



Citizen's Charter
Of
Personnel Department

Government of Assam
Block –A, Assam Secretariat, Dispur

www.assam.gov.in

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Preface

Originally there was only one Appointment Department and due to subsequent increase in work, the Department was bifurcated into two branches, viz., Appointment (A) and Appointment (B) in the last part of 1955. It was subsequently renamed as Appointment and Administrative Reforms Department. Department of Personnel was separated from the Administrative Reforms Department vide Notification No. ABP.133/76/Pt. IV/43 dated 11.08.1978. The Personnel Department deals with postings and transfer of IAS and ACS officers in the Government and coordinates on issues concerning recruitment, service conditions, training, career development, staff welfare and post retirement dispensation to senior officials of the state. For administrative convenience, it is split into two wings - Personnel (A) and Personnel (B). The Department is intimately concerned with the task of formulating a responsive, people-oriented and citizen centric modern administration. Therefore realizing its concern, this Department intends to formulate Citizen's Charter with the objective to serve its clients efficiently. The Department does not deal directly with the citizen. The major part of the service being delivered by this department is for the government agencies or for the government employees. Personnel Department has identified some of the core services being offered and their standards. While identifying the services, the focus has been on measurable and verifiable services and their standards. The charter contains Grievance Redress Mechanism related to the services mentioned in the Citizen's charter. Timelines have been prescribed for final disposal of the complaint arising out of the Citizen's Charter.

VISION

The Personnel Department constantly aims to create a conducive environment for the overall development and management of human resources of the government. It therefore relentlessly endeavours for efficient, effective, accountable, responsive and transparent governance.

MISSION

- Formulating a dynamic framework of personnel policies and procedures for the overall Development and management of human resources.
- Developing competence and innovation at all levels of government for good governance.
- Promotion of ethics and values and also encourages a culture of transparency, accountability and zero tolerance of corruption in public affairs.
- Motivating and building capacity of the manpower for prompt and efficient delivery of services.

Business transacted -

- Organizing Review Meeting
- Transfer & Posting of officers
- Conducting Departmental proceedings
- Attending High Court cases
- Matter relating to Joint Cadre Authority
- IPR/MPR of ACS officers
- Transfer and postings of IAS/ACS officers
- Determination of terms and conditions for deputation
- Matter relating to post creation /upgradation of Gazetted Officers
- Cadre Review/Management of ACS officers
- Maintenance of Civil List

Clients -

- All Citizens
- All IAS/ACS officers
- All Gazetted officers concerned
- All employees of the Govt. of Assam
- All Government departments

List of Stakeholders

| Sl.No | Stakeholders |
|-------|--|
| 1. | General public at large |
| 2. | All state Government Departments |
| 3. | All state Government employees |
| 4. | All retired state Government employees |

Services Rendered

| S.No | SERVICES | CONDITIONS | TIMELINE | FEE | OFFICER | REMARKS |
|------|---|--|--|-----|---|---------|
| 1. | Issuing order of Promotion of IAS Officers | 1.PAR 2.DOPT approval 3. DP status | Before 1 st of January | NIL | Shri. Tonmoy Pratim Borgohain, ACS, Joint Secretary | |
| 2. | Issuing order for counting of Past Services | 1. Record of past service 2.Application in format/plain paper 3.concurrence of PP&G | 20 working days | NIL | Shri. Tonmoy Pratim Borgohain, ACS, Joint Secretary | |
| 3. | Issuing order for promotion of ACS officers | 1.ACR 2.IPR/MPR 3.DP Status 4. Approval on the minutes of DPC meeting. 5.Vacancy | 10 working days | NIL | Smti. Indira Gogoi, ACS, Joint Secretary | |
| 4. | Issuing sanction of Medical Reimbursements | 1. Bills, vouchers, Prescriptions 2. Concurrence of Finance (EC-II) 3. Ex post facto approval and Admissibility report from DHS, Assam. 4. Views of SA (Accounts)/P&PG department for budget provision of fund. | 1. Twenty (20) working days to send necessary documents to DHS. 2. Fourteen(14) working days for forwarding file to Finance(EC-III) post receipt of ex-post facto approval & admissibility report from DHS, Assam | NIL | Smti. Indira Gogoi, ACS, Joint Secretary | |

