



Citizens'/Service Charter of
Department of Rural Development
Ministry of Rural Development
Krishi Bhawan, New Delhi

<https://rural.nic.in/>

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The Department of Rural Development is one of the two Departments under Ministry of Rural Development. Being the nodal Ministry for most of the development and welfare activities in rural areas, this Department plays a pivotal role in the overall development strategy of the country. Multi-pronged strategies are being taken by the Ministry of Rural Development to improve the economic well-being of the people in rural areas with the main focus on increasing livelihood opportunities, empowering rural women, providing social safety net, skilling of rural youth, infrastructure development etc, through its programmes.

The following programmes are being implemented by the Department of Rural Development in rural areas,

- i. **Mahatma Gandhi National Rural Employment Guarantee Act (Mahatma Gandhi NREGA)** for the enhancement of livelihood security of households in rural areas by providing atleast 100 days of guaranteed wage employment in every financial year to every house hold demanding it.
- ii. **National Rural Livelihoods Mission (NRLM)** for providing livelihood opportunities to those in need including women and other vulnerable sections with focus on Below Poverty Line (BPL) households. The sub schemes of NRLM, **Start-up Village Entrepreneurship Programme (SVEP)**, strives to help the rural poor to set-up enterprises at the village level in non-agricultural sectors while **Mahila Kisan Sashaktikaran Pariyojana (MSKP)** strives to improve the present status of women in agriculture and enhance the opportunities for their empowerment. The two skill development initiatives under NRLM, namely **Deen-Dayal Upadhyaya Grameen Kaushal Yojana (DDU-GKY)** provides placement linked skill development training to rural poor youths and **Skill development through Rural Self Employment and Training Institutes (RSETIs)** provides skilling, thereby enabling the trainee to take bank credit and start his/her own Micro-enterprise.
- iii. **Housing for All: Pradhan Mantri Awaas Yojana-Grameen (PMAY-G)** for providing assistance to eligible rural houseless households and households residing in kutchha and dilapidated houses for construction of Pucca houses with basic amenities
- iv. **Pradhan Mantri Gram Sadak Yojana (PMGSY)** for provision of all weather rural connectivity to unconnected rural habitations and upgradation of existing roads to provide market access.
- v. **National Social Assistance Programme (NSAP)** for providing social assistance to the elderly, widow and disabled persons.
- vi. **Shyama Prasad Mukherjee RURBAN Mission (SPMRM)** for providing urban amenities in rural areas for improvement of quality of rural life.
- vii. **Saansad Adarsh Gram Yojana (SAGY)** for the development of Gram Panchayats envisaged through effective convergence and implementation of existing development Schemes of Government without allocation of any additional fund.

For effective implementation of these programmes, this department intends to formulate Citizens'/Service Charter with the objective to serve its clients efficiently by promoting the objectives of responsive and accountable governance and also contribute to improvement in service delivery. The charter clearly states the vision and mission of the Department, its main services/transactions, service standards, stakeholders/clients, responsibility centers and subordinate organizations, grievance redress mechanism and also the indicative expectations from service recipients.

Citizen's/Service Charter of Department of Rural Development

1. VISION AND MISSION OF THE DEPARTMENT

VISION

Sustainable and inclusive growth of rural India

MISSION

Sustainable and inclusive growth of rural India through a multi-pronged strategy for eradication of poverty by increasing livelihood opportunities, providing social safety net and developing infrastructure for growth and improvement of quality of life in rural India. Develop a proactive and responsive model of development.

2. SERVICE STANDARDS

S. No	Services/Transaction	Scheme/Programme-wise Success Indicators	Service Standards	Unit	Data Source
1	Approval of Annual Action plan	MGNREGA, DAY-NRLM, RSETI, DDU-GKY, PMAY-G Approval of Annual Action plans	31 st March of previous financial year	Date	Labour Budget/ Ministry records and communication to States/ MIS Report
2	Allocation of targets to States	i. MGNREGA- Finalization of Labour Budget ii. Pradhan Mantri Gram Sadak Yojana (PMGSY) iii. PMAY-G	31 st March of previous financial year/ 1 st April of the financial year	Date	Labour Budget/ Communication of annual allocation after approval of the competent authority/ MIS /Monthly Progress Reports (MPRs)/ Consolidated Progress Reports and Utilization Certificates
		iv. NSAP-State/UT and Scheme wise allocation of funds, received from Ministry of Finance and communicating the same to States/UTs	2 nd week of April	Date	1. Request of the States/ UTs for release of funds for 1 st installment of a year showing unspent balance as on 1 st April of the current Financial Year 2. Monthly Progress Report of previous Financial Year
3.	Release of funds	(i) MGNREGA/PMGSY/ PMAY-G/ PMAY-G/DAY-NRLM/ MKSP / SVEP/ RHISS/ NSAP/ RSETI/ DDU-GKY/ SPMRM/ Training Release of funds to State/	21 days (14 days for PD + 7 days for IFD/PAO)	Working days	Sanction Order of release and MIS/ Ministry records and communication to states/ MIS/MPRs/Consolidated Progress Reports and Utilization Certificates/ Request from State/UTs with

