

Ministry of Minority Affairs

Citizens' Charter



सत्यमेव जयते

MINISTRY OF MINORITY AFFAIRS

11th Floor, Pt Deendayal Antyodaya Bhawan, Lodhi Road, CGO Complex,

New Delhi - 110003

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CITIZENS' CHARTER INDEX

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Citizens' Charter

Preface

The Ministry of Minority Affairs was carved out of the Ministry of Social Justice and Empowerment on 29.01.2006 for ensuring a more focused approach towards issues relating to the six notified minority communities namely Jains, Parsis, Buddhists, Sikhs, Christians, and Muslims. The mandate of the Ministry of Minority Affairs includes formulation of overall policy and planning, coordination, evaluation, and review of the regulatory and development programmes for the benefit of the minority communities.

The Ministry has adopted a multi-pronged strategy for development of minority communities with special focus on educational empowerment; infrastructure development; economic empowerment; fulfilling special needs; and strengthening of minority institutions.

The welfare and development schemes of the Ministry focus on poor and deprived sections of the minorities. Majority of the schemes have devised the eligibility criteria keeping in view the economic background to ensure that the benefits reach the poor and deprived sections.

Pradhan Mantri Jan Vikas Karyakram (PMJVK), a Centrally Sponsored Scheme of the Ministry provides for development of infrastructure projects in Education, Health, Skill Development Sectors and Women-centric projects, for improving the socio-economic conditions of people in the identified Minority Concentrated Areas. The horizon of PMJVK scheme has further enlarged whereby requisite infrastructure has been sanctioned for preservation of their unique culture and identity.

Buddhist Development Plan (BDP) addresses the diverse needs of the Buddhist population and advances their social and economic progress. The plan spans infrastructural development in various sectors like Education, Health, Sports, Renewable Energy, and Tourism etc.

Jiyo Parsi is a Central Sector Scheme concerning the decline of Parsi population in India. The scheme has three components, Medical Assistance, Advocacy and Health of Community. Since inception, the scheme has enabled birth of more than 400 Parsi children till 31.03.2024.

The National Minorities Development & Finance Corporation (NMDFC) was incorporated on 30.09.1994 as a 'Not for Profit' company under Section 25 of the Companies Act, 1956 (now Section 8 of Companies Act, 2013). NMDFC provides concessional credit viz., Term Loan, Education Loan, Micro Finance & Virasat implemented through the State Channelizing Agencies (SCAs) for self-employment and income generating activities for the socio-economic development of the 'backward sections' amongst the notified Minorities.

The Ministry is the nodal ministry for the management of the Haj Pilgrimage. The Haj application process has been made 100% online.

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Vision

Strive towards development of nation through socio-economic empowerment of minority communities with motto Sabka Saath, Sabka Vikas, Sabka Vishwas, Sabka Prayas.

Mission

To improve the socio-economic conditions of the minority communities through affirmative action and inclusive development so that every citizen has an equal opportunity to participate actively in building a dynamic nation, to facilitate an equitable share for minority communities in education, employment, economic activities and to ensure their upliftment.

INDEX OF SERVICES					
Sl. No.	Deliverable	Details (URL) of portal	Process (including documents required)	Standard benchmark (timelines)	Contact details of the responsible officer (Name, e-mail, Phone number)
A. Division / Scheme: Pradhan Mantri Jan Vikas Karyakram (PMJVK)					
1.	Approval of Project Proposals submitted to the States/ Union Territories and Central Government Organizations for creation of community infrastructure in the sectors viz. Education, Health, Drinking Water, Sanitation, Women and Child Development, Skill Development, Sports and renewable energy sector (Solar power) in the Minority Concentration Areas across the Country.	PMJVK Portal for submission of project proposals	<p>Process in the State:</p> <ol style="list-style-type: none"> Assessment of requirement after Baseline Survey at the Block and Village levels. Formulation of project proposals at the Block and District levels. Approval by the District Level Committee Approval by the State Level Committee Submission of project to the Ministry. <p>Process in the Ministry:</p> <ol style="list-style-type: none"> Obtaining comments / inputs from the line Ministry / Department of Govt. of India dealing with the subject matter. Evaluation of the proposal in PMJVK Division. 	Three months after receipt of the complete project proposals in all respect.	<p>The Deputy Secretary / Under Secretary looking after the Scheme</p> <p>Email: pmjvk-mm@gov.in</p> <p>Ph. No.: 011 – 24302500 & 24364312</p>

