



# Citizen's / Client's Charter for

(Ministry of Housing and Urban Poverty  
Alleviation)  
(2011-2012)

Address

Nirman Bhawan, New Delhi 110011

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[www.mhupa.gov.in](http://www.mhupa.gov.in)

Date Of Issue

February 2011

Next Review

February 2012

## Vision Mission

### Vision

An equitable, inclusive and sustainable civic sensitive growth of towns and cities free from slums, which provides means of productive employment, dignity and a decent quality of life to all inhabitants, including the poor.

### Mission

- In coordination and cooperation with State Governments, Urban Local Bodies and other related Ministries
- The creation of a Slum Free India, by the up-gradation, redevelopment and relocation of all existing slums so as to provide basic civic amenities, shelter, property titling and a decent quality of life to all slum dwellers; and the realignment of State policies, planning and institutional structures for urban development, land use and town planning to meet this goal, so that future urban growth accommodates, within formal planned spaces, the living and working needs of the poor;
- The provision of affordable housing for all and the creation of conditions that facilitate a continuous addition of adequate serviced land and housing to meet the identified need
- To accelerate the rate of poverty reduction, by the convergence of different programmes and services relating to skill development, creation of livelihoods, social security and social services including health and education, in order to address poverty in all its aspects, and to do so in a transparent, participative and citizen centric manner.

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely approval and recommendation of release of first installment of project proposals (new projects) relating to Basic Services to the Urban Poor (BSUP) in 65 select cities and Integrated Housing & Slum Development Programme (IHSDP) in smaller towns under Jawaharlal Nehru National Urban Renewal Mission (JNNURM).	12	1. Sh. D.P.S. Negi 2. Sh. Vivek Nangia (1. Dir (NBO) & OSD (JNNURM) 2. Director (JNNURM))	1. dpsnegi2000@yahoo.co.in 2. dsjnnurm-mhupa@nic.in	(23061692)	Getting the Detailed Project Reports (DPRs) duly sanctioned by SLSCs appraised through Appraisal Agencies	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	N/A	N/A	N/A
						Placing the duly appraised DPRs before Sanctioning Committee at the Central level - Central Sanctioning and Monitoring Committee (CSMC) / Central Sanctioning Committee (CSC)	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	N/A	N/A	N/A
						Consideration and approval by CSMC/CSC.	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	N/A	N/A	N/A

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Issue of Minutes	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	N/A	N/A	N/A
						Recommendation to Ministry of Finance For 25% (for BSUP) and 50% central share (for IHSDP)	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	N/A	N/A	N/A
2	Timely sanction and recommendation for release of 2nd and subsequent installments under BSUP and IHSDP	7	Shri Vivek Nangia (Director (JNNURM))	dsjnnurm- mhupa@nic.in	(23062279)	To process the Utilization Certificates (UCs) complete in all respects received from States/UTs	Utilization certificates/ Physical and financial progress of projects and achievement of reforms committed by the State (Documents in accordance with Toolkit/Guidelines)/ Minutes of Meeting and Compliance Report from State. Third Party Inspection and Monitoring (TPIM) report of quality satisfaction for consideration	N/A	N/A	N/A

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							and approval of final installment			
						Consideration and approval by CSMC/CSC.	Utilization certificates/ Physical and financial progress of projects and achievement of reforms committed by the State (Documents in accordance with Toolkit/Guidelines)/ Minutes of Meeting and Compliance Report from State. TPIM report of quality satisfaction for consideration and approval of final installment	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Issue of Minutes	Utilization certificates/ Physical and financial progress of projects and achievement of reforms committed by the State (Documents in accordance with Toolkit/Guidelines)/ Minutes of Meeting and Compliance Report from State. TPIM report of quality satisfaction for consideration and approval of final installment	N/A	N/A	N/A
						Recommend to Ministry of Finance ( for States)/ Ministry of Home Affairs ( for UTs) for release of Additional Central Assistance (ACA).	Utilization certificates/ Physical and financial progress of projects and achievement of reforms committed by the State (Documents in accordance with Toolkit/Guidelines)/ Minutes of	N/A	N/A	N/A

