



Citizen's / Client's Charter for

(Department of Rural Development)
(2013-2014)

Address	Krish Bhawan, Dr. Rajendra Prasad Road, New Delhi
Website ID	rural.nic.in
Date Of Issue	December 2013
Next Review	June 2014

Vision Mission

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 - a. Approval of Labour Budget	5	Ms. Aparajita Sarangi,(Joint Secretary)	a.sarangi@nic.in	(23388207)	1. Examination of Labour Budget proposals received from States. 2. Convening meetings of Empowered Committee to scrutinise and approve Labour Budgets. 3. Issue of Minutes of Labour Budgets.	1. Labour Budget proposals. 2. Labour Budget minutes.	N/A	N/A	N/A
2	MGNREGA - b. Approval of a Revision in Labour Budget	5	Ms. Aparajita Sarangi(Joint Secretary)	a.sarangi@nic.in	(23388207)	1. Examination of revised Labour Budget proposals received from States. 2. Convening meetings of Empowered Committee to scrutinise and approve revised Labour Budget. 3. Issue of Minutes of Labour Budget.	1. Revised Labour Budget proposals.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							2. Minutes for revised Labour Budgets.			
3	MGNREGA - Release of funds to State Employment Guarantee Fund (SEGF)	5	Ms. Aparajita Sarangi(Joint Secretary)	a.sarangi@nic.in	(23388207)	1. Examination of proposals by Programme Division in consultation with Internal Finance Wing. 2. Issue of sanction. 3. Release of funds.	1. Month-wise & district wise distribution of projected labour demand as per agreed labour budget. 2. Utilisation Certificate indicating physical & financial progress.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							3. Performance of data entry into MIS.			
4	MGNREGA - Changes to NREGAsoft Reports/Outputs from time to time to meet States' requirements.	5	Shri Vinay Thakur(Senior Technical Director, NIC)	vinay.thakur@nic.in	(23097055)	Letter from State Government and approval from JS	Request from State.	N/A	N/A	N/A
5	PMGSY - Empowered Committee recommend-ation for clearance of project proposals.	5	Dr. I. K. Pateria(Director (Technical), NRRDA)	ik.oateria@nic.in	9968129815	Submission of STA Cleared DPRs by the States to NRRDA. 2. Scrutiny of sample DPRs in NRRDA. 3. Submission of project proposals before Empowered Committee for consideration. Approval by Hon'ble Minister for Rural Development to the projects recommended by Empowered Committee,	Recommendation of State Level Standing Committee (SLSC).	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							2. Comprehensive New Connectivity Priority List (CNCPL)/Compre-hensive Upgradation Priority List (CUPL), Transact Walk Certificate and Mandatory certificate of availability of land. STA DPRs (Check list with sample DPRs). Summary of habitation connectivity, Physical and financial progress of the State and Summary of project proposal under consideration.			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Minutes of the SLSC Meeting.			
6	PMGSY - Grievance Redressal	5	Shri Rajesh Bhushan(Joint Secretary)	rajeshbhushans@gmail.com	(23384707)	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 the MoRD/NRRDA (All relevant details duly covering name of the State, District, Block, Habitation, name of the road, duly articulating the grievance.)	N/A	N/A	N/A	N/A
7	PMGSY - Release of funds for projects sanctioned	5	Shri Rajesh Bhushan(Joint Secretary)	rajeshbhushans@gmail.com	(23384707)	1.50% of the cleared value of projects on award of sanctioned works, subject to fulfillment of conditions and submission of documents. 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 fulfillment of other conditions, if any stipulated, and submission of requisite documents.	Proposals duly supported with requisite documents for release of funds from SRRDAs.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
