

CHAPTER-XXXIII

Citizen's Charter and Result Framework Documents(RFD)

Citizen's Charter alongwith its Result Framework Documents(RFD) is being prepared.

Citizen's / Client's Charter for Ministry of Minority Affairs-(2021-2022)

Vision mission

Vision

Empowering the minority communities and creating an enabling environment for strengthening the multi-cultural, multi-lingual and multi-religious character of our nation

Mission

To improve the socio-economic conditions of the minority communities through affirmative action and inclusive development so that every citizen has equal opportunity to participate actively in building a vibrant nation. To facilitate empowering minority communities in education, employment, economic activities and to facilitate their upliftment.

Main services/transactions

S. No.	Services/transaction	Weight %	Responsible person Designation	Email	Mobile (phone No.)	Process	Document required	Fees Category	Fees Mode	Fees Amt
1	Convey financial and/or physical targets under pre matric, post matric, merit cum means and scholarships to States/UTs and advertisement.	4	Shri Dhruv Chakravarty, DS (SS)	dhruv.chakravarty@nic.in	011-24360852	Allocation to States / UTs based on equitable criteria.	Budget allocation, census data	N/A	N/A	N/A
2	Release of advance grants for pre matric, post matric scholarship schemes to States/UTs on receipt of Utilisation Certificates for funds released for the previous year.	10	Sh. Aditya S. Singh, US (SS)	usscholarshimma@nic.in	011-24364311	Based on utilization of previous release, financial concurrence is obtained	Application and UC for previous release.	N/A	N/A	N/A
3	Provide interim reply to the State Government / UT on adequacy of proposals received for release of scholarships	8	Sh. Aditya S. Singh, US (SS)	usscholarshimma@nic.in	011-24364311	Proposals including documents are scrutinized and deficiencies, if any, are conveyed to States / UTs	Forwarding letter, Check list, UCs, CD	N/A	N/A	N/A
4	Release of funds to States/UTs for Scholarship Schemes on receipt of complete proposals.	16	Sh. Aditya S. Singh, US (SS)	usscholarshimma@nic.in	011-24364312	Based on scrutiny of documents, financial concurrence is obtained. Sanction order is thereafter issued based on which funds released by PAO.	Forwarding letter, Check list, CD, UCs.	N/A	N/A	N/A
5	Conveying Letter of Sanction to Coaching Institutions on holding the Selection Committee.	1	Sh. Suresh Yadav, US (Coaching)	suresh.yadav@nic.in	011-243604310	After advertisement inviting proposals from coaching institutions, Selection Committee meeting is held under the chairmanship of Joint Secretary(MA), Decisions of the Selection Committee are conveyed to the Coaching Institutes after the minutes of the meeting of the Selection Committee are approved.	Applications of Coaching institutions, Minutes of the meeting of the Selection Committee.	N/A	N/A	N/A

