

Main Services/Transaction

Sl. N.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Contact No.	Process	Document Required	Fees		
								Category	Mode	Amt
1.	<p>Release of financial assistance to State Governments under Special Central Assistance to the Tribal Sub-Scheme (SCA to TSS);</p> <p>Grants under Article 275(1), and PVTG- Development of Particularly Vulnerable Tribal Groups (PVTGs).</p> <p>a) Welfare and socio-economic development of target ST population,</p> <p>b) Skill development, Income Generation for target ST population.</p> <p>c) Infrastructural development in ST dominated area.</p> <p>d) Raising the level of administration in tribal areas.</p>	30	Shri Gopal Sadhwani, Director	sadhvani.gopal[at]nic[dot]in	011-23070508	i) Inviting proposals from State Governments	N/A	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 I/II instalment (as applicable)	i)UCs in respect of releases made in the previous years, ii) Physical and financial progress report in respect of	N/A	N/A	N/A

	e) Strengthening of institutions.						releases made in the previous years, iii)Availability of Land, where ever required.			
2	Scholarships to ST students.	20	Dr. Anil Kumar Addepally, Director	agmu196[at]ifs[dot]nic[dot]in	011-23073706		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.			
3	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	Dr. Anil Kumar Addepally, Director	agmu196[at]ifs[dot]nic[dot]in	011-23073706	i) Invitation of proposals ii) Invite annual action plans from the State Governments iii) Submission of proposals by State Governments/UT Administration. iii)Scrutiny and approval of the Competent Authority in the Ministry.	i) Proposal in prescribed proforma ii)State Government Recommendation iii)Audited statement of Account (for II and final instalment) iv) Utilisation Certificate of previous grant in prescribed format. v) List of managing Committee vi) List of Staff, vii) Registration Certificate	N/A	N/A	N/A

						iv) Issue of Sanction /Release of I/II instalments as per schedule.	viii) Advance Surety Bond, ix) Acceptance of Terms and Conditions. x) Bank uthorization letter,			
4	<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, Director	r.chaudhuri[at]nic[dot]in	011-23387444	<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. TRIFED i) Proposal ii) Physical & Financial performance report. iii) UCs in respect of releases made in previous years.</p> <p>B. STDCCs I) Proposal / recommendation of the State Govts. in the prescribed format as per scheme guidelines, II) UCs in respect of releases made in the previous years, III) Physical progress report of previous year's grant.</p>	N/A	N/A	N/A

5	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	Concerned Divisions of Ministry as per work distribution.			i) Receipt of policy documents, legislation proposals, Cabinet Notes, EFC Memoranda, etc. from various Ministries/ Departments.	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) Communicating views of MoTA to the concerned Ministry/ Department,				
6	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	Concerned Divisions of Ministry as per work distribution.			i) 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
						ii) In-depth study consulting relevant literature, analysis and formulation of our views				

						iii)Presenting our views in the meetings				
7	Redressal and disposal of complaints/grievances of employees/services providers to the Ministry.	10	Shri Gopal Sadhwani, Director	sadhwani.gopal[at]nic[dot]in	011-23070508	i)Receipt of grievance	N/A	N/A	N/A	N/A
						ii)Examination and necessary remedial action	Supporting documents / orders			
						iii)Reply to the applicant				
8	Releases of financial assistance to VOs / NGOs for residential / non-residential/ health / vocational training projects, etc.	5	Rajender Kumar, Director	rajenderkumar.ofb[at]gov[dot]in	011-23383965	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, ix) List of beneficiaries, x) Annual Report xi) Registration Certificate, Rules & Bye Laws, (need not be submitted in case of renewal proposal)	N/A	N/A	N/A

							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			
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Amt. : Amount, N / A : Not Applicable

Service Standards

S. No	Services /Transaction	Weight	Success Indicators	Service Standard	Unit	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	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	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	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	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	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	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	Ministry Records
8	Redressal and disposal of complaints/grievances of employees /services providers to the Ministry	10.0	Time	30	days	Ministry Records
9	Release of financial assistance to VOs/ NGOs for residential/ non-residential/health, vocational training, projects etc.	5.0	Time	90	days	Ministry Records

Grievance Redress Mechanism

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

S.No	Name of the Public Grievance Officer	Contact No.	Email
1	Dr. Naval jit Kapoor, Joint Secretary, Ministry of Tribal Affairs	011-23073489	kapoor.naval@gov.in
2			
3	Shri Anil P. Raven, DGM, National Scheduled Tribes Finance & Development Corporation	011-26712583	raven.oraon@gmail.com

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 Centres and Subordinate Organizations

S. No.	Responsibility Centres and Subordinate Organizations	Contact No.	Emails. No	Address
1	Tribal Cooperative Marketing Development Federation of India Limited (TRIFED)	011-26569064,26968247	trifed[at]rediffmail[dot]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	nstfcd[at]bol[dot]net[dot]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 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.