



Citizen's / Client's Charter
for
Government of India

(Ministry of Housing and Urban Poverty Alleviation)

(2013-2014)

Address

Website ID
Date Of Issue
Next Review

Vision Mission

Vision

An equitable, inclusive and sustainable civic sensitive growth of towns and cities free from slums, which provides adequate affordable housing, 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;

- 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 envisage a 'Slum-free India' with inclusive and equitable cities in which every citizen has access to basic civic and social services and decent shelter. It aims to achieve this vision by encouraging States/Union Territories to tackle the problem of slums in a definitive manner, by a multi-pronged approach focusing on (i) bringing all existing slums, notified or non-notified within the formal system and enabling them to avail of the same level of basic amenities as the rest of the town (ii) redressing the failures of the formal system that lie behind the creation of slums; and (iii) tackling the shortages of urban land and housing that keep shelter out of reach of the urban poor and force them to resort to extra-legal solutions in a bid to retain their source of livelihood and employment.
- To reduce poverty and vulnerability of the urban poor households by enabling them to access gainful self-employment and skilled wage employment opportunities, resulting in an appreciable improvement in their livelihoods on a sustainable basis, through building strong grassroots level institutions of the poor.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely release of grants-in-aid to BMTPC and CGEWHO	4	Shri Premjit Lal(Director (Housing & 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
						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
						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

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
2	Timely response to letters from clients/citizens in AA Division relating to BMTPC, HPL, CGEWHO & NCHF.	2	Shri Premjit Lal(Director (Housing & 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
						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
						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

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
3	Prompt acknowledgement receipt of letters from clients/ citizens in respect of Schemes/ Programmes	2	Name of concerned Directors/ Dy. Secretaries mentioned against each of the Scheme/ Programmes(Accordingly emails and telephone Numbers)			Receipt acknowledged by respective Divisions/ Sections expeditiously	N/A	N/A	N/A	N/A
4	Timely response to letters from clients/ citizens regarding Schemes/ Programmes.	2	Shri Sanjiv Kumar(JS & MD (JNNURM))	js-jnnurm@nic.in	(2306 1419)	Examination in respective Divisions/ Sections expeditiously	N/A	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 Divisions/ Sections	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
						Submission of the proposed action for approval of the competent authority	N/A	N/A	N/A	N/A
5	Timely sanction and recommendation for release of 2nd and subsequent installments under BSUP and IHSDP	7	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	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
						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