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Meeting and Compliance Report from State. TPIM report of quality satisfaction for consideration and approval of final installment			
3	Timely release of funds (1%) for in-house DPR preparation Charges, Central Third Party Inspection and Monitoring (TPIM) Charges, Information, Education and Communication (IEC) Activities including Capacity Building Programmes and Administrative & Other Expenses (A&OE) under JNNURM	6	Shri Vivek Nangia (Director (JNNURM))	dsjnnurm-mhupa@nic.in	(23062279)	Process the proposals from States/Appraisal Agencies/Central TPIM Agencies/ Other stakeholders completed in all respect	Proposals complete in all respects from State Govt. /Appraisal Agencies/ Stakeholders/Resource Centres in accordance with toolkit/guidelines	N/A	N/A	N/A
						Approval of competent authority	Proposals complete in all respects from State Govt. /Appraisal Agencies/ Stakeholders/Resource Centres in accordance with toolkit/guidelines	N/A	N/A	N/A

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Issue of Sanction order with concurrence of Internal Finance	Proposals complete in all respects from State Govt. /Appraisal Agencies/ Stakeholders/Resource Centres in accordance with toolkit/guidelines	N/A	N/A	N/A
4	Appraisal of Draft State Plan of Action under Rajiv Awas Yojana (RAY)	2	Ms. Deepti Gaur Mukerjee (Director (HUDCO & RAY))	deeptigaur@yahoo.com	(23061206)	Draft Report from state	Draft State Plan of Action	N/A	N/A	N/A
						Appraisal by RAY Mission Directorate with the help of appraisal agencies	Draft State Plan of Action	N/A	N/A	N/A
5	Final State Plan of Action under RAY	2	Ms. Deepti Gaur Mukerjee (Director (H&R))	deeptigaur@yahoo.com	(23061206)	Final State Plan of Action (SPoA) from State with SLSC approval	Final State Plan of Action	N/A	N/A	N/A

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Approval of SPoA by CSMC	Final State Plan of Action	N/A	N/A	N/A
6	Draft Slum Free City Plan under RAY	2	Ms. Deepti Gaur Mukerjee (Director (H & R))	deeptigaur@yahoo.com	(23061206)	Draft Report from State Govt./ State Level Nodal Agency (SLNA)	Draft Report from State Govt. / SLNA	N/A	N/A	N/A
						Appraisal of Draft Report by Appraising Agencies	Draft Report from State Govt. / SLNA	N/A	N/A	N/A
7	Final Slum Free City Plan under RAY – Approval	2	Ms. Deepti Gaur Mukerjee (Director (H&R))	deeptigaur@yahoo.com	(23061206)	Report from State Govt./SLSC	Slum Free City Plan (SFCP) Report from State Govt./ SLSC	N/A	N/A	N/A
						Appraisal by RAY Mission Directorate	Slum Free City Plan Report from State Govt./ SLSC	N/A	N/A	N/A

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Approval of SFCP by CSMC	Slum Free City Plan Report from State Govt./ SLSC	N/A	N/A	N/A
8	Appraisal of DPR under Slum Free City Planning (SFCP)	2	Ms. Deepti Gaur Mukerjee (Director (H & R))	deeptigaur@yahoo.com	(23061206)	DPR from State Govt.	DPR from State Govt.	N/A	N/A	N/A
						Appraisal by RAY Mission Directorate	DPR from State Govt.	N/A	N/A	N/A
9	Sanction of Detailed Project Report (DPR) under SFCP	2	Ms. Deepti Gaur Mukerjee (Director (H&R))	deeptigaur@yahoo.com	(23061206)	Approval by CSMC.	DPR from State Govt	N/A	N/A	N/A
10	Recommendation suggested for release of first installment of project proposals under RAY	3	Ms. Deepti Gaur Mukerjee (Director (H&R))	deeptigaur@yahoo.com	(23061206)	Issue of CSMC Minutes	DPR from State Govt	N/A	N/A	N/A

