



Citizen's / Client's Charter for

(Ministry of New and Renewable Energy)

(2013-2014)

Address	Block No. 14, CGO Complex, Lodi Road, New Delhi
Website ID	http://mnre.gov.in
Date Of Issue	December 2013
Next Review	December 2014

Vision Mission

Vision

New and Renewable Energy to be a significant source in furtherance of the national aim of energy security and energy independence

Mission

Develop, demonstrate and commercialize technologies for harnessing new and renewable energy sources in close concert with corporate, scientific and technical institutions.

Replace use of different fossil fuels wherever possible, and increase access to electricity/lighting in remote and rural areas, through Renewable Energy Systems

Increase the contribution of Renewable Energy in the total energy mix of the country to 6 per cent by 2022, with about 12 per cent contribution to total electricity mix by 2016-17.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar PV Off grid sector.	2	Dr. G. Prasad(Scientist- 'E' / Director)	g.prasad@nic.in	9810730791 (24361151)	1) Submit proposal to Director concerned in MNRE; 2) Director to mark proposal to Technical Officer concerned; 3) Technical Officer to process for approval of Group Head; 4) Group head to seek financial concurrence of IFD; 5) Division to seek approval of competent authority; 6) Division to issue sanction for release of CFA.	1) Detailed Project Report including details of developers and beneficiaries;2)Land availability (shadow free); 3)Cost of project estimate/cost breakups;4)Beneficiaries' contribution;5)Commitment to meet expenditure on long term operation and maintenance;6)Commitment to meet expenditure on repairs and battery replacements,if required.	N/A	N/A	N/A
2	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Thermal Off-grid – Low Temperature sector.	2	Ms. Veena Sinha(Director)	veena.sinha@nic.in	9717233500 (24362488)	Same as above	-DO-	N/A	N/A	N/A
3	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Thermal Off-grid – High Temperature sector.	2	Dr. R.P. Goswami(Scientist - E/ Director)	rp.goswami@nic.in	9868670870 (24368915)	Same as above.	-DO-	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Solar PV Grid & ST Power projects.	2	Dr. A.K. Varshney(Scientist - 'F'/ Director)	ak.varshney@nic.in	9968285494 (24360885)	Same as above.	- DO -	N/A	N/A	N/A
5	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biogas sector.	2	Dr. G.L. Meena(Scientist - 'F'/ Director)	gl.meena@nic.in	9968517010 (24368904)	Same as above.	- DO -	N/A	N/A	N/A
6	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass sector.	2	Dr. D.K. Khare(Scientist - 'F'/ Director)	dkkhare@nic.in	9810297898 (24363402)	Same as above.	- DO -	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
7	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Waste to Energy sector.	2	Shri B.R. Mishra(Scientist - 'E'/ Director)	mishra.br@nic.in	9968660066 (24368903)	Same as above.	- DO -	N/A	N/A	N/A
8	Timely approval/ disposal of proposals complete in all aspects received from States for release of financial support [Central Financial Assistance] from Ministry for Projects in Small Hydro Power sector.	1	Dr. B.K. Bhatt(Scientist - 'F'/ Advisor)	bkbhatt@nic.in	9868886752 (24368901)	Same as above	-DO-	N/A	N/A	N/A
9	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Small Hydro Non-Governmental Projects, Water Mills/ Micro-hydel State Sector Projects.	1	Dr. H.R. Khan(Scientist - 'F' / Director)	hrkhan@nic.in	9958827884 (24368917)	Same as above	- DO -	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
10	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Wind Energy including Hybrid systems sector.	2	Dr. Dilip Nigam(Scientist - "F" / Director)	dilipnigam@nic.in	9891184867 (24368911)	Same as above.	- DO -	N/A	N/A	N/A
11	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Battery Operated Vehicles sector.	2	Dr. Sohail Akhtar(Scientist - "F"/ Director)	sohaliakhtar@nic.in	9868853750 (24368906)	Same as above	- DO -	N/A	N/A	N/A
12	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Energy access including RVE and other schemes.	2	Ms. Veena Sinha(Director)	veena.sinha@nic.in	9717233500 (24362488)	Same as above.	- DO -	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
13	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass Power sector.	2	Dr. D.K. Khare(Scientist - "F" / Director)	dkkhare@nic.in	9810297898 (24363402)	Same as above.	- DO -	N/A	N/A	N/A
14	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass-Power Bagasse, Non-Bagasse and Geo-Thermal Energy programmes.	2	Dr. R.N. Sawant(Scientist - "F" / Director)	rnsawant@nic.in	9013074394 (24361292)	Same as above.	- DO -	N/A	N/A	N/A
15	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Cities, Green building sector.	2	Dr. A.K. Tripathi(Scientist - "F" / Director)	aktripathi@nic.in	9810880378 (24363035)	Same as above.	- DO -	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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16	Timely approval/ disposal of complete proposals for support related to Research & Development activities by institutions and industry. Release of subsequent funds for R&D Projects in SPV & Solar Thermal sectors.	5	Shri I.P. Singh(Scientist - "E"/ Director)	ipsingh@nic.in	9818657833 (24368902)	(1) Submit proposal to Director; (2) Technical division concerned to examine the proposals & seek comments of experts. (3) Review by Experts for comments. (4) Visit to Project Sites by two Experts for projects involving an outlay of more than Rs. 1.00 Crore (5) Consideration by PAC (6) Group Heads to seek financial concurrence of IFD (7) Seek approval of competent authority (8) Issue of Sanction and Release of funds	Project proposal in the given format as available at the MNRE's Website.	N/A	N/A	N/A
17	Timely approval/ disposal of complete proposals for support related to Research & Development activities by institutions and industry. Release of Subsequent funds for R&D Projects other than SPV & Solar Thermal sectors.	5	Shri I.P. Singh(Scientist - "E" / Director)	ipsingh@nic.in	9818657833 (24368902)	(i). Submit proposal to Director (R&D CDN) (ii). Director R&D Coordination to forward proposal to Technical Division concerned. (iii). Technical division to examine the proposals & seek comments of experts. (iv). Review by Experts for comments. (v). Visit to Project Sites by two Experts for projects involving an outlay of more than Rs. 1.00 Crore (vi). Consideration by PAC (vii). Group Heads to seek financial concurrence of IFD (viii). Seek approval of competent authority (ix). Issue of Sanction and Release of funds	Project proposal in the given format as available at the MNRE's Website.	N/A	N/A	N/A
18	Approval / disposal of complete proposals for financial support received from stakeholders for I&PA Programmes in the area of new and renewable energy.	2	Dr. Rajesh Dube(Scientist - "F"/ Director)	rdube@nic.in	8826247248 (24368909)	(1). Examine proposal in Division (2). Seek approval of Group Head (3). Group Head to seek Financial concurrence (4). Division to process for approval of competent authority (5). After approval Division to issue sanction and release of funds.	As per format (available at website of MNRE) for submission of proposals seeking financial grants and non- financial approvals for organizing programmes.	N/A	N/A	N/A

