



Citizen's/Client's Charter

for

Ministry of Women and Child Development

(2022-2023)



Towards a new dawn

Ministry of Women and Child Development

Shastri Bhawan, Dr. Rajendra Prasad Road

New Delhi 110001

Website: www.wcd.nic.in

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.

SERVICE STANDARDS

S. No.	Services/Transaction	Success Indicators	Service Standards (Tentative)	Nodal Officer
A. Saksham Anganwadi and POSHAN 2.0				
1.	Anganwadi Services			
	a. Release of funds to State Governments / UT Administrations for providing services as per scheme norms under Anganwadi Services	Average time taken for releasing funds to the State Governments/UT Administrations after receipt of complete and proper Statement of Expenditure (SoE), Physical Progress Report, Utilization Certificate and Statement of Expenditure (SoE) for the fourth quarter of previous year.	30 Working days	Capt Prabhanshu Srivastav, Deputy Secretary 011-23385192 srivastavpk3@nic.in
	b. Quarterly allocation of funds to State Governments / UT Administrations under Wheat Based Nutrition Programme of Supplementary Nutrition.	Average time taken for allocation of wheat/rice to State Governments/UT Administrations. Each quarter, after receipt of demand letter alongwith justification for the projected demand, status report on lifting of previous allocation and Utilisation Certificates.	30 Working days	

S. No.	Services/Transaction	Success Indicators	Service Standards (Tentative)	Nodal Officer
	c. Release of funds to State Governments/UT Administrations for Adolescent Girls.	Average time taken for releasing funds to State Governments/UT Administrations after receiving relevant Statement of Expenditure (SoE) and Physical Progress Report.	30 Working days	
2.	POSHAN Abhiyaan-NNM			
	Release of funds to State Governments/ UT Administrations	Average time taken for release of funds to States/UTs on receipt of relevant Statement of Expenditure (SoE)/Utilization Certificate	30 Working days	Ms. Reshma Reghunathan Nair Deputy Secretary 011-23070494 reshma.nair@nic.in

S. No.	Services/Transaction	Success Indicators	Service Standards (Tentative)	Nodal Officer
B. Mission Vatsalya (Child Protection Services and Child Welfare Services)				
1.	Child Protection Scheme (CPS)			
	Release of funds to State Governments/ UT Administrations / implementing partners.	a. Average time taken for releasing first installment of funds to State Governments / UT Administrations /NGO, after approval of Project Approval Board (PAB).	30 Working days	Shri Navendra Singh, Director 011-23384714 navendra.singh@nic.in
b. Average time taken for releasing second installment of funds after approval of Integrated Finance Division (IFD).		05 Working days		

S. No.	Services/Transaction	Success Indicators	Service Standards (Tentative)	Nodal Officer
C. Mission Shakti (Mission for protection and empowerment for women)				
(a) Sambal				
1.	One Stop Centre:- Release of funds to DC/DM for implementation of the Scheme of One Stop Centre as per Guidelines.	Average time taken for release of funds after receipt of complete and proper Utilization Certificate and Statement of Expenditure.	30 Working days	Shri Daya Shankar Deputy Secretary 011-23386553 daya.shankar@nic.in
2.	Universalisation of Women Helpline Scheme:- Release of funds to DC/DM for implementation of the Scheme of Women Helpline as per Guidelines.	Average time taken for release of funds after receipt of complete and proper Utilization Certificate and Statement of Expenditure.	30 Working days	
3.	Beti Bachao Beti Padhao Campaign (BBBP):	Average time taken for release of funds to State/UT upon receipt of complete documents viz. U.C., SoE, Financial Report and fulfilment of all procedures relating to SNA	30 days	Shri Bhaskar, Deputy Secretary 011-23362376 bhaskar.irts@gov.in

S. No.	Services/Transaction	Success Indicators	Service Standards (Tentative)	Nodal Officer
(b) Samarthya				
1.	PMMVY: Release of funds to State Governments / UT Administrations.	Average time taken for releasing funds after receiving the relevant Statement of Expenditure (SoE) and Physical Progress Report of last grant.	30 Working days	Shri Bhaskar, Deputy Secretary 011-23362376 bhaskar.irts@gov.in
2.	National Crèche Scheme: a. Release of funds to State Governments/ UT Administrations.	Average time taken for releasing funds to State Governments/UT Administrations after receipt of proposal/UCs/SOE and all required supporting documents.	30 Working days	Shri Bhaskar, Deputy Secretary 011-23362376 bhaskar.irts@gov.in
	b. Release of funds to monitoring agencies for monitoring Crèche Centres in States /UTs.	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.	Swadhar Greh Scheme:- Release of funds to the State Governments/UT Administrations etc.	Average time taken for sanctioning and releasing first installment of funds to State Governments/ UT Administrations after approval of Project Sanctioning Committee (PSC) (for first installment); and after receipt of all required supporting documents (for second and subsequent installment).	30 days working	Shri Ravi Kumar Srivastava Deputy Secretary 011-23385614 ravi.srivastava@gov.in