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Recommendation to Ministry of Finance for release of funds	DPR from State Govt	N/A	N/A	N/A
11	Recommendation suggested for release of 2nd & Subsequent installment under RAY	3	Ms. Deepti Gaur Mukerjee (Director (H&R))	deeptigaur@yahoo.com	(23061206)	To Process the utilisation certificates (UCs) in all respect received from States/ UTs.	Utilisation Certificates/ Physical and Financial progress of projects and achievements of reforms committed by the State.	N/A	N/A	N/A
						Approval by CSMC & issuance of Minutes	Utilisation Certificates/ Physical and Financial progress of projects and achievements of reforms committed by the State.	N/A	N/A	N/A

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Recommendation to Ministry of Finance for release of funds	Utilisation Certificates/ Physical and Financial progress of projects and achievements of reforms committed by the State.	N/A	N/A	N/A
12	Response to queries by State Govt. / State Level Nodal Agency (SLNA)	0.5	Ms. Shobana Promod (US(RAY-II))	usaa-mhupa@nic.in	(23063029)	Preparation of response with the approval of competent authority	Communication with complete information	N/A	N/A	N/A
13	Response to queries by Urban Local Bodies (ULB)	0.5	Ms. Shobana Promod (US(RAY-II))	usaa-mhupa@nic.in	(23063029)	Preparation of response with the approval of competent authority	Communication with complete information	N/A	N/A	N/A
14	Response to queries by National Resource Centre (NRC)/ National Research Institute (NRIs)	0.5	Ms. Shobana Pramod (US(RAY-II))	usaa-mhupa@nic.in	(23063029)	Preparation of response with the approval of competent authority	Communication with complete information	N/A	N/A	N/A

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
15	Communications from General Public	0.5	Ms. Shobana Promod (US(RAY-II))	usaa-mhupa@nic.in	(23063029)	Preparation of response with the approval of competent authority	Communication with complete information	N/A	N/A	N/A
16	Timely approval of Activity Plan of Capacity Building programmes under SJSRY	5	Shri Avanish Kumar Mishra (Deputy Secretary (UPA))	avanish_me@yahoo.co.in	(23061303)	Budget Allocation to NNRCs	Utilisation Certificate of past release	N/A	N/A	N/A
						Receiving of proposal	Progress Report	N/A	N/A	N/A
						Finalization of Activity plan in consultation with internal finance wing.	N/A	N/A	N/A	N/A
17	Timely release of funds to States/ UTs for implementing Swarna Jayanti Shahri Rozgar Yojana	6	Shri Avanish Kumar Mishra (Deputy Secretary (UPA))	avanish_me@yahoo.co.in	(23061303)	Budget allocation to States/ UTs.	Utilisation Certificate of past release	N/A	N/A	N/A

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Release of funds to States/ UTs on the basis of obtaining of utilization certificate of past release and release of matching State share.	Progress Report	N/A	N/A	N/A
18	Timely release of funds under 10% lumpsum provision for NER including Sikkim.	4	Shri Avanish Kumar Mishra (Deputy Secretary (UPA))	avanish_me@yahoo.co.in	(23061303)	Obtaining of project proposals from NER States including Sikkim.	Detailed Project Report (DPR) completed in all respect.	N/A	N/A	N/A
						Vetting of cost project by CPWD/ BMTPC.	N/A	N/A	N/A	N/A
						Convening of meeting of Standing Finance Committee chaired by Secretary (HUPA).	N/A	N/A	N/A	N/A