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
19	Approval / disposal of complete proposals for financial support received from stakeholders for organizing seminars, workshops, conferences in the area of new and renewable energy.	2	Dr. Rajesh Dube(Scientist - "F"/ Director)	rdube@nic.in	8826247248 (24368909)	(1). Examine proposal in Division (2). Seek approval of Group Head (3) Group Head to seek Financial concurrence (4) Division to process for approval of competent authority (5) After approval Division to issue sanction and release of funds.	As per format (available at website of MNRE) for submission of proposals seeking financial grants and non- financial approvals for organizing seminars.	N/A	N/A	N/A
20	Approval /disposal of complete proposals for financial support from stakeholders to training programmes / Workshops proposals for skilled manpower development for HRD in RE sector.	4	Dr. P. C. Pant(Scientist - "E"/ Director)	pcpant@nic.in	9891721533 (24365496)	(a). Submit proposal to Division Head (b). Processing of proposal by the Division for approval of Group Head (c). Group Head to seek financial concurrence (d). Submission for approval of competent authority (e). Issue of sanction and release of funds	Registration certificate & bank details from private individuals and NGOs.	N/A	N/A	N/A
21	Release of funds for re-financing to NABARD and other Financial Institutions including IREDA in SPV Off Grid Systems.	3	Dr. G. Prasad(Scientist - "E"/ Director)	g.prasad@nic.in	9810730791 (24361151)	(1) Submit Proposal to Division Head. (2) Processing by Technical Div. concerned for approval of Group Head. (3) Processing for approval of competent authority (4) Issue of sanction order and release of funds	(1). Detailed action plan including guidelines for implementation of the Project; and (2). Utilization certificate	N/A	N/A	N/A

