

## **CITIZEN'S/ CLIENT'S CHARTER – MINISTRY OF TRIBAL AFFAIRS**

**Responsibility Centre: National Scheduled Tribes Finance and Development Corporation, New Delhi.**

### **A. Introduction**

National Scheduled Tribes Finance and Development Corporation (NSTFDC), under the Ministry of Tribal Affairs, extends concessional finance assistance to individuals or groups of STs for undertaking Income Generation Activities for their economic empowerment. The financial assistance is extended through State Channelising Agencies (SCAs), certain PSU Banks, RRBs and NCDC having refinance agreement with NSTFDC for eligible STs having annual family income of the applicants should not exceed Rs. 3.00 lakh p.a. both for rural and urban areas.

### **B. Mission, Objectives and Functions:**

- a. Mission:** Economic Development of Scheduled Tribes on sustainable basis.
- b. Objective:** NSTFDC is an Apex organization under MoTA for providing financial assistance for the socio-economic development of Scheduled Tribes. The broad objectives of NSTFDC are:
  - To identify economic activities of importance for Scheduled Tribes so as to generate self-employment and raise their level of income.
  - To upgrade skills and process used by the Scheduled Tribes by providing both institutional and on the job training.
  - To make the existing State/ UT Scheduled Tribes Finance and Development Corporations (SCAs) and other developmental agencies engaged in the economic development of Scheduled Tribes more effective.
  - To assist SCAs in project formulation, implementation of NSTFDC assisted schemes and in imparting training to their personnel.
  - To monitor implementation of NSTFDC assisted schemes in order to assess their impact.

**c. Functions:**

- To generate awareness amongst the STs about NSTFDC concessional schemes.
- To provide assistance for skill development and capacity building of beneficiaries as well as officials of SCAs.
- To provide concessional finance for viable income generation scheme through SCAs and other agencies for socio-economic development of eligible Scheduled Tribes.
- To assist in market linkage of tribal produce.

**C. Main Services/ Transactions:**

S.No.	Main Services/ Transaction	Responsible Person	Email	Phone No.	Process	Document Required	Fees		
							Category	Mode	Amount
1.	Sanction and release of financial assistance to SCAs	<p><b>a. Shri M. K. Brahma</b> GM (Proj., P&amp;V and OL) (for the states of Gujarat, Rajasthan, Jammu &amp; Kashmir, Himachal Pradesh, Uttarakhand, West Bengal, Odisha, Bihar, Uttar Pradesh, Jharkhand, Dadar and Nagar Haveli and Andaman &amp; Nicobar)</p> <p><b>b. Shri Rajan J. Kachhap</b> DGM (Proj.) (for the states of Chhattisgarh, Goa, Madhya Pradesh, Manipur, Nagaland, Sikkim, Arunachal Pradesh, Assam, Meghalaya, Mizoram, Tripura and Maharashtra)</p> <p><b>c. Shri S. N. Galgotia</b> GM (Proj. &amp; MIS) (Andhra Pradesh, Karnataka, Kerala, Lakshadweep, Tamil Nadu and Telangana)</p>	<p><a href="mailto:mkbrahma2007@rediffmail.com">mkbrahma2007@rediffmail.com</a></p> <p><a href="mailto:rajanstfdc@gmail.com">rajanstfdc@gmail.com</a></p> <p><a href="mailto:sudhirgalgotia@gmail.com">sudhirgalgotia@gmail.com</a></p>	<p>011-26177042</p> <p>011-26177046</p> <p>011-26180980</p>	<p><b>Sanction:</b> Scrutiny of Project Proposal for meeting norms of NSTFDC.</p> <p><b>Disbursement:</b> Processing the request for compliance of the terms and conditions of sanction and the norms for disbursement.</p>	<p><b>Sanction:</b> Project Proposal in line with the norms of NSTFDC</p> <p><b>Disbursement:</b> Request for release of funds along with list of selected applicants and settlement of overdues, utilization of earlier disbursement and availability of guarantee in line with norms of NSTFDC.</p>	Not applicable		

#### D. Service Standards

S.No.	Main Services/ Transaction	Service Standards	Unit	Data Source
1.	Sanction of financial assistance to clients for economic development of Scheduled Tribes, complete in all respects:		Days	NSTFDC's records.
	a. within the powers of CMD	a. 45		
	b. within the powers of Board	b. 150	Days	
2.	Disbursement of financial assistance to clients for economic development of Scheduled Tribes, complete in all respects.	45	Days	NSTFDC's records.