			<ul style="list-style-type: none"> iii. Evaluation by the Screening Committee. iv. Evaluation by the Empowered Committee v. Release of Administrative Sanction order. 		
2.	Release of funds to the State / Union Territories / Central Government Organizations under the Scheme	PMJVK Portal for submission of project proposals: 	<ul style="list-style-type: none"> i. Evaluation of fund request w.r.t. PFMS and SNA Guidelines, Utilization Certificates received, committed liabilities of the Ministry w.r.t. the ongoing projects and availability of funds under Budget Estimates / Revised Estimates. ii. Obtaining concurrence of Internal Finance Division of the Ministry. iii. Obtaining approval of the competent authority. iv. Financial Sanctions and release of funds. 	Within one month once the State/UT/CGO found eligible to receive funds.	The Deputy Secretary / Under Secretary looking after the Scheme Email: pmjvk-mm@gov.in Ph. No.: 011 – 24302500 & 24364312
B. Division / Scheme: PM VIKAS					
3.	Consideration and approval of project proposals	pmvikas.minorityaffairs.gov.in	Interested Agencies to log in to the portal and digitally submit the proposals. The proposals submitted to be placed before Screening Empowered committee. Details of documents required are available on the portal.	45 days	Nivedita Roy Choudhary, Under Secretary (PM VIKAS) Email: nivedita.rc@gov.in

					Ph. No.: 011 – 24 364310
4.	Processing of grants	pmvikas.minorityaffairs.gov.in	The agencies engaged under the PM VIKAS will submit their proposal along with supporting documents on PM VIKAS portal. The same will be examined and grants be processed accordingly.	30 days	Nivedita Roy Choudhary, Under Secretary (PM VIKAS) Email: nivedita.rc@gov.in Ph. No.: 011 – 24 364310
5.	Representation / Grievances of stakeholders	pmvikas.minorityaffairs.gov.in	Stakeholders to report grievances on PM VIKAS portal.	7 days	Nivedita Roy Choudhary, Under Secretary (PM VIKAS) Email: nivedita.rc@gov.in Ph. No.: 011 – 24 364310
c. Division / Scheme: Waqf Division					
6.	Administration of The Waqf Act, 1995	-	Framing of Rules under Waqf Act, 1995 and policy making (if required).	-	Shri Shreshtha C Shaikh Mohiddin, Joint Secretary Email: js.cdn-mm-a@gov.in

					n Ph. No.: 011-243 66444
7.	Scrutinizing and review of Annual Report and Account report of the Central Waqf Council (CWC) and its laying in Parliament		After the receipt of Annual Report and Audit Report on the annual accounts of the CWC in both Hindi and English, approval of the Hon'ble Minister is obtained for placing in the Parliament. The Report is thereafter laid in the Parliament.		Shri Shershah C Shaikh Mohiddin, Joint Secretary Email: js.cdn-mmma@gov.in Ph. No.: 011-243 66444
8.	Release of funds to Central Waqf Council (CWC) through Central Nodal Agency (CAN) under Qaumi Waqf Board Taraqqiati Scheme (QWBTS) and Shahari Waqf Sampatti Vikas Yojana (SWSVY) on receipt of complete proposal		Documents required: Complete proposal with component-wise break-up alongwith Utilization Certificate of previous release. Scrutinizing the proposal, get approval of Internal Finance Division (IFD) for release of funds, issue of sanction letter and register name of CAN with PFMS.		Shri Shershah C Shaikh Mohiddin, Joint Secretary Email: js.cdn-mmma@gov.in Ph. No.: 011-243 66444
9.	Grievance related to Waqf matters	CPGRAMS & Direct Receipt	After examination of grievance, the same are forwarded to State / UT Governments, State Waqf Boards and Central Waqf Council for taking appropriate action.		Shri Shershah C Shaikh Mohiddin, Joint Secretary Email: js.cdn-mmma@gov.in

