



Report of the Advisor - Part II



Implementation of Administrative Reforms in Government of Assam





***Foundation of
Competency
Based HRM***

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Advisor's Report

Administrative Reforms in Government of Assam

Why Administrative Reforms?

In a developing economy the Government has to play a significant role in the implementation of programmes/schemes to strengthen the society in general and in empowering the poor in particular. For improvement in the quality of life, skill development and availability of livelihood options with measures to access services at ease through the creation of adequate socio-economic overheads, the Government must have the capacity to carry forward its agenda adopting a proactive approach. This approach is synonymous with good governance practices having trained dedicated manpower aided by strong technology base and effective networking of services. Governance without the key ingredients necessary for the change management could subvert all noble efforts in transforming the society at large. The irony is that the poor who form the crux of our society have to bear the brunt of such failed attempts in evolving a system guarantying justice and equality to its citizens. In this context reforms in administration for achieving good governance are very pertinent and imperative.

In the words of the renowned third world economist Gunnar Myrdal- 'to reduce poverty, governance is needed to design and implement active public policies and effective, accessible basic services and social programmes to attack poverty directly. Good governance plays a critical role in preventing coercion and exploitation of poor.'

While dispensing justice and equity, the Government has to embark on a policy to define clearly following four cornerstones of governance with an effective administrative machinery.

1. *Justice and Rule of Law,*
2. *Good Quality Education and Healthcare facilities to its citizens,*
3. *Sustainable Natural Resource Development,*
4. *Social Security.*

1. Justice and rule of law:

Lacking in this first area of public order would create chaos and loss of trust in government's ability to protect life and liberty to enforce the right of citizens. Ensuring access to speedy and effective justice, protecting rights of citizens, enforcing rule and law in maintaining public order are all inseparable and they form the bedrock of a civilized society and sound liberal democracy. However, the citizens have their own responsibilities towards the state ineffectually safeguarding the interests of society. We are to be extra cautious as regards fallacy of street democracy, which according to Baba Saheb Ambedkar would destroy our democracy.

2. Good quality education and healthcare facilities to its citizens:

Access to these basic services of life forms the necessary platform to its citizens of the society to compete in a healthy environment with a

constant endeavour to carry forward the untiring attempts in pursuit of socio-economic good being. Unless and until these two basics are guaranteed by the government all other efforts in development process could not meet with expected success and an ideal social and economic transformation would remain a utopia forever. Precisely speaking, our school education system is inadequate and of poor quality. Higher education too is not effective in promoting excellence. Similarly, our public health system has not been up to the mark rendering it ineffective in addressing the problems of a large number of poor citizens. Therefore, it is imperative that necessary reforms in governance and a streamlined delivery mechanism with accountability could be the panacea to these vexed issues.

3. Sustainable natural resource development:

A core area of research and innovative brainstorming to meet the challenges of time in the face of ever increasing pressure on the environment. How to accord priority in resource mapping with a judicious and conservationist approach is the question of the day. While pursuing a policy of sustainable development agenda, it is to be kept in mind the recent bickering arising out of certain global compulsions.

Our governance challenges are not adequately addressed in this regard. For instance effective land administration is crucial to capital formation in agriculture and soil conservation. Energy plantation and biofuel production would require immediate administrative renovation and grassroots coordination. Urban management involves much more than resource allocation for infrastructure and poses formidable challenges for governance. To have a plausible and lasting solution, we must have **innovative models of governance** in dealing with such growing challenges.

4. Social security:

Social security is relatively new and growing area of state activity to which administrative system must respond with alacrity, sensitively and resoluteness. Social security programme like Employment Guarantee Scheme, National Food Security Scheme etc. need to be implemented with great tenacity so that such measures could provide social security in the real sense of the term to a large number of suffering poor. To achieve the desired goal we need a fool proof and state of the art delivery system with accountability which can address the special challenges in this emergent popular sector of state activity. Although in economic parlance populist measures may have their negative impact on the economy in the long run but given the prevailing conditions in our society teeming with large poverty-ridden populace such measures would prove a boon as a relieving comfort to the poor who matter most.

