



Citizen's / Client's Charter
for
Department of Rural Development

(2010-2011)

Address	Krishi Bhawan, Dr. Rajendra Prasad Road, New Delhi-110114
Website ID	rural.nic.in
Date Of Issue	January 2011
Next Review	January 2012

Vision

Sustainable and inclusive growth of rural India

Mission

Sustainable and inclusive growth of rural India through a multi pronged strategy for eradication of poverty by increasing livelihood opportunities, providing social safety net and developing infrastructure for growth and improvement of quality of life in rural India

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	MGNREGA - Release of funds as per demand subject to performance (section 22)	5	Dr. N. K. Sinha (Joint Director)	nk.sinha@nic.in	9868849298 (23782560)	Scrutiny by the programme division	Labour budget proposal			
							Utilisation Certificate			
							60% expenditure of available fund			
							Performance report on MIS			
						Approval by the empowered committee				
						Issue of Sanction				
						Release of funds in the month of April				
2	MGNREGA - Investigation into the complaint at the central level (section 27)	4	Shri L. Fanai (Deputy Secretary)	lfanai@yahoo.com	8826534401 (23369378)	Copy of the complaint regarding the issue.	Complaint detail			
						Constitution of team for investigation.				

Main Services / Transactions

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						Action from State Government				
3	MGNREGA - Advisory to State Government on important policy direction and Rules (section 27)	4	Ms. Indu Sharma (Director)	parasharindu@yahoo.co.in	9818973322 (23388431)	Scrutiny of the policy	Policy guideline			
						Review of existing process				
						Policy guideline				
4	MGNREGA - Monitoring of the scheme through Central Employment Guarantee Council (section 10)	4	Ms. Indu Sharma (Director)	parasharindu@yahoo.co.in	9818973322 (23388431)	Nomination of member	Nomination of member			
						Notification of the member	Notification of member			
						Meeting of the Council				
						Preparation of annual report				
5	MGNREGA - Review, Monitor and supervise the implementation of the Act: Quarterly monitoring through PRC	2	Dr. N. K. Sinha (Joint Director)	nk.sinha@nic.in	9868849298 (23782560)	Notification of date	Status report			

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								Category	Mode	Amount
						Review of POM report	POM report			
6	MGNREGA - Review of MIS report	2	Smt. Indu Sharma (Director)	parasharindu@yahoo.co.in	9818973322 (23388431)	Status of MIS reporting	Performance report			
						Alter on MIS				
7	MGNREGA - State review for physical and financial performance and Grievance Redressal mechanism at State level	2	Ms. Indu Sharma (Director)	parasharindu@yahoo.co.in	9818973322 (23388431)	Performance of State government	Performance report			
						Status of Grievance Redressal mechanism				
8	MGNREGA - Visit of NLM for monitoring of programme	2	Shri L. Fanai (Deputy Secretary)	lfanai@yahoo.com	8826534401 (23369378)	Copy of complaint	NLM report			
						Performance indicator				
9	PMGSY - Sanction of Projects (a) New Connectivity to eligible habitations (b) Upgradation of eligible roads	3	Dr. B. P. Chandrashekhar (Director (Technical))	bpc@nic.in	(26716930)	Submission of STA cleared DPRs by the States to NRRDA	Recommendation of SLSC, Comprehensive new connectivity priority list, upgradation priority list, Transact walk certificate and mandatory			

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						Submission of STA cleared DPRs by the States to NRRDA	certificate of availability of land STA Cleared DPR (Check list with sample DPR) Summary of habitation connectivity, physical and financial progress of the state and summary of project proposal under consideration Minutes of the SLSC meeting.			
						Scrutiny of DPRs in NRRDA				
						Submission of project proposals before Empowered Committee for consideration				
						Approval by Hon'ble Minister of Rural Development to the projects recommended by empowered committee				

