

# CITIZENS' CHARTER

## COOPERATIVE DEPARTMENT

### I. OBJECTIVES

- ☀ To promote, expand and to strengthen the cooperative movement in all walks of life in the Union Territory of Pondicherry;
- ☀ To facilitate formation of new Cooperative Societies for fulfilling the economic needs of their members;
- ☀ To facilitate the successful working of the Cooperative Institutions in tune with the internationally recognised principles of Cooperation; and
- ☀ To be a friend, philosopher and guide to the Cooperative Institutions in managing their affairs on sound lines.

### II. FUNCTIONS

1. To register various kinds of Cooperative Societies and their Bye-laws under the provisions of the Pondicherry Cooperative Societies Act, 1972;
2. To register Amendment of Bye-laws;
3. To supervise the functions of Cooperative Societies;
4. To provide financial assistance under the Plan Schemes of the Government to meet the financial needs of the Cooperative Societies;
5. To implement the statutory provisions of the Cooperative Societies Act and the Rules framed thereunder;
6. To consider proposals received from Cooperative Societies for issue of sanction / permission / approval under the provisions of the Cooperative Societies Act, Rules and the Bye-laws of the Societies;
7. To issue statutory directions to protect the interests of the members and the public;
8. To audit the accounts of the Cooperative Societies annually and to issue the audit certificates;
9. To decide monetary and non-monetary disputes between members and societies, between employees and societies and between societies themselves;
10. To function as a Civil Court for effecting recovery of the amounts due to the various Cooperative Societies; and

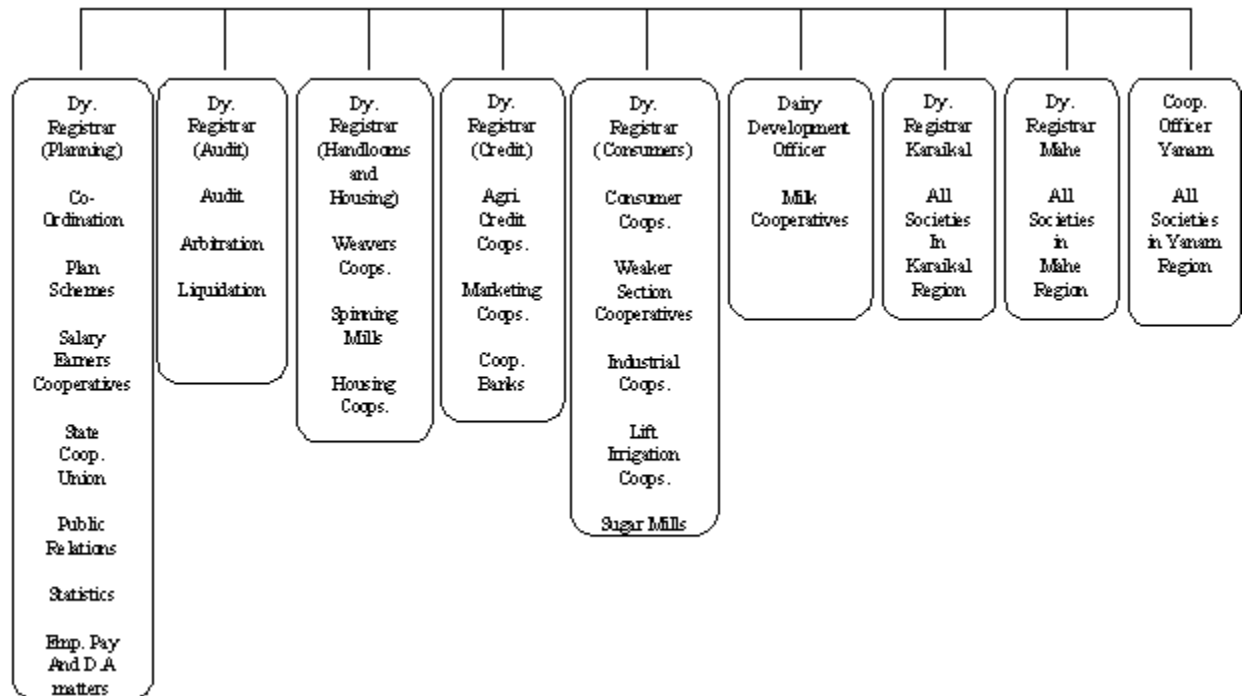
11. Generally to function as a friend, philosopher and guide to the Cooperative Institutions for managing their affairs efficiently, democratically and in accordance with the principles of cooperation.

