



**Citizen's / Client's Charter**  
**for**  
**Ministry of Women and Child Development**  
**(2011-2012)**

Address	Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi-110001
Website ID	<a href="http://www.wcd.nic.in">www.wcd.nic.in</a>
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## Vision

Empowered women living with dignity and contributing as equal partners in development in an environment free from violence and discrimination. And, well-nurtured children with full opportunities for growth and development in a safe and protective environment.

## Mission

### Mission - Women

Promoting social and economic empowerment of women through cross-cutting policies and programmes, mainstreaming gender concerns, creating awareness about their rights and facilitating institutional and legislative support for enabling them to realise their human rights and develop to their full potential.

### Mission - Children

Ensuring development, care and protection of children through cross-cutting policies and programmes, spreading awareness about their rights and facilitating access to learning, nutrition, institutional and legislative support for enabling them to grow and develop to their full potential.

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Integrated Child Development Services (ICDS) scheme: Release of funds to State Govts./UT Admns. for providing services as per scheme and norms under ICDS Scheme.	15	Smt. Rupa Dutta (Director)	rupadutta1@gmail.com	(23385614)	(1) Release of first and second installments based on norms, irrespective of Statement of Expenditure (SoE). (2) Scrutinising Statement of Expenditure (SoE) for subsequent/next installments. (3) Obtaining approval of (Integrated Finance Division (IFD) and Competent Authority. (4) Issuing sanction orders and release funds to State Govts./UT Admns.	First and second installments are released based on norms. For the remaining installments, complete and proper Statement of Expenditure (SoE) from State Govts./UT Admns.			
2	ICDS scheme: Sanctioning of Projects and Anganwadi Centres and Anganwadi on Demand (AOD) to States/UTs.	10	Shri Gulshan Lal (Deputy Secretary)	gshanlal_2006@yahoo.co.in	(23385691)	(1) Demand/projection to the Ministry by States/UTs. (2) Proposal scrutiny vis-a-vis adherence to population norms, mapping, saturation of coverage of all habitations and certification to this effect by States/UTs. (3) For sanctioning of AOD, procedure to be followed	Certificate about full coverage required from States/UTs and details of habitation/population/justification for the demand in respect of Projects/Anganwadi Centres.			
3	ICDS scheme: Quarterly allocation of wheat/rice to State Govts./UT Admns. under Wheat Based Nutrition Programme of Supplementary Nutrition.	5	Smt. Rupa Dutta (Director)	rupadutta1@gmail.com	(23385614)	(1) Demand projection to the Ministry of Food and Public Distribution based on requirement of States/UTs. (2) Work out allotment to States and approval of Competent Authority. (3) Issue sanction quarterly to States/UTs for lifting wheat/rice through Food Corporation of India at BPL price on pre-payment	(1) Demand letter from States/UTs along with basis of requirement of food grains. (2) Status report of lifting of previous allocation. (3) Utilization Certificates in respect of allocation made prior to last quarter.			

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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4	Integrated Child Protection Scheme (ICPS): Release of first installment of funds to Implementing Partners.	10	Smt. Kalyani Chadha (Director)	kalyani.chadha@nic.in	(23384714)	(1) Receipt of implementation plan and financial proposal in prescribed format. (2) Approval by Project Approval Board (PAB). (3) Concurrence of Integrated Finance Division (IFD). (4) Issue of sanction letter.	(1) Completed financial proposal and status report on prescribed format. (2) Attested copies of un-audited Statement of Accounts for preceding year. (3) Annual Workplan. (4) Public Works Department (PWD) approved work plan and cost estimate for construction proposal. (5) Copy of relevant lease deed and PWD rent assessment certificate for rent proposals. ADDITIONAL DOCUMENTS REQUIRED IN CASE OF PROPOSALS FROM VOLUNTARY ORGANISATIONS: (1) Registration Certificate (RC)/Renewal of RC, if applicable. (2) Memorandum of Association and Bye-laws of association. (3) Pre-stamped receipt. (4) Agreement Bond. (5) General			

