



Citizen's/Client's Charter
For
Ministry of Women and Child Development
(2013-2014)



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.

Main Services/ Transactions

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents 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.	10	Sh. Gulshan Lal (Deputy Secretary)	gshanlal_2006@gmail.com	23381611	1) Release of first and second instalment based on norms, irrespective of Statement of Expenditure (SoE) 2) Scrutinising Statement of Expenditure (SoE) for subsequent/ next instalment. 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 instalments are released based on norms. For the remaining instalments, complete and proper Statement of Expenditure (SoE) from State Govts./ UT			
2.	ICDS scheme: Sanctioning of Projects and Anganwadi Centres and Anganwadi on demand (AOD) to	10	Shri Gulshan Lal (Deputy Secretary)	gshanlal_2006@gmail.com	23381611	1) Demand/ projection to the Ministry by States/ UTs. 2) Proposal scrutiny vis-a-vis adherence to population norms, mapping, saturation of	Certificate about full coverage required from State/ UTs and details of habitation/			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
	States/ UTs.					coverage of all habitations and certification to this effect by States/UTs. 3) For sanctioning of AOD, procedure to be followed.	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	Shri Gulshan Lal (Deputy Secretary)	gshanlal_2006@gmail.com	23381611	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.			
4.	Integrated Child Protection Scheme (ICPS): Release of	8	Sh.Ashi Kapoor (Deputy	ak_its2001@yahoo.co.in	23384714	1) Receipt of implementation plan and financial proposal in prescribed format.	1) Completed financial proposal and status report in prescribed format.			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
	first instalment of funds to implementing Partners.		Secretary)			2) Approved by Project Approval Board (PAB) 3) Concurrence of Integrated Finance Division (IFD). 4) Issue of sanction letter.	2)Attested copies of un-audited Statement of accounts for preceding year. 3)Annual work plan. 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. 6) Additional			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							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.	ICPS: Release of second instalment of funds to implementing	4	Sh.Ashi Kapoor (Deputy	ak_its2001@yahoo.co.in	23384714	1) Scrutiny of financial proposal 2) Obtaining approval of Integrated Finance	1)Utilization Certificate for previous grant			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
	Partners.		Secretary)			Division (IFD) 3) Issue of sanction letter for release of grant.	2)Proposal for subsequent grant.			
6.	Scheme for Welfare of Working Children in need of Care and Protection: Release of first instalment of funds to NGOs for the current year, for ongoing projects.	4	Sh.Ashi Kapoor (Deputy Secretary)	ak_its2001@yahoo.co.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 in prescribed format (available on Ministry's website: www.wcd.nic.in) 2)Budget estimate for financial year. 3)Quarterly progress report in prescribed format. 4)Registration Certificate (RC)/ Renewal of RC, if applicable. 5)Annual Report of preceding year, 6)Copy of valid			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							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 mainstreamed/reha bilitated during preceding year.			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
7.	Working Children Scheme: Release of second instalment of funds to NGOs.	2	Sh.Ashi Kapoor (Deputy Secretary)	ak_its2001@yahoo.co.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 in prescribed format (available from Ministry's website: www.wcd.nic.in) 2) Recommendations of State Government. 3) Inspection report of District Authorities. 4) Utilisation Certificate of first instalment. 5) Audited Statement of Accounts for first half of financial year (if available). 6) List of main streamed/ rehabilitated children during particular year.			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
8.	Rajiv Gandhi National Creche Scheme for Children of Working Mothers: Release of funds to implementing agencies for running crèche Centres.	6	Sh. R. P. Pant (Director)	rp.pant@nic.in	23386553	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 INSTALMENT: 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 SECOND INSTALLMENT: Provisional Utilisation Certificate for first instalment along with (1),			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							(3), (4) and (5) listed above. FOR THIRD INSTALMENT: Provisional Utilization Certificate for second instalment and Audited Statement of Accounts along with (1), (3), (4) & (5) listed above.			