In any system, the quality of public servants is critical in determining outcomes. We have well-established procedures for initial recruitment of civil servants to attract best talents. However, there is a growing concern that our administration in general and the civil servants, in particular, have

become wooden, inflexible, self-perpetuating and inward looking owing to some inherent shortcomings. While the bureaucracy very often responds to a crisis situation with efficacy, colossal tardiness and failure to deal with normal situations is evident in most cases. Effective delegation and a clear system of accountability at every level should be at the heart of our administrative reform. We must recognize the complex challenges of modern administration particularly in critical sectors and prepare our administration to meet such situation adequately and effectively. We must recognize that the days of stereotype routine administration can no longer meet the present day challenges. We must foster excellence in the public system and attract continuously the best talent and expertise. The barrier between the government and the rest of the economy and society must be lowered allowing free movement based on competence and leadership qualities. One weakness in our governance is our incapacity to institutionalize the best practices from our country and elsewhere. A concerted effort must be made not only to identify and documentation of best practices but also to build policy and create new structures and institutions to allow mass replication of such best practices in different sectors of the administration. The communication revolution sweeping across the world offers us a great opportunity to renovate and replicate. Many models with a view to using technology for better management and direction are now at our disposal. Nevertheless, the convergence of many services at the citizens doorsteps having a citizen-centric facade and local control are critical for a seamless roadmap ahead.

Reforms initiatives are expected to redefine the architecture of governance and effective use of technology to manage social dynamics and environmental change. This entails comprehensive governance reforms through a combination of management and technologies. To make provision of relevant and reliable information is also another key government function.

The process will require re-orientation, re-alignment, and reprioritisation of existing programmes thereby integrating and revitalizing the same. This will help in redefining the structures, revamping of the processes for transformation of the target audience – the common people.

Reforms agenda should include building strong partnerships with all stakeholders of relevance – local, national and global, supported by effective communication and change management.

In the background of the recent adoption of Sustainable Development Goals (SDGs) by UN and Assam Government's initiative to implement the same in the state, the immediate necessity is a robust and vibrant government machinery equipped with adequate e-governance policy supported by dedicated and well-trained manpower coupled with clearly defined accountability at all levels. All goals including 'Smart villages and towns projects' could be achieved only through an efficient mechanism worked out in cognizance of all the stakeholders interests.

Why Reforms Difficult?

From experiences, it has been found that without inbuilt monitoring and evaluation system, goals could never be achieved.

Niccolo Machiavelli, the 16th-century political strategist and author of the famous treatise 'The Prince' opined that "..... *there is nothing more difficult and dangerous or more doubtful of success than an attempt to introduce a new order of thing*" (The Prince). This prophecy of Niccolo Machiavelli still holds good, and research all over the world have shown that the major transformational change has only a 30% chance of meeting all or most of the results expected. Effective leadership is critical to successful change and requires active sponsorship throughout the change, expecting and managing resistance and building support for change.

The **administrative reforms are not just an announcement or an event, it is a process to be sustained throughout.** From experience, it can be said without any fear of contradiction that bureaucratic callousness is the root cause of failure of administrative reforms in governance. This callousness resulted due to the inaction of a bureaucrat and failure to orient his/her mindset from stereotyped administration to pro-active and positive mindset which is the demand of the day, government being a major service provider to citizens.

It has been realised all over India that public service capacity to deliver services to citizens has declined considerably and Assam is no exception to this phenomenon. The causes of such decline have been identified as

1. *Resistance to administrative reforms.*
2. *Weakness in bureaucratic leadership management and facilitation of change.*
3. *Weak management decision making.*
4. *Civil Service is input focused and therefore, not result oriented.*
5. *Bureaucrats heading the government departments are held not accountable for the performance of the departments.*
6. *The management system is either inadequate or ineffective, not oriented towards innovative ideas and systems.*
7. *Poor Human Resource Development and Management.*

The *aforesaid causes together with poor skill base, stereotyped functioning, corrupt behaviour, negative image of the public service and in the absence of adequate accountability and systematic monitoring and evaluation system* have made the government delivery system ineffective and unresponsive.

The introduction of Good Governance Practices is essential to induce efficiency in the government machinery.

