

**Good Governance Practices:
Reforms Measures in the Office of Commissioner of Taxes, Assam**

A. Citizens Charter

The main function of this Commissionerate is to collect state Government revenue through administration of as many as 9 (nine) Taxation Acts. The very nature of function entrusted to this department limits regular interface with a somewhat narrow segment of people comprising dealers and assesses. Nevertheless its two functions namely VAT registration and issuance of 'C' and 'F' forms are covered by Right to Public Service Act of the state. Given the mandatory provisions incorporated in the various Acts for safeguarding the interest of revenue, it is not feasible to widen the scope of the Right to Public Service Act for covering other functions entrusted to this department.

B. Redressal of Public Grievances

The core function entrusted with this department being enshrined the governing Acts and the Rules, redressal mechanism for dealing with grievances of taxpayers are embedded in the very Acts and the Rules. This department has been endeavoring with the utmost sincerity and commitment to implement the RTI Act in its content and spirit.

C. Role of IT in implementing good governance in tax department

Information Technology has become the foundation of good governance in the modern era. The Taxation department in the State has been a trend-setter in adopting Information and Communication Technology (ICT) for providing e-services to its various stake holders. Taxation department provides 24x7 e-service delivery gateway through its portal tax.assam.gov.in. However, this department has set up a help desk at COT data centre, Kar Bhawan and has installed four helpline numbers namely (0361-2232663/664/619/621) operation during office hour for attending queries of both internal and external users.

The automation initiative was taken up with the objective of simplifying and streamlining the procedures and reduce non-core, voluminous and routine process which would bring the services closer to the door step of citizens and optimize tax collection by focusing on core jobs, analysis of data with external data sources intelligently and creation of an effective Decision Support System (DSS).

The department has launched e-services for its dealers, transporters and general public in three different phases. In the first phase in May 2009, e-payment was launched. In the second phase, in October 2010, e-return, e-consignment declaration and e-form utilization declaration was launched. In the third phase, in June 2015, e-cst forms issuance, e-registration and e-manifest declaration by courier companies and transporters was launched. Previously, the tax payers had to wait in queue for filing returns, filing utilization statement, payment of tax and for digitization of consignment details for goods carrying vehicles at check gates. Also, they had to visit the department for several works relating to granting of registration, statutory declarations, Registration Certificate, etc. The new online system provides anywhere any time e-filing of various statements (return, utilization, consignment declaration etc) to the dealers thereby saving time and money as there is no need to visit offices as well as to carry physical copies of various documents. As the online system accepts only correct and complete statements(like return, utilization, consignment

declaration etc), it has become possible to track the defaulters, keep active check on the returns, payment, utilization and interstate purchase and sale made by dealers.

Going forward, in order to make tax administration more transparent and efficient, the department has planned various advanced IT initiatives with Business Intelligence Module and statistical analysis capabilities. These features will be part of the new proposed software that department is planning to have as part of GST preparedness activity to enable smooth and hassle free transition in GST environment.

Statistics showing year-wise usage of e-services:

1. Statistics- E-Return

Financial Year	Total number of Returns available in System	Nos. of e-Return filed	% of e-return
2010-2011	3,68,346	4,819	1.30%
2011-2012	4,38,814	84,290	19.20%
2012-2013	4,86,854	1,76,025	36.15%
2013-2014	7,02,248	2,80,893	39.99%

2. Statistics- E-Payment

Financial Year	Revenue collection (in crore)	Total e-payment (in crore)	% of e-payment
2010-2011	5185	2095.00	40.40%
2011-2012	6588.09	3410.86	51.77%
2012-2013	7051	4588.36	65.07%
2013-2014	7719.62	5453.20	70.64%

3. Statistics- E-consignment declaration

Financial Year	Nos. of e-consignment declaration
2011-2012	3,33,497
2012-2013	10,94,790
2013-2014	12,98,737

D. Organizational Chart:

The organizational set up of this department can be briefly mentioned as follows.

1. The Apex office of this commissionerate is headed by Commissioner who belongs to senior IAS cadre. He is assisted by 2(two) Additional Commissioner of Taxes, 5(five) Joint Commissioner Taxes and a few suitable number Deputy Commissioner Taxes, Assistant Commissioner of Taxes, Superintendent of Taxes, Agricultural Income Tax Officer and Inspector of Taxes from the hierarch of Taxation cadre officers. An Information Technology cell comprising of two Information Technology Officers and a suitable number of Technical personnel. The ministerial set up comprises 1 (one) Registrar, 4(four) office Superintendent, 3(three) Assistant office Superintendent, 23 (twenty three) Senior Assistants and 42 (Forty two) Junior Assistants and 27 (twenty seven) grade IV staffs
2. There are 10 (ten) Zonal controlling offices headed by Deputy Commissioner of Taxes

located at Guwhati, Nagaon, Jorhat Sivasagr, Tinsukia, Silchar, Tezpur and Dhubri. They, in turn, are assisted by suitable number of officers from cadre of Assistant Commissioner of Taxes, Superintendent of Taxes, and Inspector of Taxes besides having support of suitable number of ministerial staffs.

3. There are 5 (five) offices presided by Deputy Commissioner of Taxes, (Appeals) with a support team of ministerial staff for hearing and disposing tax appeal cases.
4. The grass root functioning is executed by 34 (thirty four) Unit Offices, 23 (twenty three) Recovery offices, and 10 (ten) Check-gates headed by Assistant Commissioner of Taxes or Superintendent of Taxes and assisted by suitable numbers of officers from cadre of Superintendent of Taxes or Inspector of Taxes. The offices also employ suitable number of ministerial staff

The total number of officers and staffs deployed under this Commissionerate are as under:

1. Commissioner of Taxes	--1
2. Addl. Commissioner of Taxes	--2
3. Joint Commissioner of Taxes	--5
4. Deputy Commissioner of Taxes	--16 (including statistics)
5. Assistant Commissioner of Taxes	--25
6. Superintendent of Taxes	--167 (including statistics)
7. Inspector of Taxes	--324
8. Ministerial Staff	--761
9. Grade IV staff	--513

E. Job Chart

The grass root functioning of registration of dealers /assesses, assessment and collection of taxes, recovery of arrear dues, interception of goods carrying vehicles from and to Assam at erected check-posts or other places, detection of evasion cases etc. are entrusted to Unit offices, check gates Zonal offices and recovery offices as the cases may be. The appellate function is exercised by Deputy Commissioner of Taxes. The Apex office exercise superintendence and control over all the subordinate offices.

F. Arrangements for attending audit objections

The Zonal Deputy Commissioner of Taxes monitors status of audit objections at the first level. The Apex office also operates an Audit Branch for dealing with CAG paras or other audit objection in an expedition and planned manner.

G. Appointment of vigilance officer and Nodal officer for reforms

Though there is no appointed vigilance officer or nodal officer for reforms, the Apex office is continually strives for initiating various reformative measures based on the experience of practical functioning from time to time. It also initiates disciplinary proceedings against the concerned functionaries whenever any cases of malpractice or breach of rules comes into notice. The Apex office also promptly deals with any complaint lodged by a tax payer or any other person alleging harassment or misdemeanor by various functionaries employed under the Commissionerate.

Advisor's Comments:

24x7 e-Service delivery is a trend setting achievement for the Commissionerate. The Department's planning to introduce various advanced IT initiatives would certainly make tax administration more transparent and efficient.

Good Governance Practices: Reforms Measures in Assam Inspectorate of Electricity

Overview:

Inspectorate of Electricity, Assam, under the Power (Electricity) Department, Government of Assam is a Directorate Level establishment with the Chief Electrical Inspector-cum-Adviser (CEIA) as the Head of the Directorate.

The Inspectorate of Electricity has its Head Quarter Office at Guwahati and four (4) Zonal Offices at Silchar, Tezpi4r, Jorhat and Dibrugarh, all of which are under NON-PLAN. There is no Plan Scheme in so far as the Inspectorate is concerned. The Inspectorate does not execute any project work but is concerned with administration of the Electricity Act/ Rules, Lift and Escalators Act/ Rules to ensure safety. This Inspectorate is also the State Designated Agency under the Energy Conservation Act, 2001 for the State of Assam to co-ordinate, regulate and enforce the provisions of the Energy Conservation Act within the State.

The mission of the organization is to make an accident Free State from use of electricity and lifts and escalators apart from use of energy in practicable efficient manner to avoid losses. Functions of this organization are thus interloped to achieve the objectives of making an Accident Free State and Efficient-only use of energy.

Services provided by the Inspectorate of Electricity:

The Inspectorate of Electricity is entrusted with the following statutory duties and executive functions to provide to -the Public in general and stake holders in particular.

1. Enforcement of various sections of the Electricity Act, 2003 and Rules/Regulations made there under, namely Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010 (hereinafter to be referred to as "Regulations")
 - a) Approval of electrical installations and apparatus of voltage exceeding 650 volts under regulation 43 of the Regulations for energizing.
 - b) Inspection of generating sets of capacity of 25 KVA and above under regulation 32 of the Regulations for commissioning.
 - c) Inspection and approval of electrical installations in a multistoried building of more than 15 meters in height having connected load of 15KW and voltage 400 volts and above as required under regulation 36 of the Regulations for energizing.
 - d) To grant Certificate of Competency to electrical Supervisors, Workmen Permits and electrical Contractor's license as required by regulation 29 of the Regulations.
 - e) To inquire into the cause of electrical accidents as and when directed by the Government as required under Section 161(2) of the Electricity Act 2003.
2. Enforcement of the electrical safety provisions under the Assam Cinema (Regulation) Rules 1960 to issue Safety Certificates to Cinema halls and issue license to Cinema operators.
3. Enforcement of the Assam Lifts and Escalators Rules, 2010 to grant permission and issue license to use lifts and escalators in the State.
4. To co-ordinate, regulate and enforce provisions of the Energy Conservation Act, 2001 as the State Designated Agency within the State.

Human Resource:

Presently the head office of the Inspectorate of Electricity is functioning with Chief Electrical Inspector -cum- Adviser as the head of the department, assisted by I (one) Additional Chief

Electrical Inspector -cum- Adviser, .2 (two) Deputy Chief Electrical Inspectors, 1 (one) Senior Electrical Inspectors and 3 (three) Electrical Inspectors in the HQ office at Guwahati besides other technical and non-technical staff.

Zonal offices at Tezpur, Silchar, Jorhat and Dibrugarh are headed by 1 (one) Senior Electrical Inspector with 2 (two) Electrical Inspectors in each office, with other technical and non-technical staff.

Overall work volume of the Inspectorate has also increased several folds in the field of enforcing Electricity relating Laws to ensure Safety and other statutory and corresponding litigious works arising out of those.

While many works can be centrally handled from Head Quarter office of the Inspectorate with additional technical hands, it is at the same time essential to handle many works at field level by local deployment of adequate additional manpower for speedy and appropriate disposal of cases for ensuring reliability of power handling and Public Safety.

Though the present zonal offices look after areas, falling under the north, south and eastern part of the State, all works relating to western part i.e. from Kamrup to Dhubri civil districts along with some of central region are presently looked after from the HQ office at Guwahati. With increased responsibility and workload on electricity, lift/ escalators and energy conservation matters, it may soon become unmanageable to handle the mammoth tasks with handful of officers and staff of the Inspectorate. As such, it is also necessary that two new zonal offices be opened at Nagaon and Bongaigaon along with over all strengthening of the Inspectorate to rationalize the present work load and cater future needs. In order' to expand the Inspectorate, proposal already submitted to the Government for expansion of the Inspectorate with opening of new zonal offices, which require further field level spread through setting up of functional District level offices.

Besides, it is seen to have become essential to deploy appropriate manpower covering Law, IT and Accounts in the Inspectorate of Electricity in addition to Electrical Engineering Degree holder for Inspectorial pool in view of increased workload and increased penetration of involvement during discharge of its duties and functions towards achieving accident free and Efficient-only use of energy environment in the State.

Training:

As the Inspectorate is required to perform its functions relating to Safety in use of electricity, operation of Lifts and Escalators and also to act as State Designated Agency for the State of Assam under the Energy Conservation Act, 2001, to co ordinate, regulate and enforce the provisions of the said EC Act, it is necessary that the field staffs are adequately trained to handle each situation efficiently.

Advisor's Comments:

Database of resources/assets and employees under the three companies need to be created with access to the department centrally at the secretariat. Compendium of rules/regulations framed to be compiled and published online.

Good Governance Practices: Reforms Measures in APDCL

Assam Power Distribution Company Ltd.(APDCL) engaged in distribution and retail supply of electricity within the State of Assam is a successor entity formed pursuant to the unbundling of the erstwhile ASEB under the Electricity Act, 2003 upon re-structuring of the power sector in Assam.

APDCL has undertaken measures to fulfill its obligation to develop and maintain an efficient, co-ordinate and economical distribution system in its area of supply and to supply electricity in accordance with the provisions contained in the EA 2003. These include initiatives for mechanisms and processes that can contribute to a responsive and responsible administration ensuring good governance some of which are highlighted below.

Human Resource:

- a) With the aim of installing a proper Human(HR) Resource policy HR Manual in respect of a few category of employees has been published as an initial step. The said manual includes matters related to the job descriptions, job responsibilities, promotions, recruitment etc.
- b) Employees are frequently deputed for training in various institutions within and outside the State so that they remain updated dynamics of a changing business environment and are able to meet the challenges posed by it. APDCL currently is in the process of entering an externally aided program for organizational reform and capacity development to meet the requirement over the next 10-20 years.

Corporate Governance:

- a) **Delegation of Power:** The Company has implemented a new set of Delegation of Administrative and Financial power with the aim of establishing clear levels of delegation in the functioning of the company. It thus ensures appropriate decentralization of powers in the decision making process as well as ensuring accountability of the officers for efficient Management of the affairs of the Company by facilitating less paper work and time spent on getting approvals.
- b) **Financial Management:** The Company's accounting processes and procedures in respect of its business activities are documented in its new Accounting Manual effective from 1.4.2011 Apart from that, the Company is in the process of implementing integrated financial management system by installing SAP (ERP) for timely, accurate and reliable financial management system. This system is expected to benefit the Company by enabling better monitoring and control on the resources effective budgetary control and appraisal and financial reporting based on compliance. Further, upon implementation of the new system it will have the potential of a great saving in time , energy and resources by reducing time spent searching for files and sending faxes, duplication of data etc. and therefore, expediting the decision making process.
- c) **Service Delivery:** APDCL has already enhanced the ease of its consumers by facilitating online bill payment in certain areas which is soon expected to be rolled out across the State. For addressing the grievance of the consumers the Company has put in place a consumer redressal mechanism easily accessible by the

consumers.

- d) **Regulatory:** APDCL has constituted a regulatory cell in the corporate office for compliance of matters related to regulatory commission such as timely filing of tariff petitions, annual reports to the commission etc.

E-Governance Initiatives of Assam Power Distribution Company Limited
Company's web site: www.apdcl.gov.in

- Online Bill Payment facility.
- Online Bill View facility.
- Online recharge facility for consumers having Pre-paid meters.
- SMS facility for various billing related activities.
- Online repository of all business related information, forms etc.
- Online availability of various tariff & Regulatory information.
- Online support facility for consumer grievances.
- Availability of daily power position online.
- Automated capturing & monitoring of Meter data for all high valued (HT) consumers.
- GIS based electrical asset mapping and consumer indexing for proper identification of electrical assets and consumers for faster delivery of services.
- IT based Energy Accounting and Auditing system up to Distribution Transformer level for identifying and reducing AT&C losses.
- Spot Billing Machines (SBMs) have been rolled out to reduce the time and cost in preparation and despatching of bills.
- Customer service centres have been set up at remote locations for providing better services to the consumers in their localities.
- E-bill facility is being provided to reduce the burden of paper based dues.
- Centralised Customer Care Centre is being set up to provide 24X7 support facilities for consumer grievances.
- SCADA system is being implemented in Guwahati city for faster fault detection and reduced restoration time of the electrical network.
- Smartgrid system is being proposed to be implemented in Guwahati city for better Load & Outage management.
- Online Kiosk machines are being set up in Guwahati city for providing better facilities to the consumers such as bill payment and other billing related enquiries.
- Point of Sale (POS) machines have been set up at various locations in collaboration with State Bank of India to enable the consumers to make payment at their door step.

Advisor's Comments:

Excellent works done in respect of introducing and practicing e-Governance initiatives. Should demonstrate as best practices for other department to emulate.

FROM APDCL/AEGCL/APGCL CHAIRMAN'S DESK

Dear Colleagues and Customers,

Assam Power Distribution Company Limited (APDCL) provides an essential service to the people of Assam. In carrying out the work of supplying power, APDCL reaches every part of the state. The company is serving the people of Assam with a consumer base of more than 29 lakhs. This is growing year by year.

The last few years have seen a wave of restructuring and reform in the Assam power sector. The Assam State Electricity Board (ASEB) was unbundled into three companies - Assam Power Distribution Company Ltd. (APDCL), Assam Electricity Grid Corporation Ltd. (AEGCL), and Assam Power Generation Corporation Ltd. (APGCL) after transferring its functions and reassigning its personnel to the successor entities. The Govt. of Assam dissolved the ASEB on 31-03-2013. The restructuring was done with a view to make the power sector in the state more viable and to give better services to the consumers.

Since its formation, the APDCL has been striving hard to improve its efficiency and performance and to give quality services to the consumers. Structural reforms will not yield full results unless coupled with operational reforms. The APDCL is continuing the reform process by reducing the transmission and distribution losses, providing Information Technology solutions and improving overall performance.

This process can be successful if all the employees in APDCL work together for giving better service to the consumers. Only this will ensure a bright future for the company and for its employees.

Improvement can happen only if there is commitment. Let us, as a company, decide to improve all aspects of our functioning. Let us work together in this mission. I look forward to suggestions (individually or as a group) in solving our problems and improving our functioning. You can email me at cmdapdcl@gmail.com or send in your suggestions to my office.

K. V. Eapen
Chairman, APDCL
IT initiatives of APDCL

Computerized Billing System: Computerized billing system has been successfully implemented in all the billing locations under APDCL to facilitate proper billing since 2005-06.

Online view and payment of Electricity bills: Our official website www.apdcl.gov.in facilitates online viewing and payment of electricity bills for consumers falling under RAPDRP areas. The consumers can also view their consumption history by registering in our website. Bill and payment related information are sent via SMS to consumers under RAPDRP areas. These facilities will shortly be made available to all consumers under APDCL.

Initiatives under R-APDRP scheme: Modules under various stages of commissioning in 67 towns plus an additional five (5) self financed towns.

Centralized Customer Care Centre: A centralized Customer Care Centre for 67 towns plus an additional five (5) self financed towns of Assam is being set up at Guwahati which will facilitate –

- a. A prospective new customer to register/track/check the status of his service request like a new service connection application online.
- b. Existing customers to be able to check the status of their service request(s) like enhancement of load/meter change/category change etc. online.
- c. Effective and quick resolution of customer complaints lodged online as well as by telephone to register their complaints through the Integrated Voice Response System (IVRS) facility. They can track the status of their complaints online. Also the complaint resolution mechanism would be integrated with the Maintenance Module for better maintenance.

Implementation of SAP Modules: It will primarily include –

- a. Metering, Billing, Collection, Energy Accounting and Auditing. These modules have been successfully implemented in 61 towns throughout Assam out of a total scope of 72.

Meter Data Acquisition System (MDAS): All DTR meters, High End Consumers and Ring Fence Meters would have modems fitted onto the meters. The data from the feeders in the sub-stations would aggregate on the Data Concentrator Unit (DCU) in the sub-stations. The modems in the Meters and DCU's would be fitted with a GSM SIM card and all data available in the meters would be transmitted to the central Data Centre (at Guwahati) via GPRS network for processing. Apart from preparation of energy bills, the meter informations would be used for load flow and other network analysis. This module has been successfully implemented in 63 towns out of a total scope of 72.

GIS based integrated network analysis module: Load flow and voltage drop analysis, Optimization studies like capacitor placement, network reconfiguration, conductor upgradation requirements, load balancing and load allocation, integration with new service connection module for checking the network capability/feasibility etc. This module has been successfully implemented in 69 towns out of a total scope of 72.

Establishment of KIOSKS: Two 'unmanned' cash /cheque collection KIOSKS would be established in a central area of Guwahati wherein customers can view and pay their bills in the cash/cheque collection machines. This is in addition to the regular payment counters. Interconnectivity among different offices of APDCL: 67 towns plus an additional five (5) self financed towns of Assam (176 offices and establishments) to be connected to the central data center at Guwahati. The primary connectivity shall be established through BSNL networks and additionally secondary connectivity for the sub-division offices is envisaged by using VSAT connectivity. Till now, 132 locations have been interconnected through BSNL networks. Secondary connectivity via VSAT

(Service Provider AIRTEL) has been provided in 27 locations.

- a. **SCADA system:** A SCADA system covering the distribution network of Guwahati city is being implemented. This will enable efficient power distribution management and less outages through real time data acquisition. SCADA control center has been

successfully commissioned at our Data Center at Sixmile, Guwahati. 19 nos of 33/11 KV Sub-Stations have been integrated with the system till date.

ERP Initiatives: ERP modules like Financial Accounting and analysis, Human Resources Management System, Payroll Management System and Procurement Management System (including Inventory and Material Management) is being currently implemented. Target date for Go-Live of pilot locations has been set as January, 2016.

Smart Grid: As a part of the Smart Grid related initiatives under the Govt of India and supervision of the Indian **Smart Grid** Task Force, work order for implementing Smart Grid under 3 Sub-Divisions under Guwahati (Paltanbazar, Ulubari and Narengi) has been awarded and work has already been started.

Advisor's Comments:

ASEB's new avatar in the form of three companies is expected to transform the state's power scenario. Taking the lead in this initiative, Chairman has appealed for commitment from all concerned and looking forward to receiving suggestions for better service delivery.

In its new role already achieved several milestones viz. computerized e-billing system, online viewing and payment of electricity bills, centralized customer care centre, implementation of SAP system in most of the towns. To supplement the feat implementation of projects like MDAS, GIS based integrated network analysis module and establishment of kiosks are extremely positive measures to take forward the reforms agenda.

Good Governance Practices: Reforms Measures in the Office of Commissioner of Excise, Assam

A. Citizen Charter

Citizen Charter of Excise department includes mission, goals, values, efforts, duties, standards of the Department and also commitments to guide and help the licensees, liquor consumers and Public at large. There is no website of Commissioner of Excise, Assam. However, proposal has already been submitted to Govt. for opening a website and introduction of e-governance in the establishment of Commissioner of Excise, Assam.

B. Redressal of Public Grievances

This Commissionerate has communicated to concerned authorities from time to time in matters relating to Assam Right to Public Service Act, 2012 and Grievance Redressal system. Further, district level excise Officers are designated as Public Grievance officer (PGO) (district level) as shown vide this office letter No.XIV 8/2012-2013/21- A dtd 4/3/3013 and Shri B. Rajkhowa, Addl. Commissioner of Excise, Assam designated as Public Grievance officer (PGO) in the office of the Commissioner of Excise, Assam . There is also a Grievance Redressal Committee in every district constituted by the Govt. of Assam under the chairmanship of the Deputy Commissioner of the respective district for taking up public grievance in respect of excise administration of the district and suggest redressal measures in respect of any such public grievances to the department. Further a committee is also constituted in the office of the Commissioner of Excise, Assam for redressal of grievances and taking preventive measures against sexual harassment at work place Act/ Rules, 2013.

C. Organizational Chart and Job Chart

The Administrative Department in the matter of State Excise is the Excise Department of the Govt. of Assam. Office of the Commissioner of Excise is the Head of the Department under the Excise Department. The Commissionerate of Excise consists of the Commissioner of Excise, an Additional Commissioner of Excise, one Joint Commissioner of Excise, who heads the Excise intelligence branch and two Deputy Commissioners of Excise, one for BTAD and another for rest of Assam. The Commissioner of Excise is the Administrative Head of the Department and he looks after revenue collection of the Department, implementation of excise Policy through subordinate officers and he is well assisted by Additional Commissioner of Excise, Joint Commissioner of Excise & Deputy Commissioner of Excise. Another office headed by the Chemical Examiner who is the technical expert of the department, also functions under the Commissioner of Excise, Assam. The State Anti Drugs and Prohibition Council, an organization functioning on Govt. Grants in aid, constituted for creation of public awareness among masses against the drugs abuse and alcoholism, also works under the Commissioner of Excise, Assam. In the district level, Deputy Commissioner of the district concerned heads the department. One Superintendent of Excise works in subordination to the Deputy Commissioner of the district. Deputy Superintendent of Excise, Inspector of Excise, Assistant Inspector of Excise, Excise Head Constable and Excise Constable work at the district level under direct supervision of Superintendent of Excise. The Superintendent of Excise looks after the works at district level and supervises the enforcement of the provisions of the Assam Excise Act & Rules, Bonded warehouse & Distillery Rules. Instructions issued from State Anti Drugs and Prohibition Council through Commissioner of Excise, Assam are also implemented by the Superintendent of Excise, whenever received by him.

Inspector of Excise, Assistant Inspector of Excise play vital role in curbing social evil such as preparation of illicit liquor, smuggling of narcotic drugs etc. through conduct of excise raids and in enforcement of various excise acts and rules. They also play major role in collection of excise revenue. It may be mentioned here that state excise department is the 2nd highest contributor of revenue to the state exchequer. During last financial year the department have collected a total sum of Rs.665.00 crore as excise revenue. Excise staffs lower down the Assistant Inspectors of Excise are Head Excise Constable and Excise Constables.

D. Appointment of Vigilance Officer:

Additional Commissioner of Excise, Assam has been appointed as Vigilance Officer of the establishment of Commissioner of Excise, Assam.

E. Nodal officer for reforms:

The Commissioner of Excise, Assam appointed Shri Pranjal Borah, Deputy Commissioner of Excise, Assam as Nodal Officer for reforms.

F. Arrangement for attending audit objections

Audit objections are discussed in AOC meeting as and when fixed by the department. During the year 2013-14, there were 17 nos. of outstanding audit paras, out of which 5 nos. of paras were settled and 12 nos. paras remained unsettled in the AOC meeting held on 24-03-2014 in respect of expenditure audit. During the financial year 2014-15, AOC Meeting held on 02-02-2015, where total 23 nos. outstanding paras were discussed and 14 nos. paras settled and 9 nos. of paras remained unsettled

Further one senior Supdt. and one senior office Asstt. have been directed for attending in the office of the Accountant General (A & E), Assam to meet up the audit observation.