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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5	ICPS: Release of second installment of funds to Implementing Partners.	4	Smt. Kalyani Chadha (Director)	kalyani.chadha@nic.in	(23384714)	(1) Scrutiny of financial proposal. (2) Obtaining approval of Integrated Finance Division (IFD). (3) Issue of sanction letter for release of grant.	(1) Utilization Certificate for previous grant. (2) Proposal for subsequent grant.			
6	Scheme for Welfare of Working Children in need of Care and Protection: Release of first installment of funds to NGOs for the current year, for ongoing projects.	4	Smt. Kalyani Chadha (Director)	kalyani.chadha@nic.in	(23384714)	(1) Scrutiny of proposals by Ministry. (2) Approval of Competent Authority. (3) Concurrence of Integrated Finance Division (IFD). (4) Issue of sanction order.	(1) Complete application on prescribed format (available on Ministry's website: www.wcd.nic.in). (2) Budget estimate for financial year. (3) Quarterly progress report on prescribed format. (4) Registration Certificate (RC)/renewal of RC (if applicable). (5) Annual report of preceding year. (6) Copy of valid rent agreement, along with rent assessment certificate from State Public Works Department (PWD). (7) Audited Statement of Accounts for preceding year. (8) Utilization Certificate. (9) List of Managing Committee members. (10) List of beneficiaries.			

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								Category	Mode	Amount
							mainstreamed/rehabilitated during preceding year.			
7	Working Children scheme: Release of second installment of funds to NGOs.	2	Smt. Kalyani Chadha (Director)	kalyani.chadha@nic.in	(23384714)	(1) Scrutiny of proposals by Ministry. (2) Approval of Competent Authority. (3) Concurrence of Integrated Finance Division (IFD). (4) Issue of sanction order.	(1) Complete application on prescribed format (available from Ministry's website: www.wcd.nic.in). (2) Recommendation of State Government. (3) Inspection report of District authorities. (4) Utilization Certificate of first installment. (5) Audited Statement of Accounts for first half of financial year (if available). (6) List of mainstreamed/rehabilitated children during particular			
8	Rajiv Gandhi National Creche Scheme for Children of Working Mothers: Release of funds to implementing agencies for running Creche Centres.	7	Smt. Kalyani Chadha (Director)	kalyani.chadha@nic.in	(23384714)	(1) Processing of proposal for release of funds. (2) Obtaining approval of Competent Authority. (3) Obtaining approval of Integrated Finance Division (IFD). (4) Issue of Financial Sanction for effecting funds transfer to implementing agency.	FOR FIRST INSTALLMENT: (1) Proposal from implementing agency. (2) Provisional Utilization Certificate for grant released in previous year. (3) Pre-stamped receipt. (4) Agreement Bond. (5) Details of Bank Account. FOR			

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							Provisional Utilization Certificate for first installment along with (1), (3), (4) and (5) listed above. FOR THIRD INSTALLMENT: Provisional Utilization Certificate for second installment and Audited Statement of Accounts along with (1), (3), (4) and (5)			
9	Creche scheme: Release of funds to monitoring agencies for monitoring Creche Centres in States/UTs.	3	Smt. Kalyani Chadha (Director)	kalyani.chadha@nic.in	(23384714)	(1) Release of first installment of grants to the monitoring agency as per financial norms. (2) Second installment of grants released after receipt of inspection reports and Utilization Certificate of first installment. (3) Examination of inspection reports and forwarding of observations to implementing agency for	(1) Recommendation letter from State Govt./UT Admn. (2) Acceptance letter from monitoring agency. (3) Signed MoU. (4) Monitoring Reports. (5) Utilisation Certificate and Statement of Accounts of first installment for			
10	Rajiv Gandhi Scheme for Empowerment of Adolescent Girls (SABLA): Release of funds to State Govts./UT Admns. for providing nutrition and non-nutrition services to beneficiaries.	8	Ms Lopamudra Mohanty (Deputy Secretary)	lopamudramohanty@hotmail.com	(23074215)	(1) Release of funds for first installment based on norms of scheme - number of beneficiaries for nutrition component and number of projects for non-nutrition component. (2) Scrutinising Statement of Expenditure (SoE) for next installment. (3)	Statement of Expenditure (SoE) along with Physical Progress Report in prescribed format from State Govts./UT Admns., within 15 days from end of quarter.			

