

CHAPTER 21

CITIZEN'S/ CLIENT'S CHARTER

Citizen's/ Client's Charter

Address Shastri Bhawan, New Delhi-110 001

Website ID www.tribal.nic.in

Vision:

Reduction and removal of the gap in the Human Development Indices (HDIs) of the Scheduled Tribe population vis-à-vis the general population and help empower the tribal people socially and economically.

Mission:

The Ministry of Tribal Affairs is fully committed for development and protection of tribal people through:

1. **Formulation** and Promotion of Legislative and Executive interventions,
2. **Facilitating** the upgradation of levels of administration in Scheduled Areas through area and population targeted approaches,
3. **Furthering** socio-economic and livelihood opportunities.

ObjectiveMain Services/ Transactions

S.No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Release of financial assistance to State Governments/ UT Adms for: a) Welfare and socio-economic development of target ST population, b) Poverty alleviation and entrepreneurship development amongst target ST population.	20	Sh. S. M. Sahai (Director (SG))	sm.sahai@ nic.in	9810324269 (23381692)	Intimation of allocation/inviting proposals from State Govts/ UT Adms. Issue of Sanction/ Release of I/ II instalment (as applicable) Scrutiny and approval by Competent Authority in the Ministry	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
						Submission of proposals by State Govts/UT Adms.	i) Utilisation Certificates (UCs) in respect of releases made in the previous years ii) Physical and financial progress of releases made in the previous years iii) Expenditure report for the grant released in previous years where UC is not due	N/A	N/A	N/A

S.No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
2	Release of financial assistance to State Governments/ UT Admns. for :- a) Educational facilities by way of hostels and residential schools for ST students, b) Scholarships at the post Matric stage to ST students.	15	Sh. Biswaranjan Sasmal, (Director (Education))	b.sasmal@ nic.in	8985970071 (2307 0508)	Inviting proposals from State Govts/ UT Admns Issue of Sanction/ Release of I/ II Instalment (as applicable) Scrutiny and approval by the Competent Authority in the Ministry Submission of proposals by State Govts./UT Admns.	N/A N/A N/A i) UCs in respect of releases made in the previous years ii) Physical and financial progress report in respect of releases made in the previous years iii) Certification regarding availability of Govt. land, Schedule of PWD construction rates, Plan/Components of Solar Heat System for Hostels and Ashram Schools also required	N/A N/A N/A N/A	N/A N/A N/A N/A	N/A N/A N/A N/A

S.No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
3	Release of financial assistance to State Governments/UT Adms a) Vocational Training in tribal areas, b) Socio-economic development of Particularly Vulnerable Tribal Groups (PVTGs), the most vulnerable section amongst scheduled tribes,	15	Ms. Shyla Titus (DS (NGO))	s.titus@nic.in	9910646306 23387444	Issue of sanction/ Release of I/ II instalment (as applicable) Scrutiny and approval by the Competent Authority in the Ministry	N/A N/A	N/A N/A	N/A N/A	N/A N/A
						Submission of proposals by NGOs through State Govt./ UT Adms. i) UCs in respect of releases made in the previous years ii) Audited Statement of Accounts iii) List of Managing Committee iv) List of Staff members v) List of Beneficiaries vi) Inspection Report of District Collector vii) Annual Report viii) Recommendations of State Level Multi Disciplinary Committee ix) Rent Agreement x) Rent Assessment Certificate xi) Security Bond xii) Authorisation Letter for accepting electronic payment xiii) Terms and Conditions duly signed by the organization	N/A	N/A	N/A	N/A

S.No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Release of financial assistance to State Governments/UT Admnstrs:- a) Conducting research, seminars, workshops on tribal related issues, b) Monitoring and evaluation studies on schemes of MoTA c) Tribal festivals, exchange of visits.	10	Ms. Nivedita, (DS (R&M))	nivedita.iofs@gmail.com	9582397114	Invitation of proposals through advertisement in Newspapers, Ministry's Website.	N/A	N/A	N/A	N/A
						Issue of Sanction/ Releases of I/II instalments as per schedule	N/A	N/A	N/A	N/A
						Scrutiny and selection by Research Advisory Committee	N/A	N/A	N/A	N/A
						Submission of proposals by organisations through State Govts/ UT Admnstrs.	Proposals in prescribed proforma, Annual Reports, Audited Accounts, Memorandum and Registration Certificate. II and final instalments are released on receipt of audited statement of accounts and UCs in GFR 19A from a Chartered Accountant	N/A	N/A	N/A

S.No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
5	Release of financial assistance for:- Support to Tribal Cooperative Marketing Development Federation of India and State Level Corporations	5	Ms. Nivedita, DS (CP&R)	nivedita.iofs@gmail.com	9582397114	Issue of Sanction/ Release of I/II Installment (as applicable) Scrutiny and approval of the Competent Authority in the Ministry Submission of proposals by TRIFED/STDCs through the State Govts.	N/A N/A i)UCs in respect of release made in the previous years ii)Physical and financial progress report in respect of releases made in the previous years	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
6	To provide inputs/ comments on the policy documents/ matters, legislation proposals, Cabinet Notes and EFC Memoranda of various Central line Ministries/ Departments, in order to safeguard the interests of STs.	10	All			Communicating our views to the concerned Ministry/ Department Indepth study, consulting relevant literature, analysis, evaluation of its impact on the tribals and formulation of our opinion with the approval of Competent Authority Receipt of policy documents, legislation proposals, Cabinet Notes, EFC Memoranda etc. from various Ministries/ Departments	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A