This Commissionerate regularly submits Action Taken Report on the matter related to audit objection as and when called from Govt. At times, on receipt of audit paras for reply, team of officers are constituted for verification of data so that proper reply could be submitted. A prompt and immediate attention is paid for submission of audit para replies and whenever replies required to be brought from district level, urgent steps taken for bringing the same and timely submission of the reply to the Accountant General (Audit), Assam.

G. Detail staff position

Detail staff position of the establishment of Commissioner of Excise, Assam with vacancy position is listed and available.

H. Detail revenue position

Detail revenue position of the Department for last 3 (three) years is also available.

Advisor's Comments:

Immediate need of the commissionerate is a well maintained web portal reflecting its activities and services. ICT applications for office automation and service delivery are absent. In spite of being a revenue earning entity necessary drive on part of the leadership is lacking to bring about the much needed change in work environment capable of taking things to a new height. Advised to consult the SeMT (IT Department) and NIC for support and guidance to draw up an IT plan in revenue and office administration.

Good Governance Practices: Reforms Measures in the Office of Transport Commissioner, Assam

A. Citizen Charter :

The Government in the Transport Department has notified the following services to be delivered to the citizens under the Assam Right to Public Services Act, 2012.

1. Issuance of Learner license (for both Transport and Non-Transport)
2. Issuance of Driving License (for both Transport & Non-Transport)
3. Issuance of Duplicate Driving Licenses (for both Transport & Non-Transport)
4. Issuance of Registration certificates (for both Transport & Non-Transport).
5. Issuance of Duplicate Registration certificates (for both Transport & Non-Transport)

The above services are being implemented at the respective district offices. The motto of the Assam Right to Public Service Act, 2012 is to provide services to the citizens in a time bound manner under the required parameters such as standard guidelines, procedures, application forms, citizen charter etc.

The citizens charter for Transport Department of the above notified services has contained detailed of:

1. Notified public service
2. Stipulated time limit for providing the service (days)
3. Designation of Designated public servant
4. Designation of Appellate Authority
5. Time limit for disposal by Appellate Authority (Days)
6. Designation of Reviewing Authority
7. Time limit for disposal by Reviewing Authority (Days)
8. Documents to be enclosed with the application
9. User charge, if any (in Rupees) etc.

B. e-Governance and the SMART-Way

In order to maintain transparency in licensing, Registration and Tax payment, this Commissionerate has proposed to install BSNL leased line for on-line registration and licensing and on-line Tax payment in the office of the District Transport offices of the State.

The existing e-Transport Computerization project "Sarathi" and "Vahan" started in Assam in the year 2007, being the 6th implementing State in India. The NIC, Assam unit installed the software "Sarathi" and "Vahan" in all the 29 DTO Offices except Kamrup (Rural) which is being implemented in the new DTO, Kamrup (Rural) office and look after the successful implementation of the project. Through "Vahan"- smart card based Registration certificate of vehicle are issued to the customers/vehicle owners and through "Sarathi"—smart card based driving licenses are issued to Drivers.

C. Administrative Reforms & Training

For administrative reforms this Commissionerate nominates the officials for training programme imparted by various state/central agencies in the matter of Assam Right to Public Service Act, 2012, RTI Act 2005 and other allied vital topics for efficient administrative atmosphere of the Department.

D. Arrangement for Audit

The Commissionerate of Transport, Assam attends the Audit objections on regular basis by holding AOC meeting proposed by Finance (A&F) Department, Dispur, Guwahati-6.

Advisor's Comments:

Although late in introducing reforms process in terms of online service delivery (licensing , registration, tax payment etc) mechanism, the **proposed move** could well bring about the desired momentum.

Good Governance Practices: Reforms Measures in the Commissionerate of P & RD

A. Mandate of the Department

Panchayat & Rural Development Department comprises with two wings viz. Panchayat Wing and Rural Development Wing. The responsibilities of the Department include alleviation of rural poverty, enhancement of rural livelihood through a variety of programmes and projects and strengthening of the Panchayati Raj Institutions (PRIs). The emphasis is on building 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 area of Assam.

The Panchayat and Rural Development Department is actively taking new innovative projects for building community assets, strengthening the existing occupational strategies of the poor farmers and cultivators and to provide wage employment to the needy from amongst the poorest section of the rural society.

Commissionerate under the Department:

Commissionerate of P&RD Department, Assam headed by Sr. Grade Commissioner for implementation of the schemes, inspection, supervision, administration, appointment and transfer, budgetary estimate and training programmes etc. There are two wings in the Commissionerate viz. Rural Development Wing and Community Development Wing.

A State Institute of Rural Development (SIRD) and its Extension Centers (10) in districts also setup under the Commissionerate for imparting training to the elected members and functionaries of Panchayati Raj Institution other functionaries who are the implementing different programme of the department.

Following are the Branches/Cell & Programmes of the Commissionerate.

Sl No.	Cell/Branches	Programmes
1	Administration Branch	Mahatma Gandhi National Rural Employment Guarantee Act
2	Programme Branch	National Social Assistance Programme (NSAP)
3	Establishment	Indira Awas Yojna (IAY)
4	Legal Cell	Harijally/Integrated Wasteland Development Programme (RA/DP)
5	Planning & Monitoring Cell	Rastriya Gram Swaraj Yojna (RGSY)
6	Publicity Cell	Rajiv Gandhi Panchayat Sashastikaran Abhiyan
7	Grievance Cell	District Development Plan (DDP)
8	Pension (Govt.)	Backward Regions Grant Fund (BRGF)
9	Pension (PPE)	13th & 14 th Finance Commission
10	Assembly	4th & 5th Assam State Finance
11	Assembly Various Committee Cell	Swarnjayanti Gram Swarozgar Yojana (SGSY)
12	Audit Cell	Nation Rural Livelihood Mission (NRLM)
13	Reconciliation Cell	4 Sansad Aclarsh Gram Yojna (SAGY)
14	Budget (RD & CD) Branch	
15	Account/Bill Branch	
16	Technical Cell	

B. Good Governance Initiatives

1. Social Audit:

To encourage the local democracy and social transparency in all the State and Central Government schemes, Social Audits were being conducted for the entire scheme in all GPs of state in one go by mobilizing 10,000 volunteers.

2. Raijor Padulit Raijor Sarkar :

Panchayat and Rural Development Department acting as the Nodal Department has launch the "Raijor Padulit Raijor Sarkar" to bridge the gap between the Govt. and the people and to redress their grievances. This has created public awareness about the Government programmes, assessment of gaps and detecting the loopholes in Government to Citizen service delivery.

3. e-Governance:

To enhance the access and delivery of government services to the citizens, employees and management by automating internal functioning of Panchayats and enabling electronic delivery of services at local level following e-Governance initiatives have been taken by the Commissionerate.

- a. Panchayat & Rural Development Department have registered its web-presence long time ago. URL is www.phrdassam.nic.in
- b. An e-Directory Profile has been created to record and display details of our elected members of Panchayats upto Gaon Panchayat level.
- c. We are available in social media platforms as <http://facebook.com/RuralAssam> and <http://twitter.com/RuralAssam>.
- d. MGNREGA is a landmark act and e-Governance initiatives have played a major role in bringing about efficiency and transparency in its implementation. The trio of NREGA Soft, eFund Management System (eFMS) and Mobile Monitoring System has made implementation transparent and efficient like never before. The theme is 'Right Amount in Right Account'. Rs 507 Cr has been transferred through use of secured digital signatures.
- e. Digitization of beneficiaries and workflow of flagship Rural Development schemes like IAY and NSAP has made its implementation a transparent process. Data of more than 9.72 lakh beneficiaries of NSAP digitized.
- f. Financial transactions involving a total amount of Rs. 16687.87 Crore have been entered in PRIA Soft from FY 2010-11 till date. A total of 1305236 nos. of vouchers have been entered in PRIASoft by various Zilla Panchayats, Anchalik Panchayats & Gaon Panchayats of the state till date.
- g. 2412 numbers of dynamic websites has been created one for each panchayat, under National Panchayat Portal.
- h. Plan Plus is used for online decentralized planning.,
- i. Action Soft is used for online monitoring of various schemes.
- j. Local Government Directory is used to capture the structure of Panchayat system.
- k. Area Profiler is used to profile a panchayat.
- l. National Asset Directory is used to capture the assets created and procured by Panchayats.

4. Information Education and Communication:

A booklet Titled "Apunar Achoni Apunar Prasno" on the different schemes implemented by the department has been published. The booklet is a compilation of Frequently Asked Questions (FAQ) on different schemes. Similarly compilation of success stories achieved through different schemes implemented by the department also printed and published.

5. Job Chart of the functionaries:

To have a direction for delivering services by the functionaries under the Commissionerate, P&RD, distribution of work and job chart for the functionaries in the Commissionerate have been prepared, updated and circulated to the concerned at different point of time. The Job chart of the district level functionaries like the Project Directors, BDOs, Extension officer (Credit), Extension officer (Industry), Extension officer (Fishery), junior Engineer, Gram Sevak, UDA etc. have also been prepared.

6. Audit Cell:

An audit cell headed by the Sr. FAO has been established in the Commissionerate for attending the audit observation. Concurrent Audit System is also been in place for facilitating to improve record keeping, book keeping account and audit system of Panchayats. Concurrent audit are being conducted by certified Chartered Accountant.

Advisor's Comments:

Good governance initiatives with a proactive approach should be rule of the day and IT measures adopted so far do not appear to be adequate. Role of CSC – SPV as enunciated by Deity (Government of India) as a catalyst of change could prove a boon in removing the bottlenecks experienced so far in effective and prompt service delivery to the rural poor. My suggestions should be followed up in a holistic approach.

Good Governance Practices: Reforms Measures in the Directorate of Information & PR

The Directorate of Information and Public Relations (DIPR) was established in the year 1940 at Shillong as Publicity and Rural Development Department. The department has certain branches that are directly linked to the welfare of the general public, particularly in the domain of information circulation e.g. Fixed Loudspeaker System (FLS) for disseminating official announcement needing immediate public attention, songs, street plays, dance etc. are profusely used to propagate messages of community involvement in the administration, development of society and importance of peace and national integration etc. Following are the different sections under the directorate:

A. Press liaison section

This wing functions 365 days throughout the year with a band of dedicated staff and officers. The PL Section prepares handles and disseminates official news backed by photographs where necessary to the print and electronic media. Clarifications etc. against faulty news and views published in the media are issued by the Section which also has the responsibility of preparing Speeches, Messages etc. for VIPs on all important occasions. Moreover, coverage of Government functions and VIP programmes are also done by this Section.

B. Press research section

What is reported in the Print Media concerning the State and the functioning of the Government is constantly monitored by this section (under PL Section). Clippings of news and views are regularly made and sent to concerned Ministries and officials with entry into a live Register.

C. Archive

The Department has to photograph almost all important official functions. These are distributed for publication in mass media and important events are preserved in a modest archive in the Photo section. Digital photography has been launched of late. Moreover, Daily newspapers are also preserved in the Section. ADVERTISEMENT SECTION: The Government always laid adequate stress on this powerful medium. And in this sphere DIPR is the sole agency to release all government advertisements to the media. State Government releases and pays for the advertisements released through DIPR.

D. Cultural wing

Songs, street plays, dances etc. are profusely used to propagate messages of community involvement in the administration, development of society and importance of peace and national integration, etc. DIPR has a full fledged troupe of artists to this effect and they are based at the Srimanta Sankardeva Kalakshetra, Guwahati.

E. Exhibition wing

Display of important photos, artifacts etc. done in an artistic way always attract people's interest. DIPR is very alive to this prospect and has a wing exclusively meant for preparation and erection of field level exhibitions.

F. Technical section

DIPR covers important official functions through Public Address System also. For this purpose adequate and trained staff and officer are there in this section. Moreover this section is also handling a huge network of Fixed Loudspeaker System (FLS) in almost all important towns of the state which acts as local broadcasters.

G. Information centre

DIPR has a modest Information Center with sufficient books and reference materials, at the Srimanta Sankardeva Kalakshetra Guwahati under supervision of a Senior Departmental Officer. The Centre is meant for both discerning and general ones interested to know the various facts of the state.

H. Publication section

Important Government policy matters, views, proceedings, interpretation etc. along with topical matters concerning public welfare and important speeches of dignitaries on various occasion are compiled and published by the DIPR through this section. Competent officials man the post of Editor, Assistant Editors, Manager etc. of this section. Besides publishing periodicals, pamphlets, booklets etc. this section brings out a regular weekly newspaper titled "RAIJOR BATORI" (News of the People) with a circulation of 30,000 copies. The modern weekly newspaper carries official news and views of the masses.

I. Regional office

DIPR has set-up 5 Regional Offices with Senior Officers at the helm in various part of the State and outside State, so as to streamline Departmental functioning. Inside the state DIPR has Regional offices at Diphu, Jorhat and Kokrajhar and outside the state at Kolkata and New Delhi these offices incorporate all the functioning of the directorate and also coordinates activities of the DIPR field offices in their respective jurisdiction.

J. District and sub-divisional offices

DIPR has a well monitored network of departmental officers and staff spread across the State. These District and Sub-divisional Information and Public Relations Officers are entrusted to function as ear and voice of the Government in the field level. These officers frequently organize various exercises to generate and mould public opinion in support of the policies of the Government through means of press releases, audio-visual media etc. These field offices also run a Fixed Loudspeaker System (FLS) at important places to disseminate official announcement needing immediate public attention.

In order to improve administrative functioning and in-house efficient working of the directorate, officers and staffs at the headquarter have been allocated the following branches as enclosed and names of officers and staffs stationed in various regions, districts and sub-divisions have also been provided in the enclosure.

Advisor's Comments:

Seen as Government's face or image in its impact and therefore, need to remold in the light of latest policy directives and changing socio-economic environment.

**Good Governance Practices:
Reforms Measures in the Directorate of Border Areas, Assam**

A. Citizen Charter:

The Directorate of Border Areas, Assam is dedicated to serve the citizen residing in Border Areas by providing all round infrastructures and basic minimum services, it also expects some minimum standards from the citizen. This are-

1. Co-operation in execution of development schemes in Border Areas.
2. Proper care of the infrastructure built in the areas.
3. Safety and security of public assets created by the Border Areas Department etc.

The Citizen Charter is not enforceable in a court law. In addition to this citizen Charter, the deputy Commissioners will have specific citizen charter for their office mentioning services with time bound activities and time for redress of grievances. To make constructive suggestion for the improvement of this Charter, citizen may send suggestion to-

Sri S. Shah, ACS
Director of Border Areas, Assam
Christian Basti, Guwahati-5

B. Right to Information (RTI) :

Since the implementation of Right to Information(RTI) Act /2005 , the 17 Points manual are published covering the detail information about Fund & Functions and procedure etc . of this Directorate . One Assistant Research Officer has been designated as State Public Information Officer (SPIO) which has already been notified to discharge his duty. All the information as sought for by the RTI petitioners are .furnished to petitioners timely and the information as and when asked by the Border Areas Department.

C. Redress of Public Grievances:

A Public Grievance Officer was designated to look after the grievances of the public in the Directorate of Border Areas, Assam at the Directorate level. Persons having grievances may approach the Deputy Commissioner's office of the Border Districts at District level. They will provide a clear statement of grievance, giving case and background with officials/channels previously approached for redress. They should also understand that some grievances take time to be redressed.

Grievances may initially be placed at the District level and then at Directorate level and if still not satisfied, it may be placed at the state level in the Border areas Department. Grievances in each level will be sorted out within 30 days from the receipt of the grievances. If authority cannot sort out within the period of 30 days the matter will be informed to the complainant in writing. Then the complainant may approach the next higher authority.

D. Organization structure:

The Directorate of Border Areas discharge functions under the administrative control of the Border Areas Department (BAD).The organizational structure of the Directorate is shown below.

Description of the organizational structure:

Director

Deputy Director

Research Officer

(Planning & General) (2 Nos, one is now lying vacant)

Asstt. Research Officer

(Planning & General) (2 Nos)

Research Assistant

(Planning & General) (3 Nos)

Office Staff

(UDA-cum-Acctt.-1, Jr. Asstt-4, Grade IV-5)

Advisor's Comments:

ICT applications in office automation for prompt service delivery is essential. Website need to be developed taking into consideration end users view point. Database of important information and reports needs to be created and updated regularly.

Good Governance Practices: Reforms Measures in the Directorate of Cultural Affairs, Assam

Aims and Objectives of the Directorate of Cultural Affairs

The Directorate of Cultural Affairs was set up in 1-11-1971 with the objective to promote and preserve and expand the living culture of the ethnic and indigenous tribal communities of the state. The micro objective of the Directorate of Cultural Affairs was set up with application of different mediums of creative and traditional art forms towards promoting a culture and value system of honesty and dutifulness, concern for fellow beings, tolerance and peace loving, patriotic and artistic citizen.

Vision

To build a socially cohesive and culturally harmonious society through protection, preservation and promotion Of Assam's diverse culture and heritage.

Mission

To promote cultural & emotional integration of the State, the Directorate through its cultural centres will hold workshop/programmes on the different aspects of Assam's culture to spread awareness. To honor the doyens of Assam's cultures in various media, through annual awards, pensions etc.

Objectives

1. Preserve and promote intangible cultural heritage of Assam including safeguarding various forms of intangible cultural heritage of different communities and ethnic groups.
2. Commemorate identified special events/centenaries of state importance having a bearing on culture and recognize cultural eminence through Awards.
3. Printing of old books, publications and manuscripts.
4. Collection and preservation of old films of the State.
5. Capacity building and awareness generation.
6. Enhancement of IT applications in the department.

Function

1. Promotion of Art & Culture through performing Arts.]
2. To organize workshop, documentation, seminars etc. t
3. To safeguard various forms of Intangible Cultural Heritage of Assam.
4. To celebrate centenaries and Memorials.
5. To provide financial assistance to non Government Cultural organization.

A. Public Service to eligible citizen delivered by Directorate of Cultural Affairs Assam.

1. To honor the doyens of Assam Culture in various media, annual awards, pension etc.
2. Sponsoring of cultural troupes for various functions in and outside the State.
3. Conduct of workshops on song, dance and drama.
4. Financial Assistance to Non-Govt. cultural institutions.
5. Refund of entertainment tax to films produced in Assam.
6. To provide Rabindra Bhawan for public function/cultural shows/ seminar etc.

7. To provide State Art Gallery for holding Art Exhibition.
8. Management of programmes of EZCC & NEZCC covering National Cultural Exchange programme, Guru Shishya programme etc.
9. Management of programmes on National School of Drama.
10. Management of programmes of Sangeet Natak Akademi.
11. Staging of plays by Drama troupe of the Directorate.
12. Development of cultural complexes.
13. Production of documentary film.
14. Publication of books.
15. Staging of puppetry show.
16. Financial assistance to Autonomous Govt. Cultural organization viz, Srimanta Sankardeva Kalakshetra Society, Jyoti Chitran Film Studio Society, Assam State Film Finance & Development Corporation, Regional Govt. Film & Television Institute.
17. Management of Tai Museum and Jyoti Bharati.
18. Management of Luit Konwar Rudra Barua State College of Music.
19. Management of Government College of Art & Craft.
20. Management of programmes/ schemes of Government of India and International organization.

Advisor's Comments:

Office automation and e-Service delivery mechanism are essential for efficient administration and management of services rendered. Need to develop Management Information Systems (MISs) for information sharing purpose. A dynamic and vibrant web portal with all necessary information and online service could well serve the purpose of bridging the gap between government and target audience in respect of policy decisions/schemes and the like.

Good Governance Practices: Reforms Measures in the Directorate of Economics and Statistics, Assam

The Directorate of Economics and Statistics, Assam is functioning under the administrative control of the Planning and Development Department, Assam. It was set up in the year 1948 to collect, collate and compilation of statistical data for preparation of various plans for the welfare of the state as well as for the country. Its activities include conducting crop estimation surveys, generating Agriculture statistics, estimation of State income, conduct of Annual Survey of Industries, Agriculture Census, Economic Census, compilation of Index of Industrial production, and compilation of various consumer price indices, conduct of Annual Employment Unemployment Surveys under the direction and guidance of various Central Ministries including Labour Ministry. Directorate is also taking part in socio economic surveys of Ministry of Statistics and Programme Implementation, (NSSO).

The Directorate is publishing Statistical Hand Book, Economic Survey, Selected Indicators of Assam and other publications for the use of planners, academicians, researchers, students, etc. The good governance practices followed by this Directorate to provide data on various socioeconomic indicators for all round development of the State are discussed below.

A. Citizens Charter:

The Directorate at present does not have any Citizens Charter since its activities are not directly linked with the general public. The various activities of the Directorate are conducted as per prefixed activity calendar which is reflected in timely release of different publications, reports, statistics, etc. The Macro Fiscal Projection Project financed by the Finance Department under ADB financed project of Govt. of Assam is helping a lot in the filing process of the Directorate for which activity become faster with little chance of missing of any issue unnoticed and thereby leading to efficacy of delivery.

Redress of Public Grievances: The Directorate only receives grievances of its own employees or their family members which are taken seriously and are redressed expeditiously within the shortest possible time.

B. Organizational Chart:

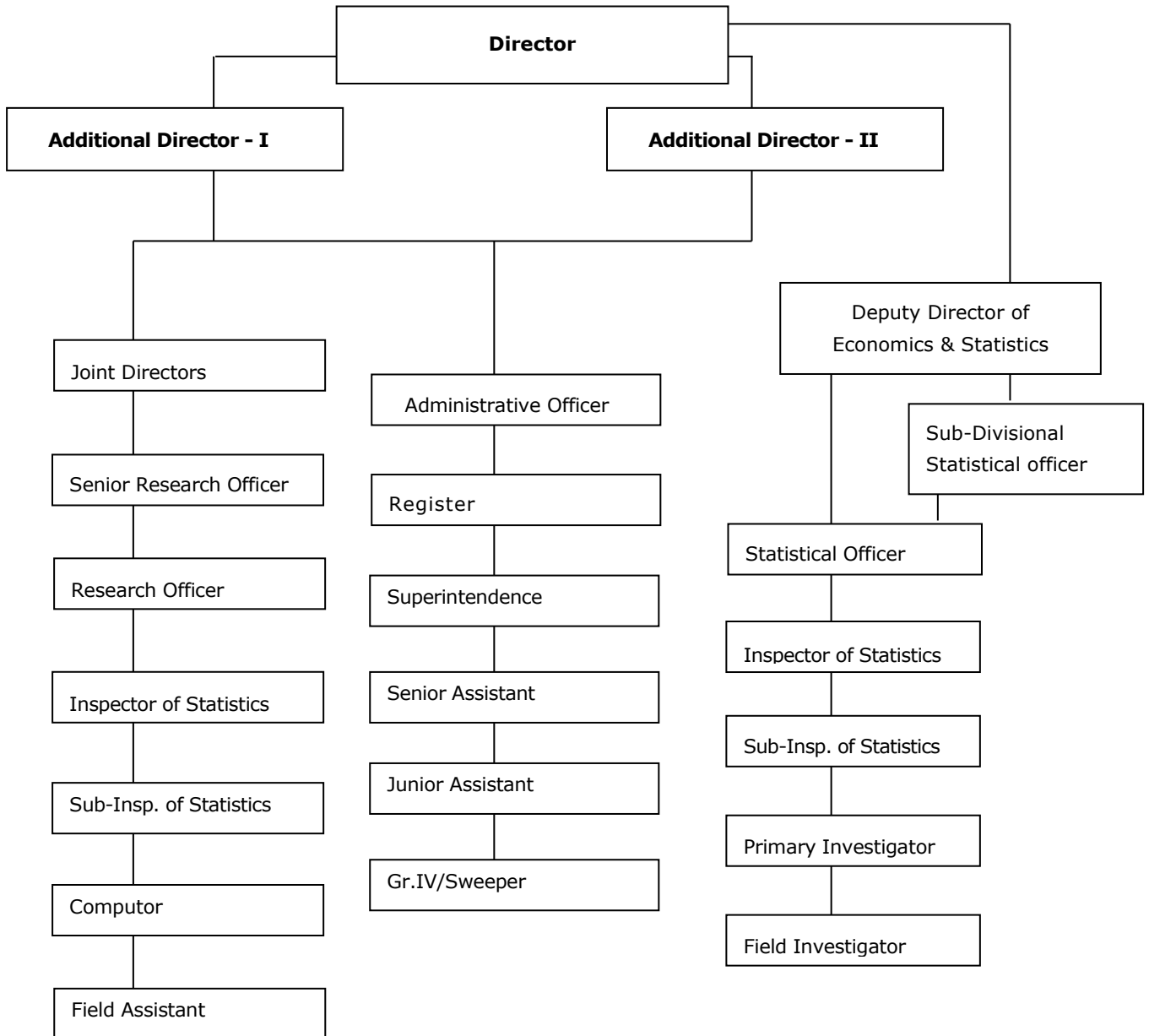
The Directorate of Economics and Statistics, Assam is headed by the Director and assisted 2 (two) Additional Directors and other officials as shown in the chart below. It has 26 district offices of which 23 offices headed by the Deputy Director of Economics and Statistics and 3 district offices are headed by the Sub-Divisional Statistical officers. In the lowest administrative set up of the Directorate there is 10 Sub-Divisional Offices headed by the Sub-Divisional Statistical Officer. The organizational structure of the Directorate consists of 10(ten) divisions that are constituted according to activity and as per recommendation of the committee to review the National Statistical System. The 10 (ten) divisions are as follows;

- | | |
|--|-------------------------------------|
| 1. Administrative and Coordination Division | 2. Agriculture Statistics Divisions |
| 3. State Income Division | 4. Survey Division |
| 5. Statistical Data Division (Including A.U. | 6. Economics Studies Division |
| 7. Industrial Statistics Division | 8. Price & Market Intelligence |
| 8. Training Division | 10. Electronic Data Processing |

Apart from the above Divisions, there are two adhoc divisions viz. Agriculture Census Division and Economic Census Division.

The organizational chart of the Directorate is presented below.

**Organizational Chart
Directorate of Economics and Statistics, Assam**



C. Job Chart:

The employees of the Directorate are placed against a specific work and their placement is rotated from time to time to get accustomed with other technical works. The cadre-wise distribution of works is reflected below.

1. The lowest cadre for technical work in the Directorate is the Field Assistant whose primary duty is to collect data for agriculture statistics.