					Ph. No.: 011-243 66444
D. Division / Scheme: Haj Division					
10.	Announcement of Haj Policy		<p>Bilateral Communication from Saudi Arabia;</p> <p>Consultation with Stakeholder Ministries / organization; and</p> <p>Feedback received from pilgrims.</p>	8-10 months before the commencement of next year's Haj	<p>Shri C. P. S. Bakshi, Joint Secretary</p> <p>Email: cps.bakshi@gov.in</p> <p>Ph. No.: 011-24364312</p>
11.	Release of HGO Policy for Haj Group Organisers		<p>Bilateral Communication from Saudi Arabia;</p> <p>Stakeholder consultation.</p>	6-8 months before the commencement of next year's Haj	<p>Shri C. P. S. Bakshi, Joint Secretary</p> <p>Email: cps.bakshi@gov.in</p> <p>Ph. No.: 011-24364312</p>
E. Division / Scheme: Jiyo Parsi					
12.	Assistance under Medical component	https://jiyoparsi.minorityaffairs.gov.in/	<p>(i) Registration on portal (if not already registered)</p> <p>(ii) Application through portal</p> <p>(iii) Applications will be examined by the Ministry and completed applications will be forwarded to State Government</p> <p>(iv) Applications will be verified by the concerned State Government and District administration</p>	<p>(i) Within 7 working days of receipt of application, either it will be sent back to the applicant for providing information / clarification of it will be forwarded to the State Government</p>	<p>Shri Shyam Sundar Verma, Deputy Secretary</p> <p>Email: shyam.verma@nic.in</p>

			(v) Bio-authentication of beneficiaries whose applications are verified (vi) Approval will be given by the Ministry Documents required: (i) Aadhaar Card (ii) PAN Card (iii) Doctor's prescriptions (iv) Discharge summary from the hospitals (v) ITR or income certificate from appropriate authority (vi) Birth certificate of baby born (vii) Bank account details	(ii) After bio-authentication of beneficiaries, funds will be released to the beneficiary within 2 months	
13.	Assistance under Health of Community (HCC) component	Portal for application is being developed; in the meanwhile, application may be submitted through Google form	(i) Application through Google form (ii) Applications will be examined by the Ministry and completed applications will be forwarded to State Government (iii) Applications will be verified by the concerned State Government and District administration (iv) Bio-authentication of beneficiaries whose applications are verified (v) Approval will be given by the Ministry Documents required: (i) Aadhaar Card (ii) PAN Card (iii) Photo of couple, elderly dependents (iv) Birth certificates of children for whom assistance is sought (v) ITR or income certificate from appropriate authority (vi) Bank account details	(i) Within 7 working days of receipt of application, either it will be sent back to the applicant for providing information / clarification of it will be forwarded to the State Government (ii) After bio-authentication of beneficiaries, funds will be released to the beneficiary within 2 months	Shri Shyam Sunder Verma, Deputy Secretary Email: shyam.verma@nic.in
F. Division / Scheme: Establishment Division					

14.	Pension related matters	Bhavishya portal: https://bhavishya.nic.in	i. Form 1 ii. Form 3 iii. Form 4 iv. Form 5 v. Form 7 vi. Form 8 vii. Photo of pensioner viii. Joint Bank Account details	As per guidelines of Department of Pension & Pensioners' Welfare	Shri Vikas Mohan, Head of Office Email: vikas.mohan@nic.in Ph. No.: 011- 243 69215
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G. Division / Scheme: NCM Division