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								Category	Mode	Amount
22	Release of funds for re-financing to Financial Institutions including IREDA in SPV GBI.	3	Dr. A.K. Varshney(Scientist - "F" / Director)	akvarshney@nic.in	9968285494 (24360885)	Same as Above.	Same as Above.	N/A	N/A	N/A
23	Issue of concessional custom excise exemptions certificates in Solar PV Off grid sector.	2	Shri A.N. Srivastava(Director)	adityanand.s@nic.in	9811139432 (24363498)	(1). Submit Proposal to Director. (2). Processing by Technical Div. concerned for approval of Group Head (3). Processing for seeking approval of competent authority (4). Issue of certificate	a) Copy of detailed project report;b) Land deeds;c) Power purchase agreement;d)List of material to be used in power plant for which concessional and excise exemption certificates are required.	N/A	N/A	N/A
24	Issue of concessional custom excise exemptions certificates in ST and SPV Grid Connected sector.	2	Shri A. N. Srivastava(Director)	adityanand.s@nic.in	9811139432 (24363498)	Same as above.	Same as above.	N/A	N/A	N/A

Main Services / Transactions

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25	Issue of concessional custom excise exemptions certificates in Wind Energy sector.	2	Er. J.P. Singh(Scientist - "F" / Director)	jp.singh.mnre@nic.in	9811480790 (24361920)	Same as above.	Same as above.	N/A	N/A	N/A
26	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Solar PV and Solar Thermal sectors.	1	Dr. A.K. Varshney(Scientist –"F"/ Director)	akvarshney@nic.in	9968285494 (24360885)	(1) Director to forward proposal to Technical Division concerned for processing; (2) Examination of proposal by Technical Division; (3) Processing for approval of Group Head; (4) Division to seek financial approval of IFD; (5) Approval of competent Authority; (6) Issue of sanction order and release of funds.	Project proposal with identification of site and financial requirements.	N/A	N/A	N/A
27	Timely approval/ disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy for Small Hydro Projects.	1	Dr. H.R. Khan(Scientist - "F"/ Director)	hrkhan@nic.in	9958827884 (24368917)	Same as above.	Same as above.	N/A	N/A	N/A

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								Category	Mode	Amount
28	Timely approval/ disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Wind Energy sector.	1	Dr. Dilip Nigam(Scientist - "F" / Director)	dilipnigam@nic.in	9891184867 (24368911)	Same as above.	Same as above.	N/A	N/A	N/A
29	Timely approval/ disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Biogas sector.	1	Dr. G.L. Meena(Scientist - "F"/ Director)	gl.meena@nic.in	9968517010 (24368902)	Same as above.	Same as above.	N/A	N/A	N/A
30	Response to technical queries from citizens/clients in Solar PV Off grid sector.	1	Dr. G. Prasad(Scientist - "E" / Director)	g.prasad@nic.in	9810730791 (24361151)	(1) Submit query/ communication to Director concerned in MNRE (2) Director to mark query / communication to Technical Officer concerned (3) Technical Officer to process for approval of Group Head (4) Division to issue response letter	No specific document required.	N/A	N/A	N/A

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								Category	Mode	Amount
31	Response to technical queries from citizens/clients in the Solar Thermal off Grid - Low Temperature sector.	1	Ms Veena Sinha(Director)	veena.sinha@nic.in	9717233500 (24362488)	Same as above.	Same as above.	N/A	N/A	N/A
32	Response to technical queries from citizens/clients for Solar thermal Off Grid – High Temperature Sector.	1	Dr. R.P. Goswami(Scientist - "E"/ Director)	rp.goswami@nic.in	9868670870 (24368915)	Same as above.	Same as above.	N/A	N/A	N/A
33	Response to technical queries from citizens/clients in the field of Solar PV Grid & ST Power projects.	1	Dr. A.K. Varshney(Scientist - "F"/ Director)	akvarshney@nic.in	9968285494 (24360885)	same as above.	Same as above.	N/A	N/A	N/A