2. Primary Investigator/Computer is engaged to collect data for socio-economic surveys, official statistics and compilation of different statistical tables.
3. The Sub-Inspector of Statistics collects data for timely reporting scheme (TRS), compilation of block statistics, district hand book, etc. and compiles and tabulate collected data for further processing.
4. The Inspector of Statistics is the supervising officer at the lowest level and also collects data for Annual Survey of Industries, District Domestic Product, etc.
5. The Statistical officer functions as the head of administrative Sub-Divisional Statistical Office and also supervises, tabulate, analyze and prepares statistical reports.
6. The Research Officer and Senior Research Officer (Functions as Deputy Director in the districts) does all the activities like designing of schedules, writing reports, etc.
7. The Joint Director is the Divisional Head of the Divisions of the Directorate and looks after the overall functions of it. They have the responsibility to complete a specific job as per fixed time schedule.
8. The two Additional Directors looks after the administrative and technical work separately.

The administrative and coordination work is looked after by the senior most Additional Director of the Directorate. He is assisted by the Administrative Officer, Registrar and all the ministerial staff.

D. Appointment of Vigilance Officer:

The Directorate has no vigilance officer.

Nodal Officer for Reforms: There is no officer appointed as Nodal Officer for Reforms in the Directorate.

E. Arrangement for attending audit objections:

Audit objections are taken seriously. The Registrar of the Directorate has been given responsibility for attending audit objections. He is assisted by the officials of administrative and accounts section in preparing para-wise replies to the audit objections. Care is also taken to find out the reasons of any old un-settled audit objections for early settlement. The replies are prepared and furnished to the Accountant General along with supporting documents. Before submission, the Director ensures factual correctness of the replies.

Advisor's Comments:

Viewed as the State Government's store house of information in respect of economic data with added responsibility of collection, generation and analysis of all major economic activities based on survey and census data, the directorate have to play a gigantic role in guiding the policy makers of the state in right directions. Easy sharing of information with the government, educational & research institutions and common people would enhance the credibility and prestige of the institution to a higher level. A dynamic web portal need to be developed as a gateway to all necessary information and services for mutual benefit of all the stakeholders.

**Good Governance Practices:
Reforms Measures in Directorate of Higher Education**

Directorate of Higher Education is looking after all the works in the field of Higher Education in the State. Till today there is no any field officer or officer to assist the Directorate in the field of Higher Education.

Though the Directorate of Higher Education is the lone office to prepare the future plan for expansion and Development of Higher Education effort has been made for providing prompt and good services to the people of the State relating to Higher Education. At present the following institutions are running under Directorate of Higher Education.

1) State Universities	-	6 Nos.
2) Private Universities	-	4 Nos.
3) Govt. Colleges	-	6 Nos.
4) Provincialised Colleges	-	295 Nos.
5) Provincialised Sanskrit Tols.	-	95 Nos.
6) Non-Govt. Colleges.	-	43 Nos.
7) Non-Govt. Law Colleges.	-	20 Nos.
8) Non-Govt. Sanskrit Tols.	-	96 Nos.
9) Literary and Voluntary Organization	-	19 Nos.

All the works of the above organisations have been taken up by the Directorate of Higher Education within the stipulated period under Good Governance schemes. All the pension cases have been taken up and forwarded to the Accountant General, Assam after proper verification within 3 (Three) months from the date of receipt of the application, if the college authority meets the objections found at the time of verification promptly.

Stipend / Scholarship are provided to the scholars through their respective Bank Account in time every year. However, if some scholars did not furnish the correct Bank A/C Numbers with Bank Code Numbers scholarship are sent through registered post in the form of Bankers' Cheque or Bank Draft to the concerned head of Institution.

Literary pension and literary award are also provided to the selected awardee every year within two months from the date of selection of the awardees by the selection committee.

For expansion of Higher Education, the services of the eligible employees working in 134 Non-Govt. Colleges have been provincialised during 2013-2014 and 2014-2015.

Besides provincialisation of services of employees working in 134 nos. colleges, necessary action has already been taken to establish 12 nos of Govt. Model Degree Colleges in low gross enrolment ratio districts of Assam and efforts have been taken to complete the infrastructural facilities and providing manpower facilities to the now established four State Universities of our State.

For improvement of infrastructure in the Higher Educational Institution which is more than 50 years old necessary action is being taken for providing Govt. fund.

So far 163 nos. of Govt. and Provincialised Colleges have been provided infrastructural development grant @ Rs.1.00 crore each and another 44 colleges are proposed to be provided this grant during 2015-2016.

To study and recommend Govt. about the action to be taken to erase the bottleneck in the field of Higher Education and monitor the implementation of various schemes in Higher Educational Institution, Govt. of Assam have already established a Hig Education Council (RUSA) in the State. Govt. of India have already released an amount of Rs.40.00 crores to the State Higher Education Council. The first instalment of grant is expected to be released to the State Universities and selected colleges within a short period by Higher Education Council.

To encourage the meritorious students of Assam who are admitted to the Nationally / Internationally reputed institution like IIT, IIM, AIMS etc. financial assistance has been provided @Rs.1,00,000/- each since 2009-2010.

Moreover, Govt. has already decided to pay 50% of the Bank Interest for the loans taken by the Meritorious students of Assam from the Nationalised Banks from 2015-2016.

Job Chart:

In the Directorate of Higher Education, Assam for smooth functioning of the system, allocation of official works for officers and staff has been made. They are supposed to execute their respective allocated work expeditiously for disposing of the same timely and promptly, enabling the office to respond matters for disposal within the time frame for any concerned issue. The jobs are distributed among the officers and staff district wise. Accordingly, matters like RTI, Pension and Public grievance, Appointment and H.R related works, Budget and Accounts, Establishment, legal matters etc. are distributed among the officers and various branches district wise in order to have a proper division of work among the staffs. In case of emergency matters like elections, Assembly sessions, nodal officers are nominated from among the officers alongwith requisite staff to sort out the work immediately.

Reformation of Names of Branches and Distribution of Workload:

1. GIA Branch is to be renamed as “Pension Branch”:

Allotment of Works :- Pension matters of all Provincialised colleges, sanction of gratuity, sanction of leave encashment, audit matters relating to Provincialised colleges. Court cases relating to Pension, gratuity, leave encashment matters including High Court and RTI matters and other miscellaneous matters.

2. G(B) Branch is to be renamed as “College Establishment Branch”:-

Allotment of Works : Permission to be obtained from Govt. for filling up of all vacant posts lying in all Provincialised colleges, issue of permission orders to the college for filling up vacant post, collection of Police Verification Report before appointment, issue of appointment letters of teaching and non teaching staff of Provincialised colleges, preparation of proposal for granting retention of posts of the employees of Provincialised

colleges, issue of retention orders to the colleges, placement in the Senior/Selection and Associate Professorship to the faculty members and Librarians, constitution of Governing Body of colleges, matters relating to issue of passport and permission for foreign visit, permission for F.D.P course, appointment of vice Principal and Head of the Department, equalization of pay, related Court case, RTI matters and assembly questions and other miscellaneous matters.

3. AC(B) Branch is to be named as “Budget Branch”

Allotment of Works :- Preparation of annual Budget of this Directorate and all subordinate offices, all Provincialised colleges, Government colleges, Universities and other voluntary organisations in the month of August, in every year and to be submitted in the month of October last or November first. Sanction of medical re-imburement bill, submission of all arrear proposal of Colleges and Universities, related Court matters, RTI, assembly questions etc.

4. Appointment Branch is to be named as “Education (General) Branch”:

Allotment of Works :- Sanction of all scholarship money to the student of Higher Education, literary pension to the eminent person, matters relating to Govt. Colleges, Sanskrit Education, related Court cases, RTI, NAAC, all UGC related matters, all training programmes and assembly questions, etc.

5. Planning Cell :-

Allotment of works :- All plan matters relating to Higher Education, Assam, Preparation of Annual budget under Plan Head, creation of additional posts, provincialisation of services of the employees of venture degree colleges, issue of NOC to start new College. Universities both ventures and private, all related training matters, release of non-recurring grant to the universities, colleges and voluntary organisations, establishment of model degree colleges, matters relating to RUSA and National Knowledge Commission, concerned High Court, RTI, ICT Assembly Questions and other miscellaneous matters.

Further, one cell for preparation / collection of statistical data of all the Educational institutions including employees, student community etc. to be opened under planning branch.

6. Establishment Branch :-

- a. Allotment of Works :- All appointment, promotion of the employees & officers.
- b. RTI Cell :- Allotment of Works:- Matters relating to disposing of RTI cases.
- c. Audit Branch :
- d. Allotment of Works:- Matters relating to Audit and Accounts of the Arrear dues, checking of particulars relating to all cases of arrear, Senior Scale/ Selection Grade Scale / Associate Professor scale of pay, benefit of M.Phil/ Ph.D Degree, preparation of IPS, etc.

7. Accounts Branch :

- a. Allotment of Works:- Preparation of monthly bill, contingency expenditure of the D.H.E establishment, preparation of T.A bill, preparation of Proposal for pensionary benefit of the employees under D.H.E establishment, sanction of gratuity and leave encashment, withdrawal of GPF money, sanction of home building, HUDCO advance,

car, bicycle, motor cycle advance to the employees of D.H.E establishment and fixation of pay of the employees of D.H.E establishment and colleges, attending PAC matters and any other matter relating to Finance Department.

- b. Cash counter : is one of the part of accounts branch. All movable and immovable properties of the D.H.E establishment after proper entry in Cash Book, all matters of audits and accounts relating to establishment of D.H.E etc.
- c. Nazarat Cell : is also a part of the accounts branch. All movable and immovable properties of the D.H.E establishment is to be recorded in the stock book which is to be maintained by the Nazir of the D.H.E establishment. All vehicles under the establishment of D.H.E is to be looked after by the Nazir of the D.H.E office. Essential materials required for smooth functioning of the D.H.E office is to be arranged by the Nazir with due approval from the D.H.E. Assam. All electrical equipment and furniture required are to be provided by the Nazir as per Rule, matter relating to supply of stationery article, maintenance of official vehicles, electricity, telephone, generators, attendance of drivers etc.
- d. Registrar's Cell : All proposal / letters submitted by the respective offices under

Higher Education is to be recorded in the branch of Registrar. Relevant Act, Rules, OM, circular and other Govt. Order issued from time to time should be kept in the Registrar's Branch. Files relating to promotion, appointment, confirmation and other matters relating to colleges, establishment of D.H.E office should rotate through Registrar Branch.

8. Director's Cell : Matters related to all concerned.

**Good Governance Practices:
Reforms Measures in Directorate Secondary Education**

Sl. No	Client/Citizen Services rendered	Service/performance standards (No. of days within which citizen is entitled for service delivery).	Process/Workflow	Documents required	Fee (if any)	Contact details of officer responsible for the service delivery.
1	Scholarship	1(one) month from the date of receipt of fund from the concerned authority	1.Student will submit the application through the Head of Institutions to the respective Inspector of Schools. 2. Inspectors of Schools will compile the applications and submit the same to the DSE. 3. The DSE will accord sanction and disburse the amount after drawal of fund.	1) Income Certificate in respect of BPL. 2) Doctor Certificate or certificate from the competent authority in respect of differently abled children.	No fees required.	Ms. M. Hojai , Deputy Director of Secondary Education.
2	Pension	Working 25(twenty five) days from the date of receipt of application	1.On receipt of pension from the concerned Inspector of Schools, the branch open an individual file in the name of the pensioner. Thereafter, the dealing assistant process the matter. After verification of the documents the dealing assistant prepares a check list of the document and put up the file to the Inspecting Auditor for calculation of pension. After calculation the file endorse to Sr. FAO after vetting the file, DSE approves the entitled	1) For Superannuation, Voluntary, Invalid Person:- Service Book, Forms 1, 1A, 2 & 19. Last pay certificate. No demand certificate, Descriptive Roll, Specimen signature, Joint/Single Photograph three copies duly attested, Provisional pension & DCRG sanction order or voluntary, invalid pension order. 2.) For family Pension :- Service Book. Forms 20.3.10 & 21. Last pay certificate,	No fees required	Sri S.M. Das , Joint Director of Secondary Education.

			amount and issues provisional sanction order to the Pension benefits. Thereafter, the pension proposal is forwarded to the Director of pension, Assam for finalisation.	descriptive roll, Specimen signature, single photograph three copies duly attested, Provisional family pension & DCRG sanction order. Death Certificate, Legal Heir certificate, if any pension claim legal guardian certificate.		
3.	Leave	Working 15 (fifteen) days from the date of receipt of application	The applicant will submit application to the Inspectors of Schools, through Head of the Institutions for granting of leave in case of teaching and non-teaching staff of provincialised schools. 2) In case of all the employees of Govt. HS & HSS, the leave application will be submitted to the DSE through Head of Institutions for granting of leave.	1) Leave application. 2) Leave Ledger. 3) Medical Certificate is required in case of leave on Medical ground.	No fees required.	Sri Nibaran Das. Joint Director of Secondary Education.
4	Financial Power to i/c HM, i/c Principal.	Working 10 (ten) days from the date of receipt of application	The outgoing HM/Principal shall submit seniority list along with copies of transfer to Inspector of Schools.	Seniority list & copies of transfer order.	No fees required	Sri B.L. Sarma, ACS, Director of Secondary Education.

Good Governance Practices: Reforms Measures in Directorate of Elementary Education, Assam

Elementary Education has a crucial role to play for nation building being basic to subsequent learning for children to grow up to become a human resource. In 1977 a separate Directorate of Elementary Education was established to look after Lower Primary and Upper Primary level. This Directorate is located at Kahilipara, Guwahati-19 and is functioning under administrative control of the Commissioner & Secretary to the Govt. of Assam, Elementary Education Department and headed by the Director and supported by the Joint Director, Deputy Directors, Assistant Director and other officers and staff.

1. Under this Directorate following field level offices are functioning:
2. Office of the District Elementary Education Officer = 21 (plain districts)
3. Office of the Deputy Inspector of Schools = 37 (plain districts)
4. Office of the Block Elementary Education Officer = 108 (plain districts)

Regarding good governance practices followed by this Directorate like Citizens Charter, organizational Chart, Job Chart, Appointment of Vigilance Officer, Nodal Officer for reforms, arrangement for attending audit objection etc. are given below:

A. Citizens Charter:

The chart of different works done by the different officers/officials has been prepared for displaying in the office campus of this Directorate. A model of Citizens charter is shown at Annexure-I enclosed.

B. Organizational Chart:

The Organizational Chart of this Directorate as well as the District level are shown at Annexure -II. The Directorate of Elementary Education, Assam is located at Kahilipara, Guwahati-19 and is functioning under Administrative control of the Commissioner & Secretary, Elementary Education, Department Govt. of Assam and headed by Director and Supported with Joint Director, Deputy Director, Asstt. Director along with other staff.

C. Job Chart:

The works done in this Directorate at different levels are shown in the Job Chart at Annexure-III. All officers /officials try to the best at their level to dispose the matters.

D. Appointment of Vigilance Officer:

The Vigilance officer in this Directorate has not been appointed till Now. However the DEE, Joint DEE, & Dy. DEE enquire the all allegation and illegal matter if raised by someone as and when necessary.

E. Nodal Officer for reforms:

The Nodal Officer for reforms has also not been appointed till now in this Directorate. The DEE co-operate with the Government in the matters required to be reformed as and when necessary with involvement of Joint Director.

F. Arrangement for attending audit objection:

A meeting of Audit Objection Committee (AOC) is held annually in this Directorate as per

the instruction and dates specified by the Govt. Finance (Audit & Fund) Department which is conveyed to the filed level officers (DEEOs/DIS) for attending and submitting the replies of the relevant audit paras/ objections for direct discussion which is held in presence of Govt. Representatives, A.G.'s deputed Audit Officers, DDO's of this Directorate and District Elementary Education Officers/Dy. Inspector of Schools under the Elementary Education, Department. The DEE, Assam have also play a vital role for submission of replies of the C.A.G's Draft paras and Audit paras relating to the filed level offices as and when reflected in the C.A.G. and A.G.(Audit), Assam's Inspection Report respectively.

Advisor's Comments:

Without ICT applications in office supported by an efficient online grievance redress mechanism with other e-services the department is not expected to make much headway in the desired lines in discharging the mandated duties and services. A comprehensive data base of all information relating to all schools and offices under the directorate should be ready and published before long for the purpose of meaningful planning and monitoring. Regular publication of annual reports and a web portal to showcase its achievements, if any, should help in creating positive impacts in the minds of public.

Annexure-I

**Citizens Charter & Job Chart
Directorate of Elementary Education**

Sl.No.	Designation	Name of Officer	Works assigned
1	DEE, (i/c)	Sri U. C. Das	Look after all the matters relating to Elementary Education.
2	Joint DEE	Dr. A.Gogoi	The Joint DEE, Assam is also designated as SPIO, RTI Act,2005. Also looking after C.M. Special Scholarship, Training, Teacher's Award both for State award and National Award, establishment works of Govt./ Provincialised L.P. and U.P. Schools of Kamrup(R)& (M), Goalpara, Hailakandi, Nalbari, Court cases etc. Training of Teachers and Offices staff, Child right etc.
3	Dy. DEE	Dr. B. Bordoloi	Matter relating to Establishment of Govt./ Provincialized Upper Primary & Lower Primary Schools of Darrang, Nagaon, Sivasagar, Dhemaji & Sonitpur Districts including court case, DDO, Pension matters of Kamrup (R) & (M), Golaghat, Darrang, Hailakandi, Karinnganj, Sonitpur, Bongaigaon, Dhemaji, Jorhat, Dibrugarh & Morigaon District and matter related to Planning, MDM, Accounts and works as allotted by the DEE time to time.
		Sri M. Kakati	Matter relating to Establishment of Govt. /Provincialized Upper Primary and Lower Primary Schools of Bongaigaon, Morigaon, Dhubri, Barpeta District including court case matter related to Development, Appointments, SIU Branch, and other works allotted by the DEE in time to time.
		Smti. R. Choudhury	Matter relating to Establishment of Govt. /Provincialized Upper Primary and Lower Primary Schools of Cachar, Morigaon Lakhimpur, Karimganj, Jorhat, Dibrugarh district including court case, pension matter of Barpeta, Sivasagar, Nagaon, Cachar, lakhimpur, Tinsukia, Kokrajhar, Goalpara, Dhubri, Nalbari districts and Establishment matters of Staff of the Directorate.
4	Sr. F.A.O.	Sri D. Sarma	Looking after all the matter relating to accounts, pension and other financial matter.
5	F.A.O.	Dr. A. Das	Looking after all the matter relating to accounts, pension and other financial matter.
6	Asstt. DEE	Sri D. Baruah	Works related with MDMS, Planning and development Teacher's Award for State and National Award.
7	Registrar (i/c)	Sri S. Medhi	Communicate all letters / petitions / documents received by the DEE to all the branches to take action / dispose of the matters in different subjects. Dispatches all the letters to the field level officers through issue branch.
8	A.O.	Sri R. Baruah	Works related with accounts matter like preparation of budget under Non-Plan, allotment of budget to the Districts etc.
9	E.M.O.	Smti I. Narzary	Works relating to evaluation and monitoring of the scheme implemented by the DEE.
10	A.R.O.	SriB.C.Choudhury	Works related to planning and development matters.
11	Superintendent	Sri J. Bora	Works relating to establishment of Govt. / Provincialized L.P. and U.P. Schools of Tinsukia, Dibrugarh, Sivasagar , Jorhat, Golaghat, Nagaon, Morigaon, Hailakandi, Cachar, Karinjang.
		Sri S. Medhi	Works related to accounts matters.
		Sri G. Pathak	Works relating to establishment of Govt. / Provincialized L.P. and U.P. Schools of Lakhimpur, Dhemaji, Sonitpur, Darrang, Kamrup(R), Kamrup(M), Nalbari, Borpeta, Dhubri, Bongaigaon, Goai para etc.
		Smti. D. Basumatary	Miscellaneous works of Govt. and provincialiged L.P. and U.P. Schools.

**Good Governance Practices:
Reforms Measures in NF & Adult Education, Assam**

In order to ensure of good governance practices the following activities are performed as mentioned below:

Citizen's Charter : Sri K.R. Hazarika, Asstt. Director is entrusted to look after the public relation works etc. In the Directorate of Non-Formal and Adult Education. The Charter is hung at the entry of the office.

Organizational Chart : The organizational Chart is enclosed herewith which shows the different organizational levels, for Administration, Supervision, Academic development, Monitoring and supervision etc.

Job Chart : Enclosed.

Vigilance Officer : Sri K.R. Hazarika, Asstt. Director in the Directorate has been entrusted with the vigilance related activities. Accordingly he has been inquiring into allegations as and when necessary.

Nodal Officer for reforms : Sri K.R. Hazarika has been instructed to act as Nodal Officer for reforms.

Arrangement for attending audit objections had been made as and when the Govt. correspondence is received.

Sl. No.	JOB CHART	
1	Director	Direction, Administration, Supervision and monitoring of various programme and activities.
2	Asstt. Director	To assist the Director for implementation of literacy programme, Court matter, Monitoring & Evaluation, RTI etc.
3	Asstt. Director, SRC	Preparation of teaching and learning materials and conducting different training programmes.
4	District Adult Education Officer	District level Administration and Supervision of programmes at District level.
5	Project Officer	To organize literacy centres, selection of instructors, conducting training and visit literacy centre.
6	Asstt. Project Officer	APO is the position next to that of P.O. of Adult Education covering 2/3 Blocks, areas in the Districts. The APO function as mentor and facilitator in the field level literacy programme.
7	Supervisor	Supervisors are working as field level workers for motivating the target group as well as organizing learning centers with the help of local communities in the operated areas. The Supervisors played as monitor and evaluator at the field level is very important in the literacy programme.
8	Instructors	To teach the non-literates by organizing literacy centre.

**Good Governance Practices:
Reforms Measures in Employment & Craftsmen Training, Assam**

A. Citizen's Charter

Services rendered: Registration of job seekers in employment exchanges
(Details at Annex-I)

B. Redressal of public grievances

- i. Implementation of the RTI Act, 2005 as per norms.
- ii. Implementation of the ARTPS Act, 2012 as per norms - Registration of job seekers in employment exchanges (details at annex-II)

C. Organizational Chart

Directorate of Employment & Craftsmen Training, Assam has two wings viz. Employment and Training. Details of the Directorate at annex-III.

D. Submission of application forms for admission

E. Completion of prescribed training in ITIs with conduct of All India Trade Test as per norms prescribed by Govt. of India.

F. Job Chart

Employment Wing

National Employment Service (NES) in the country functions through a network of Employment Exchanges located in various parts of the country. At present 53 nos. of Employment Exchanges in the state including 1 (one) Employment Exchange specially for Physically handicapped at the Directorate of Employment & Craftsmen Training, Assam.

Regular functions of Employment Wing:

1. Registration of job seekers
2. Documentation of vacancies
3. Submission of applications
4. Collection and compilation of Employment Market Information (EMI)
5. Vocational Guidance Programme and Career Counselling Programme
6. Registration and placement of physically handicapped (P.H)
7. Occupational Information
8. Implementation of CNV Act, 1959
9. Implementation of Assam Right to Public Services Act, 2012
10. Construction of Employer's Register
11. Promotion of Self Employment
12. Special cell for SC/ST/PH applicants
13. Issue of certificate of Employment as per provision of Industrial policy 1997 & 2003

Training Wing

The Training wing imparts vocational training on various designated technical trades to the youths. The policy, procedure and norms of the functioning of the wings are controlled and prescribed by the National Council of Vocational Training (NCVT) under the Directorate General of Employment and Training, Ministry of Labour and Employment, Govt. of India,

New Delhi. It also acts upon the decision of the State Council of Vocational Training (SCVT) under Govt. of Assam.

Under the Craftsmen Training wing, there are 28 nos. of ITI's out of which 5 nos. of it is exclusively for women and 21 nos. of ITIs are under construction under initiative of the Hon'ble CM Assam.

Advisor's Comments:

An impact study should be made in the light of the latest initiatives of the Government of India in respect of capacity building and allied concepts. Benefits and supports available under different central government schemes/programmes need to be availed to the fullest possible extent.

Relevant information on avenues/policies at national / state level which could benefit the young entrepreneurs should be uploaded on the web portal with links.

**Good Governance Practices:
Reforms Measures in the Directorate of Handloom & Textiles, Assam**

A. Mandate of the Department

Functions, Role and Responsibilities of the Department

Prior to 1983 there was no independent Department for Handloom & Textiles. The Handloom & Powerloom Industry was then looked after by the Department of Sericulture & Weaving, Industries, and Cooperation etc. With a view to give undivided attention to the Development of Handloom & Textile industries at the Govt. level, a full fledged Directorate of Handloom & Textiles was created in July, 1983 as per report of the Siva Raman Committee.

The Directorate of Handloom & Textiles has been implementing, ever since its inception in the year 1983, various schemes for the promotion and development of the handloom sector and has been providing assistance to the handloom weavers, both within and outside the Cooperative fold. As a result, infrastructure for both quantitative and qualitative improvement in production is available in the State today. Some of the major works of the department are:

1. Yarn supply,
2. Production of fabrics in handloom sector at reasonable consumer prices,
3. Marketing assistance,
4. Welfare schemes which also contribute to productivity,
5. Training & Education,
6. Research & Development,
7. Publicity & Exhibition,
8. Technical & Design support through Handloom Research & Designing Centre, Guwahati, (i) Area based Handloom Development Projects and
9. Enforcement of Handloom Reservation Act etc.

The Directorate exercises control over various organizations such as the Assam Apex Weavers' and Artisans Cooperative Federation (ARTFED), Apex Level Powerloom Cooperative Federation (APCOFED), The Assam Government Marketing Corporation Ltd. (AGMC) and Assam Khadi Village Industries Board (AKVIB).

B. Organizational structure:

Directorate of Handloom & Textiles

The Directorate of Handloom & Textile is headed by a Director who is a senior officer of the State Civil Service. He is also the Ex-officio Addl. Registrar of Cooperative Societies for Handloom & Power loom Coop, Societies and exercises all powers conferred upon the Register under the provisions of the Assam Coop. Societies Act, 1949 (Act I of 1950). He is assisted in discharging his duties by 2051 nos. of staffs at the Directorate, Zonal offices, District Offices, Sub-Divisional Offices Research & Designing Centre.

