

CITIZEN'S CHARTER

STATE INSTITUTE OF PANCHAYAT & RURAL DEVELOPMENT

UNDER

PANCHAYAT AND RURAL DEVELOPMENT DEPARTMENT



सत्यमेव जयते

Govt. of Assam

2016

Citizen's Charter

State Institute of Panchayat & Rural Development Department

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

The State institute of panchayat & rural development was created vide Government order No. RDD -448/97/42 Dated, the 23th March, 1998 and RDD 33/2016/33 Dated, the 11th July, 2016. The main function of the institute is training and research in Panchayat and Rural Development.

VISION

A center of excellence for training and research in the field of Rural Development.

MISSION

To initiate, facilitate, coordinate, catalyse and implement an integrated rural development programme.

BUSINESS TRANSACTED

Since 1998 the institute has been making relentless effort to diversify its training and research activities in the broad field of rural development. Training programmes of the institute has increased manifold. With the increase in the number of courses and programmes, the institute has made sincere effort to improve and maintain the qualitative aspects of the training programmes.

The institute made collaborative effort with various organizations, institutes and experts to diversify its training programmes for the officials as well as non officials.

The SIPRD, Assam has taken up a planned approach towards building the capacity of the elected representatives of panchayats in the light of the devolution of functions, functionaries and funds to Panchayati Raj Institutions in the state.

With the above background, functions and objectives of the institute can be summed as follows:

To organize training programme, courses on various operational details, planning, implementation procedure, appropriate technology, cost effective methods and techniques, monitoring for officials and non officials in the implementation of various rural development programmes

- To organize training courses for the elected representatives of panchayats on subject specific rounds.
- Capacity building of the NGOs (Non Government Organizations), CBOs (Community Based Organizations), rural Facilitators, Animators etc.
- Capacity building through skill oriented training programmes on management development, technology transfer, activity specific skill upgradation etc. for self employment in rural areas by taking up economically viable activities.
- To conduct seminars, workshops for various issues on education, health, sanitation, drinking water, environment, social justice, women empowerment, social mobilization etc. for officials and non officials.
- To organize awareness campaign at the field about various socio economic problems and government interventions.
- To undertake research and action research works to try out new initiatives as well as to create demonstration effect.
- To implement pilot projects for development of micro enterprises and to create avenues for employment generation.
- Do conduct training need analysis.

CLIENTS

The clientele groups of SIPRD include the rural development functionaries from state to Gram Panchayat level including line department functionaries, elected representatives of Panchayats, representatives of NGOs, CBOs, academics, social activists, citizens etc. The institute has partnership with different technical universities inside and outside the state, specialized institutes, UNICEF, Oil India Ltd.

Tie up with specialized institutes / organizations.

The SIPRD has tie up with specialized institutes and organizations inside and outside the state for special training and exposure visits:

- National Institute of Rural Development, Hyderabad
- Kerala Institute of Local Administration, Thrissur.
- Assam Agriculture University and its colleges.
- IIT, Guwahati.
- Universities of the State.
- National Dairy Research Institute, Karnal, Haryana
- National Institute of Fashion Technology, New Delhi / Kolkata.
- USHA International, Regional Office, Guwahati.
- Think Big, Guwahati.
- HAVELS International, Guwahati Regional Office.

Training Action Plan:

Training Action Plan of SIPRD can be seen in its website: <http://www.sirdassam.in>

SERVICES RENDERED BY THE INSTITUTE

S. No	Services	Condition	Timeline	Fees	Concern Officer with phone no	Remark
1	Training imparted to officials working at different level – state to GP Level- in broad field of Rural Development and Panchayati Raj	SIPRD mostly organized training programme for departmental officials, elected representative etc	Training is conducted as per Annual Calendar	Not Applicable	1. Mr. A.M.M. Zakir, Director 99545-33472	

		on ongoing programme and various aspects related to Rural Development and Panchayati Raj	fixed for the year		2. Shri Pabitra Kalita, Deputy. Director 94351-13240 3. Shri Surajit Borgohain, Deputy Director 94350-15267	
2	Training imparted to elected representative, NGO, CBO and other stakeholder directly involved	Training are conducted as per training need assessment done in consultation of different authorities. Training Action Plan, calendar, modules and materials are prepared to conduct the training programmes fixed on the basis of the training need assessment done by the institute	Training is conducted as per Annual Calendar fixed for the year	Not Applicable	4. Mr. Anupam Dutta, Sr. Lecturer 94350-18230 5. Shri Biju Kr. Baruah, Sr. Lecturer 94350-19989 6. Dr. Bipul Deka, Lecturer 98547-22507 7. Mrs. Purabi Nath, Lecturer 98540-13938 8. Dr. Ridip Borah, Lecturer 98547-22507	