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						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 Meeting and Compliance Report from State. TPIM report of quality satisfaction for consideration and approval of final installment	N/A	N/A	N/A
						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 and approval of final	N/A	N/A	N/A
6	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	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	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
						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
7	Response to queries by State Govt. / State Level Nodal Agency (SLNA)	0.5	Ms. Shobana Promod(US I&M)	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
8	Draft Slum Free City Plan under RAY	2	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	Appraisal of Draft Report by Appraising Agencies	Draft Report from State Govt. / SLNA	N/A	N/A	N/A
						Draft Report from State Govt./ State Level Nodal Agency (SLNA)	Draft Report from State Govt. / SLNA	N/A	N/A	N/A
9	Final Slum Free City Plan under RAY – Approval	2	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	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
						Report from State Govt./SLSC	Slum Free City Plan (SFCP) Report from State Govt./ SLSC	N/A	N/A	N/A
10	Appraisal of DPR under Slum Free City Planning (SFCP)	2	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	Appraisal by RAY Mission Directorate	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
						DPR from State Govt.	DPR from State Govt.	N/A	N/A	N/A
11	Appraisal of Draft State Plan of Action under Rajiv Awas Yojana (RAY)	2	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	Appraisal by RAY Mission Directorate with the help of appraisal agencies	Draft State Plan of Action	N/A	N/A	N/A
						Draft Report from state	Draft 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
12	Final State Plan of Action under RAY	2	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	Approval of SPoA by CSMC	Final State Plan of Action	N/A	N/A	N/A
						Final State Plan of Action (SPoA) from State with SLSC approval	Final State Plan of Action	N/A	N/A	N/A
13	Communications from General Public	0.5	Ms. Shobana Promod(Under Secretary (I&M))	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
14	Response to queries by Urban Local Bodies (ULB)	0.5	Ms. Shobana Promod(Under Secretary (I&M))	usaa-mhupa@nic.in	(23063029)	Preparation of response with the approval of competent authority	Communication with complete information	N/A	N/A	N/A
15	Response to queries by National Resource Centre (NRC)/ National Research Institute (NRIs)	0.5	Ms. Shobana Pramod(Under Secretary (I&M))	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	Sanction of Detailed Project Report (DPR) under SFCP	2	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	Approval by CSMC.	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
17	Timely sanction and recommendation for release of 2nd and subsequent installments under Integrated Low Cost Sanitation Scheme (ILCS)	4	Shri Premjit Lal(Director (Housing))	directorhousing@yahoo.com	(23061827)	issue of sanction	Approval in terms of guidelines of the scheme	N/A	N/A	N/A
18	Prompt Grievance Redressal	6	1. Shri K K Roy 2. Smt. Jasleen Kaur(1. Deputy Secretary (A&C) 2. Under Secretary (A&C))	kanuj_54@yahoo.com	(23062923)	Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or in writing via registered post.	N/A	N/A	N/A	N/A
						Grievance should be as specific as possible and must relate to the functioning of Schemes/ Programmes.	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
19	Timely approval of Activity Plan of Capacity Building programmes under Swarna Jayanti Shahari Rozgar Yojana (SJSRY) / National Urban Livelihoods Mission (NULM).	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
						Finalization of Activity plan in consultation with internal finance wing.	N/A	N/A	N/A	N/A
						Receiving of proposal	Progress Report	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
20	Timely release of funds to States/ UTs for implementing Swarna Jayanti Shabri Rozgar Yojana / National Urban Livelihoods Mission (NULM)	6	Shri Avanish Kumar Mishra(Deputy Secretary (UPA))	dsupa-mhupa@nic.in	(23061303)	Budget allocation to States/ UTs.	Utilisation Certificate of past release	N/A	N/A	N/A
						Release of funds to States/ UTs on the basis of obtaining of utilization certificate of past release and release of matching State share as per GFR provisions.	Progress Report	N/A	N/A	N/A
21	Timely release of funds under 10% lumpsum provision for NER including Sikkim.	4	Shri Avanish Kumar Mishra(Deputy Secretary (UPA))	dsupa-mhupa@nic.in	(23061303)	Appraisal of project by CPWD/ BMTPC/ HUDCO/ NBCC/ HPL	Appraisal report by the Appraisal agencies viz. CPWD/ BMTPC/ HUDCO/ NBCC/ HPL	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 project as per GFR norms.	N/A	N/A	N/A	N/A
						Obtaining of project proposals from NER States including Sikkim.	Detailed Project Report (DPR) completed in all respect.	N/A	N/A	N/A
						Release of funds for approval projects.	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
22	Recommendation suggested for release of first installment of project proposals under RAY	3	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	Issue of CSMC Minutes	DPR from State Govt	N/A	N/A	N/A
						Recommendation to Ministry of Finance for release of funds	DPR from State Govt	N/A	N/A	N/A
23	Recommendation suggested for release of 2nd & Subsequent installment under RAY	3	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	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
						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
24	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	Shri Premjit Lal(Director (Housing))	directorhousing@yahoo.com	(23061827)	Consideration and approval by the Steering Committee	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
						Issue of Minutes	Complete proposal in terms of guidelines of the scheme	N/A	N/A	N/A
						Processing of claims from CNAs	Complete proposal in terms of guidelines of the scheme	N/A	N/A	N/A
						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

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
25	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	Shri Premjit Lal(Director (Housing))	directorhousing@yahoo.com	(23061827)	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
						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
						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

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						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
26	Timely disposal/processing of proposals received from BMTPC, HPL, CGEWHO & NCHF	4	Shri Premjit Lal(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
						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
						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
27	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	Smt. Alka Selot Asthana(Director (RAY & JNNURM))	alka.asthana@nic.in	(23062279)	Consideration and approval by CSMC/CSC.	Detailed Project Report (DPRs) duly appraised by Appraisal Agencies.	N/A	N/A	N/A
						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

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
						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
						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

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	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 organisation
2	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 organisation
3	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/o HUPA
4	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
5	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
6	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	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