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Integrated Finance Division (IFD) and Competent Authority. (4) Issue of sanction order.				
11	Indira Gandhi Matritva Sahyog Yojana (IGMSY): Release of funds to State Govts./UT Admns. for transfer of cash to pregnant women and lactating mothers in response to individual fulfilling specific conditions.	7	Ms Lopamudra Mohanty (Deputy Secretary)	lopamudramohanty@hotmail.com	(23074215)	(1) Release of funds for first installment based on norms of scheme (available on Ministry's website: www.wcd.nic.in). (2) Scrutinising Statement of Expenditure (SoE) for next installment. (3) Obtaining approval of Integrated Finance Division (IFD) and Competent Authority. (4) Issue of sanction order.	Statement of Expenditure (SoE) along with Physical Progress Report in prescribed format from State Govts./UT Admns., within 15 days from end of quarter.			
12	Support to Training and Employment Programme for Women (STEP) scheme: Release of first installment of funds to implementing organisations for new projects.	2	Sh. L. Saikia (Director)	l.saikia@nic.in	(23070672)	(1) Scrutiny of project proposals by Ministry as per scheme norms. (2) Vetting of proposals by technical departments as per technical norms. (3) Consideration and approval of proposals by Project Sanctioning Committee (PSC). (4) Concurrence of Integrated Finance Division (IFD) on proposals approved by PSC.	(1) Complete proposal duly recommended by State Level Empowered Committee (SLEC). (2) Documents listed as per guidelines of scheme (available on Ministry's website: www.wcd.nic.in). (3) Detailed write-up on points mentioned in paras 18 and 28 of scheme (available on www.wcd.nic.in). (4) Bond in prescribed format			



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13	STEP scheme: Release of subsequent installment of funds to implementing organisations for ongoing projects.	1	Sh. L. Saikia (Director)	l.saikia@nic.in	(23070672)	(1) Scrutiny of documents as per scheme norms. (2) Concurrence of IFD. (3) Undertaking mid-term evaluation of the project, if due.	(1) Utilization Certificate of previous grant-in-aid released. (2) Audited statement of accounts. (3) Quarterly progress report. (4) Minutes of Monitoring Committee meeting. (5) Inspection report from State Government.			
14	Women Empowerment and Livelihoods Programme in the Mid-Gangetic Plains (Priyadarshini): Release of funds to National Bank for Agriculture and Rural Development (NABARD).	1	Sh. L. Saikia (Director)	l.saikia@nic.in	(23070672)	(1) Receipt of Annual Work Plan and Budget (AWPB) for each financial year from NABARD. (2) Obtaining concurrence of International Fund for Agricultural Development (IFAD) on AWPB and forward to NABARD. (3) Monitoring and evaluation of implementation.	(1) Completed AWPB. (2) Six-monthly progress report (financial and narrative). (3) Withdrawal application in prescribed format along with Statement of Expenditure (SoE) / Utilization Certificates for each quarter.			
15	Comprehensive Scheme for Prevention of Trafficking and Rescue, Rehabilitation and Re-integration of Victims of Trafficking and Commercial Sexual Exploitation (Ujjawala): Release of first installment of funds to implementing agencies/NGOs for new projects.	2	Smt. Vinita Aggrawal (Director)	va.mwcd@gmail.com	(23384488)	(1) Scrutiny and processing of proposals as per scheme norms. (2) Consideration and approval of proposals by Project Sanctioning Committee (PSC). (3) Concurrence of Integrated Finance Division (IFD). (4) Issue of sanction. (5) Release of grant through electronic transfer.	(1) Completed application form (available on Ministry's website: www.wcd.nic.in). (2) State Government recommendation along with proceedings of State Level Empowered Committee (SLEC) meeting and			

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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							Previous experience in the field of trafficking. (4) Justification for project by implementing agency. (5) Findings of survey of project area/intended beneficiaries. (6) Process of implementation of the project. (7) Registration Certificate (RC) of NGO/renewal of RC. (8) Memorandum of Association and Bye-laws of organisation. (9) Details of Managing Committee. (10) Attested copies of audited Statement of Accounts (for preceding three years). (11) Annual report (for preceding three years). (12) Pre-stamped receipt. (13) Agreement Bond. (14) Details of Bank Account. (15) Rent Assessment and rent agreement for Rehabilitation Home and Halfway Home (where these			

