



सत्यमेव जयते

Citizen's/Client's Charter (2011-12)

Ministry of Social Justice and Empowerment

Shastri Bhavan, Rajendra Prasad Road, New Delhi

Website: www.socialjustice.nic.in

Date of Issue: January, 2012

Next Review: January, 2013

Vision

To take steps so that 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 are ensured for Senior citizens and victims of substance abuse.*

Mission

The Mission of the Ministry of Social Justice and Empowerment is to empower its target groups, namely,

- (i) Scheduled Castes,
- (ii) Backward Classes,
- (iii) Persons with disabilities,
- (iv) Senior citizens and
- (v) Victims of alcoholism and substance abuse

Through

Programmes of educational, economic and social development and rehabilitation as appropriate

Main Services/Transaction

The Ministry has no field set-up of its own. Therefore, all the Schemes/Programmes of the Ministry are implemented, as per the guidelines/standing instructions, through the following agencies:

S. No	Agency to whom Ministry's funds are released for implementation of its Schemes/Programmes
1.	State Governments./State Channelizing Agencies
2.	Central autonomous institutions of the Ministry of SJ&E (e.g. National Institutes for Disabilities, National Finance & Devt Corporations etc)
3	Other Agencies such as UGC, DAVP, Universities, Institutions of Excellence, Education, etc.
4.	Non Government Organizations

Services/Transactions

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
Scheduled Castes Development							
1.	Release of central assistance for providing Scholarships to Scheduled Caste students under the following Schemes:						
1. A.	<i>Through State Governments</i>						
	a. Post-matric Scholarships	15%	Sh Ganga Kumar, Deputy Secretary	kumar.ganga@nic.in	23070801	Release of Ad-hoc grants to eligible States/UTs <u>Release of remaining grants:</u> (i) Receipt of proposals from States/UTs, 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.
	b. Pre-matric Scholarship for children of those engaged in unclean occupations	5%	Sh Ganga Kumar, Deputy Secretary	kumar.ganga@nic.in	23070801	(i) Receipt of proposals from States/UTs, 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.
I. B.	<i>Through Autonomous Central Organizations/Educational Institutions</i>						
	a. Rajiv Gandhi National Fellowship for Scheduled Castes Students pursuing M Phil & PhD studies through UGC	5%	Sh Ganga Kumar, Deputy Secretary	kumar.ganga@nic.in	23070801	(i) Receipt of proposals from UGC, complete in all respects (ii) Obtaining IFD Concurrence (iii) Seeking approval of competent authority.	Receipt of complete proposal along with UCs for grants released for last financial year.

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
	b. Scholarship Scheme of Top Class Education for SC Students	3%	Smt. Surekha Sahu, Director	surekha.sahu@nic.in	23382774	(i) Receipt of proposals from Educational Institutions notified (ii) Obtaining IFD Concurrence (iii) Seeking approval of competent authority.	UCs of the central assistance released earlier to the Educational Institution
2.	Babu Jagjivan Ram Chhatrawas Yojana: Release of central assistance to States/UTs for creating Hostels for SC boys and girls	7%	Smt. Surekha Sahu, Director	surekha.sahu@nic.in	23382774	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 proforma. 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.
3.	Special Central Assistance to Scheduled Caste Sub Plan: Release of Special Central Assistance to States/UTs as an	8%	Sh. Chaitanya Murti Deputy Secretary	cmurti7@gmail.com	23070095	Communication of Notional Allocation to the States/UTs.	Receipt of proposal along with the following: a. UCs for grants

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
	additive to their Scheduled Castes Sub-Plan for beneficiary oriented schemes of economic development of SC families living below the poverty line.					(i) Release of 1st installment based on the UCs of grants released before one year (ii) Release of 2nd and final installment on <ul style="list-style-type: none"> • Receipt of proposals from States/UTs, complete in all respects • Obtaining IFD Concurrence • Seeking approval of competent authority. 	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.
4.	PCR & POA Acts: Release of Central Assistance to State Governments for implementation of these Acts	5%	Sh. V.R. Malhotra Director	vr.malhotra@nic.in	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.
5	Release of grant-in-aid to Voluntary Organizations working for the Welfare of SCs.	2%	Sh. M.A. Muraleedharan Deputy Secretary	ma.murali@nic.in	23388519	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	1. Allocation of BE to the Ministry. 2. Receipt of Proposals along with Inspection Report and UCs for grants released before one year.