## II. ADMINISTRATIVE SET UP OF THE DEPARTMENT

### REGISTRAR OF COOPERATIVE SOCIETIES



### JOINT REGISTRAR OF COOPERATIVE SOCIETIES



## III. ADMINISTRATIVE SET UP OF THE DEPARTMENT

### REGISTRAR OF COOPERATIVE SOCIETIES JOINT REGISTRAR OF COOPERATIVE SOCIETIES

### IV. TYPES OF SOCIETIES AS ON 31-3-2000

Sl.No. (1)	Types of Societies (2)	Pondicherry (3)	Karaikal (4)	Mahe (5)	Yanam (6)	Total (7)
1.	State Coop. Bank	1	-	-	-	1
2.	Land Development Bank	1	-	-	-	1
3.	Primary Agri. Coop. Banks/Societies	48	6	1	-	55
4.	Urban Bank	1	-	-	-	1
5.	Salary Earners Societies	50	15	1	4	70
6.	Marketing Societies	1	1	-	-	2
7.	Sugar Factory	1	-	-	-	1

8.	Milk Societies	92	20	-	1	113
9.	Irrigation societies	5	-	-	-	5
10	Fishermen Societies	9	2	2	2	38
11.	Weavers Societies	13	1	1	-	15
12.	Industrial Societies	9	2	2	2	15
13.	Spinning Mills	1	1	-	-	2
14.	Consumer's Stores	15	2	3	1	21
15.	Housing Societies	52	2	1	2	57
16.	Labour Contract Societies	1	-	-	-	1
17.	Transport Societies	1	-	2	1	4
18.	Students Stores	30	13	6	2	51
19.	State Coop. Union	1	-	-	-	1
20.	Other Societies	3	1	-	6	10
	Total	350	73	19	22	464

## V. WHAT IS A COOPERATIVE SOCIETY?

A Cooperative Society is an Association of a minimum of 25 persons untitled voluntarily to meet their common economic, social and cultural needs and aspirations, through a jointly owned and democratically controlled enterprise, registered under the Cooperative Societies Act.

## VI. REQUIREMENTS FOR FORMING A COOPERATIVE SOCIETY

1. Minimum number of persons 25.
2. The society's object should be promotion of the economic interests of its members.
3. The proposed society should be capable of being run on economically sound lines.
4. The registration of the proposed society should not have an adverse effect on the cooperative movement.
5. The prospective members should contribute a minimum amount of share capital prescribed by the Registrar of Cooperative Societies for the particular type of society to be started.

## VII. WHAT TO DO FOR SEEKING REGISTRATION OF COOPERATIVE SOCIETY?

Such of those persons, who wish to form a Cooperative Society should send an application in plain paper, indicating what type of a society they want to form, how many persons would join the Society as its members, and the name and address of the person authorized to function as Chief Promoter, to attend to organizational matters. This application should be signed by not less than 25 persons. Based on such application, Registrar will appoint the Chief Promoter and authorize him to collect the "Share Capital" and submit organization proposals. Thereafter, the Chief Promoter may collect share capital from the promoters, remit the same in the Bank specified by the Registrar of Cooperative Societies and send the application for Registration of the Society, in the form given.

### **VIII. WHO WILL BE RESPONSIBLE FOR THE EXECUTIVE MANAGEMENT OF A COOPERATIVE SOCIETY?**

1. As per the Bye-law, there will be a Committee of Management, initially nominated by the Registrar of Cooperative Societies for a period not exceeding 3 years and subsequently elected by the General Body once every 3 years. Among the members of the Committee of Management there shall be office-bearers like President, Vice-President, Secretary, Treasurer etc. It will be the responsibility of this Committee of Management to carry on the executive management of the society in accordance with the provisions of the Act, Rules and Bye-laws and as per the annual budget and programme of action approved by the General Body each year.

### **IX. FINANCIAL RESOURCES FOR RUNNING A SOCIETY**

- (a) Share Capital contributed by the members.
- (b) Deposits raised from members and non-members.
- (c) Borrowings from the State Cooperative Bank / Other Institutional Financing Agencies, and
- (d) Financial assistance, if any, provided by the Government under the Plain Schemes.