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
34	Response to technical queries from citizens/clients in Biogas sector.	1	Dr. G.L. Meena(Scientist - "F" / Director)	gl.meena@nic.in	9968517010 (24368904)	Same as above.	Same as above.	N/A	N/A	N/A
35	Response to technical queries from citizens/clients in Biomass sector.	1	Dr. D.K. Khare(Scientist - "F" / Director)	dkkhare@nic.in	9810297898 (24363402)	Same as above.	Same as above.	N/A	N/A	N/A
36	Response to technical queries from citizens/ clients in Waste to Energy sector.	1	Shri B.R. Mishra(Scientist - "E"/ Director)	mishra.br@nic.in	9968660066 (24368903)	Same as above.	Same as above.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
37	Response to technical queries from citizens/clients for Small Hydro Projects in States including PM's package in Ladakh.	0.5	Dr. H.R. Khan(Scientist - "F" / Director)	hrkhan@nic.in	9958827884 (24368917)	Same as above.	Same as above.	N/A	N/A	N/A
38	Response to technical queries from citizens/clients for Small Hydro Non-Government Projects. Water Mills/ Microhydel State Sector Projects including PM's package in Arunachal Pradesh.	0.5	Dr. B.K. Bhatt(Scientist - "F" / Director)	bkbhatt@nic.in	9868886752 (24368901)	Same as above.	Same as above.	N/A	N/A	N/A
39	Response to technical queries from citizens/ clients in the field of Wind Energy including Hybrid systems.	1	Dr. Dilip Nigam(Scientist - "F" / Director)	dilipnigam@nic.in	9891184867 (24368911)	Same as above.	Same as above.	N/A	N/A	N/A

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
40	Response to technical queries from citizens/clients for Battery Operated Vehicles.	1	Dr. Sohail Akhtar(Scientist - "F" / Director)	Sohaliakhtar@nic.in	9868853750 (24368906)	Same as above.	Same as above.	N/A	N/A	N/A
41	Response to technical queries from citizens/clients in the Energy access and other schemes including RVE sector.	1	Ms. Veena Sinha(Director)	veena.sinha@nic.in	9717233500 (24362488)	Same as above	same as above.	N/A	N/A	N/A
42	Response to technical queries from citizens/clients in Biomass Power Bagasse, Non-Bagasse and Geo-Thermal Energy Sectors.	1	Dr. R.N. Sawant(Scientist - "F" / Director)	rnsawant@nic.in	9013074394 (24361292)	Same as above.	Same as above.	N/A	N/A	N/A