S. No.	Services/transaction	Weight %	Responsible person Designation	Email	Mobile (phone No.)	Process	Document required	Fees Category	Fees Mode	Fees Amt
6	Provide interim reply on adequacy of proposals received for release of grants to Coaching Institutions on receipt of proposal.	0.5	Sh. Suresh Yadav, US (Coaching)	suresh.yadav@nic.in	011-243604310	Applications of the Selected Coaching Institutions for release of funds are scrutinized and deficiencies, if any, are conveyed to the respective institutions.	Request letter, list of students undergoing coaching alongwith details, UC for previous release if any	N/A	N/A	N/A
7	Release of funds to Coaching Institutions subject to receipt of complete proposals.	0.5	Sh. Suresh Yadav, US (Coaching)	suresh.yadav@nic.in	011-243604310	If proposals, on scrutiny, are found in order, financial concurrence is obtained. Thereafter on issue of sanction order, PAO releases funds to the institution.	Request letter, list of students undergoing coaching alongwith details, UC for previous release if any.	N/A	N/A	N/A
8	On approval of the minutes of the meeting of Empowered Pradhan Mantri Jan Vikash Karyakaram (PMJVK) implemented in Minority Concentration Districts (MCDs), issue letter of approval to States/UTs.	8	Sh. Manoj K. Sharvar, DS (PMJVK)	m.sharvar38@nic.in	011-24360880	Obtaining district plans, preparing agenda notes, convening Empowered Committee meetings, finalization of minutes and conveying letter of approval of projects in the district plan to States/UTs.	Districts plans, minutes of Empowered Committee meeting, letters from the States/UTs.	N/A	N/A	N/A
9	On receipt of commitment/ clarifications from States/UTs, release of 1st installment to States/UTs for approved projects under MsDP.	4	Sh. Ravi Chandra, US (PMJVK)	ravi.chandra@nic.in	011-26160080	Obtaining letter completing requisite formalities required for release of funds and conveying sanction order after due approval.	commitments/ clarifications letter.	N/A	N/A	N/A
10	One month after conclusion of every quarter, updating of details of implementation of PMJVK in MCDs on the Ministry's website for social audit	4	Sh. Ravi Chandra, US (PMJVK)	ravi.chandra@nic.in	011-26160080	Entering data, analysis of data, scanning materials and placing updated details on website	QPR, photographs, meeting minutes, sanction letters, various statements.	N/A	N/A	N/A
11	On receipt of complete UCs for 1st installment , QPRs and UCs, QPR, photographs. photographs from States/UTs, release of 2nd installment	4	Sh. Ravi Chandra, US (PMJVK)	ravi.chandra@nic.in	011-26160080	Obtaining UCs, QPRs, photographs and completing requisite formalities required for release of	UCs, QPR, photographs	N/A	N/A	N/A

S. No.	Services/transaction	Weight %	Responsible person Designation	Email	Mobile (phone No.)	Process	Document required	Fees Category	Fees Mode	Fees Amt
12	On receipt of complete UCs for 2nd installment, QPRs and UC, QPR photos and CCs. photographs from States/UTs, closing of project implemented under PMJVK in MCDs.	2	Sh. Ravi Chandra, US (PMJVK)	ravi.chandra@nic.in	011-26160080	Obtaining UCs, QPRs, photographs and Completion Certificates (CCs).	UCs, QPR, photographs	N/A	N/A	N/A
13	On receipt of proposed targets for minorities from various Ministries/Departments, send proposal for fixing of annual targets under the Prime Minister's New 15 Point Programme for the Welfare of Minorities.	1	Sh. S.S. Srivastava, US (PP)	shubhendu.ss@nic.in	011-24302534	Obtaining targets from various Ministries/Departments, holding meeting of nodal officers, analyzing targets and completing process for approval of targets.	Targets, minutes of nodal officer's meeting and letters from various Ministries/Departments.	N/A	N/A	N/A
14	One month after conclusion of every quarter, holding of Nodal Officers' meeting in the Ministry on the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and updating the details on ministry's website within 2 months of the conclusion of quarter.	4	Sh. Nijamuddin, Dir (PP)	nijamuddin.s@nic.in	011-24364317	Obtaining QPR, convening meeting of nodal officers, preparing agenda notes, convening meeting, finalizing minutes and updating the data on website.	QPR, minutes of nodal officer's meetings and letters from various Ministries/Departments.	N/A	N/A	N/A
15	Three months after conclusion of every half year, sending Note for the Committee of Secretaries(COS) to review the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for follow-up on directions of COS within 15 days of receipt of minutes.	3	Sh. Nijamuddin, Dir (PP)	nijamuddin.s@nic.in	011-24364317	Obtaining clarification/data from various Ministries/Departments and preparing Note for COS and power point presentation and issuing letters for receipt of minutes.	QPR, minutes of nodal officer's meetings, letters from various Ministries/Departments and minutes of COS meeting	N/A	N/A	N/A