9.	Creche Scheme: Release of funds to monitoring agencies for monitoring Creche Centres in States/ UTs.	3	Sh. R. P. Pant (Director)	rp.pant@nic.in	23386553	1) Release of first instalment of grants to the monitoring agency as per financial norms. 2) Second instalment of grants released after receipt of inspection reports and Utilization Certificate of first instalment.	1) Recommendation letter from State govt./UT Administration. 2) Acceptance letter from monitoring agency. 3) Signed MoU. 4) Monitoring Reports.			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
						3) Examination of inspection reports and forwarding of observations to implementing agency for further action.	5) Utilisation Certificate and Statement of Accounts of first instalment for release of second instalment.			
10.	Rajiv Gandhi Scheme for Empowerment of Adolescent Girls (SABLA): Release of funds to State Govt./ UT Admn. for providing nutrition and non-nutrition services to beneficiaries.	7	Sh. Anand Prakash (Deputy Secretary)	anand.prakash62@nic.in	23381857	1) Release of funds for first instalment 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 instalment. 3) 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.			
11.	Indira Gandhi Matritva Sahyog Yojana (IGMSY):	7	Shri Ashi Kapoor (Deputy	ak_its2001@yahoo.co.in	23384714	1) Release of funds for first instalment based on norms of scheme	Statement of Expenditure (SoE) along with			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
	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.		Secretary)			(available on Ministry's website: www.wcd.nic.in) 2) Scrutinising Statement of Expenditure (SoE) for next instalment. 3) Obtaining approval of Integrated Finance Division (IFD) and Competent Authority. 4) Issue of sanction order.	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 instalment of funds to implementing organisations for new projects.	2	Sh. R.P.Pant (Director)	rp.pant@nic.in	23386553	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	1) Complete proposal duly recommender by State level Empowered Committee (SLEC). 2) Documents listed as per guidelines of scheme (available on Ministry's website: www.wcd.nic.in).			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
						PSC.	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.			
13.	STEP scheme: Release of subsequent instalment of funds to implementing organisations for ongoing projects.	1	Sh. R.P.Pant (Director)	rp.pant@nic.in	23386553	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.			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
14.	Women Empowerment and Livelihoods Programme in the Mid-Gangetic Plains (Priyadarshini): Release of funds to National Bank for Agriculture & Rural Development (NABARD).	1	Ms. Lopamudra Mohanty (Director)	lopamudra.m@nic.in	23074215	1) Receipt of Annual Work Plan and Budget (AWPB) for each financial year from NABARD. 2) Obtaining concurrence of International Fund for Agriculture Development (IFAD) and Integrated Finance Division (IFD) at MWCD on AWPB and forward final approval to NABARD. 3) Monitoring and evaluation of implementation.	1) Completed AWPB. 2) Six- monthly progress report (financial and narrative) 3) Withdrawal application in prescribed form sent along with Statement of Expenditure (SoE)/ Utilization Certificates in prescribed format (GFR 19) for each quarter.			
15.	Comprehensive Scheme for Prevention of Trafficking and Rescue, Rehabilitation and Reintegration of Victims of	2	Sh. G Devnani (Deputy Secretary)	ghanshyam.devnani@nic.in	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	1) Completed application form (available on Ministry's website: www.wcd.nic.in). 2) State Government recommendation along with			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
	Trafficking and Commercial Sexual Exploitation (Ujjawala): Release of first instalment of funds to implementing agencies/ NGOs for new projects.					Integrated Finance Division (IFD). 4) Issue of sanction. 5) Release of grant through electronic transfer.	proceedings of State Level Empowered Committee (SLEC) meeting and previous experience in the field of trafficking. 3) Justification for project by implementing agency. 4) Findings of survey of project area/intended beneficiaries. 5) Process of implementation of the project. 6) Registration Certificate (RC) of NGO/ renewal of RC. 7) Memorandum of Association and Bye-laws of organisation.			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							8) Details of Managing Committee. 9) Attested copies of Audited Statement of Accounts (for preceding three years). 10) Annual Report (for preceding three years) 11) Pre-stamped receipt. 12) Agreement Bond. 13) Details of Bank Account. 14) Rent Assessment and Rent Agreement for Rehabilitation Home and Halfway Home (where these			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							Rehabilitation Home is applied for).			
