

CITIZENS' CHARTER

ASSAM STATE RURAL LIVELIHOODS MISSION SOCIETY



Govt. of Assam

2016

Citizens' Charter

Assam State Rural Livelihoods Mission Society

CONTEXT

Spirit behind the Citizen Charter:

“A customer is the most important visitor in our premises. He is not dependent on us; we are dependent on him. He is not an interruption in our work; he is the purpose of it. He is not an outsider to our business; he is part of it. We are not doing him a favour by serving him; he is doing us a favour by giving us an opportunity to do so” ----- Mahatma Gandhi. This Citizen Charter is prepared to enable the citizen to avail the services rendered by the Mission.

Vision

ASRLMS envisions that each poor family should have an annual income of Rs. 50,000 per annum.

Mission

To reduce poverty by enabling the poor households to access gainful self-employment & skilled wage employment opportunities, resulting in appreciable increase in their incomes, on a sustainable basis through building strong grass roots institutions of the poor.

As time to time, amendments are made in the guidelines and procedures of scheme; and sometimes new schemes are launched by Government of India or the State Govt., regular updation of the Citizen Charter will be essential.

The ASRLMS objective is to enhance social and economic empowerment of the rural poor in Assam. This objective is sought to be accomplished by:

- ✓ Forming & Financing institutions of poor like women Self Help Group (SHGs) & their federations.
- ✓ Improving rural livelihoods and enhancing social and economic empowerment of the rural poor.

- ✓ Developing organizations of the rural poor and producers to enable them to access and better negotiate services, credit and assets from public and private sector agencies and financial institutions.
- ✓ Investing in capacity building of public and private service providers.
- ✓ Playing a catalytic role in promoting development of microfinance and agribusiness sectors.
- ✓ Promotion of Community Participation in the programs of various departments.
- ✓ Skill Development and training for Rural Youth for placement in jobs with regular wages and for self employment.

Business Transacted

1. Preparing Annual Action Plan.
2. Concurrent monitoring of various programs.
3. Preparation of Annual Financial Statement
4. Organizing review meetings to review Physical and Financial Progress of the mission.

CLIENTS

1. Deputy Commissioners
2. Project Directors, DRDA.
3. District Mission Management Unit, ASRLMS
4. Block Development Offices
5. Block Mission Management Unit, ASRLMS
6. Citizens

STAKEHOLDERS

1. Rural Development functionaries from State to Gram Panchayat level; including line department functionaries
2. NABARD
3. Banks
4. Program Implementing Agencies for Skill Development Program & MKSP.
5. Community Organizations.
6. RSETIs

Services Rendered by the department

SI No	Services	Conditions/documents required to Be submitted by clients for disposal within timeframe	Timeline	Fees	Name/ Designation/contact of Officer	Section dealing with the subject
1	Trainings to SHGs/VOs/CLFs, members and leaders of SHGs/VOs/CLFs, Community Cadres under Social Mobilisation, Institution Building & Capacity Building	"NRLM Compliant" SHGs/VOs/ CLFs may submit to ASRLMS for trainings. (NRLM Compliant: Regular meetings; Regular savings; regular inter-loaning; Timely repayment; and Up-to-date books of accounts)	As per Annual Calendar in website www.asrlms.in	NA	Name of DPM/BPM ----- DMMU/BMMU ----- District ----- Block ----- Contact No.-----	Social Mobilization, Institution Building & Capacity Building section
2	Revolving Fund (RF) to SHGs	<ol style="list-style-type: none"> 1. After 3 months of formation/revival of the SHG under NRLM. 2. SHG must follow "Panchasutra" (Regular meetings; Regular savings; regular inter-loaning; Timely repayment; and Up-to-date books of accounts) 3. SHGs must have SB Accounts. 4. Must have passed grading process of NRLM. 	Within 90-120 days from the date of formation/revival	NA	Name of DPM/BPM ----- DMMU/BMMU ----- District ----- Block ----- Contact No.-----	Financial Inclusion section

3	Community Investment Fund (CIF) support to SHGs/VOs/CLFs	<ol style="list-style-type: none"> 1. After 6 months of formation/revival of the SHG under NRLM. 2. Following "Panchasutra" 3. Received RF 4. Having approved/apprised Micro Credit Plan (MCP) 	Within 45 days; from the date of submission of approved of MCP		Name of DPM/BPM ----- DMMU/BMMU ----- District ----- Block ----- Contact No.-----	Financial Inclusion section
4	Start Up cost to VOs	<ol style="list-style-type: none"> 1. The VO has received 3-days training on VO Formation 2. The VO has selected office bearers 3. The VO has selected a VO Book Keeper 4. The VO has a minimum of 2 (two) functional sub-committees 5. The VO has conducted a minimum of 3 (three) consecutive Executive Committee meetings 6. The VO should be maintaining minimum books of records. 7. The VO should have a savings bank account 	Within 90-120 days; from the date of formation of the VO		Name of DPM/BPM ----- DMMU/BMMU ----- District ----- Block ----- Contact No.-----	Social Mobilization, Institution Building & Capacity Building section