#### E. Grievance Redressal System

S.No.	Name of the Public Grievance Officer	Landline	Email	Mobile Number
(i)	<b>Shri M. K. Brahma</b> GM (Proj., P&V and OL) (for the states of Gujarat, Rajasthan, Jammu & Kashmir, Himachal Pradesh, Uttarakhand, West Bengal, Odisha, Bihar, Uttar Pradesh, Jharkhand, Dadra & Nagar Haveli and Andaman & Nicobar)	011-26177042	<a href="mailto:mkbrahma2007@rediffmail.com">mkbrahma2007@rediffmail.com</a>	09871045180
(ii)	<b>Shri Rajan J. Kachhap</b> DGM (Proj.) (for the states of Chhattisgarh, Goa, Madhya Pradesh, Manipur, Nagaland, Sikkim, Arunachal Pradesh, Assam, Meghalaya, Mizoram, Tripura and Maharashtra)	011-26177046	<a href="mailto:rajanstfdc@gmail.com">rajanstfdc@gmail.com</a>	09868553343
(iii)	<b>Shri S. N. Galgotia</b> GM(Proj.& MIS) (Andhra Pradesh, Karnataka, Kerala, Lakshadweep, Tamil Nadu and Telangana)	011-26180980	<a href="mailto:sudhirgalgotia@gmail.com">sudhirgalgotia@gmail.com</a>	09899061248

**F. List of Stakeholders/ Clients**

S.No.	Stakeholders/ Clients
1.	State Tribal Finance and Development Corporations owned by State Government and Central Government (details are at <a href="http://www.nstfdc.net">www.nstfdc.net</a> )
2.	<b>PSU Banks</b> – State Bank of India, Canara Bank, Bank of Baroda and Central Bank of India.
3.	<b>Regional Rural Banks</b> – Assam Gramin Vikash Bank, Baroda Gujarat Gramin Bank, Jharkhand Gramin Bank, Odisha Gramya Bank, Utkal Gramin Bank (Odisha), Mizoram Rural Bank, Meghalaya Rural Bank, Nagaland Rural Bank, Purvanchal Bank (Uttar Pradesh), Uttarakhand Gramin Bank, Telangana Gramin Bank, Tripura Gramin Bank, Bangiya Vikash Gramin Bank (West Bengal), Tamil Nadu Gramin Bank, Andhra Pradesh Grameena Vikash Bank, Karnataka Vikas Grameena Bank and Kerala Gramin Bank.
4.	<b>National Co-operative Development Corporation (NCDC)</b>

**G. List of Responsibility Centers and Subordinate Organizations – NIL**

S.No.	List of Zonal Offices	Tel. no.
1.	National Scheduled Tribes Finance and Development Corporation, RCC Building, 1 <sup>st</sup> Floor (Near Bridge), Hengrabari Road, Dispur, Guwahati – 781 005 (Assam)	0361-2232724
2.	Shri V. G. Ghutake, Asstt. Zonal General Manager, National Scheduled Tribes Finance and Development Corporation, 2 <sup>nd</sup> Floor, Rajiv Gandhi Bhawan Parisar II, 35, Shyamala Hills, Bhopal – 462 002 (Madhya Pradesh)	0755-2660456
3.	Dr. Krishna Veni Motha, Zonal Manager, National Scheduled Tribes Finance and Development Corporation, 4 <sup>th</sup> Floor, Telugu Samakshema Bhawan, Masab Tank, Hyderabad – 500 028 (Andhra Pradesh)	040-23396088
4.	Shri Sunil Kumar Sahoo, Zonal Manager, National Scheduled Tribes Finance and Development Corporation, Plot No. 396, 1 <sup>st</sup> Floor, Garage Chhak, Rajarani Nagar, Old Town, Bhubaneswar – 751 002 (Odisha)	0674-2342132

#### H. Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1.	These agencies are expected to be familiar with the guidelines of NSTFDC and are to formulate/ submit project proposals meeting the norms of NSTFDC, complete in all respects. (lending norms and other requisite formats are available at the NSTFDC website <a href="http://www.nstfdc.net">www.nstfdc.net</a> )
2.	The agencies are to give adequate time to assess/ analyze the project proposals.