



CLIENT'S CHARTER

DEPARTMENT OF LAND RESOURCES

Ministry of Rural Development

Address	NBO Building, G Wing, Nirman Bhawan, Maulana Azad Road, New Delhi 110011
Website ID	www.dolr.nic.in
Date of Issue	January, 2011
Next Review	January, 2012

VISION

The vision of the Department encompasses an effective land use policy which ensures optimum utilization of rainfed/degraded lands for enhancing sustainable productivity, optimum utilization of wastelands, efficient property record management systems, an accurate land information system and clear titles to property, thus ensuring proper land management and land information system (LIS) in the country.

MISSION

The mission of the Department is to ensure sustainable development of rainfed cultivable and degraded lands through a participatory approach by involving the stakeholders in decision making in the watershed development programmes. It makes a concerted effort to enhance the productivity of wastelands thereby enhancing livelihood opportunities in rural areas.

The Department also has the mission to put in place effective agrarian reforms, including an efficient land use policy, and a transparent Land Records Management System (LRMS) with the aim of bringing in the system of conclusive titling and title guarantee. The LRMS will provide the foundation for building an accurate LIS for the entire country.

MAIN SERVICES

Sl.No	Services	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required
1	Fixation of annual tentative allocation under Integrated Watershed Management Programme (IWMP) for all the States	10	Shri Surendra Kumar DIG (WM)	kumar.surendra@nic.in	24362569	<ul style="list-style-type: none"> • Framing the proposal based upon approved weightage criteria for the States. • Approval of competent authority • Communication of allocation to the States 	---
2	Appraisal of project proposals under IWMP received from State Level Nodal Agencies (SLNAs)	15	Shri Surendra Kumar DIG (WM)	kumar.surendra@nic.in	24362569	<ul style="list-style-type: none"> • Receipt of proposals from States • Scrutiny by programme officers [DIG (WM), Director (WM) & DC (WM)] • Appraisal of the proposal by the Steering Committee, a multidisciplinary Committee comprising of experts from various fields, chaired by Secretary (Land Resources) • Communication of the recommendations of the Committee to the States through website & by post. 	<ul style="list-style-type: none"> • State Perspective & Strategic Plan (SPSP) (one time) • Annual proposals along with the Preliminary Project Reports (PPRs) • Presentation of the proposal, including a review of progress made in projects sanctioned earlier, by States before the Steering Committee for its consideration

Sl.No	Services	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required
3	Release of financial assistance with respect to proposals received from SLNAs under IWMP	20	Shri Surendra Kumar DIG (WM) (States – Andhra Pradesh, Goa, Himachal Pradesh, Kerala, Madhya Pradesh, Punjab, Tamil Nadu, Uttar Pradesh and Uttarakhand)	kumar.surendra@nic.in	24362569	<ul style="list-style-type: none"> • Receipt of complete proposals from the SLNA for release of central share of financial assistance. • Processing by the Programme Officers & approval of JS (WM). • Concurrence of Integrated Finance Division (IFD). • Issue of release order by the Programme Officers and release by the PAO. 	<p><u>For the 1st installment:</u></p> <ul style="list-style-type: none"> • Sanction order from SLNA • Detailed list of projects • A certificate from the SLNA that the progress of preparation of DPR is satisfactory <p><u>For any subsequent installment:</u></p> <ul style="list-style-type: none"> • Physical & financial progress of projects • Utilization certificate • Audited Statement of Accounts • Any other document(s) considered to be necessary at the time of release
			Shri V.M. Arora Director (WM) (States – Orissa, Rajasthan, Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim & Tripura)	vm.arora@nic.in	24364602		
			Dr. C.P. Reddy DC (WM) (States – Bihar, Chhattisgarh, Gujarat, Jammu & Kashmir, Jharkhand, Haryana, Karnataka, Maharashtra and West Bengal)	drcpreddy@nic.in	24360946		