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43	Response to technical queries from citizens/clients on New Technology Proposals.	1	Dr. M.R. Nouni(Scientist - "F" - Director)	mmouni@nic.in	(24368914)	Same as above.	Same as above.	N/A	N/A	N/A
44	Response to queries from stakeholders in NSM Misc. matters and taxation in solar.	1	Shri A.N. Srivastava(Director)	adityanand.s@nic.in	9811139432 (24363498)	Same as above.	Same as above.	N/A	N/A	N/A
45	Response to technical queries from citizens/clients in Solar Cities and Green building sectors.	1	Dr. A.K. Tripathi(Scientist - "F" / Director)	aktirpathi@nic.in	9810880378 (24363035)	Same as above.	Same as above.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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46	Responses to State Governments/ Institutions on policy matters.	5	Dr. Praveen Saxena(Scientist - 'G'/ Advisor)	psaxena@nic.in	9871119101 (24362706)	(1) Processing in the Division for approval of Group Head; (2) Approval of Competent authority; (3) Issue of response letter to State Govt.	No specific document required.	N/A	N/A	N/A
47	Prompt grievance redressal: Average time taken to acknowledge grievance received electronically through CPGRAMs portal / Ministry's portal.	2	Shri Girish Kumar(Director (PG))	gkumar.mnre@nic.in	9717493267 (24365619)	(1) Issue of acknowledgement (2) Forwarding of Grievance to Division Head concerned	No specific document required.	N/A	N/A	N/A
48	Prompt grievance redressal: Average time taken to send communication for additional information.	2	Shri Girish Kumar(Director (PG))	gkumar.mnre@nic.in	9717493267 (24365619)	Concerned Division to examine the Grievance and seek additional information, if any, required.	Same as above.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
49	Prompt grievance redressal: Average time taken for grievance settlement.	3	Shri Girish Kumar(Director (PG))	gkumar.mnre@nic.in	9717493267 (24365619)	(1) Forwarding of grievance to Division Head concerned; (2) Processing by Division concerned; (3) Division head to seek approval of the competent authority; (4) Response to the petitioner.	Same as above.	N/A	N/A	N/A
50	Prompt grievance redressal: Average time taken for grievance settlement involving policy issues	3	Shri Girish Kumar(Director (PG))	gkumar.mnre@nic.in	9717493267 (24365619)	(1) Forwarding of grievance to Division head concerned (2) Processing by Division for approval of Group Head (3) Response to the petitioner.	No specific document required.	N/A	N/A	N/A
51	Timely response to grievances received from clients/citizens by Post/Fax.	2	Shri Girish Kumar(Director (PG))	gkumar.mnre@nic.in	9717493267 (24365619)	(1) Issue of acknowledgement (2) Forwarding of communication to Division head. (3) Technical Division to process Grievance and send response.	No specific document required.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
52	Prompt answers to telephone calls between 9:30 a.m. and 5:30 p.m. on Ministry General number including hold time.	1	Shri Suresh Kumar(Under Secretary (Adm))	suresh.kr@nic.in	9911125544 (24362369)	Telephone operator to forward the call to the officer concerned.	No specific document required.	N/A	N/A	N/A
53	Prompt payment to vendors for invoices Submitted: Average time taken to inform deficiencies in the documents submitted in writing.	2	Shri Suresh Kumar(Under Secretary (Adm))	suresh.kr@nic.in	9911125544 (24362369)	(1) Processing of invoice in section (2) Issue of letter to vendor intimating discrepancies.	Depending upon the discrepancies found in the invoice.	N/A	N/A	N/A
54	Prompt payment to vendors for invoices submitted: Average time taken to make the payment from the date of receipt of complet documents.	3	Shri Suresh Kumar(Under Secretary (Adm))	suresh.kr@nic.in	9911125544 (24362369)	(1) Processing of invoice in section for clearance of payment; (2) Preparation of Bills in Cash Branch; (3) Submission of Bill to P&AO; and (4) Clearance of bill by P& AO and issue of cheque to vendor	Pre-receipt of the bill amount.	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar PV Off grid sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/ Dispatch Register
2	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Thermal Off-grid – Low Temperature sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/ Dispatch Register
3	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Thermal Off-grid – High Temperature sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects	65	Days	2.00	Section Diary/ Dispatch Register
4	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Solar PV Grid & ST Power projects.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register
5	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biogas sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
6	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register
7	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Waste to Energy sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register
8	Timely approval/ disposal of proposals complete in all aspects received from States for release of financial support [Central Financial Assistance] from Ministry for Projects in Small Hydro Power sector.	1.0	Average time taken from the date of receipt of the fully completed request in all respects.	65	Days	1.00	Section Diary/Dispatch Register
9	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Small Hydro Non-Governmental Projects, Water Mills/ Micro-hydel State Sector Projects.	1.0	Average Time taken from the date of receipt of the fully completed request in all respects.	65	Days	1.00	Section Diary/ Dispatch Register
10	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Wind Energy including Hybrid systems sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
11	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Battery Operated Vehicles sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register
12	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Energy access including RVE and other schemes.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register
13	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass Power sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register
14	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Biomass-Power Bagasse, Non-Bagasse and Geo-Thermal Energy programmes.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register
15	Timely approval/ disposal of proposals complete in all aspects received from stakeholders for release of financial support [Central Financial Assistance] from Ministry for Projects in Solar Cities, Green building sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	65	Days	2.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
16	Timely approval/ disposal of complete proposals for support related to Research & Development activities by institutions and industry. Release of subsequent funds for R&D Projects in SPV & Solar Thermal sectors.	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	125	Working Days	5.00	Section Diary/Dispatch Register
17	Timely approval/ disposal of complete proposals for support related to Research & Development activities by institutions and industry. Release of Subsequent funds for R&D Projects other than SPV & Solar Thermal sectors.	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	125	Working Days	5.00	Section Diary/Dispatch Register