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Release of funds for approved projects.	N/A	N/A	N/A	N/A
19	Timely processing of claims from Central Nodal Agencies (CNAs) in relation to release of subsidy to CNAs under Interest Subsidy Scheme for Housing the Urban Poor (ISHUP)	8	Mrs. S. R. Rajashekar (Director (Housing))	directorhousing@yahoo.com	(23061827)	Processing of claims from CNAs	Complete proposal in terms of guidelines of the scheme	N/A	N/A	N/A
						Consideration and approval by the Steering Committee	Complete proposal in terms of guidelines of the scheme	N/A	N/A	N/A
						Issue of Minutes	Complete proposal in terms of guidelines of the scheme	N/A	N/A	N/A

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Release of subsidy to CNAs	Complete proposal in terms of guidelines of the scheme and approval of the Steering Committee	N/A	N/A	N/A
20	Timely approval and recommendation of release of first installment of project proposals appraised and recommended by the appraising agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) under Integrated Low Cost Sanitation Scheme (ILCS) from the State Governments	8	Mrs. S. R. Rajashekar (Director (Housing))	directorhousing@yahoo.com	(23061827)	Getting the detailed project reports appraised through appraisal agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) through its regional offices	detailed project reports duly appraised by the appraisal agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO)	N/A	N/A	N/A
						Consideration and approval by the Central Coordination Committee (CCC)	detailed project reports duly appraised by the appraisal agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) from its HQs	N/A	N/A	N/A

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Issue of Minutes	detailed project reports duly appraised by the appraisal agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) from its HQs	N/A	N/A	N/A
						Processing for release of 1st Installment of 25% together with NGO charges of 1.5% where applicable	detailed project reports duly appraised by the appraisal agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) HQs and additional information/ documents if any prescribed by the CCC	N/A	N/A	N/A
21	Timely sanction and recommendation for release of 2nd and subsequent installments under Integrated Low Cost Sanitation Scheme (ILCS)	4	Mrs. S. R. Rajashekar (Director (Housing))	directorhousing@yahoo.com	(23061827)	issue of sanction	Approval in terms of guidelines of the scheme	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Furnishing of Utilisation Certificate in terms of GFR and Ministry of Finance guidelines	N/A	N/A	N/A
22	Timely disposal/processing of proposals received from BMTPC, HPL, CGEWHO & NCHF	4	Mrs. S. R. Rajashekar (Director (H & AA))	directorhousing@yahoo.com	(23061827)	Get it examined in the AA Division	Requisite documents would be called from respective organisations/other departments	N/A	N/A	N/A
						Submitting for taking the required approval of the competent authority.	Requisite documents would be called from respective organisations/other departments	N/A	N/A	N/A
						Issue necessary orders wherever necessary.	Requisite documents would be called from respective organisations/other departments	N/A	N/A	N/A

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
23	Timely release of grants-in-aid to BMTPC and CGEWHO	4	Mrs. S. R. Rajashekar (Director (H & AA))	directorhousing@yahoo.com	(23061827)	Examination of request for release of the instalments from BMTPC /CGEWHO in AA Division. (Grant in aid is given only to BMTPC)	Requisite documents would be called from respective organisations/other departments	N/A	N/A	N/A
						Submitting the same for taking approval of the competent authority	Requisite documents would be called from respective organisations/other departments	N/A	N/A	N/A
						Issue of sanction after approval of the competent authority	Requisite documents would be called from respective organisations/other departments	N/A	N/A	N/A
24	Timely response to letters from clients/citizens in AA Division relating to BMTPC, HPL, CGEWHO & NCHF.	2	Mrs. S. R. Rajashekar (Director (H & AA))	directorhousing@yahoo.com	(23061827)	Examination in AA Division expeditiously.	Requisite documents would be called from respective organisations/other departments	N/A	N/A	N/A

