

**GOVERNMENT OF ASSAM**

***CITIZEN'S CHARTER  
SOIL CONSERVATION DEPARTMENT  
ASSAM.***

***ASSAM SECRETARIAT  
BLOCK "H"  
1ST FLOOR  
DISPUR, GUWAHATI-781006***

(2)

### **1.Introduction :**

The main objective of the deptt. of soil conservation is to serve the citizens of state of Assam by preserving, protecting and enhancing our natural resources.

### **2.Vision :**

To consolidate the leadership position of Assam in the management of natural resources and to facilitate pursuit of excellence in Governance for the benefit of the citizens.

### **3.Mission :**

The Mission of the soil conservation deptt. is to provide leadership in planning & implementation of natural resource management programme for the agriculture and development of communities and the general public through a locally based delivery system to play a unique role in protection of natural resources.

### **4.Busins Transacted :**

- a) Preparation of Budget
- b) Preparation of Annual Financial Statement
- c) Organizing review meeting
- d) Organizing DPC
- e) Transfer and posting of gazetted officer under soil conservation deptt.

### **5.Client :**

- a) Director of Soil Conservation, Assam
- b) Managing Director of Assam Plantation Crop Development Corporation.
- c) Citizens
- d) All Govt. employees under Soil Conservation deptt.

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**6.Services Rendered :**

Sl. No.	Service	Condition	Time line/ Flow	Fee	Officer	Remarks.
1.	Issuing Administrative Approval	a)Budget provision b)Priority List c)Plan & Estimates d)Technical Sanction e) Proposal for A/Approval	60 days	Nil	Sri Anowarul Haque, ACS, Secretary Phone No. 9435054418	
2.	Issue of Financial Sanction	a) Budget Provision b) Sanctioned Proposal c) Plan and estimate	60 days	Nil	Sri Anowarul Haque, ACS, Secretary Phone No. 9435054418	
3.	Issuing Ceiling	a)Copy of Sanction b) U.C c) Budget Provision d) Administrative Approval	20 days	Nil	Sri Anowarul Haque, ACS, Secretary Phone No. 9435054418	
4.	Leave Sanctioning	a) Application in prescribe Format b)Recommendation of controlling officer. c) Leave admissibility report d) Charge handing & taking over report.	30 days	Nil	Shri G.S. Panesar, ACS, Joint Secretary, 94350-80857	
5.	Sending Pension Paper to the A.G.	a)Form No.19 b)Form No. 1 c) Form No. 1(A) d) Form No. 2 (Part-I & II)	30 days	Nil	Shri G.S. Panesar, ACS, Joint Secretary, 94350-80857	

		<p>e) Pension 12  f) Pension 16  g) Last Pay certificate  h) Slips containing specimen signature  I) Slips containing height &amp; identification mark.  J) Jt. Passport size photograph of the pensioner.  k) Service Book Part-I, II, III &amp; IV (in original)  l) Calculation of Pension &amp; DCR Gratuity.  m) Calculation of Pension Form "A"</p>				
6.	Issuing information under RTI Act	a)Format/Plain Paper	30 days	Rs.10/and nil in case of BPL	Shri Tilak Kr. Kalita, Under Secretary 94351-04785	
7.	Issuing order for Addl. Service under RTPSAAct.	Under consideration				

### 7.Availability of Information :

Details of information	Name & Designation of Officer	Address/Location of office	Phone No/Fax/e-mail
Administrative Approval	Sri Anowarul Haque, ACS, Secretary	Block "H", 1st Floor	94350 54118
Financial Sanction	Sri Anowarul Haque, ACS, Secretary	Block "H", 1st Floor	
Issuing Ceiling	Sri Anowarul Haque, ACS, Secretary	Block "H", 1st Floor	
Leave Sanctioning	Sri G. S. Panesar, ACS, Joint Secretary.	Block "A" 4th Floor	

Sending Pension Paper to the A.G.	Sri G. S. Panesar, ACS, Joint Secretary.	Block "A" 4th Floor	
Issuing information under RTI Act	Shri Tilak Kr. Kalita, Under Secretary	Block "H" 1st Floor	
Transfer & Posting of Gazetted field level officer of all District of Assam	Sri Anowarul Haque, ACS, Secretary	Block "H", 1st Floor	94350-54118
Disposal of public grievances relating to S.C.Deptt.	Sri G. S. Panesar, ACS, Joint Secretary.	Block "A" 4th Floor	94350-80857

### 8. Availability of prescribed Forms :

Available in Directorate of Soil Conservation, Assam.

Title of Form	Fee to be paid
Petition in plain paper	Nil

### 9. Complaint Redressal System :

Courteous and helpful service will be extended by all the staff. If you have any complaint to make in the delivery of the above standards, you are welcome to register your complaints with the following officer.

Name and Designation of officer	Address for correspondence
Sri G.S. Panesar, Joint Secretary	A-Block, 4th Floor, Assam Secretariat, Dispur

Grievances may also be lodged online in website [www.pgportal.gov.in](http://www.pgportal.gov.in)

If not satisfied they can submit it to Sri Anarul Haque, ACS, Secretary , Soil Conservation Department , Ph.No 94350-54118.

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**10. Other Information regarding lodging complaint :**

All complaints will be acknowledged by us on the same day and the final reply on the action taken will be communicated within 30days.

**11.Consultations with our users :**

We welcome suggestions from our users.

**12.We seek your co operation on the following :**

Citizen's Charter is a joint effort between us and users to improve the quality of service provided by us and we request the users to help us in the following ways-----

- To know the expectation of the public
- Suggestion to improve the quality of service through the Directorate of soil conservation, Assam
- To lodge complaint/grievances in any form

Clients are expected to submit proposal with all necessary documents.

**13. Consumers help line:**

Our Help line No. is -94351 04785(Under Secretary to the Govt. of Assam,Deptt. of Soil Conservation.)

**14.Review :**

We are committed to constantly revise and improve the services being offered under the Charter. Any suggestion in this regard may be submitted to Sri Anowarul Haque, ACS, Secretary , Soil Conservation Department ,Ph.No 94350-54118.