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|----|--|--|---|-----|---|--|
| | | | 3. Fourteen (14) working days for sending the file to SA (Accounts)/P&PG departments for ensuring budget provision of fund. 4. Twenty (20) working days to issue sanction. | | | |
| 5. | Issuing sanction order for LTC/HLTC | 1. Annual/Block year 2. Air/Train ticket 3. Nature and Approval of leave(CL/EL) | 7 working days | NIL | Smti. Indira Gogoi, ACS, Joint Secretary | |
| 6. | Issuing permission/approval for purchase of Movable/Immovable property of IAS officers | 1. Application in prescribed format 2. Approval of senior most Secretary/CS | 12 working days | NIL | Shri. Tonmoy Pratim Borgohain, ACS, Joint Secretary | |
| 7. | Investure of Magisterial Powers | 1. Proposal from DCs/SDOs with names of officers upon whom Magisterial power is to be conferred 2. Views of Judicial Department 3. Approval of CS/CM | 25 working days | NIL | Shri. Ikramul Hussain, ACS, Joint Secretary | |
| 8. | Issuing permission for foreign travel | 1. Application in format 2. Recommendation of controlling officer 3. IPR/MPR and DP status if any. 4. CM/CS's approval. | 25 working days | NIL | Smti. Indira Gogoi, ACS, Joint Secretary | |

| S.No | SERVICES | CONDITIONS | TIMELINE | FEE | OFFICER | REMARKS |
|------|----------------------------------|---|---------------------------------------|-----|---|---------|
| 9. | Issuing ACRs after acceptance | Finalized ACR | 15 working days | NIL | Shri. Ikramul Hussain,ACS, Joint Secretary | |
| 10. | Sending Pension papers to AG | 1.Form 1,1-A, 2-19 for ACS officers 2.Form 3,5,7 & 8for IAS officers 3.Joint PP size photographs(3 copies) 4. Last pay slip issued by AG 5.Salary statements(last 10 months) 6. Last Pay Certificate 7. Specimen signature 8. No demand certificate 9. Clearance certificate of HBA/MCA and computer advance etc. 10. Self PP size photograph (2 copies) | 30 working days | NIL | Smti. Indira Gogoi, ACS, Joint Secretary | |
| 11. | Issuing retirement notice | Age Certificate | Issued one (1) year before retirement | NIL | Smti. Indira Gogoi, ACS, Joint Secretary | |
| 12. | Issuing NOC for passport | 1. Vigilance clearance 2. IPR/MPR 3.DP status | 7 working days | NIL | Smti. Indira Gogoi, ACS, Joint Secretary | |
| 13 | Issue of Administrative Approval | 1. Proposal with Budget Provision 2. Submission of authenticated structurally sound and correct Plan and estimate | 20 working days | NIL | Shri Debajyoti Dutta, ACS, Joint Secretary 98597-85196 debolyn@gmail.com | |

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|-----|----------------------------------|---|-----------------|-----|--|--|
| | | <p>3. Technical sanction in case of technical project/ scheme and construction</p> <p>4. Concurrence of the Finance Department</p> <p>5. Concurrence of Planning and Development Department in case of Plan fund</p> | | | | |
| 14 | Issue of Financial sanction | <p>Proposal containing :</p> <p>a) Budget provision under appropriate Head of Account</p> <p>b) Utilization Certificate of the previous sanction</p> <p>c) Photographic evidence for physical progress of the work</p> <p>d) Concurrence of the Finance Department</p> <p>Concurrence of Planning and Development Department in case of Plan fund</p> | 25 working days | NIL | Shri Dabajyoti Dutta, ACS, Joint Secretary | |
| 15. | Issuing sanction of GIS | <p>1.GIS subscription statement</p> <p>2.DDO certificate</p> <p>3.Treasury challan (on deputation period)</p> | 7 working days | NIL | Smti. Indira Gogoi, ACS, Joint Secretary | |
| 16. | Issuing confirmation of officers | <p>1. Departmental exams clearance</p> <p>2. Treasury training</p> <p>3. Survey & Settlement training</p> | 30 working days | NIL | Shri. Ikramul Hussain,ACS, Joint Secretary | |

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|-----|--|---|-----------------|-----|---|--|
| | | 4.ACR 5.IPR/MPR 6. No DP status 7. Special report | | | | |
| 17. | Issuing CL/HQ leave permission for DC/IAS officers | 1.Recommendation of Divisional Commissioner/Senior most Secretary 2. CS's approval | 5 working days | NIL | Smti. Indira Gogoi, ACS, Joint Secretary | |
| 18. | Issuing appointment letter to candidates recommended by APSC | 1.APSC list 2. PVR 3. Medical Examination | 30 working days | NIL | 1. Shri. Tonmoy Pratim Borgohain, ACS, Joint Secretary | |
| 19. | Offering views on referral matters/files | Comprehensive précis from the Department. | 30 working days | NIL | 1. Shri. Debajyoti Dutta, ACS, Joint Secretary 2. Smti. Indira Gogoi, ACS, Joint Secretary | |
| 20. | Issuing sanction of leave encashment | 1. Submission of pension papers. 2. Receipt of LAR from AG, Assam. | 30 working days | NIL | Smti. Indira Gogoi, ACS, Joint Secretary | |
| 21. | Issuing HBA sanction order | 1. AG clearance certificate. 2. Original refund authority from AG. 3. Views of Sr. F.A 4. Approval of Secretary 5. Views of Finance(Audit &Funds) Department. | 10 working days | NIL | Smti. Pallabi Phukan,ACS, Joint Secretary | |