		Central Nodal Agency (CNA)/PIA after receipt of proposal complete in all respect			unspent balance as on 01 st April of the current financial year and MPR of previous financial year/ Concept Note on Spatial Planning
4.	Approval of the Projects	(i) MGNREGA -Approval of a revision in Labour Budget	15 days	Working Days	Labour Budget
		(ii) PMGSY - Sanction of projects received from states	15 days	Working Days	Ministry/NRIDA/SRRDA records
		(iii) PMAY-G – Time taken from the date of receipt of proposal to be placed for Empowered Committee (EC) approval for sanction of special projects as per Framework For Implementation (FFI)of PMAY-G	30 days	Working Days	MIS/MPRs/Consolidated Progress Reports and Utilization Certificates provided by the State Government/District Administration/Union territories
		(iv) MKSP - Approval of Mahila Kisan Sashaktikaran Project proposals from date of receipt	90 days	Working Days	Ministry records and communication from states as per MOF and DORD guidelines
		(v) SVEP - Approval of SVEP Project Proposals.	30 days	Working Days	Ministry records and communication from states as per MOF and DORD guidelines
		(vi) SPMRM - Approval of cluster by EC from the date of receipt of the proposal	15 days	Working Days	Mission's Framework of Implementation, Ministry Records
		(vii) SPMRM - Approval of ICAP by EC after receipt of proposal	30 days	Working Days	Mission's Framework of Implementation, Ministry Records
		(viii) SPMRM - Approval of draft spatial plan by Regional Committee	45 days	Working Days	Concept Note on Spatial Planning, Ministry Records
5	Resolving technical glitches in the programs	MGNREGA, PMAY-G, DAY-NRLM, DDUGKY, PMGSY, SPMRM, NSAP-PPS, DISHA, SAGY - Changes to Reports/Outputs and addressing technical glitches in the relevant MIS from time to time to meet State's requirements.	1-15 days , subject to the do-ability of the request	Working days	
6.	Clarifying issues raised	(i) If pertains exclusively to the Department	7-15 days	Working	Ministry/ NRIDA/ SIRDA records

	by the State Government for all Schemes / Programme	(ii) If other stakeholders involved	15-21 days	days	
7.	CPGRAMS complaint	All Programme Divisions- Time taken for sending reply to the complainant/taking action of forwarding it to State/Government/ UT	30 days	Working days	Centralized Public Grievance Redress and Monitoring System (CPGRAMS) / Ministry/ NRIDA/ SRIDA records
8.	Complaints received directly in the Department	Time taken for sending reply to the complainant: (a) Acknowledgement (b) Reply if pertains to the Department Reply if other stakeholders are concerned	30 days 1-7 days 7-13 days 13-30 days	Working days	Ministry's records
9.	Public Grievances received on i. Meri Sadak App ii. Received outside CPGRAMs and Meri Sadak App	PMGSY- (Time taken for sending reply to the complainant/ taking action of forwarding it to the State/ Government/ UT)	30 days	Working Days	Ministry/ NRIDA/ SRRDA records
10.	Communications from stakeholders other than States	Response time (a) Acknowledgement (b) Disposal if pertains to the Department (c) Disposal if other stakeholders are concerned	30 days 1-7 days 7-15 days 15-30 days	Working days	Ministry/NRIDA/SRIDA records

(Note: The details of responsible persons, processes, documents and fee, if applicable, are given in Annexure I).

3. OUR STAKEHOLDERS/ CLIENTS:

Sl.No	Stakeholders/Clients
1	Citizens
2	Beneficiaries
3	Gram Panchayats
4	Block Panchayats
5	District Rural Development Agencies
6	State Rural Development Agencies
7	Financial Institutions
8	Public Representatives.
9	State Panchayat Raj Departments/State Panchayat Raj Engineering Departments/State PWD/State Rural Works Departments/State Rural Engineering Departments (as nominated by a State).
10	Central Executing Agencies in Bihar, Tripura and Jharkhand
11	State Rural Livelihood Missions
12	Non-Government Organizations (NGOs), Trusts and Societies working as partners in the implementation of the Mission
13	Central Government –Ministry of Panchayati Raj, Ministry of Electronics and Information Technology, NITI Aayog, Ministry of Finance, Ministry of Home Affairs, Ministry of Tourism Ministry of Micro Small and Medium Industries and other Department and Ministries.
14	National Institute of Rural Development & Panchayati Raj (NIRD&PR), Hyderabad, BISAG-N, Gujarat, Mentor Institutes and other Institutes of repute elected by States/UTs and MoRD
15	State Institutes of Rural Development
16	Extension Training Centers
17	Officials of the Ministry of Rural Development
18	Nationalized Banks, Companies, NRIs, Civil Society Organizations, SHGs, CSCs, Cluster Facilitation Groups etc.
19	State Rural Roads Development Agencies (SRRDAs.)
20	National Rural Livelihood Promotion Society (NRLPS)
21	National Rural Livelihood Mission interfaces with the various divisions in the Ministry of Rural Development and other Ministries/Organizations like the NITI Aayog, Ministry of Women & Child Development, Ministry of Labour, Reserve Bank of India, NABARD, etc, by providing them with information, as and when requested by the same.
22	National Housing Bank (NHB) as the Central Nodal Agency for Rural Housing Interest Subsidy Scheme (RHSS)
23	National Academy of RUDSETI, Bengaluru
24	National Centre for Excellence in RSETIs, Bengaluru