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Submission of the proposed action for approval of the competent authority.	Requisite documents would be called from respective organisations/other departments	N/A	N/A	N/A
						Sending replies to the client/citizens immediately after approval of the competent authority/receipt of requisite information from respective organisations.	Requisite documents would be called from respective organisations/other departments	N/A	N/A	N/A
25	Prompt Grievance Redressal	6	1. Shri J. P. Agarwal 2. Shri Rakesh Kumar Director (PG) 2. Under Secretary (A&C)	directorgrievanceu d@gmail.com	(23061425)	Grievance should be as specific as possible and must relate to the functioning of Schemes/ Programmes.	N/A	N/A	N/A	N/A
						Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> ) or in writing via registered post.	N/A	N/A	N/A	N/A

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
26	Prompt acknowledgement receipt of letters from clients/ citizens in respect of Schemes/ Programmes	2	Name of concerned Directors/ Dy. Secretaries (Accredited by emails mentioned against each of the Scheme/ Programmes)			Receipt acknowledged by respective Divisions/ Sections expeditiously	N/A	N/A	N/A	N/A
27	Timely response to letters from clients/ citizens regarding Schemes/ Programmes.	2	1. Dr. P.K. Mohanty 2. Ms. Aruna Sundarajan P. U. & M. Mission Director 2. JS(RAY & Housing))	js-jnnurm@nic.in, jsray-mhupa@nic.in, jshupa@gmail.com	(2306 1419)	Examination in respective Divisions/ Sections expeditiously	N/A	N/A	N/A	N/A
						Submission of the proposed action for approval of the competent authority	N/A	N/A	N/A	N/A

### Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Sending replies to the client/citizens immediately after approval of the competent authority/receipt of requisite information from respective Divisions/ Sections	N/A	N/A	N/A	N/A

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Timely approval and recommendation of release of first installment of project proposals (new projects) relating to Basic Services to the Urban Poor (BSUP) in 65 select cities and Integrated Housing & Slum Development Programme (IHSDP) in smaller towns under Jawaharlal Nehru National Urban Renewal Mission (JNNURM).	12.0	Average time taken from the date of receipt of fully completed proposals/other documents in all respects	30	Days	12.00	Detailed Project Reports (DPRs) /Appraisal notes/ Memorandum of Agreements for Reforms (MoAs) and Records of Ministry
2	Timely sanction and recommendation for release of 2nd and subsequent installments under BSUP and IHSDP	7.0	Average time taken from the date of receipt of fully completed Utilization Certificates (UCs)/other documents in all respects	30	Days	7.00	Minutes of CSMC/CSC/ Utilization Certificates (UCs)/Third Party Inspection and Monitoring (TPIM) Reports/ and Records of Ministry
3	Timely release of funds (1%) for in-house DPR preparation Charges, Central Third Party Inspection and Monitoring (TPIM) Charges, Information, Education and Communication (IEC) Activities including Capacity Building Programmes and Administrative & Other Expenses (A&OE) under JNNURM	6.0	Average time taken from the date of receipt of fully completed proposal in all respects	30	%	6.00	Proposals and Records of Ministry
4	Appraisal of Draft State Plan of Action under Rajiv Awas Yojana (RAY)	2.0	Appraisal by RAY Mission Directorate	30	Days	2.00	M/o HUPA record
5	Final State Plan of Action under RAY	2.0	Approval by CSMC	30	Days	2.00	M/o HUPA record
6	Draft Slum Free City Plan under RAY	2.0	Appraisal by Agencies	30	Days	2.00	M/o HUPA record

