

**COUNCIL FOR ADVANCEMENT OF PEOPLE'S ACTION
AND RURAL TECHNOLOGY (CAPART)**



CITIZEN'S / CLIENT'S CHARTER

CAPART

**Ministry of Rural Development
Zone-V A, 2nd Floor, India Habitat Centre,
Lodhi Road, New Delhi-110003**

Website: <http://capart.nic.in>

April, 2011

Citizen's/ Client's Charter for CAPART

Vision

The Vision of CAPART is to play a dynamic and catalytic role with the various governmental agencies and NGOs, influence public policy and contribute its share towards the many-sided development of Rural India.

Mission and Objectives of CAPART:

The mission and objectives of CAPART is to work in close coordination with the rural NGOs and empower them:

1. to acquire the activities, programmes and assets of two Societies namely People's Action for Development (India) [Registration No.4433] and, Council for Advancement of Rural Technology [Registration No.12945] and all or any of the belonging, funds, rights, privileges, obligations and contracts of the said two Societies which as on the date of registration of this Society shall be deemed to have been amalgamated and merged into this society;
2. to encourage, promote and assist voluntary action in the implementation of projects for the enhancement of rural prosperity;
3. to strengthen and promote voluntary efforts in rural development with focus on injecting new technological inputs in this behalf;
4. to act as the national nodal point for coordination of all efforts at generation and dissemination of technologies relevant to rural development in its wider sense;
5. to act as a catalyst for development of technology appropriate for the rural areas, by identifying and funding research and development efforts and pilot projects by different agencies and institutions particularly voluntary organisations;
6. to act as a conduit for transfer of appropriate technology to Government Departments, public sector undertaking, cooperative societies, voluntary agencies and members of public to encourage adoption of modern techniques and appropriate technology in rural development;
7. to act as a clearing house of information and data bank;
8. to disseminate knowledge on rural technology to manufacturers of machinery tools, equipment and spare parts so that large scale projection of technically improved machinery etc. is carried out in the private cooperative and public sectors;
9. to promote aid, guide, organize, plan, undertake, develop, maintain and coordinate projects/schemes aimed at all round development, creation of employment opportunities, promotion of self-reliance, generation of awareness, organization and improvement in the quality of the life of the people in rural areas in general and of the economically and socially handicapped as also those who are physically, orthopedically and visually handicapped and mentally retarded in particular (as amendment of Article 3(ix) of Memorandum of Association and Rules of CAPART regarding Priority treatment of Physically, orthopedically and visually handicapped persons along with SC/ST and freed Bonded Labourers approved by the General Body in its meeting on 07.07.1995).

10. to assist and promote programmes aimed at conservation of the environment and nature resources;
11. to strengthen existing institutions of research and develop or set up institutions, so that national level institutions on matters of purely or largely rural interest are built up;
12. to collaborate with other institutions, associations and societies in India or abroad including concerned international agencies-constituents of the U.N. system interested in similar objects;
13. to conduct or sponsor training programmes, conferences, lectures and seminars on rural development activities of particular interest to women, with an accent on improved technologies appropriate to their role in rural development.
14. to conduct or sponsor training programmes for trainers, particularly in the voluntary sectors, so that improved technology is disseminated to participants in development in the rural areas;
15. to conduct or sponsor training programmes/seminars, workshops and meetings to promote interaction between government agencies and voluntary agencies working in the field of rural development and technology;
16. to carry out research studies, survey, evaluation and the like on the use of appropriate technology and to offer fellowships, scholarships and prizes in furtherance of the objects of the society;
17. to prepare, print and publish paper, periodical-monographs and books in furtherance of the objects of the society; and
18. to do all other such things as the society may consider necessary, incidental or conducive to the attainment of its objectives;
19. to create awareness amongst rural people and provide a series of escort services to them through the NGOs on matters relating to Intellectual Property Right (IPR) issues in the context of WTO and assist them by protecting their knowledge-base, time-honoured inherent and patent rights and all matters connected therewith.

