



CITIZEN CHARTER

[April 2023]



RURAL RECONSTRUCTION FOUNDATION

Rural Reconstruction Foundation was established on March 20, 1982 with the aim of socio-economic development of the underprivileged communities. Rural Reconstruction Foundation believes in holistic development through the collective concept of people's active participation in planning, decision-making and implementation, and has been adopting the direct and indirect partnership concept in its approach to make the people's active participation a full form. RRF is conducting activities with the promise of socio-economic development of the backward poor people of the country. Multifaceted development activities have continued since the beginning for the sustainable development of marginalized communities. With the evolution of time, due to democratic governance system, increase in education rate and free flow of information, the service receivers are now more aware. As a result, people now expect timely and hassle-free service. To fulfill this expectation of the people, the government has announced the "Dorgoray Seba" of the people. Since the Rural Reconstruction Foundation works as a development partner of the government, besides working for the welfare of the people, it declares its solidarity with this great initiative of the government and is working with the government to implement the "Day Change Charter" announced by the government and to ensure service at the doorstep of the people. This civic charter is an exemplary effort to provide a clear understanding of the services to make the activities of the organization transparent and accountable. We believe the information contained in this document will ensure the empowerment of our target population.

Philosophy

The formation of Rural Reconstruction Foundation is based on the trust in the Holy Gospel “*Love your Neighbor as thyself*” which aspires for a just society where every individual irrespective to race, color, caste and religion shall enjoy equitable shares of resources, human rights, social justice and social dignity as the human being of the best creation of God.

Core Values

- Respect local knowledge, potentials and diverse culture of the local people,
- Team spirit
- Reliability
- Mutual Trust & Respect
- Transparency
- Accountability

Approach

RRF strongly trusts on “*Holistic Development Approach*” for genuine development of the community through people’s active participation in planning, decision making and implementation.

To give concrete shape to the concept of people’s active participation, RRF has been adopting non-directive participatory development approach in its working strategy. With this clearer understanding, RRF has been working with both rural and urban underprivileged for their socio-economic emancipation with package of programs.

Vision

RRF envisages Bangladesh society to be economically productive and equitable, socially just, environmentally sound and genuinely democratic.

Mission

The commitment of RRF is based on comprehensive development of underprivileged men, women, youths and children towards establishing a civil society with respect of full democracy, liberty, equality, justice, peace and solidarity.

Legal Entity

Type of Registration	Registration Number	Registration Date
District Social Welfare(DSS)	Jessore-24/85	28 September 1985
NGO Affairs Bureau(NGOAB)	284	13 February 1989
Societies Act(Joint Stock)	ACT. XXI of 1860. Khulna-84	28 December 2003
Microcredit Regulatory Authority (MRA)	0000026	05 September 2007
European Aid	BD-2009-DNI-1106345178	23 June 2009
Bangladesh Technical Educational Board (BTEB)	1166	06 December 2015

Head Office Address:

RRF Bhaban, C&B Road, Karbala, Jashore 7400
Tel: 88024777-66357, 88024777-65704
Cell: 01748-894629, 01733-075095, **Fax:** 88024777- 60090
Email: admin@rrf-bd.org, info@rrf-bd.org,
Website: www.rrf-bd.org

Dhaka Office Address:

Rupayan Shopping Square, Office Space # A-7, 7th Floor,
Plot No-C-2, Block-G, Bashundhara, Dhaka, Bangladesh
Tel: 88024777-66357, 88024777-65704
Cell: 01748-894629, 01733-075095, **Fax:** 88024777- 60090
Email: admin@rrf-bd.org, info@rrf-bd.org,
Website: www.rrf-bd.org

Structure & Internal Governance

RRF General Body (GB) consists with 21 members. The General Body members elect a seven (7) members Executive Committee (EC) for three (3) years period to function. The Executive Committee appoints the Executive Director to function as the Chief Functionary of the organization. The Executive Director appoints its counterparts in consultation with Chairperson of the Executive Committee.