3	<p>Services that people (rural masses) can avail from SIPRD and its Extension Centres:</p> <p>a) Issuing booklets, CDs to know about the rural development programmes.</p> <p>b) Issuing Guideline to know about the approaches for the implementation, major components, benefits and implementing agencies.</p> <p>c) Issuing Guideline to know about the Roles and responsibilities of different stakeholders in planning and implementation of rural development programmes.</p> <p>d) Issuing Guideline to know about the overall duties and responsibilities of Panchayati Raj Institutions.</p> <p>e) Issuing booklets know about</p>		On The Spot (Same Day)	Not Applicable	<p>9. Sri Amit Kr. Kar, Lecturer 96780-04760</p> <p>10. Sri Utpal Jyoti Bora, Lecturer 98640-66700</p> <p>11. Sri Santosh Medok, lecturer 88761-39753</p> <p>12. Sri Tapan Kr. Deva Sarma, Lecturer 97070-32061</p> <p>13. Sri Animesh Kalita, Lecturer 95088-12706</p> <p>14. Sri Madhuram Kalita, Lecturer 99541-75814</p> <p>15. Smt. Mridhusmita Kashyap, Lecturer 97074-05473</p> <p>16. Smt. Hiramoni Das, Lecturer 87499-40239</p> <p>17. Dr. Debonita Saikia, Lecturer 99540-76250</p>	
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	<p>the benefit of participating in the Gram Sabhas.</p> <p>f) Issuing Booklet and guideline to know about the approaches and methods through which rural masses can participate in planning, implementation and monitoring of rural development programmes for their own development.</p> <p>g) Issuing booklet and guideline to know about the self employment avenues and skill development programmes.</p>				<p>18. Sri Tarun Gogoi, Lecturer 98543-61642</p> <p>19. Sri Swapan Kalita, Lecturer 98592-33107</p> <p>20. Sri Shiva Bora, Lecturer 88223-57554</p> <p>21. Sri Romen Bauarh, Lecturer 96789-26374</p>	
4	<p>Issuing guideline for Self Employment to limited no. of youths through Joint Liability Group with bank loan & Govt. Subsidy.</p>	<p>Skilled Development programmes are conducted as per need of training to youth, farmer, waver etc.</p> <p>Un-employed youth within age group of 18-37 are provided bank</p>	<p>The entire process takes 4-5 months from selection- application to disbursement.</p>	<p>Not Applicable</p>		

		<p>loan and subsidy.</p> <p>The applicants should have read up to Class X standard</p> <p>Selection through ETC in association with concerned blocks and panchayats.</p> <p>Skilled training must be before getting loan.</p>				
5	<p>Research and Action Research</p> <p>The institute undertakes research studies on various subjects to identify the gaps, needs, of different programmes and projects in the broad field of Panchayati Raj & Rural Development. Besides the research studies, the institute time to time undertakes action research activities for field testing</p>			Not Applicable		

<p>of various themes or models step by step while actually implementing the project on groups. The institute also undertakes documenting the best practices in the panchayati raj and rural development for replication. The proposes to undertake following research studies during 2016 – 2017:</p> <ul style="list-style-type: none"> • Issuing of Human Development Report in selected blocks in association with OKD Institute of Social Change and Development • Analysis on backwardness of selected villages on the basis of the availability of basic amenities in association with Nanda Talukdar Foundation. • Social exclusion in service delivery system – a study in 					
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	<p>selected districts in association with Rashtriya Gramin Vikash Nidhi.</p> <ul style="list-style-type: none"> • Preparation of GP Development Plan in an adopted panchayats on action research modes • Third party evaluation of assisted youth under Chief Minister's Jeevan Jyoti Swaniojan Yojana. 					
6	Help students to take up research and action research in the broad field of Rural Development & Panchayati Raj.			Not Applicable		
7	Provide internship to students of universities and colleges in development aspects			Not Applicable		
8	Skill Development and upgradation training to youth, farmer, waver etc through Kahikuchi campus and 12 ETC and in association with universities and specialized institution.			Not Applicable		

