

## Social Justice & Empowerment Department

### Standards for the delivery of the services to the public

A Time-Frame for delivery of services has been formulated for the benefit of the public and to serve as a guideline for the field officers. The actual sanction of funds will be subject to the availability of the budget in the particular head/scheme, during the year.

### Welfare Sector

- Channels between public and Govt. for delivery of services under welfare programmes :

Applicant → T.W.O. → D.W.O./D.W.C./D.C. → D.W.O. → T.W.O

↓  
Applicant

- Time frame for delivery of services : Time frame for delivery of services has been proposed keeping in view the no. of Panchyats in the Tehsil and population and anticipated receipts of cases.

Sr. No.	Name of the Welfare Scheme	Time frame for delivery of Services					
		Verification of application by TWO			Period for forwarding verified application to DWO	Period fixed for getting approval/sanction from DWC/Competent authority/drawl of funds.	Period fixed for releasing assistance to beneficiary.
		<30 panchyats	< 70 panchayts	<100 panchyats			
1.	Housing Subsidy for the construction of Houses for SCs/STs/OBCs	10 days	20 days	30 days	5 days	With in 90 days all process should be completed & not later than 30 <sup>th</sup> day of the 1 <sup>st</sup> month of each quarter.	With in 15 days from drawl of funds.
2.	Environment/improvement of Harijan Basties and D.W.S.S.	10 days	20 days	30 days	5 days	With in 90 days all process should be completed & not later than 30 <sup>th</sup> day of the 1 <sup>st</sup> month of each quarter.	----do--
3.	Follow up Programme for SCs/STs/OBCs	10 days	20 days	30 days	5 days	With in 90 days all process should be completed & not later than 30 <sup>th</sup> day of the 1 <sup>st</sup> month of each quarter.	----do--
4.	Award for inter-caste marriage	10 days	20 days	30 days	5 days	With in 90 days all process should be completed & not later than 30 <sup>th</sup> day of the 1 <sup>st</sup> month of each quarter.	----do--

5.	Mukhya Mantri Kanya Dan Yojna	10 days	20 days	30 days	5 days	With in 90 days all process should be completed & not later than 30 <sup>th</sup> day of the 1 <sup>st</sup> month of each quarter.	----do--
6.	Widow re-marriage Scheme	10 days	20 days	30 days	5 days	With in 90 days all process should be completed & not later than 30 <sup>th</sup> day of the 1 <sup>st</sup> month of each quarter.	----do--
7.	Mother Teresa Matri Sambal Yojna in case of new cases Continued cases.	10 days	20 days	30 days	5 days	With in 90 days all process should be completed & not later than 30 <sup>th</sup> day of the 1 <sup>st</sup> month of each quarter.	----do--
8.	Mother Teresa Matri Sambal Yojna in case of Continued cases	31 <sup>st</sup> December	20 days	30 days	5 days	With in 90 days all process should be completed & not later than 30 <sup>th</sup> day of the 1 <sup>st</sup> month of each quarter.	1 <sup>st</sup> installment by 30 <sup>th</sup> April of every year.  2 <sup>nd</sup> Instamnt by 20 <sup>th</sup> October of every year
9.	Admission to various welfare institutitons – Bal/Balika Ashram, Nari Niketans, Old age homes	10 days	20 days	30 days	5 days	With in 5 days, the case will be examined and to be sent to Director.	With in 15 days from the receipt case from DWO.
10	Relief under SC& ST(POA) Rules 1995	No action required at TWO level			---	Within 10days from the receipt of information from Police.	Disbursement of relief to be made with in 10 days by the Executive Magistrate.
11.	Training & Proficiency in computer application & allied activities for SCs/STs/OBCs & Minorities	Advertisement to be issued by 31 <sup>st</sup> July Application by 31 <sup>st</sup> Aug./ Start of training by 15 <sup>th</sup> September			---	Scholarship to the trainees to be drawn and disbursed before 10 <sup>th</sup> of every month	---
12.	Identity card to senior citizens	---do---			---	Issue by DWO within 3 days of receipt of application from TWO/Lok Mitra Kendra/Individual.	---

**Disability Sector**

Sr. No.	Name of the Welfare Scheme	Time frame for delivery of Services					
		Verification of application by TWO			Period for forwarding verified application to DWO	Period fixed for getting approval/sanction from DWC/Competent authority/drawl of funds/transfer of funds to TWO for further disbursement	Period fixed for releasing assistance to beneficiary by TWO
		<30 Educational Institutions	< 70 Educational Institutions	>100 Educational Institutions			
1.	Scholarship to disabled New cases Continuous cases  Funds to be released	10 days  10 days  by 30 <sup>th</sup> June	20 days	30 days	5 days	With in Ist quarter i.e.by 30 <sup>th</sup> June all continuing cases will be cleared. In case of new application, the same will be cleared by 30 <sup>th</sup> day of the Ist month of each quarter.	With in 15 days
2.	Marriage grant to disabled	10 days	20 days	30 days	5 days	With in 90 days all process should be completed & not later than 30 <sup>th</sup> day of the 1 <sup>st</sup> month of each quarter.	With in 15 days
3.	Vocational training to disabled	Advertisement inviting applications to be issued by 1 <sup>st</sup> May. Application complete in all respect will be sent by 1 <sup>st</sup> June to DWOs.				Scrutiny and forwarding of application by DWOs. to concerned ITIs for starting training by	