4. RESPONSIBILITY CENTERS AND SUBORDINATE ORGANIZATIONS

Sl.No	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Address
1	State Governments			
2	National Institute of Rural Development & Panchayati Raj (NIRD&PR)	040-24008526 040-24008426	dg@nird.gov.in	Rajendra Nagar, Hyderabad - 500030
3	State Institutes of Rural Development	List Attached State-wise (As Uploaded in Mission Web-portal)		
4	BISAG-N, Gujarat, Mentor Institutes and other Institutes of repute elected by States/UTs and MoRD (More than 37Institutes)	List Attached State-wise (As Uploaded in Mission Web-portal)		
5	All SPMU, DPMU,CDMU	State/UT-wise list attached. (As Uploaded in Mission Web-portal)		
6	National Rural Livelihood Promotion Society (NRLPS)	011-23461747		NDCCII Building, 7 th Floor, Jai Singh Road, New Delhi-110001.
7	National Housing Bank(NHB)	011-24642722	ho@nhb.org.in	Core5-A, 5 th Floor, India Habitat Centre, Lodhi Road, New Delhi-110003
8	National Rural Infrastructure Development Agency	26716930	nrrda@nic.in	5 th floor, 15,NBCC Tower, Bhikaji Cama Place, New Delhi-110066
9	National Academy of RUDSETI, Bengaluru	080 23462875	info@rudsetacademy.org ; dg@rudsetacademy.org	National Academy of RUDSETI II Floor, Chitrapur Bhavan, 8 th Main, 15 th Cross, Malleshwaram, Bangalore-560055
10	National Centre for Excellence in RSETIs, Bengaluru	080 – 49594407	cpcnar@gmail.com	‘Renukaleela’, No.1210, 1 st Floor, Above ICICI Bank, 80 Feet Road, Chandra Layout Bengaluru-560104

5. GRIEVANCE REDRESSAL MECHANISM

Sl.No	Name of the Public Grievance Officer	Helpline Number	Email
1	Dr. Ashish Kumar Goel, Joint Secretary (PMGSY)	011-23385484	akgoel@nic.in
2	Smt. Sneha Lata, Under Secretary (MGNREGA)	011-23388770	sneh.lata71@nic.in
3	Shri H.R.Meena, Deputy Secretary (DAY- NRLM)	011-23461747	hrmeena.rth@nic.in
4	Shri Shailesh Kumar, Deputy Secretary (PMAY-G)	011-23383006	shailesh.kumar83@nic.in
5	Shri.Yash Pal, Deputy Secretary (NSAP)	011-23385027	yash.pal.dopt@nic.in
6	Shri Sanjay Kumar, Under Secretary (Training)	011-23461713	sanjay.kmr70@nic.in
7	Shri H.K. Vashishta, Under Secretary (DDU- GKY)	011-23461711	harishk.vashishta@nic.in
8	Ms. Nivedita Prasad Deputy Secretary (SPMRM)	011-23385027	nivedita.prasad@gov.in

6. INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

Sl.No	Indicative Expectations from Service Recipients
1	Submit budget proposals with all the relevant documents.
2	Proper Planning and reporting about the implementation of the schemes.
3	Investigation report of the complaints.
4	Always keep proper records of your letters and communication with Ministry.
5	If you have an appointment with an Officer of the Ministry, please arrive at least 15 minutes prior to the appointment.
6	If you cancel an appointment, please give a written notice via fax or email.
7	Send reports in the prescribed timelines.
8	To check the websites regularly on policies, programmes and procedures
9	Give suggestions on drafts placed on Ministry's websites.
10	STA cleared DPRs duly complete in all respect and with supporting documents in accordance with PMGSY guidelines to be submitted by SRRDAs.
11	Request for the release of funds should be duly supported by the requisite documents prescribed in the PMGSY guidelines or orders issued in this regard from time to time, such as Audit report, UC, Bank Reconciliation Statement, Certificate for maintenance of completed road work etc.
12	State Government/UT administration should use the central financial assistance given for PMGSY in accordance with the PMGSY guidelines and other rules relevant in this regard.
13	State representatives should attend the PRC meetings with complete information.
14	Implementation of DAY-NRLM guidelines properly by the States.
15	Participation in DAY-NRLM workshop and seminars by the States.
16	States should release its share of funds in time.
17	Close monitoring of physical and financial targets by the States.
18	Show courtesy to Government Officers.
19	State Governments /UTs should promptly pass on the funds (including the state contributions) within a maximum period of 15 days from the date of receipt of funds to the implementing agencies.
20	Place the details of beneficiaries in public domain.
21	Furnish monthly physical and financial progress report as well as Annual Utilization Certificates.
22	Effective implementation of the Schemes in letter and spirit.
23	Submission of clarification of documents related to proposal on time.
24	Submission of Reply/Action Taken Report on NLMs reports/complaints sent to the State Governments in a time bound manner.
25	Proper monitoring of house construction by the DRDAs.
26	Release of financial assistance to the eligible beneficiary on time.
27	State Government/UT Administration should forward the proposal for release of Central Share of funds as per the Framework For Implementation (FFI) of PMAY-G with UCs, Audit Reports ,and other relevant documents/certificates
28	State Government/UT administration should use the central financial assistance given under PMAY-G in accordance with the FFI of PMAY-G and other rules relevant in this regard
29	Timely release of subsidy to beneficiaries under RHISS through Primary Lending Institutions(PLIs) to be ensured by NHB
30	Co-ordination from line Departments and district administrations in the State Governments for undertaking convergence among the schemes for implementing Village Development Plans(VDPs)

