

# **CITIZENS'/ CLIENTS' CHARTER**

## Citizens'/ Clients' Charter

Address Shastri Bhawan, New Delhi-110 001

Website [www.tribal.nic.in](http://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.

### Main Services / Transaction

Sl. N.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1.	<p>Release of financial assistance to State Governments under Special Central Assistance to the Tribal Sub plan (SCA to TSP)</p> <p>and</p> <p>Grants under Article 275(1)</p> <p>a) Welfare and socio-economic development of target ST population,</p> <p>b) Skill development, Income Generation amongst target ST population.</p> <p>c) Infrastructural development in ST dominated area.</p> <p>d) Raising the level of administration in tribal areas.</p> <p>e) Strengthening of institutions.</p>	20	Shri Rajeev Prakash, Director (SCA to TSP)	rajeev.prakash@nic.in	9717025151 (23386980)	i) Inviting proposals from State Governments	N/A	N/A	N/A	
						ii) Submission of proposals by State Governments	i) Proposals from State Governments in accordance with scheme guidelines and subject to amount allocated	N/A	N/A	N/A
						iii) Holding of PAC meetings	NA	N/A	N/A	N/A
						iv) Approval by Project Appraisal Committee (PAC) in the Ministry.				
						v) Issue of Sanction / Release of instalment (as applicable)	i) Utilisation Certificates(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) Expenditure report for the grants 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 Administration for:  a) Educational facilities by way of hostels and residential schools for ST students  b) Scholarships to ST students.	15	Shri Rajeev Prakash, Director	rajeev.prakash@nic.in	9717025151 (23386980)	i) Inviting proposals from State Governments UT Administration	N/A	N/A	N/A	
						ii) Submission of proposals by State Governments / UT Administrations	Proposal from State Government in accordance with scheme guidelines and subject to availability of funds	N/A	N/A	N/A
						iii) Scrutiny and approval by the Competent Authority in the Ministry	N/A	N/A	N/A	N/A
						iv) Issue of Sanction / Release of Instalment(as applicable)	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.	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 Administration for the Socio-economic development of Particularly Vulnerable Tribal Groups (PVTGs)	15	Ms. Shyla Titus, Deputy Secretary	s.titus@nic.in	9810487008 (23383965)	Issue of sanction/ Release of I/II installment (as applicable)	i)UCs/Fund transfer certificate in respect of releases made in the previous years. ii) Physical Progress report.	N/A	N/A	N/A
4	Release of financial assistance to State Governments/UT Administration for conducting research, seminars, workshops on tribal related issues including tribal festivals  Release of financial assistance to State Governments/UT Admin for Tribal Research Institutes (TRIs)	10	Sh. V. Ashok, Director	ashok.v@nic.in	26183433	i)Invitation of proposals through advertisement in Newspapers, Ministry's Website.	i )Proposal in prescribed proforma ii)State Government Recommendation iii)Audited statement of Account (for II and final installment) iv) Utilisation Certificate of previous grant in prescribed format. v) List of managing Committee vi) List of Staff, vii) Registration Certificate viii) Advance Surety Bond, ix) Acceptance of Terms and Conditions. x) Bank Authorization letter,	N/A	N/A	N/A
						Inviting annual action plans from State Governments				
						ii) Submission of proposals by State Governments / UT Administration				
						iii) Scrutiny and approval of the Competent Authority in the Ministry.				
iv) Issue of Sanction / Release of Sanction / Release of I / II instalments as per schedule										