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
7	Final Slum Free City Plan under RAY – Approval	2.0	Approval of SFCP by MoHUPA	30	Days	2.00	M/o HUPA record
8	Appraisal of DPR under Slum Free City Planning (SFCP)	2.0	Appraisal by RAY Mission Directorate	30	Days	2.00	M/o HUPA record
9	Sanction of Detailed Project Report (DPR) under SFCP	2.0	Approval by CSMC	30	Days	2.00	M/o HUPA record
10	Recommendation suggested for release of first installment of project proposals under RAY	3.0	Release of installment by Ministry of Finance	30	days	3.00	M/o HUPA record
11	Recommendation suggested for release of 2nd & Subsequent installment under RAY	3.0	Release of installment by Ministry of Finance	30	days	3.00	M/o HUPA Record
12	Response to queries by State Govt. / State Level Nodal Agency (SLNA)	0.5	Response Sent	7	Days	0.50	M/o HUPA record
13	Response to queries by Urban Local Bodies (ULB)	0.5	Response Sent	7	Days	0.50	M/o HUPA record
14	Response to queries by National Resource Centre (NRC)/ National Research Institute (NRIs)	0.5	Response Sent	7	Days	0.50	M/o HUPA record
15	Communications from General Public	0.5	Response Sent	7	Days	0.50	M/o HUPA record
16	Timely approval of Activity Plan of Capacity Building programmes under SJSRY	5.0	Average time taken from the date of receipt of the fully completed proposals in all respects.	45	Days	5.00	M/o HUPA record
17	Timely release of funds to States/ UTs for implementing Swarna Jayanti Shahri Rozgar Yojana	6.0	Average time taken from the date of receipt of required UCs and release	30	Days	6.00	M/o HUPA record

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
			of matching State- share by the State Government.				
18	Timely release of funds under 10% lumpsum provision for NER including Sikkim.	4.0	Average time taken from the date of receipt of fully completed proposals in all respect.	75	Days	4.00	M/o HUPA record
19	Timely processing of claims from Central Nodal Agencies (CNAs) in relation to release of subsidy to CNAs under Interest Subsidy Scheme for Housing the Urban Poor (ISHUP)	8.0	Time taken from receipt of complete proposal from the CNAs	30	Days	4.00	M/o HUPA record
			Time taken post approval of Steering Committee and vetting by IFD	7	Days	4.00	M/o HUPA record
20	Timely approval and recommendation of release of first installment of project proposals appraised and recommended by the appraising agency i.e. Housing & Urban Development Corporation Ltd. (HUDCO) under Integrated Low Cost Sanitation Scheme (ILCS) from the State Governments	8.0	Time taken from receipt of complete proposal from the appraising agency namely, Housing & Urban Development Corporation Ltd. (HUDCO)	30	Days	4.00	M/o HUPA record
			Time taken post approval of the competent authority	7	Days	4.00	M/o HUPA record
21	Timely sanction and recommendation for release of 2nd and subsequent installments under Integrated Low Cost Sanitation Scheme (ILCS)	4.0	Time taken from receipt of complete proposal from the State	14	Days	4.00	M/o HUPA record

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
22	Timely disposal/processing of proposals received from BMTPC, HPL, CGEWHO & NCHF	4.0	Average time taken from the date of approval by the competent authority	15	Days	4.00	Requisite information/documents from respective organisations
23	Timely release of grants-in-aid to BMTPC and CGEWHO	4.0	Average time taken to issue sanction for release of grants –in-aid from the date of approval by the competent authority	15	Days	4.00	Requisite information/documents from respective organisations
24	Timely response to letters from clients/citizens in AA Division relating to BMTPC, HPL, CGEWHO & NCHF.	2.0	Average time taken to reply to the clients/citizens from the date of approval of the competent authority/receipt of requisite information from respective organisation	10	Days	2.00	Requisite information/documents from respective organisations
25	Prompt Grievance Redressal	6.0	Average time taken to acknowledge grievance received electronically through CPGRAMS portal.	3	Working Days	0.50	CPGRAMS Report
			Average time taken to acknowledge grievance received through registered post.	7	Working Days	0.50	CPGRAMS & Ministry's Records
			Average time taken to send communication for additional information	15	Working Days	0.50	CPGRAMS & Ministry's Records
			Average time taken for grievance settlement	60	Working Days	4.50	CPGRAMS & Ministry's Records
26	Prompt acknowledgement receipt of letters from clients/ citizens in respect of Schemes/ Programmes	2.0	Average time taken to acknowledge the receipt by respective Divisions/ Sections	7	Working Days	2.00	Diary records of respective Divisions/ File Tracking System of M/oHUPA