31	Responsibility of Panchayat functionaries (elected and officials) towards ensuring people's participation and empowerment in the making of VDPs
32	Effective Implementation of SPMRM guidelines, advisories and other initiatives from time to time
33	Effective involvement of PRI members, VO members, local enterprises, private sector and other important cluster development stakeholders throughout the cluster development
34	Compliance with the fund release mechanisms and checklists pertaining to release of Funds
35	Effective ownership of assets created, service generated for sustainability.
36	Community building for Operation and Maintenance.

Main services /Transactions

S. No	Services / Transaction	Responsible Person (Designation)	Email	Mobile(Phone No.)	Process	Document Required	Fees		
							Category	Mode	Amount
1	Mahatma Gandhi NREGA - Approval of Labour Budget	Shri Rohit Kumar (Joint Secretary)	jsppm-mord@nic.in	23383553	1. Examination of Labour Budget proposals received from States. 2. Convening meetings of Empowered Committee to scrutinize and approve Labour Budget. 3. Issue of minutes of Labour Budgets.	1. Labour Budget proposals 2. Labour Budget minutes.	N/A	N/A	N/A
2	Mahatma Gandhi NREGA -Approval of a revision in Labour Budget	Shri Rohit Kumar (Joint Secretary)	jsppm-mord@nic.in	23383553	1. Examination of Labour Budget proposals received from States. 2. Convening meetings of Empowered committee to scrutinize and approve revised Labour Budget. 3. Issue of Minutes of Labour Budget	1. Revised Labour Budget Proposals. 2.Minutes for revised Labour Budgets.	N/A	N/A	N/A
3	Mahatma Gandhi NREGA - Release of funds to State Employment Guarantee Fund (SEGF)	Shri Rohit Kumar (Joint Secretary)	jsppm-mord@nic.in	23383553	1. Examination of proposals by Programme Division in consultation with Integrated Finance Division. 2. Issue of sanction. 3. Release of fund.	1. Month-wise & District wise distribution of projected labour demand as per agreed labour budget. 2. Utilization Certificate indicating physical & Financial Progress.	N/A	N/A	N/A
4	Mahatma Gandhi NREGA - Changes	Shri Dharmvir Jha, Director	Dharmvir.jha@gov.in	23385951	Letter from State Government and	Request from State.	N/A	N/A	N/A

	to NREGA Soft Reports/Outputs from time to time to meet State's requirements				approval from JS(RE)				
5	PMGSY - Empowered Committee recommendation for clearance of project proposals.	Dr. Ashish Kumar Goel, Joint Secretary	akgoel@nic.in	23385484	<ol style="list-style-type: none"> 1. Submission of STA Cleared DPRs by the States to NRIDA. 2. Scrutiny of at least 10% proposal by PTA. 3. Scrutiny of sample DPRs in NRIDA. 4. Submission of project proposals before Pre-Empowered Committee for consideration. 5. Submission of proposals before Empowered Committee for consideration. 6. Approval by Hon'ble Minister for Rural Development to the projects recommended by Empowered Committee. 	<ol style="list-style-type: none"> 1. Recommendation of State Level Standing Committee (SLSC). 2. Details of proposals forwarded by Members of Parliament and action taken thereon in proforma MP-I and MP-II and abstract of MP proposals in MP-III proforma to be filled by SRRDA from MP-I and MP-II 3. Consent letters from Members of Parliament on final proposal. 	N/A	N/A	N/A
6	PMGSY - Grievance Redressal	Dr. Ashish Kumar Goel, Joint Secretary	akgoel@nic.in	23385484	Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or in writing via registered post.	N/A	N/A	N/A	N/A