S. No.	Services/transaction	Weight %	Responsible person Designation	Email	Mobile (phone No.)	Process	Document required	Fees Category	Fees Mode	Fees Amt
16	One and half months after receipt of minutes of COS, sending Note for the Cabinet to report the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for follow-up on directions of cabinet within 15 days of receipt of minutes	3	Sh. Nijamuddin, Dir (PP)	nijamuddin.s@nic.in	011-24364317	Obtaining action taken reports on the recommendations of COS from various Ministries/Departments, preparing Note for the Cabinet and issuing letters on receipt of minutes.	QPR, minutes of nodal officers meetings, minutes of the COS action taken reports from various Ministries/Departments on the COS recommendations, minutes of cabinet meeting.	N/A	N/A	N/A
17	On approval of the minutes of the meeting of Sanctioning Committee for Leadership Development Scheme for minority women, issue letter of approval to selected organisations	1	Sh. Sandeep Kumar Sharma US (Nai Roshni)	sk.sharma72@gov.in	011-24302593, 011-24302583	Obtaining project proposals, preparing project profile, preparing checklist, obtaining verification reports from States/UTs, preparing agenda notes, convening meeting, finalization of minutes and issue of letter of approval to selected organisations.	Project proposal, project profile, checklist, reports from States/UTs, minutes of the Sanctioning Committee meeting documents and commitments/undertaking from the organisation concerned.	N/A	N/A	N/A
18	On receipt of complete documents and commitments/undertaking from the organisation, release of 1st installment to the approved organisation.	0.05	Sh. Sandeep Kumar Sharma, US (Nai Roshni)	sk.sharma72@gov.in	011-24302593, 011-24302583	Obtaining documents and commitments/ undertaking from the organisation, completing requisite formalities required for release of financial assistance, and conveying sanction order	Project proposal, project profile, checklist, reports from States/UTs, minutes of the Sanctioning Committee, documents and commitments/ undertaking from the organisation.	N/A	N/A	N/A

S. No.	Services/transaction	Weight %	Responsible person Designation	Email	Mobile (phone No.)	Process	Document required	Fees Category	Fees Mode	Fees Amt
19	On receipt of complete UC for 1st installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme, letter from State Government, release of 2nd installment to the approved organisation.	0.5	Sh. Sandeep Kumar Sharma, US (Nai Roshni)	sk.sharma72@gov.in	011-24302593, 011-24302583	Obtaining UCs for 1st installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme, letter from State Government, completing requisite formalities required for release of financial assistance, and conveying sanction order .	UC for 1st installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme, letter from State Government.	N/A	N/A	N/A
20	Obtaining approval of the Union Cabinet on the recommendations contained in the Annual Report of the National Commission for Minorities (NCM) after receipt of the Report in the Ministry from NCM.	1.5	Sh. S.S. Srivastava, US (PP)	shubhendu.ss@nic.in	011-24302534	Circulating respective recommendation to the Ministry / Department concerned, seeking Action Taken Memorandum (ATM) and in case, it is not possible to implement the recommendation, reasons for non-implementation, obtaining approval of the Cabinet on the ATM.	Annual Report of the NCM, comments of the Ministry / Department.	N/A	N/A	N/A
21	Laying of the Annual Report of the National Commission for Minorities (NCM) along-with Action Taken Memorandum (ATM) in Parliament after approval of Cabinet	1.5	Sh. S.S. Srivastava, US (PP)	shubhendu.ss@nic.in	011-24302534	After approval of ATM by the Cabinet, the Annual Report of NCM alongwith ATM is laid in the Parliament, as and when the opportunity arises.	Annual Report of the NCM, Action Taken Memorandum.	N/A	N/A	N/A
22	Seeking approval of Hon'ble President and Laying of Report of Report of the CLM. the Commissioner of Linguistic Minorities (CLM) in Parliament after receipt of the Report in the Ministry from CLM.	1.5	Sh. S.S. Srivastava, US (PP)	shubhendu.ss@nic.in	011-24302534	After the receipt of the sufficient number of printed copies of Report of the CLM in both Hindi and English, approval of the Hon'ble President of India is obtained for placing the Report in the Parliament. The Report is thereafter laid in the Parliament.	Report of the CLM.	N/A	N/A	N/A