18	Approval / disposal of complete proposals for financial support received from stakeholders for I&PA Programmes in the area of new and renewable energy.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	Days	2.00	Section Diary/Dispatch Register
19	Approval / disposal of complete proposals for financial support received from stakeholders for organizing seminars, workshops, conferences in the area of new and renewable energy.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	45	Days	2.00	Section Diary/Dispatch Register
20	Approval /disposal of complete proposals for financial support from stakeholders to training programmes / Workshops proposals for skilled manpower development for HRD in RE sector.	4.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	35	Days	4.00	Section Diary/Dispatch Register
21	Release of funds for re-financing to NABARD and other Financial Institutions including IREDA in SPV Off Grid Systems.	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	3.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
22	Release of funds for re-financing to Financial Institutions including IREDA in SPV GBI.	3.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	3.00	Section Diary/Dispatch Register
23	Issue of concessional custom excise exemptions certificates in Solar PV Off grid sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	9	Working Days	2.00	Section Diary/Dispatch Register
24	Issue of concessional custom excise exemptions certificates in ST and SPV Grid Connected sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	9	Working Days	2.00	Section Diary/Dispatch Register
25	Issue of concessional custom excise exemptions certificates in Wind Energy sector.	2.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	9	Working Days	2.00	Section Diary/Dispatch Register
26	Timely approval/disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Solar PV and Solar Thermal sectors.	1.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	1.00	Section Diary/Dispatch Register
27	Timely approval/ disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy for Small Hydro Projects.	1.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	1.00	Section Diary/Dispatch Register
28	Timely approval/ disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Wind Energy sector.	1.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	1.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
29	Timely approval/ disposal of proposals for budgetary support for undertaking resource assessment and potential estimation studies for all new and renewable sources of energy in Biogas sector.	1.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	50	Days	1.00	Section Diary/Dispatch Register
30	Response to technical queries from citizens/clients in Solar PV Off grid sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
31	Response to technical queries from citizens/clients in the Solar Thermal off Grid - Low Temperature sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
32	Response to technical queries from citizens/clients for Solar thermal Off Grid – High Temperature Sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
33	Response to technical queries from citizens/clients in the field of Solar PV Grid & ST Power projects.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
34	Response to technical queries from citizens/clients in Biogas sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
35	Response to technical queries from citizens/clients in Biomass sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
36	Response to technical queries from citizens/ clients in Waste to Energy sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
37	Response to technical queries from citizens/clients for Small Hydro Projects in States including PM's package in Ladakh.	0.5	Average time taken from the date of receipt of request.	18	Days	0.50	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
38	Response to technical queries from citizens/clients for Small Hydro Non-Government Projects. Water Mills/ Microhydel State Sector Projects including PM's package in Arunachal Pradesh.	0.5	Average time taken from the date of receipt of request.	18	Days	0.50	Section Diary/Dispatch Register
39	Response to technical queries from citizens/ clients in the field of Wind Energy including Hybrid systems.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
40	Response to technical queries from citizens/clients for Battery Operated Vehicles.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
41	Response to technical queries from citizens/clients in the Energy access and other schemes including RVE sector.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
42	Response to technical queries from citizens/clients in Biomass Power Bagasse, Non-Bagasse and Geo-Thermal Energy Sectors.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
43	Response to technical queries from citizens/clients on New Technology Proposals.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
44	Response to queries from stakeholders in NSM Misc. matters and taxation in solar.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register
45	Response to technical queries from citizens/clients in Solar Cities and Green building sectors.	1.0	Average time taken from the date of receipt of request.	18	Days	1.00	Section Diary/Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
46	Responses to State Governments/ Institutions on policy matters.	5.0	Average time taken from the date of receipt of request.	125	Days	5.00	Section Diary/Dispatch Register
47	Prompt grievance redressal: Average time taken to acknowledge grievance received electronically through CPGRAMs portal / Ministry's portal.	2.0	Average time taken to acknowledge grievance received electronically through CPGRAMs portal.	4	Working Days	2.00	CPGRAMS reports and Section Diary/ Dispatch Register
48	Prompt grievance redressal: Average time taken to send communication for additional information.	2.0	Average time taken to send communication for additional information	15	Working Days	2.00	CPGRAMS reports and Section Diary/ Dispatch Register
49	Prompt grievance redressal: Average time taken for grievance settlement.	3.0	Average time taken for grievance settlement.	60	Days	3.00	CPGRAMS reports and Section Diary/ Dispatch Register
50	Prompt grievance redressal: Average time taken for grievance settlement involving policy issues	3.0	Average time taken for grievance settlement from the date of receipt.	95	Days	3.00	CPGRAMS reports and Section Diary / Dispatch Register
51	Timely response to grievances received from clients/citizens by Post/Fax.	2.0	Average time taken for grievance settlement received through post.	65	Days	2.00	Section Diary/ Dispatch Register
52	Prompt answers to telephone calls between 9:30 a.m. and 5:30 p.m. on Ministry General number including hold time.	1.0	Average time taken for response.	100	Seconds	1.00	Ministry's EPBAX Records and third party inspection
53	Prompt payment to vendors for invoices Submitted: Average time taken to inform deficiencies in the documents submitted in writing.	2.0	Average time taken to inform deficiencies in invoice.	10	Working Days	2.00	Section Diary/ Dispatch Register