Main Services / Transactions

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10	PMGSY Quality Assurance - (A) Random inspection of PMGSY roads is carried out by National Quality Monitors (NQMs)., (B) On receipt of specific complaints, States are requested for appropriate action. Alternatively, National Quality Monitors are deputed for inspection of roads, (c) Gist of inspection reports of NQMs is uploaded on www.omms.nic.in.	5	Shri P. K. Katare (Director (Projects))	pkkat@nic.in	(26716930)	Random Inspection of PMGSY roads is carried out by National Quality Monitors (NQMs).	Quality Inspection reports of SQMS and NQMs.			
							Feedback/Complaints received.			
							Action taken reports submitted by the States.			
						Gist of inspection reports is uploaded on www.omms.nic.in				
						On receipt of specific complaints, States are requested for appropriate action. Alternatively, NQMs are deputed for inspection of roads in case of grave complaints.				
11	PMGSY - Project Information Service : OMMS updation at - (A) Central level - MoRD, NRRDA, Quality Monitors, (B) State Level - Nodal department, Executing Agencies, State Quality Monitors	2	Dr. P. K. Anand (Joint Secretary (RC))	anandpk@nic.in	(23383553)	A web based (www.omms.nic.in) Online Management Monitoring and Accounting System (OMMAS) is in operation which provides information on real time basis to citizens/clients	Relevant project documents.			

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						relating to status of implementation of PMGSY in the States including details of sanctions of road works, tendering, physical & financial progress and quality control process as also drillable reports from national to State. Updation of entries as and when any developments take place in modules of OMMAS (needing data/information entry) at: (a) Central Level - MoRD, NRRDA, Quality Monitors; (b) State level - Nodal Department, Executing Agencies, State Quality Monitors				
12	PMGSY - Prompt Grievance Redressal	3	Dr. P. K. Anand (Joint Secretary)	anandpk@nic.in	(23383553)	Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or in writing via registered post. Grievance should be as specific as possible and must relate to the functioning of MoRD/NRRDA (All relevant details duly covering name of the State, district, block, habitation, name of the road, duly articulating the grievance.				

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13	PMGSY - Performance Review Meetings: - These meetings are held at (A) Central level (B) Regional level	2	Dr. P. K. Anand (Joint Secretary)	anandpk@nic.in	(23383553)	To frame policy and formulate guidelines and overall plan to provide operational and management support to State Agencies involved in implementation of PMGSY to facilitate their planning, organisation and coordination functions. In this regard meetings are held with States to review overall implementation of PMGSY by States, policy and programme guidelines in the light of the feedback and suggestions received from the key stakeholders including citizens and clients. Accordingly, advice/support is extended to the State Agencies involved in implementation of PMGSY	Relevant documents records in MoRD/NRRDA/SR RDAs.			
14	PMGSY - Scrutiny of DPRs	2	Dr. B. P. Chandrashekhar (Director (Technical))	bpc@nic.in	(26716930)	Sample DPRs received from the States are scrutinized by STAs and sample DPRs at NRRDA. Necessary clarifications/information are sought from them	STA approved DPRs.			

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						for removal of deficiencies, if any. On receipt of compliance from the States, proposals (DPRs) are submitted to Empowered Committee.				
15	PMGSY - Release of funds: A. First Instalment B. Second Instalment: of the awarded works of all the years preceding that year, and fulfilment of other conditions, if any stipulated and submission of requisite documents.	2	Dr. P. K. Anand (Joint Secretary)	anandpk@nic.in	(23383553)	50% of the cleared value of projects on award of sanctioned works, subject to fulfilment of conditions and submission of documents. B. Equal to the balance due on the cost of awarded works. Release would be subject to utilization of 60% of the available funds and completion of at least 80% of the road works awarded in the year previous to the preceding year and 100% of the awarded works of all the years preceding that year and fulfilment of other conditions, if any stipulated and submission of requisite documents.	Proposals duly supported with requisite documents for release of funds from SRRDAs.			
16	PMGSY - Capacity Building : A. Fefresher course/Workshops/Specific need based programmes	1	Dr. B. P. Chandrasekhar (Director Incharge)	bpc@nic.in	(26716930)	To impart training to personel engaged in implementation of PMGSY including engineers, finance personnel, contractors,	Assessed training needs by SRRDAs.			

