

Citizen's/ Stakeholder's Charter of NITI Aayog

VISION and MISSION

1. Vision

To provide data based policy inputs for making India the 3rd largest economy by 2047 while achieving Sustainable Development Goals including employment for all by 2030 through transparent governance; effective and accountable public delivery services; fostering competitive and cooperative federalism and nurturing a robust eco-system for innovation and frontier technologies .

2. Mission

For achieving this vision, NITI Aayog would provide specialized inputs – strategic, functional and technical to Prime Minister and the Government at all levels (Centre as well as States). The policy interventions would include but not limited to agriculture, social sectors (including nutrition, health, education and social upliftment), innovation, frontier technologies, manufacturing & services sectors, smart urbanization, mobility, clean energy, improved governance, development of aspirational districts and so on. While doing so, the following objectives of NITI Aayog as indicated in the Cabinet Resolution dated January 1, 2015 for setting up of NITI Aayog would be kept in view:-

- (i) To evolve a shared vision of national development priorities, sectors and strategies with the active involvement of States in the light of national objectives.
- (ii) To foster cooperative federalism through structured support initiatives and mechanisms with the States on a continuous basis, recognizing that strong States make a strong nation.
- (iii) To develop mechanisms to formulate credible plans at the village level and aggregate these progressively at higher levels of government.
- (iv) To ensure, on areas that are specifically referred to it, that the interests of national security are incorporated in economic strategy and policy.
- (v) To pay special attention to the sections of our society that may be at risk of not benefitting adequately from economic progress.
- (vi) To design strategic and long term policy and programme frameworks and initiatives, and monitor their progress and their efficacy. The lessons learnt through monitoring and feedback will be used for making innovative improvements, including necessary mid-course corrections.

- (vii) To provide advice and encourage partnerships between key stakeholders and national and international like-minded Think Tanks, as well as educational and policy research institutions.
- (viii) To create a knowledge, innovation and entrepreneurial support system through a collaborative community of national and international experts, practitioners and other partners.
- (ix) To offer a platform for resolution of inter-sectoral and inter-departmental issues in order to accelerate the implementation of the development agenda.
- (x) To maintain a state-of-the-art Resource Centre, be a repository of research on good governance and best practices in sustainable and equitable development as well as help their dissemination to stake-holders.
- (xi) To actively monitor and evaluate the implementation of programmes and initiatives, including the identification of the needed resources so as to strengthen the probability of success and scope of delivery.
- (xii) To focus on technology up-gradation and capacity building for implementation of programmes and initiatives.
- (xiii) To undertake other activities as may be necessary in order to further the execution of the national development agenda, and the objectives mentioned above.

STAKEHOLDERS AND SERVICE STANDARDS/ TIMELINES

3. Stakeholders

Achieving the Vision requires efforts across multiple fronts and through collaborative and competitive federalism, working not only with Central Ministries, State Governments and third tier of the Government, but also other stakeholders viz. academia, think tanks, foreign Governments, multilateral institutions, civil society organisations/ NGOs, Public Sector Enterprises, Autonomous Bodies, industry associations, representatives of public (elected or otherwise) and other relevant organizations or citizens at large. For specific initiatives such as Atal Innovation Mission, the clients would also include schools (for setting up Tinkering Labs) and specified organisations seeking assistance for setting up Incubation Centres. Besides, for NGO Darpan portal, NITI Aayog receives online applications from NGOs seeking registration. Under research scheme, applications are received for conduct of research studies (solicited or unsolicited), for organizing workshops, seminars, as also for non-financial logo support.