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							Rehabilitation Home is applied for).			
16	Ujjawala scheme: Release of second and subsequent installment of funds to implementing agencies/NGOs for ongoing projects.	1	Smt. Vinita Aggrawal (Director)	va.mwcd@gmail.com	(23384488)	(1) Examination of progress report and State Government recommendation. (2) Concurrence of IFD.	(1) State Government recommendation along with Inspection Report of District Authority. (2) Utilization Certificate of previous grant. (3) Audited Statement of Accounts. (4) Progress report for each component along with numbers. (5) Names and photographs of rescued victims, repatriated victims and inmates of Rehabilitation/Halfway Homes with complete details (for the components sanctioned). (6) Photographs of facilities created (in Rehabilitation and			
17	General Grant-in-Aid Scheme (Innovative): Release of first installment of funds to project implementing organisations (NGOs).	1	Smt. Anju Bhalla (Director)	anju_bhalla@nic.in	(23381857)	(1) Scrutiny of proposals and communication of deficiencies. (2) Consideration and approval of proposals by Project Sanctioning Committee (PSC). (3) Concurrence of Integrated Finance Division (IFD). (4) Issue of sanction. (5)	(1) Completed application form (available on Ministry's website: www.wcd.nic.in). (2) Recommendation of respective State Govt./UT Admn., where applicable. (3) Agreement			

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						through Electronic Clearing System (ECS).	Details of Bank Accounts. (5) Undertaking under General Financial Rules (GFR).			
18	General Grant-in-Aid Scheme (Innovative): Release of second installment of funds to project implementing organisations (NGOs).	1	Smt. Anju Bhalla (Director)	anju_bhalla@nic.in	(23381857)	(1) Screening of Utilization Certificate. (2) Concurrence of Integrated Finance Division (IFD).	(1) Utilization Certificate of previous grant released. (2) Statement of Expenditure (SoE). (3) Audited Statement of Accounts of current year, certified by Chartered Accountant or Govt. authority. (4) Half-yearly progress report. (5) Inspection report from State			
19	Swadhar scheme: Release of first installment of funds to State Govts./UT Admns. for new projects.	3	Sh. Arun Kumar (Deputy Secretary)	mailme.arunkumar1951@rediffmail.com	(23074215)	(1) Scrutiny of proposals as per scheme norms. (2) Consideration and approval of proposals by Project Sanctioning Committee (PSC). (3) Concurrence of Integrated Finance Division (IFD) on proposals approved by PSC.	1) Proposal in prescribed format (available on Ministry's website: www.wcd.nic.in) complete in all respects and duly approved by State Level Empowered Committee (SLEC). (2) Minutes of SLEC meeting. (3) Inspection Report of district level officer. (4) Registration Certificate and Memorandum of			

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							Association along with list and details of Executive Committee. (5) List of proposed beneficiaries with all details and photographs. (6) Annual Reports and Audited Statement of Accounts for preceding three years. (7) Rent Agreement. (8) Rent Assessment Certificate duly certified by Public Works Department (PWD)/District Magistrate (DM). (9) Site Plan of the building approved by Architect. (10) Bond in prescribed format along with			
20	Swadhar scheme: Release of subsequent installment of funds to State Govts./UT Admns. for ongoing projects.	2	Sh. Arun Kumar (Deputy Secretary)	mailme.arunkumar1951@rediffmail.com	(23074251)	(1) Scrutiny of proposals as per scheme norms. (2) Concurrence of IFD.	(1) Recommendation of State Government along with Inspection Report, Progress Report and Details of beneficiaries with photograph. (2) Utilization Certificate for the previous grant with income and expenditure and			

