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), an undertaking of the Ministry of Tribal Affairs (MoTA), extends concessional financial assistance to individuals, groups, societies or any other legal form of entities of STs for setting-up income generating project for their economic empowerment. The financial assistance is extended to the eligible STs having annual family income of upto Rs. 3.00 lakh p.a. both for urban and rural areas through the State Channelising Agencies (SCAs), certain PSU Banks, RRBs, NCDC and other organizations having refinance agreement with NSTFDC.

B. Mission, Objectives and Functions:

a. Mission: Economic Development of Scheduled Tribes on sustainable basis.

b. Objective: NSTFDC is an apex organization under MoTA set-up for providing soft financial assistance to the eligible STs for their socio-economic development. 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 processes 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 schemes and to impart training to their personnel.
- To monitor implementation of NSTFDC assisted schemes in order to assess their impact.

c. Functions:

- To generate awareness amongst the target 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 generating projects through SCAs and other agencies for the socio-economic development of eligible Scheduled Tribes.
- To assist in market linkages of tribal produce.

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C. Main Services/ Transactions:

S.No.	Main Services/ Transaction	Responsible Person (Designation)	Email	Phone No.	Process	Documents Required	Fees		
							Category	Mode	Amount
1.	Sanction and release of financial assistance to SCAs	**a. Smt. Bismita Das** Assistant General Manager (Proj. & CSR) (For States/UTs of Andhra Pradesh, Karnataka, Kerala, Lakshadweep, Tamil Nadu, Telangana, Andaman & Nicobar Island. ➢ NKFL, RRBs and PSU Banks of the above States/UTs **b. Dr. Jyoti Singhal** Chief Manager (Proj.) (**For States of** Gujarat, Rajasthan, Jammu & Kashmir, Ladakh, Himachal Pradesh, Uttarakhand, Uttar Pradesh, Bihar Jharkhand, West Bengal & Odisha) ➢ NKFL, RRBs and Bank of Baroda Branches of the above States/UTs ➢ NCDC.	bismitadas@gmail.com jyoti_sin2003@yahoo.co.in	011-26180980 011-26177044	**Sanction:** Scrutiny of project proposals for meeting norms of NSTFDC and feasibility/viability of projects.. **Disbursement:** Processing the request for compliance of terms and conditions of sanction and the norms for disbursement.	**Sanction:** Project proposal in line with the prescribed format of NSTFDC **Disbursement:** Request for release of funds along with list of selected applicants; settlement of overdues; fund utilization of earlier disbursements and availability of guarantee in line with the requirements of NSTFDC.	Not applicable		

		c. Shri Bagyaraj Perumal Chief Manager (Proj. & MIS) (For the States of Arunachal Pradesh, Assam, Mizoram, Nagaland, Tripura, Manipur, Meghalaya & Sikkim ➢ NKFL, RRBs and PNB Branches of the above States) **d. Shri Vikash Ranjan, Manager** (For the States/UTs of Chhattisgarh, Goa, Madhya Pradesh, Maharashtra, Dadra & Nagar Haweli and Diu ➢ NKFL, RRBs and CBI braches of the above States and TRIFED)	bagyaraj.perumal@nstfdc.nic.in vikash.ranjan@nstfdc.nic.in	011- 011-26177044			