i) SERVICE STANDARD

Offices	Sl. No.	Main Services		Service Standards with time lines
Headquarters and 9 Responsibility (Regional) Centres	1.	Online receipts for grant applications		As soon as VO enters the requisite information and documents- Auto-acknowledgement, application ID gets generated through NGO-PS portal.
	2.	Desk appraisal	Initial Screening	5 days from the date of receipt of hard copy
			Seeking clarification and obtaining response	45 – 60 days
	3.	Deputing Institutional Monitors for pre-funding appraisals (PFA)		10 days from date of receipt of clarifications from VO.
	4.	Receipt of PFA report		45-60 days after deputation of Institutional Monitors.
	5.	Decision on the proposal	Rejection of proposal	Within 10 days after receipt of PFA report, in case Institutional Monitors has not recommended the proposal.
			Placing the proposals before the concerned NSC/RC	Within 60 days after receipt of PFA report, in case Institutional Monitors has recommended the proposal.
	6.	Communication of NSC/ RC decision on application (with Terms & Conditions where applicable)		21 days from date of NSC/ RC meeting
	7.	Seeking clarification (if any) on Terms & Conditions from VO		10 days from the date of receipt of hard copy of Terms & Conditions
8.	Release of 1 st installment to VO		15 days from the date of acceptance of the terms and conditions.	
9.	Deputation of monitor for mid-term/post evaluation		10 days from receipt of progress report and utilization certificate from VO but not later than six months from the release of funds.	

	10	Release of subsequent/final installments	<p>15 days from receipt of report from monitor, in case the report is positive.</p> <p>The last but not final installment will be released by retaining 10% of the total grant.</p> <p>The retained/withheld 10% of the total grant will be reimbursed to the organisation after the receipt of satisfactory completion/ final progress report/ audited receipt and payment, income and expenditure statements of account and utilisation certificate.</p>
	11.	Closure of File	<p>15 days from the date of receipt of final progress report from VO and post-evaluation report from monitor whichever is later</p>

* Days means working days

ii) GRIEVANCE REDRESSAL MECHANISM

Information to be collected on receipt of grievance

Criteria for classification	
Criteria	Categories
1. Project related	<ul style="list-style-type: none"> • Delay in sanction of projects. • Delay in release of 1st installment. • Delay in release of subsequent installments. • Delay in deputing monitors. • Delay in closing of file. • Grievances against BLA/Funding Restriction Category.

Time Norm for redress	
Grievance Categories	Time Norm for Redress
<ul style="list-style-type: none"> • Delay in sanction of projects. • Delay in release of 1st installment. • Delay in release of subsequent installments. • Delay in deputing monitors. • Delay in closing of file. • Grievances against BLA/Funding Restriction Category. 	<ul style="list-style-type: none"> • One month • One week • One week • 15 days • 1 month • 1 month

Type of Complaints	Timeline for redress at Head of Department Level	Timeline for redress at DDG Level	Timeline for redress at DG Level
Related to release of funds	Within 10 days	Within 15 days	Within 20 days

iii) List of Stakeholders

1. Voluntary Organizaions
2. Beneficiaries
3. Districts Rural Development Agencies
4. Panchayats
5. State Governments/Union Territories

iv) List of Responsibility Centres:

Sl. No.	Name of Responsibility Centre	Contact Address
1.	Advancement of Rural Technologies	Director, ARTS (CAPART Headquarters) Tel. No. 24642395 Ext. 123
2.	Public Cooperation/Organisation of Beneficiaries	Director, PC (CAPART Headquarters) Tel. No. 24642395 Ext. 115
3.	Disability Division	Dy. Director, Disability (CAPART Headquarters) Tel. No. 24642395 Ext. 114
4.	Marketing Division	Director, Marketing (CAPART Headquarters) Tel. No. 24642395 Ext. 120
5.	Regional Centre, Ahmedabad	Regional Representative & Member Convenor West Zone Regional Committee, CAPART Navjivan Trust Complex, Ashram Road Ahmedabad-380014 (GUJARAT) Phone : 079-7545072/7545073 Fax : 079-7545072. email : rc_ahd@hotmail.com, indurkar@capart.nic.in Area of Operation: Maharashtra, Gujarat, Dadar & Nagar Haveli, DAMAN & DIU
6.	Regional Centre, Bhubaneswar	Regional Representative & Member Convenor East Zone Regional Committee, CAPART SIRD Campus, Unit-VIII, Near Stewart School Bhubaneswar-751012 (ODISHA) Phone : 0674-2565850 Fax : 0674-2565860 E Mail : capart_rcbhub@yahoo.com Area of Operation: Odisha, West Bengal, Chattisgarh, Andaman & Nicobar Islands.
7.	Regional Centre, Chandigarh	Regional Representative & Member Convenor Regional Committee, CAPART SCO/179-180, II floor, Sector 17-C, Chandigarh (HARYANA, PUNJAB) Tel: 2720465/2720478 Fax : 0172-2700457 E.Mail: capart_chd@rediffmail.com Area of Operation: Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh & Punjab.

