

**CITIZEN'S/CLIENT'S CHARTER**  
**OF**  
**PROGRAMME IMPLEMENTATION**  
**& EVALUATION DEPARTMENT**  
**GOVERNMENT OF MEGHALAYA**

**2013**

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## **1. Introduction**

Consequent upon the decision of the Government to restructure the Department of Programme Implementation and the Directorate of Evaluation for administrative convenience and strengthening the monitoring mechanism, the Governor of Meghalaya is pleased to set up a new Directorate by amalgamation/merger of the Evaluation Unit of the Programme Implementation Department and the Research Wing of the Department of Programme Implementation. This Directorate shall be called as the Directorate of Programme Implementation and Evaluation.

The Programme Implementation & Evaluation Department is primarily a monitoring Department responsible for review and monitoring of schemes/projects implemented by various Departments of the Government. It is paying special attention to the following activities so as to assess the actual impact of developmental programmes in the State particularly in the interior and remote areas. It also maintains liaison with the Government of India in respect of the Twenty Point Programme & MPLADS.

These programmes include:

- Review and monitoring of selected programmes/schemes/projects and follow up action thereon.
- Conduct of evaluation studies through third party.
- Nodal Department for MPLAD Scheme and Twenty Point Programme.
- Monitoring of Flagship Programmes including Bharat Nirman.
- Monitoring and follow up action of programmes mentioned in the Governor's Address
- Monitoring performance of Public Sector Undertakings including reviewing the process of finalization of Arrear Accounts of PSUs.
- Matters relating to SDRC & SGPIMC.

## **2. Vision statement of the Department**

The State of Meghalaya which has an all round sustainable development where resources and capabilities are effectively utilized to meet the objectives of the Government and where public service delivery is excellent, efficient and cost effective.

Further, the State Government attaches a great deal of importance to the monitoring and evaluation of various schemes and projects being implemented by the different development Departments. This is done with a view to ensuring that the schemes are more effectively implemented and that the fruits of development percolate down to the poorest of the poor, whose lot the government is trying its best to improve.

## **3. Mission Statement of the Department**

- a) To capture and generate reliable, timely and accurate monitoring data pertaining to implementation of all development programmes.
- b) To make use of the data generated for effective monitoring of schemes by the development Departments.
- c) To assess and evaluate the impact of the development programmes, the fulfilment of the objectives for implementation of related programmes, the effectiveness in the utilization of financial and other resources to meet the objectives.
- d) To capture and generate reliable, timely and accurate data pertaining to the working of the Departments to fulfil their mandates and objectives.

#### **4. Strategy of the Department**

In order to realize the vision of the Department, the Department is adopting the strategy of reviewing the progress of the implementation of the development programmes through various monitoring and evaluation committees at various levels up to the highest level under the chairmanship of the Hon'ble Chief Minister and Chief Secretary. In addition, the Department is also working in close association with the Government of India to operationalize effective monitoring and evaluation of development programmes and related systems.

#### **5. Business of the Department**

The core business of the Department is to effectively monitor and evaluate the implementation of the development programmes in the State by way of providing the required data and information to various monitoring and evaluation Committees, agencies/consultants as well as following up and facilitating the action required to be taken by the concerned implementing agencies/ Departments. Currently, the Department does not have its presence at the District and lower levels.

##### **A. Roles and functions of the Department**

- 1) To co-ordinate and facilitate all the activities in all entities (Directorate, Cells, etc.) pertaining to monitoring and evaluation of the development programmes.
- 2) To assume the functions of Programme Management which includes all Programme Management processes as well as Programme Benefits and Stakeholder Management an Programme Governance (Programme here refers to a collection of coordinated projects and Schemes within the Department pertaining to monitoring & evaluation)
- 3) To monitor/review and evaluate the Schemes/Projects implemented by different development Departments.
- 4) To deal with the typical establishment related matters and any other subjects as may be assigned from time to time.

##### **B. Duties and responsibilities of the Directorate**

- 1) To undertake physical monitoring of the implementation of the development programmes in the State.
- 2) To undertake evaluation studies so as to assess the impact of the implementation of the development programmes.
- 3) To make use of the monitoring and evaluation data captured to critically analyze the progress of implementation of the development programmes, the output of which would serve as an input to various High Level Monitoring and Evaluation Committees and which in turn will be useful for policy making decision in the State.
- 4) To innovate new techniques and best practices which could augment the effectiveness of the monitoring and evaluation efforts in the Department.
- 5) To assume the functions of Project Management pertaining to monitoring and evaluation of the implementation of development programmes.

