

**NORTH EASTERN COUNCIL  
CITIZEN’S CHARTER**

**A VISION**

“To plan and support development projects in the North Eastern states, promote research and innovation and provide strategic policy vision for the Region”.

**B MISSION**

- Preparation of integrated and holistic regional perspective plans to achieve specific short-term and long-term objectives, by taking into account the aspirations, needs and sensitivities of the people of the region.
- Identifying the strengths of the region and focusing on the opportunities for accelerating the pace of socio-economic development in the NER through participatory planning and implementation.
- Synergizing and building convergence in the efforts of Central/ State Governments/ other stakeholders for balanced development of the region.
- Evolving a coordinated common approach for all agencies working for the development, public order and security in the region.
- Evolving and aiding in the formulation of innovative and appropriate policies and strategies suited for the region for its all-round rapid development.

**C SERVICE STANDARDS:**

Sl. No	Service/ Transaction	Success Indicators	Weight (%)	Service Standard	Unit	Data Source
1	Preparation of Regional Plan	Average time before the start of the relevant Finance Commission Cycle	12	60	Working days	Council’s/ Stakeholders’ Records
2	Preparation of Annual Plan	Average time before the start of the relevant financial year.	6	30	Working days	Council’s/ Stakeholders’ Records
3	Prioritisation of projects	Average time taken from the receipt of Priority List with Concept papers	6	90	Working days	Council’s/ Stakeholders’ Records
4	Sanction of prioritised projects	Average time taken from the receipt of Detailed Project Report	12	90	Working days	Council’s/ Stakeholders’ Records
5	Release of first instalment after receipt of work order	Average time taken from the date of receipt of work order along with other requisite documents	12	30	Working days	Council’s/ Stakeholders’ Records

6	Release of subsequent instalments	Average time taken from the receipt of demand request, Utilization Certificate (UC) of previous release, Quarterly Progress Reports (QPR), photographs etc.	12	30	Working days	Council's/ Stakeholders' Records
7	Closure of projects	Average time taken from the receipt of UC, QPR, Project Completion Report (PCR), photographs etc.	10	30	Working days	Council's/ Stakeholders' Records
8	Redress of Public Grievances	Average time taken to acknowledge grievance received through CPGRAMS portal.	2	7	Working days	Council's/ Stakeholders' Records
		Average time taken to acknowledge grievance received through registered post.	2	15	Working days	Council's/ Stakeholders' Records
		Average time taken for settlement of grievance/final reply	6	30	Working days	Council's/ Stakeholders' Records
9	Timely response to communications from stakeholders	Average time taken for acknowledgement/ final reply	10	21	Working days	Council's/ Stakeholders' Records
10	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	Council's/ Stakeholders' Records

#### **D LIST OF STAKEHOLDERS/CLIENTS**

<b>Sl. No</b>	<b>Stakeholders/ Clients</b>
1	NE State Governments
2	Central Ministries/ Organizations and their enterprises
3	Civil Society in the North-East Region
4	People of the NE Region

**E RESPONSIBILITY CENTRES AND SUB-ORDINATE ORGANIZATIONS:**

Sl. No	Responsibility Centres and Sub-ordinate Organizations	Landline Number	Email	Mobile No
1	North Eastern Region Community Resource Management Society (NERCORMS)	0364-2500495	<a href="mailto:mdnercornp@gmail.com">mdnercornp@gmail.com</a>	08334854449
2	North East Cane and Bamboo Development Council (NECBDC)		<a href="mailto:necbdc@gmail.com">necbdc@gmail.com</a>	09401991523

**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 the NEC.
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 NEC's support and keeping the NEC informed of the same.
6	Timely submission of utilization and progress reports to the NEC.
7	Extending support to the NEC to meet its Goals and realize its vision.

**G. GRIEVANCE REDRESSAL:**

Sl. No	Public Grievance Officer	Helpline	Email	Mobile No
1	Ms Laysang A Lama	0364-2522682	<a href="mailto:laysang.lama@nic.in">laysang.lama@nic.in</a>	09953835821