DEPARTMENT OF COOPERATION
MEGHALAYA

CITIZEN’S CHARTER.

This Department is committed to the strengthening of the Cooperative Movement through the economic upliftment of the rural communities and weaker sections in the State, by organizing the communities into Cooperative ventures that can function as micro-enterprises.

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– Introduction:–
The Department of Cooperation is one of the key Departments in the State. The Department is organized into 2 (two) Divisions, first tier being the Administrative Department, followed by the Directorate Level at the cutting edge. It has 2(two) attached offices and 10(ten) subordinate offices spread all over the State for purpose of Coordination, execution and implementation of Schemes in their respective jurisdictions. There are 5(five) State Level Cooperative Organizations under the Administrative Control of the Department.

– Vision:–
Through Cooperatives, to promote sustainable and equitable development and Rural prosperity through effective credit support, related services, institution development and other innovative initiatives aimed at making Cooperatives the nucleus of economic regeneration in the rural areas and engines of growth in the urban areas.

Details of Business Transacted by the Department:–
Details of Business Transacted by the Department and strategies for business development is embedded in the Meghalaya Cooperative Societies Act & Rules (Adapted from Assam).

The main business transacted by the Department is as follows:-
- Formulates Cooperative Policies in Cooperation and Cooperative organizations at the State Level.
- Strengthening the Cooperative movement through State Level Cooperative Societies, eg. The Meghalaya Handloom Handicraft Cooperative Federation, the Meghalaya Cooperative Apex Bank, Meghalaya State Cooperative Marketing and
Consumers’ Federation, and State Housing and Financing Cooperative Society and The Meghalaya State Cooperative Union.

- Organization and Registration of Cooperative Societies.
- Statutory Audit conduct of enquiry and inspection, settlement of disputes, dissolution of disputes, recovery of sum date due and enforcement of obligation.
- Registration and Amendment of Bye-Laws.
- Liquidation
- Assisting the Cooperative Societies in the shape of Financial Assistance and Managerial Subsidy.
- Development of rural micro-enterprises.
- Poverty alleviation and employment generation.
- Rural infrastructure development.
- Experimenting with new models and products and innovative practices in rural credit and other allied fields..
- Thrust on Rural Awareness, Education, Training and Financial services.

Some of the Client’s Centric Programmes of the Department:-

- Registration of Cooperative Societies.
- Financial Assistance and extending Managerial Subsidy to deserving Cooperative Societies.
  (i) Under State Plan Scheme.
  (ii) Centrally Sponsored Scheme.
  (iii) Central Sector Scheme.
- Awareness, Education and Training, promotional activities and introduction of new technology through tie up with other developmental agencies.
- Experimenting with new models, innovative practices for rural Socio and Economic upliftment.
- Operation of Right to Information.
- Documentation of Cooperative activities and ventures highlighting Cooperative product through brochures and through exhibitions and Expos at the national and international level.

- Capacity development:-
  The Cooperation Department provides training to the Junior Officers in the related field for capacity building and also provides further training as in the higher Diploma course in Cooperation and deputed Short-term training to different institutions for different courses from time to time.
  The Department also organizes capacity building and training modules for Cooperative Societies by teaching them new skills and technologies.

- Performances:-
  In order to ensure that each individual and unit performs as per the standard set, the performance of each individual officer is reviewed on a monthly basis at the District Level / Sub Division and on bi-monthly basis at the Directorate Level.

4.9.5 – Monitoring & Evaluation:-
To ensure that the commitment is made and quality of services is ensured, the Registrar at the Directorate Level oversees, monitors, and evaluates the performance of every Districts and Sub Divisions from time to time.

Assistance under various plans is linked to performance indicators like growth in membership and payment of dividend.

4.9.6 – Details of Grievances Redressal Mechanism and How to Access the System:-

- The Department is prepared and adequately sensitized to redress grievances in a responsible and effective manner so as to address complaints arising out of the Business transacted by the Department.
- The Department interacts directly at the Directorate Level and Subordinate offices of the Department for redressal of the complaints.
- The Department appeals to the Stake Holders to provide full and complete information of the grievances in order to enable timely settlement of the issues involved. It continues to be the Department’s endeavour to settle grievances received from the Stake Holders as early as possible, within a specified time frame.
- The Citizen’s Charter will be reviewed annually to further improve our responses to the public.
- The information with regard to this Department can be accessed in our website: www.megh.gov.in
CONTACT POINTS:
The address and phone numbers of the contact points are as follows:

**Directorate Level:**
1. Registrar of Cooperative Societies, Meghalaya, Shillong
   Phone No. 0364-2225212.

2. Joint Registrar of Cooperative Societies, 3rd Secretariat Building, Lower Lachumiere, Shillong
   Room No. 305
   Phone No. 0364-2226194

**District Level:**
East Khasi Hills: Asstt. Registrar of Cooperative Societies,
East Khasi Hills, Kenches Trace Laban.
Phone No. 0364-2226794.

Jaintia Hills: Asstt. Registrar of Cooperative Societies, Jowai
Phone No. 03652-220707.

West Khasi Hills: Asstt. Registrar of Cooperative Societies, Nongstoin.
Phone No. 03654-280525.

Ri Bhoi: Asstt. Registrar of Cooperative Societies, Nongpoh.
Phone No. 03653-232769.

Phone No. 03658-220380.

West Garo Hills: Asstt. Registrar of Cooperative Societies, Tura.
Phone No. 03651-222404.

South Garo Hills: Asstt. Registrar of Cooperative Societies, Baghmara.
Phone No. 03659-222270.