



सत्यमेव जयते

Citizen's/Client's Charter (2010-11)

Ministry of Social Justice and Empowerment

Shastri Bhavan, Rajendra Prasad Road, New Delhi

Website: www.socialjustice.nic.in

Date of Issue: January, 2011

Next Review: January, 2012

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%	Sh Ganga Kumar, Deputy Secretary	kumar.ganga@nic.in	23070801	(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%	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 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		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.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	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:		P.P. Mitra, Joint Secretary	ppmitra@nic.in	23387269		
	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.	

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) Pre-matric scholarships	3%				<p>2. Regular grant-in-aid is released to the State Govts./ UTs after :</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) Proposal in its prescribed format.</p> <p>(ii) Utilization Certificate of the previous years.</p> <p>(iii) Physical and Financial achievements</p> <p>(iv) Confirmation about provision in the State Budget.</p> <p>(v) Audited Annual Accounts.</p> <p>(vi) District-wise/ Institution-wise list of beneficiaries.</p>
7	Hostel facilities for boys and girls belonging to OBCs: Release of central assistance to	5%	P.P. Mitra, Joint Secretary	ppmitra@nic.in	23387269	1.Communication of Notional Allocation to the States/UTs.	-

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
	States/UTs for creating					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.
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		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	i) Application in prescribed format along with recommendations ii) Certified copy of Registration Certificate, MOUs etc iii) Members of Managing Committee iv) Annual Report, balance Sheet, UCs, audited

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>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>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.	<p>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</p>	5%	Smt. Nidhi Khare, Director		23383464	<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>i) Recommendation s from State Government</p> <p>ii) Inspection 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>

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
						4. Release of grants with the approval of Competent Authority.	
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
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 proposals 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
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: • Obtaining recommendation of Screening Committee • Scrutiny of proposals recommended by	(i) Recommendation and inspection report from State Govt. (ii) Application in prescribed format

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
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	<p>Screening Committee and obtaining approval of competent authority.</p> <ul style="list-style-type: none"> Release of Grant after obtaining approval of competent authority <p>On-going cases:</p> <ul style="list-style-type: none"> Scrutiny of proposals recommended by the State Govt. Release of grant after obtaining approval of competent authority. 	<p>(iii) Registration Certificate.</p> <p>(iv) Memorandum of Association/ Bye-Laws.</p> <p>(v) List of Managing Committee.</p> <p>(vi) List of staff.</p> <p>(vii) Budget estimate.</p> <p>(viii) Rent agreement.</p> <p>(ix) Utilisation certifications of previous grants received (only for on-going cases).</p> <p>(x) Audited statement of accounts.</p> <p>(xi) List of beneficiaries</p> <p>(xii) Half Yearly/ Annual Report of the project.</p>
Miscellaneous Items							
14.	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.	
15.	Payment to vendors for goods	1%				Invoices received with all	

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
	and services provided to the Ministry.					requisite documents will be processed for releasing the payment.	
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: 2010-11

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Order
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>							

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Order
1	2	3	4	5	6	7	8	9
	a) Post-matric Scholarships	15%	Average 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	
			Average 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%	Average 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	
			Average time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	60	days	3%	Ministry's Records	
	Through Autonomous Central Organizations/ Educational Institutions							
	a) Rajiv Gandhi National Fellowship for Scheduled Castes Students pursuing M Phil & PhD studies through UGC	5%	Average time taken to release the grants on receipt of demand from UGC	30	days	5%	Ministry's Records	
	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	
			Average 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	7%	Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	2%	Ministry's Records	

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Order
1	2	3	4	5	6	7	8	9
	and girls		Average 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%	Average time taken in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	2%	Ministry's Records	
Average time taken to release the first installment of SCA on receipt of the proposal along with pending UCs			60	days	3%	Ministry's Records		
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.			60	days	3%	Ministry's Records		
4.	PCR & POA Acts: Release of Central Assistance to State Governments for implementation of these Acts	5%	Average 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	
5	Release of grant-in-aid to Voluntary Organizations working for the Welfare of SCs.	2%	Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	0.5%	Ministry's Records	
			Average time taken to process Ongoing Cases on receipt	60	days	0.5%	Ministry's Records	

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Order
1	2	3	4	5	6	7	8	9
			In <u>New Cases</u> , 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	
			Average 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%	Average 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	
			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	45	days	9%	Ministry's Records	
	d) Pre-matric scholarships	3%	Average time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30	days	1%		
			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	45	days	2%		
7.	Hostel facilities for boys and girls belonging to OBCs: Release of central assistance to States/UTs for creating	5%	Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	2%	Ministry's Records	

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Order
1	2	3	4	5	6	7	8	9
	States/UTs for creating		Average 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%	Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	1%	Ministry's Records	
			Average time taken to process <u>Ongoing Cases</u> on receipt	60	days	1%		
			In <u>New Cases</u> , average time required for Consideration of the recommendation of the State Govts by the Screening Committee of the Ministry	90	days	1%		
			Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	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 mental disabilities.	5%	Average time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	1%	Ministry's Records	
			Average time taken to process <u>Ongoing Cases</u> on receipt	90	days	1%		
			In <u>New Cases</u> , average time required for Consideration of the recommendation of the State Govts by the Screening Committee of the Ministry	60	days	1%		

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Order
1	2	3	4	5	6	7	8	9
			Average 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%	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	60	days	5%	Ministry's Records	
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%	Average 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	
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	

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Order
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	
			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%	Average time taken to acknowledge grievance received through CPGRAMS portal	3	Working days	0.25%	CPGRAMS Reports	
			Average time taken to acknowledge grievance received through registered post	7	Working days	0.25%	CPGRAMS Reports	

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Order
1	2	3	4	5	6	7	8	9
			Average time taken for grievance settlement	60	Working days	0.5%	CPGRAMS Reports	
15.	Payment to vendors for goods and services provided to the Ministry.	1%	Average time taken in making the payment on receipt of invoice from vendors for services rendered by them	60	Working days	1%	Ministry's Records	
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	
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.		Dr J C Sharma, Economic Adviser (Coordination)	23381643	Sharmajc.msje@nic.in	97171875571

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
6.	National Institute for the Orthopaedically Handicapped (NIOH)	B.T. Road, Bon-Hooghly Kolkata 700 090	http://www.nioh.in	director@nic.in
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, 2280214,228033 5
14.	Babu Jagjivan Ram National Foundation	Room Nos.6,7 and8, 9 th Floor, Jeevan Prakash Building, Kasturba Gandhi Marg, New Delhi 110 001			23354275 23354276
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.