofinternational collaborations/ funding through Health Ministry Screening Committee (HMSC)**		Dr. Mukesh Kumar, Scientist 'E' & Head, IHD, ICMR	mukeshk@icmr.org.in		i) Receiving the proposals ii) Technical review by different divisions of ICMR iii) Review by HMSC iv) Issue of letters	Liaison with various agencies for review			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
12	**Review of proposal for import/export of biological materials**		Dr. Harpreet Sandhu, Scientist 'D', IHD, ICMR	sandhuh@icmr.org.in	9810332718	i) Application received through website ii) Review by Expert Committee iii) Issue of letters	Collect data to facilitate optimum number of technology for transfer & research			
13	**Grievances Redressal Mechanism**		Shri RK Alhuwalia, US, DHR and Shri Arun Baroka,\Sr. DDG(A), ICMR	arunbaroka@icmr.org.in	R.K Ahluwalia - 9810967969, Arun Baroka - 26589330, 9818104079	i) Acknowledge of Complaint. ii) To address complaint and answer to citizen.	Receiving of Complaints. Complaints			
14.	**Regular interaction with the press and Citizens**		Shri SK Rao, JS, DHR Shri Arun Baroka, Sr. DOG (A), ICMR	rao_kamesh@hotmail.com, arunbaroka@icmr.org.in		To seek slot in Doordarshan Radio to make public aware about various diseases, preventive measures and latest Health Care facilities available in the Hospitals. Also newer researches being carried out to reduce disease burden.	Receiving of documents/ Information for release			

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Approval of Extramural Projects	20	Advertisement on the web	5	days	1	Completed concept and detailed proposals
			Receiving complete concept proposal as per format and to get comments of expert	30	days	5	Comments of experts
			Putting up proposal for review by Project Review Committee (PRC)	30	days	5	-
			Informing the stake holder to submit detailed proposal online	45	days	5	-
			Receiving detailed proposal, holding PRC and issue sanction	45	days	8	-
2	Sanction of Annual Budget for Extramural Projects	5	Screening of Proposals	22	days	3	Proposals received from stake holders
			Approval of Budget	8	days	2	
3	Policies related to research Governance	10	Preparation draft policies in consultation with experts	30	days	5	Data available from literature and interaction with stake holders
			Receiving comments from citizen/stake holders and preparation of revised draft	15	days	1	Comments from stakeholders/citizens
			Approval from Ministry	15	days	1	-
			Submission of Bill on the subject for consideration of Ministry	45	days	2	-
			Preparing Mechanism for implementation	15	days	1	-

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
4	Recruitment of Junior Research Fellows for award of Fellowship, Post Doc fellows and Senior Research Fellows	10	Receiving applications	30	days	2	Citizens/Stakeholders
			Verification as per guidelines	30	days	2	-
			Information to candidates for conduct of examination	15	days	1	-
			Declaration of Results	30	days	2	-
			Issue of awards letter	15	days	3	-
5.	International Fellowships	5	Preparation & Advertisement	10	days	-	5
			Receiving Applications	30	days		-
			Screening of Applications	30	days		-
			Selection by expert committee	15	days		-
			Issue of award letters	5	days		-
6.	Sponsoring Candidates for attending Symposium/ Workshop in Advance Health Research	5	Receiving Applications	22	days	2	Applications from citizens/Stakeholders
			Screening of Applications	15	days	1	-
			Obtaining approval of DG	5	days	1	-
			Issue of sanction letters	2	days	1	-

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
7.	Distribution of biannual/ annual Awards	10	Receiving Applications	30	days	2	Applications from citizens or Stakeholders
			Screening of applications by experts in the area	60	days	2	-
			Approval of Committee from Minister of H&FW	10	days	1	-
			Meeting of the committee of Peers for recommendation of awards	30	days	3	-
			To obtain approval of Minister H&FW and issue of award letters	30	days	2	-
8.	Review of proposals for clinical trials and ethics trials	5	Preparation of draft proposal and putting online for comments of stakeholders.	60	days	3	Issues involved and available literature and its analysis
			Finalization of proposal	30	days	1	-
			Sending recommendation to Drug Controller for implementation	10	days	1	-
9.	Dealing with outbreaks / epidemics in the country	10	Site Visit by scientists	15	days	2	Old data available from the regional labs for specific region
			Collection of sample	5	days	2	-
			Analysis of samples and suggestions for preventive measures	10	days	2	-
			Development of Kit or Vaccine if required	60	days	4	-

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
10	Collaboration with other agencies engaged in health research	5	To establish forum like Vector borne disease, TB & Leprosy, Tribal etc. to share knowledge and use synergy for research.	90	days	2.5	Discussion with concern agencies for generating documents and continued periodical interaction regarding developments in the health research areas and preparation of joint document to reduce disease burden
			To hold periodical discussions to evolve proactive strategies and gaps with a view to encourage research to fill the gap.	60	days	2.5	.
11	Approval of proposals from various investigators of international collaborators through HealthMinistry Screening Committee (HMSC)	5	Receiving the proposals	30	days	1	Stake Holders
			Technical Review by different divisions of ICMR	30	days	2	Data available in the ICMR
			Review by HMSC	15	days	2	
12	Review of proposals for import/export of biological	4	Receiving Applications	15	days	1	Stake Holders
			Review by expert committee	30	days	2	
			Issue of letters	5	days	1	
13	Grievances Redressal Mechanism	3	Acknowledgement of complaint	5	days	1	Receiving complaint from stakeholder/citizens
			Processing of Complaint	20	days	3	Discussion with concern Division
			Settling the Grievances sending reply	5	days	1	.

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
14	Regular interaction with the press and citizens	3	To seek slot in Doordarshan and Radio to make public aware about various diseases, preventive measures and latest health care facilities available in the hospital. Also the newer researches being carried out to reduce disease burden	30	days	3	Receiving of documents and information for release

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Ms Shalini Prasad	011-23061773	shalini.prasad@nic.in	9968283478
2	Mr. R K Alhuwalia	011-23062666		9810967969

List of Stakeholders/Clients

S. No.	Stakeholders / Clients
1	Scientists working in Medical Areas
2	Postgraduate Students engaged in Health research and Clinical areas
3	NGOs involved in Health Care Facilities
4	Academic Institutes and Universities dealing in Health Research
5	Department of Health, Department of Biotechnology, Department of Agriculture & Education, Department of AYUSH, Department of NACO, Depart of Environment, Department of Defence Research & Development, Department of Scientific & Industrial Research Department of LAW, Planning Commission and IFD/Department of Expenditure, Department of Information Technology etc.
6	Director General Health Services, Drug Controller General of India, Food Safety Standards & Safety Association of India, AIIMS & Medical Colleges under Central/State Govt., National Disaster Management Agency etc.

Responsibility Centers and Subordinate Organizations

Sl. No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1.	National Institute of Virology	020-26127301	nivici@pn3_vsnl.net.in		20-A, Dr. Ambedkar Road, Pune-411001.
2.	National Institute of Nutrition,	040-27008921	nin@ap.nic.in		Jamai-Osmania, Hyderabad-500 007.
3.	National Centre for Laboratory Animal Science,	040-27008921	nin@ap.nic.in		National Institute of Nutrition, Jamai-Osmania, Hyderabad-500 007.
4.	Food Drug & Toxicology Research Centre,	040-27008921	nin@ap.nic.in		Jamai Osmania, Hyderabad-500 007.
5.	National Institute of Cholera & Enteric Disease,	033-23537470	nairgb@icmr.org.in		P-33, CIT Road Scheme XM, Beliaghata, Kolkata – 700 010
6.	National Institute for Research in Tuberculosis,	044-28362528	icmrtrc@vsnl.com		# 1, Sathyamoorthy Road, Chetput, Chennai-600 031.
7.	National Institute of Pathology,	011-26198402-6	instpath@icmr.org.in		Safdarjung Hospital Campus, New Delhi-110 029.
8.	National Institute of Occupational Health,	079-22686351	nioh@icmr.org.in		Meghani Nagar, Ahmedabad-380 016.
9.	National Institute for Research in Reproductive Health ,	022-24132111	dirirr@vsnl.com		Jehangir Merwanji street, Parel, Mumbai – 400 012
10.	National JALMA Institute for Leprosy and other Mycobacterial Diseases,	0562-2331751-54	jalma@icmr.org.in		Taj Ganj, Agra-282 001.
11.	Institute of Immunohaematology,	022-24138518-19	director@iihicmr.org		New Multistoreyed Building, 13th Floor, KEM Hospital Campus,Parel, Mumbai-400 012.

Responsibility Centers and Subordinate Organizations

Sl. No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
12.	Vector Control Research Centre,	0413-2272396	vcrc@vsnl.com		Medical Complex, Indira Nagar, Puducherry-605 006
13.	National Institute of Malaria Research,	011-25307105			Sector 8, Dwarka New Delhi-110077
14.	National Institute of Medical Statistics	01126588901	arvindpandey@vsnl.net		Ansari Nagar, New Delhi-110 029.
15.	Institute of Cytology & Preventive Oncology	0120-2579471-72	directoricpo@icmr.org.in		Research-cum-clinical complex, Plot No.1-7, Sector39,Near Degree College, Opposite City Centre, NOIDA-201301U.P.
16.	National Institute of Epidemiology,	044-26136204	niedirector@icmr.org.in		Second Main Road, Tamilnadu Housing Board, Ayapakkam, Chennai-600 077.
17.	Entrovirus Research Centre,	022-24125309	erc@bom3.vsnl.net.in		Haffkine Institute, Parel, Mumbai-400 012.
18.	Rajendra Memorial Research Institute of Medical Sciences,	0612-2635570	rurims@icmr.org.in		Agam Kuan, Patna-800 007.
19.	Regional Medical Research Centre	0674-2301322	rmrcdir@sancharnet.in		Chandrasekharpur, Bhubaneshwar-751016.
20.	Regional Medical Research Centre,	0373-2381494	icmrrcdi@hub.nic.in		N.E.Region, Post Box No.105, Dibrugarh-786 001.
21.	Desert Medicine Research Centre,	0291-2722403	director@dmrcjodhpur.org		New Pali Road, Post Box 122, Jodhpur-342 005.
22.	Regional Medical Research Centre,	03192-251158	pblicmr@sancharnet.in		Post Bag No.13, Port Blair-744 101, (Andaman Nicobar Islands).

Responsibility Centers and Subordinate Organizations

Sl. No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
23.	Regional Medical Research Centre for Tribals (ICMR},	0761-2370800	rmrctjabalpur@rediffmail.com		RMRC Complex, Nagpur Road Jabalpur-482 003.
24.	Centre for Research in Medical Entomology,	0452-2530746	crmeicmr@.org.in		Post Box No.11,4, Sarojini Street, Chinna Chokkikulam, Madurai-625 002.
25.	National AIDS Research Institute,	020-27121342			Plot No.73, "G" Block, MIDC Bhosari, Pune-41026.
26.	Regional Medical Research Centre	0831-2475477	oicmrcbim@yahoo.co.in		National Highway No.4, Nehru Nagar, Belgaum-590 010.
27.	ICMR Virus Unit	033-23537425	icmrvu@vsnl.net		I.D.&BG Hospital Campus, General Block (GB) 4, (East Wing), 1st Floor, 57 Dr. Suresh Chandra Banerjee Road, (Formerly Beliaghata Main Road) Kolkata-700 010
28.	National Centre for Diseases Informatics and Research	9449067643	ank@bir.vsnl.net.in		IInd Floor of Nirmal Bhavan, ICMR Complex Poojanahalli Opp. NH-7 Adjacent to Trumpe Flyover of BIAL K. Annamangala Post Bangalore-562110
29.	National Institute for Research in Environmental Health (NIREH)	0755-2533106	drnalok@yahoo.in		Kamla Nehru Hospital Building Bhopal-462001

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	Timely submission of required proposal in proper format for sanction by all concern
2	Stake holders response and participation in health research in cutting edge areas and translating research into product/process for commercialization
3	Timely follow up action by all concern
4	Timely identification of gap in infrastructure and technologies for health research and action to handle
5	Products/technologies available for commercialization
6	Availability of skilled manpower



Citizens' / Clients' Charter

for

Department of Heavy Industry

Address	Department of Heavy Industry, Ministry of Heavy Industries and Public Enterprises, Udyog Bhawan, New Delhi-110011
Website ID	dhi.nic.i
Date Of Issue	January, 2012
Next Review	January, 2013

VISION / MISSION

Vision

To have modern, healthy and robust auto, heavy engineering, heavy electrical & capital goods sectors and self-reliant & growth oriented PSEs under the Department.

Mission

1. The Department of Heavy Industry strives to bolster profit making PSEs as well as restructure and revive sick and loss making PSEs under its administrative control.

2. The Department of Heavy Industry seeks to achieve its vision of global automotive excellence through creation of state-of-the-art Research and Testing infrastructure through the National Automotive Testing and R&D Infrastructure Project (NATRIP) by 2012.

3. The Department of Heavy Industry seeks to achieve its vision by providing necessary support to the Auto, Heavy Engineering, Heavy Electrical and Capital Goods Sector”.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issue of Essentiality Certificate for availing eligible concession on excise duty on purchase of modified cars for Physically challenged persons	10.0	Shri V.S. Yadav (Under Secretary)	yadav.vs@nic.in	(23063347)	1. Receipt of application with requisite documents	1. Medical Certificate 2. Manufacturer's certificate 3. Affidavit from the individual (for details / format of documents required, please refer to www.dhi.nic.in)	N/A	N/A	N/A
						2. Scrutiny of documents furnished	N/A	N/A	N/A	N/A
						3. Approval of competent authority	N/A	N/A	N/A	N/A
						4. Issue of Certificate	N/A	N/A	N/A	N/A
2	Redressal of grievances	10.0	Sh. Shashank Goel(Joint Secretary)	shashank.goel@nic .in	(23063740)	1. Receipt of grievance and issue of acknowledgement	N/A	N/A	N/A	N/A
						2. Transfer to concerned CPSE/Section in DHI	N/A	N/A	N/A	N/A
						3. To obtain inputs from concerned authorities	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. Sending of Action Taken Report to person concerned	N/A	N/A	N/A	N/A
						5. Updation on CPGRAMS	N/A	N/A	N/A	N/A
3	RTI applications (This service is provided strictly in terms of the provisions of RTI Act, 2005)	10.0	Sh. Manjit Kumar,(Deputy Secretary & CPIO)	kumar.manjit@nic.in	(23061565)	1. Receipt of application under RTI or first appeal by the Appellate Authority	N/A	N.A.	Demand Draft/ pay order/ Indian Postal Order drawn in favour of P&AO, DHI or DDO, DHI payable at New Delhi or cash against receipt	10

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						2. Transfer of application to concerned department/ CPSE under Section 6(3), if required	N/A			
						3. Forwarding of application to Officers concerned for obtaining information under section 5(4)	N/A			
						4.Sending of information to the applicant	N/A			
						5.Disposal of 1st Appeal by Appellate Authority	N/A			
4	Decision on proposals for capacity expansion, technology upgradation, modernization of Plants, machinery, technology collaboration and release of funds.	5.0	Director/ DS In-charge of CPSE((for email address and phone number, please refer dhi. nic.in))			1. Scrutiny of proposal	Documents in support of proposal to be furnished			
						2. Inter-Ministerial consultation, if necessary	N/A			
						3.Obtaining approval of competent authority	N/A			
						4. Issue of final order	N/A			
5	Providing financial support to loss making/sick CPSEs	10.0	Sh. Shashank Goel(Joint Secretary)	shashank. goel@nic.in	(23063740)	1. Examination of proposal	Documents in support of proposal and Utilization Certificate for previous sanction to be furnished	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
						2. Drafting of Cabinet Note	N/A	N/A	N/A	N/A
						3, Inter-ministerial consultation	N/A	N/A	N/A	N/A
						4. Approval of CCEA	N/A	N/A	N/A	N/A
						5. Release of financial support	N/A	N/A	N/A	N/A
6	Release of funds to NATRIP, Industry Associations and CPSEs for various industry related activities	10.0	Director/DS In-charge of CPSE/ Industrial Sector((for email address and phone number, please refer dhi. nic.in))			1. Examination of proposal	Documents in support of the proposals and Utilization Certificate for previous sanction to be furnished	N/A	N/A	N/A
						2. Inter-Ministerial consultation	N/A	N/A	N/A	N/A
						3. Approval of competent authority	N/A	N/A	N/A	N/A
						4. Issue of sanction order	N/A	N/A	N/A	N/A
7	Recommendations to Custom Department for concessional rate of custom duty under 'Project Import Scheme' in respect of imported machinery and equipment for Capital Goods sectors viz Heavy Engineering, Heavy Electrical and Auto sector.	10.0	Director/ DS in charge of Sector(email address and telephone number, please refer to www.dhi. nic.in)			1.Receipt of application with requisite documents	1.Copy of IEM/IL	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
							2.Plant layout 3.Details of machinery/ equipment to be imported 4.Copies of clearance received from State Govt/ other agencies for setting up of project.(for details / format of application and documents required, please refer to www.dhi. nic .in			
						2.Scrutiny of application	N/A	N/A	N/A	N/A
						3.Obtaining advice of Industrial Advisor	N/A	N/A	N/A	N/A
						4.Issue of communication	N/A	N/A	N/A	N/A
8	Action on references received from Industry Associations relating to a) Heavy Electrical Engineering b) Heavy Engineering & Machine Tools c) Automobile & Allied Industries	5.0	Director/DS In-charge of the Industrial Sector((for email address and phone number, please refer dhi. nic.in))			1.Examination of proposal	N/A	N/A	N/A	N/A
						2.Inter-Ministerial consultation	N/A	N/A	N/A	N/A
						3.Approval of competent authority	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. Issue of final orders	N/A	N/A	N/A	N/A
9	Furnishing of comments on the references received from other Ministries/Departments/State Governments/Statutory Organizations on policy matters and individual references relating to FIPB and PAB	10.0	Director/DS In-charge of the Industrial Sector((for email address and phone number, please refer dhi. nic.in))			1. Examination of the proposal	N/A	N/A	N/A	N/A
						2. Obtaining inputs from concerned authorities/ CPSEs	N/A	N/A	N/A	N/A
						3. Approval of the competent authority	N/A	N/A	N/A	N/A
						4. Furnishing of comments	N/A	N/A	N/A	N/A
10	Furnishing of technical comments to DGFT in respect of proposals received for a) import of raw material /component under Duty Exemption Scheme, b) Import of Restricted Items	10.0	JS In-charge of the Industrial Sector((for email address and phone number, please refer dhi. nic.in))			1. Examination of the proposal	N/A	N/A	N/A	N/A
						2. Obtaining advice of Industrial Advisors	N/A	N/A	N/A	N/A
						3. Approval of the competent authority	N/A	N/A	N/A	N/A
						4. Issue of final comments	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
11	Taking up issues with other authorities for promoting the prospects of CPSEs and taking up follow-up action with CPSEs on the references received from other Ministries/ Departments/ State Governments/ Other Clients.	10.0	Director/ DS In-charge of the CPSE/ Industrial Sector((for email address and telephone number, please refer to www.dhi.nic.in))			1. Examination of the proposal	N/A	N/A	N/A	N/A
						2. Making references to concerned CPSEs /other authorities concerned	N/A	N/A	N/A	N/A
						3. Obtaining approval of the competent authority	N/A	N/A	N/A	N/A
						4. Furnishing of comments, if any	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Issue of Essentiality Certificate for availing eligible concession on excise duty on purchase of modified cars for Physically challenged persons	10.0	Maximum time taken from date of receipt of complete application	30	Working days	10.00	Records
2	Redressal of grievances	10.0	Maximum time taken from date of receipt of grievance: Issue of acknowledgement	2	working day	2.00	Records
			Online transfer of application	2	working days	2.00	Records
			Sending of Action Taken Report	30	working days	4.00	Records
			Disposal of appeal if any	30	working days	2.00	Records
3	RTI applications (This service is provided strictly in terms of the provisions of RTI Act, 2005)	10.0	Maximum time taken from date of receipt of application Transfer of application to other Departments	5	Working days	2.00	Records
			Issue of communication furnishing requisite information	30	Working days	5.00	Records
			Disposal of first appeal	30	Working days	3.00	Records
4	Decision on proposals for capacity expansion, technology upgradation, modernization of Plants, machinery, technology collaboration and release of funds.	5.0	Maximum time taken from date of receipt of complete proposal	90	Working days	5.00	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	Providing financial support to loss making/ sick CPSEs	10.0	Maximum time taken from date of receipt of complete proposal (Proposal to be sent 3 months after the salary for previous quarter becomes due)	90	Working days	10.00	Records
6	Release of funds to NATRIP, Industry Associations and CPSEs for various industry related activities	10.0	Maximum time taken from date of receipt of complete proposal	90	Working days	10.00	Records
7	Recommendations to Custom Department for concessional rate of custom duty under 'Project Import Scheme' in respect of imported machinery and equipment for Capital Goods sectors viz Heavy Engineering, Heavy Electrical and Auto sector.	10.0	Maximum time taken from date of receipt of complete application	30	Working days	10.00	Records
8	Action on references received from Industry Associations relating to a) Heavy Electrical Engineering b) Heavy Engineering & Machine Tools c) Automobile & Allied Industries	5.0	Maximum time taken from date of receipt of complete proposal / reference	90	Working days	5.00	Records
9	Furnishing of comments on the references received from other Ministries/ Departments/State Governments/Statutory Organizations on policy matters and individual references relating to FIPB and PAB	10.0	Maximum time taken from date of receipt of complete proposal	30	Working days	10.00	Records
10	Furnishing of technical comments to DGFT in respect of proposals received for a) import of raw material /component under Duty Exemption Scheme, b) Import of Restricted Items	10.0	Maximum time taken from date of receipt of complete proposal	30	Working days	10.00	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
11	Taking up issues with other authorities for promoting the prospects of CPSEs and taking up follow-up action with CPSEs on the references received from other Ministries/ Departments/ State Governments/ Other Clients.	10.0	Maximum time taken from date of receipt of complete proposal and furnishing of comments.	60	Working days	10.00	Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh Shashank Goel, Joint Secretary	23063740	pgcell-dhi@nic.in	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Physically challenged persons seeking excise duty concessions on purchase of modified cars
2	Aggrieved persons sending public grievances to DHI/RTI Applicants
3	Companies/firms seeking grant of concessional rate of custom duty under 'Project Import Scheme'.
4	Central Public Sector Enterprises (as per list)
5	Fluid Control Research Institute (FCRI), Automotive Research Association of India (ARAI), ARAI-Forging Industry Division (ARAI-FID)
6	International Centre for Automotive Technology (iCAT), National Automotive Testing and R&D Infrastructure Project (NATRiP)
7	Associations • Automotive Component Manufacturers Association of India, New Delhi (ACMA)•Society of Indian Automobile Manufacturers, New Delhi (SIAM)•International Mining & Machinery Exhibition, Kerala (IMME) •Indian Electrical and Electronics Manufacturers Association, New Delhi(IEEMA) •Industrial Area Manufacturer's Association (IAMA) •Symposium on International Automotive Technology (SIAT) •Tractor Manufacturer Association, New Delhi (TMA) •NATRiP Implementation Society (NATIS) •Indian Machine Tool Manufacturers Association (IMTMA) •Indian Textile Accessories & Machinery Manufacturer Association Mumbai (ITAMMA) •Textile Machinery Manufacturers' Association (India), Mumbai (TMMA) •Indian Printing Packaging & Allied Machinery Manufacturers' Association, NOIDA, U.P. (IPAMA) •Process Plant & Machinery Association, Mumbai (PPMAI) •Confederation of Indian Industry, New Delhi (CII) •The Associated Chambers of Commerce and Industry of India, New Delhi (ASSOCHAM) • FICCI
8	Statutory/ administrative authorities • Board of Industrial & Finance Reconstruction (BIFR) • Board for Reconstruction of Public Sector Enterprises (BRPSE) • National Manufacturing Competitiveness Council (NMCC)
9	Central Government Ministries/ Departments – Planning Commission, Ministry of Finance, Ministry of Commerce, Ministry of Urban Development, Ministry of Environment & Forest, Department of Personnel & Training, Ministry of Non-Renewable Entergy, Ministry of Power, Ministry of Labour & Employment, Ministry of External Affairs, Ministry of Information and Broadcasting, Department of Administrative Reforms and Public Administration, Department of Road Transport, Directorate General of Foreign Trade, Department of Industrial Policy and Promotion / Foreign Investment Promotion Board, Department of Science & Technology, Department of Public Enterprises, Railways, Department of North-East Region, Press Information Bureau
10	State Governments / Union Territory Administrations

List of Stakeholders/Clients

S.	Stakeholders / Clients
11	List of CPSEs under DHI 1.Andrew Yule & Company, Kolkata 2.BHEL Ltd., New Delhi 3. BBUN Ltd., Kolkata 4.BBJ Construction Co.Ltd., Kolkata 5.BYN Ltd., Allahabad 6.Bharat Heavy Plate & Vessels Ltd.,Visakhapatnam 7.Bharat Pumps & Compressors Ltd., Allahabad 8.Richardson & Cruddas Ltd., Mumbai 9.Triveni Structurals Ltd., Allahabad 10.Tungabhadra Steel Products Ltd., Distt. Bellary 11.Bridge & Roof Co. Ltd., Kolkata 12.Cement Corporation of India Ltd., ND 13.Engineering Projects (I) Ltd., ND 14.Hindustan Paper Corporation. Ltd., Kolkata 15.Nagaland Pulp & Paper Corporation, Nagaland 16.Hindustan Newsprint Ltd, Kerala 17.HMT Ltd. , Bangalore 18.HMT(I) Ltd., Bangalore 19.HMT(B) Ltd., Bangalore 20.HMT (MT) Ltd., Bangalore 21.HMT (W) Ltd., Bangalore 22.HMT (CW), Srinagar 23.Hindustan Cables Ltd., Kolkata 24.HSL,Jaipur 25.SSL, Jaipur, 26.REIL, Jaipur 27.HEC, Ranchi 28.HPF Ltd., Ooty, 29.Instrumentation Ltd., Kota 30.Nepa Ltd., Nepa Nagar 31.Scooters India Ltd. 32.TCIL,Kolkata 33.NBPPL, Noida

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Proposal for release of funds should be complete as per guidelines.
2	Regular feed-back from Central Public Sector Enterprises / Associations / Autonomous bodies governed by Department of Heavy Industry
3	Timely submission of Reports / Returns by Central Public Sector Enterprises / Associations, etc.
4	Complete applications for Issue of essentiality certificate for availing eligible concession on excise duty on purchase of modified cars for Physically challenged persons
5	Proposals received from Ministries/Departments of Government of India/ State Governments / Central Public Sector Enterprises/ Research Institutions/ Associations, etc. seeking inputs/ technical advice should be self contained and complete in all respects.



Citizens' / Clients' Charter

for

Ministry of Housing and Urban Poverty Alleviation

Address	Nirman Bhawan, New Delhi - 110011
Website ID	www.mhupa.gov.in
Date Of Issue	February, 2011
Next Review	February, 2012

VISION / MISSION

Vision

An equitable, inclusive and sustainable civic sensitive growth of towns and cities free from slums, which provides means of productive employment, dignity and a decent quality of life to all inhabitants, including the poor.

Mission

In coordination and cooperation with State Governments, Urban Local Bodies and other related MinistriesThe creation of a Slum Free India, by the up-gradation, redevelopment and relocation of all existing slums so as to provide basic civic amenities, shelter, property titling and a decent quality of life to all slum dwellers; and the realignment of State policies, planning and institutional structures for urban development, land use and town planning to meet this goal, so that future urban growth accommodates, within formal planned spaces, the living and working needs of the poor;The provision of affordable housing for all and the creation of conditions that facilitate a continuous addition of adequate serviced land and housing to meet the identified need To accelerate the rate of poverty reduction,

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely approval and recommendation of release of first installment of project proposals (new projects) relating to Basic Services to the Urban Poor (BSUP) in 65 select cities and Integrated Housing & Slum Development Programme (IHSDP) in smaller towns under Jawaharlal Nehru National Urban Renewal Mission (JNNURM).	12	1. Sh. D.P.S. Negi 2. Sh. Vivek Nangia(1. Dir (NBO) & OSD (JNNURM) 2. Director (JNNURM))	1. dpsnegi2000@ yahoo.co.i n 2. dsjnnurm- mhupa@ nic.in	(23061692)	Consideration and approval by CSMC/ CSC.	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	N/A	N/A	N/A
						Getting the Detailed Project Reports (DPRs) duly sanctioned by SLSCs appraised through Appraisal Agencies	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	N/A	N/A	N/A
						Issue of Minutes	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	N/A	N/A	N/A
						Placing the duly appraised DPRs before Sanctioning Committee at the Central level - Central Sanctioning and Monitoring Committee (CSMC) / Central Sanctioning Committee (CSC)	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	N/A	N/A	N/A
						Recommendation to Ministry of Finance For 25% (for BSUP) and 50% central share (for IHSDP)	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	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
2	Timely sanction and recommendation for release of 2nd and subsequent installments under BSUP and IHSDP	7	Shri Vivek Nangia(Director (JNNURM))	dsjnnurm-mhupa@nic.in	(23062279)	Consideration and approval by CSMC/ CSC.	Utilization certificates/ Physical and financial progress of projects and achievement of reforms committed by the State (Documents in accordance with Toolkit/Guidelines)/ Minutes of Meeting and Compliance Report from State. TPIM report of quality satisfaction for consideration and approval of final installment	N/A	N/A	N/A
						Issue of Minutes	Utilization certificates/ Physical and financial progress of projects and achievement of reforms committed by the State (Documents in accordance with Toolkit/Guidelines)/ Minutes of Meeting and Compliance Report from State. TPIM report of quality satisfaction for consideration and approval of final installment	NA	NA	NA

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Recommend to Ministry of Finance (for States)/ Ministry of Home Affairs (for UTs) for release of Additional Central Assistance (ACA).	Utilization certificates/ Physical and financial progress of projects and achievement of reforms committed by the State (Documents in accordance with Toolkit/Guidelines)/ Minutes of Meeting and Compliance Report from State. TPIM report of quality satisfaction for consideration and approval of final installment	N/A	N/A	N/A
						To process the Utilization Certificates (UCs) complete in all respects received from States/UTs	Utilization certificates/ Physical and financial progress of projects and achievement of reforms committed by the State (Documents in accordance with Toolkit/ Guidelines)/ Minutes of Meeting and Compliance Report from State. Third Party Inspection and Monitoring (TPIM) report of quality satisfaction for consideration and approval of final installment	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
3	Timely release of funds (1%) for in-house DPR preparation Charges, Central Third Party Inspection and Monitoring (TPIM) Charges, Information, Education and Communication (IEC) Activities including Capacity Building Programmes and Administrative & Other Expenses (A&OE) under JNNURM	6	Shri Vivek Nangia(Director (JNNURM))	dsjnnurm-mhupa@nic.in	(23062279)	Approval of competent authority	Proposals complete in all respects from State Govt. /Appraisal Agencies/ Stakeholders/Resource Centres in accordance with toolkit/guidelines	N/A	N/A	N/A
						Issue of Sanction order with concurrence of Internal Finance	Proposals complete in all respects from State Govt. /Appraisal Agencies/ Stakeholders/Resource Centres in accordance with toolkit/guidelines	N/A	N/A	N/A
						Process the proposals from States/Appraisal Agencies/Central TPIM Agencies/ Other stakeholders completed in all respect	Proposals complete in all respects from State Govt. /Appraisal Agencies/ Stakeholders/Resource Centres in accordance with toolkit/guidelines	N/A	N/A	N/A
4	Appraisal of Draft State Plan of Action under Rajiv Awas Yojana (RAY)	2	Ms. Deepti Gaur Mukerjee(Director (HUDCO & RAY))	deeptigaur@yahoo.com	(23061206)	Appraisal by RAY Mission Directorate with the help of appraisal agencies	Draft State Plan of Action	N/A	N/A	N/A
						Draft Report from state	Draft State Plan of Action	N/A	N/A	N/A
5	Final State Plan of Action under RAY	2	Ms. Deepti Gaur Mukerjee(Director (H&R))	deeptigaur@yahoo.com	(23061206)	Approval of SPoA by CSMC	Final State Plan of Action	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
						Final State Plan of Action (SPoA) from State with SLSC approval	Final State Plan of Action	N/A	N/A	N/A
6	Draft Slum Free City Plan under RAY	2	Ms. Deepti Gaur Mukerjee(Director (H & R))	deeptigaur@yahoo.com	(23061206)	Appraisal of Draft Report by Appraising Agencies	Draft Report from State Govt. / SLNA	N/A	N/A	N/A
						Draft Report from State Govt./ State Level Nodal Agency (SLNA)	Draft Report from State Govt. / SLNA	N/A	N/A	N/A
7	Final Slum Free City Plan under RAY – Approval	2	Ms. Deepti Gaur Mukerjee(Director (H&R))	deeptigaur@yahoo.com	(23061206)	Appraisal by RAY Mission Directorate	Slum Free City Plan Report from State Govt./ SLSC	N/A	N/A	N/A
						Approval of SFCP by CSMC	Slum Free City Plan Report from State Govt./ SLSC	N/A	N/A	N/A
						Report from State Govt./SLSC	Slum Free City Plan (SFCP) Report from State Govt./ SLSC	N/A	N/A	N/A
8	Appraisal of DPR under Slum Free City Planning (SFCP)	2	Ms. Deepti Gaur Mukerjee(Director (H & R))	deeptigaur@yahoo.com	(23061206)	Appraisal by RAY Mission Directorate	DPR from State Govt.	N/A	N/A	N/A
						DPR from State Govt.	DPR from State Govt.	N/A	N/A	N/A
9	Sanction of Detailed Project Report (DPR) under SFCP	2	Ms. Deepti Gaur Mukerjee(Director (H&R))	deeptigaur@yahoo.com	(23061206)	Approval by CSMC.	DPR from State Govt	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
10	Recommendation suggested for release of first installment of project proposals under RAY	3	Ms. Deepti Gaur Mukerjee(Director (H&R))	deeptigaur@yahoo.com	(23061206)	Issue of CSMC Minutes	DPR from State Govt	N/A	N/A	N/A
						Recommendation to Ministry of Finance for release of funds	DPR from State Govt	N/A	N/A	N/A
11	Recommedation suggested for release of 2nd & Subsequent installment under RAY	3	Ms. Deepti Gaur Mukerjee(Director (H&R))	deeptigaur@yahoo.com	(23061206)	Approval by CSMC & issuance of Minutes	Utilisation Certificates/ Physical and Financial progress of projects and achievements of reforms committed by the State.	N/A	N/A	N/A
						Recommendation to Ministry of Finance for release of funds	Utilisation Certificates/ Physical and Financial progress of projects and achievements of reforms committed by the State.	N/A	N/A	N/A
						To Process the utilisation certificates (UCs) in all respect received from States/ UTs.	Utilisation Certificates/ Physical and Financial progress of projects and achievements of reforms committed by the State.	N/A	N/A	N/A
12	Response to queries by State Govt. / State Level Nodal Agency (SLNA)	0.5	Ms. Shobana Promod(US(RAY-II))	usaa-mhupa@nic.in	(23063029)	Preparation of response with the approval of competent authority	Communication with complete information	N/A	N/A	N/A
13	Response to queries by Urban Local Bodies (ULB)	0.5	Ms. Shobana Promod(US(RAY-II))	usaa-mhupa@nic.in	(23063029)	Preparation of response with the approval of competent authority	Communication with complete information	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
14	Response to queries by National Resource Centre (NRC)/ National Research Institute (NRIs)	0.5	Ms. Shobana Pramod(US(RAY-II))	usaa-mhupa@nic.in	(23063029)	Preparation of response with the approval of competent authority	Communication with complete information	N/A	N/A	N/A
15	Communications from General Public	0.5	Ms. Shobana Promod(US(RAY-II))	usaa-mhupa@nic.in	(23063029)	Preparation of response with the approval of competent authority	Communication with complete information	N/A	N/A	N/A
16	Timely approval of Activity Plan of Capacity Building programmes under SJSRY	5	Shri Avanish Kumar Mishra(Deputy Secretary (UPA))	avanish_me@ yahoo.co.i n	(23061303)	Budget Allocation to NNRCs	Utilisation Certificate of past release	N/A	N/A	N/A
						Finalization of Activity plan in consultation with internal finance wing.	N/A	N/A	N/A	N/A
						Receiving of proposal	Progress Report	N/A	N/A	N/A
17	Timely release of funds to States/ UTs for implementing Swarna Jayanti Shahri Rozgar Yojana	6	Shri Avanish Kumar Mishra(Deputy Secretary (UPA))	avanish_me@ yahoo.co.i n	(23061303)	Budget allocation to States/ UTs.	Utilisation Certificate of past release	N/A	N/A	N/A
						Release of funds to States/ UTs on the basis of obtaining of utilization certificate of past release and release of matching State share.	Progress Report	N/A	N/A	N/A
18	Timely release of funds under 10% lumpsum provision for NER including Sikkim.	4	Shri Avanish Kumar Mishra(Deputy Secretary (UPA))	avanish_me@ yahoo.co.i n	(23061303)	Convening of meeting of Standing Finance Committee chaired by Secretary (HUPA).	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
						Obtaining of project proposals from NER States including Sikkim.	Detailed Project Report (DPR) completed in all respect.	N/A	N/A	N/A
						Release of funds for approved projects.	N/A	N/A	N/A	N/A
						Vetting of cost project by CPWD/ BMTPC.	N/A	N/A	N/A	N/A
19	Timely processing of claims from Central Nodal Agencies (CNAs) in relation to release of subsidy to CNAs under Interest Subsidy Scheme for Housing the Urban Poor (ISHUP)	8	Mrs. S. R. Rajashekar(Director (Housing))	directorhousing@ yahoo. com	(23061827)	Consideration and approval by the Steering Committee	Complete proposal in terms of guidelines of the scheme	N/A	N/A	N/A
						Issue of Minutes	Complete proposal in terms of guidelines of the scheme	N/A	N/A	N/A
						Processing of claims from CNAs	Complete proposal in terms of guidelines of the scheme	N/A	N/A	N/A
						Release of subsidy to CNAs	Complete proposal in terms of guidelines of the scheme and approval of the Steering Committee	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
20	Timely approval and recommendation of release of first installment of project proposals appraised and recommended by the appraising agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) under Integrated Low Cost Sanitation Scheme (ILCS) from the State Governments	8	Mrs. S. R. Rajashekar(Director (Housing))	directorhousing@ yahoo. com	(23061827)	Consideration and approval by the Central Coordination Committee (CCC)	detailed project reports duly appraised by the appraisal agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) from its HQs	N/A	N/A	N/A
						Getting the detailed project reports appraised through appraisal agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) through its regional offices	detailed project reports duly appraised by the appraisal agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO)	N/A	N/A	N/A
						Issue of Minutes	detailed project reports duly appraised by the appraisal agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) from its HQs	N/A	N/A	N/A
						Processing for release of Ist Installment of 25% together with NGO charges of 1.5% where applicable	detailed project reports duly appraised by the appraisal agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) HQs and additional information/ documents if any prescribed by the CCC	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
21	Timely sanction and recommendation for release of 2nd and subsequent installments under Integrated Low Cost Sanitation Scheme (ILCS)	4	Mrs. S. R. Rajashekar(Director (Housing))	directorhousing@ yahoo. com	(23061827)	issue of sanction	Approval in terms of guidelines of the scheme	N/A	N/A	N/A
							Furnishing of Utilisation Certificate in terms of GFR and Ministry of Finance guidelines			
22	Timely disposal/processing of proposals received from BMTPC, HPL, CGEWHO & NCHF	4	Mrs. S. R. Rajashekar(Director (H & AA))	directorhousing@ yahoo. com	(23061827)	Get it examined in the AA Division	Requisite documents would be called from respective organisations/ other departments	N/A	N/A	N/A
						Issue necessary orders wherever necessary.	Requisite documents would be called from respective organisations/ other departments	N/A	N/A	N/A
						Submitting for taking the required approval of the competent authority.	Requisite documents would be called from respective organisations/ other departments	N/A	N/A	N/A
23	Timely release of grants-in-aid to BMTPC and CGEWHO	4	Mrs. S. R. Rajashekar(Director (H & AA))	directorhousing@ yahoo. com	(23061827)	Examination of request for release of the instalments from BMTPC /CGEWHO in AA Division. (Grant in aid is given only to BMTPC)	Requisite documents would be called from respective organisations/ other departments	N/A	N/A	N/A
						Issue of sanction after approval of the competent authority	Requisite documents would be called from respective organisations/ other departments	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
						Submitting the same for taking approval of the competent authority	Requisite documents would be called from respective organisations/ other departments	N/A	N/A	N/A
24	Timely response to letters from clients/citizens in AA Division relating to BMTPC, HPL, CGEWHO & NCHF.	2	Mrs. S. R. Rajashekar(Director (H & AA))	directorhousing@ yahoo. com	(23061827)	Examination in AA Division expeditiously.	Requisite documents would be called from respective organisations/ other departments	N/A	N/A	N/A
						Sending replies to the client/citizens immediately after approval of the competent authority/receipt of requisite information from respective organisations.	Requisite documents would be called from respective organisations/ other departments	N/A	N/A	N/A
						Submission of the proposed action for approval of the competent authority.	Requisite documents would be called from respective organisations/ other departments	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
25	Prompt Grievance Redressal	6	1. Shri J. P. Agarwal 2. Shri Rakesh Kumar Kumania(1. Director (PG) 2. Under Secretary (A&C))	directorgrievanceud @gm ail.com	(23061425)	Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov. in) or in writing via registered post.	N/A	N/A	N/A	N/A
						Grievance should be as specific as possible and must relate to the functioning of Schemes/ Programmes.	N/A	N/A	N/A	N/A
26	Prompt acknowledgement receipt of letters from clients/ citizens in respect of Schemes/ Programmes	2	Name of concerned Directors/ Dy. Secretaries mentioned against each of the Scheme/ Programmes (Accordingly emails and telephone Numbers)			Receipt acknowledged by respective Divisions/ Sections expeditiously	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
27	Timely response to letters from clients/ citizens regarding Schemes/ Programmes.	2	1. Dr. P.K. Mohanty 2.Ms. Aruna Sundarajan(1. AS & Mission Director 2. JS(RAY & Housing))	js-jnnurm@nic.in, jsray- mhupa@nic.in, jshupa@gmail.com	(2306 1419)	Examination in respective Divisions/ Sections expeditiously	N/A	N/A	N/A	N/A
						Sending replies to the client/citizens immediately after approval of the competent authority/ receipt of requisite information from respective Divisions/ Sections	N/A	N/A	N/A	N/A
						Submission of the proposed action for approval of the competent authority	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Timely approval and recommendation of release of first installment of project proposals (new projects) relating to Basic Services to the Urban Poor (BSUP) in 65 select cities and Integrated Housing & Slum Development Programme (IHSDP) in smaller towns under Jawaharlal Nehru National Urban Renewal Mission (JNNURM).	12.0	Average time taken from the date of receipt of fully completed proposals/other documents in all respects	30	Days	12.00	Detailed Project Reports (DPRs) /Appraisal notes/ Memorandum of Agreements for Reforms (MoAs) and Records of Ministry
2	Timely sanction and recommendation for release of 2nd and subsequent installments under BSUP and IHSDP	7.0	Average time taken from the date of receipt of fully completed Utilization Certificates (UCs)/other documents in all respects	30	Days	7.00	Minutes of CSMC/CSC/ Utilization Certificates (UCs)/Third Party Inspection and Monitoring (TPIM) Reports/ and Records of Ministry
3	Timely release of funds (1%) for in- house DPR preparation Charges, Central Third Party Inspection and Monitoring (TPIM) Charges, Information, Education and Communication (IEC) Activities including Capacity Building Programmes and Administrative & Other Expenses (A&OE) under JNNURM	6.0	Average time taken from the date of receipt of fully completed proposal in all respects	30	%	6.00	Proposals and Records of Ministry
4	Appraisal of Draft State Plan of Action under Rajiv Awas Yojana (RAY)	2.0	Appraisal by RAY Mission Directorate	30	Days	2.00	M/o HUPA record
5	Final State Plan of Action under RAY	2.0	Approval by CSMC	30	Days	2.00	M/o HUPA record
6	Draft Slum Free City Plan under RAY	2.0	Appraisal by Agencies	30	Days	2.00	M/o HUPA record
7	Final Slum Free City Plan under RAY – Approval	2.0	Approval of SFCP by MoHUPA	30	Days	2.00	M/o HUPA record
8	Appraisal of DPR under Slum Free City Planning (SFCP)	2.0	Appraisal by RAY Mission Directorate	30	Days	2.00	M/o HUPA record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Sanction of Detailed Project Report (DPR) under SFCP	2.0	Approval by CSMC	30	Days	2.00	M/o HUPA record
10	Recommendation suggested for release of first installment of project proposals under RAY	3.0	Release of installment by Ministry of Finance	30	days	3.00	M/o HUPA record
11	Recommedation suggested for release of 2nd & Subsequent installment under RAY	3.0	Release of installment by Ministry of Finance	30	days	3.00	M/o HUPA Record
12	Response to queries by State Govt. / State Level Nodal Agency (SLNA)	0.5	Response Sent	7	Days	0.50	M/o HUPA record
13	Response to queries by Urban Local Bodies (ULB)	0.5	Response Sent	7	Days	0.50	M/o HUPA record
14	Response to queries by National Resource Centre (NRC)/ National Research Institute (NRIs)	0.5	Response Sent	7	Days	0.50	M/o HUPA record
15	Communications from General Public	0.5	Response Sent	7	Days	0.50	M/o HUPA record
16	Timely approval of Activity Plan of Capacity Building programmes under SJSRY	5.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	45	Days	5.00	M/o HUPA record
17	Timely release of funds to States/ UTs for implementing Swarna Jayanti Shahri Rozgar Yojana	6.0	Average time taken from the date of receipt of required UCs and release of matching State- share by the State Government.	30	Days	6.00	M/o HUPA record
18	Timely release of funds under 10% lumpsum provision for NER including Sikkim.	4.0	Average time taken from the date of receipt of fully completed proposals in all respect.	75	Days	4.00	M/o HUPA record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
19	Timely processing of claims from Central Nodal Agencies (CNAs) in relation to release of subsidy to CNAs under Interest Subsidy Scheme for Housing the Urban Poor (ISHUP)	8.0	Time taken from receipt of complete proposal from the CNAs	30	Days	4.00	M/o HUPA record
			Time taken post approval of Steering Committee and vetting by IFD	7	Days	4.00	M/o HUPA record
20	Timely approval and recommendation of release of first installment of project proposals appraised and recommended by the appraising agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) under Integrated Low Cost Sanitation Scheme (ILCS) from the State Governments	8.0	Time taken from receipt of complete proposal from the appraising agency namely, Housing & Urban Development Corporation Ltd. (HUDCO)	30	Days	4.00	M/o HUPA record
			Time taken post approval of the competent authority	7	Days	4.00	M/o HUPA record
21	Timely sanction and recommendation for release of 2nd and subsequent installments under Integrated Low Cost Sanitation Scheme (ILCS)	4.0	Time taken from receipt of complete proposal from the State	14	Days	4.00	M/o HUPA record
22	Timely disposal/processing of proposals received from BMTPC, HPL, CGEWHO & NCHF	4.0	Average time taken from the date of approval by the competent authority	15	Days	4.00	Requisite information/documents from respective orgaisations
23	Timely release of grants-in-aid to BMTPC and CGEWHO	4.0	Average time taken to issue sanction for release of grants –in-aid from the date of approval by the competent authority	15	Days	4.00	Requisite information/documents from respective orgaisations
24	Timely response to letters from clients/citizens in AA Division relating to BMTPC, HPL, CGEWHO & NCHF.	2.0	Average time taken to reply to the clients/citizens from the date of approval of the competent authority/receipt of requisite information from respective organisation	10	Days	2.00	Requisite information/documents from respective orgaisations

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
25	Prompt Grievance Redressal	6.0	Average time taken to acknowledge grievance received electronically through CPGRAMS portal.	3	Working Days	0.50	CPGRAMS Report
			Average time taken to acknowledge grievance received through registered post.	7	Working Days	0.50	CPGRAMS & Ministry's Records
			Average time taken to send communication for additional information	15	Working Days	0.50	CPGRAMS & Ministry's Records
			Average time taken for grievance settlement	60	Working Days	4.50	CPGRAMS & Ministry's Records
26	Prompt acknowledgement receipt of letters from clients/ citizens in respect of Schemes/ Programmes	2.0	Average time taken to acknowledge the receipt by respective Divisions/ Sections	7	Working Days	2.00	Diary records of respective Divisions/ File Tracking System of M/oHUPA
27	Timely response to letters from clients/ citizens regarding Schemes/ Programmes.	2.0	Average time taken to reply to the clients/citizens from the date of approval of the competent authority/receipt of requisite information from respective organisation	30	Working Days	2.00	M/o HUPA record

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh. J. P. Agrawal	23061425	directorgrievanceud@gmail.com and grievanceud@gmail.com	9873150891

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Urban Poor and slum dwellers
2	State Governments/UTs
3	Multilateral Financial Institutions
4	Urban Local Bodies, Housing Boards, Development Authorities
5	Non-Governmental Organisations (NGOs) & Community Based Organisations (CBOs)
6	Financial Institutions and Business Institutions
7	Government construction agencies e.g. Development Authorities, Housing Boards, Urban Local Bodies, Public and private construction agencies, builders and contractors, prospective engineers & architects, state engineers.
8	Government of India, State Governments, Public Sector Undertaking and Urban Local Bodies engaged in collection and dissemination of urban poverty, slums, housing, building construction, and related urban statistics; Research institutions and training institutions providing training in the building construction, statistics, slum survey and housing statistics analysis.
9	Community Structures such as Neighbourhood Groups, Neighbourhood Committees and Community Development Societies (CDS)
10	Private Industry, in construction or willing to diversify into construction
11	Urban non-poor/civil society

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Buildings Organisation (NBO) - Attached Office	23061940	dpsnegi2000@yahoo.co.in	9868511644	Shri D.P.S. Negi, Director (NBO), G Wing, NBO Building, Nirman Bhawan, New Delhi-110108
2	Building Materials and Technology Promotion Council (BMTPC) - Autonomous Body	24638096	ska@bmtpc.org	9871114692	Dr. Shailesh Kumar Agrawal, ED (BMTPC), Core 5 -A, First Floor, Habitat Centre, Lodi Road, New Delhi- 110 003
3	Central Government Employees Welfare Housing Organisation (CGEWHO) - Autonomous Body	23717249	cgewho@nic.in	9868155528	Col. (Retd.) Sunil Kumar, CEO (CGEWHO), Sixth Floor, 'A' Wing, Janpath, Bhavan, Janpath, New Delhi-110 001
4	National Cooperative Housing Federation of India (NCHFI) - Autonomous Body	26490535	nchf2001@yahoo.com	9810032266	Dr. M.L. Khurana, MD (NCHF), 6A/6, Siri Fort Institutional Area, August Kranti Marg, New Delhi – 110049
5	Hindustan Prefab Limited (HPL) - Central Public Sector Undertaking	43149800	hplcmd@gmail.com	9818940505	Shri Jaiveer Srivastava, CMD (HPL), Jangpura, New Delhi - 110014
6	Housing & Urban Development Corporation Limited (HUDCO) - Central Public Sector Undertaking	24693022	cmdhudco@gmail.com	8800444877	Shri V.P. Baligar, CMD (HUDCO), HUDCO Bhawan, India Habitat Centre, Lodhi Road, New Delhi - 110003

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects
2	State Governments / UT Administrations should properly utilize the funds released to them for the projects and make efforts for timely completion of these projects
3	Send reports in prescribed formats as per prescribed timelines
4	To check the website regularly for updates on policies , program and procedures
5	Give their suggestions/ inputs on drafts placed on ministry's website/ those circulated to them
6	If you have an appointment with an officer in the ministry please arrive 15 minutes prior to appointment
7	If you want to cancel an appointment please give written notice via fax or email at least 2 days in advance
8	State representative should attend the conference with complete information
9	Please show courtesy to Ministry's officer
10	Always keep proper records of your letters and communication with ministry



Citizens' / Clients' Charter

for

Department of Industrial Policy and Promotion

Address	Udyog Bhawan, New Delhi
Website ID	dipp.nic.in
Date Of Issue	February, 2011
Next Review	January, 2012

VISION / MISSION

Vision

To promote Indian Industry and facilitate a balanced growth of industries.

Mission

To create a conducive environment and accelerate growth of industries to double digit level on sustained basis; improve share of manufacturing in GDP from 15.9 % in 2009-10 to 20% by 2016-17; improve India global share of FDI from 1.3% in 2007 to 5% in 10 years (as per World Investment Report of UNCTAD); and make India one of the preferred location for foreign investment.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Grant of ad-hoc permission for manufacture and sale of cement without standard mark for a maximum period of 150 days.	1.8	Shri D.S. Parihar(Under Secretary)	devendra.parihar@nic.in	(23063164)	Submission of proposal in DIPP	As per the Checklist available at http://www.dipp.nic.in/notic e/notificemain.htm	N/A	N/A	N/A
						Examination of proposal and issuing of deficiency memo.	N/A	N/A	N/A	N/A
						Submission of proposal for approval by the competent authority	N/A	N/A	N/A	N/A
						Communication of decision	N/A	N/A	N/A	N/A
2	Certification of essentiality for import of capital goods required for initial setting up of new projects or expansion of the existing projects.	1.7	Shri D.S. Parihar((Under Secretary))	devendra.parihar@nic.in	(23063164)	Submission of proposal in DIPP	As per the Checklist available at http://www.dipp.nic.in/notic e/notificemain.htm	N/A	N/A	N/A
						Examination of proposal and issuing of deficiency memo	N/A	N/A	N/A	N/A
						Submission of proposal for approval by the competent authority	N/A	N/A	N/A	N/A
						Communication of decision	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
3	Furnishing of comments of the DIPP to the Ministry of Coal for long term coal linkage and allocation of coal blocks for cement sector.	1.8	Shri D.S. Parihar((Under Secretary))	devendra.parihar@nic.in	(23063164)	Submission of proposal in DIPP	Ministry of Coal forwards proposals and documents for seeking comments of DIPP.	N/A	N/A	N/A
						Examination of proposal and issuing of deficiency memo.	N/A	N/A	N/A	N/A
						Submission of proposal for approval by the competent authority	N/A	N/A	N/A	N/A
						Communication of decision	N/A	N/A	N/A	N/A
4	Release of Plan and Non-Plan funds to National Council for Cement and Building Materials (NCCBM) and Development Council for Cement Industry (DCCI).	1.7	Shri D.S. Parihar((Under Secretary))	devendra.parihar@nic.in	(23063164)	Scrutiny of proposal and issuing Initial Deficiency memo	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf	N/A	N/A	N/A
						Processing the proposal for submission to IF Wing for Release of funds.	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
5	Inclusion of Paper Mill in Schedule-I of Newsprint Control Order 2004	1.8	Smt. Gurpreet Gadhok((Under Secretary))	gurpreet.gadhok@nic.in	(23062975)	Submission of proposal in DIPP	As per the Checklist available at http://www.dipp.nic.in/notic e/notificemain.htm	N/A	N/A	N/A
						Examination of proposal and issuing of deficiency memo.	N/A	N/A	N/A	N/A
						Submission of proposal for approval by the competent authority	N/A	N/A	N/A	N/A
						Communication of decision	N/A	N/A	N/A	N/A
6	Furnishing of comments of the DIPP to the Ministry of Coal for allocation of coal for paper.	1.7	Smt. Gurpreet Gadhok((Under Secretary))	gurpreet.gadhok@nic.in	(23062975)	Submission of proposal in DIPP	Ministry of Coal forwards proposals and documents for seeking comments of DIPP.	N/A	N/A	N/A
						Examination of proposal and issuing of deficiency memo.	N/A	N/A	N/A	N/A
						Submission of proposal for approval by the competent authority	N/A	N/A	N/A	N/A
						Communication of decision	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
7	Release of Plan and Non-Plan funds to Central Pulp and Paper Research Institute (CPPRI) and Development Council for Pulp and Paper Association of India (DCPPAI)	1.8	Smt. Gurpreet Gadhok((Under Secretary))	gurpreet.gadhok@nic.in	(23062975)	Scrutiny of proposal and issuing Initial Deficiency memo	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf	N/A	N/A	N/A
						Processing the proposal for submission to IF Wing for Release of funds.	N/A	N/A	N/A	N/A
8	Release of Plan funds to Delhi-Mumbai Industrial Corridor Development Corporation (DMICDC) for Project Development	1.7	Smt. Gurpreet Gadhok((Under Secretary))	gurpreet.gadhok@nic.in	(23062975)	Scrutiny of proposal and issuing Initial Deficiency memo	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf	N/A	N/A	N/A
						Processing the proposal for submission to IF Wing for Release of funds.	N/A	N/A	N/A	N/A
9	Essentiality Certificate for projects in Explosives sector	2.5	Smt. Molly Tiwari(Under Secretary)	molly.tiwari@nic.in	(23061306)	Approval of competent authority	N/A	N/A	N/A	N/A
						As per the Checklist available at http://siadipp.nic.in/policy/changes/prrelnov99.htm	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
						Authentication of capital goods' list and issue of certificate to concerned Customs authority with a copy to the applicant.	N/A	N/A	N/A	N/A
						Entry in the Essentiality Certificate Monitoring Register regarding final disposal.	N/A	N/A	N/A	N/A
						Final Examination of the application by the Section	N/A	N/A	N/A	N/A
						Preliminary Examination of application & issue of deficiency letter, if any	N/A	N/A	N/A	N/A
						Receipt of application at Secretariat of Industrial Assistance/ Explosive Section of DIPP & entry in the Essentiality Certificate Monitoring Register	N/A	N/A	N/A	N/A
						Recommendations of Technical Support Wing (TSW)	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
10	Issuing Industrial License for compulsory licensable items.	2.5	Smt. Neera Sharma(Under Secretary)	neera.sharma@nic.in	(23062975)	After approval of the minutes by CIM, industrial license is issued.	N/A			
						After receipt of comments from the AMs, it is placed before the Licensing Committee for consideration (iv) Minutes of the Licensing Committee meeting are prepared.	N/A			
						Receipt of Licence application either by post or in person.	12 copies of application form, Composite FC-IL form to be filled in 12 copies.,Forms available in our website www.dipp.gov.in/ forms_dip p	DD to be drawn in favour of 'Pay & Accounts Officer, D/o Industrial Policy and promotion	Demand Draft (Rs.)	2500
						Registration: An acknowledgement is issued indicating Registration No. Once registered, it is circulated amongst concerned AMs	N/A			
						Scrutiny: Application if found correct in all respects is registered	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
11	Issuing Acknowledgement for Industrial Entrepreneur Memorandum (IEM)	2.5	Shri K. K. Guite(US)	kkguite@rediffmail.com	(23063933)	Application received in person – rectification identified and the entrepreneur is guided accordingly to rectify the defects	N/A			
						Application received through post- deficiencies pointed out and returned for rectification	N/A			
						Correct/rectified applications are considered for issuing IEM acknowledgements	N/A			
						Receipt of IEM application either by post or in person.	IEM application form in 6 copies (forms available in our website www.dipp.gov.in/ forms_dip p	DD to be drawn in favour of 'Pay & Accounts Officer, D/o Industrial Policy and promotion	Demand Draft Rs. 1000/- for first 10 items belonging to the same amount for subsequent 10 items, Rs.250/_ through a consolidated draft.	1000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
12	Recognition Of Competent Authority(CA), Inspecting Authority(IA), Well-Known Material Testing Laboratory, Well- Known Steel Maker, Well-Known Foundry/ Forge, Well-Known Tube/Pipe Maker And Well-Known Remnant Life Assessment Organisation under the Indian Boiler Regulations, 1950.	5.0	ShriT.S.G. Narayannen. (Technical Adviser (Boilers) & Secretary, Central Boilers Board)	tsg.narayannen@nic.in	(23062151)	Approval of EC/AC report by Liaison Sub-Committee	N/A			
						Issue of recognition Certificate or rejection as per accepted EC/AC Report	N/A			
						To submit application to Secretary, CBB(as per Regulation 4A to 4J on website)	Relevant Form XV-A to XV-G on the website: dipp.nic.in/ boiler_rules_updated	Indian Firm Foreign Firm	NA for Indian Firm , DD or through SWIFT for Foreign Firm in USD	10000
						Visit by Evaluation Committee (EC) / Presentation before Appraisal Committee (AC)(For IA/CA)	N/A			
13	Approval under Regulation 393 (b) of the Indian Boiler Regulations, 1950	4.5	T.S.G. Narayannen (Technical Adviser (Boilers) & Secretary, Central Boilers Board)	tsg.narayannen@nic.in	(23062151)	To submit application to Technical Adviser (Boilers) as per Regulation 393(b) of Indian Boiler Regulations	Manufacturing Drawings, Design details and materials list of Boilers approved by IBR Inspecting Authority	N/A	N/A	N/A
14	Miscellaneous approvals/ clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	4.5	T.S.G. Narayannen (Technical Adviser (Boilers) & Secretary, Central Boilers Board)	tsg.narayannen@nic.in	(23012151)	To submit simple application to Technical Adviser (Boilers)	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
15	Disbursal of Plan Funds to Implementing Authorities	2.5	Shri Chandrakar Bharti(Director)	chandrakarbharti@nic.in	(23062343)	Within 45 working days. Administrative approval/IF Wing concurrence/Submission of documents for bill by organization/Entry on CGA website/ Sanction/Bill generation/ Bill preparation/ Preparation of RTGS Cheque, Deposit of cheque into Bank, Transfer of money by Bank	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf	N/A	N/A	N/A
16	In principle approval to IIUS Projects	5.0	Shri S.K. Sehgal,(Under Secretary)	sanjiv.sehgal@nic.in	(23061526)	Preliminary scrutiny of projects. Technical and Financial Appraisal of the Project. Approval of Apex Committee.	Detailed Project Report	N/A	N/A	N/A
17	Release of Funds to IIUS Projects	5.0	Shri S.K. Sehgal,(Under Secretary)	sanjiv.sehgal@nic.in	(23061526)	Scrutiny of Proposal. Approval of IF Wing. Submission of Bill to the PAO.	As per the Checklist available at http://dipp.nic.in/schemes_dipp/Checklist_GIA_14January2011.pdf	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
18	Preparation and scrutiny of Bills to make payment to private firms/ suppliers	5.0	Shri Babu Lal,(Director)	Babu.lal@nic.in	(23063212)	Preparation and Scrutiny of Bills. Approval of competent authority. Submission of Bill to the PAO for payment.	Sanction order from the concerned section, along with copies of invoice from the firm/supplier. copy of bills.	N/A	N/A	N/A
19	Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division)	2.5	Shri K.K. Sinha. (Industrial Adviser)	kk.sinha@nic.in	(23061684)	Approval of JS in charge is obtained on the comments prepared on each case. Comments are forwarded to DEA (FIPB Division)	Copies of proposals received from DEA (FIPB Division)	N/A	N/A	N/A
20	Essentiality Certificate for projects in Consumer Industry	7.0	Shri A.K. Mishra,(Under Secretary)	Ajit.mishra@nic.in	(23063933)	Final Examination of the application at the section level	N/A	N/A	N/A	N/A
						Preliminary Examination of application by the Technical Support Wing (TSW) & issue of deficiency letter, if any	N/A	N/A	N/A	N/A
						Receipt of application at the Secretariat of Industrial Assistance (SIA) of DIPP	As per the Checklist available at http://siadipp.nic.in/policy/c hanges/prrelnov99.htm	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
						Receipt of application at the section level and entry in the Diary Register	N/A	N/A	N/A	N/A
21	Bulletin Board Services for Investors (a) Initial Deficiency Memo (b) Bulletin Board Services for Investors	2.5	Shri K.K. Sinha,(Industrial Adviser)	kk.sinha@nic.in	(23061684)	(i) Receipt of query at DIPP website (ii) Examination of query & informing applicant about deficiency online. (i) Receipt of query at DIPP website (ii) Examination of question at the earliest. (iii) Obtaining information from concerned Division/ Section, if required. (iv) Posting of reply online.	N/A	N/A	N/A	N/A
22	Essentiality Certificate for projects in Light Engineering Industry	7.0	Shri A.K. Mishra(Under Secretary)	Ajit.mishra@nic.in	(23063933)	Approval of competent authority (viz. JS concerned).	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
						Authentication of capital goods' list and issue of certificate to the concerned Customs authority with a copy to the applicant.	N/A	N/A	N/A	N/A
						Final examination of the application at the section level after receipt of the recommendations of TSW.	N/A	N/A	N/A	N/A
						Preliminary examination of application by the Technical Support Wing (TSW) and issue of deficiency letter.	N/A	N/A	N/A	N/A
						Receipt of application at Secretariat of Industrial Assistance (SIA) of DIPP.	As per the Checklist available at http://siadipp.nic.in/policy/c hanges/prrelnov99.htm	N/A	N/A	N/A
						Receipt of application at the section level and entry in the diary Register	N/A	N/A	N/A	N/A
23	Release of Wholesale Price Index	7.7	Dr. Mohan Chutani(Economic Adviser)	dir-wpi@nic.in	(23063441)	Information is placed on http://eaindustry.nic.in.	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
24	Release of Monthly report on Growth of DIPP industries	2.8	Sh. Srikara Naik(Economic Adviser)	srikara@nic.in	(23062384)	Information is placed on http://eaindustry.nic.in.	N/A	N/A	N/A	N/A
25	Release of Monthly report on Growth of Infrastructure Sector concerning Crude, Petroleum, Steel, Cement, Electricity and Coal.	2.8	Sh. Srikara Naik(Economic Adviser)	srikara@nic.in	(23062384)	Information is placed on http://eaindustry.nic.in	N/A	N/A	N/A	N/A
26	Approval of Foreign visit of Ministers and officers of the State Government concerning industry sector.	0.7	Sh. S.S. Das(Additional Economic Adviser)	ss.das@nic.in	(23062379)	A formal application	An application	N/A	N/A	N/A
27	Release of funds	2.0	Shri Mukul Ratra(Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any	As per instructions issued vide O.M. No. G.21020/3/ 2009-B&A dated 24.6.2009 and Chapter-9 of GFR-2005f regarding release of grant-in-aid.	N/A	N/A	N/A
28	Views on MOUs Agreements, Guidelines etc.	1.5	Shri Mukul Ratra(Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any	As per scheme guidelines	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
29	Views on NITs, EOIs, RFPs etc.	1.5	Shri Mukul Ratra,(Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any	As per instruction under Chapter-6 of GFR-2005 regarding procurement of goods and services and Manual of policies and procedures of Employment of consultants.	N/A	N/A	N/A
30	Concurrence to foreign deputations	1.5	Shri Mukul Ratra(Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division, Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any	As per instruction issued by Cabinet Secretariat and Ministry of Finance from time to time.	N/A	N/A	N/A
31	Views on SFC/EFC NOTES/Cabinet Notes	1.5	Shri Mukul Ratra(Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division. Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any.	As per instruction issued by Planning Commission, Ministry of Finance and Cabinet Secretariat from time to time.	N/A	N/A	N/A
32	Misc. Administrative matters having financial implications	1.5	Shri Mukul Ratra(Director)	mukul.ratra@nic.in	(23062651)	Receipt of proposals on file from Admn. Division. Scrutiny of proposals in Integrated Finance Wing and raising of deficiency queries if any.	As required under relevant rules/ guidelines on the particular subject	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
33	Payments of bills by PAO	1.5	Smt. Rita Bansal(Senior Accounts Officer)	paoipp@gmail.com	(23061093)	Scrutiny of bills Issue of Cheques/ Demand Drafts	Sanction, Bill and DI Sheet for classification	N/A	N/A	N/A
34	Despatch of Pension Authority to the CPAO	1.5	Smt. Rita Bansal(Senior Accounts Officer)	paoipp@gmail.com	(23061093)	Scrutiny of Service Book, Pension Calculation, Preparation and issue of PPO	Service Book, Vigilance Clearance, Pension Papers (with joint photographs, specimen signature etc.)	N/A	N/A	N/A
35	Issue of annual account of GPF	1.5	Smt. Rita Bansal(Senior Accounts Officer)	paoipp@gmail.com	(23061093)	Schedule Posting, Interest Calculation, Preparation and issue of Annual Statements	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Grant of ad-hoc permission for manufacture and sale of cement without standard mark for a maximum period of 150 days.	1.8	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10	Days	0.90	Section Diary/ Despatch Register
			Maximum time taken to process the fully completed proposal for submission to issue of ad-hoc permission.	20	Days	0.90	Section Diary/ Despatch Register
2	Certification of essentiality for import of capital goods required for initial setting up of new projects or expansion of the existing projects.	1.7	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	9	Days	0.85	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to communicate recommendation to customs authorities.	35	Days	0.85	Section Diary /Despatch register
3	Furnishing of comments of the DIPP to the Ministry of Coal for long term coal linkage and allocation of coal blocks for cement sector.	1.8	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Days	0.90	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to communicate recommendation to Ministry of coal.	17	Days	0.90	Section Diary /Despatch register
4	Release of Plan and Non-Plan funds to National Council for Cement and Building Materials (NCCBM) and Development Council for Cement Industry (DCCI).	1.7	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal	8	Days	0.85	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds.	17	Days	0.85	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	Inclusion of Paper Mill in Schedule-I of Newsprint Control Order 2004	1.8	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	7	Days	0.90	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to Include Paper Mill in Schedule- I of Newsprint Control Order 2004.	30	Days	0.90	Section Diary /Despatch register
6	Furnishing of comments of the DIPP to the Ministry of Coal for allocation of coal for paper.	1.7	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Days	0.85	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to communicate the recommendation of DIPP to Ministry of Coal.	17	Days	0.85	Section Diary /Despatch register
7	Release of Plan and Non-Plan funds to Central Pulp and Paper Research Institute (CPPRI) and Development Council for Pulp and Paper Association of India (DCPPAI)	1.8	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	8	Days	0.90	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	17	Days	0.90	Section Diary /Despatch register
8	Release of Plan funds to Delhi-Mumbai Industrial Corridor Development Corporation (DMICDC) for Project Development	1.7	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	12	Days	0.85	Section Diary /Despatch register
			Maximum time taken to process the fully completed proposal for submission to Finance Division for release of funds	18	Days	0.85	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Essentiality Certificate for projects in Explosives sector	2.5	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10	Days	1.25	Essentiality Certificate Monitoring Register
			Maximum time taken to process the fully completed proposal for submission to issue Essentiality Certificate.	35	Days	1.25	Essentiality Certificate Monitoring Register
10	Issuing Industrial License for compulsory licensable items.	2.5	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	10	Days	1.25	Section Diary /Despatch register
			Maximum time taken to issue of Industrial Licence of receipt of clearance of all Ministries/Deptts.	50	Days	1.25	Section Diary /Despatch register
11	Issuing Acknowledgement for Industrial Entrepreneur Memorandum (IEM)	2.5	Maximum time taken to inform deficiencies in the proposal from the date of receipt of the proposal.	2	Days	1.25	Section Diary /Despatch register
			Maximum time taken to issue on Industrial Entrepreneur memorandum (IEM)	2	Days	1.25	Section Diary /Despatch register
12	Recognition Of Competent Authority(CA), Inspecting Authority(IA), Well-Known Material Testing Laboratory, Well-Known Steel Maker, Well-Known Foundry/ Forge, Well- Known Tube/Pipe Maker And Well-Known Remnant Life Assessment Organisation under the Indian Boiler Regulations, 1950.	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	6	Month	5.00	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
13	Approval under Regulation 393 (b) of the Indian Boiler Regulations, 1950	4.5	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	30	Days	4.50	Section Diary /Despatch register
14	Miscellaneous approvals/ clarifications under the Boilers Act, 1923/ Indian Boiler Regulations, 1950	4.5	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	30	Days	4.50	Section Diary /Despatch register
15	Disbursal of Plan Funds to Implementing Authorities	2.5	Maximum time taken from the date of receipt of the fully completed proposal.	15	Days	1.25	Section Diary /Despatch register
			Maximum time taken on receipt of application complete in all respects, viz. Utilization Certificate (UC), pre-receipt and subject to the availability of plant budget and financial approval.	60	Days	1.25	Section Diary /Despatch register
16	In principle approval to IIUS Projects	5.0	Initial Deficiency Memo	35	Days	2.50	Section Diary /Despatch register
			Approval/Rejection of the Project	190	Days	2.50	Section Diary /Despatch register
17	Release of Funds to IIUS Projects	5.0	Initial Deficiency Memo	35	Days	2.50	Section Diary /Despatch register
			Actual release of fund	110	Days	2.50	Section Diary /Despatch register
18	Preparation and scrutiny of Bills to make payment to private firms/suppliers	5.0	Initial Deficiency Memo	10	Days	2.50	Section Diary /Despatch register
			Making payment to private firms/ suppliers	30	Days	2.50	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
19	Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division)	2.5	Initial deficiency Memo	15	Days	1.25	Section Diary /Despatch register
			Furnishing of comments on FIPB cases forwarded by DEA (FIPB Division), completed in all respects	35	Days	1.25	Section Diary /Despatch register
20	Essentiality Certificate for projects in Consumer Industry	7.0	Maximum time taken after complete information with all relevant supporting documents is submitted by the applicant firm.	50	Working Days	7.00	Section Diary /Despatch register
21	Bulletin Board Services for Investors (a) Initial Deficiency Memo	2.5	Time taken for indicating the deficiency	6	Days	1.25	Section Diary /Despatch register
	(b) Bulletin Board Services for Investors		Time taken for posting the reply	6	Days	1.25	Section Diary /Despatch register
22	Essentiality Certificate for projects in Light Engineering Industry	7.0	Maximum time taken after complete information with all relevant supporting documents is submitted by the applicant firm.	50	Working Days	7.00	Section Diary /Despatch register
23	Release of Wholesale Price Index	7.7	Weekly basis for Primary articles and Fuel and Power every Thursday (or next working day if Thursday is a holiday)	2	Working Days	3.85	Office File
			Monthly basis for all commodities and manufactured products on 14th of the succeeding month (on next working day if 14th is a holiday)	2	Working Days	3.85	Office File
24	Release of Monthly report on Growth of DIPP industries	2.8	12th of every month. Preceding working day, if 12th is a holiday.	2	Working Days	2.80	Office File

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
25	Release of Monthly report on Growth of Infrastructure Sector concerning Crude, Petroleum, Steel, Cement, Electricity and Coal.	2.8	By the last week of succeeding month.	2	Working Days	2.80	Office File
26	Approval of Foreign visit of Ministers and officers of the State Government concerning industry sector.	0.7	Sending approval concerning Ministers of State Governments	11	Days	0.35	Section Diary /Despatch register
			Sending approval concerning Ministers of State Governments	10	Days	0.35	Section Diary /Despatch register
27	Release of funds	2.0	Maximum time taken from the date of receipt of the proposal, fully completed in all respects.	6	Days	2.00	Section Diary /Despatch register
28	Views on MOUs Agreements, Guidelines etc.	1.5	Maximum time taken from the date of receipt of the proposal	10	Days	1.50	Section Diary /Despatch register
29	Views on NITs, EOIs, RFPs etc.	1.5	Maximum time taken from the date of receipt of the proposal	10	Days	1.50	Section Diary /Despatch register
30	Concurrence to foreign deputations	1.5	Maximum time taken from the date of receipt of the proposal	6	Days	1.50	Section Diary /Despatch register
31	Views on SFC/EFC NOTES/Cabinet Notes	1.5	Maximum time taken from the date of receipt of the proposal	10	Days	1.50	Section Diary /Despatch register
32	Misc. Administrative matters having financial implications	1.5	Maximum time taken from the date of receipt of the proposal	6	Days	1.50	Section Diary /Despatch register
33	Payments of bills by PAO	1.5	Maximum time taken for Sanction Bill and DI Sheet for classification	3	Working Days	1.50	Section Diary /Despatch register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
34	Despatch of Pension Authority to the CPAO	1.5	Maximum time taken	30	Days	1.50	Section Diary /Despatch register
35	Issue of annual account of GPF	1.5	Maximum time taken is 30th June of the following year.*	31/08/2011	Date	1.50	Section Diary /Despatch register

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri K.K. Guite, PRO	23063933	kkguite@rediffmail.com	
2	Shri Talleen Kumar, Joint Secretary	23063838	talleenkumar@nic.in	
3	Shri Saurav Chandra, AS & FA	23062756	chandras@nic.in	

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Central Government organisations (Ministries/Departments)
2	State Governments/ Union Territories
3	Industry bodies, Associations and Citizens
4	Universities, Autonomous bodies and Research Bodies

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Council for Cement and Building Materials (NCCBM)	1292242051	nccbm@vsnl.com		34 Km Stone, Delhi Mathura Road, (NH-2), Ballabgarh – 121004, Haryana (India)
2	Central Pulp and Paper Research Institute (CPPRI)	1322714050	director@cppri.org.in		CPPRI, P.B. No. 174, Paper Mills Road, Himmat Nagar, Saharanpur-247001
3	Delhi Mumbai Industrial Corridor Development Corporation Ltd. (DMICDC)	26118883	abhishekchaudhary@dmicdc.com		No. 341-B, Ashoka Hotel, Chanakya Puri, New Delhi-21
4	Petroleum and Explosive Safety Directorate	7122510248	explosives@explosives.gov.in		A Block, Vth Floor, CGO Complex, Seminary Hills, Nagpur-440006 (Maharashtra)
5	Quality Council of India (QCI)	23379321	info@qcin.org		Quality Council of India, 2nd Floor, Institution of Engineers Building
6	Salt Commission's Organisation	1412705821	Lavan-rj@nic.in		Lavan Bhavan, Jhalana, Jaipur-302004
7	Office of Controller General of Patents, Design and Trade Mark	28034310	cg-ipindia@nic.in		Patent Office, Boudik Sampadha Bhavan, Sector 14, Dwarka, New Delhi.
8	Tariff Commission	24694025	mahkumar@nic.in		7th Floor, Lok Nayak Bhavan, Khan Market, New Delhi

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
9	National Productivity Council	24690331	info@npcindia.org		Utpadakta Bhavan, 5-6 Institutional Area, Lodhi Road,
10	Central Manufacturing Technology Institute (CMTI)	23375081	cmti@cmti-india.net		Tumkur Road,Bangalore 560 022,Karnataka,
11	National Institute of Design	26623692	info@nid.edu		National Institute of Design, Paldi, Ahmedabad 380 007
12	Indian Rubber Manufacturers Research Association	25811348	info@irmra.org		Plot No. 254/1B, Road N0.16V.,Wagle Industrial Estate, Thane (West), PIN - 400604.,Maharashtra, India
13	Office of the Economic Adviser	2306 2721	m.krishnan@nic.in		Udyog Bhawan, Maulana Azad Road, New Delhi-110011
14	National Manufacturing Competitiveness Council (NMCC)	23022537	nmcc@nic.in		Vigyan Bhavan Annexe, Maulana Azad Road,New Delhi - 110011

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submission of duly completed application forms in all respects.
2	Proper utilisation of central financial assistance released to State Governments/UT Administrations for specific projects and making efforts for the timely completion of these projects.
3	Extending courtesies to officials of the Department.
4	Always keeping proper records of letters and communications with the Department
5	If you have an appointment with an officer in the Ministry, please arrive 15 minutes prior to the appointment.
6	If you want to cancel an appointment, please give a written notice via fax or email at least two days in advance.
7	Send reports in the prescribed format as per prescribed timelines
8	To check the website regularly for updates on policies, programmes and procedures.
9	Give their suggestions/inputs on drafts placed on Ministry's website/those circulated to them.
10	State representatives should attend the conference with complete information.



Citizens' / Clients' Charter

for

Ministry of Information and Broadcasting

Address

Website ID
Date Of Issue
Next Review

VISION / MISSION

Vision

To create an enabling environment for Media and Entertainment sector, with appropriate policy framework, to help it grow at a sustainable annual growth rate of above 12 per cent, and, in the process, take the benefits of the emerging technologies to disseminate information on the Government’s policies, programmes and its achievement, and facilitate value based wholesome entertainment for the people of India.