S.No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
7	To represent the interests of STs through suggestions/policy inputs in the meeting of various Working Groups, Expert Groups, Task Forces and Governing Councils constituted in various Central Ministries/ Departments and NITI Aayog.	10	All			Indepth study consulting relevant literature, analysis and formulation of our views Presenting our views in the meetings Receipt of Agenda items from the Working Groups, Expert Groups, Task Forces, Governing Councils of various Ministries/ Departments and NITI Aayog	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
8	Redressal and disposal of complaints/ grievances of employees /services providers to the Ministry.	10	Sh. GopalSadhvani, (DS (Admn.))	sadhvani.gopal@nic.in	9868833090 (23383965)	Examination and necessary remedial action Receipt of grievance	N/A Supporting documents/ orders	N/A N/A	N/A N/A	N/A N/A
9	Release of financial assistance to Institutions/ NGOs for residential/ non residential/ ashram school, vocational training, research and seminars	5	Ms. Shyla Titus (DS (NGO))	s.titus@nic.in	9910646306 23387444	Reply to the applicant	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services /Transaction	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1	Release of financial assistance to State Governments/ UT Adms for: a) Welfare and socio-economic development of target ST population, b) Poverty alleviation and entrepreneurship development amongst target ST population.	20.0	Time	40	days	20.0	Ministry Records
2	Release of financial assistance to State Governments/ UT Adms for :- a) Educational facilities by way of hostels and residential schools for ST students, b) Scholarships at the post Matric stage to ST students.	15.0	Time	45	days	15.0	Ministry Records
3	Release of financial assistance to State Governments/UT Adms a) Vocational Training in tribal areas, b) Socio-economic development of Particularly Vulnerable Tribal Groups (PTGs), the most vulnerable section amongst scheduled tribes.	15.0	Time	45	days	15.0	Ministry Records
4	Release of financial assistance to State Governments/UT Adms for:- a) Conducting research, seminars, workshops on tribal related issues, b) Monitoring and evaluation studies on schemes of MoTA c) Tribal festivals, exchange of visits.	10.0	Time	45	days	10.0	Ministry Records
5	Release of financial assistance for:- Support to Tribal Cooperative Marketing Development Federation of India and State Level Corporations	5.0	Time	45	days	5.00	Ministry Records
6	To provide inputs/comments on the policy documents/matters, legislation proposals, Cabinet Notes and EFC Memoranda of various Central line Ministries/Departments, in order to safeguard the interests of STs.	10.0	Time	25	days	10.00	Ministry Records
7	To represent the interests of STs through suggestions/ policy inputs in the meetings of various Working Groups, Expert Groups, Task Forces and Governing Councils constituted in various Central Ministries/ Departments and Planning Commission.	10.0	Time	As per requirement	days	10.00	Ministry Records
8	Redressal and disposal of complaints/grievances of employees /services providers to the Ministry	10.0	Time	30	days	10.00	Ministry Records
9	Release of financial assistance to Institutions/ NGOs for residential/ non residential/ ashram school, vocational training, research and seminars	5.0	Time	75	days	5.00	Ministry Records

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

S.No	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri. Ashok Pai, Joint Secretary & Director of Grievances	011-23073489	ashokpai@nic.in	8860484817
2	Shri R.S. Meena, Executive Director, TRIFED	011-26522652	rsmeena.trifed@gmail.com	9868100042
3	Shri Anil P.C Raven, Sr. Manager (Proj.)NSTFDC	011-26712539	raven.oraon@gmail.com	9873015939

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Central/ State Ministries/ Departments dealing with socio-economic development of STs
2	Central/ State Government Bodies
3	Institutions (UGC/ Educational Institutions)
4	TRIFED
5	NSTFDC
6	STDCCs
7	Tribal Research Institutes (TRIs)
8	NGOs
9	National Commission for Scheduled Tribes (NCST)
10	State ST Commissions
11	Citizens

Responsibility Centers and Subordinate Organizations

S.NO.	Responsibility Centers and Subordinate Organizations	Landline Number	Emails. No	Mobile Number	Address
1	Tribal Cooperative Marketing Development Federation of India Limited (TRIFED)	011-26866084	angurana@ias.nic.in	9910517971	NCUI Building, 2nd Floor, 3 Institutional Area, August Kranti Marg, New Delhi – 110016
2	National Scheduled Tribes Finance & Development Corporation (NSTFDC)	011-26712519	gursaroop@yahoo.co.in	9911370094	NBCC Tower, 5th Floor, Hall No. 1, Bhikaji Cama Place, New Delhi -110066.

Indicative Expectations from Service Recipients

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