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						etc.				
17	SGSY - formulation of policies, norms and guidelines for National Rural Livelihood Mission	5	Shri T. Vijay Kumar (Joint Secretary)	vjthallam@gmail.com	9560300909 (23382313)	Organization of workshops, consultation meets.	Proceedings of workshop			
						Develop concept papers for policy framework.	Concept paper			
						Finalize framework of implementation	Frankework of implementation			
						Review and updation of framework of impolementation.	Reports			
18	SGSY - Examination and approval of proposals submitted by the States for subsidy and special projects.	3	Smt. Nita Kejrewal (Deputy Secretary)	n.kejrewal@nic.in	9868548307 (23386553)	Examination of State Poverty Reduction Action Plan (Perspective Plan and Annual Action Plan)	Reports			
						Approval of State Poverty Reduction Action Plan.	Reports			
						Approval of proposals for Special Projects.	Reports			
						Send Appraisal Mission to States	Reports			

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19	SGSY - Technical support	3	Smt. Nita Kejrewal (Deputy Secretary)	n.kejrewal@nic.in	9868548307 (23386553)	Organizing consultation meets, central and state level workshops, exposure visits in states (First year roll out of NRLM)	Proceedings.			
						Support for setting up State implementation structure (First year of roll out of NRLM)	Records			
						Support for preparation of State Poverty Reduction Plan	Records			
						Examination and approval of State Perspective Plan and Annual Action Plan under NRLM	Records			
20	SGSY - Rural Self Employment Institutes (RSETIs)	2	Shri Jagdish Singh (Director)	singhjd@nic.in	9868889229 (23384980)	Setting up of RSETIs	Records			
						Training of beneficiaries and ensuring credit linkage or wage employment for them.	Records			
21	SGSY - Central Level Coordination Committee (CLCC)	3	Shri Sudhir Shyam (Deputy Secretary)	hisudhirshyam@yahoo.co.in	9871162650 (23382046)	Conducting meeting of CLCC.	Proceedings of CLCC			
22	SGSY - Monitoring and Evaluation	3	Smt. Nita Kejrewal (Deputy Secretary)	n.kejrewal@nic.in	9868548307 (23386553)	Putting in place a comprehensive National Level Management Information System and	Ministry records.			

Main Services / Transactions

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								Category	Mode	Amount
						IT based fund tracking system.				
						Review Mission to States	Ministry records			
						Periodic panel Study.	Ministry records			
						Monitoring outcomes of NRLM as per approved action plan.	Ministry records			
						Monitoring of Special projects.	Ministry records			
23	SGSY - Grievance Redressal Mechanism	1	Shri Amarjit Banga (Director)	aj_banga@hotmail.com	9871234775 (23384541)	Examination and disposal of grievances received in a time bound manner	Ministry records.			
24	IAY - Allocation of physical & financial targets under IAY to States/UTs	1	Smt. Sunita Khurana (Director)	dirrhord@nic.in	(23381300)	Allocate funds to States/UTs as per approved criterion & accordingly fix physical targets.				
25	IAY - Release of funds to States/UTs.	9	Smt. Sunita Khurana (Director (RH))	dirrhord@nic.in	(23381300)	Funds released to States/UTs in two equal instalments.				

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						Obtain proposals from States/UTs for release of 2nd instalment.	AR/UC, Physical Progress.			
						Scrutiny of proposals.				
						Release first instalment to all DRDAs except those who did not avail 2nd instalment in previous year.				
26	IAY - Release of funds to the States/UTs for purchase of land for Homestead scheme	3	Smt. Sunita Khurana (Director (RH))	dirrhord@nic.in		Release of funds on receipt of proposals from the State Governments.	Proposal on Proforma-II, UC/AR of the previous release, if any.			
27	IAY - Provide funds for Natural Calamities to BPL households.	1	Smt. Sunita Khurana (Director (RH))	dirrhord@nic.in		Release of funds for houses damaged due to natural calamities on receipt of requests from the State Governments.	Break up of houses damaged fully/partially, certificate, commitment of State's Share, List of persons whose houses damaged.			
28	IAY - Monitor and review implementation of scheme.	1	Smt. Sunita Khurana (Director (RH))	dirrhord@nic.in		Receipt of MPRs online Area Officer physically monitor IAY implementation in State/UTs.				
						National Level monitors also monitor IAY implementation.				