Mission

- To effectively disseminate information on the policies, programmes and achievements of Government while ensuring free flow of information to the public and safeguarding freedom of the press and media in general.
- To promote, facilitate and develop the Broadcasting Industry in India and strengthen the Public Service Broadcaster.
- To promote and develop good and value based content for healthy entertainment of people of all ages and create a policy framework for achieving this.
- Universal Digitalization for broadcasting by 2017.
- Expansion of FM Radio network to all cities with a population of one lakh and above by 2014.
- To restore, digitalize, preserve and enhance public access to the archival wealth of films, video and audio resources.
- Digital Conversion of Indian Films by 2017.
- Human Resource Development and setting up of the Centres of Excellence for Media and Entertainment sectors.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issue of license for providing DTH services to prospective licensee	8	Ms. Supriya Sahu(Joint Secretary (Broadcasting))	Jsb.inb@nic.in	9013005005 (23382597)	The application for issue of license for providing DTH service is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from security angle, license is granted with the approval of Secretary(I&B)	Application to be submitted to the Secretary(I&B) in triplicate in the prescribed pro- forma (Form A). For details , please visit Ministry's website http:// www.mib.nic.in	Entry Fee	Demand Draft	100000000
2	Issue of License to Multi System Operators	8	Ms. Supriya Sahu(Joint Secretary (Broadcasting))	jsb.inb@nic.in	9013005005 (23382597)	The application for issue of license to Multi System Operators is examined and clearance from security angle is solicited from Ministry of Home Affairs. On receipt of clearance from Security angle, license is granted with the approval of Secretary(I&B)	Application to be submitted to the Secretary(I&B) in triplicate in the prescribed format. For details please visit Ministry's website http:// www.mib.nic.in	Processing Fee	Demand Draft	10000
3	Setting up teleport by TV Channels for uplinking/ downlinking	8	Ms. Supriya Sahu.(Joint Secretary (Broadcasting))	Jsb.inb@nic.in	9013005005 (23382597)	The application for setting up of teleports by TV channels is examined in consultation with CA, BECIL, Department of Space and Ministry of Home Affairs. On receipt of their clearance, the permission is granted with the approval of Secretary(I&B)	Application to be submitted to the Secretary(I&B) in the prescribed proforma(5 copies). For details, please visit Ministry's website http:// www.mib.nic.in	Processing Fee	Demand Draft	10000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Issue of permission for Uplinking/ Downlinking of TV Channels uplinked from India	8	Ms. Supriya Sahu(Joint Secretary (Broadcasting))	jsb.inb@nic.in	9013005005 (23382597)	The application for issue of permission for Uplinking/ Downlinking of TV channels uplinked from India is examined in consultation with CA, BECIL, Department of Space and Ministry of Home Affairs. On receipt of their clearances the permission is granted with the approval of Hon'ble Minister of I&B.	Application to be submitted to the Secretary I&B in triplicate in the prescribed Proforma. For details please visit Ministry's website http:// www.mib.nic.in	Processing Fee	Demand Draft	10000
5	Issue of Permission for Down linking of TV Channels uplinked from Abroad	10	Ms. Supriya Sahu(Joint Secretary (Broadcasting))	jsb.inb@nic.in	9013005005 (23382597)	The application for issue of permission for Downlinking of TV Channels uplinked from Abroad is examined in consultation with CA, BECIL, Department of Revenue, Department of Space and Ministry of Home Affairs. On receipt of their clearances ,the permission is granted with the approval of Hon' ble Minister of I&B.	Application to be submitted to the Secretary (I&B) in triplicate in the prescribed Proforma. For details please visit Ministry's website http:// www.mib.nic.in	Processing Fee	Demand Draft	10000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
6	Setting up of Community Radio Stations(CRS) by Non- Governmental Organisations(NGO), Educational Institutes and Krishi Vigyan Kendras/ Institutes	15	Ms. Supriya Sahu(Joint Secretary (Broadcasting)	Jsb.inb@nic.in	9013005005 (23382597)	The application for setting up CRS is examined by Screening Committee under the Chairmanship of Joint Secretary(Broadcasting) after getting the clearances from Ministry of Home Affairs, M/o Defence, and M/o Telecommunication On the basis of the recommendation of the Screening Committee the Inter Ministerial Committee under the Chairmanship of Secretary I&B take a decision on the proposal . Letter of Intent is issued accordingly to the licensee.	Applicants are required to submit 7 sets of application in prescribed application form along with a processing fee of R. 2500/- to Secretary (I&B). For details please visit Ministry's website http:// www.mib.nic.in	Processing Fee	Demand Draft	2500
7	Issue of approval letter for the publication of Indian editions of foreign magazines/ journal/ periodical / New Magazine by an entity having foreign investment in the category of Speciality/ Technical/ Scientific.	8	Shri Khurshid Ahmed Ganai (Joint Secretary (P&A))	ka.ganai@nic.in	9818807183 (23383857)	The proposal for issue of approval for publication of magazine is examined in consultation with concerned Ministries	Application submitted to the Secretary I&B in seven sets in the prescribed proforma. For details please visit Ministry's website http:// www.mib.nic.in	Application Fee	Demand Draft	5000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
8	Issue of approval letter for the publication of Indian editions of foreign magazines dealing with news and current affairs/ newspapers by an entity having foreign investment/ facsimile edition of foreign newspaper by an entity having/not having foreign investment.	5	Shri Khurshid Ahmed Ganai(Joint Secretary (P&A))	ka.ganai@nic.in	9818807183 (23383857)	The proposal for issue of approval for publication of magazine is examined in consultation with concerned Ministries	Application submitted to the Secretary I&B in 11 sets in case of news magazines and 10 sets in case of newspapers and facsimile edition of foreign newspaper in the prescribed proforma. For details please visit Ministry's website http:// www.mib.nic.in	Fee incase of news magazines	Demand Draft	20000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
9	To facilitate and encourage the Media Units falling under the administrative control of Ministry to discharge their functions as per their individual Citizens' Charter and to issue instructions thereof.	25	Shri Khurshid Ahmed Ganai, Shri D.P. Reddy and Ms. Supriya Sahu (Joinst Secretary (P&A),JS(Films) &JS (Broadcasting) respectively)	ka.ganai@nic.in, jsf.inb@nic.in, jsb.inb@nic.in	9818807183 (23383857)	1. Received the grievance petitions from CPGRAMS/DARPG/ PRSEC/ by post etc. 2. Entry of grievance on CPGRAMS portal http://pgportal.gov.in if grievance received in Ministry through e-mail or post. 3. Issue of acknowledgement/interim reply to the petitioner. 4. The grievance will be transferred to concerned administrative wing/ Responsibility Centres, for examination and giving a final reply to the petitioner 5.The grievance petition will be examined by the concerned administrative wing of this Ministry/Responsibility Centre with reference to relevant rules/regulations /instructions issued in the matter from time to time in consultation with the concerned media units. If considered	Grievance petition may be submitted to Grievance Officer by post/e-mail / in person/ direct login to CPGRAM system, bringing out precise and factual grievance.	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
10	Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/ commercial TV serials	5	Shri D.P. Reddy(Joint Secretary (Films))	jsf.inb@nic.in	9560456777 (23384453)	The application for issue of permission is examined in consultation with Ministry of Home Affairs. On receipt of MHA clearance & also clearance of script evaluation from empanelled script evaluators, permission is granted with the approval of Joint Secretary(Films) in the Ministry of Information and Broadcasting	Four copies of detailed shooting script Shooting location list Particulars of crew eg. Passport details, their nationality, date of birth, complete address. A draft for US$225 or equivalent to Indian Rupees drawn in favour of Pay & Accounts Officer, Ministry of I&B(MS), New Delhi.	Fee in US$ or equivalent to Indian Rupees	Demand Draft	225

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Issue of license for providing DTH services to prospective licensee	8.0	Time taken for issue of license from the date of receipt of security clearance from MHA in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.		4 months	8.00	Records of Ministry of I&B
2	Issue of License to Multi System Operators	8.0	Time taken for issue of license from the date of receipt of security clearance from MHA in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.		4 months	8.00	Records of Ministry of I&B
3	Setting up teleport by TV Channels for uplinking/ downlinking	8.0	Time taken for grant of permission to Teleport for uplinking/ downlinking from the date of receipt of clearances/ permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.		4 months	8.00	Records of MInistry of I&B

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
4	Issue of permission for Uplinking/ Downlinking of TV Channels uplinked from India	8.0	Time taken for grant of permission to TV Channels for uplinking/ Downlinking from the date of receipt of clearances/permission from all the concerned Ministries/ Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.		4 months	8.00	Records of Ministry of I&B
5	Issue of Permission for Down linking of TV Channels uplinked from Abroad	10.0	Time taken for grant of permission to TV channels for downlinking from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.		4 months	10.00	Records of Ministry of I&B

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
6	Setting up of Community Radio Stations(CRS) by Non-Governmental Organisations(NGO), Educational Institutes and Krishi Vigyan Kendras/Institutes	15.0	Time taken for issue of letter of Intent (LOI) for setting up of Community Radio Stations(CRS) from the date of receipt of clearances/permission from all the concerned Ministries/Departments in respect of complete applications. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.		4 months	15.00	Records of Ministry of I&B
7	Issue of approval letter for the publication of Indian editions of foreign magazines/ journal/ periodical /New Magazine by an entity having foreign investment in the category of Speciality/ Technical/ Scientific.	8.0	Time taken for issue of approval from the date of receipt of the application complete in all respect.		3 months	8.00	Records of Ministry of I&B
8	Issue of approval letter for the publication of Indian editions of foreign magazines dealing with news and current affairs/ newspapers by an entity having foreign investment/ facsimile edition of foreign newspaper by an entity having/not having foreign investment.	5.0	Time taken for issue of approval from the date of receipt of comments from various Ministries including security clearance from Ministry of Home Affairs in respect of applications complete in all respect. The Ministry will forward the applications, within the time of two months, after the receipt of the completed applications, to the concerned Ministries/Departments for necessary clearances.		3 months	5.00	Records of Ministry of I&B

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	To facilitate and encourage the Media Units falling under the administrative control of Ministry to discharge their functions as per their individual Citizens' Charter and to issue instructions thereof.	25.0	Issue of acknowledgement/interim reply to the petitioner within 3 days Time taken for transfer of the Grievance Petition to the concerned Administrative Wing/ Responsibility Centre within 7 days Time taken to give final reply to the petitioner from the date of receipt of grievance or date of receipt of clarification /additional information sought from the petitioner, whichever is later		2 months	25.00	Records of Ministry of I&B
10	Issue of permission letter to the foreign Producers for shooting of feature films for TV/Cinema and reality shows/commercial TV serials	5.0	Time taken for issue of permission from the date of receipt of clearance from Script Evaluator and MHA in respect of application complete in all respects		3 weeks	5.00	Records of Ministry of I&B

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Khurshid Ahmed Ganai, Joint Secretary(P&A)	23383857	ka.ganai@nic.in	9818807183

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Newspapers/Magazines/TV &Radio Channels/Multi –media and Print Creative Agencies/Outdoor Publicity Agencies/Printers/NGOs/
2	Film Producers, Directors, crews etc.
3	General public

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Press Information Bureau (PIB))	233832127	ira.joshi@nic.in	9818941601	A Wing, Shastri Bhavan, New Delhi
2	Research Reference & Training Division	24364844	dir2-rrtd@nic.in	9811359991	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi
3	Directorate of Publications Division	24362981	dpd@sb.nic.in	9873018271	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi.
4	Photo Division	24392136	Division_photo@yahoo.com	9868111454	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi
5	Registrar of Newspapers for India	26106251	dprrni@nic.in	9810681413	West Block-8, Wing -2, R.K. Puram, New Delhi
6	Directorate of Field Publicity	26103421	dir.dfp@.nic.in	98108029294	East Block 4, Level 3,R.K. Puram, New Delhi
7	Song & Drama Division	24363508	jd-sdd@nic.in	9711538167	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi.
8	Directorate of Advertising and Visual Publicity	24369560	mattujpsingh@rediffmail.com	9810607500	Soochana Bhavan, CGO Complex, Lodi Raod, New Delhi.
9	Films Division	23513633	dgfilmsdivision@gmail.com	09820016501	24, Dr. Gopalrao Deshmukh Marg,Mumbai-400026
10	Directorate of Film Festivals	26499398	dir.dff@nic.in	9810046241	Siri Fort Auditorium Complex, August Kranti Marg, New Delhi 110049

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
11	National Film Archive of India	25671569	nfaipune@gmail.com	09423570555	Law College Road, Pune - 411004
12	Central Board of Film Certification	23694343	romum@cbfcindia.gov.in	09819815444	Bharat Bhavan, 91-E, Walkeshwar Road, Mumbai -400 006
13	Press Council of India	24368726	vibha.b@nic.in	9868078847	Soochana Bhavan, CGO Complex, Lodi Road, New Delhi.
14	Film & Television Institute of India	25431010	djnarain@yahoo.com	09811297327	Law College Road, Pune 411004
15	Satyajit Ray Film & Television Institute	243220070	shankardff3@yahoo.com	09836443485	E.M. By Pass Road, Panchasayar, Kolkotta -700094
16	Indian Institute of Mass Communication	26741450	jaideepbhatnagar@hotmail.com	9999882948	JNU, New Campus, Aruna Asaf Ali Marg, New Delhi -110 067
17	Children"s Film Society , India	23526798	ceo@cfsindia.org	09821322544	8th Floor, Phase-I, Films Division Complex, 24, Dr. Gopalrao Deshmukh Marg, Mumbai - 400 026
18	National Film Development Corporation	249649971	nina@nfdcindia.com	09867973806	Discovery of India Building, Nehru Centre, 6th Floor, Dr. A.B Road, Worli, Mumbai- 400018
19	Broadcast Engineering Consultants India Limited	23378823	becil@vsnl.com	9810017432	14-B, Ring Road, IP Estate, New Delhi- 110 002
20	Prasar Bharati (All India Radio)	23421300	dgair@air.org.in	9818291188	Akashwani Bhavan, Sansad Marg, New Delhi.
21	Prasar Bharati (Doordarshan)	23389353	webadmin@dd.nic.in	9910011334	Mandi House, Copernicus Marg, New Delhi -1

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Approach first the Ministry/Department concerned directly for obtaining services laid down in the Citizens'/Clients' Charter
2	Apply for the service in the prescribed format giving complete information along with documents and fee as prescribed in the Citizen's Charter.
3	Await the decision of the competent authority on his application up to the timelines prescribed in the Charter
4	In case of any failure or delay in service delivery in accordance with the timelines prescribed in the Charter approach the designated Officer directly to deliver such service in the Ministry/Department
5	In case services applied for are not delivered even after approaching the designated officer, a clear statement of Grievance indicating the background and officials/channels previously approached, may be filed before the Public Grievance Officer of the Ministry/Department.
6	Await decision of the Public Grievance Officer upto prescribed time line.



Citizens' / Clients' Charter

for

Department of Electronics and Information Technology

Address	Electronics Niketan, 6, CGO Complex, Lodhi Road, Delhi-110003
Website ID	mit.gov.in/
Date Of Issue	February, 2011
Next Review	November, 2011

VISION / MISSION

Vision

e-Development of India as the engine for transition into a developed nation and an empowered society.

Mission

e-Development of India through multi pronged strategy of e-Infrastructure creation to facilitate and promote e- governance, promotion of Electronics & Information Technology - Information Technology Enabled Services (IT-ITeS) Industry, promotion of e-inclusion, enabling creation of Innovation / Research & Development (R&D) infrastructure in ICT&E, building Knowledge network and securing India’s cyber space.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	3.45	Shri A K Balani(Director)	akbalani@mit.gov.in	9871691892 (24364755)	Approval of State DPRs by Empowered Committee (EC) on SWAN Scheme	Minutes of EC	N/A	N/A	N/A
2	Release of Installments to State Governments for SWAN	4.14	Shri A K Balani(Director)	akbalani@mit.gov.in	9871691892 (24364755)	Submission of signed TOR and Subsequently submission of Utilization Certificate (UC)	ToR and UC	N/A	N/A	N/A
3	Approval of proposals of State Governments for State Data Centres (SDCs)	3.45	Smt. Renu Buddhiraja(Sr. Director)	renu@gov.in, rbudhiraja@mit.gov.in	9871091515 (24363132)	Approval of State DPRs by Empowered Committee (EC) on SDC Scheme	Minutes of EC	N/A	N/A	N/A
4	Release of Installment to State Governments for State Data Centres (SDCs)	4.14	Smt. Renu Buddhiraja(Sr. Director)	renu@gov.in, rbudhiraja@mit.gov.in	9871091515 (24363132)	Submission of signed TOR and Subsequently submission of Utilization Certificate (UC)	ToR and UC	N/A	N/A	N/A
5	Approval of proposals for Setting up of Common Service Centres (CSCs)	3.45	Shri Abhishek Singh(Director)	abhisheksingh@mit.gov.i n	9818005601 (24364720)	Approval of State Proposals by Empowered Committee of CSC Scheme	Minutes of Empowered Committee	N/A	N/A	N/A
6	Release of Installments to State Governments for Common Service Centres (CSCs)	4.14	Shri Abhishek Singh(Director)	abhisheksingh@mit.gov.i n	9818005601 (24364720)	Submission of UC by State Government and approval by IFD of DIT	Utilization Certificates	N/A	N/A	N/A
7	Appraisal of Mission Mode Projects (MMPs)	3.45	Shri A K Garg(Addl. Director)	ajai.kumar@nic.in, ajaik@mit.gov.in	9810319460 (24364799)	Appraisal in DIT and NeGD based on inputs of the appraisal team	Project document in soft copy	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
8	Organizing Leadership Meets and training programme for NeGP	4.14	Shri Muniram (Director)	muniram@mit.gov.in	(24301847)	Finalisation of dates by NeGD in consulation with State Governments	Communication of dates by State Government	N/A	N/A	N/A
9	Timely approval of proposals for innovative	4.14	Shri A K Garg(Addl. Director)	ajai.kumar@nic.in, ajaik@mit.gov.in	9810319460 (24364799)	Approval of projects in DIT by competent authority	Detailed Project Report	N/A	N/A	N/A
10	Timely recommendations to DGFT as concerned Administrative Ministry from technical angle in respect of ratification of norms pertaining to Advance Licences/ Advance Authorisations after receipt of complete applications from DGFT and information on deficiencies from the applicant	4.8	Ms. Asha Nangia(Adll. Director)	anangia@mit.gov.in	9910934307 (24301303)	1) Receipt of application from DGFT 2) Technical Evaluation 3) Reporting of deficiencies and obtaining clarifications 4) Approval of competent authority 5) Conveying comments to DGFT	1. Complete application 2. Technical write-up / specifications etc.	N/A	N/A	N/A
11	Timely recommendations to DGFT as concerned Administrative Ministry in respect of applications for issuance of licence for import of Restricted Items after receipt of complete applications from DGFT and information on deficiencies from the applicant	4.8	Ms. Asha Nangia(Adll. Director)	anangia@mit.gov.in	9910934307 (24301303)	1) Receipt of application from DGFT 2) Technical Evaluation 3) Reporting of deficiencies and obtaining clarifications 4) Approval of competent authority 5) Conveying comments to DGFT	1. Complete application 2. Technical write-up / specifications / Justification for import etc.	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
12	Timely issuance of Concessional Customs Duty Certificates under relevant Notifications of Department of Revenue	4.8	Ms. Asha Nangia(Addl. Director)	anangia@mit.gov.in	9910934307 (24301303)	1) Receipt of application from the Industry 2) Technical Evaluation 3) Reporting of deficiencies and obtaining clarifications 4) Approval of competent authority 5) Issuance of CCDC	1. Complete application 2. Technical write-up / specifications / Justification for import etc.	N/A	N/A	N/A
13	Sanctioning of incentives to industry under Special Incentive Package Scheme (SIPS)	4.8	Shri S K Marwah(Addl. Director)	smarwah@mit.gov.in	9810232832 (24301339)	1) Receipt of application 2) Examination for appraisal including seeking information on deficiencies / clarifications from applicants 3) Obtaining recommendations of Appraisal Committee 4) Seeking approval of competent authority 5) Conveying the approval	1) Complete application with application fees and DPR 2) Technical/ Financial Details along with supporting documents	N/A	N/A	N/A
14	Release of incentives to industry under Special Incentive Package Scheme (SIPS)	4.8	Shri S K Marwah(Addl. Director)	smarwah@mit.gov.in	9810232832 (24301339)	1) Receipt of application 2) Examination for release including seeking information on deficiencies from applicants, as per terms and conditions of the Sanction 3) Seeking approval of competent authority after allocation of funds by Planning Commission 4) Issuance of sanction letter for release of funds	1) Complete application 2) Details as per terms and conditions of approval along with supporting documents	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
15	Appraisal of New Projects for consideration of financial support in R&D in (IT / Electronics / CC&BT)	8.75	Shri Debashish Dutta / Shri T.K. Sarkar / Shri B.M.Baweja((All 3 officers are Senior Directors))	dutta@mit.gov.in / tsarkar@mit.gov.in / bmbaweja@mit.gov.in	(24301464)	1. Receipt of Project Proposals in the prescribed format duly completed. 2. Evaluation of the Project Proposals by the Working / Expert / Empowered Group. 3. Recommendation(s) of the Working / Expert / Empowered Group(s) for the project. 4. Approval of the Project Proposals by Competent Authority.	1) Documents as per the General Financial Rules (GFR) for Grant-in-Aid (GIA) support. 2) Minutes of the Working Group meeting.	N/A	N/A	N/A
16	Release of funds to ongoing projects: R&D in (IT / Electronics / CC&BT).	8.75	Shri Debashish Dutta / Shri T.K. Sarkar / Shri B.M.Baweja((All 3 officers are Senior Directors))	dutta@mit.gov.in / tsarkar@mit.gov.in / bmbaweja@mit.gov.in	(24301464)	Recommendation of Project Review & Steering Group (PRSG) and submission of acceptable Utilization Certificate (UC)	1) T & I Progress Reports 2) Acceptable UC 3) UC for the specific project as well as all other projects sponsored by DIT in the Institute.	N/A	N/A	N/A
17	Timely release of funds to NIC for NKN as per recommendations of High Level Committee (HLC)	8.4	Dr. B.K. Murthy(Scientist 'F')	bkm@mit.gov.in	9810601683 (24360234)	1. HLC recommendations 2. Availability of funds for the specify activity 3. IFD concurrence 4. Secretary / MCIT approval	UC for the previous release and progress report	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
18	Initiation of New Projects and Release of funds	3.6	Shri Anil Kumar Pipal(Scientist 'E')	pipal@nic.in	(24364777)	1. Working Group recommendations 2. Availability of funds for the specify activity 3. IFD concurrence 4. Approval of Secretary / MCIT	1. Complete DPR 2. W minutes 3. Acceptanc of Terms & Conditions by the Implementing Agency 4. UC for the previous releases (if any)	G N/A e	N/A	N/A
19	Appraisal of New R&D Projects for consideration of financial support	3.6	Dr. P S Nageswara Rao(Scientist ,'F')	pnrao@nic.in	0996830820	i) Receipt of Project Proposals in the prescribed format duly completed ii) Evaluation of the Project Proposals by the Working/ Expert/Empowered Group iii) Approval of the Project Proposals by Competent Authority	As per the General Financial Rules (GFR) for Grant-in-Aid (GIA) support	N/A	N/A	N/A
20	Keep current the empanelled list of IT security auditors	2.4	Smt. Savita Utreja(Scientist 'F')	sutreja@mit.gov.in	9560400997 (24301394)	Receiving and scrutiny of applications ii) iii) ii) Off-line in-house Practical Skills Test for successful applicationsiv) v) iii) On-line Practical Skills Test for the applications successfully qualifying step-2 (above) vi) vii) iv) Intimation of successful/ unsuccessful empanelment to the applicants	Application form alongwith required annexure	Processing fees in Rs.	Demand Draft	5000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
21	Respond to Security incident	3.6	Sh. Anil Sagar(Scientist ,'F')	anil@mit.gov.in	(24368579)	i) Reporting of cyber security incidents to Incident Response Helpdesk viaa) email-incident@cert-in.org.inb) Tel:- 011-24368572 Tel:-1 800-11-4949 (Toll free)c) Fax:-011-24368546 Fax:- 1800-11- 6969 (Toll free)ii) Initial examination and registration of cyber security incident.iii) Analysis and response of cyber security incident.	Incident Reporting form	N/A	N/A	N/A
22	Issuance of security alerts on latest threats and vulnerabilities	2.4	Sh. Anil Sagar(Scientist ,'F')	anil@mit.gov.in	(24368579)	1. i) Tracking of latest threats & vulnerabilitiesii) Preparation of security alerts, advisories & vulnerability notesiii) Publishing of security alerts, advisories & vulnerability notes on CERT-In websitesiv) sending security alerts, advisories & vulnerability notes via email to registered users through mailing list	i) Vulnerability Reporting form ii) Security alerts, advisories & vulnerability notes	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	3.45	6 weeks from receipt of proposals	85	%	3.45	Records
2	Release of Installments to State Governments for SWAN	4.14	4 weeks from receipt of UC & request to release installment	80	%	4.14	Records
3	Approval of proposals of State Governments for State Data Centres (SDCs)	3.45	6 weeks from receipt of proposals	85	%	3.45	Records
4	Release of Installment to State Governments for State Data Centres (SDCs)	4.14	4 weeks from receipt of UC & request to release installment	80	%	4.14	Records
5	Approval of proposals for Setting up of Common Service Centres (CSCs)	3.45	6 weeks from receipt of proposals	85	%	3.45	Records
6	Release of Installments to State Governments for Common Service Centres (CSCs)	4.14	4 weeks from receipt of UC & request to release installment	80	%	4.14	Records
7	Appraisal of Mission Mode Projects (MMPs)	3.45	3 weeks from date of receipt of electronic copy of project document	15	%	3.45	Records
8	Organizing Leadership Meets and training programme for NeGP	4.14	One month from the date of receipt of proposal	15	%	4.14	Records
9	Timely approval of proposals for innovative	4.14	8 weeks from receipt of complete proposal/or receipt of clarifications if any	85	%	4.14	Records
10	Timely recommendations to DGFT as concerned Administrative Ministry from technical angle in respect of ratification of norms pertaining to Advance Licences/ Advance Authorisations after receipt of complete applications from DGFT and information on deficiencies from the applicant	4.8	Within 30 days of receipt of fully completed applications / information on deficiencies.	30	Number of Days	4.80	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
11	Timely recommendations to DGFT as concerned Administrative Ministry in respect of applications for issuance of licence for import of Restricted Items after receipt of complete applications from DGFT and information on deficiencies from the applicant	4.8	Within 30 days of receipt of fully completed applications / information on deficiencies.	30	Number of Days	4.80	Records
12	Timely issuance of Concessional Customs Duty Certificates under relevant Notifications of Department of Revenue	4.8	Within 30 days of receipt of fully completed applications / information on deficiencies from the applicant.	30	Number of Days	4.80	Records
13	Sanctioning of incentives to industry under Special Incentive Package Scheme (SIPS)	4.8	Within 30 days of receipt of fully completed applications / information on deficiencies from the applicant and receipt of approval of the Competent Authority based on recommendations of the Appraisal Committee.	30	Number of Days	4.80	Records
14	Release of incentives to industry under Special Incentive Package Scheme (SIPS)	4.8	Within 60 days of receipt of fully completed applications / information on deficiencies from the applicant as per terms and conditions of the Sanction and allocation of funds by the Planning Commission.	60	Number of Days	4.80	Records
15	Appraisal of New Projects for consideration of financial support in R&D in (IT / Electronics / CC&BT)	8.75	The projects would be initiated within 6 months from the date of the final favorable recommendation(s) of the Working / Expert / Empowered Group(s) and within one month from the approval of Competent Authority, subject to availability of Funds.	80	%	8.75	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
16	Release of funds to ongoing projects: R&D in (IT / Electronics / CC&BT).	8.75	2 months from the date of the recommendation of Project Review & Steering Group (PRSG) and submission of acceptable Utilization Certificate (UC) and audited Statement of accounts, as applicable for not only the on- going projects but any other projects sponsored by DIT.	80	%	8.75	Records
17	Timely release of funds to NIC for NKN as per recommendations of High Level Committee (HLC)	8.4	Within 3 months of the recommendations of the HLC	100	Number of Days	8.40	Records
18	Initiation of New Projects and Release of funds	3.6	6 months from the date of receipt of completed applications	210	Number of Days	3.60	Records
19	Appraisal of New R&D Projects for consideration of financial support	3.6	The project proposals would be appraised/assessed within 3 months from the date of receiving the fully complete project proposal. The projects would be initiated within 3 months from the date of the final favourable recommendation(s) of the Working Group(s).	85	%	3.60	Records
20	Keep current the empanelled list of IT security auditors	2.4	Applications for empanelment will be received once in every 3 months. The status of successful or unsuccessful empanelment would be intimated to the applicants within 6 weeks from receiving of fully complete applications.	85	%	2.40	Records
21	Respond to Security incident	3.6	Response within 24 hours of receiving the security incident (reasonable time-frame depending upon the severity of incident)	85	%	3.60	Records
22	Issuance of security alerts on latest threats and vulnerabilities	2.4	Publication of alerts within 72 hours of tracking an issue	90	%	2.40	Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Dr. Ajay Kumar Joint Secretary – DIT (Director of Grievances)	24360160	ajay@mit.gov.in	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Autonomous Societies / Companies of DIT
2	NIC and STQC - Attached Offices of DIT
3	Ministries / Departments of Government of India
4	State Governments/Union Territories, PSUs
5	Universities/Academic Institutions, R&D Labs
6	Industry / Industry Associations relating to IT, ITES & Electronics
7	Common Business Organizations (CBOs)
8	Citizens of India.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Informatics Centre (NIC)	011-24305815	dg@nic.in	9810885978	National Informatics Centre (NIC), Department of Information Technology Ministry of Communications and Information Technology A- Block, CGO Complex, Lodhi Road, New Delhi - 110 003
2	Standardization, Testing and Quality Certification (STQC)	011 – 24363089	grai@mit.gov.in	9810643224	Standardization, Testing and Quality Certification (STQC) Directorate Department of Information Technology Ministry of Communications and Information Technology Electronics Niketan, 6 CGO Complex, New Delhi 110 003
3	Society for Applied Microwave Electronics Engineering & Research (SAMEER)	022- 25721333	director@mmw.sameer.gov.in	9433055594	Society for Applied Microwave Electronics Enginnering & Research (SAMEER) I.I.T. Campus, Powai, Post Box No: 8448, Mumbai, Zip-400076
4	Centre for Development of Advanced Computing (C- DAC)	022- 25704200	moona@cdac.in	9822043911	Centre for Development of Advanced Computing (C-DAC) (Head Quarters) Pune University Campus, Ganesh Khind, Pune - 411 007, Maharashtra
5	Software Technology Parks of India (STPI)	011-24363596	rai@stpi.in	9868218614	Software Technology Parks of India (STPI) (Head Quarters), Department of Information Technology, Ministry of Communications and Information Technology, Electronics niketan, 6 CGO Complex, New Delhi-110003

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
6	Department of Electronics Accreditation of Computer Cources (DOEACC)	011-2436870	exec_director@doeacc.edu.in	9422202055	Department of Electronics Accreditation of Computer Cources (DOEACC) Society, Department of Information Technology, Ministry of Communications and Information Technology, Electronics Niketan, 6 CGO Complex, Lodi Road, New Delhi-10003
7	Centre for Materials for Electronics Technology (C-MET)	020-25898724	amalnerkar@cmet.gov.in	9881253250	Centre for Materials for Electronics Technology (C- MET) (Head Quarters), Panchawati, Off Pashan Road, pune-411008
8	Education and Research NETwork (ERNET) India	011-23558248	mohan@eis.ernet.in	9958829995	Education and Research NETwork (ERNET) India, Electronics Niketan, 6 CGO Complex, Lodi Road, New Delhi-110003
9	Electronics and Computer Software Export Promotion Council (ESC)	011-47480000	dksareen@escindia.com	9873003400	Electronics and Computer Software Export Promotion Council (ESC), 3rd Floor, PHD House, Opp. Asiad Village, New Delhi-110016
10	Controller of Certifying Authorities (CCA)	011-24363073	cca@mit.gov.in	9810730510	Controller Of Certifying Authorities (CCA) Department of Information Technology Ministry of Communications and Information Technology Electronics Niketan, 6 CGO Complex, New Delhi 110 003.
11	Cyber Appellate Tribunal (CAT)	011-23355881	rajesh.tandon@nic.in	9999306069	Cyber Appellate Tribunal (CAT) Jeevan Bharti (LIC) Building, Ground Floor, Outer Crrcle, Connaught Place, New Delhi-110001.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
12	Semiconductor Integrated Circuits Layout-Design Registry (SICLDR)	011-24364773	salag@mit.gov.in		Semiconductor Integrated Circuits Layout-Design Registry (SICLDR) Department of Information Technology Ministry of Communications and Information Technology Electronics Niketan, 6 CGO Complex, New Delhi 110 003
13	Indian Computer Emergency Response Team (ICERT)	011-24368544	grai@cert-in.org.in	9810643244	Indian Computer Emergency Response Team (Cert-In) Department of Information Technology Ministry of Communications and Information Technology Electronics Niketan, 6 CGO Complex, New Delhi 110 003.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submission of complete valid DPR/proposals/requests
2	Timely submission of UCs in prescribed format
3	Submission of Electronic copy of project document for Mission Mode Projects
4	Submission of complete R&D grant proposals in prescribed format including revised proposals
5	Submission of complete applications
6	Timely response to deficiencies pointed out in application forms
7	Submission of complete Security Incident Reporting form



Citizens' / Clients' Charter

for

Department of Justice

Address	Jaisalmer House, 26-Mansingh Road, New Delhi-11003.
Website ID	doj.gov.in
Date Of Issue	March, 2012
Next Review	June, 2012

VISION / MISSION

Vision

Facilitating administration of Justice that ensures easy access and timely delivery of Justice to all.

Mission

Ensuring adequacy of courts and judges, including servicing of appointment of Judges to the higher judiciary, modernization of courts and procedures, policies for judicial reforms towards improved justice delivery.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issue of Notification for appointment of Judges in the Supreme Court and the High Courts.	15	Shri Atul Kaushik (Joint Secretary)	atulkaushik@nic.in	9871399892 (23385020)	After approval of the President, draft Notification is sent to President's Sectt. for issue of Notification under the name & signature of President of India.	Complete proposal.	N/A	N/A	N/A
2	Issue of Notification for transfer of Judges.	8	Shri Atul Kaushik(Joint Secretary)	atulkaushik@nic.in	9871399892 (23385020)	After approval of President, Notification is issued by Ministry of Law & Justice.	Complete proposal.	N/A	N/A	N/A
3	Release of grant to the States / UTs under the Centrally Sponsored Scheme for Infrastructure Development of Judiciary.	10	Shri Anil Gulati(Joint Secretary)	anilgulati@hotmail.com	9868216113 (23381496)	The proposals received from the State Governments are processed in the Department and the approval of Competent Authority obtained.	Complete proposal alongwith utilisation certificates for previous releases.	N/A	N/A	N/A
4	Release of grant to the States / UTs for Gram Nyayalayas.	10	Shri Anil Gulati(Joint Secretary)	anilgulati@hotmail.com	9868216113 (23381496)	The proposals received from the State Governments are processed in the Department and the approval of Competent Authority obtained.	Complete proposal alongwith utilisation certificate for previous releases.	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
5	Release of grant to States/UTs for Family Courts.	5	Snehlata Shrivastava(Joint Secretary)	jsjus1-doj@nic.in	8826801122 (23383037)	The proposals received from the State Governments are processed in the Department and the approval of Competent Authority obtained.	Complete proposal alongwith utilisation certificate for previous releases.	N/A	N/A	N/A
6	Release of funds to NIC under e-courts projects	8	Snehlata Shrivastava(Joint Secretary)	jsjus1-doj@nic.in	8826801122 (23383037)	The proposals received from NIC are examined and approval of the Competent Authority obtained.	Complete proposal alongwith utilisation certificate for previous releases.	N/A	N/A	N/A
7	Facilitating access to justice for the marginalised in seven projects State – UNDP assisted programme.	10	Snehlata Shrivastava(Joint Secretary)	jsjus1-doj@nic.in	8826801122 (23383037)	Field level interventions & Project Selected through UNDP Procedures.	Complete proposal alongwith utilisation certificate for previous releases	N/A	N/A	N/A
8	Release of grant to National Judicial Academy.	4	Snehlata Shrivastava(Joint Secretary)	jsjus1-doj@nic.in	8826801122 (23383037)	The proposals received from National Judicial Academy are examined and approval of the Competent Authority obtained.	Complete proposal alongwith utilisation certificate for previous releases.	N/A	N/A	N/A
9	Redressal of complaints against judges and judicial officers.	15	Shri Atul Kaushik(Joint Secretary)	atulkaushik@nic.in	9871399892 (23385020)	The complaints received are examined and forwarded to the Supreme Court and the respective High Court for appropriate action under intimation to the complainant.	- -	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
10	Issue of orders sanctioning pension and other retirement benefits to judges of the Supreme Court / High Courts.	10	Shri Atul Kaushik(Joint Secretary)	atulkaushik@nic.in	9871399892 (23385020)	The proposals received from the office of the Accountant General of the State concerned are examined and approval of Competent Authority obtained.	Complete proposal with details.	N/A	N/A	N/A
11	Issue of orders sanctioning leave to the judges of Supreme Court / Delhi High Court / Punjab & Haryana High Court.	5	Shri Atul Kaushik(Joint Secretary)	atulkaushik@nic.in	9871399892 (23385020)	The proposals received from the Supreme Court and the respective High Court are examined and approval of Competent Authority obtained.	Complete proposal with details.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Issue of Notification for appointment of Judges in the Supreme Court and the High Courts.	15.0	Time taken from receipt of proposal to issue of Notification.	180	Days	15.00	Records of Department of Justice
2	Issue of Notification for transfer of Judges.	8.0	Time taken from receipt of proposal to issue of Notification.	90	Days	8.00	Records of Department of Justice
3	Release of grant to the States / UTs under the Centrally Sponsored Scheme for Infrastructure Development of Judiciary.	10.0	Time taken from receipt of complete proposals from the State Governments/UTs to issue of sanction order for release of grant	45	Days	10.00	Records of Department of Justice
4	Release of grant to the States / UTs for Gram Nyayalayas.	10.0	Time taken from receipt of complete proposals from the State Government/UTs to issue of sanction order for release of grant.	45	Days	10.00	Records of Department of Justice
5	Release of grant to States/UTs for Family Courts.	5.0	Time taken from receipt of complete proposals from the State Government/UTs to issue of sanction order for release of grant	45	Days	5.00	Records of Department of Justice
6	Release of funds to NIC under e-courts projects	8.0	Time taken from receipt of complete proposal from NIC to issue of sanction order for release of funds.	45	Days	8.00	Records of Department of Justice
7	Facilitating access to justice for the marginalised in seven projects State – UNDP assisted programme.	10.0	Time taken from receipt of complete proposal to approval	90	Days	10.00	Records of Department of Justice
8	Release of grant to National Judicial Academy.	4.0	Time taken from receipt of complete proposals from National Judicial Academy to issue of sanction order for release of grant.	30	Days	4.00	Records of Department of Justice

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Redressal of complaints against judges and judicial officers.	15.0	Time taken from receipt of complaint to issue of letter forwarding the complaint to the Supreme Court / High Courts.	30	Days	15.00	Records of Department of Justice
10	Issue of orders sanctioning pension and other retirement benefits to judges of the Supreme Court / High Courts.	10.0	Time taken from receipt of proposal from the Office of the Accountant General of State to issue of order sanctioning pension and other retirement benefits	30	Days	10.00	Records of Department of Justice
11	Issue of orders sanctioning leave to the judges of Supreme Court / Delhi High Court / Punjab & Haryana High Court.	5.0	Time taken from receipt of complete proposal to issue of order sanctioning grant of leave.	15	Days	5.00	Records of Department of Justice

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Snehlata Shrivastava, Joint Secretary	23383037	jsjus1-doj@nic.in	8826801122

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	States/Union Territories Governments.
2	Supreme Court.
3	High Courts.
4	General Public.
5	Judges of the Supreme Court and High Courts.
6	Non-Government Organisations (NGOs).

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	-- NIL --				

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Forward complete proposal for appointment / transfer of Judges giving all the details.
2	Forward complete proposal to the Department of Justice giving details of the project / proposals alongwith the Utilisation Certificate and the Progress Report.
3	Copy of Notification setting up the courts for release of Non-Recurring grant for Gram Nyayalayas and Family Courts.
4	Complete proposals giving details of Pension and other retirement benefits.



Citizens' / Clients' Charter

for

Ministry of Labour and Employment

Address	Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
Website ID	www.labour.nic.in
Date Of Issue	December, 2011
Next Review	December, 2012

VISION / MISSION

Vision

Decent working conditions and improved quality of life of workers, ensuring India without child labour in hazardous sectors and enhancing employability through employment services and skill development on a sustainable basis.

Mission

Improving the working conditions and the quality of life of workers through laying down and implementing policies / programmes / schemes / projects for providing social security and welfare measures, regulating conditions of work, occupational health and safety of workers, eliminating child labour from hazardous occupations and processes, strengthening enforcement of labour laws and promoting skill development and employment services.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Guiding State Nodal Agencies in formulating the project proposals for implementing Rashtriya Swasthya Bima Yojana (RSBY)	5	Shri S.R. Joshi(Deputy Director General)	sr.joshi@nic.in	(23384891)	Review of guidelines / documents	NA	NA	NA	0
2	Issuing of approval to the project proposal to launch RSBY in the State / District after approval by the Approval & Monitoring Committee	5	Shri S.R. Joshi(Deputy Director General)	sr.joshi@nic.in	(23384891)	Take approval of Approval & Monitoring Committee	Proposal in prescribed for Tender Document, Minutes of the Technical & Financial Committee at the State Level Evaluation	NA	NA	0
3	Release of Central Share of Premium in implementing RSBY after receipt of proposal from the State Governments	5	Shri S.R. Joshi(Deputy Director General)	sr.joshi@nic.in	(23384891)	a) Send proposal to RW Section in Directorate General of Labour Welfare (DGLW)	Annual Statement of Account and Utilization Certificate for year to previous financial year	NA	NA	0
						b) Issue of sanction order	NA	NA	NA	0
						c) Release of premium	NA	NA	NA	0
4	Release of Central Assistance to States on receipt of proposal under the scheme of Rehabilitation of Bonded Labour	5	Shri S.R. Joshi(Deputy Director General)	sr.joshi@nic.in	(23384891)	a) Send proposal to BL Section in DGLW	Utilization Certificate for year to previous financial year	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Issue of sanction order	NA	NA	NA	0
						c) Release of Central Assistance	NA	NA	NA	0
5	Taking administrative decision on legislative proposals received from Employees' State Insurance Corporation (ESIC) and Employees' Provident Fund Organization (EPFO)	4	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	Send proposal to Social Security Division	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
6	Taking decision on proposals for amendment in rules, regulations and schemes of ESIC and EPFO	4	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	Send proposal to Social Security Division	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
7	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by ESIC and EPFO	4	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	Send proposal to Social Security Division	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
8	Conveying decision on miscellaneous items such as clarifications required by State Governments or individuals on Social Security matters	4	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	Send proposal to Social Security Division	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
9	Timely release of grants to the National Child Labour Project (NCLP) Society (First Instalment)	5	Shri Goutam Roy(Director)	goutam.roy@nic.in	(23766904)	Issue of Sanction Order	Annual Statement of Account, Utilization Certificate for year to previous financial year and QPR upto march end for previous financial Year and the NCLP school is operational	NA	NA	0
						Release of first instalment	Annual Statement of Account, Utilization Certificate for year to previous financial year and QPR upto march end for previous financial Year and the NCLP school is operational	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
10	Timely release of grants to the National Child Labour Project (NCLP) Society (Second Instalment)	5	Shri Goutam Roy(Director)	goutam.roy@nic.in	(23766904)	Issue of Sanction Order	Annual Statement of Account, Utilization Certificate for previous financial year and QPR upto September end for present financial year and the NCLP school is operational	NA	NA	0
						Release of second instalment	Annual Statement of Account, Utilization Certificate for previous financial year and QPR upto September end for present financial year and the NCLP school is operational	NA	NA	0
11	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (First Instalment)	5	Shri Goutam Roy(Director)	goutam.roy@nic.in	(23766904)	Take approval of GIA Committee	Agreement Bond from the recipients and receipt of NOC for NE State's NGOs	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
12	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (Second instalment)	5	Shri Goutam Roy(Director)	goutam.roy@nic.in	(23766904)	Issue of Sanction Order	Quarterly Progress Report, Audited Statement of Accounts, Utilization Certificate and Inspection Report of an Officer nominated by the Ministry	NA	NA	0
13	Referring disputes for adjudication to Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on receipt of Failure of Conciliation (FOC) Reports under Industrial Disputes Act 1947	4	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	Take approval of competent authority	Failure of Conciliation (FOC) Reports	NA	NA	0
14	Notification of awards of Central Government Industrial Tribunal- cum-Labour Courts (CGITs-cum-LCs) on disputes raised under Industrial Disputes Act 1947	4	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	Send award to IR Division	Award from CGITs–cum- LCs	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
15	Conveying decision of the Government on the application made for lay off / retrenchment of worker or closure of establishment under provisions in chapter V B of Industrial Disputes Act 1947	4	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	Send application to IR (PG) Section	Application complete in all respect as per the relevant provisions of the Industrial Disputes Act 1947	NA	NA	0
						Take approval of competent authority	Application complete in all respect as per the relevant provisions of the Industrial Disputes Act 1947	NA	NA	0
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Directorate General of Factory Advice Service & Labour Institutes (DGFASLI) and Directorate General of Mines Safety (DGMS)	4	Smt. Vandana Sharma(Director)	ds-ish@nic.in	(23717275)	Send proposal to ISH Division	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
17	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Directorate General of Labour Bureau	4	Shri T.K. Basu(Deputy Director General)	tkbasu58@rediffmail.com	(23710222)	Send proposal to ESA Section	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
18	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Chief Labour Commissioner (Central) and Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs)	4	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	Send proposal to CLS-II section	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
19	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Welfare Commissioner	4	Shri Balbir Singh(Deputy Secretary)	singh.balbir@nic.in	(23389081)	Send proposal to DGLW	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0
20	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Central Board for Workers' Education (CBWE) and VV Giri National Labour Institute (VVGNLI)	4	Shri Ranbir Singh(Director)	ranbir.singh@nic.in	(23714820)	Send proposal to ESA Section	Proposal complete in all respect	NA	NA	0
						Take approval of competent authority	Proposal complete in all respect	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
21	Prompt Grievance Redressal	4	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	a) Grievance should be as specific as possible and must relate to the functioning of the Ministry	Petition / Request complete in all respect	NA	NA	0
						b) Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in or http://labour.nic.in) or in writing via post	Petition / Request complete in all respect	NA	NA	0
22	Prompt acknowledgement receipt of letters from citizen's / client's	2	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	NA	Petition / Request complete in all respect	NA	NA	0
23	Timely response to letters from citizen's / client's	2	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	NA	Petition / Request complete in all respect	NA	NA	0
24	Prompt response to a request for appointment with appropriate officer after receiving a written request	2	Shri Animesh Bharti(Director)	a.bharti@nic.in	(23719054)	Written request must be made stating the purpose for which the meeting is sought	Petition / Request complete in all respect	NA	NA	0
25	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry number (011-23473399)	2	Shri Goutam Roy(Director)	goutam.roy@nic.in	(23766904)	NA	NA	NA	NA	0

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Guiding State Nodal Agencies in formulating the project proposals for implementing Rashtriya Swasthya Bima Yojana (RSBY)	5.0	Updating of documents on website (www.rsby.gov.in)	35	Days	5.00	Ministry Records
2	Issuing of approval to the project proposal to launch RSBY in the State / District after approval by the Approval & Monitoring Committee	5.0	Average time taken for issue of approval letter after the project proposal is approved by the Approval & Monitoring Committee	10	Days	5.00	Ministry Records
3	Release of Central Share of Premium in implementing RSBY after receipt of proposal from the State Governments	5.0	Average time taken for release of Central Share of Premium after receipt of fully completed proposal in all respect	20	Days	5.00	Ministry Records
4	Release of Central Assistance to States on receipt of proposal under the scheme of Rehabilitation of Bonded Labour	5.0	Average time taken for release of Central Assistance after receipt of fully completed proposal in all respect	35	Days	5.00	Ministry Records
5	Taking administrative decision on legislative proposals received from Employees' State Insurance Corporation (ESIC) and Employees' Provident Fund Organization (EPFO)	4.0	Average time taken for taking administrative decisions from date of receipt of fully completed proposal in all respect	180	Days	4.00	Ministry Records
6	Taking decision on proposals for amendment in rules, regulations and schemes of ESIC and EPFO	4.0	Average time taken for taking decisions from date of receipt of fully completed proposal in all respect	95	Days	4.00	Ministry Records
7	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by ESIC and EPFO	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
8	Conveying decision on miscellaneous items such as clarifications required by State Governments or individuals on Social Security matters	4.0	Average time taken in conveying decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records
9	Timely release of grants to the National Child Labour Project (NCLP) Society (First Instalment)	5.0	Average time taken to inform deficiencies in the documents from the date of receipt of documents / request	35	Days	2.50	Ministry Records
			Average Time taken to release first instalment of grant after receipt of mandatory documents complete in all respect subject to the society not having large unspent balance from previous year and dues of all the components of the grant-in-aid are paid regularly by the society	105	Days	2.50	Ministry Records
10	Timely release of grants to the National Child Labour Project (NCLP) Society (Second Instalment)	5.0	Average time taken to inform deficiencies in the documents from the date of receipt of documents / request	35	Days	2.50	Ministry Records
			Average time taken to release second instalment of grant after receipt of mandatory documents complete in all respect subject to the society not having large unspent balance from previous year and dues of all the components of the grant-in-aid are paid regularly by the society	105	Days	2.50	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
11	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (First Instalment)	5.0	Average time taken for seeking approval of GIA Committee after inspection clearance	105	Days	2.50	Ministry Records
			Average time taken to release first instalment of grant after approval of GIA Committee, receipt of Acceptance Bond and receipt of No Objection Certificate of the Society from Ministry of Home Affairs for NE State's NGOs	50	Days	2.50	Ministry Records
12	Timely release of Grants-in-Aid to the Child Labour Schools run by NGOs (Second instalment)	5.0	Average time taken to inform deficiencies in the Utilization Certificate from the date of receipt of Utilization Certificate	35	Days	2.50	Ministry Records
			Average time taken to release second instalment of grant after receipt of mandatory documents from the NGOs, RLC office / State Government	50	Days	2.50	Ministry Records
13	Referring disputes for adjudication to Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on receipt of Failure of Conciliation (FOC) Reports under Industrial Disputes Act 1947	4.0	Average time taken in referring the dispute from date of receipt of Failure of Conciliation (FOC) Report	65	Days	4.00	Ministry Records
14	Notification of awards of Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs) on disputes raised under Industrial Disputes Act 1947	4.0	Average time taken in sending award to the press for notification from date of receipt of the award	18	Days	4.00	Ministry Records

Main Services / Transactions

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
15	Conveying decision of the Government on the application made for lay off / retrenchment of worker or closure of establishment under provisions in chapter V B of Industrial Disputes Act 1947	4.0	Average time taken in conveying decision of the Government after receipt of application complete in all respect	60	Days	4.00	Ministry Records
16	Conveying opinion / decision on administrative / personnel matters referred to the Ministry by Directorate General of Factory Advice Service & Labour Institutes (DGFASLI) and Directorate General of Mines Safety (DGMS)	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records
17	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Directorate General of Labour Bureau	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records
18	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Chief Labour Commissioner (Central) and Central Government Industrial Tribunal-cum- Labour Courts (CGITs-cum-LCs)	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records
19	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Welfare Commissioner	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records
20	Conveying opinion / decision on administrative / personnel matters referred to Ministry by Central Board for Workers' Education (CBWE) and VV Giri National Labour Institute (VVGNLI)	4.0	Average time taken to convey opinion / decision from date of receipt of fully completed proposal in all respect	35	Days	4.00	Ministry Records

Main Services / Transactions

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
21	Prompt Grievance Redressal	4.0	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	5	Working Days	1.00	CPGRAMS Report
			Average time taken to acknowledge grievance received through post	8	Working Days	1.00	CPGRAMS Report & Ministry Records
			Average time taken to send communication for additional information	18	Working Days	1.00	CPGRAMS Report & Ministry Records
			Average time taken for grievance settlement	70	Working Days	1.00	CPGRAMS Report & Ministry Records
22	Prompt acknowledgement receipt of letters from citizen's / client's	2.0	Average time taken to acknowledge receipt of letters	9	Working Days	2.00	Ministry Records
23	Timely response to letters from citizen's / client's	2.0	Percentage of letters replied within the time limits promised in the acknowledgement letter	90	%	2.00	Ministry Records
24	Prompt response to a request for appointment with appropriate officer after receiving a written request	2.0	Percentage of response given within 10 working days	90	%	2.00	Ministry Records
25	Prompt answer to telephone calls between 09:30 AM and 05:30 PM on a central enquiry number (011-23473399)	2.0	Percentage of call answered within 2 minutes of calling the central number (Including holding time)	90	%	2.00	Third Party Inspection

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Animesh Bharti	23719054	a.bharti@nic.in	9873233060

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Central Ministries / Departments
2	State Governments / UT Administrations
3	Attached Offices:- Directorate General of Employment & Training (DGE&T), Chief Labour Commissioner (Central), Directorate General of Factory Advice Service & Labour Institutes (DGFASLI) and Directorate General of Labour Bureau
4	Subordinate Offices:- Labour Welfare Organization and Directorate General of Mines Safety (DGMS)
5	Autonomous Organizations:- Employees' State Insurances Corporation (ESIC), Employees' Provident Fund Organisation (EPFO), V.V. Giri National Labour Institute (VVGNLI) and Central Board for Workers' Education (CBWE)
6	Central Government Industrial Tribunal-cum-Labour Courts (CGITs-cum-LCs)
7	All Workers / Central Trade Union Organizations
8	All Employers / Employers Organizations

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Directorate General of Employment & Training (DGE&T)	01123320953	rmannewar@yahoo.com	9711114710	Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
2	Chief Labour Commissioner (Central)	01123710447	prasad.nk@nic.in	9868829332	Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
3	Directorate General of Factory Advice Service & Labour Institutes (DGFASLI)	02224074358	cli@dgfasli.nic.in	9833965676	Central Labour Institute Building, N.S. Mankikar Marg, Sion, Mumbai-400022
4	Directorate General of Labour Bureau	01722704611	dg-lb@nic.in	9478559222	S.C.O., 28-31, Sector-17/A, Chandigarh-160017
5	Labour Welfare Organization	01123383684	anil.swarup@nic.in	9899982388	Ministry of Labour & Employment, Jaisalmer House, Mansingh Road, New Delhi
6	Directorate General of Mines Safety (DGMS)	03262221000	aspuri2002@gmail.com	9471191239	Jagjeevan Road, Dhanbad-826001
7	Employees' State Insurance Corporation (ESIC)	01123234092	esic-hqrs@esic.in	9868536593	Panchdeep Bhawan, Comrade Inderjeet Gupta (CIG) Marg, New Delhi-110002
8	Employees' Provident Fund Organisation (EPFO)	01126172672	acc.compliance@epfindia.gov.in	9810891514	Bhavishya Nidhi Bhawan, 14, Bhikaji Cama Place, New Delhi-110066
9	V.V. Giri National Labour Institute (VVGNLI)	01202411470	directorvvgnli@gmail.com	9818418555	V.V. Giri National Labour Institute, Sector-24, NOIDA
10	Central Board for Workers' Education (CBWE)	07122233313	director@cbwe.nic.in	9935202740	V.R.C.E. Gate, North Ambazari Road, Nagpur

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects.
2	The central financial assistance released should be used as per the guidelines of the schemes and within the prescribed timelines.
3	Please show courtesy to Ministry's officers.
4	Always keep proper records of your letters and communications with Ministry.
5	If you have an appointment with an officer in the Ministry, please arrive 15 minutes prior to the appointment.
6	If you want to cancel an appointment, please give a written notice via fax or email at least two days in advance.
7	Send reports in the prescribed format as per prescribed timelines.
8	Check the website regularly for updates on policies, programmes and procedures.
9	Give their suggestions / inputs on drafts placed on Ministry's website / those circulated to them.
10	The participants to the meetings / conferences should attend the meetings / conferences with complete information.



Citizens' / Clients' Charter

for

Department of Land Resources

Address	NBO Building, G Wing, Nirman Bhawan, Maulana Azad Road, New Delhi-110011
Website ID	www.dolr.nic.in
Date Of Issue	January, 2011
Next Review	January, 2012

VISION / MISSION

Vision

To ensure optimum utilization and sustainable productivity of rainfed/degraded lands. To have an effective land use system based on efficient land information system (LIS).

Mission

1. To enhance the productivity of rainfed/ degraded lands and livelihood opportunities in rural areas through a participatory watershed development approach.

2. To put in place effective agrarian reforms, including efficient land use policy, and a transparent Land Records Management System (LRMS) with the aim of bringing in the system of conclusive titling.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Fixation of annual tentative allocation under Integrated Watershed Management Programme (IWMP) for all the States	10	Smt. Arti Chaudhary (AIG (WM))	arti.chaudhary@ nic.in@n ic.in	(24360692)	• Framing the proposal based upon approved weightage criteria for the States. • Approval of competent authority • Communication of allocation to the States	NA	NA	NA	0
2	Appraisal of project proposals under IWMP received from State Level Nodal Agencies (SLNAs)	15	Smt. Arti Chaudhary (AIG (WM))	arti.chaudhary@ nic.in	(24360692)	• Receipt of proposals from States • Scrutiny by programme officers [DIG/AIG (WM), Director (WM) & DC (WM)] • Appraisal of the proposal by the Steering Committee, a multidisciplinary Committee comprising of expert from various fields, chaired by Secretary (Land Resources) • Communication of the recommendations of the Committee to the States through website & by post.	• State Perspective & Strategic Plan (SPSP) (one time)• Annual proposals along with the Preliminary Project Reports (PPRs) • Presentation of the proposal, including a review of progress made in projects sanctioned earlier, by States before the Steering Committee for its consideration	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
3	Release of financial assistance with respect to proposals received from SLNAs under IWMP	20	Smt. Arti Chaudhary, AIG(WM) (States – Andhra Pradesh, Goa, Himachal Pradesh, Kerala, Madhya Pradesh, Punjab, Tamil Nadu, Uttar Pradesh and Uttarakhand), Shri V.M. Arora, Director(DDP) (States – Orissa, Rajasthan, Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim & Tripura), Dr. C.P. Reddy, DC(WM)(States – Bihar, Chhattisgarh, Gujarat, Jammu & Kashmir, Jharkhand, Haryana, Karnataka, Maharashtra and West Bengal)()	arti.chaudhary@nic.in, vm.arora@nic.in, drcpreddy@nic.in	(24360692)	• Receipt of complete proposals from the SLNA for release of central share of financial assistance. • Processing by the Programme Officers & approval of JS (WM). • Concurrence of Integrated Finance Division (IFD). • Issue of release order by the Programme Officers and release by the PAO.	For the 1st installment: • Sanction order from SLNA • Detailed list of projects • A certificate from the SLNA that the progress of preparation of DPR is satisfactory For any subsequent installment: • Physical & financial progress of projects • Utilization certificate • Audited Statement of Accounts • Any other document(s) considered to be necessary at the time of release	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	Release of financial assistance (2nd to 7th installment) to proposals under Desert Development Programme (DDP), Drought Prone Areas Programme (DPAP) and Integrated Wastelands Development Programme (IWDP)	20	Smt. Arti Chaudhary AIG (IWDP) (IWDP projects in all 20 Non-North Eastern States),Shri V.M. Arora, Director (DDP & IWDP-NE), (IWDP projects in all 8 North Eastern States and all DDP projects), Dr. C.P. Reddy, DC (DPAP) (All DPAP projects) ()	arti.chaudhary@nic.in, vm.arora@nic.in, drcpreddy@nic.in	(24360692)	• Receipt of project-wise complete proposals from the States for release of central share of financial assistance. • Processing by the Programme Officers & approval of JS (WM). • Concurrence of Integrated Finance Division (IFD). • Issue of release order by the programme officers and release by the PAO.	• Separate documents prescribed for different installments, the details are at www.dolr.nic.in	N/A	N/A	N/A
5	Financial assistance to the States/ UTs for implementation of the National Land Records Modernization Program (NLRMP)	15	Shri Charanjit Singh, Director (LR)()	dir-lr@nic.in	(23062456)	• Receipt of complete proposals from States/ UTs for release of Central share of financial assistance. • Processing of the proposals by the Divisio for consideration of the Project Sanctioning and Monitoring Committee and advising the States for modifications, if required. • Concurrence of Integrated Finance Division • Issue of release order by the Division and release by the PAO	• State/UT Perspective Plan (SPP) (one time) • Annual proposals in the prescribed proforma • Physical and financial progress including utilization certificate in respect of funds released earlier.	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
6	Financial assistance to Administrative Training Institutes/ Survey Training Institutes/ Patwari Training Schools for establishment of the NLRMP Cells	10	Shri Charanjit Singh, Director (LR)()	dir-lr@nic.in	(23062456)	• Receipt of complete proposals from States/ UTs for release of Central share of financial assistance. • Processing of the proposals by the Division for consideration of the Project Sanctioning and Monitoring Committee and advising the States for modifications, if required. • Concurrence of Integrated Finance Division • Issue of release order by the Division and release by the PAO	• Proposal in the prescribe proforma • Physical and financial progress including utilization certificate in respect of funds released earlier.	d N/A	N/A	N/A
7	Prompt Grievance Redressal	10	Shri Bibhuti Bhusan Patel, Deputy Secretary()	bibhuti.patel@nic.in	(23063160)	• Giving acknowledge-ment • Providing intermediate progress made, if required • Informing final closure of each complaint	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Fixation of annual tentative allocation under Integrated Watershed Management Programme (IWMP) for all the States	10.0	Before 31st March of the preceding financial year	31/03/2012	Date	10.00	Ministry records - the relevant file dealing with tentative allocation.
2	Appraisal of project proposals under IWMP received from State Level Nodal Agencies (SLNAs)	15.0	Average time taken from the date of receipt of complete proposals from States.	30	Days	15.00	File Tracking System for date of receipt of proposal, the date of issue of minutes of the Steering Committee.
3	Release of financial assistance with respect to proposals received from SLNAs under IWMP	20.0	Average time taken from the date of receipt of complete proposals from States.	45	Days	20.00	File Tracking System for date of receipt of proposal, the date of issue of sanction order as revealed in the relevant files.
4	Release of financial assistance (2nd to 7th installment) to proposals under Desert Development Programme (DDP), Drought Prone Areas Programme (DPAP) and Integrated Wastelands Development Programme (IWDP)	20.0	Average time taken from the date of receipt of complete proposals from States.	45	Days	20.00	File Tracking System for date of receipt of proposal, the date of issue of sanction order as revealed in the relevant files.
5	Financial assistance to the States/UTs for implementation of the National Land Records Modernization Program (NLRMP)	15.0	Average time taken from the date of receipt of complete proposals from States/UTs.	45	Days	15.00	File Tracking System for date of receipt of proposal, the date of issue of sanction order as revealed in the relevant files.
6	Financial assistance to Administrative Training Institutes/ Survey Training Institutes/ Patwari Training Schools for establishment of the NLRMP Cells	10.0	Average time taken from the date of receipt of complete proposals from States.	45	Days	10.00	File Tracking System for date of receipt of proposal, the date of issue of sanction order as revealed in the relevant files.

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
7	Prompt Grievance Redressal	10.0	Average time taken to acknowledge grievance received electronically through cpgrams portal/ post	5	Working Days	3.00	http://pgportal.gov.in and File Tracking System for date of receipt of complaint and disposal.
			Average time taken to provide information on intermediate progress made, in case complainant desires so.	15	Working Days	3.00	http://pgportal.gov.in and File Tracking System for date of receipt of complaint and disposal.
			Average time taken to provide information on final closure of the complaint from the date of final decision in the matter.	10	Working Days	4.00	http://pgportal.gov.in and File Tracking System for date of receipt of complaint and disposal.

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Bibhuti Bhusan Patel, Deputy Secretary	23063160	bibhuti.patel@nic.in	

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	State Government /Union Territory Departments
2	State Level Nodal Agencies (SLNAs)
3	Watershed Cell-cum-Data Centre (WCDC)
4	Project Implementing Agencies (PIAs)
5	Watershed Development Teams (WDTs)
6	Panchayati Raj Institutions (PRIs)
7	Watershed Committees (WCs)
8	People residing in the watershed area, including Self Help Groups (SHGs) and User Groups (UGs)
9	Training institutions
10	National Rainfed Area Authority (NRAA)
11	National Informatics Centre (NIC)
12	Central Government Ministries/Departments
13	Autonomous bodies
14	Non-Governmental Organizations (NGOs)
15	Administrative Training Institutes(ATIs)/ Survey Training Institutes(STIs)/ Patwar Training Schools (PTS)

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	There is no Responsibility Centre or Subordinate organization to this Department.				

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	State Governments should establish State Level Nodal Agency (SLNA) and other institutional structures as per Guidelines (available at www.dolr.nic.in) and oversee overall implementation of watershed projects through SLNA.
2	State Governments should ensure that all sanctioned posts are filled, that personnel posted in the institutions are not transferred frequently so that they get reasonable tenure to do the work efficiently, and that there is correlation between expertise/experience and nature of the job.
3	State Governments should submit regular reports and returns and should promptly update the Sate/Central databases with regard financial and physical data on the portal/website for the purpose, including expenditures.
4	SLNA should prepare a perspective and strategic plan of watershed development for the State on the basis of plans prepared at the block and district level and indicate implementation strategy and expected outputs / outcomes, financial outlays and submit it along with Preliminary Project Reports (PPRs) prepared by the Districts to DoLR for appraisal and clearance of projects by the Steering Committee.
5	SLNA should sanction projects for the State on the basis of projects appraised by the Steering Committee, and should release the State share timely.
6	SLNA should communicate the financial sanction of the projects to WCDCs and the PIAs and provide technical support to them.
7	SLNA should ensure preparation of technically sound Detailed Project Reports (DPRs) for the projects sanctioned, and submit Annual Action Plans to DoLR.
8	SLNA should provide technical support to PIAs from time to time.
9	SLNA should establish monitoring, evaluation and learning systems at various levels including on-line monitoring.
10	SLNA should prepare State specific Process Guidelines, Technology Manuals etc. in consultation with the DoLR/ NRAA/ Resource Organizations and operationalise the same.
11	SLNA/ State Government should ensure timely submission of complete proposals for release of funds for ongoing projects under DDP, DPAP, IWDP and IWMP. The complete proposal would mean a proposal from SLNA/ State along with all the requisite documents required as per norms issued by Watershed Division, from time to time, and admissible to Integrated Finance Division as a 'complete proposal' worth financial concurrence without seeking any further details or clarifications.
12	States/UTs should ensure timely preparation of State/UT Perspective Plan for the NLRMP
13	States/UTs should ensure timely submission of complete proposals seeking release of funds for districts and for the NLRMP Cell/Centre under the programme. The complete proposal under the NLRMP would mean a proposal from the State/UT Revenue Department in the prescribed proforma along with all the requisite documents and other information sought by Land Reforms Division, from time to time.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
14	States/UTs should ensure timely release of funds (Central and State share) to the implementing agencies under the NLRMP
15	States/UTs should ensure transparency & accountability in the project implementation and should submit reports/returns to the Ministry as per requirements of the scheme on time, and also update the State and Central databases with respect to physical and financial data, including expenditures.
16	States/UTs should ensure constitution of the State Level Monitoring Committee at State level and organize its regular meetings to monitor and review progress of the NLRMP.



Citizens' / Clients' Charter

for

Ministry of Micro, Small and Medium Enterprises

Address	Udyog Bhawan, New Delhi - 110107
Website ID	http://msme.gov.in
Date Of Issue	February, 2011
Next Review	December, 2012

VISION / MISSION

Vision

To ensure an orderly and robust growth and development of Micro, Small and Medium Enterprises and through this, continue and strengthen the role of MSMEs as an engine of growth for the Indian Economy.

Mission

Promote growth and development of Micro, small and Medium Enterprises, including Khadi, Village and Coir industries, in cooperation with concerned Ministries / Departments, State Governments and other stakeholders by providing support to existing enterprises and encouraging creation of new enterprises. To endeavor to achieve a cumulative growth of 40% in the number of registered enterprises and enhance this sector’s contribution to GDP from the present 8% to 10% by the end of 12th Plan.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval of proposal under MSE-CDP	5	Sh. P. Sarkar(JDC)	psarkar@dcmsme.gov.in	9868135798 (23062694)	1.Preparation of Diagonistic Study Report (DSR)	1. Proposal from Stakeholders.	N/A	N/A	N/A
						2. Soft intervention in the Cluster	2. Application from Stakeholder with copy of approved DSR	N/A	N/A	N/A
						3. Hard intervention viz. Common Facility Centres.	3. Application from Stakeholder with DPR, proof of commitment regarding required financial contribution, availability of land, commitment of State Government concerned etc. as per the Scheme Guidelines available at o/o dcmsme website: http://www.dcmsme.gov.in	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
2	Approval of new proposals from KVIC and Coir Board for development of traditional industries clusters under SFURTI	5	Shri Angshuman Dey,(Director)	angshuman.dey@nic.in	(23062745)	Examination in the concerned section	Diagnostic Study Report Cluster Action Plan Consent letter from the state Government	N/A	N/A	N/A
3	Credit Linked Capital Subsidy for technology upgradation of micro and small enterprises in select sub-sectors / products approved under the Credit Linked Capital Subsidy Scheme(CLCSS)	5	Sh. D.Baidya(Dy Director)	dibyendubaidya@yahoo. co.in	9968012595 (23061198)	Examination of the request by the concerned Division, obtaining administrative and financial approval by the Competent Authority, Sanction and release of funds.	Application duly recommended by the bank sanctioning the linked loan fro technology upgradation as per the Scheme Guidelines abailable at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A
4	Approval of proposals from KVIC and MGIRI for participation in international exhibitions.	2	Shri Angshuman Dey,(Director)	angshuman.dey@nic.in	(23062745)	1. Examination in the concerned section	Prescribed format and documentation outlined in the scheme, Check-list	N/A	N/A	N/A
						2. Concurrence of the IF Wing	File with recommendation of Admn. Wing	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
						3. Approval by the Competent Authority	I F Wing's concurrence	N/A	N/A	N/A
						4. Issue of order	Approval of the Competent Authority	N/A	N/A	N/A
5	Approval of proposals from Coir Board for participation in international exhibitions.	2	Shri V K Wadhwa,(Deputy Secretary)	dir.ari@nic.in	(23062736)	1. Examination in the concerned section	Prescribed format and documentation outlined in the scheme, Check-list	N/A	N/A	N/A
						2. Concurrence of the IF Wing	File with recommendation of Admn. Wing	N/A	N/A	N/A
						3. Approval by the Competent Authority	I F Wing's concurrence	N/A	N/A	N/A
						4. Issue of Order	Approval of the Competent Authority	N/A	N/A	N/A
6	Approval of proposal under International cooperation scheme	1	Sh. Jithesh John(Joint Director)	jithesh@nic.in	(23063198)	1. Examination in the section	Prescribed application form	N/A	N/A	N/A
						2. Approval of proposal by the screening Committee	N/A	N/A	N/A	N/A
						3. Approval by Secretary (MSME)	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
7	Approval of Proposals received from State Governments / Others seeking financial assistance on matching basis for strengthening the training infrastructure of the existing /new EDIs under the scheme “Assistance to Training Institutions”.	1	Sh. U. Viswanadham(Deputy Secretary)	u.viswanadham@nic.in	(23063142)	1.Examination of proposals in the section P- II	Proof of clear title of land in the name of applicant organisation Project cost/ cost estimates duly vetted by Government Organisation/ authorised agency Commitment of applicable contribution by the applicant organisation.	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
							Clear recommendation of the State / UT Government regarding the amount of central assistance after examining the purpose, financial estimates for the proposals. Building plan duly approved by the Local Body/ Authorised Agency			
						2. Placing the proposal Before Screening Committee for its recommendation	N/A	N/A	N/A	N/A
						3. Approval by the Secretary (MSME) of the recommendation of Screening 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
8	Approval of proposal of Training Programmes under the scheme "Assistance to Training Institutions".	2	Sh. U. Viswanadham(Deputy Secretary)	u.viswanadham@nic.in	(23063142)	1. Examination of proposals in the Section P-II	Proposals with complete details of the training programmes including venue, duration, type of programme,content. Examination and clear recommendation of the Apex Organisation	N/A	N/A	N/A
							Data entry of the programmes by Apex Organisations in the softwa UC for earlier grants.			
						2. Placing the proposal Before Screening Committee for its recommendation.	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
						3. Approval by the Secretary (MSME) of the recommendation of the Screening Committee	N/A	N/A	N/A	N/A
						4. Online approval of approved programmes Convey administrative approval.	N/A	N/A	N/A	N/A
9	Approval of proposals to Host Institutions as Business Incubators(BIs) and incubatees under BIs for support of innovative business ideas which could be commercialize in a year.	1	Shri Anupam Mishra(Addl. Economic Advisor)	anupammish raoffice@g mail. com	8527859835 (23062230)	Examination of the proposal by the concerned Division. Obtaining administrative and financial approvals of the Competent Authority. Sanction and release of funds	Proposals in the prescribed format with summary of the bussiness proposal from Incubatees as per Scheme Guidelines available at o/o dcmsme website: www. dcmsme.gov.in	N/A	N/A	N/A
10	Approval of proposals under NMCP schemes (Design Clinic, Lean Manufacturing, TEQUP, QMS/QTT, ICT)	10	Sh. Abhay Bakre(JDC)	abhaybakre@ dcmsme.g ov.in	9910500573 (23061091)	Examination of the proposal by the concerned Division. Obtaining administrative and financial approvals of the Competent Authority. Sanction and release of funds	Application in the prescribed format alongwith documentation as per Scheme Guidelines available at o/o dcmsme website: www. dcmsme.gov.in	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
11	Empanelment of Udyami Mitra	1	Sh. U. Viswanadham(Deputy Secretary)	u.viswanadham@nic.in	(23063142)	1. Examination of proposals in RGUMY Cell	Recommendation of Director/ Commissioner Industries concerned State and Apex organisation Fulfilment of the eligibility criterian as per scheme guidelines available on www.msme.gov.in & rgumy.nic.in.	N/A	N/A	N/A
						2. Placing the proposal Before Screening Committee for its recommendation.	N/A	N/A	N/A	N/A
						3. Approval by the Secretary (MSME) of the recommendation of the Screening 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
12	Approval of proposals received from MSME-DIs for organising sensitization Workshops on WTO	2	Sh. S.K.Sharma(Director)	sksharmawto@ dcmsme. gov.in	9811826548 (23062237)	Examination of the proposal by the concerned Division. Obtaining administrative and financial approvals of the Competent Authority. Sanction and release of funds	Proposal from MSMEDIs as per guidelines of the scheme available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A
13	Approval of proposals under IPR (NMCP scheme)	1	Shri Pankaj Garg(JDC)	pankaj.garg@nic.in	9868433515 (23061726)	Release of funds to the Implementing Agency	Application in the prescribed format alongwith documentation as per Scheme Guidelines available at o/o dcmsme website: www. dcmsme.gov.in	N/A	N/A	N/A
14	Reimbursement of fee for registration of Bar Code	2	Sh N.K.Verma(Dy Dir)	madivision22@ gmail.co m	9810275240 (23063800)	Sanction of funds to the applicant Enterprise.	Application in the prescribed format alongwith documentation as per Scheme Guidelines available at o/o dcmsme website: www. dcmsme.gov.in	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
15	Timely release of Funds for strengthening the training infrastructure of the existing / new EDIs under the scheme "Assistance to Training Institutions".	1	Sh. U. Viswanadham(Deputy Secretary)	u.viswanadham@nic.in	(23063142)	1. Examination in the section P-II as per terms and conditions of approval conveyed.	Proof of Contribution of Applicant Organisation	N/A	N/A	N/A
							Proof of opening of single bank account for depositing applicant contribution & Govt. assistance.			
						2. Approval of JS (SME)	N/A	N/A	N/A	N/A
						3. Concurrence to the proposals by Internal Finance Wing	N/A	N/A	N/A	N/A
						4. Approval by the Secretary (MSME)	N/A	N/A	N/A	N/A
						5. Issue of sanction letter, preparation of Bills and submission to PAO	Pre-stamped Receipt from the Grantee institution Undertaking Bond in case of private organisations Proof of Registration under CGA	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
						6. Pay order by PAO with approval of CCA, drawal of cheque and RTGS transfer to account of Grantee institution	N/A	N/A	N/A	N/A
16	Timely release of grant – in – aid for conducting training programmes	2	Sh. U. Viswanadham(Deputy Secretary)	u.viswanadham@nic.in	(23063142)	1. Examination in the section P-II as per terms and conditions of approval conveyed.	Certificate of Utilization (UC) of funds released earlier as per GFR Form No 19A Commitment by Apex Organisations of training programmes to be completed in the financial year.	N/A	N/A	N/A
						2. Approval of JS (SME)	N/A	N/A	N/A	N/A
						3. Concurrence to the proposals by Internal Finance Wing	N/A	N/A	N/A	N/A
						4. Approval by the Secretary (MSME)	N/A	N/A	N/A	N/A
						5. Issue of sanction letter, preparation of Bills and submission to PAO	Pre-stamped Receipt from the Grantee institution	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
							Undertaking Bond in case of private organisations Proof of Registration under CGA			
						6. Pay order by PAO with approval of CCA, drawal of cheque and RTGS transfer to account of Grantee institution	N/A	N/A	N/A	N/A
17	Release of funds to KVIC and MGIRI under different schemes	19	Shri Angshuman Dey,(Director)	angshuman.dey@nic.in	(23062745)	1. Examination of proposals in the concerned section	Certificate of Utilization (UC) of funds released earlier as per GFR Form No 19A Progress Report showing physical and financial achievement in clear terms, adequately explaining shortfall if any and how will the shortfall be made up.	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
							Action Plan (with timeline) for the proposed utilization of the funds sought			
						2. Concurrence to the proposals by Internal Finance Wing	Recommendation of the Admnistrative Ministry on file.	N/A	N/A	N/A
						3. Approval by the Secretary (MSME)	Concurrence of IF Wing on file.	N/A	N/A	N/A
						4. Issue of sanction letter, raising of Bills and submission to PAO	Pre-stamped Receipt from the Grantee institution	N/A	N/A	N/A
						5. Pay order by PAO with approval of CCA, drawal of cheque and RTGS transfer to account of Grantee institution	Bills from the D.D.O.	N/A	N/A	N/A
18	Release of funds to Coir Board under different schemes	10	Shri V K Wadhwa,(Deputy Secretary)	dir.ari@nic.in	(23062736)	1. Examination of proposals in the concerned section	Certificate of Utilization (UC) of funds released earlier as per GFR Form No 19A	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
							Progress Report showing physical and financial achievement in clear terms, adequately explaining shortfall if any and how will the shortfall be made up. Action Plan (with timeline) for the proposed utilization of the funds sought			
						2. Concurrence to the proposals by Internal Finance Wing	Recommendation of the Admnistrative Ministry on file.	N/A	N/A	N/A
						3. Approval by the Secretary (MSME)	Concurrence of IF Wing on file.	N/A	N/A	N/A
						4. Issue of sanction letter, raising of Bills and submission to PAO	Pre-stamped Receipt from the Grantee institution	N/A	N/A	N/A
						5. Pay order by PAO with approval of CCA, drawal of cheque and RTGS transfer to account of Grantee institution	Bills from the D.D.O.	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
19	Release of funds to Credit Guarantee Fund Trust for Micro, Small Enterprises (CGTMSE)	5	Sh. Anupam Mishra(AEA)	anupammishraoffice@g mail.com	8527859835 (23062230)	Release of Government Contribution to the Corpus Fund.	Request from CGTMSE with confirmation from SIDBI about release of their propotionate share to the Corpus as per Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A
20	Release of funds (Grant-in-Aid) by O/o DC(MSME) to MSME-Tool Rooms/Technology Development Centres	5	Sh. R.K.Rai(Director)	k.rai@nic.in	9818117168 (23062561)	Release of funds to the autonomous body concerned with the approval of Competent Authority.	Proposal in the prescribed format on items as per approved action plan as per the Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in	N/A	N/A	N/A
21	Release of fund to SIDBI towards Portfolio Risk Fund under Micro Finance Programme	1	Sh. Anupam Mishra(AEA)	anupammishraoffice@g mail.com	8527859835 (23062230)	Release of funds to SIDBI.	Application in the prescribed format as per Scheme Guidelines available at o/o dcmsme website: www.dcmsme.gov.in	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
22	Release of funds under marketting assistance scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of GoI	1	Sh. Jithesh John(Joint Director)	jithesh@nic.in	(23063198)	1. Examination of proposal recived from NSIC in the section	Proposal and relevent documents	N/A	N/A	N/A
						2. Examination and concurrence of Integrated finance wing(IFW) of the ministry	N/A	N/A	N/A	N/A
						3. Issue of sanction order and release of funds	N/A	N/A	N/A	N/A
23	Release of funds under performance and credit rating scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of GoI	1	Sh. Jithesh John(Joint Director)	jithesh@nic.in	(23063198)	1. Examination of proposal recived from NSIC in the section	Proposal and relevent documents	N/A	N/A	N/A
						2. Examination and concurrence of Integrated Finance wing (IFW) of the Ministry	N/A	N/A	N/A	N/A
						3. Issue of sanction order and release of funds	N/A	N/A	N/A	N/A
24	Providing policy support and guidance to KVIC and MGIRI as and when required	2	Shri Angshuman Dey,(Director)	angshuman.dey@nic.in	(23062745)		Relevant documents			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
25	Providing policy support and guidance to Coir Board as and when required	3	Shri V K Wadhwa,(Deputy Secretary)	dir.ari@nic.in	(23062736)	Examination in the concerned section	Relevant documents	N/A	N/A	N/A
26	Prompt Grievance Redressal	10	Shri M.P. Singh, Shri P.P. Murlidharan,Shri. Angshuman Dey,(EA, Dy Secy, Director)	singhmps@gmail.com; ds.sme@nic.in; angshumandey@nic.in	(23061277)	Grievance relating to the jurisdiction of the Ministry, O/o DC (MSME) can be submitted both electronically (via http://pgportal.gov.in) or by making call to Udyami Helpline 1800-180-6763 or in writing via registered post	Upscalation protocol as per the nature of the complaint.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Approval of proposal under MSE-CDP	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	5.00	Ministry Records
2	Approval of new proposals from KVIC and Coir Board for development of traditional industries clusters under SFURTI	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	5.00	Ministry Records
3	Credit Linked Capital Subsidy for technology upgradation of micro and small enterprises in select sub-sectors / products approved under the Credit Linked Capital Subsidy Scheme(CLCSS)	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	5.00	Ministry Records
4	Approval of proposals from KVIC and MGIRI for participation in international exhibitions.	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	2.00	Ministry Records
5	Approval of proposals from Coir Board for participation in international exhibitions.	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	2.00	Ministry Records
6	Approval of proposal under International cooperation scheme	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	75	Days	1.00	Ministry Records
7	Approval of Proposals received from State Governments / Others seeking financial assistance on matching basis for strengthening the training infrastructure of the existing /new EDIs under the scheme “Assistance to Training Institutions”.	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	1.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
8	Approval of proposal of Training Programmes under the scheme "Assistance to Training Institutions".	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	2.00	Ministry Records
9	Approval of proposals to Host Institutions as Business Incubators(BIs) and incubatees under BIs for support of innovative business ideas which could be commercialize in a year.	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	1.00	Ministry Record
10	Approval of proposals under NMCP schemes (Design Clinic, Lean Manufacturing, TEQUP, QMS/QTT, ICT)	10.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	32	Days	10.00	Ministry Records
11	Empanelment of Udyami Mitra	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	75	Days	1.00	Ministry Records
12	Approval of proposals received from MSME-DIs for organising sensitization Workshops on WTO	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	2.00	Ministry Records
13	Approval of proposals under IPR (NMCP scheme)	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	1.00	Ministry Records
14	Reimbursement of fee for registration of Bar Code	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	2.00	Ministry Records
15	Timely release of Funds for strengthening the training infrastructure of the existing / new EDIs under the scheme "Assistance to Training Institutions".	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	35	Days	1.00	Ministry Records

Main Services / Transactions

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
16	Timely release of grant – in – aid for conducting training programmes	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	35	Days	2.00	Ministry Records
17	Release of funds to KVIC and MGIRI under different schemes	19.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	19.00	Ministry Records
18	Release of funds to Coir Board under different schemes	10.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	10.00	Ministry Records
19	Release of funds to Credit Guarantee Fund Trust for Micro, Small Enterprises (CGTMSE)	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	5.00	Ministry Records
20	Release of funds (Grant-in-Aid) by O/o DC(MSME) to MSME-Tool Rooms/ Technology Development Centres	5.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	5.00	Ministry Records
21	Release of fund to SIDBI towards Portfolio Risk Fund under Micro Finance Programme	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	30	Days	1.00	Ministry Records
22	Release of funds under marketting assistance scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of GoI	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	16	days	1.00	Ministry Records
23	Release of funds under performance and credit rating scheme to implementing agency i.e. National Small Industries Corporation (NSIC), a PSU of GoI	1.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	16	Days	1.00	Ministry Records

Main Services / Transactions

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
24	Providing policy support and guidance to KVIC and MGIRI as and when required	2.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	55	Days	2.00	Ministry Records
25	Providing policy support and guidance to Coir Board as and when required	3.0	Maximum time taken from the date of receipt of the fully completed proposal in all respects	35	Days	3.00	Ministry Records
26	Prompt Grievance Redressal	10.0	Average time taken to enter the grievance in CPGRAM i.e. http://pgportal.gov.in) received through Udyami Helpline 1800-180-6763 or in writing via registered post.	20	Days	1.00	CPGRAMS & Ministry's Records
			Average time taken to send communication for additional information	35	Days	1.00	CPGRAMS & Ministry's Records
			Average time taken for grievance settlement	75	Days	8.00	CPGRAMS & Ministry's Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	O.o DC (MSME): Shri M.P. Singh Economic Adviser	23061277	singhmps@gmail.com	
2	ARI: Shri. Angshuman Dey, Director	23062745	angshuman.dey@nic.in	
3	SME: Shri P.P. Murlidharan Dy Secy	23061431	ds.sme@nic.in	

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	State Governments
2	MSME Associations
3	Micro, Small and Medium Enterprises
4	National Small Industries Corporation Ltd (NSIC)
5	Khadi and Village Industries Commission (KVIC)
6	Coir Board
7	National Level Entrepreneurship Development Institutes (EDIs) e.g. National Instituite for Entrepreneurship and Small Business Development (NIESBUD)-NOIDA, National Institutefor Micro, Small and Medium entreprises (Ni-MSME)-Hyderabad, Indian Institute of Entrepreneurship (IIE)-Guwahati,
8	Mahatma Gandhi Institute of Rural Industrilisation (MGIRI)
9	State level EDIs
10	Training Institutions
11	MSME Tools Rooms
12	MSME-DIs (Development Institutes)
13	Small Industries Development Bank of India (SIDBI)

List of Stakeholders/Clients

S.	Stakeholders / Clients
14	National Bank for Agriculture and Rural Development
15	Public Sector Banks
16	The Tamil Nadu Induatrial Investment Corporation Ltd., Chennai.
17	State Industiral Development Corporations
18	State Industrial Infrastructure Development Corporations
19	Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE)
20	Citizens

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Small Industries Corporation Ltd	011-26926275, 26910910	info@nsic.co.in		Okhla Industrial Estate, Phase- III, New Delhi.
2	Khadi and Village Industries Commission, (KVIC),	022-26714320-25	dit@kvic.gov.in		"Gramodaya""3, Irla Road, Vile Parle (West), Mumbai - 400056, Maharashtra.
3	National Institute for Entrepreneurship and Small Business Development (NIESBUD),	0120-2403051-54	info.niesbud@nic.in		A-23-24, Sector-62, Institutional Area, Phase-II, NOIDA-201301.
4	National Institute for Micro, Small and Medium Enterprises (NI-MSME),	040-23608544-46	registrar@nimsme.org		Yousuf Gauda, Hyderabad – 500 045.
5	Indian Institute of Entrepreneurship (IIE),	0361-2302646, 2300994, 2300123	iieindia1@bsnl.in		37, NH Bypass, Lalmati, Basistha Chariali, Guwahati – 781 029, Assam.
6	Coir Board	0484-2351807, 2351788	coirboard@vsnl.com		"Coir House", M.G. Road, Ernakulam, Kochi-682016, Kerala
7	Mahatama Gandhi Institute of Rural Industrialisation	07152-253512	director.mgiri@gmail.com		Maganwadi, Warda-442001, Maharashtra
8	MSME-Tool Room, (Indo German Tool Room)	0240 2486832, 2482593, 2470541	gm@igtr-aur.org		P-31, MIDC, Chikalthana Indl. Area, Aurangabad 431 006
9	MSME-Tool Room, (Indo German Tool Room).	079 25840966, 25841963	gm@igtrahd.com		Plot-5003, Phase-IV, GIDC Vatva, Mehmedabad Road, Ahmedabad 382 445 (Gujarat).