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
54	Prompt payment to vendors for invoices submitted: Average time taken to make the payment from the date of receipt of complet documents.	3.0	Average time taken from the receipt of fully completed invoice from the vendor.	25	Working Days	3.00	Section Diary/ Dispatch Register

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 Girish Kumar, Director	24365619	gkumar.mnre@nic.in	9717493267
2	Shri S.S. Madan, Consultant	24362360	ss.madan@nic.in	9810888321
3	Toll Free Telefax	1800110024	ss.madan@nic.in	1800110024

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Research and Development Institutions such as: IITs, CSIR labs, Delhi University etc.
2	<p>Developers / entrepreneurs of new and renewable energy technologies, products, processes and raw materials (public/ private sector industry / financial institutions / academic institutions including renewable energy associations and agencies) such as:</p> <p>Suzlon Energy, Tata BP Solar, Moser Bear, REIL, IWTMA, SESI, India Semi- Conductor Association, Sugar Mills, Cement Factories, Prakriti Hydro, AV International etc.</p>
3	<p>Developers / entrepreneurs users and employees involved in new and renewable energy sector, technologies, products, processes, raw materials (Central / State Governments, Ministries / Departments including advisory committees / agencies, non-governmental organizations, local bodies, media and citizens, consumers and users of renewable energy) and Indian Missions abroad such as:</p> <p>Ministry of Environment & Forests; Ministry of Home Affairs; Ministry of Power; Indian Army; Para Military Forces; Andaman & Nicobar Administration Electricity Department, Non-Conventional Energy Development Corporation of Andhra Pradesh, Arunachal Pradesh Energy Development Agency, Bihar Renewable Energy Development Agency, Chhattisgarh State Renewable Energy Development Agency, Gujarat Energy Development Agency, Haryana Renewal Energy Development Agency, Tamilnadu Energy Development Agency; etc.; Electricity Boards of all States; Thane Municipal Corporation etc.</p>

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	<p>The Indian Renewable Energy Agency: The main objectives are:</p> <ol style="list-style-type: none"> 1) To give financial support to specific projects and schemes for generating electricity and/or energy through new and renewable sources and conserving energy through energy efficiency. 2) To maintain its position as a leading organization to provide efficient and effective financing in renewable energy and energy efficiency / conservation projects. 3) To increase IREDA's share in the renewable energy sector b way of innovative financing.. 4) Improvement in the efficiency of services provide to customers through continual improvement of systems, processes and resources. 	011 26717400 - 26717413	cmd@ireda.in	CMD = 098105 63220	3rd floor August Kranti Bhawan, Bhicaji Cama Place, New Delhi - 110066
2	<p>Solar Energy Corporation of India: The Main Objectives of the Company are:</p> <ul style="list-style-type: none"> • To plan and execute an integrated programme on development and deployment of solar energy technologies to achieve commercialisation; • To own, operate and manage both grid connected and off-grid solar applications; • To promote R&D, select suitable sites for solar power stations and ancillary facilities including evacuation of power by setting up transmission facilities; • To exchange, distribute and sell power in accordance with the policies and objectives laid down under Jawaharlal Nehru National Solar Mission; • To Assist the Ministry of New and Renewable Energy in executing the Mission Objectives through appropriate mechanisms. 	01171989200	corporate@seci.gov.in	9816010286	NBCC Plaza Building, 4th Floor, Saket, Tower- I, New Delhi- 110017
3	<p>Centre for Wind Energy Technology (C-WET): The Centre for Wind Energy Technology is functioning with the following structure:</p> <ol style="list-style-type: none"> 1) Research & Development unit: Its main focus 	044 - 2246 3982/ 2246	info@cwet.res.in	E.D. = 094440 51511	Velachery- Tambaram Main