S. No.	Services/transaction	Weight %	Responsible person Designation	Email	Mobile (phone No.)	Process	Document required	Fees Category	Fees Mode	Fees Amt
23	Scrutinizing and review of Annual Report and Annual Accounts of the National Finance and Development Corporation Ltd. (NMDFC)	1.5	Smt. A. Mala Rangarajan, DS (NMDFC)	mala.rangarajan@gov.in	011-24360858	After the receipt of sufficient number of printed copies of Report of the NMDFC in both Hindi and English, approval of the Hon'ble MOS (IC) is solicited for laying the Report in the Parliament. The Report is thereafter laid in the Parliament.	Annual Report and Annual Account of NMDFC	N/A	N/A	N/A
24	Scrutinizing and review of Annual Report and Account report of the Central Wakf Council (CWC) and its laying in parliament.	1.5	Sh. SPS Teotia, DS (Wqf)	sps.teotia66@gov.in	011-24364282	After the receipt of Annual Report and audit Report on the annual accounts of the CWC in both Hindi and English, approval of the Hon'ble MOS (IC) is obtained for placing the Report in the Parliament. The Report is thereafter laid in the Parliament.	Annual Report and audited accounts.	N/A	N/A	N/A
25	Release of funds to State Wakf Boards for scheme of Computerization of records of wakf on receipt of complete proposal.	4	Sh. SPS Teotia, DS (Wqf)	sps.teotia66@gov.in		Scrutinise the proposal, get approval of internal finance for release of funds, issue of sanction letter and register name of Wakf Board with CPMS of Planning Commission	Notification of constitution of State Level Coordination Committee. Proposal from the State Government. Details of Bank Account(s) of State wakf Board.	N/A	N/A	N/A
26	Release of funds under Grants in aid to National Minorities Development and Finance Corporation under scheme of Strengthening of State Channelizing Agencies on receipt of minutes approving the release of the funds from the Committee.	3	Smt. A. Mala Rangarajan, DS (NMDFC)	mala.rangarajan@gov.in	011-24360858	Budget for the year for the scheme is approved. Receipt of proposals from NMDFC. Release of amounts by Sanctioning Committee.	Budget documents. UCs of earlier releases to the SCAs.	N/A	N/A	N/A

S. No.	Services/transaction	Weight %	Responsible person Designation	Email	Mobile (phone No.)	Process	Document required	Fees Category	Fees Mode	Fees Amt
27	Release of equity share capital of Government of India to National Minorities Development and Finance Corporation (NMDFC) on receipt of complete proposal from the NMDFC.	3	Sh. Suneel Kumar, DD (NMDFC)	kumar.suneel65@gov.in	011-24364318	Proposal for release of equity share capital sought from NMDFC. Approval of internal finance sought for release of the equity.	Budget documents. UCs of previous releases. MoU between NMDFC and Ministry.	N/A	N/A	N/A
28	Release corpus fund to the MAEF after approval of Cabinet.	4	Sh. Dhruv Chakravarty, DS	dhruv.chakravarty@nic.in	011-24360852	As per the approval of the Cabinet, based N/A on the application of the MAEF, release is made to the MAEF.	Request letter of the MAEF.	N/A	N/A	N/A
29	Public Grievance Redressal.	1.5	Sh.P. K. Thakur (Dir)	pk.thakur@nic.in	011-24364314, 011-24302594	Average time taken for grievance settlement	N/A	N/A	N/A	N/A
						Average time taken to acknowledge grievance received electronically through CPGRAMS portal.		N/A		
						Average time taken to acknowledge grievance received through post.		N/A		
						Average time taken to send communication for additional information		N/A		
30	Prompt payment to vendors for invoices submitted .	1	Sh. Nijamuddin, Dir (PP)	nijamuddin.s@nic.in	011-24364317	Average time taken to Inform deficiencies in the documents submitted in writing.	N/A	N/A	N/A	N/A
						Average time taken to make the payment from the date of receipt of completed documentation.	N/A	N/A	N/A	N/A