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
						<p>Governments along with their recommendations.</p> <p><u>New Cases</u></p> <p>3. Consideration of the recommendation of the State Govt./UT Admns. by the Screening Committee of the Ministry.</p> <p>4. Release of grants with the approval of Competent Authority.</p>	
Other Backwards Classes Development							
6	Release of central assistance to State Governments/UT Admin for providing Scholarships to OBC students under the following Schemes:		Sh. Ram Chander Deputy Secretary	ramchander10017@y hoo.com	23753404		
	a) Post-matric Scholarships	12%				1. Ad-hoc release of grant is made based on Utilization Certificate of the year prior to the previous year.	
	b) Pre-matric scholarships	3%				2. Regular grant-in-aid is released to the State Govts./ UTs after : i) Receipt of proposals from States/UTs, complete in all respects	(i) Proposal in its prescribed format. (ii) Utilization Certificate of the previous years. (iii) Physical and Financial

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
						ii) Obtaining IFD Concurrence iii) Seeking approval of competent authority	achievements (iv) Confirmation about provision in the State Budget. (v) Audited Annual Accounts. (vi) District-wise/ Institution-wise list of beneficiaries.
7	Hostel facilities for boys and girls belonging to OBCs: Release of central assistance to States/UTs	5%	Ms. Ghazala Meenai, JS(BC)		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 proforma. 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.

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
Welfare and Rehabilitation of Persons with Disabilities							
8.	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	kumarjagdish8702@nic.in	23387539	<p>1. Communication of Notional Allocation to the States/UTs.</p> <p>Ongoing Cases</p> <p>2. Release of grants with the approval of competent authority on receipt of complete proposals from State Governments along with their recommendations.</p> <p>New Cases</p> <p>3. Consideration of the recommendation of the State Govt./UT Admns. by the Screening Committee of the Ministry.</p> <p>4. Release of grants with the approval of Competent Authority.</p>	<p>i) Application in prescribed format along with recommendations</p> <p>ii) Certified copy of Registration Certificate, MOUs etc</p> <p>iii) Members of Managing Committee</p> <p>iv) Annual Report, balance Sheet, UCs, audited accounts of the previous year</p> <p>v) List of qualified staff, infra facilities, activities etc</p> <p>vi) In case of second installment, UCs of first installment, list of beneficiaries covered and proof of assistive aids etc purchased and distributed</p>
9.	Deendayal Disabled Rehabilitation Scheme (DDRS) : Release of grant in aid to NGOs and other implementing	5%	Sh.O.P.Dogra, Deputy Secretary	dograop@yahoo.com	23071374	<p>1. Communication of Notional Allocation to the States/UTs.</p> <p>Ongoing Cases</p>	<p>i) Recommendations from State Government</p> <p>ii) Inspection</p>

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
	agencies for providing education and vocational training and rehabilitation of persons with mental disabilities					<p>2. Release of grants with the approval of competent authority on receipt of complete proposals from State Governments along with their recommendations.</p> <p><u>New Cases</u></p> <p>3. Consideration of the recommendation of the State Govt./UT Admns. by the Screening Committee of the Ministry.</p> <p>4. Release of grants with the approval of Competent Authority.</p>	<p>Report</p> <p>iii) PwD Certificate</p> <p>iv) Regn. Certificate</p> <p>v) Rent agreement</p> <p>vi) List of beneficiaries</p> <p>vii) List of Staff</p> <p>viii)MOU</p> <p>ix) Annual Report/ Budget/Accounts</p> <p>x) Management committee</p> <p>xi) Authorization Letter</p> <p>xii) Resolution</p> <p>xiii)Indemnity Bond</p>
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%	K.Dhanalaxmi, Deputy Secretary	dir-ddiii.wel@nic.in	23383464	<p>Release of grants on:</p> <p>i) Receipt of proposals from States/UTs, complete in all respects</p> <p>ii) Obtaining IFD Concurrence</p> <p>iii) Seeking approval of competent authority</p>	<p>i)UCs of the grants released earlier</p> <p>ii)Complete proposal from the State Governments;</p> <p>iii) Estimates from the Competent Authority</p>
11.	Release of grants to seven National Institutes (autonomous bodies under the Ministry) for developing human resource development in different types of	5%	Shri Jagdish Kumar, Deputy Secretary	kumarjagdish8702@nic.in	23387539	<p>Release of grants on:</p> <p>(i) Receipt of proposals from NIs, complete in all respects,</p>	<p>UCs of the grants released earlier along with audited accounts of the</p>