9	<p>Resource Centre in IT & Skill Development</p> <p>Resource Centre in IT & Skill Development has been functioning in the second campus of SIPRD to organize diversified training programmes covering different stakeholders. Special thrust has been given on organising training on skill development to promote self employment oriented activities / livelihood promotion. All IT related training programmes are also organized for the state in this centre.</p>			Not Applicable												
10	<p>Extension Training Centres: 12</p> <p>Extension Training Centres have been running under SIPRD in different zones of the state. Each centre covers two to three districts. Efforts are on to develop the infrastructural facilities of these</p>			Not Applicable	<table border="1"> <thead> <tr> <th data-bbox="1402 1027 1623 1105">Name & Designation</th> <th data-bbox="1623 1027 1806 1105">Mobile No.</th> </tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="1402 1105 1806 1149">1.Extension Centre, Kahikuchi</td> </tr> <tr> <td data-bbox="1402 1149 1623 1227">Mr. N. Saikia, Principal</td> <td data-bbox="1623 1149 1806 1227">9957568081</td> </tr> <tr> <td colspan="2" data-bbox="1402 1227 1806 1271">2.Extension Centre, Jorhat</td> </tr> <tr> <td data-bbox="1402 1271 1623 1349">Shri B.K. Baruah, Principal</td> <td data-bbox="1623 1271 1806 1349">9435090238</td> </tr> </tbody> </table>	Name & Designation	Mobile No.	1.Extension Centre, Kahikuchi		Mr. N. Saikia, Principal	9957568081	2.Extension Centre, Jorhat		Shri B.K. Baruah, Principal	9435090238	
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<p>centres. Each Extension Training Centre can conduct two training programmes simultaneously covering 100 participants.</p> <ol style="list-style-type: none"> 1. Kahikuchi, Guwahati. 2. Lichubari, Jorhat district, 3. Joysagar, Sibsagar district, 4. Boalipar, Hailakandi district, 5. Sariahtoli, Nalbari district, 6. Biswanath Chariali, Sonitpur district, 7. Abhayapuri, Bongaigaon district, 8. Saraighat, Bezera, Kamrup district (N) 9. Banipur, Dibrugarh, Dibrugarh district, 10. Chauldhua Ghat, Lakhimpur district, 11. Amoni, Nagaon district, 12. Kajalgaon, Chirrang district (BTAD) 				<table border="1"> <tr> <td colspan="2">3.Extension Centre, Joysagar</td> </tr> <tr> <td>Sri B.K.Das, Officer i/c</td> <td>9435057578</td> </tr> <tr> <td colspan="2">4.Extension Centre, Hailakandi</td> </tr> <tr> <td>Dr. J. Bhuyan, Officer i/c,</td> <td>9854027625</td> </tr> <tr> <td colspan="2">5.Extension Centre, Amoni, Nagaon</td> </tr> <tr> <td>Shri Achyut Akash Bora Officer i/c</td> <td>9954021035</td> </tr> <tr> <td colspan="2">6.Extension Centre, Nalbari</td> </tr> <tr> <td>Shri A.J.Das, Officer i/c</td> <td>9435111509</td> </tr> <tr> <td colspan="2">7.Extension Centre, Biswanath Chariali</td> </tr> <tr> <td>Ms. Ritamoni Phukan Buragohain, Officer i/c</td> <td>9435183989</td> </tr> <tr> <td colspan="2">8.Extension Centre, Abhayapuri</td> </tr> <tr> <td>Shri D. Nath, Officer i/c</td> <td>9435843760</td> </tr> <tr> <td colspan="2">9.Extension Centre, Saraighat</td> </tr> <tr> <td>Sri Anupam Dutta, Officer i/c</td> <td>9435018230</td> </tr> <tr> <td colspan="2">10.Extension Centre, Dibrugarh</td> </tr> <tr> <td>Sri Taznur Hussain, Officer i/c</td> <td>9435199823</td> </tr> <tr> <td colspan="2">11.Extension Centre,</td> </tr> </table>	3.Extension Centre, Joysagar		Sri B.K.Das, Officer i/c	9435057578	4.Extension Centre, Hailakandi		Dr. J. Bhuyan, Officer i/c,	9854027625	5.Extension Centre, Amoni, Nagaon		Shri Achyut Akash Bora Officer i/c	9954021035	6.Extension Centre, Nalbari		Shri A.J.Das, Officer i/c	9435111509	7.Extension Centre, Biswanath Chariali		Ms. Ritamoni Phukan Buragohain, Officer i/c	9435183989	8.Extension Centre, Abhayapuri		Shri D. Nath, Officer i/c	9435843760	9.Extension Centre, Saraighat		Sri Anupam Dutta, Officer i/c	9435018230	10.Extension Centre, Dibrugarh		Sri Taznur Hussain, Officer i/c	9435199823	11.Extension Centre,		
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11	<p>Satellite based training network</p> <p>Satellite Hub has been functioning in the Resource Centre in IT & Skill Development of SIPRD in Kahikuchi campus. 16 Satellite Interactive Terminals have been functioning mostly in the Extension Training Centre of the SIPRD. Training has become more accessible to the grass root level functionaries and other stakeholders through this satellite based training system of SIPRD.</p> <p>Extension Training cum Resource Centres</p> <p>7 Extension Training cum Resource Centres have been</p>			Not Applicable										