### **X. HOW TO AMEND A REGISTERED BYE-LAW?**

The Committee of Management may obtain a resolution of the General Body indicating the amendment proposed and send 5 copies of the resolution as well as the draft amendment to the Registrar of Cooperative Societies along with the following particulars, within 2 months from the date of the meeting of the General Body:-

- (a) The date of the General Body meeting at which the amendment was made;
- (b) The number of days' notice given to convene the general body meeting;
- (c) The total number of members of the society on the date of such meeting;
- (d) The total number of members who formed the quorum for such meeting;
- (e) The number of members present at such meeting;
- (f) The number of members who exercised their votes at the meeting; and
- (g) The number of members who voted for the amendment;
- (h) The amendment proposed should not be contrary to the provisions of the Act, Rules and Bye-laws;
- (j) Justifications/reasons for amending each clause of the Bye-law should also be furnished along with the proposal.

### **XI. DETAILS OF FINANCIAL ASSISTANCE PROVIDED TO COOPERATIVE SOCIETIES BY THE GOVERNMENT**

1. Share capital contribution for strengthening the owned resources of the Cooperative Societies;
2. Loan-cum-Subsidy for construction of business premises/godowns;
3. Loan-cum-Subsidy for purchase of plant and machinery;
4. Subsidy for meeting the managerial expenses during the initial period;
5. Subsidy for allowing rebate on sale of handloom and handicraft items produced by Cooperatives;
6. Subsidy for training, publicity and propaganda;
7. Subsidy to meet the cost of welfare schemes for handloom weavers;
8. Subsidy for implementing Government programmes like Public Distribution System (Fair Price Shops);
9. Subsidy for modernizing cooperative retail outlets; and
10. Subsidy for introducing modern management and information techniques.

## **XII. WELFARE SCHEMES FOR HANDLOOM WEAVERS**

The following schemes are being implemented for the Welfare of the Weavers under Weavers under Weavers Welfare Fund, funded by the Government and operated through Pontex, which is the apex Weavers Cooperative Society.

1. Lump sum grant to the family members of the deceased weaver member; Rs.5,000 each.
2. Group Insurance Scheme:
  - a) **Social Security Scheme (C.S.S.)**  
*Insured amount:* Rs.3,000 for natural death, Rs.15,000 for accidental death.  
  
*Premium:* Rs.30 per annum, out of which, Rs.15 is paid by Union Territory Administration and the balance Rs.15 is paid by Government of India.
  - b) **Personal Insurance Scheme:**  
*Sum assured :* Rs.7,000 for natural death, and Rs. 14,000 for accidental death.  
  
*Premium:* Ranges from Rs.17.15 to Rs.212.45 p.a. depending on the age group, i.e., 25 to 60 years. Entire premium is paid by Union Territory Administration, from out of Weavers Welfare Fund constituted from out of Government.
  - c) **Insurance:**  
 Rs. One lakh, Premium Rs. 120 per annum (Member Rs.20; Union Territory Administration Rs.40; Government of India Rs.60).
3. *Pre-natal and Post-natal subsidy to women members:*Rs. 1,000 each.

4. *Rainy season subsidy to be paid during rainy season i.e., during the month of OCTOBER-NOVEMBER:* Rs. 1,000 per weaver (Rs. 750 from Weaver Welfare Fund and Rs. 250 from their own contribution).
5. *Pension scheme:* Rs.300 per month for those whose average month wages is Rs.100 or more but below Rs.300 per month during the last three years, and Rs.500 per month to those whose average monthly wages is not less than Rs.300 during the last three years.
6. *Assistance for family planning operation:* Rs.200 per Weaver.
7. *Assistance for purchase of spectacles:* Rs. 250 per weaver (Once in 5 years).
8. Free dhoties and sarees to weaver-member: (Once in a year, one set each).
9. Medical allowance to the handloom weavers : Rs.75 per month provided the weaver has worked for 180 days or has entered Rs.2,500 as wages during the preceding year.

