

CITIZEN'S CHARTER
FOR
GENERAL ADMINISTRATION DEPARTMENT

GOVERNMENT OF ASSAM

Introduction: The General Administrative Department was created in 1950 for dealing with matters concerning improvement in the quality and standards of the general administration in the state by providing manpower, infrastructure and capacity building support to the Division, District and Sub-Divisional level administrative set up and monitoring of the administrative units at these levels. One additional mandate of the department is to look after protocol matters, logistic support to the State Protocol, to the dignitaries and people of the State, for welfare of Ex-Servicemen and Cinema Halls, by prompt disposal of protocol matters, matters relating to Celebration of National Days, State Ceremonial / States Functions, matters relating to accommodation in Circuit Houses and Assam Houses/Bhawans outside the State, matters relating to construction/renovation/ maintenance of Government quarters, matters relating to Directorate of Sainik Welfare, Assam and matters relating to the issue of license to Cinema Halls". General Administrative Department is striving to achieve the same.

This Citizen's Charter is prepared with a view to enabling the client to achieve the services to be provided by the Department.

Our vision is-

"To bring about improvement in the quality of the general administration in the state"

Our Mission is:-

"Ensuring highest standards of efficiency, transparency, accountability and citizen-centricity in the general administration in the State through a holistic approach"

Details of Business transacted by the organization:-

- a) Creation and improvement in the infrastructure at Divisions, Districts and Sub-Divisional offices.
- b) Strengthening of the general administration at Divisions, Districts and Sub-Divisional levels through improvement in organisational and manpower support and process reengineering.
- c) Inspection and monitoring of the Divisions and District level administration.
- d) Organising training and capacity building for the staffs of Divisions, Districts and Sub-Divisional offices.
- e) E-governance projects in the areas of general administration.
- f) Creation of New Districts and Sub-Divisions.
- g) Creation, improvement and maintenance of the network of State Bhawans and Circuit Houses.
- h) "State Protocol" Matters.
- i) "State Guests" Matters.
- j) Order of Precedence for State Functions.
- k) Relevant matters relating to National Flag and National Anthem.
- l) State Ceremonial Functions including Independence Day and Republic Day celebrations, State Mourning, State Funerals, Reception of VIPs, etc.
- m) Preparation of Annual Holiday List and Holidays under N.I. Act. for the Govt. of Assam.
- n) Matters relating to the Directorate of Sainik Welfare, Assam.
- o) Housing facilities for the Ministers, Government Officers and Staff subject to the provisions under the relevant rules administered by General Administration Department.
- p) Matters relating to Assam Cinema (Regulation) Act, 1953 and Assam Cinema (Regulation) Rules, 1960.
- q) Matters relating to functioning as Nodal Department for Census Operations.

CLIENTS:-

1. All Commissioner of Division.
2. All Deputy Commissioners.
3. All Sub-Divisional Officer (Civil)
4. The Resident Commissioner, Assam Bhawan, New Delhi.
5. The Deputy Resident Commissioner, Assam Bhawan, Mumbai.
6. The Trade Adviser & Director of Movements, Assam House, Kolkata.
7. The Sr. Liaison Officer, Assam House, Shillong.
8. The Public Works (B&NH) Department, Dispur.
9. The Director, Sainik Welfare, Assam.
10. The Director, Census Operations of Assam.
11. All Suppliers.
12. All Citizens.

Service provided to client groups:

Sl. No.	Clients	Service
1.	All Commissioner of Division	<ol style="list-style-type: none">1. Providing support for infrastructure and functioning of office.2. Providing manpower.3. Payment of salary, allowances, bills, pensions and GPF advance to the staffs.4. Capacity building of the staff.
2.	All Deputy Commissioners.	<ol style="list-style-type: none">1. Providing support for infrastructure and functioning of office.2. Providing manpower.3. Payment of salary, allowances, bills, pensions and GPF advance to the staffs.4. Capacity building of the staff.5. Support for construction and maintenance of Circuit Houses/ Guest Houses.

