

## NORTH EAST CANE AND BAMBOO DEVELOPMENT COUNCIL

### CITIZEN CHARTER

#### A VISION

"To plan and promote the development activities in the cane and bamboo sector in the North Eastern Region.

#### B MISSION

- Preparation of plans in Cane and Bamboo Sector with the aegis of North Eastern Council, MDoNER and National Bamboo Mission.
- Development of Infrastructure for cane and bamboo in NE region.
- Skill development and skill upgradation
- Development of appropriate Technology for cane and bamboo sector.
- Evolve a coordinated common approach for all agencies working for the development of cane and bamboo sector

#### C MAIN SERVICES / TRANSACTIONS :

Sl. No..	Service/ Transactions	Weight (%)	Officials	Email	Mobile
1	Preparation of Regional Plan	12	Tamreiyong Longvah, DM (Marketing)	cbtcassam@gmail.com	9435559777
2	Retention of project	12	Anjal Goswami (Manager Training)	cbtcassam@gmail.com	7002879199
3	Sanction of retained Project	12	Anil Chandra Das DM (Accts.)	cbtcassam@gmail.com	9435019774
4	Release of first instalment	12	Anil Chandra Das DM (Accts.)	cbtcassam@gmail.com	9435019774
5	Release of subsequent instalments	12	Anil Chandra Das DM (Accts.)	cbtcassam@gmail.com	9435019774
6	Closure of projects	10	H.Priyo Kumar Singh, Manager (Training)	cbtcassam@gmail.com	9864139177
7	Redress of Public Grievances	10	Anil Chandra Das I/c DM (Admin.)	cbtcassam@gmail.com	9435019774
8	Timely response to communications from stakeholders	10	Paramananda Mali, AM (Technical)	cbtcassam@gmail.com	7002883411
9	Transparency in administration	10	Anil Chandra Das I/c DM (Admin.)	cbtcassam@gmail.com	9435019774



D. SERVICES STANDARDS:

Sl. No..	Service/ Transactions	Success Indicators	Weight (%)	Service Standard	Unit	Data Source
1	Preparation of Regional Plan	Average time to the start of the relevant Plan period	12	30	Working Days	NECBDC's Stakeholders Records
2	Retention of project	Average time taken from the receipt of Priority List with Concept papers	12	30	Working Days	NECBDC's Stakeholders Records
3	Sanction of retained project	Average time taken from the receipt of Detailed Project Report	12	30	Working Days	NECBDC's Stakeholders Records
4	Release of first instalment	Average time taken from the date of sanction of Project	12	30	Working Days	NECBDC's Stakeholders Records
5	Release of subsequent instalments	Average time taken from the receipt of Utilization Certificates, Quarterly Progress Reports, photographs etc.	12	30	Working Days	NECBDC's Stakeholders Records
6	Closure of projects	Average time taken from the receipt of Utilization Certificates, Completion Report, photographs etc.	10	30	Working Days	NECBDC's Stakeholders Records
7	Redress of Public Grievances	Average time taken to acknowledge grievance received through CPGRAMS portal.	2	7	Working Days	NECBDC's Stakeholders Records
		Average time taken to acknowledge grievance received through registered post.	2	15	Working Days	NECBDC's Stakeholders Records
		Average time taken for settlement of grievance/ final reply	6	30	Working Days	NECBDC's Stakeholders Records
8	Timely response to communications from stakeholders	Average time taken for acknowledgement/ final reply	10	21	Working Days	NECBDC's Stakeholders Records



9	Transparency in administration	Average time taken for publishing of Public documents and furnishing of Right to Information replies	10	On time as per RTI Act	Working Days	NECBDC's Stakeholders Records
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E LIST OF NECBDC'S STAKEHOLDERS/CLIENTS:

Sl. No.	Stakeholders / Clients
1	North Eastern States and also Bihar, Orissa, Jharkhand, West Bengal as BTSG of NBM
2	Central Ministries
3	Associate Organization of NECBDC
4	Cane and Bamboo related institutions, clusters, entrepreneurs, trainees, students, SHG's etc.

F INDICATIVE EXPECTATIONS FROM SERVICE:

Sl. No.	Indicative Expectations from Service Recipients
1	Timely submission of proposal in required format and with proper documents.
2	Timely and proper utilization of funds received from by NECBDC.
3	Observing utmost standards of economy, quality and transparency.
4	Due diligence in formulation, implementation, execution and reporting.
5	Proper monitoring & evaluation of the projects implemented with NECBDC's support and keeping the NECBDC informed of the same.
6	Timely submission of utilization and progress reports to the NECBDC.
7	Extending support to the NECBDC to meet its Goals and realize its Vision.

G GREIVENCE REDRESSAL:

Sl. No.	Stakeholders / Clients	Email	Mobile No.
1	Anil Chandra Das	cbtccassam@gmail.com	09435019774