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: a. within the powers of CMD	a. 30	Days	NSTFDC's records.
	b. within the powers of Board	b. 90	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)	a. **Shri Vikash Ranjan** Manager (Proj.) - CPIO	011- 26177044	vikash.ranjan@nstfdc.nic.in	7042798077
	b. **Smt. Bismita Das** Assistant Generals Manager (Proj. & CSR) **(for States/UTs** of Andhra Pradesh, Karnataka, Kerala, Lakshadweep Tamil Nadu, Telangana, Andaman & Nicobar Island. ➢ NKFL, RRBs and Indian Bank Branches of the above States	011-26180980	bismitadas@gmail.com	9953536179
	c. **Dr. Jyoti Singhal** Chief Manager (Proj.) (**for States of** Gujarat, Rajasthan, Jammu & Kashmir, Ladakh, Himachal Pradesh, Uttarakhand, Uttar Pradesh, Bihar, Jharkhand, West Bengal, Odisha) ➢ NKFL, RRBs and Bank of Baroda branches of the above States ➢ NCDC	011-26177044	jyoti_sin2003@yahoo.co.in	9871378133
	d. **Shri Bagyaraj Perumal** Chief Manager (Proj. & MIS) (For the States of Arunachal Pradesh, Assam, Mizoram, Nagaland, Tripura, Manipur, Meghalaya & Sikkim) ➢ NKFL, RRBs and PNB branches of the above States)	011-26177044	bagyaraj.perumal@nstfdc.nic.in	9543582162
	e. **Shri Vikash Ranjan, Manager** (For the States/UT of Chhattisgarh, Goa, Madhya Pradesh and Maharashtra, Dadra & Nagar Haweli and Diu) ➢ NKFL, RRBs and CBI branches of the above States ➢ and TRIFED	011-26712572	vikash.ranjan@nstfdc.nic.in	8851805813

F. List of Stakeholders/ Clients

S.No.	Stakeholders/ Clients
1.	State Tribal Finance and Development Corporations owned by State Government and Central Government and other organisations (details are at nstfdc.tribal.gov.in)
2.	**PSU Banks** – State Bank of India, UCO Bank, Syndicate Bank, Union Bank of India, Central Bank of India, Bank of Baroda and Punjab National Bank, Indian Bank.
3.	**Regional Rural Banks:** Assam Gramin Vikash Bank, Arunachal Pradesh Rural Bank, Baroda Gujarat Gramin Bank, Jharkhand Rajya Gramin Bank, Odisha Gramya Bank, Utkal Gramin Bank (Odisha), Manipur Rural Bank, Mizoram Rural Bank, Meghalaya Rural Bank, Nagaland Rural Bank, Purvanchal Bank (Uttar Pradesh), Uttarakhand Gramin Bank, Telangana Gramin Bank, Tripura Gramin Bank and Bangiya Vikash Gramin Bank (West Bengal), Madhya Pradesh Gramin Bank (Madhya Pradesh), Saurashtra Gramin Bank (Gujarat), Andhra Pradesh Grameena Vikash Bank (Andhra Pradesh), Kerala Gramin Bank (Kerala), Chattisgarh Rajya Gramin Bank, Tamil Nadu Grama Bank, Karnataka Vikas Grameena Bank, Rajasthan Marudhara Gramin Bank (Rajasthan), Karnataka Gramin Bank
4.	**National Co-operative Development Corporation (NCDC)**
5.	**NABKISAN Finance Limited.**
6.	**Stree Nidhi credit cooperative Federation Ltd., Telangana and Andhra Pradesh**

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, Ist Floor (Near Bridge), Hengrabari Road, Dispur, Guwahati – 781 005 (Assam)	0361-2232724
2.	Shri V. G. Ghutake, Dy. Zonal General Manager, National Scheduled Tribes Finance and Development Corporation, 2nd Floor, Rajiv Gandhi Bhawan Parisar II, 35, Shyamala Hills, Bhopal – 462 002 (Madhya Pradesh)	0755-2660456
3.	Smt. Krishna Veni Motha, Zonal Manager, National Scheduled Tribes Finance and Development Corporation, 4th Floor, Telugu Samakshema Bhawan, Masab Tank, Hyderabad – 500 028 (Andhra Pradesh)	040-23396088

S.No.	List of Zonal Offices	Tel. no.
4.	Shri Sunil Kumar Sahoo, Zonal Manager, National Scheduled Tribes Finance and Development Corporation, Plot No. 396, Ist 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 nstfdc.tribal.gov.in)
2.	The agencies are to give adequate time to assess/ analyze the project proposals.