

## CHAPTER 20

### 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 / 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 Gopal Sadhwani Director	sadhvani.gopal@nic.in	011-23070508	i) Inviting proposals from State Governments	N/A	N/A	N/A	N/A
Grants under Article 275(1), and PVTG-Development of Particularly Vulnerable Tribal Groups (PVTGs).	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	
a) Welfare and socio-economic development of target ST population,	iii) Holding of PAC meetings					NA	N/A	N/A	N/A	
b) Skill development, Income Generation for target ST population.	iv) Approval by Project Appraisal committee (PAC) in the Ministry.						N/A	N/A	N/A	
c) Infrastructural development in ST dominated area.	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 releases made in the previous years, iii) Availability of Land, where ever required.	N/A	N/A	N/A	
d) Raising the level of administration in tribal areas.										
e) Strengthening of institutions.										

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	Dr. Anil Kumar Addeppally, Director	agmu196@ifs.nic.in	011-23073706		i) UCs in respect of releases made in the previous years, ii) Physical and financial progressreportin respect of releases made in the previous years.			

Sl. N.	Services / Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amt
3	<p>Release of financial assistance to State Governments / UT Administration for conducting research, seminars, workshops on tribal related issues including tribal festivals.</p> <p>Release of financial assistance to State Governments/UTs Admin for Tribal Research Institutes (TRIs)</p>	10	Dr. Anil Kumar Addeppally, Director	agmu196@ifs.nic.in	011-23073706	<p>i) Invitation of proposals</p> <p>i) Invite annual action plans from the State Governments</p> <p>ii) Submission of proposals by State Government/UT Administration.</p> <p>iii) Scrutiny and approval of the Competent Authority in the Ministry</p> <p>iv) Issue of Sanction/Release of I/II instalments as per schedule.</p>	<p>i) Proposal in prescribed proforma</p> <p>ii) State Government Recommendation</p> <p>iii) Audited statement of account (for II and final instalment)</p> <p>iv) Utilisation Certificate of previous grant in prescribed format.</p> <p>v) List of managing Committee</p> <p>vi) List of Staff</p> <p>vii) Registration Certificate</p> <p>viii) Advance Surety Bond</p> <p>ix) Acceptance of Terms and Conditions</p> <p>x) Bank authorization letter.</p>	N/A	N/A	N/A
4	<p>Release of financial assistance for:-</p> <p>a) Support to Tribal Cooperative Marketing Federation of India and State Level Corporations.</p> <p>b) Mechanism for marketing of Minor Forest produce (MFP) through Minimum</p>	5	Sh. Roopak Chaudhuri, Director	r.chaudhuri@nic.in	011-23387444	<p>i) Submission of proposals by State Government 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>A. TRIFED</p> <p>i) Proposal</p> <p>ii) Physical &amp; Financial performance report.</p> <p>iii) UCs in respect of release made in previous years.</p>	N/A	N/A	N/A

	Support Price (MSP) and development of value chain for MFP					iii) Issue of Sanction/Release of I/II Instalment (as applicable)	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.			
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Sl. N.	Services / Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amt
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 Division of 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
						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,	10	Concerned Divisions of Ministry as per work distribution			i) Receipt of Agenda items from the Working Groups, Expert Groups, Task Forces, Governing	N/A	N/A	N/A	N/A

	Expert Groups, Task Forces and Governing Councils constituted in various Central Ministries / Departments and NITI Aayog.					<p>Councils of various Ministries / Departments and NITI Aayog</p> <p>ii) In-depth study consulting relevant literature, analysis and formulation of our views</p> <p>i) Presenting our views in the meetings</p>				
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Sl. N.	Services / Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amt
7	Redressal and disposal of complaints / grievances of employees / services providers to the Ministry	10	Shri Gopal Sadhwani, Director	sadhvani.gopal@nic.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 applicant				
8	Releases of financial assistance to VOs / NGOs for residential / non-residential / health / Vocational training projects, etc..	5	Shri Rajender Kumar, Director	rajenderkumar.ofb@gov.in	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), xii) Up to date rent agreement / rent assessment certificate, xiii) Advance Surety Bond, xiv) Acceptance of Terms and conditions, xv) Authorisation letter,	N/A	N/A	N/A



							xvi) copy of the bank transaction of the pass book maintained for the project.			
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Amt. : Amount, N/A : Not Applicable

## Citizens' / Clients' Charte

### 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	Shri A.K. Singh, Joint Secretary	011-26160312	<a href="mailto:Singh.ak2862@nic.in">Singh.ak2862@nic.in</a>
2	Smt. Sangeeta Mahendra, Exe. Dir., TRIFED	011- 26560117	<a href="mailto:smahendra.trifed@gmail.com">smahendra.trifed@gmail.com</a>
3	Shri Anil P. Raven, DGM, National Scheduled Tribes Finance and Development Corporation	011-26712583	<a href="mailto:raven.oraon@gmail.com">raven.oraon@gmail.com</a>

## 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	Contact Number	Emails No.	Address
1	Tribal Cooperative Marketing Development Federation of India Limited (TRIFED)	011-26569064, 26968247	trifed@rediffmail.com	NCUI Building, 2 <sup>nd</sup> 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, 5 <sup>th</sup> 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.