



सत्यमेव जयते

Government of India

Citizen's / Client's Charter

for

(Ministry of Statistics and Programme
Implementation)

(2016-2017)

Vision Mission

Vision

To be the best and most innovative National Statistical System in the world; and to effectively monitor the programmes and projects for ensuring efficient use of national resources .

Mission

1. To make available reliable and timely statistics and to undertake regular assessment of data needs for informed decision making. 2. To cater to the emerging data needs in a dynamic socio-economic context, to reduce respondent burden and to avoid unnecessary duplication in data collection and publication. 3. To adopt and evolve standards and methodologies for statistics generated by various elements of the National Statistical System and to steer its development for further improvement and bridging data gaps. 4. To ensure and strengthen trust and confidence of all stake holders in the National Statistical System by maintaining confidentiality of data providers and promoting integrity and impartiality of all elements of official statistics . 5. To provide leadership and coordination to ensure harmonious, efficient and integrated functioning of all the elements of the National Statistical System. 6. To continue to assess skill requirement, and develop human resource capacity at all levels of the statistical system. 7. To participate and contribute actively in all international initiatives and to support development of Statistical Systems around the world . 8. To facilitate and monitor infrastructure and large central projects to achieve high performance levels through systems improvement, and adoption of best practices. 9. To facilitate and monitor the implementation of Members of Parliament Local Area Development Scheme (MPLADS), Twenty Point Programme and other programmes and schemes for socio-economic development of the country.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Release of National Accounts Statistics (GDP Estimates)	15	Shri Krishan Chander(Director)	k.chander26@nic.c.in	9911120013 (23746528)	Released on the website of the Ministry and PIB. Further clarification given on email/written request	Submit request in writing or through e-mail	N/A	N/A	N/A
2	Release of Consumer Price Index (CPI)	10	Shri S Maitra(Deputy Director General)	s.maitra@nic.in	9212092587 (23356013)	Released on the website of the Ministry and PIB. Further clarification given on email request	Submit request in writing or through e-mail	N/A	N/A	N/A
3	Release of Index of Industrial Production (IIP)	10	Dr Ashok K Vishandass(Deputy Director General)	vishandass@nic.in	9910905353 (23310721)	Press release on 12th of every month on the website of PIB/MoSPI. Item level data provided through e-mail on written request	Data requests need to be submitted in writing/through e-mail along with details of data required. An undertaking is required to be submitted by the subscriber regarding use of data	As per pricing policy on the website of the Ministry	Cheque/ Draft payable to Pay and Accounts Office, Ministry of	0

Main Services / Transactions

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4	To provide released data /statistics / information/ publications compiled by MoSPI through electronic mode in standard formats	20	Shri Panchanan Das(Deputy Director General)		9861071343 (26109682)	Design, development, uploading and maintenance of the website of the Ministry	Submit request in writing or through e-mail	As per price policy given in Ministry's website	Cheque / draft payable to Pay and Accounts Office, Ministry of	0
5	Advise to Central Ministries, State Governments and UT Administrations on statistical matters	10	Smt. R Savithri(Director)	rsavithri@nic.in	9910610444 (23747130)	Needful done with the approval of competent authority as and when a request is received	Submit request in writing or through e-mail to CAP Division of CSO.	N/A	N/A	N/A
6	Conduct training programmes in official statistics for Central / State / Interenational Organisations	10	Shri Yogendra Singh (Deputy Director General)	yogendra.singh56@nic.in	9910070436 (2328902)	Submit request in writing or through e-mail to Trng. Division / NSSTA of CSO by December for training to be organised in the next financial year for considering the request for inclusion in the	As per the scheme notification published every year on the website of MoSPI	Free	-	0

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
7	Provide internship for two months to selected Postgraduate/Research students of recognized Universities in India once in a year during summer	5	Ms. Rashmi Verma(Director)	verma.rashmi@nic.in	9810805088 (2328902)	Postgraduate/Research students are requested to submit application format for selection while notifying the scheme every year. Selection is done as per terms and conditions notified.	As per the scheme notification published every year on the website of MoSPI	Free	-	0
8	Release of funds under the MPLADs scheme to nodal districts	10	Shri Tapan Mitra(Director)	mplad@nic.in	9868866504 (23344933)	Requisite Documents fulfilling eligibility in the Guidelines to be furnished by the District Authorities	Documents as prescribed in Para 4.3 of the MPLADS Guidelines and as per instructions given by the Ministry from time to time	Free	-	0
9	Release of monitoring reports in respect of large infrastructure projects	5	Shri D. K. Ojha(Director)	dk.ojha@nic.in	9868328203 (23362060)	Published on the website of IPMD www.cspm.gov.in and the website of MoSPI www.mospi.gov.in	Submit request in writing or through e-mail to PI Wing of MoSPI. Information is also available on the website www.cspm.gov.in			