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						States apprised about the discrepancies noticed.				
29	IAY - Training programme organized for IAY associated persons.	2	Shri A. K. Sood (Director)	anil.sood@nic.in	(23070129)	Training imparted through National level institutions/institutes engaged with rural development activities.				
						Financial assistance provided for conducting training programmes. Funds provided in two instalments.				
						2nd instalment released after scrutiny of relevant documents.	AR/UC/Progress Report.			
						Monitor training programmes through representative of the Ministry and through reports.				
30	IAY - Research study on various components of IAY	2	Shri A. K. Sood (Director)	anil.sood@nic.in	(23070129)	Decision on component taken for research study.				
						Finalize institute/agencies and release fund.				
						Invite various institutes/agencies.				

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						Discussion with Institutes/agencies.				
31	IAY - Grievance Redressal Mechanism.	1	Shri A. K. Sood (Director)	anil.sood@nic.in	(23070129)	Beneficiary can address grievances to GOI and State Governments Grievance of NLM//DLM processed and address to State Government				
32	NSAP - Provisional inter-state allocation of funds and sending recommendation to Ministry of Finance/Ministry of Home Affairs for release of funds for each quarter beginning April.	3	Shri T. Srinivas (Director, NSAP)	t.srinivas@nic.in	9868996221 (24360565)	Scrutiny of MPRs by the NSAP Division.	Monthly Progress Reports.			
							Utilization Certificate for the previous financial year.			
						Approval by JS(NSAP)				
						Concurrence by the IFD.				
						Issue of communication to the Ministry of Finance/Home Affairs.				
33	NSAP - Conducting of Nodal Officers Meetings/Performance Review Committee Meetings.	2	Shri T. Srinivas (Director (NSAP))	t.srinivas@nic.in	9868996221 (24360565)	Standard Process as per the prevalent situation	Relevant documents as the situation warrants.			

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34	NSAP - Formulating policies and guidelines for better implementation of Scheme in State/UTs to include more vulnerable groups of society.	2	Shri T. Srinivas (Director (NSAP))	t.srinivas@nic.in	9868996221 (24360565)	Standard Process as per the prevalent situation				
35	NSAP - Placing the copies of sanction orders etc. in public domain.	1	Shri T. Srinivas (Director (NSAP))	t.srinivas@nic.in	9868996221 (24360565)	Standard Process as per the prevalent situation				
36	NSAP - Prompt Grievance Redressal relating to delay in providing the recommendations for release of funds/Poor monitoring of schemes under NSAP	2	Shri T. Srinivas (Director (NSAP))	t.srinivas@nic.in	9868995221 (24360565)	Standard Process as per the prevalent situation				
37	TRAINING - Physical Targets	0.5	Shri N.C. Bhanwal (Deputy Secretary (Training))	nanakcb@rediffmail.com	9971276608	Fix Target with the approval of M(RD)	Physical Achievement of previous year			
38	TRAINING - Release of funds to NIRD, SIRDs and ETCs.	1	Shri N.C.Bhanwal (Deputy Secretary (Training))	nanakcb@rediffmail.com	9971276608	Scrutiny of proposal	Proposals according to the proforma made available to the Institutions			
						Approval of Deputy Secretary				
						Concurrence of IFD				
						Issue of sanctions				

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								Category	Mode	Amount
39	TRAINING - Career Management Training	1	Shri N.C.Bhanwal (Deputy Secretary (Training))	nanakcb@rediffmail.com	9971276608	Approval of concerned Divisional Head	Applications from the individuals			
						Vigilance Clearance				
						Approval of Secretary(RD)				
						Issue of sanctions				
40	TRAINING - Organisation of Training Courses	0.5	Shri N.C.Bhanwal (Deputy Secretary (Training))	nanakcb@rediffmail.com	9971276608	Scrutiny of proposal	Proposals according to the proforma made available to the Institutions			
						Approval of Divisional Head				
						Concurrence of IFD				
						Issue of sanctions				
41	TRAINING - Monitoring of Training Programmes	1	Shri N.C.Bhanwal (Deputy Secretary	nanakcb@rediffmail.com	9971276608	Update position				