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
10	MSME-Tool Room, (Indo German Tool Room),	0731 4210700/03/04 4210701	indigtr@sancharnet.in		Plot No.291/B -302/A, Sector- E, Sanwer Road, Industrial Area, Indore 452 003 (MP).
11	MSME-Tool Room (Central Tool Room),	0161 2670057, 2670058, 2670059, 2676166	info@ctrludhiana.com		A-5, Focal Point,Ludhiana 141 010 (Punjab).
12	MSME-Tool Room (Central Tool Room & Training Centre)	033 25771492, 25771068	cttckolkata@vsnl.com		Bonhooghly Indl. Area, Kolkata 700 108 (W.B.).
13	MSME-Tool Room, (Central Tool Room & Training Centre),	0674 2742100, 2743349, 3011700	cttc@satyam.net.in		B-36, Chandaka Indl. Area, P.O. Patia, Bhubaneswar 751 024 (Orissa).
14	MSME-Tool Room (Indo Danish Tool Room)	0657 2201261/62, 2200507	reach@idtrjamshedpur.com		M-4 (Part) Phase-VI, Tata Kandra Road, Gamharia, Jamshedpur 832 108 (Jharkhand).
15	MSME-Tool Room (Tool Room & Training Centre)	0361 2655542	trtc_ghy@rediffmail.com		Amingaon Industrial Area, North Guwahati Road, Amingaon, Guwahati 781 031
16	MSME-Tool Room, (Central Institute of Hand Tools),	0181 2290226, 2290225, 2290196	institute_jld@dataone.com		G.T. Road, Bye Pass, Jalandhar-144008 (Punjab).
17	MSME-Technology Development Centre (Institute for Design of Electrical Measuring Instruments),	022 24050301/2/3/4	idemi@vsnl.net		S.T. Tope Marg, Chunabhatti Sion,P.O. Mumbai-400022.
18	MSME-Technology Development Centre (Electronics Service & Training Centre)	05947 251201, 251530, 255951	pd_estc@sancharnet.in		Kaniya, Ramnagar, Dist. Nainital-244715, Uttarakhand.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
19	MSME-Technology Development Centre, (Process cum Product Development Centre)	0121 2511779	info@ppdcmeerut.com		Sports Goods Complex, Delhi Road, Meerut-250002 (U.P.).
20	MSME-Technology Development Centre, (Process and Product Development Centre)	0562 2344006, 2344673	ppdc@sancharnet.in		Foundry Nagar, Agra-282006 (U.P.).
21	MSME-Technology Development Centre, (Central Footwear Training Institute),	044 22501529	cfti@vsnl.net		65/1, G.S.T. Road, Guindy, Chennai-600032
22	MSME-Technology Development Centre, (Central Footwear Training Institute),	0562 2642005, 2642004	info@cftiagra.org.in		C – 41& 42, Site 'C', Sikandra, Industrial Area, Agra-282007 (U.P.).
23	MSME-Technology Development Centre. (Fragrance & Flavour Development Centre),	05694 234465, 234791	ffdcknj@sancharnet.in		Industrial Estate, GT Road, P.O. Makrand Nagar, Kannauj, -209726 (U.P.).
24	MSME-Technology Development Centre, (Centre for Development of Glass Industry),	05612 232293	cdgifzbd@sancharnet.in		A-1/1, Industrial Area, Jalesar Road, P.O. Muiddinpur, Firozabad-283203 (U.P.).
25	MSME-Tool Room (Central Institute of Tool Design)	040 23774536, 23772748	hyd1_citdhyd@sancharnet.in		A-1 to A-8 APIE, Balanagar, Hyderabad 500 037 (A.P.)

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Receipt of application/ proposal complete in all respects as per respective scheme guidelines available on web-site of Ministry i.e. www.msme.gov.in.
2	Proper utilisation of central financial assistance released.
3	As per the Terms & Reference stated in the respective Scheme Guidelines.
4	To check the Ministry of MSME website regularly for updates.



Citizens' / Clients' Charter

for

Ministry of Mines

Address	Shastri Bhawan, Dr. Rajendra Prasad Marg, New Delhi-110001
Website ID	http://mines.gov.in
Date Of Issue	January, 2012
Next Review	January, 2013

VISION / MISSION

Vision

Achieve optimal utilization of India s mineral resources for its industrial growth and socio-economic development, through scientific exploration, sustainable mining practices and geo scientific research and development.

Mission

1. To develop geo-scientific partnerships with State Governments, Industry and other Stakeholders for management of mineral resources and development of mineral based industries on an eco-friendly basis.

2 To achieve and maintain transparency in allotment / transferability of mineral concessions.

3. To ensure that the Geological Survey of India (GSI) and Indian Bureau of Mines (IBM) provide the expected standards of services to stakeholders.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Processing of mineral concession proposals recommended by the State Governments for approval of the Central Government.	20	Shri R.K Malhotra(Director)	rk.malhotra@nic.in	(23383958)	Processing of mineral concession proposals in the light of the provisions of the MMDR Act, 1957 and the rules and guidelines framed thereunder.	N/A	N/A	N/A	N/A
						Using the Mineral Concession Approval System (MCAS) so as to bring about efficiency and transparency in processing the mineral concession proposals.	N/A	N/A	N/A	N/A
2	Revision application filed against orders of the State Government	20	Shri Pramod Chand(Under Secretary)	uspramodchand312@ gm ail.com	9971158255 (23384743)	Admission of application	Revision application with fees	For each application	DD	5000
						Final Order	N/A			
						Processing of application and hearing on application	N/A			
3	Making available Mineral Inventory data resources and reserves to General Public and Stakeholders on lease hold and free hold areas	10	Shri R.N. Meshram(Chief Mineral Economists, IBM, Nagpur)	cme@ibm.gov.in	9422509245	Application to be made to CME indicating the information required alongwith DD payable in name of PAO, IBM, Nagpur	N/A	Per Lease	DD	650

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Making available Mineral Year Book giving details on Status of Mineral Industry and in-depth review of developments in the Mineral Sector to the Stakeholders.	7.5	Shri A.K Singh(Chief Editor, IBM, Nagpur)	ce.press@ibm.gov.in	9422320721	Apply for hard copy to Chief Editor, with DD in favour of PAO, IBM, Nagpur	N/A	Publication	DD	2600
						Available on website of IBM (www.ibm.nic.in)	N/A			
5	Making available Bulletin on Monthly Statistics on Mineral Productions	7.5	Shri A.K Singh(Chief Editor, IBM, Nagpur)	ce.press@ibm.gov.in	9422320721	Apply for hard copy to Chief Editor, with DD in favour of PAO, IBM, Nagpur (Rs. 350 per issue, Rs. 4200 for 12 issues)	N/A	Publication	DD	350
6	a) Grievance Acknowledgment	2	Shri Chandramani Sharma(Director)	chandramani.shrama@ ni c.in	(23383096)	Acknowledgment	N/A	N/A	N/A	N/A
7	b) Grievance Redressal	10	Shri Chandramani Sharma,(Director)	chandramani.shrama@ ni c.in	(23383096)	Disposal	N/A			
						Processing and examination of grievances	N/A			
8	Ensuring availability of data on GSI Portal as per free Data Policy.	10	Dr. Sreenivasa Madabhushi(DDG, IT, GSI, kolkata)	srinivasmadabhushi@ gm ail.com	9432014975 (22521533)	Uploading within 3 months	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
9	Approval for Holding of workshops / seminar in India	8	Shri Anand Kumar Patney(Deputy Secretary)	akpatney@gamil.com	(23384740)	Decision within 2 months	N/A			
10	S&T Grant in aid	5	Shri R.K Malhotra(Director)	rk.malhotra@nic.in	(23383958)	3 Months on receipt of complete proposal	N/A			

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Processing of mineral concession proposals recommended by the State Governments for approval of the Central Government.	20.0	Percentage of disposal of cases pending over 9 Months.	80	%	20.00	Files and website database of MCAS
2	Revision application filed against orders of the State Government	20.0	Percentage of disposal of Revision Application pending for more than 15 months as on 31.03.2011	80	%	20.00	Files and website database RAs
3	Making available Mineral Inventory data resources and reserves to General Public and Stakeholders on lease hold and free hold areas	10.0	Timely furnishing of data	35	Days	10.00	Information from Mineral Industry and exploration agencies.
4	Making available Mineral Year Book giving details on Status of Mineral Industry and in-depth review of developments in the Mineral Sector to the Stakeholders.	7.5	Timely furnishing of Mineral Year Book	35	Days	3.75	Information from Mineral Industry and exploration agencies.
			Timely furnishing of Mineral Year Book	35	Days	3.75	Information from Mineral Industry and exploration agencies.
5	Making available Bulletin on Monthly Statistics on Mineral Productions	7.5	Timely furnishing of bulletin on Monthly Statistics on Minerals Production.	35	Days	7.50	Infomation from Mineral Industry
6	a) Grievance Acknowledgment	2.0	Acknowledgment	5	Days	2.00	Files/ records
7	b) Grievance Redressal	10.0	Redressal/ disposal	50	Days	10.00	Files/ records
8	Ensuring availability of data on GSI Portal as per free Data Policy.	10.0	Timely availability of Data on the portal.	4	Months	10.00	GSI Portal

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Approval for Holding of workshops / seminar in India	8.0	Time taken for the data receipt of the fully completed proposal.	3	Months	8.00	Files/records
10	S&T Grant in aid	5.0	Time taken for the data receipt of the fully completed proposal.	4	Months	5.00	Files/records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Arun Kumar, Joint Secretary	23384741	jsm-mines@nic.in	9968382843

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	All mineral bearing States / UTs
2	All companies and individuals eligible for getting mineral concessions as per the provisions of the Mines Mineral and Development Regulation Act, 1957 (MMDR).
3	Industry Associations
4	Ministry of Environment and Forests
5	Ministry of Steel
6	Ministry of Defence
7	Ministry of Civil Aviation
8	Ministry of Law
9	Ministry of Personnel Public Grievances and Pensions.
10	Ministry of Railways
11	Department of Revenue
12	Ministry of Shipping
13	CONSULTATIONS WITH THE STAKEHOLDERS • The Ministry of Mines holds regular consultations with all stakeholders including NGOs on matters relating to mineral concession. A Central Coordination-cum-Empowered Committee has been constituted in the Ministry of Mines under the chairpersonship of Secretary (Mines) to monitor and minimize delays in grant of approvals for mineral concessions. The Committee consists of the Central Ministries/Departments concerned and the Secretaries in charge of Mining & Geology in the States and meets six-monthly. The issues as raised during these meetings are regularly
	followed up by the Ministry with the State Governments and other offices / agencies concerned. • Comments of the Stakeholders on the Charter has been taken.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Geological Survey of India,	22861676	ddg.ppm@gsi.gov.in	0943305683	27, J.L. Nehru Road, Kolkata-700016, West Bengal
2	Indian Bureau of Mines,	2560041	cg@ibm.gov.in	0942311794	Indira Bhavan, IBM Headquater, Civil Lines, Nagpur- 440102.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	For mineral concessions, complete information's from State Governments as per MMDR Act and connected guidelines
2	Availability of necessary inputs (Finance/ Clearances / Approval and other infrastructure details) from stakeholders.
3	Compliance of guidelines / norms
4	Active cooperation from service recipients and Stakeholders
5	Timely nomination of members and active participation in meeting especially Central Empowered Committee (CEC).
6	Timely filling up of vacancies .
7	Proactive participation from other Ministries/ Departments



Citizens' / Clients' Charter

for

Ministry of Minority Affairs

Address	11th Floor, Paryavaran Bhawan, CGO Complex, Lodhi Road, New Delhi-110003
Website ID	www.ministryofminorityaffairs.gov.in
Date Of Issue	February, 2011
Next Review	January, 2012

VISION / MISSION

Vision

Empowering the minority communities and creating an enabling environment for strengthening the multi-cultural, multi- lingual and multi-religious character of our nation.

Mission

To improve the socio-economic conditions of the minority communities through affirmative action and inclusive development so that every citizen has equal opportunity to participate actively in building a vibrant nation. To facilitate an equitable share for minority communities in education, employment, economic activities and to ensure their upliftment.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Convey financial and/or physical targets under pre matric, post matric, merit cum means and scholarships to States/UTs and advertisement.	4.00	Sh. Lucas L. Kamsuan. (Deputy Secretary (SS).)	lucaslkam.suan@nic.in	9911783377 (24364279)	Allocation to States / UTs based on equitable criteria.	Plan Allocation, Census data.	N/A	N/A	N/A
2	Release of advance grants for pre matric, post matric scholarship schemes to States/UTs on receipt of Utilisation Certificates for funds released for the previous year.	10.00	Sh. K.D.Singh. (Under Scretary (SS).)	kumar_diwakar@yahoo.c o.in	9968078756 (24364277)	Based on utilization of previous release, financial concurrence is obtained.	Application and UC for previous release.	N/A	N/A	N/A
3	Provide interim reply to the State Government / UT on adequacy of proposals received for release of scholarships.	8.00	Sh. K.D.Singh / Sh. S.K.Mishra. (Under Secretary/ Assistant Director.)	kumar_diwakar@yahoo.c o.in mishra.sujit@nic.in	9968078756 (24364277)	Proposals including documents are scrutinized and deficiencies, if any, are conveyed to States / UTs.	Forwarding letter, Check list, UCs, CD.	N/A	N/A	N/A
4	Release of funds to States/UTs for Scholarship Schemes on receipt of complete proposals.	16.00	Sh. K.D.Singh / Sh.S.K.Mishra. (Under Secretary/ Assistant Director.)	kumar_diwakar@yahoo.c o.in mishra.sujit@nic.in	9968078756 (24364277)	Based on scrutiny of documents, financial concurrence is obtained. Sanction order is thereafter issued based on which funds released by PAO.	Forwarding letter, Check list, CD, UCs.	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
5	Conveying Letter of Sanction to Coaching Institutions on holding the Selection Committee.	1.00	Sh. S.C Das(Under Secretary (IM).)	sc.das@nic.in	9958278492 (24369215)	After advertisement inviting proposals from coaching institutions,Selection Committee meeting is held under the chairmanship of Secretary(MA), Decisions of the Selection Committee are conveyed to the Coaching Institutes after the minutes of the meeting of the Selection Committee are approved.	Applications of Coaching institutions, Minutes of the meeting of the Selection Committee.	N/A	N/A	N/A
6	Provide interim reply on adequacy of proposals received for release of grants to Coaching Institutions on receipt of proposal.	0.5	Sh. S.C.Das. (Under Secretary (IM).)	sc.das@nic.in	9958278492 (24369215)	Applications of the Selected Coaching Institutions for release of funds are scrutinized and deficiencies, if any, are conveyed to the respective institutions.	Request letter, list of students undergoing coaching alongwith details, UC for previous release if any.	N/A	N/A	N/A
7	Release of funds to Coaching Institutions subject to receipt of complete proposals.	0.5	Sh. S.C.Das. (Under Secretary(IM).)	sc.das@nic.in	9958278492 (24369215)	If proposals, on scrutiny, are found in order, financial concurrence is obtianed. Thereafter on issue of sanction order, PAO releases funds to the institution.	Request letter, list of students undergoing coaching alongwith details, UC for previous release if any.	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
8	On approval of the minutes of the meeting of Empowered Committee for Multi-sectoral Development Programme(MsDP) implemented in Minority Concentration Districts (MCDs), issue letter of approval to States/UTs.	8.00	Sh. Dheeraj Kumar(Director (PP).)	dheeraj.kumar@nic.in	9911003856 (24364282)	Obtaining district plans,preparing agenda notes, convening Empowered Committee meetings, finalisation of minutes and conveying letter of approval of projects in the district plan to States/UTs.	Districts plans, minutes of Empowered Committee meeting, letters from the States/ UTs.	N/A	N/A	N/A
9	On receipt of commitment/ clarifications from States/UTs, release of 1st installment to States/UTs for approved projects under MsDP.	4.00	Smt.Geeta Mishra & Sh.U K Sinha.(Under Secretaries PP-I & III.)	ujjwalsinha@gmail.com	9868885711 (24364281)	Obtaining letter completing requisite formalities required for release of funds and convaying sanction order after due approval.	commitments/ clarifications letter.	N/A	N/A	N/A
10	One month after conclusion of every quarter, updating of details of implementation of MsDP in MCDs on the Ministry's website for social audit.	4.00	Smt. Geeta Mishra & Sh. U K Sinha.(Under Secretaries PP-I & III.)	ujjwalsinha@gmail.com	9868885711 (24364281)	Entering data, analysis of data, scanning materials and placing updated details on website	QPR, photographs, meeting minutes, sanction letters, various statements.	N/A	N/A	N/A
11	On receipt of complete UCs for 1st installment , QPRs and photographs from States/UTs, release of 2nd installment.	4.00	Smt. Geeta Mishra & Sh. U K Sinha .(Under Secretaries PP-I & III.)	ujjwalsinha@gmail.com	9868885711 (24364281)	Obtaining UCs, QPRs, photographs and completing requisite formalities required for release of funds, and convaying sanction order.	UCs, QPR, photographs.	N/A	N/A	N/A
12	On receipt of complete UCs for 2nd installment, QPRs and photographs from States/UTs, closing of project implemented under MsDP in MCDs.	2.00	Smt. Geeta Mishra & Sh. U K Sinha.(Under Secretaries PP I & III.)	ujjwalsinha@gmail.com	9868885711 (24364281)	Obtaining UCs, QPRs, photographs and Completion Certificates (CCs).	UC, QPR photos and CCs.	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
13	On receipt of proposed targets for minorities from various Ministries/ Departments, send proposal for fixing of annual targets under the Prime Minister's New 15 Point Programme for the Welfare of Minorities.	1.00	Sh. Brij Mohan. (Under Secretary (PP-II).)	m.brij@nic.in	(24364286)	Obtaining targets from various Ministries/ Departments, holding meeting of nodal officers, analyzing targets and completing process for approval of targets.	Targets,minutes of nodal officer's meeting and letters from various Ministries/ Departments.	N/A	N/A	N/A
14	One month after conclusion of every quarter, holding of Nodal Officers' meeting in the Ministry on the progress of implementation of Sachar Committee recomendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and updating the details on ministry's website within 2 months of the conclusion of quarter.	4.00	Sh. Dheeraj Kumar.(Director (PP).)	dheeraj.kumar@nic.in	9911003856 (24364282)	Obtaining QPR, convening meeting of nodal officers, preparing agenda notes, convening meeting, finalizing minutes and updating the data on website.	QPR, minutes of nodal officer's meetings and letters from various Ministries/ Departments.	N/A	N/A	N/A
15	Three months after conclusion of every half year, sending Note for the Committee of Secretaries(COS) to review the progress of imlementation of Sachar Committee recomendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for followup on directions of COS within 15 days of recepit of minutes.	3.00	Sh. Dheeraj Kumar.(Director (PP).)	dheeraj.kumar@nic.in	9911003856 (24364282)	Obtaining clarification/ data from various Ministries/Departments and preparing Note for COS and power point presentation and issuing letters for receipt of minutes.	QPR, minutes of nodal officer's meetings, letters from various Ministries/ Departments and minutes of COS meeting	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
16	One and half months after receipt of minutes of COS, sending Note for the Cabinet to review the progress of implementation of Sachar Committee recomendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for followup on directions of cabinet within 15 days of recepit of minutes	3.00	Sh. Dheeraj Kumar.(Director (PP).)	dheeraj.kumar@nic.in	9911003856 (24364282)	Obtaining action taken reports on the recommendations of COS from various Ministries/Departments, preparing Note for the Cabinet and issuing letters on receipt of minutes.	QPR, minutes of nodal officers meetings, minutes of the COS,action taken reports from various Ministries/ Departments on the COS recommendations, minutes of cabinet meeting.	N/A	N/A	N/A
17	On approval of the minutes of the meeting of Sanctioning Committee for Leadership Development Scheme for minority women, issue letter of approval to selected organisations.	1.00	Sh. S.K. Goel. (Under Secretary(LP).)	goel.sk@nic.in	9810058814	Obtaining project proposals, preparing project profile, preparing checklist,obtaining verification reports from States/ UTs,preparing agenda notes,convening meeting, finalization of minutes and issue of letter of approval to selected organisations.	Project proposal, project profile, checklist, reports from States/ UTs, minutes of the Sanctioning Commitee meeting documents and commitments/ undertaking from the organisation concerned.	N/A	N/A	N/A
18	On receipt of complete documents and commitments/undertaking from the organisation,release of 1st installment to the approved organisation.	0.5	Sh.S.K.Goel. (Under Secretary (LP).)	goel.sk@nic.in	9810058814	Obtaining documents and commitments/ undertaking from the organisation, completing requisite formalities required for release of financial assistance, and convaying sanction order.	Project proposal, project profile, checklist, reports from States/ UTs,minutes of the Sanctioning Committee, documents and commitments/ undertaking from the organisation.	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
19	On receipt of complete UC for 1st installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme,letter from State Government, release of 2nd installment to the approved organisation.	0.5	Sh.S.K.Goel. (Under Secretary (LP).)	goel.sk@nic.in	9810058814	Obtaining UCs for 1st installment, monthly/ quarterly reports, photographs from the organisation, requisite documents as per scheme,letter from State Government, completing requisite formalities required for release of financial assistance, and convaying sanction order .	UC for 1st installment, monthly/ quarterly reports, photographs from the organisation, requisite documents as per scheme,letter from State Government.	N/A	N/A	N/A
20	Obtaining approval of the Union Cabinet on the recommendations contained in the Annual Report of the National Commission for Minorities (NCM) after receipt of the Report in the Ministry from NCM.	1.5	Ms. Hemlata Narayanan. (Under Scretary (M).)	hemlata. narayanan8@g mail.com	9711500185 (24364310)	Circulating respective recommendation to the Ministry / Department concerned, seeking Action Taken Memorandum (ATM) and in case, it is not possible to imprlement the recommendation, reasons for non-implementation, obtianing approval of the Cabinet on the ATM.	Annual Report of the NCM, comments of the Minstry / Department.	N/A	N/A	N/A
21	Laying of the Annual Report of the National Commission for Minorities (NCM) alongwith Action Taken Memorandum (ATM) in Parliament.	1.5	Sh. Md. Akhtarul Imam.(Deputy Secretary (IM).)	maimam1408@ yahoo.co m	9911718313 (24364317)	After approval of ATM by the Cabinet, the Annual Report of NCM alongwith ATM is laid in the Parliament, as and when the opportunity arises.	Annual Report of the NCM, Action Taken Memorandum.	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
22	Laying of Report of the Commissioner of Linguistic Minorities (CLM) in Parliament after receipt of the Report in the Ministry from CLM.	1.5	Sh. S.C. Das. (Under Secretary (IM).)	sc.das@nic.in	9958278492 (24369215)	After the receipt of the sufficient number of printed copies of Report of the CLM in both Hindi and English, approval of the Hon'ble President of India is obtained for placing the Report in the Parliament. The Report is thereafter laid in the Parliament.	Report of the CLM.	N/A	N/A	N/A
23	Scrutning and review of Annual Report and Annual Accounts of the National Finance and Development Corporation Ltd. (NMDFC).	1.5	Sh. Mohd. Afzal. (Director (Waqf).)	dsmma@wakf.nic.in	9868061039 (24364314)	After the receipt of sufficient number of printed copies of Report of the NMDFC in both Hindi and English, approval of the Hon'ble MOS (IC) is solicited for laying the Report in the Parliament. The Report is thereafter laid in the Parliament.	Annual Report and Annual Account of NMDFC	N/A	N/A	N/A
24	Scrutaning and review of Annual Report and Account report of the Central Wakf Council (CWC) and it's laying in parliament.	1.5	Sh. Mohd Afzal. (Director (Waqf).)	dsmma@wakf.nic.in	9868061039 (24364314)	After the receipt of Annual Report and audit Report on the annual accounts of the CWC in both Hindi and English, approval of the Hon'ble MOS (IC) is obtained for placing the Report in the Parliament. The Report is thereafter laid in the Parliament.	Annual Report and audited accounts.	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
25	Release of funds to State Wakf Boards for scheme of Computerization of records of wakf on receipt of complete proposal.	4.00	Sh. Mohd. Afzal. (Director (Waqf).)	dsmma@wakf.nic.in	9868061039 (24364314)	Scrutinise the proposal, get approval of internal finance for release of funds, issue of sanction letter and register name of Wakf Board with CPMS of Planning Commission.	Notification of constitution of State Level Coordination Committee. Proposal from the State Government. Details of Bank Account(s) of State wakf Board.	N/A	N/A	N/A
26	Release of funds under Grants in aid to National Minorities Development and Finance Corporation under scheme of Strengthening of State Channelising Agencies on receipt of minutes approving the release of the funds from the Committee.	3.00	Sh. Mohd. Afzal. (Director (Waqf).)	dsmma@wakf.nic.in	9868061039 (24364314)	Budget for the year for the scheme is approved. Receipt of proposals from NMDFC. Release of ammounts by Sanctioning Committee.	Budget documents. UCs of earlier releases to the SCAs.	N/A	N/A	N/A
27	Release of equity share capital of Government of India to National Minorities Development and Finance Corporation (NMDFC) on receipt of complete proposal from the NMDFC.	3.00	Sh. Mohd. Afzal. (Director (Waqf).)	dsmma@wakf.nic.in	9868061039 (24364314)	Proposal for release of equity share capital sought from NMDFC. Approval of internal finance sought for release of the equity.	Budget documents. UCs of previous releases. MoU between NMDFC and Ministry.	N/A	N/A	N/A
28	Release corpus fund to the MAEF.	4.0	Sh. S.K.Mishra. (Assistant Director (M).)	mishra.sujit@nic.in	(24364311)	As per the approval of the Cabinet, based on the application of the MAEF, release is made to the MAEF.	Request letter of the MAEF.	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
29	Prompt Grievance Redressal.	1.5	Sh. E.R.Solomon, Sh. Mohd. Afzal.(Joint Secretary(A), Director(A) .)	rynso@yahoo.com	9868874770 (24364271)	Average time taken for grievance settlement.	N/A	N/A	N/A	N/A
						Average time taken to acknowledge grievance received electronically through CPGRAMS portal.	N/A	N/A	N/A	N/A
						Average time taken to acknowledge grievance received through post.	N/A	N/A	N/A	N/A
						Average time taken to send communication for additional information.	N/A	N/A	N/A	N/A
30	Prompt acknowledgement of letters received from clients/citizens.	1.00	All concerened Joint Secratries, Directors, Deputy Seceratries, Under Seceratries and Assistant Director listed above.()				N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
31	Prompt payment to vendors for invoices submitted .	1.00	Sh. Mohd. Afzal. (Director (A).)	dsmma@wakf.nic.in	(24364317)	Average time taken to Inform deficiencies in the documents submitted in writing.	N/A	N/A	N/A	N/A
						Average time taken to make the payment from the date of receipt of completed documentation.	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Convey financial and/or physical targets under pre matric, post matric, merit cum means and scholarships to States/UTs and advertisement.	4.0	Time	28/02/2011	Date	4.00	Records
2	Release of advance grants for pre matric, post matric scholarship schemes to States/ UTs on receipt of Utilisation Certificates for funds released for the previous year.	10.0	Time	12	Days	10.00	Records
3	Provide interim reply to the State Government / UT on adequacy of proposals received for release of scholarships.	8.0	Time	10	Days	8.00	Records
4	Release of funds to States/UTs for Scholarship Schemes on receipt of complete proposals.	16.0	Time	12	Days	16.00	Records
5	Conveying Letter of Sanction to Coaching Institutions on holding the Selection Committee.	1.0	Time	15	Days	1.00	Records
6	Provide interim reply on adequacy of proposals received for release of grants to Coaching Institutions on receipt of proposal.	0.5	Time	15	Days	0.50	Records
7	Release of funds to Coaching Institutions subject to receipt of complete proposals.	0.5	Time	15	Days	0.50	Records
8	On approval of the minutes of the meeting of Empowered Committee for Multi-sectoral Development Programme(MsDP) implemented in Minority Concentration Districts (MCDs), issue letter of approval to States/UTs.	8.0	Time	20	Days	8.00	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	On receipt of commitment/ clarifications from States/UTs, release of 1st installment to States/UTs for approved projects under MsDP.	4.0	Time	15	Days	4.00	Records
10	One month after conclusion of every quarter, updating of details of implementation of MsDP in MCDs on the Ministry's website for social audit.	4.0	Time	15	Days	4.00	Records
11	On receipt of complete UCs for 1st installment , QPRs and photographs from States/UTs, release of 2nd installment.	4.0	Time	15	Days	4.00	Records
12	On receipt of complete UCs for 2nd installment, QPRs and photographs from States/UTs, closing of project implemented under MsDP in MCDs.	2.0	Time	10	Days	2.00	Records
13	On receipt of proposed targets for minorities from various Ministries/ Departments, send proposal for fixing of annual targets under the Prime Minister's New 15 Point Programme for the Welfare of Minorities.	1.0	Time	15	Days	1.00	Records
14	One month after conclusion of every quarter, holding of Nodal Officers' meeting in the Ministry on the progress of implementation of Sachar Committee recomendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and updating the details on ministry's website within 2 months of the conclusion of quarter.	4.0	Time	15	Days	4.00	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
15	Three months after conclusion of every half year, sending Note for the Committee of Secretaries(COS) to review the progress of imlementation of Sachar Committee recomendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for followup on directions of COS within 15 days of recepit of minutes.	3.0	Time	15	Days	3.00	Records
16	One and half months after receipt of minutes of COS, sending Note for the Cabinet to review the progress of implementation of Sachar Committee recomendations and Prime Minister's New 15 Point	3.0	Time	15	Days	3.00	Records
	Programme for the Welfare of Minorities, and issue letters for followup on directions of cabinet within 15 days of recepit of minutes						
17	On approval of the minutes of the meeting of Sanctioning Committee for Leadership Development Scheme for minority women, issue letter of approval to selected organisations.	1.0	Time	15	Days	1.00	Records
18	On receipt of complete documents and commitments/undertaking from the organisation,release of 1st installment to the approved organisation.	0.5	Time	15	Days	0.50	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
19	On receipt of complete UC for 1st installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme,letter from State Government, release of 2nd installment to the approved organisation.	0.5	Time	15	Days	0.50	Records
20	Obtaining approval of the Union Cabinet on the recommendations contained in the Annual Report of the National Commission for Minorities (NCM) after receipt of the Report in the Ministry from NCM.	1.5	Time	6	months	1.50	Records
21	Laying of the Annual Report of the National Commission for Minorities (NCM) alongwith Action Taken Memorandum (ATM) in Parliament.	1.5	Time	3	Months	1.50	Records
22	Laying of Report of the Commissioner of Linguistic Minorities (CLM) in Parliament after receipt of the Report in the Ministry from CLM.	1.5	Time	15	Days	1.50	Records
23	Scrutning and review of Annual Report and Annual Accounts of the National Finance and Development Corporation Ltd. (NMDFC).	1.5	Time	15	Days	1.50	Records
24	Scrutaning and review of Annual Report and Account report of the Central Wakf Council (CWC) and it's laying in parliament.	1.5	Time	15	Days	1.50	Records
25	Release of funds to State Wakf Boards for scheme of Computerization of records of wakf on receipt of complete proposal.	4.0	Time	15	Days	4.00	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
26	Release of funds under Grants in aid to National Minorities Development and Finance Corporation under scheme of Strengthening of State Channelising Agencies on receipt of minutes approving the release of the funds from the Committee.	3.0	Time	15	Days	3.00	Records
27	Release of equity share capital of Government of India to National Minorities Development and Finance Corporation (NMDFC) on receipt of complete proposal from the NMDFC.	3.0	Time	15	Days	3.00	Records
28	Release corpus fund to the MAEF.	4.0	Time	10/09/2011	Date	4.00	Records
29	Prompt Grievance Redressal.	1.5	Time	3	Days	1.50	Records
30	Prompt acknowledgement of letters received from clients/citizens.	1.0	Time	3	Days	1.00	Records
31	Prompt payment to vendors for invoices submitted .	1.0	Time	15	Days	1.00	Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri E.R. Solomon, Joint Secretary (Admn.)	24364271	rynso@yahoo.com	9868874770

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	State Governments / UT Administrations, Wakf Boards and Responsibilty Centres of the Ministry.
2	Parliament
3	Central Govenment Minstries / Departments.
4	NGO's
5	Civil Society
6	Planning Commission.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Minorities Development & Finance Corporation.	22441455	nmdfc@nmdfc.org	22441441	Core-II, 2nd Floor, Scope Minar, Laxmi Nagar, Delhi-110092
2	National Commission For Minorities	24601752	ro-ncm@nic.in	24693302	5th Floor, Loknayak Bhawan, Khan Market New Delhi-110003
3	Central Wakf Council	23384465	central_waqf_counsil@vsnl.net	23070881	14/173, Jamnagar House, Shahjahan Road, New Delhi-110011
4	National Commissioner For Linguistic Minorities, Allahabad.	0532246854	clm-mma@nic.in	0532246854	40, Amar Nath Jha Marg, Allahabad-211002
5	Dargah Khaza Saheb, Ajmer.	0145242933	nazim_dargah@hotmail.com	0145242549	Dargah Khaza Saheb Gali, Langer Khana, P.B. No.33, Ajmer-305001
6	Maulana Azad Education Foundation	23583788	maef@nic.in	23561945	Social Justice Servic Centre, Chemssford Road, New Delhi-110055

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit proposals in complete shape with all required documents.
2	Timely submit Utilisation Certificates to the Ministry.
3	Clients should return back all cases referred to them by the Ministry after having met the observations of the Ministry completely.
4	Ensure submission of application forms duly completed in all respects.
5	State Governments/UT Administrations should properly use the central financial assistance released to them for the implementation of Schemes and make efforts for the timely completion of all projects.
6	Send reports to the Ministry in the prescribed format and asb per set time lines.
7	Check the Ministry's website regularly for updates on policies,programmes and procedures.
8	Clients should give their suggestions/inputs on drafts circulated to them by the Ministry timely.
9	Representatives of State / UT Governments should attend meetings in the Ministry fully prepared with all background papers and be fully conversant with the matters to be discussed.



Citizens' / Clients' Charter

for

Ministry of New and Renewable Energy

Address	Block No. 14, C.G.O. Complex, Lodi Road, New Delhi-110003
Website ID	http://mnre.gov.in
Date Of Issue	February, 2011
Next Review	December, 2014

VISION / MISSION

Vision

To upscale and mainstream the use of New and Renewable Energy sources in furtherance of the national aim of energy security and energy independence.

Mission

Develop, demonstrate and commercialize technologies for harnessing new and renewable energy sources in close concert with corporate, scientific and technical institutions. Replace use of different fossil fuels wherever possible, and increase access to electricity/ lighting in remote and rural areas, through Renewable Energy Systems Increase the contribution of Renewable Energy in the total energy mix of the country to 6 per cent by 2022, with about 10 per cent contribution to total electricity mix, in line with IEPR projections.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar PV Off grid sector.	2	Dr. Ahmar Raza,(Director)	raza@nic.in	9711508944 (2436 1738)	(1) Submit proposal to Director concerned in MNRE (2) Director to mark proposal to Technical Officer concerned (3) Technical Officer to process for approva of Group Head (4) Group head to seek financial concurrence of IFD (5) Division to seek approval of competent authority (6) Division to issue sanction for release of CFA	(1) Detailed Project Report including details of developers and beneficiaries; (2) Land availability (shadow free area); (3) Cost of the project estimate/ cost break ups; (4) Beneficiaries' contribution; (5) Commitment for meeting expenditure on long term operation and maintenance; and (6) Commitment for meeting expenditure on repairs and battery replacements (if required).	N/A	N/A	N/A
2	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Thermal Off-grid – Low Temperature sector.	2	Dr. Sant Ram,(Director)	santram@nic.in	9868169088 (24361920)	Same as above.	Same as above.	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
3	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Thermal Off-grid – High Temperature sector.	2	Dr. A.K. Singhal(Director)	singhalak@nic.in	9891753310 (24362488)	Same as above.	- DO-	N/A	N/A	N/A
4	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Solar PV Grid & ST Power projects.	2	Dr. Ashvini Kumar(Director)	ashvinikr@nic.in	9968317508 (24363546)	Same as above.	- DO-	N/A	N/A	N/A
5	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biogas sector.	2	Dr.G.L. Meena(Director)	meena.gl@nic.in	9968517010 (2436 8904)	Same as above.	- DO-	N/A	N/A	N/A
6	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass sector.	2	Dr. D.K. Khare(Director)	dkkhare@nic.in	9810297898 (24363402)	Same as above.	- DO-	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
7	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Non-Bagasse & Waste to Energy sector	2	Shri A.K. Dhussa(Director)	akdhussa@nic.in	8826247248 (24364188)	Same as above.	- DO-	N/A	N/A	N/A
8	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Small Hydro Power sector.	2	Dr. Praveen Saxena(Director)	psaxena@nic.in	9871119101 (24362706)	Same as above.	- DO-	N/A	N/A	N/A
9	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Wind Energy including Hybrid systems sector.	2	Dr. Dilip Nigam(Director)	dilipnigam@nic.in	9891184867 (24368911)	Same as above.	- DO-	N/A	N/A	N/A
10	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Battery Operated Vehicles sector.	2	Dr. Sohail Akhtar(Director)	sohaliakthar@nic.in	9868853750 (24368906)	Same as above.	- DO-	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
11	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Energy access including RVE and other schemes.	2	Dr. A.K. Varshney(Director)	akvarshney@nic.in	9968285494 (24360885)	Same as above.	- DO-	N/A	N/A	N/A
12	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass Power sector.	2	Dr. J.R. Meshram(Director)	jrmeshram@nic.in	9891057656 (24365666)	Same as above.	- DO-	N/A	N/A	N/A
13	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Tidal Energy, Geo-thermal Sectors and Misc. New Technology Proposals.	2	Dr. R.N. Sawant,(Director)	rnsawant@nic.in	9810632801 (24361292)	Same as above.	- DO-	N/A	N/A	N/A
14	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Cities, Green building sector.	2	Dr. A.K. Tripathi(Diector)	aktripathi@nic.in	9810880378 (24363035)	Same as above.	- DO-	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
15	Timely approval/ disposal of complete proposals for support related to Research & Development activities by institutions and industry. Release of subsequent funds for R&D Projects in SPV & Solar Thermal sectors.	5	Dr. Ashvini Kumar(Director)	ashvinkr@nic.in	9968317508 (24363546)	(1) Submit proposal to Dr. Ashvini Kumar, Director (2) Technical division concerned to examine the proposals & seek comments of experts. (3) Review by Experts for comments. (4) Visit to Project Sites by two Experts for projects involving an outlay of more than Rs. 1.00 Crore (5) Consideration by PAC (6) Group Heads to seek financial concurrence of IFD (7) Seek approval of competent authority (8) Issue of Sanction and Release of funds	Project proposal in the given format as available at the MNRE's Website.	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
16	Timely approval/ disposal of complete proposals for support related to Research & Development activities by institutions and industry. Release of Subsequent funds for R&D Projects other than SPV & Solar Thermal sectors.	5	Dr. B.S. Negi(Director)	negi@nic.in	9910092348 (2436 8581)	(1) Submit proposal to Director (R&D Coordination) (2) Director R&D Coordination to forward proposal to Technical Division concerned. (3) Technical division to examine the proposals & seek comments of experts. (4) Review by Experts for comments. (5) Visit to Project Sites by two Experts for projects involving an outlay of more than Rs. 1.00 Crore (6) Consideration by PAC (7) Group Heads to seek financial concurrence of IFD (8) Seek approval of competent authority (9) Issue of Sanction and Release of funds	Project proposal in the given format as available at the MNRE's Website.	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
17	Approval / disposal of complete proposals for financial support received from stakeholders for I&PA, organizing seminars, workshops, conferences in the area of new and renewable energy.	4	Shri R.P. Batra(Deputy Secretary)	ravinder.batra@nic.in	9891901050 (2436 8900)	(1) Examine proposal in Division (2) Seek approval of Group Head (3) Group Head to seek Financial concurrence (4) Division to process for approval of competent authority (5) After approval Division to Issue sanction and release of funds.	As per format (available at website of MNRE) for submission of proposals seeking financial and non-financial grants for organizing seminars.	N/A	N/A	N/A
18	Approval /disposal of complete proposals for financial support from stakeholders to training programmes / Workshops proposals for skilled manpower development for HRD in RE sector.	4	Dr. P.C. Pant(Consultant)	pcpant@nic.in	9891721533 (24360707)	(1) Submit proposal to Division Head (2) Processing of proposal by the Division for approval of Group Head (3) Group Head to seek financial concurrence (4) Submission for approval of competent authority (5) Issue of sanction and release of funds	Registration certificate & bank details from private individuals and NGOs	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
19	Release of funds for re-financing to NABARD and other Financial Institutions including IREDA in SPV Off Grid Systems.	3	Dr. Ahmar Raza(Director)	ss.madan@nic.in	9711508944 (2436 1738)	(1) Submit Proposal to Director. (2) Processing by Technical Div. concerned for approval of Group Head. (3) Processing for approval of competent Authority (4) Issue of sanction order and release of funds	(1) Detailed action plan including guidelines for implementation of the project (2)Utilization certificate	N/A	N/A	N/A
20	Release of funds for re-financing to Financial Institutions including IREDA in SPV GBI.	3	Dr. Ashvini Kumar(Director)	ashvinikr@gmail.com	9968317508 (24363546)	Same as Above	Same as above	N/A	N/A	N/A
21	Issue of concessional custom excise exemptions certificates in Solar PV Off grid sector.	2	Dr. Ahmar Raza(Director)	raza@nic.in	9711508944 (2436 1738)	(1) Submit Proposal to Director. (2) Processing by Technical Div. concerned for approval of Group Head (3) Processing for seeking approval of Competent authority (4) Issue of certificate	(1) Copy of detailed project report (2) Land deeds (3) Power purchase agreement (4) List of material to be used in power plant for which concessional and excise exemption certificates are required	N/A	N/A	N/A
22	Issue of concessional custom excise exemptions certificates in ST and SPV Grid Connected sector.	2	Dr. Ashvini Kumar(Director)	ashvinikr@gmail.com	9968317508 (24363546)	-DO-	-DO-	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
23	Issue of concessional custom excise exemptions certificates in Wind Energy sector.	2	Dr. G. Updhayay(Director)	ugangesh@gmail.com	9868628356 (24364362)	-DO-	-DO-	N/A	N/A	N/A
24	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Solar PV and Solar Thermal sectors	1	Dr. Ashvini Kumar(Director)	ashvinikr@nic.in	9968317508 (24363546)	(1) Director to forward proposal to Technical Division concerned for processing. (2) Examination of proposal by Technical Division (3) Processing for approval of Group Head (4) Division to seek financial approval of IFD (5) Appvoal of competent Authority (6) Issue of sanction order and release of funds	Project proposal with identification of site and financial requirements	N/A	N/A	N/A
25	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy for Small Hydro Projects.	1	Dr. Praveen Saxena(Director)	psaxena@nic.in	9871119101 (24362706)	-DO-	-DO-	N/A	N/A	N/A
26	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Wind Energy sector.	1	Dr. G. Updhayay(Director)	ugangesh@gmail.com	9868628356 (24364362)	-DO-	-DO-	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
27	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Biogas sector.	1	Dr. G.L. Meena(Director)	gl.meena@nic.in	9968517010 (2436 8902)	-DO-	-DO-	N/A	N/A	N/A
28	Response to technical queries from citizens/clients in Solar PV Off grid sector.	1	Dr. Ahmar Raza(Director)	raza@nic.in	9711508944 (24361738)	(1) Submit proposal to Director concerned in MNRE (2) Director to mark proposal to Technical Officer concerned (3) Technical Officer to process for approva of Group Head (4) Division to issue response letter	No specific document required. I	N/A	N/A	N/A
29	Response to technical queries from citizens/clients in the Solar Thermal off Grid - Low Temperature sector.	1	Dr. Sant Ram(Director)	santram@nic.in	9868169088 (2436 1920)	-DO-	-DO-	N/A	N/A	N/A
30	Response to technical queries from citizens/clients for Solar thermal Off Grid – High Temperature Sector.	1	Dr. A.K. Singhal(Director)	Singhalak@nic.in	9891753310 (24362488)	-DO-	-DO-	N/A	N/A	N/A
31	Response to technical queries from citizens/clients in the field of Solar PV Grid & ST Power projects.	1	Dr. Ashvini Kumar(Director)	ashvinikr@nic.in	9968317508 (24363546)	-DO-	-DO-	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
32	Response to technical queries from citizens/clients in Biogas sector.	1	Dr. GL Meena(Director)	Gl.meena@nic.in	9968517010 (2436 8904)	-DO-	-DO-	N/A	N/A	N/A
33	Response to technical queries from citizens/clients in Biomass sector.	1	Dr .D.K. Khare(Director)	dkkhare@nic.in	9810297898 (24363402)	-DO-	-DO-	N/A	N/A	N/A
34	Response to technical queries from citizens/ clients in Non-Bagasse & waste to energy sector.	1	Dr. A.K. Dhussa(Director)	akdhussa@nic.in	8826247248 (24364188)	-DO-	-DO-	N/A	N/A	N/A
35	Response to technical queries from citizens/clients for Small Hydro Projects.	1	Dr. Praveen Saxena(Director)	psaxena@nic.in	9871119101 (24362706)	-DO-	-DO-	N/A	N/A	N/A
36	Response to technical queries from citizens/ clients in the field of Wind Energy including Hybrid systems.	1	Dr. Dilip Nigam(Director)	dilipnigam@nic.in	9891184867 (24368911)	-DO-	-DO-	N/A	N/A	N/A
37	Response to technical queries from citizens/clients for Battery Operated Vehicles.	1	Dr. Sohail Akhtar(Director)	sohaliakthar@ nic.in	9868853750 (24368906)	-DO-	-DO-	N/A	N/A	N/A
38	Response to technical queries from citizens/clients in the Energy access and other schemes including RVE sector.	1	Shri A. K. Varshney(Director)	akvarshney@nic.in	9968285494 (24360885)	-DO-	-DO-	N/A	N/A	N/A
39	Response to technical queries from citizens/clients in Biomass Power sector.	1	Dr. J.R. Meshram(Director)	jrmeshram@nic.in	9891057656 (24365666)	-DO-	-DO-	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
40	Response to technical queries from citizens/clients in Tidal Energy sector and Misc. New Technology Proposals.	1	Dr. R.N. Sawant(Director)	rnsawant@nic.in	9810632801 (24361292)	-DO-	-DO-	N/A	N/A	N/A
41	Response to queries from stakeholders in NSM Misc. matters and taxation in solar.	1	Sh. A.N. Srivastava(Director)	Adityanand.s@nic.in	9811139432 (24363498)	-DO-	-DO-	N/A	N/A	N/A
42	Response to technical queries from citizens/clients in Solar Cities and Green building sectors.	1	Dr. A.K. Tripathi(Director)	aktripathi@nic.in	9810880378 (24363035)	-DO-	-DO-	N/A	N/A	N/A
43	Responses to State Governments/ Institutions on policy matters.	5	Dr. Praveen Saxena(Director)	psaxena@nic.in	9871119101 (24362706)	(1) Processing in the Division for approval of Group Head (2) Approval of Competent authority (3) Issue of response letter to State Govt.	No specific document required.	N/A	N/A	N/A
44	Prompt grievance redressal: Average time taken to acknowledge grievance received electronically through PGRAMs portal / Ministry's portal.	2	Shri Girish Kumar(Director)	cpgrams-mnre@nic.in	9810888321 (24363203)	(1) Issue of acknowledgement (2) Forward Grievance to division head concerned	Same as Above	N/A	N/A	N/A
45	Prompt grievance redressal: Average time taken to send communication for additional information.	2	Shri Girish Kumar(Director (PG))	scpgrams-mnre@nic.in	9810888321 (24363203)	Concerned Division to examine the Grievance and seek addl. Information	No specific document required.	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
46	Prompt grievance redressal: Average time taken for grievance settlement.	3	Shri Girish Kumar(Director (PG))	cpgrams-mnre@ nic.in	9810888321 (24363203)	(1) Forwarding of grievance to Division Hea concerned. (2) Processing by Division concerned. (3) Division head to seek approval of the competent authority. (4) Response to the petitioner.	d Same as Above	N/A	N/A	N/A
47	Prompt grievance redressal: Average time taken for grievance settlement involving policy issues	3	Shri Girish Kumar(Director(PG))	cpgrams-mnre@ nic.in	9810888321 (24363203)	(1) Forwarding of grievance to Division head concerned (2) Processing by Division for approval of Group Head (3) Response to the petitioner.	No specific document required.	N/A	N/A	N/A
48	Timely response to letters received from clients/citizens by Post/Fax.	2	Shri Girish Kumar(Director(PG))	scpgrams-mnre@ nic.in	9810888321 (24363203)	(1) Issue of acknowledgement (2) Forwarding of communication to Division head. (3) Technical Division to process Grievance and send response.	No specific document required.	N/A	N/A	N/A
49	Prompt answers to telephone calls between 9:30 a.m. and 5:30 p.m. on Ministry General number including hold time.	1	Shri B.K. Trikha(Under Secretary)	brajesh.trikha@ gmail.co m	9868278171 (2436 2621)	Telephone operator to forward the call to the officer concerned.	Same as above	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
50	Prompt payment to vendors for invoices Submitted: Average time taken to inform deficiencies in the documents submitted in writing.	2	Shri B.K. Trikha(Under Secretary)	brajesh.trikha@ gmail.co m	9868278171 (2436 2621)	(1) Processing of invoice in section (2) Issue of letter to vendor intimating discrepancy	Depending upon the discrepancies found in the invoice.	N/A	N/A	N/A
51	Prompt payment to vendors for invoices submitted: Average time taken to make the payment from the date of receipt of completed documentation.	3	Shri B.K. Trikha(Under Secretary)	brajesh.trikha@ gmail.co m	24362621 (9868278171)	(1) Processing of invoice in section for clearance of payment (2) Preparation of Bills in Cash Branch (3) Submission of Bill to P&AO (4) Clearance of bill by P& AO and issue of cheque to vendor	Pre-receipt of the bill amount.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar PV Off grid sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register
2	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Thermal Off-grid – Low Temperature sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register
3	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Thermal Off-grid – High Temperature sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register
4	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Solar PV Grid & ST Power projects.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register
5	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biogas sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register

Main Services / Transactions

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
6	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register
7	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Non- Bagasse & Waste to Energy sector	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register
8	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Small Hydro Power sector.	2.0	Average time taken from the date of receipt of the fully completed request in all respects	65	Days	2.00	Section Diary/Dispatch Register
9	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register
	[Central Financial Assistance] from Ministry for Projects in Wind Energy including Hybrid systems sector.						
10	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Battery Operated Vehicles sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
11	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Energy access including RVE and other schemes.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register
12	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass Power sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register
13	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Tidal Energy, Geo-thermal Sectors and Misc. New Technology Proposals.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/Dispatch Register
14	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Cities, Green building sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register
15	Timely approval/ disposal of complete proposals for support related to Research & Development activities by institutions and industry. Release of subsequent funds for R&D Projects in SPV & Solar Thermal sectors.	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	125	Working Days	5.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
16	Timely approval/ disposal of complete proposals for support related to Research & Development activities by institutions and industry. Release of Subsequent funds for R&D Projects other than SPV & Solar Thermal sectors.	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	125	Working Days	5.00	Section Diary/Dispatch Register
17	Approval / disposal of complete proposals for financial support received from stakeholders for I&PA, organizing seminars, workshops, conferences in the area of new and renewable energy.	4.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	Days	4.00	Section Diary/Dispatch Register
18	Approval /disposal of complete proposals for financial support from stakeholders to training programmes / Workshops proposals for skilled manpower development for HRD in RE sector.	4.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	35	Days	4.00	Section Diary/Dispatch Register
19	Release of funds for re-financing to NABARD and other Financial Institutions including IREDA in SPV Off Grid Systems.	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	3.00	Section Diary/Dispatch Register
20	Release of funds for re-financing to Financial Institutions including IREDA in SPV GBI.	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	3.00	Section Diary/Dispatch Register
21	Issue of concessional custom excise exemptions certificates in Solar PV Off grid sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	9	Working Days	2.00	Section Diary/Dispatch Register
22	Issue of concessional custom excise exemptions certificates in ST and SPV Grid Connected sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	9	Working Days	2.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
23	Issue of concessional custom excise exemptions certificates in Wind Energy sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	9	Working Days	2.00	Section Diary/Dispatch Register
24	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Solar PV and Solar Thermal sectors	1.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	1.00	Section Diary/Dispatch Register
25	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy for Small Hydro Projects.	1.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	1.00	Section Diary/Dispatch Register
26	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Wind Energy sector.	1.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	1.00	Section Diary/Dispatch Register
27	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Biogas sector.	1.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	1.00	Section Diary/Dispatch Register
28	Response to technical queries from citizens/clients in Solar PV Off grid sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
29	Response to technical queries from citizens/clients in the Solar Thermal off Grid - Low Temperature sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
30	Response to technical queries from citizens/ clients for Solar thermal Off Grid – High Temperature Sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
31	Response to technical queries from citizens/clients in the field of Solar PV Grid & ST Power projects.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
32	Response to technical queries from citizens/clients in Biogas sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
33	Response to technical queries from citizens/clients in Biomass sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
34	Response to technical queries from citizens/ clients in Non-Bagasse & waste to energy sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
35	Response to technical queries from citizens/clients for Small Hydro Projects.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
36	Response to technical queries from citizens/ clients in the field of Wind Energy including Hybrid systems.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
37	Response to technical queries from citizens/ clients for Battery Operated Vehicles.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
38	Response to technical queries from citizens/clients in the Energy access and other schemes including RVE sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
39	Response to technical queries from citizens/clients in Biomass Power sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
40	Response to technical queries from citizens/clients in Tidal Energy sector and Misc. New Technology Proposals.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
41	Response to queries from stakeholders in NSM Misc. matters and taxation in solar.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
42	Response to technical queries from citizens/ clients in Solar Cities and Green building sectors.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
43	Responses to State Governments/ Institutions on policy matters.	5.0	Average time taken from the date of receipt of request	125	Days	5.00	Section Diary/Dispatch Register
44	Prompt grievance redressal: Average time taken to acknowledge grievance received electronically through PGRAMs portal / Ministry's portal.	2.0	Average time taken to acknowledge grievance received electronically through CPGRAMS portal.	4	Working Days	2.00	CPGRAMS reports and Section Diary/Dispatch Register
45	Prompt grievance redressal: Average time taken to send communication for additional information.	2.0	Average time taken to send communication for additional information	15	Working Days	2.00	CPGRAMS reports and Section Diary/Dispatch Register
46	Prompt grievance redressal: Average time taken for grievance settlement.	3.0	Average time taken for grievance settlement.	60	Days	3.00	CPGRAMS reports and Section Diary/Dispatch Register
47	Prompt grievance redressal: Average time taken for grievance settlement involving policy issues	3.0	Average time taken for grievance settlement from the date of receipt.	95	days	3.00	CPGRAMS reports and Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
48	Timely response to letters received from clients/citizens by Post/Fax.	2.0	Average time taken to acknowledge communication received through post.	65	Days	2.00	Section Diary/Dispatch Register
49	Prompt answers to telephone calls between 9:30 a.m. and 5:30 p.m. on Ministry General number including hold time.	1.0	Average time taken for response.	100	Seconds	1.00	Ministry's EPBAX Records and third party inspection
50	Prompt payment to vendors for invoices Submitted: Average time taken to inform deficiencies in the documents submitted in writing.	2.0	Average time taken to inform deficiencies in invoice.	7	Working Days	2.00	Section Diary/Dispatch Register
51	Prompt payment to vendors for invoices submitted: Average time taken to make the payment from the date of receipt of completed documentation.	3.0	Average time taken from the receipt of fully completed invoice from the vendor	25	Working Days	3.00	Section Diary/Dispatch Register

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Girish Kumar, Director	24365619	gkumar.mnre@nic.in	9717493267
2	Shri S.S. Madan, Consultant	24363203	ss.madan@nic.in	9810888321
3	Toll Free Telefax	1800110024	cpgrams-mnre@nic.in	1800110024

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Research and Development Institutions such as: IITs, CSIR labs, Delhi University etc.
2	Developers / entrepreneurs of new and renewable energy technologies, products, processes and raw materials (public/ private sector industry / financial institutions / academic institutions including renewable energy associations and agencies) such as: Suzlon Energy, Tata BP Solar, Moser Bear, REIL, IWTMA, SESI, India Semi Conductor Association, Sugar Mills, Cement Factories, Prakriti Hydro, AV International etc.
3	Developers / entrepreneurs users and employees involved in new and renewable energy sector, technologies, products, processes, raw materials (Central / State Governments, Ministries / Departments including advisory committees / agencies, non-governmental organizations, local bodies, media and citizens, consumers and users of renewable energy) and Indian Missions abroad such as: Ministry of Environment & Forests; Ministry of Home Affairs; Ministry of Power; Indian Army; Para Military Forces; Andaman & Nicobar Administration Electricity Department, Non Conventional Energy Development Corporation of Andhra Pradesh, Arunachal Pradesh Energy Development Agency, Bihar Renewable Energy Development Agency, Chhattisgarh State Renewable Energy Development Agency, Gujarat Energy Development Agency, Haryana Renewal Energy Development Agency, Tamilnadu Energy Development Agency; etc.; Electricity Boards of all States; Thane Municipal Corporation etc.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Centre for Wind Energy Technology (C-WET) The Centre for Wind Energy Technology is functioning with the following structure: 1) Research & Development unit: Its main focus towards novelty in developments of components as well as in sub-systems of wind turbines by collaborative works with other R&D institutions/industry. 2) Wind Resource Assessment Unit: The unit identifies resource rich regions in the country by conducting wind resource micro survey and offers its services to the wind farm developers. To prepare wind map for the nation it is assessing and analyzing wind resources. 3) Testing Unit: To establish world class facilities in testing of complete Wind Turbine Generator Systems(WTGS) according to international standards (IEC) and Type Approval Provisional Scheme (TAPS-2000). 4) Standards and Certification Unit: The unit carries out Provisional Type Certification of Wind Turbines as per the Indian Certification Scheme for Wind Turbines viz. Type Approval	+91 - 44 - 2246 3982/ 2246 3983 /	info@cwet.res.in	E.D. = 094440 51511	Velachery- Tambaram Main Road, Pallikaranai, Chennai - 600 100
2	The Indian Renewable Energy Agency: The main objectives are: 1) To give financial support to specific projects and schemes for generating electricity and/or energy through new and renewable sources and conserving energy through energy efficiency. 2) To maintain its position as a leading organization to provide efficient and effective financing in renewable energy and energy efficiency / conservation projects.	Tel: +91 11 26717400 - 26717413	cmd@ireda.in	CMD = 098105 63220	3rd floor August Kranti Bhawan Bhikaji Cama Place, New Delhi-110066.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
	3) To increase IREDA's share in the renewable energy sector b way of innovative financing.. 4) Improvement in the efficiency of services provide to customers through continual improvement of systems, processes and resources.				
3	3. Sardar Swarn Singh National Institute of Renewable Energy : The main objectives are: To carry out and facilities research, design, development, testing, standardization and technology demonstration eventually leading to commercialization of RD& D output in renewable energy sector with a focus on: Bio-energy, bio-fuels and synthetic fuels in solid, liquid and gaseous forms for transportation, portable and stationary applications; Development of hybrid /integrated energy systems; and o Bio-energy resource assessment To take up activities in the field of renewable energy, which have not been including in the activities of existing Centres of the Ministry (MNRE). To undertake and facilitate human resource development and training including post-doctoral research in the area of bio-energy. Providing technical support to the Ministry of New and Renewable Energy, State Nodal Agencies , Indian Renewable Energy, Development Agency (IREDA) and Industries	Tel: +91 977- 9037001	draksharma@gmail.com	092572 10180	12th km Stone, Jalandhar, Kapurthala Road, Wadalakalan, Kapurthal- 144601, Punjab.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Most of documents such as programmes / schemes being implemented by the Ministry, incentives, subsidy offered, guidelines for preparation and submission of proposals by stakeholders are placed in the public domain of the Ministry's website at http://mnre.gov.in. Citizens/Clients are requested to access the requisite document(s) at the above website. We expect also every organization, public or private and all citizens to:
2	State Governments/ State Agencies/ IREDA/ PSUs/ Autonomous Institutions/ NGOs etc.: a) To furnish complete and correct information/ documents required for taking decision by the Ministry; b) To assess the potential and its updating through using the expertise of various institutions.
3	Governments/ State Agencies/ Autonomous Institutions/ NGOs/ Project Developers/ R&D Institutions etc.: To check MNRE's website regularly for updates and policy programmes and procedures.
4	Autonomous Institutions , NGOs: Share knowledge, information and experience in order to encourage penetration of new and renewable energy systems / device;
5	Autonomous Institutions, Project Developers: Use new and renewable systems/devices that is becoming increasingly sustainable, convenient, efficient, safe and affordable;
6	Project Developers : a) Send proposals for use scheme in the prescribed proforma, complete in all respects; b) Issuing sanction of the specific project to implementing agencies for meeting their energy requirements through new & renewable system & devises. c) To complete the project within time, cost schedule and adhere to conditions as sanctioned by the Central and State Governments.
7	R & D Institutions : Sanction of specific R&D proposals to institutions, industry and other organizations for carrying out research on materials, systems, etc. in various renewable energy sectors.



Citizens' / Clients' Charter

for

Ministry of Overseas Indian Affairs

Address	Akbar Bhawan, Chanakya Puri, New Delhi
Website ID	moia.gov.in
Date Of Issue	April, 2011
Next Review	March, 2012

VISION / MISSION

Vision

Proactively engage with Overseas Indians to meaningfully serve India.

Mission

Establish a vibrant institutional framework based on three value propositions:Through multi-skilled market driven entities promoted by the Ministry and managed by knowledge partners. Policy coherence in strategic engagement with Overseas Indians.Enlisting the States as partners in emigration management and Overseas Indian related initiatives.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	At the Office of the Protector General of Emigrants	10	Protector of Emigrant(Protector of Emigrant)	pge@moia.nic.in	(24197964)	Submission of documents through POE offices	As prescribed vide Statute/ Clarifications (details available with POEs)	RC application fee	Demand Draft	25000
2	Printing of OCI Card	10	Shri Ashwini Kumar(Section Officer)	sods@moia.nic.in	9717784860 (24197927)	The online applications are received by MHA and cards printed and dispatched to Indian Missions by MOIA.	Details regarding document required is available on MHA website (www.mha.gov.in)	N/A	N/A	N/A
3	Replies to miscellaneous queries from overseas Indians	10	Shri P.K. Gupta(Under Secretary)	usds@moia.nic.in	9711888018 (24197941)	Replies sent by email/ post etc.	N/A	N/A	N/A	N/A
4	Granting of ECR - through RA	20	Protector of Emigrant(Protector of Emigrant)	pge@moia.nic.in	(24197964)	As prescribed vide Statute/Clarifications (details available with POEs)	As prescribed vide Statute/ Clarifications (details available with POEs)	Emigration Clearance Fee	Cash	200
5	Granting of ECR - Individual	20	Protector of Emigrant(Protector of Emigrant)	pge@moia.nic.in	(24197964)	As prescribed vide Statute/Clarifications (details available with POEs)	As prescribed vide Statute/ Clarifications (details available with POEs)	Emigration Clearance Fee	Cash	200

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
6	Providing Advisory Services	15	Protector of Emigrant(Protector of Emigrant)	pge@moia.nic.in	(24197964)	As prescribed vide Statute/Clarifications (details available with POEs)	Request	N/A	N/A	N/A
7	Information Dissemination	15	Protector of Emigrant(Protector of Emigrant)	pge@moia.nic.in	(2419964)	As prescribed vide Statute/Clarifications (details available with POEs)	Request	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	At the Office of the Protector General of Emigrants	10.0	Timely disposal as committed in the service standards	4	Week	10.00	Office Records
2	Printing of OCI Card	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects	5	Day	10.00	Ministry records
3	Replies to miscellaneous queries from overseas Indians	10.0	Average time taken from the date of receipt of proposal complete in all respects.	4	Week	10.00	Ministry records
4	Granting of ECR - through RA	20.0	Granting of Emigration Clearance	2	Day	20.00	Office Records
5	Granting of ECR - Individual	20.0	Granting of Emigration Clearance	2	Day	20.00	Office Records
6	Providing Advisory Services	15.0	Tendering Advice	3	Hour	15.00	Office Records
7	Information Dissemination	15.0	Generating Awareness	2	Hour	15.00	Office Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Protector General of Emigrants	24197964	pge@moia.nic.in	9910555823
2	Protector of Emigrants, Delhi	23382472	poedelhi@moia.nic.in	
3	Protector of Emigrants, Chennai	24891337	poedelhi@moia.nic.in	9444944290
4	Protector of Emigrants, Thiruvananthapuram	2324835	poetvmnic@gmail.com	
5	Protector of Emigrants, Kolkata	23343407	poekol@moia.nic.in	
6	Protector of Emigrants, Mumbai	26614393	poemumbai@moia.nic.in	9870115550
7	Protector of Emigrants, Cochin	2360187	poecochin@moia.nic.in	
8	Protector of Emigrants, Chandigarh	2741790	poechd@moia.nic.in	
9	Protector of Emigrants, Hyderabad	24652557	poehyd@moia.nic.in	
10	Shri Ashwini Kumar, S.O.	24197927	sods@moia.nic.in	9717784860

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Emigrants
2	Foreign Employers
3	Recruitment Agents
4	Overseas Indians
5	Indian nationals
6	State Governments
7	Indian Missions

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Protector General of Emigrants	24197964	pge@moia.nic.in	9910555823	10th Floor, Akbar Bhawan, Chanakya Puri, New Delhi-110021
2	Protector of Emigrants, Delhi	23382472	poedelhi@moia.nic.in		Jaisalmer House, Canteen Block, New Delhi.
3	Protector of Emigrants, Chennai	24891337	poechennai1@yahoo.in	9444944290	TNHB Ashok Nagar, Shopping Complex (Annexe), Ashok Nagar, Chennai-83.
4	Protector of Emigrants, Thiruvananthapuram	2324835	poetvmnic@gmail.com		Suganthi, 24/846(1), Thycaud, Triuvananthapuram- 694 014
5	Protector of Emigrants, Kolkata	23343407	poekol@moia.nic.in		Room No. 118,A Wing, M.S.O. Building, D.F. Block, Salt Lake, Kolkata- 700 084
6	Protector of Emigrants, Mumbai	26614393	poemumbai@moia.nic.in	9870115550	Building 'E' Khira Nagar, S.V. Road, Santa Cruz (W), Mumbai -54
7	Protector of Emigrants, Cochin	2360187	poecochin@moia.nic.in		3rd Floor, Putherickal Buildings, Market Road, Cochin - 682035
8	Protector of Emigrants, Chandigarh	2741790	poechd@moia.nic.in		Kendriya Sadan, 5th Block, Ground Floor, Sector 9-A, Chandigarh-160 017.
9	Protector of Emigrants, Hyderabad	24652557	poehyd@moia.nic.in		Gagan Vihar, Ground Floor, Opposite to Gandhi Bhawan, Nampally, Hyderabad - 500 001.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed applications/form in all respects
2	Citizen submits actionable information
3	Always giving the relevant and complete file numbers
4	One is expected to submit applications well in advance and avoid last minute rush
5	Before taking up with the offices, check up the website (www.moia.gov.in) for latest updates



Citizens' / Clients' Charter

for

Department of Personnel and Training

Address	North Block, New Delhi
Website ID	www.persmin.gov.in
Date Of Issue	January, 2012
Next Review	January, 2013

VISION / MISSION

Vision

To create an enabling environment for the development and management of human resources of the government for efficient, effective, accountable, responsive and transparent governance.

Mission

1. Providing a dynamic framework of personnel policies and procedures for the effective functioning of the government.
2. Developing competence and innovation in government.
3. Building capacity of human resources at all levels of government for efficient delivery of public services.
4. Inculcating and supporting a culture of transparency accountability and zero tolerance of corruption in public affairs.
5. Institutionalizing a system for a constructive ongoing engagement with stakeholders.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Processing of proposals for ACC approval	10	Shri C.P Jain (Director(ACC))	diracc@nic.in	8800364141 (23092272)	1. Receipt of proposals complete in all respects 2.Processing of proposal for ACC approval	1.Proposal formats (i) Proforma(with details of post and recommended candidate) (ii) Checklist (iii) Delay statement 2. Clearances (i) Vigilance (ii) Investigating agencies (wherever required) 3. Declaration from candidate (wherever required) 4. ACR Dossier along with the abstract of ACRs	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
							5. Recommendation of PESB/ DPE/Search-cum- Selection Committee 6. Approval of Minister-in-Charge			
2	Allocation of Service on the basis of result of Civil Services Examination	10	Shri R.K Gupta (Director(AIS))	dirais@nic.in	(23092765)	1. Receipt of report of medical examinations 2. Receipt of dossiers from UPSC 3. Entry of vacancies in each service category and preference of services of candidates 4. Entry of data regarding general merit candidates 5. Checking of data regarding claims of OBC status etc. 6. Running of software, checking etc 7. Clearance of provisional candidates by UPSC, if any	1. Dossiers from UPSC.	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
							2. Medical examination reports from identified hospitals. 3. Caste/Degree/ DOB Certificates through UPSC			
3	Nomination of candidates to whom service allocated for Foundation Course	5	Shri R.K.Gupta (Director (AIS))	dirais@nic.in	(23092765)	1. Service allocation to the candidates 2. Finalization of Academies for nominating officers 3. Deciding on formulae for nomination of candidates for taking in to account various services, capacity, ranks etc. 4. Development of software as per formulae. 5. Running and checking of data generated by software	1. Consent of Academies 2. List of services allocated to the candidates	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	Release of Holiday List for the Government Departments / organisations	5	Shri Ashok Kumar(Deputy Secretary(JCA))	dirjca@nic.in	9711174369 (23092589)	1. Obtaining information from Positional Astronomy Centre, Kolkata in May/June regarding the possible dates of holidays 2. Identification of holidays as per the Holiday Policy of the Government. 3. Obtaining approval of competent authority and circulation thereof.	1. Information from Positional Astronomy Centre, Kolkata	N/A	N/A	N/A
5	Release of Grants-in-aid to staff side Secretariat of National Council (JCM) (i) 1st Instalment (ii) 2nd Instalment	5	Shri Ashok Kumar(Deputy Secretary (JCA))	dirjca@nic.in	9711174369 (23092589)	1. Examination of proposal received from Staff Side Secretariat. 2. Sanction for release of funds issued.	1. Utilisation Certificate for the funds released in the previous year (in respect of release of 1st Instalment). 2. Utilisation Certificate for funds released as 1st instalment in the current year (in respect of release of 2nd instalment)	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
6	Grant of advice on disagreement cases with UPSC on disciplinary matters	5	Shri C.A Subramanian (Joint Secretary(E.II))	casmanian1229@gmail.c om	(23093180)	1. Examination of the proposal from the Administrative Ministry. 2. Obtaining approval of competent authority.	1. Copy of Charge-Sheet and copy of Inquiry Report. 2. Comments on the Inquiry Report. 3. Copy of comment of UPSC's advice 4. Copy of final decision of the administrative ministry on UPSC's advice	N/A	N/A	N/A
7	Clarification on ACRs / APARs	5	Shri C.A Subramanian(Joint Secretary (E.II))	casmanian1229@gmail.c om	(23093180)	1. Examination of the proposal from the Administrative Ministry. 2. Communication of DOPT's comments to Administrative Ministry.	1. ACR dossiers 2. Comments of the Administrative Ministry on the ACR/ APAR	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
8	Processing for extension of ad-hoc appointment / Grant of approval	5	Ms.Mukta Goel(Director(E.I))	dire1-dopt@nic.in	(23092479)	1. Examination of the proposal from the Administrative Ministry. 2. Obtaining the decision of the Competent Authority. 3. Communication of the decision of DOPT.	1. Proposal from the Administrative Ministry.	N/A	N/A	N/A
9	Processing of proposals for framing/ amendment /relaxation of RRs (including proposals received online on RRFAMS)	6	Ms. Mukta Goel (Director(E.I))	dire1-dopt@nic.in	(23092479)	1. Examination of the proposal from the Administrative Ministry. 2. Obtaining the decision of the Competent Authority. 3. Communication of the decision of DOPT.	1. Complete proposal along with prescribed annexures, available in DOPT website/ Handbook on framing of RRs. 2. Formats for on-line proposals available in DOPT website (RRFMAS).	N/A	N/A	N/A
10	Cadre Clearance for Personal Foreign Visits or / and Deputation	5	(i) In respect of CSS officers - Ms. Monica Bhatia, Director(CS-I) (ii) In respect of CSSS & CSCS officers - Shri Rajiv Manjhi, Deputy Secretary(CS-II)()	dircs1- dopt@nic.in,rajivmanjhi @nic.in	9013853194 (24629411)	1. Receipt of applications in prescribed format. 2. Processing for approval of Competent Authority. 3. Communication of approval thereon.	1. Duly filled in Prescribed form as available in the Ministry's website (CS Division) and forwarded through the Cadre Units	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
11	NOC for filling up of posts in Government organisations	5	Shri Mohinder Kumar (Director(R&R))	dsrr-dopt@nic.in	(24624821)	1. Recceipt of applications in prescribed format. 2. Obtaining the approval of Competent Authority. 3. Communication of approval thereon.	Applications in prescribed format	N/A	N/A	N/A
12	Nomination of Officers under Domestic Funding of Foreign Training - Long Term Training Programmes (6 months - 1 year) & Short Term Training Programmes (upto 6 months)	8	Shri Sanjiv Shankar (Director(FT))	sanjiv.shankar@ nic.in	9873809011 (26168197)	1. Issue of Annual Calender and hosting on the Departmental website calling for on-line applications. 2. Obtaining approval of the Competent Authority. 3. Communication of approval to the officers nominated for the training programme.	Completed Nomination Forms, duly forwarded	N/A	N/A	N/A
13	Nomination of officers for Advanced Professional Programme in Public Administration (APPPA)	8	Shri P.K Subnani(Joint Director(Trg))	subnani.pk@nic.in	9810690927 (26107967)	1. Issue of circulars inviting nominations. 2. Coommunication of approval to the officers nominated for the training programme	Completed Nomination Forms, duly forwarded	N/A	N/A	N/A
14	Advise/ Clarification to Ministries/ Departments on the issue of Reservation in Services to SC, ST,OBC, PWD and Ex- Servicemen	10	Shri Prakash Nevatia(Director (Reservation))	prakashnevatia@ hotmail. com	(23092158)	1. Examination of the proposal from the Administrative Ministry. 2. Communication of the advice of DOPT.	1. Proposal from the Administrative Ministry.	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
15	Payment to vendors for invoices submitted , except Air Bills, complete in all respects	8	Shri M.C.Luther (Director(Admn))	diradmin@nic.in	9811146782 (23092338)	1. Examination of Invoices. 2. Processing of Invoices. 3. Issuing sanction for payment.	Bills/ Invoices complete in all respects	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Processing of proposals for ACC approval	10.0	Time taken from the date of receipt of fully completed proposal in all respects	30	days	10.00	MInistry Records
2	Allocation of Service on the basis of result of Civil Services Examination	10.0	Time taken from the date of receipt of fully completed proposals in all respects	12	days before commencem ent of the foundation course	10.00	Ministry Records
3	Nomination of candidates to whom service allocated for Foundation Course	5.0	Time taken from the date of receipt of proposals, fully completed in all respects.	12	days before commencem ent of the Foundation Course	5.00	Government Records
4	Release of Holiday List for the Government Departments / organisations	5.0	Within the date specified	15/07/2012	Date	5.00	Ministry Records
5	Release of Grants-in-aid to staff side Secretariat of National Council (JCM) (i) 1st Instalment (ii) 2nd Instalment	5.0	1. Time taken for issue of the sanction for release of 1st Instalment	15/06/2012	Date	2.50	Ministry Records
			2. Time taken for issue of sanction for release of 2nd Instalment	15/12/2012	Date	2.50	Ministry Records
6	Grant of advice on disagreement cases with UPSC on disciplinary matters	5.0	Time taken from the date of receipt of fully completed proposal in all respects	60	days	5.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
7	Clarification on ACRs / APARs	5.0	Time taken from the date of receipt of fully completed proposal in all respects	5	working days	5.00	Ministry Records
8	Processing for extension of ad-hoc appointment / Grant of approval	5.0	Time taken from the date of receipt of fully completed proposal in all respects	15	days	5.00	Ministry Records
9	Processing of proposals for framing/ amendment /relaxation of RRs (including proposals received online on RRFAMS)	6.0	Time taken from the date of receipt of fully completed proposal in all respects	30	days	6.00	Ministry Records
10	Cadre Clearance for Personal Foreign Visits or / and Deputation	5.0	Time taken from the date of receipt of fully completed proposal in all respects	5	working days	5.00	Ministry Records
11	NOC for filling up of posts in Government organisations	5.0	Time taken from the date of receipt of fully completed proposal in all respects	5	working days	5.00	Ministry Records
12	Nomination of Officers under Domestic Funding of Foreign Training - Long Term Training Programmes (6 months - 1 year) & Short Term Training Programmes (upto 6 months)	8.0	Time taken from the date of receipt of fully completed proposal in all respects	30	days before the commencem ent of the programme	8.00	Ministry Records
13	Nomination of officers for Advanced Professional Programme in Public Administration (APPPA)	8.0	Time taken from the date of receipt of fully completed proposal in all respects	30	days before the commencem ent of the programme	8.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
14	Advise/ Clarification to Ministries/ Departments on the issue of Reservation in Services to SC, ST,OBC, PWD and Ex-Servicemen	10.0	Time taken from the date of receipt of fully completed proposal in all respects	21	days	10.00	Ministry Records
15	Payment to vendors for invoices submitted , except Air Bills, complete in all respects	8.0	Time taken from the date of receipt of fully completed proposal in all respects	31	days	8.00	Ministry Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri M.C.Luther, Director (Admn) 5, North Block, New Delhi	23092338	diradmin@nic.in	9811146782

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	General public at large
2	All Central Ministries/Departments
3	Successful candidates of CSE conducted by UPSC
4	State Governments
5	All Officers of All India Services and Central Secretariat Services
6	All Central and State Government employees
7	All recognized Secretariat Unions/Associations
8	Staff Side Secretariat of National Council/Joint Consultative Machinery (JCM)
9	All Cadre Controlling Authorities of 58 Group 'A' Services

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Central Administrative Tribunal (CAT)	23387713	cat-delhi@nic.in		61/35, Copernicus Marg, New Delhi 110001
2	Central Bureau of Investigation (CBI)	24360532	dcbi@cbi.gov.in		Plot No. 5, Opp: Scope Complex, CGO Complex, Lodi Road, New Delhi 110003
3	Central Information Commission (CIC)	26167932	secy-cic@nic.in		August Kranti Bhavan, Bhikaji Cama Place, New Delhi 110066
4	Central Vigilance Commission (CVC)	24651001	vigilance@nic.in		Satarkata Bhavan, 'A' Block, GPO Complex, INA, New Delhi 110023
5	Institute of Secretariat Training and Management (ISTM)	26185308	istm@nic.in		Old JNU Campus, New Mehrauli Road, New Delhi 110067
6	Lal Bahadur Shastri National Academy of Administration (LBSNAA)	01352632405	adminsec@lbsnaa.ernet.in		Mussoorie, Uttarakhand
7	Public Enterprises Selection Board (PESB)	24361230	secypesb@nic.in		501, Block No.14, CGO Complex, Lodi Road, New Delhi 110003
8	Staff Selection Commission (SSC)	24363343			Block No.12, CGO Complex, Lodi Road, New Delhi 110003
9	Union Public Service Commission (UPSC)	23383802	web-upsc@nic.in		Dholpur House, Shahjahan Road, New Delhi 110069

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Applications/proposals are to be submitted in the formats prescribed, if any. Prescribed formats for services relating to payments/reimbursements of claims, etc. can be accessed through 'intra-mop'.
2	Relevant documents/enclosures (duly attested, where required) if any, are to be submitted along with the application
3	Time lines stipuated, if any, for completion of formalities for the service delivery are to be adhered to
4	Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance
5	Release of installment of grants is subject to submission of Utilisation Certificate
6	Grievance in respect of service(s) included in the Citizens'/Clients' Charter are to be lodged at Central Public Grievance Redress and Monitoring Systems (CPGRAMS) http:://pgportal.gov.in



Citizens' / Clients' Charter

for

Ministry of Petroleum and Natural Gas

Address	Shastri Bhawan, New Delhi
Website ID	www.petroleum.nic.in
Date Of Issue	January, 2012
Next Review	January, 2013

VISION / MISSION

Vision

To address Indias energy security needs in the hydrocarbons sector and to ensure availability of petroleum products at reasonable prices.