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	under JNNURM						
7	Response to queries by State Govt. / State Level Nodal Agency (SLNA)	0.5	Response Sent	7	Days	0.50	Ministry of HUPA Record
8	Draft Slum Free City Plan under RAY	2.0	Appraisal by Agencies	30	Days	2.00	Ministry of HUPA Record
9	Final Slum Free City Plan under RAY – Approval	2.0	Approval of SFCP by MoHUPA	30	Days	2.00	Ministry of HUPA Record
10	Appraisal of DPR under Slum Free City Planning (SFCP)	2.0	Appraisal by RAY Mission Directorate	30	Days	2.00	Ministry of HUPA Record
11	Appraisal of Draft State Plan of Action under Rajiv Awas Yojana (RAY)	2.0	Appraisal by RAY Mission Directorate	30	Days	2.00	Ministry of HUPA Record
12	Final State Plan of Action under RAY	2.0	Approval by CSMC	30	Days	2.00	Ministry of HUPA Record
13	Communications from General Public	0.5	Response Sent	7	Days	0.50	Ministry of HUPA Record
14	Response to queries by Urban Local Bodies (ULB)	0.5	Response Sent	7	Days	0.50	Ministry of HUPA Record
15	Response to queries by National Resource Centre (NRC)/ National Research Institute (NRIs)	0.5	Response Sent	7	Days	0.50	Ministry of HUPA Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
16	Sanction of Detailed Project Report (DPR) under SFCP	2.0	Approval by CSMC	30	Days	2.00	Ministry of HUPA Record
17	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	Ministry of HUPA Record
18	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 for grievance settlement	60	Working Days	0.50	CPGRAMS and Ministry's Records
			Average time taken to send communication for additional information	15	Working Days	0.50	CPGRAMS and Ministry's Records
			Average time taken to acknowledge grievance received through registered post.	7	Working Days	4.50	CPGRAMS and Ministry's Records
19	Timely approval of Activity Plan of Capacity Building programmes under Swarna Jayanti Shahari Rozgar Yojana (SJSRY) / National Urban Livelihoods Mission (NULM).	5.0	Average time taken from the date of receipt of the fully completed proposals in all respects as per guidelines.	90	Days	5.00	Ministry of HUPA Record
20	Timely release of funds to States/ UTs for implementing Swarna Jayanti Shahri Rozgar Yojana / National Urban Livelihoods Mission (NULM)	6.0	Average time taken from the date of receipt of required UCs and release of matching State-share by the State	30	Days	6.00	Ministry of HUPA Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
21	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 respects as per guidelines.	90	Days	4.00	Ministry of HUPA Record
22	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	Ministry of HUPA Record
23	Recommendation suggested for release of 2nd & Subsequent installment under RAY	3.0	Release of installment by Ministry of Finance	30	days	3.00	Ministry of HUPA Record
24	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	Ministry of HUPA Record
			Time taken post approval of Steering Committee and vetting by IFD	7	Days	4.00	Ministry of HUPA Record
25	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 post approval of the competent authority	30	Days	4.00	Ministry of HUPA Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Time taken from receipt of complete proposal from the appraising agency namely, Housing & Urban Development Corporation Ltd. (HUDCO)	7	Days	4.00	Ministry of HUPA Record
26	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 organisation
27	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

Grievance Redress Mechanism

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

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri K K Roy Deputy Secretary (A&C)	23062239	kanuj_54@yahoo.com	9268356604

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Urban Poor and Slum dwellers
2	State Governments / Union Territories
3	Multilateral Financial Insitutions
4	Urban Local Bodies, Housing Boards, Development Authorities
5	Non-Governmental Organisations (NGOs) and 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 and architects, State Engineers
8	Government of India, State Governments, Public Sector Undertakings and Urban Local Bodies engaged in collection and dissemination of urban poverty, slums, housing, buildings 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 Neighborhood Groups, Neighborhoods 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.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	National Buildings Organisation (NBO) Attached Office	23061683, 23061692	a.bharti@nic.in	9873233060	NATIONAL BUILDING ORGANISATION (NBO) G 'WING', Nirman Bhawan, New Delhi-110011.
2	BUILDING MATERIALS AND TECHNOLOGY PROMOTION COUNCIL Autonomous Body	2463809	sak@bmtpc.org	9871114692	Core 5A, India Habitat Centre, Lodhi Road, New Delhi-110003
3	CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION (CGEWHO)	23717249	cgewho@nic.in	9958134621	M Narayanan, CEO 6th Floor A-Wing, Janpath Bhawan, Janpath, New Delhi - 110001
4	NATIONAL COOPERATIVE HOUSING FEDERATION (NCHF)	26490535	nchf2001@yahoo.com	9810032266	, 6A/6, Siri Fort Institutional Area, August Kranti Marg, New Delhi-110 049Dr. M.L. Khurana, MD (NCHF)
5	HINDUSTAN PREFAB LIMITED (HPL)	43149800	hplcmd@gmail.com	9818551095	Shri Rajesh Goel, Managing Director, Jangpura, New Delhi - 110 014
6	HOUSING AND URBAN DEVELOPMENT CORPORATION (HUDCO) Central Public Sector Undertaking	24693022	cmdhudco@gmail.com	9560729111	HUDCO Block, India Habitat Centre, Lodhi Road, New Delhi-110003

Indicative Expectations from Service Recipients

S.No.	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 representatives should attend the conference with complete information.
9	Please show courtesy to Ministry's officers.
10	Always keep proper records of your letters and communication with ministry.