



Citizen's / Client's Charter
for
(Ministry of Minority Affairs)
(2013-2014)

Address	11th Floor, Paryavaran Bhawan, CGO Complex, Lodhi Road, New Delhi- 110003
Website ID	www.minorityaffairs.gov.in
Date Of Issue	February 2014
Next Review	December 2014

Vision Mission

Vision

Empowering the minority communities and creating an enabling environment for strengthening the multi-cultural, multi-lingual and multi-religious character of our nation.

Mission

To improve the socio-economic conditions of the minority communities through affirmative action and inclusive development so that every citizen has equal opportunity to participate actively in building a vibrant nation. To facilitate an equitable share for minority communities in education, employment, economic activities and to ensure their upliftment.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Convey financial and/or physical targets under pre matric, post matric, merit cum means and scholarships to States/UTs and advertisement.	4.00	Sh. Lucas L. Kamsuan.(Director (SS).)	lucaslkam.suan@nic.in	9911783377 (24364279)	Allocation to States / UTs based on equitable criteria.	Plan Allocation, Census data.	N/A	N/A	N/A
2	Release of advance grants for pre matric, post matric scholarship schemes to States/UTs on receipt of Utilisation Certificates for funds released for the previous year.	10.00	Sh. U. Lakra(Under Secretary (SS).)		(24364311)	Based on utilization of previous release, financial concurrence is obtained.	Application and UC for previous release.	N/A	N/A	N/A
3	Provide interim reply to the State Government / UT on adequacy of proposals received for release of scholarships.	8.00	Sh. U. Lakra(Under Secretary)		(24364311)	Proposals including documents are scrutinized and deficiencies, if any, are conveyed to States / UTs.	Forwarding letter, Check list, UCs, CD.	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
4	Release of funds to States/UTs for Scholarship Schemes on receipt of complete proposals.	16.00	Sh. U. Lakra(Under Secretary)		(24364311)	Based on scrutiny of documents, financial concurrence is obtained. Sanction order is thereafter issued based on which funds released by PAO.	Forwarding letter, Check list, CD, UCs.	N/A	N/A	N/A
5	Conveying Letter of Sanction to Coaching Institutions on holding the Selection Committee.	1.00	Sh. Pradeep Kumar(Under Secretary)	pradeep.kr67@nic.in	9312970750 (24364310)	After advertisement inviting proposals from coaching institutions, Selection Committee meeting is held under the chairmanship of Joint Secretary(MA), Decisions of the Selection Committee are conveyed to the Coaching Institutes after the minutes of the meeting of the Selection Committee are approved.	Applications of Coaching institutions, Minutes of the meeting of the Selection Committee.	N/A	N/A	N/A
6	Provide interim reply on adequacy of proposals received for release of grants to Coaching Institutions on receipt of proposal.	0.5	Sh. Pradeep Kumar(Under Secretary)	pradeep.kr67@nic.in	9312970750 (24364310)	Applications of the Selected Coaching Institutions for release of funds are scrutinized and deficiencies, if any, are conveyed to the respective institutions.	Request letter, list of students undergoing coaching alongwith details, UC for previous release 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	Release of funds to Coaching Institutions subject to receipt of complete proposals.	0.5	Sh. Pradeep Kumar(Under Secretary)	pradeep.kr67@nic.in	9312970750 (24364310)	If proposals, on scrutiny, are found in order, financial concurrence is obtained. Thereafter on issue of sanction order, PAO releases funds to the institution.	Request letter, list of students undergoing coaching alongwith details, UC for previous release if any.	N/A	N/A	N/A
8	On approval of the minutes of the meeting of Empowered Committee for Multi-sectoral Development Programme(MsDP) implemented in Minority Concentration Districts (MCDs), issue letter of approval to States/UTs.	8.00	Sh. Dheeraj Kumar(Director (PP).)	dheeraj.kumar@nic.in	9911003856 (24364288)	Obtaining district plans,preparing agenda notes, convening Empowered Committee meetings, finalisation of minutes and conveying letter of approval of projects in the district plan to States/UTs.	Districts plans, minutes of Empowered Committee meeting, letters from the States/UTs.	N/A	N/A	N/A
9	On receipt of commitment/ clarifications from States/UTs, release of 1st installment to States/UTs for approved projects under MsDP.	4.00	Sh.U K Sinha.(Under Secretary PP- III.)	ujjwalsinha@gmail.com	9868885711 (24364283)	Obtaining letter completing requisite formalities required for release of funds and conveying sanction order after due approval.	commitments/ clarifications letter.	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
10	One month after conclusion of every quarter, updating of details of implementation of MsDP in MCDs on the Ministry's website for social audit.	4.00	Sh. Shubhendu Shekhar Srivastava (Section Officer (MsDP))	shubhendu.ss@nic.in	(24364283)	Entering data, analysis of data, scanning materials and placing updated details on website	QPR, photographs, meeting minutes, sanction letters, various statements.	N/A	N/A	N/A
11	On receipt of complete UCs for 1st installment, QPRs and photographs from States/UTs, release of 2nd installment.	4.00	Sh. U K Sinha (Under Secretary PP-III.)	ujjwalsinha@gmail.com	(24364283)	Obtaining UCs, QPRs, photographs and completing requisite formalities required for release of funds, and conveying sanction order.	UCs, QPR, photographs.	N/A	N/A	N/A