## Main Services / Transactions

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21	Working Women Hostel scheme: Release of first installment of funds to State Govts./UT Admns. for new projects.	1	Sh. L. Saikia (Director)	l.saikia@nic.in	(23070672)	FOR CONSTRUCTION OF HOSTEL ON PUBLIC LAND: (1) Scrutiny of proposal as per scheme norms. (2) Technical vetting of proposal by Central Public Works Department (CPWD) as per technical norms. (3) Consideration of proposal by Project Sanctioning Committee (PSC). (4) Sanctioning of project proposals by PSC. (5) Concurrence of Integrated Finance Division (IFD). FOR HOSTELS IN RENTED PREMISES: (1), (3), (4) and (5) listed above.	FOR CONSTRUCTION OF HOSTEL BUILDING: (1) Application in prescribed form, complete in all respects. (2) Approval of District Women's Welfare Committee. (3) Approval of State Level Empowered Committee (SLEC). (4) Prospectus of agency. (5) Constitution of agency with details of Management Committee, giving names of its members and their PAN Card Details. (6) Copy of Annual Reports for preceding three years. (7) Audited accounts of organization for preceding three years. (8) Detailed item-wise estimate of cost of construction of hostel building certified by Public Works Department (PWD)/any other Competent Authority/certified by a registered architect. (9)			

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							building plan by local authorities after approval by the Ministry. (12) Documentary proof of plot on which building is proposed to be constructed. FOR HOSTELS IN RENTED PREMISES: (1) Documents listed from (1) to (4) above. (2) Copy of intention of rent agreement. (3) Building plan of proposed building, duly approved by local authority. (4) Item-wise details of recurring and non-recurring expenditure. (5) Rent suitability certificate for rented hostel building certified by State PWD/District			
22	Working Women Hostel scheme: Release of subsequent installment of funds to State Govts./UT Admns. for ongoing projects.	1	Sh. L. Saikia (Director)	l.saikia@nic.in	(23070672)	(1) Scrutiny of proposals as per scheme norms. (2) Concurrence of IFD.	(1) Utilization Certificate. (2) Statement of Expenditure (SOE). (3) Progress report on construction of hostel building certified by PWD/CPWD/Competent Authority, along with photograph. (4)			

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							Admn. (5) Completion Certificate from PWD/CPWD (if construction of hostel is completed). (6) Recommendation of District Women Welfare Committee/State Govt. for release of next/final instalment. (7) Revised rate of rent, if required, at the time of			
23	Gender Budgeting: Release of funds to State Govts./UT Admns./Identified Govt. Institutes/Govt. Universities for Gender Budgeting trainings/workshops.	2	Smt. Vinita Aggrawal (Director)	va.mwcd@gmail.com	(23384488)	(1) Scrutiny and processing of proposal as per scheme norms. (2) Concurrence of Integrated Finance Division (IFD). (3) Obtaining Administrative Approval from Secretary, MWCD, where required. (4) Issue of sanction. (5) Release of grant through electronic transfer.	(1) Completed proposal (details available on Ministry's website www.wcd.nic.in). (2) Budget Estimate as per norms. (3) Details of Registration. (4) Registration/TIN/TAN number. (5) Details of Bank Account. (6) Utilization Certificate, if grant released earlier. (7) Revenue Stamped			
24	Gender Budgeting: Organizing/facilitating Gender Budgeting trainings/workshops conducted by State Govts./UT Admns./Identified Govt. Institutes/Govt. Universities.	2	Smt. Vinita Aggrawal (Director)	va.mwcd@gmail.com	(23384488)	(1) Finalizing programme including agenda, list of invitees, resource persons and participants. (2) Sending invitation to participants/resource	(1) Sanction Letter from Ministry (where funds are required from MWCD). (2) Confirmed dates			



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						and seeking their confirmation. (3) Conducting training/workshop. (4) Finalizing and	training/workshop. (3) Training/workshop Report.			
25	Research scheme: Release of first installment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1	Sh. J.P. Arya (Joint Director)	aryajp533@yahoo.co.in	(23361305)	(1) Finalise annual research priorities for Ministry. (2) Receipt of proposal from eligible agencies. (3) Scrutiny of proposal. (4) Consideration and approval of proposal by Research Advisory Committee (RAC). (5) Consultations with applicant agencies, where required. (6) Processing of RAC approved proposals for concurrence of Integrated Finance Division (IFD). (7) Fund certification by Budget Section. (8) Preparation of sanction orders. (9) Agency creation and sanction ID generation through Central Plan Scheme Monitoring System (CPSMS). (10) Submission to Pay and Accounts Office (PAO), MWCD through Drawing	(1) Clearance by Competent Authority (for universities/academic institutions). (2) Certificate of Registration (for Society/Trust). (3) Annual reports for preceding three years. (4) Audited Statement of Accounts for preceding three years. (5) Details of Bank Accounts. (6) Pre-stamped Receipt. (7) Agreement Bond. (8) Bio-data of research scholars (for research projects). (9) List of resource persons for seminars/workshop			
26	Research scheme: Release of second installment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1	Sh. J.P. Arya (Joint Director)	aryajp533@yahoo.co.in	(23361305)	(1) Settling pending Utilization Certificates with Pay and Accounts Office (PAO), MWCD. (2) Processing progress reports from agencies. (3)	(1) Interim progress report. (2) Audited Statement of Accounts. (3) Utilization Certificate for			