8.	Regional Centre, Dharwad	<p>Regional Representative & Member Convenor Regional Committee, CAPART No.304 " Indira Niwas" , Bharti Nagar ,3rd Main Road Dasanakoppa Circle, District Dharwad (Karnataka) 580001 Phone : 0836-244-309, Fax : 0836-2770810 email : capartrcdwd@rediffmail.com,capartrcdwd@gmail.com smohan@capart.nic.in</p> <p>Areas of Operation: Lakshadweep, Karnataka, Kerala. Goa.</p>
9.	Regional Centre, Guwahati	<p>Regional Representative & Member Convenor North-East Zone Regional Committee, CAPART Ashok Path, Bashishtha Road Guwahati-781028 (ASSAM) Phone : 0361-2268368, 2269113 Fax: 0361-2268368 email : capartrcgghy@yahoo.co.in, kbrani@capart.nic.in</p> <p>Area of Operation: Sikkim, Arunachal Pradesh, Assam, Manipur,Nagaland, Mizoram, Tripura & Meghalaya.</p>
10.	Regional Centre, Hyderabad	<p>Regional Representative & Member Convenor South Zone Regional Committee, CAPART Faculty Building No.II, National Institute of Rural Development Rajendra Nagar, Hyderabad-500 030. (A.P.) Phone : 040-24017851, Fax : 040-24018669 email : capatrchyd@hotmail.com, vkrai@capart.nic.in</p> <p>Areas of Operation : Andhra Pradesh, Pondicherry, Tamil Nadu, Monicoy Islands.</p>
11.	Regional Centre, Jaipur	<p>Regional Representative & Member Convenor North Zone Regional Committee, CAPART Tambi Tower,3rd Floor, Sansarchandra Road Jaipur-302 001. (RAJASTHAN) Phone : 0141-2379783,2373460 Fax : 0141-2379783</p> <p>email:capart.rcjaipur@gmail.com,clal@capart.nic.in Areas of Operation: Rajasthan, Madhya Pradesh.</p>

12.	Regional Centre, Lucknow	Regional Representative & Member Convenor Central Zone Regional Committee, CAPART PICUP Bhawan, 4 th Floor, Block -B-2 Vibhuti Khand, Gomti Nagar, Lucknow-226010.(UP) Phone : 0522- 2721695; Fax : 0522-2721696 email : capart_rcluck@yahoo.co.in, sohanbir@capart.nic.in Areas of Operation: Uttar Pradesh , Uttranchal
13.	Regional Centre, Patna	Regional Representative & Member Convenor Regional Committee, CAPART Biscomaun Tower, 5th floor West Gandhi Maidan, Patna-800 001.(BIHAR) Phone : 0612-2211648; Fax : 0612-2211648 emial : rcpatna@yahoo.com, dipankar@capart.nic.in Areas of Operation : Bihar, Jharkhand

v) Indicative Expectations from Service Recipient (Voluntary Organisations):

No.	Activity	Timeline	Remark
1.	Apply online for grants	Not Applicable	Online receipts will be generated
2.	Send hardcopy of project proposal along with requisite documents	10 days from receiving online receipt	Proposal automatically rejected if hard copy not received in 40 days
3.	Provide clarifications (if any) required by CAPART on proposal	45 days from receipt of clarification request	Proposal rejected if response not received in 60 days
4.	Send completed Terms & Conditions document to CAPART	30 days for online submission and 45 days for hard copy submission	Sanction will be withdrawn if T&C not received in 60 days
5.	Provide clarifications (if any) required by CAPART on Terms & Conditions	10 days from receipt of clarification request	Sanction withdrawn if response not received within 20 days
6.	Acknowledge payments received from CAPART	30 days from release of payment	-----
7.	Send progress report and utilization certificate	Due date from the date of receipt of payment by VO but not later than six months.	Initiate action against the VO if report and utilisation certificate other documents not submitted in the prescribed time stipulated in the guidelines.

8.	Provide clarifications on comments (if any) of FAD, CAPART	30 days from receipt of clarification request	Action initiated against VO if clarification not provided
9.	Final progress report, completion report and consolidated audited account	Due date from the date of receipt of final payment by VO	-----

vi) *Month and year for next review of the Charter*

The next date of review of the Charter will be April, 2012.