12	On receipt of complete UCs for 2nd installment, QPRs and photographs from States/UTs, closing of project implemented under MsDP in MCDs.	2.00	Sh. U K Sinha (Under Secretaries PP-III.)	ujjwalsinha@gmail.com	(24364283)	Obtaining UCs, QPRs, photographs and Completion Certificates (CCs).	UC, QPR photos and CCs.	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
13	On receipt of proposed targets for minorities from various Ministries/Departments, send proposal for fixing of annual targets under the Prime Minister's New 15 Point Programme for the Welfare of Minorities.	1.00	Sh. Ravi Chandra(Under Secretary (15 PP/Sachar))		(24364286)	Obtaining targets from various Ministries/Departments, holding meeting of nodal officers, analyzing targets and completing process for approval of targets.	Targets,minutes of nodal officer's meeting and letters from various Ministries/Departments.	N/A	N/A	N/A
14	One month after conclusion of every quarter, holding of Nodal Officers' meeting in the Ministry on the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and updating the details on ministry's website within 2 months of the conclusion of quarter.	4.00	Sh. Dheeraj Kumar.(Director (PP).)	dheeraj.kumar@nic.in	9911003856 (24364288)	Obtaining QPR, convening meeting of nodal officers, preparing agenda notes, convening meeting, finalizing minutes and updating the data on website.	QPR, minutes of nodal officer's meetings and letters from various Ministries/Departments.	N/A	N/A	N/A
15	Three months after conclusion of every half year, sending Note for the Committee of Secretaries(COS) to review the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for followup on directions of COS within 15 days of receipt of minutes.	3.00	Sh. Dheeraj Kumar.(Director (PP).)	dheeraj.kumar@nic.in	9911003856 (24364288)	Obtaining clarification/data from various Ministries/Departments and preparing Note for COS and power point presentation and issuing letters for receipt of minutes.	QPR, minutes of nodal officer's meetings, letters from various Ministries/Departments and minutes of COS meeting	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
16	One and half months after receipt of minutes of COS, sending Note for the Cabinet to report the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for followup on directions of cabinet within 15 days of receipt of minutes	3.00	Sh. Dheeraj Kumar.(Director (PP).)	dheeraj.kumar@nic.in	9911003856 (24364288)	Obtaining action taken reports on the recommendations of COS from various Ministries/Departments, preparing Note for the Cabinet and issuing letters on receipt of minutes.	QPR, minutes of nodal officers meetings, minutes of the COS,action taken reports from various Ministries/Departments on the COS recommendations, minutes of cabinet meeting.	N/A	N/A	N/A
17	On approval of the minutes of the meeting of Sanctioning Committee for Leadership Development Scheme for minority women, issue letter of approval to selected organisations.	1.00	Smt. Geeta Mishra(Under Secretary)	geeta.mishra@nic.in	(24369215)	Obtaining project proposals, preparing project profile, preparing checklist,obtaining verification reports from States/UTs,preparing agenda notes,convening meeting, finalization of minutes and issue of letter of approval to selected organisations.	Project proposal,project profile,checklist,reports from States/UTs, minutes of the Sanctioning Committee meeting documents and commitments/undertaking from the organisation concerned.	N/A	N/A	N/A
18	On receipt of complete documents and commitments/undertaking from the organisation,release of 1st installment to the approved organisation.	0.5	Smt. Geeta Mishra(Under Secretary)	geeta.mishra@nic.in	(24369215)	Obtaining documents and commitments/undertaking from the organisation, completing requisite formalities required for release of financial assistance, and conveying sanction order.	Project proposal, project profile,checklist,reports from States/UTs,minutes of the Sanctioning Committee,documents and commitments/undertaking from the organisation.	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
19	On receipt of complete UC for 1st installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme, letter from State Government, release of 2nd installment to the approved organisation.	0.5	Smt. Geeta Mishra(Under Secretary)	geeta.mishra@nic.in	(24369215)	Obtaining UCs for 1st installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme, letter from State Government, completing requisite formalities required for release of financial assistance, and conveying sanction order .	UC for 1st installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme, letter from State Government.	N/A	N/A	N/A
20	Obtaining approval of the Union Cabinet on the recommendations contained in the Annual Report of the National Commission for Minorities (NCM) after receipt of the Report in the Ministry from NCM.	1.5	Sh. Sanjay Arora(Under Secretary (IM))	usncmma@gmail.com	(24364310)	Circulating respective recommendation to the Ministry / Department concerned, seeking Action Taken Memorandum (ATM) and in case, it is not possible to implement the recommendation, reasons for non-implementation, obtaining approval of the Cabinet on the ATM.	Annual Report of the NCM, comments of the Ministry / Department.	N/A	N/A	N/A
