



# Citizen's / Client's Charter

## Ministry of Urban Development (2011 - 12)

### 1. Vision

To create economically vibrant, inclusive, efficient and sustainable urban habitats

### 2. Mission

To help promote cities as engines of economic growth through improvement in the quality of urban life by facilitating creation of quality urban infrastructure, with assured service levels and efficient governance

### 3. Main Services / Transactions

| S. No. | Services / Transaction                                                                                                                          | Weight % | Responsible Person (Designation)                        | Contact Details              | Process                                                                                                                          | Document Required                                                                                                                                                               | Fees     |      |        |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------|--------|
|        |                                                                                                                                                 |          |                                                         |                              |                                                                                                                                  |                                                                                                                                                                                 | Category | Mode | Amount |
| 1      | Decision on projects relating to Urban Infrastructure and Governance(UIG) component of Jawaharlal Nehru National Urban Renewal Mission (JNNURM) | 10       | Ms. Nisha Singh(Joint Secretary & N/A Mission Director) | jsnurm-mud@nic.in (23062309) | a. Appraisal of Detailed Project Reports(DPR) by Appraisal Agencies 1 N/A                                                        | Detailed Project Report from State Government                                                                                                                                   | N/A      | N/A  | N/A    |
|        |                                                                                                                                                 |          |                                                         |                              | b. Consideration and decision on recommended projects by Central Sanctioning and Monitoring Committee(CSMC)/ competent authority | Appraisal Report                                                                                                                                                                | N/A      | N/A  | N/A    |
|        |                                                                                                                                                 |          |                                                         |                              | c. Recommendation to Ministry of Finance N/A for release of Central share for approved projects.                                 | Appraisal of Competent Authority                                                                                                                                                | N/A      | N/A  | N/A    |
| 2      | Sanction of subsequent instalments under UIG                                                                                                    | 7        | Ms. Nisha Singh(Joint Secretary & N/A Mission Director) | jsnurm-mud@nic.in (23062309) | a. Scrutiny of Utilization Certificates received from States/UT                                                                  | Utilization Certificate, physical and financial progress report, report of achievement of reforms committed by the States, and compliance report of the conditions of sanction. | N/A      | N/A  | N/A    |
|        |                                                                                                                                                 |          |                                                         |                              | b. Consideration and decision of CSMC.                                                                                           | -do-                                                                                                                                                                            | N/A      | N/A  | N/A    |
|        |                                                                                                                                                 |          |                                                         |                              | c. Recommendation to Ministry of Finance for Approval of CSMC release of Central share of instalment after CSMC approval.        | Approval of CSMC                                                                                                                                                                | N/A      | N/A  | N/A    |
| 3      | Release of Central Assistance for projects relating to Urban Infrastructure Development Scheme for Small and Medium Towns(UIDSSMT)              | 9        | Ms. Nisha Singh(Joint Secretary & N/A Mission Director) | jsnurm-mud@nic.in (23062309) | a. Scrutiny of proposals sanctioned for approval by State Level Sanctioning Committee(SLSC)                                      | Memoranda of Understanding, Detailed Project Report, Approval of SLSC                                                                                                           | N/A      | N/A  | N/A    |
|        |                                                                                                                                                 |          |                                                         |                              | b. Recommendation to Ministry of Finance for release of Central share                                                            | -do-                                                                                                                                                                            | N/A      | N/A  | N/A    |