Mission

To accelerate domestic Exploration & Production (E&P) of hydrocarbons as well as equity oil & gas abroad. To develop the hydrocarbon sector through technology up-gradation and capacity building in production, refining, transportation and marketing sectors. To develop supply and distribution infrastructure for petroleum products, to serve the needs of the economy, including households.To enhance service standards and to maximize customer satisfaction.Promote fuel conservation, clean & green fuels and development of alternative sources of energy.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issue of Petroleum Exploration License(PEL) for Offshore Blocks.	5	Shri Dependra Pathak(Director (E- I))	dependra.pathak@nic.in	(23386526)	Approval of the proposal from the Competent Authority	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Availability of all statutory clearances.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Issue of the PEL Order	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Signed copy of the Production Sharing Contract(PSC).	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Submission of complete application form for issue of PEL for Offshore Blocks.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Submission of the requisite PEL Fee & Security Deposit	Details are available with DGH (www.dghindia.org)	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
						Validation of information, as submitted in the application	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
2	Issue of Petroleum Mining Leases(PML) for Offshore Fields.	5	Shri Dependra Pathak(Director (E- I))	dependra.pathak@nic.in	(23386526)	Approval of the proposal from the Competent Authority	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Issue of the PML Order.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Recommendation of the proposal from DGH.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Submission of complete application form for issue of PML for Offshore Blocks.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Submission of the requisite PML Fee.	Details are available with DGH (www.dghindia.org)	N/A	N/A	N/A
						Validation of information, as submitted in the application	Details are available with DGH (www.dghindia.org)	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
3	Sanction of Subsidy under Natural Gas	12	Shri Neeraj Mittal(Director (GP))	dirsp.png@nic.in	(23386965)	Ministry processes the claims.	Vetted documents/ claims from PPAC	N/A	N/A	N/A
						PPAC recommends the subsidy amount to Ministry.	Vetted documents/ claims from PPAC	N/A	N/A	N/A
						PPAC scrutinizes the proposals .	Vetted documents/ claims from PPAC	N/A	N/A	N/A
						Proposals sent by OMCs to PPAC.	Vetted documents/ claims from PPAC	N/A	N/A	N/A
4	Sanction of subsidy under PDS Kerosine & Domestic LPG Subsidy Scheme,2002	15	Shri Neeraj Mittal(Director (S&P))	dirsp.png@nic.in	(23386965)	Ministry processes the claims.	Vetted documents/ claims from PPAC	N/A	N/A	N/A
						PPAC recommends the subsidy amount to Ministry	Vetted documents/ claims from PPAC	N/A	N/A	N/A
						PPAC scrutinizes the proposals	Vetted documents/ claims from PPAC	N/A	N/A	N/A
						Proposals sent by OMCs to PPAC.	Vetted documents/ claims from PPAC	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
5	Sanction of Freight subsidy(For Far Flung Areas) Scheme, 2002 for LPG & Kerosene	12	Shri Neeraj Mittal(Director (S&P))	dirsp.png@nic.in	(23386965)	Ministry processes the claims.	Vetted documents/ claims from PPAC	N/A	N/A	N/A
						PPAC recommends the subsidy amount to Ministry.	Vetted documents/ claims from PPAC	N/A	N/A	N/A
						PPAC scrutinizes the proposals	Vetted documents/ claims from PPAC	N/A	N/A	N/A
						Proposals sent by OMCs to PPAC.	Vetted documents/ claims from PPAC	N/A	N/A	N/A
6	Release of Plan Funds to Autonomous Organizations.	10	Shri Anilkumar V. Patil(Deputy Secretary (IOC & MC))	anilkvpatil@gmail.com	(23388764)	Approval by the Competent Authority	Demands to be submitted for release of funds.	N/A	N/A	N/A
						Examination of Papers and getting clearance from the Finance Division.	Time to time, instructions are also issued by the Ministry for the documents required.	N/A	N/A	N/A
						Release of Funds.	Utilization certificate for funds released earlier.	N/A	N/A	N/A
						Submission of Papers by Rajiv Gandhi Institute of Petroleum& Technology (RGIPT), and autonomous organizations.	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
7	Proposals of appointment of Chairperson, Members of Petroleum and Natural Gas Regulatory Board(PNGRB).	10	Smt Sushma Rath(Director (Marketing))	dirmkt.png@nic.in	(23386407)	Approval by the Competent Authority	PNGRB Act	N/A	N/A	N/A
						Circulation of vacancies	Vacancy circular	N/A	N/A	N/A
						Scrutiny of applications	Vigilance Clearance	N/A	N/A	N/A
						Seeking the approval of ACC	ACR Dossiers	N/A	N/A	N/A
						Selection by the Search Committee	N/A	N/A	N/A	N/A
8	Plan proposal for providing LPG connections to BPL families.	5	Shri Sukhvir Singh(Director (E&S))	Sukhvir.singh@nic.in	(24363047)	Receipt of Plan proposal from concerned Section	Proposal from the concerned Section of the Ministry	N/A	N/A	N/A
						Submission of the same to Planning Commission	Proposal from the concerned Section of the Ministry	N/A	N/A	N/A
9	Plan proposal for support to RGIPT	5	Shri Sukhvir Singh(Director (E&S))	Sukhvir.singh@nic.in	(24363047)	Receipt of Plan proposal from concerned Section	Proposal from the concerned Section of the Ministry	N/A	N/A	N/A
						Submission of the same to Planning Commission	Proposal from the concerned Section of the Ministry	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
10	Proposals for appointment of Board-level Functional Directors, Chairmen/ Managing Directors/CMDs..	6	Sh Vivek Kumar (Joint Secretary (IC&CA))	Jsic.png@nic.in	(23382418)	After approval by Competent Authority, proposal is sent to ACC for approval.	ACRs of officers	N/A	N/A	N/A
						Circulating vacancy by PESB	Minutes of the PESB Selection Committee meeting	N/A	N/A	N/A
						Intimating the PESB about vacancy as per PESB/ACC guidelines	Job description	N/A	N/A	N/A
						Obtain vigilance clearance from CVC in respect of shortlisted candidate(s).	ACRs of officers	N/A	N/A	N/A
						Selection and shortlisting of candidate(s) by PESB	Vigilance Clearance from CVC	N/A	N/A	N/A
11	Prompt Grievance Redressal	15	Shri Anilkumar V. Patil(Deputy Secretary (IOC & MC))	anilkvpatil@gmail.com	(23388764)	Grievance related to the Jurisdiction of the Ministry can be submitted both, electronically(via http://pgportal.gov.in) or in writing.	Grievance by post, fax, e- mail or CPGRAMS portal.	N/A	N/A	N/A
						Monitoring of Grievance Redressal by the Ministry on regular basis.	Grievance by post, fax, e- mail or CPGRAMS portal.	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
						Oil PSUs to redress the Grievance and send compliance to the Ministry.	Grievance by post, fax, e- mail or CPGRAMS portal.	N/A	N/A	N/A
						The Grievance pertaining to respective Oil PSUs are forwarded electronically.	Grievance by post, fax, e- mail or CPGRAMS portal.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Issue of Petroleum Exploration License(PEL) for Offshore Blocks.	5.0	Average time taken from the date of receipt of the fully completed proposal alongwith requisite statutory clearances, PEL Fee & Security Deposit.	20	Days	5.00	Ministry records
2	Issue of Petroleum Mining Leases(PML) for Offshore Fields.	5.0	Average time taken from the date of receipt of the fully completed proposal alongwith requisite DGH recommendation and PML Fee.	20	Days	5.00	Ministry records
3	Sanction of Subsidy under Natural Gas	12.0	Average time taken for release of funds to OMCs after receipt of proposal from PPAC	17	Days	12.00	Ministry records.
4	Sanction of subsidy under PDS Kerosine & Domestic LPG Subsidy Scheme,2002	15.0	Average time taken for release of funds to OMCs after receipt of proposal alongwith completed documents from PPAC	20	Days	15.00	Ministry records
5	Sanction of Freight subsidy(For Far Flung Areas) Scheme, 2002 for LPG & Kerosene	12.0	Average time taken for release of funds to OMCs after receipt of proposal alongwith completed documents from PPAC	20	Days	12.00	Ministry records
6	Release of Plan Funds to Autonomous Organizations.	10.0	To provide the financial support	17	Days	10.00	RGTIP proposal and Ministry records
7	Proposals of appointment of Chairperson, Members of Petroleum and Natural Gas Regulatory Board(PNGRB).	10.0	Time taken to issue Appointment letter to Chairman, Members, PNGRB after approval of the Competent Authority.	10	Days	10.00	Ministry records
8	Plan proposal for providing LPG connections to BPL families.	5.0	Receipt of plan proposals for Annual Plan and 12th Plan.		Date	5.00	Marketing Division, Ministry of Petroleum & Natural Gas

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Plan proposal for support to RGIPT	5.0	Receipt of plan proposals for Annual Plan and 12th Plan		Date	5.00	IOC/MC Division, Ministry of Petroleum & Natural gas
10	Proposals for appointment of Board- level Functional Directors, Chairmen/Managing Directors/CMDs..	6.0	Average time taken from the date of receipt of the fully competed proposal in all respects	85	Days	6.00	Ministry records
11	Prompt Grievance Redressal	15.0	Average time taken to acknowledge grievance received through CPGRAMS portal.	5	working Days	2.51	CPGRAMS & Ministry's records.
			Average time taken to acknowledge grievance received through post.	5	working Days	2.51	CPGRAMS & Ministry's records.
			Average time taken to send communication for additional information.	10	working Days	4.99	CPGRAMS & Ministry's records.
			Average time taken for grievance settlement.	75	working Days	4.99	CPGRAMS & Ministry's records.

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Anilkumar V. Patil, Deputy Secretary (IOC & MC)	23388764	anilkvpatil@gmail.com	9958433544

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Consumers of Petroleum Products
2	Consumer Associations
3	State Governments
4	Central Government Departments
5	Industry Associations
6	Retail Outlet Dealers Associations
7	LPG Distributors Associations
8	Wholesale Kerosene Dealers Associations
9	Oil Public Sector Undertakings
10	Petroleum Conservation Research Association
11	Petroleum Planning and Analysis Cell
12	Private Oil Companies
13	Statutory and Autonomous Organizations under the Ministry.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Directorate General of Hydrocarbons	4029401	dg@dghindia.org	9818643058	C-139, Sector-63, NOIDA-201301, Uttar Pradesh
2	Petroleum Planning & Analysis Cell	24361616	bmohanty@occindia.org	9871844886	Scope Complex, Core-8, 7, Institutional Area, Lodhi Road, New Delhi-110003
3	Oil Industry Development Board	2594602	oidb-mopng@nic.in	9810621113	C-Block, 3rd Floor, Plot No.2, Sector-73, NOIDA, Uttar Pradesh
4	Oil Industry Safety Directorate	2331679	verma.jb@gov.in	9810612755	409, New Delhi House, 27, Barakhamba Road, New Delhi-110001
5	Centre for High Technology	24362863	bdghosh@cht.in	9810602107	Core 6, 5th Floor, Scope Complex, 7 Institutional Area, Lodhi Road, New Delhi-110003
6	Petroleum and Natural Gas Regulatory Board	23457700	chmn-pngrb@nic.in	9811777677	1st Floor, World Trade Centre, Babar Road, New Delhi-110001
7	Petroleum Conservation Research Association	26198799	kumararun@pcra.org	9810621113	Sanrakshan Bhawan, 10, Bhikaji Cama Place, New Delhi-110066.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Timely receipt of claims under the Subsidy Schemes from oil companies/ Petroleum Planning & Analysis Cell as per the specified time schedules.
2	Regular Feedback from Dealers' Associations, Oil Companies, Petrofed and other organizations.
3	Clarity of grievance, with all relevant details, and preferably mentioning the complete address and phone number of the complainant.
4	Send reports in prescribed format as per prescribed timelines.
5	To check the website of the Ministry for updates on policies, programs and procedures
6	Give their suggestions / inputs on drafts placed on Ministry's website/those circulate them.



Citizens' / Clients' Charter

for

Department of Pharmaceuticals

Address	Shastri Bhawan, A Wing, New Delhi
Website ID	http://pharmaceuticals.gov.in
Date Of Issue	February, 2011
Next Review	April, 2012

VISION / MISSION

Vision

India: The Largest Global Provider of Quality Medicines at Reasonable Prices.

Mission

1. Ensure availability of quality drugs at reasonable prices as per the Pharma Policy.
2. Development of Pharma Infrastructure and Innovative Development in Pharma Sector including through PPP.
3. Promote Pharma Brand India4.Encourage environmentally sustainable development of Pharmaceutical Industry

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Adjudicating Review cases under para 22 of DPCO, 1995	15	R.K. Maggo(Deputy Secretary)	rk.maggo@nic.in	(23752664)	1. Receipt of review application by PI-I section of the Department within 15 days of issue of price notification by NPPA.	Review application from the concerned company alongwith the other documents as may be furnished by it	N/A	N/A	N/A
						2. NPPA's comments on the review applications are taken	Comments from NPPA alongwith other necessary documents as required on case to case basis	N/A	N/A	N/A
						3. Personal hearing is given to the Company	Review application and comments of NPPA thereon as mentioned above	N/A	N/A	N/A
						4. Examination and the submission of the proposal for the orders to the Minister	All the documents mentioned above	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
2	Prompt Grievance Redressal	10	Shri M L Sidana(Deputy Secretary)	ml.sidana@nic.in	(23389866)	1. Grievance should be as specific as possible and must relate to the functioning of the Department	Not Applicable	N/A	N/A	N/A
						2. Grievance relating to the jurisdiction of the Department can be submitted either in writing via registered post/speed post of electronically through email	Not Applicable	N/A	N/A	N/A
3	Timely release of financial assistance to NIPER'S	15	Shri S C Sharma(Director)	subhash. chand@nic.in	(23389840)	1. Processing of Financial proposals received from NIPERs	Not Applicable	N/A	N/A	N/A
						2 Approval of Competent Authority	Not Applicable	N/A	N/A	N/A
						3. Issue of sanctioned order after approval of IFD	Not Applicable	N/A	N/A	N/A
						4 Release of funds	Not Applicable	N/A	N/A	N/A
4	Timely release of financial assistance to PSU	15	Shri M L Sidana(Deputy Secretary)	ml.sidana@nic.in	(23389866)	1. Processing of Financial proposals received from PSU	Not Applicable	N/A	N/A	N/A
						2. Approval of competent authority	Not Applicable	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
						3 Issue of sanction order after approval of IFD	Not Applicable	N/A	N/A	N/A
						4. Release of funds	Not Applicable	N/A	N/A	N/A
5	Timely release of financial assistance to NPPA	15	Shri R.K. Maggo(Deputy Secretary)	rk.maggo@nic.in	(23752664)	1. Processing of Financial proposals received from NPPA	Proposal from NPPA with necessary details/ justification Statement of expenditure of funds/ if any, released earlier	N/A	N/A	N/A
						2.Approval of the Competent Authority	Proposal from NPPA with necessary details/ justification	N/A	N/A	N/A
						3. Issue of sanction order after approval of IFD	Not Applicable	N/A	N/A	N/A
						4. Release of funds	Not Applicable	N/A	N/A	N/A
6	Timely response to Grievances received on CPGRAMS	10	Shri M L Sidana(Deputy Secretary)	ml.sidana@nic.in	(23389866)	1. Initial scrutiny and forwarding the Grievances to the concerned officers	Not Applicable	N/A	N/A	N/A
						2. Final reply to the Grievances	Not Applicable	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
7	Prompt response to a request under DPCO 1979	10	Shri R K Maggo(Deputy Secretary)	rk.maggo@nic.in	(23752664)	Written request must be made stating clearly the court orders on which the request has been made or any other reason	copy of the court order, if any	N/A	N/A	N/A
8	Prompt payment to vendors for invoices submited	10	Shri R.K. Maggo(Deputy Secretary)	rk.maggo@nic.in	(23752664)	All documents must conform to the checklist for payment on the Ministry's website	Not Applicable	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Adjudicating Review cases under para 22 of DPCO, 1995	15.0	Average time taken from the date of receipt of fully completed proposals in all respects	90	days	15.00	Records of NPPA and Ministry Records
2	Prompt Grievance Redressal	10.0	Average time taken from the date of receipt of Grievance	60	days	10.00	Records of the concerned section
3	Timely release of financial assistance to NIPER'S	15.0	Average time taken to inform deficiencies in the application from the date of receipt of application	15	days	4.50	Records of NIPER Section
			Average time taken for processing the application	60	days	6.00	Records of NIPER Section
			Average time taken for issue of sanction after necessary approval	15	days	4.50	Records of NIPER Section
4	Timely release of financial assistance to PSU	15.0	Average time taken to inform deficiencies in the application from the date of receipt of application	15	working days	4.50	Records of PSU Section
			Average time taken for processing the application	60	working days	6.00	Records of PSU Section
			Average time taken for issue of sanction after necessary approval	15	working days	4.50	Records of PSU Section

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	Timely release of financial assistance to NPPA	15.0	Average time taken to inform deficiencies in the application from the date of receipt of application	15	working days	4.50	Records of NPPA and PI - I Section
			Average time taken for processing the application	60	working days	6.00	Records of NPPA and PI - I Section
			Average time taken for issue of sanction after necessary approval	15	working days	4.50	Records of NPPA and PI - I Section
6	Timely response to Grievances received on CPGRAMS	10.0	Initial scrutiny and forwarding the application to the concerned officer/Division	5	working days	3.00	Records of the concerned section of the department
			Final reply	60	working days	7.00	Records of the concerned section of the department
7	Prompt response to a request under DPCO 1979	10.0	Acknowledgment of application	5	working days	2.00	Records of DPEA Cell
			Informing deficiencies	15	working days	2.00	Records of DPEA Cell
			Final reply after necessary approval	15	working days	2.00	Records of DPEA Cell
			Processing the application	30	working days	4.00	Records of DPEA Cell

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
8	Prompt payment to vendors for invoices submited	10.0	Average time taken to inform deficiencies in the documents submitted in writing	7	working days	2.00	Records of the concerned section
			Average time taken to make the payment from the date of receipt of completed documents	25	working days	8.00	Records of the concerned section

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri M L Sidana Deputy Secretary	23387920	ml.sidana@nic.in	9891145107

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Citizens of India
2	Pharmaceuticals Industry including Small and Medium Enterprises
3	Pharmaceuticals companies seeking relief under DPCO 1979.
4	Pharmaceuticals companies seeking review under DPCO 1995
5	Ministry of Health and Family Welfare
6	NPPA/ CPSUs
7	Ministry of Micro Small & Medium Enterprises, State Governments, Department of Biotechnology, Department of Science and Technology

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Dr K K Bhutani, Officiating Director	1722214692	bhupindersingh@niper.ac.in	9417203802	National Institute of Pharmaceuticals Education & Research (NIPERS) Sector - 67, SAS Nagar, Punjab 160062
2	Dr. Neeta Shrivastava, Project Director	07927450449	perd@perdcentre.com	09824250226	NIPER Ahmedabad, B.V. Patel Pharmaceutical, Education and Research Development (PERD) Center Thaltej-Gandinagar Highway, Thaltej, Ahmedabad- 380054
3	Dr Ahmed Kamal, Project Director	04023073751	niperhyd@yahoo.com	9440802784	NIPER Hydrabad IDPL Township, Balangar, Hyderabad- 500007
4	Dr. Pradeep Das, Project Director	0612263437	Drpradeep.das@gmail.com	9431012380	NIPER Hajipur Rajendra Memorial Research Institute of Medical Sciences (RMRIMS) Agam Kuan, Patna 800 007
5	Dr. Asish Kumar Banerjee, Project Director	3324735197	asishbanerjeeiich@gmail.com	9830141666	NIPER Kolkata Indian Institute of Chemical Biology 4, Raja S.C. Mullick Road, Jadavpur, Kolkata 700032
6	Dr K C Saikia , Project Director	3612132751	Gmch-ash@nic.in		NIPER Guwahati, Guwahati Medical College and Hospital (Guwahati) - 781032
7	Dr D K Dikshit, Project Director	5222620713	dk_dikshit@cdri.res.in	9415021749	NIPER Rai Bareli, Central Drug Research Institute Chatter Manzil P.O Box 173, Lucknow 226001
8	Sh. Om Prakash, Member Secretary, NPPA	23746649	nppa@nic.in	9810092126	NPPA, YMCA Cultural Centre Building 3rd Floor, 1, Jai Singh Road, New Delhi 110001

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Please show courtisies to the Ministry Officers.
2	State the requests/grievances clearly
3	Enclose documents required for review under DPCO 1995
4	Enclose court orders, if any, under DPCO 1979



Citizens' / Clients' Charter

for

Department of Posts

Address Dak Bhavan, Sansad Marg, New Delhi-110001

Website ID http://www.indiapost.gov.in
Date Of Issue January2012
Next Review July, 2012

VISION / MISSION

Vision

India Post's products and services will be the customer's first choice

Mission

To sustain its position as the largest postal network in the world touching the lives of every citizen in the country. · To provide mail parcel, money transfer, banking, insurance and retail services with speed and reliability. To provide services to the customers on value-for-money basis. To ensure that the proud to be its main strength and serve its customers with a human touch. To continue to deliver social security services and to enable last mile connectivity as a Government of India platform.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Delivery of First class mail i.e., letters, postcards, Inland letter cards, etc.	6	Ms Kalpana Tiwari(Chief General Manager (Mail Business))	kalpana.tewari@gmail.co m	(23096091)	A. Posting articles as pre-paid postal stationery or with requisite postage stamp at the designated place/ Letter Box/specified counter	Not applicable	Inland Letter Cards	Cash/ Postage Stamp	2.5
								Post Card	Cash/PS	0.5
								Reply Post Card	Cash/PS	1
								Printed Post Card	Cash/PS	6
								Competitive on Post Card	Cash/PS	10
								BookPacket	Cash/PS	4
								Greeting Post Card	Cash/PS	15
								Letter (min. For letters up to 20 gms.)	Cash/PS	5

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
								Parcel (min. for parcels up to 500 gms.)	Cash/PS	19
						B. Delivery of the article at the address quoted on the article.	Not applicable	Not applicable	Not applicable	0
2	Delivery of: Second Class Mails i.e. Book Packets, Registered, newspapers	3	Ms. Kalpana Tiwari(Chief General Manager (Mail Business))	kalpana.tewari@gmail.co m	(23096091)	Delivery of the article at the address quoted on the article and obtaining receipt of the addressee.	Not applicable	N/A	N/A	N/A
3	Delivery of :Registered / Insured articles, Parcels, Express Parcel Post	3	Ms Kalpana Tiwari(Chief General Manager (Mail Business))	kalpana.tewari@gmail.co m	(23096091)	Delivery of the article at the address quoted on the article and obtaining receipt of the addressee.	Not applicable	N/A	N/A	N/A
4	Delivery of Speed Post articles	6	Brig. Y.P.S. Mohan(Chief General ManagerBusiness Development & Marketing Directorate)	cgm_bdd@indiapost.gov. in	(23096055)	Delivery of the article at the address quoted on the article and obtaining receipt of the recipient.	Not applicable	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
5	International EMS articles	2	Brig. Y.P.S. Mohan(Chief General Manager,Business Development & Marketing Directorate)			Booking of Speed Post article at the Post Office and issue of booking receipt.	Not applicable	Speed Post International serviceSpeed Post International Tariff depending upon the destination. Details available at the link http://www.indiapost. gov.in/SPInternational Tariff.html. For example min.amount shown for first 250 gms to Nepal	Cash	355

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
6	Instant Money Order –payment on same day.(service available at specified offices)	4	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Booking of the iMO by presenting duly filled up MO form along with the amount of Money Order and commission thereon in the Post Office and issue of booking receipt. ID proof of the remitter is required at the time of booking if the amount is more than ` 5000/-. Money from ` 1000/- to ` 50000/- can be remitted.	iMO form	Instant Money Order (iMO),MO commission charges minimum ` 150.00/maximum` 330.00. No charges for iMO Form.	Cash	150
						B. Payment of iMO amount to the payee at the designated PO quoted on the form and obtaining receipt of the payee. ID proof of the payee is required at the time of payment.	Not applicable	Not applicable	Not applicable	0
7	Money Order payment	6	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	Payment of Money Order amount to the Payee at the address quoted on the MO form by the remitter.	Not applicable	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
8	Transfer of Post Office Savings Bank Accounts (Please collect receipt issued at the time of acceptance of request)	9	Shri A. S Prasad(DDG (Financial Services))	dgfs@indiapost.gov.in	(23096089)	A. Obtaining filled up form/s from the customers along with original Passbook and (in case of cheque account) Cheque Book	Account Transfer form	Senior Citizens,` 1 lakh & above- ` 5/- per lakh for first transfer. ` 10/- per lakh for subsequent transfers.	Cash (min shown)	5
						B. Issue receipt for application and return the Passbook/ receipt for Passbook, after verification of balance and authorizing transfer of A/c or in case, application accepted at transferee PO, forwarding the documents to transferring office to process transfer.	Not applicable	All others	Nil	0
						C. Opening of account by the Postal Authorities at transferee PO.	Not applicable	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
9	Settlement of customer requests :- Deceased claims	1	A.S. Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. In case registered nomination / Legal evidence of heirs is produced; obtaining duly filled Claim Application Form, Pass- Book, original Death Certificate, two witnesses and ID & address proof of claimant.	Claim Application Form, Pass-Book, original Death Certificate and ID &address proof of claimant	N/A	N/A	N/A
						B. Scrutiny of Claim Application Form and issuing receipt for it after acceptance of witness.	Not applicable	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
						C. Sanction of Claim/ obtaining Sanction of Claim	Not applicable	N/A	N/A	N/A
						D. Handing over cheque to the Claimant.	Not applicable	N/A	N/A	N/A
						E. In case, nomination does not exist; obtaining duly filled Claim Application Form, Pass-Book, original Death Certificate, two witnesses, Affidavit, Disclaimer on the Affidavit and Letter of Indemnity from the Claimant.	Claim Application Form, Pass-Book, original Death Certificate, Affidavit, Disclaimer on the Affidavit and Letter of Indemnity from the Claimant	N/A	N/A	N/A
						F. Scrutiny of Claim Application Form and issuing receipt for it after acceptance of witness.	Not applicable	N/A	N/A	N/A
						G. Sanction of Claim/ obtaining Sanction of Claim	Not applicable	N/A	N/A	N/A
						H. Handing over cheque to the Claimant.	Not applicable	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
10	Issue of Duplicate Passbook	0.50	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Obtaining filled up Application for Duplicate Pass-Book from the customer and identification of the depositor.	Application for Duplicate Pass-Book	Senior Citizens – First instance.	Cash/PS	10
						B. Scrutiny of Application for Duplicate Pass-Book	Not applicable	Not applicable	Not applicable	0
						C. Sanction if authorized / Obtain Sanction if non-authorized Post Office.	Not applicable	Not applicable	Not applicable	0
						D. Handing over Duplicate Passbook to the customer on receipt.	Not applicable	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
11	Interest posting (in office other than Head Post Office)	0.50	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Obtaining the Pass-Book for entry of interest. Collect PBs after issue of SB-28 Receipt, in case of non – authorized Post Offices.	Pass - Book	N/A	N/A	N/A
						B. Handing over Pass-Book after entry of interest. Collect SB-28 Receipts and paste along with copy of Receipt Book.	Not applicable	N/A	N/A	N/A
12	Discharge of Savings Certificates at post office other than the office of purchase	2	Shri A.S. Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Obtaining duly filled up / endorsed Certificate from the holder/s of the certificate along with original certificate	Not applicable	Not applicable	Not applicable	0
						B. Scrutiny of Certificates presented in the PO.	Not applicable	Not applicable	Not applicable	0
						C. Handing over cash /cheque to the holder	Not applicable	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
13	Transfer of Savings Certificate	2	Shri A.S. Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Obtaining filled up Transfer Application form /s from the customers along with original Certificates at transferring Post Office or transferee Post Office	Transfer Application form	Others	Nil	0
						B. Scrutiny of Forms.	Not applicable	Not applicable	Not applicable	0
						C. Issue receipt for application at the transferring or transferee office, as the case may be. Issuing advice for transfer at transferring Post Office or forwarding the documents to transferring PO in case application of transfer accepted at Transferee PO.	Not applicable	Not applicable	Not applicable	0
						D. Entry of the Certificates issued at the transferee PO.	Not applicable	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
14	Issue of Duplicate Certificate	4	Shri A.S. Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Obtaining filled up Application form for issue of Duplicate Certificate from the customer along with Indemnity Bond.	Application form for issue of Duplicate Certificate & Indemnity Bond	NSC – VIIIth issue & others.	Cash (Min. amount per Certificate)	5
						B. Acceptance of Indemnity Bond by a Gazetted Officer	Not applicable	Not applicable	Not applicable	0
						C. Preparation of Duplicate Certificate in Authorized PO and giving it to customer.	Not applicable	Not applicable	Not applicable	0
						D. Obtaining Duplicate Certificates in Non – Authorized PO and handing it over to the customer.	Not applicable	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
15	Postal Life Insurance and Rural Postal Life Insurance - Acceptance Letter - Issue of Policy Bond	2	Shri S.K.Sinha(Chief General Manager (PLI))	cgmplidte@gmail.com	(24672461)	A. For Postal Life Insurance (PLI) – Submission of duly filled in proposal form along with relevant documents and the advance one month premium by the proponent or his/her representative. For RPLI – Submission of duly filled in form along with relevant documents and the advance one month/Quarter/Half-year/ Year premium by the proponent or his/her representative.	LI-24 {for Postal life Insurance(PLI) } LI-1 {for Rural Postal life Insurance(RPLI) } For both PLI/RPLI, medical fitness certificate by designated doctor to be submitted if Sum Assured is more than ` 25,000	N/A	N/A	N/A
						B. If the form is found to be complete after scrutiny, Acceptance Letter and Policy Bond are issued. Subsequent premia may also be credited through pay recovery by completing due formalities (For PLI policies only).	Not applicable	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
16	Settlement on Maturity of Postal Life Insurance and Rural Postal Life Insurance policy	2	Shri S.K.Sinha(Chief General Manager (PLI))	cgmplidte@gmail.com	(24672461)	A. Submission of Maturity Claim Form along with other documents.	LI-9(b), Policy Bond, Receipt Book, loan Repayment receipt book, pay-drawing officer certificate {in case of pay recovery Postal Life Insurance (PLI) policy}	N/A	N/A	N/A
						B. Payment of Maturity amount to the insurant.	Not applicable	N/A	N/A	N/A
17	Settlement of Postal Life Insurance and Rural Postal Life Insurance claims on death of policy holder	6	Shri S.K. Sinha(Chief General Manager (PLI))	cgmplidte@gmail.com	(24612461)	A. Submission of Death Claim Form along with requisite documents in case of nomination.	LI-9 Death Certificate ID Proof of the nominee, Report of the doctor who last attended the deceased policy holder, Policy Bond, Premium Receipt Repayment receipt book,pay-draw- ing officer certificate {in case of pay recovery Postal Life Insurance (PLI) policy}	N/A	N/A	N/A
						B. Payment of Maturity amount to the nominee.	Not applicable	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
						C. Submission of Death Claim Form along with requisite documents in case of legal heir.	Death Certificate ID Proof of the legal heir, Report of the doctor who last attended the deceased policy holder, Policy Bond Premium Receipt Book, loan Repayment receipt book, Pay-drawing officer Certificate {in case of pay recovery Postal Life Insurance (PLI) policy}	N/A	N/A	N/A
						D. Detailed inquiry.	Not applicable	N/A	N/A	N/A
						E. Payment of Maturity amount to the legal heir.	Not applicable	N/A	N/A	N/A
18	Transfer of policy from one Circle to another	1	Shri S.K. Sinha(Chief General Manager (PLI))	cgmplidte@gmail.com	(24672461)	A. Submission of manual application along with documents either at transferring Circle or at transferee Circle.	Premium Receipt Book, wherever applicable	N/A	N/A	N/A
						B. Policy is transferred and Premium Receipt Book is handed over to the insurant.	Not applicable	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
19	Paid up Value of policy (PLI/ RPLI)	2	Shri S.K. Sinha(Chief General Manager (PLI))	cgmplidte@ gmail.com	(24672461)	A. Submission of Claim Form along with relevant documents.	LI-9(b), Policy Bond, Premium Receipt Book, loan Repay-ment receipt book, pay-drawing officer certificate {in case of pay recovery Postal Life Insurance (PLI) policy}	N/A	N/A	N/A
						B. Payment of Paid-up amount to the insurant.	Not applicable	N/A	N/A	N/A
20	Revival of Policy	1	Shri S.K.Sinha(Chief General Manager (PLI))	cgmplidte@ gmail.com	(24672461)	A. Submission of simple application at the Post Office for supplying the documents required for revival.	Not applicable	N/A	N/A	N/A
						B. Revival is permitted after submission and scrutiny of requisite documents.	Not applicable	N/A	N/A	N/A
21	Conversion of Policy	1	Shri S.K. Sinha(Chief General Manager (PLI))	cgmplidte@ gmail.com	(24672461)	Submission of simple application along with relevant documents.	Policy Bond, Premium Receipt Book	Policy conversion fees	Cash	20

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
22	Settlement of customer requests :- loan against policies	0.50	Shri S.K.Sinha(Chief General Manager (PLI))	cgmplidte@gmail.com	(24672461)	Submission of simple application along with requisite documents. Policy bond to be assigned in favour of the President of India., Payment of Loan amount to the insurant.	Policy Bond, Premium Receipt Book, pay-drawing officer certificate (in case of pay receovery PLI policy)	N/A	N/A	N/A
23	Change of address-PLI	0.50	Shri S.K. Sinha(Chief General Manager (PLI))	cgmplidte@gmail.com	(24672461)	A. Submission of a simple application along with relevant documents.	Policy Bond, Premium Receipt Book	N/A	N/A	N/A
						B. Changes are incorporated and premium receipt book and policy bond are handed over to the insurant.	Not applicable	N/A	N/A	N/A
24	Change of Nomination-PLI	0.25	Shri S.K. Sinha(Chief General Manager (PLI))	cgmplidte@gmail.com	(24672461)	A. Submission of a simple application along with relevant documents.	Policy Bond	Fees	Cash	5
						B. Changes are incorporated and policy bond is handed over to the insurant.	Not applicable	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
25	Assignment of Policy	0.25	Shri S.K.Sinha(Chief General Manager (PLI))	cgmplidte@gmail.com	(24672461)	A. Submission of a simple application along with relevant documents.	Policy Bond	Fees	Cash	5
						B. Changes are incorporated under intimation to the insurant	Not applicable			
26	Issue of duplicate policy bond	0.50	Shri S.K. Sinha(Chief General Manager (PLI))	cgmplidte@gmail.com	(24672461)	A. Submission of a simple application along with an indemnity bond with two sureties on a non-judicial stamp paper. Loss of policy is to be published in a leading newspaper if sum assured exceeds ` 5 Lakh.	LI-10 (Format of Bond of indemnity)	Fees and in addition - Cost of non-judicial stamp paper	Cash	50
						B. Duplicate bond is issued to the insurant.	Not applicable			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
27	Counter Services: Booking of Registered /Insured articles,	1	Ms. Kalpana Tiwari(Chief General Manager (Mail Business))	kalpana.tewari@gmail.co m	(23096091)	Booking of Registered/ Insured article at the Post Office.	Not applicable	Inland Letter Cards/Letter/ Parcel/ Book Packet (Registration Charges 17 and Insurance charges minimum 10.00 in addition to postage due on the article. Acknowledge ment 3.00	Cash (Min. amount shown)	17
28	Booking of Value Payable articles	1	Ms Kalpana Tiwari(Chief General Manager (Mail Business))	kalpana.tewari@gmail.co m	(23096091)	Booking of VP article at the designated Post Office and issue of booking receipt.	Value Payable Money Order (VPMO) form	Letter/Parcel/ Periodical (Min. VP charges in addition to insurance fee and postage payable on the article).	Cash (Min. amount shown)	2
29	Booking of Speed Post articles	1	Brig. Y.P.S. Mohan(Chief General Manager, Business Development & Marketing Directorate)	cgm_bdd@indiapost.gov. in	(23096055)	Booking of Speed Post article at the Post Office and issue of booking receipt.	Not applicable	Speed Post Letter (Speed Post Charges min. 12.00).	Cash (Min. amount shown)	12

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
30	Booking of Money Order	1	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	Booking of the MO by presenting duly filled up MO form along with the amount of Money Order and commission thereon in the Post Office and issue of booking receipt.	Money Order (MO) form	MO Commission charges - Min. Rs.1.00/Maxi mum Rs.250.00, in additon to cost of MO form	Cash (Cost of MO form shown)	0.25
31	Booking of eMO	0.5	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	Booking of the eMO by presenting duly filled up eMO form along with the amount of Money Order and commission thereon in the Post Office and issue of booking receipt. Money up to ` 5000.00 can be remitted.	eMO form	Commission charges Min. Rs.1.00/ Maxi mum Rs.250.00. No charges for eMO Form.	Cash (Min. commission shown)	1
32	Premia collection for PLI/RPLI	0.5	Shri S. K. Sinha(Chief General Manager (PLI))	cgmplidte@ gmail.com	(24672461)	A. Submission of Premium amount in cash or through cheque	Not applicable	N/A	N/A	N/A
						B. Issuing receipt in lieu of acceptance of PLI /RPLI premium Amount for the Postal Order(s) is handed over to the customer.	Not Applicable	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
33	Bill collection	0.50	Ms Meera Handa(DDG (Postal Operations & Corporate Planning))	meerahanda@ indiapost. gov.in	(23096165)	A. Handing over cash along with the bill in original at the counter.	Bill in original	N/A	N/A	N/A
						B. Counterfoil of the bill, if available, along with the receipt is handed over to the customer.	Not applicable	N/A	N/A	N/A
34	Sale of Forms	0.50	Ms Meera Handa(DDG (Postal Operations & Corporate Planning))	meerahanda@ indiapost.gov.in	(23096165)	A. Handing over cash at the counter	Not applicable	N/A	N/A	N/A
						B. The required form is handed over to the customer.	Not applicable	N/A	N/A	N/A
35	Savings Bank Transactions-Deposits	2	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	Submission of, duly filled in pay-in-slip and cash/cheque by the customer.	Pay-in-slip	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
36	Savings Bank Transactions-Withdrawals	2	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Submission of withdrawal form along with the passbook at the counter or Post Office Savings Bank (POSB) cheque issued by Post Office.	Withdrawal form and passbook	N/A	N/A	N/A
						B. Handing over cash / cheque to the customer after obtaining sanction for withdrawal.	Not applicable	N/A	N/A	N/A
37	Savings Bank Transactions-Updation of pass book	2	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	Handing over Passbook at the counter and taking it back after updation.	Not applicable	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
38	Savings Bank Transactions-Opening of Account	1	Shri A. S Prasad(DDG (Financial Services))	ddgfs@indiapost.gov.in	(23096089)	A. Submission of Account Opening form along with the specimen Signature Slips duly filled in pay-in-slip and cash by the customer. All types of accounts can be opened by cheque except savings bank (SB) account. Date of realization of cheque into Govt. account shall be the date of deposit in all types of accounts except recurring deposit (RD).	Account Opening form Pay-in slip	N/A	N/A	N/A
						B. Counting cash tendered by the customer and scrutiny of the forms. Scanning of specimen signatures (in case of computerized POs and issuing receipt and passbook after approval of Assistant Postmaster / Head Postmaster. In case of Branch Post Offices, preliminary receipt is issued and passbook is handed over after receipt from the Account Office.	Not applicable	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
						C. Handing over Passbook and counterfoil of Pay-in-slip to the customer after opening the Account.	Not applicable	N/A	N/A	N/A
39	Savings Bank Transactions-Closure of Accounts	1	Shri A. S Prasad,(DDG (Financial Services))	ddgfs@indiapost.gov.in	(23096089)	A. Obtaining duly filled up Account Closure Form accompanied with the Pass-Book.	Account Closure Form & Pass-Book	N/A	N/A	N/A
						B. Examination of documents and updating of records in the account by calculating interest etc.	Not applicable	N/A	N/A	N/A
						C. Sanctioning closure of the account by Postmaster/Savings Branch Head.	Not applicable	N/A	N/A	N/A
						D. Handing over cash /cheque in case the Post Office is authorized to close the Account	Not applicable	N/A	N/A	N/A
						E. Handing over Receipt for Account Closure Form in case the Post Office is not authorized to close the Account.	Not applicable	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
						F. Handing over cash / cheque after obtaining sanction for closure; in case the Post Office is not authorized to close the Account	Not applicable	N/A	N/A	N/A
40	Savings Certificate Transactions - Issuance of Certificates	1	Shri A.S. Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Obtaining filled up Purchase Application form /s from the customers with KYC documents if not already given.	Purchase Application form Two Photographs and Know Your Customer (KYC) documents.	N/A	N/A	N/A
						B. Scrutiny of form/s	Not applicable	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
						C. Counting of cash tendered by the customer and issuing receipt of cash if certificates are not readily available.	Not applicable	N/A	N/A	N/A
						D. Record nomination on nomination register.	Not applicable	N/A	N/A	N/A
						E. Prepare certificates with all details including nomination etc.	Not applicable	N/A	N/A	N/A
						F. Handing over Savings Certificates to the customer.	Not applicable	N/A	N/A	N/A
41	Savings Certificate Transactions - Discharge of Certificate	1	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Obtaining duly filled up / endorsed Certificate from the holder/s of the certificate along with original certificate	Not applicable	N/A	N/A	N/A
						B. Scrutiny of Certificates presented in the PO.	Not applicable	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
42	Grievance Redress Mechanism -Issue of Acknowledgement of complaint. (Instantaneous in case of web registration)	4	Shri R.K.Kashyap (Deputy Director General (PG, QA & I))	rajinder@ sansad.nic.in	(23096087)	A. All complaints can be made within 60 days of availing of the service/transaction.	Complaints and Suggestions Book	N/A	N/A	N/A
						B Complaints can be registered during the working hours in the Complaints and Suggestions Book in the Post Office.	Not applicable	N/A	N/A	N/A
						C. Complaints can be lodged at the local Customer Care Centre (CCC) either directly or through post.	Not applicable	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
						D. Complaints can be lodged with the Supdt./SSr. Superintendent of Post Offices of Postal Division	Not applicable	N/A	N/A	N/A
						E. Complaint may be filed with Post Master of a First Class Head Post Office, who is competent to attend to any complaint relating to his office.	Not applicable	N/A	N/A	N/A
						F. Complaints can be lodged online at the website www.indiapost.gov.in in the Sevottam Compliant CCC System of Department of Posts or on the web-based system of CPGRAMS developed by the Department of Administrative Reforms and Public Grievances at the website www.pgportal.gov.in.	Not applicable	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
						G. Complaints can be lodged with the Deputy Divisional Manager, PLI/RPLI in each Circle Head Quarters.	Not applicable	N/A	N/A	N/A
						H. In the case of Value. Payable (VP) Articles, the complaint has to be lodged at the office of booking after paying appropriate charges if any.	Not applicable	N/A	N/A	N/A
						I. Complaints made in person shall be acknowledged on the same day by the post office/ CCC concerned. Complaints lodged at the website www. indiapost.gov.inshall be acknowledged instantaneously if e-mail ID is disclosed. Others shall be acknowledged within 7 days of receipt.	Not applicable	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
43	Settlement of Complaints	3	Shri R.K.Kashyap(Deputy Director General (PG, QA & I))	rajinder@sansad.nic.in	(23096087)	Time line for final redress of all grievances without involvement of investigation is two months. If enquiry is likely to take more than two months, an interim reply from the authorities along with the expected time of the final response shall be given to the complainant within this period.	Not applicable	N/A	N/A	N/A
44	Settlement of complaint cases requiring investigation	3	Shri R.K.Kashyap(Deputy Director General (PG, QA & I))	rajinder@sansad.nic.in	(23096087)	Time line for Settlement of complaints in cases requiring investigation will be 90 days	Not applicable	N/A	N/A	N/A
45	Transactions at Branch Post Office:- Sale of Stamps and stationery	1	Mr. Y.P. Rai(DDG (Rural Business, MM & Estates))		(23096184)	A. Counting & handling cash at the counter	Not applicable	N/A	N/A	N/A
						B. Handing over the stamps/stationery	Not applicable	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
46	Transactions at Branch Post Office:- Booking of Registered Articles	1	Ms Meera Handa(DDG (Postal Operations & Corporate Planning))	meerahanda@ indiapost. gov.in	(23096165)	Booking of Registered/Insured article at the Post Office and issue of booking receipt	Not applicable	Inland Letter Cards/Letter/ Parcel/ Book packet (Registration Charges 17 and Insurance charges minimum 10.00 in addition to postage due on the article. Acknowledge ment 3.00	Cash (MIn. amount shown)	17
47	Transactions at Branch Post Office:- Booking of Money Orders	0.50	Ms Meera Handa(DDG (Postal Operations & Corporate Planning))	meerahanda@ indiapost. gov.in	(23096165)	Booking of the MO by presenting duly filled up MO form along with the amount of Money Order and commission thereon in the Post Office and issue of booking receipt.	Money Order (MO) form	MO Commission charges - Min. Rs.1.00/Maxi mum Rs.250.00, in additon to cost of MO form	Cash (Cost of MO form shown)	0.25
48	Transactions at Branch Post Office:- Collection and Payment of PLI premia,	0.5	Shri S. K. Sinha(Chief General Manager (PLI))	cgmplidte@ gmail.com	(24672461)	A. Submission of Premium amount in cash or through cheque	Not applicable	N/A	N/A	N/A
						B. Issuing receipt in lieu of acceptance of PLI /RPLI premium	Not applicable	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
49	Transactions at Branch Post Office:- Post Office Savings Bank Deposit	0.50	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	Submission of, duly filled in pay-in-slip and cash/cheque by the customer	Pay-in-slip	N/A	N/A	N/A
50	Transactions at Branch Post Office:- Post Office Savings Bank Withdrawals up to Rs 5000/-, etc.	0.5	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Submission of withdrawal form along with the passbook at the counter or Post Office Savings Bank (POSB) cheque issued by Post Office.	Withdrawal form and passbook	N/A	N/A	N/A
						B. Handing over cash /cheque to the customer after obtaining sanction for withdrawal.	Not applicable	N/A	N/A	N/A
51	Transactions at Branch Post Office requiring authorization of Account Office:- Post Office Savings Bank Accounts opening	0.75	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Submission of Account Opening form along with the Specimen Signature Slips, duly filled in pay-in-slip and cash by the customer. All types of accounts can be opened by cheque except savings bank (SB) account. Date of realization of cheque into Govt. account shall be the date of deposit in all types of accounts except recurring deposit (RD)	Account Opening form Pay-in slip	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
						B. Counting cash tendered by the customer and scrutiny of the forms. Scanning of specimen signatures (in case of computerized POs and issuing receipt and passbook after approval of Assistant Postmaster / Head Postmaster. In case of Branch Post Offices, preliminary receipt is issued and passbook is handed over after receipt from the Account Office.	Not applicable	N/A	N/A	N/A
						C. Handing over Passbook and counterfoil of Pay-in-slip to the customer after opening the Account	Not applicable	N/A	N/A	N/A
52	Transactions at Branch Post Office requiring authorization of Account Office:- Post Office Savings Bank Accounts closing	0.75	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Obtaining duly filled up Account Closure Form accompanied with the Pass-Book.	Account Closure Form, Pass-Book	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
						B. Examination of documents and updating of records in the account by calculating interest etc.	Not applicable	N/A	N/A	N/A
						C. Sanctioning closure of the account by Postmaster/Savings Branch Head.	Not Applicable	N/A	N/A	N/A
						D. Handing over cash /cheque in case the Post Office is authorized to close the Account.	Not applicable	N/A	N/A	N/A
						E. Handing over Receipt for Account Closure Form in case the Post Office is not authorized to close the Account.	Not applicable	N/A	N/A	N/A
						F. Handing over cash / cheque after obtaining sanction for closure; in case the Post Office is not authorized to close the Account.	Not applicable	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
53	Transactions at Branch Post Office requiring authorization of Account Office:- Withdrawals above Rs 5000/-	0.75	Shri A.S. Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Submission of withdrawal form along with the passbook at the counter or Post Office Savings Bank (POSB) cheque issued by Post Office.	Withdrawal form and passbook	N/A	N/A	N/A
						B. Handing over cash /cheque to the customer after obtaining sanction for withdrawal.	Not applicable	N/A	N/A	N/A
54	Transactions at Branch Post Office requiring authorization of Account Office:- Discharge of Savings certificates	1	Shri A. S Prasad(DDG (Financial Services))	ddgfs@ indiapost.gov.in	(23096089)	A. Obtaining duly filled up / endorsed Certificate from the holder/s of the certificate in original	Not applicable	N/A	N/A	N/A
						B. Scrutiny of Certificates presented in the Post Office (PO).	Not applicable	N/A	N/A	N/A
						C. Handing over cash /cheque to the holder	Not applicable	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
55	Transactions at Branch Post Office requiring authorization of Account Office:- Maturity claims of Postal Life Insurance and Rural Postal Life Insurance policies, etc.	0.75	Shri S. K. Sinha(Chief General Manager (PLI))	cgmplidte@gmail.com	(24672461)	A. For Postal Life Insurance (PLI) - Submission of duly filled in proposal form along with relevant documents and the advance one month premium by the proponent or his/her representative.	Policy Bond, Receipt Book, pay-drawing certificate {in case of pay recovery Postal Life Insurance (PLI) policy}	N/A	N/A	N/A
						B. For Rural Postal Life Insurance (RPLI) - Submission of duly filled in form along with relevant documents and the advance one month/ Quarter/Half-year/ Year premium by the proponent or his/her representative.	Policy Bond, Premium, Receipt Book, pay-drawing certificate {in case of pay recovery Rural Postal Life Insurance (RPLI) policy}	N/A	N/A	N/A
						C. If the form is found to be complete after scrutiny, Acceptance Letter and Policy Bond are issued. Subsequent premia may also be credited through pay recovery by completing due formalities (For PLI policies only).	Not applicable	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Delivery of First class mail i.e., letters, postcards, Inland letter cards, etc.	6.0	Maximum time from posting/ booking to delivery excluding day of posting, holidays and Sundays for local (within Municipal City limits) and Between Metro Cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad & Bengaluru). Articles to be posted before cut off time. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 2 days .	55	%	3.00	No record is maintained for Delivery of First Class (i.e. Ordinary) mail
			Rest of India. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 4-6 days .	55	%	3.00	No record is maintained for Delivery of First Class (i.e. Ordinary) mail
2	Delivery of: Second Class Mails i.e. Book Packets, Registered, newspapers	3.0	Maximum time from posting/ booking to delivery excluding day of posting, holidays and Sundays for local (within Municipal City limits) and Between Metro Cities (Delhi, Mumbai, Kolkata,	55	%	1.50	No record is maintained for Delivery of First Class (i.e. Ordinary) mail

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Chennai, Hyderabad & Bengaluru). Articles to be posted before cut off time. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 3 days .				
			Rest of India. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5-7 days .	45	%	1.50	No record is mainained for Delivery of First Class (i.e. Ordinary) mail
3	Delivery of :Registered / Insured articles, Parcels, Express Parcel Post	3.0	Maximum time from posting/ booking to delivery excluding day of posting, holidays and Sundays for local (within Municipal City limits) and Between Metro Cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad & Bengaluru). Articles to be posted before cut off time. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in	55	%	1.50	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			the Key Performance Indicator (KPI) of 3 days .				
			Rest of India. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5-7 days .	45	%	1.50	Records of Department of Posts
4	Delivery of Speed Post articles	6.0	Maximum time from posting/ booking to delivery excluding day of posting, holidays and Sundays for local (within Municipal City limits) and Between Metro Cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad & Bengaluru). Articles to be posted before cut off time. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 2 days .	75	%	3.00	Records of Department of Posts
			Rest of India. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 4-6 days .	75	%	3.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	International EMS articles	2.0	Delivery of Articles. All International Mail articles are subject to customs examination. Period for customs examination/detention is not included in the success standards. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 4-10 days .	55	%	2.00	Records of Department of Posts
6	Instant Money Order –payment on same day.(service available at specified offices)	4.0	Time from booking to transfer to payee post office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 15 minutes.	85	%	2.00	Records of Department of Posts
			Payment on production of code and ID by receiver at the destination post office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 20 minutes.	85	%	2.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
7	Money Order payment	6.0	Maximum time from booking to delivery excluding day of booking, holidays and Sundays for local (within Municipal City limits) and between Metro Cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad & Bengaluru). Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 3 days .	55	%	3.00	Records of Department of Posts
			Rest of India.Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 4-6 days .	55	%	3.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
8	Transfer of Post Office Savings Bank Accounts (Please collect receipt issued at the time of acceptance of request)	9.0	Time taken for opening of account at the post office where transfer is sought - When request if for transfer of accounts within the same Head Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 1 day.	45	%	3.00	Records of Department of Posts
			When request is for transfer of accounts in post offices which are under different Head Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 7 days .	65	%	3.00	Records of Department of Posts
			When request is made at the transferee post office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 20 days .	65	%	3.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Settlement of customer requests :- Deceased claims	1.0	Time taken for Deceased claims settlement from time of receipt of completed documents. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 7 days .	65	%	1.00	Records of Department of Posts
10	Issue of Duplicate Passbook	0.5	Time taken for Issue of Duplicate Passbook. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 7 days .	65	%	0.50	Records of Department of Posts
11	Interest posting (in office other than Head Post Office)	0.5	Time taken for Interest posting (in office other than Head Post Office). Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 7 days .	65	%	0.50	Records of Department of Posts
12	Discharge of Savings Certificates at post office other than the office of purchase	2.0	Time taken from the receipt of certificates for discharge at the post office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 30 days .	65	%	2.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
13	Transfer of Savings Certificate	2.0	Time taken from the receipt of application for transfer at the post office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 30 days .	45	%	2.00	Records of Department of Posts
14	Issue of Duplicate Certificate	4.0	Time taken from the receipt of application along with required documents at the post office of issue of the Certificate. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 30 days .	65	%	4.00	Records of Department of Posts
15	Postal Life Insurance and Rural Postal Life Insurance - Acceptance Letter - Issue of Policy Bond	2.0	Time taken from the receipt of completed documents. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 15 days .	75	%	2.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
16	Settlement on Maturity of Postal Life Insurance and Rural Postal Life Insurance policy	2.0	Time taken from the receipt of completed documents. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 30 days .	75	%	2.00	Records of Department of Posts
17	Settlement of Postal Life Insurance and Rural Postal Life Insurance claims on death of policy holder	6.0	With nomination. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 30 days .	75	%	2.00	Records of Department of Posts
			Without nomination – (time taken after production of required documents). Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 30 days .	75	%	2.00	Records of Department of Posts
			Involving investigation. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 90 days .	75	%	2.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
18	Transfer of policy from one Circle to another	1.0	Time taken from the receipt of completed documents. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 10 days .	75	%	1.00	Records of Department of Posts
19	Paid up Value of policy (PLI/RPLI)	2.0	Time taken for settlement on receipt of request. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 30 days .	75	%	2.00	Records of Department of Posts
20	Revival of Policy	1.0	Time taken from receipt of request. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 15 days .	75	%	1.00	Records of Department of Posts
21	Conversion of Policy	1.0	Time taken from receipt of request. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 15 days .	75	%	1.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
22	Settlement of customer requests :- loan against policies	0.5	Time taken for settlement on receipt of request for Loan against policies. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 10 days .	75	%	0.50	Records of Department of Posts
23	Change of address-PLI	0.5	Time taken for settlement on receipt of request for Change of address. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 10 days .	75	%	0.50	Records of Department of Posts
24	Change of Nomination-PLI	0.25	Time taken for settlement on receipt of request for Change of nomination. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 10 days .	75	%	0.25	Records of Department of Posts
25	Assignment of Policy	0.25	Time taken for settlement on receipt of request for Assignment of policy. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 10 days .	75	%	0.25	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
26	Issue of duplicate policy bond	0.5	Time taken for settlement on receipt of request for Issue of duplicate policy bond. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 10 days .	75	%	0.50	Records of Department of Posts
27	Counter Services: Booking of Registered /Insured articles,	1.0	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	1.00	Records of Department of Posts
28	Booking of Value Payable articles	1.0	Transaction time at the counter (excluding waiting time in queue) at Project Arrow Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	1.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
29	Booking of Speed Post articles	1.0	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	1.00	Records of Department of Posts
30	Booking of Money Order	1.0	Transaction time at the counter (excluding waiting time in queue) at Project Arrow Post Offices.Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	1.00	Records of Department of Posts
31	Booking of eMO	0.5	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	0.50	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
32	Premia collection for PLI/RPLI	0.5	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices.Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	0.50	Records of Department of Posts
33	Bill collection	0.5	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	0.50	Records of Department of Posts
34	Sale of Forms	0.5	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	0.50	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
35	Savings Bank Transactions- Deposits	2.0	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	2.00	Records of Department of Posts
36	Savings Bank Transactions- Withdrawals	2.0	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	2.00	Records of Department of Posts
37	Savings Bank Transactions- Updation of pass book	2.0	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 5 minutes.	75	%	2.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
38	Savings Bank Transactions- Opening of Account	1.0	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 15 minutes.	75	%	1.00	Records of Department of Posts
39	Savings Bank Transactions- Closure of Accounts	1.0	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 15 minutes.	75	%	1.00	Records of Department of Posts
40	Savings Certificate Transactions - Issuance of Certificates	1.0	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 15 minutes.	75	%	1.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
41	Savings Certificate Transactions - Discharge of Certificate	1.0	Transaction time at the counter(excluding waiting time in queue) at Project Arrow Head Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 15 minutes.	75	%	1.00	Records of Department of Posts
42	Grievance Redress Mechanism -Issue of Acknowledgement of complaint. (Instantaneous in case of web registration)	4.0	Time from lodging of complaint at Customer Care Centre. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 1 day.	65	%	2.00	Records of Department of Posts
			Time from lodging of complaint by post or other means. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 7 days.	65	%	2.00	Records of Department of Posts
43	Settlement of Complaints	3.0	Time from lodging of complaint. Success indicator expressed in percentage of successful transactions out of total settlement in the category, achieved with in 60 days.	65	%	3.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
44	Settlement of complaint cases requiring investigation	3.0	Time from lodging of complaint. Success indicator expressed in percentage of successful transactions out of total settlement in the category, achieved with in 90 days.	65	%	3.00	Records of Department of Posts
45	Transactions at Branch Post Office:- Sale of Stamps and stationery	1.0	Transaction Time at Branch Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 1 day.	45	%	1.00	Records of Department of Posts
46	Transactions at Branch Post Office:- Booking of Registered Articles	1.0	Transaction Time at Branch Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 1 day.	45	%	1.00	Records of Department of Posts
47	Transactions at Branch Post Office:- Booking of Money Orders	0.5	Transaction Time at Branch Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 1 day.	45	%	0.50	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
48	Transactions at Branch Post Office:- Collection and Payment of PLI premia,	0.5	Transaction Time at Branch Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 1 day.	45	%	0.50	Records of Department of Posts
49	Transactions at Branch Post Office:- Post Office Savings Bank Deposit	0.5	Transaction Time at Branch Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 1 day.	45	%	0.50	Records of Department of Posts
50	Transactions at Branch Post Office:- Post Office Savings Bank Withdrawals up to Rs 5000/-, etc.	0.5	Transaction Time at Branch Post Office. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 1 day.	45	%	0.50	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
51	Transactions at Branch Post Office requiring authorization of Account Office:- Post Office Savings Bank Accounts opening	0.75	Completion or settlement of the transaction. (Includes processing time at the Account office.) Add 7 days to each of the corresponding service standards for Departmental Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 8 days.	45	%	0.75	Records of Department of Posts
52	Transactions at Branch Post Office requiring authorization of Account Office:- Post Office Savings Bank Accounts closing	0.75	Completion or settlement of the transaction.(Includes processing time at the Account office.) Add 7 days to each of the corresponding service standards for Departmental Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 8 days.	45	%	0.75	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
53	Transactions at Branch Post Office requiring authorization of Account Office:- Withdrawals above Rs 5000/-	0.75	Completion or settlement of the transaction. (Includes processing time at the Account office.) Add 7 days to each of the corresponding service standards for Departmental Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 8 days.	45	%	0.75	Records of Department of Posts
54	Transactions at Branch Post Office requiring authorization of Account Office:- Discharge of Savings certificates	1.0	Completion or settlement of the transaction. (Includes processing time at the Account office.) Add 7 days to each of the corresponding service standards for Departmental Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 8 days.	45	%	1.00	Records of Department of Posts

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
55	Transactions at Branch Post Office requiring authorization of Account Office:- Maturity claims of Postal Life Insurance and Rural Postal Life Insurance policies, etc.	0.75	Completion or settlement of the transaction. (Includes processing time at the Account office.) Add 7 days to each of the corresponding service standards for Departmental Post Offices. Success indicator expressed in percentage of successful transactions out of total transactions in the category, achieved with in the Key Performance Indicator (KPI) of 8 days.	45	%	0.75	Records of Department of Posts

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri A. S. Prasad, Deputy Director General (FS), Department of Posts, Dak Bhavan, Sansad Marg, New Delhi – 110116 .(For complaint relating to Savings Bank, Savings Certificates and iMO)	23096089	ddgfs@indiapost.gov.in	23036287
2	Chief General Manager, Business Development & Marketing Directorate, New Delhi. (For complaints relating to Speed Post, Express Parcel Post, Logistic Post and other premium products.)	23096055	cgm_bdd@indiapost. gov.in	23036008
3	Shri S. K. Sinha, Chief General Manager (PLI), Directorate of Postal Life Insurance, Chankyapuri Post Office Complex, New Delhi—110023. (For complaints relating to PLI/RPLI)	24672461	cgmplidte@gmail.com	26876809
4	Shri Rajinder Kumar Kashyap, Deputy Director General (PG,QA & I) &Nodal Officer for Public Grievances, Department of Posts, Dak Bhavan, Sansad Marg, New Delhi – 110116 . (For all other complaints not covered under Serial Numbers 1, 2 and 3 above)	23096087	pgdiv@indiapost.gov.in	23036433
5	Department of Posts Web Based Sevottam Compliant Grievance Redress Mechanism System can be accessed at url www.indiapost.gov.in/CCC			

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	We serve all residents of India and we are the main service provider for rural citizens for mails and financial services
2	Public Institutions, private businesses and print media,
3	Government organizations,
4	Other postal administrations,
5	Philatelists

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Responsibility Centres (RCs) are not there				Not applicable

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Mails Services:- Address of addressee and sender should contain House Number, Name of Street, City, District, State and Pin Code.
2	Mails Services:- Name of village of addressee and the name of the delivery Branch Post Office of the addressee.
3	Mails Services:- Phone number of the sender and addressee.
4	Mails Services:- To conform to packing, size and content requirements for registered and Insured articles and parcels. http://www.indiapost.gov.in/MailProhibitions.html
5	Mails Services:- To comply with instructions for articles prohibited by Post.http://www.indiapost.gov.in/MailProhibitions.html .
6	Mails Services:-To affix correct amount of postage on mail articles.
7	Mails Services:-To provide Mail Box on the ground floor for each address in the multi storied building.
8	Mails Services:-To notify the delivery post office of the change of address and provide the forwarding address.
9	Mails Services:-To give proper authorization to his/her representative for receiving delivery of registered, insured, money orders and Speed Post etc.in his/her absence.
10	Money Order/Mails Services:- To cooperate by producing ID on demand by Postmen or at the counter.
11	Money Order/Mails Services:- To insist on obtaining receipts for articles and money orders booked.
12	Savings Bank / Cash Certificate Services:- To provide Know Your Customer (KYC) documents as prescribed.
13	Savings Bank / Cash Certificate Services:- To check the Agency Number, Authorization and validity of the Small Savings and Postal Life Insurance Agents and Rural Postal Life Insurance Agents before carrying out any transactions with them.
14	Savings Bank / Cash Certificate Services:- Savings Bank / Cash Certificate Services:- To keep pass book updated and secure. Obtain receipt if passbook is handed over to the post office and check that the last balance in the Pass Book matches with that written in the receipt.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
15	Savings Bank / Cash Certificate Services:- To make nominations for all Post Office Savings Bank Accounts, Savings Certificates, Postal Life Insurance and Rural Postal Life Insurance.
16	Financial Services:- Not to disclose the code numbers of instant money orders and MO Videsh communicated by the
17	Financial Services:- To bring the officially valid ID for iMO payments.
18	Savings Bank / Cash Certificate/Postal Life Ensurance Services:- To collect receipt when handing over requests for transfer or deceased claim cases.
19	General / Public Grievance Redress Services:-To lodge a complaint, if so desired; within 60 days of the transaction / availaing of a service, relating to any deficiency in service.



Citizens' / Clients' Charter

for

Ministry of Power

Address	Shram Shakti Bhawan, Rafi Marg, New Delhi
Website ID	powermin.gov.in
Date Of Issue	January, 2011
Next Review	January, 2012

VISION / MISSION

Vision

Reliable, adequate and quality power for all at reasonable prices.

Mission

Ministry of Power seeks to achieve its vision by providing necessary support and enabling policy framework for integrated development of power infrastructure in the country to meet the requirements of the growing economy and to meet the requirements and aspirations of the people for quality power particularly of poor households in rural areas.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely processing/decision proposals for grant of in-principle / final mega power status to thermal power projects/timely communication of decision to applicant.	15	Sh.V.Apparao (Director)(Dir)	v.apparao@nic.in	8800559901	Issue of the certificate	N/A	N/A	N/A	N/A
						Receive application from developers	N/A	N/A	N/A	N/A
						Scrutiny of application and obtaining of required documents, if any, by IP Cell	Documents required for grant of mega power status to the project:- i) Copy of PPA for atleast 85% of the capacity of the project. ii) Document regarding Competitive bidding/ICB route. Documents required for grant of in-principle mega status are :- (i) DPR of the project (ii) Assurance (LOA) for the fuel linkage. (iii) Assurance regarding availability and allocation of water from the State Government. (iv) Undertaking that the entire power will be tied up through Power Purchase Agreement(PPA) in accordance with National	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
							Tariff Policy, 2006as amended from time to time and that the related documents filed before the Appropriate Commission, will be submitted for facilitating issue of final mega power status.			
						Take approval of the competent authority	N/A	N/A	N/A	N/A
2	Timely sending of comments to the FIPB, Ministry of Finance /DEA onproposals for FDI in power sector	8	Sh.V.Apparao(Dir)	v.apparao@nic.in	8800559901	Examine the recommendations from CEA	N/A	N/A	N/A	N/A
						Forward applications to CEA for scrutiny	N/A	N/A	N/A	N/A
						Receive applications from DEA	Applications to be submitted to DEA along with company details and financial status	N/A	N/A	N/A
						Recommend to DEA	N/A	N/A	N/A	N/A
						Take the approval of competent authority	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
3	Approval of the Central Government under Section 68 of the Electricity Act, 2003 for inter-state transmission lines	5	Sh. K. V. GopalaRao(US)	kvg.rao@nic.in	(23730264)	Obtaining advice from CEA and approval of the JS(Trans)	Approval of the scheme by the Standing Committee LTOA by PGCIL	N/A	N/A	N/A
4	Approval of the Central Government under Section 164 of the Electricity Act, 2003 for inter-state transmission line.	5	Sh. Arun Kumar(Dir)	a_kumar@nic.in	(23717753)	The applicant is required to submit the documents to CEA with a copy to US (PG), MoP. Approval of the MoP is obtained through proper chanel and a Gazette Notification is issued through Government of India Press.	Copies of the Gazette Notification and Press Publications issued by him inviting objection from the public, if any, within 60 days on the proposed transmission line. He is also required to submit route alignment with justification and a certificate that he had not received any objection from the public or he has taken into account the objection of the public.	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
5	Processing of completed proposals of projects under Part -A & B of R-APDRP forwarded by PFC to be put up to steering committee.	10	ShriSanjeev Kumar(Director)	sanjeev.kumar70@nic.in	(23353320)	Steering Committee in Ministry sanctions the DPRs.	Detailed Project Reports (DPRs) for a Part-A, Part- B and SCADA projects: DPRs are prepared by States/Utilities as per Standard Format. PFC, the Nodal Agency scrutinizes these DPRs based on benchmarked cost approved and then submits to the APDRP Steering Committee for approval.Steering Committee headed by Secretary (Power) approves the DPRs.	N/A	N/A	N/A
6	Timely release of financial assistance (with the approval of Internal Finance) to PFC for onward transmission to State Government/UT Admn.	8	ShriSanjeev Kumar(Director)	sanjeev. Kumar70@nic.in	(23353320)	After approval, Ministry releases the loan to PFC which in turn releases to respective State Govt./UTs.	Proposals/claims are submitted by PFC for releasing of loan for implementation of R- APDRP.	N/A	N/A	N/A
7	Timely approval of electricity generation target of Power Utilities for the next financial year.	5	Sh. A. K. Saxena(Dir)	akumarsaxena@nic.in	(23716674)	Examination of recommendations of CEA	Recommendations from CEA.	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
8	Timely approval of coal requirement of Power Utilities for the next financial year.	5	Sh. A. K. Saxena(Dir)	akumarsaxena@nic.in	(23716674)	Examination of recommendations of CEA	Recommendations from CEA.	N/A	N/A	N/A
9	Timely communication of coal import target in respect of Power Utilities for the next financial year.	5	Sh. A. K. Saxena(Dir)	akumarsaxena@nic.in	(23716674)	Examination of recommendations of CEA	Recommendations from CEA.	N/A	N/A	N/A
10	Release of fund to REC under RGGVY.	10	ShriSanjeev Kumar(Director)	sanjeev.kumar70@nic.in	(23353320)	Examined and put up by RE Wing with approval of JS (RE) for approval of IFD.	N/A	N/A	N/A	N/A
						On receipt of concurred draft from IFD, the sanction letter is issued.	N/A	N/A	N/A	N/A
						Receipt of the fully completed claim proposal from Rural Electrification Corporation.	N/A	N/A	N/A	N/A
11	Sanction of DPR under DDG component of RGGVY.	8	ShriSanjeev Kumar(Director)	sanjeevkumar70@nic.in	(23353320)	Approval of Monitoring Committee.	Receipt of the proposal from REC.	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
						Implementing agencies submit the DPRs to Rural Electrification Corporation (REC), nodal agency for implementation of RGGVY. The proposal is scrutinized and submitted by REC before Implementation Support Group (ISG).	N/A	N/A	N/A	N/A
						ISG review the DPRs and recommend its sanction to Monitoring Committee.	N/A	N/A	N/A	N/A
12	Prompt Grievance Redressal	16	Shri K.L. Sharma(Deputy Secretary)	sharma.kl@nic.in	(23062439)	Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or writing via registered post	Complete application addressed to Grievances Officers indicating category of Grievances.	N/A	N/A	N/A
						Grievance should be as specific as possible and must relate to the functioning of Ministry of Power	Complete application addressed to Grievances Officers indicating category of Grievances.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	DataSource
1	Timely processing/decision proposals for grant of in-principle / final mega power status to thermal power projects/timely communication of decision to applicant.	15.0	Average time taken from the date of receipt of the fully completed proposal in all aspect	15	Working Days	15.00	Ministry records
2	Timely sending of comments to the FIPB, Ministry of Finance /DEA on proposals for FDI in power sector	8.0	Average time taken from the date of receipt of the fully completed proposal in all aspect	15	Working days	8.00	ministry Records
3	Approval of the Central Government under Section 68 of the Electricity Act, 2003 for inter-state transmission lines	5.0	Average time taken from the Date of receipt of fully completed proposal in all respects.	45	Working days	5.00	Ministry Records
4	Approval of the Central Government under Section 164 of the Electricity Act, 2003 for inter-state transmission line.	5.0	Average time taken from the Date of receipt of fully completed proposal in all respects.	90	Working Days	5.00	Ministry Records
5	Processing of completed proposals of projects under Part -A & B of R-APDRP forwarded by PFC to be put up to steering committee.	10.0	Average time taken from the Date of receipt of fully completed proposal in all respects.	30	Working Days	10.00	Ministry Records
6	Timely release of financial assistance (with the approval of Internal Finance) to PFC for onward transmission to State Government/UT Admn.	8.0	Average time taken to issue approval to PFC after clearance from steering Committee.	30	Working Days	8.0	Ministry Records
7	Timely approval of electricity generation target of Power Utilities for the next financial year.	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	15	Working Days	5.00	Ministry/ CEA Records
8	Timely approval of coal requirement of Power Utilities for the next financial year.	5.0	Average time taken from the date of receipt of reference from Planning Commission	21	Working Days	5.00	Ministry/ CEA Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	DataSource
9	Timely communication of coal import target in respect of Power Utilities for the next financial year.	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects	15	Working Days	5.00	Ministry/ CEA Records
10	Release of fund to REC under RGGVY.	10.0	Average time taken from the date of receipt of claim.	25	Working Days		Ministry records
11	Sanction of DPR under DDG component of RGGVY.	8.0	Average time taken from the date of receipt of claim.	30	Working Days		Ministry records
12	Prompt Grievance Redressal	16.0	Time taken to redress / forwarding the grievances related to Electric Poles/Bills/Meters etc to concerned department of a State Government	30	Working Days	2.00	CPGRAMS / Ministry's records
			Time taken to redress / forwarding the grievances related to Erection of Electric Poles/New electric connections to concerned department of a State Government	30	Working Days	2.00	CPGRAMS / Ministry's records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	DataSource
			Time taken to redress / forwarding the grievances related to service matters in relation to PSUs/Organizations under the administrative control of this Ministry or department of respective State Governments	60	Working Days	2.00	CPGRAMS / Ministry's records
			Time taken to redress / forwarding the grievances related to Allegation of harrassment/ misbehaviour concerning PSUs/Organizations under the administrative control of this Ministry or department of respective State Governments	60	Working Days	2.00	CPGRAMS / Ministry's records
			Time taken to redress / forwarding the grievances related to Faulty electric meters/faulty electric bills to concerned department of a State Government	30	Working Days	2.00	CPGRAMS / Ministry's records
			Time taken to redress / forwarding the grievances related to Compensation/employment to land oustees whose	45	Working Days	2.00	CPGRAMS / Ministry's records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	DataSource
			lands acquired for power projects. to concerned department of a State Government				
			Time taken to redress / forwarding the grievances related to References addressed to Hon'ble Minister of Power in relation to grievances on afore cited subjects to concerned department of a State Government	60	Working Days	2.00	CPGRAMS / Ministry's records
			Time taken to redress / forwarding the grievances related to Civil amenities related to supply of electricity etc.to concerned department of a State Government	45	Working Days	2.00	CPGRAMS / Ministry's records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri K.L. Sharma, Deputy Secretary	23062439	sharma.kl@nic.in	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	State utilities
2	Power CPSUs
3	Private Developers in power projects
4	Citizens of India
5	Ministry of Coal
6	Ministry of Environment & Forest
7	Planning Commission
8	Ministry of Finance

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Central Electricity Authority(CEA)	26102583	chair.cea@nic.in		SewaBhawan, R.K. Puram, New Delhi.
2	NTPC Ltd.	24360100	info@ntpc.co.in		Scope Complex, New Delhi-110003
3	NHPC Ltd	1292277971	webmaster@nic.in		Sector-33, Faridabad (Haryana)
4	Power Grid Corporation India Ltd.	1242571800	sgupta@powergridindia.com		Plot No. 02, Sector -29, Gurgaon(Haryana)-122001
5	REC Ltd.	24361562	reccorp@recl.nic.in		Core-4, Scope Complex, New Delhi-110003
6	PFC Ltd.	23456941	js_amitabh@pfcindia.com		UrjjaNidhi, 1 Barakhamba Lane, New Delhi-110001
7	SJVN Ltd.	1722670804	ak.mukherjee@sjvn.nic.in		IRCON, Building GF, C-4, Distt. Centre, Saket, New Delhi.
8	Damodar Valley Corporation	3323557935	chairman@dvc.gov.in		DVC Tower, VIP Road, Kolkata-700054
9	Bureau of Energy Efficiency (BEE)	26178316	dg-bee@nic.in		4th Floor, SewaBhawan, R.K. Puram, New Delhi.
10	NPTI	0129227475	npti_hq@yahoo.co.in		NPTI Complex, Sector-33, Faridabad (Haryana).
11	CPRI	8023602457	dgcpri@cpri.in		C.V. Raman Road, Bangalore-560080

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
12	APTEL	24368484	registrar-aptel@nic.in		Core-4, 7th Floor, Scope Complex, Newe Delhi.
13	CERC	23753911	info@cercindia.gov.in		Chanderlok Building, Janpath, New Delhi.
14	THDC India Ltd.	1352431517	it@thdc.gov.in		Ganga Bhawan, Pragati Puram, Rishikesh, Uttarakhand - 249201
15	BBMB	1725011750	cman@bbmb.chd.nic.in		Madhya Marg, Sector-19B, Chandigarh

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects
2	State Governments / UT Administrations should properly use the central financial assistance released to them for the tourism projects and make efforts for the timely completion of these projects
3	Please show courtesy to Ministry's officer
4	To keep proper records of your letters and communications with Ministry
5	If you have an appointment with an officer in the Ministry, please arrive 15 minutes prior to the appointment
6	To give a written notice via fax or email at least two days in advance for cancellation of fixed appointment.
7	Send reports in the prescribed format as per prescribed timelines
8	To check the website regularly for updates on policies, programmes and procedures
9	Give suggestions / inputs on drafts placed on Ministry's website / those circulated to them
10	State representatives should attend the conference with complete information



Citizens' / Clients' Charter

for

Ministry of Road Transport and Highways

Address	No. 1 Parliament Street, Transport Bhawan, New Delhi-110 001
Website ID	http://morth.nic.in/
Date Of Issue	February, 2011
Next Review	February, 2012

VISION / MISSION

Vision

Enabling INDIA to have a sustainable, efficient, safe and internationally comparable quality of road infrastructure in general and National Highways infrastructure in particular to achieve enhanced, quick connectivity, mobility to a level which accelerates socio-economic development.

Mission

Development of a National Highways (NHs) Network in the country encompassing roads of international standards for uninterrupted flow of traffic with enhanced safety features. Enhanced connectivity for remote far flung and isolated areas, including North-East.Evolving policies for efficient and Safe transportation through the Road Network and facilitating their implementation.Establish arrangement for review of Road Transport requirements keeping in view the long term perspective.Improving road safety scenario in the country. Computerization of the procedure for regulating motor vehicular traffic.Strengthening public transport system.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Finalization of Annual Plan under National Highways (Original) scheme.	5	Shri C. Kandasamy(Director General (Road Development))	kandasamy.c@nic.in	9810893100	a) Submission of Annual Plan by State Governments in consultation with Regional Officer of the Ministry.	NA	N/A	N/A	N/A
						b) Approval of Annual Plan by the Ministry.	NA	N/A	N/A	N/A
2	Sanction of Projects/ Estimates under National Highways (Original) scheme.	25	Sh C. Kandasamy (Director General (RD))	kandasamy.c@nic.in	9818093100	a) Submission of estimates by the State Public Works Departments (PWDs).	NA	N/A	N/A	N/A
						b) Processing by Project Zone Chief Engineers.	NA	N/A	N/A	N/A
						c) Obtaining concurrence from Internal Finance Wing of the Ministry by the Project Zones.	NA	N/A	N/A	N/A
						d) Obtaining administrative approval of competent authority by the Project Zones.	NA	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
3	Sanction of estimates under Central Road Fund (CRF).	8	Sh C. Kandasamy(DG (RD))	kandasamy.c@ nic.in	9810893100	a) Submission of priority list of CRF estimates by the State Governments, based on utilization certificate.	Priority list and utilization certificate.	N/A	N/A	N/A
						b) Submission of abstract estimates by the State Governments.	NA	N/A	N/A	N/A
						c) Processing of the estimates by Project Zones.	NA	N/A	N/A	N/A
						d) Obtaining administrative approval of competent authority by the Project Zones.	NA	N/A	N/A	N/A
4	Release of Funds	10	Sh R.K. Pandey(CE(Planning & Monitoring))	rkpandey57@ hotmail.co m	9013965975	a) Receiving of Utilization Certificates from State Governments for releasing of funds under Central Road Fund (CRF).	Utilization Certificate	N/A	N/A	N/A
						b) Scrutiny of proposals requesting for funds by the Project Zones.	NA	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
						c) Obtaining concurrence of Finance Wing by the Project Zones.	NA	N/A	N/A	N/A
						d) Release of funds to the State Governments.	NA	N/A	N/A	N/A
5	Sanction of estimates under Economic Importance (EI) & Inter State Connectivity (ISC) schemes.	5	Sh C. Kandasamy(DG (RD))	kandasamy.c@nic.in	9810893100	a) Submission of priority list by the State Governments.	Priority list.	N/A	N/A	N/A
						b) 'In-principle' approval accorded by the competent authority subject to inter-se priority and overall availability of funds.	NA	N/A	N/A	N/A
						c) Submission of detailed estimates by the State Governments to the Project Zones.	NA	N/A	N/A	N/A
						d) Processing of the estimates by the Project Zones.	NA	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
						e) Obtaining concurrence of Internal Finance Wing of the Ministry by the Project Zones.	NA	N/A	N/A	N/A
						f) Obtaining administrative approval of competent authority by the Project Zones.	NA	N/A	N/A	N/A
6	Review of Progress of works.	7	Sh C. Kandasamy(Director General (RD))	kandasamy.c@nic.in	9818093100	a) Review of projects by Chief Engineer of State Governments on monthly basis.	NA	N/A	N/A	N/A
						b) Review meeting by Chief Engineer, Project Zones on quarterly basis and compiling of proceedings.	NA	N/A	N/A	N/A
						c) Review of projects by DG (RD) & SS on quarterly basis.	NA	N/A	N/A	N/A
7	Issue of Land Acquistion notifications.	10	Sh Sanjay Bandopadhyaya(Joint Secretary (LA&C))	sanjay.bando@nic.in	9650094400	a) Receiving of proposals from executing agencies.	Proposals.	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
						b) Processing of draft notifications.	NA	N/A	N/A	N/A
						c) Approval of Competent Authority.	NA	N/A	N/A	N/A
						d) Publication of Gazettee Notification 3a.	NA	N/A	N/A	N/A
						e) Publication of Gazettee Notification 3A.	NA	N/A	N/A	N/A
						f) Publication of Gazettee Notification 3D.	NA	N/A	N/A	N/A
						g) Declaration of award by competent authority, land acquisition under Section 3G.	NA	N/A	N/A	N/A
						h) Placing the Gazette Notifications before the Parliament.	NA	N/A	N/A	N/A
8	Promote Research Studies	7	Sh Manoj Kumar(CE(R) S&R)	manojkumar.rth@nic.in	9999392947	Obtaining approval of Competent Authority	NA	N/A	N/A	N/A
						Processing of proposals received from State Governments/ Research institutions/ NHAI etc	NA	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
9	Issue of No Objection Certificate (NOC) for setting up Retails Outlets along NHs and access permission to private properties along NHs	8	Sh C. Kandasamy(DG (RD))	kandasamy.c@nic.in	9818093100	a) Receiving of proposals from executing agencies.	Proposals			
						b) Processing of proposals.	Signed copy of licence deed. Certified copy of location plan of the fuel station along the NH showing details of Right of Way (RoW) of NH, access roads to private properties, existing public roads and other developments falling within a reach of 1.5 km in each side of the fueld station and carriageway. Certified copy of plan of proposed fuel station showing details of decelration, acceleration lanes, service road	Licence fee	Demand Draft	100000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							(if provided), buffer strip, fuel pump, office, kiosk, lubritorium, air and water supply, drainage details, signs & marking conforming to applicable figures enclosed with these norms. Certified copy of sectional view showing elevation of fuel station with respect of NH and slopes to be provided for adequate drainage and preventing water logging on NH. Drinage plan of the fuel station.			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Details of material for pavement composition for deceleration lane, service road and acceleration lane. Inspection report of the officer inspecting the site of proposed fuel station and certificate that all standard conditions have been specified. Detailed explanation for reasons for recommending the exemption from stipulated norms (if required).			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Undertaking from oil company / ower that the oil company / owner would pay necessary fee for the use of NH land whenever the fee is asked by highway authorities in future. Undertaking from oil company that necessary alteration including complete removal / shifting of the approach roads at its own cost if so required by Ministry for the development of NH or in the interest of safety in this section.			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Undertaking from oil company that they shall take all the actions as precribed in Appendix I to ensure conformity of these norms.			
						c) Obtaining approval of Competent Authority.	NA			
10	Complaints regarding bad condition of specific stretches of National Highways- Road/ Bridge/ Culverts etc.	5	Sh C. Kandasamy(DG (RD))	kandasamy.c@nic.in	9818093100	a) Acknowledgement of request by the Complainant.	NA	N/A	N/A	N/A
						b) Processing of requests, obtaining approval of Competent Authority for corrective action.	NA	N/A	N/A	N/A
						c) Final reply to the complainant.	NA	N/A	N/A	N/A
11	Training of Highway Engineers by Indian Academy of Highway Engineers (IAHE).	5	Shri V.S. Prasad(Director)	iahe.director@gmail.com	(2405007)	a) Preparation of training calendar.	NA			
						b) Receiving of nominations.	NA			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						c) Imparting training to highway engineers.	NA			
12	Indian Roads Congress (IRC)	5	Sh Arun Kumar Sharma(Secretary General (IRC))	arunksharma2@ gmail.co m	9350064904	a) Development of standards, specifications and codes for development & maintenance of roads & bridges in the country.	NA	N/A	N/A	N/A
						b) Revision of IRC Codes after taking feedback from various research institutes, field studies & expert views.	NA	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Finalization of Annual Plan under National Highways (Original) scheme.	5.0	Average time taken for finalization of Annual Plan.	2	Months	5.00	State PWDs record
2	Sanction of Projects/ Estimates under National Highways (Original) scheme.	25.0	Plan Works: Average time taken from the receipt of estimates complete in all respects	3	Months	17.50	State PWD's records
			Non Plan Works: Average time taken from the receipt of estimates complete in all respects	2	Months	7.50	State PWD's records
3	Sanction of estimates under Central Road Fund (CRF).	8.0	Average time taken from the receipt of abstract estimates.	2	Months	8.00	State PWD's records
4	Release of Funds	10.0	Average time taken from the receipt of request for release of fund from the State Government/ UTs	2	Months	10.00	Ministry's records / State PWD's records
5	Sanction of estimates under Economic Importance (EI) & Inter State Connectivity (ISC) schemes.	5.0	Average time taken from the receipt of estimates complete in all aspects.	3	Months	5.00	State PWD's records
6	Review of Progress of works.	7.0	Conducting Quarterly review meetings by Chief Engineers of Project Zones for each quarter within a prescribed time limit not exceeding 30 days of completion of the said quarter.	30	Days	7.00	State Public Works Department

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
7	Issue of Land Acquistion notifications.	10.0	Average time taken for initial notification under 3a of NH Act 1956, after its receipt from NHAI/ State PWD, complete in all respects.	30	Days	5.00	Executing Agencies' / Revenue's records
			Average time taken for initial notification under 3A of NH Act 1956, after publication of 3a..	30	Days	5.00	Executing Agencies' / Revenue's records
8	Promote Research Studies	7.0	Average time taken for processing and obtaining approval of competent authority for the complete proposals received from State Governments/ UTs/ research institutions towarsd encouraging research studies.	45	Days	7.00	Ministry's records
9	Issue of No Objection Certificate (NOC) for setting up Retails Outlets along NHs and access permission to private properties along NHs	8.0	Average time taken for processing and obtaining approval of competent authority for the complete proposals received from NHAI/ROs/State Governments/ UTs/	30	Days	8.00	Oil Companies' records
10	Complaints regarding bad condition of specific stretches of National Highways-Road/ Bridge/ Culverts etc.	5.0	Average time taken for acknowledgement of the request	7	Days	0.50	CPGRAMS and Minsitry's Records
			Average time taken for redressal of the complaint and furnishing the reply to the complainant.	90	Days	4.50	CPGRAMS and Minsitry's Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
11	Training of Highway Engineers by Indian Academy of Highway Engineers (IAHE).	5.0	Number of personnels trained.	100	%	5.00	IAHE's records
12	Indian Roads Congress (IRC)	5.0	Number of IRC Codes revised.	100	%	5.00	IRC's records.