21	Laying of the Annual Report of the National Commission for Minorities (NCM) along-with Action Taken Memorandum (ATM) in Parliament after approval of Cabinet.	1.5	Sh. M. A Imam.(Director (IM))	maimam1408@yahoo.com	9911718313 (24364317)	After approval of ATM by the Cabinet, the Annual Report of NCM alongwith ATM is laid in the Parliament, as and when the opportunity arises.	Annual Report of the NCM, Action Taken Memorandum.	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
22	Seeking approval of Hon'ble President and Laying of Report of the Commissioner of Linguistic Minorities (CLM) in Parliament after receipt of the Report in the Ministry from CLM.	1.5	Sh. Sanjay Arora(Under Secretary (IM))	usncmma@gmail.com	(24369210)	After the receipt of the sufficient number of printed copies of Report of the CLM in both Hindi and English, approval of the Hon'ble President of India is obtained for placing the Report in the Parliament. The Report is thereafter laid in the Parliament.	Report of the CLM.	N/A	N/A	N/A
23	Scrutning and review of Annual Report and Annual Accounts of the National Finance and Development Corporation Ltd. (NMDFC).	1.5	Sh. Anurag Bajpai(Director)	anu.baj137@nic.in	(24369218)	After the receipt of sufficient number of printed copies of Report of the NMDFC in both Hindi and English, approval of the Hon'ble MOS (IC) is solicited for laying the Report in the Parliament. The Report is thereafter laid in the Parliament.	Annual Report and Annual Account of NMDFC	N/A	N/A	N/A
24	Scrutaning and review of Annual Report and Account report of the Central Wakf Council (CWC) and it's laying in parliament.	1.5	Sh. Mohd Afzal.(Director (Waqf))	dsmma@wakf.nic.in	9868061039 (24364314)	After the receipt of Annual Report and audit Report on the annual accounts of the CWC in both Hindi and English, approval of the Hon'ble MOS (IC) is obtained for placing the Report in the Parliament. The Report is thereafter laid in the Parliament.	Annual Report and audited accounts.	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
25	Release of funds to State Wakf Boards for scheme of Computerization of records of wakf on receipt of complete proposal.	4.00	Sh. Mohd. Afzal.(Director (Waqf).)	dsmma@wakf.nic.in	9868061039 (24364314)	Scrutinise the proposal, get approval of internal finance for release of funds, issue of sanction letter and register name of Wakf Board with CPMS of Planning Commission.	Notification of constitution of State Level Coordination Committee. Proposal from the State Government.Details of Bank Account(s) of State wakf Board.	N/A	N/A	N/A
26	Release of funds under Grants in aid to National Minorities Development and Finance Corporation under scheme of Strengthening of State Channelising Agencies on receipt of minutes approving the release of the funds from the Committee.	3.00	Sh. Anurag Bajpai(Director (NMDFC))	anu.baj137@nic.in	(24364218)	Budget for the year for the scheme is approved. Receipt of proposals from NMDFC. Release of ammounts by Sanctioning Committee.	Budget documents. UCs of earlier releases to the SCAs.	N/A	N/A	N/A
27	Release of equity share capital of Government of India to National Minorities Development and Finance Corporation (NMDFC) on receipt of complete proposal from the NMDFC.	3.00	Smt. Geeta Mishra(Under Secretary)	geeta.mishra@nic.in	(24364215)	Proposal for release of equity share capital sought from NMDFC. Approval of internal finance sought for release of the equity.	Budget documents. UCs of previous releases. MoU between NMDFC and Ministry.	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
28	Release corpus fund to the MAEF after approval of Cabinet.	4.0	Sh. Sanjay Arora(Under Secretary (M))	usncmma@gmail.com	(24364310)	As per the approval of the Cabinet, based on the application of the MAEF, release is made to the MAEF.	Request letter of the MAEF.	N/A	N/A	N/A
29	Prompt Grievance Redressal.	1.5	Sh. Y.P.Singh, Joint Secretary(A) Smt. Maitreyee Roy(DS(Estt), Smt. Sunita Sajwan, S.O)	yp.singh57@nic.in	(24364316)	Average time taken for grievance settlement.	N/A	N/A	N/A	N/A
						Average time taken to acknowledge grievance received electronically through CPGRAMS portal.	N/A	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
						Average time taken to acknowledge grievance received through post.	N/A	N/A	N/A	N/A
						Average time taken to send communication for additional information.	N/A	N/A	N/A	N/A
30	Prompt payment to vendors for invoices submitted .	1.00	Sh. Mohd. Afzal(Director (A.))	dsmma@wakf.nic.in	(24364314)	Average time taken to Inform deficiencies in the documents submitted in writing.	N/A	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
						Average time taken to make the payment from the date of receipt of completed documentation.	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Convey financial and/or physical targets under pre matric, post matric, merit cum means and scholarships to States/UTs and advertisement.	4.0	Time	28/02/2014	Date	4.00	Records
2	Release of advance grants for pre matric, post matric scholarship schemes to States/UTs on receipt of Utilisation Certificates for funds released for the previous year.	10.0	Time	12	Days	10.00	Records
3	Provide interim reply to the State Government / UT on adequacy of proposals received for release of scholarships.	8.0	Time	10	Days	8.00	Records
