**CITIZEN’S CHARTER**

**STATE INSTITUT E OF PANCHAYAT & RURAL DEV ELOPMENT**

**UNDER**

**PANCHAYAT A ND RURAL DEVELOPMENT DEPA RTMENT**



**Govt. of Assam**

**2016**

1

**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.

2

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.

3

**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**

1. **Services**

**No**

**1** Training imparted to officialsworking at different level – state to GP Level- in broad field of Rural Development and Panchayati Raj

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Condition** |  | **Timeline** |  | **Fees** | **Concern Officer with phone no** | **Remark** |
| SIPRD mostly organized | Training | is | Not | 1**. Shri Khageswar Pegu, ACS,** |  |
| training programme for | conducted | as | Applicable | **Director, SIPRD, Assam** |  |
| departmental | officials, | per | Annual |  | **99545-33472** |  |
| elected representative etc | Calendar |  |  |  |  |
|  |  |  |  |  |  |  |  |

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

5

**Services that people** **(rural**

1. **masses) can avail from SIPRD and its Extension Centres:**
	1. Issuing booklets, CDs to know about the rural development programmes.
	2. Issuing Guideline to know about the approaches for the

implementation, major components, benefits and implementing agencies.

* 1. Issuing Guideline to know about the Roles and responsibilities of different stakeholders in planning and implementation of rural development programmes.
	2. Issuing Guideline to know about the overall duties and responsibilities of Panchayati Raj Institutions.
	3. Issuing booklets know about

|  |  |  |  |
| --- | --- | --- | --- |
| On The Spot | Not | 9. | Sri Amit Kr. Kar, Lecturer |
| (Same Day) | Applicable |  | 96780-04760 |  |
|  |  | 10. Sri Utpal Jyoti Bora, Lecturer |
|  |  |  | 98640-66700 |  |
|  |  | 11. | Sri Santosh Medok, | lecturer |
|  |  |  | 88761-39753 |  |
|  |  | 12. | Sri Tapan Kr. Deva Sarma, |
|  |  |  | Lecturer |  |
|  |  |  | 97070-32061 |  |
|  |  | 13. | Sri Animesh Kalita, Lecturer |
|  |  |  | 95088-12706 |  |
|  |  | 14. | Sri | Madhuram | Kalita, |
|  |  |  | Lecturer |  |
|  |  |  | 99541-75814 |  |
|  |  | 15. | Smt. Mridhusmita Kashyap, |
|  |  |  | Lecturer |  |
|  |  |  | 97074-05473 |  |
|  |  | 16. | Smt. Hiramoni Das, Lecturer |
|  |  |  | 87499-40239 |  |
|  |  | 17. Dr. Debonita Saikia, |  |
|  |  |  | Lecturer |  |
|  |  |  | 99540-76250 |  |
|  |  |  |  |  |  |

6

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| the benefit of | participating in | 18. Sri Tarun Gogoi, Lecturer |  |
| the Gram Sabhas. |  | 98543-61642 |  |
| f) Issuing Booklet and guideline |  |
| 19. Sri Swapan Kalita, Lecturer |  |
| to know about the approaches |  |
| 98592-33107 |  |
| and methods | through | which |  |
| 20. Sri Shiva Bora, Lecturer |  |
| rural masses can participate in |  |
| 88223-57554 |  |
| planning, implementation and |  |
| 21. Sri Romen Bauarh, Lecturer |  |
| monitoring | of | rural |  |
| 96789-26374 |  |
| development | programmes for |  |
|  |  |
| their own development. |  |  |  |

1. Issuing booklet and guideline to know about the self employment avenues and skill development programmes.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **4** | Issuing | guideline | for | Self | Skilled | Development | The | entire | Not |
|  | Employment to limited no. of | programmes | are | process takes | Applicable |
|  | youths | through Joint | Liability | conducted as per need of | 4-5 | months |  |
|  | Group with bank loan & Govt. | training | to | youth, | from |  |  |
|  | Subsidy. |  |  |  | farmer, waver etc. |  | selection- |  |
|  |  |  |  |  | Un-employed | youth | application to |  |
|  |  |  |  |  | within age group of 18- | disbursement. |  |
|  |  |  |  |  | 37 are | provided | bank |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |

7

loan and subsidy.

The applicants should

have read up to Class X

standard

Selection through ETC

in association with

concerned blocks and

panchayats.

Skilled training must

before getting loan.

|  |  |  |
| --- | --- | --- |
| **5** | **Research and Action Research** | Not |

Applicable

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

8

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:

* 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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selected districts in association

with Rashtriya Gramin Vikash

Nidhi.

* 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 | Not |  |  |
|  | and action research in the broad | Applicable |  |  |
|  | field of Rural Development & |  |  |  |
|  | Panchayati Raj. |  |  |  |  |  |
|  |  |  |  |  |
| **7** | Provide internship to students of | Not |  |  |
|  | universities | and | colleges in | Applicable |  |  |
|  | development aspects |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **8** | Skill | Development | and | Not |  |  |
|  | upgradation | training to | youth, | Applicable |  |  |
|  | farmer, | waver | etc | through |  |  |  |
|  | Kahikuchi campus and 12 ETC |  |  |  |
|  | and in association with universities |  |  |  |
|  | and specialized institution. |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

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1. **Resource Centre in IT & Skill Development**

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.