| S. No. | Services / Transaction                                                                                                                         | Weight % | Responsible Person (Designation)                                           | Contact Details             | Process                                                                                     | Document Required                                                                                                                                | Fees      |      |        |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------------------------------------------------------|-----------------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|--------|
|        |                                                                                                                                                |          |                                                                            |                             |                                                                                             |                                                                                                                                                  | Cate-gory | Mode | Amount |
| 4      | Decision on projects relating to Urban Infrastructure and Governance(UG) component of Jawaharlal Nehru National Urban Renewal Mission (JNNURM) | 7        | Ms. Nisha Singh(Joint Secretary & N/A Mission Director)                    | jsnur-mud@nic.in (23062309) | a. Scrutiny of proposals sanctioned for approval by State Level Sanctioning Committee(SLSC) | Utilization Certificate, physical and financial progress report, and report of achievement of reforms committed by the States, Approval of SLSC. | N/A       | N/A  | N/A    |
|        |                                                                                                                                                |          |                                                                            |                             | b. Recommendation to Ministry of Finance for release of Central share                       | do                                                                                                                                               | N/A       | N/A  | N/A    |
| 5      | Release of Central Assistance to approved Metro-Rail Projects                                                                                  | 40       | Shri S.K. Lohia(Officer on Special Duty (UT) & Ex-officio Joint Secretary) | sklohia@nic.in (23061114)   | a. Scrutiny of proposal received from the Metro Rail Company                                | Proposal, Confirmation of matching release by State Government, Expenditure Report                                                               | N/A       | N/A  | N/A    |
|        |                                                                                                                                                |          |                                                                            |                             | b. Approval of Competent Authority                                                          | -do-                                                                                                                                             | N/A       | N/A  | N/A    |
|        |                                                                                                                                                |          |                                                                            |                             | c. Release of Central Assistance                                                            | Approval of Competent Authority                                                                                                                  | N/A       | N/A  | N/A    |
| 6      | Decision on projects under North Eastern Region Urban Development Programme                                                                    | 6        | Shri Arun Goel(Joint Secretary (UD)                                        | jsmoud@gmail.com(23063255)  | a. Getting the detailed Project Reports (DPRs) appraised through Appraisal Agencies         | Detailed Project Reports (DPRs) duly appraised by Appraisal Agencies                                                                             | N/A       | N/A  | N/A    |
|        |                                                                                                                                                |          |                                                                            |                             | b. Placing the duly appraised DPRs before competent authority                               | -do-                                                                                                                                             | N/A       | N/A  | N/A    |
|        |                                                                                                                                                |          |                                                                            |                             | c. Consideration and approval by competent authority                                        | -do-                                                                                                                                             | N/A       | N/A  | N/A    |
|        |                                                                                                                                                |          |                                                                            |                             | d. Release of Central Assistance                                                            | -do-                                                                                                                                             | N/A       | N/A  | N/A    |
| 7      | Decision on projects relating to 10% lump sum scheme for the North-Eastern Region                                                              | 5        | Shri Arun Goel(Joint Secretary(UD)                                         | jsmoud@gmail.com(23063255)  | a. Getting the detailed Project Reports (DPRs) appraised through Appraisal Agencies         | Detailed Project Reports (DPRs) duly appraised by Appraisal Agencies                                                                             | N/A       | N/A  | N/A    |
|        |                                                                                                                                                |          |                                                                            |                             | b. Placing the duly appraised DPRs before competent authority                               | -do-                                                                                                                                             | N/A       | N/A  | N/A    |
|        |                                                                                                                                                |          |                                                                            |                             | c. Consideration and approval by competent authority                                        | -do-                                                                                                                                             | N/A       | N/A  | N/A    |
|        |                                                                                                                                                |          |                                                                            |                             | d. Release of Central Assistance                                                            | -do-                                                                                                                                             | N/A       | N/A  | N/A    |

| S. No. | Services / Transaction                                                                                            | Weight % | Responsible Person (Designation)          | Contact Details                          | Process                                                                                                                                                      | Document Required                                                           | Fees      |      |        |
|--------|-------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------|------|--------|
|        |                                                                                                                   |          |                                           |                                          |                                                                                                                                                              |                                                                             | Cate-gory | Mode | Amount |
| 8      | Decision on projects under Urban Infrastructure Development Scheme for Satellite Towns                            | 5        | Shri Arun Goel(Joint Seretary (UD)        | jsmoud@gmail.com (23063255)              | a. Getting the detailed Project Reports (DPRs) appraised through Appraisal Agencies                                                                          | Detailed Project Reports N/A (DPRs) duly appraised by Appraisal Agencies    | N/A       | N/A  | N/A    |
|        |                                                                                                                   |          |                                           |                                          | b. Placing the duly appraised DPRs before competent authority                                                                                                | -do-                                                                        | N/A       | N/A  | N/A    |
|        |                                                                                                                   |          |                                           |                                          | c. Consideration and approval by competent authority                                                                                                         | -do-                                                                        | N/A       | N/A  | N/A    |
|        |                                                                                                                   |          |                                           |                                          | d. Release of Central Assistance                                                                                                                             | -do-                                                                        | N/A       | N/A  | N/A    |
| 9      | Decision on projects/proposals under various components of the Scheme of Capacity Building for Urban Local Bodies | 4        | Shri Arun Goel(Joint Secretary N/A (UD)   | jsmoud@gmail.com (23063255)              | a. Getting the detailed Project Reports (DPRs) appraised through Appraisal Agencies                                                                          | Detailed Project Reports (DPRs) duly appraised by Appraisal Agencies        | N/A       | N/A  | N/A    |
|        |                                                                                                                   |          |                                           |                                          | b. Placing the duly appraised DPRs before competent authority                                                                                                | -do-                                                                        | N/A       | N/A  | N/A    |
|        |                                                                                                                   |          |                                           |                                          | c. Consideration and approval by competent authority                                                                                                         | -do-                                                                        | N/A       | N/A  | N/A    |
|        |                                                                                                                   |          |                                           |                                          | d. Release of Central Assistance                                                                                                                             | -do-                                                                        | N/A       | N/A  | N/A    |
| 10     | Disseminating information on policy, advisories, schemes on urban development and urban transport                 | 4        | -                                         | -                                        | Uploading in the Ministry Website and/or in the Websites of the Attached/ Subordinate/Autonomous bodies concerned                                            | copy of policy, advisory, scheme                                            | N/A       | N/A  | N/A    |
| 11     | Acknowledgement / forwarding of the public grievance petitions                                                    | 2        | Shri V. K. Sharma(Joint Secretary (Admn.) | directorgrievanceud@gmail.com (23061979) | Acknowledgement , scrutiny of grievance petition, identifying concerned office, forwarding for redressal under intimation to petitioner.                     | Details of nature of specific grievance , postal address of the petitioner. | N/A       | N/A  | N/A    |
| 12     | Decision on receipt of grievance disposal communication from N/A office concerned.                                | 2        | Shri V. K. Sharma(Joint Secretary (Admn.) | directorgrievanceud@gmail.com (23061979) | Sending reminders, holding review meetings, scrutiny of record/ final disposal report received from office concerned and taking final decision on redressal. | Action taken report from office concerned                                   | N/A       | N/A  | N/A    |