					Grievance should be as specific as possible and must relate to the functioning of the MoRD/ NRIDA (All relevant details duly covering name of the State, District, Block, Habitation, name of the road, duly articulating the grievance.)				
7	PMGSY - Release of funds for projects sanctioned	Dr. Ashish Kumar Goel, Joint Secretary	akgoel@nic.in	23385484	In two installments, the first installment amounting to 50% of the cleared value of project (or annual allocation whichever is lower) subject to fulfillment of conditions, if any, stipulated earlier and submission of documents. Release of second installment of 50% would be subject to utilization of 60% of the available funds and completion of at least 80% of the road works awarded in the year previous to the preceding year and 100% of the awarded works of all the years preceding that year, and fulfillment of other conditions, if any	Proposals duly supported with requisite documents for release of funds from SRRDAs.	N/A	N/A	N/A

					stipulated, and submission of requisite documents				
8	PMGSY - Communication of Annual Allocation	Dr. Ashish Kumar Goel, Joint Secretary	akgoel@nic.in	23385484	Allocation of funds to the State is based on submission of project report, status of preparedness, speed of execution of projects in hand and absorption capacity.	Physical and financial progress of the projects is furnished by the States. Keeping in view the works completed, running works and absorption capacity of the States, the allocation of funds is made State-wise.	N/A	N/A	N/A
9	PMGSY Communication from stakeholders other than states	Dr. Ashish Kumar Goel, Joint Secretary	akgoel@nic.in	23385484	a)Communication received from stakeholders regarding inclusion of road in PMGSY b) After analysing the request, the same is referred to the States/UTs concerned c) On receipt of response from the state, stakeholders are apprised of the State's response.		N/A	N/A	N/A
10	DAY-NRLM – Approval of Annual Action plans of the State Rural Livelihood Missions (SRLMs)	Shri Raghvendra Pratap Singh, Director (RL)	raghvendra.rp@gov.in	011-23461748	a) Receipt of AAP from the SRLM b) Desk Appraisal of AAP received c) Circulation of Appraisal summary to EC d) Approval of AAP by EC e) Issuance of EC Minutes	a) Appraisal Summary circulated to EC b) EC Minutes	N/A	N/A	N/A

11	DAY-NRLM - Release of funds for approved AAPs to the SRLMs	Shri Raghvendra Pratap Singh Director (RL)	raghvendra.rp@gov.in	011-23461748	(a) IFD Concurrence on release of 1 st Installment (b) Sanction of 1st Installment of funds to SRLM (c) Submission of request for release of 2 nd Installment from SRLM (in prescribed format) on utilization of 60% of 1 st Installment with Utilization Certificate and Audit Certificates d) Scrutiny of 2nd Installment request by RL Division and forwarding to IFD for concurrence e) IFD Approval and Sanction of funds f) Submission of request for release of 3 rd Installment from SRLM (in prescribed format) on utilization of 75% of funds sanctioned with Utilization Certificate and Audit Certificates g) Scrutiny of 3rd Installment request by RL Division and forwarding to IFD for concurrence	(a) EC Minutes (b) Sanction Order	N/A	N/A	N/A
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					h) IFD Approval and Sanction of funds				
12	MKSP - Approval of Mahila Kisan Sashaktikaran Project proposals	Shri H.R. Meena, Deputy Secretary (RL)	hrmeena.rth@nic.in	011-23461747	a) Receipt of MSKP Annual Action Plan from SRLM	a) Project Proposal- MKSP AAP	N/A	N/A	N/A
						b) Appraisal Notes submitted to the pre Empowered committee and Empowered committee			
						c) Pre EC observations and minutes			
						d) EC Minutes			
					b)Primary screening at National Mission Management Unit (NMMU) level	MKSP AAP			
					c) Desk Appraisal of Project received	Revised MKSP AAP			
					d) Pre - Empowered Committee meeting	Revised MKSP AAP			
					e) Empowered Committee for final approval	Revised MKSP AAP			
13	MKSP - Release of funds for approved projects to the PIAs	Shri H.R. Meena, Deputy Secretary (RL)	hrmeena.rth@nic.in	011-23461747	a) Release of funds to the SRLM as per EC Minutes	a) EC Minutes	N/A	N/A	N/A
						b) Acceptance letter			
						c)Final MKSP AAP			
						d) Utilization Certificates and Audit Certificates			
						e) Submission of Checklist and related documents.			
					b)Submission of	(a) DPR			

				request for release of 2 nd Installment from SRLM (in prescribed format) on utilization of 60% of 1 st Installment with Utilization Certificate and Audit Certificate	(b) Baseline survey report			
					(c) Audit reports and UCs			
					(d) Submission of checklist and related documents			
				c) Scrutiny of 2 nd Installment request by RL Division and forwarding to IFD for concurrence				
				d) IFD Approval and Sanction of funds				
				e) Submission of request for release of 1 st tranche of 3 rd installment to the Ministry	(a) Audit reports and UCs			
					(b) Submission of Checklist and related documents			
					(c) 3 rd party evaluation report			
				f) Scrutiny of the request by RL Division and forwarding to IFD for concurrence				
				g) IFD Approval and Sanction of funds				
				h) Submission of request for release of 2 nd tranche of 3 rd installment to the Ministry	(a) Final UC and audit report			
					(b) Project completion report			
				i) Completion report accepted and approved by the Secretary, RD	Project completion report			

