

CITIZEN CHARTER

The Role of Cooperative Department has been redefined in the post-liberalization era. Cooperative Institution all over the country are being relieved of the regulatory burden with the sole objective that such Institutions should emerge as self-reliant, vibrant and capable to withstand on their own. The respective provisions existing in the legal frame work governing the functioning and working of Cooperative Institution have either been time-tuned or otherwise expunged from the Act to give them more functional autonomy.

VISION AND MISSION

Vision

Cooperative is an organization to promote the Cooperative Movement, aspires to facilitate the Voluntary formation and democratic functioning of Cooperatives/ Societies based on self reliance and mutual aid for overall economic betterment and financial autonomy.

Mission

Cooperative is a business model and enterprise which is committed to apply the knowledge and resource acquired over year of its functioning to ensure the following:-

1. To satisfactorily meet the requirement of consumer, farmers, entrepreneurs,
2. To maintain transparency and focus on consumer satisfaction.
3. To continuously strive to achieve higher standards of performance.
4. To enable growth of all the Cooperative Societies/ Cooperative through dissemination of best practices, professionalism and use of technology.
5. To achieve higher growth better market penetration keeping the best interests of consumers in mind.

In the changed scenario, it is imperative to re-fix our responsibility/ duties towards the Cooperative Movement in the UT of J&K. The Citizens Charter of the Department is as under:-

1. Cooperative Department as an organ of the Government re-affirms its commitment and resolve to nature the Cooperative Movement.
2. The Cooperative Department has assumed the role of the “Facilitator” than as “Regulator” in the past.

3. The Department is committed to create mass awareness about the principles and practices of Cooperation.
4. The Cooperative Department is under an obligation to exhort the people particularly the educated unemployed youth to form/ organize Cooperatives in gainful commercial areas which could gracefully sustain them.
5. The Cooperative Department will continue to held the members of the Cooperative Institutions to resolve their disputes amicably through the hassle free and speedy dispute Resolution Mechanism provided under the Cooperative Societies Act, 1989/ Self Reliant Cooperative Act, 1999.
6. The Department will intensify its efforts to revive the sick Cooperative Societies, having ceased to function or otherwise not viable.
7. The Department will be under an obligation to ensure that the existing Cooperative and those to come into being in future cultivate the true Cooperative culture in their working.
8. Formation of “users Cooperative” shall be the priority before the Department in future.
9. The Proper guidance with all other logistic shall be available to Cooperative Institutions.
10. The Department shall continue to supplement the financial Requirements of performing Cooperative within the admissible limits.
11. The functioning and working of Jammu and Kashmir Cooperative Union will be revisited and revamped to make it the repository of Cooperative Movement in its true sense.
12. The Department is committed to streamline the functioning of Cooperative Banks, both in farm and nonfarm sectors and for its purpose shall exercise the powers for convergence is consultation with NABARD and Reserve Bank of India.

Cooperative Department

THE INFORMATION HAND BOOK UNDER SECTION 4(1)(b) OF THE RIGHT TO INFORMATION ACT, 2005.

Background of the Hand Book:-

This Hand book has been prepared in accordance with Section 4(1)(b) of Jammu & Kashmir Right to Information Act, 2005 in order to enable the citizens to have easy access to the information as mandated in the Act.

Objective/purpose of the Hand Book:

The focus of the Hand Book is to familiarize citizens with various activities of the Cooperative Department and facilitate easy to all the information required to be published under Section 4(1)(b) of the said Act. This hand book is expected to enhance and strengthen interaction between the Cooperative Department and information seeking citizens to full-fill the goals of transparency and accountability enshrined in the Right to Information Act, 2005.

Intended users of the Hand Book:

Citizens in general and personal involved in UT administration.

Information of the Organization in the Hand Book:

1. This Hand Book provides an overall view of the Cooperative Department its functions, the composition, duties and responsibilities, organizational structure etc.
2. In this Hand Book the details of each section of the Cooperative Department is provided under various heads as required under Section 1(1) (b) of the Jammu and Kashmir Right to Information Act, 2005.

