

CITIZEN'S CHARTER

PANCHAYAT AND RURAL DEVELOPMENT DEPARTMENT



GOVERNMENT OF ASSAM

CITIZEN'S CHARTER

PANCHAYAT AND RURAL DEVELOPMENT DEPARTMENT

CONTEXT

Spirit behind the Citizen Charter:

A customer is the most important visitor on our premises. He is not dependent on us; we are dependent on him. He is not an interruption on our work; he is the purpose of it. He is not an outsider on our business; he is part of it. We are not doing him a favour by serving him; he is doing a favour by giving us an opportunity to do so ---- Mahatma Gandhi

VISION

Sustainable and inclusive growth of rural India

MISSION

Sustainable and inclusive growth of rural India through a multi pronged strategy for eradication of poverty by increasing livelihood opportunities, providing social safety net and developing infrastructure for growth and improvement of quality of life in rural India.

The Department has published this first citizen charter with an objective to provide information which will be helpful for the implementation of the schemes. As amendments are made in the guidelines and procedure of scheme and sometimes new schemes are launched by Government of India or the State Govt. Hence regular updation of the Citizen Charter will be essential.

The main objective of various poverty alleviation and employment generation programme are as follows:

1. Reduction of Rural Poverty
2. Removal of Regional Imbalance
3. Employment Generation in Rural Areas
4. Development of Rural Infrastructure
5. Housing for Rural Poor Community Participation

Business Transacted

1. Preparation of Annual Financial Statement
2. Organization of review meetings.
3. Organization of State level Vigilance and Monitoring Committee meetings
4. Holding Departmental Promotion Committee meetings.
5. Holding State Level Committee meeting for Compassionate appointment.
6. Holding of Panchayat Election, constitution/ Delimitation of GP/AP/ ZP .
7. Amendment of Panchayat Act/ Rules/
8. Drafting of Service Rules.
9. Holding of Assam State Employment Guarantee Council Meetings under MGNREGA.
10. Holding of State Level Empowered Committee Meetings for Selection of Ombudsman under MGNREGA.
11. Holding of State Level Empowered Committee Meetings under Shyama Prasad Mukherjee RURBAN Mission.
12. Holding of State Level Empowered Committee Meetings under MGNREGA
13. Devolution of Fund/ function and functionaries.

CLIENTS.

1. Commissionerate of Panchayat & Rural development.
2. SIRRD
3. ASRLMS
4. CEO,ZP
5. D.C.
6. P.D.
7. B.D.O.
8. A.P./G.P.
9. Citizens.

STAKEHOLDERS

1. Rural development functionaries from state to Gram Panchayat level including line department functionaries
2. NABARD
3. Banks
4. PIAs
5. Elected representatives of Panchayats, representatives of NGOs, .

Services Rendered by the department

Sl No	Services	Conditions/documents required to Be submitted by clients for disposal within timeframe	Timeline	Fees	Name/ Designation/contact of Officer	Section dealing with the subject
1	Issue of Administrative Approval	<p>a) Proposal along with Budget provision.</p> <p>b) Intimation/ authentication of professional authority that proposals are structurally sound & preliminary Plan/ estimate is sufficiently correct.</p> <p>c) Technical sanction where subject matter is of project & construction. As per rule 9 of Assam Financial Rule 1939 & the power delegated under DFPR with concurrence of Finance Deptt</p>	10 days	Nil	Sri P.K. Buragohain, ACS Commissioner & Secretary 94350-48799	Section A, C
2	Issue of Financial sanction	<p>Complete proposal containing:</p> <ol style="list-style-type: none"> 1. Sanction letter of the Govt. of India 2. Appropriate Head of Account under budgetary provision 3. Utilization Certificates for previous sanction as per prescribed format 4. Photographic evidence where necessary.. 	10 days	Nil	Sri K. Pegu, ACS Joint Secretary with DDO power 9435088752 jtssecy6.pnrd@gov.in	Section A, C
3	Issue of Ceiling	<p>a) Proposal</p> <p>b) Copy of Sanction</p> <p>c) Check list as per format/ budget allotment.</p> <p>d) Duly filled Form C-1 as amended from time to time countersigned by the appropriate authority</p> <p>e) FOC from respective branch of Finance Deptt</p>	10 days	Nil	Sri K. Pegu, ACS Joint Secretary with DDO power 9435088752 jtssecy6.pnrd@gov.in	Section A, C