## Main Services / Transactions

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								Category	Mode	Amount
						approval of Competent Authority.	funds.			
27	Public Grievance: Prompt redressal of public grievance.	2	Sh. A.P. Shrivastava (Deputy Secretary)	ap.shrivastava@nic.in	(23385192)	(1) Receipt of grievance online through CPGRAMS portal or by post. (2) Acknowledgement of grievance received through post. (3) Referral of grievance to concerned Division. (4) Settlement of grievance and issue of response.	(1) Complete contact details of sender. (2) Complete details and relevant information about			
28	Client communication: Promptly responding to written communication received from clients.	1	Concerned Division (Director)			(1) Receipt of letter/email from client. (2) Referral of letter/email to Director of concerned Division. (3) Written acknowledgement/response sent to client.	(1) Complete contact details of sender. (2) Clear request/query with all relevant information.			

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Integrated Child Development Services (ICDS) scheme: Release of funds to State Govts./UT Admns. for providing services as per scheme and norms under ICDS Scheme.	15.0	Average time taken for releasing funds to State Govts./UT Admns., after receipt of complete and proper Statement of Expenditure (SoE).	30	Working days	15.00	Ministry records.
2	ICDS scheme: Sanctioning of Projects and Anganwadi Centres and Anganwadi on Demand (AOD) to States/UTs.	10.0	Approval of Projects/AWCs/AODs within the overall approved number, within one year.	90	%	10.00	Ministry records.
3	ICDS scheme: Quarterly allocation of wheat/rice to State Govts./UT Admns. under Wheat Based Nutrition Programme of Supplementary Nutrition.	5.0	Average time taken for allocation of wheat/rice to State Govts./UT Admns. each quarter, after receipt of Demand Letter, status report on lifting of previous allocation and Utilisation Certificates.	30	Working days	5.00	Ministry records.
4	Integrated Child Protection Scheme (ICPS): Release of first installment of funds to Implementing Partners.	10.0	Average time taken for releasing first installment of funds to State Govts./UT Admns./NGO, after approval of Project Approval Board (PAB).	30	Working days	10.00	Ministry records.
5	ICPS: Release of second installment of funds to Implementing Partners.	4.0	Average time taken for releasing second installment of funds to State Govts./UT Admns./NGO, after approval by Integrated Finance Division (IFD).	30	Working days	4.00	Ministry records.
6	Scheme for Welfare of Working Children in need of Care and Protection: Release of first installment of funds to NGOs for the current year, for ongoing projects.	4.0	Average time taken for releasing first installment of funds to NGOs, after receipt of complete proposal and all required supporting documents.	30	Working days	4.00	Ministry records.
7	Working Children scheme: Release of second installment of funds to NGOs.	2.0	Average time taken for releasing second installment of funds to NGOs, after receipt of complete proposal and all	30	Working days	2.00	Ministry records.

