



Citizen's/Client's Charter (2016-17)

Ministry of Social Justice and Empowerment

Department of Social Justice & Empowerment

ShastriBhavan, Rajendra Prasad Road, New Delhi

Website: www.socialjustice.nic.in

Date of Issue: October, 2016

Next Review: January, 2017

Vision

To take steps so that members of the target groups of the Ministry, namely Scheduled Castes (SCs), Other Backward Classes (OBCs), Senior Citizens & Victims of Substance Abuse can lead productive, safe and dignified lives, with all their basic needs being fulfilled, and *where equal opportunities are ensured for the growth and development for SCs, OBCs, and adequate support and opportunities are ensured for Senior citizens and victims of substance abuse.*

Mission

The Mission of the Ministry of Social Justice and Empowerment is to empower its target groups, namely,

- (i) Scheduled Castes,
- (ii) Backward Classes,
- (iii) Senior citizens and
- (iv) Victims of alcoholism and substance abuse
- (v) Beggary
- (vi) Transgender
- (vii) Denotified Tribes/Nomadic Tribes/Semi-nomadic Tribes
- (viii) Economically Backward Class

Through

Programmes of educational, economic and social development and rehabilitation as appropriate

Main Services/Transaction

The Ministry of Social Justice & Empowerment has two departments viz. Department of Social Justice and Empowerment and Department of Empowerment of Persons with Disability. The Ministry has no field set-up of its own. Therefore, all the Schemes/Programmes of the Ministry are implemented, as per the guidelines/standing instructions, through the following agencies:

S. No	Agency to whom Ministry's funds are released for implementation of its Schemes/Programmes
1.	State Governments./State Channelizing Agencies
2.	Central Public Sector Enterprises of the Ministry of SJ&E (e.g. National Finance & Development Corporations)
3	Other Agencies such as UGC, DAVP, Universities, Institutions of Excellence, Education, etc.
4.	Non- Government Organizations

Department of Social Justice

Services/Transactions

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
Scheduled Castes Development							
1.	Release of central assistance for providing Scholarships to Scheduled Caste students under the following Schemes:						
1. A.	<i>Through State Governments</i>						
	a. Post-matric Scholarship for SCs	10%	ShT.V.A.Ram, Director	tva.ram@nic.in	23387430	Release of grants: (i) Receipt of proposals from States/UTs, complete in all respects (ii) Obtaining IFD Concurrence (iii) Seeking approval of competent authority	Receipt of complete proposal along with UCs for grants released during last financial year.
	b. Pre-matric Scholarship to the children of those engaged in occupations involving cleaning and prone to health hazards.	5%	ShT.V.A Ram, Director	tva.ram@nic.in	23387430	(i) Receipt of proposals from States/UTs, complete in all respects (ii) Obtaining IFD Concurrence (iii) Seeking approval of competent authority	Receipt of UCs for the grants released before one year. Receipt of complete proposal along with UCs for grants released during last financial year.

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
	c. Prematric Scholarship Scheme for SC Students studying in Class IX and X	5%	ShT.V.A Ram, Director	tva.ram@nic.in	23387430	For release of grants:- (i) Receipt of proposals from States/UTs, complete in all respects (ii) Obtaining IFD Concurrence (iii) Seeking approval of competent authority	Receipt of UCs for the grants released before one year Receipt of complete proposal along with UCs for grants released during last financial year.
	d. Upgradation of Merit of SC Students	2%	Sh.Nicholas Kujur, Deputy Secretary	Kujur.nicholas@nic.in	23070912	(i) Inviting proposals from State Govts/UT Admns. Covered under the scheme. (ii) Scrutiny of proposals (iii) Obtaining IFD concurrence (iv) Seeking approval of Competent Authority	(i) Details of the proposals in prescribed Application Format. (ii) UC for earlier release
I. B.	<i>Through Autonomous Organizations/Educational Institutions</i>						
	a. National Fellowship for Scheduled Castes Students pursuing M Phil & PhD studies through UGC	3%	ShT.V.A Ram, Director	tva.ram@nic.in	23387430	(i) Receipt of proposals from UGC, complete in all respects (ii) Obtaining IFD Concurrence (iii) Seeking approval of competent authority.	Receipt of complete proposal along with UCs for grants released for last financial year.
	b. Scholarship Scheme of Top Class Education for SC Students	3%	Sh. Arvind Kumar, Director	arvind.k76@gov.in	23388519	(i) Receipt of proposals from Educational Institutions notified (ii) Obtaining IFD Concurrence	For Fresh proposals -request from the Institution concerned