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh Nitin R. Gokran, Joint Secretary (T&G)	23753991	nr.gokran@nic.in	9968885979

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	National Highways Authority of India
2	State Public Works Departments of State Governments and Union Territories
3	Regional Offices of Ministry of Road Transport and Highways
4	Border Roads Organization (BRO)
5	Indian Roads Congress (IRC)
6	Indian Academy of Highway Engineers (IAHE)
7	Transport Departments of States/ UTs and State Transport Undertakings
8	NGOs
9	Citizens
10	Truckers' associations/ Automobile Manufacturers' Association
11	Academic/ Research Institutions,
12	Contractors
13	Concessionnaires
14	Consultants
15	Planning Commission
16	Other Ministries such as, Ministry of Railways, Ministry of Finance and Ministry of Statistics & Programme Implementation.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Highways Authority of India	25093503	chairman@nhai.org		Plot No. G 5 and 6, Sector 10, Dwarka, New Delhi-110 075
2	Regional Office Chandigarh	2743228	asingh_2009@ymail.com	9501234411	Kendriya sadan, 6th floor, sec 9 A, Chandigarh
3	Regional Office Bhopal	2551329	prmeena2007@rediffmail.com	9406900081	MP PWD - D Wing, Satpura Bhawan,Bhopal
4	Regional Office Gandhinagar	23220705	rogandhinagar@yahoo.in	9099018530	New Sachivalaya, Block No. 14, 2nd Floor, Gandhinagar.
5	Regional Office Kolkata	23586941	rockol@dataone.in	9903979695	Room No 106, Block C, 1st Floor, Salt lake, Kolkata
6	Regional Office (Mechanical) Bangalore	22353889	romst@dataone.in	9884454176	No 325, 2nd Stage, B Block, 3rd Floor, MS building, Vidhana Veedhi,Bangalore- 1
7	Regional Office Chennai	24916032	mishra_digvijay@yahoo.co.in	9445068765	C 1 A, Rajaji Bhawan, Besant nagar, Chennai-90
8	Regional Office Lucknow	2738226	rolkorth@nic.in	9818483004	B 748, Sector C, Mahanagar, Lucknow
9	Regional Office (civil) Bangalore	22105765	robang2005@yahoo.com	9449017457	Annexe Building, PWD office, K R Circle, Benguluru 1
10	Regional Office Patna	2525501	alokdeepankar@yahoo.com	9572604736	17, Aniket Housing Cooperative Society, IAS Colony, Kidwaipuri, S K Nagar, Patna

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
11	Regional Office Guwahati	2522552	shribash.m@rediffmail.com	9435709043	H No 41, 1st floor, Opp 5th Bylane, Rajgarh main road, Gauhati
12	Regional Office Hyderabad	23393206	sehyderabad@gmail.com	9818483004	2nd Floor, Quality Control Bldg, Errum Manzil Colony, Hyderabad
13	Regional Office Thiruvananthapuram	2326306	rokerala@yahoo.com	9884454176	Public Office Building, Tiruvananthapuram
14	ELO Raipur	2436637	eloraipur@rediffmail.com	9425027311	NH campus, Pensionbada, Raipur
15	Regional Office Mumbai	25289470	romumbai@rediffmail.com	9702371097	95, New Admn Building, No 2, Ground Floor, PWD Compound, RC Marg, Chembur, Mumbai
16	ELO Dehradun	2531125	joinpankaj11@gmail.com	7500209819	C/0 CE Level 1, PWD Uttaranchal camp office, Dehradun
17	Border Roads Organization, N Delhi	25686828	brotpwb@nic.in	9810823511	Seema Sadak Bhawan, Naraina, Ring Road, Delhi Cantt, Delhi 110010
18	Regional Office Bhubaneshwar	2564546	robbsr.morth@gmail.com	9439946228	C/o CE World Bank Project, 184, Infront of CRPF stadium, Baramunda, Bhubaneshwar
19	Regional Office (Civil), Ranchi	2550279	roranchi03@gmail.com	9031302578	New Area, Dutta Villae Road, Near TMC, Morhabadi Ranchi, Jharkhand.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects
2	State Governments/ UTs should submit all proposals as per Ministry's Standards and Specifications, Ministry's Data Book, Bar Charts, Drawings, Lead Statements, Investigation reports / supporting calculations etc wherever needed.
3	State Governments/ UTs should properly utilize Central financial assistance released and ensure timely completion of projects.
4	Please show courtesy to Ministry's officer
5	Always keep proper record of correspondence done.
6	If you have an appointment with an officer of the Ministry, please arrive 15 minutes prior to the appointment.
7	Send reports in the prescribed format as per prescribed timelines.
8	Please check the Ministry's/ NHAI's website for update on policies, programmes and procedures.
9	Please give suggestions/ inputs on the drafts placed on Ministry's/ NHAI's website/ those circulated.
10	Oficials of the State Governments/ UTs shuold attend the conferences/ meetings with complete information.
11	Officials attending the training should devote complete attention to the training.
12	Experts and research institutes should give proper assistance in framing / modification of IRC Codes.



Citizens' / Clients' Charter

for

Department of Science and Technology

Address	Technology Bhawan, New Mehrauli Road, New Delhi-110016
Website ID	www.dst.gov.in
Date Of Issue	February, 2011
Next Review	February, 2012

VISION / MISSION

Vision

To enable India becoming a global knowledge power by promoting basic research, development of cutting edge technologies and innovation for globally competitive and inclusive growth to power technology-led economic progress of the society.

Mission

To strengthen the R&D base of the country through funding, development and utilization of technologies, building entrepreneurship and innovation, fostering international S & T cooperation, popularization and demonstration, generating S&T database, mounting mission mode initiatives, attracting talent to science and rejuvenating research in university and promotion of public-private partnerships.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Funding for basic Extramural Research (EMR)	15	Dr. B. Hari Gopal (Scientist - G)	bghari@nic.in	(26590370)	a) Preliminary Screening b) Peer Review and Expert Committee recommendation c) Obtaining recommendation of Apex Committee, wherever required d) Administrative approval, financial sanction and release of grant	As indicated in the website of the Department for the respective scheme	N/A	N/A	N/A
2	Strengthening Research Infra-structure and expanding R&D base	10	Dr. A. Mukhopadhyay (Scientist -G)	tsd@nic.in	(26602193)	a) Preliminary Screening b) Peer Review and Expert Committee recommendation c) Obtaining recommendation of Apex Committee, wherever required d) Administrative approval, financial sanctio and release of grant	As indicated in the Website of the Department for the respective scheme n	N/A	N/A	N/A
3	Programme for attracting talent to Science (fellowship/scholarship) and rejuvenating research and development	8	Dr. A. Mukhopadhyay (Scientist -G)	tsd@nic.in	(26602193)	a) Preliminary Screening b) Peer Review and Expert Committee, recommendation c) Obtaining recommendation of Apex Committee wherever required d) Approval, financial sanction and release of fund	As indicated in the Website of the Department for the respective scheme	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	INSPIRE Awards	7	Shri N.J. Thomas (Deputy Secretary)	nj.thomas@nic.in	(26590456)	(a) Preliminary Screening (b) Issue of sanction orders granting Awards to students (c) Dispatch of Award Warrants to the State Nodal Officers responsible for the INSPIRE Awards (d) Issue of sanction orders releasing funds to the States/UTs for organizing district/State level Science Exhibitions.	As indicated in the Website of the Department for the respective scheme	N/A	N/A	N/A
5	Technology Development Programmes	15	Dr. G.J. Samathanam (Scientist-G)	samathan@nic.in	(26590367)	a) Preliminary Screening b) Peer Review and Expert Committee recommendation c) Administrative approval, financial sanctio and release of grant	As indicated in the Website of the Department for the respective scheme n	N/A	N/A	N/A
6	Entrepreneurship Development	10	Dr. H.K. Mittal (Scientist-G)	hkmittal@nic.in	(26517186)	a) Preliminary Screening b) Expert Committee recommendation c) Administrative approval, financial sanctio and release of grant	As indicated in the Website of the Department n for the respective scheme	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
7	Science for Equity Empowerment and Development of Society	12	Dr. Vinita Sharma (Scientist-G)	vsharma@nic.in	(26590339)	a) Preliminary Screening b) Peer Review and Expert Committee recommendation c) Administrative approval, financial sanctio and release of grant	As indicated in the Website of the Department for the respective scheme n	N/A	N/A	N/A
8	Programmes on popularization and demonstration of Science	8	Shri Chander Mohan (Scientist-F)	chanderm@gmail.com	(26590355)	a) Preliminary Screening b) Expert Committee recommendation c) Administrative approval, financial sanctio and release of grant	As indicated in the Website of the Department n for the respective scheme	N/A	N/A	N/A
9	International Collaborative Projects	10	Dr. Rajeev Sharma (Scientist -G)	rajivdst@nic.in	(26590410)	a) Preliminary Screening b) Peer Review Grading c) Clearance from Joint Committee d) Administrative approval, financial sanctio and release of grant	As indicated in the Website of the Department n for the respective scheme	N/A	N/A	N/A
10	Response to Grievance Redress	5	Shri P.N. Prasad (Director)	pnprasad@ifs.nic.in	(26524941)	a) Acknowledging the grievance b) Interim Reply/ Part Redressal c) Final Reply/ Redressal	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Funding for basic Extramural Research (EMR)	15.0	Timely approval and release of grant	11	month	15.00	Office Records
2	Strengthening Research Infra-structure and expanding R&D base	10.0	Timely approval and release of grant	14	month	10.00	Office Records
3	Programme for attracting talent to Science (fellowship/scholarship) and rejuvenating research and development	8.0	Timely approval and release of grant	11	month	8.00	Office Records
4	INSPIRE Awards	7.0	Dispatch of Award Warrants to the State Nodal Officers	120	days	7.00	Office Records
5	Technology Development Programmes	15.0	Timely approval and release of grant	6.5	month	15.00	Office Records
6	Entrepreneurship Development	10.0	Timely approval and release of grant	7.5	month	10.00	Office Records
7	Science for Equity Empowerment and Development of Society	12.0	Timely approval and release of grant	9	month	12.00	Office Records
8	Programmes on popularization and demonstration of Science	8.0	Timely approval and release of grant	7	month	8.00	Office Records
9	International Collaborative Projects	10.0	Timely approval and release of grant	10	month	10.00	Office Records
10	Response to Grievance Redress	5.0	Issue of final reply	75	days	5.00	Office Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri P.N. Prasad, Director	26524941	pnprasad@ifs.nic.in	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Central Govt. Ministries/Deptts. and State Governments
2	Science & Technology Councils in State/UTs
3	R&D Institutions
4	Universities & Educational Institutions
5	Industries in Public/Private Sectors
6	Non Governmental Organizations (NGOs)
7	Scientists & Technologists
8	Science & Technology Students
9	Citizens

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Head, SERC, DST	26602217	bghari@nic.in		Technology Bhawan, New Mehraulii Road, New Delhi - 110016
2	Scientist-G (FIST), SERC, DST	26602193	tsd@nic.in		Technology Bhawan, New Mehraulii Road, New Delhi - 110016
3	Scientist-G (INSPIRE), SERC, DST	26602193	tsd@nic.in		Technology Bhawan, New Mehraulii Road, New Delhi - 110016
4	Deputy Secretary (INSPIRE), DST	26962743	nj.thomas@nic.in		Technology Bhawan, New Mehraulii Road, New Delhi - 110016
5	Head, TDT, DST	26862512	samathan@nic.in		Technology Bhawan, New Mehraulii Road, New Delhi - 110016
6	Head, NEB, DST	26517186	hkmittal@nic.in		Technology Bhawan, New Mehraulii Road, New Delhi - 110016
7	Head, SEED, DST	26964793	vsharma@nic.in		Technology Bhawan, New Mehraulii Road, New Delhi - 110016
8	Scientist-F, NCSTC, DST	26523011	chanderm@gmail.com		Technology Bhawan, New Mehraulii Road, New Delhi - 110016
9	Head, IC, DST	26961912	rajivdst@nic.in		Technology Bhawan, New Mehraulii Road, New Delhi - 110016

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
10	Survey of India	2744268	sgo@nde.vsnl.net.in		Hathibarkala Estate, Post Box No.37, Dehradun – 248001
11	National Atlas & Thematic Mapping Organization	23345006	natmo@vsnl.net		CGO Complex, 7th Floor, DF Block, Salt Lake, Kolkata – 700064
12	Agharkar Research Institute	25653680	directorari@vsnl.com		Agharkar Road, Pune – 411004
13	Aryabhatta Research Institute of Observational Sciences,	2331727	directoraries@aries.res.in		Monora Peak, Nainital – 263129
14	Birbal Sahni Institute of Palaeobotany	2740399	registrar@bsip.res.in		53, University Road, Lucknow – 226007
15	Bose Institute	23506619	director@bic.boseinst.ernet.in		P1/12, CIT Scheme, VII-M, Kolkata 700054
16	Centre for Soft Mattter Research	28381119	admn@clcr.res.in		Jalahalli, Bangalore – 560013
17	Indian Association for the Cultivation of Science	24735474	director@iacs.res.in		Jadavpur, Kolkata – 700032
18	Indian Institute of Astrophysics	25530672	diriia@iiap.res.in		Koramangala, Bangalore – 560034
19	Indian Institute of Geomagnetism	27480766	postmast@iigs.iigm.res.in		Near Victoria Petrol Pump, Kalamboli (highway), New Panvel, Mumbai – 410218
20	International Advanced Research Centre for Powder Metallurgy and New Materials	24457104	info@arci.res.in		Balapur P.O. Hyderabad – 500005

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
21	Institute of Advanced Study in Science & Technology	2740659	director@iasst.in		Paschim Boragaon, Garchuk, Guwahti – 781035 Assam
22	Jawaharlal Nehru Centre for Advanced Scientific Research	2362750	admin@jncasr.ac.in		Indian Institute of Science Campus, Bangalore – 560012
23	National Accreditation Board for Testing & Calibration Laboratories	26529718	director@nabl-india.org		3rd Floor, NISCAIR, 14, Satsang Vihar Marg, New Mehrauli Road, New Delhi- 110067
24	National Innovation Foundation	26753338	info@nifindia.org		Bungalow No.1, Satellite Compltex, Jodhpur Tekra, Premchand Nagar Road, Ahmedabad - 380015 Gujarat
25	Raman Research Institute	23610122	director@rri.res.in		C.V. Raman Avenue, Sadashivnagar, Bangalore – 560080
26	S.N. Bose National Centre for Basic Sciences	23353057	arup@bose.res.in		Block-JD, Sector-III, Salt Lake, Kolkata – 700098
27	Sree Chitra Tirunal Institute for Medical Sciences & Technology	2443152	director@sctimst.ac.in		Thiruvananthapuram – 695011
28	Technology Information, Forecasting & Assessment Council (TIFAC)	26592600	registrar@tifac.org.in		Vishwakarma Bhavan, Shaheed Jeet Singh Marg, New Delhi - 110016
29	National Mission on Bamboo Applications	26531299	sanjiv.nair@nic.in		Vishwakarma Bhavan, TIFAC Building, New Delhi - 110016
30	Mission for Geo-Spatial Applications	26531299	sanjiv.nair@nic.in		Vishwakarma Bhavan, TIFAC Building, Shaheed Jeet Marg, New Delhi - 110016

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
31	Vigyan Prasar	2404431	info@vigyanprasar.gov.in		A-50, NCMRWF Complex, Phase-II, Sector-62, NOIDA – 201307
32	Wadia Institute of Himalayan Geology	2623109	director@wihg.res.in		33, General Mahadeo Singh Road, Dehradun – 248001
33	Technology Development Board	26537349	info@tdb.gov.in		Vishwakarma Bhavan, Saheed Jeet Singh Marg, New Delhi - 110016
34	Indian National Science Academy	23221931	esoffice@insa.nic.in		Bahadur Shah Zafar Marg, New Delhi – 110002
35	National Academy of Sciences	2640224	nasi@sancharnet.in		5, Lajpatrai Road, New Katra, Allahabad 211002
36	Indian National Academy of Engineering	26582635	inaehq@inae.org		6th Floor, Vishwakarma Bhavan, Shaheed Jeet Singh Marg, New Delhi – 110016
37	Indian Academy of Sciences	23612943	office@ias.ernet.in		P.B. No.8005, CV Raman Avenue, Sadashivnagar, Bangalore -560080
38	Indian Science Congress Association	22874530	iscacal@vsnl.net		14, Dr. Biresh Guha Street, Kolkata – 700017

Indicative Expectations from Service

S.No.	Indicative Expectations from Service Recipients
1	Proposal to be in standard format (available on DST website) including : a) Proposal to indicate the clear methodology, concept, experience and expertise in the area and confidence of project investigator b) Availability of basic infrastructure including manpower for the project c) Administrative clearance from parent organization, wherever required d) Fulfillment of industrial partnership, collaboration and alliances, wherever required
2	Presentation before the Expert committee on requirement
3	Security and sensitivity clearance in case of International Cooperation Projects
4	Timely response to queries relating the proposal
5	Submission of identity and residential proof wherever required
6	Submission of quotations, agreements and other documents on requirement



Citizens' / Clients' Charter

for

Department of Scientific and Industrial Research

Address	Technology Bhavan, New Mehrauli Road, New Delhi-110016
Website ID	www.dsir.gov.in
Date Of Issue	December, 2011
Next Review	December, 2012

VISION / MISSION

Vision

Enabling India to emerge as global industrial research and innovation hub

Mission

Attracting industrial research in the country through industry and institution centric motivational measures and incentives; Creating an enabling environment for development and utilization of new innovations.Enhance innovations through its resources and channelize benefits thereof to the people.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issue of Recognition / Registration letter	20	Dr. S.K. Deshpande (Scientist "G")	skdpande@nic.in	9810302872 (26868607)	1. Submission of completed application as per the guidelines on the website.	Form for In-house R&D recognition on Departmental website	N/A	N/A	N/A
						2. Circulation to experts for comments	N/A	N/A	N/A	N/A
						3. Consideration of the application in the Screening Committee Meeting	N/A	N/A	N/A	N/A
						4. Approval of recognition/ registration and issuance of letter.	N/A	N/A	N/A	N/A
2	Issue of Form 3CL / 3CM for fiscal incentives u/s 35(2AB)	18	Shri G.M. Bagai (Scientist 'F")	gbagai@nic.in	9891920787	1. Submission of completed application as per the guidelines on the website.	Blank Forms, i.e. 3CK, 3CM and 3CL on the website	N/A	N/A	N/A
						2. Scrutiny in the department	N/A	N/A	N/A	N/A
						3. Approval by Secretary, DSIR and issuance of forms 3CL/3CM	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
3	Issue of Certificate for Accelerated Depreciation Allowance	10	Shri G.M. Bagai(Scientist "F")	gbagai@nic.in	9891920787	1. Submission of completed application as per the guidelines on the website.	Accelerated Depreciation Allowance Guidelines on website	N/A	N/A	N/A
						2. Scrutiny in the department	N/A	N/A	N/A	N/A
						3. Approval by Secretary, DSIR and issuance of certificate	N/A	N/A	N/A	N/A
4	Funding of projects	18	Shri Indu Bhaskar(Scientist "F")	nrfc@nic.in	9818722868	1. Submission of completed application as per the guidelines on the website.	TDDP Guidelines on Departmental website	N/A	N/A	N/A
						2. Forwarding of applications to experts for comments	N/A	N/A	N/A	N/A
						3. Consideration of the application in Technical Advisory Committee (TAC)	N/A	N/A	N/A	N/A
						4. Obtaining financial concurrence and approval	N/A	N/A	N/A	N/A
5	Inputs for policy formulation	4	Shri K.V.S.P. Rao(Scientist "G")	rdi@nic.in	9868893517 (26863805)	1. Receipt of request for policy inputs / amendments from Ministry of Finance.	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
						2. Preparation of policy proposals, taking necessary approvals and forwarding the same to Ministry of Finance.	N/A	N/A	N/A	N/A
6	Granting Junior Research Fellowships (JRF) to pursue PhD through CSIR-UGC NET scheme	10	Shri Naresh Pal(Controller of Examination)	pal_naresh@ rediffmail.c om	9213242727 (25843305)	1. Inviting applications from eligible candidates.	Guidelines on HRDG (CSIR) website	General	Cash in Bank / Bank Challan	400
						2. Processing of applications in CSIR as per approved guidelines.	N/A	N/A	N/A	0
						3. Conducting the National Eligibility Test (NET)	N/A	N/A	N/A	0
						4. Award of JRF for pursuing PhD.	N/A	N/A	N/A	0
7	Travel grant to research scholars for presenting papers in international conferences	5	Shri HR Grover(Sr. Principal Scientist, CSIR)	hrg@csirhrdg. res.in	9810482493 (25841037)	1. Inviting applications from Research Scholars.	Guidelines on HRDG (CSIR) website	N/A	N/A	N/A
						2. Processing of applications in CSIR as per approved guidelines.	N/A	N/A	N/A	N/A
						3. Awarding Travel Grants to Research Scholars for presenting papers in Conferences held abroad.	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
8	Recognizing Excellence by giving awards and prizes through CSIR Young Scientist Award, Shanti Swarup Bhatnagar Prize etc.	5	Shri Inder Pal(Senior Scientist (HRDG))	ssb@csirhrdg.res.in	9868444777 (25846777)	1. Inviting nominations for awards and prizes.	Guidelines on HRDG (CSIR) website	N/A	N/A	N/A
						2. Processing of applications in CSIR as per approved guidelines.	N/A	N/A	N/A	N/A
						3. Announcing Awards and Prizes and giving them away in functions organized for the purpose.	N/A	N/A	N/A	N/A
9	Empanelment of Consultants on CDC online database	5	Dr.K. Jayakumar(DG, CDC)	dgcdc@cdc.org.in	9717480575 (24648268)	1. Inviting applications from consultants for empanelment	Guidelines on CDC website	N/A	N/A	N/A
						2. Processing of applications within CDC.	N/A	N/A	N/A	N/A
						3. Empanelment of consultants	N/A	N/A	N/A	N/A
10	Distribution of Journal to subscribers	5	Dr.K. Jayakumar(DG, CDC)	dgcdc@cdc.org.in	9717480575 (24648268)	1. Publication of journals.	N/A	N/A	N/A	N/A
						2. Dissemination of journals to existing and new subscribers.	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Issue of Recognition / Registration letter	20.0	Average time taken from the date of receipt of fully completed application in all respects	112	days	20.00	Ministry records
2	Issue of Form 3CL / 3CM for fiscal incentives u/s 35(2AB)	18.0	Average time taken for issuance of Form 3CM from the date of receipt of fully completed application in all respects	140	days	9.00	Ministry records
			Average time taken for issuance of Form 3CL from the date of receipt of fully completed application in all respects	250	days	9.00	Ministry records
3	Issue of Certificate for Accelerated Depreciation Allowance	10.0	Average time taken from the date of receipt of fully completed application in all respects	140	days	10.00	Ministry records
4	Funding of projects	18.0	Average time taken from the date of receipt of fully completed application in all respects	140	days	18.00	Ministry records
5	Inputs for policy formulation	4.0	Frequency of Inputs for Policy Formulation	250	days	4.00	Ministry records
6	Granting Junior Research Fellowships (JRF) to pursue PhD through CSIR- UGC NET scheme	10.0	Average time taken to process applications from Research Scholars for grant of Fellowship	150	days	10.00	CSIR records
7	Travel grant to research scholars for presenting papers in international conferences	5.0	Average time taken to process applications from Research Scholars for Travel Grant	60	days	5.00	CSIR records
8	Recognizing Excellence by giving awards and prizes through CSIR Young Scientist Award, Shanti Swarup Bhatnagar Prize etc.	5.0	Average time taken to process applications from Prize / Award aspirants.	185	days	5.00	CSIR records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Empanelment of Consultants on CDC online database	5.0	Time taken for empanelment after receipt of request complete in all respects.	8	days	5.00	CDC records
10	Distribution of Journal to subscribers	5.0	Average time taken for dissemination of journals after its publication.	16	days	5.00	CDC records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Dr. K. Jayakumar, JS	23716582	jsa@csir.res.in	9717480575
2	Shri S.R.Parasher, Dy. Secretary (Admn.)	26859460	sr.parasher@nic.in	9871215500

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Industry
2	Industry associations
3	Scientific and Industrial Research Organizations
4	Scientific and Academic institutions
5	Individual innovators
6	Non Governmental Organizations
7	Consultants and consultancy organizations
8	State Government agencies
9	International agencies

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Council of Scientific & Industrial Research (CSIR)	23710472	dgcsir@csir.res.in	9717837730	Anusandhan Bhavan, 2, Rafi Ahmed Kidwai Marg, New Delhi - 110 001
2	Consultancy Development Centre	24632601	dgcdc@cdc.org.in	9717480575	India Habitat Centre, Core – 4B, East Court, 2nd Floor, Lodhi Road, New Delhi – 110003

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Responsiveness to department advertisements, request for proposals etc. with respect to services / transactions at Sl. No.4,6,7,8,9
2	Co-operation in complying with departmental procedures with respect to services / transactions at Sl. No.1,2,3,4,6,7,8,9
3	Sincerity in meeting programme objectives and committed obligations with respect to services / transactions at Sl. No.4
4	Well articulated proposals for consideration by the department with respect to services / transactions at Sl. No.4
5	Submission of applications, complete in all respects as per guidelines and formats with respect to services / transactions at Sl. No.1,2,3,4
6	Completion of the activity/project within the stipulated period with respect to services / transactions at Sl. No.4
7	Taking keen interest in enhancing industry's share in national R&D expenditure with respect to services / transactions at Sl. No.1, 2
8	Constructive participation in policy formulation and identification of new schemes with respect to services / transactions at Sl. No.5
9	Providing feedback on the efficacy of the schemes with respect to services / transactions at Sl. No.4, 10



Citizens' / Clients' Charter

for

Ministry of Shipping

Address	Transport Bhawan, New Delhi
Website ID	www.shipmin.nic.in
Date Of Issue	February, 2012
Next Review	December, 2012

VISION / MISSION

Vision

To ensure vibrant, efficient and safe ports and shipping services, shipping and shipbuilding industry, promote development of the Major Ports to attain global standards and promote increased inland water transportation in India.

Mission

To enhance capacity & efficiency of Major Ports to cater to increase in international tradeIncrease India’s share in global shipping, promote and strengthen the Indian shipping and shipbuilding industry, Ensure safety of maritime shipping and national waterways operationsAchieve optimum utilization of Inland waterways potential in the Country; andStrengthen maritime administration training and education.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Sanction of projects/ estimates	32	Smt, Geetu Joshi(Director)	dirpd@nic.in	9810647676	1 Scrutiny of the SFC/EFC /PPPAC / PIB Memo 2 Circulation of memos an incorporating / replies comments of the Ministries/ Appraisal agencies 3 Convening of SFC / EFC meeting 4 Approval of the Competent Authority as per prescribed procedures and time frames indicated above.	Duly vetted and concurred proposals	N/A	N/A	N/A
2	Release of Fund's	9	Sh.R.K. Sen [AD(SBR)],Sh. A.R. Sengupta,Under Secretary,Sh.Raj Kumar US(PO)()	adsbr@nic.in, usma@nic.in, uspo@nic.in	(23715207)	Full justification for the amount asked for may be provided along with the request for release of funds.	Utilization Certificate for funds released earlier may be provided before fresh funds are sought.	N/A	N/A	N/A
						Receipt of written request for release of funds from KOPT. Request is processed in consultation with Internal Finance Wing File put up to the competent authority for approval Issue of sanction	Written request form KOPT.Audited Expenditure on dredging incurred during	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
						Submit papers to SBR Division. Examining of the papers Getting clarification from shipyards if required. On completion of documents to examination of documents, calculation of subsidy Approval by the Minister/ Secretary Release of Subsidy	Documents according to instructions dated 29th Sept., 2009, 22nd Jan., 2010, 20th April, 2010, 29th Sept., 2010 & any other instructions issued by the Government. The documents will be made available on ministry's website. Utilization Certificate for funds released earlier may be provided before fresh funds are sought. Written request form KOPT.	N/A	N/A	N/A
3	Issuance of Pilot License for pilots in major ports	8	D.R. Patil(Dir(PHRD))	Dineshrp2004@yahoo.co.in	986881025	Scrutiny by PE Division in the Ministry of Shipping Take approval of the Competent Authority Conveying the approval	Approval of Competent Authority in the port.	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	Proposals of appointment for Sr. level in port sector for approval of ACC	6	D.R. Patil(Dir(PHRD))	Dineshrp2004@yahoo.co .in	986881025	i)Circulating the vacancy ii) Scrutinsation of application iii)Selection by Committee iv)Approval by Competent Authority v)Seeking the approval of ACC	Vacancy Circular Applications Acts, Vigilance Clearance, Cadre Clearance.	N/A	N/A	N/A
5	Issuance of NOC to the project for deviation from the Government policy of FOB/FAS iimports	8	S.S.Chandrasekaran,Sh. V.S. Sehrawat,Sh. P. Chhabra,Sh. N.C. Jain(Chartering Officer)	Co1.hub@nic. in, Co2.hub@nic. in, Co3- ship@ nic.in, Co4.hub@ nic.in	9818321890	Take approval of the Competent Authority i.e. Secretary (Shipping)/CCC	Complete details of shipment terms including load port/ disport and freight element.	N/A	N/A	N/A
6	Empanelment of ship-brokers on the panel of the Chartering Wing's Transchart	6	S. S. Chandrasekaran (Chartering Officeir-I)	Co1.hub@nic.in	9868094545	Take approval of Competent Authority i.e. Committee constituted for the purpose comprising CCC+ DIR(Fin)+DIR(Shipping)	Application in prescribed proforma (available on the website of the Ministry http:/122.160.143.74/ shipp ing/writer	N/A	N/A	N/A
7	Review of Project Progress – client/stake holder feed back	8	Sh.V.K. Sharma(DS(O&M))		(23719456)	Average time taken from the date of receipts of the fully completed proposal in all respects.	Ministry's record	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
8	Information Dissemination	8	Sh.J.K. Ghosh(Sr. Technical Director)	jkghosh@nic.in	(23327142)	Information on sanction of new projects/proposals on the web- site Within 5 working days. Progress up-dated every quarter. Updating of monthly traffic of Major Ports within 5 working days from the preceding month end. Annual report of the Ministry as per schedule	Ministry's record	N/A	N/A	N/A
9	Grievance Redress	15	Shri Rakesh Srivastava(JS(A))	js-ports@nic.in	(23711873)	. Grievance should be as specific as possible and must relate to the functioning of the the Ministry can be submitted both electronically (via http//pgportal.gov.in) or in writing via registered post.	Ministry's Record and CPGRAM	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Sanction of projects/ estimates	32.0	Average time taken from the date of receipt of completed proposal in all respect for projects under Plan where the competent authority is other than the Ministlry	150	days	7.04	Ministry's record
			Average time taken from the date of receipt of the fully completed proposal in all respects.for projects under Plan where the Ministry is the compentent authority	90	days	8.00	Ministry's record
			Average time taken from the date of receipt of completed proposal in all respect for Non- Plan work	60	days	9.92	Ministry's record
			Average time taken from the date of receipt of completed proposal in all respect for PPP projects	150	days	7.04	Ministry's record
2	Release of Fund's	9.0	Average time for release of ship building subsidy	60	Days	2.97	Ministry's record
			Average time taken for release of funds to Indian Malritime Universisty (IMU)	60	Days	2.97	Ministry's record
			Average time for release of financial assistance to Kolkata Port Trust to meet the dredging expenditure incurred by it on items directely related to reiver dredging and maintainance of river Hooghly and maintenances	60	Days	3.06	Ministry's record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
3	Issuance of Pilot License for pilots in major ports	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects	15	Days	8.00	Ministry's record
4	Proposals of appointment for Sr. level in port sector for approval of ACC	6.0	Average time taken from the date of receipt of the fully completed proposal in all respects	60	Days	6.00	Ministry's record
5	Issuance of NOC to the project for deviation from the Government policy of FOB/FAS iimports	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects	4	Days	8.00	Ministry's record
6	Empanelment of ship-brokers on the panel of the Chartering Wing's Transchart	6.0	Average time taken from the date of receipt of the fully completed proposal in all respects	90	Days	6.00	Ministry's record
7	Review of Project Progress – client/stake holder feed back	8.0	Average time taken from the date of receipt of the fully completed proposal in all respects	90	Days	8.00	Ministry's record
8	Information Dissemination	8.0	Average time tkane for information compilation and uploading on the website in respect of new projects sanctioned / proposals and updating of monthly traffic and data relating to port and shipping sector	5	days	8.00	Ministry's record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Grievance Redress	15.0	Average time taken to acknowledge grievance received electronically through CPGRAM portal	3	Days	3.75	CPGRAM & Ministry's record
			Average time taken for seeking additional information	15	Days	3.75	CPGRAM & Ministry's record
			Average time for final redresal of the grievance	60	Days	7.50	CPGRAM & Ministry's record

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh.Rakesh Srivastava	23711873	js-ports@nic.in	9810505633

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Major Ports
2	Indian Ports Association
3	Indian Private Port Terminal Operators
4	Port users, Indian National Ship Owners Association
5	Ship builders
6	Govt. Departments/PSUs
7	Maritime Industries
8	Students &
9	Citizens of India
10	Maritime States
11	Exporters & Importers
12	Dredging Corporation of India

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Directorate General of Shipping	02222613156	dgshipping@dgshipping.com		Jahaz Bhawan, Walchand Hira Chand Marg, Mumbai-400038
2	Deputy Director(E) DGLL	2411286	dgll@ndb.vsnl.net.in		Directorate General of Lighthouses & Lightships, NODIA, Deep Bhawan, A-13,Sector-24 Noida-201301 (U.P.).
3	Executive Engineer (C) ALHW	232862	pblceaalhw@sancharnet.in alhw@and.nic.in		Andaman & Lakshadweep Harbour Work, P.B.No. 161, Port Blair-744101
4	Minor Ports Survey of Organization	02227564130	shsmpo@vsnl.net		Senior Hydrographic surveyor, Minor port survey organization, 2nd Floor, kendria sadan, CBD, Belapur, Navi Mumbai-400614
5	Member(Finance) IWAI	01202544004	mf.iwai@nic.in		Inland Waterways Authority of India, A-13, Awxroe-1, Noida – 201301 (U.P.)
6	Director TAMP	23792004	director@tariffauthority.gov.in		Tariff Authority for Major Ports, 4th Floor,Bhandar Bhawan, ,Mazawar Pakhadi Road, Mazgaon, Mumbai-400010.
7	Dy Chairman KPT	22309164	dychairman@kopt.in		Kolkata Port Trust 15,Strand Road, Kolkata-700001
8	Deputy Chairman ChPT	25361720	dycpt@chennaiport.gov.in		Chennai Port Trust Rajaji Salai, Chennai-600001
9	The Law Officer CoPT	2668163	lawofficer@rediffmail.com		Cochin Port Trust, Willingdon Island, Cochin-682009

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
10	Jawaharlal Nehru Port Trust	27244022	skkaul@jnport.gov.in		Administrative Building, Navi Mumbai-4000707
11	Kandla Port Trust	0283623412	dychairman@kandlaport.com		Kandla Port Trust, Post Box No. 50, Gandhidham, Kutch-370201.
12	Murmogaon Port Trust	08322521185	director@mptgoa.com		Murmogaon Port Trust, Headland Sada Goa, Goa-4003804
13	Mumbai Port Trust	02266565656	mbpt@vsnl.com		Mumbai Port Trust, Shoorji Vallabhas Marg, Mumbai-400038
14	Secretary NMPT	2407438	mmptscretary@Gemail.com		New Mangalore Port Trust, Panamur, Mangalore-575010
15	Paradip Port Trust	222168	secyppt@paradippoer.gov.in		P.O. Paradip Port, Distt. Jagatsing Pur, Orissa-754142
16	Tuticorin Port Trust	2352232	Loganathan.v.@tuticorinport.gov.in		Tuticorin Port Trust,Bharti Nagar, Tuticorin-628004
17	Deputy Chairman VPT	2565456	Dy.Chairma@VizagPort.com		Visakhapatnam Port Trust, Central Administrative Department, Visakhapatnam-530035
18	Commissioner SPFO	22616924	spfo@mtnl.net.in		3rd floor, 9, Walchand Hirachand Marg, Mumbai-400001
19	Deputy Chairman DLB	22309164	dychairman@kopt.in		, Kolkata Dock Labour Board, 20B, Abdul Hamid Street, Kolkata -700069.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
20	Indian Maritime University	24530343	info@imu.co.in		Indian Maritime University East Coast Road Uthandi, Chennai-600119
21	Seafarers Welfare Found Society	0222261125			Commerce House, 1st floor Currimbhoy Road, Ballard Estate, Mumbai-400001.
22	Indian Ports Association	24368334	ipa@nic.in		Indian Ports Association, 1st Floor, South Tower NBCC Place, B.P. Marg, Lodhi Road, New delhi-110003
23	Seamen's Provident Fund Commissioner	22636925	spfo@mtnl.net.in		Seamen's Provident Fund Commissioner, Krupanidhi" 3rd Floor 9, walchand Hirachand Marg, Ballard Estate Mumbai-400001
24	Shipping Corporation of India Ltd.	02222026666			Shipping Corporation of India Ltd., Shipping House 245, Madame came road, Mumbai-440021
25	Cochin Shipyard Limited.	2360708	dirfin@cochinshipyard.com		Cochin Shipyard Limited, Kochi-682015,
26	Central Inland Water Transport Corporation Limited	22109247	ciwtc@cal3.vsnl.net.in		Central Inland Water Transport Corporation Limited, Kolkata-700001
27	General Manager(Finance) DCI	2565418	kkiriti@dci.gov.in		General Manager(Finance), Dredging Corporation of Indian Limited, Visakhapatanam. Head Office, Dredge House, Port Area Visakhapatnam-530035, Andhra Pradesh

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
28	Hooghly Dock & Port Engineers Limited	03322430419	hdpelltd@cal2.vsnl.net.in		Hooghly Dock & Port Engineers Limited, (HADP) Martin
29	Sethusamudram Corporation Limited	04422300004			Sethusamudram Corporation Limited,SIPC House Annex Building 7th floor 88, Mount Road, Guindy, Chennai-600032

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Proposals for sanction of funds/estimates complete as per the guidelines in force
2	Regular Feedback from stakeholders, port users, ship-owners and clients
3	Timely submission of Utilization Certificates for release of funds
4	To bring to the notice of the Ministry inadequacies in service delivery.
5	They shuld focus on enviornmental issue
6	They should not practise monopoly.
7	Ensure ethical trade practices
8	Genuine and bonafide issuance of certificates



Citizens' / Clients' Charter

for

Ministry of Social Justice and Empowerment

Address	Shastri Bhawan, Dr. Rajendra Prasad Road
Website ID	socialjustice.nic.in
Date Of Issue	January, 2011
Next Review	January, 2012

VISION / MISSION

Vision

To build a society wherein members of the target groups of the Ministry, namely Scheduled Castes (SCs), Other Backward Classes (OBCs), Persons with Disabilities (PwDs), Senior Citizens & Victims of Substance Abuse can lead productive, safe and dignified lives, with all their basic needs being fulfilled, and where equal opportunities are ensured for the growth and development for SCs, OBCs and PwDs, and adequate support and opportunities for Senior citizens and victims of substance abuse.

Mission

Normal 0 false false false MicrosoftInternetExplorer4 /* Style Definitions */ table. MsoNormalTable {mso-style- name:”Table Normal”; mso-tstyle-rowband-size:0; mso-tstyle-colband-size:0; mso-style-noshow:yes; mso-style-parent:””; mso-padding-alt:0in 5.4pt 0in 5.4pt; mso-para-margin:0in; mso-para-margin-bottom:.0001pt; mso-pagination:widow-orphan; font-size:10.0pt; font-family:”Times New Roman”; mso-ansi-language:#0400; mso-fareast-language:#0400; mso- bidi-language:#0400;} The Mission of the Ministry of Social Justice and Empowerment is to empower the disadvantaged and marginalized sections of the society belonging to its target groups, namely, (i) Scheduled Castes, (ii) Backward Classes, (iii) Persons with disabilities, (iv) Aged Persons and (v) Victims of alcoholism and substance abuse through educational, economic and social empowerment and rehabilitation as appropriate.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Release of central assistance for providing Scholarships to Scheduled Caste students under the following Schemes: a. Post-matric Scholarships b. Pre-matric Scholarship for children of those engaged in unclear occupations B. Through Autonomous Central Organizations/Educational Institutions a. Rajiv Gandhi National Fellowship for Scheduled Castes Students pursuing M Phil & PhD studies through UGC b. Scholarship Scheme of Top Class Education for SC Students	28	Sh Ganga Kumar, (Deputy Secretary)	kumar.ganga@nic.in	(23070801)	Release of Ad-hoc grants to eligible States/UTs Release of remaining grants: (i) Receipt of proposals from States/UTs,/ UGC/Educational Institutions complete in all respects(ii) Obtaining IFD Concurrence(iii) Seeking approval of competent authority	Receipt of UCs for the grants released before one year. Receipt of complete proposal along with UCs for grants released during last financial year.	N/A	N/A	N/A
2	Babu Jagjivan Ram Chhatrawas Yojana: Release of central assistance to States/ UTs for creating Hostels for SC boys and girls	7	Sh. Sanyasi Pradhan(Deputy Secretary)	spradhansje@gmail.com	(23389474)	Communication of Notional Allocation to the States/UTs. (i) Receipt of proposals from States/ UTs, complete in all respects(ii) Obtaining IFD Concurrence(iii) Seeking approval of competent authority	i Details of new Hostels proposed in our proformae. ii Physical and financial progress of Hostels sanctioned earlier. iii Documentary evidence on the availability of land. iv Cost estimates based on CPWD/ PWD rates. v Utilization Certificates and Audited Account of fund released.	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
3	Special Central Assistance to Scheduled Caste Sub Plan: Release of Special Central Assistance to States/UTs as an additive to their Scheduled Castes Sub-Plan for beneficiary oriented schemes of economic development of SC families living below the poverty line.	8	Sh. Chaitanya Murti(Deputy Secretary)	cmurti7@gmail.com	(23070095)	Communication of Notional Allocation to the States/UTs. (i) Release of Ist installment based on the UCs of grants released before one year (ii) Release of 2nd and final installment on · Receipt of proposals from States/UTs, complete in all respects · Obtaining IFD Concurrence · Seeking approval of competent authority.	Receipt of proposal along with the following: a. UCs for grants released before one year. b. SCSP allocation and Utilization by the State/UTs during the last two years c. Total no. of beneficiaries covered under the composite income generating schemes vis-à- vis the targets during the last two years.	N/A	N/A	N/A
4	PCR &POA Acts: Release of Central Assistance to State Governments for implementation of these Acts	5	Sh. V.R. Malhotra(Director)		(23386220)	i) Receipt of proposals from States/UTs, complete in all respects ii) Obtaining IFD Concurrence iii) Seeking approval of competent authority	Receipt of complete UCs for grants released in the last financial year.	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
5	Release of grant-in-aid to Voluntary Organizations working for the Welfare of SCs.	2	Sh. M.A. Muraleedharan (Deputy Secretary)	ma.murli@nic.in	(23389164)	1. Communication of Notional Allocation to the States/UTs. Ongoing Cases 2. Release of grants with the approval of competent authority on receipt of complete proposals from State Governments along with their recommendations. New Cases 3. Consideration of the recommendation of the State Govt./ UT Admns. by the Screening Committee of the Ministry. 4. Release of grants with the approval of Competent Authority	1. Allocation of BE to the Ministry. 2. Receipt of Proposals along with Inspection Report and UCs for grants released before one year.	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
6	Other Backwards Classes Development Release of central assistance to State Governments/UT Admin for providing Scholarships to OBC students under the following Schemes: a) Post-matric Scholarships b) Pre-matric scholarships	15	P.P. Mitra(Joint Secretary)	ppmitra@nic.in	(23387269)	1. Ad-hoc release of grant is made based on Utilization Certificate of the year prior to the previous year. 2. Regular grant-in-aid is released to the State Govts./ UTs after : i) Receipt of proposals from States/UTs, complete in all respects ii) Obtaining IFD Concurrence iii) Seeking approval of competent authority	(i) Proposal in its prescribed format. (ii) Utilization Certificate of the previous years. (iii) Physical and Financial achievements (iv) Confirmation about provision in the State Budget. (v) Audited Annual Accounts. (vi) District-wise Institution-wise list of beneficiaries.	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
7	Hostel facilities for boys and girls belonging to OBCs: Release of central assistance to States/UTs for creating	5	P.P. Mitra(Joint Secretary)	ppmitra@nic.in	(23387269)	1.Communication of Notional Allocation to the States/UTs. 2. Release of grants on: i) Receipt of proposals from States/UTs, complete in all respects ii) Obtaining IFD Concurrence iii) Seeking approval of competent authority	a Details of new Hostels proposed in our proformae. b Physical and financial progress of Hostels sanctioned earlier. c Documentary evidence on the availability of land. d Cost estimates based on CPWD/ PWD rates. e Utilization Certificates and Audited Account of fund released	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
8	Welfare and Rehabilitation of Persons with Disabilities ADIP Scheme: Release grant in aid to the various implementing agencies (NGOs/NIs/ District Disability Rehabilitation Centres/ ALIMCO/ State Handicapped Development Corporation/ other local bodies) for physical rehabilitation of persons with disabilities through provision of assistive aids and appliances	5	Shri Jagdish Kumar(Deputy Secretary)		(23387539)	1. Communication of Notional Allocation to the States/UTs. Ongoing Cases 2. Release of grants with the approval of competent authority on receipt of complete proposals from State Governments along with their recommendations. New Cases 3. Consideration of the recommendation of the State Govt./ UT Admns. by the Screening Committee of the Ministry. 4. Release of grants with the approval of Competent Authority.	i) Application in prescribe format along with recommendations ii) Certified copy of Registration Certificate, MOUs etc iii) Members of Managing Committee iv) Annual Report, balance Sheet, UCs, audited accounts of the previous year v) List of qualified staff infra facilities, activities etc vi) In case of second installment, UCs of first installment, list of beneficiaries covered and proof of assistive aids etc purchased and distributed	d 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
9	Deendayal Disabled Rehabilitation Scheme (DDRS) : Release of grant in aid to NGOs and other implementing agencies for providing education and vocational training and rehabilitation of persons with mental disabilities.	5	Smt. Nidhi Khare(Director)		(23383464)	1. Communication of Notional Allocation to the States/UTs. Ongoing Cases 2. Release of grants with the approval of competent authority on receipt of complete proposals from State Governments along with their recommendations. New Cases 3. Consideration of the recommendation of the State Govt./ UT Admns. by the Screening Committee of the Ministry. 4. Release of grants with the approval of Competent Authority.	i) Recommen-dations from State Government ii) Inspection Report iii) PwD Certificate iv) Regn. Certificate v) Rental agreement vi) List of beneficiaries vii) List of Staff viii) MOU ix) Annu Report/Budget/ Accounts x) Management committee xi) Authorization Letter xii) Resolution xiii) Indemnity Bond	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
10	Release of Grant-in-aid to various bodies set up by the Central and State Governments to support implementation of the provisions of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, particularly relating to rehabilitation and provision of barrier-free access.	5	S.K.Pattanayak()		(23382774)	Release of grants on: i) Receipt of proposals from States/UTs, complete in all respects ii) Obtaining IFD Concurrence iii) Seeking approval of competent authority	UCs of the grants released earlier	N/A	N/A	N/A
11	Release of grants to seven National Institutes (autonomous bodies under the Ministry) for developing human resource development in different types of disabilities, rendering rehabilitation services to persons with disabilities and undertaking research and development in disabilities.	5	Shri Jagdish Kumar(Deputy Secretary)		(23387539)	Release of grants on: (i) Receipt of proposal from NIs, complete in all respects, indicating budget requirement (ii) Obtaining IFD Concurrence (iii) Seeking approval of competent authority	UCs of the grants released earlier along with audited accounts of the previous year	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
12	Social Defence Release of grant in aid to Govt./ NGOs/ PRIs/local bodies and the Community at large for providing basic amenities like shelter, food, medical care and entertainment opportunities to Senior Citizens	3	Shri Lalsanglur (Director (SD))	lalsanglur@yahoo.com	(23383256)	New Cases:· Obtaining recommendation of Screening Committee · Scrutiny of proposal recommended by Screening Committee and obtaining approval of competent authority.· Release of Grant after obtaining approval of competent authorityOn-going cases:· Scrutiny of proposals recommended by the State Govt.· Release of grant after obtaining approval of competent authority.	(i) Recommendation and inspection report from State Govt. (ii) Application in prescribed format (iii) Registration Certificate. (iv) Memorandum of Association/ Bye-Laws. (v) List of Managing Committee. (vi) List of staff. (vii) Budget estimate. (viii) Rent agreement. (ix) Utilisation certifications of previous grants received (only for on-going cases). (x) Audite statement of accounts. (xi) List of beneficiaries (xii) Half Yearly/ Annual Report of the project.	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
13	Release of grant in aid to NGOs and other eligible organizations for identification, counseling, treatment and rehabilitation of addicts.	3	Smt.Madhu Sham(Dy Secy (DP))	madhusham@nic.in	(23388519)	New Cases: · Obtaining recommendation of Screening Committee · Scrutiny of proposal recommended by Screening Committee and obtaining approval of competent authority. · Release of Grant after obtaining approval of competent authorityOn-going cases: · Scrutiny of proposals recommended by the State Govt. · Release of grant after obtaining approval of competent authority.	(i) Recommendation and inspection report from State Govt. (ii) Application in prescribed format (iii) Registration Certificate. (iv) Memorandum of Association/ Bye-Laws. (v) List of Managing Committee. (vi) List of staff. (vii) Budget estimate. (viii) Rent agreement. (ix) Utilisation certifications of previous grants received (only for on-going cases). (x) Audite statement of accounts. (xi) List of beneficiaries (xii) Half Yearly/ Annual Report of the project.	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
14	Miscellaneous Items Public Grievance Redressal	1	Dr J C Sharma(Economic Adviser)	Sharmajc.msje@nic.in	(23381643)	Grievances received – online or through post etc- will be referred to the respective grievance officers, who in turn, will attend to them as per the stipulated guidelines.	N/A	N/A	N/A	N/A
15	Payment to vendors for goods and services provided to the Ministry.	1				Invoices received with all requisite documents will be processed for releasing the payment.	N/A	N/A	N/A	N/A
16	Prompt answer to telephone calls between 9.30 AM and 5.30 PM on a Central Facilitation Centre Number (+91-11-23389226)	1	Shri Niraj Kumar(Section Officer (FC))		(23389226)		N/A			
17	Quick response to written requests (or through e mail) by citizens/clients for seeking appointments with the concerned officer	1	Officer concerned				N/A			

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	1.Release of central assistance for providing Scholarships to Scheduled Caste students under the following Schemes: a. Post-matric Scholarships b. Pre-matric Scholarship for children of those engaged in unclean occupations I. B. Through Autonomous Central Organizations/Educational Institutions a. Rajiv Gandhi National Fellowship for Scheduled Castes Students pursuing M Phil & PhD studies through UGC b. Scholarship Scheme of Top Class Education for SC Students	28.0	Average time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	95	days	5.60	Ministr's record
			Average time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects.	95	days	7.00	Ministr's record
			Average time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE Average time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects.	35	days	5.60	Ministr's record
			Average time taken to release the grants on receipt of demand from UGC	95	days	5.60	Ministr's record
			Receipt of proposals from the notified institutions Average time taken to release the grants on receipt of demand from institutions	50	days	4.20	Ministr's record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
2	Babu Jagjivan Ram Chhatrawas Yojana: Release of central assistance to States/ UTs for creating Hostels for SC boys and girls	7.0	Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	35	days	3.50	Ministry's Records
			Average time taken in release of grants on receipt of proposals from States/ UTs, complete in all respects& after the approval of competent authority	65	days	3.50	Ministry's Records
3	Special Central Assistance to Scheduled Caste Sub Plan: Release of Special Central Assistance to States/UTs as an additive to their Scheduled Castes Sub-Plan for beneficiary oriented schemes of economic development of SC families living below the poverty line.	8.0	Average time taken in release of grants on receipt of proposals from States/ UTs, complete in all respects& after the approval of competent authority	35	days	8.00	Ministry's Records
			Average time taken to release the first installment of SCA on receipt of the proposal along with pending UCs Average time taken to release the second installment of SCA on the receipt of UCs for the last two years and number of beneficiaries covered in income generating schemes.	65	days	0.00	Ministry's Records
4	PCR &POA Acts: Release of Central Assistance to State Governments for implementation of these Acts	5.0	Average time taken to release the grants on receipt of proposals from States/UTs, complete in all respects & after the approval of competent authority	50	days	5.00	Ministry's Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	Release of grant-in-aid to Voluntary Organizations working for the Welfare of SCs.	2.0	Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	35	days	0.50	Ministry's Records
			Average time taken to process Ongoing Cases on receipt	65	days	0.50	Ministry's Records
			In New Cases, average time required for Consideration of the recommendation of the	95	days	0.50	Ministry's Records
			State Govts by the Screening Committee of the Ministry				
			Average time taken to release the funds after the approval of the Screening Committee	50	days	0.50	Ministry's Records
6	Other Backwards Classes Development Release of central assistance to State Governments/UT Admin for providing Scholarships to OBC students under the following Schemes: a) Post-matric Scholarships b) Pre-matric scholarships	15.0	Average time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	35	days	3.00	Ministry's Records
			Average time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects after the approval of the competent authority	50	days	6.00	Ministry's Records
			Average time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	35	days	3.00	Ministry's Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Average time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects after the approval of the competent authority	50	days	3.00	Ministry's Records
7	Hostel facilities for boys and girls belonging to OBCs: Release of central assistance to States/UTs for creating	5.0	Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	35	Days	2.00	Ministry' Records
			Average time taken in release of grants on receipt of proposals from States/ UTs, complete in all respects& after the approval of competent authority	65	Days	3.00	Ministry' Records
8	Welfare and Rehabilitation of Persons with Disabilities ADIP Scheme: Release grant in aid to the various implementing agencies (NGOs/NIs/ District Disability Rehabilitation Centres/ ALIMCO/ State Handicapped Development Corporation/other local bodies) for physical rehabilitation of persons with disabilities through provision of assistive aids and appliances	5.0	Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	35	Days	1.25	Ministry's Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Average time taken to process Ongoing Cases on receipt	65	Days	1.25	Ministry's Records
			In New Cases, average time required for Consideration of the recommendation of the State Govts by the Screening Committee of the Ministry	95	Days	1.25	Ministry's Records
			Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	35	Days	1.25	Ministry's Records
9	Deendayal Disabled Rehabilitation Scheme (DDRS) : Release of grant in aid to NGOs and other implementing agencies for providing education and vocational training and rehabilitation of persons with mental disabilities.	5.0	Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year Average time taken to process Ongoing Cases on receipt In New Cases, average time required for Consideration of the recommendation of the State Govts by the Screening Committee of the Ministry	35	days	1.25	Ministry's Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Average time taken to process Ongoing Cases on receipt	95	days	1.25	Ministry's Records
			In New Cases, average time required for Consideration of the recommendation of the State Govts by the Screening Committee of the Ministry	65	days	1.25	Ministry's Records
			Average time taken to release the funds after the approval of the Screening Committee	50	days	1.25	Ministry's Records
10	Release of Grant-in-aid to various bodies set up by the Central and State Governments to support implementation of the provisions of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, particularly relating to rehabilitation and provision of barrier-free access.	5.0	Average time taken to release the grant in aid on receipt of proposals from implementing agencies, complete in all respects & after the approval of competent authority	65	days	5.00	Ministry's Record
11	Release of grants to seven National Institutes (autonomous bodies under the Ministry) for developing human resource development in different types of disabilities, rendering rehabilitation services to persons with disabilities and undertaking research and development in disabilities.	5.0	Average time taken to release the grants on receipt of proposals from NIs, complete in all respects & after the approval of competent authority	65	days	5.00	Ministry's Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
12	Social Defence Release of grant in aid to Govt./ NGOs/ PRIs/local bodies and the Community at large for providing basic amenities like shelter, food, medical care and entertainment opportunities to Senior Citizens	3.0	Release of grant-in-aid for ongoing projects which have been received from the State Govt. with complete documents	65	Days	1.50	Ministry's Records
			Release of grants-in-aid for new cases (a) Obtaining recommendations of the Screening Committee	190	Days	0.75	Ministry's Records
			(b) Release of grant-in-aid after the recommendation of the Screening Committee	95	Days	0.75	Ministry's Records
13	Release of grant in aid to NGOs and other eligible organizations for identification, counseling, treatment and rehabilitation of addicts.	3.0	Release of grant-in-aid for ongoing projects which have been received from the State Govt. with complete documents	65	Days	0.90	Ministry's Records
			Release of grants-in-aid for new cases (a) Obtaining recommendations of the Screening Committee	65	Days	1.05	Ministry's Records
			(b) Release of grant-in-aid after the recommendation of the Screening Committee	65	Days	1.05	Ministry's Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
14	Miscellaneous Items Public Grievance Redressal	1.0	Average time taken to acknowledge grievance received through CPGRAMS portal	4	Days	0.30	CPGRAMS report
			Average time taken to acknowledge grievance received through registered post	8	Days	0.30	CPGRAMS report
			Average time taken for grievance settlement	65	Days	0.40	CPGRAMS report
15	Payment to vendors for goods and services provided to the Ministry.	1.0	Average time taken in making the payment on receipt of invoice from vendors for services rendered by them	65	days	1.00	Ministry's Record
16	Prompt answer to telephone calls between 9.30 AM and 5.30 PM on a Central Facilitation Centre Number (+91-11-23389226)	1.0	Number of complaints received for not receiving the telephone calls	10	Nos	1.00	Ministry's Records
17	Quick response to written requests (or through e mail) by citizens/clients for seeking appointments with the concerned officer	1.0	Response to such requests will be given within three working days	5	days	1.00	Ministry's Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Dr. J.C.Sharma, Economic Advisor (Coordination)	23381643	sharmajc.msje@nic.in	9717875571

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	State Governments/UT Administrations
2	Central Government Ministries/Departments working in the areas common interests
3	Automonomous organisations working in the field of education such as UGC, Institutions of excellation such as IITs/IIMs, Universities etc.
4	Non-Governmental Organisations working in the areas allocated of the Ministry
5	Academics working in the subject areas of the Ministry
6	Assocation of the target groups of the Ministry
7	Activists working in the subject areas in the Ministry

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Ali Yavar Jung National Institutefor the Hearing Handicapped (AYJNIHH)	0222640021	ayjnihh@vsnl.com		K.C..Marg, Bandra (West), Mumbai 400 050
2	Pt. Deendayal Upadhyaya Institute for the Physically Handicapped	23232403			4, Vishnu Digamber Marg, New Delhi 110 002
3	National Institute of Mentally Handicapped (NIMH)	040-277592	sivakumar@nimhindia.org		Manovikas Nagar, Secunderabad, A .P- 500 009
4	National Institute of Visually Handicapped (NIVH)	0135-27449	nivh@sancharnet.com		116, Rajpur Road, Dehradun, Uttarakhand-248001
5	National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD)		niepmd@gmail.com		East Coast Roard, Muttukadu,Kovalam Post, Tamil Nadu
6	National Institute for the Orthopaedically Handicapped (NIOH)		director@nic.in		B.T. Road, Bon-Hooghly Kolkata 700 090
7	Swami Vivekanand National Institute of Rehabilitation, Training & Research (SVNIRTAR)	0671-28055	dirnirtar@ori.nic.in		Olatpur, P.O. Bairoi,Distt. Cuttack,Orissa 754 010
8	National Institute of Social Defence (NISD)	26100058	contact@nisd.gov.in		West Block-1, Wing-7,Gr.Floor, R.K. Puram,New Delhi 1110 066
9	Artificial Limbs Manufacturing Corporation of India (ALIMCO)	0512-27706	alimco@artlimbs.com		G.T. Road, Kanpur 208016
10	National Backward Classes Finance & Development Corporation (NBCFDC)	26511027	nbcfdc@del3.vsnl.net.in		5TH Floor, NCUI Building, 3, Siri Institutional Area, Khel Gaon Marg, New Delhi 110016

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
11	National Safai Karamcharis Finance Development Corporation (NSKFDC)	29216330	nskfdc@indiatimes.com		Lok Nayak Bhavan, Khan Market, New Delhi 110 003
12	National Scheduled Castes Finance & Development Corporation (NSFDC)	22054347	nsfdc@satyam.net.in		14th Floor, Scope Minar, Core 1 @2, North Tower, Laxmi Nagar District Centre, Laxmi Nagar, Delhi
13	National Handicapped Finance & Development Corporation (NHFDC)	0129-22875	nhfdc@nda.vsnl.net.in		Red Cross Bhavan, Sector 12, Faridabad 121007 Haryana
14	Babu Jagjivan Ram National Foundation	23354275			Room Nos.6,7 and8, 9th Floor, Jeevan Prakash Building, Kasturba Gandhi Marg, New Delhi 110 001
15	Dr. Ambedkar Foundation	23320571	Diraf.wel@sb.nic.in		15, Janpath, New Delhi-110 001

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed proposals in all respects in the Performa prescribed, if any, within the stipulated time line.
2	State Governments/UT Administrations should utilize the central assistance only for targeted beneficiaries
3	State Governments/UT Administrations should not park the central assistance received for longer period and should release to target beneficiaries within reasonable period of time
4	State Governments/UT Administrations should depute sufficiently senior level officers with complete information to attend the conferences/meetings convened by the Ministry
5	NGOs and other implementing agencies should carefully go through the guidelines of the schemes and enclose all the requisite documents with their application
6	As and when requested by the Ministry, NGOs and other implementing Ministries should participate in the workshops and other capacity building programmes
7	All the implementing agencies including the State governments should report the outcome of the scheme/programme being implemented by them within reasonable period of time and/or as and when requested by the Ministry
8	Citizens/clients are welcome to meet the officers of the Ministry, however, they should seek appointment from the officer concerned at least prior to three working days of the meeting.



Citizens' / Clients' Charter

for

Ministry of Statistics and Programme Implementation

Address	Sardar Patel Bhawan, Sansad Marg, New Delhi
Website ID	www.mospi.nic.in
Date Of Issue	January, 2012
Next Review	January, 2013

VISION / MISSION

Vision

To be the best and most innovative National Statistical System in the world; and to effectively monitor the programmes and projects for ensuring efficient use of national resources.

Mission

1. To make available reliable and timely statistics and to undertake regular assessment of data needs for informed decision making.
2. To cater to the emerging data needs in a dynamic socio-economic context, to reduce respondent burden and to avoid unnecessary duplication in data collection and publication.
3. To adopt and evolve standards and methodologies for statistics generated by various elements of the National Statistical System and to steer its development for further improvement and bridging data gaps.
4. To ensure and strengthen trust and confidence of all stake holders in the National Statistical System by maintaining confidentiality of data providers and promoting integrity and impartiality of all elements of official statistics.
5. To provide leadership and coordination to ensure harmonious, efficient and integrated functioning of all the elements of the National Statistical System.
6. To continue to assess skill requirement, and develop human resource capacity at all levels of the statistical system.
7. To participate and contribute actively in all international initiatives and to support development of Statistical Systems around the world.
8. To facilitate and monitor infrastructure and large central projects to achieve high performance levels through systems improvement, and adoption of best practices.
9. To facilitate and monitor the implementation of Member of Parliament Local Area Development Scheme (MPLADS), Twenty Point Programme and other programmes and schemes for socio-economic development of the country.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	To provide and release data /statistics / information/ publications compiled by MoSPI through electronic mode in standard formats	50	Shri P. C. Mohanan(Deputy Director General)	pc.mohanan@nic.in	9818203488 (26109682)	Submit request in writing to Computer Centre, CSO or through e-mail.	Submit request in writing to Computer Centre, CSO or through e-mail.	As per price policy given in Ministry's website	cheque/ on- line payment	0
2	To provide financial assistance for research in statistics; conduct of seminars / workshops, etc.	5	Shri V. Parameswaran (Dy. Director General)	vp_param@rediffmail.co m	9958897261 (26183425)	Submit request in writing or through e-mail to Social Statistics Division.	As per the guidelines and documentation uploaded on the website of MoSPI (CSO-SSD)	Free	-	0
3	Advise to Central Ministries, State Governments and UT Adminstrations on statistical matters	10	Shri V.K. Bajaj(Dy. Director General)	bajajvk@nic.in	9810321149 (23365785)	Submit request in writing or through e-mail to CAP Division of CSO.	Submit request in writing or through e-mail to CAP Division of CSO.	Free	-	0
4	Release of funds under the MPLADs scheme to nodal districts	10	Dr. Davendra Verma(Deputy Director General)	ddgpiwing@gmail.com	9868501919 (23746725)	Districts to submit the proposal to MPLAD Division of the Ministry in the format of the guidelines	In the format given in the MPLADS Guidelines, uploaded on the website of the Ministry	Free	-	0
5	Release the monitoring reports in respect of major infrastructure projects and programmes	10	Dr. Davendra Verma(Deputy Director General)	ddgpiwing@gmail.com	9868501919 (23746725)	Submit request in writing or through e-mail to PI Wing of MOSPI. Information is also available on the website www.cspm.gov.in	Submit request in writing or through e-mail to PI Wing of MOSPI. Information is also available on the website www.cspm.gov.in	Free	-	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
6	Conduct training programmes in official statistics for Central / State / Interenational Organisations	15	Dr. Ravendra Singh(Dy. Director General)	ravendra.singh@nic.in	9899368696	Submit request in writing or through e-mail to Trng. Division / NASA of CSO by December for training to be organised in the next financial year for considering the request for inclusion in the Training Calander.	Submit request in writing or through e-mail to Trng. Division / NASA of CSO by December for training to be organised in the next financial year for considering the request for inclusion in the Training Calander.	Free	-	0

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	To provide and release data /statistics / information/ publications compiled by MoSPI through electronic mode in standard formats	50.0	Monthly data - Within 45 days of the month end.	80	%	10.00	Data sources are many. Meta data for each information/publication would be available in each publication
			Quartelry Data / Reports - Within 90 days of the quarter end	80	%	10.00	Data sources are many. Meta data for each information/publication would be available in each publication
			Annual Data / Reports - Witihn 18 months of the completion of field survey / year.	80	%	10.00	Data sources are many. Meta data for each information/publication would be available in each publication
			Data Users Conference - Once in a year	80	%	10.00	Data sources are many. Meta data for each information/publication would be available in each publication
			Meta data to be indicated in every publication/release	80	%	10.00	Data sources are many. Meta data for each information/publication would be available in each publication
2	To provide financial assistance for research in statistics; conduct of seminars / workshops, etc.	5.0	To finalize the decision on all projects received before 10th of a month within three months from the receipt of the complete proposal.	80	%	5.00	Ministry Records
3	Advise to Central Ministries, State Governments and UT Adminstrations on statistical matters	10.0	Within 6 weeks of the receipt of the query	80	%	10.00	Ministry Records and consultation with subject matter Divisions within the Ministry
4	Release of funds under the MPLADs scheme to nodal districts	10.0	Within 30 days of the receipt of the proposal, complete in all respects.	80	%	10.00	District Authorities

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	Release the monitoring reports in respect of major infrastructure projects and programmes	10.0	Monthy Reports - Within 10 weeks of the month end	80	%	5.00	Minstry Records
			Cost and Time Parameters of the projects - every report	80	%	5.00	Administrative Ministries/CPSUs
6	Conduct training programmes in official statistics for Central / State / Interenational Organisations	15.0	Number of weeks of training organized-at least 75 weeks training	80	%	7.50	Minstry Records
			Training Calander - by March of a year for the next financial year starting from 1st April	100	%	7.50	Minstry Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Ram Mohan, Deputy Secretary	23340139	r.rammohan@nic.in	9971950159
2	Shri Arvind Kumar, joint Secretary (Admn.)	23746405	js-mospi@nic.in	9868006229

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Members of Parliament
2	Central Government Ministries / Departments, PSUs and Organisations.
3	State Governments / UT Administrations / Local Self Governments and Organisation
4	International Agencies / Research Institutions / Organisations and non-Governmental organisations (NGOs)
5	Media, Researchers and Individual Citizens

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Indian Statistical Institute, Kolkata (Prof. Bimal K Roy, Director)	0332575200	isi.cal@nic.in	9810123456	203, Barrackpore Trunk Road, Kolkata - 700108

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Specific written request with full documentation including relevant details with address,phone number and e-mail id.
2	District Authorities should see that they satisfy MPLAD guidelines for release brfore applying for release
3	Feedback on the Services Provided



Citizens' / Clients' Charter

for

Ministry of Steel

Address Udyog Bhawan, New Delhi - 110011

Website ID steel.nic.in
Date Of Issue December, 2011
Next Review January, 2013

VISION / MISSION

Vision

To transform India into a global leader in the steel sector, both as a steel producer as well as a steel consuming nation and to enhance the industrys international competitiveness.

Mission

1) Promoting policies, initiatives and incentives for attaining a national steel production of approxi million tonnes per annum by the year 2012-13.

2) Streamlining the regulatory environment for enabling optimal steel production; particularly regarding mineral policy and the mine allocation regime, tariff and taxation measures, land allocation and environmental and forest clearances.

3) Promoting the development of infrastructure required for enhancing national steel production through coordinated efforts, particularly in sectors like Railways, Roads, Ports, Power and Water supply.

4) Enhancing domestic demand for steel through promotional efforts and by enlarging the retail network of steel companies.

5) Improving the techno-ecomomic efficiency of operations of steel ministry's PSUs.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Processing ofapplications for assistance/release of grants for R&D projects in the steel sector	30	Shri ACR Das(IA)	iasteel@nic.in	9811330571 (23061064)	Inviting applications seeking grant for R&D Submission of project as per prescribed proforma Examination of the proposal Scrutiny by the group of independent experts Final approval of the competent authority. Constitution of empowered board if the cost of the project is more than Rs.1 crore. Examination of the progress reports and monitoring of the utilization of funds. Placement of project completion reports before the competent authority for final approval.	Application as per MoS guidelines in five copies Proforma invoice of the equipment, concurrence letter from the participating industries etc. Progress reports and uitilisation certificates in the prescribed format Project Completion Report and final utilization certificates	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
2	Processing application for recommendation for import duty rebate/concession	10	Shri D.B. Singh(Deputy Secretary)	deenbandhu.singh@nic.i n	9560701100 (23063722)	Examination as per Project import regulations and Industrial Entrepreneur Memorandum/Industrial Licence for import of capital goods	As per project import regulations	N/A	N/A	N/A
3	Processing application for recommendation for issue of Project Visa for foreign personnel	10	Shri D. B. Singh(Deputy Seretary)	deenbandhu.singh@nic.i n	9560701100 (23063722)	Examination / assessment of actual requirement of manpower in view of the guidelines issued by MHA.	Application alongwith supporting documents issued by the employer company / Project Company.	N/A	N/A	N/A
4	Processing application for establishment of liaison office in India by foreign company	10	Shri D.B. Singh(Deputy Secretary)	deenbandhu.singh@nic.i n	9560701100 (23063722)	Examination of the request in consultation with Technical Wing in view of FEMA/FDI guidelines / regulations.	Application from the company through RBI, complete background of the applicant company, activities and supporting papers as per eligibility criteria and procedural guidelines.	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
5	Prompt Grievance Resdressal	15	Shri A K Madan(Deputy Secretary)	anil.madan@nic.in	9968279569 (23063872)	Grievance should be as specific as possible and must relate to the functioning of the Ministry of Steel and the organizations under it Grievance relating to the jurisdiction of the Ministry can be submitted both electronically via http://pgportal.gov.in and in writing via registered post/ ordinary post.	Duly signed application with full address	N/A	N/A	N/A
6	Prompt acknowledgement of receipt of letters from clients/ citizens	5	Shri Anil Kumar Madan(Deputy Secretary)	anil.madan@nic.in	9968279569 (23063872)		N/A			
7	Timely response to letters from clients/citizens under RTI Act, 2005	5	Shri P.P. Singh(Section Officer (RTI))	pp.singh@nic.in	(23063241)		N/A			
8	Prompt response to telephone calls on technical matters between (9:30 AM and 5:30 PM on central enquiry number(+91-11-23063332)	5	Shri A K Mishra(Assistant Industrial adviser)	ak.mishra@nic.in	(23063332)		N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
9	Prompt response to a request for appointment with appropriate officer after receiving a written request	5	ShriA.K.Mishra (Assistant Industrial Adviser)	ak.mishra@nic.in	(23063332)	Written request must be made stating the purpose for which the meeting is sought and why a meeting is required	N/A	N/A	N/A	N/A
10	Prompt payment to vendors and officials for invoices/ bills/ reimbursements submitted	5	Shri G. Vaidheeswaran (Under Secretary)	g.vaidhees-waran@nic.in	9868400079 (23063807)	Bills should be submitted in the Ministry with all supporting documents.	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	DataSource
1	Processing of applications for assistance/ release of grants for R&D projects in the steel sector	30.0	Time taken for examination of the project proposal at MOS and seeking additional details from the applicant required to the experts before placing the proposal to Empowered Committee for approval	6	Months	30	Ministry's records
2	Processing application for recommendation for import duty rebate/concession	10.0	Time taken for processing from the date of receipt of the proposal/ document complete in all respect.	45	Days	10	Ministry's records
3	Processing application for recommendation for issue of Project Visa for foreign personnel	10.0	Time taken for processing from the date of receipt of the proposal/ document complete in all respect	30	Days	10	Ministry's records
4	Processing application for establishment of liaison office in India by foreign company	10.0	Time taken for processing from the date of receipt of the proposal/ document complete in all respect.	30	Days	10	Ministry's records
5	Prompt Grievance Resdressal	15.0	Average time taken to acknowledge grievance received electronically through CPGRAMS portal	3	Days	Software will automatically calculate the weight, based onthe ratio oftheworking days	Centralized Public Grievance Redress And Monitoring System (CPGRAMS) report
			Average time taken to receive grievance received through registered post/ordinary post	7	Working days	Software will automatically calculate the weight, based onthe ratio oftheworking days	CPGRAMS and Ministry's records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	DataSource
			Average time taken to send communication for additional information	15	working days	Software will automatically calculate the weight, based onthe ratio oftheworking days	CPGRAMS and Ministry's records
			Average time taken for grievance settlement	45	working days	Software will automatically calculate the weight, based onthe ratio oftheworking days	Centralized Public Grievance Redress And Monitoring System (CPGRAMS) reportand Ministry's records
6	Prompt acknowledgement of receipt of letters from clients/citizens	5.0	Average time to send acknowledgement	3	working days	5.00	Ministry's records
7	Timely response to letters from clients/ citizens under RTI Act, 2005	5.0	Average time taken to issue responses	30	working days	5.00	Ministry's records
8	Prompt response to telephone calls on technical matters between (9:30 AM and 5:30 PM on central enquiry number(+91-11-23063332)	5.0	Average time taken to respond to phone calls	2	minutes	5.00	Ministry's records
9	Prompt response to a request for appointment with appropriate officer after receiving a written request	5.0	Average time taken to respond to such requests	1	working day	5.00	Ministry's records
10	Prompt payment to vendors and officials for invoices/ bills/ reimbursements submitted	5.0	Average time taken to clear the payments after receipt of complete documents	7	working days	5.00	Ministry's records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri J P Shukla, Joint Secretary	23063854	jp.shukla@nic.in	9717712751
2	Shri Anil Kumar Madan, Deputy Secretary	23063872	anil.madan@nic.in	9868279569

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Ministries/Departments of Mines, Environment & Forest, Coal, Shipping, Road & Transport, Expenditure, Power, Railways, Planning Commission, Ministry of Heavy Industries and Public Enterprises
2	State Governments/UT Administration
3	Public Sector Undertakings and organizations under the administrative control of the Ministry of Steel
4	Private Sector Steel Companies
5	FICCI, ASSOCHAM, Steel, Refractory, Sponge iron, Ferro Alloys, Electric Arc Furnace, Induction Furnace, Ship Breaking , Mining Associations and similar such Industry Associations
6	Steel, Mining and Coal Companies abroad
7	Citizen's of India

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Chairman, Steel Authority of India Ltd. (SAIL)	24368094	sail.co.@vsnl.com		IspatBhawan, Lodhi Road, New Delhi-110003
2	CMD, NMDC Ltd.	23538701	ranasom@nmdc.co.in		KhanijBhawan, 10/3-311/1, Castle Hills, Masab Tank, Hyderabad-500173, Andhra Pradesh
3	CMD, RashtriyaIspat Nigam Ltd. (RINL)	2518301	drphani@vizagsteel.com		Administrative Building, Visakhapatnam-530031, Andhra Pradesh
4	CMD, MOIL Ltd.	2592070	cmd@moil.nic.in		MOIL Bhawan, 1-A, Katol Road, Nagpur-440013(Maharashtra)
5	CMD, MSTC Ltd.	22900964	cmd@mstcindia.co.in		225-C, AcharyaJagdish Chandra Bose Road, Kolkata-700020, West Bengal
6	CMD, Hindustan Steelworks Construction Ltd. (HSCL)	22230865	hsclcal@vsnl.net		5/1, Commissariat Road, (Hastings), Kolkata-700022(West Bengal)
7	CMD, MECON Ltd.	2481021	cmd@meconlimited.co.in		MECON Building, Ranchi-834002, Jharkhand
8	CMD, KIOCL Ltd.	25531461	cmd@kudreore.com		II Block, Koramangala, Bengaluru-560034, Karnataka
9	MD, Bird Group of Companies	40169200	birdgroup@eth.net		FD-350, Sector-III, Salt Lake City, Kolkata-700106, West Bengal

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
10	MD, Ferro Scrap Nigam Ltd.	2222474	fsnl_co@sanchar.net.in		FSNL Bhawan, Equipment Chowk, Central Avenue, Bhilai-490001, Chhattisgarh
11	Executive Secretary, Joint Plant Committee	24614055	jpc-wb@nic.in		IspatNiketan, 52/1A, Ballygunde Circular Road, Kolkata -700019.
12	In-charge Admin, BijuPatnaik National Steel Institute (BPNSI)	232820	bpnsipuri@sify.com		Rama Ballav Road, Puri-752001(Orissa).
13	Director, National Institute of Secondary Steel Technology (NISST)	258080	nisst@dataone.in		GT Road, MandiGobindgarh, Distt: FatehgarhSabeb(PB)
14	Director General, Institute for Steel Development & Growth (INDAG)	24614045	contact@steel-insdag.org		IspatNiketan, 52/1A, Ballygunge Circular Road, Kolkata-19.
15	UNDP GEF Project Management Cell (Steel)	29960593	pmc@undpgefsteel.gov.in		JwaharDhatuBhawan, 39 Tughlakabad Institutional Area, M.B. Road, New Delhi-110062.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Please show courtesy to the Ministry's officials
2	Always keep proper records of your letters and communication with the Ministry
3	If you have an appointment with the Ministry, please arrive 15 minutes prior to the appointment
4	If you wish to cancel an appointment, please give a written notice via fax or e-mail at least two days in advance
5	Send reports in the prescribed format as per the prescribed timelines
6	Check the Ministry's website regularly for updates on polices, programmes and procedures
7	Please give suggestions/ inputs on drafts placed on the Ministry's website/ those circulated to them
8	Central /State Government/private steel companies representatives of appropriate level and steel Industry associations should attend the co-ordination meetings of the Ministry
9	All concerned should duly and timely provide requisite data and statistics whenever any survey is conducted by the Ministry or its authorized organizations like the Joint Plant Committee to assess the trends and statistics in respect of the Steel sector
10	Prompt response to letters and communications of the Ministry within the stipulated time lines
11	All applications for grants of R&D projects (in five copies) should be as per the guidelines of the Ministry of Steel
12	Proforma/invoice of the equipment and concurrence letter from the participating industries etc. should be submitted within the prescribed time lines
13	Progress reports and utilisation certificates should be in the prescribed format
14	Project completion report and final utilisation certificates should be submitted within the prescribed timelines
15	Application should be accompanied with supporting documents issued by the employer company/project company
16	Application from the company through RBI, complete background of the applicant company, activities and supporting papers should be as per eligibility criteria and procedural guidelines.



Citizens' / Clients' Charter

for

Department of Telecommunications

Address

Website ID
Date Of Issue
Next Review

VISION / MISSION

Vision

To provide to the people of India, reliable and affordable tele-connectivity capable of delivering tele-services anytime, anywhere.

