



Citizen's / Client's Charter

for

Government of India

(Ministry of Statistics and Programme
Implementation)

(As on 15th June 2015)

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

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

CITIZEN'S CHARTER					
Main Services/Transactions					

Sl.No.	Services/Transactions	Weight(%)	Responsible Person(Designation)	Email	Mobile (Phone)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Release of National Accounts Statistics (GDP Estimates)	10	Ms. P Bhanumati, Director	p.bhanumati@nic.in	9868213559 23364374	Released on the website of the Ministry and PIB. Further clarification given on email/written request	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 Statistics	0
2	Release of Consumer Price Index (CPI)	10	Shri E. Dasarathan Deputy Director General	e.dasarathan@nic.in	9013965684 24672033	Released on the website of the Ministry and PIB. Further clarification given on email request	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 Statistics	0
3	Release of Index of Industrial Production (IIP)	10	Shri Satyabrata Chakrabarti Deputy Director General	satyabrata.c@nic.in	9811283694 23312241	Released on the website of the Ministry and PIB. Further clarification given on email request	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 0
4	To provide released data /statistics / information / publications compiled by	20	Shri P. C. Mohanan	pc.mohanan@nic.in	9818203488	Submit request in writing or through e-mail				

	Information/ publications compiled by MoSPI through electronic mode in standard formats		Deputy Director General	n	26109682	writing or through e-mail	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 Statistics	0
5	Advise to Central Ministries, State Governments and UT Administrations on statistical matters	10	Dr. P C Mishra Director	pc.mishra@gov.in	9911120039 23747133	Submit request in writing or through e-mail to CAP Division of CSO.	Submit request in writing or through e-mail to CAP Division of CSO.	Free	-	0
6	Conduct training programmes in official statistics for Central / State / International Organisations	15	Shri Yogendra Singh Dy. Director General	yogendra.singh56@nic.in	9910070436 0120-2328902	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	Submit request in writing or through e-mail to Trng. Division / NASA of CSO by December for training to be organised in the next financial year for considering the request for inclusion	Free	-	0
7	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	Free	-	0
8	Release of monitoring reports in respect of large infrastructure projects	5	Sh. D.K. Ojha, Director	dk.ojha@nic.in	9868328203 23362060	Submit request in writing or through e-mail to PI Wing of MOSPI. Information is also available on the website www.cspm.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 and	Free	-	0

9	Release the monitoring reports in respect of Twenty Point Programme- 2006	5	Sh. Mitter Sain, Director	tpp@nic.in	9810214696 23376129	Submit request in writing or through e-mail to PI Wing of MOSPI. Information is also available on the website www.mplads.gov.in/tpp2006/index .	www.mplads.gov.in/tpp2006/index.htm	Free	-	0
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Service Standards

Sl.No.	Service/Transaction	Weight	Success Indicator	Service	Unit	Weight	Data Source			
1	Release of National Accounts Statistics (GDP Estimates)	15	Release of Quarterly GDP Estimates after the quarter end	2	Months	3	There are many data sources and GDP Estimates are compiled by adopting diiferent			
			Release of Advance Estimate of national Income days before completion of given year the estimates are released	51	Days	3	There are many data sources and GDP Estimates are compiled by adopting diiferent approaches			
			Release of first Revised Estimate of National income for a given year	10	Months	3	There are many data sources and GDP Estimates are compiled by adopting diiferent			
			Publication of Annual National Accounts Statistics from the release of first Revised Estimate	7	Months	6	There are many data sources and GDP Estimates are compiled by adopting diiferent			

2	Release of Consumer Price Index (CPI)	10	Release of Consumer Price Indices(CPI), State wise and All India, separately for rural and urban and also combined for a given month	12	Days	10	Rural Price Data collected from 1181 selected villages by Department of Posts. Regular price data are collected from 1114 markets from 310 selected towns and rent data from			
3	Release of Index of Industrial Production (IIP)	10	Release of monthly Index of Industrial Production (IIP) for a given month	42	Days	10	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 of Industrial Policy and Promotion.			
4	To provide released data /statistics / information/ publications compiled by MoSPI through electronic mode in standard formats	20 (Combined weighr for both 4 (a) and 4 (b))	Quarterly Data / Reports	90	Days	4	Data sources are many. Details for each information/publi cation would be available in each			
			Monthly data	45	Days	4	Data sources are many. Details for each information/publi cation would be available in each			

			Annual Data / Reports	18	Months	4	Data sources are many. Details for each information/publication would be available in each			
5	To provide information on the release by MOSPI to all stakeholders		Data Users Conference	1	Number	4	Data sources are many. Details for each information/publication would be available in each			
			Meta data to be indicated in every publication/release	5	Number	4	Data sources are many. Details for each information/publication would be available in each			
6	Advise to Central Ministries, State Governments and UT Administrations on statistical matters	10	Advise on receipt of the query	6	Weeks	10	Ministry records and consultation with subject matter Divisions within the			
7	Conduct training programmes in official statistics for Central / State / International Organisations	15	Training Calander - by March of a year for the next financial year starting from 1st April	By March end	Date	7.5	Ministry records			
			Number of weeks of training organized	66	Weeks	7.5	Ministry records			
8	Release of funds under the MPLADs scheme to nodal districts	10	Release of funds on receipt of the proposal, complete in all respects	30	Days	10	District Authorities			
9	Release of monitoring reports in respect of large infrastructure projects	5	Monthly Infrastructure Sector Performance Reports	8	Weeks	2.5	Administrative Ministries / CPUs			
			Monthly Flash Report on Infrastructure Projects	8	Weeks	2.5	Administrative Ministries / CPUs			
10	Release monitoring reports in respect of Twenty Point Programme- 2006	5	Annual Reports on TPP	10	Months	2.5	Central Nodal Ministries/States/			
			Quarterly Reports on TPP	10	Weeks	2.5	Central Nodal Ministries/States/			
Grievance Redress Mechanism										