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
						(iii) Seeking approval of competent authority.	-Caste Certificate -Income Certificate -Proof of Admission -Fee Structure For Renewal -UCs for previous release - Claim form
	c. Free Coaching for SC and OBC students(Revised during 2016-17)	5%	Sh.Nicholas Kujur, Deputy Secretary	Kujur.nicholas@nic.in	23070912	(i) Receipt of list of reputed coaching Institutes from State Govts/UTs (ii) Receipt of proposals complete in all respects from Institutes recommended by States/UTs (iii) Screening of the proposals and placing shortlisted proposals before the Selection Committee (iv) Entering into an Agreement with the selected Institutions. (v) Obtaining IFD concurrence (vi) Seeking approval of the competent authority.	(i) Proposal, complete in all respects in prescribed format. (ii) For 2 nd instalment of first year: UC, details of stipend paid; expenditure made; courses conducted & students trained and audited statement of records. (iii) GIA for 2 nd and 3 rd year; list of students coached; details of stipend paid; audited accounts; and performance of students.

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
2	Financial assistance through state Governments/UTs/ Autonomous Organizations/Educational Institutions under other Scheme						
	(a)PCR &POA Acts: Release of Central Assistance to State Governments for implementation of these Acts	5%	Sh. Arvind Kumar, Director	Arvind.k76@gov.in	23388519	i) Receipt of proposals from States/UTs, complete in all respects ii) Obtaining IFD Concurrence iii) Seeking approval of competent authority	Receipt of complete UCs for grants released in the last financial year.
	(b)Self Employment Scheme for Rehabilitation of Manual Scavengers(SRMS)	5%	Sh. Arvind Kumar, Director	Arvind.k76@gov.in	23388519	(i) Funds are released to NSKFDC, implementing agency of the Scheme with the concurrence of IFD and approval of Competent Authority, (ii)Receipts of proposal from States/UTs with details of identified manual scavengers. (iii) Release of onetime cash assistance into bank accounts of beneficiaries.	(i) Utilization Certificate and audited statement of accounts. (ii)Details of the beneficiaries with the bank details. (iii) Details of loans sanctioned by the Banks. (iv) Details of the trainee, training institute and the period of training.

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
						(iv) Release of Capital Subsidy to State Channelizing Agency	
	(c)Babu Jagjivan Ram Chhatrawas Yojana (BJRCY): Release of central assistance to States/UTs for construction of Hostels for SC boys and girls	5%	Sh. Nicholas Kujur, Deputy Secretary	kujur.nicholas@nic.in	23070912	(i) Receipt of proposal from states/UTs,complete in all respect (ii) Obtaining IFD Concurrence (iii)Seeking approval of the competent authority	i Details of the proposals in the ii prescribed Formats iii Cost estimate, site plan and building plan approved by PWD iv Land ownership documents v UC and status of earlier sanctioned hostels. vi Inmates details vii Justification of the proposed hostels.

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
	(d) Pradhan Mantri Adarsh Gram Yojana	3%	Sh. Nicholas Kujur, Deputy Secretary	kujur.nicholas@nic.in	23070912	(i) Funds are released to State Governments for infrastructure development in SC majority villages having SC population more than 50%	(i) Funds Utilisation certificate. (ii) Details of the works executed in selected villages.
3.	Special Central Assistance to Scheduled Caste Sub Plan: Release of Special Central Assistance to States/UTs as an additive to their Scheduled Castes Sub-Plan for beneficiary oriented schemes of economic development of SC families living below the poverty line.	9%	Sh. J.P.Dutt, Deputy Secretary	jashapd@gmail.com	23388172	<p>Communication of Notional Allocation to the States/UTs.</p> <p>(i) Release of Ist installment based on the UCs of grants released before one year</p> <p>(ii) Release of 2nd and final installment on</p> <ul style="list-style-type: none"> • Receipt of proposals from States/UTs, complete in all respects • Obtaining IFD Concurrence • Seeking approval of competent authority. 	<p>Receipt of proposal along with the following:</p> <p>a. UCs for grants released before one year.</p> <p>b. SCSP allocation and Utilization by the State/UTs during the last two years</p> <p>c. Total no. of beneficiaries covered under the composite income generating schemes vis-à-vis the targets during the last two years.</p>

