

# 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. SIRD
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/<br>Designation/contact<br>of Officer   | Section dealing with the subject |
|-------|----------------------------------|---|----------|------|--|----------------------------------|
| 1.    | Issue of Administrative Approval | <ol style="list-style-type: none"> <li>1. Proposal along with Budget provision.</li> <li>2. Intimation/authentication of professional authority that proposals are structurally sound &amp; preliminary Plan/estimate is sufficiently correct.</li> <li>3. Technical sanction where subject matter is of project &amp; construction.</li> </ol> <p>As per Rule 9 of Assam Financial Rule 1939 &amp; the power delegated under DFPR with concurrence of Finance Deptt.</p> | 15 days  | Nil  | Dr. J.B. Ekka, IAS<br>Principal Secretary,<br>P&RD Deptt.<br>9954095488  |                                  |
| 2.    | Issue of Financial sanction      | <p>Complete proposal containing;</p> <ol style="list-style-type: none"> <li>1. Sanction letter of the Govt. of India.</li> <li>2. Appropriate Head of Account under budgetary provision.</li> <li>3. Utilization Certificates for previous sanction as per prescribed format.</li> <li>4. Photographic evidence where necessary.</li> </ol>   | 15 days  | Nil  | <p>Smti A. Chakraborty,<br/>ACS<br/>Joint Secretary<br/>9435337707<br/>jtsecy4.pnrd@gov.in</p> <p>Shri Manabendra<br/>Medhi, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>94355-52456</p> | Section – A, C                   |



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|-------|-------------------------------------|--|----------|------|---|----------------------------------|
| 3.    | Issue of Ceiling                    | <ol style="list-style-type: none"> <li>1. Proposal</li> <li>2. Copy of Sanction</li> <li>3. Check list as per format/budget allotment.</li> <li>4. Duly filled Form C-I as amended from time to time countersigned by the appropriate authority.</li> <li>5. FOC from respective branch of Finance Deptt.</li> </ol>   | 15 days  | Nil  | Smti A. Chakraborty,<br>ACS<br>Joint Secretary<br>9435337707<br>jtsecy4.pnrd@gov.in   | Section – A, C                   |
| 4.    | Issue of order of Annual Increment. | <ol style="list-style-type: none"> <li>1. Duty/leave report covering the date of Annual Increment from concerned DDO.</li> <li>2. DP clearance report.</li> <li>3. Updated/authenticated Service Book.</li> <li>4. Salary drawn statement in respect of Annual Increment pending for more than a year.</li> <li>5. Performance Report of previous year.</li> <li>6. Last pay certificate.</li> </ol> | 30 days  | Nil  | Smti A. Chakraborty,<br>ACS<br>Joint Secretary<br>9435337707<br>jtsecy4.pnrd@gov.in<br><br>Shri D. Mili, ACS, Joint<br>Secretary & SPIO, RTI.<br>70028-64277<br><br>Shri Manabendra<br>Medhi, ACS, Joint<br>Secretary & SPIO, RTI.<br>94355-52456 | Section – A, B, C.               |

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|-------|---|---|----------|------|---|-------------------------------------|
| 5.    | Issue of order of financial benefit under ACPS. | <ol style="list-style-type: none"> <li>1. Recommendation of Screening Committee of ACPS.</li> <li>2. Duty Report from concerned D.D.O.</li> <li>3. Updated/authenticated Service Book.</li> <li>4. Salary statement (in case of pending annual increments).</li> <li>5. Report on pending D.P./P.S./C.S.</li> </ol>   | 30 days  | Nil  | <p>Smti A. Chakraborty,<br/>ACS<br/>Joint Secretary<br/>9435337707<br/>jtsecy4.pnrd@gov.in</p> <p>Shri D. Mili, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>70028-64277</p> <p>Shri Manabendra<br/>Medhi, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>94355-52456</p> | Section – A, B, C.                  |
| 6.    | Issue of order of grant Earned Leave.           | <ol style="list-style-type: none"> <li>1. Prescribed Leave application duly recommended by the Controlling Officer.</li> <li>2. Charge Handing &amp; Taking over report.</li> <li>3. Medical Certificate (in case of leave on medical ground).</li> <li>4. Medical fitness certificate (<u>in case of leave on medical ground</u>)</li> <li>5. Joining report</li> <li>6. Updated leave account statement.</li> </ol> | 20 days  | Nil  | <p>Smti A. Chakraborty,<br/>ACS<br/>Joint Secretary<br/>9435337707<br/>jtsecy4.pnrd@gov.in</p> <p>Shri D. Mili, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>70028-64277</p> <p>Shri Manabendra<br/>Medhi, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>94355-52456</p> | Section – A, B, C                   |