Working Process in Assam Secretariat is Slow and Stereotype:

From my experiences of working in the Assam Secretariat for the last 12 months, I am convinced that entire working process in the Secretariat is rather slow and stereotyped in the absence of proper accountability and lacking focus in the right areas. The impression I have gathered may be assigned to the following reasons:

There is no proper monitoring system to ensure implementation of Government decisions. Many decisions taken by the State Government at the highest level have not been implemented for years, and there is no accountability in this regard. In this context, I may cite the example of High Powered Committee appointed by the State Government for implementation of AARC's recommendations in 2004. Not to speak of AARC's recommendations, decisions taken by the High Powered Committee were not implemented for the last 10/12 years. Even the relevant files could not be traced in the Department/Departments responsible for required follow-up actions. Few recommendations of the Sixth Pay Commission relating to good governance have also not been implemented.

Hon'ble Chief Minister was very keen on strengthening the Divisional Commissioners' offices so that people do not have to come to the Secretariat for their works. In fact, he made a statement in the Assembly to develop Divisional Commissioners' offices as mini Secretariats. But this decision could not be implemented in spite of my best efforts.

Most of the secretariat departments do not function as per the system prescribed in the Manual of Office Procedure, Secretariat. This is due to either ignorance or negligence of Departmental Secretaries. I suggested for the training of Secretariat officers to acquaint them with the procedures of Secretariat functioning, but to my disappointment the training I suggested for, could not be arranged despite my efforts since assuming my charges in February 2015. '**Arrear List**' is an important tool for good governance and if followed properly would quicken the disposal of official works in the government departments. Unfortunately my repeated instructions to the Secretariat Departments to introduce '**Arrear List**' have failed to produce the desired outcome in most of the Departments.

Several e-governance initiatives in the Secretariat over the last couple of years for improvement in the functioning of the departments could not bring about the desired changes and results, the installations of hardware and software in the process have become practically defunct in the absence of any methodical approach for a proper monitoring mechanism. Leave aside the Secretariat Less Paper Office (**SLPO**) concept, even the requisite precondition for SLPO 'the Secretariat LAN' could not be made operational for last 10 years although exchequer had to bear huge costs in funding this project. My interactions with the

department officials and other concerned I am convinced that SLPO should be implemented in phased manner and in the first phase the tracking of files should be prioritized across the departments. Only successful implementation of this important feature of the SLPO could perhaps ease the way for the next step of digitized filing system as envisaged in the ambitious project, else the whole idea of SLPO would take years to materialize till the next generation of IT-savvy youngsters controls the core of the secretariat service.

Letters written to different departments asking for information are not replied by most of the Departments. I have probably written a number of such letters of which I received reply only on two occasions. This state of casualness in the functioning of state government departments reflect the actual state of affairs in service delivery and keeps one wondering as how the system could meet the expectations of the teeming citizens.

Human Resource Management:

The efficiency and effectiveness of the public administration system is dependent on the quality of the government workforce. Towards this end, it is imperative that competency-based human resource management nurture a workforce with the right attitude, skills and knowledge need to be developed in the government. The required generic, specific and technological competencies should also be developed based on the needs of the work environment and job requirements. In addition, appropriate assessment system with clearly defined Key Performance Area (KPA) should be adopted and the inculcation of positive values and work ethics may be promoted.

Human Resource Management is very poor by the State Government. No judicious policy or system is followed in postings and transfers of officials. Adhoc arrangements appear to be the rule of the day although availability of officers is not an issue to justify such ad-hoc postings. I can cite a number of such ad-hoc arrangements affecting adversely not only the public service but also destabilizing the entire edifice of administration. I strongly feel that Government should engage a very competent HRD specialist either individual expert or agency to study the entire Human Resource Management System of the Government so that this key area of state administration could be streamlined. A good number of key posts in implemental level are lying vacant for years without justification. For example, there is no regular heads in the Directorates of Primary, Secondary, Higher and Technical Education.

I would like to draw the attention of the State Government to another system prevalent at present regarding posts of Secretary in a Department.