Objectives/purpose of the Public Authority:-

The Cooperative department formulates policies with regard to providing of Cooperatives services including Registration of Cooperative

Societies under the provision of the Act, 1989 and Self Reliant Co-Cooperative Act, 1999

Functions of the Public Authority:-

1. Establishment matters of the Department.
2. To pursue with other Departments viz ARI & training, Finance, Law and Public Service Commission the process of amendment in the existing recruitment rules both at Gazetted and Subordinate level.
3. Notifying the Seniority lists of all the members of Cooperative Department Gazetted Service. Pursuing the process of conducting Departmental Promotion Committee (DPC) and referring all the direct recruitment quota post to recruiting agencies for filing of as per schedule notified by the General Administration Department and pursuing the pending court cases, induction of eligible officers of Cooperative Department Gazetted Services into KAS.

Arrangements made for seeking Public Participation/ Contribution:-

1. The objections/ complaints/ petitions can be addressed to the Administrative Secretary, Cooperative Department and redressal of Grievances is carried out expeditiously.
2. The Department has puts up relevant information on its website www.jkcooperatives.nic.in for information of the Citizens.

Address of the Main Office(s)

Civil Secretariat, Jammu 180001

Civil Secretariat, Srinagar (190001)

Contact Number(s):-

S. No.	Name and Designation	Telephone/Mobile	Fax No.
1.	Mrs. Yasha Mudgal, IAS, Secretary to Government, Cooperative Department	0191-2566806(J) 0194-2506240 (S)	0191-2560917(J) 0194-2506011(S)
2.	Mrs. Sukhwant Kour, Director Finance Cooperative Department	-	-
3.	Sh. Kewal Kumar, JKAS, Additional Secretary to Govt. Cooperative Department	9419168694	-
4.	Smt. Asifa Jan, JKAS Deputy Secretary to Govt. Cooperative Department	9419242128	-
5.	Sh. Surjeet Singh, Under Secretary to Govt. Cooperative Department	9906884056	-
6.	Sh. Nazir Ahmed Private Secretary to the Secretary Cooperative Department	7006656939	
7.	Miss Tawheeda F a t i m a Public Law Officer, Cooperative Department	7006419566	

Working Hours of the Office:-

Working Hours from 09:30 am to 5:30 pm
(except Holidays i.e. Saturday and Sunday).

Cadre Strength:-

S. No.	Designation	Scale of Pay	No. of Posts sanctioned	Filled up	Vacant
1.	Special Secretary	123100-215900	01	-	01
2.	Additional Secretary	123100-215900	01	01	--
3.	FA/CAO	78800-209200	01	01	--
4.	Deputy Secretary	78800-209200	02	01	01
5.	Under Secretary	56600-179800	02	02	01
6.	Private Secretary	56600-179800	02	01	01
7.	Assistant Director (Plg.)	----	01	--	01
8.	Public Officer Law	35900-113500	01	01	--
9.	Section Officer	44900-142400	02	01	01
10.	Statistical Officer (Plg)	44900-142400	01	01	--
11.	Asstt. Accounts Officer	----	01	--	01
12.	Senior Stenographer	44900-142400	02	--	02
13.	Head Assistant	35600-112800	05	03	02
14.	Statistical Assistant	----	01	--	01
15.	Legal Assistant	-----	01	--	01
16.	Junior Stenographer	---	02	01	01
17.	Senior Assistant	----	04	--	04
18.	Junior Assistant	25500-81100	03	02	01
19.	Daftri	19900-63200	01	01	---
20.	Jamadar	19900-63200	01	01	---
21.	Orderly	14800-47100	04	02	02

Note 1: The Officers of the Rank of Special Secretary, Additional Secretary, Deputy Secretary, Under Secretary and Non-Gazetted Staff is provided by the GAD and the strength varies from time to time.

