

**CITIZEN'S CHARTER**  
**FOR**  
**GENERAL ADMINISTRATION DEPARTMENT**  
**GOVERNMENT OF ASSAM**

**Introduction:** The General Administration 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. An additional mandate of the department is to look after protocol matters and provide logistic support to the state protocol. GAD looks into the matters relating to Celebration of National Days, State Ceremonial/ State Functions, matter relating to accommodation in Circuit Houses and Assam Houses/Bhawans within/outside the State, matters relating to construction/renovation/ maintenance of Government quarters, Assam and to the issue of licence to Cinema Halls. GAD also looks into the sphere of welfare of Ex-Servicemen through Directorate of Sainik Welfare.

This Citizen's Charter is prepared with a view to enable the client to have easy access to the services 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,transparancy,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 organizational and manpower support and process re-engineering.
- 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) Implementation of 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/ Houses 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 for Govt of Assam and declare all other Holidays under N.I. Act alongwith payment of remuneration for the astrologers consulted.
- 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) Functioning as Nodal Department for Census Operations.
- r) Matters relating to EPABX and installation of new connections of telephone in all departments/officers chambers, etc.
- s) Establishment matters of Offices of Divisional Commissioners/Deputy Commissioners/Assam Houses/Bhawans/Guest Houses/Circuit Houses.
- t) Payment of Helicopter Bills/Airlift Bills/ Chartered Flight Bills for Hon'ble Chief Minister and other VVIPs alongwith selection of service provider and other related matter.
- u) All establishment matters related to Drivers for Protocol Duties along with payment of POL bills for protocol duties.
- v) Convening of DC/SP Conferences.
- w) Functioning as Nodal Department for Implementation of Aadhar Project in all districts of Assam.

**CLIENTS:-**

1. All Commissioner of Divisions.
2. All Deputy Commissioners.
3. All Sub-Divisional Officer (Civil)
4. The Resident Commissioner, Assam Bhawan, New Delhi.
5. Joint Resident Commissioners of Assam Bhawan, Chennai.
6. The Deputy Resident Commissioner, Assam Bhawan, Mumbai.
7. The Trade Adviser & Director of Movements, Assam House, Kolkata.
8. The Officer on Special Duty, Assam House, Shillong.
9. The Public Works (B&NH) Department, Dispur.
10. The Director, Sainik Welfare, Assam.
11. The Director, Census Operations of Assam.
12. All Citizens.
13. All suppliers.
14. All Service providers.
15. All employees of Assam secretariat.

**SERVICES PROVIDED TO CLIENT GROUPS:-**

<b>Sl. No.</b>	<b>Clients</b>	<b>Service</b>
1	All Commissioner of Divisions	<ol style="list-style-type: none"><li>1. Providing support for infrastructure and functioning of Office.</li><li>2. Providing Manpower.</li><li>3. Payment of Salary, allowances, bills, pensions and GPF Advances to the staffs.</li><li>4. Capacity building of the staff.</li><li>5. Support for construction and maintenance of Circuit Houses /Guest Houses in the concerned District/ Divisions.</li></ol>

2.	All Deputy Commissioner	<ol style="list-style-type: none"> <li>1. Providing support for infrastructure and functioning of Office.</li> <li>2. Providing Manpower.</li> <li>3. Payment of Salary, allowances, bills, pensions and GPF Advances to the staffs.</li> <li>4. Capacity building of the staff.</li> <li>5. Support for construction and maintenance of Circuit Houses /Guest Houses in the concerned District/ Divisions.</li> </ol>
3.	All Sub-Divisional Officer(Civil)	<ol style="list-style-type: none"> <li>1. Providing support for infrastructure and functioning of Office.</li> <li>2. Providing Manpower.</li> <li>3. Payment of Salary, allowances, bills, pensions and GPF Advances to the staffs.</li> <li>4. Capacity building of the staff.</li> <li>5. Support for construction and maintenance of Circuit Houses /Guest Houses in the concerned District/ Divisions.</li> </ol>
4.	The Resident Commissioner, Assam Bhawan/Assam House, New Delhi.	<ol style="list-style-type: none"> <li>1. Providing support for infrastructure and functioning of Office.</li> <li>2. Providing Manpower.</li> <li>3. Payment of Salary, allowances, bills, pensions and GPF Advances to the staffs.</li> <li>4. Allotment of room.</li> <li>5. Capacity building of the staff.</li> <li>6. Support for construction and maintenance of Assam Houses /Assam Bhawans/Guest Houses at New Delhi.</li> </ol>
5.	The Joint Resident Commissioner, Assam Bhawan, Chennai.	<ol style="list-style-type: none"> <li>1. Providing support for infrastructure and functioning of Office.</li> <li>2. Providing Manpower.</li> <li>3. Payment of Salary, allowances, bills, pensions and GPF Advances to the staffs.</li> </ol>

