

# **Central Waqf Council**

## **Citizen's Charter**

### **Introduction**

Central Waqf Council is a statutory body under the administrative control of the Ministry of Minority Affairs. It was set up in 1964 as per the provision given in the Waqf Act, 1954 as National Level Apex Advisory Body to the Central Government on matters concerning the working of the Waqf Boards and the due administration of Auqaf in the country. However, under the provision given in Waqf (Amendment) Act, 2013, the role of the Council has considerably expanded. The Council has been empowered to advise the Central Government, State Governments and State Waqf Boards. In addition to the expanded role of advice, it will now issue directives to the boards/ State Government to furnish information to the Council on the performance of the board particularly on their financial performance, survey revenue records encroachment of Waqf properties and Annual and Audit report etc.

### **Vision**

Protection, Retrieval & E-monitoring of Auqaf under the provision of the Waqf Act 1995, as amended.

### **Mission**

Proactive role in protection development of Auqaf & to work closely with the State Waqf Boards to improve their functioning.

### **Function**

- To advice Central Government, State Governments, State Waqf Boards on matters concerning the working of the Boards and due administration of Auqaf.

- To Monitor the implementation of the provisions of Waqf (Amendment) Act, 2013 in States and UTs.
- To Render Legal Advices on protection and retrieval of the Waqf Properties and for removal of encroachment etc.
- To Implement the Scheme for Development of Urban Waqf Properties & Identification of potential Waqf land for development by National Waqf Development Corporation Ltd.
- To Implement Educational and Women Welfare Schemes for skill development and to empower the poor, specially Women.
- To Implement the Scheme of Computerization of the State Waqf Boards records, a Central sector scheme of Ministry of Minority Affairs.
- To seek necessary information from the State Government/Boards on the performance of the State Waqf Boards as per the provision given in the Waqf (Amendment) Act, 2013.
- To take up the Waqf matters with various departments of Central and State Governments such as ASI, Railways, Revenue and Forest etc.
- To undertake awareness programmes to promote the interest of the Council and to sensitize the Waqf institutions about their new role and functions.

SI.No.	Particulars
1.	<p><b>Location</b></p> <p>Central Waqf Council is located at <b>Central Waqf Bhawan</b>, P-13&amp;14, Pushp Vihar, Sector-6, Saket, Opposite Family Court, New Delhi – 110 017.</p>
2.	<p><b>Working Hours</b></p> <p>The Central Waqf Council sitting hours as follows:-</p> <p>9.00 A.M. to 1.30 P.M.  1.30 P.M. to 2.00 P.M. (Lunch Break)  2.00p.m. to 5.30 p.m.</p>

3.	<p><b>On the Web</b></p> <p><a href="http://www.centralwaqfcouncil.gov.in">www.centralwaqfcouncil.gov.in</a></p>
4.	<p><b>Visiting the Central Waqf Council</b></p> <p>9.00 A.M. to 5.30 P.M.</p>
5.	<p><b>May I Help You Counter</b></p> <p>Reception Counter has been set up to entertain visitors, to guide them properly and facilitate citizen.</p>
6.	<p><b>Signboards</b></p> <p>Signboard have been placed at different places on road heading to the office.</p>
7.	<p><b>Right to information</b></p> <p>The information is available at Website <a href="http://www.centralwaqfcouncil.gov.in">www.centralwaqfcouncil.gov.in</a></p>
8.	<p><b>Complaint Mechanism</b></p> <p>If you have any complaint against the staff of Central Waqf Council you may approach Secretary,CWC. We assure that you will be heard patiently and due action will be taken on your complaint. In case, you desire to make the complaint writing or in confidence that too is possible. Your name can be kept secret and discreet independent inquires will be made on your complaint. However, no anonymous complaint will be entertained. You can also send your complaint through e-mail at <a href="mailto:secycwc.wakf@nic.in">secycwc.wakf@nic.in</a></p>
11.	<p><b>Suggestions or Complaints relating to amenities and facilities</b></p> <p>Your suggestions or complaints in respect of the amenities and facilities are always taken positively. You may feel free to make all such suggestions or complaints in writing . You may also send your suggestion or complaint through e-mail at <a href="mailto:secycwc.wakf@nic.in">secycwc.wakf@nic.in</a></p>
12.	<p><b>Response Time</b></p> <p>Depending upon the nature of your grievance, complaints and suggestions resolution of your grievances may take some time. We, in any case, assure you that your complaint would be attended to within 30 days under intimation to you.</p>
13.	<p><b>Helping us to serve you better</b></p> <p>You may also send your suggestion or complaint through e-mail at <a href="mailto:secycwc.wakf@nic.in">secycwc.wakf@nic.in</a></p>

14.	Grievance	Secretary,Central Waqf Council,	Shri Md. Shadan Zeb Khan, secycwc.wakf@nic.in	011-29562146-47
15.	Complaint	Secretary,Central Waqf Council,	Shri Md. Shadan Zeb Khan,, secycwc.wakf@nic.in	011-29562146-47
16.	RTI	CPIO	Shri Afzalul Haque, Assistant Law Officer legal@wakf.gov.in	011-29562146-47
17.	Development	Development Officer	Dr. Md. Khurshid Warsi Development Officer development@wakf.gov.in	011-29562146-47
18.	Computerization	Development Officer	Dr. Md. Khurshid Warsi Development Officer development@wakf.gov.in	011-29562146-47
19.	Stake holder/Client	a. Central Government b. State Government C. State Waqf Board d. General Public		