						1 <sup>st</sup> July		
4.	NPRPD	No action is required at TWO level.			--		Disbursement of assistance to the Executing Agency within 10 days of sanction from state Govt.	
5.	Mentally Retarded Home Una	Verification/Inspection of NGO to be completed by 15 <sup>th</sup> May in case of Ist instalment and 2 <sup>nd</sup> instalment by 15 <sup>th</sup> December.			Recommend the case for Ist instalment by 31 <sup>st</sup> May 2 <sup>nd</sup> instalment by 31 <sup>st</sup> December		Case from Directorate to be sent to Govt. by 15 <sup>th</sup> June for 1 <sup>st</sup> instalment and 15 <sup>th</sup> Jan for 2 <sup>nd</sup> instalment	With in 10 days of sanction by the Govt.
6.	Self employment to disabled	10 days	20 days	30 days	5 days		With in 90 days all process should be completed & be sent to M.D.Minorities Dev. Corporation not later than 30 <sup>th</sup> day of the 1 <sup>st</sup> month of each quarter.	
7.	Inspection of NGOs registered under PWD Act	Ist quarter by 30-4-09 2 <sup>nd</sup> quarter by 30-8-09 3 <sup>rd</sup> quarter by 30-11-09 4 <sup>th</sup> quarter by 28-2-10			Reports to be sent to Directorate within 15 days of inspection.		Not applicable.	Not applicable
8.	Registration of NGOs under PWD Act.	05 days	10 days	15 days	5 days		10 days.	
9.	Awards under the Integrated scheme.	Advertisement to be issued by 1st Sept. and applications called by 30 <sup>th</sup> September			31 <sup>st</sup> Oct.		3rd December	
10.	Awareness generation	Target achieved by quarterly basis						
11.	Appointment of legal guardianship under National Trust Act.	Target achieved by quarterly basis.						
12.	Disability Identity Cards.	--					Within 3 days of complet application	

				from TWO/Lok Mitra Kendra/Individual	
13.	Admission in Mentally Retarded Home Una/ICSA Sundernagar	1. Within a week.	15 days for sending case / representation to Directorate	Within a week of receipt of report from DWO	
14.	Grant in aid cases under PWD Act	Within ten days of receipt of application.	5 days.	Forward to Govt. within 15 days of receipt from DWO	Disbursement within 10 days of receipt of sanction form the Govt.

### ICDS Sector

**Time schedule for major services under ICDS is summarized as under:-**

#### 1. Procurement and distribution of supplementary nutrition.

- Ist meeting-1st week of January- 1st quarter (April to July)
- IInd meeting-1st week of May - 2nd quarter(Aug.to Nov.)
- IIIrd meeting-1<sup>st</sup> week of September-3rd quarter (Dec. to March)
- Sending requirement to HPCSC as per the meeting within 3 days of the meeting.
- Sending requirement to State civil Supplies Corporation as per the meeting- within 3 days of the meeting.
- Publication of tender-within 2 days of the receipt of requirement from directorate.
- Tender opening 21 days-after publication of the tender
- Supply order 4 days-after finalization of tenders
- Supply at godowns 30 days-after the supply order of the HPSCSC
- Joint inspection 2 days-at the District Level Godowns
- Supply to ICDS projects- 4 days
- Supply to the Anganwadi centres - 7 days

#### (2) Pre-School Kits

Activity	Month	Week	Action
1. Supply of Pre-School Kits to the Anganwadi Centres.	June	1 <sup>st</sup> week	Meeting of purchase committee to work out the requirement / items under Pre-School Education kits.
	July	1 <sup>st</sup> week	To send sanction proposal to AD.
		4 <sup>th</sup> week	1. Conduct of meeting of the State Level

			Purchase Committee. 2. To take up matter with Controller Stores for NOC. 3. To take up matter with Controller Printing and Stationery for printing of learning material
	August	2 <sup>nd</sup> week	Calling of tenders by HPSCSC/ publishing of tender notice
	September	2 <sup>nd</sup> week	Meeting for finalization of tenders and approval of samples.
	October	1 <sup>st</sup> week	Issue of supply order to State Civil Supplies Corporation
	October	3 <sup>rd</sup> week	Issue of samples to the concerned DPOs and issue of supply orders by the HPSCSC to the firms.
	November	By 30 <sup>th</sup> November	Completion of the supply.

### 3. Medicine Kits

Activity	Month	Week	Action
1. Supply of Medicine Kits	May	1 <sup>st</sup> week	To send sanction proposal to AD.
	May	4 <sup>th</sup> week	1 Meeting of the selection committee to finalize the medicines.
	June June	1 <sup>st</sup> week 2 <sup>nd</sup> week	Letter to HPSCSC to invite tenders. Calling of tenders by HPSCSC/ publishing of tender notice.
	July	2 <sup>nd</sup> week	Meeting for finalization of tenders and approval of samples.
	July	3 <sup>rd</sup> week	Issue of supply order to State Civil Supplies Corporation.
	July	4 <sup>th</sup> week	Issue of supply orders by the HPSCSC to the firms.
	September	4 <sup>th</sup> week	Completion of supply.

### 4. Filling up of vacancies of Anganwadi Workers and Helpers.

Within 3 months after the finalization of proposed amendments in the related guidelines at govt. level.

**5: Beti Hai Anmol:**

For continued cases, scholarship to be released by 30<sup>th</sup> June. For new cases, within 15 days of receipt of proposals.