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|-------|--|---|----------|------|---|----------------------------------|
| 7.    | Issue of order of grant of Study Leave | <ol style="list-style-type: none"> <li>1. Application for Study Leave (Scheduled-I).</li> <li>2. Justification from controlling officer along with recommendation.</li> <li>3. Undertaking.</li> <li>4. Bond as per Appendix – A of FRs &amp; SRs. Details of course indicating tenure/schedule.</li> </ol> | 30 days  | Nil  | <p>Smti A. Chakraborty,<br/>ACS<br/>Joint Secretary<br/>9435337707<br/>jtsecy4.pnrd@gov.in</p> <p>Shri D. Mili, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>70028-64277</p> <p>Shri Manabendra<br/>Medhi, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>94355-52456</p> | Section – A, B, C                |
| 8.    | Issue of order of grant of CCL         | <ol style="list-style-type: none"> <li>1. Application forwarded through the controlling officer.</li> <li>2. Birth certificate of the child below 18 years for whom CCL is applied for.</li> </ol>  | 15 days  | Nil  | <p>Smti A. Chakraborty,<br/>ACS<br/>Joint Secretary<br/>9435337707<br/>jtsecy4.pnrd@gov.in</p> <p>Shri Manabendra<br/>Medhi, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>94355-52456</p> <p>Shri D. Mili, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>70028-64277</p> | Section – A, B, C                |



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|-------|---|--|----------------------|------|---|----------------------------------|
| 9.    | Accord of prosecution sanction  | <ol style="list-style-type: none"> <li>1. Proposal from concerned authority.</li> <li>2. Grounds/ authenticity of the offence &amp; subject to satisfaction/ acceptance of competent authority.</li> </ol> | 30 days              | Nil  | <p>Smti A. Chakraborty,<br/>ACS<br/>Joint Secretary<br/>9435337707<br/>jtsecy4.pnrd@gov.in</p> <p>Shri D. Mili, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>70028-64277</p> <p>Shri Manabendra<br/>Medhi, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>94355-52456</p> | <b>Section – A, B, C</b>         |
| 10.   | Holding Panchayat Election, constitution/<br>Delimitation of GP/AP/ZP | <ol style="list-style-type: none"> <li>a) Proposal of concerned DCs.</li> <li>b) As per Assam Panchayat Act, 1994.</li> </ol>  | As fixed<br>by Govt. | Nil  | <p>Shri Manabendra<br/>Medhi, ACS, Joint<br/>Secretary &amp; SPIO, RTI.<br/>94355-52456</p> <p>Shri Abhijit Sinha, ACS,<br/>Deputy Secy. &amp; APIO,<br/>RTI.<br/>94355-04132</p>   | <b>Section - A</b>               |

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|-------|--------------------------------------|---|----------|------|---|-------------------------------------|
| 11.   | Submission of Pension Papers to A.G. | <u>A. Normal Pension:</u><br>1. Form No. 19<br>2. Form No. 1<br>3. Form No. 2<br>4. Form No. 1(A)<br>5. Nomination Form for DCRG<br>6. Specimen signature<br>7. Descriptive Roll<br>8. Joint passport size photographs of husband & wife duly attested<br>9. Last Pay Certificate (LPC)<br>10. Last 10 months average Basic Pay Statement<br>11. Leave A/c statement from beginning to ending of Govt service<br>12. Updated Service Book<br>13. Undertaking of retired officer declaring no objection to refund or recover overdrawal amount duly counter signed by Head of Office.<br>14. Certificate to the extent of pending Judicial/DP against the retired employee from Head of Office<br>15. No demand/Non-liability certificate from Head of Office<br>16. Commutation of Pension Form, if desired<br>17. Single passport size photograph of retired employee for Commutation of Pension<br>18. Attested copy of GPF A/c statement | 2 months | Nil  | Smti A. Chakraborty,<br>ACS<br>Joint Secretary<br>9435337707<br>jtsecy4.pnrd@gov.in<br><br>Shri Manabendra<br>Medhi, ACS, Joint<br>Secretary & SPIO, RTI.<br>94355-52456<br><br>Shri D. Mili, ACS, Joint<br>Secretary & SPIO, RTI.<br>70028-64277 | Section - A,B,C                     |

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|-------|----------|---|----------|------|--|-------------------------------------|
|       |          | 19. Bank A/c details<br>20. Non-drawal certificate of retirement/pension benefits from Head of Office<br>21. Declaration of receipt/non-receipt of retirement/pension benefits from retired employee<br>22. Departmental Date Sheet duly countersigned by the Head of Office.<br><br><u>B. Family Pension:</u><br>1. Form No. 19<br>2. Form No. 21<br>3. Form No. 3<br>4. Form No. 10<br>5. Form No. 20<br>6. Specimen signature<br>7. Descriptive Roll<br>8. Passport size photographs of applicant of Family Pension duly attested by Head of Office<br>9. Last Pay Certificate (LPC)<br>10. Leave A/c statement from beginning to ending of Govt service<br>11. Updated Service Book<br>12. Undertaking of applicant of Family Pension declaring no objection to refund or recover overdrawal amount duly counter signed by Head of Office<br>13. No demand/Non-liability certificate from Head of Office<br>14. Commutation of Pension Form, if desired |          |      |  |                                     |

