

CITIZEN CHARTER

Sl. No	Services/ Works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Fine imposed for delay in disposal (related to basic amenities)	Appellate Authority
1	2	3	4	5	6	7
1	Registration	<ul style="list-style-type: none"> ➤ 03 copies of application for Registration through concerned Inspector & ARCS. ➤ 03 copies of Bye-laws ➤ Copy of proceeding of the organization meeting. 	<p>Primary or central coop society - DRCS</p> <p>Apex coop society - RCS</p>	90 days	*Rs. 10/- per day for the period of delay subject to maximum of Rs. 200/- per application.	<p>Registrar of Cooperative Societies</p> <p>Hon'ble Lt.Governor</p>
2	Registration of amendment of bye-laws	<ul style="list-style-type: none"> ➤ Application by the cooperative society through concerned Inspector & ARCS. ➤ 03 copies of the proposed amendment signed by the two officers of coop. society authorized by the general body meeting in this behalf. ➤ Copy of the resolution passed by the General Body. ➤ Statement of proposed amendment in the prescribed format duly signed by two authorized officers -04 copies. ➤ Certificate under Rule 11 complying with Rule 10. 	<p>Primary or Central coop society - DRCS</p> <p>Apex coop society-RCS</p>	30 days	*Rs. 10/- per day for the period of delay subject to maximum of Rs. 200/- per application.	<p>Registrar of Cooperative Societies</p> <p>Hon'ble Lt.Governor</p>
3	Audit of Cooperative Society	<ul style="list-style-type: none"> ➤ Books of accounts like cash book, day book and subsidiary books (Receipt book, Minutes book, voucher file, share holder-cum-Nomination Register, Corresponding files and other register etc.) 	<p>Primary coop society -ARCS</p> <p>Central coop society -DRCS</p> <p>Apex coop society-RCS</p>	<p>Primary coop society - 30 days</p> <p>Central coop society-02 months</p> <p>Apex coop society - 03 months</p>	*Rs. 10/- per day for the period of delay subject to maximum of Rs. 200/- per application.	
4	Conduct of election of Cooperative Society	<ul style="list-style-type: none"> ➤ Minimum 15 days clear notice for holding General Body meeting for conducting election with a copy of request for appointment of Returning Officer and Manager for election. 	<p>Primary coop society - ARCS</p> <p>Central coop society - DRCS</p> <p>Apex coop society - RCS</p>	On the day fixed for election.	*Rs. 10/- per day for the period of delay subject to maximum of Rs. 200/- per application.	<p>Registrar of Cooperative Societies.</p> <p>Hon'ble Lt.Governor</p>

5	Arbitration (Monetary & Non-Monetary) in respect of cooperative society	<ul style="list-style-type: none"> ➤ Application filed under Section 55 of the A & N Islands Cooperatives Societies Regulations, 1973 along with supporting documents. 	RCS	90 days	*Rs. 10/- per day for the period of delay subject to maximum of Rs. 200/- per application.	In case of Registrar being Arbitrator - Hon'ble Lt.Governor In case of DRCS, ARCS & ICS being Arbitrators - Registrar of Cooperative Societies.
6	Inquiry against Cooperative Society violating norms/Bye-laws.	<ul style="list-style-type: none"> ➤ Application of majority of members of the committee or not less than 1/3rd 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. 	Primary or Central Coop society - DRCS Apex Coop society - RCS.	45 days	*Rs. 10/- per day for the period of delay subject to maximum of Rs. 200/- per application.	Registrar of Cooperative Societies Hon'ble Lt.Governor
7	Providing of financial assistance to cooperative society	<ul style="list-style-type: none"> ➤ Application through concerned Inspector & ARCS. ➤ Check list with the recommendation of the concerned Inspector. ➤ Copy of resolution of the managing committee. ➤ Copy of last two years of audit report. ➤ Original bills/ vouchers for claiming the reimbursement. ➤ Undertaking and utilization certificate. 	RCS	90 days	*Rs. 10/- per day for the period of delay subject to maximum of Rs. 200/- per application.	
8	Disposal of Public Grievance	<ul style="list-style-type: none"> ➤ Specific complaints with supporting documents. 	Public Grievance Officer (DRCS)	20 Days	*Rs. 10/- per day for the period of delay subject to maximum of Rs. 200/- per application.	Registrar of Cooperative Societies

**To be decided after the finalization by the Administration.*

Deputy Registrar (HQ)