

CITIZEN'S CHARTER

**OFFICE OF THE COMMISSIONER
PANCHAYAT AND RURAL DEVELOPMENT DEPARTMENT**



Govt. of Assam

2016

Citizen's Charter
Office of the Commissioner
Panchayat and Rural Development Department

Context:

Spirit behind the Citizen Charter:

A customer is the most important visitor in our premises. He is not dependent on us; we are dependent on him. He is not an interruption in our work; he is the purpose of it. He is not an outsider to 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

The Commissionerate of Panchayat and Rural Development Department was created on 01-01-2009 vide Govt. order no AAI.8/2000/225-B.

The main purpose of the Commissionerate is to enhance livelihood opportunities, address chronic poverty, provides social security and works for economic inclusion of rural poor families.

This Citizen's Charter is prepared so that the citizens can avail the services rendered by us in a smooth and transparent manner.

Vision

Eradicate poverty and create infrastructures to accelerate socio-economic growth in rural areas.

Mission

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

Business Transacted

1. The Department has taken the responsibility of enhancing rural livelihoods through a variety of programmes and projects. The emphasis is on building up of local resources through increasing the capability of the rural poor through self-employment programmes

and through building up of critical infrastructure in the rural areas of Assam. The Department is implementing programs/schemes which are of the following nature:-

- Self-employment Programme
 - Wage-employment Programme
 - Social Welfare Schemes
2. Preparation of Budget estimate as per Annual Plan Communication by P&D Department
 3. Organization of review meetings.
 4. Holding Audit Objection Committee Meetings.
 5. Supervision and Monitoring of Programmes/schemes in the field by the Officers

Clients:

1. Zilla Parishad
2. Deputy Commissioner
3. District Rural Development Agency (DRDA)
4. Block Development Office
5. Anchalik Panchayat
6. Gaon Panchayat
7. Citizens.

Stakeholder:

1. Rural development functionaries from state to Gram Panchayat level including line department functionaries
2. NABARD
3. Banks
4. Project Implementing Agencies
5. Elected representatives of Panchayats,
6. Representatives of NGOs
7. Academics Institutes

Services Rendered by the Commissionerate:

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
1	Release of schematic/programme fund to Zilla Parishad, DRDAs	<ol style="list-style-type: none"> 1. Submission of proposal 2. Utilization certificate in prescribed format of previously released of fund for the concern scheme/Programme (if any) 	Within 15 days after receipt of fund	-	Joint Director concerned Programme	Programme
2	Recruiting of field level non Gazetted Staff	<ul style="list-style-type: none"> • Through advertisement and interview after approval of Govt. 	30 days after approval of Govt.		Ms Ayatree Goswami, Joint Director, Establishment Ph: 9435024591	
3	Transfer of field level non Gazetted Staff	<ol style="list-style-type: none"> 1. Mutual basis on petition 2. On public complaints 	Two weeks		Ms Ayatree Goswami, Joint Director, Establishment Ph: 9435024591	
4	Submission of Pension Papers to A.G. for Govt Staff	<ol style="list-style-type: none"> 1. Pension proposal 2. Duly filled of Pension form no.1,1(A), 2 and 19 for Normal Pension 3. Duly filled of Pension form no. 3,9,10, 20 and 21 for family Pension 	One week	-	Ms Kasturi Bharali, Joint Director, Establishment Ph:9864017078	
5	Submission of Pension Papers to DOP for PRI staff.	<ol style="list-style-type: none"> 1. Pension proposal 2. Duly filled of Pension form no.1,1(A), 2 and 19 for Normal Pension 3. Duly filled of Pension form no. 3,9,10, 20 and 21 for family Pension 	One weeks	-	Ms Kasturi Bharali, Joint Director, Establishment Ph:9864017078	
6	Issue of Non-drawal Certificate	Application in format prescribed	Two days		Ms Lalita Devi, Joint Director, & DDO Ph:9435046107	

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7	Issue of Pay Statement	Application in format prescribed	Two days		Ms Lalita Devi, Joint Director, & DDO Ph:9435046107	
8	Issue of House building Statement	Application in format prescribed	Two days		Ms Lalita Devi, Joint Director, & DDO Ph:9435046107	
9	Issue of Salary Statement	Application in format prescribed	Two days		Ms Lalita Devi, Joint Director, & DDO Ph:9435046107	
10	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 	One week	Nil	Ms Lalita Devi, Joint Director, & DDO Ph:9435046107	
11	Order of appointment on Compassionate Ground	<ol style="list-style-type: none"> 1. Application within one year of death 2. Recommendation forwarded through Nodal Office. 3. Income Certificate 4. NOK Certificate 5. CPRD forwarded to DLC 6. Recommendation of SLC 7. Approval of competent authority of P&RD Dept. for issue of appointment letter by CPRD. 	30 days after approval receipt from SLC	Nil	Ms Ayatree Goswami, Joint Director, Establishment Ph: 9435024591	

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12	Issue of order of appointment under APRDS Rules	<ol style="list-style-type: none"> Inter-se seniority gradation list of the cadre ACR at least for last 5 years Approval by the Selection Committee 	30 days	Nil	Ms Ayatree Goswami, Joint Director, Establishment Ph:9435024591	
13	Grant of medical reimbursement	<ol style="list-style-type: none"> Referring by Referral Medical Board Submission of bill to Joint Director, Health Services Admissibility Certificates from Joint Director, Health Services Submission of bills to CPRD Office Forwarding of bill to Govt by CPRD for approval Approval of Govt Drawal by concerned DDO 	30 days	Nil	Ms Kasturi Bharali, Joint Director, Establishment Ph:9864017078	
14	Uploading of Acts/Rules/Circulars/orders/notifications	<ol style="list-style-type: none"> All Acts/Rules All Circulars Orders Notifications 	One Month	Nil	Rashul Hussain, Technology Consultant e-Governance Cell	
15	Updating of the website	<ol style="list-style-type: none"> Names of officers New Acts/Rules/Circulars/orders Financial Sanctions Sanction orders of Leaves Transfer/posting orders 	Within 3 days of issue	Nil	Rashul Hussain, Technology Consultant e-Governance Cell	
16	Issue of information under RTI	<ol style="list-style-type: none"> Application in format prescribed under RTI Act. Fee as prescribed under RTI Act. 	30 days	1. Rs. 10/- as Application	S.A. Laskar Joint Director, SPIO. Ph: 9435113549	

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
				fee. 2. Rs.2/- per page for copies of records. 3. Rs.50/- for CD of records		

GRIEVANCE REDRESSAL MECHANISM:

Grievances may be lodged in website www.pnrdassam.nic.in

Grievance in plain paper may be submitted to Nodal Officer Public Grievance.

If not satisfied, citizen/complainant may approach :

Designation of the officer	Address for correspondence	Telephone/ Fax/e-mail
Nodal Officer Public Grievance, Panchayat and Rural Development Department	O/o Commissioner Panchayat and Rural Development Department Panjabari, Guwahati-37	0361-2333645 e-mail: ruralassam@yahoo.co.in
Commissioner Panchayat and Rural Development Department	O/o Commissioner Panchayat and Rural Development Department Panjabari, Guwahati-37	0361-2333645 e-mail: ruralassam@yahoo.co.in

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
4. All clients should submit their proposal with necessary documents

REVIEW:

This Citizen's Charter will be reviewed annually. Any suggestion in this regard may be sent to Commissioner, Panchayat and Rural Development Department, Panjabari, Guwahati-37,
e-mail:- ruralassam@yahoo.co.in.