4	Release of funds to States/UTs for Scholarship Schemes on receipt of complete proposals.	16.0	Time	12	Days	16.00	Records
5	Conveying Letter of Sanction to Coaching Institutions on holding the Selection Committee.	1.0	Time	15	Days	1.00	Records
6	Provide interim reply on adequacy of proposals received for release of grants to Coaching Institutions on receipt of proposal.	0.5	Time	15	Days	0.50	Records
7	Release of funds to Coaching Institutions subject to receipt of complete proposals.	0.5	Time	15	Days	0.50	Records
8	On approval of the minutes of the meeting of Empowered Committee for Multi-sectoral Development Programme(MsDP) implemented in	8.0	Time	20	Days	8.00	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	Districts (MCDs), issue letter of approval to States/UTs.						
9	On receipt of commitment/ clarifications from States/UTs, release of 1st installment to States/UTs for approved projects under MsDP.	4.0	Time	15	Days	4.00	Records
10	One month after conclusion of every quarter, updating of details of implementation of MsDP in MCDs on the Ministry's website for social audit.	4.0	Time	15	Days	4.00	Records
11	On receipt of complete UCs for 1st installment , QPRs and photographs from States/UTs, release of 2nd installment.	4.0	Time	15	Days	4.00	Records
12	On receipt of complete UCs for 2nd installment, QPRs and photographs from States/UTs, closing of project implemented under MsDP in MCDs.	2.0	Time	10	Days	2.00	Records
13	On receipt of proposed targets for minorities from various Ministries/Departments, send proposal for fixing of annual targets under the Prime Minister's New 15 Point Programme for the Welfare of	1.0	Time	15	Days	1.00	Records
14	One month after conclusion of every quarter, holding of Nodal Officers' meeting in the Ministry on the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and updating the	4.0	Time	15	Days	4.00	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	ministry's website within 2 months of the conclusion of quarter.						
15	Three months after conclusion of every half year, sending Note for the Committee of Secretaries(COS) to review the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for followup on directions of COS within 15 days of receipt of minutes.	3.0	Time	15	Days	3.00	Records
16	One and half months after receipt of minutes of COS, sending Note for the Cabinet to report the progress of implementation of Sachar Committee recommendations and Prime Minister's New 15 Point Programme for the Welfare of Minorities, and issue letters for followup on directions of cabinet within 15 days of receipt of minutes	3.0	Time	15	Days	3.00	Records
17	On approval of the minutes of the meeting of Sanctioning Committee for Leadership Development Scheme for minority women, issue letter of approval to selected organisations.	1.0	Time	15	Days	1.00	Records
18	On receipt of complete documents and commitments/undertaking from the organisation,release of 1st installment to the approved organisation.	0.5	Time	15	Days	0.50	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
19	On receipt of complete UC for 1st installment, monthly/quarterly reports, photographs from the organisation, requisite documents as per scheme, letter from State Government, release of 2nd installment to the approved organisation.	0.5	Time	15	Days	0.50	Records
20	Obtaining approval of the Union Cabinet on the recommendations contained in the Annual Report of the National Commission for Minorities (NCM) after receipt of the Report in the Ministry from NCM.	1.5	Time	6	months	1.50	Records
21	Laying of the Annual Report of the National Commission for Minorities (NCM) along-with Action Taken Memorandum (ATM) in Parliament after approval of Cabinet.	1.5	Time	3	Months	1.50	Records
22	Seeking approval of Hon'ble President and Laying of Report of the Commissioner of Linguistic Minorities (CLM) in Parliament after receipt of the Report in the Ministry from CLM.	1.5	Time	3	month	1.50	Records
23	Scrutning and review of Annual Report and Annual Accounts of the National Finance and Development Corporation Ltd. (NMDFC).	1.5	Time	15	Days	1.50	Records
24	Scrutaning and review of Annual Report and Account report of the Central Wakf Council (CWC) and it's laying in parliament.	1.5	Time	15	Days	1.50	Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
25	Release of funds to State Wakf Boards for scheme of Computerization of records of wakf on receipt of complete proposal.	4.0	Time	15	Days	4.00	Records
26	Release of funds under Grants in aid to National Minorities Development and Finance Corporation under scheme of Strengthening of State Channelising Agencies on receipt of minutes approving the release of the funds from the Committee.	3.0	Time	15	Days	3.00	Records
27	Release of equity share capital of Government of India to National Minorities Development and Finance Corporation (NMDFC) on receipt of complete proposal from the NMDFC.	3.0	Time	15	Days	3.00	Records
28	Release corpus fund to the MAEF after approval of Cabinet.	4.0	Time	15	days	4.00	Records
29	Prompt Grievance Redressal.	1.5	Time	3	Days	1.50	Records
30	Prompt acknowledgement of letters received from clients/citizens.	1.0	Time	3	%	1.00	Records
31	Prompt payment to vendors for invoices submitted .	1.0	Time	15	Days	1.00	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 Y.P. Singh,Joint Secretary(Admn.)	24364312	yp.singh57@nic.in	9013946966