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|-----|--|--|-----------------|---|---|--|
| 22. | Issuing MCA sanction order | 1. AG clearance certificate. 2. Original refund authority from AG. 3. Views of Sr. F.A 4. Approval of Secretary. 5. Views of Finance (A&F)Deptt. | 10 working days | NIL | Smti. Pallabi Phukan,ACS, Joint Secretary | |
| 23. | Uploading of Act/ Rules/O.M/Circulars on website | Issue of the notification | 30 working days | NIL | | |
| 24. | Updating of website | Issue of the notification | 7 working days | NIL | | |
| 25. | Issuing information under RTI | Application to be submitted by a Citizen. BPL certificate for free service. | 30 days | Rs.10/- (Cash/IPO/Court fee stamps), Rs. 2/- per page for photocopying of the documents | Shri. Ikramul Hussain,ACS, Joint Secretary & SPIO | |
| 26. | Issuing information under RTPS | Notification of services | 10 working days | NIL | | |
| 27. | Issuing order for inclusion of additional service under RTPS | To notifying Departments | 10 working days | NIL | | |

Redress of Grievance –

Grievances may be lodged on-line on the following link:

<http://pgportal.gov.in>

Grievances may also be submitted in plain paper to :-

**Shri.Tapan Ch. Sarma, IAS
Secretary to the Govt. of Assam
Personnel Department
Block-A, 3rd Floor, Assam Secretariat
Dispur**

Escalation of Grievance

In case the grievance is not redressed finally, the same can be taken up at higher level to the following:-

**Shri.Paban Kr. Borthakur, IAS
Principal Secretary to the Govt. of Assam
Personnel Department
Block-D, 3rd Floor, Assam Secretariat,
Dispur**

Attached/subordinate Organizations

| S.No | Subordinate Organizations | Address | Contact number | E-mail |
|------|--|---|----------------|-----------------|
| 1. | Assam Administrative Tribunal (AAT) | Panbazar, Guwahati, Assam 781001 | 0361-2540088 | |
| 2. | Assam Public Service Commission (APSC) | BeltolaKhanapara Road, Jawahar Nagar, Khanapara, Guwahati, Assam 781022 | 0361- 2365426 | apsc-asm@nic.in |

Indicative expectations from service recipients/stakeholders

- Applications/proposals are to be submitted in the formats prescribed, if any.
- Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to.
- Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance.
- Grievance in respect of service(s) included in the Citizen's Charter are to be lodged at:

1. Central Public Grievance Redress and Monitoring System (CPGRAMS)e5

<http://pgportal.gov.in>

2. Smti .PallabiPhukan, ACS, Joint Secretary, Personnel Department, Block – A, Assam Secretariat, Dispur.

Month and Year for the next Review of the Charter

This Citizen's Charter will be reviewed annually. Any suggestion in this regard may be submitted to:-

Shri.Tapan Ch. Sarma, IAS
Secretary to the Govt. of Assam
Personnel Department
Block-A, 3rd Floor, Assam Secretariat, Dispur.

Abbreviations used

| Abbreviations | Stands for |
|----------------------|--|
| APSC | Assam Public Service Commission |
| AG | Accounts General |
| ACR | Annual Confidential Report |
| ACS | Assam Civil Service |
| CM | Chief Minister |
| CS | Chief Secretary |
| CPGRAMS | Central Public Grievance Redress and Monitoring System |
| DC | Deputy Commissioner |
| DPC | Departmental Promotion Committee |
| DP | Departmental Proceeding |
| DHS | Director, Health Service |
| DOPT | Department of Personnel and Training |
| HBA | House Building Allowance |
| GIS | Group Insurance Scheme |
| IAS | Indian Administrative Service |
| IPR | Immovable Property Return |

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| LTC/HLTC | Leave Travel Concession/Home leave travel concession |
| LAR | Leave Admissibility Report |
| MPR | Movable Property Return |
| O.M. | Office Memorandum |
| PAR | Performance Appraisal Report |
| MCA | Motor Car Advance |
| P&PG | Pension & Public Grievance |
| PVR | Police Verification Report |
| RTI | Right to Information |
| RTPS | Right to Public Service |