16.	Ujjawala scheme: Release of second and subsequent instalment of funds to implementing agencies/ NGOs for ongoing projects.	1	Sh. G Devnani (Deputy Secretary)	ghanshyam.devnani@nic.in	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 precious 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/			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							Halfway Homes with complete details (for the components sanctioned). 6) Photographs of facilities created (in Rehabilitation and Halfway Homes).			
17.	General Grant-in-aid Scheme (Innovative): Release of first instalment of funds to project implementing organisations (NGOs).	1	Sh. G. Devnani (Deputy Secretary)	ghanshyam.devnani@nic.in	23384488	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 through Electronic Clearing System (ECS).	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 Details of Bank Accounts. 4) Undertaking under General Financial Rules			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							(GFR).			
18.	General Grant-in-aid Scheme (Innovative): Release of second instalment of funds to project implementing organisation (NGOs).	1	Sh. G. Devnani (Deputy Secretary)	ghanshyam.devnani@nic.in	23384488	1) Screening of Utilization certificate. 2) Concurrence of Integrate 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 instalment of funds to State Govts./ UT Admns for new	3	Sh. Ghanshyam Devnani (Deputy Secretary)	ghanshyam.devnani@nic.in	(23384488)	1) Scrutiny of proposals as per scheme norms. 2) Consideration and approval of proposals by Project Sanctioning Committee (PSC).	1) Proposal in prescribed format (available on Ministry's website: www.wcd.in) complete in all			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
	projects.					3) Concurrence of Integrated Finance Division (IFD) on proposals approved by PSC.	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 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			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							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 Bank authorization.			
20.	Swadhar scheme: Release of subsequent instalment of funds to State govts/ UT Admns. for ongoing projects.	2	Sh. Ghanshyam Devnani (Deputy Secretary)	ghanshyam.devnani@nic.in	(23384488)	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			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							for the previous grant with income and expenditure.			
21.	Working Women Hostel scheme: Release of first instalment of funds to State Govts./ UT Admns. for new projects.	1	Sh. Ghanshyam Devnani (Deputy Secretary)	ghanshyam.devnani@nic.in	23384488	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 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			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
						For hostels in rented premises: (1), (3), (4) and (5) listed above.	names of 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) Building plan by local authorities after approval by			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							the Ministry. 10) 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			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							certificate for rented hostel building certified by State PWD/District.			
22.	Working Women Hostel scheme: Release of subsequent instalment of funds to State Govts./ UT Admns. for on going projects.	1	Sh. Ghanshyam Devnani (Deputy Secretary)	ghanshyam.devnani@nic.in	23384488	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) Completion Certificate from PWD/CPWD (if construction of hostel is completed).			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
							5) Recommendation of District Women's Welfare Committee/ State Govt. for release of next/final instalment. 6) Revised rate of rent, if required, at time of submission of application for the renewal of the project.			
23.	State Resource Centre for Women: Release of funds to State Govts/UT Admns for providing services as per the TOR of the Mission.	3	Sh. L. K. Meena (Director)	lk.meena@nic.in	23362519	1) Agency designated as SRCW by the State WCD Dept. 2) Recruitment of contractual staff for the Mission. 3) Release of first instalment irrespective of Statement of Expenditure (SoE) for	1) Notification regarding the designated SRCW. 2) Staff in place 3) Complete and proper Statement of Expenditure from the State Govts. and UT Admns 4) Minutes of the Meetings and Decisions taken			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
						setting up the SRCW. 4)Scrutinising the SOEs for subsequent release 5)Issuing sanction orders and release of funds to the State Govts./UT Admns. 6)Organise stakeholder meetings for developing convergence action plans. 7)State level action plans developed to facilitate the process of empowerment of women	5) State level Action Plan on Convergence			
