

## **MINISTRY OF TRIBAL AFFAIRS CITIZEN'S CHARTER**

The Ministry of Tribal Affairs (MOTA) was constituted in October, 1999 by the bifurcation of the Ministry of Social Justice and Empowerment. MOTA is the nodal Ministry for the overall policy, planning and coordination of programmes for development of the Scheduled Tribes (STs). However, sectoral programmes and schemes of development of these communities, policy, planning, monitoring, evaluation etc. as also their coordination will be responsibility of the concerned Central Ministries/ Departments, State Governments and Union Territory Administrations.

### **OUR VISION:**

Engage with other line Ministries to facilitate the reduction and removal of the gap in the Human Development Indices (HDI) of the Scheduled Tribe population vis a vis the general population and help empower socially, economically, and educationally the Scheduled Tribes, including women, to enable them to exercise effective control over their life style and natural resource base and to make informed choices.

### **OUR MISSION:**

The Ministry of Tribal Affairs along with various line Ministries of Government of India is fully committed as per the prescriptions contained in the the Government of India (allocation of Business) Rules, 1961' to enhance the well being of all Scheduled Tribes in the country.

### **DETAILS OF BUSINESS TO BE TRANSACTED:**

- a) Interface with other Ministries to design and develop programmes that will appropriately address the concerns of the Scheduled Tribes in the country and fill in the gaps in service deficient tribal areas through the efforts of VOs, State Govts /UTs Administration and Central Ministries.
- b) Attempt to establish, jointly with every State Government as well as on its own, mechanisms to upgrade the level of Administration in Scheduled Areas and introduce efficiency in the implementation of these programmes.
- c) Establish effective monitoring systems that will enable proper mid course corrections, wherever necessary.
- d) Establish a procedure to make available on its website, information on the various schemes that are being operated as well as timely data on the progress, and status of proposals recommended by State Governments.
- e) Conduct periodic evaluation of its schemes and programmes and consider and apply the recommendations for bringing about programme improvement.
- f) Endeavor to release funds to State Governments and Non-Governmental Organizations(NGOs) within 30 days from the receipt of complete proposal(s) ensuring that additional funds are provided only after receipt of satisfactory utilization certificates of the previous grants.

- g) Encourage non-governmental research organizations as well as Confederations of Indian Industries to establish partnership within and beyond the approved schemes and programmes.
- h) Focus attention on the welfare and development of the Particularly Vulnerable Tribal Groups (PTGs).
- i) Try to improve and upgrade the administrative structure in every State for the development of Scheduled Tribes by paying particular attention to education, women empowerment, agriculture, skill development and employment, health and nutrition and offer protection already existing under law.
- j) Strengthen relationship with State Tribal Welfare Departments in achieving common goals.
- k) Attempt to improve systems and procedures for quick decision making and for collection, storage and analysis of data.
- l) Encourage nodal tribal research institutes, especially the 4 nodal institutes, to play a more active role in policy formulation, research and evolution both with respect to the State and the Centre.
- m) Strengthen its grievance redressal machinery, but not interfere with service conditions that have their own channel of grievance redressal.
- n) Disseminate information on the policies/programmes and plans to solicit suggestions in order to bring about improvement and ensure transparency.
- o) Encourage capacity building of the staff of the Ministry through exposure and training in order to improve efficiency and enhance the quality of service delivery.

## OUR CLIENTS

Scheduled Tribes with special focus on the Particularly Vulnerable Tribal Groups.

## OUR SERVICES

- a) Give financial assistance to State Governments/UT Admn./Institutions/NGOs for integrated socio-economic and educational development of the Scheduled Tribes.
- b) To play a formative as well as a normative role vis-à-vis the wide range of government programmes for the development and welfare of the tribal people,. Formative role-interface with other Ministries in the formulation of programmes/schemes, defining both the content and methods of operationalization of the scheme. Normative role-setting standards, monitoring implementation and ensuring efficacy of the schemes/programmes.

## GRIEVANCES REDRESSAL MECHANISM

The Ministry is committed to redress grievances in a responsible and effective manner. The salient measures taken in this regard are:

- Joint Secretary (Admn.) MOTA, is designated as the Director (Grievances). The public can meet him every Wednesday from 3.00 p.m. with their grievances (Tele/fax No.2307 3489, Room No.741, A-Wing, Shastri Bhawan, New Delhi-110115).

- A Grievance Cell has been set up in the office of Section Officer (Co-ordination), MOTA, Tel. No.23073709, Room No.217-F, D-Wing, Shastri Bhawan, New Delhi-110115.
- A dynamic website facilitating direct contact of citizens, with the Divisions Heads
- The timely redressal of public grievances is and will continue to be monitored by the Director (Grievances).

#### **EXPECTATIONS FROM OUR CLIENTS**

- **WE EXPECT OUR CLIENTS TO:**
- Contact Divisional Heads in the Ministry in respect of matters related to overall policy, planning and coordination of programmes for development of STs. With regard to the sectoral programmes/ schemes for development of STs, they may contact Central (line) Ministries/Depts./State Governments/ Institutions/UT Admn./Non-governmental Organizations.
- Send suggestions, wherever required, for improving functioning and promoting accountability and transparency.
- Visit our website [ww.tribal.nic.in](http://ww.tribal.nic.in) for further details on other programs and activities.

