

## CITIZEN CHARTER

SL No	Services/Works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Authority
<b>1</b>	<b>Organisation &amp; Registration of Cooperative Society</b>				
	<b>Organisation</b>	Application from Chief Promoter specifying date, time and venue for an organization meeting with at least seven days time-gap for deputing concerned Inspector of Cooperative societies for guidance.	ARCS of concerned area	07 days	Deputy Registrar of Cooperative Societies of concerned District
	<b>Registration</b>	<ul style="list-style-type: none"> <li>➤ Application for Registration (as prescribed in Form A Rule 3) shall contain stamp size photograph for every individual member -03 copies through concerned Inspector &amp; ARCS.</li> <li>➤ Affidavit in the prescribed form (Annexure- I) in Rs 10/- bond paper duly Notarized is to be given by every individual.</li> <li>➤ Detailed information about membership to be given by every individual in the prescribed format (Annexure "II").</li> <li>➤ Adopted Bye-laws in organization meeting duly signed by two authorised promotee members - 04 copies.</li> <li>➤ Copy of proceeding of the organisation meeting.</li> <li>➤ Age Proof of every member.</li> <li>➤ Educational qualification proof of every member (wherever required).</li> <li>➤ Details of office room, copy of agreement of rent, if rented with land details and NOC from the Landlord.</li> <li>➤ Detailed Scheme showing the details regarding working of the cooperative society and its economically</li> </ul>	<p>In case of primary and central cooperative s-DRCS of concerned area.</p> <p>In case of apex cooperative s-Registrar of Cooperative Societies</p>	90 days	Registrar of Cooperative Societies  Hon'ble Lt. Governor

		<p>feasibility.</p> <ul style="list-style-type: none"> <li>➤ Copy of counter foil of the share capital amount deposited in the cooperative bank as decided in the organisation meeting.</li> <li>➤ <b><u>For Housing Coop. Society the following additional information/documents are required:-</u></b></li> <li>➤ A Housing Cooperative society shall not admit to its membership person exceeding the number of dwelling Units/Plots/flats as the case may be projected / available in the proposed Housing coop. society. The total membership shall be restricted to the number of persons joining the application for registration.</li> <li>➤ The land documents such as allotment Order /Patta/ Registered sale deed or any other documents of similar meaning in respect of ownership of the said land is required to be submitted alongwith the proposal to the effect that the promotee members have acquired/purchased required areas of land recorded in their name represented by the total number of persons joining the application for registration for construction of dwelling house/building to be accommodated all the promotee members, joining in the application for registration.</li> <li>➤ In case of readymade building purchased for the formation of a housing coop. society, it should be ensured that the Building should have sufficient number of flats to accommodate the total number of promotee members joining the</li> </ul>			
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		<p>application for registration of the proposed coop. society.</p> <ul style="list-style-type: none"> <li>➤ The Land with Building acquired/purchased for forming a Housing Coop. Society should be registered in the individual joint name represented by total number of members joining the application for registration.</li> <li>➤ The Land with Building acquired/purchased should be in accordance with the approved building plan and/or any other permission required from the competent authority has been obtained copies of such approval and/or permission should also required to be submitted alongwith the proposal.</li> <li>➤ The Building purchased should be covered with a Building Insurance of appropriate value of the Building for a period of not less than 10 years, copy of the Insurance certificate is required to be submitted.</li> </ul>			
<b>2</b>	<b>Registration of amendment of bye-laws</b>	<ul style="list-style-type: none"> <li>➤ Application by the cooperative society through concerned Inspector &amp; ARCS.</li> <li>➤ 15 days clear notice of the general body with specific agenda for proposed amendment.</li> <li>➤ Copy of the proceedings of the general body meeting adopted the proposed amendment.</li> <li>➤ Statement of the proposed amendment in the prescribed format duly signed by two authorised officers-04 Nos.</li> <li>➤ Certificate under Rule 11 complying Rule 10.</li> <li>➤ Certificate of attendance of General Body.</li> </ul>	<p>In case of primary and central cooperative s-DRCS of concerned District.</p> <p>In case of apex cooperative s-Registrar of Cooperative Societies.</p>	30 days	Registrar of Cooperative Societies  Hon'ble Lt.Governor
<b>3</b>	<b>Inquiry against Cooperative</b>	<ul style="list-style-type: none"> <li>➤ Application of majority of members of the committee or not less</li> </ul>	In case of primary and	45 days	Registrar of Cooperative Societies

	<b>Societies violating norms/By-laws.</b>	than 1/3 <sup>rd</sup> of the members requesting the Registrar for holding an inquiry, along with documents in support for their request for inquiry into the constitution, working and financial condition of a cooperative society.	Central Cooperative s-DRCS of concerned area. In case of Apex Cooperative s-Registrar of Cooperative Societies.		Hon'ble Lt.Governor
4	<b>Conducting election of Cooperative Societies</b>	➤ Minimum 15 days clear notice for holding General Body meeting for conducting election with a copy of request for appointment of Returning Officer.	In case of apex cooperative s-Registrar of Cooperative Societies.  In case of central cooperative s-DRCS of concerned District and ARCS of the concerned area in respect of primary cooperative s	On the specific date fixed for election.	Registrar of Cooperative Societies.  Hon'ble Lt.Governor in respect of apex cooperative s
5	<b>Disposal of Public Grievance &amp; Appeals</b>	➤ Specific complaints with supporting documents.	Public Grievance Officer (DRCS)	20 Days	Registrar of Cooperative Societies
6	<b>Arbitration (Monetary &amp; Non-Monetary) in respect of cooperative societies</b>	➤ Application filed under Section 55 of the A & N Islands Cooperatives Societies Regulations, 1973 along with supporting documents.	Registrar of Cooperative Societies	45 days	In case of Registrar being Arbitrator Hon'ble Lt.Governor. In case of DRCS, ARCS, ICS being Arbitrator-Registrar of Cooperative Societies.
7	<b>Providing of financial assistance to cooperative societies</b>	➤ Application for grant of financial assistance through concerned Inspector & ARCS. ➤ Cooperative society must functioning last two years. ➤ A check list is to be submitted with the			

		<p>recommendation of the concerned Inspector.</p> <ul style="list-style-type: none"> <li>➤ Copy of certificate of registration.</li> <li>➤ Copy of objective clause of bye-law.</li> <li>➤ Copy of resolution of the general body/managing committee.</li> <li>➤ Copy of last two years of audit report.</li> <li>➤ Tentative accounts as on date.</li> <li>➤ Original vouchers (in case of re-imburement of subsidy/managerial subsidy/re-imburement of establishment charges)</li> <li>➤ Undertaking and utilization certificate.</li> <li>➤ Latest election result showing valid committee.</li> </ul>	-----	-----	-----
<b>8</b>	<b>Audit of Cooperative Societies</b>	<ul style="list-style-type: none"> <li>➤ Books of accounts like cash book, day book and subsidiary books (Receipt book, minutes book, voucher file, share holder-cum-Nomination Register, Corresponding file and other register/journals etc.)</li> </ul>	Authorized Department Auditors and Empanelled Auditors	<p>In case of Primary coops -30 days, and-03 months for Apex Coops</p> <p>In case of Central cooperative societies-02 months</p>	-----