



**Ministry of MSME  
Govt. of India**



**Coir Board**

**Citizen's Charter**

**(Updated as on 15.05.2024)**

### **Our Vision & Mission**

To ensure orderly and robust growth and development of Coir Sector and, through this, continue and strengthen the role of Coir sector in growth of the Indian Economy.

Promote growth and development of Coir industry by providing support to existing enterprises and encouraging creation of new enterprises and in turn, generation of employment and income with support of all stake holders.

### **Objectives of Coir Board**

We dedicated ourselves to the development and modernization of coir industry throughout the country wherever potential exists and towards the welfare of all engaged in it, particularly the workers.

### **Beneficiaries of Coir Board's Schemes**

- Coir workers
- Coir Artisans
- Entrepreneurs in Coir Sector
- Exporters of Coir Industry
- Stakeholders

## Citizen's Charter

Sl. No.	Our Services/Facilities	How we measure our performance in this area	Timeline	Beneficiary (G2C/G2B/G2G)	Accountability
1	Admission of candidates to Advanced Training Course and Artisans Training Course	Max. time taken from the date of receipt of application complete in all respects from candidates.	14 days	G2C	OICs of Training Institutes
2	Publishing the names of passed out candidates in NSQF Level 3 & 4 courses in the placement cell at Board's Training Institutes and website	Maximum time taken for listing the names in the placement cell, after the issue of certificate and hosting at Board's website	7 days	G2C	OICs of Training Institutes
3	Human Resource Development Training for stakeholders	Maximum time taken for conducting training after approval	21 days	G2C	DO/DD(ERS)
4	Publishing of Coir News	Maximum time taken for collection of materials, compilation, layout, cover design, printing etc.	30 days	G2C/G2B	MPO
5	Approval of request for Field Training	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	7 days	G2C/G2B	OICs of RO/SRO
6	Release of stipend/ honorarium to field training units.	Maximum time taken from the completion of training	7 days	G2C/G2B	OICs of RO/SRO
7	Testing of samples	Time taken for extending the test facilities and furnishing of the test reports	14 days	G2C/G2B	Director(RDTE)
8	Disposal/approval on request from trade for testing/demonstration/Incubation training.	Maximum time taken from the date of completion of the research projects	7 days	G2C/G2B	Director, RDTE

<b>9</b>	Approval for grant of MDA claim under IC scheme	Max. time taken from the date of receipt of the fully completed proposal in all respects.	21 days	G2C/G2B	DD/DO(EM)
<b>10</b>	Disposal of letters	Maximum time taken for the analysis and processing	15 days	G2C/G2B/ G2G	Branch Officers
<b>11</b>	Preparation and publication of monthly export statistics.	Max. time taken for publication of statistics after collecting data from the ports & compiling it.	21 days	G2C/G2B/ G2G	DO/DD(ERS)
<b>12</b>	Website updating and IT related services.	Maximum time taken for updating and IT related services.	On daily basis	G2C/G2B/ G2G	DO/DD(ERS)
<b>13</b>	Technology Transfer of R&D inventions	Maximum time taken from the date of completion of the research projects	21 days	G2C/G2B/ G2G	Director, RDTE
<b>14</b>	Dissemination / Demonstration of new technologies	Maximum time taken from the date of completion of the research projects	21 days	G2C/G2B/ G2G	Director, RDTE
<b>15</b>	Dissemination of specification /standards of products developed by Research Institutes after approval of Competent Authority.	Maximum time taken from the date of completion of the research projects	21 days	G2C/G2B/ G2G	Director, RDTE
<b>16</b>	Disposal of Public grievances & redressal mechanism	Maximum time taken for disposal from the date of receipt of the grievance	30 days	G2C/G2B/ G2G	JD(Plg.)
<b>17</b>	Implementation of the Judgment/ filing appeal on court cases under the Board	Maximum time taken from the date of receipt of the Judgment from the Court.	14 days	G2C/G2B/ G2G	Adm.Officer
<b>18</b>	Quality Inspection of Coir Products	Maximum time taken after receipt of application for inspection.	7 days	G2B	OIC of RO Kalavoor
<b>19</b>	Approval for grant of Export Reg. Certificate / Reg. - Cum Member Certificate	Max. time taken from the date of receipt of completed proposal in all respects.	15 days	G2B	DD/DO(EM)

<b>20</b>	Approval for grant of Renewal of Export Reg. Certificate/Reg.-Cum Members Certificate (RCMC)	Maximum time taken from the date of receipt of the fully completed proposal in all respects	7 days	G2B	DD/DO(EM)
<b>21</b>	Issue of Certificates for Handmade Products	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	15 days	G2B	DD/DO(EM)
<b>22</b>	Issue of GSP Generalized System of Preferences - (Certificate of Origin)	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	15 days	G2B	DD/DO(EM)
<b>23</b>	Recommendation of new clusters to Ministry under SFURTI	Max. time taken for scrutiny/approval of concept note by Nodal Agency, obtaining concurrence of State Govt. , MSME(DI) verification, DPR preparation by TA, PSC approval	6 months	G2B	DD/DO(SFURTI)
<b>24</b>	Commencement of activities in clusters which have got "in principle" approval from SSC (Scheme steering Committee)	Maximum time taken for commencement of activities	Two months	G2B	DD/DO(SFURTI)
<b>25</b>	Registration of consigners to Coir Board Showrooms	Maximum time taken from the date of receipt of the fully completed proposal in all respects.	5 days	G2B	DD/DO(DM)
<b>26</b>	Release of payment to consigners of Coir Board Showroom against sales proceeds	Maximum time taken from the completion of sales/realization of bills.	30 days	G2B	Showroom Managers
<b>27</b>	Approval of proposal for participation in Domestic Exhibition	Maximum time taken from the date of receipt of fully completed proposals in all aspects, from the showroom	14 days	G2B	DD/DO (DM)
<b>28</b>	Sanction of claim for Market Development Assistance (MDA)	Maximum time taken from the date of receipt of the fully completed proposal in all respects from the beneficiaries	3 months	G2B	DD/DO (DM)

		(subject to availability of funds)			
<b>29</b>	Sale of products by Coir Board showroom from the date of receipt of consignment.	Maximum time taken on receipt of material in the Showroom.	90 days	G2B	Showroom Manager
<b>30</b>	Release of funds to collaborator for S&T projects	Maximum time taken for release of funds as per the terms and conditions on MoU	21 days	G2B/G2G	DD/DO(S&T)
<b>31</b>	Preparation of Monthly Domestic Statistics	Max. time taken for collecting data on employment, unit reg. & fibre production of pre.month from field offices & compilation	21 days	G2G	DO/DD(ERS) / OICs of RO/SRO

***For more details regarding procedures/cost/charges, please visit the Coir Board's website "coirboard.gov.in"***

**Grievance Redress Mechanism:**

- Name of Public Grievance Officer: Shri. P.G. Todkar, Joint Director  
(Planning)
- Phone Number: 0484-2883905
- Email: [jdp@coirboard.org](mailto:jdp@coirboard.org)
- Online portal for grievance register: [pgportal.gov.in](http://pgportal.gov.in), [champions.gov.in](http://champions.gov.in)

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