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
	disabilities, rendering rehabilitation services to persons with disabilities and undertaking research and development in disabilities.					indicating budget requirement (ii) Obtaining IFD Concurrence (iii) Seeking approval of competent authority	previous year
Social Defence							
12.	Release of grant in aid to Govt./ NGOs/PRI/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: <ul style="list-style-type: none"> Obtaining recommendation of Screening Committee Scrutiny of proposals recommended by Screening Committee and obtaining approval of competent authority. Release of Grant after obtaining approval of competent authority On-going cases: <ul style="list-style-type: none"> 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) Audited statement of
13.	Release of grant in aid to NGOs and other eligible organizations for identification, counseling, treatment and rehabilitation of addicts.	3%	Shri Lalsanglur, Director (SD)	lalsanglur@yahoo.com	23383256		

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
							accounts. (xi) List of beneficiaries (xii) Half Yearly/Annual Report of the project.
Miscellaneous Items							
14.	Public Grievance Redressal	1%	Sh.R.S.Meena, Joint Secretary (A)	rswaroop.meena@nic.in	23073552	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.	
15.	Payment to vendors for goods and services provided to the Ministry.	1%	Sh.R.S.Meena	rswaroop.meena@nic.in	23073552	Payment to vendors for goods and services provided to the ministry are made on receipt of invoice after procurement of goods/services and satisfactory completion of work.	
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		
17	Quick response to written requests (or through e mail) by citizens/clients for seeking appointments with the concerned officer	1%	Officer Concerned	-	-	-	-

Requirements of Service Standards for the Year: 2011-12

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Fee
1	2	3	4	5	6	7	8	9
Scheduled Castes Development								
1.	Release of central assistance for providing Scholarships to Scheduled Caste students under the following Schemes: <i>Through State Governments</i>							
	a) Post-matric Scholarships	15%	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30	days	5%	Ministry's Records	Not applicable
			Time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects.	60	days	10%	Ministry's Records	
	b) Pre-matric Scholarship for children of those engaged in unclean occupations	5%	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30	days	2%	Ministry's Records	Not applicable
			Time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects.	60	days	3%	Ministry's Records	
	<i>Through Autonomous Central Organizations/ Educational Institutions</i>							
	a) Rajiv Gandhi National Fellowship for Scheduled Castes Students pursuing M Phil & PhD studies through UGC	5%	Time taken to release the grants on receipt of demand from UGC	30	days	5%	Ministry's Records	Not applicable

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Fee
1	2	3	4	5	6	7	8	9
	b) Scholarship Scheme of Top Class Education for SC Students	3%	Receipt of proposals from the notified institutions	First Quarter	Months	1%	Ministry's Records	Not applicable
			Time taken to release the grants on receipt of demand from institutions	45	days	2%	Ministry's Records	
2.	Babu Jagjivan Ram Chhatrawas Yojana: Release of central assistance to States/UTs for creating Hostels for SC boys and girls	7%	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	2%	Ministry's Records	Not applicable
			Time taken in release of grants on receipt of proposals from States/UTs, complete in all respects & after the approval of competent authority	60	days	5%	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%	Time taken in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	2%	Ministry's Records	Not applicable
			Time taken to release the first installment of SCA on receipt of the proposal along with pending UCs	60	days	3%	Ministry's Records	
			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.	60	days	3%	Ministry's Records	
4.	PCR & POA Acts: Release of Central Assistance to State Governments for implementation of these Acts	5%	Time taken to release the grants on receipt of proposals from States/UTs, complete in all respects & after the approval of competent authority	45	days	5%	Ministry's Records	Not applicable
5	Release of grant-in-aid to	2%	Time required in communication of	30	days	0.5%	Ministry's	Not applicable

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Fee
1	2	3	4	5	6	7	8	9
	Voluntary Organizations working for the Welfare of SCs.		Notional Allocation to the States/UTs on receipt of BE for the year				Records	
			Time taken to process Ongoing Cases on receipt	60	days	0.5%	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	90	days	0.5%	Ministry's Records	
			Time taken to release the funds after the approval of the Screening Committee	45	days	0.5%	Ministry's Records	
Other Backward Classes Development								
6	Release of central assistance to State Governments/UT Admin for providing Scholarships to OBC students under the following Schemes:							
	c) Post-matric Scholarships	12%	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30	days	3%	Ministry's Records	Not applicable
			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	45	days	9%	Ministry's Records	
	d) Pre-matric scholarships	3%	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30	days	1%		Not applicable
			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	45	days	2%		
7.	Hostel facilities for boys and	5%	Time required in communication of	30	days	2%	Ministry's	Not applicable