Sl.No	Services	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required
4	Release of financial assistance (2 nd to 7 th installment) to proposals under Desert Development Programme (DDP), Drought Prone Areas Programme (DPAP) and Integrated Wastelands Development Programme (IWDP)	20	Shri Surendra Kumar DIG (IWDP) (IWDP projects in all 20 Non-North Eastern States)	kumar.surendra@nic.in	24362569	<ul style="list-style-type: none"> • Receipt of project-wise complete proposals from the States for release of central share of financial assistance. • Processing by the Programme Officers & approval of JS (WM). • Concurrence of Integrated Finance Division (IFD). • Issue of release order by the programme officers and release by the PAO. 	<ul style="list-style-type: none"> • Separate documents prescribed for different installments, the details are at www.dolr.nic.in
			Shri V.M. Arora Director (DDP & IWDP-NE) (IWDP projects in all 8 North Eastern States and all DDP projects)	vm.arora@nic.in	24364602		
			Dr. C.P. Reddy DC (DPAP) (All DPAP projects)	drcpreddy@nic.in	24360946		
5	Financial assistance to the States/UTs for implementation of the National Land Records Modernization Program (NLRMP)	15	Shri Charanjit Singh Director (LR)	dir-lr@nic.in	23062456	<ul style="list-style-type: none"> • Receipt of complete proposals from States/UTs for release of Central share of financial assistance. • Processing of the proposals by the Division for consideration of the Project Sanctioning and Monitoring Committee and advising the States for modifications, if required. • Concurrence of Integrated Finance Division • Issue of release order by the Division and release by the PAO 	<ul style="list-style-type: none"> • State/UT Perspective Plan (SPP) (one time) • Annual proposals in the prescribed proforma • Physical and financial progress including utilization certificate in respect of funds released earlier.

Sl.No	Services	Weight %	Responsible Person (Designation)	Email	Phone No.	Process	Document Required
6.	Financial assistance to Administrative Training Institutes/ Survey Training Institutes/ Patwari Training Schools for establishment of the NLRMP Cells	10	Shri Charanjit Singh Director (LR)	dir-lr@nic.in	23062456	<ul style="list-style-type: none"> • Receipt of complete proposals from States/UTs for release of Central share of financial assistance. • Processing of the proposals by the Division for consideration of the Project Sanctioning and Monitoring Committee and advising the States for modifications, if required. • Concurrence of Integrated Finance Division • Issue of release order by the Division and release by the PAO 	<ul style="list-style-type: none"> • Proposal in the prescribed proforma • Physical and financial progress including utilization certificate in respect of funds released earlier.
7	Prompt Grievance Redressal	10	Dr. R.M. Misra DIG (Administration)	misra.rm@nic.in	2306 3160	<ul style="list-style-type: none"> • Giving acknowledgement • Providing intermediate progress made, if required • Informing final closure of each complaint 	

REQUIREMENTS OF SERVICE STANDARDS

Sl.No	Services	Weight on the service	Success indicators	Service standards	Unit	Weight	Data source	Evaluation criteria					Performance		
								Excellent	Very Good	Good	Fair	Poor	Achievement	Raw score	Weighted score
								100%	90%	80%	70%	60%			
1.	Fixation of annual tentative allocation under Integrated Watershed Management Programme (IWMP) for all the States	10	Before 31 st March of the preceding financial year	31 st March	Date	10	Ministry records	15th March	31st March	15th April	30th April	15 th May			
2.	Appraisal of project proposals under IWMP received from State Level Nodal Agencies (SLNAs)	15	Average time taken from the date of receipt of complete proposals from States.	30	Days	15	Ministry records	25	30	35	40	45			
3.	Release of financial assistance with respect to proposals received from SLNAs under IWMP	20	Average time taken from the date of receipt of complete proposals from States.	45	Days	20	Ministry records	40	45	50	55	60			

Sl.No	Services	Weight on the service	Success indicators	Service standards	Unit	Weight	Data source	Evaluation criteria					Performance		
								Excellent	Very Good	Good	Fair	Poor	Achievement	Raw score	Weighted score
								100%	90%	80%	70%	60%			
4.	Release of financial assistance to proposals under Desert Development Programme (DDP), Drought Prone Areas Programme (DPAP) and Integrated Wastelands Development Programme (IWDP)	20	Average time taken from the date of receipt of complete proposals from States.	45	Days	20	Ministry records	40	45	50	55	60			
5.	Financial assistance to the States/UTs for implementation of the National Land Records Modernization Program (NLRMP)	15	Average time taken from the date of receipt of complete proposals from States/UTs.	45	Days	15	Ministry records	40	45	50	55	60			