8	PMGSY - Communication of Annual Allocation	5	Shri Rajesh Bhushan(Joint Secretary)	rajeshbhushans@gmail.com	(23384707)	Allocation of funds to the State is based on submission of project report, status of preparedness speed of execution of projects in hand and absorption capacity.	Physical and financial progress of the projects is furnished by the States. Keeping in view the works completed, running works and absorption capacity of the States the allocation of funds is made State-wise.	N/A	N/A	N/A
9	NRLM – Approval of Annual Action plans of the State Rural Livelihood Missions (SRLMs)	3	Smt. Renuka Kumar(Deputy Secretary (Marketing)(Incharge))	kumar_sshiv@hotmail.com	(24122935)	a) Receipt of AAP from the SRLM	b) Appraisal Summary circulated to EC c) EC Minutes	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Desk Appraisal of AAP received	N/A	N/A	N/A	N/A
						c) Circulation of Appraisal summary to EC	N/A	N/A	N/A	N/A
						d) Approval of AAP by EC	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						e) Issuance of EC Minutes	N/A	N/A	N/A	N/A
10	NRLM - Release of funds for approved AAPs to the SRLMs	3	Renuka Kumar,(Secretary (Mktg.)(Incharge))	kumar_sshiv@hotmail.com	(24122935)	a) IFD Concurrence on release of 1st Instalment b) Sanction Order	a) EC Minutes b) Sanction Order	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Sanction of 1st Instalment of funds to SRLM	N/A	N/A	N/A	N/A
						c) Submission of request for release of 2nd Instalment from SRLM (in prescribed format) on utilization of 60% of 1st Instalment with Utilization Certificate and Audit Certificates	N/A	N/A	N/A	N/A
						d) Scrutiny of 2nd Instalment request by RL Division and forwarding to IFD for concurrence	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						e) IFD Approval and Sanction of funds	N/A	N/A	N/A	N/A
						f) Submission of request for release of 3rd Instalment from SRLM (In prescribed format) on utilization of 75% of funds sanctioned with Utilization Certificate and Audit Certificates	N/A	N/A	N/A	N/A
						g) Scrutiny of 3rd Instalment request by RL Division and forwarding to IFD for concurrence	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						n) IFD Approval and Sanction of funds	N/A	N/A	N/A	N/A
11	Aajeevika Skills Development Programme (ASDP) – Approval of Annual Action Plans of States and release of first instalment for the year	2	Shri Anil Subramaniam(Deputy Secretary)	anilsubramaniam69@gmail.com	9891101040 (24603615)	a) Receipt of AAP/ SPIP from the State Government.	a) AAP/SPIP proposal b) Closing balance of previous year and U.C.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							c) Evidence of fulfilment of release conditions.			
							b) Scrutiny of the AAP/SPIP that has been received.	N/A	N/A	N/A
							c)Circulation of Proposal to EC	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d) Approval of AAP/SPIP by EC	N/A	N/A	N/A	N/A
						e) Issue of EC Minutes	N/A	N/A	N/A	N/A
						f) Issue of sanction Order for release of 1st instalment.	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
12	ASDP - Release of 2nd and post 2nd instalment for approved AAP to the States..	2	Shri Anil Subramaniam(Deputy Secretary)	anilsubramaniam69@gmail.com	9891101040 (24603615)	a) Submission of request by state for release of instalment on utilisation of 60% of available funds.	a) AAP/SPIP proposal for release of instalment with UC/AR b) Evidence of fulfilment of release conditions.	N/A	N/A	N/A
						b) A Scrutiny of the request for release of instalment	N/A	N/A	N/A	