SL	Name	Designation
01	Mir Rowshan Ali Mona	Chairman
02	Mrs. Dr. Sahanaj Parvin	Member
03	Mrs. Monzu-Ara Begum	Member
04	Mrs. Jesmin Biplobi Das	Member
05	Mr. Abu Sayeed Md. Abdul Haque	Member
06	Mrs. Rashia Biswas	Member
07	Mrs. Kolpona Sarker	Member

SI	Name of Program	Partner/Donor/Lender
Socio-Economic Development		
1	Microfinance	PKSF, Commercial Bank
2	Remittance (Inward)	Bank Asia, Southeast Bank, The City Bank
3	RRF Agent Bank	RRF & Mutual Trust Bank
4	Recovery & Advancement of Informal Sector Employment (RAISE)	PKSF
RRF Technical & Vocational Department		
5	Skills for Employment Investment Program (SEIP)	PKSF, SDC, GOB, ADB
6	ASHSHASH	Winrock International
7	RRF Automobile Program	RRF
8	Technical Skill training for Light Engineering in Jashore	CIMMYT- Bangladesh
Sustainable Livelihood & Food Security		
9	ENRICH Program	PKSF
10	Vulnerable Group Development (VGD)	Women Affairs (Not renewed yet from Jan-21)
11	Uplifting the Quality of the Lives of Elderly People	PKSF and RRF
12	Pathways to Prosperity for Extremely Poor People (PPEPP)	PKSF
13	Senior Citizen Welfare Program	RRF
Agriculture		
14	Promoting Agricultural Commercialization and Enterprise (PACE) Safe fish production & Marketing	PKSF & IFAD

15	Promoting Agricultural Commercialization and Enterprise (PACE) Development, Branding and E-commerce based marketing of Micro-enterprise product.	PKSF
16	Rural Micro-enterprise Transformation Project (RMTP)	PKSF & IFAD
17	Green Biotech Tissue Culture Lab	PKSF & IFAD, RRF
Environmental and Climate Change		
18	Sustainable Enterprise Project (SEP)	PKSF, World Bank
19	Disaster Management & Rehabilitation (Food Relief & Mask Distribution in Corona Pandemic in June-2021)	RRF, WEP, UNDP, FSC, Pubali Bank Ltd.
20	Renewable Energy Project	Department of Livestock, IDCOL
Health		
21	RRF Community Health Care Program	RRF
Education		
22	Barnamala Bidyapith (Formal Education)	RRF
23	Pre-School & Afternoon Coaching(Non-Formal Education)	RRF
24	Internship	
Gender		
26	Gender Equality and Women Empowerment	UNFPA
Cultural & Human Development		
25	Adolescent Program	PKSF and RRF
Advocacy & Networking		
27	Campaign for Popular Education	CAMPE, EU
Others		
28	Training And Resource Centre (TARC)	RRF
Total		

Target Participants

- Landless Peasants
- Marginal farmers
- Destitute men and women
- Children, Youths and Elderly
- Ultra-poor
- All the Bangladeshi People

Working Area

SL	Division	District
1	Khulna	Bagerhat, Khulna, Satkhira, Jashore, Narail, Magura, Jhenaidah, Chuadanga, Meherpur, Kushtia
2	Dhaka	Dhaka, Gazipur, Gopalganj, Munshiganj, Faridpur, Rajbari
3	Rajshahi	Rajshahi, Natore, Sirajganj, Naogaon, Pabna, Bogura, Joypurhat
4	Rangpur	Dinajpur
5	Maymensingh	Maymensingh
6	Chattogram	Cumilla, Noakhali, Feni, Laxmipur, Chattogram
Total	06 Division	30 District