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								Category	Mode	Amount
			(Training))			Update position				
						Receipt of Progress Report through online and Manuals	Monthly Progress Report from the Institutions			
42	TRAINING - Grievance Redressal Mechanism	1	Shri N.C.Bhanwal (Deputy Secretary (Training))	nanakcb@rediffmail.com	9971276608	Comments of NIRD, SIRDs, ETCs, etc.	Filed complaint			

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	MGNREGA - Release of funds as per demand subject to performance (section 22)	5.0	Average time taken from the date of receipt of the demand.	30	days	5.0	Ministry records
2	MGNREGA - Investigation into the complaint at the central level (section 27)	4.0	Average time taken from the date of receipt of complaint	30	days	4.0	Ministry records
3	MGNREGA - Advisory to State Government on important policy direction and Rules (section 27)	4.0	Average time taken from the date of receipt of review meeting.	60	days	4.0	Ministry records
4	MGNREGA - Monitoring of the scheme through Central Employment Guarantee Council (section 10)	4.0	Average time taken for organising the meeting.	45	days	4.0	Ministry records
5	MGNREGA - Review, Monitor and supervise the implementation of the Act: Quarterly monitoring through PRC	2.0	Average time taken from the date of last meeting.	60	days	2.0	Ministry records
6	MGNREGA - Review of MIS report	2.0	Upload of information on MIS	60	days	2.0	Ministry records
7	MGNREGA - State review for physical and financial performance and Grievance Redressal mechanism at State level	2.0	Action Taken report	60	days	2.0	Ministry records
8	MGNREGA - Visit of NLM for monitoring of programme	2.0	Action taken report from the State	60	days	2.0	Ministry records
9	PMGSY - Sanction of Projects (a) New Connectivity to eligible habitations (b) Upgradation of eligible roads	3.0	Average time taken after approval by competent authority in respect of STA cleared Detailed Project Reports (DPRs) required online and found eligible for	21	days	3.0	Ministry/NRRDA/SRRDA Records

Service Standards

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			submission before Empowered Committee.			3.0	
10	PMGSY Quality Assurance - (A) Random inspection of PMGSY roads is carried out by National Quality Monitors (NQMs)., (B) On receipt of specific complaints, States are requested for appropriate action. Alternatively, National Quality Monitors are deputed for inspection of roads, (c) Gist of inspection reports of NQMs is uploaded on www.omms.nic.in.	5.0	To meet the prescribed inspections targets of 3000	365	Days	2.5	Ministry/NRRDA/SRRDA records
			Average time taken after taking a decision to send case to a State/to depute NQM	30	Days	1.25	Ministry/NRRDA/SRRDA records
			Average time taken in uploading reports after receipt of inspection reports in NRRDA	30	days	1.25	Ministry/NRRDA/SRRDA records
11	PMGSY - Project Information Service : OMMS updation at - (A) Central level - MoRD, NRRDA, Quality Monitors, (B) State Level - Nodal department, Executing Agencies, State Quality Monitors	2.0	As soon as possible within the prescribed time.	30	days	1.0	Ministry/NRRDA/SRRDA records
			As soon as possible within the prescribed time.	30	days	1.0	Ministry/NRRDA/SRRDA records
12	PMGSY - Prompt Grievance Redressal	3.0	Average number of days for acknowledgement	07	days	0.3	Ministry/NRRDA/SRRDA records