Service Standards

S.No.	Services/transaction	Weight	Success indicators	Services standards	Unit	Weight2	Data source
1	Convey financial and/or physical targets Time Records under pre matric, post matric, merit cum means and scholarships to States/UTs and advertisement.	4	Time	28.02.2021	Date	4	Records
2	Release of advance grants for pre Time Records matric, post matric scholarship schemes to States/UTs on receipt of Utilisation Certificates for funds released for the previous year.	10	Time	12	Days	10	Records
3	Provide interim reply to the State Time Records Government / UT on adequacy of proposals received for release of scholarships.	8	Time	10	Days	8	Records
4	Release of funds to States/UTs for Time Records Scholarship Schemes on receipt of complete proposals	16	Time	12	Days	16	Records
5	Conveying Letter of Sanction to Time Records Coaching Institutions on holding the Selection Committee	1	Time	15	Days	1	Records
6	Provide interim reply on adequacy of Time Records proposals received for release of grants to Coaching Institutions on receipt of proposal.	0.5	Time	15	Days	0.5	Records
7	Release of funds to Coaching Time Records Institutions subject to receipt of complete proposals	5	Time	15	Days	0.5	Records
8	On approval of the minutes of the Time Records meeting of Empowered Committee for Pradhan Mantri Jan Vikash Karyakaram(PMJVK)) implemented in Districts (MCDs), issue letter of approval to States/UTs.	8	Time	20	Days	8	Records
9	On receipt of commitment/ clarifications Time Records from States/UTs, release of 1st installment to States/UTs for approved projects under PMJVK	4	Time	15	Days	4	Records
10	One month after conclusion of every Time Records quarter, updating of details of implementation of PMJVK in MCDs on the Ministry's website for social audit						
11	On receipt of complete UCs for 1st Time Records installment , QPRs and photographs from States/UTs, release of 2nd installment.	4	Time	15	Days	4	Records
12	On receipt of complete UCs for 2nd Time Records installment, QPRs and photographs from States/UTs, closing of project implemented under PMJVK in MCDs	2	Time	10	Days	2	Records
13	On receipt of proposed targets for Time Records minorities from various Ministries/Departments, send proposal for fixing of annual targets under the Prime Minister's New 15 Point Programme for the Welfare of minorities	1	Time	15	Days	1	Records
14	One month after conclusion of every Time Records quarter, holding of Nodal Officers' meeting in the Ministry on the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and updating the ministry's website within 2 months of the conclusion of quarter.	4	Time	15	Days	4	Records
15	Three months after conclusion of every Time Records half year, sending Note for the Committee of Secretaries(COS) to review the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for follow-up on directions of COS within 15 days of receipt of minutes	3	Time	15	Days	3	Records
16	One and half months after receipt of Time Records minutes of COS, sending Note for the Cabinet to report the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for follow-up on directions of cabinet within 15 days of receipt of minutes	3	Time	15	Days	3	Records