### **XIII. THREE YEARS DIPLOMA COURSES IN HANDLOOM TECHNOLOGY**

The Cooperative Department, Pondicherry has secured 7 seats in the various Institutes of Handloom Technology, for the three-years Diploma course in Handloom Technology (DHT). The seats reserved for Pondicherry are available in the following institutes:-

- (a) Indian Institute of Handloom Technology, Salem..... 4 seats
- (b) Indian Institute of Handloom Technology, Vengatagiri..... 1 seat
- (c) Indian Institute of Handloom Technology, Gadag, Karnataka ... 2 seats

The Cooperative Department will call for applications for the above-mentioned seats, by releasing an advertisement through the newspapers and through All India Radio during the month of April or may every year. The applicants will be interviewed by a Committee and the selected candidates will be deputed for the Diploma course. The selected candidates will be paid a stipend of Rs.300 per month during the period of the course.

### **XIV. WELFARE SCHEMES FOR SCHEDULED CASTE PERSONS**

1. Share capital assistance upto Rs. 500 to become members in the VCACS/FSCS/PACB/LDB.
2. Subsidy to the extent of 2/3 of tractor hire charges for the hiring of tractors / trailers / power tillers.
3. Grant of 4% interest Subsidy to SC members of the housing loans issued by Housing Cooperatives.

### **XVI. NATURE OF DISPUTES ENTERTAINED**

- (a) Touching the constitution of the Committee of Management.
- (b) Touching the business of societies
- (c) Touching the management of Societies.

## **XVII. NATURE OF DISPUTES NOT ENTERTAINED**

- (a) Disciplinary matters against paid servants of the societies
- (b) Disputes relating to election before declaration of result.

## **XVIII. TIME LIMIT FOR FILING DISPUTES BEFORE THE REGISTRAR**

- (a) For Monetary disputes limitation period is as per Indian Limitation Act.
- (b) For election disputes-within two months from the date of declaration of results.
- (c) For non-monetary disputes-Within three months from the date on which the act or omission took place.

## **XIX. FEES FOR FILING DISPUTES**

- (a) Monetary disputes .... Rs.100 for each case
- (b) Non-monetary disputes ... Rs.500 for each case
- (c) For filling of execution petition by a Society .... Rs. 250 for each claim

The abovementioned fees shall be deposited with State Bank of India, through a chalan, countersigned by the authorised officer in the office of the Registrar of Cooperative Societies/Deputy Registrar of Cooperative Societies, Karaikal/Mahe/Cooperative Officer, Yanam.

## **XX. GRIEVANCES REDRESSAL MACHINERY**

### **GRIEVANCE AGAINST:**

#### **(a) Cooperative Societies:**

Redressal Machinery:

- (i) DDO or the concerned Deputy Registrar of Cooperative Society in the Office of the Registrar of Cooperative Societies, Pondicherry, Phone : (0413)372179,372747
- (ii) Deputy Registrar of Cooperative Societies, Karaikal, Phone : (04368) 322502/ Fax 04368-32025
- (iii) Deputy Registrar of Cooperative Societies, Mahe Phone : (0490) 333235 / Fax 0490-332960
- (iv) Cooperative Officer, Yanam Phone : (0884) 321243 Fax 0884-321843

#### **(b) DDO / Dy. Registrars of Cooperative Societies/ Cooperative Officer, Yanam:**

Redressal Machinery:  
Registrar of Cooperative Societies,  
V.V.P. Nagar, Thattanchavady,  
Pondicherry - 605 009

Phone : (0413) 372007 / Fax (0413) 372619

**(c) Registrar of Cooperative Societies:**

Redressal Machinery  
Development Commissioner,  
Chief Secretariat,  
Pondicherry - 605 001  
Phone : (0413) 334144

**XXI. PUBLIC RELATIONS OFFICER**

The Deputy Registrar of Cooperative Societies (Planning) has been designated as Public Relations Officer.

Telephone No. 372179

Address:

Office of the Registrar of Cooperative Societies,  
V.V.P. Nagar, Thattanchavady,  
Pondicherry - 605 009

**XXII. REVIEW OF THE CHARTER**

The Citizen's Charter of Cooperative Department will be reviewed again in July 2001.