As per provisions of the Assam Rules of Executive Business, each Department of the Secretariat shall consist of the Secretary to the Government who shall be the official head of the Department and more than one Department may be placed in charge of the same Secretary. Again the working of a Department may be divided between two or more Secretaries. At present in some of our Secretariat Departments several Secretaries like Additional Chief Secretary, Principal Secretary, Commissioner & Secretary and more than one Secretary have been posted. As per requirement of Assam Rules of Executive Business, the work of such Department should be divided among the different categories of Secretaries. It is apprehended that division of work among 3 / 4 Secretaries in a department would bound to create confusion and hamper the expeditious disposal of office works which is key to efficiency in governance. This aspect needs thorough examination for the interest of good governance. I strongly feel that when more than one Secretary is posted in a Department, there should be a clear division of duties which should be incorporated in the job chart of the Secretary concerned. If this is not done, the senior most Secretary should be the Secretary for the purpose of Rules of Executive Business and other Secretaries would work as Branch officers heading different branches of the Department.

AARC(2005) made certain recommendations regarding allocation of Departments to Additional Chief Secretaries, (pp 21-22 of AARC's Report).

It is really a matter of gratification that the Political Head of the State Administration has a clear vision for a clean, transparent, accountable, efficient and service oriented administration. The State Administrative Machinery must rise to the occasion to cope with his vision.

My broad recommendations for implementation of administrative reforms measures in the state administration are :

(1) The Administrative Reforms & Training Department of the State Government must be reorganised and strengthened as suggested by me. An energetic officer with pro-active mindset should be posted as the head of this Department who should be keen to initiate reforms measures for improving efficiency and excellence in functioning of the government departments.

(2) There should be a '**set up**' in the Secretariat preferably under the Chief Secretary, and this '**setup**' should be accountable for timely implementation of the recommendations of different Commissions, Committees, Experts etc accepted by the State Government. This '**setup**' should be directly responsible for ensuring implementation of such recommendations. There should be a system of constant monitoring of the functioning of this 'set up'.

(3) IT set-up in the Secretariat must be streamlined with an inbuilt mechanism for the timely update. There should be constant monitoring

and evaluation of the IT system. Without proper IT support, the State Government Departments would not be able to function in the present day situation.

(4) Departmental Secretaries should be made directly accountable for proper running of the department following mandatory provisions of office procedures, for prompt and efficient functioning. The stereotype running of the departments would not be able to meet the present day challenges of public administration. Prompt and efficient running of the Department must be the Key Performance Area (KPA) for appraisal of the performance of the Secretary.

(5) I have mentioned earlier that the Human Resource Management in the State Government is very unsatisfactory.

I strongly recommend that the State Government should engage competent consultants to study the Human Management System and initiate action for proper streamlining of the system.

(6) Lastly, I strongly recommend that for proper and timely implementation of government projects and programmes each of such project/programme must have inbuilt strong monitoring & evaluation mechanism. Without timely monitoring, the project/programmes not to speak of achieving the goals, it would be even difficult to trace out relevant files in the concerned department after 2/3 years.

Points to Ponder

The central theme of reforms initiative is efficiency in governance. The role of all stakeholders in the process determines the outcome of the drive. The way the growth process of an economy entails different stages of development, similarly, a good governance compatible with quality service delivery mechanism passes through several milestones in the process. While introducing such an exercise, we should take into consideration the variables affecting the milestones. Theoretically, we may visualize ourselves at the take-off stage, but in reality, we are only at the preconditions for take-off stage. If we consider the dynamics of change, it is to be effected in such a way that the society and the economy get transformed in a direction asserting the demands of time while safeguarding the greater interests of a welfare state.

In matters of e-services to the citizens, convergence of services need to be streamlined and based on a common platform:

The paramount interest of the government should be in creating a system or a mechanism that assures a common platform wherefrom all services delivered by the state through its agencies need to be channelized. Eclectic and ad-hoc arrangements practiced over the years for dissemination of services need to be discontinued. This confused state would do no good in governance. The government should have a clear cut policy to ensure convergence of service

delivery mechanism to avoid confusion and the resultant wastage of public money as may be evident in many cases.

It is heartening to know that present Chief Secretary of the state has taken the initiative in developing a standardized web portal for the Government of Assam for convergence of all the web-based information relating to state government departments and agencies in general and online service delivery on a common platform in particular. If implemented properly in tune with the relevance of the services expected by citizens and others the very face of the governance could be transformed from that of a passive onlooker to that of an active go-getter.