24.	Convergence Projects under NMEW: Poorna Shakti Kendras (PSK) and Thematic Pilot	3	Ms. Rashmi Singh (Executive Director)	rashmi.singh@nic.in	23743980	1) Setting up Poorna Shakti Kendras at the Village level to function as One-Stop Centre for knowledge base for women at the grassroots level.	1) Establishment of District Level/Tehsil Level/Village Level Centre. 2) Performance Report of the PSK			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
	Projects.					2) Advocacy by the PSK Volunteers to facilitate women's empowerment. 3) Implementing agency (State Govt./Institutes/Civil Society Organisations/Local Bodies etc.) to be selected through an issue of RFP seeking technical and financial proposals based on a TOR. 4) Obtaining approval of competent authority. 5) Obtaining approval of Integrated Finance Division (IFD). 6) Issue of financial sanction for effecting fund transfer to implementing agency.	Functionaries/Volunteers. 3) Completed and proper Statement of Expenditure as per guidelines from the State Govts. and UT Administrations/C SOs etc. implementing the project. 4) Minutes of the Meetings and Decisions taken.			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
25.	Preparation of Reports, Manuals, Guidelines, Compendium, Impact Studies undertaken by NMEW jointly or otherwise.	2	Ms. Rashmi Singh (Executive Director)	rashmi.singh@nic.in	23743980	1) External agency to be selected as per the guidelines prepared. 2) Obtaining approval of competent authority 3) Processing of proposals for release of funds. 4) Obtaining approval of Integrated Finance Division (IFD) 5) Issue of financial sanction for effecting fund transfer to agency selected. 6) Completion of documents with thrust on policy prescriptions.	For first Instalment: 1) Proposal form implementing agency 2) Details of Bank Account 3) Agreement Bond 4) For Second & Final Instalment: 1) Utilisation certificate for 1 st instalment and Audited Statement of Accounts of first instalment.			
26.	Training and capacity building programmes	1	Ms. Rashmi Singh (Executive Director)	rashmi.singh@nic.in	23743980	Need based gender base training programmes conducted by the Mission at the National level/State level/District level/Gram Panchayat	Training Tool Kit prepared by the Mission.			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
						level.				
27.	Gender Budgeting: Release of funds to State Governments/UT Admns./Identified Govt. Institutes/Govt. Universities for Gender Budgeting trainings/workshops .	2	Ms. Lopamudra Mohanty (Director)	lopamudra.m@nic.in	23074215	1) Scrutiny and processing of proposal as per scheme norms. 2) Concurrence of Integrated Finance Division (IFD). 3) Obtaining Administrative approval from Secretary, Ministry of Women & Child Development where required. 4) Booking of funds by Budget Section 5) Issue of sanction. 6) Release of grant through electronic transfer (RTGS).	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 receipt.			
28.	Gender Budgeting: Organizing/Facilitating Gender	2	Ms Lopamudra Mohanty (Director)	lopamudra.m@nic.in	(23074215)	1) Finalizing programme including agenda, list of invitees, resource persons and	1) Sanction Letter from Ministry (where funds are required from			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
	Budgeting trainings/workshops conducted by State Govts./UT Admns.identified					participants. 2) Sending invitation to participants/resource and seeking their confirmation. 3) Conducting training/workshop. 4)Finalizing and disseminating report	MWCD). 2) Confirmed dates for the training/workshop. 3) Training/workshop Report.			
29.	Research scheme: Release of first instalment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1	Sh. J. P. Arya, Joint Director	jparya20@gmail.com	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).	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			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
						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	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			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
30.	Research scheme: Release of second instalment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1	Sh. J. P. Arya, (Joint Director)	jparya20@gmail.com	23361305	1) Settling pending Utilization Certificates with Pay and Accounts Office (PAO), MWCD. 2) Processing progress reports from agencies. 3) Approval of Competent Authority	1) Interim progress report. 2) Audited Statement of Accounts. (3)Utilization Certificate for approval of funds			
31.	Public Grievance: Prompt redressal of public	2	Sh. J. P. Arya, (Joint Director)	jparya20@gmail.com	23361305	1) Receipt of grievance online through CPGRAMS portal or by post. 2)Acknowledgement of grievance received through post.	1) Complete contact details of sender. 2) Complete details and relevant information about the grievance			

