



सत्यमेव जयते

# Citizens' / Clients' Charter

## Department of Minority Affairs

Paryavaran Bhawan, CGO Complex, New Delhi 110003

### *Our commitments to you*

No.	Our Services and Transactions	How we measure our performance in this area	Our Service Standard
1	Convey financial and/or physical targets under pre matric, post matric, merit cum means and scholarships to States/UTs and advertisement.	Time	28th February
2	Release of advance grants for pre matric, post matric scholarship schemes to States/UTs on receipt of Utilisation Certificates for funds released for the previous year.	Time	12 Days
3	Provide interim reply to the State Government / UT on adequacy of proposals received for release of scholarships.	Time	10 Days
4	Release of funds to States/UTs for Scholarship Schemes on receipt of complete proposals.	Time	12 Days
5	Conveying Letter of Sanction to Coaching Institutions on holding the Selection Committee.	Time	15 Days
6	Provide interim reply on adequacy of proposals received for release of grants to Coaching Institutions on receipt of proposal.	Time	15 Days
7	Release of funds to Coaching Institutions subject to receipt of complete proposals.	Time	15 Days
8	On approval of the minutes of the meeting of Empowered Committee for Multi-sectoral Development Programme(MsDP) implemented in Minority Concentration Districts (MCDs), issue letter of approval to States/UTs.	Time	20 Days
9	On receipt of commitment/ clarifications from States/UTs, release of 1st installment to States/UTs for approved projects under MsDP.	Time	15 Days
10	One month after conclusion of every quarter, updating of details of implementation of MsDP in MCDs on the Ministry's website for social audit.	Time	15 Days
11	On receipt of complete UCs for 1st installment, QPRs and photographs from States/UTs, release of 2nd installment.	Time	15 Days
12	On receipt of complete UCs for 2nd instalment, QPRs and photographs from States/UTs, closing of project implemented under MsDP in MCDs.	Time	10 Days
13	On receipt of proposed targets for minorities from various Ministries/Departments, send proposal for fixing of annual targets under the Prime Minister's New 15 Point Programme for the Welfare of Minorities.	Time	15 Days
✓14	One month after conclusion of every quarter, holding of Nodal Officers' meeting in the Ministry on the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and <u>updating the details on ministry's website within 2 months of the conclusion of quarter.</u>	Time	15 Days
✓15	Three months after conclusion of every half year, sending Note for the Committee of Secretaries(COS) to review the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and <u>issue letters for follow-up on directions of COS within 15 days of receipt of minutes.</u>	Time	15 Days