4. Timelines/ Service Standards

NITI Aayog strives to adhere to timelines as prescribed as per guidelines issued by the Government from time to time with regard to references including for proposals for Expenditure Finance Committee, Standing Finance Committee, policy matters from Ministries, State Governments and various other references from Members of Parliament, Members of State Legislatures, industry associations, academia, think tanks and citizens at large. For certain categories such as EFC/ SFC/ Cabinet Committee notes, references from prescribed by the Government and applicable to all Ministries/ Departments. If no such time limit is prescribed, NITI endeavours to respond within a maximum period of 30 working days. Subject wise service standards in terms of responses is given in the following table:-

Sl.No.	Services Rendered	Clients/stake holders	Service Standard (working days unless specified)
	Atal Tinkering Labs (ATLs)		
1	Shortlist announcement of ATL Applicants from day of closure of ATL application on website	Schools (minimum Grade VI – X) managed by Government, local body or private trusts/society.	90 days
2	Disbursement of Grant from day of receipt of all valid documents from ATL Applicant		45 days subject to availability of funds
3	Response to any query from ATL applicant		5 days
	Atal Incubation Centres (AICs)		
4	Shortlist announcement of AIC Applicants from day of closure of AIC application on website	Universities, industry, social enterprises, and research institutions.	90 Days
5	Disbursement of Grant from day of receipt of all valid documents from ATL Applicant		45 days subject to availability of funds
6	Response to any query from AIC Applicant		5 days
	NGO Darpan Portal		
7	Providing Registration/Unique Identification No upon uploading documents & verification of credentials	Voluntary Organisations/ Non GovernmentalOrganisations	48 hours
8	Change in NGO information/credentials e.g. PAN number, Officer Bearers, Contact details etc.		7 days
9	Allowing Branch Offices of Parent Organization to Sign-Up on NGO Darpan Portal using PAN number of parent body.		10 days

Sl.No.	Services Rendered	Clients/stake holders	Service Standard (working days unless specified)
10	Delete/ Archive/Retrieve of NGOs/ VOs on request from head of the Organization.		7 days
	Research Scheme of NITI Aayog		
11	Examination of proposals of research studies	Academic institutes, Research organizations, Autonomous bodies, Consulting firms, Think Tanks and others	45 days
12	Examination of proposals for seminar grants		30 days
13	Release of first instalment after issuance of Letter of Approval and completion of formalities		15 days
14	Release of last instalment after closure of study and completion of formalities		30 days
15	Examination of proposals for logo support		15 days

5. Grievance Redressal and applications under RTI Act

5.1 An internal system (based on CPGRAMS) is in place to streamline the process of acceptance of letters, statements, queries, or other correspondence, and respond in a manner prescribed as per guidelines of CPGRAMS. For all other grievances received directly by NITI Aayog, endeavor shall be to examine the same and respond to the applicant within 30 working days.

5.2 For Grievance Redressal the existing portal may be used by clicking on to <https://pgportal.gov.in/>

5.3 There is an elaborate system in place for furnishing information sought by citizens under Right to Information (RTI) Act within the timelines prescribed under the Act. Steps have also been taken for *suo moto* disclosures under the RTI Act, details of which are available at the NITI website viz. niti.gov.in. For filing of RTI applications the existing portal may be used by clicking on to <https://rtionline.gov.in/>

6. NODAL OFFICERS

6.1 NITI Aayog has appointed nodal officers for specific areas of public importance. The concerned officers and their coordinates are set out below. The citizens are requested to contact the relevant officers basis their queries or grievances for early response/ resolution.

Sl.No.	Subject	Nodal Officer	Address (Room No., NITI Aayog)	Email	Telephone
1	RTI Act related queries	Sh Shiv Singh Meena, Director	277	Shiv.singh@nic.in	23096526
2	Grievance Redressal	Sh J.K Kerketta, Under Secretary	459	jk.kerketta@nic.in	23096527
3	Atal Innovation Mission related queries	Sh Pitambar Sahoo, Under Secretary	C-035	sahoop.39@gov.in	23042809
4	DMEQ related queries	Sh D Bandyopadhyay, Dy Secretary	452	d.bandyopadhyay@nic.in	23096256
5	Research related queries	Dr. B Bishoi, Dy Adviser	463	b.bishoi@gov.in	23096768
6	NGO Darpan	Dr. S B Muniraju, Dy Adviser	301	mrju.sb@gov.in	23096604
7	Vigilance related matters	Ms. Deepika Lohia Aran, Director and CVO	220-B	deepika.lohia@nic.in	23096507