Sl No	Services	Conditions/documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name/ Designation/contact of Officer	Section dealing with the subject
4	Issue of order of Annual Increment	<ol style="list-style-type: none"> 1. Duty/leave report covering the Date of Annual Increment from concerned DDO. 2. DP clearance report. 3. Updated/authenticated Service Book. 4. Salary drawn statement in respect of A/Increment pending for more than a year. 5. Performance Report of previous year 6. Last pay certificate. 	20 days	Nil	<p>Dr. Bijoya Choudhury, ACS Joint Secretary 9854065183 jtsecy2.pnrd@gov.in</p> <p>Smti A. Chakraborty, ACS Joint Secretary 9435337707 jtsecy4.pnrd@gov.in</p> <p>Smti D. Jeme, ACS Joint Secretary 94350-54459 jtsecy3.pnrd@gov.in</p>	Section A, B, C
6	Issue of order of financial benefit under A.C.P.S.	<ol style="list-style-type: none"> 1. Recommendation of Screening Committee of ACPS 2. Duty Report from concerned D.D.O. 3. Updated/authenticated Service Book 4. Salary statement (in case of pending annual increments) 5. Report on pending D.P./P.S./C.S. 	20 days	Nil	<p>Dr. Bijoya Choudhury, ACS Joint Secretary 9854065183 jtsecy2.pnrd@gov.in</p> <p>Smti A. Chakraborty, ACS Joint Secretary 9435337707 jtsecy4.pnrd@gov.in</p> <p>Smti D. Jeme, ACS Joint Secretary 94350-54459 jtsecy3.pnrd@gov.in</p>	Section A, B, C

Sl No	Services	Conditions/documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name/ Designation/contact of Officer	Section dealing with the subject
7	Issue of order of grant of E.L.	<ol style="list-style-type: none"> 1. Prescribed Leave application duly recommended by the Controlling Officer. 2. Charge Handling & Taking-over report. 3. Medical Certificate (in case of leave on medical ground) 4. Medical fitness certificate (in case of leave on medical ground) 5. Joining report 6. Updated leave account statement. 	15 days	Nil	<p>Sri Bhogeswar Shyam A.C.S. Addl. Secretary 9435279028 (For Zila Parishads, PRIs-Section A)</p> <p>Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jtsacy2.pnrd@gov.in</p> <p>Smtl A. Chakraborty, ACS Joint Secretary 9435337707 jtsacy4.pnrd@gov.in</p> <p>Smtl D. Jeme, ACS Joint Secretary 94350-54459 jtsacy3.pnrd@gov.in</p>	Section A,B,C
8	Issue of order of grant of Study Leave	<ol style="list-style-type: none"> 1. Application for Study Leave (Scheduled – I) 2. Justification from controlling officer along with recommendation. 3. Undertaking. 4. Bond as per Appendix – A of FRs & SRs. Details of course indicating tenure/schedule 	15 days	Nil	<p>Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jtsacy2.pnrd@gov.in</p> <p>Smtl D. Jeme, ACS Joint Secretary 94350-54459 jtsacy3.pnrd@gov.in</p>	Section A,B,C