	<p>functioning in different places for organizing training programmes at the grass root level and also to conduct awareness programmes in the field. All these centres have been set up under BRGF.</p> <ol style="list-style-type: none"> 1. Udharbond, Cachar 2. Dhemaji, Dhemaji 3. Barpeta 4. Kapili, Morigaon 5. Balijana, Goalpara 6. Kokrajhar 7. Diphu, Karbi Anglong 					
12	<p>District Panchayat Resource Centres</p> <p>10 District Panchayat Resource Centres are being established under RGPSA in 10 districts of the state wherein SIPRD do not have any Extension Training Centres. After completion of the construction works of these centres</p>			Not Applicable		

	<p>the SIPRD will have better outreach for organizing training programmes.</p> <p>With the help of these centres, the institute is able to cover more than 1.50 lakhs persons like elected representatives of PRIs, functionaries of Rural Development and Panchayati Raj. Training of Trainers programmes are also organised by the institute on different subjects for the Resource Persons, Master Trainers, and Faculties.</p>					
13	Updating of the website	<p>1. Name of the Officer</p> <p>2. News & Events</p> <p>3. Contact Details</p>	Within 1 week	Not Applicable	<p>1.Sri Biju Kr. Baruah, 94350-19989</p> <p>2.Sri Utpal Jyoti Bora, 986406-6700</p> <p>3.Sri Santosh Medok, 88761-39753</p> <p>4.Sri Animesh Kalita, 95088-12706</p>	
14	Uploading in the Website	<p>1.All the manual/Implementati on/plan/Rules/Acts</p> <p>2.All</p>	Within 1 month	Not Applicable		

		Notification/Orders/Guideline 3.Recruitment Notifications 4.Audit reports etc.				
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GRIEVANCE REDRESSAL MECHANISM

For any grievance, complaint, suggestions you may contact following address:

Director, SIPRD, Assam

G. S. Road, Khanapara, Guwahati – 22

No. 9199545 – 33472 / 9199544 – 97674 (O)

E-mail: sirdassam@gmail.com

Website: www.sirdassam.in

EXPECTATIONS FROM CLIENTS

From Trainees:

1. Training should be meaningful, service oriented and result oriented.
2. Training should facilitate better performance in the field.
3. To know innovative ideas for planning and Implementation of Panchayati raj and rural development programmes.
4. To know innovative approaches for development in the broad field of rural development.

From Entrepreneurs and Youths:

1. To know about self entrepreneurship avenues.
2. To get self employment avenues for setting up micro enterprise with bank loan and government subsidy.

3. To get skill development and upgrading training for self employment and livelihoods promotion.

From People:

1. To know about the rural development programmes.
2. To know about the approaches for the implementation, major components, benefits and implementing agencies.
3. To know about the Roles and responsibilities of different stakeholders in planning and implementation of rural development programmes.
4. To know about the overall duties and responsibilities of Panchayati Raj Institutions.
5. To know about the benefit of participating in the Gram Sabhas.
6. To know about the approaches and methods through which rural masses can participate in planning, implementation and monitoring of rural development programmes for their own development.
7. To know about the self employment avenues and skill development programmes.

REVIEW

This Citizen's Charter will be reviewed annually. Any suggestion in this regard may be sent to **Mr. A.M.M. Zakir, Director**, State Institute of Rural Development, G.S. Road, Khanapara, Guwahati-22 [E-mail:-sirdassam@gmail.com](mailto:sirdassam@gmail.com).