#### **OUR COMMITMENT TO CITIZENS WITH GRIEVANCES:**

The citizens approaching us to have their grievances redressed with organizations of Central and State Government/UTs Administration can expect that:

- Their grievances will be forwarded to the concerned public authority within a period of fortnight and they will be intimated accordingly.
- Visitors to give prior intimation about his/her visit, giving the contents of grievance
- Visitors will be treated with courtesy and heard patiently, efforts would be made to find an early solution to their problem.
- Final disposal/Status report/response will ordinarily be within a period of three months

## REVIEW OF CITIZEN'S CHARTER

The Citizen's Charter will be reviewed annually for further improving our response to the public.

Contact:

<b>Main Secretariat</b>			
	Director(Admn. )	Room No.214, 'D' Wing, Shastri Bhawan New Delhi	Tel.23073706 E.mail: jk.popli @nic,in
<b>Organizations</b>			
1	Managing Director,	Tribal Cooperative Marketing Development Federation of India Ltd.(TRIFED) August Kranti Marg, New Delhi, 110016	Ph.26866084 Fax:26866926
2	Chairman& Managing Director,	National Scheduled Tribes Finance and Development Corporation(NSTFDC), Bhikaji Cama Place, New Delhi-110066	Ph.26712519 Fax: 26177177

Sl.	Institute	Sl.No	Institute
1	Sh.S.V.D.Prasad Director Tribal Cultural Research & Training Institute Government of Andhra Pradesh 2 <sup>nd</sup> Floor Telegu-Samkshema Bhavan, Masab Tank, Hyderabad-500028 Tel.040-23300219(Director) 23391270(O)/23521388@Fax- 23315236, 9949359156(M)	2	Dr. H.Kamkhenthang Director Tribal Research Institute, Directorate for Development of Tribals and Sch.Castes (Near Secretariat Building) Government of Manipur, Imphal Tex.2221696 Fax: 222262 Tel. 0385-2455325 & 245522@
3	Mrs. N.A.Hazarika, Director Assam Institute of Research for Tribals And Scheduled Castes, Government of Assam, Jawaharnagar, N.H-37 Guwahati-781022 Tel.0361-23011033(O)2731144@	4	Dr. A.B.Ota, Director SC/ST Research & Training Institute, Government of Orissa, Unit-VIII, CRPF Square,Bhubaneswar-751003 Tel.2563649(O) 23912550@ 943700660(M)

5	Dr.P.C.Oraon Director Tribal Welfare Department Government of Jharkhand, Morabadi Road, Ranchi-834008 Tel.0651 2551824(O) 2510778® Fax: 0621-2551419, 9431106442(M)	6	Shri Venesh Singhvi Director M.L.Venna, Tribal Research & Training Institute, Government of Rajashan, Ashok Nagar, Post Box No.86 Udaipur-313001 Tel.0294-2414352(O) Fax: 2523499, 09414220375(M)
7	Dr. C.B.Upadhyay Director Tribal Research & Training Institute, Gujarat vidyapath, Ahmedabad- 380014 Tel: 078-2754165(O) 27462133® Fax: 079-23252263	8	Dr. Jakka Parthasarathy Director Tribal Research Center. Government of Tamil Nadu, M. Palada(PO), Udhagamandalam, Nilgiri District, Tamil Nadu, Oty-643004 Tel. 0423-2550340(O) 2550651®
9	Dr. M.Shashikumar, Director in Chjarge Kerala Institute for Research Training & Development Studies for SC/ST, Government of Kerala, Kozhikode- 673017 Tel. 0495-2357329(O) 2356329® 944167412(M), Fax-0495-2357329	10	Shri D.Deb Barma Director Tribal Research & Cultural Institute, Government of Tripura, Lakechovemahui, Agartala, West Tripura-799001 Tel.0381-2324389
11	Shri Ranbir Singh Director Tribal Research & Development Institute, Government of Madhya Pradesh, 35, Shyamal Hills, Bhopal-462002 Tel. 0755-2554943® Email: <a href="mailto:tribho@mp.nic.in">tribho@mp.nic.in</a> Fax:-0755-2661375	12	Sh Ram Sanjivan Director SC/ST Research & Training Institute, Govt. of Uttar Pradesh, Bhagedari Bhawan Near Ambedkar Park, Vhipul Khand- Gamati Nagar, lacknow Tel: Fax: 0522-2391320
13	Dr.Sharad Kinkor Commissioner Tribal Research & Training Institute, Govt. of Maharashtra, 28, Queens Garden, Pune-411011 Tex: 0212-26360941 Fax:-0212- 26360026	14	Director, Cultural Research Institute, Govt. of West Bengal, P-1/4 CIT, Scheme VII-M.VIP Road, Kankungachi, Calcutta-7000054 Tel: 033-2379102
15	Director Directorate of Tribal Welfare, Secretariat complex, Andaman & Nicobar Adinn, Post	16	Director Tribal Research & Training Institute, Govt. of Chhattisgarh Pt. Ravi Shankar Shukla University Campus-raipur-

	Blair Tel: 03192-231639		492010 0771-2262606(O) 2323819® & 2262606(Fax)
17	Sh.B.Shivappa Director Deptt. Of Scheduled Tribes welfare and Incharge of Tribal Research Institute, Govt. of Karnataka, Office of the Directorate f of Scheduled Tribes Welfare(Premises), 11nd Floor, Krishi Bhavan, Hudson Circle, Bangalore-1 080-22231599(O), 2351441® 09448484417(M) Fax: 22124410	18	Prof. Suresh Kumar Hony. Director Himachal Pradesh University Summer Hills, Shimla-171005 Ph-0177-2831998/2831637 Fax: 0177/2830938

