

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 upto Double the Poverty Line Income limit which at present is ₹98,000/- p.a. for rural areas and ₹1,20,000/- p.a. for 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 (Designation)	Email	Phone No.	Process	Document Required	Fees		
							Category	Mode	Amount
1.	Sanction and release of financial assistance to SCAs	<p>a. Shri Anil P. C. Raven DGM (Proj. Head Coord. Pers. & Vig.)</p> <p>b. Shri M. K. Brahma AGM (Proj.) (for the states of Gujarat, Rajasthan, Jammu & Kashmir, Himachal Pradesh, Uttarakhand, Uttar Pradesh and Dadra & Nagar Haveli)</p> <p>c. Shri Rajan J. Kachhap AGM (Proj.) (for the states of Chhattisgarh, Goa, Madhya Pradesh and Maharashtra)</p> <p>d. Shri S. N. Galgotia Chief Manager (Proj. & MIS) (for states of Andhra Pradesh, Karnataka, Kerala, Lakshadweep Tamil Nadu and Telangana)</p> <p>e. Shri F. Tirkey Chief Manager (Proj.) (for the states of Arunachal Pradesh, Assam, Meghalaya, Mizoram, Manipur, Nagaland, Sikkim, Tripura, Jharkhand, West Bengal, Orissa, Bihar and Andaman & Nicobar)</p>	<p>raven.oraon@gmail.com</p> <p>brahma.menan@gmail.com</p> <p>rajanstfdc@gmail.com</p> <p>sudhirgalgotia@gmail.com</p> <p>fabiantirkey@gmail.com</p>	<p>011-26712539</p> <p>011-26177042</p> <p>011-26177046</p> <p>011-26180980</p> <p>011-26177046</p>	<p>Sanction: Scrutiny of Project Proposal for meeting norms of NSTFDC.</p> <p>Disbursement: Processing the request for compliance of the terms and conditions of sanction and the norms for disbursement.</p>	<p>Sanction: Project Proposal in line with the norms of NSTFDC</p> <p>Disbursement: 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)	Shri Anil P. C. Raven DGM (Proj. Head Coord. Pers. & Vig.)	011-26712539	raven.oraon@gmail.com	09873081698
(ii)	Shri M. K. Brahma AGM (Proj.) (for the states of Gujarat, Rajasthan, Jammu & Kashmir, Himachal Pradesh, Uttarakhand, Uttar Pradesh and Dadra & Nagar Haveli)	011-26177042	brahma.menan@gmail.com	09871045180
(iii)	Shri Rajan J. Kachhap AGM (Proj.) (for the states of Chhattisgarh, Goa, Madhya Pradesh and Maharashtra)	011-26177046	rajanstfdc@gmail.com	09868553343
(iv)	Shri S. N. Galgotia Chief Manager (Proj.) (Andhra Pradesh, Karnataka, Kerala, Lakshadweep, Tamil Nadu and Telangana)	011-26180980	sudhirgalgotia@gmail.com	09899061248
(v)	Shri F. Tirkey Chief Manager (Proj.) (for the states of Arunachal Pradesh, Assam, Meghalaya, Mizoram, Manipur, Nagaland, Sikkim, Tripura, Jharkhand, West Bengal, Orissa, Bihar and Andaman & Nicobar)	011-26177046	fabiantirkey@gmail.com	09818837673

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 www.nstfdc.nic.in)
2.	PSU Banks – State Bank of India, UCO Bank, Syndicate Bank, Union Bank of India, Dena Bank, Vijaya Bank, Central Bank of India.
3.	Regional Rural Banks – Assam Gramin Vikash Bank, Arunachal Pradesh Rural Bank, Langpi Dehangi Rural Bank (Assam), Baroda Gujarat Gramin Bank, Dena Gujarat Gramin Bank, Jharkhand Gramin Bank, Vananchal Gramin Bank (Jharkhand), Central Madhya Pradesh 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).
4.	National Co-operative Development Corporation (NCDC)

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 st Floor (Near Bridge), Hengrabari Road, Dispur, Guwahati – 781 005 (Assam)	0361-2232724
2.	Shri V. G. Ghutake, Zonal Manager, National Scheduled Tribes Finance and Development Corporation, 2 nd Floor, Rajiv Gandhi Bhawan Parisar II, 35, Shyamala Hills, Bhopal – 462 002 (Madhya Pradesh)	0755-2660456
3.	Smt. Krishna Veni Motha, Asst. Zonal Manager, National Scheduled Tribes Finance and Development Corporation, 4 th Floor, Telugu Samakshema Bhawan, Masab Tank, Hyderabad – 500 028 (Andhra Pradesh)	040-23396088
4.	Shri Sunil Kumar Sahoo, Asst. Zonal Manager, National Scheduled Tribes Finance and Development Corporation, Plot No. 396, 1 st 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 www.nstfdc.nic.in)
2.	The agencies are to give adequate time to assess/ analyze the project proposals.