15.	Redress Grievances of six minority communities i.e., Muslim, Christian, Buddhist, Jain, Sikh and Parsi through National Commission for Minorities, a statutory body under M/o Minority Affairs – or by taking up the matters with the concerned Ministries / State Governments etc.	-	-	21 days	Shri Bhuvnendra Singh, Under Secretary Email: bhuvnendra.singh1982@nic.in Ph. No.: 011-243 64278
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H. Division / Scheme: CLM Division

16.	Redress Grievances of public by taking up matters with concerned State Governments / UT Administrations / Nodal Officers	-	-	21 days	Shri Vikas Mohan, Under Secretary Email: vikas.mohan@nic.in Ph. No.: 011-243 69215
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Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
Shri Alok Kumar Verma, Deputy Director General	011-24364279	ddg-mma@gov.in	9968446076

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Grievance Redress Mechanism

In case of non-compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for redress of their grievance:-

Shri Alok Kumar Verma, Deputy Director General
Room No.1131, 11th Floor,
Pt Deendayal Antyodaya Bhawan, Lodhi Road, CGO Complex,
New Delhi - 110003.
T. No: 011-24364279
E-mail: ddg-mma@gov.in

The grievance can also be lodged on-line on the following link:

<https://pgportal.gov.in>

Escalation of Grievance

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

Secretary,
Room No.1110, 11th Floor,
Pt Deendayal Antyodaya Bhawan, Lodhi Road, CGO Complex,
New Delhi - 110003.
Tel: 011- 24364272

Citizens' Charter**Stakeholders / Clients**

Sl. No.	Stakeholders / Clients
1.	State Governments / UT Administrations, Waqf Boards and Responsibility centers of the Ministry
2.	Parliament
3.	Central Government/ Ministries/ Departments
4.	NGOs
5.	Civil society
6.	NITI Aayog

Citizens' Charter**Indicative Expectation from service Recipients**

Sl.No.	Indicative Expectation from service Recipients
1.	Submit proposals in complete shape with all required documents.
2.	Timely submit Utilisation Certificates to the Ministry.
3.	Clients should return back all cases referred to them by the Ministry after having met the observations of the Ministry completely.
4.	Ensure submission of application forms duly completed in all respects.
5.	State Governments/UT Administrations should properly use the central financial assistance released to them for the implementation of Schemes and make efforts for the timely completion of all projects.
6.	Send reports to the Ministry in the prescribed format and as per set time lines.
7.	Check the Ministry's website regularly for updates on policies, programmes and procedures
8.	Clients should give their suggestions/inputs on drafts circulated to them by the Ministry timely.
9.	Representatives of State / UT Governments should attend meetings in the Ministry fully prepared with all background papers and be fully conversant with the matters to be discussed.

Citizens' Charter**Conclusion**

Ministry of Minority Affairs (MoMA) has been playing an important role in development of minority communities with special focus on educational empowerment; infrastructure development; economic empowerment; fulfilling special needs; and strengthening of minority institutions.

List of Abbreviations

BDP	Buddhist Development Plan
CGO	Central Government Organisation
HGO	Haj Group Organiser
NMDFC	National Minorities Development & Finance Corporation
PFMS	Public Financial Management System
PMJVK	Pradhan Mantri Jan Vikas Karyakram
PM VIKAS	Pradhan Mantri Virasat Ka Samvardhan
SCAs	State Channelizing Agencies
SNA	Single Nodal Agency

Approval of Project Proposals submitted to the States/ Union Territories and Central Government Organizations for creation of community infrastructure in the sectors viz. Education, Health, Drinking Water, Sanitation, Women and Child Development, Skill Development, Sports and renewable energy sector (Solar power) in the Minority Concentration Areas across the Country.