

**NORTH EASTERN COUNCIL
CITIZEN 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 to the start of the relevant Plan period	12	30	Working days	Council's/ Stakeholders' Records
2	Retention of project	Average time taken from the receipt of Priority List with Concept papers	12	30	Working days	Council's/ Stakeholders' Records
3	Sanction of retained project	Average time taken from the receipt of Detailed Project Report	12	30	Working days	Council's/ Stakeholders' Records
4	Release of first instalment	Average time taken from the date of sanction of Project	12	30	Working days	Council'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	Council's/ Stakeholders' Records

6	Closure of projects	Average time taken from the receipt of Utilization Certificates, Completion Report, photographs etc.	10	30	Working days	Council's/ Stakeholders' Records
7	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
8	Timely response to communications from stakeholders	Average time taken for acknowledgement/ final reply	10	21	Working days	Council'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	Council's/ Stakeholders' Records

D LIST OF STAKEHOLDERS/CLIENTS

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

E RESPONSIBILITY CENTERS AND SUB-ORDINATE ORGANIZATIONS:

Sl. No.	Responsibility Centres and Sub-ordinate Organizations	Landline Number	Email	Mobile No
1	North Eastern Region Community Resource	0364-2500495	mdnercomp@gmail.com	

	Management Programme(NERCOMP)			
2	Cane and Bamboo Technology Centre(CBTC)		mail@cbtc.org.in	09435019774

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.
6	Proper monitoring & evaluation of the projects implemented with NEC's support and keeping the NEC informed of the same.
7	Timely submission of utilization and progress reports to the NEC.
8	Extending support to the NEC to meet its Goals and realize its Vision.

G GREIVENCE REDRESSAL:

Sl. No.	Public Grievance Officer	Helpline	Email	Mobile No.
1	Kh. Siile Anthony	0364-2522674 0364-2522647	dir.hrd-nec-meg@nic.in	0997136469