		<p>4. Capacity building of the staff.</p> <p>5. Allotment of room.</p> <p>6. Support for construction and maintenance of Assam Bhawan, Chennai.</p>
6.	The Deputy Resident Commissioner, Assam Bhawan, Mumbai.	<p>1. Providing support for infrastructure and functioning of Office.</p> <p>2. Providing Manpower.</p> <p>3. Payment of Salary, allowances, bills, pensions and GPF Advances to the staffs.</p> <p>4. Allotment of room.</p> <p>5. Capacity building of the staff.</p> <p>6. Support for construction and maintenance of Assam Bhawan, Mumbai.</p>
7.	The Trade Adviser & Director of Movements, Assam House, Kolkata.	<p>1. Providing support for infrastructure and functioning of Office.</p> <p>2. Providing Manpower.</p> <p>3. Payment of Salary, allowances, bills, pensions and GPF Advances to the staffs.</p> <p>4. Allotment of room.</p> <p>5. Capacity building of the staff.</p> <p>6. Support for construction and maintenance of Houses /Guest Houses at Kolkata.</p>
8.	The Officer on Special Duty, Assam House, Shillong.	<p>1. Providing support for infrastructure and functioning of Office.</p> <p>2. Providing Manpower.</p> <p>3. Payment of Salary, allowances, bills, pensions and GPF Advances to the staffs.</p> <p>4. Allotment of room.</p>

		<p>5. Capacity building of the staff.</p> <p>6. Support for construction and maintenance of Circuit Houses /Guest Houses.</p>
9.	The Public Works (B&NH) Department,Dispur.	<p>1.Administrative approval for infrastructure related projects.</p> <p>2.Financial sanction and release of fund for the sanctioned projects.</p> <p>3. Monitoring of the upkeep of the infrastructure and support for maintenance /improvement.</p>
10.	The Director, Sainik Welfare,Assam.	<p>1. Sanction against Grants-in-aids.</p> <p>2. Gallantary Award against necessary proposals etc.</p>
11.	The Director, Census Operations of Assam.	1. Issue of notification regarding conduction of census operations by giving necessary directions to Deputy Commissioners.
12.	All Suppliers/Service Providers	1. Payment against submission of necessary bills is sanctioned to the suppliers.
13.	All Citizens	<p>1. Any citizen applying for accomodation at Assam Houses/Assam Bhawans/Circuit Houses etc are provided rooms,subject to vacancy.</p> <p>2. Information sought for under RTI Act,2005 are provided within the specific time.</p>

**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/Chennai).	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) days.	N/A	Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam & State Protocol Officer, GAD. Contact No. 9435142537	
2	Issuing Administrative Approval.	a) Budget provision. b) Proposal of Plan & estimate (DPR). c) Priority List. d) Approval of P&D Department,if required. e)Concurrence of Finance Department,if necessary. f) Availability of land.	25 days	Assistant -2 (two) days.Approval-22(twenty two) days. Intimation -1(one) days.		Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam & State Protocol Officer, GAD. Contact No. 9435142537	
3	Issuing Financial Sanction	a) Budget provision. b) Priority List. c) Approval of P&D Department,if required. d)Concurrence of Finance Department,if necessary.	15 days	Assistant -2 (two) days.Approval-12(twelve ) days. Intimation -1(one) days.		Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam & State Protocol Officer, GAD. Contact No. 9435142537	

		e) Copy of A/A, progress of work, Technical Sanction					
4	Issuing Ceiling	a) Budget provision b) Finance departments approval c) Copy of Sanction letter	6 days	Assistant -2 (two) days. Approval-3 (three ) days. Intimation -1(one) days.	N/A	Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam & State Protocol Officer, GAD.  Contact No. 9435142537	
5	Issuing allotment letters for Govt. quarter.	a) Application should be submitted as per format b) Vacancy position of Govt. quarters c) Application 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	Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam & State Protocol Officer, GAD.  Contact No. 9435142537	
6	Approval for License of Mini Cinema Hall/ Multiplex.	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	10 days	Assistant -2 (two) days. Approval-7 (Seven ) days. Intimation -1(one) days.	N/A	Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam & State Protocol Officer, GAD.  Contact No. 9435142537	