The existing strength of Man power:

Sl. No.	Categories of employees	Strength
1	Class —I	47

2	Class —II	189
3	Class-III	1312
4	Class - IV	560
	Total:	2107

Category wise officers and staffs under the Directorate

(A). Class-I Officers

1. Director ACS cadre (Sr. Grade - I)	1 Nos.
2. Additional Director, Handloom & Textiles	1 Nos.
3. Joint Director, Handloom & Textiles	5 Nos.
4. Deputy Registrar of Coop. Societies (Handlooms)	1 Nos.
5. Deputy Director, Handloom & Textiles	6 Nos.
6. Chief Textiles Officer (Power loom)	1 Nos.
7. Exhibition Officer	1 Nos.
8. Research Officer	1 Nos.
9. Assistant Executive Engineer	1 Nos.
10. Finance & Accounts Officer	1 Nos.
11. Assistant Engineer	3 Nos.
12. Assistant Director	20 Nos.
13. Officer in charge, HRDC	1 Nos.
14. Research Officer (Technical, HRDC)	2 Nos.
15. Textile Chemist (HRDC)	1 Nos.

(B). Class-II officers

1. Asstt. Registrar of Cooperatives (Handloom)	2 Nos.
2. Asstt. Research Officer	1 No.
3. Superintendent, Handloom & Textiles (Dist/Sub-Div office)	24 Nos.
4. Superintendent, HTI	3 Nos.
5. Superintendent, HPC	15 Nos.
6. Public Relation Officer	1 No.
7. Sub Registrar of Cooperatives	14 Nos.
8. Handloom Officer	3 Nos.
9. Planning Officer	1 Nos.
10. Registrar	1 No.
11. Branch Superintendent	4 Nos.
12. Loan Superintendent	1 No.
13. Sr. Inspector/Auditor	119 Nos.
14. Weaving Master (Powerloom)	1 No.

Subordinate offices

BTC and Hills offices :

There are two Joint Director offices located at Diphu, Karbi Anglong and at Kokrajhar headed by Joint Director. The Joint Director placed at Kokrajhar is designated as Council Head of Department, Handloom & Textiles by the BTC authority. The Joint Director, Hills is also assisted by a Deputy Director, Handloom & Textiles.

District offices:

In the District Head Quarters, there is an office of the Asstt. Director of Handloom & Textiles. The Asstt. Director, Handloom & Textiles is assisted by Inspector of Handloom & Textiles, Deputy Handloom Officer, Senior and Junior Inspector/Auditors and Demonstrators besides other ministerial staff of Grade-III and Grade-IV. The office is responsible for planning and execution of schemes of Handloom & Power loom sector in the districts.

List of District offices:

1. Asstt. Director, Handloom & Textiles, Goalpara.
2. Asstt. Director, Handloom & Textiles Dhubri
3. Asstt. Director, Handloom & Textiles Kokrajhar
4. Asstt. Director, Handloom & Textiles Barpeta
5. Asstt. Director, Handloom & Textiles Kamrup
6. Asstt. Director, Handloom & Textiles Nalbari
7. Asstt. Director, Handloom & Textiles Darrang, Mangaldoi
8. Asstt. Director, Handloom & Textiles Sonitpur, Tepur
9. Asstt. Director, Handloom & Textiles North Lakhimpur
10. Asstt. Director, Handloom & Textiles Dibrugarh
11. Asstt. Director, Handloom & Textiles Sivsagar
12. Asstt. Director, Handloom & Textiles Jorhat
13. Asstt. Director, Handloom & Textiles Nagaon
14. Asstt. Director, Handloom & Textiles Cachar, Silhcar
15. Asstt. Director, Handloom & Textiles Karimganj
16. Asstt. Director, Handloom & Textiles N.C.Hills, Haflong
17. Asstt. Director, Handloom & Textiles Karbi Anglong, Diphu
18. Asstt. Director, Handloom & Textiles Udalguri
19. Asstt. Director, Handloom & Textiles Chirang
20. Asstt. Director, Handloom & Textiles Baska

The State Govt. is yet to consider Assistant Director level offices at the Districts of Morigaon, Golaghat, Tinsukia, Dhemaji, Bongaigaon and Hailakandi along with creation of relevant necessary posts.

Sub Divisional Offices:

In the Sub Divisional Head Quarters, there is an office of the Superintendent of Handloom & Textiles. The office is also responsible for execution of all schemes in the Sub Division. The Supdt. is assisted by Inspector of Handloom & Textiles, Deputy Handloom Officer and one and more Senior and Junior Inspector/Auditor and Demonstrators apart from the ministerial staff

List of Sub Divisional Offices :

1. Superintendent of Handloom & Textiles South Salmara, Hatsingimari
2. Superintendent of Handloom & Textiles North Salmara, Abhayapuri
3. Superintendent of Handloom & Textiles Gossaigaon
4. Superintendent of Handloom & Textiles Hamren
5. Superintendent of Handloom & Textiles Rangia
6. Superintendent of Handloom & Textiles Biswanath Chariali

7. Superintendent of Handloom & Textiles Dhemaji
8. Superintendent of Handloom & Textiles Jonai
9. Superintendent of Handloom & Textiles Tinsukia
10. Superintendent of Handloom & Textiles Na Sadiya, Chapakhowa
11. Superintendent of Handloom & Textiles Charaideo, Sonari
12. Superintendent of Handloom & Textiles Kamalabari
13. Superintendent of Handloom & Textiles Golaghat
14. Superintendent of Handloom & Textiles Hojai
15. Superintendent of Handloom & Textiles Morigaon
16. Superintendent of Handloom & Textiles Hailakandi
17. Superintendent of Handloom & Textiles Bokaj an
18. Superintendent of Handloom & Textiles Maibong
19. Superintendent of Handloom & Textiles Bijni
20. Superintendent of Handloom Sz. Textiles S al bari
21. Superintendent of Handloom & Textiles Parbatjhora
22. Superintendent of Handloom & Textiles Bhergaon
23. Superintendent of Handloom & Textiles Tamulpur
24. Superintendent of Handloom & Textiles Udalguri

The office of the Superintendent of Handloom & Textiles are yet to be set up at the Sub Divisions like -

1. Bilashipara
2. Bajali
3. Dhakuakhana
4. Margherita
5. Bokakhat
6. Kaliabor
7. Lakhipur
8. Nazira
9. Dhansiri &
10. Gahpur

Handloom Cooperative Societies:

To develop the handloom activities in an organized way the 'concept of Handloom Weavers' Cooperative Society was introduced in the State under the Assam Cooperative Societies Act, 1949, Act -1 of 1951. A three tire cooperative system was formed as (i) Apex Level Society, (ii) Regional Level/District Level Society and (iii) Primary Weavers Cooperative Society. During January, 1985 the Cooperation Department, Govt. of Assam had shifted the responsibility of Registration, Audit, Inspection, Management etc. of Handloom Cooperative Societies to the Director, Handloom & Textiles, Assam designated as Ex-Officio, Additional Registrar of Cooperative Societies (Handloom) as per provision .of the Act. The Cooperation Department had also transferred 3 Senior Inspector/Auditors and 24 Junior Inspector/Auditors to this Directorate. The cooperative section officers have to make inspection and audit of the Societies regularly and also to guide the societies to hold the Annual General Meeting in time.

(i) Apex Level Handloom Cooperative Society:

There is only one Apex Level Handloom Cooperative Society under the Directorate in the State. It is the Assam Apex Weavers and Artisans Cooperative Federation Ltd. (ARTFED). A Board of Directors runs the management and business of the ARTFED as per provision of the Bye Laws. The basic business of ARTFED is to supply yams to the member Primary Cooperative Societies, to procure finished products of hand woven fabrics from them and to sale out the products through their established 51 show rooms inside and outside the State. Apart from this, the ARTFED is also eligible to implement different schemes of Govt. of India and State Govt. for marketing promotion of the hand woven products of the weavers of the State.

(ii) Regional Level/District Level Handloom Cooperative Society:

In the State of Assam there are two Regional Level Societies and Five District Level Societies are functioning as per Special Audit report. The procedures of business of these societies are similar to that of the Apex Society but confined only to the respective region and district.

(iii) Primary Weavers Cooperative Society:

There are about 4012 nos. of Primary Weavers Cooperative Societies (PWCS) registered under the Directorate in the State. Each society has a minimum of 100 weaver members. These societies are involved directly in production of handloom fabrics. The society is run by a Managing Committee consisting of 15 members as per provision of the Bye Law under amended Assam Cooperative Act, 2007. The Managing Committee is headed by an elected President. A Secretary is appointed by the Committee to execute the resolutions taken in the Committee meeting.

As per Special Audit of the PWCS conducted during 2012-2013, about 1988 PWCS has been identified as in functioning status. As a result there are 1995 Handloom Weavers Cooperative Societies (1988 PWCS + 7 RWCS/DWCS) and one Apex Handloom Cooperative Society are in function.

Activities of the Directorate: State sectoral scheme:

1. Handloom Training Centre: -Artisan Training (Total 102 Centers)

The Department of Handloom & Textiles is running 102 Handloom Training Centers throughout the State, particularly in rural areas to impart training for creating artisans and upgrading skills on handloom weaving, designing and dyeing etc. The course duration of these centers is one year with intake capacity of 15 to 20 trainees per Training Centre per session. Stipend provision of Rs. 80/only per trainee per month is available. Total capacity of these 102 Handloom Training Centers is 1625 persons per year.

Handloom Training Institute: Certificate course of training (Total 4 Institutes)

There are 4 (four) Handloom Training Institutes under the Directorate of Handloom & Textiles in Assam for imparting higher training to skilled and technical persons who can in turn demonstrate weaving, designing, dyeing and processing activities etc. to weavers for value added production. The total capacity of trainees in these four Institutes is 97 with stipend provision of Rs.250/- only per trainee per month

Weavers Extension Service Unit: (WESU) (Total 98 Units)

Objective of the programme is to enable the weavers to weave clothes in their looms at home. The weavers are supplied with yarns from the Units along with technical assistance as and when necessary from the technical staff available in these centers. On return of woven fabrics the weavers receive wages as per approved rate of the Department. There are 98 such Weavers Extension Service Units functioning all over the State. About 15,000 weavers of the State were assisted through 98 WESUs in the last two years, besides providing all hands on extension services through technically skilled staff. Lack of working capital has staggered the activities of the WESUs in the recent years. Yet the units have been providing good extension services to the weavers of the State.

Handloom Production Center: (HPC) (Total 20 Production Centers)

The aim of the Handloom Production Centre is to produce decorative and value added quality fabrics under a common weaving shed each having about 40 to 50 looms attached with other improved appliances like draw boy, jacquard, take up and let off mechanism with common facility services. The weavers are to work under the supervision of technical persons and get wages against their products. There are 20 Handloom Production Centers presently functioning in different parts of the State Lack of working capital etc. has, of late, staggered production level of the Handloom Production Centers. Steps are taken to revive the HPCs and it is expected that in 2 or 3 years these will show good result 3.

Research and Development: (Total 1 Handloom Research & Designing Center)

The Department of Handloom & Textiles is running a Handloom Research and designing Centre (HRDC) to add innovations in all the three areas of handloom weaving namely, Designing, weaving and dyeing & processing. The HRDC had been playing a vital role in development of new designs, patterns etc. according to the choice of buyers of the State. The HRDC is regularly supplying designs, patterns etc. to the Handloom Cooperatives, Weavers Extension Service Units for taking up commercial production. However, the research and designing activities of this Center of late, affected adversely due to lack of fund for several consecutive years. Presently, a Computer aided Textile Designing Unit has been installed which will change the present scenario of manual works in designing in the State and will control the standards of quality designs. Besides, a iron frame fly shuttle loom has also been installed recently which is under process of inspection for its familiarity among th weavers of the State.

Publicity & Exhibition:

With a view to create awareness about the schemes and programmes taken up by the Government, a Publicity & Exhibition Branch has been established in the Directorate. It is observed that in some part of the State, weavers are not aware of the schemes under implementation. It is felt that there is need for a massive awareness campaign to make the weavers and their organization aware of the ongoing schemes/projects, new schemes and procedures. Under the programme of publicity, printing of pamphlets, brochures, booklet etc., display of hoarding, preparation of cinema slides, publication ads through news paper etc. are regularly done for creating awareness among the weavers and the general public about the schemes/projects. Ample budget provision is made for the purpose every year.

Further, to provide opportunities for selling of the handloom products of the weavers of the

State, both in organized and un-organized sector, different exhibition-cum-sale events are organized within and outside the State every year. Apart from these, selected weavers and weaving cooperative societies are sponsored for participation in the National Level Handloom Exhibitions at different parts of the Country for giving exposures to the handloom products of the State.

Special state sector schemes:

The State Govt. has been implementing a few Special Schemes for distribution of Grey Cotton Hank Yarns to the poor weavers of the State under the Assam Bikash Yojana and also to distribute Poly Yarn Blankets to the poor families under the Chief Minister's Special Scheme during the year 2010- 2011. The programme of distribution of yarn had been continued from 2012-13 onwards with lesser amount of allocation in the preceding years.

Power loom industry:

While tremendous progress has been made by the decentralized powerloom sector of other States in the Country, this sector has been on the decline in Assam. The State Govt. had approached the Govt. of India a number of times for harmonious growth of this sector.

The annual textiles requirement in the State is about 400 million sq.mtrs. The handloom Sector is annually producing about 160 million sq. mtrs. of fabric. The powerloom sector of the State annually contributes hardly 3.00 million sq.mtrs of fabrics. The gap is met through import of fabrics from other States. The Powerloom sector has tremendous potential in the State as there is a good market for its products.

Economic up-liftment of handloom weavers:

The State Govt. has taken up a group oriented schemes since 2008-09 for the economic upliftment of the poor weavers who takes weaving as their livelihood. In 2008-09, the Govt. had sanctioned an amount of Rs. 181.85 lakhs under this scheme for 37 Nos. of groups throughout the State considering 20 weavers in a group. It is a comprehensive handloom development scheme which contains the components of New Looms and accessories, High speed improved jacquard, Training for skill up-gradation, provision of worksheets along with raw materials of yarn etc. The scheme has been still continuing with fresh allocation every year.

Production of handloom fabrics:

The scheme introduced during 2011-2012. This scheme has been a prime tool to assist the individual poor weavers of the State to strengthen them to keep pace with the present day scenario of production of handloom fabrics. The scheme includes the components of a New Fly Shuttle Frame Loom with accessories and a bundle of Mercerized Cotton Yarn to individual weavers of the State.

Grants to passed out Trainees of HTC of the Department

The State Govt. has designed a self employment scheme for the students successfully passed out from the Handloom Training Centers (HTC) for production of handloom fabrics with an objective of entrepreneurship development in the Handloom sector. Each student is entitled to receive a single loom oriented package of Rs. 27500/-. Under the scheme, 727 nos. of weaver beneficiaries have been targeted to cover during the financial year of 2014-2015. But scheme could not be implemented due to shortage of budget after plan cut.

Setting up of yarn banks

The Hon'ble Chief Minister had announced a proposal of the Department of Handloom & Textiles in his Speech at the Budget Session of the Assam Legislative Assembly for the year 2012-2013 to set up one Yarn Bank in every District Head Quarter with sufficient stocks. The proposal contains Rs. 20.00 lakhs for construction of building to keep a reasonable stock of yarns amounting to Rs. 25.00 lakhs at the initial stage. Accordingly the State Govt. provided an allocation of Rs. 469.00 lakhs during 2013-2014 which have been drawn and is under implementation setting up of Yarn Banks in 11 districts. The State Govt. has allocated Rs. 400.00 lakhs in 2014-2015 by which it is proposed to set up yarn banks at another 8 districts. But scheme could not be implemented due to shortage of budget after plan cut during the financial year 2014-2015. However, it is expected to cover 9 Yarn Banks during the year 2015-16.

2. Centrally sponsored & Central Sector Scheme:

North Eastern Region Textile Promotion Scheme (NERTPS)

The Ministry of Textiles, Govt. of India, New Delhi has announced a special scheme for the promotion of the Textile sector in the North Eastern States during 2013-2014. Under the scheme various Project Component like Cluster Development, Technology Up-gradation and Marketing Promotion were included in the first phase. The Directorate of Handloom & Textiles has proposed a number of schemes covering all the districts of the State to the Govt. of India for sanction.

Integrated Handloom Development Scheme (Cluster Mode)

It is a cluster area developmental scheme covering 300 to 500 looms in a compact area of one or more villages. The scheme is implemented on a project mode through base line survey of the project area and ascertaining actual need of the weavers for sustainable growth of the weaving industry in the cluster. Some of the components of the scheme are Supply of looms, Supply of accessories, supply of Jacquard machines, supply of dobbie machines, margin money, workshop, weaving training, designing training, dyeing training, managerial training etc. The maximum project cost of the cluster is Rs. 60.00 lakhs. The Govt. of India had sanctioned 4 projects in phase-II to be implemented by ARTFED and another 5 projects to be implemented by the Directorate of Handloom & Textiles in the initial year 2007-08. During the period of 11th Five Year Plan the Govt. of India had sanctioned a total of 51 Cluster Development Projects for the State of Assam.

Integrated Handloom Development Scheme (Group Approach Mode)

The Govt. of India had introduced the Group Approach Project under the Integrated Handloom Development Scheme for implementation in those areas where Cluster Development Project could not be considered due to lesser no. of existing looms in the weaver concentrated area. The scheme included three basic components like training, supply of basic inputs and providing workshop.

Integrated Handloom Development Scheme (Marketing Incentives)

Marketing Incentive is also a component of the IHDS Scheme. The sharing pattern of the fund under the scheme is 50:50 between the State and the Central Govt. The Primary Weavers Cooperative Societies, District and Apex Level Cooperative Societies and State Level Handloom Corporation are the claimant organization/implementing agencies under

the scheme. These organizations submit the claims as per their sale records.

Mega Handloom Cluster at Sivasagar:

The Ministry of Textiles, Govt. of India has sanctioned a Mega Handloom Cluster for implementation at Sivasagar during 2009-2010 with a maximum budget of Govt. of India share as Rs. 7000.00 lakhs. The Entrepreneurship Development Institute of India (EDI), Ahmadabad was selected by Govt. of India as Cluster Management and Technical Agency (CMTA) for implementation of the project under the scheme of Comprehensive Handloom Cluster Development Scheme (CHCDS) of Govt. of India.

Under the project the components of Common Facility Center (CFC), Workshop (Common and Individual), Dye House, Technology up-gradation, Skill up-gradation, Setting up of silk spinning unit etc. are to be set up at all the 9 blocks of the Sivasagar.

Health Insurance Scheme

The Govt. of India has launched this scheme for providing medical treatment benefits to the poor weavers. The scheme is under implementation in the State since 2007-2008 through ICICI Lombard General Insurance Company Ltd. The State Govt. is contributing Rs. 89.13 against Rs. 642.47 contributed by the Central Govt. per weaver. Total liability incurred by the State Govt. in 2007-08 was Rs, 4,14,12,918/- and the same had been cleared already.

Mahatma Gandhi Bunkar Bima Yojana

This scheme is implemented through LIC of India for the financial security benefit of the weaver families. Due to unwillingness of the poor weavers to pay his/her contribution of Rs.80/- for participation in the scheme, the target set by the Govt. of India could not be achieved in the past years. However, in 2008-09 and 2009-10, a tangible growth had been observed in no. of participation in this life insurance scheme

Weavers Credit Card Scheme (WCC)

The Govt. of India has launched a scheme for providing financial credit facility to the weavers by the Financial Institutions with maximum 3% interest subvention through Weavers Credit Card. The weavers credit card itself declares itself the credit guarantee of Govt. of India, Eligibility for availing credit /loan from Banks and also has the eligibility to have the required margin money facility from the NABARD for Rs. 4,200/- against loans. The scheme has been revised on 2013-2014 and the interest subvention has been fixed at 7% to enable the weavers to have loan from Banks at only 6% interest as per the Finance Ministers declaration on his budget speech during the Budget session of Lok-Sabha. Further, the Govt. of India also increased limit of margin money maximum up to Rs. 10,000 /- or 20% of the loan amount whichever is less.

The Govt. of India had given target of maximum of 15,000 weavers to be provided with loan from Banks for the State during 2012-2013. The field offices have submitted the targeted No. of application forms duly filled up by the weavers for WCC.

Revival Reform and Restructuring Package of Handloom Sector (RRR)

The scheme for revival reform and restructuring of the handloom cooperative societies and individual weavers was launched by the Govt. of India during 2010-2011. The components

under the scheme were (i) Loan waiver to Cooperative Societies, (ii) Loan waiver to individual weavers, (iii) Recapitalization assistance to the Cooperative Societies including prior commitment from the Govt. of India in any other scheme. In the initial year the implementing agency of the scheme NAE ARD has conducted special audit on the functional handloom cooperative societies on the basis of closing year as on 31st March 2010. On the Special Audit, the following basic information has been evaluated.

No. of Functioning Regional/District/Primary Handloom Cooperative Societies	1995 Nos.
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No. of Apex Handloom Society	1 No.
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According to reformation policy of the scheme the State Govt. has already amended the Assam Cooperative Act and necessary Gazette Notification was published during February'2013. The necessary amendment of Bye Laws of the Handloom Cooperative Societies of the State is under process. Amendment of Cooperative Rules are also under process.

Organization of National Handloom Expo, Special Expo, DLE etc.

The Govt. of India has launched different kinds of Marketing Promotion Schemes during the 11th Five Year Plan which has also been planned to continue in the 12th Five year Plan. Organization of National Handloom Expo, Special Handloom Expo, District Level Fair etc. are the events arranged for providing the opportunity to the handloom weavers' cooperative societies and other handloom agencies to sale out their product stocks in a regular manner. Under the scheme the weaver's cooperative societies have been provided with free allotment of temporary sale counters with necessary decoration facilities, electricity facilities and other requirements.

In the year 2009-10, the Directorate of Handloom & Textiles along with ARTFED had organized 4 National Handloom Expo, 15 Special Handloom Expos, and 50 District Level Fairs in different district and sub-division of the State in collaboration with the Development Commissioner for Handloom, Govt. of India, Ministry of Textiles, New Delhi.

Advisor's Comments:

Considering the important role of handloom sector in dealing with the state's one of the most popular traditional household economic activities, it is desirable that all the major schemes/policies undertaken at national/state level by different agencies whether state or central to promote and benefit those engaged in such activities need to be converged and linked on a common platform viz. a web portal so that prospective beneficiaries and entrepreneurs are provided with the information to form a clear cut understanding of the facilities /concessions/subsidies while taking decisions on their own to approach the right agency for right purpose.

**Good Governance Practices:
Reforms Measures in the Directorate of Health Services, Assam**

The Government of India is taking keen interest in making the administration more responsive and transparent to the citizens. Citizen's Charter is an important tool to reflect all the above attempts in a single window. For a good government practices there is need of a citizen charter. Techniques should be shorted out to redress of Public Grievances hang up one organizational chart, job chart etc.

In the Directorate of Health Services, Assam the following actions has been initiated viz.

- A. Name of various Health Care Programmes,**
- B. Sign Boards on different Programmes.**
- C. Preparations in making citizen's charter,**
- D. Preparation of job chart,**
- E. Preparation of organizational chart.**

F. Redress of Public Grievances:

Generally in Programme matter, the Authorities with Consultation of Programme Officer has solve the matter. In some cases, the applicant is also invited in the discussion. Sometimes matter has been placed before the Government to take advice in that dimension. The Court related matter has been solved with taking advices from the Government legal adviser.

Advisor's Comments:

ICT applications in office and service delivery are urgently required to streamline and strengthen functioning of the department.

Good Governance Practices: Reforms Measures in Public Enterprises

There are 40 State Public Sector Undertakings (PSUs) under the administrative control of 22 Administrative Departments. Public Enterprises Department being the nodal Department monitors the performance of the PSUs and takes appropriate measures.

1. 14 unviable PSUs & 2 units of another PSUs notified for closure under AGPRMP with financial assistance from Asian Development Bank & another 3 State PSUs under State Budget to prevent further drainage of Govt. Exchequer.
2. A Task Force was constituted for implementation of Public Sector Enterprises Reform Programme under Assam Governance Public Resource Management Programme (AGPRMP) funded by Asian Development Bank.
3. Guideline on Public Investment Board (PIB) revised and accordingly lower limit of proposal for public investment required to be placed before PIB for approval raised from Rs.25.00 lakh to Rs.200.00 lakh.
4. OM issued for taking vigilance clearance from appropriate authority before issue of appointment letters to the personnel selected on recommendation of Public Enterprises Selection Board (PESB). Also on termination of services for such personnel the matter to be referred to Public Enterprises Department with the approval of concerned Administrative Departments/ Board of Directors.
5. OM issued for inclusion of at least one representative from Public Enterprises Department and one woman director in the of Board of Directors of all State PSUs.
6. Categorizations of State PSUs into category A, B, C & D were done for revision of pay.
7. Revised circular on Voluntary Retirement Scheme for the State PSUs were issued.
8. A project for reintroduction and re-institutionalization of Memorandum of Undertakings between State PSUs and respective Administrative Departments and MoU based performance rating system is being implemented to improve the performance of the PSUs. MoU system re-institutionalised with 11 PSUs & 9 PSUs signed MoU in 2013-14 and another 16 are covered in 2014-15 under the project.
9. A new scheme "Capacity Building of Public Enterprises of Assam" for capacity building of the employees of the PSUs through training, workshop etc. has been introduced.
10. A guideline on grant of award issued for awarding the best performing State PSUs and Managing Director.
11. Corporate Governance guidelines framed and issued to all the State PSUs for compliance to improve Corporate Governance practices in the PSUs.
12. Performance Based Incentive @ 3% of net profit allowed to the employees of profit making PSUs having no accumulated loss subject to a maximum of 30% of basic pay to encourage and motivate the employees of PSUs for continual improvement in performance of the PSUs.
13. Financial and non financial Intervention of the PE Department initiated for enhancement of professionalism through Capacity Building, computerisation for strengthening of IT Infrastructure in PSUs, ISO Certification for standardization process in PSUs and Safety Measures to improve safety aspect of the workers in their workplace etc. The Department invested following amount for last 3 years on the said scheme.

Sl. No.	Measures taken by PE Department	Amount of fund invested (Rs. in lakh)			
		2011-12	2012-13	2013-14	2014-15
1	Capacity Building	8.86	22.27	16.51	17.71
2	IT infrastructure	6.70	5.80	6.52	2.84
3	Safety Measures of workers	--	3.00	1.65	--
4	ISO certification	2.00	--	2.00	--
5	Institutionalization of MoU between the PSUs and the respective Administrative Departments	16.00	30.15	8.15	17.20

14. As per Commercial Report of the Comptroller & Auditor General of India for the year 2003-04, 6 (six) nos. of State PSUs earned profit and as per Report of the Comptroller & Auditor General of India on State PSUs for the year 2013-14, 15 (fifteen) nos. of functioning State PSUs had earned profit which indicates a significant improvement in financial performance of the State PSUs.