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						c)Sanction and disbursement of instalment	N/A	N/A	N/A	N/A
13	Aajeevika skills – Sanction of proposals from "Year Plan States" and "Roshini	2	Shri Anil Subramaniam(Deputy Secretary)	anilsubramaniam69@gmail.com	9891101040 (24603615)	a)Registration of PIAs.	a) Project proposals from PIAs. b) Permanent Registration Number (PRN) application.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Receipt of proposals through e-mail/online facility from the PIAs.	N/A	N/A	N/A	N/A
						c) Forwarding of these proposals to concerned State Governments and TSA.	N/A	N/A	N/A	N/A
						d) Receipt and processing of State share Commitment and TSA recommendation after verification.	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						e)Preparation of Agenda for EC's meeting.	N/A	N/A	N/A	N/A
						f)Issue of the Minutes of the EC's meeting.	N/A	N/A	N/A	N/A
14	Aajeevika Skills - Release of funds for approved projects to the PIAs	2	Shri Anil Subramaniam(Deputy Secretary)	anilsubramaniam69@gmail.com	9891101040 (24603615)	a)Issue of sanction order and release of first instalment to the Coordinating Agency with the concurrence of IFD.	a)Proposal from the PIAs duly forwarded by the TSA alongwith UC/AR.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Acceptance of terms and conditions by PIA and Coordinating Agency and signing of MOU.	N/A	N/A	N/A	N/A
						c) Release of funds by Coordinating Agency to the PIA.	N/A	N/A	N/A	N/A
15	MKSP - Approval of Mahila Kisan Sashaktikaran Project proposals.	2	Smt. Renuka Kumar(Deputy Secretary)	kumar_sshiv@hotmail.com	(24122935)	a) Receipt of Project Proposal from PIA	a) Project Proposal	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							b) Appraisal Notes submitted to PSC and PAC			
							c) PSC Minutes			
							d) PAC Minutes			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Desk Appraisal of Projects received	N/A	N/A	N/A	N/A
						c) Field Appraisal of Projects Received	N/A	N/A	N/A	N/A
						d) Project Screening Committee to appraise	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						e) Project Approval Committee for final approval	N/A	N/A	N/A	N/A
16	MKSP - Release of funds for approved projects to the PIAs	2	Smt. Renuka Kumar(Deputy Secretary)	kumar_sshiv@hotmail.com	(24122935)	a) Release of funds to Coordinating Agency as per PAC Minutes	a) EC Minutes b) Sanction Order	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							c) Utilization Certificates and Audit Certificates d) Submission of Check list and related documents.			
						b) Release of fund from Coordinating Agency/SRLM to PIA	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						c) Submission of request for release of 2nd Instalment from PIA (in prescribed format) on utilization of 60% of 1st Instalment with Utilization Certificate and Audit Certificates and recommendation from Coordinating Agency/SRLM	N/A	N/A	N/A	N/A
						d) Scrutiny of 2nd Instalment request by RL Division and forwarding to IFD for concurrence	N/A	N/A	N/A	N/A
						e) IFD Approval and Sanction of funds	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						f) Submission of request for release of 3rd Instalment from PIA (in prescribed format) on utilization of 80% of funds sanctioned with Utilization Certificate and Audit Certificates and recommendation from Coordinating Agency/SRLM	N/A	N/A	N/A	N/A
						g) Scrutiny of 3rd Instalment request by RL Division and forwarding to IFD for concurrence	N/A	N/A	N/A	N/A
						h) IFD Approval and Sanction of funds	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
17	Aajeevika – Grievance Redressal Mechanism	2	Smt. Renuka Kumar(Deputy Secretary)	kumar_sshiv@hotmail.com	(24122935)	a) Receipt of complaints	N/A	N/A	N/A	N/A
						b) Forwarding of complaints falling under 'serious/others' category to the concerned State Government	N/A	N/A	N/A	N/A
						c) Completion of the enquiry on the complaint forwarded by NRLM, conducted by the Complaint Cell constituted in the State and forwarding it to the NRLM	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d) Action initiated by the NRLM on the findings of the enquiry report	N/A	N/A	N/A	N/A
						e) If enquiry report is not received by the NRLM Division within 30 days, or if the NRLM is not satisfied with the enquiry report it will depute a NationalLevel Monitor (NLM) to inquire into the complaint and produce its report	N/A	N/A	N/A	N/A
						f) Action initiated by the NRLM on the findings of the report submitted by the NLM	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
18	IAY - Allocation of targets to States.	4	Smt. Vijaya Srivastava(Joint Secretary)	vijaya.srivastava@nic.in	9868116517	Finalization of targets on the basis of procedures prescribed and communicating the same.	Nil.	N/A	N/A	N/A
19	IAY - Release of 1st Instalment (50% of the allocation)	4	Smt. Vijaya Srivastava(Joint Secretary)	vijaya.srivastava@nic.in	9868116517	Working out allocation on the basis of prescribed procedure and release of 1st instalment	Utilisation Certificates, Audit Report/Uploading of data Awassoft/MPR)	N/A	N/A	N/A