					j) Scrutiny of the request by RL Division and forwarding to IFD for concurrence				
					k) IFD Approval and reimburse the last 10%				
14	SVEP - Approval of SVEP Project Proposals	Shri Raghvendra Pratap Singh, Director (RL)	raghvendra.rp@gov.in	011-23461748	a) Receipt of proposal from State Rural Livelihood Mission (SRLM)	Project Proposal	N/A	N/A	N/A
					b) Desk Appraisal				
					c) Pre- Empowered Committee (EC) meeting to approve				
					d) Circulation of appraisal notes to EC	EC agenda			
					e) EC approval				
					f) Issuance of minutes of EC meeting				
					g) Receipt of Detailed Project Report (DPR) from SRLM	DPR			
					h) Desk appraisal				
					i) Pre- Empowered Committee (EC) meeting to approve				
					j) Circulation of appraisal notes to EC	EC agenda			
					k) EC approval				
					l) Issuance of minutes of EC meeting				
15	SVEP – release of funds for approved project proposals	Shri Raghvendra Pratap	raghvendra.rp@gov.in	011-23461748	a) IFD concurrence on release of 1 st tranche of first installment.	a)EC minutes	N/A	N/A	N/A
						b) Sanction order			

		Singh, Director (RL)			b) Sanction of release of installment for preparation of DPR.				
					c) IFD concurrence on release of 2 nd tranche of first installment.	a) EC minutes			
					d) Sanction of release of second tranche of first installment.	b) Sanction order			
					e) Submission of request for release of 2 nd installment for SVEP (in prescribed format) on utilization of 60% of 1 st Installment with Utilization Certificate and Audit Certificates, Receipt of corresponding state share for funds released, Achievement of corresponding physical targets as specified in the DPR, certificate from the Implementing / Coordinating Agency that the project is being implemented as per the approved project proposal.	SRLM fund request			

					f) Scrutiny of 2 nd Installment request by RL Division and forwarding to IFD for concurrence.				
					g) IFD Approval and Sanction of funds				
					h) Submission of request for release of first tranche of the 3 rd Installment for SVEP (in prescribed format) on Utilization of 80% of the total funds released so far and achievement of corresponding physical targets as specified in the DPR with Utilization Certificate and Audit Certificates, Receipt of corresponding state share for funds released, Achievement of corresponding physical targets as specified in the DPR, certificate from the Implementing/ Coordinating Agency that the project is being implemented as per the approved project proposal.	SRLM fund request			

					i) Scrutiny of 3 rd Installment request by RL Division and forwarding to IFD for concurrence.				
					j) IFD Approval and Sanction of funds				
					k) Submission of request for release of second tranche of the 3 rd installment for SVEP (in prescribed format) on Utilization of 100% of the total funds released, expenses for the 5% balance central share from state funds, Achievement of all physical targets mentioned in the DPR, certificate from the Implementing / Coordinating Agency that the project is being implemented as per the approved project proposal.	SRLM fund request			
					l) Scrutiny of 3 rd Installment request by RL Division and forwarding to IFD for concurrence.				
					m) IFD Approval and Sanction of funds.				

16	Aajeevika – Grievance Redressal Mechanism	Shri H. R. Meena, Deputy Secretary (RL)	hrmeena.rth@nic.in	011-23461747	(a) Receipt of complaints		N/A	N/A	N/A
					(b) Forwarding of complaints falling under ‘serious/others’ category to the concerned State Government				
					(c) Completion of the enquiry on the complaint forwarded by NRLM, conducted by the Complaint Cell constituted in the State and forwarding it to the NRLM				
					(d) Action initiated by the NRLM on the findings of the enquiry report				
					(e) If enquiry report is not received by the NRLM Division within 30 days, or if the NRLM is not satisfied with the enquiry report it will depute a National Level Monitor (NLM) to inquire into the complaint and produce its report				
					(f) Action initiated by the NRLM on the findings of the report submitted by the NLM				
17	DDU- GKY - Approval of	Sh. Virendra Sharma,	virendrasharma.cwc@ nic.in	9968261115	a) Receipt of AAP from State/UTs.	a) AAP proposal	N/A	N/A	N/A

