

Ministry of Tribal Affairs

CITIZENS'/ CLIENTS' CHARTER

Citizens'/ Clients' Charter

Address: Gate No.3, Ground Floor, Jeevan
Tara Building, Parliament Street,
New Delhi-110001
Website 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 / Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees			
								Category	Mode	Amt	
1.	Release of financial assistance to State Governments under Special Central Assistance to the Tribal Sub-Plan (SCA to TSS)	30	Shri Nadeem Ahmad, Under Secretary	nadeem.ahmad@nic.in	011-23343708	(i) Inviting proposals from State Governments	(i) Proposals from State Governments in accordance with Scheme Guidelines and subject to amount allocated	N/A	N/A	N/A	
	Grants under Article 275(1),		Shri Vaibhav Goyal, Deputy Secretary	vibhavgoyal.ofb@ofb.gov.in		011-23340470	(ii) Submission of proposals by State Governments	(ii)UCs in respect of releases made in the previous years,	N/A	N/A	N/A
	PVTG-Development of Particularly Vulnerable Tribal Groups (PVTGs). a) Welfare and socio-economic development of target ST population b) Skill development, Income Generation for target ST population. c) Infrastructural development in ST dominated area. d) Raising the level of administration in tribal areas. e) Strengthening of institutions.		Sh. Mukesh Kumar, Deputy Secretary	kr.mukesh87@nic.in		011-23383303	(iii) Holding of PAC meetings (iv) Approval by Project Appraisal committee (PAC) in the Ministry. (v) Issue of Sanction / Release of I / II instalment (as applicable)	(iii) Physical and financial progress report in respect of releases made in the previous years, (iv) Availability of Land, where ever required.	N/A	N/A	N/A

Sl. N.	Services / Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amt
2	Scholarships to ST students.	20	Shri Manoj Kumar Singh, Deputy Secretary	Singh.mk@nic.in	011-23340270	(i) Inviting proposals from State Government/UTs through DBT portal. ii)Scrutiny and approval of the Competent Authority in the Ministry (ii) Issue of Sanction / Release of I / II instalment (as applicable) through PFMS.	i) Proposals with Statement of Expenditure from State Governments/UTs in accordance with Scheme Guidelines. ii) UCs in respect of releases made in the previous years. iii)Financial Management as per the Department of Expenditure proforma dated 04.05.2020. (iv)Compliance of new procedure of CSS schemes as per the DOE letter dated 23.03.2021	N/A	N/A	N/A
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/UTs Admin for Tribal Research Institutes (TRIs)	10	Shri Rajender Kumar, Director	rajenderkumar.ofb@gov.in	011-23383965	i) Invitation of proposals i) Invite annual action plans from the State Governments ii)Submission of proposals by State Government/UT Administration. iii)Scrutiny and approval of the Competent Authority in the Ministry iv) Issue of Sanction/Release of I/II instalments as per schedule.	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	N/A	N/A	N/A

Sl. N.	Services / Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amt
							Certificate viii) Advance Surety Bond ix) Acceptance of Terms and Conditions x) Bank authorization letter.			
4	Release of financial assistance for:- a) Support to Tribal Cooperative Marketing Development Federation of India and State Level Corporations. b) Mechanism for marketing of Minor Forest produce (MFP) through Minimum Support Price (MSP) and development of value chain for MFP	5	Shri Nadeem Ahmad, Under Secretary	Nadeem.ahmad@nic.in	011-23343708	i) Submission of proposals by State Government along with utilization certificates (where due) as received from the respective STDCCs ii) Scrutiny and approval of the Competent Authority in the Ministry and the IFD. iii) Issue of Sanction/Release of I/II Instalment (as applicable)	A. TRIFED i) Proposal ii) Physical & Financial performance report. iii) UCs in respect of release made in previous years. B. STDCCs I) Proposal/recommendation of the State Governments 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.	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	10	Concerned Divisions of the Ministry as per work distribution.			i) Receipt of policy documents, legislation proposals, Cabinet Notes, EFC Memoranda, etc. from various Ministries/Department	N/A.	N/A	N/A	N/A

