



**Citizen's / Client's Charter**  
**for**  
**Government of India**  
**(Ministry of Drinking Water and Sanitation)**  
**(2013-2014)**

Address	Paryawaran Bhawan, CGO Complex, Lodhi Road, New Delhi
Website ID	mdws.gov.in
Date Of Issue	August 2014
Next Review	December 2014

## Vision Mission

### Vision

Safe drinking water and improved sanitation for all, at all times, in rural India.

### Mission

To ensure all rural households have access to and use safe and sustainable drinking water and improved sanitation facilities by providing support to States in their endeavour to provide these basic facilities and services.

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	NRDWP: Timely release of funds under the National Rural Drinking Water Programme (NRDWP) as per laid down criteria, to the States and Union Territories.	15	Mr. Satyabrata Sahu(Joint Secretary - NRDWP)	jstm@nic.in	(24361043)	1. Scrutiny of proposal by programme division 2. Obtaining clarifications required if any 3. Approval by the JS 4. Concurrence by the IFD 5. Issue of sanction 6. Release of PAO	Complete proposal for release as para 17 of NRDWP guidelines.  Utilisation Certificates Reconciled.  Audited Statement of Accounts with replies to observations.	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
							60% expenditure of available fund.			
							Performance report.			
							Replies to clarifications sought, if any			

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
2	NRDWP: Communication with other Ministries/Departments of Central Government.	5	Shri Sujoy Mojundar(Director NRDWP)	sujoy.m@nic.in	(2436102)	1. Approval from JS 2. Issue of Letter	Letter with requirements clearly spelt out	N/A	N/A	N/A
3	NRDWP: Provide information to State Government offices and Departments regarding implementation of NRDWP schemes.	5	Shri Anil Srivastava(Under Secretary (Water))		(24363515)	1. Approval from JS/Director 2. Issue of Letter	Letter with requirements clearly spelt out	N/A	N/A	N/A
4	NRDWP: Providing support to States in the wake of natural disasters to mitigate drinking water and sanitation problems in rural areas.	10	Shri Satyabrata Sahu(Joint Secretary (Water))	jstm@nic.in	(24361043)	1. Decision of HLC recieved from MHA 2. Obtaining clarifications required if any from States. 3. Approval by the JS, 4. Concurrence by IFD, 5. Issue of Sanction, 6. Release by PAO	Utilisation Certificates,	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
							Audited Statements of Accounts,  60% expenditure of available funds,  Replies to clarifications sought, if any			

## Main Services / Transactions

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								Category	Mode	Amount
5	NRDWP: Response to Inspection Reports	5	Shri Sujoy Mojumdar(Director (Water))	sujoy.m@nic.in	(2436102)	1. Obtaining comments from States where required 2. Approval by the Secretary (DWS)	Responses from States	N/A	N/A	N/A
6	NRDWP: Timely release of funds to Key Resource Centres as per KRC Guidelines	10	Mrs. Sandhya Singh(Joint Director)	sandhya.singh@nic.in	(24364112)	For 1st installment 1. Scrutiny by programme division 2. Obtaining clarification required if any 3. Approval by Secretary 4. Concurrence by IFD 5. Issue of sanction  For 2nd Instalment release 1. Scrutiny by programme division 2. Obtaining clarification required if any 3. Approval by Secretary 4. Concurrence by IFD 5. Issue of sanction	For 1st Installment 1. Annual Action plan giving complete details as per para 6 of KRC Guidelines 2. Replies to clarifications sought, if any  2. For 2nd and further installments 1. Utilization Certificates 2. Audit Statement of Account 3. 60% expenditure of available fund 4. Performance report 5. Replies to clarifications sought, if any	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
7	NRDWP: Timely release of R&D activities to the Pls as per R&D guidelines	10	Deputy Secretary (Water Quality)(Deputy Secretary (Water Quality))		(24364518)	For 1st Installment 1. 4 Copies of Completed proposal in the format for submitting R&D proposal prescribed in R&D Guidelines 2. Replies to clarifications sought, if any For 2nd and 3rd Installments 1. Utilisation Certificates 2. Audit Statement of Account, 3. 60% expenditure of available fund 4. Performance report 5. Replies to clarifications sought, if any	For 1st Installment 1. Annual Action plan giving complete details as per para 6 of KRC Guidelines 2. Replies to clarifications sought, if any  2. For 2nd and further installments 1. Utilization Certificates 2. Audit Statement of Account 3. 60% expenditure of available fund 4. Performance report 5. Replies to clarifications sought, if any	N/A	N/A	N/A
8	NBA:Timely release of funds under the Nirmal Bharat Abhiyan (NBA) as per laid down criteria to the Districts through States.	15	Shri Saraswati Prasad(Joint Secretary (NBA))	jstsc@nic.in	(24362705)	1. Scrutiny by programme division 2. Obtaining clarifications required if any 3. Concurrence by IFD 4. Issue of Sanction. 5. Release by PAO	Utilisation Certificates	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
							Audit Statement of Account			
							60% expenditure of available fund			
							Replies to clarifications sought, if any			