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
27	Timely response to letters from clients/ citizens regarding Schemes/ Programmes.	2.0	Average time taken to reply to the clients/citizens from the date of approval of the competent authority/receipt of requisite information from respective organisation	30	Working Days	2.00	M/o HUPA record

## Grievance Redress

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

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Sh. J. P. Agrawal	23061425	directorgrievanceud@gmail.com and grievanceud@gmail.com	9873150891

## List of Stakeholders/Clients

S.	Stakeholders / Clients
1	Urban Poor and slum dwellers
2	State Governments/UTs
3	Multilateral Financial Institutions
4	Urban Local Bodies, Housing Boards, Development Authorities
5	Non-Governmental Organisations (NGOs) & Community Based Organisations (CBOs)
6	Financial Institutions and Business Institutions
7	Government construction agencies e.g. Development Authorities, Housing Boards, Urban Local Bodies, Public and private construction agencies, builders and contractors, prospective engineers & architects, state engineers.
8	Government of India, State Governments, Public Sector Undertaking and Urban Local Bodies engaged in collection and dissemination of urban poverty, slums, housing, building construction, and related urban statistics; Research institutions and training institutions providing training in the building construction, statistics, slum survey and housing statistics analysis.
9	Community Structures such as Neighbourhood Groups, Neighbourhood Committees and Community Development Societies (CDS)
10	Private Industry, in construction or willing to diversify into construction
11	Urban non-poor/civil society

## Responsibility Centers and Subordinate Organizations

S.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	National Buildings Organisation (NBO) - Attached Office	23061940	dpsnegi2000@yahoo.co.in	9868511644	Shri D.P.S. Negi, Director (NBO), G Wing, NBO Building, Nirman Bhawan, New Delhi-110108
2	Building Materials and Technology Promotion Council (BMTPC) - Autonomous Body	24638096	ska@bmtpc.org	9871114692	Dr. Shailesh Kumar Agrawal, ED (BMTPC), Core 5 -A, First Floor, Habitat Centre, Lodi Road, New Delhi- 110 003
3	Central Government Employees Welfare Housing Organisation (CGEWHO) - Autonomous Body	23717249	cgewho@nic.in	9868155528	Col. (Retd.) Sunil Kumar, CEO (CGEWHO), Sixth Floor, 'A' Wing, Janpath, Bhavan, Janpath, New Delhi-110 001
4	National Cooperative Housing Federation of India (NCHFI) - Autonomous Body	26490535	nchf2001@yahoo.com	9810032266	Dr. M.L. Khurana, MD (NCHF), 6A/6, Siri Fort Institutional Area, August Kranti Marg, New Delhi – 110049
5	Hindustan Prefab Limited (HPL) - Central Public Sector Undertaking	43149800	hplcmd@gmail.com	9818940505	Shri Jaiveer Srivastava, CMD (HPL), Jangpura, New Delhi - 110014
6	Housing & Urban Development Corporation Limited (HUDCO) - Central Public Sector Undertaking	24693022	cmdhudco@gmail.com	8800444877	Shri V.P. Baligar, CMD (HUDCO), HUDCO Bhawan, India Habitat Centre, Lodhi Road, New Delhi - 110003

## Indicative Expectations from Service

S.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects
2	State Governments / UT Administrations should properly utilize the funds released to them for the projects and make efforts for timely completion of these projects
3	Send reports in prescribed formats as per prescribed timelines
4	To check the website regularly for updates on policies , program and procedures
5	Give their suggestions/ inputs on drafts placed on ministry's website/ those circulated to them
6	If you have an appointment with an officer in the ministry please arrive 15 minutes prior to appointment
7	If you want to cancel an appointment please give written notice via fax or email at least 2 days in advance
8	State representative should attend the conference with complete information
9	Please show courtesy to Ministry's officer
10	Always keep proper records of your letters and communication with ministry