1. **Extension Training Centres**: 12Extension 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

Not

Applicable

Not

Applicable

**Name &**

**Mobile No.**

**Designation**

**1.Extension Centre, Kahikuchi**

|  |  |  |
| --- | --- | --- |
| Mr. N. Saikia, | 9957568081 |  |
| Principal |  |
|  |  |
|  |  |  |

**2.Extension Centre, Jorhat**

Shri B.K. Baruah,

9435090238

Principal

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centres. Each Extension Training

Centre can conduct two training

programmes simultaneously

covering 100 participants.

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, Kamru district (N)
9. Banipur, Dibrugarh, Dibrugarh district,
10. Chauldhua Ghat, Lakhimpur district,
11. Amoni, Nagaon district,
12. Kajalgaon, Chirrang district (BTAD)

**3.Extension Centre, Joysagar**

|  |  |  |
| --- | --- | --- |
| Sri B.K.Das, | 9435057578 |  |
| Officer i/c |  |
|  |  |
|  |  |  |

**4.Extension Centre, Hailakandi**

Dr. J. Bhuyan,

9854027625

Officer i/c,

**5.Extension Centre, Amoni, Nagaon**

|  |  |  |
| --- | --- | --- |
| Shri Achyut Akash | 9954021035 |  |
| Bora Officer i/c |  |
|  |  |
|  |  |  |

**6.Extension Centre, Nalbari**

Shri A.J.Das,

9435111509

Officer i/c

**7.Extension Centre,** **Biswanath**

**Chariali**

Ms. Ritamoni

Phukan

9435183989

Buragohain,

Officer i/c

**8.Extension Centre, Abhayapuri**

Shri D. Nath,

9435843760

Officer i/c

**9.Extension Centre, Saraighat**

Sri Anupam Dutta,

9435018230

Officer i/c

**10.Extension Centre, Dibrugarh**

Sri Taznur Hussain,

9435199823

Officer i/c

**11.Extension** **Centre,**

12

**Chauldhuaghat**

Sri. N. K. Paw,

7896826655

Officer i/c

**12.Extension Centre, Kajalgaon**

Sri Debobrata

Bhagawati, Officer 8011524295

i/c

|  |  |
| --- | --- |
| **11 Satellite based training network** | Not |
| Satellite | Hub | has | been | Applicable |
| 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. |  |
| **Extension** | **Training** | **cum** |  |

**Resource Centres**

7 Extension Training cum

Resource Centres have been

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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.

1. Udharbond, Cachar
2. Dhemaji, Dhemaji
3. Barpeta
4. Kapili, Morigaon
5. Balijana, Goalpara
6. Kokrajhar
7. Diphu, Karbi Anglong

|  |  |  |  |
| --- | --- | --- | --- |
| **12 District** | **Panchayat** | **Resource** | Not |
| **Centres** |  |  |  |  | Applicable |
| 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 |  |
|  |  |  |  |  |  |  |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | the SIPRD will have better |  |  |  |  |  |  |  |
|  | outreach for |  | organizing | training |  |  |  |  |  |  |  |
|  | programmes. |  |  |  |  |  |  |  |  |  |  |
|  | 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. |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **13** | **Updating of the website** |  | 1. Name of the Officer | Within 1 |  | Not | 1.Sri Biju Kr. Baruah, |  |  |
|  |  |  |  |  | 2. News & Events | week |  | Applicable | 94350-19989 |  |  |
|  |  |  |  |  |  | 2.Sri Utpal Jyoti Bora, |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | 3. Contact Details |  |  |  | 986406-6700 |  |  |
|  |  |  |  |  |  |  |  |  | 3.Sri Santosh Medok, |  |  |
| **14** | **Uploading in the Website** |  | 1.All the | Within | 1 | Not |  |  |
|  | 88761-39753 |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | manual/Implementati | month |  | Applicable | 4.Sri Animesh Kalita, |  |  |
|  |  |  |  |  | on/plan/Rules/Acts |  |  |  | 95088-12706 |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | 2.All |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

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Notification/Orders/G

uideline

3.Recruitment

Notifications

4.Audit reports etc.

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

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1. To get skill development and upgrading training for self employment and livelihoods promotion. From People:
2. To know about the rural development programmes.
3. To know about the approaches for the implementation, major components, benefits and implementing agencies.
4. To know about the Roles and responsibilities of different stakeholders in planning and implementation of rural development programmes.
5. To know about the overall duties and responsibilities of Panchayati Raj Institutions.
6. To know about the benefit of participating in the Gram Sabhas.
7. 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.
8. 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 **Shri Khageswar Pegu, ACS, Director**, State Institute of Rural Development, G.S. Road, Khanapara, Guwahati-22 E-mail:-sirdassam@gmail.com.

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