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
4.	Release of grant-in-aid to Voluntary Organizations working for the Welfare of SCs.	5%	Sh. M.K.Jha Under Secretary		23383688	<p>1. Communication of Notional Allocation to the States/UTs.</p> <p>Ongoing Cases</p> <p>2. Release of grants with the approval of competent authority on receipt of complete proposals from State Governments along with their recommendations.</p> <p>New Cases</p> <p>3. Consideration of the recommendation of the State Govt./UT Admns. by the Screening Committee of the Ministry.</p> <p>4. Release of grants with the approval of Competent Authority.</p>	<p>1. Allocation of BE to the Ministry.</p> <p>2. Receipt of Proposals along with Inspection Report and UCs for grants released before one year.</p>
Other Backwards Classes Development							
5	Release of central assistance to State Governments/UT Admin for providing Scholarships to OBC students under the following Schemes:		Sh.P.K.Tamrakar, Director	prakash.tamrakar@ nic.in	23753404		
	a) Post-matric Scholarships	10%				1. Ad-hoc release of grant is made based on Utilization Certificate of the year prior to the	

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
						previous year.	
	b) Pre-matric scholarships	5%				<p>2. Regular grant-in-aid is released to the State Govts./ UTs after :</p> <p>i) Receipt of proposals from States/UTs, complete in all respects</p> <p>ii) Obtaining IFD Concurrence</p> <p>iii) Seeking approval of competent authority</p>	<p>(i) Proposal in its prescribed format.</p> <p>(ii) Utilization Certificate of the previous years.</p> <p>(iii) Physical and Financial achievements</p> <p>(iv) Confirmation about provision in the State Budget.</p> <p>(v) Audited Annual Accounts.</p> <p>(vi) District-wise/ Institution-wise list of beneficiaries.</p> <p>(vii)</p>
6	Hostel facilities for boys and girls belonging to OBCs: Release of central assistance to States/UTs	5%	Sh.P.K.Tamrakar, Director	prakash.tamrakar@ nic.in	23753404	<p>1.Communication of Notional Allocation to the States/UTs.</p> <p>2. Release of grants on:</p> <p>i) Receipt of proposals from States/UTs, complete in all respects</p> <p>ii) Obtaining IFD Concurrence</p> <p>iii) Seeking approval of</p>	<p>-</p> <p>a Details of new Hostels proposed in our proforma.</p> <p>b Physical and financial progress of Hostels sanctioned earlier.</p>

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
						competent authority	c Documentary evidence on the availability of land. d Cost estimates based on CPWD/ PWD rates. e Utilization Certificates and Audited Account of fund released.
Social Defence							
7	Release of grant in aid to Govt./ NGO/PRI/ Local Bodies etc for providing basic amenities like shelter, food, medical care and entertainment opportunities to senior citizens.	5%	Shri T.P. Madhukumar, Deputy Secretary	tpm.kumar@nic.in	23388837	New Cases: <ul style="list-style-type: none"> Scrutiny of proposals recommended by the State Govts./UTs Obtaining recommendation of Screening Committee in the Ministry Release of Grant after obtaining approval of competent authority On-going cases: <ul style="list-style-type: none"> Scrutiny of proposals recommended by the State Govt. Release of grant after obtaining approval of competent authority. 	(i) Recommendation and inspection report from State Govt. (ii) Application in prescribed format (iii) Registration Certificate. (iv) Memorandum of Association/ Bye-Laws. (v) List of Managing Committee. (vi) List of staff. (vii) Budget estimate. (viii) Rent agreement. (ix) Utilisation certifications of previous grants
8	Release of grant in aid to NGOs and other eligible organizations for identification, counseling, treatment and rehabilitation of addicts.	5%	Sh. KhageshGarg, Director (SD)	Khagesh.g@gov.in	23383464		