S. No.	Services/Transaction	Success Indicators	Service Standards (Tentative)	Nodal Officer
4.	UJJAWALA: Release of funds to the implementing agencies such as NGOs, Govt. organisations/ State Governments/ UT Administrations etc.	Average time taken for releasing 1 st and subsequent installments of funds to State Governments/ UT Administrations after receipt of all required supporting documents in proper format.	30 Working days	Shri Ravi Kumar Srivastava Deputy Secretary 011-23385614 ravi.srivastava@gov.in
5.	Working Women Hostel: Release of funds to State Governments/ UT Administrations.	Average time taken for sanctioning and releasing first installment of funds to State Governments/ UT Administrations after approval of Project Sanctioning Committee (PSC) (for first installment); and after receipt of Statement of Expenditure (SoE) and all required supporting documents (for second and subsequent installment).	30 Working days	Shri Ravi Kumar Srivastava Deputy Secretary 011-23385614 ravi.srivastava@gov.in
6.	Research and Gender Budgeting: a. Release of funds to State Governments/ UT Administrations / Identified Govt. Institutes/ Govt. Universities for Gender Budgeting trainings/ workshops.	Average time taken for releasing funds, after receipt of all required supporting documents.	30 Working days	Shri Ravi Kumar Srivastava Deputy Secretary 011-23385614 ravi.srivastava@gov.in

S. No.	Services/Transaction	Success Indicators	Service Standards (Tentative)	Nodal Officer
	b. Gender Budgeting: Organizing/ Facilitating Gender Budgeting trainings/workshops conducted by State Governments/ UT Administrations identified	Percentage of trainings/workshops organised within three months of sanction.	80%	
	c. Release of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	Average time taken for releasing of funds to agencies, after administrative approvals.	30 Working days	Santosh Kumar Tiwari Deputy Director 011-23340421 santosh.tiwari@dcmsme.gov.in

S. No.	Services/Transaction	Success Indicators	Service Standards (Tentative)	Nodal Officer
D. Nirbhaya Fund				
1.	Nirbhaya Fund			
	Release of funds to State Governments/ UT Administrations/ Implementing agencies.	Average time taken for sanction and release of funds to the State Governments/ UT Administrations through the respective Central Ministries/Departments for the proposals after examination appraisal and recommendation by the Empowered Committee and concurrence of IFD.	30 Working days	Shri Daya Shankar Deputy Secretary 011-23386553 daya.shankar@nic.in

S. No.	Services/Transaction	Success Indicators	Service Standards (Tentative)	Nodal Officer
E. Public Grievances				
1.	Public Grievances: Prompt redressal of public grievance	Average time taken to acknowledge grievance	10 Working days	Concerned division Sukh lal Meena Deputy Secretary 011-23380547 meena.sukh@nic.in
		Average time taken for grievance settlement.	30 Working days	
2.	Client communication: Promptly responding to written communication received from clients.	Average time taken to respond, after receiving letter/e-mail from client.	15 Working days	Concerned division Sukh lal Meena Deputy Secretary 011-23380547 meena.sukh@nic.in

Grievance Redress Mechanism

S. No	Name of the Public Grievance Officer	Helpline Number	Email	Address
1	Sukh lal Meena, Deputy Secretary	011-23380547	meena.sukh@nic.in	First Floor, Jeevan Tara Building, Parliament Street, New Delhi-110001.

Website url to lodge grievance: <http://pgportal.gov.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	NITI Aayog
6	Law Enforcement Agencies
7	United Nations Bodies
8	International NGOs and Aid Agencies
9	Service Providers/Implementing Partners/NGOs/Civil Society Organizations
10	Community Based Organizations/Community and Religious Leaders
11	Academic and Research Institutions
12	Independent Experts
13	Independent Evaluation Agencies

Responsibility Centres and Subordinate Organisations

S. No	Responsibility Centres and Subordinate Organizations	Landline Number	Email	FAX/Other	Address
1	Central Adoption Resource Authority (CARA)	011-26760471 011-26760472 011-26760473 011-26760500 1800111311	carahdesk.wcd@nic.in	----	West Block, 8, Wing 2, 1 st Floor, R.K.Puram, New Delhi-110066.
2	Central Social Welfare Board(CSWB)	011-26865474, 26851336 26543700	info-cswb@nic.in	011-26960057 (FAX)	Dr. Durgabai Deshmukh Samaj Kalyan Bhawan, B-12 Qutab Institutional Area, New Delhi 110016
3	Food and Nutrition Board (FNB)	011-23346029	jh.panwal@nic.in	011-23346029 (FAX)	3 rd Floor, Jeevan Vihar Building, Parliament Street, New Delhi-110001.
4	National Commission for Protection of Child Rights (NCPCR)	011-23478228 011-23478200	ms.ncpcr@nic.in	011-23724026 (FAX)	5 th Floor, Chanderlok Building, 36, Janpath, New Delhi-110001
5	National Commission for Women (NCW)	011-26942369, 26944740, 26944754, 26944805, 26944809	ms-ncw@nic.in ncw@nic.in complaintcell-ncw@nic.in [Complaints Cell]	[Complaints Cell] 011-26944880, 26940148	Plot-21, Jasola Institutional Area, New Delhi - 110025
6	National Institute of Public Cooperation and Child Development (NIPCCD)	011-26964373, 26515579	triptigurha.edu@nic.in	EPABX Nos. 26963002, 26963204, 2696010	5, Siri Institutional Area, Hauz Khaz, New Delhi-110016.
7	Rashtriya Mahila Kosh (RMK)	011-26567187, 26567188	Bhaskar.irts@gov.in	---	Dr. Durgabai Deshmukh Samaj Kalyan Bhawan, B-12, 4 th Floor Qutab Institutional Area, New Delhi - 110016
8	Mahila Shakti Kendra	011-23386553	Bhaskar.irts@gov.in	---	6 th Floor, A- Wing, Shastri Bhawan, 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 (www.wcd.nic.in) for getting updates
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 document
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

Month and year of next review of the Charter: April, 2023