Service-Related Information

Name of the program	Donor Name	Working Area	Types of Services	Types of Beneficiaries	Criteria of Beneficiaries	Service time	Duration	Focal Person	Remarks
Microfinance	PKSF, Commercial Banks	Dinajpur, Rajshahi, Natore, Shirajgong, Naogaon, Bagura, Joypurhat, Pabna, Meherpur, Chuadanga, Kustia, Jhinaidah, Magura, Jashore, Narail, Shatkhira, Khulna, Bagerhat, Gopalganj, Faridpur, Munshigonj, Dhaka, Gazipur, Rajbari, Mymensingh, Kumilla, Noakhali, Feni, Laxmipur,	-Distribution of loan -Savings Collection -Housing -Entrepreneur Development, - Speared awareness -Educational scholarship -Disaster management - Salvation -Health facilities - Increase Employment	Landless peasants - Marginal farmers - Disrupted men and women -Youth society and children - Single/very poor, elderly men and women, students. - Employers, employees, traders, expatriates.	Must be a permanent resident. - Close proximity of residence of members of the same association is advantageous. - functional (physically) - Laborers, traders, married women, (but widows, divorcees, deserters, neglected ones will be given priority). - Not more than one member from one family. - A person who has the attitude to use the loan money in any income-generating activity. - The person concerned or any other member of his family is not a member of any credit institution or any other association of the	Savings service from the day of receipt of membership, and loan service within 10 days. Insurance is provided after death of member and training is provided to members only at any time.	Running	Md. Salim Reza, Director, Microfinance Contact no: 01718101035	

		Chittagong			<p>same institution.</p> <p>-Members who are not disorderly or infamous, have good reputation in the area, have good relations with the people of the area, in short, have a good reputation in the area.</p> <p>-Family members with no marital/family conflict.</p> <p>- It is better not to take members from families where a member has a terminal illness, or where a case is pending in court against a member.</p> <p>(Membership Form)</p>				
Recovery & Advancement of Informal Sector Employment (RAISE)	PKSF	Jashore, Meherpur, Magura, Khulna	<p>Training on Risk Management and Business Continuity to Young Entrepreneurs, Loans, Training for Covid-19 Victims, Training on Business for Dropouts or Young Entrepreneurs and Small Entrepreneurs, Apprenticeship Programs</p>	Dropouts, young entrepreneurs, small traders, communities affected by Covid-19	<p>At least 5th class pass, age between 15-35 years, affected by Covid-19, including small traders as per donor agency criteria</p>	According to training time	Running	<p>Arun Sardar Sr. Asst. Director (Program) Contact No: 01720526259</p>	

Agent Bank	Mutual Trust Bank	Shatmile Jashore	Providing banking and financial services	Interested people	People interested in banking services	According to office schedule	Running	Md. Salim Reza, Director, Microfinance Contact no: 01718101035	
Remittance	Bank Asia, Southeast bank, The City bank	All branches of RRF	Foreign currency handover	expatriate family	expatriate family	According to office schedule	Running	MD. Ashanur Rahman, Accounts Officer Contact No. 01730064899	
Sustainable Enterprise Project (SEP)	PKSF	Jhikorgacha & Sharsha upazilla under the Jashore District, Jhinaidah Sadar, Kaliganj & Kotchandpur under the Jhinaidah district	Eco-friendly cultivation of flowers, skill development training of farmers, development of new flower varieties and expansion of availability.	People involved in flower cultivation and trade	People involved in flower cultivation and trade	According to office schedule	Running	Dr. Asith Baran Mondol, Project Manager,SEP Contact No: 01712577750	
Skills for Employment Investment Program (SEIP)	PKSF	Jashore Sadar	Providing developmental training in various skills (house keeping, electrical installation, auto mechanics, care giving, mobile servicing, freelancing etc.	Unemployed, students or school leavers or dropouts. Age should be between 18-45 years.	Recruitment is done through social media, advertising, and surveys. In case of electrical installation only orphan and abandoned will be covered for training.	From 3 month to 6 month	Running	Arun Kumar Biswas. Director, All Program Contact No: 01711425384	

Auto Mobile	Own fund	Jashore Sadar	Car servicing	Interested people to do car servicing	Interested people to do car servicing	From 9am to 5pm	Running	Arun Kumar Biswas. Director, All Program Contact No: 01711425384	
Light Engineering	CMMYT	Jashore Sadar	Training on several topics	Owners & Employee from several workshops	Interested people to take training	78 hours	Running	Arun Kumar Biswas. Director, All Program Contact No: 01711425384	
Pathways to Prosperity for Extremely Poor People (PPEPP)	Europe Union, PKSF	Madhupur Union of Terokhada Upazila of Khulna District and Baligunia Union of Moralganj Upazila of Bagerhat District	Income generation activities, nutrition and basic health awareness, disaster awareness, providing various assistance to the disabled and creating awareness about gender discrimination.	Ultra poor people whose per capita income is less than 2045 taka	Through household survey and donor agency criteria	According to office schedule	Running	Md. Salim Reza, Director, Microfinance Contact no: 01718101035	
Rural Micro-enterprise Transformation Project (RMTP)	PKSF	Abhaynagar, Manirampur, Keshabpur upazila of Jessore district	Implementation of eco-tourism activities, improving the standard of living of the people of Bhabadah	People involved in fishing and trade	People involved in fishing and trade	According to office schedule	Running	Dr. Asith Baran Mondol, Project Manager,SEP Contact No: 01712577750	