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
							<p>received(only for on-going cases).</p> <p>(x) Audited statement of accounts.</p> <p>(xi) List of beneficiaries</p> <p>(xii) Half Yearly/ Annual Report of the project.</p>
STATISTICS DIVISION							
9.	Research and Evaluation Studies	2%	Sh. MukutSingh,D DG	mukat.sing@yahoo.com	26109063	Identification , guidance and dissemination of Priority subject areas to sponsor research and evaluation studies	<p>i)scrutiny of priority areas as per the existing guidelines of the Ministry.</p> <p>ii)Application in prescribed format</p> <p>iii)Convening of Research Advisory Committee(RAC) for approval of proposal..</p> <p>iv)Soliciting approval of the selected proposals from various concerned administrative authorities and IFD for sanctioning evaluation/research studies.</p>

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
							iv)Assigning of evaluation research studies to selected organizations. v)Examining of draft study reports for its finalization vi) Dissemination of findings and recommendations of reports to concerned programme Division /SG for follow up action. vii)Settlement of accounts and release of last and final installment. viii) Collection , compilation, collation, analysis and dissemination of data relating to Ministry's target groups ix)Providing Guidelines for Research & Evaluation Studies
Miscellaneous Items							

S. No.	Services/Transaction	Weight	Contact Person Details			Process	Documents Required
			Name & Designation	E-mail	Phone No.		
1	2	3	4	5	6	7	8
10	Public Grievance Redressal	1%	Sh.G.K.Dwivedi, Director (A)	gkdwivedi1970@gmail.com	23383256	Grievances received – online or through post etc-will be referred to the respective grievance officers, who in turn, will attend to them as per the stipulated guidelines.	
11	Payment to vendors for goods and services provided to the Ministry.	1%	Sh.G.K.Dwivedi, Director (A)	gkdwivedi1970@gmail.com	23383256	Payment to vendors for goods and services provided to the ministry are made on receipt of invoice after procurement of goods/services and satisfactory completion of work.	
12	Prompt answer to telephone calls between 9.30 AM and 5.30 PM on a Central Facilitation Centre Number (+91-11-23389226)	1%	Section Officer (FC&PG)		23389226		
13	Quick response to written requests (or through e mail) by citizens/clients for seeking appointments with the concerned officer	1%	Officer Concerned	-	-	-	-

Department of Social Justice

Requirement of Service Standards for the year 2016-17

S. No.	Services/Transaction	Service Weight	Success Indicators	Service Standards	Unit	Relative Weight	Data Source	Fee
1	2	3	4	5	6	7	8	9
Scheduled Castes Development								
1.	Release of central assistance for providing Scholarships to Scheduled Caste students under the following Schemes: <i>Through State Governments</i>							
	Post-matric Scholarships	10%	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30	days	5%	Ministry's Records	Not applicable
			Time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects.	45	days	5%	Ministry's Records	
	Pre-matric Scholarship for children of those engaged in unclean occupations	5%	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30	days	2%	Ministry's Records	Not applicable
			Time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects.	60	days	3%	Ministry's Records	
	c.Prematric Scholarship Scheme for SC Students studying in Class IX and X)	5%	Time taken to release the grants on receipt of proposals from States/UTs, complete in all respects.	60	days	5%	Ministry's Records	Not applicable
	National Fellowship for	3%	Time taken to release the grants	30	days	5%	Ministry's	Not applicable

	Scheduled Castes Students pursuing M Phil & PhD studies through UGC		on receipt of demand from UGC				Records	
	Scholarship Scheme of Top Class Education for SC Students	3%	Receipt of proposals from the notified institutions	First Quarter	Months	1%	Ministry's Records	Not applicable
			Time taken to release the grants on receipt of demand from institutions	45	days	2%	Ministry's Records	
2.	BabuJagjivan Ram ChhatrawasYojana: Release of central assistance to States/UTs for creating Hostels for SC boys and girls	5%	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	2%	Ministry's Records	Not applicable
			Time taken in release of grants on receipt of proposals from States/UTs, complete in all respects& after the approval of competent authority	60	days	5%	Ministry's Records	
3.	Special Central Assistance to Scheduled Caste Sub Plan: Release of Special Central Assistance to States/UTs as an additive to their Scheduled Castes Sub-Plan for beneficiary oriented schemes of economic development of SC families living below the poverty line.	9%	Time taken in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	2%	Ministry's Records	Not applicable
			Time taken to release the first installment of SCA on receipt of the proposal along with pending UCs	60	days	3%	Ministry's Records	
			Time taken to release the second installment of SCA on the receipt of UCs for the last two years and number of beneficiaries covered in income generating schemes.	60	days	3%	Ministry's Records	
4.	PCR &POA Acts: Release of Central Assistance to State Governments for implementation of these Acts	5%	Time taken to release the grants on receipt of proposals from States/UTs, complete in all respects & after the approval of	45	days	5%	Ministry's Records	Not applicable