The Comptroller & Auditor General of India in its Report on State PSUs for 2013-14 also highlighted that the State PSUs had occupied an important place in the State Economy where the turnover of the State PSUs for the reporting year was equal to 2.4 percent of State Gross Domestic Product (GDP).

However as per available information in Public Enterprises Department 21 nos. of State PSUs earned profit during the year 2013-14.

Advisor's Comments:

Efforts by the department through timely interventions make the idea of public enterprise meaningful in the state.

Good Governance Practices: Reforms Measures in Directorate of Tourism

Directorate of Tourism has come into existence in the year 1958 during the 2nd five year plan and it has been declared as a permanent Directorate of Tourism in 1976. Since creation of the Directorate it is undergoing changes and reforms and practicing the reforms as directed by the Government.

1. **Citizen Charter** has been introduced in the Directorate. As regards to redressal of public grievances the same are being attended promptly to the possible extent with minimum time limit.
2. A **Grievance Redressal Cell** has been operating in the Directorate. As regards organization chart these are in use as per Government direction.
3. As regards **Job Chart**, it is under modification as due to vacancy in the upper level Officers I.E. Joint Director and Additional Director.
4. So far no **Vigilance Officer** has been appointed by the Government.
5. **Nodal Officer** for reforms and arrangement for attending Audit Objection are designated when needed during the course of Audit Objection etc. For further improvement in the functioning of Directorate Administrative Reforms Commission may suggest and instruct the ways and means for smooth and efficient management of the Office and procedure followed as led down by the Administrative Practice Reforms Commission.

Advisor's Comments:

A **dynamic web portal** covering all the variants of state's tourism potential need to be showcased so as to attract the visitors to the site and help in making the state a tourists' destination. Facilities and assistance provided under tourism sector should be properly highlighted and different agencies working for tourism development in the state under private sector should be linked to state portal.

Eco tourism has great potential in the state and requires all out efforts on part of state agencies to avail the supports offered by central government.

Good Governance Practices: Reforms Measures in Directorate IWT, Assam

Recently the terms "governance" and "good governance" are being increasingly used in development literature. Bad governance is being increasingly regarded as one of the root causes of all evil within our societies

A. Good Governance Initiatives:

Good governance has 8 major characteristics. It is participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive and follows the rule of law. It assures that corruption is minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in decision making. It is also responsive to the present and future needs of society.

Directorate IWT, Assam has introduced good governance making its officers & Staffs are made aware of Rule of law, Transparency & responsiveness while dealing with various execution of work, while dealing with public, as ours is a public service organization. Accountability is made mandatory among all cadres to maintain good governance in all our officers and respective ferry services. We, at IWT are trying to achieve totally in good governance in accordance with the provisions made by the Government of Assam.

B. Public Grievances

The Public Grievance Division of the Department of Administrative Reforms and Public Grievances fulfils the following significant responsibilities:

1. Issue of policy guidelines for redress of public grievances
2. Issue of policy guidelines for redress of staff grievances
3. Emphasizing on service delivery improvements by making Citizen's Charter more effective with provisions for Information and facilitation Counters
4. Emphasizing on using the grievances as inputs for making systemic improvements

This Directorate have preparation of the Public Grievance of Inland Water Transport, Assam is under process. This Directorate has already collected relevant data from its sub-ordinate offices.

Following steps have already been taken for meet up the Public Grievance:-

1. **Constitution of QRT:** Constitution of Ghat level Quick Response Team (QRT) is already been processed and most of IWT ferry services have already constituted their QRT to challenge with disaster made situation under their jurisdiction. However, as there are members from various Govt./ Public organization in the QRT, therefore, direct monitoring of concerned DDMA on the QRT is must for fruitful outcome and strengthening of the QRT setup.
2. **Establishment of Control Rooms of IWT, Assam:** The IWT H.Q. monitors everything of its administration to its root level through 3 Division offices, 5 Sub-Division Offices and 97 Section Offices. Each Section offices has minimum 2 (two) ferry ghat points in different banks of a river (mainly the river Brahmaputra and the Barak). Therefore, there are approximate 200 points within the state of Assam, under control of IWT, Assam. To monitor all of these, IWT, Assam has already established 5(five) Control

Rooms at Dibrugarh, Jorhat, Goalpara, Dhubri and Silchar under control of the State Control Room at Guwahati. The State Control Room, Guwahati is well in touch with the Regional Meteorological Centre (RMC) , IMD, Borjhar for obtaining regular weather report in view of safe operation of IWT fleet services within the State. The RMC, IMD has provided weather report 2/3 times in a day to the State Control Room, IWT, Guwahati which transferred to all Section In-charge of ghat points through SMS/ Signal or telephonically through control rooms. The IWT services are benefited from the aforesaid activities in connection with weather related disaster like Storm, Cyclone, Heavy rain etc.

- 3. Installation of GPRS based vessel tracking system:** Presently IWT passenger boats are equipped with the GPRS based Vessel Tracking system for smooth monitoring of ferry operations which will also be beneficial during the disaster.

Advisor's Comments:

IWT has done a very good job by initiating measures to constitute QRT to challenge disaster like situations, establishment of Control Rooms to monitor 200 ferry ghat points in the state and installation of GPRS based vessel tracking systems for smooth monitoring of ferry services.

Should explore new avenues of tourism potential in this sector with tie ups with private parties. Office automation and e-service facilities to be created for positive impacts in the minds of public and for business activities.

Good Governance Practices: Reforms Measures in P.W.D Building

Good governance is an important ingredient for smooth and efficient functioning of all departments of a state Government. The following measures are being taken under P.W.D Building wing for effective functioning and the Directorate level.

Citizen Charter

A Citizen Charter has been prepared for appraisal and better understanding of the services provided, functional procedure and officers entrusted with execution and implementation of the services by this Directorate. A copy of the Citizen Charter is attached herewith.

Redress of public Grievances

Since all the works related to this directorate are connected to public utility services, due attention to the public grievances has been a part of its functioning. All out effort has been made to address to the grievances as and when necessitated. The information/clarifications sought for by various public individuals, association etc from time to time under RTI Act has been attended to promptly to satisfy the needs. Further, for better co-ordination and monitoring, a separate public grievances cell in this directorate is being placed into effect.

Organizational Chart

For better administrative and functional purpose, an organizational chart has been put in place for this directorate. A copy of the organizational chart is attached herewith.

Job Chart

The job assigned to the officers at different levels depending on the nature of the work at various stages of implementation has been brought out in the Citizen Charter. However, whenever necessary, separate job charts are prepared depending on the need.

Appointment of Vigilance Officer

In order to monitor maintenance of good quality of services, a team of officers headed by a senior officer in the rank of Superintending Engineer has been formed.

Nodal Officer

For better co ordination and implementation of various schemes, separate Nodal Officers in the rank of Superintending Engineer has been put in place who constantly keeps in touch with the nodal department,

Arrangement for attending Audit Objections

A team of officers deputed by Principal Accountant General (Audit),after auditing the accounts of all divisions under this directorate forward the inspection report to the respective divisions to meet up objections if any. The Divisional Officers submit their preliminary reply to the inspection report to the Sr. Audit Officer of the office of the Principal Accountant General.

After scrutiny, the objections reply to which are found to be satisfactory are dropped and the remaining audit paras are sent to the Divisional office with copy to the Govt. as well as to this directorate by the Sr. Audit Officer for further clarifications.

A meeting of the Audit Objection committee is convened every year in the office of this directorate in presence of a representative of the Government. During the meeting a threadbare discussion on the audit para are made and subsequently the objections are dropped with due consideration on their merit and with remedial measures.

e- Governance

In order to develop better functioning and for keeping pace with the modern day world, effort has been made for switching over to faster and smoother e-governance. E-procurement of works has already been started in this directorate. Further a web site has been opened for easy access to the organizational set up, latest developments and upcoming works under this directorate.

Advisor's Comments:

For efficient functioning of a technical department like PWD (Building & NH) it is important that all the district level officers should have access to official internet connectivity. Advised to take up the matter with NIC and IT Department at the earliest.

Induction Training for fresh engineers appointed in the department should be arranged.

Good Governance Practices: Reforms Measures in P.W.D NH

Good governance is an important ingredient for smooth and efficient functioning of all departments of a state Government. The following measures are being taken under P.W.D NH wing for effective functioning and the Directorate level.

Citizen Charter

A Citizen Charter has been prepared for appraisal and better understanding of the services provided, functional procedure and officers entrusted with execution and implementation of the services by this Directorate. A copy of the Citizen Charter is attached herewith.

Redress of public Grievances

Since all the works related to this directorate are connected to public utility services, due attention to the public grievances has been a part of its functioning. All out effort has been made to address to the grievances as and when necessitated. The information/clarifications sought for by various public individuals, association etc from time to time under RTI Act has been attended to promptly to satisfy the needs. Further, for better co-ordination and monitoring, a separate public grievances cell in this directorate is being placed into effect.

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Appointment of Vigilance Officer

A vigilance officer is being appointed shortly.

Nodal Officer

For better co ordination and implementation of various schemes, separate Nodal Officers in the rank of Superintending Engineer has been put in place who constantly keeps in touch with the nodal department.

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Training

As per the training policy, 2012 elaborate training programmes have formulated:

1. Induction training at entry.
2. In house training on engineering subjects, best practice, digester management etc.
3. Training at Assam Administrative staff College on subject related to administration/ accounts.
4. Specialized training through resources persons from different fields.
5. Training at IAHE, New Delhi on subject related to Highway construction.

A training manager has been appointed to look after the training needs of the department.

Advisor's Comments:

Department's initiatives in matters of quality control management and capacity building are praiseworthy. **Further boost to modernization and technological advancement drives could be possible under Digital India concept as envisaged by Government of India.** A clear roadmap to be chalked out and for this digitization of the road length already built is a pre-requisite. It is high time that the **existing road network need to be mapped with necessary updation.** The process of digitization should be started before long.

**Good Governance Practices:
Reforms Measures in the office of Registrar of Cooperative Societies, Assam**

- 1) Installation of ICT infrastructure in the Department of Cooperation at Block- E, Assam Secretariat, Dispur, office of the Registrar of Cooperative Societies, Assam at Khanapara, Guwahati, offices of the Joint Registrar of Cooperative Societies at Guwahati, Jorhat, Silchar and Tezpur and at the office of the Deputy Registrar of Cooperative Societies at Dibrugarh, Dhubri, Lakhimpur & Karimganj in the first phase of the scheme of e-Governance implemented during the year 2014-15.
- 2) Applications for registration of different Cooperative Societies have been processed and registered within a period of 60 days as stipulated in the Assam Right to Public Service Act, 2012 issued vide O. M. No. COOP: 93/2012/66, dated 13/03/2013.
- 3) The officers from the rank of Addl. Registrar of Coop: Societies, Joint Registrar of Cooperative Societies, Deputy Registrar of Cooperative Societies, Asstt. Registrar of Cooperative Societies, Sub Registrar of Cooperative Societies, Sr. Inspector/Auditor of Cooperative Societies and up to the rank of Jr. Inspector/Auditor of Cooperative Societies have been given training at the Institute of Cooperative Management, Guwahati, Assam Administrative Staff College; Khanapara, Guwahati and Vaikuntha Mehta Institute of Cooperative Management, Pune for skill upgradation and efficiency in Management of Cooperative Societies.
- 4) Audit of the Cooperative Societies registered under the Assam Cooperative Societies Act, 2007 have been completed in *respect of all the societies within the month of September every year.

Citizens Charter

As regards the implementation of the 'Citizens Charter, the office of the Registrar of Cooperative Societies and the offices under the office of the Registrar of Cooperative Societies have scrupulously followed as shown in Annexure-L.

Redressal of Public Grievances:

The office of the Registrar of Cooperative Societies, Assam is having a Public Grievance Cell for redressal of grievances of the public and the Cooperative Societies headed by the Addl. Registrar of Cooperative Societies (Admn.), Assam. A large number of public grievances have been redressed by the office of the Registrar of Cooperative Societies and other offices of the District and Sub-divisions over the years. Besides, the Registrar of Cooperative Societies, Assam are required to hear the appeal petitions preferred by the aggrieved Members/ Shareholders/ Management etc. of the Cooperative Societies of different districts of Assam almost every day. and to dispose the appeal petitions with speaking orders redressing their grievances under the Assam Cooperative Societies Act, 2007. The office of the Registrar of Cooperative Societies, Assam have kept a specific BOX for receiving complaints from the Public for redressal of their grievances and actions have been taken regularly.

Organizational structure of the cooperation department:

The office of the Registrar of Cooperative Societies, Assam is headed by the Registrar of Cooperative Societies, an officer from the IAS Cadre. The Registrar of Cooperative Societies, Assam is assisted by following officers and officials:

Good Governance Practices
Status of Administrative Reforms Measures in Heads of Departments

Sl. No.	Name of post	Sanctioned Strength	Man in position	Vacancy position
1	Registrar of Coop: Societies, Assam	1	1	Nil
2	Addl. Registrar of Coop: Societies	2	2	Nil
3	Joint Registrar of Coop: Societies	2	2	Nil
4	Deputy Registrar of Coop: Societies	3	1	2
5	Assistant Registrar of Coop: Societies	11	6	5
6	Sub Registrar of Coop: Societies	6	5	1
7	Finance and Account officer	1	1	Nil
8	Statistical officer	1	1	Nil
9	Sr. Inspector/Auditor of Coop: ocieties	15	12	3
10	Jr. Inspector/Auditor of Coop: Societies	16	16	Nil
11	P.A. to R.C.S., Assam	1	1	Nil
12	Superintendent	6	5	1
13	U.D.Asstt.	19	18	1
14	Stenographer	2	1	1
15	L. D. Asstt.	29	22	7
16	Compiler	2	2	Nil
17	Gram Sevak	1	1	Nil
18	Cinema Operator	1	1	Nil
19	Tracer	1	1	Nil
20	Driver	10	6	4
21	Helper	1	1	Nil
22	Duftry	2	2	Nil
23	Jamadar	1	1	Nil
24	Peon	41	22	19
25	Chowkidar	1	1	Nil
26	Sweeper	1	1	Nil
	Total	177	133	44

Staff position of 'Cooperative Farming Training Centre under Head office:

Sl.No.	officers category wise	Total Strength	Man in position	Remarks
1	Lecturer In charge	1	Nil	CFTC has been merged with the office of RCS, Assam in 1987 as per record
2	U. D. Asstt.	1	1	
3	L. D. Asstt.	1	1	
4	Peon	2	1	
5	Hostel Boy	2	1	
6	Cook	1	1	
7	Sweeper	1	Nil	
	Total	9	5	

Staff Position in the District and Sub-divisions:-

Sl. No.	Name of Post	Sanctioned Strength	Remarks
1	Addl. Registrar of Coop: Societies	02	
2	Joint Registrar of Coop: Societies	04	
3	Deputy Registrar of Coop: Societies	23	
4	Asstt. Registrar of Coop: Societies	54	
5	Sub Registrar of Coop: Societies	80	
6	Sr. Inspector/Auditor of C. S.	414	
7	Jr. Inspector/Auditor of C. S.	500	
8	Head Assistant	07	
9	Stenographer	01	
10	Senior Asstt.	132	
11	Junior Asstt.	251	
12	Driver	26	
13	Gram Sevak	02	
14	Process Server (Peon)	178	
15	Peon	440	
16	Chowkider	19	

Good Governess Practices: Reforms Measures in Drugs Control Organization

A. Good Governess

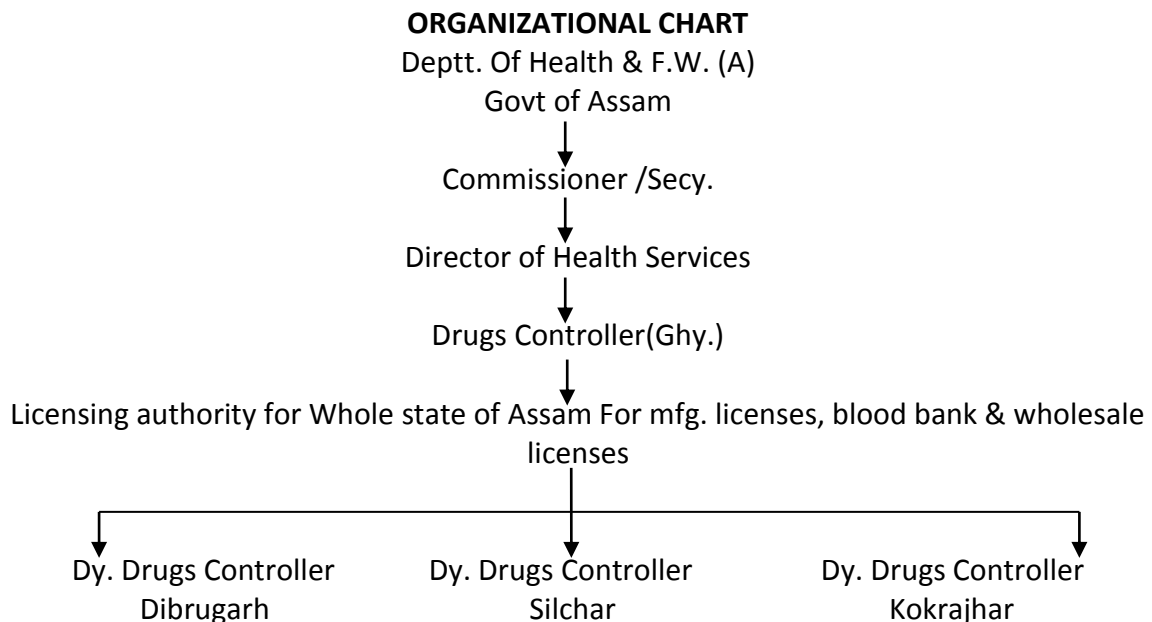
Governess is the process of decision making and the process by which decision are implemented (on non implement). The term good governess is an indeterminate term used in international department literature to describe how public institution conduct public affairs & manage public resources. The term governess can apply to corporate, international, natural, local governess or to the interaction between other sectors of society.

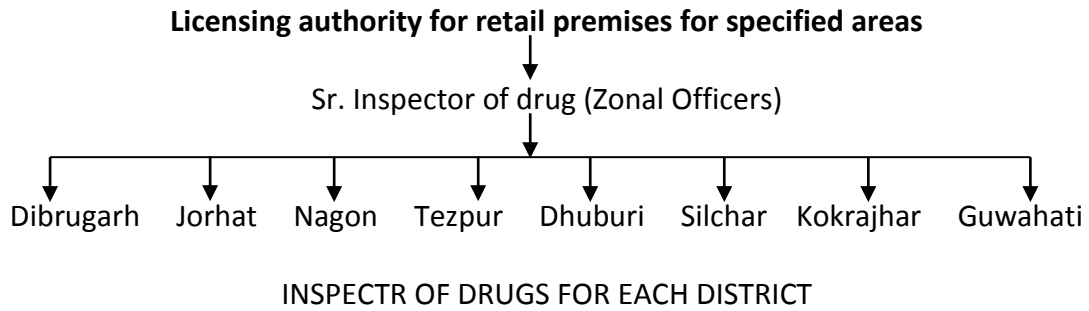
B. Citizen Charter

Citizen charter is an expression of an understanding between & provider of public service, with respect ,to quality & quantity of services were essentially about the rights of the public & the obligations of the public servants. In practical terms citizen charter is a written, voluntary declaration by the service providers that highlight standards of service quality, avenues for grievance redressal & other related information's. The main six principals of original citizen charter movement are quality, choice, standards, value, accountability & transparency (Rules, procedures, schemes, grievances).

C. Citizen Charter & Drugs Control Organization

The Drugs Control Organization although does not have any written or voluntary declaration but the organization performs its duties & responsibilities under framework of Drugs & Cosmetics Act — 1940 & Rule 1945 and other related Act & Rules namely Narcotic Drugs & Psychotropic Substances Act — 1985, Drugs & Magic Recuedie Act 1954 etc. The said Act & Rule clearly defines the performances & responsibilities of the officers of the organization.





D. Job Chart:

Drugs Controller

Licensing authority for the whole state of Assam As per Govt. notification currently Drugs Controller is the licensing authority for blood bank, manufacturing unit & wholesale licences of the state. He is the controlling authority of Drugs Control Officer under rules 50 of drugs & cosmetic Rule — 1945.

Drugs Controller is responsible for issuing permission for prosecution against any one who violates the 'specific provision of Drugs Cosmetics Act — 1940 & rules, there under.

DY. Drugs Controller

Licensing authority for retail premises for the area specified by the Govt.

SR. Inspector of Drugs

Sr. Inspector of Drugs are Zonal Officers for areas specified by the Govt. They performs duties & responsibilities as per section 22 of Drugs & Cosmetics Act - 1940 & appointed under section 21 of Drugs & Cosmetic Act - 1940.

Inspector of Drugs

Inspector of Drugs are appointed as per section 21 of Drugs Cosmetics Act — 1940 & they performs duties & responsibility as per section 22 of Drugs & Cosmetics Act — 1940.

E. Duties & responsibilities of Inspectors

1. Powers of Inspectors:

Subject to the provisions of section 23 and of any rules made by the Central Government in this behalf, an inspector may, within the local limits of the area for which he is appointed-

a. Inspect-

1. Any premises wherein any drug or cosmetic is being manufactured and the means employed for standardizing and testing the drug or cosmetic;
2. Any premises wherein any drug or cosmetic is being sold, or stocked or exhibited or offered for sale, or distributed;

b. Take samples of any drug or cosmetic-

1. which is being Manufactured or being sold or is stocked or exhibited or offered for sale or is being distributed,
2. From any person who is in the coin se of conveying, delivering or preparing to deliver such drug or cosmetic to a purchaser or a consignee;

c. At all reasonable times, with such assistance, if any, as he considers necessary -

1. Search any person, who, he has reason to believe, has secreted about his person, any

drug or cosmetic in respect of which an offence under this Chapter has been, or is being, committed; or

2. Enter and search any place in which he has reason to believe that an offence under this Chapter has been, or is being, committed; or
3. Stop and search any vehicle, vessel or other conveyance which, he has reason to believe, is being used for carrying any drug or cosmetic in respect of which an offence under this Chapter has been, or is being, committed and order in writing the person in possession of the drug or cosmetic in respect of which the offence has been, or is being, committed, not to dispose of any stock of such drug or, cosmetic for a specified period not exceeding twenty days, or unless the alleged offence is such that the defect may be by the possessor of the drug or cosmetic, seize the stock of such drug or cosmetic and any substance or article by means of which the offence has been, or is being, committed or which may be employed for the commission of such offence.

(cc) Examine any record; register, document or any other material object found with any person, or in any place, vehicle, vessel or other conveyance referred to in clause (c), and seize the same if he has reason to believe that it may furnish evidence of the commission of an offence punishable under this Act or the rules made there under;

(cca) require any person to produce any record, register, or other document relating to the manufacture for sale or for distribution, stocking, exhibition for sale, offer for sale or distribution of any drug or cosmetic in respect of which he has reason to believe that an offence under this Chapter has been, or is committed.

d. Exercise such other powers as may be necessary, for carrying out the purpose of this Chapter, or any rules made there under,

2. The provisions of "(the Code of Criminal Procedure, 1973 (2 of 1974))¹ shall, so far as may be, apply to any search or seizure made under this Chapter as they apply to any search or seizure made under the authority of a warrant issued under (section.94) of the said code.
- 2A. Every record, register or other document seized under clause (cc) or produced under clause (cca) shall be returned to the person, from whom they were seized or who produced the same, within a period of twenty days of the date of such as the case of such seized or production, as the case may be. after copies thereof or extracts therefrom certified by that person, in such manner as may be prescribed, have been taken.
3. If any person wilfully obstructs an Inspector in the exercise of the powers conferred upon him by or under this Chapter [or refuses to produce any record, register or other document when so required under clause (cca) of sub-section (1)] he shall be punishable with imprisonment which may extend to three years, or with fine, or with both.

F. Redress of public grievances

Every district office of the Inspector of Drugs receives & investigates complaints from the

Public or other organization regarding any problem related to manufacture, sale or stock of drugs of suspected quality or origin. All district officers of Drugs Control Organization & Zonal Officers respectively redress the public grievances or complain with adequate investigation 84 information to concerned persons/organizations. They refer the investigation report to the concerned controlling authority or licensing authority for taking action against any violations detected.

G. Appointment of vigilance officer & nodal officer

Currently no such information is available for appointment of Nodal officer & Vigilance officer, but as such the controlling authority or the Govt. is looking after the above chapter for smooth functioning of the Deptt.

H. Role of drug control officers in control of spurious, adulterated or MIS branded drug

Currently only 9 (Nine) nos. of inspector of Drugs & 8 9 (Eight) nos. Sr. Inspector of Drugs were working for the whole state of Assam. They collect samples from Govt. as well as private medical stores & send samples to the Regional Drugs testing laboratory, Khanapara. However since quantity of drug required for one sample is high hence it became difficult sometimes to collect samples from private stores where cost of the drugs to be offered as per concerned Act & Rules.

Details of the samples collected & results are being submitted to the Govt. as per norms.