5	SHG Bank Linkage facilitation/Forwarding Application	<ol style="list-style-type: none"> 1. After 6 months of formation/revival 2. Following "Panchasutra" 3. Submission of proposal to respective bank branch 4. Regular repayment in earlier bank loans (for Repeat linkage) 5. Having approved Micro Credit Plan (if applicable). 	Within 1 weeks from the date of submission of the proposal by the eligible SHGs.		Name of DPM/BPM ----- DMMU/BMMU ----- District ----- Block ----- Contact No.-----	Financial Inclusion section
6	Pradhan Mantri Mudra Loan Bank Yojana	<ol style="list-style-type: none"> 1. MUDRA covers almost all industries & sectors especially in rural areas. MUDRA designs specially for weaker section that has good entrepreneur skill & need working capital to start business. 2. MUDRA operates a special scheme for women entrepreneur under Mahila Uddyami Scheme. 	Within 1 week from the date of submission of PMMY loan proposal by the eligible individual SHG member.		Name of DPM/BPM ----- DMMU/BMMU ----- District ----- Block ----- Contact No.-----	Financial Inclusion section

7	RSETI Facilitation	<ol style="list-style-type: none"> Candidates should belong to BPL household/NRLM compliant household. Candidate should be between the age group of 18-45 years. In case of SHG members, even illiterate women can apply for training. 			Name of DPM/BPM ----- DMMU/BMMU ----- District ----- Block ----- Contact No.-----	Skills & Placement Section
8	Training of Rural Poor Youth under Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY).	<ol style="list-style-type: none"> SECC Database BPL Card/ID RSBY Card Holder Youth from SHG members H/H Youth for H/H who worked at least 15 days in MGNREGA worksite in last FY. 		NA	Name of DPM/BPM ----- DMMU/BMMU ----- District ----- Block ----- Contact No.-----	Skills & Placement Section
9	Uploading in the website	1. All Manual/ Implementation Plan/Rules/Acts	Within 1 Month of issue/Modification		State MIS Cell, ASRLMS Contact No:-0361 2330542	Management Information System Section
		2.All Notifications/Orders/Guidelines	Within 2days of issue			
		3. Recruitment Notifications	Within 1day of issue			
		4. Audit Report	Within 1Month of Approval			
		5.Citizen Charter	Within 1Month of Approval			

10	Updating the Website	<ol style="list-style-type: none"> 1. Names of Officers/Staff 2. News & Events 3. Contact Details 	Within 1 week of issue		State MIS Cell, ASRLMS Contact No:-0361 2330542	Management Information System Section
11	Issue of Information under RTI	<ol style="list-style-type: none"> 1. Application in format prescribed under RTI Act 2. Fees as prescribed under RTI Act 3. BPL Card. 	30 days	<ol style="list-style-type: none"> 1. Rs.10/- as Application Fee in the form of Cash/Demand Draft/ IPO 2. Rs. 2/- per page for copies of records 3. Rs.50/- for CD of records 	Sri Himadri Konch, State Project Manager- FI, SMMU, ASRLMS (SPIO) Email: asrlms.himadri@gmail.com Mob: +91 8011923330	

GRIEVANCE REDRESSAL MECHANISM

Grievance in plain paper may be submitted to Sri Bhaskar Phukan, A.C.S., Additional Mission Director, ASRLMS & Nodal Officer Public Grievance.

If not satisfied, citizen/complainant may approach the State Mission Director, Nabajyoti Nagar, Panjabari, Guwahati-37.

Grievances maybe lodged at www.asrlms.in.

Designation of the officer	Address for correspondence	Telephone/ Fax/e-mail
Sri Bhaskar Phukan, ACS Additional Mission Director, Assam State Rural Livelihoods Mission Society	Assam State Rural Livelihoods Mission Society, Nabajyoti Nagar, Panjabari, Guwahati-37	e-mail:- asrlms.india@gmail.com M No:- 0361-2330542
Sri Nitin Khade, IAS State Mission Director, Assam State Rural Livelihoods Mission Society	Assam State Rural Livelihoods Mission Society, Nabajyoti Nagar, Panjabari, Guwahati-37	e-mail:- asrlms.india@gmail.com M No:- 0361-2330542

EXPECTATIONS FROM CLIENTS

1. Submission of complete, precise and factual grievances
2. Provide identification preferably by giving their proper postal address contact no/email Ids for follow up
3. Avoid anonymous grievances

REVIEW

This Citizen's Charter will be reviewed annually. Any suggestion in this regard may be sent to State Mission Director, Assam State Rural Livelihoods Mission Society, Nabajyoti Nagar, Panjabari, Guwahati-37 [e-mail:-asrlms.india@gmail.com](mailto:asrlms.india@gmail.com).