3.	All Sub-Divisional Officer (Civil)	<ol style="list-style-type: none"> 1. Providing support for infrastructure and functioning of office. 2. Providing manpower. 3. Payment of salary, allowances, bills, pensions and GPF advance to the staffs. 4. Capacity building of the staff. 5. Support for construction and maintenance of Circuit Houses/ Guest Houses.
4.	The Resident Commissioner, Assam Bhawan, New Delhi.	<ol style="list-style-type: none"> 1. Providing support for infrastructure and functioning of office. 2. Providing manpower. 3. Payment of salary, allowances, bills, pensions and GPF advance to the staffs. 4. Capacity building of the staff. 5. Support for construction and maintenance of Circuit Houses/ Guest Houses.
5.	The Deputy Resident Commissioner, Assam Bhawan, Mumbai.	<ol style="list-style-type: none"> 1. Providing support for infrastructure and functioning of office. 2. Providing manpower. 3. Payment of salary, allowances, bills, pensions and GPF advance to the staffs. 4. Capacity building of the staff. 5. Support for construction and maintenance of Circuit Houses/ Guest Houses.
6.	The Trade Adviser & Director of Movements, Assam House, Kolkata.	<ol style="list-style-type: none"> 1. Providing support for infrastructure and functioning of office. 2. Providing manpower. 3. Payment of salary, allowances, bills, pensions and GPF advance to the staffs. 4. Capacity building of the staff. 5. Support for construction and maintenance of Circuit Houses/ Guest Houses.

7.	The Sr. Liaison Officer, Assam House, Shillong.	<ol style="list-style-type: none"> 1. Providing support for infrastructure and functioning of office. 2. Providing manpower. 3. Payment of salary, allowances, bills, pensions and GPF advance to the staffs. 4. Capacity building of the staff. 5. Support for construction and maintenance of Circuit Houses/ Guest Houses.
8.	The Public Works (B&NH) Department, Dispur.	<ol style="list-style-type: none"> 1. Administrative approval for infrastructure related projects. 2. Financial Sanction and release of fund for the sanctioned projects. 3. Monitoring of the upkeep of the infrastructure and support for maintenance/improvement.
9.	The Director, Sainik Welfare, Assam.	<ol style="list-style-type: none"> 1. Sanction against Grants-in-aids. 2. Gallantry Award against necessary proposals, etc.
10.	The Director, Census Operations of Assam.	<ol style="list-style-type: none"> 1. Notification regarding conducting of census operations by giving necessary directions to Deputy Commissioners is issued.
11.	All Suppliers.	<ol style="list-style-type: none"> 1. Payment against submission of necessary bills is sanctioned to the suppliers.
12.	All Citizens.	<ol style="list-style-type: none"> 1. Any citizen applying for accommodation at Assam Houses, Circuit Houses, etc are provided rooms, subject to vacancy. 2. Information sought for under RTI Act, 2005 are provided within the specific time

We deliver the following Services:-

Sl. No.	Service	Condition	Time	Process/ Flow	Fee (if any)	Office/ Contact details	Remarks
1	Allotment of seat(s) /room(s) in Assam Houses/Bhawans (New Delhi/Mumbai/ Kolkata/Shillong)	a) Name/Designation b) Contact details c) Details of purpose of visit	5 days	Assistant – 2(two)days Approval- 2(two)days Intimation- 1(one)day	N/A	Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537	
2	Issuing Administrative Approval	a) Budget provision. b) Proposal of Plan & Estimate (DPR) c) Priority List d) Approval of P&D Deptt. if necessary. e) Concurrence of Finance Deptt, if necessary. f) Availability of land.	25 days	Assistant-2(two) day Approval 22(twenty two) days Intimation 1(one)day	N/A	Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537	
3	Issuing Financial Sanction	a) Budget provision b) Priority List c) Concurrence of P&D Deptt., if necessary d) Concurrence of Fin. Deptt., if necessary e) Copy of A/A, Progress of work, Technical Sanction	15 days	Assistant-2 (two) day Approval 12 (twelve) days Intimation 1(one) day	N/A	Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537	
4	Issuing Ceiling	a) Budget provision b) Finance Deptt's approval c) Copy of Sanction letter	6 days	Assistant-2(two) day Approval-3(three) day Intimation 1(one)day	N/A	Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537	

5	Issuing allotment letters for Govt. Quarter.	<ul style="list-style-type: none"> a) Application should be submitted as per format. b) Vacancy position of Govt. Quarters. c) Applications received are placed in the Quarter Allotment Meeting for approval. d) Office Order indicating approved names are then issued to concerned Minister/employees 	10 days after the Quarter Allotment Committee Meeting	As per recommendation of Quarter allotment Committee	N/A	Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537	Subject to the availability of Quarter.
6	Approval for License of Mini Cinema/ Multiplex	<ul style="list-style-type: none"> a) Applicant must submit the application in the proper format through concerned D.C. Offices. b) Documents (Specified in the format which may be obtained from the official website of GAD) c) NOC from Superintendent of Police. d) Then approval for license is given to the concerned through respective D.C. Offices 	10 days	Assistant-2(two) day Approval-7(seven) days Intimation 1(one)day	N/A	Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537	
7	Uploading of Acts/Rules/ Orders/Circulars	Acts/Rules/Office Memorandums/Circulars, etc to be obtained and uploaded at Website of GAD.	30 days		N/A	Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537	
8	Updating of Website	New Orders/Changes, etc will be updated on weekly basis	7 days	Information copy marked to MD, AMTRON			