## Service Standards

| S. No. | Services / Transaction                                                                                                                           | Success Indicators                         | Service Standard | Unit           | Weight | Data Source |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|------------------|----------------|--------|-------------|
| 1      | Decision on projects relating to Urban Infrastructure and Governance (UIG) component of Jawaharlal Nehru National Urban Renewal Mission (JNNURM) | Decision on Project Proposals received     | 120              | Number of days | 10.00  | Record      |
| 2      | Sanction of subsequent instalments under UIG                                                                                                     | Decision on Project Proposals received     | 60               | Number of days | 7.00   | Record      |
| 3      | Release of Central Assistance for projects relating to Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSMT)              | Decision on Project Proposals received     | 60               | Number of days | 8.00   | Record      |
| 4      | Sanction of subsequent installments under UIDSSMT                                                                                                | Decision on Project Proposals received     | 60               | Number of days | 7.00   | Record      |
| 5      | Release of Central Assistance to approved Metro-Rail Projects                                                                                    | Decision on Project Proposals received     | 60               | Number of days | 40.00  | Record      |
| 6      | Decision on projects under North Eastern Region Urban Development Programme                                                                      | Decision on Project Proposals received     | 110              | Number of days | 6.00   | Record      |
| 7      | Decision on projects relating to 10% lump sum scheme for the North-Eastern Region                                                                | Decision on Project Proposals received     | 110              | Number of days | 5.00   | Record      |
| 8      | Decision on projects under Urban Infrastructure Development Scheme for Satellite Towns                                                           | Decision on Project Proposals received     | 110              | Number of days | 5.00   | Record      |
| 9      | Decision on projects/proposals under various components of the Scheme of Capacity Building for Urban Local Bodies                                | Decision on Project Proposals received     | 110              | Number of days | 4.00   | Record      |
| 10     | Disseminating information on policy, advisories, schemes on urban development and urban transport                                                | Percentage of compliance to the time norms | 15               | Number of days | 4.00   | Record      |
| 11     | Acknowledgement /forwarding of the public grievance petitions.                                                                                   | Percentage of compliance to the time norms | 15               | Working days   | 2.00   | Record      |
| 12     | Decision on receipt of grievance disposal communication from office concerned.                                                                   | Percentage of compliance to the time norms | 15               | Working days   | 2.00   | Record      |

## Grievance Redress

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

| S. No. | Name of the Public Grievance Officer | Helpline | Email                         | Mobile     |
|--------|--------------------------------------|----------|-------------------------------|------------|
| 1      | Shri V. K. Sharma                    | 23061979 | directorgrievanceud@gmail.com | 9871363330 |
| 2      | Shri J.P.Agrawal                     | 23061425 | grievanceud@gmail.com         | -          |

## List of Stakeholders/Clients

| S. No. | Stakeholders / Clients                                                                       |
|--------|----------------------------------------------------------------------------------------------|
| 1      | Central Government Ministries/ Departments and Organizations                                 |
| 2      | Attached/ Subordinate Offices/ Autonomous Bodies and PSU under Ministry of Urban Development |
| 3      | State Governments/ Union Territory Administrations and Organizations                         |
| 4      | Urban Local Bodies                                                                           |
| 5      | Citizens                                                                                     |