S. No.	Services/ Transaction	Weight (%)	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
						3) Referral of grievance to concerned Division. 4) Settlement of grievance and issue of response.				
32.	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.			

Citizen's/Client's Charter for Ministry of Women and Child Development (2013-14)

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.	10.0	Average time taken for releasing funds to the State Government/UT Administration after receipt of complete and proper Statement of Expenditure (SoE)	30	Working days	10.00	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	8.0	Average time taken for releasing first instalment of funds to State	30	Working days	8.00	Ministry Records

S. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	instalment of funds to implementing Partners.		Govts./UT Admns./NGO, after approval of Project Approval Board (PAB).				
5.	ICPS: Release of second instalment of funds to implementing Partners.	4.0	Average time taken for releasing second instalment 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 instalment of funds to NGOs for the current year, for ongoing projects.	4.0	Average time taken for releasing first instalment 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 instalment of funds to NGOs.	2.0	Average time taken for releasing second instalment of funds to NGOs, after receipt of complete proposal and all required supporting documents.	30	Working days	2.00	Ministry Records
8.	Rajiv Gandhi National Creche Scheme for Children of Working Mothers: Release of funds to implementing agencies for	6.0	Average time taken for releasing funds to implementing agencies after receipt of proposal and all	30	Working days	6.00	Ministry Records

S. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	running Creche Centres.		required supporting documents.				
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	3.0	Ministry Records
10.	Rajiv Gandhi Scheme for Empowerment of Adolescent Girls (SABLA): Release of funds to State Govt./ UT Admn. for providing nutrition and non-nutrition services to beneficiaries.	7.0	Average time taken for releasing funds to State Government/UT Administration after receiving relevant Statement of Expenditure (SoE) and Physical Progress Report.	30	Working days	7.00	Ministry Records
11.	Indira Gandhi 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 the State Government/UT Administration after receiving the relevant Statement of Expenditure (SoE) and Physical Progress Report of last grant.	30	Working days	7.0	Ministry Records
12.	Support to Training and Employment Programme for Women (STEP) Scheme: Release	2.0	Average time taken for sanctioning and releasing first instalment of funds to implementing	30	Working days	2.00	Ministry Records

S. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	of first instalment of funds to implementing organizations for new project.		organizations after approval of Project Sanctioning Committee (PSC) and compliance with observations of PSC, if any, and approval of IFD and receipt of documents.				
13.	Support to Training and Employment Programme for Women (STEP) Scheme: Release of subsequent instalment of funds to implementing organizations for ongoing project.	1.0	Average time taken for sanctioning and releasing subsequent instalments of funds to implementing organizations after approval of IFD and receipt of documents.	30	Working days	1.00	Ministry Records
14.	Women's Empowerment and Livelihoods Programme in the Mid-Gangetic Plain's (Priyadarshini): Release of funds to National Bank for Agriculture & Rural Development (NABARD).	1.0	Average time taken for sanctioning and releasing funds to NABARD after receiving concurrence of Integrated Finance Division (IFD) at MWCD on Annual Work Plan and Budget (AWPB) for release of first instalment and on Statement of Expenditures (quarterly) and Utilisation Certificates for subsequent releases.	30	Working days	1.00	Ministry Records
15.	Comprehensive Scheme for	2.0	Average time taken for sanctioning	30	Working	2.00	Ministry

S. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	Prevention of Trafficking and Rescue, Rehabilitation and Reintegration of Victims of Trafficking and Commercial Sexual Exploitation (Ujjawala): Release of first instalment of funds to implementing agencies/ NGOs for new projects.		and releasing first instalment of funds to implementing agencies/NGOs, after approval of Project Sanctioning Committee (PSC).		days		Records
16.	Ujjawala scheme: Release of second and subsequent instalment of funds to implementing agencies/ NGOs for ongoing projects.	1.0	Average time taken for sanctioning and releasing second and subsequent instalment 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 instalment of funds to project implementing organisations (NGOs).	1.0	Average time taken for sanctioning and releasing first instalment 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	1.0	Average time taken for sanctioning and releasing second instalment of	30	Working days	1.00	Ministry Records

S. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	instalment of funds to project implementing organisations (NGOs).		funds to implementing organisations, after receipt of Statement of Expenditure (SoE) and all required supporting documents.				
19.	Swadhar scheme: Release of first instalment of funds to State Govts./ UT Admns. for new projects.	3.0	Average time taken for sanctioning and releasing first instalment 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 instalment of funds to State govts/ UT Admns. for ongoing projects.	2.0	Average time taken for sanctioning and releasing subsequent instalment of funds to State Govts./UT Admn., after receipt of all required supporting documents.	30	Working days	2.00	Ministry Records
21.	Working Women Hostel scheme: Release of first instalment of funds to State Govts./ UT Admns. for new projects.	1.0	Average time taken for sanctioning and releasing first instalment 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 instalment of funds to State Govts./ UT	1.0	Average time taken for sanctioning and releasing subsequent instalment of funds to State	30	Working days	1.00	Ministry Records

S. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	Admns. for ongoing projects.		Govts./UT Admns., after receipt of Statement of Expenditure (SoE) and all required supporting documents.				
23.	State Resource Centre for Women: Release of funds to State Govts./UT Admns for providing services as per the TOR of the Mission.	3.0	Average time taken for releasing of funds to State Govts/UT Admns., after receipt of complete and proper Statement of Expenditure (SoE)	30	Working days	3.00	Ministry Records
24.	Convergence Projects under NMEW: Poorna Shakti Kendras and Thematic Pilot Projects	3.0	No. of Poorna Shakti Kendras Functional at the village level. No. of successful thematic projects implemented and models ready for replication.	No. of Centres/ Projects implemented	Yearly	3.00	Ministry Records
25.	Preparation of Reports, Manuals, Guidelines, Compendium, Impact Studies undertaken by NMEW jointly or otherwise	2.0	Completion of documents with thrust on convergence which would help Departments/Ministries to work out future strategies	No. of published reports/ manual etc.	Number	2.00	NMEW Records

S. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
26.	Training and capacity building programmes	1.0	No. of need based gender training programmes conducted by the Mission at the State level/District level/Gram Panchayat level	No. of training	Number	1.00	NMEW Records
27.	Gender Budgeting: Release of funds to State Governments/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
28.	Gender Budgeting: Organizing/Facilitating Gender Budgeting trainings/workshops conducted by State Govts./UT Admns. identified	2.0	Percentage of trainings/workshops organised within three month of sanction.	80%	Percentage	2.00	Ministry Records
29.	Research scheme: Release of first instalment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1.0	Average time taken for releasing first instalment of funds to agencies, after administrative approvals.	30	Working days	1.00	Ministry Records

S. No.	Services/Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
30.	Research Scheme: Release of second instalment of funds to agencies for research studies, programme evaluations, seminars, workshops and publications.	1.0	Average time taken for releasing second instalment of funds to agencies, after administrative approval.	30	Working days	1.00	Ministry Records
31.	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
32.	Client communication: Promptly responding to written communication received from clients.	1.0	Average time taken to respond, after receiving letter/e-mail from client.	15	Working days	1.00	Ministry Records

Grievance Redress Mechanism

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

Sr.No	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri. J. P. Arya. Joint Director	23361305	jparya20@gmail.com	9540004029

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 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	Mobile Number	Address
1	Central Adoption Resource Authority (CARA)	26105346	cara@bol.net.in	9818085649	West Block, 8, Wing 2, 2 nd Floor, R.K.Puram, New Delhi 110066
2	Central Social Welfare Board(CSWB)	26543700	cswb_1@yahoo.co.in	9868116618	Durgabai Deshmukh Samaj Kalyan Bhawan, B-12 Qutub Institutional Area, New Delhi 110016
3	Food and Nutrition Board (FNB)	23368993	panwaljai@yahoo.com	9711995999	Room No 101, Jeevan Deep Building, Sansad Marg, New Delhi
4	National Commission for Protection of Child Rights (NCPCR)	23724023	ms.ncpcr@nic.in	9560546506	5 th Floor, Chandralok Building, 36, Janpath, New Delhi-110001
5	National Commission for Women (NCW)	23237166	jsncw-wcd@nic.in	9818065366	4, Deendayal Upadhyaya Marg, New Delhi 110002

6	National Institute of Public Cooperation and Child Development (NIPCCD)	26964373	drdineshpaul@gmail.com	9818789258	5,Siri Institutional Area, Hauz Khaz, New Delhi 110016
7	Rashtriya Mahila Kosh	23354619	ed_rmk@nic.in	9968271305	1, Abu Fazal Road, Bengali Market, New Delhi 110001
8	National Mission for Empowerment of Women	23743980	rashmi.singh@nic.in	9810590919	Room No.119, Hotel Janpath, New Delhi

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