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Fee
1	2	3	4	5	6	7	8	9
	girls belonging to OBCs: Release of central assistance to States/UTs for creating		Notional Allocation to the States/UTs on receipt of BE for the year				Records	
			Time taken in release of grants on receipt of proposals from States/UTs, complete in all respects & after the approval of competent authority	60	days	3%	Ministry's Records	
Empowerment and Rehabilitation of Persons with Disabilities								
8.	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%	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	1%	Ministry's Records	Not applicable
			Time taken to process Ongoing Cases on receipt	60	days	1%		
			In New Cases , time required for Consideration of the recommendation of the State Govts by the Screening Committee of the Ministry	90	days	1%		
			Time taken to release the funds after the approval of the Screening Committee	30	days	2%		
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	5%	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	1%	Ministry's Records	Not applicable
			Time taken to process Ongoing Cases on receipt	90	days	1%		
			In New Cases , time required for Consideration of the	60	days	1%		

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Fee
1	2	3	4	5	6	7	8	9
	mental disabilities.		recommendation of the State Govts by the Screening Committee of the Ministry					
			Time taken to release the funds after the approval of the Screening Committee	45	days	2%		
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%	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	60	days	5%	Ministry's Records	Not applicable
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%	Time taken to release the grants on receipt of proposals from NIs, complete in all respects & after the approval of competent authority	60	days	5%	Ministry's Records	Not applicable
Social Defence								
12.	Release of grant in aid to Govt./ Non-Governmental Organizations/ Panchayati Raj Institutions/ local bodies and the Community at	4%	Release of grant-in-aid for ongoing projects which have been received from the State Govt. with complete documents	60	days	2%	Ministry's Records	Not applicable

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Fee
1	2	3	4	5	6	7	8	9
	large for providing basic amenities like shelter, food, medical care and entertainment opportunities to Senior Citizens		Release of grants-in-aid for new cases (a) Obtaining recommendations of the Screening Committee (b) Release of grant-in-aid after the recommendation of the Screening Committee	Twice in a year – August & November 90	Month days	2%	Ministry's Records	
13.	Release of grant in aid to NGOs and other eligible organizations for identification, counseling, treatment and rehabilitation of addicts	3%	Release of grant-in-aid for ongoing projects which have been received from the State Govt. with complete documents	60	days	1 %	Ministry's Records	Not applicable
			Release of grants-in-aid for new cases (a) Obtaining recommendations of the Screening Committee (b) Release of grant-in-aid after the recommendation of the Screening Committee	Twice in a year – August & November 90	Month Days	2 %	Ministry's Records	
Miscellaneous Items								
14	Public Grievance Redressal	1%	Time taken to acknowledge grievance received through CPGRAMS portal	3	Working days	0.25%	CPGRAMS Reports	Not applicable
			Time taken to acknowledge grievance received through registered post	7	Working days	0.25%	CPGRAMS Reports	
			Time taken for grievance settlement	60	Working days	0.5%	CPGRAM	

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Fee
1	2	3	4	5	6	7	8	9
							S Reports	
15.	Payment to vendors for goods and services provided to the Ministry.	1%	Payment to vendors for goods and services provided to the Ministry are made on receipt of invoice after procurement of goods/services and satisfactory completion of work.	60	Working days	1%	Ministry's Records	Not applicable
16	Prompt answer to telephone calls between 9.30 AM and 5.30 PM on a Central Facilitation Centre Number (+91-11-23389226)	1%	Number of complaints received for not receiving the telephone calls	Nos.	Nos.	1%	Ministry's Records	Not applicable
17	Quick response to written requests (or through e mail) by citizens/clients for seeking appointments with the concerned officer	1%	Response to such requests will be given within three working days	3	days	1%	Ministry's Records	

Public Redress Mechanism

(Website url to lodge Grievance: <http://pgportal.gov.in>)

S. No.	Order	Name of the Public Grievance Officer	Landline Number	E Mail	Mobile Number
1.		Sh.R.S.Meena, Joint Secretary (A)	23073552	rsswaroop.meena@nic.in	9868233213