## Service Standards

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			supporting documents.				
8	Rajiv Gandhi National Creche Scheme for Children of Working Mothers: Release of funds to implementing agencies for running Creche Centres.	7.0	Average time taken for releasing funds to implementing agencies, after receipt of proposal and all required supporting	30	Working days	7.00	Ministry records.
9	Creche scheme: Release of funds to monitoring agencies for monitoring Creche Centres in States/UTs.	3.0	Average time taken for release of funds to monitoring agencies for monitoring Creche Centres in States/UTs, after approval of Competent Authority.	30	Working days	3.00	Ministry records.
10	Rajiv Gandhi Scheme for Empowerment of Adolescent Girls (SABLA): Release of funds to State Govts./UT Admns. for providing nutrition and non-nutrition services to beneficiaries.	8.0	Average time taken for releasing funds to State Govts./UT Admns., after receiving relevant Statement of Expenditure (SoE) and Physical Progress Report.	30	Working days	8.00	Ministry records.
11	Indira Gandhi Matritva Sahyog Yojana (IGMSY): Release of funds to State Govts./UT Admns. for transfer of cash to pregnant women and lactating mothers in response to individual fulfilling specific conditions.	7.0	Average time taken for releasing funds to State Govts./UT Admns., after receiving relevant Statement of Expenditure (SoE) and Physical Progress Report.	30	Working days	7.00	Ministry records.
12	Support to Training and Employment Programme for Women (STEP) scheme: Release of first installment of funds to implementing organisations for new projects.	2.0	Average time taken for sanctioning and releasing first installment of funds to implementing organisations, after approval of Project Sanctioning Committee (PSC) and compliance with observations of PSC, if any.	30	Working days	2.00	Ministry records.
13	STEP scheme: Release of subsequent installment of funds to implementing organisations for ongoing projects.	1.0	Average time taken for sanctioning and releasing subsequent installment of funds to implementing organisations, after receipt of	30	Working days	1.00	Ministry records.

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			documents.				
14	Women Empowerment and Livelihoods Programme in the Mid-Gangetic Plains (Priyadarshini): Release of funds to National Bank for Agriculture and Rural Development (NABARD).	1.0	Average time taken for sanctioning and releasing funds to NABARD, after receiving Annual Workplan and Budget.	30	Working days	1.00	Ministry records.
15	Comprehensive Scheme for Prevention of Trafficking and Rescue, Rehabilitation and Re-integration of Victims of Trafficking and Commercial Sexual Exploitation (Ujjawala): Release of first installment of funds to implementing agencies/NGOs for new projects.	2.0	Average time taken for sanctioning and releasing first installment of funds to implementing agencies/NGOs, after approval of Project Sanctioning Committee (PSC).	30	Working days	2.00	Ministry records.
16	Ujjawala scheme: Release of second and subsequent installment of funds to implementing agencies/NGOs for ongoing projects.	1.0	Average time taken for sanctioning and releasing second and subsequent installment of funds to implementing agencies/NGOs, after receipt of proposal along with progress report and all required supporting documents.	30	Working days	1.00	Ministry records.
17	General Grant-in-Aid Scheme (Innovative): Release of first installment of funds to project implementing organisations (NGOs).	1.0	Average time taken for sanctioning and releasing first installment of funds to implementing organisations, after approval of Project Sanctioning Committee (PSC).	30	Working days	1.00	Ministry records.
18	General Grant-in-Aid Scheme (Innovative): Release of second installment of funds to project implementing organisations (NGOs).	1.0	Average time taken for sanctioning and releasing second installment of funds to implementing organisations, after receipt of Statement of Expenditure (SoE) and all required supporting	30	Working days	1.00	Ministry records.

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
19	Swadhar scheme: Release of first installment of funds to State Govts./UT Admns. for new projects.	3.0	Average time taken for sanctioning and releasing first installment of funds to State Govts./UT Admns., after approval of Project Sanctioning Committee (PSC).	30	Working days	3.00	Ministry records.
20	Swadhar scheme: Release of subsequent installment of funds to State Govts./UT Admns. for ongoing projects.	2.0	Average time taken for sanctioning and releasing subsequent installment of funds to State Govts./UT Admns., after receipt of all required supporting documents.	30	Working days	2.00	Ministry records.
21	Working Women Hostel scheme: Release of first installment of funds to State Govts./UT Admns. for new projects.	1.0	Average time taken for sanctioning and releasing first installment of funds to State Govts./UT Admns., after approval of Project Sanctioning Committee (PSC).	30	Working days	1.00	Ministry records.
22	Working Women Hostel scheme: Release of subsequent installment of funds to State Govts./UT Admns. for ongoing projects.	1.0	Average time taken for sanctioning and releasing subsequent installment of funds to State Govts./UT Admns., after receipt of Statement of Expenditure (SoE) and all required supporting documents.	30	Working days	1.00	Ministry records.
23	Gender Budgeting: Release of funds to State Govts./UT Admns./Identified Govt. Institutes/Govt. Universities for Gender Budgeting trainings/workshops.	2.0	Average time taken for releasing funds, after receipt of all required supporting documents.	30	Working days	2.00	Ministry records.
24	Gender Budgeting: Organizing/facilitating Gender Budgeting trainings/workshops	2.0	Percentage of trainings/workshops organised within three months of	80	%	2.00	Ministry records.