Sl.No	Services	Weight on the service	Success indicators	Service standards	Unit	Weight	Data source	Evaluation criteria					Performance		
								Excellent	Very Good	Good	Fair	Poor	Achievement	Raw score	Weighted score
								100%	90%	80%	70%	60%			
6.	Financial assistance to Administrative Training Institutes/ Survey Training Institutes/ Patwari Training Schools for establishment of the NLRMP Cells	10	Average time taken from the date of receipt of complete proposals from States.	45	Days	10	Ministry records	40	45	50	55	60			
7.	Prompt Grievance Redressal	10	Average time taken to acknowledge grievance received electronically through cpgrams portal/post	5	Working Days	3	http://pgportal.gov.in and Ministry records	4	5	7	8	9			
			Average time taken to provide information on intermediate progress made, in case complainant	15	Working Days	3		12	15	18	21	24			

GRIEVANCE REDRESS MECHANISM

URL of the website to lodge complaint – <http://pgportal.gov.in>

Sl.No	Name of the Public Grievance Officer	Phone (Landline no.)	Email
1.	Dr. R.M. Misra DIG (Administration)	2306 3160	misra.rm@nic.in

STAKEHOLDERS

Sl.No	Stakeholders
1.	State Government /Union Territory Departments
2.	State Level Nodal Agencies (SLNAs)
3.	Watershed Cell-cum-Data Centre (WCDC)
4.	Project Implementing Agencies (PIAs)
5.	Watershed Development Teams (WDTs)
6.	Panchayati Raj Institutions (PRIs)
7.	Watershed Committees (WCs)
8.	People residing in the watershed area, including Self Help Groups (SHGs) and User Groups (UGs)
9.	Training institutions
10.	National Rainfed Area Authority (NRAA)
11.	National Informatics Centre (NIC)
12.	Central Government Ministries/Departments
13.	Autonomous bodies
14.	Non-Governmental Organizations (NGOs)
15.	Administrative Training Institutes(ATIs)/ Survey Training Institutes(STIs)/ Patwar Training Schools (PTS)

RESPONSIBILITY CENTRES AND SUBORDINATE ORGANIZATIONS

There is no Responsibility Centre or Subordinate organization to this Department.

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

Sl. No	Expectation from the clients
1.	State Governments should establish State Level Nodal Agency (SLNA) and other institutional structures as per Guidelines (available at www.dolr.nic.in) and oversee overall implementation of watershed projects through SLNA.
2.	State Governments should ensure that personnel posted in the institutions are not transferred frequently so that they get reasonable tenure to do the work efficiently.
3.	State Governments should release the State share timely.
4.	SLNA should prepare a perspective and strategic plan of watershed development for the State on the basis of plans prepared at the block and district level and indicate implementation strategy and expected outputs / outcomes, financial outlays and submit it along with Preliminary Project Reports (PPRs) prepared by the Districts to DoLR for appraisal and clearance of projects by the Steering Committee.
5.	SLNA should sanction projects for the State on the basis of projects appraised by the Steering Committee.
6.	SLNA should communicate the financial sanction of the projects to WDCs and the PIAs and provide technical support to them.
7.	SLNA should ensure preparation of technically sound Detailed Project Reports (DPRs) for the projects sanctioned, and submit Annual Action Plans to DoLR.
8.	SLNA should provide technical support to PIAs from time to time.
9.	SLNA should establish monitoring, evaluation and learning systems at various levels including on-line monitoring.
10.	SLNA should prepare State specific Process Guidelines, Technology Manuals etc. in consultation with the DoLR/ NRAA/ Resource Organizations and operationalise the same.
11.	SLNA/ State Government should ensure timely submission of complete proposals for release of funds for ongoing projects under DDP, DPAP, IWDP and IWMP. The complete proposal would mean a proposal from SLNA/ State along with all the requisite documents required as per norms issued by Watershed Division, from time to time, and admissible to Integrated Finance Division as a 'complete proposal' worth financial concurrence without seeking any further details or clarifications.

Sl. No	Expectation from the clients
12.	States/UTs should ensure timely preparation of State/UT Perspective Plan for the NLRMP
13.	States/UTs should ensure timely submission of complete proposals seeking release of funds for districts and for the NLRMP Cell/Centre under the programme. The complete proposal under the NLRMP would mean a proposal from the State/UT Revenue Department in the prescribed proforma along with all the requisite documents and other information sought by Land Reforms Division, from time to time.
14.	States/UTs should ensure timely release of funds (Central and State share) to the implementing agencies under the NLRMP
15.	States/UTs should ensure transparency & accountability in the project implementation.
16.	States/UTs should ensure constitution of the State Level Monitoring Committee at State level and organize its regular meetings to monitor and review progress of the NLRMP.
