

A Step towards Transformation and Transparency

Important Initiatives of Coir Board

During the Last One Year

In line with the new initiatives of the Government of India to make the administration process more effective, speedier and transparent, Coir Board took several steps during the last one year. The steps initiated were mainly in the areas of Digital India Programme, System Improvement, and Development Oriented Programmes. Some of the notable steps undertaken by Coir Board for the development of coir industry in the country were the following:

A. Digital India Programme.

1. The concept of 'e-office' was introduced and implemented in the Head Office of Coir Board at Kochi. Sufficient number of computer peripherals and required software were installed in the Head Office and sub-offices of the Board for making the decision making process/ implementation of schemes more speedier, transparent and effective. The officers and staff of Coir Board were made proficient in 'e-office' by imparting adequate in-house training in association with the National Informatics Centre. Digital signature has been made available to all Officers/employees. As part of the digitalization programme and making the organisation a 'paper-less office', current files were digitalized after weeding out old and unwanted files systematically.



2. Hassle-free submission and processing of applications under various schemes of Coir Board was made possible through introduction of 'On-line' application facilities.

3. The web-site of Coir Board has been revamped to a dynamic portal and made more informative by incorporating additional information like details of schemes, programmes, latest developments in coir trade and industry etc.



4. For the effective functioning of office and ensuring punctuality in attendance, Aadhaar based bio-metric attendance system was implemented in all offices of the Board w.e.f. March 2015.

B. System Improvement Programmes

1. The functioning of the Head-office of the Board was streamlined and the ISO 9001- 2008 Certification was obtained by the Head Office of Coir Board w.e.f. 23rd Jan. 2015 for a period of 3 years. It is proposed to obtain the certification by the sub-offices of the Board during the second phase of the system improvement programme.
2. The system of submitting and processing application under various schemes in hard copy was a time consuming process as it involved much transit time, chances of misplacement, difficulties in attestation of supporting documents etc. As a remedial measure to these difficulties, the forms used for inviting applications under various schemes of the Board were simplified and the number of documents required to be submitted along with the applications were minimized. The applicants were also extended with the facility of 'self-attestation' of the supporting documents.



3. A “Citizens Clients' Charter” stipulating the service standards of the Board was prepared and displayed prominently at the offices of the Board for information of the general public.
4. Arrangements were made to redress the grievances of the general public on the services of the Board through the Public Grievances Redressal Portal of the Ministry of MSME.
5. Arrangements were made to streamline the training programmes of the Board in conformity with the National Skill Qualification Framework (NSQF).
6. Interviews for selection of candidates for appointment at lower levels have been done away in the offices of the Board.
7. The system of e-payment has been strengthened so as to avoid physical dealing of money in offices.
8. An Accounts Manual for the Board has been finalized and introduced.
9. Settlement of accounts of field offices were made speedier through scanning of documents and electronic transmission.

10. The system of self attestation of documents by applicants for appointment has been introduced.

C. Productivity/Development Oriented Programmes

1. Officers from the Head Office of the Board were deputed on a regular basis to the sub-offices in various parts of the country for speedier and transparent processing of the applications received under Coir Udyami Yojana/Coir Vikas Yojana and to sort out issues, if any, with Banks/other institutions.

2. The Government of India, Ministry of MSME modified the schemes of Coir Udyami Yojana with increased project outlay/enhanced assistance and provisions like working capital, marketing assistance, etc.



Hon'ble Union Minister of MSME, Shri. Kalraj Mishra releasing the guidelines for the CUY Scheme

3. Sub-Regional Offices of Coir Board were opened at Port Blair in Andaman and Nicobar Islands, Kavaratti in Lakshadweep and Sindhudurg in Maharashtra. Sufficient number of technical personnel were also positioned in these offices within a short period.



Hon'ble Union Minister of MSME, Shri. Kalraj Mishra inaugurating the Regional Office of Coir Board at Lakshadweep

4. Coir Board brought out 'e-books' on its various schemes and circulated the same in the industry to serve as a single source of information to the stakeholders.



5. The Board drafted and furnished a proposal for establishing 5 Livelihood Incubation Centres under

the Scheme, ASPIRE with the funding support of the Ministry. These Incubation Centres will provide mentoring and handholding support for entrepreneurship and skill development. In the first phase of this project, fund has been received from the Ministry for starting up the incubation centres at the field establishments of the Board at Bhubaneswar, Rajahmundry and Thanjavur.



6. A Versatile Coir Spinning Machine , developed by Central Coir Research Institute was launched by Hon'ble Minister of MSME, Shri Kalraj Mishra along with new R&D initiatives to trade.

