



Citizen's / Client's Charter
for
Government of India
(Department of Land Resources)
(2014-2015)

Address	NBO Building, G Wing, Nirman Bhawan, Maulana Azad Road, New Delhi 110011
Website ID	www.dolr.nic.in
Date Of Issue	May, 2015
Next Review	July, 2015

VISION MISSION

Vision

To ensure optimum utilization and sustainable productivity of rainfed/degraded lands. To have an effective land use system based on efficient land information system (LIS).

Mission

To enhance the productivity of rainfed/ degraded lands and livelihood opportunities in rural areas through a participatory watershed development approach. 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.

Citizen's / Client's Charter for Department of Land Resources - (2014-15)

Main Services / Transaction

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees			
								Category	Mode	Amount	
1	Fixation of annual tentative allocation under Integrated Watershed Management Programme (IWMP) for all the States	15	Shri Jagdish Singh(DIG)(WM)	singh.jd@nic.in	9868880229 (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 	NA	NA	NA	0	
2	Appraisal of project proposals under IWMP received from State Level Nodal Agencies (SLNAs)	20	Shri Jagdish Singh(DIG)(WM)	singh.jd@nic.in	9868880229 (24362569)	<ul style="list-style-type: none"> • Receipt of proposals from States • Scrutiny by programme officers DIG/AIG (WM), Director (WM) & DC (WM)] • Appraisal of the proposal by the Steering Committee, a multidisciplinary Committee comprising of expert 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 	NA	NA	NA	NA
3.	Release of financial assistance with respect to proposals received from SLNAs under IWMP	30	Shri Jagdish Singh DIG (WM) (Andhra Pradesh, Goa, Kerala, Madhya Pradesh, Punjab, Tamil Nadu, Uttar Pradesh and Uttarakhand), Shri Prem Kumar Jha, DIG (N) (Orissa, Rajasthan, Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim & Tripura) Dr. C.P. Reddy DC (WM) (Chhattisgarh, Gujarat, Jammu & Kashmir, Jharkhand, Haryana, Karnataka, Maharashtra and West Bengal), Shri Amit Kumar, Director (WM) (Himachal Pradesh, Bihar)	singh.jd@nic.in premkumar.jha@nic.in drcpreddy@nic.in, amit.kumarkarn@nic.in	9868880229 (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. 	<ul style="list-style-type: none"> For the 1st installment: • Sanction Order from SLNA • Detailed list of projects • A certificate from the SLNA that the progress of preparation of DPR is satisfactory. For any subsequent installment: • Physical & financial progress of projects • Utilization certificate • Audited Statement of Accounts • Any other document(s) considered to be necessary at the time of release. 	NA	NA	NA	NA

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S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Financial assistance to the States/UTs for implementation of the National Land Records Modernization Program (NLRMP)	15	Shri B.B. Patel, Director(LR)	bibhuti.patel@nic.in	9868011909 23062698	<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(IFD) 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. 	NA	NA	0
5	Financial assistance to Administrative Training Institutes/ Survey Training Institutes/ Patwari Training Schools for establishment of the NLRMP Cells	10	Shri B.B. Patel, Director(LR)	bibhuti.patel@nic.in	9868011909 23062698	<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 rescribed proforma Physical and financial progress including utilization certificate in respect of funds released earlier 	NA	NA	NA
6.	Prompt Grievance Redressal	10	Shri K. Unnikrishnan, Director (Admin, GC & Parf.)	unni.dgca@nic.in	9911450333 23063271	<ul style="list-style-type: none"> Giving acknowledgement Providing intermediate progress made, if required Informing final closure of each complaint/grievance. 		NA	NA	NA

