

F. No. A.11019/16/2015 - NMPB
Government of India
Ministry of AYUSH
National Medicinal Plants Board

Room No.309, 3rd Floor
B-Block, AYUSH Bhawan
GPO Complex, INA
New Delhi – 110 023.
Telephone No. 2465 1823
Date: 21st July 2016

OFFICE MEMORANDUM

Subject: Citizen's / Client's Charter (2016-17) of the Ministry of AYUSH – reg.

The undersigned is directed to refer to the Ministry of AYUSH's O. M. No.Z.28015/131/2016-PP&C (AYUSH) dated 14th July 2016 on the subject cited above and to enclose herewith the relevant information w.r.t. NMPB as:

- a) Main Services / Transactions – Annexure – A
- b) Service Standards – Annexure – B
- c) Grievance Redress Mechanism – Annexure – C
- d) List of Stakeholders / Clients – Annexure – D
- e) Responsibility Centers and Subordinate Organizations – Annexure – E and
- f) Indicative Expectations from Service Recipients – Annexure – F.

(Ashok Kumar)
Finance & Administrative Officer
NMPB

To:
 Sh. BanamaliNaik
 Under Secretary to the Govt, of India
 Ministry of AYUSH

Copy to: PP & C Section, Ministry of AYUSH

Annexure - A

III. Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible person (Designation)	E-mail	Mobile (Phone No.)	Process	Documents Required	Fees		
								Category	Mode	Amount
18.	Timely approval of the proposals received for Grant-in-aid under the Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.		Dr. N. Padma Kumar, Assistant Adviser (Botany)	Info-nmpb@nic.in	24651824	i) Consideration of the projects in Standing Finance Committee (SFC).	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	Nil	Nil	Nil
19.	Issue of First installment for Projects of Forest Department		Dr. M. S. Rawat, Research Officer (Botany)	Info-nmpb@nic.in	24651301	i) Consideration of proposals of Conservation, JFMC, Herbal Garden etc. in Project Screening Committee-I(PSC). ii) Receipt of application in a prescribed format. iii) Scrutiny of project application	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	Nil	Nil	Nil

						(whether complete in all respects). iv) Obtaining additional information / clarifications. v) Issue of sanction. Release of fund after concurrence of IFD.				
20.	Issue of First installment for Projects of Research & Development (R&D)		Sh. ShahidulKhair, Assistant Research Officer (Pharmacognosy)	Info-nmpb@nic.in	24651828	i) Consideration of R&D proposals in Project Screening Committee-II (PSC). ii) Receipt of application in prescribed format. iii) Scrutiny of project application (whether complete in all respects). iv) Obtaining additional information / clarifications. v) Issue of sanction. Release of fund after concurrence of IFD.	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	Nil	Nil	Nil
21.	Release of Nucleus Centre Grant to State Medicinal Plants Board (SMPB) / Regional Centers.		Dr. N. Padma Kumar, Assistant Adviser (Botany)	Info-nmpb@nic.in	24651825	i) Receipt of requests from the concerned SMPBs. ii) Obtaining additional information / clarifications. iii) Processing of the proposals.		Nil	Nil	Nil
22.	Issue of First installment for Projects of IEC, NGO, Herbal Gardens		Dr. Pawan Kumar Yadav, Research Officer (CP)	Info-nmpb@nic.in	24651825	i) Receipt of application in a prescribed format. ii) Scrutiny of project application	Complete application as per the scheme to be submitted in form given in	Nil	Nil	Nil

						(whether complete in all respects). iii) Obtaining additional information / clarifications. iv) Issue of sanction. Release of fund after concurrence of IFD.	the website: www.nmpb.nic.in			
23.	Release of 2 nd installment for Projects of Forest Department		Dr. M. S. Rawat, Research Officer (Botany)	Info-nmpb@nic.in	24651828	i) Receipt of proposal for release of 2 nd installment. ii) Scrutiny of proposal including UC of 1 st installment with all necessary documents. iii) Progress Report iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any . v) Obtaining concurrence of IFD. vi) Release of next installment.	Utilization Certificate (U.C.) of 1 st installment and all other documents like i) Recommendation from SMPB for all the projects other than Research & Development projects. ii) Statement of Expenditure - * iii) U.C. as per GFR 19A - * iv) Progress Report - * v) Monitoring Report (* - duly signed by Chartered Accountant / Finance Officer)	Nil	Nil	Nil
24.	Release of 2 nd installment for		Sh. ShahidulKhair,	Info-nmpb@nic.in	24651828	i) Receipt of proposal for release	Utilization Certificate (U.C.)	Nil	Nil	Nil

