

Citizen's Charter
Ministry of Panchayati Raj For 2012-13

Vision

To attain decentralised & participatory local self-government through Panchayati Raj Institutions (PRIs).

Mission

Empowerment, enablement & accountability of PRIs to ensure inclusive development with social justice and effective & efficient delivery of service

Services/Transactions

S. No.	Services/Transactions	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1.	To provide financial support to the State Government through GoI Schemes to achieve the objectives of empowerment of the PRIs.	30	Smt.Rashmi Shukla Sharma (Joint Secretary)	rashmi.s@nic.in	23747913	State Governments to send proposals to the Ministry of Panchayati Raj for financial support for examination by the Ministry.	Proposals with the supporting documents such as Financial Physical Achievements, Utilization Certificates, etc.	N/A	N/A	N/A
2.	To support the State Governments in Capacity Building of the Panchayats.	30	Smt. Rashmi Shukla Sharma (Joint Secretary)	rashmi.s@nic.in	23747913	State Governments to send proposals to the Ministry of Panchayati Raj for financial support for examination by the Ministry.	Proposals with the supporting documents such as Financial Physical Achievements, Utilization Certificates, etc.	N/A	N/A	N/A
3.	To provide financial support to State Governments through BRGF Programme.	40	Shri Sushil Kumar, Joint Secretary	Js.epri-mopr@nic.in	23753818	State Governments request MoPR to provide assistance for engagement of Technical Support Institutions (TSIs) for preparation of participatory development plan.	Ministry of Panchayati Raj required proposals along with the justification to provide assistance with the approval of Competent Authority.	N/A	N/A	N/A

Services Standards

S. No.	Services/Transactions	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
1.	To provide financial support to the State Government through GoI Schemes to achieve the objectives of empowerment of the PRIs.	30	Within 15 days after receiving the complete proposal.	15	Days	30.00	Office Files/Records
2.	To support the State Governments in Capacity Building of the Panchayats.	30	Within one month after receiving the complete proposals.	30	Days	30.00	Office Files/Records
3.	To provide financial support to State Governments through BRGF Programme.	40	Within one month on receipt of proposal from the State Government for technical & institutional support	30	Days	40.00	Office Files/Records

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Dr. Avtar Singh Sahota, Sr.Economic Adviser	23747910	as.sahota@nic.in	9868107737

Stakeholders / Clients

S.No.	Stakeholder/Clients
1.	Ministries/Departments of the Central Government
2.	State Governments
3.	Panchayati Raj Institutions
4.	Elected Representatives of Panchayati Raj Institutions
5.	State Institute of Rural Development
6.	Research & Training Institutes
7.	Experts/ Academicians on local bodies
8.	International organizations such as UNDP, World Bank etc.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
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Indicative Expectations from Service recipients

S.No.	Indicative Expectations from Service Recipients
1	Timely submission of complete proposals along with the entire required documents.
2	Implementation in letter & spirit and pointing out difficulties in the implementation of particular clause of the guideline and proposal for required amendment.
3	To amend guidelines, rules and regulations to facilitate adequate devolution and provide adequate resources in their budget for PRIs.
4	To provide adequate powers to PRI and determine standards to measure accountability and responsibility of PRIs.
5	Feedback on usefulness of the information disseminated.
6	Feedback on the implementation of integrated district plans.
7	Submission of complete proposals on relevant themes and also feedback on the usefulness of the studies conducted.
8	Feedback on usefulness of the documents.