**XV. TIME BOUND SERVICES**

The following services are provided by the Cooperative Department at the request of the societies / members / public. The limit within which the services will be provided are indicated below:-

Sl. No.	Purpose for approaching the Registrar	Section/Rule/Bye-law/Direction under which permission / approval / sanction is require	Time limit within which permission/approval will be given
1.	Registration of a Cooperative society	Section 8 & 9	3 months
2.	Amendment of Bye-laws	Section 11	2 months
3.	Change of name of a society	Section 13	2 months
4.	Amalgamation, transfer or division of societies	Section 14	2 months
5.	Appeal on refusal of membership	Section 20(2)(b)	1 month
6.	Appeal on refusal of service to a member by a Cooperative Society	Section 23(2) & (3)	2 months
7.	Permission for investment of funds of societies	Section 68(c) & (d)	1 month
8.	Audit of accounts of Societies and issue of audit certificate	Section 74	1 year from the date of completion of the year
9.	Request for conducting statutory inquiry into the working of society	Section 75(1)	2 months for ordering the enquiry



10.	Application of a creditor to order inspection of the books of the society	Section 76(1)	2 months for ordering the inspection
11.	Monetary disputes	Section 84(1)	1 month of admission/rejection
12.	Non-monetary disputes	Section 84(1)	2 months for admission/rejection
13.	Request for voluntary winding up of societies	Section 126(1)	3 months
14.	Petition for Execution of Decrees, Decisions, Awards and Orders.	Section 133 & 134	1 month for admission
15.	Request from financing bank to proceed against the members of societies for recovery of dues	Section 135	1 month for admission
16.	Appeals by any person aggrieved by any decision/refusal/registration/approval or order of any person other than Registrar under section 7,9,11,12,14,24,34,35,120,121.	Section 123 & 124	1 month for admission
17.	Appeal against an order of the Liquidator	Section 140(2)(b)	2 months for admission
18.	Revision of proceedings of any Officer subordinate to Registrar	Section 141(1)	3 months for admission
19.	Application for review of any order passed by the Registrar	Section 142(1)	3 months for admission
20.	Issue of certificate for securing possession of Records.	Section 156	1 month
21.	Application for conditional attachment of property	Section 157	15 days
22.	Extension of time beyond 3 months for commencement of working of a registered Society.	Rule 6	1 month
23.	Request for appointment of Election Officer for conducting election of a Co-operative Society	Rule 32(25)	10 days
24.	Request for appointment of Election Officer for conducting election of a Co-operative Society	Rule 33(2)	1 month
25.	Approval for amalgamation transfer of assets liabilities or division of societies	Rule 35(2)	1 month
26.	Registration of amalgamated / divided new society and cancellation of registration.	Rule 35(7)	2 months
27.	Approval of travelling allowance Rules for the members of Committee	Rule 47	1 month
28.	Approval of rates for payment of sitting fees to the members of the Committees	Rule 47	1 month
29.	Relaxation of loan period from 3 years to 5 years	Rule 49	1 month
30.	Permission for investment of Funds	Rule 50	1 month

31.	Utilization of Reserve Fund in business	Rule 53(1)	1 month
32.	Permission of the Registrar for transactions with non-members	Rule 57	1 month
33.	Permission to incur expenditure from General Funds	Rule 58	1 month
34.	Permission to use society's premises	Rule 59	1 month
35.	Application to set aside sale on deposit and irregularity or fraud.	Rule 76 & 77	2 months
36.	Approval of subsidiary regulation governing service conditions of employees	Bye-law Provision	2 months
37.	Amendment to the subsidiary regulations governing service conditions of employees	Bye-law Provision	2 months
38.	Approval of Subsidiary regulations governing the issue of loans/advances or any amendments to subsidiary regulations.	Bye-law Provision	1 month
39.	Approval of subsidiary regulations governing collection of deposits	Bye-law Provision	15 days
40.	Approval of various other subsidiary regulations or any amendment thereto (Eg. Family Planning Regulations, Provident Fund Regulations, Gratuity Regulations etc.)	Bye-law Provision	1 month
41.	Approval for creation of posts	Registrar's directions	1 month
42.	Engaging persons on daily wage basis	Registrar's directions	15 days
43.	Regularizing the employees working on daily wage basis	Registrar's directions	1 month
44.	Permission for opening new branches or expanding the lines of business	Bye-law Provision	1 month
45.	Permission to reinstate employees suspended under Section 80	Section 80	1 month
46.	Complaint against the working of any Society	-	1 month
47.	Sanction of pension under the Weavers Pension Scheme	Weavers Pension Rules	1 month
48.	Sanction of benefits under the Weavers Welfare Scheme.	Weavers Welfare Fund Rules	1 month