S.No.	Services/transaction	Weight	Success indicators	Services standards	Unit	Weight2	Data source
17	On approval of the minutes of the Time Records meeting of Sanctioning Committee for Leadership Development Scheme for minority women, issue letter of approval to selected organisations.	1	Time	15	Days	1	Records
18	On receipt of complete documents and Time Records commitments/undertaking from the organisation, release of 1st installment to the approved organisation	0.5	Time	15	Days	0.5	Records
19	On receipt of complete UC for 1st Time Records installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme, letter from State Government, release of 2nd installment to the approved organisation	0.5	Time	15	Days	0.5	Records
20	Obtaining approval of the Union Cabinet Time Records on the recommendations contained in the Annual Report of the National Commission for Minorities (NCM) after receipt of the Report in the Ministry from NCM.	1.5	Time	6	Months	1.5	Records
21	Laying of the Annual Report of the Time Records National Commission for Minorities (NCM) along-with Action Taken Memorandum (ATM) in Parliament after approval of Cabinet.	1.5	Time	3	Months	1.5	Records
22	Seeking approval of Hon'ble President Time Records and Laying of Report of the Commissioner of Linguistic Minorities (CLM) in Parliament after receipt of the Report in the Ministry from CLM.	1.5	Time	3	Months	1.5	Records
23	Scrutinizing and review of Annual Report Time Records and Annual Accounts of the National Finance and Development Corporation Ltd. (NMDFC).	1.5	Time	15	Days	1.5	Records
24	Scrutinizing and review of Annual Time Records Report and Account report of the Central Wakf Council (CWC) and it's laying in parliament.	1.5	Time	15	Days	1.5	Records
25	Release of funds to State Wakf Boards Time Records for scheme of Computerization of records of wakf on receipt of complete proposal.	4	Time	15	Days`	4	Records
26	Release of funds under Grants in aid to Time Records National Minorities Development and Finance Corporation under scheme of Strengthening of State Channelizing Agencies on receipt of minutes approving the release of the funds from the Committee	3	Time	15	Days`	3	Records
27	Release of equity share capital of Time Records Government of India to National Minorities Development and Finance Corporation (NMDFC) on receipt of complete proposal from the NMDFC.	3	Time	15	Days`	3	Records
28	Release corpus fund to the MAEF after Time Records approval of Cabinet.	4	Time	15	Days`	4	Records
29	Prompt Grievance Redressal.	1.5	Time	3	Days	1.5	
30	Prompt acknowledgement of letters Time Records received from clients/citizens.	1	Time	3	Days	1	Records
31	Prompt payment to vendors for invoices Time Records submitted .	1		15	days	1	

Grievance redressal mechanismWebsite url to lodge grievance: <http://pgportal.gov.in/>

S. No.	Name of Public Grievance Officer	Helpline Number	E mail	Mobile number
1	Ms.Nigar Fatima Husain, JS,	011-24364217	nigarhusain.edu@gov.in	

List of Stakeholder/Clients

S.No.	Stakeholder/ Clients
1	State Governments / UT Administrations, Wakf Boards and Responsibility centers of the Ministry
2	Parliament
3	Central Government/ Ministries/ Departments
4	NGOs
5	Civil society
6	Niti Ayog

Responsibility Centres and subordinate Organizations

S. No.	Responsibility Centres and subordinate Organizations	Landline numbers	E-mail	Mobile Numbers	Address
1	National Minorities Development & Finance Corporation.	011-22441455	nmdfc@nmdfc.org	011-22441441	2nd Floor, Scope Minar, Laxmi Nagar, Delhi-110092
2	National Commission For Minorities	011-24364816	Secy-ncm@nic.in	1800-110-088	3 rd Floor, Block-3, CGO Complex, New Delhi-110003
3	Central Waqf Council	011-29562147	secycwc.wakf@nic.in	011-29562146	Central Waqf Bhavan, P-13 &14 Pushp Vihar, Sector-6, Opp. Family Court Saket, New Delhi-110017
4	National Commissioner For Linguistic Minorities, New Delhi				Jam Nagar House, New Delhi
5	Dargah Khaza Saheb, Ajmer.	1452429332	nazimdargah@hotmail.com	145242549	Dargah Khaza Saheb Gali, Langer Khana, P B.33, Ajmer District, Rajasthan-305001
6	Maulana Azad Education Foundation, New Delhi	011-45607264	Secy-maef@nic.in	011-42131783	Maulan Azad Campus, Chemssford Road, New Delhi110055

Indicative Expectation from service Recipients

S.No. Indicative Expectation from service Recipients	
1	Submit proposals in complete shape with all required documents.
2	Timely submit Utilisation Certificates to the Ministry.
3	Clients should return back all cases referred to them by the Ministry after having met the observations of the Ministry completely
4	Ensure submission of application forms duly completed in all respects.
5	State Governments/UT Administrations should properly use the central financial assistance released to them for the implementation of Schemes and make efforts for the timely completion of all projects.
6	Send reports to the Ministry in the prescribed format and asb per set time lines.
7	Check the Ministry's website regularly for updates on policies, programmes and procedures
8	Clients should give their suggestions/inputs on drafts circulated to them by the Ministry timely.
9	Representatives of State / UT Governments should attend meetings in the Ministry fully prepared with all background papers and be fully conversant with the matters to be discussed.