			competent authority					
5	Release of grant-in-aid to Voluntary Organizations working for the Welfare of SCs.	5%	Time required in communication of Notional Allocation to the States/UTs on receipt of BE for the year	30	days	0.5%	Ministry's Records	Not applicable
Time taken to process Ongoing Cases on receipt			60	days	0.5%	Ministry's Records		
In New Cases , average time required for Consideration of the recommendation of the State Govts by the Screening Committee of the Ministry			90	days	0.5%	Ministry's Records		
Time taken to release the funds after the approval of the Screening Committee			45	days	0.5%	Ministry's Records		

Other Backward Classes Development

6	Release of central assistance to State Governments/UT Admin for providing Scholarships to OBC students under the following Schemes:							
	Post-matric Scholarships	10%	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30	days	3%	Ministry's Records	Not applicable
			Time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects after the approval of the competent authority	45	days	9%	Ministry's Records	
	Pre-matric scholarships	5%	Time taken to release the Ad-hoc grants to eligible States/UTs from the date of communication of BE	30	days	1%		Not applicable
			Time taken to release the remaining grants on receipt of proposals from States/UTs, complete in all respects after the approval of the competent	45	Days	2%		

			authority					
7.	Hostel facilities for boys and girls belonging to OBCs: Release of central assistance to States/UTs for creating	5%	Time taken in release of grants on receipt of proposals from States/UTs, complete in all respects & after the approval of competent authority	60	days	5%	Ministry's Records	Not applicable
Social Defence								
12.	Release of grant in aid to Govt./ Non-Governmental Organizations/ Panchayati Raj Institutions/ local bodies etc. for providing basic amenities like shelter, food, medical care and entertainment opportunities to Senior Citizens.	5%	Release of grant-in-aid for ongoing projects which have been received from the State Govt. with complete documents as required under the Scheme.	60	days	2%	Ministry's Records	Not applicable
			Release of grants-in-aid for new cases (a) Obtaining recommendations of the Screening Committee in the Ministry. (b) Release of grant-in-aid after the recommendation of the Screening Committee	Quarter basis	Month	1%	Ministry's Records	
13.	Release of grant in aid to NGOs and other eligible organizations for identification, counseling, treatment and rehabilitation of addicts	5%	Release of grant-in-aid for ongoing projects which have been received from the State Govt. with complete documents	60	days	1 %	Ministry's Records	Not applicable
			Release of grants-in-aid for new cases Obtaining recommendations of the Screening Committee Release of grant-in-aid after the recommendation of the Screening Committee	Twice in a year – August & November 90	Month Days	2 %	Ministry's Records	

STATISTICS DIVISION

14.	Research and Evaluation Studies	2%	a) Convening of at least one Research Advisory Committee(RAC) Meetings	Two month after receipt of sufficient proposal	Month		Ministry's Records	
			b) Examination, Revision and Clearance of Reports	Two month after receipt of draft report	Month			
15	Payment related to evaluation & Research Studies		a) Issue of sanction letter for Research & Evaluation Studies: (i) First Installment	One month after approval of competent authority	Month		Ministry's Records	
			(ii) Second Installment	One month after approval of IFD				
			(iii) Third and Final Installment	One month after approval of IFD				
			b) Issue of sanction letter for Research & Evaluation Studies: (i) First Installment	One month after approval of competent authority	Months		Ministry's Records	
			(ii) Second Installment	One month after concurrence of IFD				