List of Stakeholders /Clients

S. No.	Order	Stakeholders/Client's Description
1		State Governments/UT Administrations
2		Central Government Ministries/Departments working in the areas of common interests
3		Autonomous organizations working in the field of education such as UGC, Institutions of excellence such as IITs/IIMs, Universities etc
4		Non-Governmental Organizations working the areas allocated to the Ministry
5		Academicians working in the subject areas of the Ministry
6		Associations of the target groups of the Ministry
7		Activists working the subject areas of the Ministry

List of Responsibility Centres & Subordinate Organizations for Year: 2010-11

S. No.	Responsibility Centre & Subordinate Corporation	Address	Website	Contact Details
II	Non-Statutory/ Autonomous Bodies/Corproations			
1.	Ali Yavar Jung National Institute for the Hearing Handicapped (AYJNIHH)	K.C..Marg, Bandra (West), Mumbai 400 050	http://ayjnihh.nic.in	ayjnihh@vsnl.com 022-26400215/ 022-26400228
2.	Pt. Deendayal Upadhyaya Institute for the Physically Handicapped	4, Vishnu Digamber Marg, New Delhi 110 002	http://www.iphnewdelhi.in	23232403
3.	National Institute of Mentally Handicapped (NIMH)	Manovikas Nagar, Secunderabad, A .P- 500 009	http://www.nimhindia.org	sivakumar@nimhindia.org 040-27759267 040-27751741
4.	National Institute of Visually Handicapped (NIVH)	116, Rajpur Road, Dehradun, Uttarakhand- 248001		nivh@sancharnet.com 0135-2744979, 0135-2744387
5.	National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD)	East Coast Road, Muttukadu,Kovalam Post, Tamil Nadu	http://niepmd.in.nic.in	niepmd@gmail.com cneeradha@yahoo.com 044-274721040; 044-27472389
6.	National Institute for the Orthopaedically Handicapped (NIOH)	B.T. Road, Bon-Hooghly Kolkata 700 090	http://www.nioh.in	director@nic.in 033-25610279; 033-25310785
7.	Swami Vivekanand National Institute of Rehabilitation, Training & Research (SVNIRTAR)	Olatpur, P.O. Bairoi, Distt. Cuttack, Orissa 754 010	http://nirtar.nic.in	dirnirtar@ori.nic.in 0671-2805552
8.	National Institute of Social Defence (NISD)	West Block-1, Wing- 7,Gr.Floor, R.K. Puram, New Delhi 1110 066	http://www.nisd.gov.in	contact@nisd.gov.in 26100058
9.	Artificial Limbs Manufacturing Corporation of India (ALIMCO)	G.T. Road, Kanpur 208016	http://www.artlimbs.com	alimco@artlimbs.com 0512-2770614
10.	National Backward Classes	5 TH Floor, NCUI Building,	http://nbcfdc.org.in	nbcfdc@del3.vsnl.net.in 26511027

S. No.	Responsibility Centre & Subordinate Corporation	Address	Website	Contact Details	
	Finance & Development Corporation (NBCFDC)	3, Siri Institutional Area, Khel Gaon Marg, New Delhi 110 016			
11.	National Safai Karamcharis Finance Development Corporation (NSKFDC)	Lok Nayak Bhavan, Khan Market, New Delhi 110 003	http://nskfdc.nic.in	nskfdc@indiatimes.com	29216330
12.	National Scheduled Castes Finance & Development Corporation (NSFDC)	14 th Floor, Scope Minar, Core 1 @2, North Tower, Laxmi Nagar District Centre, Laxmi Nagar, Delhi	http://www.nsfdc.nic.in	nsfdc@satyam.net.in	22054347
13.	National Handicapped Finance & Development Corporation (NHFDC)	Red Cross Bhavan, Sector 12, Faridabad 121007 Haryana	http://www.nhfdc.org	nhfdc@nda.vsnl.net.in	0129-2287512 0129-2287513, 2280214, 9818148780
14.	Babu Jagjivan Ram National Foundation	Room Nos.6,7 and8, 9 th Floor, Jeevan Prakash Building, Kasturba Gandhi Marg, New Delhi 110 001	http://www.jagjivanram.org	info@jagjivanram.org	23354275; 23354276; 9968294283
15.	Dr. Ambedkar Foundation	15, Janpath, New Delhi-110 001	http://ambedkarfoundation.nic.in	diraf.wel@sb.nic.in	23320571, 23320576

Indicative Expectations from Service Recipients

S. No.	Order	Indicative Expectations from the 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.