S. No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
5	<p>Release of financial assistance for:-</p> <p>a) Support to Tribal Cooperative Marketing Development Federation of India and State Level Corporations.</p> <p>b) Mechanism for marketing of Minor Forest Produce (MFP) through Minimum Support Price (MSP) and Development of value Chain for MFP</p>	5	Sh. Roopak Chaudhuri, Deputy Secretary	r.chaudhuri@nic.in	9968304079 (23387444)	<p>i) Submission of proposals by State Govt. along with utilization certificates (where due) as received from the respective STDCCs.</p> <p>ii) Scrutiny and approval of the Competent Authority in the Ministry and the IFD.</p> <p>iii) Issue of Sanction / Release of I/II Instalment (as applicable)</p>	<p>A. <u>TRIFED</u></p> <p>i) Proposal</p> <p>ii) Physical &amp; Financial performance report.</p> <p>iii) UCs in respect of releases made in previous years.</p> <p>B. <u>STDCCs</u></p> <p>i) Proposal / recommendation of the State Govts. in the prescribed format as per scheme guidelines</p> <p>ii) UCs in respect of releases made in the previous years</p> <p>iii) Physical progress report of previous year's grant</p>	<p>N/A</p> <p>NA</p>	<p>N/A</p> <p>NA</p>	<p>N/A</p> <p>NA</p>

S. No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
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			i) Communicating views of MoTA to the concerned Ministry / Department,	N/A	N/A	N/A	N/A
						ii) In-depth study, consulting relevant literature, analysis, evaluation of its impact on the tribals and formulation of opinion with the approval of Competent Authority,				
						iii) Receipt of policy documents, legislation proposals, Cabinet Notes, EFC Memoranda, etc. from various Ministries / Departments.				
7	To represent the interest 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			i) In-depth study consulting relevant literature, analysis and formulation of our views	N/A	N/A	N/A	N/A
						ii) Presenting our views in the meetings				
						iii) Receipt of Agenda items from the Working Groups, Expert Groups, Task Forces, Governing Councils of various Ministries / Departments and NITI Aayog				
8	Redressal and disposal of complaints / grievances of employees/service providers to the Ministry.	10	Sh. Gopal Sadhwani, Director	sadhvani.gopal@nic.in	9818001425 (26182428)	i) Examination and necessary remedial action	N/A	N/A	N/A	N/A
						ii) Receipt of grievance	Supporting documents/ orders			

S. No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
9	Releases of financial assistance to VOs / NGOs for residential / non-residential / health / vocational training projects etc.	5	Ms. Shyla Titus	s.titus@nic.in	9810487008 (23383965)	i) Submission of proposals by NGOs through State Govt. / UT Administration ii) Scrutiny of proposals and release of grants in eligible cases.	i) Application Form ii) State Government Recommendation iii) Inspection Report counter-signed by the District Collector, iv) Budget Estimates v) Audited statement of Accounts. vi) Utilisation Certificate of previous grant in prescribed format, vii) List of Managing Committee viii) List of Staff, x) List of beneficiaries, x) Annual Report xi) Registration Certificate, Rules & Bye Laws, (need not be submitted in case of renewal proposal) xii) Up to date rent agreement / rent assessment certificate, xiii) Advance Surety Bond, xiv) Acceptance of Terms and conditions, xv) Authorisation letter, xvi) copy of the bank transaction of the pass book maintained for the project	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 for: a) Welfare and socio-economic development of target ST population, b) Skill development, Income Generation amongst target ST population. c) Infrastructural development in ST dominated area. d) Raising the level of administration in tribal areas. e) Strengthening of institutions.	20.0	Time	40	days	20.0	Ministry Records
2	Release of financial assistance to State Governments / UT Administration. 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 Administration for the socio-economic development of Particularly Vulnerable Tribal Groups (PVTGs), 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 Administration for:- a) Conducting research, seminars, workshops on tribal related issues, b) Tribal festivals,	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	N / A	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 VOs / NGOs for residential / non-residential/health, vocational training, projects etc.	5.0	Time	90	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	Ms. Sunanda Sharma , Director of Grievances	011-23073176	sunanda.sharma@nic.in	
2	Sh. R.M. Vaidya, ED(IC), TRIFED	011-26560117	rajiv.trifed@gmail.com	9560681949
3	Shri Anil PC. Raven, DGM, NSTFDC	011-26712539	raven.oraon@gmail.com	9873081698

## 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)	011-26569064,26968247	trifed@rediffmail.com		NCUI Building, 2nd Floor, 3 Institutional Area, August Kranti Marg, New Delhi – 110016
2	National Scheduled Tribes Finance & Development Corporation (NSTFDC)	011-26712519, 26712562, 26712583	nstfdc@bol.net.in		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 utilization 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.