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			Average number of days for forwarding to concerned SRRDAs for appropriate action, where necessary.	14	days	0.6	Ministry/NRRDA/SRRDA records
			Average number of months for replying in respect of Grievance pertaining to quality aspects and deployment of NQMs.	90	days	2.1	Ministry/NRRDA/SRRDA records
13	PMGSY - Performance Review Meetings: - These meetings are held at (A) Central level (B) Regional level	2.0	Prescribed frequency of PRMs	180	days	2.0	Ministry/NRRDA/SRRDA records
14	PMGSY - Scrutiny of DPRs	2.0	Average number of days from receipt of STA cleared projects.	70	days	2.0	STA cleared DPRs
15	PMGSY - Release of funds: A. First Instalment B. Second Instalment: of the awarded works of all the years preceding that year, and fulfilment of other conditions, if any stipulated and submission of requisite documents.	2.0	Average number of days after award of sanctioned works.	60	days	1.0	Proposals duly supported with requisite documents for release of funds from SRRDAs, Document in support of utilization of 60% of the available funds and completion of 80% of the road works awarded in the previous to the preceding year and 100% of the awarded works of all the years preceding that year, and fulfilment of other conditions, if any stipulated, and submission of requisite documents
			Average number of days after fulfilment of para 19.2 of the PMGSY guidelines and release of maintenance funds by States as stipulated letter No. H.12014/2/2010-RC(Pt) dated 11.09.2010	60	days	1.0	Proposals duly supported with requisite documents for release of funds from SRRDAs, Document in support of utilization of 60% of the available funds and completion of 80% of the road works awarded in the previous to the preceding year and 100% of the awarded works of all the years preceding that year, and fulfilment of other conditions, if any stipulated, and submission of requisite

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						1.0	documents
16	PMGSY - Capacity Building : A. Fefreshter course/Workshops/Specific need based programmes	1.0	As per the training calendar and targeted number of participations finalized for the year.	365	Days	1.0	Assessed training needs by SRRDAs
17	SGSY - formulation of policies, norms and guidelines for National Rural Livelihood Mission	5.0	Time taken for formulation of guidelines for NRLM	180	days	5.0	Ministry record
18	SGSY - Examination and approval of proposals submitted by the States for subsidy and special projects.	3.0	Average time taken from the date of receipt of complete proposals.	45	days	3.0	Ministry records
19	SGSY - Technical support	3.0	Average time taken from the date of receipt of request from the State government for technical support.	60	days	3.0	Ministry records
20	SGSY - Rural Self Employment Institutes (RSETIs)	2.0	Average time taken for setting up of RSETI	365	days	2.0	Records
21	SGSY - Central Level Coordination Committee (CLCC)	3.0	Organizing CLCC meeting	2	No. of meetings held	3.0	Ministry records
22	SGSY - Monitoring and Evaluation	3.0	Putting in place a comprehensive National Level Management Information System and IT based fund tracking system by December, 2011		Date	3.0	Ministry records
23	SGSY - Grievance Redressal Mechanism	1.0	Average time taken for disposal of grievance.	45	days	1.0	Ministry records

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24	IAY - Allocation of physical & financial targets under IAY to States/UTs	1.0	Average time taken from the date of receipt of budget	30	days	1.0	Ministry records
25	IAY - Release of funds to States/UTs.	9.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	60	days	9.0	Ministry records
26	IAY - Release of funds to the States/UTs for purchase of land for Homestead scheme	3.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	30	days	3.0	State Government
27	IAY - Provide funds for Natural Calamities to BPL households.	1.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	30	days	1.0	State Government
28	IAY - Monitor and review implementation of scheme.	1.0	Average time taken from the date of receipt of the fully completed MPRs in all respects.	30	days	1.0	State Government
29	IAY - Training programme organized for IAY associated persons.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	45	days	2.0	Ministry
30	IAY - Research study on various components of IAY	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	45	days	2.0	Ministry
31	IAY - Grievance Redressal Mechanism.	1.0	Average time taken from the date of receipt of the grievances.	45	days	1.0	State Government