20	IAY - Sanction of special projects – Homestead Scheme, Homestead Incentive, special package for families affected by natural and man-made calamity, PPG, FRA beneficiaries etc.	4	Smt. Vijaya Srivastava(Joint Secretary)	vijaya.srivastava@nic.in	9868116517	Processing proposals received from States/UTs for approval of Empowered Committee	Proposal from States/UTs Governments alongwith requisite documents as per the check-list.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
21	IAY - Release of funds for cases under above categories	3	Smt. Vijaya Srivastava(Joint Secretary)	vijaya.srivastava@nic.in	9868116517	Information received as per the checklist are scrutinised. In case of deficiencies, the additional information is sought from the DRDAs. On receipt of the same, the proposal is processed and referred to IFD for release of funds.	Utilisation Certificate / Audit Report / Uploading of data in Awaassoft / MPR.	N/A	N/A	N/A
22	IAY - Release of funds as 2nd Instalment	3	Smt. Vijaya Srivastava(Joint Secretary)	vijaya.srivastava@nic.in	9868116517	Information received as per the checklist are scrutinised. In case of deficiencies, the additional information is sought from the DRDAs. On receipt of the same, the proposal is processed and referred to IFD for release of funds.	Utilisation Certificate / Audit Report / Uploading of data in Awaassoft / MPR.	N/A	N/A	N/A
23	IAY - Grievance Redressal Mechanism	2	Smt. Vijaya Srivastava(Joint Secretary)	vijaya.srivastava@nic.in	9868116517	The complaint is forwarded to State and ATR sought within 30 days. Non-receipt of ATR is linked to future release of funds.	Details of the grievance of the complainant (s).	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
24	NSAP - Communication of annual allocation, scheme-wise, to the States/UT.	1	Ms. Rekha Chauhan(Deputy Secretary (NSAP))	rekhachauhan2@yahoo.com	9811945990 (24360565)	1. Scrutiny of MPRs provided by States/UTs by NSAP Division	Monthly Progress Report. Utilization Certificate for the previous financial year. Report of expenditure of 50% and above of the total available funds for the current financial year.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Approval by JS(NSAP)	N/A	N/A	N/A	N/A
						Concurrence by the IFD	N/A	N/A	N/A	N/A
						Issue of communication to the Ministry of Finance/Home Affairs	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Approval by JS(NSAP)	N/A	N/A	N/A	N/A
						Concurrence by the IFD	N/A	N/A	N/A	N/A
						Issue of communication to the Ministry of Finance/Home Affairs	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
26	NSAP - Grievance redressal	3	Ms. Rekha Chauhan(Deputy Secretary)	rekhachauhan2@yahoo.com	9811945990 (24360565)	Standard Process as per the prevalent situation and the prescribed procedure	Details of the grievance of the complainant (s).	N/A	N/A	N/A
27	TRAINING – Release of funds to NIRD, SIRDs and ETCs.	5	Shri S. S. Prasad(Under Secretary)	ss.prasad.dord@nic.in	(23070978)	1. Scrutiny of proposal.	Proposal according to the proforma made available to the Institution. . Utilisation certificate	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Audit Report.			
						2. Approval of Director/Deputy Secretary	N/A	N/A	N/A	N/A
						3. Concurrence of IFD.	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						4. Issue of sanction.	N/A	N/A	N/A	N/A
28	Training – Grievance Redressal Mechanism	5	Shri S. S. Prasad(Under Secretary)	ss.prasad.dord@nic.in	(23070978)	Comments of NiRD, SIRD, ETCs. Etc.	Filed Complaint.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	MGNREGA - a. Approval of Labour Budget	5.0	Date by which Labour Budget will be approved	01/04/2013	Date	5.00	Labour Budget
2	MGNREGA - b. Approval of a Revision in Labour Budget	5.0	Response time from date of receipt of proposal	15	Working Days	5.00	Labour Budget
3	MGNREGA - Release of funds to State Employment Guarantee Fund (SEGF)	5.0	Time Taken to transfer funds to SEGF from the date of receipt of proposal	30	Working Days	5.00	Sanction Order of release and MIS
4	MGNREGA - Changes to NREGAsoft Reports/Outputs from time to time to meet States' requirements.	5.0	Response time from receipt of request	15	Working Days	5.00	MIS
5	PMGSY - Empowered Committee recommendation for clearance of project proposals.	5.0	Time taken after online submission of STA cleared proposals alongwith Annual Audit Report generated through Accounts Module of OMMAS	30	Working Days	5.00	Ministry/NRRDA/SRRDA records
6	PMGSY - Grievance Redressal	5.0	Number of days for grievance redressal pertaining to quality aspects from date of receipt of complaint	90	Working Days	5.00	Ministry/NRRDA/SRRDA records
7	PMGSY - Release of funds for projects sanctioned	5.0	Time taken for processing of proposals from the date of receipt	30	Working Days	5.00	Proposals duly supported with requisite documents for release of funds from SRRDAs, documents in support of utilisation 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 work of all the years preceding that year and fulfilment of other conditions, if