I. The drugs control dept. with types of service shown as below:

Sl. No.	Name of the Officer	Service Rendered	Targeted/Response time	Remark
1	Drugs Controller Assam	Licensing & controlling authority for whole state of Assam. Issue. Suspension, Cancellation of drug license, Prosecution, Permission/ Initiate Prosecution against violations	No specified time frame is documented. Targeted Area Mfg License, Wholesale license, Blood Bank and works as controlling authority	Action are being taken on priority basis
2	Dy. Drugs Controller	Licensing authority for retail license for specified areas	Maximum 5 - 10 days after receiving & verification of repot of the field officers	
3	Sr. Inspector of Drugs	Zonal Officers: looks after the performances of District Inspectors, Service Rendered U/S 22 of Drugs & cosmetics Act. 1940		

*Good Governance Practices
Status of Administrative Reforms Measures in Heads of Departments*

4	Inspector of Drugs	Districts officers of Drugs Control dept. Performs duties as per section 22 of Drugs & conserved Act.	Inspection of all licensed premises. Collection of sample for test & analysis .Inspection of the premises for fresh licence & examine & verification of documents. forward the above licensing authority. Does all renewal inspections & renewal documentation . perform & Co-relate with district Administration for various work.	
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**Good Governance Practices:
Reforms Measures in the Directorate of Agriculture**

- A. The Directorate of Agriculture has prepared the Citizen Charter after threadbare discussion with all the stakeholders and collected required information for preparation of the charter. It has been uploaded for public access in **rkvyassam.in**. This charter includes all the information of the department and its sister organizations.
- B. The Administrative Reforms & Training Department sought information about various grievances that might be received by the Agriculture Department from time to time. This was communicated to all officers and they submitted the list of probable grievances of citizens on the basis of ongoing programmes of the department. The report was submitted to the government for uploading in the website <http://sugamrpg.raj.nic.in>.
- C. A senior officer of the rank of Additional Director of Agriculture has been notified as the Public Grievance Officer to receive and redress the public grievances.
- D. The organization chart of the Directorate has been displayed outside the office. 5. 5. Audit objections, etc. are attended by concerned Accounts Branch, Sr. Financial Adviser and Programme officers on behalf of the Director of Agriculture.

Advisor's Comments:

It is understood that agriculture department does not possess a database in proper platform to enable easy access to its resources centrally. The NeGP- A is also not shaping up well although it is already five years since its inception in the state. This requires initiatives on a war footing to make up for the deficiencies by resorting to latest technology available.

As Agriculture is the mainstay of our economy it will be most pertinent to make use of GIS and RS mapping of resources with flood zoning of the agriculture land. All required support and guidance can be had from North East Space Application Centre (NESAC), Borapani Meghalaya. NESAC has already mapped Meghalaya benefiting the farmers and all stakeholders in the state.

**Good Governance Practices:
Reforms Measures in the Directorate of Pension**

Directorate has been established by the Govt. of Assam for functioning and to finalize the pension cases of Education Department (Teaching & non-teaching employees of provincialized schools.) Further Govt. has allowed to finalize the pension cases of employee of Panchayat & Rural development of the state during last part of 2010 onwards.

E. Achievements regarding: Regarding Pension Cases:

1. Upto March 2009 total 67,964 nos of pension cases of Education Deptt. has been finalized manually.
2. Upto April 2015 total 22,618 nos of pension cases both Education & PRI has been finalized in the DPIS.
3. So, upto April 2015 total 90,582 nos of pension cases have already been finalized out of total proposal of pension received by this office 6,306 nos.

Staff position (as on 23rd June 2015) as follows :

Director	--	1 No.
↓		
Joint Director	--	1 No.
↓		
Finance & Accounts Officer	--	3 Nos.
↓		
Superintendent	--	1 No.
↓		
UDA	--	9 Nos (Vacant – 8 Nos.)
↓		
Steno	--	1 No.
↓		
LDA	--	16 No. (Vacant – 12 Nos.)
↓		
Driver	-	1 No. (Vacant – 1 No)
↓		
Drafty	-	1 No.
↓		
Grade IV	-	5 No. (vacant – 2 Nos.)
		39 Nos. (Vacant – 23 Nos.)

Moreover, Govt. provided 8 Nos. of OSD, 2 Nos. of Supervisor & 4 Nos. of LDA were engaged on contractual basis for clearance of pending pension cases.

F. Practice of Good Governance:

1. All information regarding settlement of pension cases are furnished from the table of Help Desk as required.

2. Pensioner can directly meet to the Director & Jt. Director of this Directorate to get the detailed information and to lodge complain if any on every working day.
3. Pension cases both Education & PRI have been finalized upto 31/12/2013 on 22/06/2015 those are found in order.
4. The resubmission of pension cases after meeting up of the objections by the Head of office will be finalized within three months on receipt of the proposal, if found in order.
5. As per instruction of the Govt. all finalized PPO are now sending to the concerned Dy. Commissioner/Treasury Officer for convenient of the pensioner.
6. The pension case mark recorded w.e.f. 01/01/2014 to 30/01/2014 is now allowed to process for finalization. Remaining pension cases will be processed for finalization in phase manner.
7. We are trying to give preference to the family pensioner for their pension cases.
8. Proposal of commutation shall be issued within a period of three months after receiving of sanctioned from the Govt.
9. Authority of communication shall be issued within a period of three months after receiving of sanctioned from the Govt.
10. RTI/Redress cases are settled as early as possible as per RTI Act/2005.
11. One Finance & Accounts Officer has appointed as Vigilance & Nodal Officer for reforms.
12. One Sr. Office assistant has been directed for attending in the office of the AG(A&E) Assam to meet up the audit observation.
13. Office Assistant are allotted the works under supervision of office superintendent.
14. "Sexual harassment at the work place Act/Rule 2013" a committee has been constituted for settlement of such complain in initial stage.

Advisor's Comments:

Measures adopted are good enough but automation of service is a must for seamless delivery of services as the subject dealt by the department is very sensitive and considered a priority service. NIC already have the requisite software and with necessary customization can be installed successfully. SeMT could also guide the department in the matter.

Arrangement need to be made so that large nos. of pensioners need not come to the Directorate for timely finalization of their pensions.

**Good Governance Practices:
Administrative Reforms in Office of Chief Engineer (Irrigation)**

The goal and important policy objectives of India's development planning in respect of agricultural plans have aimed at food and fodder availability, growth in agriculture, sustainable agro practices, easy access to agro-inputs and implementation of irrigated agriculture. Therefore, irrigation has been considered as one of the six important components for the development of rural infrastructure under Bharat Nirman and aims at creating more irrigation potential in the coming years to mitigate the drought / drought like situations whenever it is being experienced and increase agricultural production to feed the burgeoning population in the country.

In due cognizance of the criticality of irrigated agriculture in ensuring adequate production which results both in food security and economic growth , Irrigation Department was initiated its independent functioning in the year 1974 by bifurcating it from the erstwhile Flood Control and Irrigation Department. The Department is playing a vital role in the development of irrigation potential of Assam by harnessing the rich surface water and ground water resources of the State. Irrigation department, Assam has created an irrigation potential of 7.33 lakes hectares through the government irrigation schemes/projects constructed and maintained by Irrigation department itself. The main service of the department is to supply water to the crop field as per demand of the cultivators and as per requirement of with a view to delivering the service to the citizen/cultivators. The Assistant Executive Engineers (whom the cultivators can meet in their locality) have been declared as the "Irrigation Officers".

Under the Irrigation Officers there are Section Officers and Section Assistants in every irrigation sub- divisions/ irrigation sector within the command area of every irrigation schemes. Basing on the availability at source, irrigational water is supplied on receipt of a simple application or even on verbal information to the field staff of the Department.

A. The citizen charter of the department is as under-

Sl No .	Nature of Service work	Concerning Office	Stuff in Charge	Officers in charge	Over all Control
1	Supply of irrigation water	Irrigation divisions of the locality	Section officer (Assistant engineer/ Junior engineer)	Assistant Executive Engineer	Executive Engineer of the irrigation division
2	Land acquisition	-do-	-do-	Executive Engineer/Land acquisition officer of the department	Chief Engineer, irrigation.

3	Appointment /transfer/ posting	SEs in respect of the Irrigation Division under his jurisdiction/ Chief Engineer in respect of the whole Department.	Head Assistant Superintendent	Executive Engineer Deputy Chief Engineer	Chief Engineer, Irrigation -do-
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Sl No.	Nature of Service work	Concerning Office	Stuff in Charge	Officers in charge	Over all Control
4	Registration of contractor	Superintending Engineer in respect of class III. Chief Engineer in respect of class I & II.	Assistant Engineer H/A Superintendent, General Branch	Executive Engineer Deputy Chief Engineer	Executive Engineer Chief Engineer, Irrigation
5	Preparation of budget	Chief Engineer	Superintendent, Budget Branch/ Executive Engineer	Executive Engineer	Chief Engineer, Irrigation

B. Redressal of Public Grievance:

The grievances of the cultivators (in respect of irrigation) are solved at the field level by the Assistant Executive Engineers at Subdivision office or Executive Engineers at Division offices within their reach. Those beyond the control of the Executive Engineer are forwarded to the Superintending Engineer of the concerned circle and accordingly to Additional Chief Engineer, Chief Engineer in the hierarchy. A public grievances cell was created in the office of the Chief Engineer (I) for redressal of the grievances if any, in respect of irrigation services as well as other matters related to the department.

List of Services:

1. Providing irrigation water to the crop field for the use of farmers.
2. Implementation of irrigation scheme with supply network.
3. Collection of irrigation service charges for the beneficiaries.
4. Providing employment opportunity to citizens and various levels as regular employee and/or on contractual basis.
5. Checking soil erosion of river bank at the upstream and downstream of head work location of irrigation schemes.
6. Providing the facility of transportation by utilizing the approach road of canal embankment of irrigation structures.
7. Providing scope for production of electric power by constructing mini hydel projects in the Irrigation cannel.]
8. Protective aforestation along cannel embankments.
9. Providing low intensity flood mitigation measure.
10. Providing water for maintenance of fisheries.

C. Organizational Setup:

Irrigation Department, Government of Assam is the Custodian of all the irrigation schemes in the State of Assam. The Department executes the works, operates and the schemes and also maintains them. The department is normally under the direct control of one Minister of Cabinet rank.

The Commissioner/Secretary, Irrigation Department looks after the Administrative and Technical matters assisted by Deputy Secretary, Under Secretary and other supporting secretarial and professional staffs at different levels.

The department level organization is under control of two Chief Engineers, one in charge of minor Irrigation schemes and other in charge of major/medium Irrigation schemes and establishments of the department with Head Quarter at Guwahati. The Chief Engineer is again assisted by Additional Chief Engineers, Superintending Engineers, Executive Engineers, Assistant Executive Engineers, Assistant Engineers and Junior Engineers normally posted in the fields. Besides, there are other segments like Quality Control, Investigation and Monitoring, which are under the control of Additional Chief Engineers assisted by supporting technical hands as well as general staff.

**Total category wise manpower structure of Irrigation Department
as on 31st March, 2015 is shown below:**

Details of sanctioned post showing filled-up and vacancies as on march 2015												
Head of Account	No of post under different category											
	Class-I			Class-II			Class-III			Class-IV		
	Fill ed											
2701- Major & Medium Direction & Administration	370	86	456	48	4	52	1175	316	1473	1512	121	1633
2702 - Minor Irrigation												
D&A	459	103	562	51	34	85	2760	790	3550	7652	380	8032
HS	6	4	10	9	2	11	54	55	109	137	18	155
LIS	17	6	23	1	4	5	123	45	168	428	12	440
DTW	11	5	16	1	2	3	91	41	132	318	4	322
2705 CADWM	10	1	11	2	0	2	93	17	110	15	4	19
TOTAL	873	205	1078	112	46	158	4278	1264	5542	10062	539	10601

Category wise abstract of sanctioned post:

SL No.	Category/Class	Filled up Post	Vacant Post	Total
1.	Class - I	873	205	1078
2.	Class - II	112	46	158
3.	Class-III	4278	1264	5542
4.	Class - IV	10062	539	10601
TOTAL		15325	2054	17379

D. Job chart:

1. Construction of Head Work in respect of surface flow irrigation scheme.
2. Construction of barge/lifting point in respect of surface lift irrigation scheme.
3. Boring of DTW/STW schemes.
4. Construction of canals/ channels.

E. Appointment of vigilance officer:- One Additional Chief Engineer in charge of inspection and quality control of the irrigation works has been appointed to look after and keep vigilance of the field works. The officer is an independent and directly connected with the administrative head i.e. the Secretary, Irrigation Department, Assam. Moreover, Project level vigilance and monitoring committee comprising Superintending Engineer as Chairman, Executive Engineer as member secretary, Hon'ble local MLA as member, Asstt, General Manager of APDCL as member, District Agriculture Officer as Member, EE Mechanical Division as member, EE Electrical Division as member, a representative from DC as member to look after operation, maintenance and better coordination with other related department. Altogether forty five project vigilance and monitoring committee has been set up in the department.

F. Nodal officers for reforms:- One Additional Chief secretary looks over the important works with his advice & suggestion as a part of reform. For compliance of e-Governance program Superintending Engineer Monitoring Cell of Irrigation Department was appointed as Nodal Officer. As per instruction of Information and Technology Department, e-Procurement program is getting its way in the department for transparency and easy access to the tendering system with collaboration of National Informatics Centre, Assam and Director Design, Irrigation has been appointed as Nodal Officer. Employees Data sheet has been prepared of all the staffs and officers of the department and well-set to be uploaded in the portal generated by Finance Department.

G. Arrangement for attending audit objection:- One senior FAO, two FAO, three Account Officer, Audit Branch who regularly looks after and carry out the works of verification of expenditure and attend to the audit objection as and when necessary. The Audit Branch keep close attachment with the Accountant General office and reconcile the expenditure statement as received from field division offices.

Advisor's Comments:

Some specific actions need to be taken to complete unfinished projects which remain incomplete for unduly long period of time. It is necessary to make arrangements for fixing responsibilities.

Good Governance Practices: Reforms Measures in Food, Civil Supplies & Consumer Affairs

1. Introduction:

The Government of Assam views the Targeted Public Distribution System (TPDS) as an important constituent of strategy for ensuring food security of the targeted population by ensuring availability of monthly quota of food grains to them as per entitlement at the best advantage of the beneficiaries with full transparency and efficiency of operations and accountability of authorities implementing it.

2. Eligibility:

At present TPDS benefits the poorest of the poor identified families under the Antodaya Anna Yajana (AAY) and other populations living below the Poverty Line identified as such within the overall norms approved by the Department of Food and Public Distribution, Government of India. As regards people above the poverty line, the benefits under TPDS are restricted as per instructions issued from time to time.

3. List of BPL Families and identification of AAY Families:

The State Govt. has been given the responsibility to formulate suitable guidelines for issuing ration cards to eligible families living below the Poverty line, including the AAY families, as per the norms approved by the Government, regarding the total estimated number of the targeted BPL families. The State Governments through designated authorities like BDO, Revenue Circle Officer (CO) and other authorized local representative bodies (Gaon Panchayat & Municipal bodies) finalized the list of beneficiaries belonging to BPL category, including the AAY families in respect of the area under their jurisdiction. The evaluation of genuine beneficiary's lists should regularly be made through the PRIS and accordingly necessary rectification should be undertaken by the respective FCS & CA branch offices time to time so that the ineligible families could be eliminated and deserving families could be brought to the net of the scheme.

4. Issue of ration cards:

As per the criteria prescribing on eligibility and procedure for issuance of ration cards under PDS (control) order, 2001 distinctive FICs made available by the State Government to all citizens. The deserving APL citizens have to make application for APL card providing with the relevant documents regarding residential proof, citizenship proof, age proof of minors, surrender certificate regarding population and authority of the FIC holder regarding bifurcation from existing cards etc. On receipt of application for ration card, it will be duly acknowledged at the District/Sub-Divisional FCS&CA office concerned. The acknowledgement will indicate the name of Enquiry Officer, expected date on which the ration card can be collected, provided all the required information has been correctly given to the enquiry officer. The ration card holders will be suitably advised and guided regarding the Fair Price Shops at which they could register for obtaining supplies of PDS articles.

The names, designation, telephone numbers and addresses of Officials, to whom grievances /complaints relating to delay or rejection of applications for ration cards could be addressed, will be prominently displayed at the concerned office premises.

All grievances/complaints and other applications/correspondents will be duly registered and acknowledged on the spot, and information to be given whether the action taken report/follow up remedies to be provided in person or to be provided through post within justified period depending upon gravity of matter. Wherever possible, computerized information system will be introduced to ensure efficiency and effective follow up and disposal of grievances and complaints.

Issuance of BPL/AAY cards will be as per procedure prescribed and the total number of AAY/BPL cards shall not exceed the limit prescribed. Separate cards of distinctive colours will be issued to families belonging to the separate categories like as APL card in yellow cover, BPL card in Red cover and AAY card in Green cover.

The State Government shall ensure periodical checking of ration cards through their FCS&CA branch offices to eliminate bogus ration cards and will also take stern action against persons found guilty of misusing the TPDS benefits. A time limit for issue, making any additions or deletions in the ration cards will be drawn up by the FCS & CA branch offices as per the chart given below subject to providation of requisite supporting documents along with such application of card holders.

Sl.No	Item of Work	Time Limit	Authority to effect changes
1	Inclusion/deletion of family/members (by representation area FCS & CA office)	1. Same day on presentation of ration cards with required proofs (whenever necessary) 2. within seven days if physical verification is necessary (for additions).	District Sub-Divisional FCS & CA office.
2	Inclusion in address within jurisdiction of the same FPS	Same day (with required proofs)	District/Sub-Divisional FCS & CA office.
3	Change in address including change in FPS	Seven working days (application with relevant proofs)	District/Sub Divisional FCS&CA office on having report from FCS&CA field officer.
4	Issuance of surrender certificate on transfer of family to other city or otherwise.	Two working days (application with relevant proof)	District/Sub Divisional FCS&CA office.
5	Issuance of new ration card within the State (with surrender certificate)	Seven working days (application with residential proof)	District/Sub Divisional FCS&CA office (field enquiry report must be collected)
6	Issue of new ration cards in case of change of State (with surrender certificate.	Two weeks (with residential proof)	-do-

The burden of proof regarding authentic residential proof, surrender certificate, birth certificate of minors and bifurcation from existing FIC of the family etc. lies upon the applicant and field FCS&CA officer will be responsible for verification of these documents and acceptance of attested copies only (except Surrender Certificate).

5. Scale of issue and issue prices:

The Central Government shall make food grains available to the State Government for distribution under the TPDS at such scales and prices as decided by the Government from time to time. The quantities of food grains to be supplied per family and issue prices as decided by the State Government for distribution to the eligible consumer households would be made available/ known to the public through various means, including display on internet websites, publishing in print media etc. These shall be invariably displayed at all FPSs.

6. Distribution

The procedure for distribution of food grains by the Food Corporation of India (FCI) and the State Governments or their nominated / designated agencies shall be publicized widely for knowledge of the general public. The FCI shall ensure physical delivery of food grains of Fair Average Quality to the State Governments / its nominees for distribution under the TPDS as per the sub allocations made by the State Government. On getting the allocation of food grains from the Central Government, the state government shall issue district-wise/sub divisional wise sub allocation and District Sub –Divisional Authority will make Sub allocation orders authorizing their agencies to draw food grains from the FCI and ensure delivery of the same to the fair price shops. In addition to State Govt. District/Sub Divisional offices of Food, Civil Supplies & Consumer Affairs the District/Sub divisional sub allocation shall also be published on the website of the State Government / and those of the districts / sub divisions, if available and every allocation list to be marked and served to local Honorable Ministers / MLAs, President of Zila Parishad and PRIs at AP level.

In the event of FCI not being able to deliver the food grains within a week from the date of deposition of value, reasons for the same and the approximate time by which the food grains shall be delivered will be collected by District / Sub-divisional FCS&CA office and to be communicated to the State Government accordingly for taking necessary follow up action.

The distribution system would be made transparent. State Governments, District and Sub Divisional Administration shall make information available to the public about various storage points/go downs from where the food grains are lifted and sent to the FPS. This would include the go downs owned by the State/ district/sub divisional nominees or any other intermediaries/nominees like wholesalers / sub wholesalers (GPSS/LAMPS etc.). At each delivery point samples of food grains meant for distribution under TPDS along with the quantity of stock shall be made available for scrutiny by any stakeholder (local citizens and their representatives). Stake holders should be provided with an opportunity to inspect the sample on an appointed day of the month/week. A time of two hours should be earmarked on that day for such inspections.

The district Civil Supplies office shall send copies of allocation orders to all the nominees/allotters as well as to the Gram Panchayats / Nagar Palikas / Vigilance

Committees apart from local ministers, MLAs, Zila Parishad presidents & PRIs at AP level and any other body nominated for monitoring the functioning of the fair price shops. The details of allocation should be made available on the websites identified for the purpose (preferably at the district level), if such infrastructure is available.

7. Quality of Foodgrains:

Joint sampling will be done by representatives of State Government and officials of FCI before issue of food grains from FCI godowns. Where ever any State Government is not able to send a representative for joint sampling. FCI may issue the food grains after observing the necessary formalities to avoid delay.

FCI shall issue the State Government nominees sealed samples of stocks of food grains supplied to them (a sample will be retained by FCI office/godown also for a period of two months from the date of its issue) for distribution under the TPDS at the time of dispatched.

The concerned State Government/District/Sub Divisional authority shall exercise necessary checks to ensure that full quantity lifted by them reaches their destined godowns and the fair price shops. They will also ensure that the stocks are not replaced by inferior quality stocks during storage, transit or at any stage in the distribution chain.

8. Fair Price Shops:

The TPDS functions through a network of fair price shops. The procedure for issue of licenses or authorization to the FPS for distribution of Essential Commodities under the PDS shall be clearly laid down by the State Government / Licensing Authorities. The license will clearly indicate the period for which the license is valid. The State Government will also indicate the responsibilities and the duties of the FPS owners which would inter-alia include (i) sale of Essential Commodities as per the entitlement of ration card holders at the retail issue price fixed by the concerned State Government/District or Sub-Divisional Administration under the TPDS and (ii) display of all information on a notice board at a prominent place in the shop regarding (a) number and list of APL, BPL and AAY beneficiaries, (b) their entitlement of essential commodities (c) scale of issue (d) retail issue price (e) things of opening and closing of FPS (f) stock of Essential commodities received during the month (g) opening stock of Essential commodities on each day (h) the authority for redressal of grievances/lodging complaints with respect to quality and quantity of essential commodities under the PDS, and (i) time/day of the week when citizens can inspect the books/stocks. The list of APL, BPL and AAY cardholders should be available for scrutiny with authentication from local FCS & CA authority.

The Fair Price Shop owner will have to maintain records of ration card holders, stock registers, etc as may be prescribed by the State Government licensing Authority. It would be binding on the FPS owner to allow inspection of these documents by the Gram Panchayats, Nagar Palikas, Vigilance Committees or any local citizen as the case may be on a day/time (two hours) notified for this purpose once every week, apart from the regular/periodical inspection by the Departmental Officers.

The Fair Price Shop owner will display samples of food grains being supplied by the shop. The FPS owner will not retain ration cards after supply of Essential Commodities and shall

provide relevant extracts of the records maintained by him on payment of prescribed fee as required under the Right to Information Act, 2005. In the event of any practical difficulties to give copies etc. facilities for inspection of records/samples/documents etc. shall be provided on an appointed day(s)/time at least once a week.

9. Inspection and checking :

The State Government/District Sub-Divisional Authority shall ensure a proper system for monitoring of FPS and prescribe model sales records/register, stock registers and ration card registers. The State Government's District Sub-Divisional authority shall ensure inspection of FPS not less than once in a quarter (three months) by designated authorities and also specify issues on which information would be collected by them. During the inspections, the quality and quantity of ration being supplied through FPS, smooth functioning of the FPS with reference to opening and closing time of the FPS, and dealings of the FPS owner/its workers with the TPDS beneficiaries will be checked. The complaints/informations provided by Vigilance Committees/Gaon Panchayat/Nagar Palikas should be inquired by the designated authority with priority and should duly redressed.

10. Cancellation of Licenses of FPS :

The State Government has duly notify the circumstances under which the license of FPS can be cancelled in the APDA order 1982 as amended and make available the information regarding the designated authorities for lodging an complaint against those erring FPS owners who violate the rules/procedures of the system.

A prompt and effective redress mechanism shall be laid down by the District/Sub-Divisional authority so that any short comings pointed out by citizens may be promptly resolved. Panchayat Raj institutions/Local Municipal Bodies should be involved in such a mechanism. Whenever necessary, the District/Sub-Divisional authority will obtain due guidance from the State Government/Directorate of FCS & CA, Assam.

11. Vigilance and Public Participation :

State Government has empowered the District/Sub Divisional Administration to constitute vigilance Committees at different level for periodically review of the functioning of the TPDS at District/Sub-Divisional/FPS/Panchayat/Municipal Council or Corporation/GPSS or LAMPS level. The Government of Assam has notified the empowerment for constitution of Vigilance and Monitoring Committees with involvement of local Ministers, MPs, MLAs and other PRIs, Social origination, local body, self help group etc. vide order No.FSA.66/97/Pt/2 dated 15/09/2006. The District and Sub-Divisional Administration are held responsible to constitute such Vigilance and Monitoring Committees. The Committees shall review the over all functioning of TPDS in their respective jurisdiction. The Committees/its Members may also visit FPS and offices of Food Civil Supplies & Consumer Affairs Department meet beneficiaries of the scheme and may recommend to the State Government will finally monitor the functioning of PDS in the State as a whole having feed back from the above mention Vigilance and Monitoring Committees. If a decision on any issue is in jurisdiction of Central Government the State level Committee/State Government may recommend corrective action to the Central Government.

The State Government shall implement a mechanism of grievances redressal for issues pointed out by the Sub-Divisional/District/State level Vigilance Committees.

Instructions issued by the central government to state governments for strengthening leakages/diversions:

1. State Governments would undertake a continuous campaign for review of BPL/AAY lists, to eliminate ghost/ineligible ration cards.
2. Strict action would be taken against guilty persons to ensure leakage-free distribution of food grains. In this respect information under clause 9 of PDS (control) Order 2001 must be regularly submitted by the Sub-Divisional/District Authority to the Government so that it may be submitted to Central Governments by the State Governments.
3. For transparency in the functioning of TPDS, involvement of elected members of PRI/local municipal bodies in identification of BPL and AAY families and constitution and functioning of vigilance committees be ensured by the District And Sub Divisional Authorities. As far as possible FPS license be given to SHGs, Gram Panchayats, Cooperatives etc.
4. BPL/AAY and APL lists should be displayed on all FPS.
5. District-wise and FPS-wise allocation of food grains should be put up on websites wherever possible and other prominent places, for public scrutiny.
6. Wherever possible, doorstep delivery of food grains to FPSs should be ensured by states, instead of letting private transporters/ wholesalers to transport the ration commodities.
7. Timely availability of food grains every month at FPS and their distribution to ration card holders must be ensured by the District and Sub Divisional Authorities.
8. Training for members of FPS level and GPSS/LAMPS level vigilance committees should be ensured by the District and Sub Divisional Authorities.
9. Computerisation of TPDS operations should be undertaken.
10. Electronic transfer of funds to FCI be introduced.
11. Banners/boards on the windshield as well as rear end of the trucks/vehicles carrying PDS/TPDS articles should indicate names of the State Government, destination, commodity and agent's/ nominees names in addition to "PDS" District and Sub Divisional authority will strictly enforce it.
12. Arrangement should be put in place to track movement of food grains from FCI godowns upto the Fair Price shops.

