

JAMMU & KASHMIR KHADI AND VILLAGE INDUSTRIES BOARD
OLD SECRETARIAIT SRINAGAR/EXHIBITION GROUNDS JAMMU

Citizens Charter

Item NO: 1.01 Citizens/clients charter

In order to encourage and intensify the Khadi and Village Industries sector in the state, as per the spirit of the preamble of the KVIB Act 1965, the KVIB provides following services in the rural areas of the state;

a. Standard of service and information

- i. To start, encourage, assist and carry on Khadi and village industries and to carry on trade or business in such industries and in the matters incidental to such trade or business;
- ii. To help the people by providing them with work in their homes and to give loans and other form of monetary help to individuals or societies or institutions on such terms as may be prescribed;
- iii. To encourage establishment of co-operative societies for Khadi and Village industries ;
- iv. Conducting of training programmes in KVI sector to motivate the rural population including youth to become entrepreneurs for establishment of their units under different schemes/programmes being launched by KVIC and implemented by KVIB from time to time;
- v. To arrange for publicity and popularizing of finished products of khadi and village industries by opening stores, shops, emporiums or exhibitions and to take similar measures for the purpose ;
- vi. To endeavour to educate public opinion and to impress upon the public the advantages of patronizing the products of khadi and village industries ;
- vii. To seek and obtain advice and guidance of experts in Khadi and village industries ;

- viii. To undertake and encourage research work in connection with Khadi and village industries and to carry on such activities, as are incidental and conducive to the objects of the KVIB Act ;
- ix. To discharge such other duties and to perform such other functions as the Government may direct for the purpose of carrying out the objects of the KVIB Act;
- x. Conducting of awareness programmes in KVI sector in rural areas of the state;
- xi. To provide financial assistance to the beneficiaries under such schemes as per the prescribed guidelines formulated and issued by the KVIC relating to such schemes;
- xii. Organization/establishment of Khadi institutions in the state to develop and boost Khadi sector through implementation of various programmes related thereto;
- xiii. To conduct seminars, road shows, preparation and distribution of elementary literature on new programmes and schemes of KVIB/KVIC containing objectives, eligibility conditions of beneficiaries;
- xiv. Providing of loan application forms and assisting in preparation of project reports;
- xv. Providing of EDP training programmes through recognized institutions;
- xvi. Development of Beekeeping in the state;
- xvii. Promotion of scheme for regeneration of traditional industry (SFURTI) launched by KVIC;
- xviii. Establishment of Clusters, workshed scheme for Khadi artisans including export promotion programme;

- xix. Implementation of Product development, design intervention and packing. (PRODIP) scheme launched by KVIC;
- xx. Rural Industrial Consultancy Service. (RICS);
- xxi. Rural Industries Service Centre. (RISC)

B. Choice and Consultation.

- i. To provide free consultation for formulation of project reports as per choice of prospective beneficiary.
- ii. To provide technical consultation in Beekeeping sector.

C. Non discrimination and Accessibility

- i. The services and benefits under different programmes and schemes of KVIB are provided as per defined guidelines without any discrimination in any form to the beneficiaries in the entire state. The entrepreneurs and beneficiaries have free accessibility to all District Offices of KVIB established at the head quarters of each district.
- ii. The District Officers hold public hearings atleast once a week on pre-notified days for the convenience of general public.

D. Grievance and redress.

- i. The KVIB ensures redressal of grievances at all levels in a time bound manner.
- ii. Complaint/Suggestion box may be installed in each office of the KVIB to ensure transparency in working of the Board.

E. Courtesy and value for money.

The KVIB extends full Cooperation and courtesy to the visiting citizens, beneficiaries, entrepreneurs without any

discrimination especially disabled and women entrepreneurs while dealing with their problems.

F. Expectations of KVIB from citizens/clients

The KVIB while fulfilling its commitment to achieve the aims and objectives as prescribed in the preamble of KVIB Act towards the public, expects the public to reciprocate with sincerity, also show commitment and dedication for the successful establishment of their units as per approved projects.

Item NO: 1.02 Components of citizen's charter

A. Vision & Mission Statement.

The KVIB while implementing the various schemes and programmes of KVIC, endeavors generation of employment opportunities in rural areas through establishment of new self employment ventures/projects/micro enterprises in KVI sector, so as to help arrest migration of youth to urban areas following the pursuit of Gandhian thought of rural industrialization.

B. Details of Business transacted by the Organisation

- i. The KVIB is engaged in planning, promoting and organizing Khadi and Village Industries in the state of J&K. In this regard, the KVIB helps in providing backward and forward linkages to the beneficiaries subject to the availability of funds. The KVIB contemplates to strengthen the said linkages in the 12th five year plan.
- ii. District Officers and other field functionaries shall ensure frequent visit to respective areas to help the stake holders in establishment of units and sustainability thereof , so that motive of generation of employment opportunities be achieved.

C. Details of customers/clients

- i. As the KVIB does not transact any commercial business, therefore, it has no customers/clients as such. However

the target group under various schemes/programmes of KVIC as implemented by the KVIB include different category of beneficiaries like general category including the un-employed youth and special (S.C/S.T/OBC/Minorities/Women/Ex-servicemen / Physically handicapped and Hill and Border areas etc).

D. Statement of Services provided to each citizen/client group separately and time limit for the same.

- i. The nature of services provided to each citizen/client/group are the same as provided in item NO: 1.01. However, the time limit for such services is provided in the guidelines from time to time.
- ii. Every District Officer of the KVIB will fix a day (pre-notified) in a week for public hearings and will remain present on that day at the Head Quarter. In case, on the day so fixed, there is a holiday, they will ensure presence on next working day.
- iii. Further KVIB shall endeavor to provide various incentive/benefits to KVIB beneficiaries as applicable to different categories of Industrial units under State/ Central Government Industrial policy presently in vogue as the case may be.

E. Details of grievances redress mechanism and how to access the same.

- i. As of now, there is no formal grievances redressal mechanism, operative in KVIB and its subordinate offices, although, the KVIB ensures redressal of grievances of citizens/beneficiaries of KVIB as and when received. However, the KVIB intends to set up grievances redressal forum in both the Division offices as well as in all the District offices of KVIB in the State to be headed by the respective controlling officer of the concerned office with Direction office monitoring the said forum ensuring time bound redressal of grievances registered with the forum. The citizens and beneficiaries

however, will be having free access to the said forum for registering their grievances.

F. Expectations from citizens and client.

The expectation of KVIB from the citizens and clients are same as indicated at item NO: 1.01 F (i) above.

Sd/-
Secretary/Chief Executive Officer,
J&K Khadi & Village Industries Board,
Srinagar