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
8	PMGSY - Communication of Annual Allocation	5.0	Date by which communication to States will be issued	15/04/2013	Date	5.00	Communication of annual allocation after approval of the competent authority has been sent to all States within stipulated time limit. (Ministry/NRRDA/SRRDA Records).
9	NRLM – Approval of Annual Action plans of the State Rural Livelihood Missions (SRLMs)	3.0	Time taken for approval of Annual Action Plans (AAPs) of the SRLMs, from date of receipt	30	Working Days	3.00	Ministry records
10	NRLM - Release of funds for approved AAPs to the SRLMs	3.0	Time taken for release of funds to the SRLMs, from date of approval of AAP.	30	Working days	3.00	Ministry records
11	Aajeevika Skills Development Programme (ASDP) – Approval of Annual Action Plans of States and release of first instalment for the year	2.0	Time taken for approval of Annual Action Plans (AAPs) of the SRLMs, from date of receipt.	60	Working days	2.00	Ministry records
12	ASDP - Release of 2nd and post 2nd instalment for approved AAP to the States..	2.0	Time taken for release of funds to the SRLMs, from date of receipt of approval of AAP.	30	Working days	2.00	Ministry records
13	Aajeevika skills – Sanction of proposals from "Year Plan States" and "Roshini	2.0	Time taken for approval of PIA project, from date of receipt.	60	Working Days	2.00	Ministry Records
14	Aajeevika Skills - Release of funds for approved projects to the PIAs	2.0	Time taken for release of funds to the PIA, from date of approval of projects.	30	Working Days	2.00	Ministry Records
15	MKSP - Approval of Mahila Kisan Sashaktikaran Project proposals.	2.0	Time take for approval of PIA project, from date of receipt	90	Working Days	2.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
16	MKSP - Release of funds for approved projects to the PIAs	2.0	Time taken for release of funds to the PIA, from date of receipt of projects.	30	Working Days	2.00	Ministry records
17	Aajeevika – Grievance Redressal Mechanism	2.0	Number of days for grievance redressal, from date of receipt.	90	Working Days	2.00	Ministry records
18	IAY - Allocation of targets to States.	4.0	Date by which communication to States will be issued	15/04/2013	Date	4.00	MIS / MPRs / Consolidated Progress Reports and Utilisation Certificates provided by the State Government/District Administration/Union territories
19	IAY - Release of 1st Instalment (50% of the allocation)	4.0	Date by which communication to States will be issued	15/06/2013	Date	4.00	MIS / MPRs / Consolidated Progress Reports and Utilisation Certificates provided by the State Government/District Administration/Union territories
20	IAY - Sanction of special projects – Homestead Scheme, Homestead Incentive, special package for families affected by natural and man-made calamity, PPG, FRA beneficiaries etc.	4.0	Time taken from the date of receipt of proposal to be placed for EC approval	30	Working Days	4.00	MIS / MPRs / Consolidated Progress Reports and Utilisation Certificates provided by the State Government/District Administration/Union territories
21	IAY - Release of funds for cases under above categories	3.0	Time period between approval of EC and release of funds	50	Working Days	3.00	MIS / MPRs / Consolidated Progress Reports and Utilisation Certificates provided by the State Government/District Administration/Union territories
22	IAY - Release of funds as 2nd Instalment	3.0	Time taken from the date of receipt of proposal.	30	Working Days	3.00	MIS / MPRs / Consolidated Progress Reports and Utilisation Certificates provided by the State Government/District Administration/Union territories
23	IAY - Grievance Redressal Mechanism	2.0	Time taken from the date of receipt of grievance for reply.	30	Working Days	2.00	CPGRMAS/Ministry's records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
24	NSAP - Communication of annual allocation, scheme-wise, to the States/UT.	1.0	Date by which communication will be issued	15/04/2013	Date	1.00	
25	NSAP - Recommendations to MoF/MHA for release of funds to States/UTs: 1st quarter(as 1st instalment) 2nd quarter (as 2nd instalment) 3rd qyarter (as 3rd Instalment) 4th quarter (as 4th instalment)	6.0	Date by which recommendation will be issued	25/04/2013	Date	1.50	1. Monthly Progress Report; 2. Utilisation Certificate for the previous financial year; 3. Report of expenditure of 50% and above of the total available funds for the current
			Date by which recommendation will be issued	15/07/2013	Date	1.50	1. Monthly Progress Report; 2. Utilisation Certificate for the previous financial year; 3. Report of expenditure of 50% and above of the total available funds for the current
			Date by which recommendation will be issued	15/10/2013	Date	1.50	1. Monthly Progress Report; 2. Utilisation Certificate for the previous financial year; 3. Report of expenditure of 50% and above of the total available funds for the current
			Time taken for issue of recommendation from the date of receipt of UCs of previous financial year and expenditure of at least 50% of available funds	30	Working Days	1.50	1. Monthly Progress Report; 2. Utilisation Certificate for the previous financial year; 3. Report of expenditure of 50% and above of the total available funds for the current
26	NSAP - Grievance redressal	3.0	Time taken from the date of receipt of grievance for reply	45	Working Days	3.00	CPGRAMS/Ministry's records
27	TRAINING – Release of funds to NIRD, SIRDs and ETCs.	5.0	Time taken for release of funds to NIRD, after receipt of proposal.	45	Working Days	2.50	Proposal received from NIRD, Hyderabad
			Time taken for releasing grant to SIRDs and ETCs after receipt of proposal.	30	Working Days	2.50	Proposal received from State Governments