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
	<p>novelty in developments of components as well as in sub-systems of wind turbines by collaborative works with other R&D institutions/industry.</p> <p>2) Wind Resource Assessment Unit: The unit identifies resource rich regions in the country by conducting wind resource micro survey and offers its services to the wind farm developers. To prepare wind map for the nation it is assessing and analysing wind resources.</p> <p>3) Testing Unit: To establish world class facilities in testing of complete Wind Turbine Generator Systems (WTGS) according to international standards (IEC) and Type Approval Provisional Scheme (TAPS-2000).</p> <p>4) Standards and Certification Unit: The unit carries out Provisional Type Certification of Wind Turbines as per the Indian Certification Scheme for Wind Turbines viz. Type Approval</p>				
4	<p>3. Sardar Swarn Singh National Institute of Renewable Energy :</p> <p>The main objectives are:</p> <p>To carry out and facilities research, design, development, testing, standardization and technology demonstration eventually leading to commercialization of RD& D output in renewable energy sector with a focus on:</p> <p>Bio-energy, bio-fuels and synthetic fuels in solid, liquid and gaseous forms for transportation, portable and stationary applications; Development of hybrid /integrated energy systems; and Bio-energy resource assessment</p> <p>To take up activities in the field of renewable energy, which have not been including in the activities of existing</p>	0977- 9037001	draksharma@gmail.com	9569130800	12th km Stone, Jalandhar, Kapurthala Road, Wadalakalan, Kapurthala-144601 (Pb)

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
	To undertake and facilitate human resource development and training including post-doctoral research in the area of bio-energy. Providing technical support to the Ministry of New and Renewable Energy, State Nodal Agencies, Indian Renewable Energy, Development Agency (IREDA) and Industries.				
5	<p>National Institute of Solar Energy (NISE): The Main objectives of the Institute are:</p> <ol style="list-style-type: none"> 1. To assist the Ministry in implementing the JNNSM objectives through appropriate mechanisms, evolving S&T programmes and projects, managing special projects, overseeing and coordinating with all relevant stakeholder agencies. 2. To function as the apex national centre for research and technology development and related activities in the area of solar energy technologies in the country. 3. To facilitate work related to demonstration and technology validation projects; 4. To undertake R&D projects on different aspects of solar energy technologies, hybrid systems and storage techniques/systems. 5. Coordination with (i) other Centres of Excellence identified under the Mission, (ii) R&D projects funded in the field of solar energy in the country, (iii) other S&T Ministries/Organizations in the country. 	01242579207	psaxena@nic.in	9871119101	Gawal Pahari, Gurgaon (Haryana)

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Most of documents such as programmes / schemes being implemented by the Ministry, incentives, subsidy offered, guidelines for preparation and submission of proposals by stakeholders are placed in the public domain of the Ministry's website at http://mnre.gov.in . Citizens/Clients are requested to access the requisite document(s) at the above website. We expect also every organization, public or private and all citizens to:
2	1. State Governments/ State Agencies/ IREDA/ PSUs/ Autonomous Institutions/ NGOs etc.: a) To furnish complete and correct information/ documents required for taking decision by the Ministry; b) To assess the potential and its updating through using the expertise of various institutions.
3	2. State Governments/ State Agencies/ Autonomous Institutions/ NGOs/ Project Developers/ R&D Institutions etc.: To check MNRE's website regularly for updates and policy programmes and procedures.
4	3. Autonomous Institutions , NGOs: Share knowledge, information and experience in order to encourage penetration of new and renewable energy systems / device;
5	4. Autonomous Institutions, Project Developers: Use new and renewable systems/devices that is becoming increasingly sustainable, convenient, efficient, safe and affordable
6	5. Project Developers : a) Send proposals for use scheme in the prescribed proforma, complete in all respects; b) Issuing sanction of the specific project to implementing agencies for meeting their energy requirements through new & renewable system & devises. c) To complete the project within time, cost schedule and adhere to conditions as sanctioned by the Central and State Governments.
7	6. R& D Institutions: Sanction of specific R&D proposals to institutions, industry and other organizations for carrying out research on materials, systems, etc. in various renewable energy sectors.