Sl. N.	Services / Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amt
	Central line Ministries / Departments, in order to safeguard the interests of STs.					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 the 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 ii) In-depth study consulting relevant literature, analysis and formulation of our views iii) Presenting our views in the meetings	N/A	N/A	N/A	N/A
7	Redressal and disposal of complaints / grievances of employees / services providers to the Ministry	10	Ms. Athira AS Babu, Director Shri A.K. Singh, Joint Secretary, (Nodal Appellate Authority)	athira.babu@gov.in singh.ak2862@nic.in	23340272 23340468	i) Receipt of grievance ii) Examination and necessary remedial action iii) Reply to applicant	N/A Supporting documents/orders	N/A	N/A	N/A
8	Releases of financial assistance to VOs / NGOs for residential / non-residential / health / Vocational training	5	Sh. K. Chandra Sekhar	Kotamraju.cs@nic.in	011-23380068	i) Submission of proposals by NGOs through State Govt. / UT Administration ii) Scrutiny of proposals	i) Application Form, ii) State Government Recommendation, iii) Inspection Report counter-signed by the	N/A	N/A	N/A

Sl. N.	Services / Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amt
	projects, etc..					and release of grants in eligible cases.	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), 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.			

Amt. : Amount, N/A : Not Applicable

Service Standards

S. No	Services / Transactions	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 Niti Aayog.	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	Helpline	Email
1	<ul style="list-style-type: none">Ms Athira S Babu, DirectorShri A.K. Singh, Joint Secretary, (Nodal Appellate Authority)	011-23340272 011- 23340468	athira.babu@gov.in singh.ak2862@nic.in
2	Shri Anupam Trivedi, Exe. Dir., TRIFED	94064 03962	anupam@tribesindia.com
3	<p><u>NSTFDC</u></p> <p>Shri M. K. Brahma GM (Proj., P&V and OL) (for the states of Gujarat, Rajasthan, Jammu & Kashmir, Himachal Pradesh, Uttarakhand, West Bengal, Odisha, Bihar, Uttar Pradesh, Jharkhand, Dadra & Nagar Haveli and Andaman & Nicobar)</p> <p>Shri Rajan J. Kachhap DGM (Proj.) (for the states of Chhattisgarh, Goa, Madhya Pradesh, Manipur, Nagaland, Sikkim, Arunachal Pradesh, Assam, Meghalaya, Mizoram, Tripura and Maharashtra)</p> <p>Shri S. N. Galgotia GM(Proj.& MIS) (Andhra Pradesh, Karnataka, Kerala, Lakshadweep, Tamil Nadu and Telangana)</p>	011-26177042 011-26177046 011-26180980	mkbrahma2007@rediffmail.com rajanstfdc@gmail.com sudhirgalgotia@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	Tribal Cooperative Marketing Development Federation of India Limited (TRIFED)
5	National Scheduled Tribes Finance & Development Corporation (NSTFDC)
6	State Tribal Development Cooperative Corporations (STDCCs)
7	Tribal Research Institutes (TRIs)
8	Non-Government Organisations (NGOs)
9	National Commission for Scheduled Tribes (NCST)
10	State Scheduled Tribes Commissions
11	Citizens

Responsibility Centers and Subordinate Organizations

S.No	Responsibility Centers and Subordinate Organizations	Contact Number	Emails No.	Address
1	Tribal Cooperative Marketing Development Federation of India Limited (TRIFED)	011-71600410, 71600415, 71600420	trifed@rediffmail.com	NSIC Business Park NSIC Estate, Okhla Phase III, Okhla Industrial Area, New Delhi, Delhi 110020
2	National Scheduled Tribes Finance & Development Corporation (NSTFDC)	011-26712519, 26712562, 26712583	nstfdc@bol.net.in	NBCC Tower, 5 th 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.