	Annual Action Plan	Director		23461704	b) Scrutiny of AAP in pre-EC.				
					c) Presentations of AAP to EC				
					d) Approval of AAP by EC				
					e) Issue of Minutes of Meeting of EC				
18	DDU- GKY — Release of fund to States/UTs	Sh. Virendra Sharma, Director	virendrasharma.cwc@ nic.in	9968261115/23461704	a) Receipt of fund Proposal from States/UTs	a) Fund proposal b) Closing balance of previous year and UC c) Evidence of fulfillment of release conditions c) Physical Progress till date	N/A	N/A	N/A
					b) Scrutiny of the fund proposal and disbursement of fund through PFMS				
19	RSETI- Approval of Annual Action Plan by Empowered Committee	Sh. Virendra Sharma, Director	virendrasharma-cwc@ nic.in	9968261115/23461704	a) Receipt of proposal from NACER	Annual Action Plan (AAP)	N/A	N/A	N/A
					b) Scrutiny of AAP in pre-EC				
					c) Presentation of AAP to EC				
					d) Approval of AAP by EC				
					e) Issue of minutes of meeting of EC				

20	RSETI- Release of funds to State Govt for rural poor youth trained/to be trained	Sh. Virendra Sharma, Director	virendrasharma-cwc@nic.in	9968261115/ 23461704	a)Receipt of fund proposal from States	a)Fund proposal b)Utilization Certificate of previous financial year. c)Audit Report of previous financial year d) Provisional utilization certificate of current financial year indicating fund status as on date d)MIS reports of financial of which reimbursement/ advance being claimed in proposal	N/A	N/A	N/A
					b)Scrutiny of fund proposal and release of funds through PFMS				
21	RSETI- Registration of willing rural poor youth on Kaushalpanjee	Sh.Virendra Sharma, Director	virendrasharma-cwc@nic.in	9968261115/ 23461704	Registration of willing rural poor youth on Kaushal panjee	a)SECC candidates do not require any documents b) Non SECC willing rural poor youth can upload any of below mentioned document- <ul style="list-style-type: none"> • BPL Card of self or household • PIP (Participatory Identification of Poor) certificate • MGNREGA worker card of any member of household with minimum of 15 days of completed work in the last 12 months • Rashtriya Swasthya Bima Yojana (RSBY) card of household • Antyodaya Anna Yojana (AAY) card of 	N/A	N/A	N/A

						<ul style="list-style-type: none"> household BPL PDS card of household NRLM-Self Help Group identification of certificate for any member of household 			
22	RSETI- Release of infrastructure funds for building RSETIs through NIRDPR	ShVirendra Sharma, Director	virendrasharma-cwc@nic.in	9968261115/ 23461704	(a)Receipt of proposal for 50% 1 st instalment/ 50% 2 nd instalment of infrastructure funds for a RSETI from NIRDPR	a)Proposal of NIRDPR b)Administrative approval of RSETI c)Utilization certificate of NIRDPR clarifying current fund status d)If proposal is for 2 nd installment then Utilization Certificate of RSETI Sponsoring Bank with minimum 60% utilization of 1 st instalment	N/A	N/A	N/A
					b)Scrutiny of proposal and release of funds through PFMS	N/A			
23	PMAY-G- Allocation of targets to States.	Shri Gaya Prasad (Deputy Director General)	gaya.prasad@nic.in	9868224318 (23388431)	Finalization of targets on the basis of procedures prescribed and communicating the same	Remaining Target in PWL; Progress of PMAY-G in the State.	N/A	N/A	N/A
24	PMAY-G - Release of 1st Installment (50% of the allocation)	Shri Gaya Prasad (Deputy Director General)	gaya.prasad@nic.in	9868224318 (23388431)	Working out allocation on the basis of prescribed procedure and release of 1 st installment	Utilization Certificate, Audit Report/Physical Progress Report/Uploading of data in Awassoft/MPR	N/A	N/A	N/A
25	PMAY-G– Sanction of special projects as per Framework For	Shri Gaya Prasad (Deputy Director	gaya.prasad@nic.in	9868224318 (23388431)	Processing proposals received from States/UTs for approval of	Proposal from States/UTs Governments along with requisite documents as per the check-list	N/A	N/A	N/A

	Implementation (FFI) of PMAY-G	General)			Empowered Committee				
26	PMAY-G - Release of funds for cases under above categories	Shri Gaya Prasad (Deputy Director General)	gaya.prasad@nic.in	9868224318 (23388431)	Information received as per the checklist are scrutinized. In case of deficiencies, the additional information is sought from the DRDAs. On receipt of the same, the proposal is processed and referred to IFD for release of funds	Utilization Certificate /Audit Report /Uploading of data in Awaassoft/MPR.	N/A	N/A	N/A
27	PMAY-G - Release of funds as 2 nd Installment	Shri Gaya Prasad (Deputy Director General)	gaya.prasad@nic.in	9868224318 (23388431)	Information received as per the checklist are scrutinized. In case of deficiencies, the additional information is sought from DRDAs. On receipt of the same, the proposal is processed and referred to IFD for release of funds	Utilization Certificate /Audit Report /Physical Progress Report/ Uploading of data in Awaassoft/MPR.	N/A	N/A	N/A
28	PMAY-G - Grievance Redressal Mechanism	Shri Gaya Prasad (Deputy Director General)	gaya.prasad@nic.in	9868224318 (23388431)	The complaint is forwarded to State/UT Government for taking Necessary action and furnishing ATR in a time bound manner. The State/UT is also required to share ATR with the complainant.	Details of the grievance of the complainant(s)	N/A	N/A	N/A
29	RHIS - Release of payments to Central Nodal Agency (CNA)for	Shri Gaya Prasad (Deputy Director	gaya.prasad@nic.in	9868224318 (23388431)	Processing Proposal received from NHB based on progress of the scheme and	Proposal with Utilisation Certificate/End Use Certificates by the CNA submitted to the Ministry	N/A	N/A	N/A

