

# Citizen's Charter Of Personnel Department

Government of Assam

Block –A, Assam Secretariat, Dispur

<u>www.assam.gov.in</u>

July 2016

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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. 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 it's concern, this Department intends to formulate Citizen's Charter with the objective to serve it's 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**

SERVICES	CONDITIONS	TIMELINE	FEE	OFFICER	REMARKS
Issuing order of Promotion of IAS	1.PAR	Before 1 <sup>st</sup> of	NIL	Shri. Tonmoy Pratim	
Officers	2.DOPT approval	January		Borgohain, ACS, Joint	
	3. DP status			Secretary	
Issuing order for counting of Past	1. Record of past service	20 working days	NIL	Shri. Tonmoy Pratim	
Services	2.Application in format/plain				
	paper			Secretary	
	3.concurrence of PP&G				
Issuing order for promotion of ACS	1.ACR	10 working days	NIL	Smti. Indira Gogoi,	
officers	2.IPR/MPR			ACS, Joint Secretary	
	3.DP Status				
	4. Approval on the minutes of DPC				
	meeting.				
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Reimbursements	I	· ·		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	Application in prescribed format     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	<ul><li>1.Application in format</li><li>2.Recommendation of controlling officer</li><li>3. IPR/MPR and DP status if any.</li><li>4. CM/CS's approval.</li></ul>	25 working days	NIL	Smti. Indira Gogoi, ACS, Joint Secretary	

9. Issuing ACRs after acceptance Finalized ACR 15 working days NIL Shri. Ikramul Hussain,ACS, Joint Secretary  10. Sending Pension papers to AG officers 2. Form 3,5,7 & 8 for 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)  11. Issuing retirement notice Age Certificate Issued one (1) year before retirement Secretary  12. Issuing NOC for passport 1. Vigilance clearance 2. IPR/MPR 3.DP status 1. Proposal with Budget Provision 2. Submission of Socretary Submission of Socretary Submission Submission Submission of Submission S	REMARKS	OFFICER	FEE	TIMELINE	CONDITIONS	SERVICES	S.No
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structurally sound and debolyn@gmail.co							
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estimate							

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

17.	Issuing CL/HQ leave permission for DC/IAS officers	4.ACR 5.IPR/MPR 6. No DP status 7. Special report 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	Submission of pension papers.     Receipt of LAR from AG,     Assam.	30 working days	NIL	Smti. Indira Gogoi, ACS, Joint Secretary
21.	Issuing HBA sanction order	<ol> <li>AG clearance certificate.</li> <li>Original refund authority from AG.</li> <li>Views of Sr. F.A</li> <li>Approval of Secretary</li> <li>Views of Finance(Audit &amp;Funds)</li> <li>Department.</li> </ol>	10 working days	NIL	Smti. Pallabi Phukan,ACS, Joint Secretary

22.	Issuing MCA sanction order	<ol> <li>AG clearance certificate.</li> <li>Original refund authority from AG.</li> <li>Views of Sr. F.A</li> <li>Approval of Secretary.</li> <li>Views of Finance (A&amp;F)Deptt.</li> </ol>	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, 3<sup>rd</sup> 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, 3<sup>rd</sup> Floor, Assam Secretariat,
Dispur

## **Attached/subordinate Organizations**

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

# 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 <a href="http://pgportal.gov.in">http://pgportal.gov.in</a>
  - 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, 3<sup>rd</sup> 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

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