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S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
32	NSAP - Provisional inter-state allocation of funds and sending recommendation to Ministry of Finance/Ministry of Home Affairs for release of funds for each quarter beginning April.	3.0	Average turnaround time taken to send the recommendations to the Ministry of Finance/Ministry of Home Affairs.	10	working days	3.0	Monthly Progress Reports provided by State Govts./UTs
33	NSAP - Conducting of Nodal Officers Meetings/Performance Review Committee Meetings.	2.0	Once in 3 months	3	Months	2.0	Ministry records.
34	NSAP - Formulating policies and guidelines for better implementation of Scheme in State/UTs to include more vulnerable groups of society.	2.0	Average turnaround time taken based on the standard process as per the prevalent situation.		days	2.0	Ministry records
35	NSAP - Placing the copies of sanction orders etc. in public domain.	1.0	Average turnaround time taken from receipt of the document from the Ministry of Finance/Ministry of Home Affairs.	10	days	1.0	Ministry records
36	NSAP - Prompt Grievance Redressal relating to delay in providing the recommendations for release of funds/Poor monitoring of schemes under NSAP	2.0	Average time taken for the settlement of grievance	45	days	2.0	CPGRAMS/Ministry's records
37	TRAINING - Physical Targets	0.5	Time taken for getting approval of M(RD)		working days	0.25	Monthly Progress report received from SIRDs and ETCs.
			Allotment to SIRDs and ETCs - one week after approval	5	Working days	0.25	
38	TRAINING - Release of funds to NIRD, SIRDs and ETCs.	1.0	1st Instalment to NIRD by 31st May	5	Working days	0.2	Proposal received from State Governments

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
			2nd Instalment to NIRD by 31st January	5	Working days	0.2	received from State Governments
			Recurring grant to SIRDs and ETCs - within 15 days from the date of fulfilling conditions	15	Working days	0.2	received from State Governments
			Release of non-recurring grant to SIRDs and ETCs as 1st Instalment - within 15 days from the approval of DSC	15	Working days	0.2	received from State Governments
			Release of 2nd Instalment of non-recurring grant to SIRDs and ETCs within 20 days from the date of fulfilling conditions	20	Working days	0.2	received from State Governments
39	TRAINING - Career Management Training	1.0	Within two weeks after the approval from competent authority	10	Working days	1.0	Proposal received from DOPT,IFS, IES, ISS etc.
40	TRAINING - Organisation of Training Courses	0.5	within 30 days from the date of fulfilling conditions	20	Working days	0.5	Proposal received from State Governments
41	TRAINING - Monitoring of Training Programmes	1.0	Monthly	30	days	1.0	Monthly Progress Report received from SIRD and ETCs
42	TRAINING - Grievance Redressal Mechanism	1.0	Time taken on receipt of comments from NIRD, SIRD, ETC etc.		Working days	0.5	Grievance received from complainant
			Reply sent to complainant	10	Working days	0.5	Grievance received from complainant

Grievance Redress Mechanism

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

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri L. Fanai, Deputy Secretary (MGNREGA)	23369379	l.fanai@nic.in	8826534401
2	Shri R. K. Sood, Under Secretary (MGNREGA)	23073787	rk.sood@nic.in	9868217748
3	Dr. P. K. Anand, Joint Secretary (RC)	23383553	anandpk@nic.in	9818404066
4	Shri Amarjit Banga, Director (SGSY)	23384541	Aj_banga@hotmail.com	9871234775
5	Smt. Sunita H. Khurana, Director (RH)	23381300	directorrhmord@nic.in	9818065366
6	Shri A. K. Sood, Director (RH)	23090129	anil.sood@nic.in	9971500935
7	Shri T.; Srinivas, Director (NSAP)	24360565	t.srinivas@nic.in	9868996221
8	Shri Nanak Chand Bhanwal, Deputy Secretary (Training)	23070308	nanakcb@rediffmail.com	9971276608

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Citizens
2	Beneficiaries
3	Gram Panchayats
4	Block Panchayats
5	District Rural Development Authorities
6	State Rural Development Authorities
7	Financial Institutions
8	Public Representatives.
9	State Rural Road Development Agencies.
10	State Panchayati Raj Department/State Panchayati Raj Engineering Department/State PWD/State Rural Works Department/State Rural Engineering Department (As nominated by a State)
11	Central Executing Agencies in Bihar, Tripura and Jharkhand
12	SGSY - Self Help Groups (SHG)
13	SGSY - Federation of SHGs
14	Central Government - Ministry of Rural Development, Planning Commission, Ministry of Finance
15	National Institute of Rural Development, Hyderabad
16	State Institutes of Rural Development

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
17	Extension Training Centres
18	Non-Government Organisations
19	Officials of the Ministry of Rural Development
20	Council for Advancement of People's Action and Rural Technology (CAPART), New Delhi