Mission

1. To develop a strong, vibrant, secure state-of-the-art telecommunication network providing seamless coverage with special focus on rural and remote areas and bridging digital divide.
2. Promote Research and Development and Product Developments in cutting edge technologies and services for domestic and worldwide markets.
3. Promote Development of new standards and generate IPRs to make India a leading nation in the area of telecom standardization, especially among Asia Pacific countries.
4. To create knowledge based society through proliferation of broad band facilities in every part of the country.
5. Make India a global hub, for telecom services and telecom equipment manufacturing.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issue of Internet License	6	Mrs. Ritu Pande(Director (DS-III))	dirds3-dot@nic.in	9013133555 (23036425)	a] Submission of complete Application form for license for provision of Internet services along with required documents	Application form along with requirements of documents is available on website www.dot.gov.in Main documents include Board Resolution of the company to apply for licence and authorized signatory in this regard, Certified copy of - incorporation issued by ROC, provisions of MOA&AOA regd Internet service as main object, complete equity details , list of Directors of the company with details, FIPB approval, if	Processing Fees	Demand Draft	15000
						b] Scrutiny of the application form and documents	N/A			
						c] Processing and approval for issue of letter Of Intent (LOI).	N/A			
						d] Issue of LOI to the applicant company.	N/A			
						e] Unconditional and Unequivocal acceptance of LOI by applicant company.	N/A			
						f] Confirmation of "No Dues Status" from other concerned units, if applicable.	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
2	Issue of IP TV permission under Internet License	2	Mrs.Ritu Pande(Director (DS-III))	dirds3-dot@nic.in	9013133555 (23036425)	Submission of application by licensee company along with documents for eligibility.	Requirements of documents is available on website www.dot.gov.in Main documents include BG(s) of the company to obtain permission for IPTV services and authorized signatory in this regard, complete equity details, list of Directors of the company with details, certificate from company secretary (certifying networth) about minimum networth of hundred crore.	N/A	N/A	N/A
3	Security clearance for foreign nationals under Internet License	1	SHRI SUBODH SAXENA (Director(DS-II))	dirds2-dot@nic.in	9868131358 (23372601)	a] Submission of application by licensee company along with required documents.	Details about the Foreign National including passport/ Visa and earlier security clearances if any.	N/A	N/A	N/A
						b] Scrutiny of application and documents	N/A	N/A	N/A	N/A
						c] Sending the proposal for the consideration of security agencies.	N/A	N/A	N/A	N/A
						d]Processing and approval for issue of Security clearance for foreign nationals	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	Merger/demergers and amalgamation of licensee company holding Internet License	1	Mrs.Ritu Pande (Director(DS-III))	dirds3-dot@nic.in	9013133555 (23036425)	a] Submission of application by licensee company along with required documents.	Requirements of documents is available on website www.dot.gov.in Main documents include BG(s) certified copy of orders of HC regarding merger/demerger/amalgamation(M/D/A) certifiate of incorporation of resulting company by ROC, complete equity structure before and afer M/D/A, present list of Directors along with details, Board Resolution regarding authorised signatory, undertaking from the transferee company.	Processing Fees	Draft	500
						b] Scrutiny of application and documents	N/A			
						c] Issue of request to other concerned units for "no dues clearance".	N/A			
						d] Processing and approval for Merger/ demergers and amalgamation of licensee company holding Internet License after necessary clearances.	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
5	Request for Name change for company holding Internet License	1	Mrs.Ritu Pande(Director(DS-III))	dirds3-dot@nic.in	9013133555 (23036425)	a] Submission of application by licensee company along with required documents.	Requirements of documents is available on website www.dot.gov.in Main documents include BG(s) in new name/ amendment of existing BG(s) certified copy of orders of certificate of incorporation by ROC, in the name,complete equity structure before and after name change present list of Directors along with details, Board Resolution regarding authorised signatory.			
						b] Scrutiny of application and documents	N/A			
						c] Processing and approval for request for Name change for company holding internet License	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
6	Request for registered office address change for company holding Internet License	1	Mrs.Ritu Pande (Director(DS-III))	dirds3-dot@nic.in	9013133555 (23036425)	a] Submission of application by licensee company along with required documents	Requirements of documents is available on website www.dot.gov.in Main documents include certified copy of Form-18 along with copy of challan form (GAR-7).	N/A	N/A	N/A
						b] Scrutiny of application and documents	N/A	N/A	N/A	N/A
						c] Processing and approval for registered office address change for company holding Internet License	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
7	Request for surrender of the Internet license	1	Mrs.Ritu Pande(Director(DS-III))	dirds3-dot@nic.in	9013133555 (23036425)	a] Submission of application by licensee company along with required documents.	Requirements of documents is available on website www.dot.gov.in. Main documents include Board Resolution to surrender the licence, 30 days advance notice to DoT. List of telecom/wireless licence held by he company. If surrender is before start of service, appliable surrender charges are to be paid or if the surrender is after start of service, proof of having stared the service within the stipulated time is required. Surrender charges, if surrender is before start of services. 2.5% /5% of Performance Bank Guarantee whichever is applicable if the surrender is requested before the start of services.			
						b] Scrutiny of application and documents	N/A			
						c] Issue of request to other concerned units for “no dues clearance”.	N/A			
						d] Processing and approval for surrender of Internet licensee company after necessary clearances.	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
8	Issuing of direction to Internet service providers for blocking of website/URL/IP address	1	SHRI SUBODH SAXENA (Director(DS-II))	dirds2-dot@nic.in	9868131358 (23372601)	a] Processing and approval of communication received under Information Technology Act 2000 for Issuing of direction to Internet service providers for blocking of website/ URL/IP address	Communication from Group Coordinator, Cyber Law division Department of Information Technology (DIT) for issuing the instructions to Internet Service Providers (ISPs)	N/A	N/A	N/A
						b] Issuing of direction to Internet service providers for blocking of website/ URL/IP addres	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
9	Issue of CUG VSAT License	2	SHRI DEVENDRA SINGH (Director(DS-I))	dirds1-dot@nic.in	9868136051 (23372129)	a] Submission of complete application form by the applicant.	Application Form with following documents a) Brief write up b) Link Engg. c) Compliance to applicable TEC IR d) details of equipment d) Hub & VSAT locations The complete list of documents to be provided is also available on website www.dot.gov.in	Processing Fee	Draft	25000
						b] Application is scrutinized for ensuring eligibility of applicant to get the licence. c] Application is forwarded to Interminsterial Apex Commmittee members for examination and recommendations. d] Once recommended by Apex Committee, the LOI is issued to apllicant after approval of competent authority	N/A			
						e] LOI is accepted by the applicant. Applicant deposits Entry Fee and Bank Guarantee	Finance Bank Guarantee of Rs.30 lakhs	Entry Fee	Draft	3000000
						f] Licence agreement s signed with the applicant after compliance of the LOI and necessary clearances	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
10	Issuance of Mobile Satellite Service-Reporting (MSS-R) Licence	2	SHRI DEVINDRA SINGH (Director(DS-I))	dirds1-dot@nic.in	9868136051 (23372129)	a] Submission of complete application form by the applicant	Application Form with following documents a) Brief write up b) Link Engg. c) Compliance to technical & functional requirement d) details of equipment d) power & bandwidth summary. The list of documents to be provided is also available on website www.dot.gov.in	Processing fee	Draft	5000
						b]Application is scrutinized for ensuring eligibility of applicant to get the licence. c] Application is forwarded to Inter- ministerial Apex Committee members for examination and recommendations d] Once recommendation by Apex Committee, the LOI is issued to applicant after approval of competent authority	N/A			
						e] LOI is accepted by the applicant. Applicant deposits Entry Fee and Bank Guarantees.	N/A			
						f] Licence agreement is signed with the applicant after compliance of the LOI and necessary clearances	Finance Bank Guarantee of Rs.2 lakhs			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
11	Issuance of Permission for Private Captive CUG networks on OFC or Wireless	1	SHRI DEVENDRA SINGH (Director(DS-I))	dirds1-dot@nic.in	9868136051 (23372129)	a] Submission of Application Form by the applicant	Application with complete details of the network, its purpose, its users and cost of the project	N/A	N/A	N/A
						b] The application is scrutinized and approval of competent authority sought for issue of permission.	N/A	N/A	N/A	N/A
						c] The applicant is asked to deposit Financial Bank Guarantee	Financial Bank Guarantee of the amount decided based on cost of project	N/A	N/A	N/A
						d] The Permission is issued to the applicant after necessary clearances.	N/A	N/A	N/A	N/A
12	Issue of In-principle Clearance to Licensees for addition of new satellite services / network	1	SHRI DEVENDRA SINGH (Director(DS-I))	dirds1-dot@nic.in	9868136051 (23372129)	a] The proposal is received from the licensees along with required documents.	Request with following documents a) Brief write up b) Link Engg. c) Compliance to applicable TEC IR d) details of equipment d) Comparative statement. The complete list of documents to be provided is also available on website www.dot.gov.in	N/A	N/A	N/A
						b] The proposal is scrutinized for completeness and forwarded to Apex Committee Members	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
						c] Once recommendation by Apex Committee, the In-principle Clearance is issued to applicant after approval of competent authority	N/A	N/A	N/A	N/A
13	Processing of Foreign Direct Invest (FDI) application	2	SHRI R.K.PATHAK (Deputy Director General (IP))	ddgip-dot@nic.in	9868134003 (23717542)	FDI upto 49% is permitted under automatic route. The application for FDI more than 49 to 74% is received through Foreign Investment Promotion Board (FIPB)	FDI Policy in Telecom http://www.dot.gov.in/osp/Investment Policy/FDI policy in Telecom.htm The details for FIPB application are available at http://finmin.nic.in/fipbweb/fipbwebreports/webpage.a sp	N/A	N/A	N/A
14	Processing of application from exporters for input-output norms submitted to DGFT	1	SHRI R.K.PATHAK (Deputy Director General (IP))	ddgip-dot@nic.in	9868134003 (23717542)	For export of telecom equipment, manufacturer's need input whcih is given based on essentiality certified by technical department.	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
15	Grievance Redressal / Facilitation of Grievance Redressal Process.	5	Shri S S Singh,(Deputy Director General (PG) DoT)	ddgpg-dot@nic.in	9868135051 (23372131)	For grievances pertaining to pension and related matters, the same may be submitted electronically (via http://pensionersportal.gov.in) or in writing to DDG(Estt.)DoT providing a clear statement of grievance indicating the background and officials/ channels previously approached for redressal.	The details along with procedure thereof is available at www.pensionersportal.gov .in	N/A	N/A	N/A
						For grievances pertaining to telecom services the redressal is to be sought in the first instance through "Three Tier Institutionalized Grievances Redressal Mechanism" of the concerned Service Provider; that has been established under Telecom Consumer Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) of TRAI.	The details along with procedure thereof is available at www.trai.gov. in under service provider & Consumer group section .	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
						For other grievances including the ones remaining unredressed after the lapse of progressive time-limits specified in TRAI Regulation (as above), the same may be submitted electronically (via http://pgportal.gov.in) or in writing to DDG(PG) DoT providing a clear statement of grievance indicating the background and officials/channels previously approached for redressal.	The details and process for lodging grievance is available on www.pgportal.gov.in Further details if required may be referred at www.dot.gov.in under Public Grievances icon.	N/A	N/A	N/A
16	Retirement benefits/ revision of pension cases in respect of Government/BSNL retiring employees/ Pensioners.	1	Sri S. P Singh(Director (Establishment))	dot.estab@gmail.com	9868217738 (23036500)	a] Reciept of Pension case	Forms (available with administrative unit of retiree) & completed documents received from employee and his Service Book/Personal File.	N/A	N/A	N/A
						b] Verification of Qualifying service	N/A	N/A	N/A	N/A
						c] Seeking Compliance to defeciencies	N/A	N/A	N/A	N/A
						d] Calculation of Pensionary Benefits & preparation of pension related papers	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
17	Issuance of Pensioner's Identity card, service certificate, Qualifying service certificate, Circulation of IDA orders for BSNL pensioner's. Dissemination of information relating to pension matters through website etc.	2	Sh.S.P.Singh (Director(Esstt))	Dot.estab@Gmail.com	9868217738	a] On reciept of application for issue of pensioner's Identity card or service certificate for availing concessional telephone facility etc the same is issued to the concerned employee based on the records of pension file and service book.	Pension files and servie book of pensioner's retiring employees	N/A	N/A	N/A
						b] On receipt of application for issue of qualifying service certificate under Rule 32 of CCS(Pension) Rules,1972 alongwith their Service Book, the case is examined based on the records of service book and certificate issued after consultation of Accounts Officer & removing of discrepancies, if any.	Service Book of the concerned employees	N/A	N/A	N/A
						On receipt of IDA orders from DPE, pension related decision in respect of BSNL/MTNL/Govt. etc. from DOP&PW etc., the same is circulated to the concerned units uploading the same to the DOT website.	Relevant orders regarding IDA/Pension matters	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
18	Redressal of grievances in respect of DOT/BSNL pensioner's/ Family pensioner's	1	Sh. S P Singh(Director (Establishment))	dot.estab@gmail.com	9868217738 (23036500)	a] Reciept of Grievance letters from pensioner's/ family pensioner's.	N/A	N/A	N/A	N/A
						b] After sorting out the grievances, the grievances related to circle units are sent to the concerned circle for redressal. The Grievances relating to this unit's pensioners are redressed based on the pension file/service book records and in accordance with the relevant pension rules.	N/A	N/A	N/A	N/A
19	Appointment of Arbitrator under section 7 B of Indian Telegraph Act 1885 in respect of billing disputes	5	Sh.Shahbaz Ali (Deputy Director General (TPF))	ddgtpfac@gmail.com	9868132786	Screening of application and Appointment of Arbitrator	A formal request from subscriber for appointment of arbitrator/ Court orders/ CGM's approval	N/A	N/A	N/A
20	Issue of National Long Distance (NLD) License	5	Shri S.T.Abbas (Director (CS-III))	dircs3.hq-dot@nic.in	9868831786 (23722444)	a] Submission of complete Application form for license for provision of NLD services along with required documents.	Indian Registered Companies with Networth more than 2.5 crores are eligible to apply. Application form is available on website www.dot.gov.in	Processing Fee	Draft	15000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b] Scrutiny of the application form and documents by Licensing Cell. Intimation to applicant of deficiencies/ discrepancies, if any.	N/A			
						c] Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	N/A			
						d] Processing and approval of competent authority for issue of letter Of Intent (LOI) subject to fulfillment of all eligibility conditions/submission of requisite documents/ clarifications.	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						e] Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months. Request of No dues certificate from LF/ WPC/WPF Cells of Dot. f] Receipt of No dues certificate from LF/WPC/ WPF Cells of DoT.	N/A			
						f] Receipt of No dues certificate from LF/WPC/WPF Cells of DoT.	N/A			
						g] Unconditional and Unequivocal acceptance of LOI by applicant company & Compliance of terms and conditions of LOI by applicant company.	N/A	Entry Fee	Draft	25000000
						h] Signing of the licence agreemment for NLD services with applicant company after compliance of LOI conditions and necessary clearances	N/A			
						i] Submission of Initial Financial Bank Guarantee	Initial Financial bank guarantee of Rs. 20 Crores			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
21	Issue of International Long Distance (ILD) License	5	Shri S.T.Abbas (Director(CS-III))	dircs3.hq-dot@nic.in	9868831786 (23722444)	a] Submission of complete Application form for licence for provision of ILD services alongwith required documents.	Application form is available on website www.dot.gov.in	Processing Fee	Draft	50000
						b] Scrutiny of the application form and documments by Licensing Cell. Intimation to applicant of deficiencies/ discrepancies, if any.	N/A			
						c] Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	N/A			
						d] Processing and approval of competent authority for issue of letter of Intent(LOI) subject to fulfillment of all eligibility conditions/submission of requisire documents/ clarifications	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						e] Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months. Request of No dues certificate from LF/ WPC/WPF Cells of Dot.	N/A			
						f] Receipt of No dues certificate from LF/WPC/WPF Cells of Dot	N/A			
						g] Unconditional and Unequivocal acceptance of LOI by applicant company & Compliance of terms and conditions of LOI by applicant company.	Performance Bank Guarantee of Rs.2.5 crores	Entry Fee	Draft	25000000
						h] Signing of the licence agreement for ILD services with applicant company after compliance of LOI conditions and necessary clearances.	N/A			
						Submission of initial Financial Bank Guarantee	Initial Financial Bank Guarantee of Rs 20 Crores.			
22	Security clearance for foreign nationals under NLD/ILD License	1	Shri S.T.Abbas (Director(CS-III))	dircs3.hq-dot@ nic.in	9868831786 (23722444)	a] Submission of application by licensee company along with required documents.	Format and documents prescribed by Ministry of Home Affairs (MHA)	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
						b] Scrutiny of application and documents. Intimation to applicant of deficiencies/ discrepancies, if any.	N/A	N/A	N/A	N/A
						c] Sending the proposal for the consideration of security agencies. Receipt of comments/approvals from security agencies.	N/A	N/A	N/A	N/A
						d] Processing and issuance of approval for issue of Security clearane for foreign nationals.	N/A	N/A	N/A	N/A
23	Request for Name change, registered office address change for company holding NLD/ ILD License	1	Shri S.T.Abbas (Director(CS-III))	dircs3.hq-dot@ nic.in	9868831786 (23722444)	a] Submission of application by licensee company along with required documents.	Certificate issued by Registrar of Companies.	N/A	N/A	N/A
						b] Scrutiny of application and documents. Intimation to applicant of deficiencies/ discrepancies, if any. c] Processing and approval for Request for Name change for company holding NLD/ILD License	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
24	Issue of PMRTS/ CMRTS License	2	Shri Suneel Niraniyan (Director(CS- I))	dircs1dot@yahoo.com	9868400361 (23036253)	a] Submission of complete application form by the applicant along with required documents.	Indian Registered Companies may apply. Application Form & list of documents to be provided available on website www.dot.gov.in	Processing Fee	Draft	20000
						b] Application is scrutinized for ensuring eligibility of applicant to get the licence. Intimation to applicant of deficiencies/ discrepancies, if any. c] Application is forwarded to WPC & TEC for examination and receipt of comments. Intimation to applicant of deficiencies/ discrepancies, if any. d] Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any. d] Processing and approval of competent authority for issue of leter of Intent (LOI) subject to fulfillment of all eligibility conditions/submission of requisite documents/ clarifications. e] Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months. Request for No-dues certficate from LF/ WPC Cell of DoT. f] Receipt ofNo-dues certificate from LF/WPC/ WPF Cell of DoT. g] Compliance of erms and conditions of LOI by applicant company.	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Signing of the licence agreement for PMRTS services with applicant company after compliance of LOI conditions and no dues certificate.	Financial Bank Guarantee of Rs. 1 lakh. License Fees Nil for PMRTS; Rs.300/- per terminal subject to a minimum of Rs.25000/- for CMRTS payable through Demand Draft	Licence Fee	Draft	25000
25	Issue of GMPCS License	2	Shri Suneel Niraniyan (Director(CS- I))	dircs1dot@yahoo.com	9868400361 (23036253)	a] Submission of complete application form by the applicant along with required documents.	Application Form & list of documents to be provided available on website www.dot.gov.in	Processing Fee	Draft	500000
						b] Application is scrutinized for ensuring eligibility of applicant to get the licence. Intimation to applicant of deficiencies/ discrepancies, if any. c] Application is forwarded to security agencies for their comments. Holding of Interministrial Committee meeting(s). Clearance of the proposal from security angle by Security Agencies d] Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						e] Processing and approval of competent authority for issue of leter of Intent (LOI) subject to fulfillment of all eligibility conditions/submission of requisite documents/ clarifications. f] Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months. Request for No-dues certficate from LF/WPC Cell of DoT.	N/A			
						g] Unconditional & Unequivocal acceptance of LOI by the applicant company & compliance of terms and conditions by applicant company. Applicant deposits Entry Fee and Bank Guarantees.	Financial Bank Guarantee of Rs. 1 crore	Entry fee	Draft	10000000
						h] Receipt of No-dues certficate from LF/WPC/WPF Cell of DoT. i] Licence agreement is signed with the applicant after compliance of the LOI and no dues.	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
26	Issue of Registration Certificate to Infrastructure Provider Category-I	2	Shri S.T.Abbas (Director(CS-III))	stabbas@hotmail.com	9868831786 (23722444)	a] Submission of Application Form by the applicant along with required documents.	Application Form & list of documents to be provided available on website www.dot.gov.in	Processing Fee	Draft	5000
						b] The application is scrutinized and intimation is sent to applicant company of deficiencies/ discrepancies, if any. c] Subject to fulfillment of all eligibility conditions/ submission of requisite documents/clarifications, approval of competent authority is sought for issue of Registration Certificate. Based on approval, IP-I Certificate is issued.	N/A			
27	Issue of Voice Mail/Audiotex/ Unified Messaging Service(UMS) License	2	Shri Suneel Niraniyan (Director(CS- I))	dircs1dot@yahoo.com	9868400361 (23036253)	a] Submission of complete Application Form by the applicant along with required documents. b] Application is scrutinized for ensuring eligibility of applicant to get the licence. Intimation to applicant of deficiencies/ discrepancies, if any. c] Scrutiny of application by Fin.Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	Indian Registered Companies may apply. Application Form & list of documents to be provided available on website www.dot.gov.in	Processing Fee	Draft	20000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d] Processing and approval of competent authority for issue of letter of Intent (LOI) subject to fulfillment of all eligibility conditions/submission of requisite documents/ clarifications. e] Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months. Request for No-dues certificate from LF/WPC Cells of DoT. f] Receipt of No-dues certificate from LF/WPC/ WPF Cells of DoT	N/A			
						g] Compliance of terms and conditions of LOI by applicant company.	Financial Bank Guarantee of Rs. 3 Lakhs			
						h] Signing of the licence agreement for Voice Mail/Audiotex/Unified Messaging Service (UMS) Licence with applicant company after compliance of LOI conditions and no dues.	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
28	Request for Renewal of the NOC for Sale/Rent of International Roaming SIOM Cards and Global Calling Cards.	2	Shri Suneel Niraniyan (Director(CS- I))	dircs1-dot@nic.in	9868400361 (23036253)	a] Submission of Request for Renewal.	Indian REgistered Companies are eligible to apply. Application Form and list of documemnts to be provided avalable on DoT website www.dot.gov.in	N/A	N/A	N/A
						b] The request is scrutinized and intimation to applicant of deficiencies/ discrepancies,if any is sent.	N/A	N/A	N/A	N/A
						c] Processing and approval of competent authority for issue of the renewal of NOC subject to fulfillment of all eligibility conditions/submission of requisite documents/ clarifications.	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
29	Issue of NOC for Sale/ Rent of International Roaming SIM Cards and Global Calling Cards	2	Shri Suneel Niraniyan (Director(CS- I))	dircs1-do@nic.in	986840031 (23036253)	a] Submission of complete Application Form by the applicant alongwith required documents	Indian REgistered Companies are eligible to apply. Application Form and list of documemnts to be provided avalable on DoT website www.dot.gov.in	N/A	N/A	N/A
						b] Application is scrutinized for ensuring eligibility of applicant to get the NOC. Intimation to applicant of deficiencies/discrepancies, if any.	Indian REgistered Companies are eligible to apply. Application Form and list of documemnts to be provided avalable on DoT website www.dot.gov.in	N/A	N/A	N/A
						c] Processing and approval of competent authority for issue of NOC subject to fulfillment of all eligibility conditions/ submission of requisite documents/clarifications.	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
30	Granting of Wireless Licenses (above 806 MHz)	5	Sh Viresh Goel (Deputy Wireless Advisor)	mails.wpc@nic.in	9868130212 (23752489)	Issue of "Agreement-in-Principle (AIP)"/ Decision Letter (DL) conveying earmarking of frequency and parameters.	i) Copy of print out of "on-line application" filed in wpc website (ww..wpc.dot.gov.in) under relevant category (to be enclosed with hard copy application). ii)Hard copy application in prescribed format (available on wpc website) duly filled in along with the following documents: a) Network diagram with Geo coordinates and distance, details of coverage area; b) Equipment details along with technical literature i.r.o RF parameters; c) Deployment plan in soft & hard copy with Link details in the prescribed format available on web site; d) Justification for RF requirement; e) details and status of earlier assignments, if any. f) AIP/ DL for of Radar also needs Permission/NOC from DG Shipping/AAI, /IMD, Air Force/ as applicable; g) in case of CMRTS, copy of Service Licence issued by DoT and for Broadcasting Service by Ministry of Information & broadcasting. Note: the AIP/ DL may be issued to the applicants subject to availability and compatibility of the RF spectrum, as well as inter Ministerial coordination if			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Issue of "Renewal Certificates" of the WOLs requiring renewal/ extension	i) Letter requesting for renewal of Wireless Operating License (WOL) well in advance, preferably one month before the expiry of WOL. ii) Copy of WOL and the last Renewal Certificate; iii) Requisite fee/charges as already decided/payable for the WOL in the form of DD. In case of expired WOL, the spectrum charges are to be paid along with the Late fee as applicable/chargeable from time to time (existing late charges are levied @ 2% per month compounded annually, on total amount payable; Rs.250/ is minimum late fee to be paid). Spectrum Charges (license Fee + Royalty). Demand Draft in favour of PAO(HQ), DoT. As already decided/payable for the particular WOL.			
						Issue of "Wireless Operating Licensing (WOL)" against already issued AIP/ DL	a) A letter from the applicant requesting for conversion of already issued AIP/ DL into Wireless Operating License (WOL);along with the following documents and paymentsa) Copy of valid AIP/ DL; b) Requisite Spectrum Charges* in form of Demand Draft in favour of PAO(HQ), DoT of the amount as indicated in the AIP/DL. In case of expired AIP/ DL, the spectrum charges are to be paid along with the Late			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							applicable from time to time (existing late fee are levied @ 2% per month compounded annually, on total amount payable; Rs.250/ is minimum late fee to be paid); c) Copy of Commercial Invoice in respect of the equipment to be installed in the wireless station/network; d) In case equipments are imported by the user, copy of Import license issued by respective Regional Licensing Offices of WPC Wing, and in case of purchase locally, copy of valid Dealer Possession Licence of the equipment supplier; e) Copy of siting clearance issued by SACFA Bureau, WPC Wing, where ever applicable, to any tower/ mast used for installing the Antenna;*Spectrum charge is based on the number of frequency spots, coverage area and number of sets used in the network. Spectrum Charges (license Fee + Royalty) plus late fee, if appliable. Demand Draft/Challan in favour of PAO(HQ), DoT. As mentioned in the concerned AIP letter as			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
31	Granting of Wireless Operating Licenses (below 806 MHz)	5	Shri P.Chandrasekharan (Deputy Wireless Advisor)	mails.wpc@nic.in	9868132042 (23755440)	Issue of "Agreement-in-Principle (AIP)"/ Decision Letter (DL) conveying earmarking of frequency and parameters	i) Copy of print out of "on-line application" filed in wpc website (ww..wpc.dot.gov.in) under relevant category (to be enclosed with hard copy application). ii) Hard copy application in prescribed format (available on wpc website) duly filled in along with the following documents: a) Network diagram with Geo coordinates and distance, details of coverage area; b) Equipment details along with technical literature i.r.o RF parameters; c) Deployment plan in soft & hard copy with Link details in the prescribed format available on web site;d) Justification for RF requirement; e) details and status of earlier assignments, if any f) AIP/ DL for of Radar also needs Permission/NOC from DG Shipping/AAI, /IMD, Air Force/ as applicable; g) in case of CMRTS Service Licence issued by DoT and for Broadcasting Service by Ministry of Information & broadcasting. Note: the AIP/ DL may be issued to the applicants subject to availability and compatibility of the RF spectrum, as well as inter	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
						Issue of "Renewal Certificates" of the WOLs requiring renewal/ extension	Letter requesting for renewal of Wireless Operating License (WOL) well in advance, preferably one month before the expiry of WOL. v) Copy of WOL and the last Renewal Certificate; vi) Requisite fee/charges as already decided/payable for the WOL in the form of DD.In case of expired WOL, the spectrum charges are to be paid along with the Late fee as applicable/chargeable from time to time (existing late charges are levied @ 2% per month compounded annually, on total amount payable; Rs.250/ is minimum late fee to be paid). Spectrum Charges (license Fee + Royalty). Demand Draft in favour of PAO(HQ), DoT New Delhi payable at New Delhi. As already decided/payable for the particular WOL/AIP/ DL .	N/A	N/A	N/A
						Issue of "Wireless Operating Licensing (WOL)" against already issued AIP/ DL	A letter from the applicant requesting for conversion of already issued AIP/ DL into Wireless Operating License (WOL);along with the following documents and payments a) Copy of valid AIP/ DL;b) Requisite Spectrum Charges* in form of Demand Draft in favour of PAO(HQ), DoT of the amount as indicated in the AIP/DL. In case of expired AIP/ DL, the spectrum charges are to be paid along with the Late	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
							applicable from time to time (existing late fee are levied @ 2% per month compounded annually, on total amount payable; Rs.250/ is minimum late fee to be paid); c) Copy of Commercial Invoice in respect of the equipment to be installed in the wireless station/network; d) In case equipments are imported by the user, copy of Import license issued by respective Regional Licensing Offices of WPC, and in case of purchase locally, copy of valid Dealer Possession Licence of the equipment supplier; e) Copy of siting clearance issued by SACFA Bureau, WPC Wing with regard where ever applicable to any tower/mast used for installing the Antenna;*Spectrum charge is based on the number of frequency spots, coverage area and number of sets used in the network. Spectrum Charges (license Fee + Royalty) plus late fee, as applicable. Demand Draft in favour of PAO(HQ), DoT payable at New Delhi.As mentioned in the			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
32	Granting of Wireless Operating Licenses (GSM/CDMA/3G/ PMRTS)	5	Shri M.K.Rao (Deputy Wireless Advisor)	mails.wpc@nic.in	9868134049 (23036084)	a] Submission of online application alongwith necessary/ required documents.	Format of Application form and details of necessary/ required documents are available on www.wpc.dot.gov.in			
						b] After scruitny of application and documents Frequeuncy assignmment will be issued.	N/A			
						c] After receiving the frequency assignment applicant has to submit the requisite documents for issue of Operating Licence	List of requisite documents is available on www.wpc.dot.gov.in			
33	Grant of Wireless Operating Licenses for Satellite Services	5	Shri V.J.Christopher (Deputy Wireless Advisor)	mails.wpc@nic.in	9868139866	a] Issue of "Agreement-in-Principle (AIP) letter conveying earmarking of frequency and parameters frequency f grant of frequency	i) Hard copy application in prescribed format (available on wpc website) duly filled in along with associated Annexures/Undertakings etc., in triplicate. ii) Copy of NOCC channel planning letter. iii) Copy of DoS/Sat. Transponder Provider BW allocation letter. iv) Copy DoT /service license for telecom services. v) Copy of MIB permission letter for Broadcasting services.			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b] Issue of "Wireless Operating Licensing (WOL)" in relation to already issued AIP letter.	i) Letter requesting for conversion of AIP letter in WOL (Wireless Operating License) within the validity period of AIP letter already issued in this regard. ii) Copy of AIP letter already issued to the applicant. iii) For services other than commercial VSA-Submission of requisite fee/ charges in form of Demand Draft in favour of PAO(HQ), DoT for the amount as mentioned in the AIP letter already issued to the applicant. (Any Late charges as applicable/chargeable from time to time to be also to be paid) (existing late charges are levied @ 2% p.m.charged on total amount payable and compounded annually) (Rs.250/ is minimum late fee to be paid). iv) For commercial VSAT services amount to be deposited with DoT, Finance as per rules.			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							v) Copy of Commercial Invoice in respect of the equipment to be installed in the wireless station/network. vi) Copy of import license issued by Regional Licensing Offices. vii) Copy of siting clearance issued by SACFA , WPC Wing in respect of any viii) Copy of MPVT test report from NOCC.Spectrum Charges (license Fee + Royalty). Demand Draft in favour of PAO(HQ), DoT. As mentioned in the concerned AIP letter as the same varies from case to case.			
						c] Issue of "Renewal Certificates" in respect of WOLs requiring renewal/ extension.	i) Letter requesting for renewal of WOL(Wireless Operating License) well in advance, preferably one month before the expiry of WOL.Requisite fee/charges as already decided/payable for the WOL in form of DD.(Any Late charges as applicable/chargeable from time to time to be also to be paid) (existing late charges are levied @2% p.m.charged on total amount payable and compounded annually) (Rs.250/ is minimum late fee to be paid).Spectrum Charges (license Fee + Royalty). Demand Draft in favour of PAO(HQ), DoT. As already decided/payable for the			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d] Endorsement of TV channels	1. Letter requesting for endorsement of TV channel from Teleport service operator. 2. All MI permissions for channel unlinking/down linking issued to channel owner. 3. Copy of WOL and latest renewal of teleport in which the channel is to be endorsed. 4. Undertaking from the Teleport operator that the data rate would be sufficient to accommodate the new channel without compromising the quality of channel.			
34	Issue of Amateur Station Operator's Certificate (ASOC) licences/Certificate of Proficiency (COP) licences	3	Shri Munesh Kumar (Deputy Wireless Advisor)	mails.wpc@nic.in	9868132042 (23755440)	a] Issue of ASOC (Amateur Station Operating License) ASOC-General and ASOC-Restricted Note: The documents mentioned in the next column i.e under "Document Required" should be submitted by the applicant only after he receives intimation from the WPC Wing, DoT asking the applicant to submit the same. The intimation to the applicant is issued by WPC Wing requiring the above documents after getting Inter Ministerial clearance.	1. Letter requesting for issue of ASOC license for 20 years or life time. 2. Copy of letter conveying that the applicant has passed ASOC examination issued by concerned Wireless Monitoring Station. 3. Copy of Date of Birth Certificate duly attested by Gazetted Officer. Passport size photograph-02 Nos. 5. Submission of requisite fee/charges in form of Demand Draft in favour of PAO(HQ), DoT, New Delhi payable at New Delhi. 6. License fee for 20 years Rs. 1000/- & for lifetime Rs. 2000/- . Rs.1000 for 20 years or Rs.2000 for life time.	Licence Fee for 20 years	DD in favourof PAO, DoT	1000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b] Issue of renewal of ASOC (Amateur Station Operating Lic ense) ASOC-General and ASOC-Restricted	1. Letter requesting for issue of ASOC license for 20 years or life time. 2. Submission of requisite fee/charges in form of Demand Draft in favour of PAO(HQ), DoT, New Delhi payable at new Delhi. 3. Late fee @ Rs. 100/- for every half year or part thereof will be chargeable, if applicable. 4. License fee for 20 years Rs. 1000/- & for lifetime Rs. 2000/-.	Licence Fee for 20 years	DD in favour of PAO (HQ),Do T	1000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						c] Issue of Radio Telephony Restricted (Permit)-RTR(P) Note: Permit will be issued to Indian citizen depending upon the validity of Foreign Radio Telephony Licence (R/T) &Flight Crew License(CPL/ ATPL/FEL). In case of foreign Nationals, Permit will be issued after getting Inter Ministerial clearances.	1. Hard copy of applicatio duly filled in prescribed proforma (AF-1 & Annexure 1-A) available on wpc web site. 2. Requisite charges in form of DD. 3. Copy of Date of Birth Certificate duly attested 4. Copies of Passport and VISA Certificate duly attested by Gazetted Officer for the period during which applicant stayed abroad for training and certification. 5. Copy of valid Foreign R/T issued from commonwealth countries/ Philippines, duly attested by Gazetted Officer. 6. Copy of Flight Crew license(CPL/ATPL/FEL), duly attested by Gazetted Officer, from the same administration from where foreign R/T has been obtained by the applicant.Passport size photograph-02 Nos. 8. Personal particulars in 06 copies, in case of foreign nationals. Personal particulars form available on WPC website. 9. License fee Rs. 5000/- for	n Licence Fees for maximum of 20 years	DD in favour of PAO (HQ),Do T	5000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d] Issue I of Radio Telephony Restricted (Conversion)-RTR(C) Note: 1. This certificate is issued to the applicant after passing Part-I exam of RTR(A) conducted by Ministry of Communication & IT, 2. Certificate will be issued depending upon the validity of Foreign Radio Telephony Licence (RT) issued from commonwealth countries/ Philippines. In case of foreign Nationals, Certificate will be issued after getting Inter Ministerial Clearance.	Candidate is required to apply as under:Undertaking as mentioned in the O.M. Requisite charges in form of DD.Copy of valid Foreign R/T issued by Gazetted Officer. Passport size photograph-02 Nos. Personal particulars in 06 copies, in case of Foreign Nationals. Form is available on WPCwebsite.			
						e] Issue of renewal / extension of Radio Telephony Restricted (Permit)- RTR(P) Note: Validity of the Permit will be given depending upon the validity of foreign R/T & Flight Crew license (CPL/ATPL/FEL),	1. Hard copy of application duly filled in prescribed proforma(COP-23 & Annexure 1-A) available on wpc web site. 2. Requisite charges in form of DD. 3. Copy of valid Foreign R/T issued from commonwealth countries/ Philippines, duly attested by Gazetted Officer. Copy of valid Flight Crew License. Passport size photograph-02 Nos.Original Experience Certificate (As per existingnorms available WPC website). 7 Late fee of 2% of Rs 5000/- per month or part. License fee Rs. 5000/- for maximum 20 years.	Licence Fee for maximum 20 years	DD in favour of PAO (HQ),Do T	5000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						f] Issue of renewal of Radio Telephony Restricted (Conversion)-RTR(C) Note: Validity of Certificate will be Given, depending upon the validity of foreign R/T	Hard copy of application duly filled in prescribed. Requisite charges in form of DD.copy of valid Foreign R/T issued by Gazetted Officer. Passport size photograph-02 Nos.Original Experience Certificate (As per existing norms available on WPC website). Late fee of 2% of Rs 5000/- per month or part thereof, minimum Rs 250/- will be chargeable, if applicable..License fee Rs. 5000/- for maximum 20	Licence Fee for 20 years	DD in favour of PAO (HQ),Do T	5000
						g] Issue of renewal of Global Maritime Distress and Safety System(General Operator Certificate) GMDSS(GOC)	Hard copy of application duly filled in prescribed proforma (COP-23) available on wpc web site with online acknowledgement slip of registration.Requisite charges in form of DD. Original Experience Certificate (As per existing norms available on WPC website). Late fee of 2% of Rs 500/- per month or part thereof, minimum Rs 250/- will be chargeable, if applicable..License fee Rs. 500/- for maximum 5 years.	Licence fee for 5 years	DD in favour of PAO (HQ),Do T	500

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						h] Issue of renewal of Radio Telephony Restricted (Aeronautical)-RTR(A) Renewal	Hard copy of application duly filled in prescribed proforma(COP-23 & Annexure 1-A) available on wpc web site along with online acknowledgement slip of registration. 2 Copy of Date of Birth Certificate duly attested by Gazetted Officer. Requisite charges in form of DD.Original Experience Certificate (As per existing norms available on WPC website). Late fee of 2% of Rs 5000/- or Rs 10000/- per month or part thereof, minimum Rs 250/- will be chargeable, if applicable.	Licence Fees for 20 years	DD Payable in favour of PAO(HQ) DoT	5000
						Issue of renewal of Old Maritime Licences i.e COP Second Class (SND) , Radio operator General Certificate(ROGC), Radio Telephony Genera(RTG), Radio Telephony Restricted(Maritime) RTR(M), Radio Telephony Inland Maritime(RTIM), COP First Class(FST),COP Special(SPL)	Hard copy of application duly filled in prescribed proforma(COP-23) available on wpc web site. Requisite charges in form of DD. Original Experience Certificate (As per existing norms available WPC website). Late fee Rs 15/- per quarter will be chargeable, if applicable, Maximum up to 2 years after expiry of the last renewal.License fee Rs. 50/- for 3 years	Renewal Fee (for 03 years)	DD in favour of PAO (HQ) DoT New Delhi	50

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
35	Issue of Standing Advisory Committee on Frequency Allocation (SACFA) Clearance Certificate	5	Sh.Gulab Chand (Deputy Wireless Advisor)	mails.wpc@nic.in	9013130689 (23372174)	Issue of fresh/additional siting clearances for antennae/sites of various Telecom Service Providers and other Govt.and Private wireless users	Copy of print out of "on- line application" filed in wpc website (www.wpc.dot.gov. in) under relevant category). Hard copy application in prescribed format (available on wpc website) duly filled in along with associated Annexures/ Undertakings as per guidelines available on wpc web site from time to time. Copy of valid AIP/Frequency earmarking letter issued by WPC Wing or copy of ETA (Equipment Type Approval) issued by WPC Wing in cases of de- licensed frequency bands.Requisite charges for each application ID.Site map as per specifications available on wpc web site. Copy of earlier/initial siting clearance and NOC from initial siting clearance holder. vii) The requisite fee Rs. 1000/- per application ID seposited in the form DD issued in favour of PAO(HQ), DoT, New Delhi, payable at	Processing Fee	Demand Draft	1000

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
36	Promotion of research and development in telecommunications through C-DoT	2	Sh R.Shakya (Director (S-II))	dirs2-dot@nic.in	9868131599	Allotment of funds for C-DOT	Proposal completed in all respect seeking fund allotment	N/A	N/A	N/A
						Approval of Business Plan of C-DOT	Draft Business Plan from C-DOT	N/A	N/A	N/A
						Placement of Annual Report of C-DOT in Parliament	Audited Annual Report from C-DOT Performance Review of C- DOT	N/A	N/A	N/A
						Review of Performance of C-DOT	Physical & Financial Achievement statement	N/A	N/A	N/A
						Signing of MoU for C-DOT	Business Plan Last MoU Draft MoU	N/A	N/A	N/A
37	Handling /Processing of Security Issues refrerred by service providers/ security agencies	1	Sh R.Shakya (Director (S-II))	dirs2-dot@nic.in	9868131599	Discussion with SA/SP	N/A	N/A	N/A	N/A
						Examining the Proposal	N/A	N/A	N/A	N/A
						Issuing Instructions to SA/SP	N/A	N/A	N/A	N/A
						Receipt of a reference from Security Agency (SA)/Service Provider (SP)	A reference about the issue from SA/SP	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
38	Administration of National Numbering Plan	5	Shri Rajeev Kumar (Director(AS-III))	diras3@gmail.com	9013130044	It involves allocation of MSC codes for mobile services and exchange-levels for basic services, short codes for special service , SP codes etc.	simple requisition from Access Service(AS) licensee enclosing details of resources already allocated	N/A	N/A	N/A
						requisition is received from AS licensee as mentioned above	N/A	N/A	N/A	N/A
						requisition is scrutinized as per criterion of allocation and processed if found eligible	N/A	N/A	N/A	N/A
						sanction of allocation of numbering resources is conveyed after approval of competent authority	N/A	N/A	N/A	N/A
39	Security clearance for Lawful interception monitoring capabilities	3	Shri Rajeev Kumar (Director(AS-III))	diras3@gmail.com	9013130044	approval of competent authority is sought as per comments received from security agencies	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
						Date of demonstration is conveyed to licensee and security agencies after approval of competent authority	N/A	N/A	N/A	N/A
						It involves “Law-full interception monitoring capabilities” testing co-ordination with security agencies.	Prior intimation for launching of new services is given by AS licensee	N/A	N/A	N/A
						Prior intimation of launch of new service(s) is provided by licensee (generally) along with readiness for demonstration of lawful interception monitoring capabilities.	N/A	N/A	N/A	N/A
						the status(clearance or deficiencies) as approved is conveyed to licensee for further necessary action at their end	N/A	N/A	N/A	N/A
						the test report is received from security agencies (IB)	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Issue of Internet License	6.0	Time taken after the submission of complete application to the issue of letter of Intent(LOI)	60	Days	3.00	Concerned file/Records in the DS unit
			Time taken after compliance of LOI conditions and necessary clearances to signing/or offering to sign the licence agreement with applicant company	45	Days	3.00	Concerned file/Records in the DS unit
2	Issue of IP TV permission under Internet License	2.0	Time taken to issue IPTV permission after receiving of the application along with required documents	30	Days	2.00	Concerned file/Records in the DS unit
3	Security clearance for foreign nationals under Internet License	1.0	Time taken to issue Security clearance for foreign nationals after receiving the clearance from security agencies	30	Days	1.00	Concerned file/Records in the DS unit
4	Merger/demergers and amalgamation of licensee company holding Internet License	1.0	Time taken after receiving application with required documents and necessary clearance to issue of Merger/ demergers and amalgamation of license	60	Days	1.00	Concerned file/Records in the DS unit
5	Request for Name change for company holding Internet License	1.0	Time taken to take the name change of the licensee company on record after receiving the application along with required documents	45	Days	1.00	Concerned file/Records in the DS unit

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
6	Request for registered office address change for company holding Internet License	1.0	Time taken to take the registered office address change of the licensee company on record after receiving the application along with required documents.	30	Days	1.00	Concerned file/REcords in the DS unit
7	Request for surrender of the Internet license	1.0	Time taken after receiving application with required documents and necessary clearance to issue of cancellation	60	Days	1.00	Concerned file/REcords in the DS unit
8	Issuing of direction to Internet service providers for blocking of website/URL/IP address	1.0	Time taken after receiving the direction for blocking of website/ URL/IP address to issue of letter for blocking to Internet service providers	15	Days	1.00	Concerned file/REcords in the DS unit
9	Issue of CUG VSAT License	2.0	Time taken after compliance of LOI conditions by company and necessary clearances to signing of the licence agreement with applicant company	60	Days	2.00	Concerned file/REcords in the DS unit
10	Issuance of Mobile Satellite Service-Reporting (MSS-R) Licence	2.0	Time taken after compliance of LOI conditions by company and receiving necessary clearances to signing of the licence agreement with applicant company	60	Days	2.00	Concerned file/REcords in the DS unit
11	Issuance of Permission for Private Captive CUG networks on OFC or Wireless	1.0	Time taken after taking the approval and receiving of necessary clearances to signing of the licence agreement with applicant company	60	Days	1.00	Concerned file/REcords in the DS unit

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
12	Issue of In-principle Clearance to Licensees for addition of new satellite services / network	1.0	Time taken to issue In-principle Clearance to Licensees for addition of new satellite services / network after approval by Apex Committee	60	Days	1.00	Concerned file/REcords in the DS unit
13	Processing of Foreign Direct Invest (FDI) application	2.0	Time taken to process the application referred by FIPB(DEA) and sending of comments after reeipt of complete application in IP unit, DoT	30	Days	2.00	Ministry Records
14	Processing of application from exporters for input-output norms submitted to DGFT	1.0	Time taken to process the application referred by DGFT and sending of comments after receipt of complete application in IP unit, DoT	30	Days	1.00	Ministry Records
15	Grievance Redressal / Facilitation of Grievance Redressal Process.	5.0	Average time taken to acknowledge and forward a grievance to the concerned units / subordinate organizations.	3	Working Days	2.00	CPGRAMS & Ministry Records.
			Interim/Final response to complainant within 60 days of registration/receipt of grievance in PG cell.	95	%	3.00	CPGRAMS & Ministry Records.

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
16	Retirement benefits/revision of pension cases in respect of Government/BSNL retiring employees/Pensioners.	1.0	Time taken for Checking of recieved documents and pointing out deficiencies, if any	15	Working Days	0.20	Ministry / Subordinate Office records
			Time takekn for Checking of Employees Service records and pointing out deficiencies, if any in respect of cases recieved	20	Working Days	0.25	Ministry / Subordinate Office records
			Time taken for issue of request to concerned administrative units for furnishing the requisite information/ documents and to followup for the same.	10	Working Days	0.20	Ministry / Subordinate Office records
			Time taken for preparing the pension calculation sheet after receipt of all the required documents completed in all respect	25	Working Days	0.20	Ministry / Subordinate Office records
			and forwarding to PFP for further action.				
			Time taken to forward the case of BSNL Corporate office to PFP for further action.	7	Working Days	0.15	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
17	Issuance of Pensioner's Identity card, service certificate, Qualifying service certificate, Circulation of IDA orders for BSNL pensioner's. Dissemination of information relating to pension matters through website etc.	2.0	Time taken for preparation of pensioner's Identity cards from the date of receipt of the application form completed in all respects	20	Working Days	0.50	Ministry Recrds
			Time taken for preparation of service certificate for availing of Telephone concessional facility provided to DOT pensioners	15	Working Days	0.50	Ministry Recrds
			Time taken to circulate the orders relating to Industrial Dearness Relief from DPE	03	Working Days	0.50	Ministry Recrds
			Time taken for uploading the pension related order to the website from the date of issue of the orders	03	Working Days	0.50	Ministry Recrds
18	Redressal of grievances in respect of DOT/ BSNL pensioner's/ Family pensioner's	1.0	Time taken for forwarding of the grievance application to tbe	05	Days	0.50	Ministry/Subordinate office records
			concerned Subordinate Offices from the date of receipt of the grievance.				
			Time taken for sorting out of such grievances relates to this Section from the date of receipt of the grievances.	30	Days	0.50	Ministry/Subordinate office records
19	Appointment of Arbitrator under section 7 B of Indian Telegraph Act 1885 in respect of billing disputes	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects	14	Working Days	5.00	Register being maintained in the section

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
20	Issue of National Long Distance (NLD) License	5.0	Time taken for Scrutiny of the application form and documents by Licensing Cell. ntimation to applicant of deficiencies/ discrepancies, if any.	20	Days	2.50	File Records
			Time takenfor Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	20	Days	0.50	File Records
			Time taken for Processing and approval of competent authority for issue of letter of Intent(LOI) subject to fulfillment of all eligiility conditions/submission of requisite documents/clarificaions.	20	Days	0.50	File Records
			Time taken for Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months Requst for No dues certificate from LF/ WPC/WPF Cells of DoT	5	Days	0.50	File Records
			Time taken for Receipt for No dues certificate from LF/WPC/WPF Cells of DoT.	45	Days	0.50	File Records
			Time taken for Signing of the licence agreement for NLD services with applicant company after compliance of LOI conditions and necessary clearances.	10	Days	0.50	File Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
21	Issue of International Long Distance (ILD) License	5.0	Time taken for Scrutiny of the application form and documents by Licensing Cell. intimation to applicant of deficiencies/ discrepancies, if any.	20	Days	2.50	File Record
			Time taken for Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any	20	Days	0.50	File Record
			Time taken for Processing and approval of competent authority for issue of letter of Intent(LOI) subject to fulfillment of all eligibility conditions/ submission of requisite documents/ clarifications.	20	Days	0.50	File Record
			Time taken for Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months Request for No dues certificate from LF/ WPC/WPF Cells of DoT	5	Days	0.50	File Record
			Time taken for Receipt for No dues certificate from LF/WPC/WPF Cells of DoT.	45	Days	0.50	File Record
			Time taken for Signing of the licence agreement for NLD services with applicant company after compliance of LOI conditions and necessary clearances.	10	Days	0.50	File Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
22	Security clearance for foreign nationals under NLD/ILD License	1.0	Time taken for Scrutiny of the application form and documents by Licensing Cell. intimation to applicant of deficiencies/ discrepancies, if any.	15	Days	1.00	File Record
			Time taken for Sending the proposal for the consideration of security agencies. Receipt of Comments/Approvals from Security Agencies	60	Days	0.00	File Record
			Time taken for Processing and issuance of approval for issue of Security clearance for foreign nationals.	10	Days	0.00	File Record
23	Request for Name change, registered office address change for company holding NLD/ILD License	1.0	Time taken for Scrutiny of the application form and documents. intimation to applicant of deficiencies/discrepancies, if any.	20	Days	1.00	File records
			Time taken for processing and approval for request for name change for company holding NLD/ ILD Licence.	20	Days	0.00	File records
24	Issue of PMRTS/CMRTS License	2.0	Time taken for Scrutiny and ensuring eligibility of applicant to get the licence. intimation to applicant of deficiencies/ discrepancies, if any.	20	Days	0.80	File records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Time taken for application which is forwarded to WPC & TEC for examination and receipt of comments. intimation to applicant of deficiencies/discrepancies, if any	30	Days	0.20	File records
			Time taken for Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	30	Days	0.20	File records
			Time taken for Processing and approval of competent authority for issue of letter of Intent(LOI) subject to fulfillment of all eligibility conditions/ submission of requisite documents/ clarifications.	30	Days	0.20	File records
			Time taken for Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months Request for No dues certificate from LF/ WPC/WPF Cells of DoT	5	Days	0.20	File records
			Time taken for Receipt for No dues certificate from LF/WPC/WPF Cells of DoT.	45	Days	0.20	File records
			Time taken for Signing of the licence agreement for PMRTS services with applicant company after compliance of LOI conditions and necessary clearances.	10	Days	0.20	File records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
25	Issue of GMPCS License	2.0	Time taken for Scrutiny and ensuring eligibility of applicant to get the licence. intimation to applicant of deficiencies/ discrepancies, if any.	30	Days	0.80	File records
			Time taken for application which is forwarded to security agencies for comments. Receipt of comments from the security agencies.	90	Days	0.20	File records
			Time taken for Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	30	Days	0.20	File records
			Time taken for Processing and approval of competent authority for issue of letter of Intent(LOI) subject to fulfillment of all eligibility conditions/submission of requisite documents/clarifications.	20	Days	0.20	File records
			Time taken for Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months Request for No dues certificate from LF/ WPC/WPF Cells of DoT	5	Days	0.20	File records
			Time taken for Receipt for No dues certificate from LF/WPC/WPF Cells of DoT.	45	Days	0.20	File records
			Time taken for Signing of the licence agreement with applicant company after compliance of LOI conditions and necessary clearances.	10	Days	0.20	File records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
26	Issue of Registration Certificate to Infrastructure Provider Category-I	2.0	Time taken for scrutiny of application and scrutiny and intimation to applicant of deficiencies/discrepancies, if any.	15	Days	2.00	File records
			Time taken for approval of competent authority s sought for issue of REgistration Certificate. Based on approval, IP-I certificate is issued.	20	Days	0.00	File records
27	Issue of Voice Mail/Audiotex/Unified Messaging Service(UMS) License	2.0	Time taken for Scrutiny and ensuring eligibility of applicant to get the licence. intimation to applicant of deficiencies/ discrepancies, if any.	30	Days	1.00	File records
			Time taken for Scrutiny of application by Finance Wing of DoT. Intimation to applicant of deficiencies/discrepancies, if any.	30	Days	0.20	File records
			Time taken for Processing and approval of competent authority for issue of letter of Intent(LOI) subject to fulfillment of all eligibility conditions/ submission of requisite documents/ clarifications.	30	Days	0.20	File records
			Time taken for Issue of LOI to the applicant company by CS Cell. Validity of LOI is 3 months Request for	5	Days	0.20	File records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			No dues certificate from LF/WPC Cells of DoT				
			Time taken for Receipt for No dues certificate from LF/WPC/WPF Cells of DoT.	45	Days	0.20	File records
			Time taken for Signing of the licence agreement for Voice Mail/ Audiotex/Unified Messaging Service (UMS) licence with applicant company after compliance of LOI conditions and necessary clearances.	10	Days	0.20	File records
28	Request for Renewal of the NOC for Sale/ Rent of International Roaming SIOM Cards and Global Calling Cards.	2.0	Time taken for Scrutiny and intimation to applicant of deficiencies/discrepancies, if any.	10	Days	1.00	File Records
			Time taken for Processing and approval of competent authority for issue of renewal of NOC	20	Days	1.00	File Records
29	Issue of NOC for Sale/Rent of International Roaming SIM Cards and Global Calling Cards	2.0	Time taken for Scrutiny and ensuring eligibility of applicant to get the NOC. intimation to applicant of deficiencies/ discrepancies, if any.	20	Days	1.00	File Records
			Time taken for Processing and approval of competent authority for issue of NOC subject to fulfillment of all eligibility conditions/submission of requisite documents/clarifications	30	Days	1.00	File Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
30	Granting of Wireless Licenses (above 806 MHz)	5.0	.Time taken to issue AIP letter. (a) In case of First Timers. (Those who do not have any WOL issued by WPC) (b) Those who are not first timers (holds one or more WOL issued by WPC earlier) (Time taken for the sub judice cases will depend upon the judgement of the Hon'ble Court)	30	Days	2.00	Ministry Records
			Time taken to issue Wireless Operating License (WOL) against the AIP	30	Days	1.50	Ministry Records
			Time taken to renew the WOL	15	Days	1.50	Ministry Records
31	Granting of Wireless Operating Licenses (below 806 MHz)	5.0	Time taken to issue AIP letter. (a) In case of First Timers. (Those who do not have any WOL issued by WPC)	30	Days	2.00	Ministry records
			(b) Those who are not first timers (holds one or more WOL issued by WPC earlier)				
			Time taken to issue Wireless Operating License (WOL) against the AIP	30	Days	1.50	Ministry records
			Time taken to renew the WOL	15	Days	1.50	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
32	Granting of Wireless Operating Licenses (GSM/CDMA/3G/PMRTS)	5.0	Time takekn to process the case for issue of Frequency Assignment	30	Days	2.50	Ministry Records
			Time taken for issue of Operating Licence after receipt of the documents completed in all respects	30	Days	2.50	Ministry Records
33	Grant of Wireless Operating Licenses for Satellite Services	5.0	Time taken to issue AIP letter.	30	Days	2.00	Ministry records
			Time taken to issue Wireless Operating License (WOL) against the AIP	30	Days	2.00	Ministry records
			Time taken to renew the WOL	15	Days	0.75	Ministry records
			Time taken for Endorsement of TV Channel	30	Days	0.25	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
34	Issue of Amateur Station Operator's Certificate (ASOC) licences/Certificate of Proficiency (COP) licences	3.0	Time taken for issue of ASOC licenses after receipt of the documents completed in all respects	30	Days	0.45	Ministry records
			Time taken for issue of renewal of ASOC licenses after receipt of the documents completed in all respects	30	Days	0.45	Ministry records
			Time taken for issue of Radio Telephony Restricted (Permit) after receipt of the documents completed in all respects	30	Days	0.45	Ministry records
			Time taken for issue of Radio Telephony Restricted (Conversion) after receipt of the documents completed in all respects	30	Days	0.45	Ministry records
			Time taken for issue of Radio Telephony Restricted (Permit) renewal Certificate after receipt of the documents completed in all respects	30	Days	0.30	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Time taken for issue of Radio Telephony Restricted Conversion) renewal Certificate after receipt of the documents completed in all respects	30	Days	0.30	Ministry records
			Time taken Issue of renewal Certificate of Global Maritime Distress and Safety System(General Operator Certificate) GMDSS(GOC) after receipt of the documents completed in all respects	30	Days	0.30	Ministry records
			Time taken for Issue of renewal of Radio Telephony Restricted (Aeronautical) - RTR(A) license after receipt of the documents completed in all respects	30	Days	0.15	Ministry records
			Time taken for Issue of renewal of Old Maritime Licences i.e COP Second Class (SND) , Radio operator General Certificate(ROGC), Radio Telephony Genera(RTG), Radio Telephony Restricted(Maritime) RTR(M), Radio Telephony Inland Maritime(RTIM), COP First Class(FST),COP Special(SPL)	30	Days	0.15	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
35	Issue of Standing Advisory Committee on Frequency Allocation (SACFA) Clearance Certificate	5.0	Issue of SACFA Clearance (Full site/Mast Height-7/40 category sites i.e. sites/antennae located at least 7 k.m. from nearest Airport Reference Point(ARP) and an effective tower/mast height not more than 40 meters w.r.t. ARP site elevation))	30	Days	1.25	Ministry records
			Issue of SACFA Clearance (Full site/Mast Height-Sites other than 7/40 category)	30	Days	1.25	Ministry records
			3. Issue of siting clearance for sites under "Exemption category"	30	Days	1.25	Ministry records
			4. Issue of Additional Antenna Clearances	30	Days	1.25	Ministry records
36	Promotion of research and development in telecommunications through C-DoT	2.0	Timeframe to get the plan approved from the date when complete Business Plan is received.	90	Days	0.56	Ministry/Departmental Records
			Timeframe to get the MoU Signed from the date when draft MoU is received.	60	Days	0.36	Ministry/Departmental Records
			Timeframe to get the review of performance approved from the date when physical and financial achievement statement is received from C- DOT.	45	Days	0.36	Ministry/Departmental Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Timeframe to put up the CDOT request for release of Grants for financial scrutiny on receipt from CDOT	15	Days	0.36	Ministry/Departmental Records
			Timeframe to obtain the administrative approval from competent authority and issue of sanction Memo after receipt of financial concurrence	15	Days	0.18	Ministry/Departmental Records
			Time to get the Annual Report in Parliament from the date when the audited Annual Report alongwith performance review report is received from C-DOT	60	Days	0.18	Ministry/Departmental Records
37	Handling /Processing of Security Issues refrerred by service providers/security agencies	1.0	Time taken to examine the issue and forwarding to concerned Cell/ issue instructions after the receipt of request and clarification received from SA/SP	90	Days	1.00	Ministry/Departmental Records
38	Administration of National Numbering Plan	5.0	Average time taken after receipt of application and allocation of code	40	Days	5.00	Ministry Records
39	Security clearance for Lawful interception monitoring capabilities	3.0	Time taken after receipt of application and issuance of letter for fixing demonstration date.	15	Days	1.50	Ministry Records
			Time taken after receipt of report from security agencies and issuance of directions to licensee	30	Days	1.50	Ministry Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri S S Singh Deputy Director General (Public Grievances) DoT	23372131	ddgpg-dot@nic.in	9868135051

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Licensees operating /providing telecom services.
2	Citizens/organizations seeking licenses.
3	Citizens seeking grant and renewal of Wireless Telegraph equipment possession licences .
4	Citizens/organizations seeking spectrum /allotment of frequencies/wireless telegraph licence and related matters.
5	Citizens/organisations seeking permission for tower erection for Telecom services purposes.
6	Citizens/telecom subscribers with grievances relating to telecom services not redressed in the normal course by their service providers.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Bharat Sanchar Nigam Limited Corporate Office (GM(Coordination)-CA, BSNL CO.	23717055	rajvirsharma.its@gmail.com	9868213737	Room No.27, IR Hall, Eastern Court, Janpath, New Delhi-110001
2	Mahanagar Telephone Nigam Limited Corporate office (GM(Operations) , MTNL CO.)	23236812	gmoco@bol.net.in	9868136633	Room No 716, 7th Floor , Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, New Delhi-110002
3	Wireless Monitoring Organisation, Director (WMO)	29957510	mails.wpc@nic.in		Pushpa Bhawan,MadanGiri Road New Delhi-

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	While applying for any License an applicant should read all Guidelines / all instructions applicable to the concerned category and available in public domain (including at www.dot.gov.in) and satify himself regarding eligibility conditions for the License sought and thereafter submit all required documents / fees as applicable for a Licence / a permission etc.
2	The Licencee (Citizen/Client) should also follow all terms & conditions of the Licence / Permission and all instructions issued from time to time by DoT / TRAI.
3	The Licensee shall ensure the Quality of Service (QoS) as prescribed by the Licensor or TRAI in respect of services provided under the applicable licence.
4	For availing the service"Security clearance for Lawful interception monitoring capabilities", with regard to Security clearance before launch of service, the Licensees are required to internally test the lawful interception with reference to the service proposed to be provided and ensure that the LI systems installed by them are able to successfully fulfill the LI requirement for the service.
5	For availing the service"Administration of National Numbering Plan", the licencee approaching DoT for allotment of codes should satisfy itself that it meets the criteria led down by DoT for allotment of codes.
6	For availing the service "Grievance Redressal/Facilitation of Grievance Redressal", i)Citizens/clients may take a note of the provision in the licence granted for services that any dispute, with regard to the provision of service shall be a matter only between the aggrieved party and the licensee, who shall duly notify this to all before providing the service. And in no case the licensor shall bear any liability or responsibility in the matter. The licensee shall keep the licensor indemnified for all claims, cost, charges or damages arising out of disputes between the licensee and its subscriber(s). ii)Citizens are further expected to first seek the redressal of their grievances relating to telecom services through Three Tier Grievances Redressal Mechanism established by their service providers and they are further expected to provide a clear statement of grievance indicating the background and officials/channels previously approached for redressal.
7	While availing the service" Retirement Benefits/Revision of Pension Cases or Miscellaneous services for pensioners like issuance of pensioner's I-Card etc.", all pensioners while submitting their grievance are expected to quote their PPO number,date and place of last posting,present address and clear statement of their grievance with details of responses recived by them from concerned CCA office.
8	While availing the services"Redressal of Grievances in respect of DoT/BSNL Pensioners" i) Pensioners are expected to approach concerned administrative Circle/Field/CCA offices first for redressal of their grievance. ii) Pensioners should use pension portal website (http:\\pensionersportal.gov.in) on regular basis for filing on-line pension grievances. iii) Pensioners should keep proper records of their letters and communications with the pension division of DoT.
	iv) Pepnsioners are expected to check the website of the Department regularly for updates of the amendment o/changes in pension policies of MTNL/BSNL and IDA orders.
9	Citizens/clients are expected appreciate and understand that some grievances whcih involve policy matters/interpretations of rules etc. or clarifications from other organizations/ ministries may take more time to redress.



Citizens' / Clients' Charter

for

Ministry of Tourism

Address	1, Transport Bhawan, Sansad Marg, New Delhi-110 001
Website ID	www.tourism.gov.in
Date Of Issue	January, 2012
Next Review	January, 2013

VISION / MISSION

Vision

Promoting India as a major tourist destination so as to achieve a superior quality of life for People of India through tourism, which would provide a unique opportunity for physical invigoration, mental rejuvenation, cultural enrichment and spiritual elevation.

Mission

1. Attain the level of 6.2 Foreign Tourist Arrivals and 725 million Domestic tourist visits in 2011-12.
2. Positioning and maintaining tourism development as a national priority activity
3. Enhancing and maintaining the competitiveness of India's tourism industry
4. Improving India's existing tourism products and expanding these to meet new market requirements
5. Creation of world class infrastructure
6. Attraction of India's tourism sector to expand the potential market
7. Augmenting human resource Hospitality and Tourism Sector
8. Implementing 5 mega tourist destinations/ circuits by 2015
9. Sustainable tourism

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely approval of proposals for participation in overseas events	15	Sh. Anand Kumar(JS(T))	a.anand@nic.in	(23715084)	a) Receipt of proposal in OM Division from Overseas Office of Indiatourism	NA	N/A	N/A	N/A
						b) Scrutiny of proposal by OM Division for completeness of documentation, and suitability of proposal	NA	N/A	N/A	N/A
						c) Final decision on approval/ rejection of the proposal by Competent Authority in MOT HQs.	NA	N/A	N/A	N/A
2	Timely approval of classification of Hotels of category 4 star, 5 star, 5 star deluxe and Heritage category	15	Sh. Devesh Chaturvedi (ADG(T))	d.chaturvedi@nic.in	(23718663)	a) Receipt of application alongwith enclosures	Forms, guidelines and checklist available on Ministry website	4-Star	DD	12000
						b) Scrutiny of application for completeness	Guidelines on Ministry Website	NA	NA	0
						c) Inspection of property by HRACC	NA	NA	NA	0
						d) Issue of classification certificate	NA	NA	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
3	Approval of application of inbound tour operators	5	Sh. Devesh Chaturvedi (ADG(T))	d.chaturvedi@nic.in	(23718663)	a) Receipt of applications from tour operator in prescribed form.	Forms & guidelines available on Ministry website	Inbound tour operator	DD	3000
						b) Scrutiny of application	Scheme guidelines on Ministry Website	NA	NA	0
						c) Inspection of office premises of tour operator	NA	NA	NA	0
						d) Communication of final decision about approval to applicant	NA	NA	NA	0
4	Timely holding of prioritization meeting with State Govts. for deciding the tourism projects on which proposals would be submitted by State Govts. to MOT for Central Financial Assistance (CFA) in the next financial year and for reviewing the progress of projects sanctioned earlier.	5	Dr. R.N. Pandey(ADG (MR))	rnpandey@nic.in	(23018229)	a) Preparation of a draft schedule of meetings with individual State Governments	NA	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
						b) Communicating the schedule to all State Govts. and rescheduling the meetings, if requested by them.	NA	N/A	N/A	N/A
						c) Holding the meetings.	Progress reports on old projects and feedback on agenda items	N/A	N/A	N/A
						d) Issue of minutes of prioritization meeting.	NA	N/A	N/A	N/A
5	Timely release of First Instalment of CFA to State Govts.	40	Sh. Anand Kumar/ Sh. Devesh Chaturvedi/ Sh. Umesh Kalra(JS(T)/ ADG(T)/ Adv(T))	a.anand@nic.in,d. chatur vedi@nic. in,umesh.kalra @nic.in	(23715084)	a) Receipt of project proposal	Project report and other documents as per the Scheme guidelines given on Ministry Website	N/A	N/A	N/A
						b) Scrutiny of proposal	Scheme guidelines on Ministry Website	N/A	N/A	N/A
						c) Processing of application for approval of SFC/ EFC etc.	NA	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
						d) Financial approval of SFC/ EFC etc.	NA	N/A	N/A	N/A
						d) Release of first instalment	NA	N/A	N/A	N/A
6	Timely release of final instalment of CFA to State Govts	15	Sh. Anand Kumar/ Sh. Devesh Chaturvedi/ Sh. Umesh Kalra(JS(T)/ ADG(T)/ Adv. (UK))	a.anand@nic.in, d.chaturvedi@nic.in, umesh.kalra@nic.in	(23715084)	a) Receipt of Utilization Certificate from State Govt.	Scheme guidelines on Min. Website	N/A	N/A	N/A
						b) Scrutiny of UC for correctness & completeness	Scheme guidelines on Min. Website	N/A	N/A	N/A
						c) Approval of competent authority for release of final instalment	NA	N/A	N/A	N/A
						d) Release of final instalment.	After recieving Utilisation Certificate (UC) of CFA and Completion Certificate (CC) of project.	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
7	Prompt grievance redressal	5	Sh. Sanjay Singh(Asstt. DG(TT))	Sanjay.singh1@nic.in	(23012805)	a) Entry of grievance on CPGRAMS portal http://pgportal.gov.in if grievance received in Ministry through e-mail or post.	NA	N/A	N/A	N/A
						b) Taking a final decision on the grievance by the concerned Division/ responsibility centre with the approval of the competent authority in the Ministry	NA	N/A	N/A	N/A
						c) Conveying the final decision to the complainant by the concerned Division/ responsibility centre.	NA	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Timely approval of proposals for participation in overseas events	15.0	No. of days between the date of final decision by the Competent Authority and the date of beginning of the publicity event.	30	Days	12.00	Ministry records
			Time taken for final decision of Competent Authority from the date of receipt of proposal, complete in all respects, in OM Division.	45	Days	3.00	Ministry records
2	Timely approval of classification of Hotels of category 4 star, 5 star, 5 star deluxe and Heritage category	15.0	Time taken to issue of classification certificate from the receipt of fully complete application	3	Months	15.00	Ministry records
3	Approval of application of inbound tour operators	5.0	Time taken for issue of communication of decision on approval from the date of receipt of proposal complete in all respects.	60	Days	5.00	Ministry records
4	Timely holding of prioritization meeting with State Govts. for deciding the tourism projects on which proposals would be submitted by State Govts. to MOT for Central Financial Assistance (CFA) in the next financial year and for reviewing the progress of projects sanctioned earlier.	5.0	No. of States/ UTs in respect of which prioritization meetings held by 31st March	30	No.	5.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	Timely release of First Instalment of CFA to State Govts.	40.0	Time taken for informing deficiencies in proposal from dt. of receipt of proposal after consultation with Internal Finance Division.	45	Days	18.00	Ministry records
			Time taken for issue of sanction order from the date of accepting the proposal as receipt of proposal complete in all respects, in cases involving appraisal by SFC.	90	Days	10.00	Ministry records
			Time taken for issue of sanction order from the date of accepting the proposal as receipt of proposal complete in all respects, in cases not involving appraisal by SFC.	60	Days	8.00	Ministry records
			No. of days in release of first instalment from the date of the sanction order.	10	Working days	4.00	Ministry records
6	Timely release of final instalment of CFA to State Govts	15.0	Time taken for informing deficiencies in UC from date of receipt of UC after consultation with Internal Finance Division.	25	Days	3.00	Ministry records
			Time taken for release of 2nd instalment from the date of receipt of UC complete in all respects.	40	Days	12.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
7	Prompt grievance redressal	5.0	Time taken to acknowledge grievance electronically through CPGRAMS portal.	3	Working days	0.50	CPGRAMS report
			Time taken to acknowledge grievance received through email or post.	7	Working days	0.50	CPGRAMS report & Ministry records
			Time taken to send communication for additional information.	15	Working days	0.50	CPGRAMS report & Ministry records
			Time taken for conveying final decision of the competent authority.	60	Days	3.50	CPGRAMS report & Ministry records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh. Sanjay Singh Asstt.DG(TT)	23012805	Sanjay.singh1@nic.in	9810340844

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	State Governments / UT Administrations
2	Hotels in the private and public sector through their associations such as Hotel Association of India (HAI), Federation of Hotels and Restaurants Associations of India (FHRAI).
3	Tour Operators through their associations such as Indian Association of Tour Operators (IATO), Domestic Tour Operators Association of India (DTOAI), Adventure Tour Operators of India (ADTOI)
4	Travel Agents through their associations Travel Agents Association of India (TAAI)
5	Foreign and Domestic tourists
6	Students and teachers in the Hospitality sector
7	Citizens of India

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Council for Hotel Management & Catering Technology (NCHMCT)	951202402819	nchm@vsnl.com	09312626016	JEE CELL, NCHMCT, A-34, Sector – 62, NOIDA 201301.
2	Indian Institute of Tourism and Travel Management, IITTM, Gwalior	07512345821	iittm@sancharnet.in	09425112293	Govindpuri, Gwalior – 474 011 (M.P) India.
3	Central Institutes of Hotel Management (IHM), Bangalore	08022262960	ihm@vsnl.com	09448072121	Principal,Institute of Hotel Management, Catering Technology & Applied Nutrition, S.J. Polytchnic Campus,Seshadri Road, Bangalore-560001 India.
4	Central Institutes of Hotel Management (IHM),Bhopal	07552464397	ihmbh@sify.com	098270015666	Principal,Institute of Hotel Management, Catering Technology & Applied Nutrition, Near Acdemy of Administration, Bhopal-462016.
5	Central Institutes of Hotel Management (IHM),Bhubaneswar	06742581864	hospitality@ihmbbs.org	09437304099	Principal,Institute of Hotel Management,Catering Technology & Applied Nutrition,Veer Surendra Sai Nagar, Bhubaneswar-751004.
6	Central Institutes of Hotel Management (IHM),Chandigarh	01722604833	ihm_chd@yahoo.com	09815983481	Principal,Institute of Hotel Management, Sector 42-D, Chandigarh-160036.
7	Central Institutes of Hotel Management (IHM),Chennai	04422542029	ihmchen@dataone.in	09445391615	Principal- Incharge Institute of Hotel Management, Catering Technology & Applied Nutrition, CIT Campus, TTTI- Thramani (CPO), Chennai-600113 (Tamil Nadu).

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
8	Central Institutes of Hotel Management (IHM),Gandhinagar	07923276657	principal@ihmahmedabad.com	09425308688	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Ahmedabad-Gandhinagar Highway Bhajipura Patia, Adalaj (PO) Kudasan, Gandhinagar-382421.
9	Central Institutes of Hotel Management (IHM),Goa	08322417379	ihmgoa@sancharnet.in	09420688444	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, P.O. Alto Porvorim, Bardez, Goa-403521.
10	Central Institutes of Hotel Management (IHM), Gurdaspur	01874222501	ihmgsp@gmail.com	09478401503	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Village Bariar, GT Road, Gurdaspur-143521 (Punjab).
11	Central Institutes of Hotel Management (IHM), Guwahati	03612452273	ihmctanghy@yahoo.com	09435012276	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Upper Hengrabari Barbari, Opp. Doordarshan Quarters, Guwahati-781036 (Assam).
12	Central Institutes of Hotel Management (IHM), Gwalior	07512471477	ihmgwl@bsnl.in	09426010381	Principal-Incharge, Institute of Hotel Management, Airport Road Maharajpura, Gwalior-474020 (Madhya Pradesh).

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
13	Central Institutes of Hotel Management (IHM), Hazipur (Bihar)	06224275354	ihmpatna1@sancharnet.in	09334121770	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Near Ramashish Chowk, Opp. State Circuit House, Hazipur, Distt. Vaishali-844101 (Bihar).
14	Central Institutes of Hotel Management (IHM), Hyderabad	04027427569	ihmhyderabad@rediffmail.com	09490422816	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, F- Row, Durgabai Deshmukh Colony Vidyanagar, Hyaderabad-500007.
15	Central Institutes of Hotel Management (IHM), Jaipur	01412202812	ihmjpr@rediffmail.com	09414059153	Principal-Incharge, Institute of Hotel Management, Catering Technology & Applied Nutrition, Near Banipark Police Station, Sikar Road, Jaipur-302016 (Rajasthan).
16	Central Institutes of Hotel Management (IHM), Kolkata	03324014124	mail@ihmkolkata.org	09433433794	Principal, Institute of Hotel Management, P-16, Taratola Road, Kolkata-700088.
17	Central Institutes of Hotel Management (IHM), Lucknow	05222326772	ihm@sancharnet.in	09415003963	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Seed Farm, Sector-G Aliganj, Lucknow-226020
18	Central Institutes of Hotel Management (IHM), Mumbai	02224457242	mumcat@bom3.vsnl.net.in	09869401007	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Veer Sawarkar Marg, Dadar (West), Mumbai-400028.

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
19	Central Institutes of Hotel Management (IHM), Pusa, Delhi	01125841411	ihmpusa@rediffmail.com	09958632631	Principal, Institute of Hotel Management, Catering Technology & Applied Nutrition, Library Avenue, Pusa Complezx, New Delhi-110012.
20	Central Institutes of Hotel Management (IHM), Shillong	03642501616	ihmctan.shillong@gmail.com	09436312249	Principal, Institute of Hotel Management, Bishop Cotton Road, Shillong-793001.
21	Central Institutes of Hotel Management (IHM), Shimla	01772004022	ihmkufri@yahoo.com	09816048208	Principal, Institute of Hotel Management Kufri, Shimla-171012 (Himachal Pradesh).
22	Central Institutes of Hotel Management (IHM), Srinagar (J&K)	01942480951	ihm@ihmsrinagar.org	09419057556	Principal Incharge, Institute of Hotel Management, Bouleward Road, Nehru Park, Srinagar-190001 (J&K).
23	Central Institutes of Hotel Management (IHM),Trivandrum	04712481094	ihmct.kov@bsnl.in	09447052407	Principal-Incharge, Institute of Hotel Management, G.V. Raja Road, Kovalam (PO) Thriuvananthapuram-695527.
24	Regional Office, INDIATOURISM (Mumbai)	02222033144	indiatourism@vsnl.com	09920636992	123, M karve Rd, Opp. Church gate, Mumbai-400020
25	Regional Office, INDIATOURISM (Kolkata)	03322821475	indtour@6100dataone.in	09874777020	Embassy, 4 Shakespeare sarani, Kolkatta-700071, West Bengal
26	Regional Office, INDIATOURISM (Guwahati)	03612737554	indtourguwahati@nic.in	09874777020	Assom paryatan Bhawan, A.K. Ajad Rd, Paltan Bzar, Guwahati-781008

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
27	Regional Office, INDIATOURISM (Chennai)	04428461459	indtour@vsnl.com	08056216366	154, Anna Salai, Chennai-600002, Tamil Nadu
28	Regional Office, INDIATOURISM (Delhi)	01123320342	goitodelhi@tourism.nic.in	09810214169	88, Janpath, New Delhi-110001
29	Regional Office, INDIATOURISM (Frankfurt)	00496924294927	info@india-tourism.com	01704506662	Basler Strasse 48, D-60329, Frankfurt, AM-MAIN 1, Federal Republic of Germany
30	Regional Office, INDIATOURISM (Japan)	00810335610651	karan4infor@yahoo.com	00818035449281	Art Masters Ginza Building 6-9 Floor, 6-5-12 Ginza Chou-ku, Tokyo 104-0061, Japan
31	Regional Office, INDIATOURISM (Dubai)	97142274848	goirto@emirates.net.ae	971567553050	P.Box-12856, NASA Building, A-1 Maktoum Road, Deira, Dubai, UAE
32	Regional Office, INDIATOURISM (New York)	0012125864901	ny@itonyc.com,rd@itonyc.com	0016466750606	1270 Avenue of Americas Suite 303, New York-10020 USA
33	Regional Office, INDIATOURISM (Sydney)	0061292219555	info@indiatourism.com.au	0061433955288	Level 5, Glass house, 135 King Street, Sydney New South Wales-2000

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Overseas offices of Indiatourism should collect all relevant details regarding tourism events in areas of their jurisdiction and submit proposals for participation to Headquarters office well in time.
2	Hoteliers and tour operators should go through the applicable guidelines for approval from the Ministry's website. They should ensure that their applications are complete in all respects and have all relevant enclosures. This will help in quick processing of the applications.
3	State Govts. should not seek change in dates of prioritisation meetings with MOT more than two times.
4	For prioritisation meetings, the State Govts. should come well-prepared with: (i) details of the proposals of the tourism projects they intend to take up for getting CFA from Ministry of Tourism, (ii) the status report on the projects sanctioned to them earlier for a comprehensive review of progress made. This will help in making discussions in these meetings fruitful.
5	Out of the projects prioritised for a particular financial year, the State Govt. should submit two proposals for CFA every month to MOT, with all proposals for that financial year submitted by November. This is essential to ensure that scrutiny of proposals, and sanction and release of funds, take place in a phased manner throughout the year for optimal use of personnel and financial resources of MOT. If proposals are submitted in a bunch, or in a very short period, it would not be feasible for MOT to adhere to the specified service standards.
6	Once the projects for a financial year are finalised in the prioritisation meetings, the State Govts. should avoid making changes in this list. In unavoidable cases, full justification for the proposed changes along with details of newly proposed project should be submitted by the State Govt. to MOT for taking approval from the competent authority. The number of projects sought to be substituted should not exceed 25%.
7	While submitting proposals for CFA, the State Govts. should ensure that the proposal is in conformity with the guidelines of the relevant scheme, and all required documents are submitted.
8	For seeking timely release of second/ subsequent instalments of CFA, the State Govts. must ensure that the Utilization Certificate, Completion Certificate or other requisite documents are submiited in time.
9	State Govts. should take steps, including providing adequate manpower and funds, for proper maintenance and upkeep of the tourism projects completed with CFA from Ministry of Tourism.
10	State Govts. should be more proactive in taking steps for safety and security of tourists in their States.
11	Complainants should have an appreciation of the limited role of Ministry of Tourism in regulating the activities of various categories of tourism service providers in the country. It would be better if complaints on subjects not under the jurisdiction of Ministry of Tourism were to be made to the concerned authorities directly. Persons lodging complaints should give complete and correct information for prompt complaint redress.



Citizens' / Clients' Charter

for

Ministry of Tribal Affairs

Address	Shastri Bhawan, New Delhi-110 015
Website ID	www.tribal.nic.in
Date Of Issue	February, 2012
Next Review	February, 2013

VISION / MISSION

Vision

To facilitate the reduction and removal of the gap in the Human Development Indices (HDIs) of the Scheduled Tribe population vis-à-vis the general population and help empower socially, economically and politically the Scheduled Tribes to enable them to exercise effective control over their life style, their natural resource base and to make informed choices.

Mission

The Ministry of Tribal Affairs along with various line Ministries of Government of India is fully committed to enhance the well-being of all the Scheduled Tribes in the country through a multi-pronged strategy as under:

1. Formulation and Promotion of Legislative and Executive interventions,
2. Facilitating the upgradation of levels of administration in Scheduled Areas through area and population targeted approaches and
3. Furthering the creation of basic infrastructure for increasing livelihood opportunities, and for providing nutritional support, education, essential skills and a social safety net for situations of climatic and other distress conditions .

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely release of financial assistance to State Governments/ UT Admns for :- a) Welfare and socio-economic development of target ST population, b) Poverty alleviation and entrepreneurship development amongest target ST population.	25	Sh. Asit Gopal (Director (SG))	asitgopal77@gmail.com	9650010049 (23070508)	Intimation of allocation/ inviting proposals from State Govts/ UT Admns.	Nil	N/A	N/A	N/A
						Issue of Sanction/ Release of I/II instalment (as applicable	Nil	N/A	N/A	N/A
						Scrutiny and approval by Competent Authority in the Ministry	Nil	N/A	N/A	N/A
						Submission of proposals by State Govts/UT Admns.	i) Utilisation Certificates (UCs) in respect of releases made in the previous years ii) Physical and financial progress of releases made in the previous years iii) Expenditure report for the grant released in previous years where UC is not due	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
2	Timely release of financial assistance to State Governments/ UT Admns/ Institutions/ NGOs for :- a) Educational facilities by way of hostels and residential schools for ST students, b) Schololarships at the post Matric stage to ST students. c) Vocational Training Centres in Tribal Areas	15	Dr. Poonam Srivastava(Joint Director (Education))	punam.srivastava@nic.in	9868758825	Inviting proposals from State Govts/ UT Admns	Nil	N/A	N/A	N/A
						Issue of Sanction/ Release of I/ II Instalment (as applicable)	Nil	N/A	N/A	N/A
						Scrutiny and approval by the Competent Authority in the Ministry	Nil	N/A	N/A	N/A
						Submission of proposals by State Govts./UT Admns	i) UCs in respect of releases made in the previous years ii) Physical and financial progress report in respect of releases made in the previous years iii) Certification regarding availability of Govt. land, Schedule of PWD construction rates, Plan/ Components of Solar Heat System and Rain Harvesting System for Hostels and Ashram Schools also required	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
3	Timely release of financial assistance to State Governments/ UT Admns/ Institutions/ NGOs for :- a) Vocational Training in tribal areas, b) Socio-economic development of Particularly Vulnerable Tribal Groups (PTGs), the most vulnerable section amongest scheduled tribes, c) For evaluation and health projects	15	Sh. K. Touthang(Director (NGO))	touthang@nic.in	9971800727 (26182428)	Issue of Sanction/ Release of I/ II Instalment (as applicable)	Security Bond	N/A	N/A	N/A
						Scrutiny and approval by the Competent Authority in the Ministry	N/A	N/A	N/A	N/A
						Submission of proposals by NGOs through State Govt./UT Admns	i) UCs in respect of releases made in the previous years	N/A	N/A	N/A
							ii) Audited Statment of Accounts iii) List of Managing Committee iv) List of Staff members			
							v) List of Beneficiaries vi) Inspection Report of District Collector vii) Annual Report			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							viii) Recommendations of State Level Multi Disciplinary Committee ix) Rent Agreement x) Rent Assessment Certificate			
							xi) Authorisation Letter for accepting electronic payment xii) Terms and Conditions duly signed by the Organisation			
4	Timely release of financial assistance to State Governments/ UT Admns/ Institutions/ NGOs for :- a) Conducting research, seminars, workshops on tribal related issues, b) Monitoring and evaluation studies on schemes of MoTA, c) Tribal festivals, exchange of visits.	10	Sh. J.K. Popli(Director (R&M))	jk.popli@nic.in	9868833090 (2618 2823)	Invitation of proposals through advertisement in Newspapers, Ministry's Web-site	Nil	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
						Issue of Sanction/ Releases of I,II and III instalments as per schedule	Nil	N/A	N/A	N/A
						Scrutiny and selection by Research Advisory Committee	Nil	N/A	N/A	N/A
						Submission of proposals by Organisations through State Govts/UT Admns	Proposal in prescribed proforma, Annual Reports, Audited Accounts, Memorandum and Registration Certificate. Second and final instalments are released on receipt of audited statement of accounts and utilisation certificate in GFR 19A from a Chartered Accountant	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
5	Release of financial assistance for :- Support to Tribal cooperative Marketting Development Federation of India and State Level Corporations	5	Sh. K. Touthang(Director (CP&R))	touthang@nic.in	9971800727 (26182428)	Issue of Sanction/ Release of I/ II Instalment (as applicable)	Nil	N/A	N/A	N/A
						Scrutiny and appoval of the Competent Authority in the Ministry	Nil	N/A	N/A	N/A
						Submission of proposals by TRIFED/STDCs through the State Govt.	i) UCs in respect of releases made in the previous years	N/A	N/A	N/A
							ii) Physical and financial progress report in respect of releases made in the previous years			
6	To provide inputs/ comments on the policy documents/ matters, legislation proposals, Cabinet Notes and EFC Memoranda of various Central line Ministries/ Departments, in order to safegaurd the interests of STs.	10	Ms Santosh(Director (P&M))	santosh58@nic.in	9717616313 (26182823)	Communicating our views to the concerned Ministry/Department	Nil	N/A	N/A	N/A
						Indepth study, consulting relevant literature, analysis, evaluation of its impact on the tribals and formulation of our opinion with the approval of Competent Authority	Nil	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
						Receipt of policy documents, legislation proposals, Cabinet Notes, EFC Memoranda etc. from various Ministries/ Departments	Nil	N/A	N/A	N/A
7	To represent the interests of STs through suggestions/ policy inputs in the meetings of various Working Groups, Expert Groups, Task Forces and Governing Councils constituted in various Central Ministries/ Departments and Planning Commission.	10	Ms Santosh(Director (P&M))	santosh58@ nic.in	9717616313 (26182823)	Indepth study consulting relevant literature, analysis and formulation of our views	Nil	N/A	N/A	N/A
						Presenting our views in the meetings	Nil	N/A	N/A	N/A
						Receipt of Agenda items from the Working Groups, Expert Groups, Task Forces, Governing Councils of various Ministries/ Departments and Planning Commission	Nil	N/A	N/A	N/A
8	Timely redressal and disposal of complaints/ grievances of employees/ service providers to the Ministry.	10	Sh. S. Das(DS (Admin))	das. subrata13@ gmail.co m	9818893570 (23073706)	Examination and necessary remedial action	Nil	N/A	N/A	N/A
						Receipt of grievance	Supporting documents/ orders	N/A	N/A	N/A
						Reply to the applicant	Nil	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Timely release of financial assistance to State Governments/ UT Admns for :- a) Welfare and socio-economic development of target ST population, b) Poverty alleviation and entrepreneurship development amongest target ST population.	25.0	Time	40	days	25.00	Ministry Records
2	Timely release of financial assistance to State Governments/ UT Admns/ Institutions/ NGOs for :- a) Educational facilities by way of hostels and residential schools for ST students, b) Schololarships at the post Matric stage to ST students. c) Vocational Training Centres in Tribal Areas	15.0	Time	45	days	15.00	Ministry Records
3	Timely release of financial assistance to State Governments/ UT Admns/ Institutions/ NGOs for :- a) Vocational Training in tribal areas, b) Socio-economic development of Particularly Vulnerable Tribal Groups (PTGs), the most vulnerable section amongest scheduled tribes, c) For evaluation and health projects	15.0	Time	45	days	15.00	Ministry Records
4	Timely release of financial assistance to State Governments/ UT Admns/ Institutions/ NGOs for :- a) Conducting research, seminars, workshops on tribal related issues, b) Monitoring and evaluation studies on schemes of MoTA, c) Tribal festivals, exchange of visits.	10.0	Time	45	days	10.00	Ministry Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5	Release of financial assistance for :- Support to Tribal cooperative Marketting Development Federation of India and State Level Corporations	5.0	Time	45	days	5.00	Ministry Records
6	To provide inputs/ comments on the policy documents/ matters, legislation proposals, Cabinet Notes and EFC Memoranda of various Central line Ministries/ Departments, in order to safegaurd the interests of STs.	10.0	Time	25	days	10.00	Ministry Records
7	To represent the interests of STs through suggestions/ policy inputs in the meetings of various Working Groups, Expert Groups, Task Forces and Governing Councils constituted in various Central Ministries/ Departments and Planning Commission.	10.0	Time		days	10.00	Ministry Records
8	Timely redressal and disposal of complaints/ grievances of employees/ service providers to the Ministry.	10.0	Time	30	days	10.00	Ministry Records

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Dr. A.K. Dubey, Joint Secretary & Director of Grievances	23073489	akdubey@nic.in	9810732666
2	Shri R.S. Meena, Executive Director, TRIFED	26522652	rsmeena@nic.in	9868100042
3	Shri Anil P.C Raven, Sr. Manager (Proj.) NSTFDC	26712539	raven.oraon@gmail.com	9873015939

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Central/ State Ministries/ Departments dealing with socio-economic development of STs
2	Central/ State Governmnet Bodies
3	Institutions (UGC/ Educational Institutions)
4	TRIFED
5	NSTFDC
6	STDCs
7	Tribal Research Institutes (TRIs)
8	NGOs
9	National Commission for Scheduled Tribes (NCST)
10	State ST Commissions
11	Citizens

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Tribal Cooperative Marketing Development Federation of India Limited (TRIFED)	26866084	jijithomson@trifed.nic.in	9717884949	NCUI Building, 2nd Floor, 3 Institutional Area, August Kranti Marg, New Delhi - 110016
2	National Scheduled Tribes Finance & Development Corporation (NSTFDC)	26712519	gursaroop@yahoo.co.in	9911370094	NBCC Tower, 5th Floor, Hall No. 1, Bhikaji Cama Place, New Delhi - 110 066.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Complete Appplication for availing financial assistance (in all aspects). (Requisite documents available on www.tribal.gov.in)
2	Early and timely submission of proposal
3	To ensure utilisation of funds within the stipulated period
4	To give adequate time/ notice to study and analyze the pros and cons of any policy/ legislative/ schematic intervention.



