



Subject: Roles and responsibilities of Community Service Providers

Ref: This Office Letter No. 665 -WBSRLM/Prog./6P-81/2013 dated 13/10/14

You are already aware, WBSRLM is taking all initiatives to strengthen SHG federations and in creating large pool of social capitals within the institutions for ensuring sustainability of these institutions. Sanghas have already engaged community cadres for providing facilitation and handholding support to SHGs and Upa-Sanghas. In this context, it seems pertinent to reiterate and explain the roles and responsibilities of all CSPs for effective implementation of NRLM at the grass root level.

Major roles and responsibilities of CSP-Institution Building & Social Inclusion

- a) Formation of new SHGs with left out target households as per SECC
- b) Special initiative to include vulnerable, socially excluded and Persons With Disability HHs under the fold of SHGs
- c) Imparting training and handholding support to SHGs on group management, meeting process, role of leadership, decision making etc with special emphasis on Panchasutra, as per guidelines.
- d) Preparation, maintenance & updating village & SHG level database
- e) Building awareness on gender issues among the SHG members and address issues related to gender discrimination and other aspects related to women issues/rights in all discussions
- f) Building awareness among the SHG members about their rights and entitlements
- g) Formation and handholding support to Upa-Sanghas in conducting meeting, maintenance of records and preparing reports
- h) Support in formation of Sub-Committees at Upa-Sangha & Sangha and provide handholding support in proper functioning of IB sub-committee and Social Action Sub-Committee
- i) Facilitating AGM of Upa-Sangha
- j) Preparing SHG wise Upa-Sangha wise monthly report and submit to Sangha
- k) Any other work assigned by Sangha/BMMU

Major roles and responsibilities of CSP-Bank Linkage & Livelihoods: Roles and responsibilities of CSP-Bank Linkage & Livelihoods can be divided into 2 parts – at the bank branch level and at Sangha level

Duties inside the Bank Branch

- a) Support to new SHGs in opening bank accounts of SHG
- b) Assisting SHG representatives /Office bearers to complete the required documents eg. Pay in slips for depositing money in their accounts and withdrawal forms for withdrawal from accounts
- c) Identifying SHGs eligible for bank credit for 1st dose and due for renewal for 2nd and subsequent doses
- d) Facilitating completion of Grading formalities of the SHGs eligible for bank credit
- e) Facilitating completion of loan applications and other related documents of eligible groups and submission of the same to banks
- f) To ensure opening of individual accounts of SHG members and assisting in completion of required formalities for account opening and other services available from bank
- g) Assisting the Branch Managers / Officials in completing formalities for credit sanctioning process/ related documentation, preparing the demand list for recovery of loan on monthly basis
- h) To participate in Community Based Repayment Mechanism (CBRM) as member secretary & remain closely associated with recovery of dues, overdues and NPA.

Duties outside the Bank Branch

- a) Maintaining record/ registers related to FI to SHGs on regular basis
- b) Support to Upa-Sanghas and Sanghas in the grading process of SHGs
- c) Monitoring disbursement of bank loan to SHGs
- d) Maintaining records of recovery and assisting in recovery of loans from SHGs in association with SHG institution
- e) Collecting information from Banks/SHGs for submission of monthly/periodical reports
- f) Providing support to the SHGs/SHG members in preparing Micro-Investment Plan (MIP)s
- g) Collecting and keeping information of livelihoods activities doing by members of SHGs for income generation both farm (major crops under agriculture activities, major animals under livestock), NTFP and non-farm
- h) Collecting information regarding requirements of inputs for promotion of such livelihoods specially requirement of funds and facilitate to obtain such funds through credit
- i) Supporting SHGs in livelihood promotion by organizing seasonal camps, linking with Government department/institutions etc.
- j) Any other work assigned by Sangha/BMMU

Major roles and responsibilities of CSP (Fund Management)

- a) Training and handholding support to SHG Book Keepers and monitoring of book keeping of SHGs, Upa-Sanghas & Sangha
- b) Collection and compilation of financial report from SHGs, Upa-Sanghas & Sangha regarding up-to-date maintenance of books of accounts
- c) Collection of reports from SHGs, Upa-Sanghas and Sanghas on completion of Final Accounts of the previous Financial Years and provide necessary support, as required
- d) Facilitating Audit of SHG accounts as per guidelines and provide support to Sanghas in this regard
- e) Facilitating accounts keeping of Upa-Sangha and provide support to Sangha, if necessary
- f) Providing support to SHGs in preparing replies of Audit queries and bring to the notice of Sangha
- g) Providing support to the SHGs/SHG members in preparing Micro-Investment Plan (MIP)s
- h) Providing support to Sangha in processing MIPs and disbursement of CIF to SHGs
- i) Preparing demand list for recovery of CIF from SHGs and closely monitoring of recovery of CIF
- j) Regular submission of demand, collection and balance position to Sangha and monitoring the same
- k) Any other work assigned by Sangha/BMMU

All the CSPs will submit an action plan to Sangha in the beginning of a month and at the end of the month they will submit a daily work done report along with the achievement. The plan will be done to roll out the annual action plan of respective Sanghas. Sangha will monitor the performance of CSPs on the basis of objective criteria in the EC / BOD meeting.