



Citizen's / Client's Charter
for
(Ministry of Urban Development)
(2011-2012)

Address	Nirman Bhawan, New Delhi - 110108
Website ID	www.urbanindia.nic.in
Date Of Issue	December 2011
Next Review	December 2012

Vision Mission

Vision

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

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

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	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 & Mission Director)	jsnurm-mud@nic.in	(23062309)	a. Appraisal of Detailed Project Reports(DPR) by Appraisal Agencies	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 for release of Central share for approved projects.	Approval of competent authority	N/A	N/A	N/A
2	Sanction of subsequent instalments under UIG	7	Ms. Nisha Singh(Joint Secretary & 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

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						b. Consideration and decision of CSMC.	- do -	N/A	N/A	N/A
						c. Recommendation to Ministry of Finance for 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)	8	Ms. Nisha Singh(Joint Secretary & 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

Main Services / Transactions

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								Category	Mode	Amount
4	Sanction of subsequent installments under UIDSSMT	7	Ms. Nisha Singh(Joint Secretary & Mission Director)	jsnurm-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

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								Category	Mode	Amount
						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

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						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

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d. Release of Central Assistance	- do -	N/A	N/A	N/A
8	Decision on projects under Urban Infrastructure Development Scheme for Satellite Towns	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

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						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 (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

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						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	All Joint Secretaries()			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 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	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Decision on projects relating to Urban Infrastructure and Governance(UIG) component of Jawaharlal Nehru National Urban Renewal Mission (JNNURM)	10.0	Decision on Project Proposals received	120	Number of days	10.00	Record
2	Sanction of subsequent instalments under UIG	7.0	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)	8.0	Decision on Project Proposals received	60	Number of days	8.00	Record
4	Sanction of subsequent installments under UIDSSMT	7.0	Decision on Project Proposals received	60	Number of days	7.00	Record
5	Release of Central Assistance to approved Metro-Rail Projects	40.0	Decision on Project Proposals received	60	Number of days	40.00	Record
6	Decision on projects under North Eastern Region Urban Development Programme	6.0	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	5.0	Decision on Project Proposals received	110	Number of days	5.00	Record
8	Decision on projects under Urban Infrastructure Development Scheme for Satellite Towns	5.0	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	4.0	Decision on Project Proposals received	110	Number of days	4.00	Record

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
10	Disseminating information on policy, advisories, schemes on urban development and urban transport	4.0	Percentage of compliance to the time norms	15	working days	4.00	Record
11	Acknowledgement /forwarding of the public grievance petitions.	2.0	Percentage of compliance to the time norms	15	working days	2.00	Record
12	Decision on receipt of grievance disposal communication from office concerned.	2.0	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 Orgnzations	Landline Number	Email	Mobile Number	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- http://cpwd.gov.in
2	Directorate of Estates	23062005	doe-estates@nic.in	8130863863	Room No. 442, C-Wing, Nirman Bhawn, New Delhi-110011, website - http://www.estates.nic.in
3	Directorate of Printing	23061413	dir-pr@nic.in	9971832989	Room No. 102, B-Wing, Nirman Bhawan, New Delhi - 110001, website - http://www.dop.nic.in
4	Land & Development Office	23062871	ldo@nic.in	8860030301	Room No.611, A-Wing, Nirman Bahwan, New Delhi - 110011, website - http://www.ldo.nic.in
5	Department of Publication	23812527	cop-dep@nic.in	9868826799	Controller of Publications, Civil Lines,Behind Vidhan Sabha, Delhi-110054 website - http://www.deptpub.nic.in
6	Government of India Stationery Office	22486280	coskol@nic.in	9911147825	3, Church Lane, Kolkata 700001, website - http://giso.gov.in
7	Town and Country Planning Organisation	23379353	cp-tcpo-mud@nic.in	9968074518	E- Block, Vikas Bhawan, I.P. Estate, New Delhi-110002, website - http://tcpomud.gov.in
8	Delhi Development Authority	24697900	vcdda@dda.org.in	9818361010	Vikas Sadan, INA, New Delhi, website - http://www.dda.org.in

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
9	Delhi Urban Art Commission	24616391	duac74@gmail.com, duac74@hotmail.com	9811992309	Core-6A, First Floor, India Habitat Centre, Lodhi Road New Delhi-110 003, website - http://duac.org
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 - http://ncrpb.nic.in
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 - http://niua.org
13	National Building Construction Corporation Ltd.	24368893	bd.nbcc@nic.in	9871578761	NBCC Bhawan, Lodhi Road, New Dehli - 110003, website - http://www.nbccindia.gov.in

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 mintues 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 recieved from Ministry