Citizens' / Clients' Charter

for

Ministry of Urban Development

Address Nirman Bhawan, New Delhi - 110108

Website ID www.urbanindia.nic.in
Date Of Issue December, 2011
Next Review December, 2012

VISION / MISSION

Vision

To create economically vibrant, inclusive, efficient and sustainable urban habitats

Mission

To help promote cities as engines of economic growth through improvement in the quality of urban life by facilitating creation of quality urban infrastructure, with assured service levels and efficient governance

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Decision on projects relating to Urban Infrastructure and Governance(UIG) component of Jawaharlal Nehru National Urban Renewal Mission (JNNURM)	10	Ms. Nisha Singh (Joint Secretary & Mission Director)	jsnurm-mud@nic.in	(23062309)	a. Appraisal of Detailed Project Reports(DPR) by Appraisal Agencies	Detailed Project Report from State Government	N/A	N/A	N/A
						b. Consideration and decision on recommended projects by Central Sanctioning and Monitoring Committee(CSMC)/ competent authority	Appraisal Report	N/A	N/A	N/A
						c. Recommendation to Ministry of Finance for release of Central share for approved projects.	Approval of competent authority	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
2	Sanction of subsequent instalments under UIG	7	Ms. Nisha Singh(Joint Secretary & Mission Director)	jsnurm-mud@nic.in	(23062309)	a. Scrutiny of Utilization Certificates received from States/UT	Utilization Certificate, physical and financial progress report, report of achievement of reforms committed by the States, and compliance report of the conditions of sanction.	N/A	N/A	N/A
						b. Consideration and decision of CSMC.	- do -	N/A	N/A	N/A
						c. Recomendation to Ministry of Finance for release of Central share of instalment after CSMC approval.	Approval of CSMC	N/A	N/A	N/A
3	Release of Central Assistance for projects relating to Urban Infrastructure Development Scheme for Small and Medium Towns(UIDSSMT)	8	Ms. Nisha Singh(Joint Secretary & Mission Director)	jsnurm-mud@nic.in	(23062309)	a. Scrutiny of proposals sanctioned for approval by State Level Sanctioning Committee(SLSC)	Memoranda of Understanding, Detailed Project Report, Approval of SLSC	N/A	N/A	N/A
						b. Recommendation to Ministry of Finance for release of Central share	do	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	Sanction of subsequent installments under UIDSSMT	7	Ms. Nisha Singh(Joint Secretary & Mission Director)	jsnurm-mud@nic.in	(23062309)	a. Scrutiny of proposals sanctioned for approval by State Level Sanctioning Committee(SLSC)	Utilization Certificate, physical and financial progress report, and report of achievement of reforms committed by the States, Approval of SLSC.	N/A	N/A	N/A
						b. Recommendation to Ministry of Finance for release of Central share	do	N/A	N/A	N/A
5	Release of Central Assistance to approved Metro-Rail Projects	40	Shri S.K. Lohia(Officer on Special Duty (UT) & Ex-officio Joint Secretary)	sklohia@nic.in	(23061114)	a. Scrutiny of proposal received from the Metro Rail Company	Proposal, Confirmation of matching release by State Government, Expenditure Report	N/A	N/A	N/A
						b. Approval of Competent Authority	do	N/A	N/A	N/A
						c. Release of Central Assistance	Approval of Competent Authority	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
6	Decision on projects under North Eastern Region Urban Development Programme	6	Shri Arun Goel(Joint Secretary (UD))	jsmoud@gmail.com	(23063255)	a. Getting the detailed Project Reports (DPRs) appraised through Appraisal Agencies	Detailed Project Reports (DPRs) duly appraised by Appraisal Agencies	N/A	N/A	N/A
						b. Placing the duly appraised DPRs before competent authority	- do -	N/A	N/A	N/A
						c. Consideration and approval by competent authority	- do -	N/A	N/A	N/A
						d. Release of Central Assistance	- do -	N/A	N/A	N/A
7	Decision on projects relating to 10% lump sum scheme for the North-Eastern Region	5	Shri Arun Goel(Joint Secrtary(UD))	jsmoud@gmail.com	(23063255)	a. Getting the detailed Project Reports (DPRs) appraised through Appraisal Agencies	Detailed Project Reports (DPRs) duly appraised by Appraisal Agencies	N/A	N/A	N/A
						b. Placing the duly appraised DPRs before competent authority	- do -	N/A	N/A	N/A
						c. Consideration and approval by competent authority	- do -	N/A	N/A	N/A
						d. Release of Central Assistance	- do -	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
8	Decision on projects under Urban Infrastructure Development Scheme for Satellite Towns	5	Shri Arun Goel(Joint Seretary (UD))	jsmoud@gmail.com	(23063255)	a Getting the detailed Project Reports (DPRs) appraised through Appraisal Agencies	Detailed Project Reports (DPRs) duly appraised by Appraisal Agencies	N/A	N/A	N/A
						b. Placing the duly appraised DPRs before competent authority	- do -	N/A	N/A	N/A
						c. Consideration and approval by competent authority	- do -	N/A	N/A	N/A
						d. Release of Central Assistance	- do -	N/A	N/A	N/A
9	Decision on projects/proposals under various components of the Scheme of Capacity Building for Urban Local Bodies	4	Shri Arun Goel(Joint Secretary (UD))	jsmoud@gmail.com	(23063255)	a. Getting the detailed Project Reports (DPRs) appraised through Appraisal Agencies	Detailed Project Reports (DPRs) duly appraised by Appraisal Agencies	N/A	N/A	N/A
						b. Placing the duly appraised DPRs before competent authority	- do -	N/A	N/A	N/A
						c. Consideration and approval by competent authority	- do -	N/A	N/A	N/A
						d. Release of Central Assistance	- do -	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
10	Disseminating information on policy, advisories, schemes on urban development and urban transport	4	All Joint Secretaries()			Uploading in the Ministry Website and/ or in the Websites of the Attached/ Subordinate/ Autonomous bodies concerned	copy of policy, advisory, scheme	N/A	N/A	N/A
11	Acknowledgement /forwarding of the public grievance petitions.	2	Shri V. K. Sharma(Joint Secretary (Admn.))	directorgrievanceud@ gm ail.com	(23061979)	Acknowledgement , scrutiny of grievance petition, identifying concerned office, forwarding for redressal under intimation to petitioner.	Details of nature of specific grievance , postal address of the petitioner.	N/A	N/A	N/A
12	Decision on receipt of grievance disposal communication from office concerned.	2	Shri V. K. Sharma(Joint Secretary (Admn.))	directorgrievanceud@ gm ail.com	(23061979)	Sending reminders, holding review meetings, scrutiny of record/ final disposal report received from office concerned and taking final decision on redressal.	Action taken report from office concerned	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Decision on projects relating to Urban Infrastructure and Governance(UIG) component of Jawaharlal Nehru National Urban Renewal Mission (JNNURM)	10.0	Decision on Project Proposals received	120	Number of days	10.00	Record
2	Sanction of subsequent instalments under UIG	7.0	Decision on Project Proposals received	60	Number of days	7.00	Record
3	Release of Central Assistance for projects relating to Urban Infrastructure Development Scheme for Small and Medium Towns(UIDSSMT)	8.0	Decision on Project Proposals received	60	Number of days	8.00	Record
4	Sanction of subsequent installments under UIDSSMT	7.0	Decision on Project Proposals received	60	Number of days	7.00	Record
5	Release of Central Assistance to approved Metro-Rail Projects	40.0	Decision on Project Proposals received	60	Number of days	40.00	Record
6	Decision on projects under North Eastern Region Urban Development Programme	6.0	Decision on Project Proposals received	110	Number of days	6.00	Record
7	Decision on projects relating to 10% lump sum scheme for the North-Eastern Region	5.0	Decision on Project Proposals received	110	Number of days	5.00	Record
8	Decision on projects under Urban Infrastructure Development Scheme for Satellite Towns	5.0	Decision on Project Proposals received	110	Number of days	5.00	Record
9	Decision on projects/proposals under various components of the Scheme of Capacity Building for Urban Local Bodies	4.0	Decision on Project Proposals received	110	Number of days	4.00	Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
10	Disseminating information on policy, advisories, schemes on urban development and urban transport	4.0	Percentage of compliance to the time norms	15	working days	4.00	Record
11	Acknowledgement /forwarding of the public grievance petitions.	2.0	Percentage of compliance to the time norms	15	working days	2.00	Record
12	Decision on receipt of grievance disposal communication from office concerned.	2.0	Percentage of compliance to the time norms	15	working days	2.00	Record

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri V. K. Sharma	23061979	directorgrievanceud@gmail.com	9871363330
2	Shri J.P.Agrawal	23061425	grievanceud@gmail.com	

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Central Government Ministries/ Departments and Organizations
2	Attached/ Subordinate Offices/ Autonomous Bodies and PSU under Ministry of Urban Development
3	State Governments/ Union Territory Administrations and Organizations
4	Urban Local Bodies
5	Citizens

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Central Public Works Department (CPWD)	23062556	pro.cpwd@nic.in	8826849375	A-Wing, Room No.- 101 A, Nirman Bhawan, New Delhi-110011, website- http://cpwd.gov.in
2	Directorate of Estates	23062005	doe-estates@nic.in	8130863863	Room No. 442, C-Wing, Nirman Bhawn, New Delhi-110011, website - http://www.estates.nic.in
3	Directorate of Printing	23061413	dir-pr@nic.in	9971832989	Room No. 102, B-Wing, Nirman Bhawan, New Delhi - 110001, website - http://www.dop.nic.in
4	Land & Development Office	23062871	ldo@nic.in	8860030301	Room No.611, A-Wing, Nirman Bahwan, New Delhi - 110011, website - http://www.ldo.nic.in
5	Department of Publication	23812527	cop-dep@nic.in	9868826799	Controller of Publications, Civil Lines,Behind Vidhan Sabha, Delhi-110054 website - http://www.deptpub.nic.in
6	Government of India Stationery Office	22486280	coskol@nic.in	9911147825	3, Church Lane, Kolkata 700001, website - http://giso.gov.in
7	Town and Country Planning Organisation	23379353	cp-tcpo-mud@nic.in	9968074518	E- Block, Vikas Bhawan, I.P. Estate, New Delhi-110002, website - http://tcpomud.gov.in
8	Delhi Development Authority	24697900	vcdda@dda.org.in	9818361010	Vikas Sadan, INA, New Delhi, website - http://www.dda.org.in

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
9	Delhi Urban Art Commission	24616391	duac74@gmail.com, duac74@hotmail.com	9811992309	Core-6A, First Floor, India Habitat Centre, Lodhi Road New Delhi-110 003, website - http://duac.org
10	National Capital Region Planning Board	24642285	ncrpb-ms@nic.in	9868810199	Core-IV B,First Floor, India Habitat Centre, Lodhi Road, New Delhi-110003, website - http://ncrpb.nic.in
11	Rajghat Samadhi Committee	23273546, 23241716	info@Gandhisamadhi.org	9810115458	Mahatma Gandhi Road, Rajghat, Delhi - 110002
12	National Institute of Urban Affairs	24643676	cvaidya@niua.org	9811311436	Core 4B, India Habitat Centre, Lodhi Road, New Delhi 110003, website - http://niua.org
13	National Building Construction Corporation Ltd.	24368893	bd.nbcc@nic.in	9871578761	NBCC Bhawan, Lodhi Road, New Dehli - 110003, website - http://www.nbccindia.gov.in

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submission of complete proposals/petitions with requisite documents
2	Submission of utilization certificates and physical progress reports on time
3	Visiting our Websites regularly for information and details and latest developments.
4	Visiting the websites of the attached /subordinate /autonomous institutions for specific guidance on Citizen Charters of these public dealing offices
5	To arrive 10 mintues prior to the appointed time for visiting the officers in the Ministry
6	Prior intimation about the cancellation of the appointment
7	Proper records of letters and communications recieved from Ministry



Citizens' / Clients' Charter

for

Ministry of Women and Child Development

Address	Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi - 110001
Website ID	www.wcd.nic.in
Date Of Issue	February, 2011
Next Review	February, 2012

VISION / MISSION

Vision

Empowered women living with dignity and contributing as equal partners in development in an environment free from violence and discrimination. And, well-nurtured children with full opportunities for growth and development in a safe and protective environment.

Mission

Mission - Women Promoting social and economic empowerment of women through cross-cutting policies and programmes, mainstreaming gender concerns, creating awareness about their rights and facilitating institutional and legislative support for enabling them to realise their human rights and develop to their full potential.

Mission - Children Ensuring development, care and protection of children through cross-cutting policies and programmes, spreading awareness about their rights and facilitating access to learning, nutrition, institutional and legislative support for enabling them to grow and develop to their full potential.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Integrated Child Development Services (ICDS) scheme: Release of funds to State Govts./ UT Admns. for providing services as per scheme and norms under ICDS Scheme.	15	Smt. Rupa Dutta(Director)	rupadutta1@gmail.com	(23385614)	(1) Release of first and second installments based on norms, irrespective of Statement of Expenditure (SoE). (2) Scrutinising Statement of Expenditure (SoE) for subsequent/next installments. (3) Obtaining approval of (Integrated Finance Division (IFD) and Competent Authority. (4) Issuing sanction orders and release funds to State Govts./ UT Admns.	First and second installments are released based on norms. For the remaining installments, complete and proper Statement of Expenditure (SoE) from State Govts./UT Admns.	The Ministry is providing services under various schemes without any charges.	NA	0
2	ICDS scheme: Sanctioning of Projects and Anganwadi Centres and Anganwadi on Demand (AOD) to States/UTs.	10	Shri Gulshan Lal(Deputy Secretary)	gshanlal_2006@yahoo.c o.in	(23385691)	(1) Demand/projection to the Ministry by States/UTs. (2) Proposal scrutiny vis-a-vis adherence to population norms, mapping, saturation of coverage of all habitations and certication to this effect by States/UTs. (3) For sanctioning of AOD, procedure to be followed as per guidelines.	Certificate about full coverage required from States/UTs and details of habitation/population/ justifi cation for the demand in respect of Projects/Anganwadi Centres.	No charge	NA	0
3	ICDS scheme: Quarterly allocation of wheat/rice to State Govts./UT Admns. under Wheat Based Nutrition Programme of Supplementary Nutrition.	5	Smt. Rupa Dutta(Director)	rupadutta1@gmail.com	(23385614)	(1) Demand projection to the Ministry of Food and Public Distribution based on requirement of States/UTs. (2) Work out allotment to States and approval of Competent Authority. (3) Issue sanction quarterly to States/UTs for lifting wheat/ rice through Food Corporation of India at BPL price on pre-payment basis.	(1) Demand letter from States/UTs along with basis of requirement of food grains. (2) Status report of lifting of previous allocation. (3) Utilization Certificates in respect of allocation made prior to last quarter.	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Integrated Child Protection Scheme (ICPS): Release of first installment of funds to Implementing Partners.	10	Smt. Kalyani Chadha(Director)	kalyani.chadha@nic.in	(23384714)	(1) Receipt of implementation plan and financial proposal in prescribed format. (2) Approval by Project Approval Board (PAB). (3) Concurrence of Integrated Finance Division (IFD). (4) Issue of sanction letter.	(1) Completed financial proposal and status report on prescribed format. (2) Attested copies of un- audited Statement of Accounts for preceding year. (3) Annual Workplan. (4) Public Works Department (PWD) approved work plan and cost estimate for construction proposal. (5) Copy of relevant lease deed and PWD rent assessment certificate for rent proposals. ADDITIONAL DOCUMENTS REQUIRED IN CASE OF PROPOSALS FROM VOLUNTARY ORGANISATIONS: (1) Registration Certificate (RC)/Renewal of RC, if applicable. (2) Memorandum of Association and Bye-laws of association. (3) Pre- stamped receipt. (4) Agreement Bond. (5)	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
5	ICPS: Release of second installment of funds to Implementing Partners.	4	Smt. Kalyani Chadha(Director)	kalyani.chadha@nic.in	(23384714)	(1) Scrutiny of financial proposal. (2) Obtaining approval of Integrated Finance Division (IFD). (3) Issue of sanction letter for release of grant.	(1) Utilization Certificate for previous grant. (2) Proposal for subsequent grant.	No charge	NA	0
6	Scheme for Welfare of Working Children in need of Care and Protection: Release of first installment of funds to NGOs for the current year, for ongoing projects.	4	Smt. Kalyani Chadha(Director)	kalyani.chadha@nic.in	(23384714)	(1) Scrutiny of proposals by Ministry. (2) Approval of Competent Authority. (3) Concurrence of Integrated Finance Division (IFD). (4) Issue of sanction order.	(1) Complete application on prescribed format (available on Ministry's website: www.wcd.nic.in). (2) Budget estimate for financial year. (3) Quarterly progress report on prescribed format. (4) Registration Certificate (RC)/renewal of RC (if applicable). (5) Annual report of preceding year. (6) Copy of valid rent agreement, along with rent assessment certificate from State Public Works Department (PWD). (7) Audited Statement of Accounts for preceding year. (8) Utilization Certificate. (9) List of Managing Committee members. (10) List of beneficiaries. (11) List of staff employed in particular year. (12) List of children mainstreamed/ rehabilitate d during preceding year.	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
7	Working Children scheme: Release of second installment of funds to NGOs.	2	Smt. Kalyani Chadha(Director)	kalyani.chadha@nic.in	(23384714)	(1) Scrutiny of proposals by Ministry. (2) Approval of Competent Authority. (3) Concurrence of Integrated Finance Division (IFD). (4) Issue of sanction order.	(1) Complete application on prescribed format (available from Ministry's website: www.wcd.nic.in). (2) Recommendation of State Government. (3) Inspection report of District authorities. (4) Utilization Certificate of first installment. (5) Audited Statement of Accounts for first half of financial year (if available). (6) List of mainstreamed/ rehabilitate d children during particular financial year.	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
8	Rajiv Gandhi National Creche Scheme for Children of Working Mothers: Release of funds to implementing agencies for running Creche Centres.	7	Smt. Kalyani Chadha(Director)	kalyani.chadha@nic.in	(23384714)	(1) Processing of proposal for release of funds. (2) Obtaining approval of Competent Authority. (3) Obtaining approval of Integrated Finance Division (IFD). (4) Issue of Financial Sanction for effecting funds transfer to implementing agency.	FOR FIRST INSTALLMENT: (1) Proposal from implementing agency. (2) Provisional Utilization Certificate for grant released in previous year. (3) Pre-stamped receipt. (4) Agreement Bond. (5) Details of Bank Account. FOR SECOND INSTALLMENT: Provisional Utilization Certificate for first installment along with (1), (3), (4) and (5) listed above. FOR THIRD INSTALLMENT: Provisional Utilization Certificate for second installment and Audited Statement of Accounts along with (1), (3), (4) and	No charge	NA	0
9	Creche scheme: Release of funds to monitoring agencies for monitoring Creche Centres in States/UTs.	3	Smt. Kalyani Chadha(Director)	kalyani.chadha@nic.in	(23384714)	(1) Release of first installment of grants to the monitoring agency as per financial norms. (2) Second installment of grants released after receipt of inspection reports and Utilization Certificate of first installment. (3) Examination of inspection reports and forwarding of observations to implementing agency for further action.	(1) Recommendation letter from State Govt./UT Admn. (2) Acceptance letter from monitoring agency. (3) Signed MoU. (4) Monitoring Reports. (5) Utilisation Certificate and Statement of Accounts of first installment for release of second installment.	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
10	Rajiv Gandhi Scheme for Empowerment of Adolescent Girls (SABLA): Release of funds to State Govts./ UT Admns. for providing nutrition and non-nutrition services to beneficiaries.	8	Ms Lopamudra Mohanty(Deputy Secretary)	lopamudramohanty@hot mail.com	(23074215)	(1) Release of funds for first installment based on norms of scheme - number of beneficiaries for nutrition component and number of projects for non-nutrition component. (2) Scrutinising Statement of Expenditure (SoE) for next installment. (3) Obtaining approval of Integrated Finance Division (IFD) and Competent Authority. (4) Issue of sanction order.	Statement of Expenditure (SoE) along with Physical Progress Report in prescribed format from State Govts./ UT Admns., within 15 days from end of quarter.	No charge	NA	0
11	Indira Gandhi Matritva Sahyog Yojana (IGMSY): Release of funds to State Govts./ UT Admns. for transfer of cash to pregnant women and lactating mothers in response to individual fulfilling specific conditions.	7	Ms Lopamudra Mohanty(Deputy Secretary)	lopamudramohanty@hot mail.com	(23074215)	(1) Release of funds for first installment based on norms of scheme (available on Ministry's website: www.wcd.nic.in). (2) Scrutinising Statement of Expenditure (SoE) for next installment. (3) Obtaining approval of Integrated Finance Division (IFD) and Competent Authority. (4) Issue of sanction order.	Statement of Expenditure (SoE) along with Physical Progress Report in prescribed format from State Govts./ UT Admns., within 15 days from end of quarter.	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
12	Support to Training and Employment Programme for Women (STEP) scheme: Release of first installment of funds to implementing organisations for new projects.	2	Sh. R.P. Pant(Director)	RP.Pant@nic.in	(23346029)	(1) Scrutiny of project proposals by Ministry as per scheme norms. (2) Vetting of proposals by technical departments as per technical norms. (3) Consideration and approval of proposals by Project Sanctioning Committee (PSC). (4) Concurrence of Integrated Finance Division (IFD) on proposals approved by PSC.	(1) Complete proposal duly recommended by State Level Empowered Committee (SLEC). (2) Documents listed as per guidelines of scheme (available on Ministry's website: www.wcd.nic.in). (3) Detailed write-up on points mentioned in paras 18 and 28 of scheme (available on www.wcd.nic.in). (4) Bond in prescribed format along with details of Bank Account.	No charge	NA	0
13	STEP scheme: Release of subsequent installment of funds to implementing organisations for ongoing projects.	1	Sh. R.P. Pant(Director)	RP.Pant@nic.in	(23346029)	(1) Scrutiny of documents as per scheme norms. (2) Concurrence of IFD. (3) Undertaking mid-term evaluation of the project, if due.	(1) Utilization Certificate of previous grant-in-aid released. (2) Audited statement of accounts. (3) Quarterly progress report. (4) Minutes of Monitoring Committee meeting. (5) Inspection report from State Government.	No charge	NA	0
14	Women Empowerment and Livelihoods Programme in the Mid- Gangetic Plains (Priyadarshini): Release of funds to National Bank for Agriculture and Rural Development (NABARD).	1	Sh. R.P. Pant(Director)	RP.Pant@nic.in	(23346029)	(1) Receipt of Annual Work Plan and Budget (AWPB) for each financial year from NABARD. (2) Obtaining concurrence of International Fund for Agricultural Development (IFAD) on AWPB and forward to NABARD. (3) Monitoring and evaluation of implementation.	(1) Completed AWPB. (2) Six-monthly progress report (financial and narrative). (3) Withdrawal application in prescribed format along with Statement of Expenditure (SoE) / Utilization Certificates for each quarter.	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
15	Comprehensive Scheme for Prevention of Trafficking and Rescue, Rehabilitation and Re-integration of Victims of Trafficking and Commercial Sexual Exploitation (Ujjawala): Release of first installment of funds to implementing agencies/ NGOs for new projects.	2	Smt. Vinita Aggrawal (Director)	va.mwcd@gmail.com	(23384488)	(1) Scrutiny and processing of proposals as per scheme norms. (2) Consideration and approval of proposals by Project Sanctioning Committee (PSC). (3) Concurrence of Integrated Finance Division (IFD). (4) Issue of sanction. (5) Release of grant through electronic transfer.	(1) Completed application form (available on Ministry's website: www.wcd.nic.in). (2) State Government recommendation along with proceedings of State Level Empowered Committee (SLEC) meeting and Inspection Report. (3) Previous experience in the field of trafficking. (4) Justification for project by implementing agency. (5) Findings of survey of project area/ intended beneficiaries. (6) Process of implementation of the project. (7) Registration Certificate (RC) of	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Association and Bye-laws of organisation. (9) Details of Managing Committee. (10) Attested copies of audited Statement of Accounts (for preceding three years). (11) Annual report (for preceding three years).(12) Pre-stamped receipt. (13) Agreement Bond. (14) Details of Bank Account. (15) Rent Assessment and rent agreement for Rehabilitation Home and Halfway Home (where these components are applied for). (16) Names and photographs of victims (where Rehabilitation Home is applied for).			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
16	Ujjawala scheme: Release of second and subsequent installment of funds to implementing agencies/ NGOs for ongoing projects.	1	Smt. Vinita Aggrawal (Director)	va.mwcd@gmail.com	(23384488)	(1) Examination of progress report and State Government recommendation. (2) Concurrence of IFD.	(1) State Government recommendation along with Inspection Report of District Authority. (2) Utilization Certificate of previous grant. (3) Audited Statement of Accounts. (4) Progress report for each component along with numbers. (5) Names and photographs of rescued victims, repatriated victims and inmates of Rehabilitation/Halfway Homes with complete details (for the components sanctioned). (6) Photographs of facilities created (in Rehabilitation and Halfway Homes).	No charge	NA	0
17	General Grant-in-Aid Scheme (Innovative): Release of first installment of funds to project implementing organisations (NGOs).	1	Smt. Anju Bhalla(Director)	anju_bhalla@nic.in	(23381857)	(1) Scrutiny of proposals and communication of deficiencies. (2) Consideration and approval of proposals by Project Sanctioning Committee (PSC). (3) Concurrence of Integrated Finance Division (IFD). (4) Issue of sanction. (5) Release of grant to NGO through Electronic Clearing System (ECS).	(1) Completed application form (available on Ministry's website: www.wcd.nic.in). (2) Recommendation of respective State Govt./UT Admn., where applicable. (3) Agreement Bond. (4) Details of Bank Accounts. (5) Undertaking under General Financial Rules (GFR).	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
18	General Grant-in-Aid Scheme (Innovative): Release of second installment of funds to project implementing organisations (NGOs).	1	Smt. Anju Bhalla(Director)	anju_bhalla@nic.in	(23381857)	(1) Screening of Utilization Certificate. (2) Concurrence of Integrated Finance Division (IFD).	(1) Utilization Certificate of previous grant released. (2) Statement of Expenditure (SoE). (3) Audited Statement of Accounts of current year, certified by Chartered Accountant or Govt. authority. (4) Half-yearly progress report. (5) Inspection report from State Government, where applicable.	No charge	NA	0
19	Swadhar scheme: Release of first installment of funds to State Govts./UT Admns. for new projects.	3	Sh. Arun Kumar(Deputy Secretary)	mailme. arunkumar1951 @rediffmail.com	(23074215)	(1) Scrutiny of proposals as per scheme norms. (2) Consideration and approval of proposals by Project Sanctioning Committee (PSC). (3) Concurrence of Integrated Finance Division (IFD) on proposals approved by PSC.	1) Proposal in prescribed format (available on Ministry's website: www. wcd.nic.in) complete in all respects and duly approved by State Level Empowered Committee (SLEC). (2) Minutes of SLEC meeting. (3) Inspection Report of district level officer. (4) Registration Certificate and Memorandum of Association along with list and details of Executive Committee. (5) List of proposed beneficiaries with all details and photographs. (6) Annual Reports and Audited Statement of Accounts for	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Agreement. (8) Rent Assessment Certificate duly certified by Public Works Department (PWD)/District Magistrate (DM). (9) Site Plan of the building approved by Architect. (10) Bond in prescribed format along with Bank Account Details.			
20	Swadhar scheme: Release of subsequent installment of funds to State Govts./UT Admns. for ongoing projects.	2	Sh. Arun Kumar(Deputy Secretary)	mailme. arunkumar1951 @rediffmail.com	(23074251)	(1) Scrutiny of proposals as per scheme norms. (2) Concurrence of IFD.	(1) Recommendation of State Government along with Inspection Report, Progress Report and Details of beneficiaries with photograph. (2) Utilization Certificate for the previous grant with income and expenditure and receipt and payment certificates.	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
21	Working Women Hostel scheme: Release of first installment of funds to State Govts./UT Admns. for new projects.	1	Sh. R.P. Pant(Director)	RP.Pant@nic.in	(23346029)	FOR CONSTRUCTION OF HOSTEL ON PUBLIC LAND: (1) Scrutiny of proposal as per scheme norms. (2) Technical vetting of proposal by Central Public Works Department (CPWD) as per technical norms. (3) Consideration of proposal by Project Sanctioning Committee (PSC). (4) Sanctioning of project proposals by PSC. (5) Concurrence of Integrated Finance Division (IFD). FOR HOSTELS IN RENTED PREMISES: (1), (3), (4) and (5) listed above.	FOR CONSTRUCTION OF HOSTEL BUILDING: (1) Application in prescribed form, complete in all respects. (2) Approval of District Women's Welfare Committee. (3) Approval of State Level Empowered Committee (SLEC). (4) Prospectus of agency. (5) Constitution of agency with details of Management Committee, giving names of its members and their PAN Card Details. (6) Copy of Annual Reports for preceding three years. (7) Audited accounts of organization for preceding three years. (8) Detailed	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							of construction of hostel building certified by Public Works Department (PWD)/ any other Competent Authority/certified by a registered architect. (9) Sources of balance funds. (10) Copy of site-plan and building plan as certified by a registered architect. (11) Approval of building plan by local authorities after approval by the Ministry. (12) Documentary proof of plot on which building is proposed to be constructed. FOR HOSTELS IN RENTED PREMISES: (1) Documents listed from (1) to (4) above. (2) Copy of intention of rent agreement. (3) Building plan of proposed building, duly approved by local authority. (4) Item-wise details of recurring and non-recurring expenditure. (5) Rent suitability certificate for rented hostel building certified by State			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
22	Working Women Hostel scheme: Release of subsequent installment of funds to State Govts./ UT Admns. for ongoing projects.	1	Sh. R.P. Pant(Director)	RP.Pant@nic.in	(23346029)	(1) Scrutiny of proposals as per scheme norms. (2) Concurrence of IFD.	(1) Utilization Certificate. (2) Statement of Expenditure (SOE). (3) Progress report on construction of hostel building certified by PWD/CPWD/ Competent Authority, along with photograph. (4) Inspection Report of State Govt./UT Admn. (5) Completion Certificate from PWD/ CPWD (if	No charge	NA	0
							construction of hostel is completed). (6) Recommendation of District Women Welfare Committee/State Govt. for release of next/final instalment. (7) Revised rate of rent, if required, at the time of submission for renewal of project.			
23	Gender Budgeting: Release of funds to State Govts./UT Admns./Identified Govt. Institutes/Govt. Universities for Gender Budgeting trainings/ workshops.	2	Smt. Vinita Aggrawal (Director)	va.mwcd@gmail.com	(23384488)	(1) Scrutiny and processing of proposal as per scheme norms. (2) Concurrence of Integrated Finance Division (IFD). (3) Obtaining Administrative Approval from Secretary, MWCD, where required. (4) Issue of sanction. (5) Release of grant through electronic transfer.	(1) Completed proposal (details available on Ministry's website www.wcd.nic.in). (2) Budget Estimate as per norms. (3) Details of Registration. (4) Registration/TIN/TAN number. (5) Details of Bank Account. (6) Utilization Certificate, if grant released earlier. (7) Revenue Stamped	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
24	Gender Budgeting: Organizing/facilitating Gender Budgeting trainings/workshops conducted by State Govts./UT Admns./ Identified Govt. Institutes/Govt. Universities.	2	Smt. Vinita Aggrawal (Director)	va.mwcd@gmail.com	(23384488)	(1) Finalizing programme including agenda, list of invitees, resource persons and participants. (2) Sending invitation to participants/resource persons and seeking their confirmation. (3) Conducting training/workshop. (4) Finalizing and disseminating training/ workshop report.	(1) Sanction Letter from Ministry (where funds are required from MWCD). (2) Confirmed dates and venue for training/workshop. (3) Training/workshop Report.	No charge	NA	0
25	Research scheme: Release of first installment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1	Sh. J.P. Arya(Joint Director)	aryajp533@yahoo.co.in	(23361305)	(1) Finalise annual research priorities for Ministry. (2) Receipt of proposal from eligible agencies. (3) Scrutiny of proposal. (4) Consideration and approval of proposal by Research Advisory Committee (RAC). (5) Consultations with applicant agencies, where required. (6) Processing of RAC approved proposals for concurrence of Integrated Finance Division (IFD). (7) Fund certification by Budget Section. (8) Preparation of sanction orders. (9) Agency creation and sanction ID generation through Central Plan Scheme Monitoring System (CPSMS). (10) Submission to Pay and Accounts Office (PAO), MWCD through Drawing and Disbursing Officer (DDO), MWCD for effecting funds transfer to agency.	(1) Clearance by Competent Authority (for universities/ academic institutions). (2) Certificate of Registration (for Society/ Trust). (3) Annual reports for preceding three years. (4) Audited Statement of Accounts for preceding three years. (5) Details of Bank Accounts. (6) Pre-stamped Receipt. (7) Agreement Bond. (8) Bio-data of research scholars (for research projects). (9) List of resource persons for seminars/workshops. (10) Copy of manuscript for publication grant.	No charge	NA	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
26	Research scheme: Release of second installment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1	Sh. J.P. Arya(Joint Director)	aryajp533@yahoo.co.in	(23361305)	(1) Settling pending Utilization Certificates with Pay and Accounts Office (PAO), MWCD. (2) Processing progress reports from agencies. (3) Seeking approval of Competent Authority.	(1) Interim progress report. (2) Audited Statement of Accounts. (3) Utilization Certificate for previous release of funds.	No charge	NA	0
27	Public Grievance: Prompt redressal of public grievance.	2	Sh. A.P. Shrivastava (Deputy Secretary)	ap.shrivastava@nic.in	(23385192)	(1) Receipt of grievance online through CPGRAMS portal or by post. (2) Acknowledgement of grievance received through post. (3) Referral of grievance to concerned Division. (4) Settlement of grievance and issue of response.	(1) Complete contact details of sender. (2) Complete details and relevant information about grievance.	No charge	NA	0
28	Client communication: Promptly responding to written communication received from clients.	1	Concerned Division(Director)			(1) Receipt of letter/email from client. (2) Referral of letter/email to Director of concerned Division. (3) Written acknowledgement/response sent to client.	(1) Complete contact details of sender. (2) Clear request/query with all relevant information.	No charge	NA	0

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Integrated Child Development Services (ICDS) scheme: Release of funds to State Govts./UT Admns. for providing services as per scheme and norms under ICDS Scheme.	15.0	Average time taken for releasing funds to State Govts./UT Admns., after receipt of complete and proper Statement of Expenditure (SoE).	30	Working days	15.00	The relevant file of the Ministry in which the proposal is processed.
2	ICDS scheme: Sanctioning of Projects and Anganwadi Centres and Anganwadi on Demand (AOD) to States/UTs.	10.0	Approval of Projects/AWCs/ AODs within the overall approved number, within one year.	90	%	10.00	The relevant file of the Ministry in which the proposal is processed.
3	ICDS scheme: Quarterly allocation of wheat/rice to State Govts./UT Admns. under Wheat Based Nutrition Programme of Supplementary Nutrition.	5.0	Average time taken for allocation of wheat/rice to State Govts./UT Admns. each quarter, after receipt of Demand Letter, status report on lifting of previous allocation and Utilisation Certificates.	30	Working days	5.00	The relevant file of the Ministry in which the proposal is processed.
4	Integrated Child Protection Scheme (ICPS): Release of first installment of funds to Implementing Partners.	10.0	Average time taken for releasing first installment of funds to State Govts./UT Admns./NGO, after approval of Project Approval Board (PAB).	30	Working days	10.00	The relevant file of the Ministry in which the proposal is processed.
5	ICPS: Release of second installment of funds to Implementing Partners.	4.0	Average time taken for releasing second installment of funds to State Govts./UT Admns./NGO, after approval by Integrated Finance Division (IFD).	30	Working days	4.00	The relevant file of the Ministry in which the proposal is processed.
6	Scheme for Welfare of Working Children in need of Care and Protection: Release of first installment of funds to NGOs for the current year, for ongoing projects.	4.0	Average time taken for releasing first installment of funds to NGOs, after receipt of complete proposal and all required supporting documents.	30	Working days	4.00	The relevant file of the Ministry in which the proposal is processed.

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
7	Working Children scheme: Release of second installment of funds to NGOs.	2.0	Average time taken for releasing second installment of funds to NGOs, after receipt of complete proposal and all required supporting documents.	30	Working days	2.00	The relevant file of the Ministry in which the proposal is processed.
8	Rajiv Gandhi National Creche Scheme for Children of Working Mothers: Release of funds to implementing agencies for running Creche Centres.	7.0	Average time taken for releasing funds to implementing agencies, after receipt of proposal and all required supporting documents.	30	Working days	7.00	The relevant file of the Ministry in which the proposal is processed.
9	Creche scheme: Release of funds to monitoring agencies for monitoring Creche Centres in States/UTs.	3.0	Average time taken for release of funds to monitoring agencies for monitoring Creche Centres in States/UTs, after approval of Competent Authority.	30	Working days	3.00	The relevant file of the Ministry in which the proposal is processed.
10	Rajiv Gandhi Scheme for Empowerment of Adolescent Girls (SABLA): Release of funds to State Govts./UT Admns. for providing nutrition and non-nutrition services to beneficiaries.	8.0	Average time taken for releasing funds to State Govts./UT Admns., after receiving relevant Statement of Expenditure (SoE) and Physical Progress Report.	30	Working days	8.00	The relevant file of the Ministry in which the proposal is processed.
11	Indira Gandhi Matritva Sahyog Yojana (IGMSY): Release of funds to State Govts./ UT Admns. for transfer of cash to pregnant women and lactating mothers in response to individual fulfilling specific conditions.	7.0	Average time taken for releasing funds to State Govts./UT Admns., after receiving relevant Statement of Expenditure (SoE) and Physical Progress Report.	30	Working days	7.00	The relevant file of the Ministry in which the proposal is processed.
12	Support to Training and Employment Programme for Women (STEP) scheme: Release of first installment of funds to implementing organisations for new projects.	2.0	Average time taken for sanctioning and releasing first installment of funds to implementing organisations, after approval of Project Sanctioning Committee (PSC) and compliance with observations of PSC, if any.	30	Working days	2.00	The relevant file of the Ministry in which the proposal is processed.

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
13	STEP scheme: Release of subsequent installment of funds to implementing organisations for ongoing projects.	1.0	Average time taken for sanctioning and releasing subsequent installment of funds to implementing organisations, after receipt of all required supporting documents.	30	Working days	1.00	The relevant file of the Ministry in which the proposal is processed.
14	Women Empowerment and Livelihoods Programme in the Mid-Gangetic Plains (Priyadarshini): Release of funds to National Bank for Agriculture and Rural Development (NABARD).	1.0	Average time taken for sanctioning and releasing funds to NABARD, after receiving Annual Workplan and Budget.	30	Working days	1.00	The relevant file of the Ministry in which the proposal is processed..
15	Comprehensive Scheme for Prevention of Trafficking and Rescue, Rehabilitation and Re-integration of Victims of Trafficking and Commercial Sexual Exploitation (Ujjawala): Release of first installment of funds to implementing agencies/NGOs for new projects.	2.0	Average time taken for sanctioning and releasing first installment of funds to implementing agencies/ NGOs, after approval of Project Sanctioning Committee (PSC).	30	Working days	2.00	The relevant file of the Ministry in which the proposal is processed.
16	Ujjawala scheme: Release of second and subsequent installment of funds to implementing agencies/NGOs for ongoing projects.	1.0	Average time taken for sanctioning and releasing second and subsequent installment of funds to implementing agencies/NGOs, after receipt of proposal along with progress report and all required supporting documents.	30	Working days	1.00	The relevant file of the Ministry in which the proposal is processed.
17	General Grant-in-Aid Scheme (Innovative): Release of first installment of funds to project implementing organisations (NGOs).	1.0	Average time taken for sanctioning and releasing first installment of funds to implementing organisations, after approval of Project Sanctioning Committee (PSC).	30	Working days	1.00	The relevant file of the Ministry in which the proposal is processed.

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
18	General Grant-in-Aid Scheme (Innovative): Release of second installment of funds to project implementing organisations (NGOs).	1.0	Average time taken for sanctioning and releasing second installment of funds to implementing organisations, after receipt of Statement of Expenditure (SoE) and all required supporting documents.	30	Working days	1.00	The relevant file of the Ministry in which the proposal is processed.
19	Swadhar scheme: Release of first installment of funds to State Govts./UT Admns. for new projects.	3.0	Average time taken for sanctioning and releasing first installment of funds to State Govts./UT Admns., after approval of Project Sanctioning Committee (PSC).	30	Working days	3.00	The relevant file of the Ministry in which the proposal is processed.
20	Swadhar scheme: Release of subsequent installment of funds to State Govts./UT Admns. for ongoing projects.	2.0	Average time taken for sanctioning and releasing subsequent installment of funds to State Govts./UT Admns., after receipt of all required supporting documents.	30	Working days	2.00	The relevant file of the Ministry in which the proposal is processed.
21	Working Women Hostel scheme: Release of first installment of funds to State Govts./ UT Admns. for new projects.	1.0	Average time taken for sanctioning and releasing first installment of funds to State Govts./UT Admns., after approval of Project Sanctioning Committee (PSC).	30	Working days	1.00	The relevant file of the Ministry in which the proposal is processed.
22	Working Women Hostel scheme: Release of subsequent installment of funds to State Govts./UT Admns. for ongoing projects.	1.0	Average time taken for sanctioning and releasing subsequent installment of funds to State Govts./UT Admns., after receipt of Statement of Expenditure (SoE) and all required supporting documents.	30	Working days	1.00	The relevant file of the Ministry in which the proposal is processed.
23	Gender Budgeting: Release of funds to State Govts./UT Admns./Identified Govt. Institutes/Govt. Universities for Gender Budgeting trainings/workshops.	2.0	Average time taken for releasing funds, after receipt of all required supporting documents.	30	Working days	2.00	The relevant file of the Ministry in which the proposal is processed.

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
24	Gender Budgeting: Organizing/ facilitating Gender Budgeting trainings/ workshops conducted by State Govts./UT Admns./Identified Govt. Institutes/Govt. Universities.	2.0	Percentage of trainings/ workshops organised within three months of sanction.	80	%	2.00	The relevant file of the Ministry in which the proposal is processed.
25	Research scheme: Release of first installment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1.0	Average time taken for releasing first installment of funds to agencies, after administrative approvals.	30	Working days	1.00	The relevant file of the Ministry in which the proposal is processed.
26	Research scheme: Release of second installment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1.0	Average time taken for releasing second installment of funds to agencies, after administrative approvals.	30	Working days	1.00	The relevant file of the Ministry in which the proposal is processed.
27	Public Grievance: Prompt redressal of public grievance.	2.0	Average time taken to acknowledge grievance received through post.	10	Working days	1.00	The relevant file of the Ministry in which the proposal is processed.
			Average time taken for grievance settlement.	60	Working days	1.00	Ministry records and CPGRAMS report.
28	Client communication: Promptly responding to written communication received from clients.	1.0	Average time taken to respond, after receiving letter/email from client.	15	Working days	1.00	The relevant file of the Ministry in which the proposal is processed.

Grievance Redress

Website url to lodge http://pgportal.gov.in/

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh. A.P. Shrivastava, Deputy Secretary (Admn) and Grievance Officer	23385192	ap.shrivastava@nic.in	9868908384

List of Stakeholders/Clients

S.	Stakeholders / Clients
1	State Governments / UT Administrations
2	Line Ministries / Departments with converging service delivery
3	Attached / Autonomous Bodies
4	Panchayati Raj Institutions / District and Local Level Administrations
5	Planning Commission
6	Law Enforcement Agencies
7	United Nations Bodies
8	International NGOs and Aid Agencies
9	Service Providers / Implementing Partners / NGOs / Civil Society Organisations
10	Community Based Organisations / Community and Religious Leaders
11	Academic and Research Institutions
12	Independent Experts
13	Independent Evaluation Agencies

Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Central Adoption Resource Authority (CARA)	26105346	cara@bol.net.in	9818085649	West Block 8, Wing 2, 2nd Floor, R.K. Puram, New Delhi - 110066
2	Central Social Welfare Board (CSWB)	26543700	cswb_1@yahoo.co.in	9818476494	Durgabai Deshmukh Samaj Kalyan Bhawan, B-12, Qutub Institutional Area, New Delhi - 110016
3	Food and Nutrition Board (FNB)	23368993	zen8@rediffmail.com	9899974126	Room No. 101, Jeevan Deep Building, Sansad Marg, New Delhi - 110001
4	National Commission for Protection of Child Rights (NCPCR)	23724023	registrar.ncpcr@gmail.com	9818579980	5th Floor, Chandralok Building, 36, Janpath, New Delhi - 110001
5	National Commission for Women (NCW)	23237166	ncw@nic.in	9958890965	4, Deen Dayal Upadhayaya Marg, New Delhi - 110002
6	National Institute of Public Cooperation and Child Development (NIPCCD)	26964373	drdineshpaul@gmail.com	9818789258	5, Siri Institutional Area, Hauz Khas, New Delhi - 110016
7	Rashtriya Mahila Kosh (RMK)	23354619	ed_rmk@nic.in	9717988331	1, Abul Fazal Road, Bengali Market, New Delhi - 110001

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Implementation of projects/programmes/schemes as per norms prescribed by the Ministry.
2	Assistance through attending Project Sanctioning Committee (PSC)/Project Approval Board (PAB) meetings with all relevant information and details.
3	Using Ministry's website for getting updates (www.wcd.nic.in).
4	Facilitating monitoring and review visits by officers of the Ministry and independent evaluation agency.
5	Timely submission of complete applications with all details in prescribed format, along with authentic supporting documents.
6	Providing feedback on implementation of projects/programmes/schemes of the Ministry.
7	Maintaining records of all communications with the Ministry.
8	Participating in meetings/consultations/capacity building programmes/workshops/conferences/events as and when requested by the Ministry.
9	Giving suggestions / inputs on drafts circulated or placed on the Ministry's website.



सत्यमेव जयते
Government of India

Guidelines for

Designing and Implementing Sevottam Compliant

CITIZENS' / CLIENTS' CHARTER &
GRIEVANCE REDRESS MECHANISM

BY

CENTRAL MINISTRIES / DEPARTMENTS

Performance Management Division
CABINET SECRETARIAT

Department of Administrative Reforms and Public Grievances

August, 2010

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CHAPTER 1
INTRODUCTION

INTRODUCTION

Guidelines for Designing and Implementing Sevottam Compliant Citizens' / Clients' Charters and Public Grievance Redress Mechanism

1.1 Background and Purpose

The Prime Minister approved the outline of a "Performance Monitoring and Evaluation System (PMES) for Government Departments" vide PMO I.D. No. 1331721/PMO/2009-Pol dated 11.9.2009. Under PMES, each department is required to prepare a Results-Framework Document (RFD). A RFD provides a summary of the most important results that a department/ministry expects to achieve during the financial year.

The High Power Committee (HPC) on Government Performance chaired by the Cabinet Secretary decided that all RFDs for 2010-2011 will include the following mandatory **success indicators:**

Mandatory Success Indicators	Unit	Weight	**Target / Criteria Value**				
			Excellent	**Very Good**	**Good**	**Fair**	**Poor**
			100%	**90%**	**80%**	**70%**	**60%**
Create a Sevottam compliant system to implement, monitor and review Citizens' Charter	Date	1%	Dec. 30 2010	Jan. 10 2011	Jan. 15 2011	Jan. 20 2011	Jan.25 2011
Create a Sevottamt Complian system to redressand monitor public Grievances	Date	1%	Dec. 30 2010	Jan. 10 2011	Jan. 15 2011	Jan. 20 2011	Jan.25 2011
Independent Audit of Implementation of Citizens' Charter	%	1%	100	95	90	85	80
Independent Audit of implementation of Public Grievance Redress System	%	1%	100	95	90	85	80

The purpose of these Guidelines is to provide guidance to Ministries/Departments to design and implement Citizens' / Clients' Charter and Grievance Redress Mechanism for Sevottam compliance.

1.2 Concept of Citizens' / Clients' Charter

The Citizens' / Clients' Charter is a written declaration by a Government department that highlights the standards of service delivery that it subscribes to, availability of choice for consumers, avenues for grievance redress and other related information. In other words, it is a set of commitments made by a department regarding the standards of service which it delivers.

Though not enforceable in a court of law, the Citizens' / Client Charter is intended to empower citizens and clients so that they can demand committed standards of service and avail remedies in case of non-compliance by service provider organizations. The basic thrust of the Citizens' / Clients' Charter is to render public services citizen centric by making them demand driven rather than supply driven.

Central Ministries/ Departments are expected to design a Clients' Charter instead of a Citizens' Charter in case they are not dealing with the public directly. The difference between the two service recipients is as follows:

Citizens

Citizens are individuals, groups of individuals (companies, trusts, associations, unions etc.) and the common public at large. They are outside the government and are generally referred to as *external clients*. Being outside the government machinery, the general presumption is that they do not have sufficient knowledge of the government's internal processes. Therefore the onus is on the service provider to ensure that citizens are well aware of the service standards and the expectations from service recipients. It cannot be presumed that all citizens are literate or understand the official language, and it may be necessary to communicate with them in the local language also.

Clients

Clients could be government agencies and government employees availing services from another government agency. Services here will exclude administrative control activities, references and opinions to be provided on policy-related matters which cannot be disposed-off within pre-defined time norms. Clients are part of the government and are generally referred to as internal clients. Being part of the government machinery, the general presumption is that clients have sufficient knowledge of the government's internal processes. Therefore the onus of ensuring that clients who are also part of the government are well aware of the service standards and the expectations from service recipients is equally divided between the service provider and the service recipient. It is presumed that all clients are literate and communicating with them in the official language of the service provider agency is sufficient.

Citizens' Charter / Clients' Charter or Citizens' / Clients' Charter

The Charter prepared by the department may be either called a Citizens' Charter or a Clients' Charter depending on whether the organization is serving internal or external clients. It can be called 'Citizens' / Clients' Charter' in case the service recipients are a combination of the two. For simplicity, it is referred to as Citizens' Charter or Charter in the remainder of this document.

1.3 Concept of Grievance Redress Mechanism

Grievances are expressions of resentment against specific acts of omission or commission that are wrong or perceived as wrong, and requiring corrective action to be taken. In other words, if a grievance is received, it needs to be redressed. For the present purpose, grievances include complaints by service recipients against non-delivery of services as expected by service recipients, but do not include requests for service delivery in the normal course.

Grievance Redress Mechanisms (GRMs) are process systems set up by organizations to receive record, investigate, redress, analyze, prevent, or take any other appropriate action in respect of grievances lodged against them. GRMs in Central Ministries / Departments include grievances received by them from the public and clients / service recipients as well as from their own employees. As such, these include issues related both to service delivery as well as to employment related matters (e.g. transfers, promotions, pensions, pay fixation).

For the purpose of Sevottam compliance, GRMs include systems to manage grievances received in respect of service delivery issues mainly. Such grievances are generally received from the public, but in some cases these could also be received from client departments / employees or retired employees. For example, Directorate of Estates is responsible for allocation of residential accommodation to central government officers. This is a service delivery issue and not a service matter and therefore will be covered under Sevottam compliance by Directorate of Estates. Similarly, Department of Pensions and Pensioner's Welfare is responsible for issuing clarifications regarding interpretation of pension rules. This is also a service delivery issue and will be covered under Sevottam compliance by DoPPW. A single window disposal system used by many Ministries/departments having a very large public interface is the system of organizing *Lok Adalats* and *Jan Sunwai.*

In practice, GRMs in Government of India Ministries / Departments have been partly functional. The practice has been to maintain registers for complaints where all written complaints received are entered. Thereafter photocopies are made and a copy of the complaint is forwarded to the Head of Department or division to which it pertains. There it is marked down the hierarchy till it reaches the dealing hand who needs to investigate it to take corrective action for redress. The maintenance of such registers is decentralized, and practices of issuing acknowledgements to complainants, classification of complaints, setting time norms for their disposal, and tracking them through to final resolution are not uniform. With the availability of computerized systems, it

has become possible to maintain such systems centrally so that grievances can be managed with some uniformity even across large, decentralized organizations. More importantly, it has become possible for the citizens / clients to lodge grievances from the comfort of their homes or offices without having to visit any office specially for lodging a grievance. One such system extensively being used in the Central Government Ministries / Departments is the Centralized Public Grievance Redress and Monitoring System (CPGRAMS). Its 2007 version is an internet based tool for lodging, forwarding for redress, and monitoring grievances relating to Ministries / Departments / Organizations of Government of India. The citizens can lodge their grievances from any internet facility on www.pgportal.nic.in Postal grievances received from citizens can also be scanned and uploaded on the System for ease of processing. The System can be accessed by the Director of Grievances in each Ministry / Department. It provides facility to the Director of Grievances to classify the grievances, forward them to subordinate offices, monitor the process of redress, and to communicate with citizens. It also facilitates analysis of grievances for identifying grievance prone areas. The System is already functional in 89 Ministries / Departments / Organizations and their subordinate offices. An improved version of CPGRAMS is likely to be made functional shortly in 2010.

1.4 Guidelines Issued till Date

All Guidelines on Citizens' / Clients' Charter including duties of 'Nodal Officer for Citizens' / Clients' Charter are available on DARPG website www.darpg.nic.in in the 'Compilation of Guidelines for Redress of Public Grievances 2010'. A hard copy can also be obtained from DARPG. The compilation of Guidelines for Redress of Public Grievances 2010 contains all the major guidelines issued since 1985 for the creation of grievance redress mechanism in all Ministries/Departments/Organization of Government of India. The compilation also includes separate sections containing all the original orders issued since 1997 on Citizens'/Client Charter and Information Facilitation counters in Government of India as well as State Governments/ Union Territories Administrations.

The Sevottam framework developed in 2005, assimilated the essentials of the then existing GRM framework and is re created through these guidelines.

1.5 Help Desk Facilitation and Support

All queries relating to guidelines on Sevottam Implementation and Compliance should be sent to sevottam@nic.in. Queries relating to CPGRAMS can be sent to cpgrams-darpg@nic.in. Queries on how a Ministry/Department will be assessed and evaluated on Sevottam Compliance for the purposes of achieving the RFD mandatory indicators can be sent to sevottam@nic.in and performance-cabsec@nic.in

CHAPTER 2
CITIZENS' / CLIENTS' CHARTER

CITIZENS' / CLIENTS' CHARTER

2.1 Format of Citizens' Charter

The Citizens' Charter for a Ministry / Department should contain the following nine sections:

i. Cover Page
ii. Vision
iii. Mission
iv. Service Standards
v. Grievance Redress Mechanism
vi. Stakeholders / Clients
vii. Responsibility Centers
viii. Indicative expectations from service recipients
ix. Month and Year for next review of the charter

In what follows, each section is described briefly.

i. Cover Page

To ensure instant recognition and user-friendliness, it is important that all Citizens' / Clients' Charters have a uniform cover page as given on the next page:

National Emblem

Logo (if any)

CITIZENS' / CLIENTS' CHARTER

NAME OF THE MINISTRY /DEPARTMENT
(Name of the Ministry to which the department belongs)
Address with website ID
Month and Year of issue

ii. Vision

This should be consistent with the Vision in the Results-Framework Document

iii. Mission

This should be consistent with the Mission in the Results-Framework Document as well as Departmental Strategy.

iv. Service Standards

The information in this section should be presented in the following format

SERVICE STANDARDS		
S NO.	**MAIN SERVICES***	**STANDARD**

* Main Services include services that are being provided on a regular basis to the Ministry / Department's service recipients. Departmental Services rendered occasionally under exceptional or extraordinary circumstances should not be a part of Main Services. These services should also have supporting grievance redress processes.

v. Grievance Redress Mechanism

This section should contain information relating to the following items:

a. Name and contact details of Public Grievance Officer:

b. Helpline number/Website url to lodge grievance

c. Response to be expected by person lodging the grievance

d. Timelines for redress

vi. Stakeholders / Clients

This section should contain the list of stakeholders / clients who have been consulted for setting service standards. The stakeholder consultations done for the Strategy development process may be used for the purpose of setting standards as well.

vii. Responsibility centers and Subordinate organizations

This section should contain a list of the Responsibility Centers and Subordinate Organizations under the administrative control of the Ministry/Department. Information in this section should include references to the service standards of the Responsibility Centers and Subordinate Organizations, how to lodge a grievance against them, and the role of the Ministry/Department in ensuring that they have set standards for service and are delivering services accordingly.

viii. Indicative expectations from service recipients

This section should contain responsibilities of the Citizens / Clients if they are to avail efficient service delivery at the standards stated in the Charter. Examples of this would include submitting completed application forms along with all the required enclosures, duly attested where required; cross-checking for information or the latest position on a matter on the Department's website before raising a query or a grievance etc.

ix. Month and Year for the next review of the Charter

This section should indicate the month and year for the next review of the Charter. This allows the citizens to be patient till the next major revision. The next date of review should not be too distant. Upper time limit of once in a year or once in two years may be prescribed.

2.2 Concluding Remarks on Charter Format

The above formats show the standard format for the Citizen's Charter. Ministries/Departments may need to include additional information pertinent to their specific domain in the Citizen's

Charter. In such cases, the information can be included, but without changing the overall look and feel of the Charter. Care must be taken not to make the Charter too long. If the additional information that the Ministry/Department needs to include is very lengthy, it can be provided separately on the website in another document, and in the Charter a reference can be given as to how and where the information is available. It is imperative that the Citizen's Charter be kept user friendly as well as concise by including all the necessary information, but without clutter, rhetoric, and very lengthy information which may be daunting for the average service recipient.

2.3 Requirements on Publication of Charter

Mandatory Requirements for Charters of Central Ministries/Departments are as follows:

- The Charter is to be made in bilingual version as per requirements of the Official Languages Act and approved by Minister-in-charge before publication.

- After publication twenty20 copies are required to be sent to the Librarian, Parliament Library, Parliament House Annexe, Sansad Marg, New Delhi 110001. In addition, 15 printed copies are to be delivered to Performance Management Division, Chanakya Bhavan (1st Floor), Chanakyapuri, New Delhi 110021, along with a soft copy on mail to <performance-cabsec@nic.in>, <Prajapati.trivedi@nic.in>, <g.narendra@nic.in>

- The Charter needs to be placed on the Ministry / Department's website. It may also be publicized in select newspapers / media to ensure wide publicity if required by the nature of work allocated to a ministry / department

- In offices located in Region 'C' it should also be published in the local language in addition to English and Hindi for circulation in the region

- A single page containing extracts of main services and standards from the charter can be displayed at the Reception and other prominent places in the Ministry / Department

CHAPTER 3

CHARTER DESIGN AND IMPLEMENTATION PROCESS

CHARTER DESIGN AND IMPLEMENTATION PROCESS

3. Citizens' Charter Design and Implementation Process

This section describes the step by step process for formulation of Service standards by Ministry/Departments and their Responsibility Centers including stakeholders' consultation process and stakeholders' expectation for the preparation of Citizens' Charter (CC).

Step 1: Collect information on service standards achieved / can be achieved by Ministry / Department

This step explains the information regarding the services provided by the Ministry/Department that is required for inclusion in the Charter, and how it is identified and collected. This step consists of four tasks described below.

Task 1: Identify services delivered

Prepare a complete and exhaustive list of the services offered by the Ministry/ Department. This will help the service recipients to know the services they can receive. Out of this exhaustive list, the main services are filtered out for inclusion in the Citizens' Charter. Main services include services that are being availed in routine by a large majority of service recipients. Services rendered occasionally under exceptional or extraordinary situations are not part of main services. However, if the Ministry/ Department provide a very large number of services, then the main services are prioritized according to frequency of use. The most frequently availed services are included in the Charter and a reference is made in the Charter to the document or website where a more exhaustive list is available.

Refer Appendix I for an example of how services are listed and classified in Kendriya Vidyalaya Sangathan.

Task 2: Identify indicators to measure service standards

Identify the indicators on which standards for each service are laid down. This will help the Ministry/Department measure its current service standards. If the Ministry/Department does not have service standards currently in use, then the indicators are to be defined first so that service standards can be laid down on basis of such indicators.

Refer Appendix II for an example of indicators on which service standards are laid down in Central Board of Excise and Customs.

Task 3: Estimate current service standards

Estimate the service standards being achieved at present using the indicators identified in Task 2. This will help the Ministry/Department to set realistic service standards. The estimate is prepared on the basis of internally available data. In case there is no mechanism to collect this data at present, a rough estimate is created through consensus among senior officers who have first hand experience of the service standards being achieved.

Refer Appendix III for an example from Central Board of Excise and Customs, where very little internal data was available to estimate current service standards.

Task 4: Document the current service standards

Create a formal document with exhaustive list of services offered along with the service standards that the Ministry/Department believes that it are achieving. This will help the Ministry/Department to set realistic service standards for inclusion in the Citizen's Charter. This document forms the baseline of the current service standards and is used to make improvements going forward. Improvements are in the form of addition of new / deletion of outdated services, addition of new / deletion of outdated indicators, more stringent standards for same services / indicators.

Refer Appendix IV for format of a formal document created by Central Board of Direct Taxes.

Step 2: Collect information on service standards achieved by Responsibility Centres

This step explains the information regarding the services provided by its Responsibility Centres that the Ministry/Department requires for inclusion in the Charter, and how it is identified and collected. Some Ministries/Departments may not have any Responsibility Centres under their administrative control. In such cases Step 2 is not applicable to them.

Task 1: Prepare list of Responsibility Centres

Prepare a list of the responsibility centres under the administrative control of the Ministry/ Department. This will help the Ministry/Department to include the relevant information in its Citizen's Charter and to ensure that the entire chain of vertical service delivery is covered.

Refer Appendix V for a real life example of list of Responsibility Centres as given in the Citizen's Charter of the Ministry of Labour & Employment.

Task 2: Prepare list of services offered by Responsibility Centres

Prepare a list of the services offered by Responsibility Centres under the administrative control of

the Ministry/Department. This will help provide complete information to all service recipients a
to the public at large about the complete gamut of services under the Ministry/Department. Th
list is prepared in consultation with the Responsibility Centres.

Task 3: Estimate current service standards achieved by the Responsibility Centres

Prepare a document on the service standards being achieved by the Responsibility Centres. Th
will help the Ministry/Department to decide whether or not the service standards are adequa
and the improvements needed in them. This document is prepared in consultation with t
Responsibility Centres.

Task 4: Document role of Ministry/Department in service delivery by Responsibility Centres

Decide and document the role of the Ministry/Department in ensuring service delivery by each
its Responsibility Centres. This will help the Ministry/Department to fulfil its own responsibility v
à-vis service standards at the Responsibility Centres. This is documented in consultation with t
Responsibility Centres. It includes, among others, identification of services, setting of servi
standards, establishing public grievance redress mechanism at the Responsibility Centres.

**Step 3: Plan for stakeholder consultations on service standards of Ministry/Department and
Responsibility Centres**

This step explains how a plan for receiving stakeholder inputs for setting service standards is to
drawn up as it is important that service standards are determined in consultation with the servi
recipients, employees who deliver the services, and external experts / practitioners in releva
domains.

Task 1: Identify stakeholder groups to be consulted

Prepare an exhaustive list of all stakeholder groups that should be consulted before setti
standards for services delivered by the Ministry/Department and the Responsibility Centres und
its administrative control. This will help in prioritizing the stakeholders and develop a plan f
receiving critical inputs within a specified time frame.

Refer Appendix VI for a real life list of various stakeholders for some Central and State Governme
Departments.

Task 2: Prepare plan to receive stakeholder inputs

Prepare a detailed survey plan including information on whether it will be a survey on mail, or da
will be collected through open house discussions, or through open advertisement, the timelin
for the survey, number of beneficiaries to be surveyed, location (number of places) etc. This w

help in scheduling stakeholder consultation meets or receiving stakeholder inputs through any other means. The sample includes service recipients of all services rendered by the Ministry/Department and its Responsibility Centres.

Refer Appendix VII for a real life survey plan used by Department of Posts.

Task 3: Design tool to collect data on service recipient expectations

Develop a tool to capture service recipient expectations vis-à-vis Ministry/Department services. This tool will help capture the specifications of how, where and when the services are preferred to be received by the service recipients, and from whom. Service recipient expectations can be gathered through multiple methods, e.g. survey to capture beneficiary expectations on the standards, open house discussions, soliciting public views through advertisements, analysis of complaints/grievances.

Refer Appendix VIII for a real life tool used by Department of Woman & Child Development, Government of Karnataka to capture citizen/client expectations

Task 4: Design tool for internal stakeholder consultations on services and service standards

Develop a tool to capture views of internal stakeholders on services and service standards. This tool will help consultations with officials and staff involved in service delivery while determining the service delivery standards. Internal stakeholder consultations are primarily through focus group discussions of distinct levels of officials and field level functionaries. Separate discussions with different levels will enable a better understanding of the key issues from different perspectives and also prevent dominance of higher level groups to overshadow concerns of lower level functionaries.

Refer Appendix IX for a real life tool used to capture employees' inputs on service standards in Department of Posts

Task 5: Design tool for external expert consultations on services and service standards

Develop a tool to capture views of external stakeholders other than service recipients, e.g. experts / academicians / practitioners in relevant sectors / officials from related departments. This tool will help consultations with all remaining stakeholders. External expert consultation is primarily through focus group discussions and workshops where representatives of the identified stakeholder groups are invited. The key objective is to obtain inputs from sector experts in setting service delivery standards. Written inputs are sought from the experts using the tool prepared for the purpose so that appropriate records are available for reference as needed.

Refer Appendix X for a real life tool used by Department of Woman & Child Development, Government of Karnataka to capture external stakeholder inputs on service standards.

Step 4: Receive inputs through stakeholder consultations

This step explains how inputs from various stakeholder groups are collected for setting service standards.

Task 1: Administer survey tools as per survey plan

Collect data as per requirements identified in the survey tools from service recipients, internal staff, and external experts / practitioners. The task of actually conducting the survey is done with the involvement of concerned staff, Responsibility Centres and field level implementation teams at the locations specified in survey plan.

Task 2: Analyse data collected through survey tools

Compile results of the survey and identify the key expectations of stakeholders' vis-à-vis service standards of the Ministry and its Responsibility Centres.

Task 3: Prioritize stakeholder expectations

Decide which of the key expectations of stakeholders are to be incorporated into the service standards to be laid down now.

Step 5: Consolidate internal information and stakeholder consultation results

This step explains the process of finalisation of the sector standards after taking into account the current standards and the standards expected by stakeholders.

Task 1: Compare existing service standards with stakeholder expectations

Identify the key variations between existing service standards documented through Steps 1 and 2 and stakeholder expectations summarized through Step 5.

Task 2: Finalise standards of service delivered by Ministry/Department

Finalise service standards after taking into account the variations between existing service standards and stakeholder expectations, and the decisions relating to how these variations are managed.

Step 6: Prepare Charter and get approval

This step explains tasks involved in the actual preparation and launch of the Citizens' Charter.

Task 1: Prepare draft Citizens' Charter

Prepare Citizens' Charter for Ministry / Department consisting of nine sections described previously. The vision and mission statement included in the Charter should be consistent with the same given in the Results Framework Document. This should also include the Grievance Redress Mechanism which has been described in detail in the Chapter 4.

Task 2: Circulate draft Citizens' Charter for comments

Circulate the draft Charter among internal and external stakeholders for a final round of feedback.

Task 3: Finalize Charter

Consider the feedback received through circulation of draft Charter before finalizing the Charter and getting it approved from the competent authority.

Task 4: Make Hindi version of final charter

A public document is required to be published in bilingual version as per the mandatory requirement of Official Languages Act.

Task 5: Get the Charter approved by Minister-in-charge

Approval of the Charter in bilingual version by the Minister-in-charge is mandatory.

Step 7: Publish Charter in public domain

Task 1: Upload the Charter on website.

After approval of the Minister-in-charge the Charter must be placed on the Ministry / Department's website immediately. Thereafter it may be got printed for dissemination.

Task 2: Provide Printed copies of Charter

20 copies of the printed Charter are required to be sent to the Librarian, Parliament Library, Parliament House Annexe, Sansad Marg, New Delhi. Copies of the Charter can also be sent for information of members of the Department Related Parliamentary Standing Committee or be given to them during the next meeting. Another 15 printed copies are to be delivered to Performance Management Division, Chanakya Bhavan (1st Floor), Chanakyapuri, New Delhi 110021, along with a soft copy on mail to <performance-cabsec@nic.in>, <Prajapati.trivedi@nic.in>, <g.narendra@nic.in>

Task 3: Disseminate Charter contents

The Charter should be circulated to stakeholders in printed or soft copy form as appropriate. Copies of the Charter should be available for free distribution to the Citizens' / Clients' through the Ministry's / Department's Reception and /or the Information Facilitation Counters, where ever functional. The main aspects of the Charter may be displayed in the Reception / waiting area of the Ministry / Department or display the contact details of the person from whom a copy of the Charter can be obtained.

Step 8: Ensure implementation of Charter by staff

This step explains the tasks required for ensuring that staff of the Ministry/Department delivers services in accordance with the service standards laid down in the Charter.

Task 1: Send communication to all staff

Send a communication to all staff members enclosing the Charter and advising them on how they will be delivering services in accordance with standards laid down in the Charter.

Task 2: Conduct training/orientation sessions for staff on Citizens' Charter

Ensure that all the functionaries within the department throughout the vertical chain must be aware of the contents and use of the charter through training. A presentation on the contents of the charter can be prepared centrally, and then presented to the functionaries at various levels through the hierarchy. E.g. the head office makes a presentation to the state level, state level makes a presentation to district level and district level officials present to block level, block level officials present to lower level functionaries etc.

Step 9: Initiate process for Sevottam compliance by Responsibility Centres

This step explains the responsibility of the Ministry/Department in ensuring that the Responsibility Centres under its administrative control also achieve Sevottam compliance.

Task 1: Provide inputs to Responsibility Centres

Provide inputs to Responsibility Centres to design and implement Sevottam compliant Citizen's Charters.

Task 2: Agree roadmap with Responsibility Centres

Discuss and agree on a roadmap with Responsibility Centres on achieving Sevottam compliance by the Responsibility Centres.

Citizens' Charter Design and Implementation Process – At a Glance

Step 1: Collect information on service standards achieved / can be achieved by Ministry / Department	Step 2: Collect information on service standards achieved by Responsibility Centres (RC)	Step 3: Plan for stakeholder consultations on service standards of Ministry/ Department and its RC	Step 4: Receive inputs through stakeholder consulta-tions	Step 5: Consolidate internal information and stakeholder consultation results	Step 6: Prepare Charter and get approval	Step 7: Publish Charter in public domain	Step 8: Ensure implementation of Charter by staff	Step 9: Initiate process for Sevottam compliance by Responsibility Centres
Task 1: Identify services delivered **Task 2:** Identify indicators to measure service standards **Task 3:** Estimate current service standards **Task 4:** Document the current service standards	**Task 1:** Prepare list of RC **Task 2:** Prepare list of services offered by RC **Task 3:** Estimate current service standards achieved by the RC **Task 4:** Document role of Ministry/ Department in service delivery by RC	**Task 1:** Identify stakeholder groups to be consulted **Task 2:** Prepare plan to receive stakeholder inputs **Task 3:** Design tool to collect data on service recipient expectations **Task 4:** Design tool for internal stakeholder consultations on services and service standards **Task 5:** Design tool for external expert consultations on services and service standard	**Task 1:** Administer survey tools as per survey plan **Task 2:** Analyse data collected through survey tools **Task 3:** Prioritize stakeholder expectations **Task 4:** Design tool for internal stakeholder consultations on services and service standards **Task 5:** Design tool for external expert consultations on services and service standard	**Task 1:** Compare existing service standards with stakeholder expectations **Task 2:** Finalise standards of service delivered by Ministry/Department	**Task 1:** Prepare draft Citizen's Charter **Task 2:** Circulate draft CC for comments **Task 3:** Finalize Charter **Task 4:** Make Hindi version of final Charter **Task 5:** Get the Charter approved by Minister-in-charge	**Task 1:** Upload the Charter on website **Task 2:** Provide printed copies of Charter **Task 3:** Disseminate Charter contents.	**Task 1:** Send communication to all staff **Task 2:** Conduct training/orientation sessions for staff on Citizen's Charter	**Task 1:** Provide inputs to Responsibility Centres **Task 2:** Agree roadmap with Responsibility Centres

CHAPTER 4
GRIEVANCE REDRESS MECHANISM

GRIEVANCE REDRESS MECHANISM

4.1 Formats for Grievance Redress Mechanism

The Grievance Redress Mechanism for a Ministry/Department/ Responsibility Centers should cover the three processes of receipt, redress, and prevention and should contain information in the following sections:

i. Information on receipt

ii. Communications to complainant

iii. Criteria for classification

iv. Time norms for redress

v. Level of responsibility for Redress

vi. Analysis and prevention

In what follows, each process section is described briefly.

i. Information on receipt

Every Central Ministry/Department/Responsibility center shall identify the place, time, and personnel for receiving grievances brought personally by the complainant or received by post. Such a person should ideally be a part of the information facilitation counter or the reception or an as an arrangement in the form of an internal desk/unit/section/division in an office. He/she would be responsible for receiving the grievances, issuing the acknowledgment receipt simultaneously and maintain the record in the format given below. In case of online system the acknowledgement should be sent automatically.

To ensure that all relevant particulars are available for further actions to be taken, full details must be recorded at the time of receiving a grievance or complaint as shown below and an additional column should be provided for tracking date of redress:

		Particulars of Citizen / Client				Particulars of the Grievance			
#	Date of Receipt	Name	Address	Landline/ Mobile / Email	Whether Acknowled-gement given at the time of receipt	Subject of the grievance	Office	Brief Description	Date of Acknowledgement Date of Redress
1	2	3	4	5	6 (Yes / No)	7	8	9	10

Information under Chapter 4, Section (ii) c, of these guidelines must also be furnished.

ii. Communication to complainant

At the time of acknowledgement, the complainant should be provided with the following information:

a. Grievance number to facilitate monitoring and reminders by complainants

b. Expected time of redress (Prescribed maximum time limit for completion of redress is three months)

c. If not addressed within expected time, action to be taken by complainant

If the grievance is not redressed within the expected time, the complainant should be provided with the following information by the person responsible for receiving the manual/postal grievances:

a. Information on reasons for delay

b. Updated expected time of redress

c. If not addressed within expected time, action to be taken by complainant

At the time of final redress, the complainant should be provided with the following information by the office responsible for redress of the grievances:

a. Action taken for redress

b. If not satisfied with the redress action, avenues for pursuing the matter further

The information should be given in the same letter/order through which the final decision on redress is conveyed to the complainant.

iii. Criteria for classification

Different types of grievances or complaints need different responses or ways to respond to them. Therefore the grievance must be categorized to facilitate action appropriate to the type of grievance. The Department of Administrative Reforms and Public Grievances has provided five broad suggestive criteria under which the Ministry/Department can categorize their grievances. These five criteria can be listed in the following format:

#	Criteria	Grievance Category
1.	Charter related	
2.	Policy related	
3.	Personnel related	
4.	Pensioners' related	
5.	Vigilance related	

iv. Time norms for redress

Based on the criteria listed as above time norms for redress must be laid down as shown below:

#	Grievance Category	Time Norm for Redress

v. Level of Responsibility for Redress

In order to ensure that grievances are addressed within the prescribed time norms, the GRM should define the levels of responsibility for redress of each category of grievances and their time norms. In case the grievance is not redressed at a particular defined level then an avenue should be available to the complainant to approach the next higher authority. The responsible officials at each level should alert their next superior official well in time if a grievance is likely to exceed the prescribed time norm. The next higher authority should call for a report to redress escalated grievances.

They can then take appropriate action without the complainant having to repeatedly remind or pursue the issue. The table for level of responsibility for Redress must contain the following information as applicable:

#	Type of Grievance	Time line for redress at Level 1	Time line for Level 2	Time line for Level 3	Time line for Level 4

vi. Analysis and Prevention

Grievances can be viewed as free inputs to the organizations, to understand the expectations of service recipients better and initiate systemic reforms to meet those expectations. Ministries/Departments must analyze why they are receiving particular types of grievances more frequently than others. Such grievance prone areas need to be identified and analyzed for bringing about necessary changes proactively.

A format for root cause analysis of grievance prone areas is as follows:

#	Date and description of Grievance	Grievance prone areas identified	Root cause identified	Action required to improve system	Planned date and Authority responsible for taking action	Action taken date

4.2 Periodic Review

The Ministry/Department should have a system in place to call for monthly reports on grievance redress from Responsibility centers. The report should also contain information regarding the status of unaddressed/ unresolved grievances. In case of an automated system the monthly report should be able to automatically generate this information. All Ministries/ Departments should also consolidate the grievances redressed and pending at their own level on a monthly basis. The Director of Public Grievances of the Ministry/Department should review the grievances pending at their own level and with the Responsibility centers periodically.

4.3 Concluding Remarks

The above formats show the minimum format requirements for GRMs. Ministries/Departments can improvise and add on to the above formats to make their GRMs more efficient and effective. Although it is theoretically possible to maintain these formats manually, in order to implement them practically in situations where the volume of grievances is very large, it will be necessary to install an electronic system for recording receipt of grievances, issuing alerts when prescribed time norms are exceeded, and retrieving data at periodic intervals for conducting root cause analysis. A web based system (CPGRAMS) is being used in the Central Government to manage grievances received by the Department of Administrative Reforms and Public Grievances (DAR&PG), President's Secretariat, Directorate of Public Grievances (DPG) under Cabinet Secretariat and Ministries/Department. This system is designed and managed by the DARPG. A large percentage of such grievances received at the highest level are redressed at local/subordinate level. This

system facilitates the higher organizations to send such grievances at a nodal point in each Ministry/Department from where they are further sent to the concerned office where it eventually gets redressed.

The Director of Public Grievances (a JS level officer) in each Ministry/Department is using the system by accessing it through a user name and password given by DARPG. All grievances received by the President's Secretariat, Directorate of Public Grievances (DPG) under Cabinet Secretariat and DARPG are forwarded electronically to the concerned Director of Public Grievances. The Prime Minister's office will also be shortly connected to this system. The CPGRAMS has a facility for the Director of Public Grievances to create similar accounts for their subordinate offices and Responsibility centers that can further create their account till the last level. A facility is also provided for categorization and classification of grievances. The grievances are normally redressed at a decentralized level and higher formations that receive them can monitor the progress of redress received by them on a specially designed monitoring desk. A new upgraded version of CPGRAMS will be launched shortly and a multimedia CD on "How to use the CPGRAMS" is provided as part of the workshop kit. A copy will also be made available on the website www.pgportal.gov.in through the helpdesk link. Any query about the CPGRAMS can be sent by email to cpgrams-darpg@nic.in. Many organizations having a large public interface may require special arrangement at local level to deal with grievances within their domain. In such cases CPGRAMS may not be useful for their purpose and may require installation of special software for their own use.

CHAPTER 5
GRIEVANCE REDRESS MECHANISM DESIGN AND IMPLEMENTATION PROCESS

GRIEVANCE REDRESS MECHANISM DESIGN AND IMPLEMENTATION PROCESS

5. Grievance Redress Mechanism

This section describes the step by step process for managing the GRM.

Step 1: Design of GRM

This step explains the information required for setting up new GRM/reviewing existing GRM, and how it is identified and collected. This step consists of four tasks described below.

Task 1: Prepare list of data items to be captured in the GRM

Prepare a complete list of data items required in the system for both static and dynamic data elements. Static (or master) data includes information on the offices, responsibility centers, and all subordinate offices for which grievances are received in the Ministry/Department either through post or online or manually. A list of all possible types of grievances that are expected to be received in the Ministry/Department, categorization of grievances as per criteria defined above, level of responsibility for redress and timelines for redress for each level is also part of the static data. For dynamic (or transaction) data, prepare a list of the data elements that need to be captured for each complainant the time of receipt including complainant details, complaint description, and any other information to be provided by the complainant.

Appendix XI shows information to be collected on receipt of grievance - Example from Central Board of Excise and Customs

Task 2: Prepare the internal process flow chart for GRM

Prepare a process flow for grievances to enter and flow through the organizational hierarchy of the Ministry/Department up till the final point where it will be redressed. It must be ensured that the process does not make it cumbersome for the complainant to lodge a grievance and track it while it is pending for redress. It must also be ensured that the process is optimized to ensure fastest possible redress. At a very high level, the process flow will be the same for all grievances that flow through the GRM. However, the actual process for redress after it reaches the dealing hand may be different depending upon the type of service to which the grievance is related. For the purposes of

GRM process flow, only the high level process flow chart needs to be prepared. It is assumed that the process flow for redress at the level of the dealing hand is known to the dealing hand and that process is specific to each dealing hand.