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							Performance report			
9	NBA: Communication with other Ministry/Departments of Central Government	5	Smt. Pratima Gupta(Director (NBA))	pratima.g@nic.in	(24364427)	1. Approval by JS 2. Issue of Letter	Policy guidelines	N/A	N/A	N/A
10	NBA: Provide information of State Government offices, and Departments regarding implementation of NBA and NGP schemes	5	Smt. Christina Kujur(Under Secretary (NBA))		(243620106)	1. Approval by JS 2. Issue of Letter	Policy 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
11	Adoption of Community Saturation approach for Nirmal Gram. No of GPs attaining Nirmal Status	10	Shri Saraswati Prasad(Joint Secretary, (NBA))	jstsc@nic.in	(24362705)	1. Identification of GPs for Nirmal Status 2. Reporting on online Monitoring System of the Ministry	Policy Guidelines	N/A	N/A	N/A
12	NBA: Respond to Audit observations	5	Smt. Christina Kujur(Under Secretary (NBA))		(24362106)	Approval by the Secretary (DW&S)	Government Record	N/A	N/A	N/A

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	NRDWP: Timely release of funds under the National Rural Drinking Water Programme (NRDWP) as per laid down criteria, to the States and Union Territories.	15.0	Average time from the date of receipt of the complete and reconciled UCs/ASAs in Ministry	35	Days	15.00	Ministry Records
2	NRDWP: Communication with other Ministries/Departments of Central Government.	5.0	Average time taken from date of receipt in Ministry	16	Days	5.00	Ministry Records
3	NRDWP: Provide information to State Government offices and Departments regarding implementation of NRDWP schemes.	5.0	Average time taken from date of receipt in Ministry	16	Days	5.00	Ministry Records
4	NRDWP: Providing support to States in the wake of natural disasters to mitigate drinking water and sanitation problems in rural areas.	10.0	Average time taken for issue of fund release order from date of receipt of MHA communication in Ministry	23	Days	10.00	Ministry Records
5	NRDWP: Response to Inspection Reports	5.0	Average time taken from receipt of inspection report in Ministry	35	Day	5.00	Ministry Records
6	NRDWP: Timely release of funds to Key Resource Centres as per KRC Guidelines	10.0	Average time taken from the date of receipt of the complete proposal/UCs/ASAs in Ministry	35	Days	10.00	Ministry Records
7	NRDWP: Timely release of R&D activities to the Pls as per R&D guidelines	10.0	Average time taken from the date of receipt of the complete proposal UCs/ASAs in Ministry	35	Days	10.00	Ministry Records
8	NBA:Timely release of funds under the Nirmal Bharat Abhiyan (NBA) as per laid down criteria to the Districts through States.	15.0	Average time taken from the date of receipt of the UCs/ASAs	35	Days	15.00	Ministry Records

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	NBA: Communication with other Ministry/Departments of Central Government	5.0	Average time taken from date of receipt in Ministry	17	Days	5.00	Ministry Records
10	NBA: Provide information of State Government offices, and Departments regarding implementation of NBA and NGP schemes	5.0	Average time taken from date of receipt in Ministry	16	Days	5.00	Ministry Records
11	Adoption of Community Saturation approach for Nirmal Gram. No of GPs attaining Nirmal Status	10.0	Average time taken from marking of GPs on online for Nirmal Grams	310	Days	10.00	Ministry Records
12	NBA: Respond to Audit observations	5.0	Average time taken from date of receipt in Ministry	17	Days	5.00	Ministry Records

## 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 Satyabrata Sahu, Joint Secretary (NRDWP)	24361043	jstm@nic.in	
2	Shri Saraswati Prasad, Joint Secretary (Sanitation)	24362705	jstsc@nic.in	

## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
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## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
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### Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
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