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
28	Training – Grievance Redressal Mechanism	5.0	Time taken for sending reply to complainant.	90	Working Days	5.00	Grievance received from complainant

Grievance Redress Mechanism

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

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri Rajesh Bhushan, Joint Secretary (RC)	23384707	rajeshbhushans@gmail.com	
2	Shri Dhruva Kumar Singh, Deputy Secretary (MGNREGA)	23073702	Dks.dca@nic.in	
3	Shri R. K. Sood, Under Secretary (RE-III)	23073787	rk.sood@nic.in	
4	Ms. Renuka Kumar, Deputy Secretary (NRLM)	24122935	kumar_sshiv@hotmail.com	
5	Shri B. C. Behera, Deputy Secretary (RH)	23097048	Bcb1958@gmail.com	
6	Smt. Rekha Chauhan, Deputy Secretary (NSAP)	24360565	Rekhachauhan2@yahoo.com	
7	Shri S. S. Prasad, Under Secretary (Training)	23070978	ss.prasad.dord@nic.in	

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Citizens
2	Beneficiaries
3	Gram Panchayats
4	Block Panchayats
5	District Rural Development Agencies.
6	State Rural Development Authorities.
7	Financial Institutions.
8	Public Representatives.
9	State Panchayat Raj Departments/State Panchayat Raj Engineering Departments/State PWD/State Rural Works Departments/State Rural Engineering Departments (as nominated by a State).
10	Central Executing Agencies in Bihar, Tripura and Jharkhand
11	State Rural Livelihood Missions.
12	Non-Government Organizations (NGOs), Trusts and Societies working as partners in the implementation of the Mission.
13	Central Government – Ministry of Rural Development, Planning Commission, Ministry of Finance, Home Affairs,
14	National Institute of Rural Development, Hyderabad.

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
15	State Institutes of Rural Development.
16	Extension Training Centres
17	Officials of the Ministry of Rural Development
18	Council for Advancement of People's Action and Rural Technologh (CAPART), New Delhi.
19	State Rural Roads Development Agencies (SRRDAs.)
20	National Rural Livelihood Mission interfaces with the various divisions in the Ministry of Rural Development and other Ministries/Organizatuions like the Planning Commission, Ministry of Women & Child Development, Ministry of Labour, Reserve Bank of India, NABARD, etc, by providing them with information, as and when requested by the same.

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	National Institute of Rural Development	04024008526	dg@nird.gov.in	Rajendra Nagar, Hyderabad-500030	
6	State Institutes of Rural Development				
7	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	Submit budget proposals with all the relevant documents.
2	Proper Planning and reporting about the implementation of the schemes.
3	Investigation report of the complaints.
4	Always keep proper records of your letters and communication with Ministry.
5	If you have an appointment with an Officer of the Ministry, please arrive at least 15 minutes prior to the appointment.
6	If you cancel an appointment, please give a written notice via fax or email.
7	Send reports in the prescribed timelines.
8	To check the websites regularly on policies, programmes and procedures
9	Give suggestions on drafts placed on Ministry's websites.
10	STA cleared DPRs duly complete in all respect and with supporting documents in accordance with PMGSY guidelines to be submitted by SRRDAs.
11	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	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	State representatives should attend the PRC meetings with complete information.
14	Implementation of NRLM guidelines properly by the States.

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
15	Participation in NRLM workshops and seminars by the States.
16	States should release its share of funds in time.
17	Close monitoring of physical and financial targets by the States.
18	Show courtesy to Government Officers.
19	State Governments/UTs should promptly pass on the funds (including the State contributions) to the implementing agencies.
20	Place the details of beneficiaries in public domain.
21	Furnish monthly physical and financial progress report as well as Annual Utilisation Certificates.
22	Effective implementation of the Schemes in letter and spirit.
23	Submission of clarification of documents related to proposal on time.
24	Submission of Reply/Action Taken Report on NLMs reports/complaints sent to the State Governments in a time bound manner.
25	Proper monitoring of house construction by the DRDAs.
26	Release of financial assistance to the eligible beneficiary on time.