			increasing efficiency, expanding fish production and business, establishing cluster-based eco-tourism, creating alternative sources of income.						
Vulnerable Group Development (VGD)	Ministry of Women and Child Affairs, World Food Programme	Jashore sadar, chowgacha upazilla of Jashore district	Development assistance services, natural disaster risk management, training on personal hygiene and hygiene awareness, maternal and child health-food and nutrition, gender equality and women empowerment, HIV/AIDS Prevention, provide IGA training	Ultra poor Women	Upazila Women Affairs, UP and through NGO survey	According to govt. time	Running	Arun Kumar Biswas. Director, All Program Contact No: 01711425384	

Improving the quality of life of the elderly population	Own Fund, PKSF	Gadaipur Union of Paikgacha Upazila of Khulna District, Andulbaria, Hasadah, Raipur Union of Jiban Nagar Upazila of Chuadanga	Payment of monthly old age allowance Cremation of the dead, Providing various supporting materials	Elderly population above 60 years within the working area	Beneficiary must be above 60 years and resident of the working area.	According to office schedule	Running	Arun Kumar Biswas. Director, All Program Contact No: 01711425384	
Enrich	PKSF	Gadaipur Union of Paikgacha Upazila of Khulna District, Andulbaria, Hasadah, Raipur Union of Jiban Nagar Upazila of Chuadanga	Loan assistance Primary health care and nutrition Educational support services Youth development, human dignity and infrastructure development, Rehabilitation of beggars	People under the working place	People under the working place	According to office schedule	Running	Arun Kumar Biswas. Director, All Program Contact No: 01711425384	
Senior Citizen Welfare Program	Own Fund	Jahsore Sadar, Sharsha, Jhikargacha upazila of Jessore district	Free General Health Care, Distribution of Medicines, Food Assistance, Festive Gifts, Winter Relief, Cataract Operations, Diabetes and Dental Assistance, Sports and Recreation	Elderly population above 60 years of age within the designated work area	Khana survey and member application	Everyday from 9am to 7pm	Running	Md. Mokbul Ahmed, Deputy Director (Communication & Documentation, RRF) Contact No: 01717249741	

Gender Equality and Women Empowerment	UNFPA	Sadar and Fakirhat Upazila of Bagerhat district	Raising awareness in eliminating gender inequality and empowering women	Neglected women population in the workplace	Through by survey	According to office schedule	Running	Arun Kumar Biswas. Director, All Program Contact No: 01711425384	
Promoting Agricultural Commercialization and Enterprise (PACE) Safe fish production & Marketing	PKSF	Abhaynagar, Keshavpur, Manirampur Upazila of Jessore District	Modern method of fish farming, improving the quality of life of fish farmers, improving the skills of fish farmers, improving the quality of fish.	People involved in fishing and trade	People involved in fishing and trade	According to office schedule	Running	Dr. Asith Baran Mondol, Project Manager,SEP Contact No: 01712577750	
Promoting Agricultural Commercialization and Enterprise (PACE) Development, Branding and E-commerce based marketing of Micro-enterprise product.	PKSF	Jessore, Jhenaidah and Satkhira districts	Help in product branding and promotion in modern way	Entrepreneurs interested in buying and selling products produced in their own factories on a commercial basis	The members will be selected according to the criteria prescribed by the donor organization through Khana survey.	According to office schedule	Running	Dr. Asith Baran Mondol, Project Manager,SEP Contact No: 01712577750	
Green Biotech Tissue Culture Lab	Own Fund, PKSF	Jashore Sadar, Jhikargacha Upazila of Jessore District and Kaliganj, Jhenaidah Sadar and Kontchandpur Upazila of	Research & Development	Florist entrepreneur	Interested Florist entrepreneur	According to office schedule	Running	Dr. Asith Baran Mondol, Project Manager,SEP Contact No: 01712577750	