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	State Governments / UT Administrations, Wakf Boards and Responsibility Centres of the Ministry.
2	Parliament
3	Central Government Ministries / Departments.
4	NGO's
5	Civil Society
6	Planning Commission.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	National Minorities Development & Finance Corporation.	22441455	nmdfc@nmdfc.org	22441441	Core-II, 2nd Floor, Scope Minar, Laxmi Nagar, Delhi-110092
2	National Commission For Minorities	24601752	ro-ncm@nic.in	24693302	5th Floor, Loknaya Bhawan, Khan Market New Delhi-110003
3	Central Wakf Council	23384465	central_waqf_council@vsnl.net	23070881	14/173, Jamnagar House, Shahjahan Road, New Delhi-110011
4	National Commissioner For Linguistic Minorities, Allahabad.	0532246854	clm-mma@nic.in	0532246854	40, Amar Nath Jha Marg, Allahabad-211002
5	Dargah Khaza Saheb, Ajmer.	0145242933	nazim_dargah@hotmail.com	0145242549	Dargah Khaza Saheb Gali, Langer Khana, P.B. No.33, Ajmer-305001
6	Maulana Azad Education Foundation	23583788	maef@nic.in	23561945	Social Justice Servic Centre, Chemssford Road, New Delhi-110055

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit proposals in complete shape with all required documents.
2	Timely submit Utilisation Certificates to the Ministry.
3	Clients should return back all cases referred to them by the Ministry after having met the observations of the Ministry completely.
4	Ensure submission of application forms duly completed in all respects.
5	State Governments/UT Administrations should properly use the central financial assistance released to them for the implementation of Schemes and make efforts for the timely completion of all projects.
6	Send reports to the Ministry in the prescribed format and asb per set time lines.
7	Check the Ministry's website regularly for updates on policies,programmes and procedures.
8	Clients should give their suggestions/inputs on drafts circulated to them by the Ministry timely.
9	Representatives of State / UT Governments should attend meetings in the Ministry fully prepared with all background papers and be fully conversant with the matters to be discussed.