16.	Dissemination of Finding and Recommendations to the concerned Programmes Division for follow up action			Two weeks after finalization of reports	Weeks		Ministry's Records	
Miscellaneous Items								
17.	Public Grievance Redressal	1%	Time taken to acknowledge grievance received through CPGRAMS portal	3	Working days	0.25%	CPGRAM S Reports	Not applicable
			Time taken to acknowledge grievance received through registered post	7	Working days	0.25%	CPGRAM S Reports	
			Time taken for grievance redressal (Time frame given by the DAR & PG)	60	Working days	0.5%	CPGRAM S Reports	
18..	Payment to vendors for goods and services provided to the Ministry.	1%	Payment for goods and services provided to the Department are made to the vendor on receipt of invoice after procurement of goods/services and satisfactory completion of work depends on availability of funds.	20	Working days	1%	Ministry's Records	Not applicable
19	Prompt answer to telephone calls between 9.30 AM and 5.30 PM on a Central Facilitation Centre Number (+91-11-23389226)	1%	Number of complaints received for not receiving the telephone calls	Nos.	Nos.	1%	Ministry's Records	Not applicable
20.	Quick response to written requests (or through e-mail) by citizens/clients for seeking appointments with concerned officer	1%	Response to such requests will be given within three working days	3	days	1%	Ministry's Records	

Public Redress Mechanism

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

S. No.	Order	Name of the Public Grievance Officer	Landline Number	E Mail	Mobile Number
1.		Sh.G.K.Dwivedi, Director (A)	23383256 23070349(Fax)	gkdwivedi1970@gmail.com	

List of Stakeholders /Clients

S. No.	Stakeholders/Client's Description
1	State Governments/UT Administrations
2	Central Government Ministries/Departments working in the areas of common interests
3	Autonomous organizations working in the field of education such as UGC, Institutions of excellence such as IITs/IIMs, Universities etc
4	Non-Governmental Organizations working the areas allocated to the Ministry
5	Academicians working in the subject areas of the Ministry
6	Associations of the target groups of the Ministry
7	Activists working the subject areas of the Ministry

List of Responsibility Centres & Subordinate Organizations for Year: 2016-17

S. No.	Responsibility Centre & Subordinate Corporation	Address	Website	Contact Details	
II	Non-Statutory/ Autonomous Bodies/Corproations				
1.	National Backward Classes Finance & Development Corporation (NBCFDC)	5 TH Floor, NCUI Building, 3, Siri Institutional Area, KhelGaon Marg, New Delhi 110 016	http://nbcfdc.org.in	nbcfdc@del3.vsnl.net.in	26511027
2.	National SafaiKaramcharis Finance Development Corporation (NSKFDC)	LokNayakBhavan, Khan Market, New Delhi 110 003	http://nskfdc.nic.in	nskfdc@indiatimes.com	29216330
3.	National Scheduled Castes Finance & Development Corporation (NSFDC)	14 th Floor, Scope Minar, Core 1 @2, NorthTower, Laxmi Nagar District Centre, Laxmi Nagar, Delhi	http://www.nsfdc.nic.in	nsfdc@satyam.net.in	22054347
4.	BabuJagjivan Ram National Foundation	6-Krishna Menon Marg, New Delhi-110011	http://www.jagjivanram.org	info@jagjivanram.org	011-23794307
5.	Dr. Ambedkar Foundation	15, Janpath, New Delhi-110 001	http://ambedkarfoundation.nic.in	diraf.wel@sb.nic.in	23320571, 23320576

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from the Service Recipients
1	Submit duly completed proposals in all respects in the Performa prescribed, if any, within the stipulated time line.
2	State Governments/UT Administrations should utilize the central assistance only for targeted beneficiaries
3	State Governments/UT Administrations should not park the central assistance received for longer period and should release to target beneficiaries within reasonable period of time
4	State Governments/UT Administrations should depute sufficiently senior level officers with complete information to attend the conferences/meetings convened by the Ministry
5	NGOs and other implementing agencies should carefully go through the guidelines of the schemes and enclose all the requisite documents with their application
6	As and when requested by the Ministry, NGOs and other implementing Ministries should participate in the workshops and other capacity building programmes
7	All the implementing agencies including the State governments should report the outcome of the scheme/programme being implemented by them within reasonable period of time and/or as and when requested by the Ministry
8	Citizens/clients are welcome to meet the officers of the Ministry, however, they should seek appointment from the officer concerned at least prior to three working days of the meeting.