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Service Standards

S.No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1.	Fixation of annual tentative allocation under Integrated Watershed Management Programme (IWMP) for all the States	15.0	Before 31st March of the Preceding financial year	20.03.2015	Date	15.0	Ministry records – the relevant file dealing with tentative allocation.
2.	Appraisal of project proposals under IWMP received from State Level Nodal Agencies (SLNAs)	20.0	Average time taken from the date of receipt of complete proposals from States.	30	Days	20.0	File Tracking System for date of receipt of proposal, the date of issue of minutes of the Steering Committee.
3.	Release of financial assistance with respect to proposals received from SLNAs under IWMP	30.0	Average time taken from the date of receipt of complete proposals from States.	45	Days	30.0	File Tracking System for date of receipt of proposal, the date of issue of Sanction Order as revealed in the relevant files.
4.	Financial assistance to the States/UTs for implementation of the National Land Records Modernization Program (NLRMP)	15.0	Average time taken from the date of receipt of complete proposals from States/UTs.	45	Days	15.0	File Tracking System for date of receipt of proposal, the date of issue of Sanction Order as revealed in the relevant files.
5.	Financial assistance to Administrative Training Institutes/ Survey Training Institutes/ Patwari Training Schools for establishment of the NLRMP Cells	10.0	Average time taken from the date of receipt of complete proposals from States.	45	Days	10.0	File Tracking System for date of receipt of proposal, the date of issue of Sanction Order as revealed in the relevant files.
6.	Prompt Grievance Redressal	10.0	Average time taken to acknowledge grievance received electronically through cpgrams portal/ post	5	Working Days	3.0	http://pgportal.gov.in and File Tracking System for date of receipt of complaint and disposal.

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Service Standards

S.No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Average time taken to provide information on intermediate progress made, in case complainant desires so.	15	Working Days	3	http://pgportal.gov.in and File Tracking System for date of receipt of complaint and disposal.
			Average time taken to provide information on final closure of the complaint from the date of final decision in the matter.	10	Working Days	4	http://pgportal.gov.in and File Tracking System for date of receipt of complaint and disposal.

A. 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 K. Unnikrishnan, Director (Admin, GC & Parl.)	23063271	unni.dgca@nic.in	9911450333 (230633271)

B. Committee on Complaints of Women on Sexual Harassment

A Committee has been constituted to address the complaints of women working in the Department of Land Resources. Any woman staff member having complaints of sexual harassment may address his/her petition to the Committee. The Details are as below :

Name	Designation in the Committee	Contact Details
Ms. Vandana Kumari Jena, Secretary (LR)	Chairperson	Room No.12, 'G' Wing, NBO Building, Nirman Bhawan, New Delhi
Dr. Sandeep Dave, Joint Secretary (Admn., WM)	Member	Room No.110, 'G' Wing, NBO Building, Nirman Bhawan, New Delhi
Shri K. Unnikrishnan (Admn., GC & Parl.)	Member	Room No.108, 'G' Wing, NBO Building, Nirman Bhawan, New Delhi
Smt. Saroj Jaisia, Deputy Secretary(M & E)	Member	Room No.007, 'G' Wing, NBO Building, Nirman Bhawan, New Delhi
Smt. Sarita Kumari, Deputy Advisor (LR)	Member	Room No.107, 'G' Wing, NBO Building, Nirman Bhawan, New Delhi
Ms. Nandita Rao, Lawyer	Expert	J-152, Saket, New Delhi - 110017

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
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)/ Patwari Training Schools (PTS)

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1.	There is no Responsibility Centre or Subordinate organization to this Department.				

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
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 all sanctioned posts are filled, that personnel posted in the institutions are not transferred frequently so that they get reasonable tenure to do the work efficiently, and that there is correlation between expertise/experience and nature of the job.
3.	State Governments should submit regular reports and returns and should promptly update the State/Central databases with regard financial and physical data on the portal/website for the purpose, including expenditures
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, and should release the State share timely.
6.	SLNA should communicate the financial sanction of the projects to WCDCs 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.
12.	States/UTs should ensure timely preparation of State/UT Perspective Plan for the NLRMP

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S.No.	Indicative Expectations from Service Recipients
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 and should submit reports/returns to the Ministry as per requirements of the scheme on time, and also update the State and Central databases with respect to physical and financial data, including expenditures
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.