9	Issuing Information under RTI Act.	<ul style="list-style-type: none"> a) Application in Plain Paper b) The applicant must be a citizen of India as per Section (3) of RTI Act, 2005. c) Information required to be clearly mentioned in the application. d) BPL card if applicable. 	30 (thirty) days	Assistant-2(two) day Approval-27(twenty seven) days Intimation 1(one)day	` 10/- ** Not applicab le in case of BPL applican t	Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537	
10	Issuing Appointment letters	<ul style="list-style-type: none"> a) Applicant must be a citizen of India and must submit the standard form as per the requirements mentioned in the form. b) Name of post applied for may be clearly indicated. c) Documents (for e.g, passport size photo, pass certificate, Marksheet, Admit Card, etc must be attached) d) Age relaxation certificate must be enclosed, if necessary e) Selection Committee will approve the selected candidates. f) The result of the same may be collected from the Official Website of GAD. 	30 days after approval from the compete nt authority			Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537	

11	Issuing orders for inclusion of additional services under RTPS Act.	Inclusion of additional services under RTPS.	15 days			Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537
12	Permission for use of open space for conducting of Bihu, Puja, etc at Capital Complex	a) Application indicating for the purpose, date, etc. b) NOC from Dispur Police Station. c) Approval from the competent authority.	6 days	Assistant- 1 day Approval- 4 days. Intimation- 1 day		Shri G.D. Laskar, ACS, Joint Secretary to the Govt. of Assam & State Protocol Officer, General Administration Department. Contact No: 9435142537

For information outside Office hours, please contact:

Name and Designation of the contact person:

Name and Designation of the officer	Address for correspondence	Telephone / Fax/e-mail
Shri Guru Dutta Laskar, ACS, Joint Secretary to the Govt. of Assam	Block-A, Second Floor, Assam Secretariat, Dispur.	Contact No: 9435142537 E-mail: gadassam2011@gmail.com

GRIEVANCES REDRESSAL MECHANISM:- GRIEVANCES MAY BE LODGED ONLINE AT THE OFFICIAL WEBISTE OF GAD (WWW.ASSAM.GOV.IN) GRIEVANCES MAY ALSO BE SUBMITTED IN PLAIN PAPER TO

Process of complain		a) efilling b) Format/Plain Paper	
Name of Officer	Shri Guru Dutta Laskar, ACS Joint Secretary to the Govt. of Assam	9435142537	General Administration Department Block-A, 2 nd Floor, Assam Secretariat ©, P.O-Assam Sachivalaya, Dispur, Guwahati-781006.

If not satisfied, Please communicate to next higher authority to:-

Process of complain		a) efilling b) Format/Plain Paper	
Name of Officer	Shri Biswaranjan Samal, IAS Commissioner & Secretary to the Govt. of Assam, General Administration Department	0361-2237338	General Administration Department, Block-A, 3 rd Floor, Assam Secretariat ©, P.O-Assam Sachivalaya, Dispur, Guwahati-781006.

REVIEW:-

This Citizen's Charter is not rigid and permanent, anyone can suggest for review and it is to be reviewed annually. Suggestions may be sent to Shri Biswaranjan Samal, IAS, Commissioner & Secretary to the Govt. of Assam, General Administration Department, Block-A, 3rd Floor, Assam Secretariat ©, P.O-Assam Sachivalaya, Dispur, Guwahati-781006.

EXPECTATION FROM CITIZEN:-

1. Application/ proposals are to be submitted in the prescribed formats.
2. Relevant document/ enclosures to be submitted along with the application, if necessary.
3. Time lines stipulated if any for completion of formalities for the services delivery are to be adhered to.
4. Any query on the programme, scheme or activity of the department should be specific and clear.

COMMUNICATION ADDRESS :-

**General Administration Department
Assam Secretariat (Civil), Dispur
Block-A, 2nd Floor
P.O- Assam Sachivalaya, Dispur,
Guwahati-781006.
Phone No:-0361-2237497 (Fax)
Email:-gadassam2011@gmail.com
Webpage: www.assam.gov.in**