Note 2: Accounts/Plan Personnel are provided by the Finance/ Planning Department.

Note 3: Legal Personnel are provided by the Department of Law, Justice and Parliamentary Affairs.

Note 4: The above statement indicates the Pay Band and Grade Pay of the post. However, the actual Grade Pay shall vary in respect of the non- gazetted employees due to in-situ promotions.

Different Sections of the Cooperative Department:-

In order to conduct business of the Department, the work is distributed amongst various sections of the Cooperative Department:-

1. Establishment Section.
2. Banking & Finance Section.
3. Societies Section.
4. General Section.
5. Administration Section.
6. Grievance Section.
7. RDA Section.
8. Planning Section.
9. RTI Section.

Each section supported by Accounts Section and Legal Section.

i) The Powers and duties of Officers and employees are as following:-

Secretary	Head of the Secretariat and acts and exercises the powers delegated to his/her in accordance with J&K Business Procedure Rules and other powers assigned to him/her and Jammu & Kashmir CSR, Financial Code , Leave/GPF rules etc.
Special Secretary	-
Additional Secretary	Function as In-charge of the sections and submit the important matters to the Special Secretary for advice/Orders. Authorized to issue letter etc. on behalf of the Department.
Deputy Secretary	Function as in-charge of the sections and submit the important matters to the Additional Secretary for advice /orders. Authorized to issue letter etc. on behalf of the Department.
Under Secretary	The Under Secretary assist the Deputy Secretary in discharge of the duties assigned to him. He promotes the work of the officials subordinate to him at the level of Section Officer and below. Authorized to issue letters etc. on behalf of the Department .
Section Officer	In-charge of the (non-gazetted section). Scrutinizes files submitted by the Head Assistant as per the procedure prescribed in the Jammu and Kashmir Business Rules/ Secretariat Manual.
Head Asstt.	To assist the Section Officer in the discharge of the duties.
Senior/Junior Asstt.	In-charge of the work of diarizing and organizing movement, distribution of receipts/ files in the section and other duties like typing as may be assigned to them by the section officer etc.

ii) The procedure followed in the decision making process including channels of supervision and accountability.

Junior Assistant	Opening of a new file on receipt of a proposal or processing the receipt in the existing file.
Senior Assistant	Scrutinizes the proposal with all relevant facts and mark the file to Head Assistant with course of action to be adopted.
Head Assistant	Scrutinizes the proposal with all relevant facts and mark the file to Section Officer with course of action to be adopted.
Section Officer	Scrutinizes the proposal with all relevant facts and mark the file to Under Secretary with course of action to be adopted.
Under Secretary	Suggests the suitability or otherwise of the course of action suggested and define the same in the light of the existing provisions of rules or acts or take appropriate decision under the delegated powers.
Deputy Secretary	Reviews the case further, suggests course of action and submits the file to the Special Secretary or Additional. Secretary for approval of the intimate course to be adopted on the proposal that is under consideration.
Special Secretary/Addl. Secretary	Reviews the case with an overall view and submits the file to the Administrative Secretary for approval of the ultimate course to be adopted on the proposal that is under consideration, or take appropriate Decision under delegated powers.
Secretary	Decides on the course of action to be taken on a proposal under the delegated powers. Submits some cases to the Hon'ble Minister of State/ Hon'ble Minister In-charge or Hon'ble Governor for approval as per J&K Business Procedure Rules.

Note 1: Consultation with the FA/CAO on matters relating to Finances as may be required by the section.

Note 2: Assistance from other sections like legal section obtained on need basis.