		c) Then approval for Licence is given to the concerned through respective D.C. Offices.					
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	Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam & State Protocol Officer, GAD.  Contact No. 9435142537	
8	Updating of Website	New Order/Changes,etc will be updated on weekly basis	7 days	All concerned Contant Managers will be responsible.		Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam & State Protocol Officer, GAD.  Contact No. 9435142537	
9	Issuing Information under RTI Act.	a) application in plain paper.  b) The applicant must be a citizen of India as per the Section (3) of RTI Act,2005.  c) Information required to be clearly mentioned in the application.  d) BPL card if applicable.	30 days	Assistant -2 (two) days. Approval-27 (twenty Seven ) days.  Intimation -1(one) days.	10/-** not applicabl e in case of BPL applicant .	Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam & State Protocol Officer, GAD.  Contact No. 9435142537	
10	Issuing Appointment Letters	a) Applicant must be a citizen of India and must submit the standard form as per the requirement mentioned in the form.	30 days after approval from the Selection Board/Com			Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam & State Protocol Officer, GAD.  Contact No. 9435142537	

		<p>b) Name of post applied for may be clearly indicated.</p> <p>c) Documents(for e.g. passport size photo,pass certificate, marksheet, Admit card,etc must be attached.)</p> <p>d) Age relaxation certificate must be enclosed,if necessary.</p> <p>e) Selection Committee will approve the selected candidates.</p> <p>f) The result of the same may be collected from the Official Website of GAD.</p>	mittee .			
11	Issuing orders for inclusion of additional services under RTPS Act.	Inclusion of additional services under RTPS Act.	15 days			<p>Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam &amp; State Protocol Officer, GAD.</p> <p>Contact No. 9435142537</p>
12	Permission for use of open space for conduction of Bihu,puja,etc at Capital Complex	<p>a) Application indicating the purpose,date etc.</p> <p>b) NOC from Dispur Police station.</p> <p>c) Approval from the competent Authority.</p>	6 days	<p>Assistant -1 (one) day. Approval-4 (four) days.</p> <p>Intimation -1(one) day.</p>		<p>Sri G.D. Laskar,ACS, Secretary to the Govt. of Assam &amp; State Protocol Officer,GAD.</p> <p>Contact No. 9435142537</p>

**For information outside Office Hours, Please contact:**

**Name and Designation of the contact person:**

Name and Designation of the Officer	Address for Correspondence	Telephone/email
Shri Guru Dutta Laskar, ACS Secretary to the Govt. of Assam	General Administration Department, Block-A, Room No: A-210, 2 <sup>nd</sup> Floor, Janata Bhawan , P.O-Assam Sachivalaya, Dispur, Guwahati-781006,	9435142537

**Grievances Redressal Mechanism:- Grievances may be lodged online at the official website of GAD( [www.gad.assam.gov.in](http://www.gad.assam.gov.in)). Grievances may also be submitted in plain paper to:**

Process of complain		Plain paper	
Name of the Officer	Shri Guru Dutta Laskar, ACS Secretary to the Govt. of Assam	9435142537	General Administration Department, Block-A, Room No: A-210, 2 <sup>nd</sup> Floor, Janata Bhawan, P.O-Assam Sachivalaya, Dispur, Guwahati-781006.

If not satisfied within 30(thirty) days, Please communicate to:-

Process of complain		a) e filing b)Format/Plain paper	
Name of Officer	Dr. M. Angamuthu, IAS Commissioner & Secretary to the Govt. of Assam, General Administration Department		General Administration Department, CM Block, 3 <sup>rd</sup> Floor, Janata Bhawan, 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 Dr. M. Angamuthu, IAS, Commissioner & Secretary to the Govt. of Assam, General Administration Department, CM Block, 3<sup>rd</sup> Floor, Janata Bhawan, Dispur, Guwahati-6.

## **EXPECTATION FROM CITIZEN:-**

1. Application /Proposals are to be submitted in the prescribed formats.
2. Relevant documents /enclosures to be submitted alongwith the application wherever necessary.
3. Time lines stipulated if any for completion of formalities for the service delivery are to be adhered to.
4. Any query on the programme , scheme or activity of the department should be specific and clearly stated.

## **COMMUNICATION ADDRESS :-**

**General Administration Department  
Janata Bhawan, Dispur  
Room No: A-210, Block-A, 2<sup>nd</sup> Floor  
P.O- Assam Sachivalaya, Dispur,  
Guwahati-781006.  
Phone No:-0361-2237497 (Fax)  
Email:-gadassam2011@gmail.com /gad.assam@gov.in  
Webpage: <https://gad.assam.gov.in>**