	channelizing the same to Primary Lending Institutions(PLIs)	General)			utilization certificate/ end use certificate as per guidelines of the scheme	as per guidelines of the scheme			
30	NSAP- Timely Release of Funds to the States/UTs (Funds are released in two 6-monthly installments)	Shri. Yash Pal, Deputy Secretary (NSAP)	yash.pal.dopt@nic.in	9868975406 (23385027)	Scrutiny of Utilization Certificates/Proposals/MPRs provided by States/UTs to NSAP Division	1. Scheme-wise Utilization Certificate in Annexure VII for the Previous Financial year. 2. Scheme-wise proposal for release of 02 nd installment of funds showing at least 60% expenditure of the total available funds 3. Monthly Progress Report up to the month of reporting	N/A	N/A	N/A
31	NSAP - Grievance redressal	Shri. Yash Pal, Deputy Secretary (NSAP)	yash.pal.dopt@nic.in	9868975406 (23385027)	Scrutiny of the grievances and taking appropriate action as per the guidelines of NSAP.	Details of the grievance of the complainant(s) either received from CPGRAMS portal or received from offline mode.	N/A	N/A	N/A
32	TRAINING – Release of funds to NIRD&PR, SIRDs/ ETCs./OTCs	Shri Sanjay Kumar (Under Secretary)	sanjay.kmr70@nic.in	011-23461713	1. Scrutiny of proposal.	(i) Proposal needs to be submitted by respective Institutes as per extant Guidelines of the scheme. (ii) Utilization Certificate (iii) Audit Report. (iv) Physical Progress	N/A	N/A	N/A
					2. Approval of Joint Secretary (Trg)				
					3. Concurrence of IFD.				
					4. Issue of sanction.				
33	Training – Grievance Redressal	Shri Sanjay Kumar (Under	sanjay.kmr70@nic.in	011-23461713	Based on the comments of NIRD & PR and SIRDs/ETCs, a	File Complained.	N/A	N/A	N/A

	Mechanism	Secretary)			suitable reply would be sent after obtaining approval from the Competent Authority.				
34	SPMRM- Scrutiny of proposals for cluster approval	Ms. Nivedita Prasad, Deputy Secretary (Rurban)	nivedita.prasad@gov.in	011-23385027	1. Scrutiny of proposal and ensuring documentation is complete 2. Placing the proposal before the Empowered Committee 3. Drawing minutes of the meeting	1. Form 1 (Annexure II in Framework of Implementation) 2. SLEC approval	N/A	N/A	N/A
35	SPMRM- Scrutiny of proposals for ICAP approval	Ms. Nivedita Prasad, Deputy Secretary (Rurban)	nivedita.prasad@gov.in	011-23385027	1. Scrutiny of proposal and ensuring documentation is complete 2. Placing the proposal before the Empowered Committee 3. Drawing minutes of the meeting	1. ICAP presentation 2. SLEC approval	N/A	N/A	N/A
36	SPMRM- Scrutiny of proposals for release of funds	Ms. Nivedita Prasad, Deputy Secretary (Rurban)	nivedita.prasad@gov.in	011-23385027	1. Scrutiny of proposal and ensuring documentation is complete 2. Placing the proposal for IFD's concurrence	1. Fund release proposal by the concerned State/UT with documents as per the Checklist	N/A	N/A	N/A
37	SPMRM- Scrutiny of proposals for release of funds for spatial planning	Ms. Nivedita Prasad, Deputy Secretary (Rurban)	nivedita.prasad@gov.in	011-23385027	1. Presentation of proposal to Regional committee 2. Approval by Regional committee	1. Proposal for technical support for spatial planning	N/A	N/A	N/A
38	SPMRM- Scrutiny of draft spatial plan	Ms. Nivedita Prasad, Deputy Secretary (Rurban)	nivedita.prasad@gov.in	011-23385027	1. Presentation of draft Spatial Plan to the Regional Committee / Thematic Committee 2. Approval by the	1. GIS based Spatial Plan on the geo spatial portal 2. Presentation and detailed document on	N/A	N/A	N/A

					concerned committee	the Spatial Plan			
39	SPMRM- Scrutiny of communications from stakeholders	Ms. Nivedita Prasad, Deputy Secretary (Rurban)	nivedita.prasad@gov.in	011-23385027	1. Identifying action point from the communication 2. Sending response/ acknowledgement to the sender	N/A	N/A	N/A	N/A