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	State Governments				
2	National Rural Roads Development Agency	26716930	nrrda@nic.in		5th floor, 15, NBCC Tower, Bhikaji Cama Place, New Delhi-110066.
3	State Departments and Rural Road Development Agencies.				
4	District Rural Development Agencies.				
5	Director (RH) at Government of India	23381300	dirrhord@nic.in	9818065366	Room No. 368, Krishi Bhawan, New Delhi.
6	Training Division - Shri N. C. Bhanwal, Deputy Secretary (Traing)	23070308	nanakcb@rediffmail.com	9971276608	Room No. 363, "G". Wing, Krishi Bhawan, New Delhi
7	National Institute of Rural Development	0402401527	dg@nird.gov.in		Rajendra Nagar, Hyderabad-500030 (AP), India
8	State Institutes of Rural Developments				
9	Council for Advancement of People's Action and Rural Technology (CAPART)	24642391	capart@caparthq.delhi.nic.in		India Habitat Centre, Zone -V-A, 2nd floor, Lodhi Road, New Delhi-110003

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	MGNREGA - Submit budget proposal with all the relevant documents
2	MGNREGA - Proper Planning and reporting about the implementation of the schemes
3	MGNREGA - Investigation report of the complaints
4	MGNREGA - Always keep proper records of your letters and communication with Ministry
5	MGNREGA - If you have an appointment with an officer in the Ministry, please arrive at least 15 minutes prior to the appointment
6	MGNREGA - If you cancel an appointment, please give a written notice via fax or email.
7	MGNREGA - Send reports in the prescribed timelines
8	8. MGNREGA - To check the websites regularly on policies, programmes and procedures
9	MGNREGA - Give their suggestions/inputs on draft placed on Ministry's websites.
10	PMGSY - STA cleared DPRs duly complete in all respect and with supporting documents in accordance with PMGSY guidelines to be submitted by SRRDAs.
11	PMGSY - Request for release of funds should be duly supported by the requisite documents prescribed in the PMGSY guidelines or orders issued in this regard from time to time, such as, Audit report, UC, Bank Reconciliation Statement, Certificate for maintenance of completed road work, etc.
12	PMGSY - State Government/UT Administration should use the central financial assistance given for PMGSY in accordance with the PMGSY guidelines and other rules relevant in this regard.
13	PMGSY - Send reports in the prescribed format as per prescribed timelines.
14	PMGSY - To check the website regularly for updates on policies, programmes and procedures.
15	PMGSY - Give their suggestions/inputs on drafts placed on Ministry's website/those circulated to them.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
16	PMGSY - State representatives should attend the PRC meetings with complete information.
17	SGSY - Implementation of NRLM Guidelines properly by the States.
18	SGSY - Participation in workshops and seminars by the States
19	SGSY - Giving response to time bound communications.
20	SGSY - State release its share of funds in time.
21	SGSY - Close monitoring of physical and financial targets by the States.
22	NSAP - Submit application forms duly completed in all respects.
23	NSAP - Please show courtesy to Government Officers.
24	NSAP - Always keep a proper record of your communication with the Government.
25	NSAP - Arrive at least 15 minutes prior to the time of appointment with the officer of the Government.
26	NSAP - Give at least 2 days advance notice to cancel any appointment with the officer of the Government.
27	NSAP - Check the Government website regularly for updating on policies, programmes, procedures etc.
28	NSAP - Give suggestions/inputs, if called for, on the drafts placed in the Government website.
29	NSAP - State Governments/UTs should promptly pass on the funds (including the State Contribution) to the implementing agencies.
30	NSAP - Place the details of beneficiaries in public domain
31	NSAP - Furnish monthly physical and financial progress report as well as the Annual Utilisation Certificate

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
32	NSAP - State/UT representative should attend the meetings with complete and up-to-date information
33	TRAINING - Submit proposals duly completed in all respects alongwith signed Utilisation Certificate.
34	TRAINING - Monthly Progress Report.
35	TRAINING - Furnish monthly physical and financial progress report.
36	TRAINING - Check the Government website regularly for updates on policies in the Government website.