Sl No	Services	Conditions/documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name/ Designation/contact of Officer	Section dealing with the subject
9	Issue of order of grant of CCL	<ol style="list-style-type: none"> 1. Application forwarded through the controlling officer. 2. Birth certificate of the child below 18 years for whom CCL is applied for 	10 days	Nil	<p>Sri Bhogeswar Shyam A.C.S. Addl. Secretary 9435279028 (For Zila Parishads , PRIs-Section A)</p> <p>Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jtsecy2.pnrd@gov.in</p> <p>Smt. A. Chakraborty A.C.S Joint secretary 94353-37707 (For CPRD, P&RD Estt-Section B.)</p>	Section A,B,C
10	Issue of fresh appointment orders	<ol style="list-style-type: none"> a) Completion of due procedure of appointment like advertising, examination, result, APSC/ Selection Committee's approval. . b) Compliance of conditions as per AFRBM Act, 2005. c) Approval of competent authority. 		as per advt.	<p>Sri Bhogeswar Shyam A.C.S. Addl. Secretary 9435279028 (For Zila Parishads , PRIs-Section A)</p> <p>Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jtsecy2.pnrd@gov.in</p> <p>Smt. A. Chakraborty A.C.S Joint secretary 94353-37707 (For CPRD, P&RD Estt-Section B.)</p>	Section A, B, C

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11	Accord of prosecution Sanction	a) Proposal from concerned authority. b) Grounds/ authenticity of the offence & subject to satisfaction/ acceptance of competent authority.	30 days	Nil	Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jtsecy2.pnr.d@gov.in Smt. A. Chakraborty A.C.S Joint secretary 94353-37707 (For CP&RD, P&RD Estt-Section B.)	Section A,B,C
12	Holding Panchayat Election, constitution/ Delineation of GP/AP/TP	a) Proposal of concerned DCs. b) As per Assam Panchayat Act, 1994.	As fixed by Govt.	Nil	Sri Bhogeswar Shyam A.C.S. Addl. Secretary 9435279028 (For Zila Parishads , PRIs-Section A) Sri Bhogeswar Shyam A.C.S. Addl. Secretary 9435279028 (For Zila Parishads , PRIs-Section A) Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jtsecy2.pnr.d@gov.in Smti A. Chakraborty, ACS Joint Secretary 9435337707 jtsecy4.pnr.d@gov.in Smti D. Jemie, ACS Joint Secretary 94350-54459 jtsecy3.pnr.d@gov.in	Section A
13	Submission of Pension Papers to A.G.	<u>A. Normal Pension:</u> 1. Form No. 19 2. Form No. 1 3. Form No. 2 4. Form No. 1(A) 5. Nomination Form for DCRG 6. Specimen signature 7. Descriptive Roll 8. Joint passport size photographs of husband & wife duly attested 9. Last Pay Certificate (LPC) 10. Last 10 months average Basic Pay Statement 11. Leave A/c statement from beginning to ending of Govt service 12. Updated Service Book 13. Undertaking of retired officer declaring no objection to refund or recover overdrawl amount duly counter signed by Head of Office	2 months	Nil		Section A,B,C

Sl No	Services	Conditions/documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name/ Designation/contact of Officer	Section dealing with the subject
	Submission of Pension Papers to A.G.	<p>14. Certificate to the extent of pending Judicial/DP against the retired employee from Head of Office</p> <p>15. No demand/Non-liability certificate from Head of Office</p> <p>16. Commutation of Pension Form, if desired</p> <p>17. Single passport size photograph of retired employee for Commutation of Pension</p> <p>18. Attested copy of GPF A/c statement</p> <p>19. Bank A/c details</p> <p>20. Non-drawal certificate of retirement/pension benefits from Head of Office</p> <p>21. Declaration of receipt/non-receipt of retirement/pension benefits from retired employee</p> <p>22. Departmental Date Sheet duly countersigned by the Head of Office.</p> <p><u>B. Family Pension:</u></p> <p>1. Form No. 19</p> <p>2. Form No. 21</p> <p>3. Form No. 3</p> <p>4. Form No. 10</p> <p>5. Form No. 20</p> <p>6. Specimen signature</p> <p>7. Descriptive Roll</p> <p>8. Passport size photographs of applicant of Family Pension duly attested by Head of Office</p> <p>9. Last Pay Certificate (LPC)</p> <p>10. Leave A/c statement from beginning to ending of Govt service</p> <p>11. Updated Service Book</p>			<p>Sri Bhogeswar Shyam A.C.S. Addl. Secretary 9435279028 (For Zila Parishads , Pils-Section A)</p> <p>Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jtsecy2.pnrd@gov.in</p> <p>Smt A. Chakraborty, ACS Joint Secretary 9435337707 jtsecy4.pnrd@gov.in</p> <p>Smti D. Jemie, ACS Joint Secretary 94350-54459 jtsecy3.pnrd@gov.in</p>	