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|-------|--|---|----------|------|--|----------------------------------|
|       |  | 15. Attested copies of Age Certificate of each child of the deceased employee<br>16. Attested copy of Death Certificate<br>17. Attested copy of GPF A/c statement<br>18. Succession certificate for Leave Encashment Benefits & DCRG<br>19. Bank A/c details<br>20. Non-drawal certificate of retirement/pension benefits from Head of Office<br>21. Declaration of receipt/non-receipt of retirement/pension benefits from the applicant of Family Pension<br>22. Departmental Date Sheet duly countersigned by the Head of Office |          |      |  |                                  |
| 12.   | Order of appointment on Compassionate Ground | 1. Prescribed proforma regarding employment of dependence of Govt. servant dying while in service/retired on invalid pension.<br>2. DLC recommendation minutes<br>3. Death certificate<br>4. Highest educational certificate<br>5. Economic condition declaration certificate<br>6. Date of birth proof<br>7. Identity proof<br>8. Legal heir proof<br>9. If adopted than proper adoption certificate   | 3 months | Nil  | Smti A. Chakraborty,<br>ACS<br>Joint Secretary<br>9435337707<br>jtsecy4.pnrd@gov.in<br><br>Shri D. Mili, ACS, Joint<br>Secretary & SPIO, RTI.<br>70028-64277 |                                  |



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|       |   | 10. Photos<br>11. As per provisions laid down in various OMs and Govt. notification issued from time to time<br>12. Recommendation of SLC.<br>13. Approval of CA of the dept. for issue of appointment order.  |          |      |   |                                  |
| 13.   | Issue of order of appointment under APS Rules | 1. Recommendation of DLC forwarded through Commissioner P&RD.<br>2. Original Proposal<br>3. Approval of competent authority of P&RD Dept. for issue of appointment letter by CPRD.   | 30 days  | Nil  | Smti A. Chakraborty, ACS<br>Joint Secretary<br>9435337707<br>jtsecy4.pnrd@gov.in<br><br>Shri D. Mili, ACS, Joint Secretary & SPIO, RTI.<br>70028-64277<br><br>Shri Manabendra Medhi, ACS, Joint Secretary & SPIO, RTI.<br>94355-52456 |                                  |
| 14.   | Grant of medical reimbursement                | 1. Treatment should be done in Govt. Hospital or Referral Hospital as notified by H&FW Deptt.<br>2. Authorised Medical Attendent certificate<br>3. Approval from DHS, Assam<br>4. Referral Medical Board Certificate<br>5. Admissibility report<br>6. Discharge certificate<br>7. Original bills/ vouchers countersigned by Authorised Medical Attendent Bank A/C No., GPF/PPO No. | 30 days  | Nil  | Smti A. Chakraborty, ACS<br>Joint Secretary<br>9435337707<br>jtsecy4.pnrd@gov.in<br><br>Shri D. Mili, ACS, Joint Secretary & SPIO, RTI.<br>70028-64277<br><br>Shri Manabendra Medhi, ACS, Joint Secretary & SPIO, RTI.<br>94355-52456 |                                  |



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|-------|--|---|------------------------|-----------------|--|----------------------------------|
| 15.   | To dissolve appeal/ dispute relating to settlement of Hat/ Ghat etc. | a) Representation for appeal.<br>b) If matter reported to the Deptt. by concerned authority / Public.   | 45 days                | Nil             | Shri Manabendra Medhi, ACS, Joint Secretary & SPIO, RTI. 94355-52456   |                                  |
| 16.   | Updating of the website  | 1. Updating names of officers<br>2. New Acts/Rules/Circulars/orders<br>3. Financial Sanctions<br>4. Sanction orders of Leaves<br>5. Transfer/posting orders | Within 3 days of issue | Nil             | Shri D. Mili, ACS, Joint Secretary & SPIO, RTI. 70028-64277<br><br>Sri Abhijit Sinha , A.C.S. Deputy Secretary 94355-04132 sinhaabhijit44@yahoo.in   | <b>Section - A</b>               |
| 17.   | Issue of information under RTI                                       | 1. Application in format prescribed under RTI Act.<br>2. Fee as prescribed under RTI Act.   | 30 days                | As per RTI Act. | Smti A. Chakraborty, ACS Joint Secretary 9435337707 jtsecy4.pnrd@gov.in<br><br>Shri D. Mili, ACS, Joint Secretary & SPIO, RTI. 70028-64277<br><br>Shri Manabendra Medhi, ACS, Joint Secretary & SPIO, RTI. 94355-52456 | <b>Section – A, B, C</b>         |

### GRIEVANCE REDRESSAL MECHANISM

Grievances may be lodged at Website [www.pnrdassam.nic.in](http://www.pnrdassam.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  |
|---|--|--|
| Principal Secretary to Govt. of Assam, Panchayat and Rural Development Department | Block – 'E', Ground Floor.<br>Panchayat and Rural Development Department<br>Dispur, Guwahati-06                    | e-mail:-pnrddispur@gmail.com<br>0361-2237230<br>9954095488 (M) |
| Sri D.K. Mili, A.C.S.,<br>Joint Secretary & Nodal Officer Public Grievance,       | Block – 'C', 2 <sup>nd</sup> Floor, Room No.207, Panchayat and Rural Development Department<br>Dispur, Guwahati-06 | e-mail:-pnrddispur@gmail.com<br>70028-64277                    |

### 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:-pnrddispur@gmail.com.