Step 2: Implementation of GRM

This step explains how the GRM is to be implemented across all offices, divisions, Responsibility Centers, and Subordinate offices of the Ministry/Department.

Task 1: Implement the process flow through existing systems

The existing system requires that each Ministry/Department should designate a JS level officer as Director of Grievances. The Director of Grievances should ensure that nodal officers of grievances are nominated at each of the Responsibility Centers. The Director of Grievances has also been assigned under the CPGRAMS, and grievances received on the CPGRMS by DARPG, DPG Cabinet Secretariat, President's Secretariat and directly by Ministry/Department through the web should be directed to his account. Furthermore, the system is implemented through manual, semi-automated, fully automated system whatever is available at present.

Task 2: Training/Workshops on GRM

Identify the officials at the apex level who will be implementing the process documented as above and ensure that they are aware and trained in respect of their role in implementation of the process flow.

Task 3: Initiate process for automation related decisions

Take a view on the feasibility of implementing the process in its entirety through a manual, semi-automated, or fully automated system and initiate actions required for automation as appropriate. The process for the ongoing GRM activities will vary with the degree of automation. Furthermore, actual implementation of the complete process flow documented as above is aligned with the automation plans of the Ministry/Department.

Task 4: Launch the GRM

Ensure that the GRM is working as laid down in the process flow charts and approved for implementation so that when the GRM is publicized and service recipients actually try to use it, it actually works. If the task involved in implementing the entire process flow is too huge to take up in one go, the same may be taken up in phases within the outer limit of 1 year.

Task 5: Publicize the GRM

Conduct a publicity campaign to make service recipients aware of the GRM in alignment with the process flows in the GRM that are actually working as in above task. The basic information regarding GRM is also made available through the Citizen's Charter.

Step 3: Grievance Prevention

This step explains how grievances are analyzed in order to make the GRM efficient as well as effective.

Task 1: Conduct systemic analysis

Retrieve data on all grievances received during the last month or quarter as appropriate for your Ministry/Department. Using the information on grievance description and subsequent redress provided to the complainant, identify the root cause behind each grievance.

Task 2: Identify grievances prone areas and remedial actions

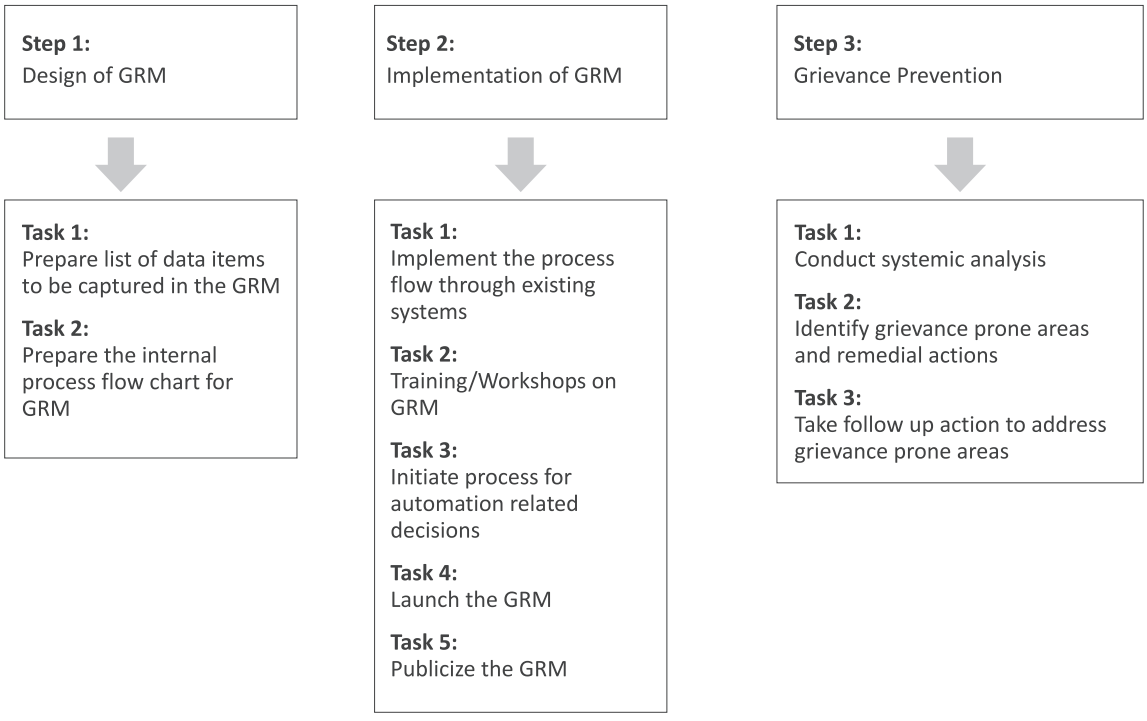
Identify the most frequent types of grievances and the most frequent causes behind the grievances. Also identify remedial measures on how the Citizen's Charter, the service delivery system and/or the GRM need/s to be modified in order to prevent the root causes from recurring.

Appendix XII shows an example of how grievance prone areas and remedial actions were identified for Employees Provident Fund Organization.

Task 3: Take follow up action to address grievance prone areas

Assign the remedial actions identified to appropriate personnel depending on the nature of action which could range from localized process improvements to apex level policy changes. Appropriate decisions are required for policy level decisions and these are referred to the competent authority for further action. Localized process improvements are to be identified and implemented quickly in a time-bound manner with clear responsibilities assigned to appropriate functionaries. Every quarter, results of the previous quarter's analysis should be reviewed to ensure that there is no backlog in the localized process improvements.

GRM Design and Implementation Process - At a Glance



CHAPTER 6

INSTITUTIONAL ARRANGEMENTS FOR DESIGN AND IMPLEMENTATION

INSTITUTIONAL ARRANGEMENTS FOR DESIGN AND IMPLEMENTATION

6.1 Institutional Arrangements at Ministry/Department Level

Institutional Arrangements refer to organizational structures including delegation, distribution, or sharing of roles and responsibilities related to designing and implementing any organizational initiative. In the context of Sevottam compliance, institutional arrangements are the organizational structures needed to ensure that the compliance requirements are properly designed, deployed and monitored to suit the specific context of the Ministry/ Department. Ministries/Departments need to create new arrangements for the activities and tasks that are not being done at present, in alignment with the arrangements that exist for the tasks that are already underway.

The following sections explain the institutional arrangements at the Ministry/Department level required for the present purpose.

1. Steering Group at the Apex level

Steering Group is responsible for ensuring that appropriate policies and processes have been laid down in respect of design and implementation of Citizens' / Clients' Charter and Grievance Redress Mechanism (GRM). This includes setting time frames for review and revision of the Charter and GRM so that the same is periodically updated in line with emerging requirements.

Chairperson: Secretary heading the Ministry/Department

Members: Senior most functionaries responsible for policy and design of service delivery processes for all services delivered by the Ministry/Department, its Responsibility Centers, and its Subordinate Offices.

Member Secretary: A Joint Secretary level officer should be made the Nodal Officer, responsible for Citizens' / Clients' Charter and Grievance Redress Mechanism. The Member Secretary may also be designated as Sevottam Champion at the apex level.

Member Secretary is responsible for preparing the agenda and convening meetings of the Steering Group in order to get the required policy decisions taken for setting and achieving service standards by the Ministry/Department, it's Responsibility Centers, and it's Subordinate Offices.

2. Working Group/Task Force at the Apex level

Chairperson: Member Secretary of the Steering Group

Members: Divisional heads responsible for ensuring that service standards as laid down in the Charter are actually being implemented in the Ministry/Department, its Responsibility Centers, and its Subordinate Offices.

Member Secretary: Senior functionary to be appointed by the Chairperson for coordinating and communicating with various functionaries and/or committees responsible for delivery of services as per standards laid down in the Charter.

Member Secretary is responsible for *preparing the agenda and convening meetings of the Working Group in order to disseminate the decisions taken by the Steering Group and to deliberate on implementation modalities.*

3. Implementation Committees at the Ministry/Department level

There will be multiple implementation committees in each Ministry/Department depending upon the number of separate Divisions, Responsibility Centers, and Subordinate Offices under the Ministry/Department.

Chairperson: Departmental/Divisional, Responsibility Centre, or Subordinate Office, Head responsible for each service/group of services.

Members: Departmental/Divisional Head direct reportees responsible for ensuring implementation of service delivery processes for all services delivered by the Department/Division

Special Invitee: Member Secretary of the apex level Working Group/Task Force will be a special invitee to all the Implementation Committees.

Special Invitee will be responsible for ensuring that the decisions taken by the Steering Group and the Working Group/Task Force at the apex level are communicated to the Implementation Committee for taking appropriate action at their level.

Member Secretary*:* Nodal Officer responsible for Citizens' / Clients' Charter and Grievance Redress Mechanism at the Departmental/ Divisional, Responsibility Centre, or Subordinate Office level. The Member Secretary may also be designated as Sevottam Champion at the Departmental/ Divisional, Responsibility Centre, or Subordinate Office level as applicable.

Member Secretary is responsible for preparing the agenda and convening meetings of the Implementation Committee in order to disseminate the decisions taken by the Working Group and to deliberate on implementation modalities at the next level.

6.2 Implementation Committees at next level

Next level Implementation Committees may be formed at Responsibility Centres / Field offices depending on the need and the structure of the organization.

Appendix XIII shows a real life example of institutional arrangements at CBDT which has implemented Sevottam through the Aaykar Seva Kendras.

CHAPTER 7
ENSURING SEVOTTAM COMPLIANCE

ENSURING SEVOTTAM COMPLIANCE

7. 1 Ensuring Sevottam Compliance

The Sevottam framework has been developed with the overarching objective of improving the quality of public service delivery in the country. The framework has three components: Citizen's Charter, Grievance Redress Mechanism and Service Delivery Capability.

The first component of the framework requires effective charter implementation thereby opening up a channel for receiving citizens' inputs into the way in which organizations determine service delivery requirements. Citizens' Charters publicly declare the information on citizens' entitlements; making citizens better informed and hence empowering them to demand better services.

The second component of the framework, 'Public Grievance Redress' requires a good grievance redress system operating in a manner that leaves the citizen more satisfied with how the organization responds to complaints/grievances, irrespective of the final decision.

The third component 'Service Delivery Capability', postulates that an organization can have an excellent performance in service delivery only if it is managing the key ingredients for good service delivery well, and building its own capacity to continuously improve delivery.

The current focus of the RFD policy is on the first two components. For them to be Sevottam Compliant they have to meet two levels of assessment criteria:

7.2 Compliance Assessment

This part of the assessment acts as a screening mechanism to filter out organizations that do not meet the basic requirements to even enter the assessment process. Currently it consists of 5 criteria that ascertain whether the organization has started applying some tools that can improve service delivery and is therefore likely to benefit from the assessment process. The criteria are articulated in the form of questions that offer binary choices (“Yes/No”). We go to the next level of assessment only after all questions in the first level have been answered in the affirmative:

Table 1: First level of Sevottam Compliance

	YES	NO
i. Has the department published an approved Citizens' Charter?		
ii. Has the department circulated the Charter among service delivery units?		
iii. Has the department appointed a senior officer as Director of Public Grievances / Nodal officer for Citizens' Charter for the Department?		
iv. Has the department set up a task force for formulation, implementation and review of Citizens' Charter as per standards & for conducting self-assessment with involvement of representative citizen groups?		
v. Has the department published grievance lodging and redress procedure, and timelines for redress?		

7.3 Process Quality Assessment

This part of the assessment acts as a rating mechanism to assess the quality of tool application and its utilization for improved service delivery. It consists of 11 criteria for each of the modules, viz. Citizens' Charter and Public Grievance Redress Mechanism, thereby comprising 22 criteria in all. These criteria ascertain the extent to which the organization is applying service delivery improvement tools in a systematic manner and is able to learn from experience. The criteria are articulated in the form of questions that can invite rating on a five-point scale ranging from “ad hoc” to “systematic” action. The rating given in response to each question needs to be backed up by evidence attached with the application. Each Ministry/ Department that is participating in the RFD for the year 2010 -11 should carry out a self assessment on the 22 criteria under the Sevottam Framework. The Ministry/ Department should then send an application along with the Self assessment format to the Performance Management Division by 30 Dec, 2010. An organization that scores well on these criteria deserves commendation for having understood the utility of service improvement tools and for putting this understanding to good use.

The following 22 questions listed in Table 2 on the next page need to be cleared adequately in the second level of Sevottam compliance. For Sevottam compliance a Citizens', the Charter forof a departmentMinistry/ Department would need to get an average score of 4 and a minimum of 3 in all indicators.

7.4 Submission of Charter and GRM for Assessment

The Ministry/Department's Charter and GRM can be submitted in the following manner :

a Electronic copy to the following emails: performance-cabsec@nic.in, Prajapati.trivedi@nic.in; and g.narendra@nic.in

b. Printed Version (15 copies) hand delivered to Performance Management Division, Cabinet Secretariat, at:

Chanakya Bhawan (1st Floor)
Chanakyapuri
New Delhi - 110021

7.5 Sevottam Compliance Assessments

Assessment of Charters and GRM of Ministries/Departments to ensure that they are Sevottam compliant according to criteria mentioned in Tables 1 and 2 will be done by a third party authorized by the Performance Management Division, Cabinet Secretariat.

All queries relating to guidelines on Sevottam Compliance and Sevottam Implementation can be sent to sevottam@nic.in. Any query about the CPGRAMS can be sent by email to cpgrams-darpg@nic.in.

Table 2: Second Level of Sevottam Compliance

No.	Module/Criteria/Element	Systematic				Ad-hoc
		5	4	3	2	1
1	**Citizens' Charter**					
1.1	**Charter Implementation**					
1.1.1	How do you determine and/or distinguish the citizen groups as also your stakeholders and what services do you offer to them?					
1.1.2	How do you meet the service expectations of your citizen groups?					
1.1.3	How do you ensure that services and their standards as described in the charter are in accordance with expectations of citizen groups identified above?					
1.1.4	How do you ensure that preparation and/or review of the charter is participatory and inclusive of all your citizen groups?					
1.1.5	How do you ensure that frontline staff and citizen groups are aware of the charter and can understand its contents easily for compliance?					
1.2	**Charter Monitoring**					
1.2.1	How do you measure and track service delivery performance of different outlets against charter contents?					
1.2.2	How do you communicate the gaps in service delivery to officer/team responsible for charter monitoring and to the outlets concerned?					
1.2.3	How do you fill the observed and/or reported gaps?					
1.3	**Charter Review**					
1.3.1	How do you find out whether your charter is serving its purpose and take measures to enhance its effectiveness?					
1.3.2	How do you incorporate legislative changes (e.g. introduction of Right to Information Act, etc.) and other relevant provisions/ developments in your charter revision process?					
1.3.3	How do you ensure that frontline staff and the citizens are aware of the basis for making changes as above?					

No.	Module/Criteria/Element	Systematic				Ad-hoc
		5	4	3	2	1
2	**Grievance Redress Mechanism**					
2.1	**Grievance Receipt**					
2.1.1	How do you prepare and implement guidelines for spreading awareness on public grievance process and ensure that citizens get the information they need?					
2.1.2	How do you prepare and implement guidelines for recording and classifying grievances?					
2.1.3	How do you prepare and implement guidelines for multiple channels of grievance redress such as toll-free telephone lines, web site, etc.?					
2.2	**Grievance Redress**					
2.2.1	How do you determine time norms for acknowledgement, and redress of grievances/ complaints received?					
2.2.2	How do you ensure that the time norms as above are adhered to?					
2.2.3	How do you continuously improve the system and use forums like Jan Sunwai, Lok Adalats and other single window disposal systems to expedite grievance redress?					
2.3	**Grievance Prevention**					
2.3.1	How do you use grievance analysis while preparing annual action plans and strategy of the organization?					
2.3.2	How do you find out grievance prone areas and communicate them to the officer/team responsible for service delivery improvement and to the Public Grievance Redress Officer?					
2.3.3	How do you link grievance analysis to charter review and to other guidelines so that complaint prone areas are improved upon?					
2.3.4	How do you measure and track the progress on improvements required to reduce complaint prone areas?					
2.3.5	How do you ensure that frontline staff and the citizens are aware of improvements made in grievance redress mechanism?					

CHAPTER 8

EVALUATION OF CHARTER AND GRM IMPLEMENTATION

EVALUATION OF CITIZENS' / CLIENTS' CHARTER AND GRIEVANCE REDRESS MECHANISM

8. Evaluation of Charter / GRM Implementation

Even if the Charters and GRM are well drafted and the process of developing them is Sevottam compliant, there is no guarantee that they will be implemented effectively. To ensure that they are implemented effectively, each Ministry/Department will determine beforehand the criteria and methodology by which they will be evaluated. For this they need to do the following:

1. Assign a weight to each service standard including timelines for redress of grievances
2. Define **criteria** on which a **range** for evaluation of service delivery can be laid down
3. Define the range on a scale ranging from Excellent to Poor with Excellent being the highest achievability of each service standard
4. Specify the **sources of data** or **evidence** on which they will be evaluated
5. Submit the evaluation methodology as above to Performance Management Division, Cabinet Secretariat by email in the prescribed format.

Examples of **criteria** for defining a **range** are explained below:

1. Frequency - Percentage times service standard has been met (If the service is provided 100 times during the evaluation period and 80 times it is delivered as per standards (or better), then the service standard has been met 80% times)
2. Deviation - Percentage deviation from standard (If the service has to be provided between 10.00 am to 11.00 am daily, but there is an average delay of 15 minutes during the evaluation period, then percentage deviation is 25% - calculated as 15 minutes delay being 25% of the service window of one hour)

Examples of **sources of data** or **evidence** for evaluation are explained below:

1. Clients - Data can be sought from clients who have availed services during the evaluation period to check extent of achievement of service standards
2. Records - Records of the Ministry/Department showing the extent of conformance or deviation with the standard.

The actual evaluation will be conducted by specially designated teams appointed by the Performance Management Division, Cabinet Secretariat. The team will examine the evidence provided by the Ministry/Department in support of actual implementation of the Charter and GRM and give scores in accordance with the methodology. In addition, the team will take up test cases where they would place 'test' service requests and lodge 'test' grievances to validate the

evidence provided by the Ministry/Department. If the test case data contradicts the evidence provided by the Ministry/Department under evaluation, the team will refer it to the Ministry/Department for reconciliation. Based on the findings from validated evidence, the Ministry/Department will be given a single score on the following scale:

Excellent	Very Good	Good	Fair	Poor
100 %	90%	80%	70 %	60 %

Appendix XIV shows the format in which the evaluation methodology is to be submitted. The format is followed by a hypothetical example of how scoring will be done.

APPENDICES

Appendix I: Listing and classification of services - Example of Kendriya Vidyalaya Sangathan

List of Services	
Type of Service	**Service**
Admissions	Scrutiny of registration forms received for admission by the Admission Committee
	Issue notification for admissions for the next academic year
	Issue of prospectus with registration forms to the parents desirous of admission of their wards.
Examination	Conduct Half yearly Examination based on the coverage of syllabus up to 31st October of the academic year
	Conduct Annual Examination based on the whole syllabus
	Conduct the 1st Pre Board Tests for classes X and XII

Appendix II: Indicators for service standards – Example of Central Board of Excise and Customs

RC	Service Name	Indicator
Customs (Imports and General	Issue of acknowledgment receipt	Turn Around Time
	Clearance of Bill of Entry	Turn Around Time
	Grant CHA licences	Turn Around Time
	Issue G & H cards	Turn Around Time
	Registration of Bill of Entry	Turn Around Time
DGICCE Office	Issue of acknowledgements for all correspondence received from a retired employee	Turn Around Time
	Provide final decision on pension claim for all retired employees	Turn Around Time
	Issue of acknowledgement receipt for every public grievance	Turn Around Time
	Resolution of a public grievance	Turn Around Time
Central Excise	Issue of Acknowledgements in all written communication including declarations, intimations, applications and returns like ER-I,ER-II, ER-III	Turn Around Time
	Issue of Acknowledgements fo Registration, Refunds/Rebates, CT-1 applications, Undertakings/ Bonds/ SSI declarations	Turn Around Timer
	Disposal of Rebates claims	Turn Around Time
	Disposal of Refunds claims	Turn Around Time
	Issue of deficiency memo in case any deficiency is noticed in the refund /rebate claim to the party	Turn Around Time
Service Tax	Issue of Acknowledgements for Centralized Registration	Turn Around Time
	Issue of deficiency memo in case any deficiency is noticed in the Registration form, to the party	Turn Around Time
	Provide Centralized Registration	Turn Around Time

Appendix III: Estimation of current standards - Example of Central Board of Excise and Customs

RC	Service Name	Standard
Customs (Imports and General	Issue of acknowledgement receipt	7 days
	Clearance of Bill of Entry	48 Hours/2 days
	Grant CHA licences	1 month/ 30 days
	Issue G& H cards	1 month/ 30 days
	Registration of Bill of Entry	1 hour
DGICCE Office	Issue of acknowledgements for all correspondence received from a retired employee	7 days
	Provide final decision on pension claim for all retired employees	90 days
	Issue of acknowledgement receipt for every public grievance	48 hours
	Resolution of a public grievance	30 days
Central Excise	Issue of Acknowledgements in all written communication including declarations, intimations, applications and returns like ER-I,ER-II, ER-III	24 hours
	ssue of Acknowledgements for Registration, Refunds/Rebates CT-1 applications, Undertakings /Bonds/ SSI declarations	7 days
	Disposal of Rebates claims	3 months
	Disposal of Refunds claims	3 months
	Issue of deficiency memo in case any deficiency is noticed in the refund/rebate claim to the party	15 days/ 30 days
Service Tax	Issue of Acknowledgements for Centralized Registration	7 Working days
	Issue of deficiency memo in case any deficiency is noticed in the Registration form, to the party	7 Working days
	Provide Centralized Registration	15 Working days

Appendix IV: Formal documentation of service standards - Example of Central Board of Direct Taxes

Service Name	Standard
Allotment of PAN	Within 15 days of receipt of PAN application
Disposal of application for approval to a fund under Section 10(23AAA) of the IT Act	Within 3 months from the end of the month of its receipt
Disposal of application for approval to Hospitals in respect of medical treatment of prescribed diseases	Within 90 days of its receipt
Disposal of application for grant of approval to Institution under Section 80G 5(Vi) of the IT Act	Within 6 months from date on which application was made
Disposal of Application for grant of exemption or continuance thereof to institutions (Hospitals, School, University etc.) under Section 10 (23C) of IT Act	Within one Year
Disposal of Application for no deduction of tax or deduction of tax at lower rate	As early as possible but not later than 30 days of its receipt
Disposal of application for recognition/approval to Provident fund/Superannuation /gratuity fund	Within 3 months from the end of month of its receipt
Disposal of application for registration of Charitable or religious trust on institutions	Within 4 months from the end of month of its receipt
Disposal of Application for transfer of case	within 60 days of the receipt of application
Disposal of Application seeking extension of time for payment of tax or grant of instalments	Within 1 month from end of the month in which the application is received
Disposal of rectification application	Within 2 months from end of the month in which the application is received
Issue of refund including interest, if any arising from proceedings other than Section 143(1)	Within 30 days of its determination
Issue of tax clearance certificate under Section 230 of IT Act	On the date of receipt of application or latest by the following working day
Issue of Tax refund along with interest, if any	within 9 months from the end of the months in which the return complete in all respect is received
Redress/disposal of complaints/grievance	Within 2 months from the end of the month of its receipt

Appendix V: List of Responsibility Centers – Example of Ministry of Labour & Employment

ATTACHED / SUBORDINATE OFFICES AND AUTONOMOUS BODIES

Directorate General of Employment & Training (DGE&T): (http://dget.gov.in)

- Laying down the policies, standards, norms and guidelines in the area of vocational training throughout the country.
- Co-ordinating employment services.

Office of the Chief Labour Commissioner (Central): (http://labour.gov.in/clc)

- Prevention, investigation and settlement of industrial disputes in the Central sphere.
- Enforcement of awards and settlements.
- Implementation of labour laws in industries and establishments in respect of which, Central Government is the appropriate Government.
- Verification of membership of Unions affiliated to the Central Organizations of Workers for giving them representation on national and international conferences and committees.
- Enforcement of the provisions of the Minimum Wages Act in the Central Sphere establishments.
- Authorized to adjust Variable Dearness Allowance (VDA) every six months effective from 1st April and 1st October every year on the basis of 6 monthly averages Consumer Price Index for the preceding six months ending 31st December and 30th June respectively.

Directorate General of Factory Advice Service and Labour Institutes (DGFASLI): (http://dgfasli.nic.in)

- Safety, health and welfare in factories and docks.
- Coordinating implementation of the Factories Act, 1948 by the State Governments and formulation of model rules.
- Administration of the Dock Workers (Safety, Health and Welfare) Act, 1986
- Undertaking research in industrial safety, occupational health, industrial hygiene, industrial psychology and industrial physiology.
- Providing training, mainly in the field of industrial safety and health, including a diploma course of one year duration in industrial safety which is an essential qualification for appointment of safety officers in factories, 3 months certificate course in industrial health (AFIH) for Doctors for their appointment as factory medical officers.

- Regular in-service training of factory inspectors.
- Implementing the Vishwakarma Rashtriya Puraskar (VRP) and National Safety Awards (NSA) Schemes.

Directorate General, Labour Bureau :(http://labourbureau.nic.in)

- Collection, compilation, analysis and publication of statistical data on labour related subjects like employment, wages, earnings, industrial relations, working conditions etc.
- Compilation and dissemination of the Consumer Price Index Numbers for Industrial and Agricultural/Rural Workers.
- Rendering necessary assistance to the State Governments in conducting training programmes in Labour Statistics at State/District/Unit levels.
- Updating the base of Consumer Price Index Numbers for:-
  i. Industrial Workers from base 2001=100 to 2010=100
  ii. Agricultural/Rural Labourers from 1986-87=100 to 2004-05=100
- Updating the base of Wage Rate Index Numbers from 1963-65=100 to 2006-07=100.
- Improvement of Labour Statistics, Human Resource Development and Creation of Management Information System.

Directorate General of Mines Safety (http://www.dgms.in)

- Enforcement of the provisions of the Mines Act, 1952 and Regulations framed there under {Coal Mines Regulations, 1957, Metalliferous Mines Regulations, 1961, Oil Mines Regulations, 1984, Mines Rules, 1955, Mines Vocational Training Rules, 1966, Mines Rescue Rules, 1985., Mines Crèche Rules, 1966, Coal Mines Pit Head Bath Rules, 1959}
- Enforcement of the provisions of the Electricity Act, 2003 and Indian Electricity Rules, 1956 and Allied Legislations {Factories Act, 1948 : Chapter III & IV, Manufacture, Storage & Import of Hazardous Chemicals Rules, 1989 – under Environmental Protection Act, 1986, Land Acquisition (Mines) Act, 1985, The Coal Mines (Conservation & Development) Act, 1974} as applicable to Mines and Oils fields.

Welfare Commissioners (9 offices):

Providing welfare facilities to the workers employed in the mica, limestone, dolomite, iron ore, manganese and chrome ore mines and in the beedi and cinema industries.

Appendix VI: Service Recipients/Citizens/Clients

Department of Posts: Service Recipients/Citizens/Clients

1. Walk-in Customers in Post Offices
2. Households receiving letters

CBDT: Service Recipients/Citizens/Clients

Tax Payers

Example from the Department of Women and Child Development, Karnaraka

The draft citizen charter was circulated to the following stakeholders for review:

- *Working Group members*
- *State ATI, Mysore*
- *Selected NGOs*
- *Academicians*
- *Health Department*
- *UNICEF*

Appendix VII: Survey Plan - Example of Department of Post

	Forenoon (8am – 1pm)	Afternoon (2pm – 8pm)
1st Period 2 days (Dates…)	4 Teams (2 member each)	4 Teams
	Day 1	Day 1
	Team 1&2: PO 1	Team 1&2: PO 1
	Team 3&4: PO 2	Team 3&4: PO 2
	Day 2	Day 2
	Team 1&2: PO 2	Team 1&2: PO 2
	Team 3&4: PO 1	Team 3&4: PO 1
	Frequency of Observations: Every 15 min	
2nd Period 5 days (Dates….)	2Teams (2 member each)	2 Teams
	Day 1	Day 1
	Team 1: PO 1	Team 1: PO 1
	Team 2: PO 2	Team 2: PO 2
	Day 2	Day 2
	Team 1: PO 2	Team 1: PO 2
	Team 2: PO 1	Team 2: PO 1
	Day 3	Day 3
	Team 1: PO 1	Team 1: PO 1
	Team 2: PO 2	Team 2: PO 2
	Day 4	Day 4
	Team 1: PO 2	Team 1: PO 2
	Team 2: PO 1	Team 2: PO 1
	Day 5	Day 5
	Team 1: PO 1/PO 2 as per need	Team 1: PO 1/PO 2 as per need
	Team 2: PO 1/PO 2 as per need	Team 2: PO 1/PO 2 as per need
	Frequency of Observations: Every 15 min	

Appendix VIII - Tool to capture citizen/client expectations - Example from Department of Woman & Child Development, Government of Karnataka.

Survey of Citizens / Beneficiaries on Sector Standards in ICDS

This survey is being conducted as part of the pilot project to implement "Sevottam" to improve the quality of service delivery at the Anganwadi centres. It is being done by representatives of PwC on behalf of the Department of Woman and Child Development, Government of Karnataka.

Supplementary Nutrition Programme

1. Which of the following beneficiaries must be given food at the anganwadi centre and how?

Beneficiary	Cooked & served at AWC	Given as Take home ration
Children (0-3 years)		
Children attending pre-school		
Pregnant women		
Lactating Mothers		
Adolescent girls (under KSY)		
AWW and AWH		
Others (Pls specify)		

2. How many **number of days a week** should food be provided at the anganwadi centre for children attending pre-school? *1. All days including Sunday / 2. Weekdays only*

3. At the Anganwadi centre, how many **times a day** should food be provided for children attending pre-school and at what time?

	Once a day	Time:	
	Twice a day	Time:	Time:

4. For food being cooked & served at the AWC, which of the following items do you want? (Pls tick)

Food Item	Morning	Afternoon
Cooked food with curry (Rice and Sambar cooked with vegetables)		
Cooked food dish (Chitranna, Bisi Bele Bath, Khichdi etc)		
Amylase Rich Energy Food (AREF)		
Fortified Ready-to-cook food		
Cooked locally available food (Jowar, Ragi, Groundnut, Rice flour, Puffed Rice, Green Gram/ Bengal Gram Dal, Jaggery, etc.)		
Non-cooked foods (Fruits, milk, nuts etc)		
Energy rich snacks (milk peda, groundnut chiki)		
Others (please specify)		

5. How many times in a month should take-home ration be distributed at the Anganwadi Centre?

1. Once a week/ 2. Once every fortnight/ 3. Once a Month/ 4. Once in three months

6. Which of the following foods do you want as take home ration? (Please specify quantity in kgs/ month in the boxes)

Tick	Food Item	0 – 3 years	PLM
	Amylase Rich Energy Food (AREF)		
	Fortified Ready-to-cook food		
	Non-cooked foods (Fruits, milk, nuts etc)		
	Energy rich snacks (milk peda, groundnut chiki)		
	Infant food Mix from Ragi Malt/ local food for 6m-3y children		
	Uncooked Rice / Wheat		
	Uncooked local food grains (Jowar, Ragi etc.)		
	Uncooked Dal		
	Others (please specify)		

7. Which of the following supplements do you want to be given at the Anganwadi centre and to whom?

Supplement	Only children having severe malnutrition (Grade III and IV)	All children attached to anganwadi centre	All Pregnant women attached to anganwadi centre
Iron-Folic Acid Tablets/ Syrup			
De-worming tablets			
Vitamin A Supplement			
Double fortified/ Iodised Salt			
Any other (Pls specify)			

8. Do you have any suggestion regarding SNP services?

Immunization – Administered to parents of 0-3 yr children and PLM only (BCG, DPT I, II and III, Measles, Vitamin A, Polio)

1. What should be the frequency of holding immunization sessions?
   (1. Daily/ 2. Twice a week/ 3. Weekly/ 4. Fortnightly/ 5. Monthly/ 6. Others)
2. Where should immunizations sessions be conducted?
   (1. Anganwadi centre/ 2. Sub-centre/ 3. PHC/ 4. Taluk or District hospital / 5. Others)
3. During what time of the day should immunization session be conducted?
   (1. Early Morning (8-10) / 2. Morning (10-12) / 3. Mid-day (12-2) / 4. Early Evening (2-4) / 5. Evening (4-6) / 6. All Day (10-4))
4. Who should be present during the immunization sessions?
   (1. ANM/ 2. ASHA worker/ 3. Medical Officer / 4. LHV/ 5. AWW)
5. Do you have any suggestion regarding Immunization services?

Health Check-up

1. What should be the frequency of health check-ups?
   (1. Weekly/ 2. Fortnightly/ 3. Monthly/4. Quarterly/ 5. Half yearly/ 6. Others)
2. Where should health check-ups be conducted?
   (1. AWC/ 2. Sub-centre/ 3. PHC/ 4. Taluk or District hospital)
3. During what time of the day should health check-ups be conducted?
   (1. Early Morning (8-10) / 2. Morning (10-12) / 3. Mid-day (12-2) / 4. Early Evening (2-4) / 5. Evening (4-6) / 6. All Day (10-4))
4. Who should conduct the regular health check-ups?
   (1. ANM /2. LHV/ 3. Medical Officer/ 4. Other)
5. Who should receive the health check-up at the AWC?
   (1. Malnourished or sick children/2. Mentally and Physically Challenged Children/ 3. Pregnant women/ 4. Lactating Mothers/ 5. Should be for all beneficiaries)
6. Do you have any suggestion regarding Health Check-up services?

Health Referral

1. Should health referral service be provided at Anganwadi centre? *(Y/N)*
2. Should there be a fixed day allocated for referral cases from AWC at
   (1. PHC / 2. Taluk or district hospital / 3. Both)
3. Who should receive the health referrals?
   (1. Malnourished or sick children/ 2.Mentally and Physically Challenged Children/ 3. Pregnant women/ 4. Lactating Mothers/ 5. Should be for all beneficiaries)
4. Do you have any suggestion regarding Health Referral services?

Nutrition and Health Education

1. How many times a month should NHE sessions be conducted by the health department?
   (1. Daily/ 2. Weekly/ 3. Fortnightly/ 4. Monthly/ 5. Others)
2. What should be the frequency of Mothers Meeting sessions held by AWW?
   (1. Daily/ 2. Weekly/ 3. Fortnightly/ 4. Monthly/ 5. Others)

3. Where should NHE/ Mothers Meeting sessions be conducted? *(1. Anganwadi Centre/ 2. Sub-centre /3. Any Other Location)*	
4. At what time of the day should NHE & Mother Meeting sessions be conducted? *(1. Early Morning (8-10) / 2. Morning (10-12) / 3. Mid-day (12-2) / 4. Early Evening (2-4) / 5. Evening (4-6) / 6. All Day (10-4))*	
5. Who all should conduct Nutrition and Health Education sessions? *(1. ANM/ 2. ASHA worker/ 3. Medical Officer / 4. AWW/ 5. Supervisor/ 6. LHV)*	
6. Do you have any suggestion regarding NHE services?	

Pre-School Education – Administered to parents of 3-6 yr children only

1. What should be the age group for children to attend PSE at AWC?

2. What should be the timing of the PSE classes conducted at the AWC?

3. What are your requirements for each child attending PSE?

	Yes *(unprompted)*	**Yes** *(From list)*	**No**
Report Card depicting child's progress			
Transfer Certificate (TC) for admission into primary school			
Uniform			
Footwear			
Books for children			
Children to be taught 3Rs (Read, Write and Maths)			
Slate and chalk pieces			
Playground at AWC			
Mats for children to sit on			
Benches for children to sit on			
Blackboard for children at AWC			
Toys			
Others (please specify)			

4. Which topics do you want to be taught as part of PSE?

5. Do you have any suggestion regarding PSE services?

Others

1. Which of the following facilities should be available at all the AWCs? (Please tick as appropriate)

	Yes *(unprompted)*	**Yes** *(From list)*	**No**
Own Anganwadi Building			
Electricity			
Drinking water			
Functional toilets			
LPG cylinder and stove			
Water filter			
Utensils to cook and serve food			
Others (please specify)			

2. What other services would you like the AWC to provide?

Appendix IX: Tool to capture employees' inputs on service standards - Example of Department of Posts

Dear staff member.....

This questionnaire has been designed to understand your perception of your job. Please tell us about the strengths and weaknesses of your work place and working environment. Your suggestions will be kept strictly confidential and will be used for service improvement only.

There are 2 parts to this questionnaire. Please answer all the questions relevant to you.

Thank you for your co-operation

-sd-
Sub post master/Postmaster
..... SO/HO

Name (Optional):-_____

(1) How do you rate the services provided to the customers by your post office?

☐ Very good
☐ Good
☐ Satisfactory
☐ Not satisfactory

(2) How can we better satisfy our customers?

☐ By providing quick services
☐ By courteous behavior
☐ By efficient mail delivery]
☐ Any other (please specify)

(3) Are you aware of the specialized value added services being offered by the post office? (List may be modified to suit the needs of the PO)

Sale / processing of passport applications	☐ Yes	☐ No
International money transfer	☐ Yes	☐ No
Postal ID card	☐ Yes	☐ No
SB cash delivery at doorstep through postmen	☐ Yes	☐ No
Sale of packaging materials	☐ Yes	☐ No
E-payment of bills	☐ Yes	☐ No

(4) Which branch of this office needs immediate improvement?

Ans _____

_____

(5) What should be done to improve above referred branch?

Ans _____

_____

(6) What are your suggestions to improve quality of services towards the customers?

Ans _____

_____

Questions for delivery staff

Has the public approached you for purchase of stamps?

☐ Yes ☐ No ☐ I am not aware of the scheme

(1) Has the public approached you for posting their mail?

☐ Yes ☐ No ☐ I am not aware of the scheme

(2) Has the public approached you for receiving SB cash at their door step?

☐ Yes ☐ No ☐ I am not aware of the scheme.

(3) What are the problems you face while delivering mail?

☐ Incorrect addresses/missent letters.

☐ Non availability of forms and stationery.

☐ Dealing with the public.

☐ Others (specify).

_____

_____

_____

(4) Any other suggestions to improve delivery services:- _____

_____

_____

_____

_____

_____

_____

THANK YOU

Appendix X: Tool to capture external inputs on service standards - - Example from Department of Woman & Child Development, Government of Karnataka.

Component	Sectoral Standards/ Targets	Performance Monitoring Indicators
Supplementary Nutrition Programme		
Kishori Shakti Yojana		
Non-formal Pre-school Education		
Health related services – Immunization		
Health related services – Health Check Ups		
Health related services – Referral Services		
Health related services – Nutrition Health Education		
Support services – Finance		
Support services – Human Resource Management		
Support services – Infrastructure		

Appendix XI: Information to be collected on receipt of grievance - Example from Central Board of Excise and Customs

Criteria for Classification

#	Criteria	Categories
1.	Charter related	Clearance of Bill of Entry
		Grant of CHA License
		Decision on Pension Claims

Time norms for redress

#	Grievance Category	Time Norm for Redress
1	Clearance of Bill of Entry	1 working day
2	Grant of CHA License	15 working days
3	Decision on Pension Claims	30 working days

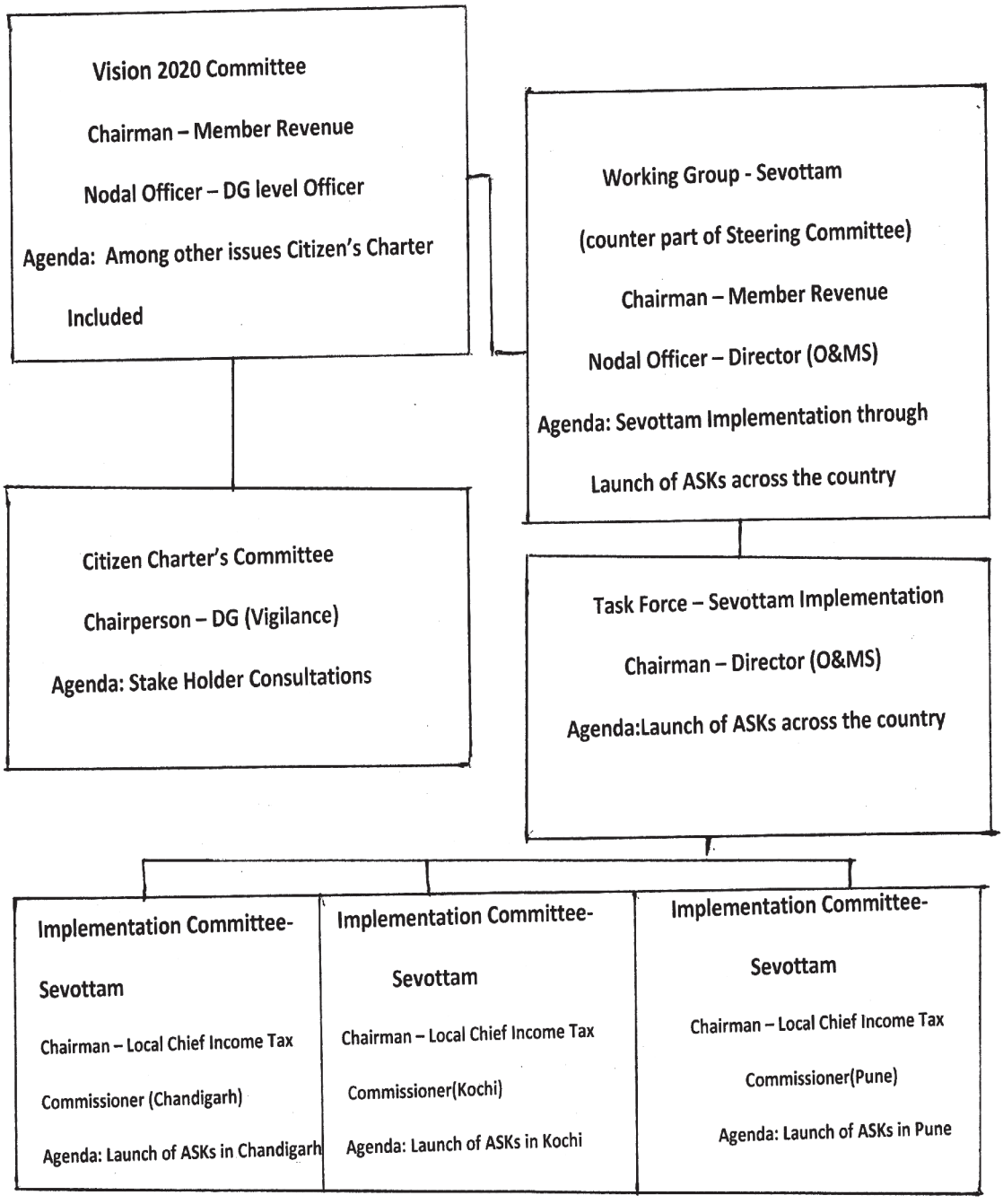
#	Type of Complaint	Time line for redress at Level 1	Time line for Level 2	Time line for Level 3	Time line for Level 4
1	Clearance of Bill of Entry	1 working day	On 2nd working day	On 3rd Working day	On 4th working day
2	Grant of CHA License	15 working days	On 15th working day	On 20th working day	On 30th working day
3	Decision on Pension Claims	30 working days	At the end of 1 months	At the end of 1 month +1 week	At the end of 2 months

Appendix XII: Identification of grievance-prone areas and remedial action - Example of Employees Provident Fund Organization.

Example: Employees Provident Fund Organization:

#	Date and description of Complaint	Date of analysis and Root cause identified	Most frequent root cause	Action required to improve system	Planned date and Authority responsible for taking action	Action taken date
	15/03/10	31/03/10			15/04/10	
1	Claim not settled	Complainant not aware of time norms	Incomplete claim form	Sample of complete claim form to be displayed at service delivery offices	Regional Provident Fund Commissioner	Actual date when action is taken
2	Claim not settled	Incomplete claim form				
3	Claim not settled	Incomplete claim form				

Appendix XIII: Example of institutional arrangements Central Board of Direct Taxes



Appendix XIV: Format for Independent Evaluation of Charter and GRM Implementation

No.	Service	Indicator	Service Standard	Unit	Weight	Data Source	Excellent	Very Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
							Evaluation Criteria				
1		1a		%							
		1b		%							
2		2a		%							
3		3a		%							
		3b		%							
..		..		%							
..		..		%							
		..		%							
N		Nn		%							
Grievance Acknowledgement/Redress Time Norms											
No.	Response to Grievance	Indicator	Service Standard								
1		Response Time		%							
..				%							

The following example illustrates how the calculations for arriving at a final evaluation of a final score on Charter and GRM will be done.

Department A is delivering three main services identified as x, y, and z. Service standards and evaluation methodology for implementation of these standards are as follows:

Name of Department: A							
Service	Service standard	Criteria to evaluate implementation	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
x	Sent within 5 working days of month-end	Percentage times delivered within standard (Frequency)	100%	90% or above but below 100%	80% or above but below 90%	70% or above but below 80%	60% or above but below 70%
y	Between 10.00 am to 11.00 am on all working days	Percentage times delivered within standard (Frequency)	100%	90% or above but below 100%	80% or above but below 90%	70% or above but below 80%	60% or above but below 70%
z	Within 15 working days of receipt	Percentage Deviation from standard (Average delay time of all late deliveries)	Negative (Delivered in less than 15 days every time)	Zero (Delivered in 15 days every time)	Less than 10%	10% or above but below 20%	20% or above but below 30%

During the evaluation period, service x has been delivered 5 times, service y 8 times, and service z 7 times as per following standards:

No.	Service	Weight	Service standard	Actual delivery	Score
1	x	0.25	Sent within 5 working days of month-end	On 3rd working day	Within standards 4 out of 5 times, i.e. 80% of the time, therefore raw score is 80% and weighted score is 80%*0.25 =20%
2	x			On 8th working day	
3	x			On 4th working day	
4	x			On 5th working day	
5	x			On 5th working day	
1	y	0.25	Between 10.00 am to 11.00 am on all working days	At 10.15 am	Within standards 6 out of 8 times, i.e. 75% of the time, therefore raw score is 70% and weighted score is 70%*0.25 =17.5%
2	y			At 10.15 am	
3	y			At 10.30 am	
4	y			At 11.15 am	
5	y			At 11.15 am	
6	y			At 11.15 am	
7	y			At 11.15 am	
8	y			At 10.45 am	
1	z	0.50	Within 15 working days of receipt	On 3rd day	Delivered in less than 15 days on two occasions and there is no late delivery, therefore raw score is 100% and weighted score is 100%*0.50 =17.5%
2	z			On 5th day	
3	z			On 15th day	
4	z			On 15th day	
5	z			On 15th day	
6	z			On 15th day	
7	z			On 15th day	
Final Score					**87.5%**



Introduction to

PERFORMANCE MONITORING AND EVALUATION SYSTEM (PMES)

EXECUTIVE SUMMARY

• 1. Background

Pursuant to the announcement made in the President's address to both Houses of the Parliament on June 4, 2009, Prime Minister approved the outline of the Performance Monitoring and Evaluation System (PMES) for Government Departments on September 11, 2009. The essence of PMES is as follows:

At the beginning of each financial year, with the approval of the Minister concerned, each Department will prepare a Results-Framework Document (RFD) consisting of the priorities set out by the Ministry concerned, agenda as spelt out in the manifesto if any, President's Address, announcements/agenda as spelt out by the Government from time to time. The Minister In-charge will decide the inter-se priority among the departmental objectives.

After six months, the achievements of each Ministry / Department will be reviewed by a Committee on Government Performance and the goals reset, taking into account the priorities at that point of time. This will enable to factor in unforeseen circumstances such as drought conditions, natural calamities or epidemics.

At the end of the year, all Ministries/Departments will review and prepare a report listing the achievements of their ministry/department against the agreed results in the prescribed format. This report will be expected to be finalized by the 1st of May each year.

2. Overview of Actions Taken

It was decided that to initiate implementation, 59 ministries / departments out of a total of 84 will be covered under PMES. Today, around 80 ministries / departments and their Responsibility Centres are covered by the RFD policy. Actions taken by the Performance Management Division (PMD), Cabinet Secretariat, to implement the RFD policy can be categorized into three broad categories.

(a) System Design — PMD reviewed international best practices and designed Guidelines and Checklists for preparing Results Framework Document (RFD); Created an Adhoc Task Force of independent experts for reviewing the quality of RFDs.

(b) Capacity Building — PMD conducted around 40 intensive, hands-on training

programs on RFD for around 3000 senior officers in collaboration with IIM Ahmedabad and the IAS Academy at Mussoorie; Prepared training materials and manuals.

(c) Implementation

Received RFDs approved by concerned ministers for four years (2009-2010, 2010-11, 2011-2012 and 2012-13); Organized meetings of the independent Adhoc Task Force experts with ministries/departments to review their respective RFDs; Ensured that the revised RFDs are consistent with the suggestions of independent experts; Prepared results against achievements for RFDs for 2009-2010, 2010-11 and 2011-12. Developed a software, in collaboration with NIC, to automate monitoring and evaluation of performance based on RFDs. This software is called RFMS (Results Framework Management System).

3. Progress Achieved

All 59 ministries and departments covered initially finalised their RFDs for the last quarter of 2009-10. Similarly, all 62 departments and ministries covered in next round also finalised their RFDs for 2010-11. Now, 74 ministries and departments of Government of India are required to prepare Results-Framework Document (RFD) from 2011-12. In addition, six ministries/ departments are required to prepare RFD for their Responsibility Centres (RCs). Thus in effect, RFDs cover 80 ministries and departments of the Central Government and the RCs under their charge. This swift and smooth implementation of PMES was achieved as a result of the intensive capacity building exercise and enthusiastic cooperation from all ministries and departments.

The Results with respect to achievement against the commitments in 2009-2010 RFDs were approved by the High Power Committee (HPC) on Government Performance on May 28, 2010, and conveyed to all Secretaries by the Cabinet Secretary.

Till date, the Results for 2009-10, 2010-2011 and 2011-12 and the Results-Framework Documents for 2009-10, 2010-11, 2011-12 and 2012-13 have been approved by the High Power Committee on Government Performance.

What has been the progress in implementing PMES?

Year	Action Taken
2009-2010	59 Departments covered
	RFDs prepared
	Results conveyed
2010-2011	62 Departments covered
	RFDs prepared
	Mandatory Indicators • Strategy Development • Sevottam < CCC / GRM • Subordinate Offices (RCs) covered
	Evaluations done
2011-2012	79 Departments covered
	(i) 73 RFDs for Departments
	(ii) 6 Departments RFDs for RCs
	Mandatory Indicators • Anti-Corruption measures • Action Plan for ISO 9000 Implementation
	Evaluations done
2012-2013	RFDs prepared

PERFORMANCE MONITORING AND EVALUATION SYSTEM (PMES) FOR GOVERNMENT DEPARTMENTS

1. What is the Performance Monitoring and Evaluation System (PMES)?

This is a system to both "evaluate" and "monitor" the performance of Government departments. ***Evaluation*** involves comparing the actual achievements of a department against the annual targets. In doing so, an evaluation exercise judges the ability of the department to deliver results on a scale ranging from *excellent* to *poor*. ***Monitoring*** involves keeping a tab on the progress made by departments towards their annual targets.

PMES takes a comprehensive view of departmental performance by measuring performance of all schemes and projects (iconic and non-iconic) and all relevant aspects of expected departmental deliverables such as: financial, physical, quantitative, qualitative, static efficiency (short run) and dynamic efficiency (long run).

As a result of this comprehensive evaluation of all aspects relevant to citizen's welfare, this system provides a unified and single view of departmental performance.

By focusing on areas that are within the control of the department, PMES also ensures fairness and high levels of motivation.

2. How does it work?

The working of the PMES can be divided into the following three distinct periods during the fiscal year:

A. Beginning of the Year (by April 1): Design of Results-Framework Document

B. During the Year (after six months -Oct. 1): Monitor progress against agreed targets

C. End of the year (March 31): Evaluate performance against agreed targets

A. Beginning of the Year (by April 1): Design of Results-Framework Document

At the beginning of each financial year, with the approval of the Minister concerned, each department prepares a Results-Framework Document (RFD) consisting of the priorities set out by the Minister concerned, agenda as spelt out in the party manifesto if any, President's Address, announcements/agenda as spelt out by the Government from time to time. The Minister In-charge decides the inter-se priority among the departmental objectives.

To achieve results commensurate with the priorities listed in the Results-Framework Document, the Minister in charge approves the proposed activities and schemes for the ministry/department. The Minister in charge also approves the corresponding success indicators (Key Result Areas -KRAs or Key Performance Indicators -KPIs) and time bound targets to measure progress in achieving these objectives.

The Results-Framework Document (RFD) prepared by each department seeks to address three basic questions:

i) What are department's main objectives for the year?

ii) What actions are proposed to achieve these objectives?

iii) How to determine progress made in implementing these actions?

The RFD document consists of six sections as listed below:

Section 1 Ministry's Vision, Mission, Objectives and Functions.

Section 2 Inter se priorities among key objectives, success indicators and targets.

Section 3 Trend values of the success indicators.

Section 4 Description and definition of success indicators and proposed measurement methodology.

Section 5 Specific performance requirements from other departments that are critical for delivering agreed results.

Section 6: Outcome/Impact of activities of department/ministry

Section 1: Ministry's Vision, Mission, Objectives and Functions

This section provides the context and the background for the Results-Framework Document. Creating a Vision and Mission for a department is a significant enterprise. Ideally, Vision and Mission should be a byproduct of a strategic planning exercise undertaken by the department. Both concepts are interrelated and much has been written about them in management literature.

A Vision is an idealized state for the Ministry/Department. It is the big picture of what the leadership wants the Ministry /Department to look like in the future. Vision is a long-term statement and typically generic and grand. Therefore a Vision statement does not change

from year to year unless the Ministry/Department is dramatically restructured and is expected to undertake very different tasks in the future. Vision should never carry the 'how' part. The reason for not including 'how' is that the 'how' part of the vision may keep on changing with time.

The Ministry's/Department's Mission is the nuts and bolts of the vision. Mission is the 'who, what and why' of the Ministry/Department existence. The Vision represents the big picture and the mission represents the necessary work.

Section 2: Inter se priorities among key objectives, success indicators and targets.

The heart of the Section 2 of the RFD document consists of Table 1. In what follows we describe each column of this Table.

Column 1: Select Key Departmental Objectives

From the list of all objectives, departments are expected to select those key objectives that would be the focus for the current RFD. It is important to be selective and focus on the most important and relevant objectives only.

Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
Objective 1		Action 1								
		Action 2								
		Action 3								
Objective 2		Action 1								
		Action 2								
		Action 3								
Objective 3		Action 1								
		Action 2								
		Action 3								

Column 2: Assign Relative Weights to Objectives

Objectives in the RFD should be ranked in a descending order of priority according to the degree of significance and specific weights should be attached to these objectives. The Minister incharge will decide the inter se priorities among departmental objectives and all weights must add to 100.

Column 3: Identify Means (Actions) for Achieving Departmental Objectives

For each objective, the department must specify the required policies, programmes, schemes and projects. These have to be approved by the concerned Minister. Often, an objective has one or more policies associated with it. An objective represents the desired "end" and associated policies, programs and projects represent the desired "means." The latter are listed as "Actions" under each objective.

Column 4: Define Success Indicators

For each of the "action" specified in Column 3, the department must specify one or more "success indicators." They are also known as "Key Performance Indicators (KPIs) or Key Result Areas (KRA)" A success indicator provides a means to evaluate progress in achieving the policy, programme, scheme and project objectives/targets. Sometimes more than one success indicator may be required to tell the entire story.

Column 5: Assign Relative Weights to Success Indicators

If we have more than one action associated with an objective, each action should have one or more success indicators to measure progress in implementing these actions. In this case we will need to split the weight for the objective among various success indicators associated with the objective.

Column 6: Set Targets for Success Indicators

The next step for the concerned departments is to choose a target for each success indicator. Targets are tools for driving performance improvements. Target levels, therefore, contain an element of stretch and ambition. The targets are presented as a five-point scale as follows:

Excellent	Very Good	Good	Fair	Poor
100%	90%	80%	70%	60%

It is expected that budgetary targets would be placed at 90% (Very Good). For any performance below 60%, the department would get a score of 0% in the selected Success Indicator.

Section 3: Trend values of the success indicators

For every success indicator and the corresponding target, RFD must provide actual values for the past two years and also projected values for two years in the future as given in Table 2.

Table 2 : Trend Values for Success Indicators

Objective	Actions	Success Indicator	Unit	Actual Value for FY 10/11	Actual Value for FY 11/12	Target Value for FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
Objective 1	Action 1							
	Action 2							
	Action 3							
Objective 2	Action 1							
	Action 2							
	Action 3							
Objective 3	Action 1							
	Action 2							
	Action 3							

Section 4: Description and definition of success indicators and proposed measurement methodology.

RFD must contain a section giving detailed definitions of various success indicators and the proposed measurement methodology. Wherever possible, the rationale for using the proposed success indicators may be provided. Abbreviations / Acronyms of policies, programmes, schemes used may also be elaborated in this section.

Section 5 : Specific performance requirements from other departments that are critical for delivering agreed results.

This section should contain expectations from other departments that impact on the department's performance. These expectations should be mentioned in quantifiable, specific, and measurable terms.

Section 6 : Outcome/Impact of activities of department/ministry

This section should contain the broad outcomes and the expected impact the Department/Ministry has on national welfare. This section should capture the very purpose for which the organisation exists. This section is included for information only and to keep

reminding us not only the purpose of the existence of the department/ministry but also the rationale for undertaking the RFD exercise.

The department's evaluation will be done against the targets mentioned in Section 2 in RFD. The whole point of Section 6 in RFD is to ensure that departments/ministries serve the purpose for which they were created in the first place.

The required information under Section 6 should be entered in Table 3. The Column 2 of Table 3 is supposed to list the expected outcomes and impacts. It is possible that these are also mentioned in the other sections of the RFD. Even then they should be mentioned here for clarity and ease of reference. For example, the purpose of Department of AIDS Control would be to 'Control the spread of AIDS'. Now it is possible that AIDS Control may require collaboration between several departments like Health and Family Welfare, Information and Broadcasting, etc. In Column 3, all departments/ministries jointly responsible for achieving national goal are required to be mentioned. In Column 4, department/ministry is expected to mention the success indicator (s) to measure the department/ministry's/outcome or impact. In the case mentioned, the success indicator could be '% of Indians infected with AIDS'. Column 6 to 10 give the expected trend values for various success indicators.

Table 3: Outcome/Impact of activities of department/ministry

1	2	3	4	5	6	7	8	9	10
S. No.	Outcome/ Impact	Jointly responsible for influencing this outcome/ impact with the following organisation (s)/ department (s) / ministry (ies)	Success Indicator(s)	Unit	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015

Once the RFD has been prepared and approved by the concerned Minister, it is sent to a High Power Committee (HPC) on Government Performance. HPC ensures coordination and consistency among departments.

B. During the Year (after six months -Oct. 1): Monitor progress against targets

After six months, the Results-Framework Documents (RFD) as well as the achievements of

each Ministry/Department against the performance goals laid down, may have to be reviewed and the goals reset, taking into account the priorities at that point of time. This enables Government to factor in unforeseen circumstances such as drought conditions, natural calamities or epidemics.

C. End of the year (March 31): Evaluation of performance against agreed targets

At the end of the year, we look at the achievements of the government departments, compare them with the targets, and determine the Composite Score. Table 4 provides an example from the health sector. For simplicity, we have taken only one objective to illustrate the evaluation methodology.

The Raw Score for Achievement in Column 6 of Table 4 is obtained by comparing the achievement with the agreed target values. For example, the achievement for first success indicator (% increase in primary health care centers) is 15 %. This achievement is between 80% (Good) and 70% (Fair) and hence the "Raw Score is 75%."

The Weighted Raw Score for Achievement in Column 6 is obtained by multiplying the Raw Score with the relative weights. Thus for the first success indicator, the Weighted Raw Score is obtained by multiplying 75% by 0.50. This gives us a weighted score of 37.5%. Finally, the Composite Score is calculated by adding up all the weighted Raw Scores for achievements. In Table 3, the Composite Score is calculated to be 84.5%.

The Composite Score shows the degree to which the government department in question was able to meet its objective. The fact that it got a score of 84.5 % in our hypothetical example implies that the department's performance vis-a-vis this objective was rated as "Very Good."

The methodology outlined above is transcendental in its application. Various Government departments will have a diverse set of objectives and corresponding success indicators. Yet, at the end of the year every department will be able to compute its Composite Score for the past year. This Composite Score will reflect the degree to which the department was able to achieve the promised results.

Departmental Rating	Value of Composite Score
Excellent =	100% -96%
Very Good =	95% -86%
Good =	85-76%
Fair =	75% -66%
Poor =	65% and below

Table 4: Example of Performance Evaluation at the End of the Year

Column 1	Column 2	Column 3			Column 4	Column 5					Column 6		
Objective	Action	Criteria/Success Indicators		Unit	Weight	Target / Criteria Values					Achievements	Raw Score	Weighted Raw Score
						Excellent	Very Good	Good	Fair	Poor			
						100%	90%	80%	70%	60%			
Better Rural Health	Improve Access to Primary Health Care	1	% Increase in number of primary health care centers	%	.50	30	25	20	10	5	15	75%	37.5%
		2	% Increase in number of people with access to a primary health center within 20 KMs	%	.30	20	18	16	14	12	18	90%	27%
		3	Number of hospitals with ISO 9000 certification by December 31,2009	%	.20	500	450	400	300	250	600	100%	20%
											Composite Score =		**84.5%**

3. When was it introduced?

Pursuant to the announcement made in the President's address to both Houses of the Parliament on June 4, 2009, Prime Minister approved the outline of the Performance Monitoring and Evaluation System (PMES) for Government Departments on September 11, 2009.

4. Why is it required?

The current systems for accountability for results in Government suffer from several limitations. PMES has examined these limitations and is designed to overcome these limitations. Examples of these limitations follow:

a) There is fragmentation of institutional responsibility for performance management. Departments are required to report to multiple principals who often have multiple objectives that are not always consistent with each other. A department could be reporting to the Ministry of Statistics and Programme Implementation on important programmes and projects; Department of Public Enterprises on the performance of PSUs under it; Department of Expenditure on performance in relation to Outcome Budgets; Planning Commission on plan targets; CAG regarding the procedures, processes, and even performance; Cabinet Secretariat on cross cutting issues and issues of national importance; Minister in-charge on his priorities; Standing Committee of the Parliament on its annual report and other political issues; etc.

b) Similarly, several important initiatives have fractured responsibilities for implementation and hence accountability for results is diluted. For example, E-Government initiatives are being led by the Department of Electronics and Information Technology, Department of Administrative Reforms and Public Grievances, NIC, as well as individual ministries.

c) Some of the systems are selective in their coverage and report on performance with a significant time-lag. The comprehensive Performance Audit reports of the CAG are restricted to a small group of schemes and institutions (only 14 such reports were laid before the Parliament in 2008) and come out with a substantial lag. Often, by the time these reports are produced, both the management and the issues facing the institutions change.

   The reports of enquiry commissions and special committees set-up to examine performance of Government departments, schemes and programmes suffer from similar limitations.

d) Most performance management systems are conceptually flawed. As mentioned earlier, an effective performance evaluation system is at the heart of an effective performance

management system. Typically, performance evaluation systems in India suffer from two major conceptual flaws. First they list a large number of targets that are not prioritized. Hence, at the end of the year it is difficult to ascertain performance. For example, simply claiming that 14 out of 20 targets were met is not enough. It is possible that the six targets that were not met were in the areas that are the most important areas of the department's core mandate.

Similarly, most performance evaluation systems in the Government use single point targets rather than a scale. This is the second major conceptual flaw and it makes it difficult to judge deviations from the agreed target. For example, how are we to judge the performance of the department if the target for rural roads for a particular year is 15000 KMs and the achievement is 14500 KMs?

In the absence of explicit weights attached to each target and a specific scale of deviations, it is impossible to do a proper evaluation.

5. What is the international experience in this area?

a) Similar policies used widely in developed and developing countries

The inspiration for this policy is derived from the recommendations of the Second Administrative Reform Commission (ARC II).

In the words of Second Administrative Reform Commission (ARC II):

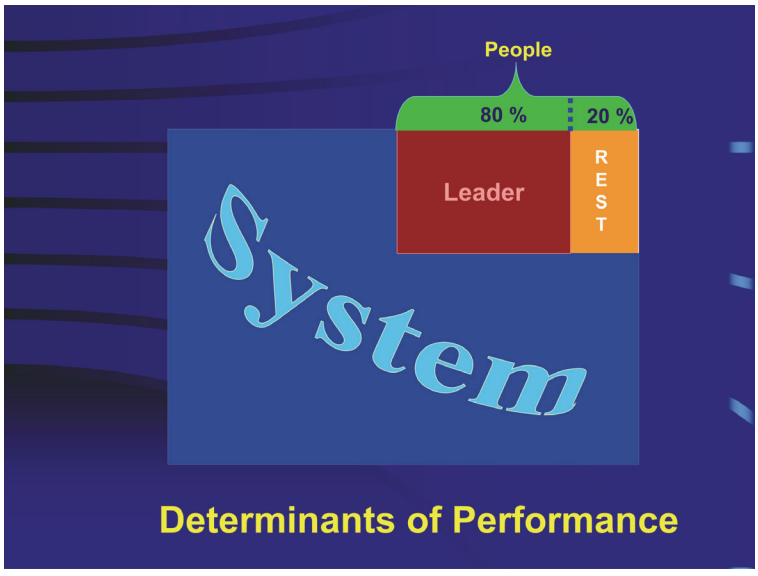
"Performance agreement is the most common accountability mechanism in most countries that have reformed their public administration systems."

"At the core of such agreements are the objectives to be achieved, the resources provided to achieve them, the accountability and control measures, and the autonomy and flexibilities that the civil servants will be given."

Similar policies are being used in most OECD countries. The leading examples of this policy come from New Zealand, United Kingdom and USA. In the USA, the US Congress passed a law in 1994 called the Government Performance Results Act. Under this law the US President is obliged to sign a Performance Agreement with his Cabinet members. In the UK, this policy is called Public Service Agreement. In developing countries, the best examples come from Malaysia and Kenya.

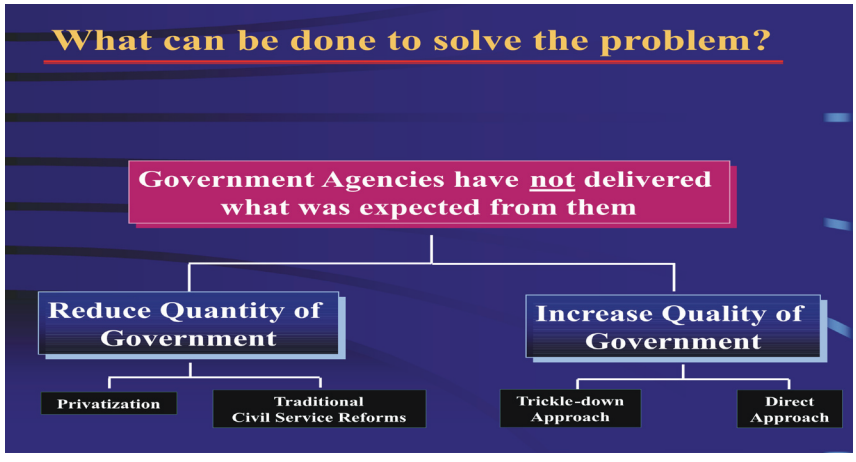
b) Importance of Management Systems

As depicted in the figure below, all management experts agree that around 80% of the performance of any organization depends on the quality of the systems used. That is why the focus of PMES is on improving management control systems within the Government.



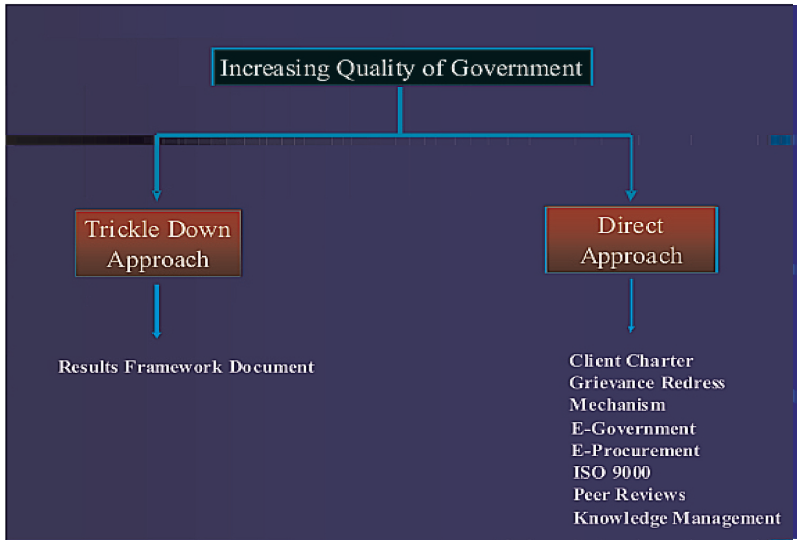
c) Shift in Focus from "Reducing Quantity of Government" to "Increasing Quality of Government"

Figure below depicts a distinct world-wide trend in managing government performance. In response to perceived dissatisfaction with performance of government agencies, governments around the world have taken certain steps. These steps can be divided into two broad categories: (a) reduction in quantity of government, and (b) increase in quality of government. Over time most governments have reduced their focus on reducing the quantity of government and increased their focus on improving the quality of government. The former is represented by traditional methods of government reform such as golden handshakes, cutting the size of government departments, outright sale of public assets through privatization.



The policies undertaken by various governments to increase the quality of government can be further classified into two broad approaches: (a) Trickle-down approach, and (b) Direct Approach.

PMES falls under trickle down approach as it holds the top accountable and the accountability for results eventually trickles down to the lowest echelons of management. It creates a sustainable environment for implementing all reforms. The generic name of PMES is Performance Agreement. These approaches have a sustainable impact on all aspects of performance in the long run. The Direct approach, on the other hand, consists of many instruments of performance management that have a direct impact on some aspect of performance. Thus these approaches are complementary and not substitutes for each other. In fact, PMES makes use of these direct approaches by making citizens' charter and grievance redressal systems a mandatory requirement for all government departments in their RFDs.



6. What has been the progress in implementation?

6.1 RFD Year 2009-2010 (January 1- March 31, 2010)

It was decided that in initial implementation, 59 ministries / departments out of a total of 84 will be covered as a pilot under PMES. Actions taken to implement pilot RFDs for January 1-March 31, 2010, can be categorized into three broad categories:

a) System Design : Reviewed international best practices and designed Guidelines and Checklists for preparing Results Framework Document (RFD); Created an Adhoc Task Force (ATF) of non-Government experts for reviewing the quality of RFDs.

b) Capacity Building : Conducted 18 intensive, hands-on training programs on RFD for around 650 senior officers in collaboration with IIM Ahmedabad and Lal Bahadur Shastri National Academy for Administration; Prepared training materials and manuals.

c) Implementation : Received RFDs approved by concerned ministers; Organized meetings of the independent Adhoc Task Force experts with ministries /departments to provide feedback on their respective RFDs; Ensured that the revised RFDs are consistent with the suggestions of independent experts; Developed a software to automate monitoring and evaluation of performance based on RFDs; and Prepared results on the basis of achievements against the commitments in RFDs for 2009-2010.

All 59 ministries and departments finalized on time their Results-Framework Document (RFD) for the last quarter of 2009-2010. This 100 % compliance in implementing the PMES was achieved as a result of intensive capacity building exercise and enthusiastic cooperation from all ministries and departments.

Results for 2009-2010 RFDs:

The deadline for submitting achievement figures against the commitments made in RFDs was May 1, 2010. We are happy to report that all 59 departments submitted their results in the form of departmental Composite Score as per schedule. These preliminary results were checked by the Performance Management Division, Cabinet Secretariat, for errors of omission and commission and suitable adjustments were made to the results submitted by the departments. These adjustments were also vetted by an independent group of experts i.e. Ad-hoc Task Force members.

On May 28, 2010, these results were approved by the High Power Committee (HPC) on Government Performance. Since the RFD exercise for 2009-2010 was only limited to last quarter (January 1 -March 31,2010), HPC decided to only declare the composite scores for the departmental performance without mentioning implied ratings / categories (Excellent, Very Good, Good, Poor.)

While the tasks performed and the targets for various departments are different, yet their ability to meet their commitments can be compared. Thus a score of 100 % implies that all targets for the departments approved by the concerned Minister were fully achieved. These results for RFD 2009-10 can be summarized as follows:

Mean (Average) Score	89.40
Number of departments above average	37 (63%)
Number of departments below average	22 (37%)

6.2 RFD Year 2010-11 (April 1, 2010 - March 31, 2011)

In next year of implementation, the following three departments were added to the list of 59 departments bringing the total to 62:

a) Department of Personnel and Training

b) Department of Administrative Reforms and Public Grievances

c) Department of Pensions and Pensioners Welfare

All 62 departments submitted their RFDs within schedule and were reviewed by the Ad-hoc Task Force (ATF) of non-Government experts. Departments revised their RFDs based on changes agreed between the ATF and the concerned department. The revised RFDs so finalized were approved by the High Power Committee on Government Performance on May 28,2010.

This year's RFD had following new dimensions as mandatory indicators :

a) Each of the 62 departments / ministries was required to prepare a long-term strategy for their respective organizations. It was argued that while RFD ensures that things are done right, that is, they are done effectively and efficiently, a long-term strategy is required to ensure that right things are getting done. Thus a departmental strategy is a complement to the RFD.

b) Each department was also asked to prepare a Citizen's / Client Charter outlining the standards of service their clients / citizens can expect.

c) All departments were also expected to adopt a world class Grievance Redress Mechanism meeting the Sevottam standards.

d) Each department was asked to develop RFD with their subordinate, attached and autonomous organizations under them. The total number of such organizations was expected to be approximately 760.

6.3 RFD Year 2011-2012 (April 1, 2011- March 31, 2012)

In the 3rd year, 74 departments were required to prepare RFDs and 6 departments were expected to prepare RFDs for their Responsibility Centres (RCs) only. Therefore, one can say that RFD system now extends to 80 departments (Annexure I).

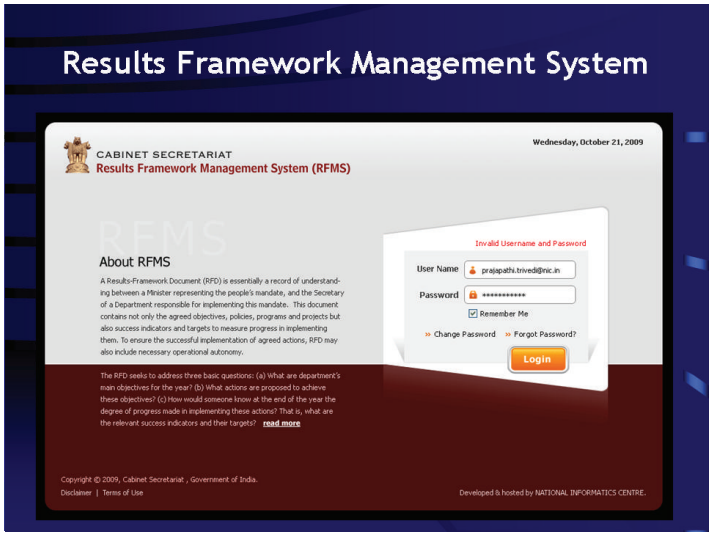
This year's RFD included the following mandatory requirements for all departments preparing RFDs:-

a) Each Secretary of the department preparing RFD was required to identify potential areas of corruption in the department / ministry.

b) All government department have to start moving towards obtaining an ISO 9001 - 2008 Certification and they prepared an action plan for implementing ISO 9001 Standards.

6.4 Use of Computer and E-Governance

Cabinet Secretariat has developed, in collaboration with NIC, a powerful software to allow all transactions related to implementation of RFD to be captured on-line. This has already led to use of less paper and it is expected to eventually lead to a paperless environment for implementing RFDs. It is already being used by all departments. The following figure presents a screen shot of the system.



6.5 Adoption by State Governments

There is interest among state governments in implementing PMES. Thirteen states—Maharashtra, Punjab, Kerala, Himachal Pradesh, Karnataka, Assam, Haryana, Chhatisgarh, Rajasthan, Andhra Pradesh, Tripura, Jammu & Kashmir and Mizoram have already adopted Performance Monitoring and Evaluation System patterned after the PMES for the Central Government. Cabinet Secretariat (Performance Management Division) is providing active technical assistance and support in ensuring effective implementation of the system in these states. Other states that have expressed interest in adopting the RFD system include: Orissa, Gujarat, Bihar and Tamil Nadu.

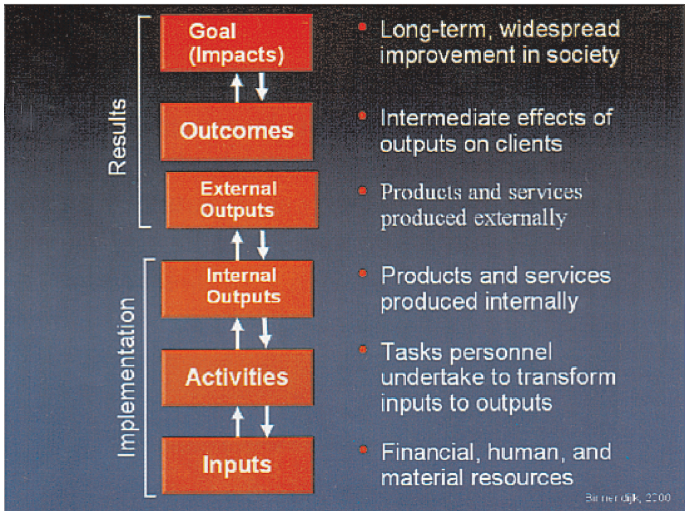
6.6 Interest by other countries

At the request of SAARC Cabinet Secretaries, India organized a SAARC Workshop on PMES / RFD. This workshop was well received and has generated more interest from

SAARC countries in adopting a similar policy in their countries. Bhutan has already extended a formal invitation for technical assistance in this regard. Pakistan has approached us through the SAARC Secretariat for a similar workshop in Pakistan. Kenya and Sri Lankan Government delegations have visited PMD to learn about our system.

7. What are the key challenges?

The following figure gives the typical results chain.



The following table analyzing the RFDs prepared by the 59 departments / ministries in 2009-10 summarizes the quality of documents produced. From this table it is clear that the focus of most departments was on process-oriented indicators focusing on the lower end of the results chain rather than outcome oriented indicators. Though the indicators have become more outcome-oriented over the past two years, however more effort is required to move the department further up on this chain.

Average Number of Objectives per RFD	7.65
Average Number of Success Indicators per Objective	4.00
% of process-oriented Success Indicators	62.92%
% of outcome-oriented Success Indicators	37.08%
% of Success Indicators Dealing with Quality Aspects of Results	12.54%
% of Success Indicators Dealing with Stakeholders	16.58%
Planning Commission Procedures as a Constraint on Performance	41.87%
Ministry of Finance Procedures as a Constraint on Performance	47.89%

8. What are the key Next Steps?

a) Implementation of Performance Related Incentives recommended by 4th, 5th and 6th Pay Commissions

The Sixth Pay Commission was set up by the Government of India on October 5, 2006, and it submitted its report on March 24,2008. These recommendations were considered by the Government and a decision was taken to accept them (with some modifications) as a package on August 29, 2008.

These recommendations can be broadly divided into two categories: (a) level and structure of benefits; and (b) performance related incentives. The former have since been implemented whereas the latter have not been implemented as yet.

Payment of incentives based on performance is not a new concept. The earlier two Pay Commissions i.e. Fourth and Fifth Pay Commissions had also commented on the issue of rewarding performance. The Fourth Central Pay Commission had recommended variable increments for rewarding better performances. The Fifth Central Pay Commission had recommended the scheme of performance related increments for all Central Government employees where an extra increment was to be paid to the exceptionally meritorious performers with the under-performers being denied even the regular/normal increment.

Given the central role that incentives play in improving performance of employees in public and private sectors, it is a matter of urgency to implement a performance related incentive scheme. The proposed scheme is intended to be budget neutral. The Cabinet Secretariat is working towards this goal.

b) Reform of the Annual Performance Appraisal Report (APAR)

There seems to be widespread dissatisfaction with the working of the APAR system at all levels in the Government. There is a perception that the attempts to quantify and bring objectivity have not been successful. Most officers expect to get a perfect score of 10 and usually get it. Thus, creating a situation where every individual officer is rated excellent yet the performance of the department as a whole is not considered anywhere close to being excellent.

Even though the current APAR system is five years old, it is clear that it is also not achieving all its stated goals. The "General Guidelines for Filling up the Form" state:

"Performance appraisal should be used as a tool for career planning and training, rather than a mere judgmental exercise. Reporting Authorities should realize that the

objective is to develop an officer so that he/she realizes his/her true potential. It is not meant to be a fault-finding process but a developmental tool."

Contrary to expectations, the primary purpose of the APAR exercise seems to have become an instrument to judge officers. It is not seen to be playing any role in the development or training of officers. Thus urgent reform of APAR is also required and the Cabinet Secretariat is working towards it.

ANNEXURE - I

List of Ministries / Departments Required to Prepare Results-Framework Document (RFD)

	Department/Ministry
1.	D/o Administrative Reforms and Public Grievances
2.	D/o Agricultural Research and Education
3.	D/o Agriculture & Cooperation
4.	D/o AIDS Control
5.	D/o Animal Husbandry, Dairying & Fisheries
6.	D/o AYUSH
7.	D/o Bio-Technology
8.	D/o Chemicals & Petrochemicals
9.	D/o Commerce
10.	D/o Consumer Affairs
11.	D/o Defence Production
12.	D/o Defence Research and Development
13.	D/o Ex-Servicemen Welfare
14.	D/o Fertilizers
15.	D/o Food & Public Distribution
16.	D/o Health & Family Welfare
17.	D/o Health Research
18.	D/o Heavy Industry
19.	D/o Higher Education
20.	D/o Industrial Policy & Promotion

	Department/Ministry
21.	D/o Electronics and Information Technology
22.	D/o Justice
23.	D/o Land Resources
24.	D/o Legal Affairs
25.	Legislative Department
26.	D/o Disinvestment
27.	D/o Official Language
28.	D/o Pension and Pensioners' Welfare
29.	D/o Personnel and Training
30.	D/o Pharmaceuticals
31.	D/o Posts
32.	D/o Public Enterprises
33.	D/o Rural Development
34.	D/o School Education & Literacy
35.	D/o Science & Technology
36.	D/o Scientific & Industrial Research
37.	D/o Space
38.	D/o Sports
39.	D/o Telecommunications
40.	D/o Youth Affairs
41.	M/o Civil Aviation
42.	M/o Coal
43.	M/o Corporate Affairs

	Department/Ministry
44.	M/o Culture
45.	M/o Development of North Eastern Region
46.	M/o Drinking Water & Sanitation
47.	M/o Earth Sciences
48.	M/o Environment & Forests
49.	M/o Food Processing Industries
50.	M/o Housing & Urban Proverty Alleviation
51.	M/o Information & Broadcasting
52.	M/o Labour & Employment
53.	M/o Micro, Small & Medium Enterprises
54.	M/o Mines
55.	M/o Minority Affairs
56.	M/o New & Renewable Energy
57.	M/o Overseas Indian Affairs
58.	M/o Panchayati Raj
59.	M/o Petroleum & Natural Gas
60.	M/o Power
61.	M/o Railways
62.	M/o Road Transport & Highways
63.	M/o Shipping
64.	M/o Social Justice & Empowerment
65.	M/o Statistics & Programme Implementation
66.	M/o Steel

	Department/Ministry
67.	M/o Textiles
68.	M/o Tourism
69.	M/o Tribal Affairs
70.	M/o Urban Development
71.	M/o Water Resources
72.	M/o Women & Child Development
73.	Cabinet Secretariat
74.	Planning Commission (Since Exempted)

List of Ministries / Departments Required to Prepare Results- Framework Document (RFD) For Responsibility Centres (RCs)

	Department/Ministry
1.	D/o Financial Services
2.	D/o Economic Affairs
3.	D/o Expenditure
4.	D/o Revenue
5.	M/o Home Affairs
6.	M/o External Affairs

Please refer all enquiries to :

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