Accounts Section

Accounts Section attends to matters connected with the non-plan, budget formulation, advice on financial matters, matter relating to salary TA, Income Tax and Management of all bills relating to purchases.

i) Powers and duties of the officers/officials of Accounts Section:

Financial Advisor/ Chief Accounts Officer	Officer in-charge of the whole Section, Scrutiny of financial matters submitted by the Assistant Accounts Officer. Also provides advice on financial matters as may be referred to him by the Secretary or anyother Officer.
Assistant Accounts Officer (AAO)	Provides Assistance to the FA &CAO in discharge of the matters assigned to the FA &CAO/Accounts Section.
Office Nazir	An official of the rank not below Sr. Assistant performs the job of Nazarat (dealing with the cash from the Treasury and submission of bills etc before the treasury)

ii.) The Procedure followed in the decision making process, including channels of supervision and accountability.

Office Nazir	An official of the rank not below Sr. Assistant performs the job of Nazarat (dealing with the cash from the treasury and submission of bills etc before the treasury)
Assistant Accounts Officer	To scrutinize the receipt with all relevant facts submitted by the accounts assistant/accountant and mark the file to the Financial Advisor/CAO for course of action to be adopted.
FA & CAO	To suggest the suitability or other-wise of the course of action suggested and define the same in the light of the existing provisions of Rules or Acts or take appropriate decision under the delegated powers.

iii.) Statement of Categories of documents that are held by Account Section

- a) Traveling Allowance: Acquaintance Roll
- b) Pay Acquaintance Roll
- c) Contingent Register
- d) Cash Book
- e) Uniform Register
- f) Stock Register.

Legal Section:-

It provides legal advice to the Department on various issues coordinates and follows up departmental court cases to safeguard the interests of the Government as also to ensure that the departmental viewpoint is correctly presented and cases are properly attended in various courts

i) Functions & Duties of Legal Cell Officer/Officials:

Senior Law Officer heads the legal cell and its functions and duties include giving legal opinion on matters referred to him, to Interpret laws, Statutes, Rules and Regulations and furnish opinion to prepare pleadings in cases filed by and against the department before legal forums and to render advice and instructions to the standing council of the department.

ii) The procedure followed in the decision making process including channels of supervision and accountability.

Pleadings prepared before filing in Courts and opinion furnished before acted upon are to be approved by the Administrative Secretary/Hon'ble MoS/ Minister In-charge.

INFORMATION CELL/RTI SECTION

Receiving of RTI applications and forwarding them to the concerned authorities and to monitor the compliance. Preparation of Annual Reports pertaining to RTI.

Section Officer /APIO	To receive the applications for information or appeals under the Act for forwarding the same forthwith to the PIO .
Under Secretary /PIO	<p>As far as possible, the cases received from the APIOs (as and when designated) shall be examined within a period of one week and take further necessary action as may be required at his own level.</p> <p>The CPIO of the department shall dispose off all the applications received within the time prescribed under the RTI Act of 2005.</p>

	He shall place the appeals before the First Appellate Authority (FAA) immediately on the relevant file for orders of the FAA. Preparations of the returns and their submission to the CIC in the manner and in accordance with the time frame as laid down in the Act.
Additional Secretary/First Appellate Authority	Dispose of the matter within stipulated time for appropriate necessary action as may be required within the rules.

Note: PIO shall be assisted by the concerned sections in discharge of duties by way of providing available information sought by the applicants.

Secretary

The powers and duties of its officers and employees:

Private Secretary to Administrative Secretary.	In charge of the work of diarizing, engagements movements distribution of receipt/ files in the Section. To attend the job as per the instructions of the Administrative Secretary.
PA	Assist the Private Secretary in maintenance of records in the personal section and performs such duties as may be assigned to him by the Private Secretary. Taking dictation from the Administrative Secretary and transcription work on the computer.
Jamadar/orderlies	To keep the office neat and tidy. To deliver the files to the Administrative Secretary other Sections and to carry out the works that are assigned to them.

The norms set by it, for the discharge of its functions

The functions of the officers/officials of various sections are to be carried in a time bound manner. The employees have been given strict instruction to avoid pendency and delays in the disposal of business.