SI No	Services	Conditions/documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name/ Designation/contact of Officer	Section dealing with the subject	
	Submission of Pension Papers to A.G.	<ol style="list-style-type: none"> 12. Undertaking of applicant of Family Pension declaring no objection to refund or recover overdrawl amount duly counter signed by Head of Office 13. No demand/Non-liability certificate from Head of Office 14. Commutation of Pension Form, If desired 15. Attested copies of Age Certificate of each child of the deceased employee 16. Attested copy of Death Certificate 17. Attested copy of GPF A/c statement 18. Succession certificate for Leave Encashment Benefits & DCRG 19. Bank A/c details 20. Non drawal certificate of retirement/pension benefits from Head of Office 21. Declaration of receipt/non-receipt of retirement/pension benefits from the applicant of Family Pension 22. Departmental Date Sheet duly countersigned by the Head of Office 			<p>Sri Bhogeswar Shyam A.C.S, Addl. Secretary 9435279028 (For Zila Parishads , PRIs-Section A)</p> <p>Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jtssecy2.pnrd@gov.in</p> <p>Smti A. Chakraborty, ACS Joint Secretary 9435337707 jtssecy4.pnrd@gov.in</p> <p>Smti D. Jemre, ACS Joint Secretary 94350-54459 jtssecy3.pnrd@gov.in</p>		
14	Order of appointment on Compassionate Ground	<ol style="list-style-type: none"> 1. Prescribed proforma regarding employment of dependence of Govt. servant dying while in service/retired on invalid pension. 2. DLC recommendation minutes 3. Death certificate 4. Highest educational certificate 5. Economic condition declaration certificate 6. Date of birth proof 7. Identity proof 8. Legal heir proof 	3 months	Nil	<p>Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jtssecy2.pnrd@gov.in</p> <p>Smt. A. Chakraborty A.C.S Joint secretary 94353-37707 (For CPRD, P&RD Estt-Section B.)</p>	Section A,B,C	

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		9. If adopted than proper adoption certificate 10. Photos 11. As per provisions laid down in various OMs and Govt. notification issued from time to time 12. Recommendation of SLC 13. Approval of CA of the dept. for issue of appointment order.			Sri K. Pegu, ACS Joint Secretary with DDO power 9435088752 jtsecy6.pnrd@gov.in	
15	Issue of order of appointment under AFS Rules	1. Recommendation of DLC forwarded through Commissioner P&RD. 2. Original Proposal 3. Approval of competent authority of P&RD Dept. for issue of appointment letter by CPRD.	30 days	Nil	Dr. Bijoya Choudhury, ACS Joint Secretary 9854056183 jtsecy2.pnrd@gov.in Smt. A. Chakraborty A.C.S Joint secretary 94353-37707 (For CPRD, P&RD Estt-Section B.) Sri K. Pegu, ACS Joint Secretary with DDO power 9435088752 jtsecy6.pnrd@gov.in	