## **6. Services rendered in the Department**

- Servicing various Monitoring and Evaluation Committees at the State level.
- Servicing external consultants, collection and analysis of monitoring and evaluation data.
- Servicing/ monitoring of the Flagship programmes of the Government of India that are being implemented in mission mode giving special thrust and emphasis for timely execution of programme and better service delivery.
- It also maintains liaison with Government of India in respect of MPLADS and Twenty Point Programmes.

## **7. Grievance Redressal Mechanism of the Department**

The Department is having a website at <http://megpied.gov.in> and an e-mail ID at [pid-shil-meg@nic.in](mailto:pid-shil-meg@nic.in) where a Grievance Redressal Mechanism could be operationalized.

## **8. Expectations from Service Recipients**

- a) Evaluation studies conducted so far are posted at the Department's website at <http://megpied.gov.in>.
- b) Realisation/achievements of the benefits from effective implementation of all Projects/Schemes.

## **9. List of Stakeholders /service recipients**

- a) Ministry of Statistic & Programme Implementation, G.O.I
- b) Development Departments of the State.
- c) Committees /Commissions set up by the State for monitoring of Projects/Schemes.
- d) Deputy Commissioners/B.D.Os.
- e) Independent Agencies/Organisations undertaking Evaluation Studies.

## 10. Responsibility Centre

Sl. No.	Officers Address	Telephone Numbers	Email address	Responsibilities
1.	Commissioner & Secretary			Overall in-charge of the Department
2.	Joint Secretary			Assisting Commissioner & Secretary
3.	Under Secretary	PABX-2571		Assisting Joint Secretary
4.	Director		pid-shil-meg@nic.in	Overall in-charge of the Directorate
5.	Joint Director	0364-2505703 /2501450	-do-	Supervise the works of the Directorate, Establishment matters, Flagship Programmes, TPP, Governor Address, SGPIMC, SDRC, MSSAT, etc.
6.	Deputy Director	-do-	-do-	Assisting Joint Director in all matters relating to Establishment, matters relating to TPP and field inspection of TPP schemes, matters relating to SDRC, SGPIMC, MPLADS, SRS (Nodal Officer), MSSAT, etc.
7.	Assistant Director	-do-	-do-	Matters relating to Flagship Programmes and field inspection of Schemes under Flagship Programmes, RTI, TDS, SGPIMC, SRS, Matters relating to Evaluation Studies, PSUs, MSSAT, etc.
8.	Assistant Director	-do-	-do-	Matters relating to MPLADS, Governor's Address, field inspection of MPLADS, Matters relating to SGPIMC, SDRC, SRS, information on important Speeches, etc.
9.	Research Officer	-do-	-do-	Officer in charge of all Establishment matters & Accounts, etc.
10.	Assistant Research Officer	-do-	-do-	Assisting Deputy Director & Field Inspection
11.	Assistant Research Officer	-do-	-do-	Assisting Asstt. Director & Field Inspection
12.	Assistant Research Officer	-do-	-do-	Assisting Asstt. Director & Field Inspection