RTI Act and TPDS

Action to be taken at various levels for facilitating effective use of RTI Act, 2005 with respect to TPDS operations will be as follows:

STATE LEVEL

- a. Norms for giving fresh license and eligibility criteria for getting a license for FPS should be enforced strictly. Any change of such norms shall be published. A list of FPS shopkeepers along with the period for which the license are valid.
- b. Shall be published on the District level web site, where ever possible.
- c. Methodology for identification of BPL & AAY beneficiaries and issuance of ration cards to them shall be notified on the website and published in print media etc.
- d. Criteria for preparing lists of the BPL families and identification of AAY families as well as their entitlements must be prominently displayed on notice boards of all District,

Sub-Division, Block and Gaon Panchayat Offices of the PDS nominees of Food, Civil Supplies and Consumer Affairs Department. The information should be made available in the official language of the state and made available to citizens for inspection of demand with fees as prescribed under RTI Act.

- e. State Government shall provide information to Gaon Panchayat/Municipal Councils/Corporations on availability movement and quality of food grains, etc under TPDS.
- f. The District Civil Supplies Officers shall endorse copies of orders allocating foodgrains to all PRLs and urban local bodies at District/City/Town/Block and Panchayat level. Members of FPS level Vigilance Committees shall be informed of it by the concerned PRI/FPS.
- g. Detailed information about the vigilance Committees such as their constitution, functions and powers may be displayed on the net.
- h. Ensure that the Address and contact nos. of the SPIOs are displayed on the website

At intermediate level:

- a. The intermediate levels include District level or Sub-Divisional level PDS nominees its go downs (Wholesalers/Sub-Wholesalers like GPSS, LAMPS etc.) through which food grains pass after they leave FCI go downs on their way to FPS.
- b. A ration cards holder has the right to scrutinize the records and the physical stocks available at various storage godowns on an appointed day and time. This information must be displayed at the office go down of PDS nominees.
- c. The frequency of issue of foodgrains to the FPS from the FCI/PDS nominees depot/godowns should be mentioned on the Notice Board of the District Sub-Divisional Civil Supplies Offices.
- d. This Citizen's Charter should be displayed at all offices where ration card related work is done at the Sub-Divisional/District levels. The entire section on Chapter –I, point No.- 1,2,3,4 of this Citizens Charter should be put on notice boards alongwith the names and contact details of designated authorities to register complaints in cases where a violation of the Charter/PDS Control Order, 2001 is noticed.
- e. Any Citizen can apply for inspection of files relating to public distribution from the Civil Supplies Department/ Offices. Access must be allowed to citizens without locus standi exemptions are no applicable.
- f. Any citizen can apply under the RTI Act seeking samples of the grains stocked in the FCI storage Depots of PDS nominees and intermediate godowns or storage facilities. The same procedure prescribed in the Citizens Charter for collection and sealing of samples may be followed in this case with the addition that the requestor may be present on site during collection of samples should be paid by applicant. The names and contact details of SPIO & APIOs to be displayed on the website of the Districts as well as on the Notice Board of the District/Sub-Divisional FCS & CA Offices.

At FPS Level:

- a. Each FPS shall display all relevant information such as each beneficiary's entitlement of various Essential Commodities, issue prices, name of Fair Price Shopkeeper, timings of opening and closing of FPS and weekly closing days, stock position, timing for inspection by citizens etc. at a conspicuous place. The FPS shall also display procedure for lodging complaints with reference quality and quantity of ration commodities and other problems being faced by TPDS beneficiaries during the

course of getting their ration. Any consumer or local resident attached to the FPS is entitled to inspect the stock register, ration card register, other records and stocks available at the FPS is entitled to inspect the stock register, ration card register, other records and stocks available at the

- b. FPS at the appointed date and time FPS should display detailed list of BPL & AAY house- holds under its jurisdiction. Copies of these lists should also be displayed on notice boards of local body's office/community halls of the village/Municipal Council office etc.
- c. Complaint book with numbered pages should be maintained at each FPS and availability of the complaint book should be indicated for convenience of customers and general public. FPS should not keep any ration card with them. During inspection if the FPS owner is found to keep with him ration cards of consumers, it should lead to penal action.

**Good Governance Practices:
Reforms Measures in Directorate of Social Welfare, Assam**

Social Welfare Department was, created in the year 1960 and has expanded to a great extent with the inclusion of many new schemes and acts as per National Plan and Policies and as per the policy of the State Govt. Directorate of Social Welfare has been entrusted the responsibilities of implementation of the schemes which includes centrally sponsored /central sector schemes as well as implemented by the State.

The role and responsibilities of Social Welfare Department are generally two pronged – the Department has to play the role of facilitator in implementation of Acts and Rules enacted for prevention and control of various problems, on one hand and has the mandate to ensure proper care of the uncared, protection of the most vulnerable section of the Children, Women, Older and informs and Physically challenged persons both by taking the caring and protective hands of the Government to them and by giving intensified fillip to the Non – Government initiatives aimed at reaching out to them on the other hand.

Some of the good governance practices followed by the Directorate of Social Welfare, Assam are as follows:-

1. Citizen Charter – This Directorate of Social Welfare, Assam, has initiated the process of preparation of The **Mission & Vision** Statement pertaining to the schemes and acts implemented by Social Welfare, Department aiming at proper and meaningful implementation of the schemes in befitting manner for proper upliftmen of the people in the State of Assam.
2. Directorate has an Organization at Chart .
3. Directorate has a Job Chart.
4. Arrangement for attending Audit Objection :- The matter of Audit Objections are entrusted to dealt with by the Finance and Accounts Officer in assistance with the Internal Auditor to meet up and dropping the objection(s) in providing supporting documents and by collecting of the materials from the District and subornment officer as on when required.

**Good Governance Practices:
Reforms Measures in Directorate of Animal Husbandry and Veterinary**

The Good Governance as stressed on recommendation of Administrative Reforms Commission 2005 is the core issue for any developmental activity in delivering the services to the people for their welfare with no exception of Animal husbandry and Veterinary Department whose role is the farmers centric and thrives on continuous up liftmen of the rural economy at the micro level through livestock rearing and treatment etc.

In view of giving better services to the public a number of initiatives have been taken in the Department as well as at the Directorate itself as per recommendation of the Administrative Reforms Commission 2005.

1. R.T.I. related matters are being dealt by State Public Information Officer at the Directorate at State Level and all District. Animal husbandry and Veterinary officers of the 27 Districts as has been nominated as P.I.O. and Sub-Divisional level Officer as A.P.I.O.

Veterinary Officers :-	i. Total Strength	-	703
	ii. Man in position	-	571
	iii. Vacant	-	132

2. Assam Public Service Commission has already conducted the interview and results for 115 Nos. of Veterinary Officers awaited.

Para Vets -	i. Total Strength	-	2089
	ii. Man in position	-	1973
	iii. Vacant	-	116

3. Promotion of Officers and Staffs for filling up the vacant posts is being done from time to time on the basis of merit cum seniority having no adverse A.C.R. and full filling all reservation.
4. Strengthening and re-construction of infrastructure – Construction of Dispensary Buildings, Veterinary Sub-Centers, Doctors Quarters and Staff Quarters along with fencing and boundary walls are being carried out by APWD under the scheme RKVY, ESVHD, NABARDs, RIDF and State Plan.
5. The Regional Institute of livestock Entrepreneurship and management (R.I.L.E.M) at Rani, Kamrup has been completed for imparting training to 5000 farmers per year. An officers training Institute (OTI) at Khanapara to train all officers of North East Region for capacity building.
6. A state of Art FSBS (Forzen Semen Bull Station) Barpeta Farm, Barpeta District has started functioning for collection Semen with the objective to Inseminate amongst the breed able cattle.
7. The Institute of Veterinary Biological, Khanapara has started production of Bacterial (B.Q, H.S., Anthrax) and viral (swine fever, Duck Plague, F1, R2B) vaccines. It also a procures combined vaccines (F.M.D., H.S. & B.Q.) from outside.

8. Artificial Insemination related activities are going on along with the inputs given to the farmers through Assam Livestock Dev. Agency (ALADA)
9. 50% discounted insurance scheme for cattle and buffalo by United India Insurance and supported by ALDA.
10. Assam livestock and Poultry Development Corporation (ALPCO) is dedicatedly working for up liftmen of rural Economy by encouraging the livestock and Poultry farmers.
11. World Bank Assisted Scheme for meat production (Chevon & Pork) by rearing Goat and Pig has been successfully implemented under AACP in Kamrup District Both Metro and Rural as a Pilot Project.
12. 02(two) notified services (Post Mortem Report and valuation Certificate has been brought under Right to Public Service Act – 2012.
13. Departmental Web Site will be launched shortly and be developed as a means of E Governance.
14. Control Room to combat any flood situation in the State have been working at every District and Sub-Divisional H.Q. for flood relief monitoring a part of disaster management plan.
15. Quickies on T.Vs for advertisements and talk shows are come up frequently.
16. Fertility Camp and Insurance Awareness Camps have been recently organized with financial support ALDA.
17. Flex displays are being executed in from of Veterinary Centre and offices premises for encouraging Artificial Insemination etc.
18. All block Veterinary Sub-Divisional and District Level Offices are equipped with computers facility.
19. Supply of Medicines and Vaccines etc. to all Veterinary Centre is a regular feature.
20. Organizational Structure of Department is well defined with job details.(enclosed)
21. Strengthening of financial Management by entrusting specific officers for attending Audit Objections and Financial Matters is supported by a full fledged Accounts Section Headed by Special Officer (Planning) and Nodal Officers (Audit).
22. Nodal Officers for World Bank Schemes at the World Bank Cello and National Livestock Mission.
23. Society for Prevention of Cruelty to animals and event of such cruelties.

Futures Scope for better Governance may be achieved by –

- a. E-tendering for various construction work and supplies.
- b. Setting up of desk officer System for fast disposal of files.
- c. Up loading of all essential information useful for public.
- d. Complain/Grievance Cell for Public.
- e. Specific Time bound for disposal of files.
- f. Early disposal of Pension related Files.
- g. Disaster Management Plan.
- h. Dedicated RTI Cell.

**Good Governance Practices:
Reforms Measures in office of the Labour Commissioner, Assam**

Vision:

To promote conducive environment for enhancement of industrial peace and overall economic growth of the State.

Mission:

The Department of Labour, Government of Assam works for achieving this vision by implementing 27 number of Welfare Acts and about equal No. of Rules framed thereunder, all of which aim at providing justice, social security, adequate working condition and equality of work to different sections of workers and includes prevention of child labour. The main purpose is to ameliorate the living conditions of the working mass through implementation of the welfare measures enshrined in the legislations and mitigation of level of confrontation between the employers and employees/workman by way of peaceful and meaningful negotiation which leads to mutual trust and improves the efficiency of the work force.

Objectives:

1. To ensure good relationship between employers and employees.
2. To ensure welfare amenities to all sections of workers in organized and unorganized sectors through enforcement of various labour laws.
3. To detect and rescue child labour from all prohibited sectors and prosecute employers.
4. Efficient collection and utilization of cess for the benefit of construction workers as well as providing of justice and social security to all sections workers.

Organizational structure

The Commissionerate of Labour is consist of officers as shown below :

Sl. No	Name of the Post	No. of post
1	Labour Commissioner (IAS Cadre)	1
2	Additional Labour Commissioner	1
3	Deputy Labour Commissioner	3 (HQ)
4	Assistant Labour Commissioner	11 (10 +H.Q)
5	Labour Officer	28
6	Labour Inspector	77

Acts which are implemented by the Commissionerate.

01. The Employees Compensation Act, 1923.
02. The Trade Unions Act, 19026.
03. The Payment of Wages Act, 1936.
04. The Industrial Employment (Standing Orders) Act, 1946
05. The Industrial Disputes Act, 1947.
06. The Minimum Wages Act, 1948
07. The Plantation Labour Act, 1951.

08. The working Journalists and other Newspaper Employees (C.S) and Miscellaneous Provisions Act, 1955.
09. The Motor Transport Workers Act 19061.
10. The Maternity Benefit Act, 1961.
11. The Payment of Bonus Act, 1965.
12. The Beedy and Cigar Workers (C.E) Act, 1971.
13. The Contract Labour (R&A) Act, 1970.
14. The Assam shops and Establishments Act,1971.
15. The Payment of Gratuity Act, 1972
16. The equal Remuneration Act, 1970.
17. The Bonded Labour System (Abolition) Act, 1976.
18. The Sales Promotion Employees Act, 1979.
19. The Inter State Migrant Workmen (RE&CS) Act, 1979
20. The Cine-Workers and Cinema Theatre Workers Act, 1981.
21. The Assam Industrial Establishments (Conferment of Permanent Status to Workmen)
22. The Child Labour (P&R) Act, 1986.
23. The Labour Laws (Exemption from Furnishing Returns and Maintaining Registers by Certain Establishments) Act, 1988.
24. The Building and other construction Workers (RE&CS) Act, 1996.
25. The Right to Information Act, 2005.
26. The Un-organized Workers Social Security Act, 2008.

Designated work Profile

The officers of the Commissionerate are entrusted with the work of enforcement of different labour laws under which the specific responsibility is well defined. While all the officers of the Commissionerate performs different duties as appellate authority, controlling authority etc. under the payment of Gratuity Act Authority under the payment of Wages Act and the Minimum Wages Act, Commissionerate under the Employees Compensation Act (Quasi Judicial functions), all the officers also function as Inspectors under different Acts (Enforcement Authority). A few functions of the officers are cited below :-

Sl.No	Name of Act	Authorities/Role under the Act	Activity
1	Industrial Disputes Act, 1947	All officers including Labour Commissioner, Assam down to the level of Labour Inspectors in the field are conciliation officer (Quasi Judicial function)	Promptness in intervention to the disputes is satisfactory. But as regards to understanding and identifying the points of disputes or persistence and tenacity in pursuing their effort some of the field officers are found lacking.

2	Assam Shops and Establishment Act, 1971.	Labour Inspectors are declared Registering officers of Shops and Establishment located in the Municipal/Town Committee and Semi urban notified areas. The Chief Inspector of shops and Establishments presently held by Addl. Labour Commissioner. Assam allots areas and supervises performance of Labour Inspectors for enforcement of welfare provisions, coverage of establishments under the Act, weekly closure etc. The role of other officers are nominal only.	The collection of non tax fee revenue for Registration and annual renewal of Registration across the state has not improved even though No. of establishment in the private sector with expansion of urban area is increasing day by day. No of inspection and prosecution also seems to be tardy in recent years. Since the performance of service delivery is within the RFD, need improvement is strongly felt.
3	Plantations Labour Act, 1951.	One of the Deputy Labour Commissioner in the Commissionerate has the additional responsibility of Chief Inspector of Plantations. Under him, Asstt. Labour Commissioner/Labour Officers/Labour Inspectors including Medical Inspectors of Plantations are declared Inspectors. The Inspection Machinery as stated above are entrusted with the statutory obligation enforce Welfare provisions which seek to provide basic amenities., health and safe working conditions of the plantation workers.	No. of inspection as well as prosecution against defaulting employers decreasing. Barring some exceptions, general standard of implementation of the welfare provision have not improved by and large.

The Commissionerate is committed towards good governance for executing ease of doing business through effective and timely enforcement of the labour laws. The use of ICT is the basic requirement for achieving the objective of good governance. Unfortunately the Commissionerate of Labour is yet to be digitized for implementation and smooth citizen centric service delivery to the public at large. However, the Commissionerate has included the Assam shops Estts. Act 1971 under the Assam State Right to Public Service Reform for Enhanced Public Service Delivery System where the major activities and designated roles are well defined in the following table:

Sl No	Notified public service	Designation Designated public Servant	Stipulated time limit for providing the service (Days)	Designation of Appellate Authority	Time limit for disposal by Appellate Authority	Designation of Reviewing Authority	Time limit for disposal by Reviewing Authority	Documents to be enclosed with the application	User Charge, if any (in Rs.)	Remarks if any.
1	Insurance of Renewd Certificate of Registration	Labour office & Labour Commission	30 Days	Astt. Labour Commissioner, Assam	30 Days	Deputy Labour Commissioner, Assam	30 Days	1. Form No. 'O' duly filled in 2. Treasury Challan Depositing the required fees as prescribe in Scheduled-1. 3. Letter of appointment in Form 'G'	As per Scheduled-1 (attached) Column 1,2,&3 applicable as per category of establishment.	
2	Insurance of Renewd Certificate of Registration	-do-	15 Days	-do-	15 Days	-do-	15 Days	1. The original Certificate of Registration i.e. Form 'Q' 2. Application Form 'Q' duly filled in. 3. Treasury Challan depositing the required fees as prescribe in Schedule- 1. 4. Letter of Appointment in Form 'G'	-do-	
3	Insurance in duplicate Certificate of Registration	-do-	10 Days	-do-	10 Days	-do-	10 Days	1. Notice of Loss of Certificate of Registration. 2. Treasury Challan Depositing Rs. 10 as fees for duplicate copy.	Schedule – 1, Column-5 applicable.	

1. Name of person authorized to receive application in the office of the Designated Public Servant.
2. Time limit for filling appeal to Appellate Authority: Within thirty days from the date of rejection of application or the expiry of stipulated limit.
3. Time limit for filling appeal to Reviewing Authority: Within thirty days from the date of order of Appellate Authority.

Note : Please obtain acknowledgement of your application Compulsory.

With the digitization of the Commissionerate of Labour anticipation to be in place in a short time the activities defined under remaining labour laws would be implemented for a citizen centric service delivery system with the objective of good governance by bringing transparency and accountability in labour enforcement system. Some of the other initiatives in this direction through the use of technology are:

1. Development of a unified web portal.
2. Unique Labour identification number to allotted to Units to facilitate online registration.
3. Computerized inspection reports within a fixed time line by the enforcement machinery.
4. Timely redressal of grievances.
5. Online submission of returns.
6. Special drive for enrolling contract and construction workers to bring them under formal Social Security cover.

Good Governance Practices: Reforms Measures in Minorities Development Boards

1. Assam Minorities Development Board :

The Assam Minorities Development Board was constituted on 4th April, 1985 under the Societies Registration Act 1860. The object of the Board is "CHARITABLE" particularly to examine the problems of the 6(six) notified religious Minorities in Assam namely Muslims, Christians, Buddhists, Sikhs, Parsis and Jain. The Board is to advise ways and measures for the protection of constitutional rights of these particular communities. It is to formulate schemes for advance of education and to promote employment opportunities amongst the notified minority communities. In brief the Board is to identify the problems of economic backwardness and evaluate and study welfare schemes for minorities.

To encourage self employment amongst women belonging to the Minority Communities the Board introduced skill development training over the years like Auxiliary Nurse and Midwifery (ANM) training, Cutting and Tailoring, Dress Designing Training, Airlines and Hospitality management training amongst others.

The Pre-Matric Scholarship scheme is a novel project initiated by the Ministry of Minority Affairs, Govt. of India commencing from the financial year 2008-09 which is implemented by the AMDB. Student from the notified minority communities reading in class-I to class X are benefitted from it.

1. Scheme Taken up So Far :

- a. Training For Skill Development.
- b. Grants-In-Aid And Distribution Of Materials
- c. Infrastructure Development.
- d. Pre-Matric Scholarship.

2. Object :

To improve the quality of life of the people and reducing regional imbalance Development deficits is expected to be made up through various beneficiary oriented schemes for creating income generating activities. Beneficiary oriented schemes suitable to the social environment of the vast minority population with proven success indicator, mention may be made of the followings :-

1. Airlines and Hospitality management Training.
2. PGDCA and Computer Hardware and Networking.
3. GNM Training.
4. ANM and Health Worker Training
5. Diploma in Pharmacist Training.
6. Diploma in Medical Laboratory Technician Training.
7. Beautician Course.
8. B PHARM Course.
9. JEE Coaching.

10. B.Sc. Nursing Course etc.

The Above mentioned beneficiary oriented schemes are sustainable and invaluable to families without any permanent source of income. There is no recurring expenditure and no investment required. The schemes are aimed at focused development programmes for backward minority to help reduce imbalances, to improve the socio-economic parameters so as to bring them at par with the national average, and more importantly, to create employment opportunity for increasing the rate of female work percentage. With monitoring, the schemes could bring about positive change even in the sphere of women.

Youths from the minority communities are unable to exploit their potentials due to lack of opportunity and exposure. It is the bounden duty of Govt. to recognize talent harness ability and create an environment which naturally brings out their best. These beneficiary oriented schemes will enable the trainees to hone their skills to become ready for the current job market. The Govt. can suitably exploit the large numbers of youths who are wasting their hidden talent due to financial constraints and thereby combat the increasing unemployment problems.

Brief outline of some of the Important Schemes :

1.1. Airlines and Hospitality Management Training :

The core programmes offered include a **One Year integrated Dual Diploma in Cabin Crew Management and Airport Management, Hospitality and Tourism Management**. To create interest amongst youths to join the main stream society, wealth generation for the backward inaccessible areas by generating long term earning opportunity, this scheme is in tune with Govt. of India initiative to harness the vast youth power and increase employment opportunities. The Hospitality, Tourism and Aviation industry needs a lot of well trained professionals. **Minimum required educational qualification for this sector is 10 + 2 passed and age not exceeding 26 years**. As such this sector has attracted large number of youths with poor economic background who has no opportunity for pursuing higher studies. The consumer service industry has emerged as the fastest growing industry in world economy. It is on the dynamic sectors in terms of employment potential and national income. The consumer service industry broadly covers hospitality and hotel industry, tourism and aviation with each being inter -dependent (Progress report enclosed at Annexure-I).

1.2. PCDA and Computer Hardware and Networking.

The Course module of the job oriented Diploma/PG courses is designed in such a way that after successful completion of the courses, the beneficiaries will get a thorough understanding of the particular specialized trade and will be able to establish themselves in the relevant field. In order to make the trainee fully competent and confident to face the changing circumstances of the present job sector, contemporary techniques of education, fee special Soft Skill Development Sessions on personality Development, Brain storming, Spoken English , Communication Skills etc. are organized. The institutes are associated with career counseling cell to provide necessary guidance/placement assistance to beneficiaries. They also tied up with several private/Ltd. Companies, Corporate houses and consultancy groups so as to assist the beneficiary trainees to get suitable employment.

PGDCA – 1(one) year duration Graduate from any recognized University.

Advance Diploma in software Engineering (ADSE) – 1(one) year to 18 months
HSLC onwards.
Office Management and Accountancy – 6(six) months duration –
HSLC onwards.

On completion of the training, the passed out trainees get job in Computer related IT service centers, various Bank/Office Management and Accountancy holds ample opportunity for girls to get absorbed easily in private companies.

1.3. GNM/ANM & Health Worker Training :

This Sector is the best investment Govt. can make to augment employment opportunity for increasing the rate of female work percentage and to optimize resource utilization for the betterment of the livelihood and quality of life. The percentage of educated a female amongst the minority communities is still very negligible. These weaker Sections of society are not encouraged by parents to pursue further studies and girls are seen as economic burden. Moreover financial constraint prevent them from pursuing further studies, as such many girls from minority communities are at their wits and after completing 10 + 2 exam. In many homes these girls had to shoulder the responsibilities of education their younger siblings and supplement household income.

In recent times, a sizeable section of girls from the minority communities who are fortunate enough to have completed 10 + 2 have availed the benefit of GNM /ANM and Health worker trainings under the aegis of the Assam Minorities Development Board (AMDB) free cost. There is massive need for skilled personnel to helm the strong growth of Govt. and private health Institutions in the health sector. The country is already experiencing shortage of skilled man power and is likely to face similar shortage across the wide direct and direct employment pool. This sector holds immense promise for development and expansion over the coming years. Wider scope can be provided to this neglected segment with financial security.

As of date applicant having completed 10 + 2 either Science or Arts stream and not more than 25 years of age is eligible for admission into GNM Training course of 3 and half year duration. Preference is however given to Science candidates. For ANM & Health Worker Training 10 + 2 (Arts) passed out applicants not more than 25 years of age may apply for the 2(two) years Training Course. (Progress report enclosed at Annexure-I)

1.4 Diploma in Pharmacist and Medical Laboratory Technician :

The above are the two options that come in handy for those 10 + 2 passed out of boys and girls who unfortunately could not get admission in technical /medical courses on account of stiff competition. In many a times these boys and girls fail to qualify on account of lack of confidence and exposure. The Government can take up the task of building confidence amongst this segment by providing avenue to promote appropriate activity and skill for self employment with a view to create productive opportunity with minimum need of investment. There is no limit of opportunity for augmentation of employment in the health sector. To empower minority youths, build up their capacity to meet the challenges of global competition in a sustainable and self reliant manner, Diploma in Pharmacist & Medical Laboratory Technician , is no doubt a big boost in accelerating employment oriented scheme.

Essential qualification for D.Pharm. is Science 10 + 2 with PCM/PCB with 45% in each of the subject and 30% in 4th subject as per guidelines of PCI. Duration of the is 2 years, age limit for admission to the course is up to 25 years.

Successful candidates obtain license from PCI to enable them to find job as well as to start Pharmacy. Individuals intending to start Pharmacy as source of livelihood but no possessing requisite license can easily requisition the services of the successful candidates which is already in practice. Drugs/Medicine Companies and Cosmetic Companies are running short of expertise and specialists throughout the country and abroad. Therefore, Lab Technicians are on high demand in Govt. and Private establishment, Laboratories and Diagnostic centers. Many upcoming unemployed youths are absorbed in such establishment in the Health Sectors (Progress report enclosed at Annexure – I)

1.5 Beautician Course :

Another promising sector in the income generating scheme for girls from minority communities is Beautician Course of 6(six) months duration of training. This is a short term course suitable for girls who cannot pursue studies further or unable to get through to Class-X. Basic of Beauty and Hair dressing and Make-up Artist Courses are more intensive with 1(one) year duration or more and with minimum qualification of 10 passed.

Successful trainees are absorbed in Beauty Clinics as helpers or they may set up their own establishments as independent income generating units. With the ever changing lifestyle and growing awareness of maintaining a healthy lifestyle and good looks of the upcoming generations, this sector holds ample opportunities for girls to build up confidence and stand on their own feet (Progress report enclosed at Annexure-I).