	Projects of Research & Development (R&D)		Assistant Research Officer (Pharmacognosy)			<p>of 2nd installment.</p> <p>ii) Scrutiny of proposal including UC of 1st installment with all necessary documents.</p> <p>iii) Progress Report</p> <p>iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any.</p> <p>v) Obtaining concurrence of IFD.</p> <p>vi) Release of next installment.</p>	<p>of 1st installment and all other documents like</p> <p>i) Recommendation from SMPB for all the projects other than Research & Development projects.</p> <p>ii) Statement of Expenditure - *</p> <p>iii) U.C. as per GFR 19A - *</p> <p>iv) Progress Report -*</p> <p>v) Monitoring Report</p> <p>(* - duly signed by Chartered Accountant / Finance Officer)</p>			
25.	Release of 2 nd installment for Projects of IEC, NGO, Herbal Gardens		Dr. Pawan Kumar Yadav, Research Officer (CP)	Info-nmpb@nic.in	24651825	<p>i) Receipt of proposal for release of 2nd installment.</p> <p>ii) Scrutiny of proposal including UC of 1st installment with all necessary documents.</p> <p>iii) Progress Report</p> <p>iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any.</p> <p>v) Obtaining</p>	<p>Utilization Certificate (U.C.) of 1st installment and all other documents like</p> <p>i) Recommendation from SMPB for all the projects other than Research & Development projects.</p> <p>ii) Statement of Expenditure - *</p> <p>iii) U.C. as per</p>	Nil	Nil	Nil

						concurrency of IFD. vi) Release of next installment.	GFR 19A - * iv) Progress Report -* v) Monitoring Report (* - duly signed by Chartered Accountant / Finance Officer)			
26.	Issues relating to Contractual Farming		Sh. Sunil Dutt, Research Officer (Medicinal Plants / Agronomy)	Info-nmpb@nic.in	24653809	Receipt and Scrutiny of representations from the concerned farmers w.r.t. release of subsidy of contractual farming projects.	Nil	Nil	Nil	

Annexure – B

S. No.	Services / Transaction	Service Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Timely approval of the proposals received for Grant-in-aid under the Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	2	Average time taken from the date of receipt of the fully completed proposals in all respects.		%		Ministry records
2	Issue of First instalment for projects of Forest Department.	2	Average time taken from the date of receipt of the fully completed proposals in all respects.		%		Ministry records
3	Issue of First instalment for projects of Research & Development (R&D).	2	Average time taken from the date of receipt of the fully completed proposals in all respects.		%		Ministry records
4	Release of Projects Grants / Nucleus Centre Grant to State Medicinal Plants Board (SMPB), School and Home Herbal Gardens	2	Average time taken from the date of receipt of the fully completed requests in all respects.		%		Ministry records
5	Issue of First instalment for projects of IEC, NGO, Herbal Gardens.	2	Average time taken from the date of receipt of the fully completed proposals in all respects.		%		Ministry records
6	Release of 2 nd instalment under Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	2	Average time taken from the date of receipt of the fully completed proposals in all respects.		%		Ministry records
7	Release of 2 nd instalment for projects of Forest Department.	2	Average time taken from the date of receipt of the fully completed proposals in all respects.		%		Ministry records
8	Release of 2 nd instalment for projects of Research & Development (R&D).	2	Average time taken from the date of receipt of the fully completed proposals in all respects.		%		Ministry records
9	Release of 2 nd instalment for projects of IEC, NGO, Herbal Gardens.	2	Average time taken from the date of receipt of the fully completed proposals in all respects.		%		Ministry records
10	Issues relating to Contractual Farming	2	Average time taken from the date of receipt of the fully completed representations in all respects.		%		Ministry records

Grievance Redress Mechanism

S.No.	Name of the Public Grievance Officer (NMPB)	Helpline Number	Email	Mobile Number
1.	Dr. N. Padma Kumar, Assistant Adviser (Botany)	011- 24651824	-	9868599861

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1.	State Government / UT Administration
2.	Public Sector and Research Organizations in Central & State level
3.	NGOs
4.	Citizens of India

Annexure – E

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1.	National Medicinal Plants Board (NMPB)	011-24651829	ceo-nmpb@nic.in	-	Room No.309, 3 rd Floor B-Block, AYUSH Bhawan GPO Complex, INA New Delhi – 110 023.

Indicative Expectations from Services Recipients

S.No.	Indicative Expectations from Services Recipients
1.	Detailed proposals alongwith all necessary documents in conformity with the relevant guidelines to facilitate quick decision making by the Department.
2.	Receipt of utilization certificates in the prescribed Performa alongwith all relevant documents.
3.	While implementing, the agencies should strive to promote and propagate main objective of the respective Scheme.