### 11. Criteria for external evaluation/assessment for all services.

Sl. No.	Service/ Transaction	Total Weight	Main Services	Service Standards	Weight	Data Source
1.	<b>Directorate (Establishment Branch)</b>	20	a) Proposal for creation & filling up of posts/vacancies	1 – 4 months	1	Directorate
			b) All action on Office matters:			
			(i) Maintenance of service records	Within fortnight	1	
			(ii) Issue of sanctions, leave, orders, etc. and receipts	On a daily basis	1	
			(iii) Leave, LTC, etc.		1	
			(iv) All action relating to retirement of personnel/ superannuation/ VR/ death as per pension rules.	Depends on retirement of employees	1	
			(v) Sanction of additional increment	monthly	2	
			(vi) Indent & maintenance of records, stationery, cash book on cash transaction, etc.	monthly	2	
			c) Preparation/obtaining budgetary provisions from the Govt.	yearly	2	
			d) Preparation of Budget estimates	yearly	2	
			e) Preparation of monthly & quarterly report of Office Expenditure	monthly	2	
			f) Sanction of medical reimbursement /GPF Advance/ partial & final withdrawals	Depends on withdrawal	1	
			g) Preparation of salary Bills of Officers & Staff	monthly	3	
h) Preparation of Arrear Bill/ GPF Bill/ Contingency Bill/ TA Bill /LTC etc.	Depends on sanction order	1				
2.	<b>Outsourcing of Evaluation Studies</b>	15	a) Proposal of schemes for outsourcing	1 month	2	Directorate
			b) Tendering process	2 months	4	
			c) Preparation of Agreement	2 weeks	3	
			d) Sitting of the State Evaluation Committee for approval of the Draft Report	1 day	4	
			e) Follow up action on the findings of the Report	1 month	2	
3.	<b>MPLADS - Servicing the State Level Monitoring Committee on MPLADS</b>	15	a) Review of the SLMC on MPLADS	On an annual basis	6	From the office of the Deputy Commissioners
			b) Follow up action on the decision by the SLMC on MPLADS	Regularly	3	Deputy Commissioner
	<b>Monitoring on MPLADS</b>		a) Sending of Instructions/Guidelines from the Ministry to all Deputy Commissioners for follow up action	Regularly	1	Ministry of Statistics & P.I.
			b) Compilation of Progress Reports from the Districts	On monthly basis	2	Deputy Commissioner
			c) Furnishing of replies in respect of CAG Report/Review Meetings held and other matters related to.	Regularly	2	DCs concerned
			d) Conducting Training/Workshop on MPLADS for the District officials	Once in 2 years	1	Ministry of Statistics & P.I.

4.	TPP – Servicing the State Level Monitoring Committee on TPP	15	a) Review of the performance on TPP	Annual basis	5	Implementing Departments
			b) Follow up action on the decision by the SLMC on TPP	Regularly	2	
	Monitoring on TPP		a) Collecting monthly reports	1 <sup>st</sup> week of every month	2	MPR from Implementing Departments
			b) Compilation & preparation of MPR	1 day	1	
			c) On-line submission of MPR to MOSPI, G.O.I.	On the 10 <sup>th</sup> of every month	2	
			d) Determination of Ranking in comparison with other States	Two days	2	From G.O.I. data
			e) Compilation of Monthly Ranking on TPP	1 day	1	
5.	Servicing the Empowered Committee for Monitoring & Evaluation of Flagship Programmes	10	a) Review of the performance on Flagship Programmes	Annual basis	5	Implementing Departments
	b) Follow up action on the decision by the Empowered Committee		1 month	3		
Monitoring of Flagship Programmes	a) Collection & compilation of Progress reports.		1 week	2	Implementing Departments	
6.	Follow up action of Schemes mentioned in the Governor’s Address	3	a) Collection of Action Taken Report (ATR).	1 month	1	Implementing Departments
			b) Review of pending schemes	1 day	2	
7.	Public Sector Undertakings	2	a) Review of arrear annual accounts of PSUs.	1 day	1	All PSUs
			b) Facilitating/checking on-line uploading of Performance report transmitted to Department of Public Enterprise G.O.I.	3 weeks	1	
8.	Field Inspection	20	a) MPLAD Schemes implemented in all the Districts	Regular basis	5	
			b) Flagship Programme District-wise		5	
			c) Schemes under TPP		5	
			d) Other schemes		5	

## HOW CAN PEOPLE APPROACH US

- Direct contact at the Department/Directorate Office
- Through the Department's website <http://megpiied.gov.in>
- Submission of application to the Director.

## WHOM TO CONTACT

Directorate Level: Director, Programme Implementation & Evaluation  
Meghalaya Additional Secretariat Building  
Room No. 414  
Meghalaya, Shillong – 793001.  
Phone:  
Email:

Joint Director, Programme Implementation & Evaluation  
Meghalaya 3<sup>rd</sup> Secretariat, Nokrek Building  
Room No. 418 – A,  
Lower Lachumiere,  
Meghalaya, Shillong – 793001  
Phone: 0364-2505703/ 0364-2501450  
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