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16	Grant of medical reimbursement	<ol style="list-style-type: none"> 1. Treatment should be done in Govt. Hospital or Referral Hospital as notified by H&FW Deptt. 2. Authorised Medical Attendant certificate 3. Approval from DHS, Assam 4. Referral Medical Board Certificate 5. Admissibility report 6. Discharge certificate 7. Original bills/ vouchers countersigned by Authorised Medical Attendant Bank A/C No., GPF/PPD No.	30 days	Nil	Sri Bhogeswar Shyam A.C.S. Addl. Secretary 9435279028 (For Zila Parishads, PRIs-Section A) Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jtsecy2.pnrd@gov.in Smt. A. Chakraborty A.C.S Joint secretary 94353-37707 (For CPRD, P&RD Estt-Section B.)	
17	Amendment of Panchayat Act/ Rules	a) Proposal from subordinate offices/ public demand and from referral Deptt.	N.A.	Nil	Sri Bhogeswar Shyam A.C.S. Addl. Secretary 9435279028 (For Zila Parishads, PRIs-Section A) Sri K. Pegu, ACS Joint Secretary with DDO power 9435088752 jtsecy6.pnrd@gov.in	
18	To dissolve appeal/ dispute relating to settlement of Hat/ Ghat etc.	<ol style="list-style-type: none"> a) Representation for appeal. b) If matter reported to the Deptt. by concerned authority / Public. 	45 days	Nil	Sri P. K. Buragohain, ACS Commissioner & Secretary 94350-48799	

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19	Devolution of Fund/ function and functionaries.	As Per Activity Mapping and Govt. instruction issued from time to time.	N.A.	Nil	Sri Bhogeswar Shyam A.C.S. Addl. Secretary 9435279028 (For Zila Parishads , PRIs-Section A)	
20	Updating of the website	<ol style="list-style-type: none"> 1. Updating names of officers 2. New Acts/Rules/Circulars/orders 3. Financial Sanctions 4. Sanction orders of Leaves 5. Transfer/posting orders 	Within 3 days of issue	Nil	Dr. Bijoya Choudhury, ACS Joint Secretary. 9854066183 Sri Abhijit Sinha , A.C.S. Deputy Secretary 94355-04132 pnrd@dispur@gmail.com	
21	Issue of information under RTI	<ol style="list-style-type: none"> 1. Application in format prescribed under RTI Act. 2. Fee as prescribed under RTI Act. 	30 days	As per RTI Act.	Sri Bhogeswar Shyam A.C.S. Addl. Secretary 9435279028 (For Zila Parishads , PRIs-Section A) Dr. Bijoya Choudhury, ACS Joint Secretary 9854066183 jisecy2.pnrd@gov.in Smti A. Chakraborty, ACS Joint Secretary 9435337707 jisecy4.pnrd@gov.in Smti D. Jeme, ACS Joint Secretary 94350-54459 jisecy3.pnrd@gov.in	

GRIEVANCE REDRESSAL MECHANISM

Grievances may be lodged at Website www.pnrddassam.nic.in

Grievance in plain paper may be submitted to Sri Adhar Bhuyan A.C.S., Joint Secretary & Nodal Officer Public Grievance.

If not satisfied, citizen/complainant may approach the Commissioner& Secretary to the Govt. of Assam, P&RD Dept

Designation of the officer	Address for correspondence	Telephone/ Fax/e-mail
Commissioner and Secretary to Govt of Assam, Panchayat and Rural Development Department	Block – 'C', 2 nd Floor, Room No..... Panchayat and Rural Development Department Dispur, Guwahati-06	e-mail:-pnrdispur@gmail.com 0361-2237230 9435048799 (M)
Sri Abhijit Sinha A.C.S., Deputy Secretary & Nodal Officer Public Grievance,	Block – 'C', 1 st Floor, Room No. 110 Panchayat and Rural Development Department Dispur, Guwahati-06	e-mail:-pnrdispur@gmail.com 9435504132

EXPECTATIONS FROM CLIENTS

1. Submission of complete, precise and factual grievances
2. Provide identification preferably by giving their proper postal address contact no/email ids for follow up
3. Avoid anonymous grievances

REVIEW

This Citizen's Charter will be reviewed annually. Any suggestion in this regard may be sent to Dr. Bijoya Choudhury, ACS, Joint Secretary Panchayat & Rural Development Dept. Dispur, Block C, First Floor e-mail:-pnrdispur@gmail.com.