		Jhenaidah District							
Community Healthcare	Own Fund	Jashore Sadar, Sharsha, Jhikargacha, Abhaynagar Upazila of Jessore district	Gynecological Services, Midwifery Training, Adolescent Health Care and Satellite Camps, Free Medicine Distribution, Yard Meetings, Family Planning, Expanded Immunization Programme, Eye Camps, Dental Camps, Junior Doctor Training	Relatively backward community at the grass root level	All the manpower interested in taking service in the designated work area	According to office schedule	Running	Md. Mokbul Ahmed, Deputy Director (Communication & Documentation, RRF) Contact No: 01717249741	
Barnamala Bidyapith (Formal Education)	School's Own fund	Jashore Sadar, Sharsha and Jhikargacha upazilas of Jessore district and Sadar and Ballabpur upazilas of Meherpur.	Teaching, learning activities, moral education, co-curricular activities, physical education, raising Parents awarenss	All children from play to 10th standard in working area	By application of all children eligible for the class, child survey	According to govt. Schedule	Running	Md. Mokbul Ahmed, Deputy Director (Communication & Documentation, RRF) Contact No: 01717249741	

Pre-School (Non-formal Education)	Own fund of RRF	Jashore Sadar, Sharsha, Jhikargacha upazila of Jessore district	Teaching, tutorials, co- curricular activities	All children in the working area aged between 3-5 years	Child survey	According to govt. Schedule	Running	Md. Mokbul Ahmed, Deputy Director (Communication & Documentation, RRF) Contact No: 01717249741
Internship	-	All countries of the world including Bangladesh	Providing all assistance, orientation, tutoring, training, hands- on learning activities, mentoring by the concerned institutions.	Graduates, post- graduates and higher education students of related educational institutions of the country and outside the country	In view of the application of the concerned educational institution	According to govt. Schedule	Running	Md. Mokbul Ahmed, Deputy Director (Communication & Documentation, RRF) Contact No: 01717249741
Adolescent Program	PKSF, RRF	Chowgacha, Sharsha, Bagharpara Upazilla under Jashore district & Narail Sadar, Lohagara, Fakirhat upazilla under the Narail district	Adolescent gatherings, parent gatherings, discussions on health and nutrition awareness, club formation, humanitarian and moral education, cultural and action, work and life oriented education.	Students between six to eleventh standard	Surveys in designated areas, discussion with teachers of public and private educational institutions, advice and support of local government.	According to govt. Schedule	Running	Md. Mokbul Ahmed, Deputy Director (Communication & Documentation, RRF) Contact No: 01717249741

Training & resource centre (TARC)	RRF own	Rajarhat, Ramnagar, Jashore	Training venue	All countries of the world including Bangladesh	Organizations interested in taking the venue	According to training schedule	Running	Anjelo Das, Director, TARC, Contact No: 01711182334
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Citizen Services:

SI No	Service Name	Service providing Method	Required documents and location	Service pricing and payment methods	Time duration	Officer in Charge (Name, Title, Phone Number and Email)
1	Provision of information in accordance with the Right to Information Act.	Providing required information (letter/CD/softcopy)	Phone / Fax / E-mail / Postal / Direct application in specified form for obtaining information.	Free/ Priced as per rules	07 (seven) working days	Md. Mokbul Ahmed, Deputy Director (Communication & Documentation, RRF) Contact No: 01717249741, Email: mokbul@rrf-bd.org
2	Providing information of government/private/educational institutions, donor agencies for research or any other need.	Providing information to the applicant	(1) Application form. (2) Photocopies of research or ancillary documents required	Free	07 (seven) working days	Md. Mokbul Ahmed, Deputy Director (Communication & Documentation, RRF) Contact No: 01717249741, Email: mokbul@rrf-bd.org
3	Providing information regarding manpower/recruitment.	Providing required information (letter/CD/softcopy/ Phone/ Mobile)	E-mail/Fax/Postal/Direct phone inquiries for information.	Free	02 (Two) working Days	Myanila Biwsas Director, HR & Admin. Contact No: 024777-65708 Email: myanilabiswas@yahoo.in