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	/Identified Govt. Institutes/Govt. Universities.		sanction.				
25	Research scheme: Release of first installment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1.0	Average time taken for releasing first installment of funds to agencies, after administrative approvals.	30	Working days	1.00	Ministry records.
26	Research scheme: Release of second installment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1.0	Average time taken for releasing second installment of funds to agencies, after administrative approvals.	30	Working days	1.00	Ministry records.
27	Public Grievance: Prompt redressal of public grievance.	2.0	Average time taken to acknowledge grievance received through post.	10	Working days	1.00	Ministry records.
			Average time taken for grievance settlement.	60	Working days	1.00	Ministry records and CPGRAMS report.
28	Client communication: Promptly responding to written communication received from clients.	1.0	Average time taken to respond, after receiving letter/email from client.	15	Working days	1.00	Ministry records.

## Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Sh. A.P. Shrivastava, Deputy Secretary (Admn) and Grievance Officer	23385192	ap.shrivastava@nic.in	



## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	State Governments / UT Administrations
2	Line Ministries / Departments with converging service delivery
3	Attached / Autonomous Bodies
4	Panchayati Raj Institutions / District and Local Level Administrations
5	Planning Commission
6	Law Enforcement Agencies
7	United Nations Bodies
8	International NGOs and Aid Agencies
9	Service Providers / Implementing Partners / NGOs / Civil Society Organisations
10	Community Based Organisations / Community and Religious Leaders
11	Academic and Research Institutions
12	Independent Experts
13	Independent Evaluation Agencies

## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Central Adoption Resource Authority (CARA)	26105346	cara@bol.net.in		West Block 8, Wing 2, 2nd Floor, R.K. Puram, New Delhi - 110066
2	Central Social Welfare Board (CSWB)	26543700	cswb_1@yahoo.co.in		Durgabai Deshmukh Samaj Kalyan Bhawan, B-12, Qutub Institutional Area, New Delhi - 110016
3	Food and Nutrition Board (FNB)	23368993	zen8@rediffmail.com		Room No. 101, Jeevan Deep Building, Sansad Marg, New Delhi - 110001
4	National Commission for Protection of Child Rights (NCPCR)	23724023	registrar.ncpcr@gmail.com		5th Floor, Chandralok Building, 36, Janpath, New Delhi - 110001
5	National Commission for Women (NCW)	23237166	ncw@nic.in		4, Deen Dayal Upadhyaya Marg, New Delhi - 110002
6	National Institute of Public Cooperation and Child Development (NIPCCD)	26964373	drdineshpaul@gmail.com		5, Siri Institutional Area, Hauz Khas, New Delhi - 110016
7	Rashtriya Mahila Kosh (RMK)	23354619	ed_rmk@nic.in		1, Abul Fazal Road, Bengali Market, New Delhi - 110001

## Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Implementation of projects/programmes/schemes as per norms prescribed by the Ministry.
2	Assistance through attending Project Sanctioning Committee (PSC)/Project Approval Board (PAB) meetings with all relevant information and details.
3	Using Ministry's website for getting updates ( <a href="http://www.wcd.nic.in">www.wcd.nic.in</a> ).
4	Facilitating monitoring and review visits by officers of the Ministry and independent evaluation agency.
5	Timely submission of complete applications with all details in prescribed format, along with authentic supporting documents.
6	Providing feedback on implementation of projects/programmes/schemes of the Ministry.
7	Maintaining records of all communications with the Ministry.
8	Participating in meetings/consultations/capacity building programmes/workshops/conferences/events as and when requested by the Ministry.
9	Giving suggestions / inputs on drafts circulated or placed on the Ministry's website.