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
10	Release the monitoring reports in respect of Twenty Point Programme- 2006	5	Dr Praveen Shukla (Director)	tpp@nic.in	9958677355 (23376129)	Information is released on this Ministry's website www.mospi.gov.in	Submit request in writing or through e-mail to PI Wing of MoSPI	Free	-	0

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Release of National Accounts Statistics (GDP Estimates)	15.0	Release of Quarterly GDP Estimates after the quarter end		months	3.00	There are many data sources and GDP Estimates are compiled by adopting diifferent approaches.
			Release of Advance Estimate of national Income days before completion of given year the estimates are released		Days	3.00	There are many data sources and GDP Estimates are compiled by adopting diifferent approaches.
			Release of first Revised Estimate of National income for a given year		Months	3.00	There are many data sources and GDP Estimates are compiled by adopting diifferent approaches.
			Publication of Annual National Accounts Statistics from the release of first Revised Estimate		Months	6.00	There are many data sources and GDP Estimates are compiled by adopting diifferent approaches
2	Release of Consumer Price Index (CPI)	10.0	Release of Consumer Price Indices (CPI), State wise and All India, separately for rural and urban and also combined for a given month		Days	10.00	Rural Price Data collected from 1181 selected villages by Department of Posts. Regular price and rent data in urban areas are collected from 1114 markets from 310 towns
3	Release of Index of Industrial Production (IIP)	10.0	Release of monthly Index of Industrial Production (IIP) for a given month		Days	10.00	Data for IIP is provided by 16 central government Ministries/Departments/Organisations which have administrative control on the industry units under their domain such as Department
4	To provide released data /statistics / information/ publications compiled by MoSPI through electronic mode in standard formats	20.0	Meta data to be indicated in every publication/ release		Number	4.00	Data sources are many. Details for each information/publication would be available in the related documents.
			Quarterly Data/ Reports		Days	4.00	Data sources are many. Details for each information/publication would be available in the related documents.

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Monthly data		Days	4.00	Data sources are many. Details for each information/publication would be available in the related documents.
			Annual Data/ Reports		Months Months	4.00	Data sources are many. Details for each information/publication would be available in the related documents.
			Data Users Conference		Number	4.00	Data sources are many. Details for each information/publication would be available in the related documents.
5	Advise to Central Ministries, State Governments and UT Administrations on statistical matters	10.0	Advise on receipt of the query		Weeks	10.00	Ministry records and consultation with subject matter Divisions within the Ministry.
6	Conduct training programmes in official statistics for Central / State / Interenational Organisations	10.0	Training Calendar - by March of a year for the next financial year starting from 1st April		Date	5.00	Ministry records
			Number of weeks of training organized		Weeks	5.00	Ministry records
7	Provide internship for two months to selected Postgraduate/Research students of recognized Universities in India once in a year during summer	5.0	Number of internships provided		Number	5.00	Ministry records
8	Release of funds under the MPLADs scheme to nodal districts	10.0	Release of funds on receipt of the proposal, complete in all respects.		Days	10.00	District Authorities
9	Release of monitoring reports in respect of large infrastructure projects	5.0	Monthly Infrastructure Sector Performance Reports		Weeks	2.50	Administrative Ministies/CPU's

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Monthly Flash Report on Infrastructure Projects		Weeks	2.50	Administrative Ministries/CPUs
10	Release the monitoring reports in respect of Twenty Point Programme-2006	5.0	Quarterly Reports on TPP		Weeks	2.50	Central Nodal Ministries/States/Uts
			Annual Reports on TPP		Months	2.50	Central Nodal Ministries/States/Uts

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 Arun Kumar Yadav, Joint Secretary	23746725	js-mospi@nic.in	9599229396
2	Shri Lalitana Chhangte, Deputy Secretary	23340139	lallana.chhangte@nic.in	9968500357
3	Shri Sanjay, Under Secretary	23366167	sanjay.66@nic.in	9810553369

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Members of Parliament
2	Central Government Ministries / Departments, PSUs and Organisations.
3	State Governments / UT Administrations / Local Self Governments and Organisation
4	International Agencies / Research Institutions / Organisations and non-Governmental organisations (NGOs)
5	Media, Researchers and Individual Citizens

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Indian Statistical Institute, Kolkata	25752500	isi.cal@nic.in		203, Barrackpore Trunk Road, Kolkata-700108

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Specific written request with full documentation including relevant details with address,phone number and e-mail id.
2	District Authorities should see that they satisfy MPLAD guidelines for release before applying for release
3	Feedback on the Services Provided