## Responsibility Centers and Subordinate Organizations

| S. No. | Responsibility Centers and Subordinate Organizations | Landline Number    | Email                                | Mobile     | Address                                                                                                                                                |
|--------|------------------------------------------------------|--------------------|--------------------------------------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | Central Public Works Department (CPWD)               | 23062556           | pro.cpwd@nic.in                      | 8826849375 | A-Wing, Room No.- 101 A, Nirman Bhawan, New Delhi 110011, website: <a href="http://cpwd.gov.in">http://cpwd.gov.in</a>                                 |
| 2      | Directorate of Estates                               | 23062005           | doe-estates@nic.in                   | 8130863863 | Room No. 442, C-Wing, Nirman Bhawan, New Delhi 110011, website - <a href="http://www.estates.nic.in">http://www.estates.nic.in</a>                     |
| 3      | Directorate of Printing                              | 23061413           | dir-pr@nic.in                        | 9971832989 | Room No. 102, B-Wing, Nirman Bhawan, New Delhi - 110001, website - <a href="http://www.dop.nic.in">http://www.dop.nic.in</a>                           |
| 4      | Land & Development Office                            | 23062871           | ldo@nic.in                           | 8860030301 | Room No. 611, A-Wing, Nirman Bhawan, New Delhi - 110011, website - <a href="http://www.ldo.nic.in">http://www.ldo.nic.in</a>                           |
| 5      | Department of Publication                            | 23812527           | cop-dep@nic.in                       | 9868826799 | Controller of Publications, Civil Lines, Behind Vidhan Sabha, Delhi-110054 website - <a href="http://www.deptpub.nic.in">http://www.deptpub.nic.in</a> |
| 6      | Government of India Stationery Office                | 22486280           | coskol@nic.in                        | 9911147825 | 3, Church Lane, Kolkata 700001, website - <a href="http://giso.gov.in">http://giso.gov.in</a>                                                          |
| 7      | Town and Country Planning Organisation               | 23379353           | cp-tcpo-mud@nic.in                   | 9968074518 | E-Block, Vikas Bhawan, I.P. Estate, New Delhi-110002, website - <a href="http://tcpomud.gov.in">http://tcpomud.gov.in</a>                              |
| 8      | Delhi Development Authority                          | 24697900           | vcdda@dda.org.in                     | 9818361010 | Core-6A, First Floor, India Habitat Centre, Lodhi Road New Delhi-110 003, website - <a href="http://duac.org">http://duac.org</a>                      |
| 9      | Delhi Urban Art Commission                           | 24616391           | duac74@gmail.com, duac74@hotmail.com | 9811992309 | Vikas Sadan, INA, New Delhi, website - <a href="http://www.dda.org.in">http://www.dda.org.in</a>                                                       |
| 10     | National Capital Region Planning Board               | 24642285           | ncrpb-ms@nic.in                      | 9868810199 | Core-IV B, First Floor, India Habitat Centre, Lodhi Road, New Delhi- 110003, website - <a href="http://ncrpb.nic.in">http://ncrpb.nic.in</a>           |
| 11     | Rajghat Samadhi Committee                            | 23273546, 23241716 | info@gandhisamadhi.org               | 9810115458 | Mahatma Gandhi Road, Rajghat, Delhi - 110002                                                                                                           |
| 12     | National Institute of Urban Affairs                  | 24643676           | cvaidya@niua.org                     | 9811311436 | Core 4B, India Habitat Centre, Lodhi Road, New Delhi 110003, website - <a href="http://niua.org">http://niua.org</a>                                   |
| 13     | National Building Construction Corporation Ltd.      | 24368893           | bd.nbcc@nic.in                       | 9871578761 | NBCC Bhawan, Lodhi Road, New Delhi - 110003, website - <a href="http://www.nbccindia.gov.in">http://www.nbccindia.gov.in</a>                           |

## Indicative Expectations from Service

| S. No. | Indicative Expectations from Service Recipients                                                                                                       |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | Submission of complete proposals/petitions with requisite documents                                                                                   |
| 2      | Submission of utilization certificates and physical progress reports on time                                                                          |
| 3      | Visiting our Websites regularly for information and details and latest developments.                                                                  |
| 4      | Visiting the websites of the attached /subordinate /autonomous institutions for specific guidance on Citizen Charters of these public dealing offices |
| 5      | To arrive 10 minutes prior to the appointed time for visiting the officers in the Ministry                                                            |
| 6      | Prior intimation about the cancellation of the appointment                                                                                            |
| 7      | Proper records of letters and communications received from Ministry                                                                                   |