B. Grants-in-Aid & Distribution of Materials : Shown in Annexure-I

C. Infrastructure Development : Shown in Annexure – I.

D. Pre-Matric Scholarship : Pre-Matric Scholarships are being provided under Central Assistance. The Scholarship are provided to the poor and meritorious students studying in Class-I to Class-X.

From 2015-16, a new Portal has been introduced by Govt. according to which the payment of scholarship will be made through DBT (Direct Benefit Transfer). As per new procedure students studying in Class – I to Class VIII may apply by submitting application application but Class-IX & Class students can apply through online.

**Good Governance Practices:
Reforms Measures in Directorate of W.P.T. & B.C. Assam**

1. Introduction :

Directorate of W.P.T. & B.C., Assam was created in the year 1976 as per Govt. provision which is under W.P.T. Department.

2. Mandate :

The Department of Welfare of Plain Tribes and Backward Classes, Assam is the nodal Department for formulation and implementation of policies and programmes for welfare and development of the Scheduled Tribes, Scheduled Castes and Other Backward Classes in the State. The Department is vested with the responsibilities of implementing the provisions of the Assam SC/ST Reservation Act, 1978 and rules framed thereunder. The Department is also responsible for implementation of Tribal Sub-Plan and Scheduled Castes Sub-Plan Components of the State Plan, Central Government and State Government funded for the Welfare of SC/ST/OBC in the State.

3. Vision :

To bring ST/OBC population at par with the people of General Category by reducing the gap through Socio-economic and cultural development and preservation of their cultural heritage.

4. Mission :

To formulate the policies and implement them through schemes and programmes for achieving the overall development of the target groups as stated in the mission.

5. Administrative Setup of the Directorate of WPT & BC.

There are 3(three) administrative setup under the Directorate. These are as follows

- i) Establishment cell.
- ii) Monitoring and Evaluation Cell.
- iii) Co-ordination Cell.

6. Activities

Following activities are imparted by this Directorate.

Conservation and dissemination of tribal life and culture.

- (i) Publication of films on Tribals.

1. Enhancing educational opportunities to the Target Groups.

- i) Post- Matric scholarship to ST/OBC.
- ii) Pre-Matric scholarship to ST/OBC.
- iii) Stipend to ITI Trainees.
- iv) Special incentive to meritorious ST students.
- v) Book Bank for ST students.

2. Socio – economic empowerment of the Target Groups.

- i) Family oriented income generating scheme.
- ii) S.C.A to T.S.P
- iii) Mukhya Mantrir Assam Vikash Yojana.

3. Create / Strengthen infrastructure facilities of the Target Groups.

- i) Construction of school building, community halls, roads, bridges, dams, rural electrification, etc. under Article 275 (1) of the Constitution of India.

4. Capacity building of the Target Groups.

- i) Vocational training.
- ii) Skill development under S.C.A to T.S.P to S.T

5. Empowerment of women belonging to Target Groups.

- (i) Distribution of Cotton yarn to women SHG under SCA to TSP
As a sign of good governance it may be pointed out that for the proper implementation of the above scheme the Directorate has initiated the following measures.
 - (i) Direct Beneficiary Transfer of scholarship fund to the students through Bank Account.
 - (ii) Timely publication of advertisement calling for applications, etc. under various schemes through daily newspapers for better awareness of ST & OBC beneficiaries.
 - (iii) Democratic Decntralisation process in the preparation of beneficiary list is being followed through the approved subdivisional level sub-committees viz

To enforce social security Acts including the Building and other Construction Workers Act, 1996.

Functions:

1. To mitigate the level of confrontation between employers and employees/workmen through speedy settlement of disputes and grievances.
2. To implement various labour legislations to ensure welfare amenities to all sections of workers in organized and unorganized sectors.
3. To detect and rescue child labour from all prohibited sectors and prosecute employers.
4. Efficient collection utilization of cuss for the benefit of construction workers as well as providing of justice and social security to all sections of workers.

Organizational Structure :

The Commissionerate of Labour is consist of officer as shown below :

	Name of the Post	No. of Post
1.	Labour Commissioner (IAS Cadre)	1
2	Addl. Labour Commissioner	1
3	Deputy Labour Commissioner	3 (HQ)
4	Assistant Labour Commissioner	11 (10 + 1 HQ)
5	Labour Officer	28
6	Labour Inspector	77

Act which are implemented by the Commissionerate :

1. The Employees Compensation Act, 1923.
2. The Trade Union Act, 1926.
3. The Payment of Wages Act, 1936.
4. The Industrial Employment (Standing orders) Act, 1946.
5. The Industrial Disputes Act, 1947.
6. The minimum Wages Act, 1948.
7. The Plantations Labour Act, 1951.

8. The Working Journalists and other News Paper Employees (C.S) and Miscellaneous provision Act, 1955.
9. The Motor Transport Workers Act, 1961.
10. The Maternity Benefit Act, 1961.
11. The Payment of Bonus Act, 1965.
12. The Beedi and Cigar Workers (CE) Act, 1966.
13. The Contract Labour (R&A) Act, 1970.
14. The Assam Shops and Establishments Act, 1971.
15. The Payment Gratuity Act, 1972.
16. The Equal Remuneration Act, 1976.
17. The Bonded Labour System (Abolition) Act, 1976.
18. The Sales Promotion Employees Act, 1979.
19. The Inter-State Migrant Workmen (RE&CS) Act, 1979.
20. The Cine-workers and Cinema Theatre Workers Act, 1981.
21. The Assam Industrial Establishments (Conferment of Permanent Status to Workmen Act, 1985.
22. The Child Labour (P&R) Act, 1986.
23. The Labour Laws (Exemption from Furnishing Returns and Maintaining Registers by Certain Establishment) Act, 1988.
24. The Building and other Construction Worker (RE&CS) Act, 1996.
25. The Right to Information Act, 2005
26. The Unorganized Workers Social Security Act, 2008.

Designated Work Profile:

The Officers of the Commissionerate are entrusted with the work of enforcement of different labour laws under which the specific responsibility is well defined. While all the officers of the Commissionerate performs different duties as appellate authority, controlling authority etc. under the Payment of Gratuity Act. Authority under the payment of Wages Act (Quasi Judicial functions), all officers also function as Inspectors under different Acts (Enforcement Authority). A few functions of the officers are cited below :-

Sl.No.	Name of Act.	Authorities/Role under the Act	Activity
1	Industrial Disputes Act 1947	All officers including Labour Commissioner, Assam down to the level of Labour Inspectors in the field are conciliation officers (Quasi Judicial function)	Promptness in intervention to the disputes is satisfactory. But as regards to understanding and or persistence and tenacity in pursuing their effort some of the field officers are found lacking.
2	Assam Shops & Establishment Act, 1971.	Labour Inspectors are declared Registering Officers of Shops and Establishments located in the Municipal/Town Committee and Semi Urban notified areas. The Chief Inspector of Shops & Establishments presently held by Addl. Labour Commissioner, Assam allots areas	The collection of non tax fee revenue for registration and annual renewal of Registration across the state has not improved even though No. of establishments in the private sector with expansion of urban area is increasing day by

		and supervises performance of Labour Inspectors for enforcement of Welfare provisions, coverage of establishments under the Act, weekly closure etc. The role of other officers are nominal only.	day. No. of inspection and prosecution also seems to be tardy in recent years. Since the performance of service delivery is within the RFD, need for improvement is strongly felt.
3	Plantations Labour Act, 1951	One of the Deputy Labour Commissioner in the Commissionerate has the additional responsibility of Chief Inspector of Plantations. Under him, Asstt. Labour Commissioner/Labour officers/Labour Inspectors including Medical Inspectors of Plantations are declared Inspectors of Plantations are declared Inspectors. The Inspection Machinery as stated above are entrusted with statutory obligation to enforce Welfare provisions which seek to provide basic amenities, health and safe working conditions of the plantation workers.	No. of inspection as well as prosecution against defaulting employers decreasing. Barring some exceptions, general standard of implementation of the welfare provision have not improved and large.

Good Governance Practices: Reforms Measures in Directorate of Welfare of Scheduled Castes, Assam

A Brief history of the Directorate :

The Directorate of Welfare of Scheduled Castes , Assam was established in the year 1989 under the establishment of this Directorate, all schemes for welfare of S.C. were dealt by the Directorate of WPT&BC Deptt. Has been divided in 3(three) major sectors viz. Welfare of S.C. looked after by Directorate of Welfare of SC under Hon'ble Minister of State Smti Sumitra Patir and Welfare of OBC looked after by WPT &BC Directorate under Honb'le Minister of State Smti Bismita Gogoi.

As per 2011 census, the total SC population of Assam is 2231321. The primary focus of the Directorate of Welfare of S.C. is to accelerate all round development of S.C. people and Govt. has taken a large number of initiatives in this regard with a thrust on educational and economic development, particularly self employment programme through Vocational training in various trades, poverty alleviation programme like – Family Oriented Income Generating Scheme (FOIG) et al. Moreover, to improve the overall living standard of the downtrodden/underprivileged SC people across the state various infrastructure and skill development programmes are being implemented both through State Plan and centrally sponsored Schemes.

As this Directorate has District or Sub-Divisional level set-up, schemes are implemented through the sub-Divisional Scheduled Castes Development Board. The Sub-Divisional Development Board is set-up in each Sub-Division of plain Districts of Assam and attached to the Sub-Divisional Welfare Offices. The Pre-Matric Scholarship and grants-in-aid schemes and FOIG scheme of this Directorate are being implemented through the Sub-Divisional Welfare Offices while the Post Matric Scholarships are being distributed through the Project Director, I.T.D.Ps. The Project Director, ITDP and Sub-Divisional Welfare Officer are under administrative control of the Directorate of WPT & BC.

Practices Of Good Governance :

No theory of governance could be intelligible unless it is seen in the context of its time. Our nation's democratic experience of the past six decades has clearly established that good governance must aim at expansion of social opportunities and removal of poverty. Good Governance means securing justice, empowerment, employment and efficient delivery of services.

The Assam Administrative Reforms Commission in its Report at Para 6 of the Chapter X explicitly spells out that "Directorate of SC,ST etc. should confine their activities to supervision, guidance, evaluation and monitoring. The Directorates need not be involved in delivery services; as has be done now".

It is pertinent to mention here that, since its inception, the Directorate of SC, Assam has been implementing various schemes aimed up upliftment of the SC under State Plan, Central Plan and Centrally Sponsored Schemes. Accordingly funds are allocated against these schemes which are leased through this Directorate on Scheme to Scheme basis for execution and implementation of various programmes at the field level. Other than the

ceiling exempted schemes like-pre & post matric scholarships and stipends for trainees of ITI etc. the rest of the schemes requires periodic monitoring and evaluation from time to time.

Inspire of having scant manpower for such monitoring mechanism in the Directorate officials have to often visit field for inspection of the progress of various ongoing schemes. Whereas sometimes the services of other reputed agencies are hired for such field level monitoring activities. Besides, as per existing schematic guidelines of Government of India in respect of various Central Sector and Centrally sponsored Schemes it is very much essential to have periodic monitoring and evaluation of various programmes. Therefore this Directorate has always endeavoured, to confine its activities to supervision, guidance, evaluation and monitoring as per recommendation of the Assam Administrative Reforms Commission (Chapter X, Para 6)

Also it is pertinent to mention here that without proper evaluation and monitoring of schemes it would no have been possible to furnish relevant Utilization Certification and other particulars relating to release of fund etc. which the Govt. of India is time and again pressing hard to comply with.

Service Delivery:

According to 2011 census, the total SC population of Assam is 2231321. Inspite of all the constitutional safeguards and protective measures that are being provided to the SCs to ensure of them all round development and freedom from exploitation and social injustice so that they could form a part of the mainstream society but a sizable chunk of the SC people of the state are still to come up to the expected level of development. In order to ameliorate their living condition by promoting all round development in spheres like-education, employment, women empowerment, providing ways and means of livelihood by way of employment generation etc. various welfare activities are undertaken by the Directorate from time. The Directorate is to ensure that such services are delivered to the intended beneficiaries in timely and effective manner so that they could reap the benefits of the schemes to the fullest.

Fortunately our time-tested age-old culture of tolerance and communal harmony amongst all sections of people enthused by the ideals of Srimanta Sankardeva and Ajan Fakir cases of caste based prejudices and intolerance in the form of untouchability etc. are few and far between unlike other states of India where cases of atrocities are increasing. The National commission for SC (NCSC) in its recently held, two- daylong State Level Review Meeting at Guwahati on 28th of May 2015 has appreciated the State on this remarkable achievement. However, as per directives of the NRSC as well as Ministry of Social Justice & Empowerment, Govt. of India continuous efforts are on to ensure that such acts of atrocities do not take place at all in any corner of the State. For that, as per provision of the Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act, 1989 the State Level Monitoring and Vigilance Committees have been formed with the Deputy Commissioners as Chairman. Adequate propaganda and publicity of tea relevant sections and clauses of the act and its implementation are being done, accordingly awareness programmes too are being undertaken to sensitize the people on such issues.

It is worth mentioning here that Manual Scavengers who form a sizable chunk of the SC people of the state are gradually being brought to the societal mainstream through various rehabilitation programmes as well as by providing amenities in the form of housing, proper sanitation, drinking water etc. which will go a long way in improving their living standards. Various employment generating avenues too are provided to them like – distribution of four wheeler passenger vehicles, three-wheeler goods carrier, sewing machines for women, coffee vending machine, photocopier machine and etc.

Over and above the entire Directorate has distinctly displayed Citizen Charter, Organizational Chart, Health Hazard related warnings signs like – Non Smoking Zone, Disaster Management Plan, notified SPIO & Appellate Authority under RTI Act 2004. Further for smooth and expeditious disposal of scholarship related issues a dedicated Nodal Officer has been designated. A Public Grievance Redressal Cell too has been constituted to address the grievances of the public and disposing them in an amicable manner. A Complaint and Suggestion Box too has been installed in a conspicuous place of the office premises which is monitored on day-to-day basis by entrusted officers. A dedicated website for the directorate is being developed with the url www.scassam.in which is now on a trial.

Good Governance Practices: Reforms Measures in Tea Tribes Welfare Department

Mandate of The Department

1. To accelerate the socio-economic development of the Tea Tribes of Assam
2. To enhance the gainful employability of the Tea Tribes community.
3. To gear up the activities for spreading out institutionalization of education at different levels viz primary/secondary and higher education etc.
4. To coordinate with other development department for providing basic amenities like health and hygiene, sanitation, safe drinking water, electrification etc.
5. The Department also monitors and assess development works undertaken various department in areas inhabited by Tea Tribes of Ex-Tea Tribes
6. To create awareness among women for creating g women Self Help groups in coordination with various organizations including voluntary organizations.
7. To monitor and coordinate with the management of the tea gardens for providing eco-friendly working environment.
8. To develop appropriate network between Government department and other organizations for speedy disposal of matters relating to tea garden tribes.
9. There is a State Level Advisory Committee constituted by the Govt. of Assam to formulate policy for optimum utilization of fund budgeted for welfare activities of the Tea & Ex Tea Garden tribes.
10. There is a Sub-Divisional Selection Committee for each Sub-Division constituted by the Govt. The Sub-Divisional Selection Committees are responsible for selection of beneficiaries belonging to Tea & Ex-Tea Garden Tribes of the respective Sub-Divisions.

Safe drinking water supply under tea tribe welfare department:

The Tea Tribes Welfare Department has taken up Water Supply in the 15 run tea gardens which are not covered under the Govt. of India Nirmal Bharat Abhijan Sanitation scheme jointly under WASH (Water Sanitation and Hygiene) programme has also been taken up under supervision of the UNICE

Income generating schemes under tea tribes welfare department:

Under these schemes financial assistance is provided in the form of 100% subsidy to the poor families belonging to Tea and Ex-Tea garden Tribes for taking up income generating activities.

Agriculture, horticulture, fishery, veterinary and animal husbandry schemes like rearing of milk cow, poultry, duckery, piggery, goatary etc, and small enterprises such as pan shop, grocery shop, vegetable shop,. Cloth shop, fish trade etc. Including tailoring, embroidery, thela (pull cart), bi-cycle rickshaw etc. can be take up. Financial assistance @Rs.10,000/- each beneficiary is provided.

Rs.50,000/- is given to SHGs against schemes like tent and decorates, broiler firm, beauty parlor, cutting tailoring, tea nursery, vermin compost etc.

Assistance is also given to educated unemployed youths for purchasing Taxi-Cab for self

employment against bank loan only with financial subsidy upto 75% subject to maximum of 2.00 lakh per beneficiary.

Promotion of cultural activities under tea tribes welfare department:

Grants for Cultural Activities including Educational Tour : Financial grants are provided to the cultural organizations of tea community for development and preservation of cultural heritages, purchase of musical of cultural heritages, purchase of musical instruments, holding of cultural functions, exchange of cultural troops and educational excursion by students belonging to tea community.

Construction cultural centre cum museum :

A five stories RCC building has been constructed at Rupnagar in Guwahati which accommodates a Museum for promotion and preservation of cultural heritage of the tea community. A conference Hall, a short stay Rest House for senior citizens and artists of the community has also been provided in the building. This building also accommodates the Directorate of Welfare of Tea Tribes office of temporary basis.

Financial assistance for gnm, anm para-medical and other courses under tea tribe welfare department.

Financial grants are given to GNM, ANM, B.Sc Nurshing and and other Para-Medicals trainees undergoing training in the recognized institutes.

Grants is also offered for 100% job assured training in different trades offered by the Food Craft institute at Samaguri in the Nagaon District and Computer Accountant Courses in the Institute of Computer Accountant Guwahati.

Financial Assistance is also given for women empowerment programme by sponsoring training in Spa & hair dressing, beauty culture etc.

Installation of individual electric meters under tea tribes welfare department.

The Government of Assam introduced a scheme from 2005-2006 for installation of individual electric meters call "Installation of Electric Sub-Meters at the individual residences of tea workers in tea gardens.

So far 2,89,826 number individual electric meters have been installed in the labour quarters free of cost.

Support to school and students under tea tribes welfare department.

Construction of boys and girls hostels –

Construction of hostels for boys and girls has been taken up for accommodation of Tea Tribes students pursuing studies in urban areas /district head quarters/Guwahati. Construction of a multistoried boys hostel building for the Tea Tribes Students at Guwahati is in progress at Ganeshguri.

Grant to Non-Govt. Educational Institution.

Non Government educational Institutions are provided financial rants for purchase to teaching instruments, cultural/musical instruments, goods, furniture, repair and extension of school building, construction of toilets and urinals, installation of hand pump for safe drinking water in school etc. Non Government educational institutions having minimum 50% of students from Tea Tribes community are eligible for this grant.

Grants to the non-official organizations under tea tribe welfare department

Grants to Non Official Organizations:

The objective of this scheme is to assist the registered Non Official Organizations such as youth Associations, Mohila Samities, libraries, club , other 4 organizations of the communities which are rendering voluntary service for all round development of the Tea and Ex-Tea Tribes.

Grants for patients to succor them under tea tribes welfare department:

Grants to patients suffering from TB, Cancer and other malignant disease –

Financial assistance is provided to patients suffering from Tuberculosis (T.B),cancer and other malignant disease, accident victims etc. Amount of support for T.B. patients is Rs. 5,000/- to Rs.10,000/- and cancer patients is Rs. 10,000/- to Rs. 20,000/

Promotion of sports and youth welfare activities under tea tribe welfare department

Promotion of Sports and Youth Welfare Activities:

Inter State/Inter District competitions as well as promotion of sports and youth welfare activities has been encouraged with financial assistance and/or supply of Sports equipment/tools etc.

Talent hunt under various sports disciplines like Archery, Foot Ball etc. is initiated in association with sports Authority of India and District sports officials.

Sanitation and training activities under tea tribes welfare department:

Sanitation Scheme -

For providing safe and hygienic latrine and the poor and deserving Tea Tribes families, sanitation scheme has taken up with technical assistance from UNICEF and State PHE Department.

The objective of the scheme is to pare vent out break of water-borne disease.

Training & Training Materials:

Training is imparted in trades like carpentry, plumbing, masonry, electrician, computer application application and distributing BOSCH's tool kits after successful completion of training for self employment to the educated unemployed youths.

The training is imparted in the Departmental skill Development Training Centres Training material is also provided to training centres from Assam Tea Employees Welfare Board.

Skill development through skill development training centres under tea tribe welfare department:

51 Departmental skill Development training cent res have been set up for Skill Development of Tea Tribes Youths in different locations throughout the State.

40 centres located on the Government/Departmental land have been handed over to private party on PPP mode of operation with effect from December 2012 and training going on it these centres.

The remaining 11 centres located in the ITI premises will soon be to be handed over to the private partner to start skill training on PPP mode.

Assistance to the students under tea tribe welfare department

Pre-matric and post matric scholarship :

The Pre-Matric Scholarship is awarded to students from Class 1 to X and Post –Matric Scholarship is awarded to students pursuing studies beyond Class X inclusive of college and university studies.

Grants for purchase of Text Book Uniform :

Financial assistance of Rs.500.00 each is provided to the poor students of the Tea Tribes communities for purchase of text book and uniform.

Financial Assistance for Higher Studies :

Financial assistance is awarded for coaching for higher studies and examinations like IAS, ACS, ITI, MBA, MBBS, BDS, Engineering, Law etc. including Research Work within and outside the country.

Bi-Cycle for both Boys & Girls:

Under this scheme needy students from Class VIII onward are provided with bi-cycle for their smooth journey to and from schools.

Achievement of the tea tribes welfare department during last 4 years (2011-12 to 2014-15)

1. 53529 beneficiaries have been provided with grants (both cash & kind) under **Family Oriented Income Generating Scheme.**
2. 3,85,554 students have been awarded **Pre-Matric & Post Matric Scholarship.**
3. Financial grants to 600, and upliftment of 277 **Non-Govt. Educational Institution (where 50% or more Tea Tribes students are enrolled).**
4. Financial assistance has been awarded to 5684 students prosecuting **higher studies** including studies in foreign country. Another 2000 or more students are being awarded financial assistance during current year 2014-2015 now in process.
5. Sponsored training 1288 **ANM/GNM Computer Accountant and other job assured para-Medical Courses.** Placement so far awarded to 119 youths those who have successfully completed the programme.
6. Distribution of Sewing Machine, Training in Hairdressing, Spa and Wellness etc. for Women Empowerment, is continuing.
7. **51 Skill Development Training Centres** since started functioning, in phased manner under PPP mode. 1425 youths have been awarded placement. 4800 trainees undergoing training in these SKDCs.
8. **Hostel Facility** has been provided to needy students in 22 hostels brought-up in different district and Sub-Divisional head quarters.
9. 3,82,000 number of individual electric meters have been provided for installation in the workers quarters Rs.1000.00 lakh provided to ASEB for **Electrification Programme of the tea workers quarters.**
10. Financial subsidy awarded to 700 youths for **Purchase of Taxi cab** against bank loan for self employment.

11. 3,015 patients have been granted financial assistance for treatment of **T.B, Cancer and other malignant diseases** to critical/needy patients.
12. For promotion of **Sports and Youth Welfare** activities, talent hunt coaching including supply of sports goods, exposure to National/Regional level youth exchange programme taken up.
13. More than 28,000 low cost Sanitary latrines and 376 Water Supply sources have been provided in tea gardens. 15 ATC run tea gardens have also been included under this programme.
14. 10 out of the targeted 100 Unit of Handloom & Handicrafts Production Centres brought up for the benefit of women community in tea garden areas.
15. **Library Cum-Cultural Centres (ALC-wise)** have been created in the Tea Dominated LAC with the objective to create reading habit amongst the Tea Youths in the tea Garden areas.
16. **Tea Tribes Museum at Guwahati and a modern Auditorium** at Lahowal in the Dibrugarh District have been brought up.

Following are the Thrust areas for 2015-16 :

1. Provision of Residential school and free education including hostel facility to needy and meritorious Tea Community Students.
2. Special Programme for Education and Skill Development for the Tea Community.
3. Special Programme for Development of Adivasi People in Assam.
4. Training of ANM/GNM/B.Sc. Nursing, Para-Medicals, Hair Dressing, Beauty Culture etc. for women empowerment.
5. Family Oriented Income Generation Programme under different State Specific Welfare Schemes.

Achievement of the tea tribes welfare department during the year 2014-2015.

1. Family Oriented Income Generation Scheme.
2. Pre-Matric & Post Matric Scholarship.
3. Financial grants to Non-Govt. Educational Institutions (Where 50% or more Tea Tribes Students are enrolled)
4. Financial assistance has been awarded to students prosecuting higher studies including studies in foreign country. Another student are being awarded financial assistance during current year 2014-2015 now in process.
5. Sponsored training ANM/GNM Computer Accountant and other job assured Para-Medical Courses.
6. Distribution of Sewing Machine, Training in Hairdressing, Spa and Wellness etc. for Women Empowerment, is continuing.
7. 51 Skill Development Training Centres since started functioning, in phased manner under PPP mode.
8. Hostel facility has been provided to needy students in 22 hostels brought-up in different district and Sub-Divisional head quarters.

9. Individual electric meters have been provided for installation in the Tea Workers quarters by ASEB for electrification programme of the workers quarters.
10. Financial subsidy awarded for purchase of Taxi –Cab against bank loan for self employment.
11. Patients have been granted financial assistance for treatment of T.B, Cancer and other malignant diseases to critical/needy patients.
12. For promotion of Sports and Youth Welfare activities, talent hunt coaching including supply of sports goods, exposure to National/Regional level youth exchange programme taken up.
13. Low cost Sanitary latrines and Water Supply sources have been provided in tea gardens.
14. ATC run tea gardens have also been included under this programme.
15. Handloom and Handicrafts Production Centres brought up for the benefit of women community in tea garden areas.
16. **Library Cum-Cultural Centres (LAC Wise)** have been created in the Tea dominated LACs with the objective to create reading habit amongst the Tea youths in the tea garden areas.
17. **A Tea Tribes Museum at Guwahati and modern Auditorium** at Lahowal in the Dibrugarh District have been brought up.

Following are the thrust areas for 2015-16.

1. Provision of Residential schools and free education including hostel facility to needy and meritorious Tea Community Students.
2. Special Programme for Education and Skill Development for the Tea Community.
3. Special Programme for Development of Adivasi people in Assam.
4. Training of ANM/GNM/B.Sc. Nursing, Para-Medicals, Hair Dressing, Beauty Culture etc. for women empowerment.
5. Family Oriented Income Generation Programme under different State Specific Welfare Schemes.