Institutional Services:

SI No.	Service Name	Service providing Method	Required documents and location	Service pricing and payment methods	Time duration	Officer in Charge (Name, Title, Phone Number and Email)
1	Receipt of complaints about the branch/office or about the person concerned.	Decision making through emergency inspection based on complaints.	Email/Fax/Phone/Postal/ Direct Complaint.	Free	1(One) Month	Myanila Biwsas Director, HR & Admin. Contact No: 024777-65708 Email: myanilabiswas@yahoo.in

Internal Services:

SI No.	Service Name	Service providing Method	Required documents and location	Service pricing and payment methods	Time duration	Officer in Charge (Name, Title, Phone Number and Email)
1	Loans from future funds.	Issuance of check for payment of loan	1) Application form. 2) Latest statement of future fund.	Free	15 (Fifteen) working Day	Sonjoy Shaha Director, Finance & Accounts Contact no: 01716166498 E-mail: sonjoy@rrf-bd.org
2	Leave and Allowance granted	Leave granted	(3) Application form (4) Copy of order of sanction of leave last availed	Free	07 (Seven) working Day	Myanila Biwsas Director, HR & Admin. Contact No: 024777-65708 Email: myanilabiswas@yahoo.in
3	Salary Certificate/ Income Tax Attestation	Issuance of Salary Certificate/Income Tax Attestation	Application form (Direct / Mobile / Dispatch / E-mail)	Free	07 (Seven) working Day	Sonjoy Shaha Director, Finance & Accounts Contact no: 01716166498 E-mail: sonjoy@rrf-bd.org

4	office supplies	Supply of office supplies	Application Form/Demand Form.	Free	10 (Ten) working Day	Myanila Biwsas Director, HR & Admin. Contact No: 024777-65708 Email: myanilabiswas@yahoo.in
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Grievance Management Procedures (GRS)

SL	When to contact	Who to contact	Settlement deadline
1	If the responsible officer fails to provide solution	Grievance Redressal Officer (GRS Focal Point Officer)	30 working Days
2	If the Grievance Redressal Officer fails to provide the solution within the specified time	Appellate Officer	30 working Days
3	If the Appellate Officer fails to provide a solution within the specified time	Board of Directors	90 Working Days

Regarding complaints:

Where to complain	How to complain	Whom/Where to Contact	Complaint disposal deadline
Head Office	Directly, complaint box, email	Tel: 88024777-66357, 88024777-65704 Cell: 01748-894629, 01733-075095, Fax: 88024777- 60090 Email: admin@rrf-bd.org , info@rrf-bd.org , www.rrf-bd.org Website: www.rrf-bd.org	15-30 Days
Field Level	Directly to the manager of the concerned office at the field level or to the complaint box	Contact No: 01718748805 In the complaint box of the concerned office	Highest 30 Days

Gender Committee:

SL NO	Name of officer	Designation & contact no.	Remarks
1	Myanila Biwsas	Director, HR & Admin. Contact No: 024777-65708	Focal Person
2	Arun Kumar Biswas	Director, All Program Contact No: 01711425384	Member
3	Shamim Uddin Khan	Deputy Director, Monitoring cell, Contact no: 01715-850800	Member
4	Mokbul Ahmed	Deputy Director (Communication & Documentation, Contact No: 01717249741	Member
5	Nargis Anisa Pia	Project Coordination, UNFPA Contact No: 01709961452	Member

Virtuousness Committee:

SL NO	Name of officer	Designation & contact no.	Remarks
1	Myanila Biwsas	Director, HR & Admin. Contact No: 024777-65708	Focal Person
2	Antony Biswas	Assistant Executive Director	Member
3	Anjelo Das	Director, TARC Contact No: 01711-182334	Member
4	Shamim Uddin Khan	Deputy Director, Monitoring cell, Contact no: 01715-850800	Member
5	Md. Mokbul Ahmed	Deputy Director (Communication & Documentation, Contact No: 01717249741	Member

**Philip Biswas**

Founder & Executive Director, RRF