Good Governance: State's prerogative as facilitator, enabler, and coordinator-

The role of the government as a facilitator, enabler, and coordinator of the citizen-centric services should be effected in such a way that all development programmes get its due attention ensuring time bound completion thus achieving the goals. No resources get diverted to undesired or unproductive channels although we are facing stiff challenges of a new regime of minimal governance. However, we are a poor economy and the responsibilities of state need to be viewed from the perspective of parental governance. It is important that all decision makings relating to basic amenities and services involving the community in general and rural poor in particular need to be restructured based on latest techniques available with community participation. In order to achieve this, **a participatory approach of the government departments is essential to develop a scientific temper in view of the challenges of SDGs** as enumerated in the Key Action Points emerged during the working groups discussions held from 31/3/2016 to 6/4/2016 chaired by Chief Secretary (enclosed for ready reference)

In spite of several important initiative of the government in principle, it is observed that certain departments which have a great appeal to masses as well as NGOs, academia- researchers and social scientists and activists including the university and college students in view of their nature of works and their services to the citizens, are yet to develop a participatory approach in functioning. This has become more pertinent as the state government has decided to implement the SDGs with a vision 'everything for everyone' to achieve by 2030. It is expected that under the guidance of national and international experts in the field and agencies like UNDP and others, the departments should evolve the required strategy and a plausible action plan to carry forward the drive. In the past decades we did not notice any effort on the part of the departments to rope in the researchers, students, academics and others who could have helped in decisions of policymaking and other issues confronting the government. Even the state government departments do not have

proper guidelines or charters how to engage college and university students both technical and nontechnical in internship programmes taking cognizance of the changed circumstances in the new academic environment. As we all know that the success of SDGs depends largely on the participation of all and sundry, yet we have so far not been able to inculcate the spirit of a participatory approach in our style of functioning. To make each member of the society aware of our intentions we must develop a scientific approach setting aside the age-old, traditional mindset.

Implementation of Corporate Social Responsibility:

Mapping of available resources under CSR agenda in the state should be done in a coordinated approach by the government to assess the potential and flexibility based on future projections. In phases the CSR implementation to be taken up in consonance with the basic provision as laid down by the Ministry of Corporate Affairs by an Act. At the state level, we may perhaps take stock of the responsibilities taken up by the *Maha Ratna*, *Nava Ratna* and *Mini Ratna* groups of PSUs before taking up studies for corporates under the private sector. Task force set up recently by the state government should also be considered for this added responsibility in the interest of the state as a whole vis-a-vis the SDGs against the backdrop of various targets and resultant indicators.

Annual Administrative Reports as a tool to measure the efficacy of the Departments:

To bring about uniformity and transparency in the functioning of Government Departments, a set of indicators of good governance have been identified and the same could be incorporated in the annual administrative reports of the departments every year so that the status of the departments are easily reflected. These indicators are- website and its regular updating, organization chart update, job chart update, citizen charter update, regular publishing of annual administrative report, nodal officers for vigilance matters, audit objections, and reforms initiatives, office automation measures, public grievance redress mechanism status, online service delivery status, practicing of secretariat manual with special emphasis on implementation of 'arrears lists'.

Chief Minister's Secretariat to create a Centralized Public Grievances Redress Cell to monitor the grievance redress status of the citizens filed directly at CMS:

In line with PMO the CMS should have a strong grievance redress cell with state of the art facility to support a dedicated team of officials for quick response to any grievance petition. Unlike the present system (defunct for lack of coordination) installed at the reception, the

proposed Grievance Cell under CMS should directly establish link to the grievance related department/agency/ organization or individual(s) instead of getting the status collected through administrative departments. Initially, the complainant must receive an acknowledgement clearly stating the expected date of feedback with URL or postal details to view the status accessible from any PoP in the state. This Cell is a necessity although the departments might have their own public grievance redress mechanism.



20-04-2016
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***Status of Some State Government
Departments in Good Governance Practices***

Based on certain parameters/ indicators

*Status of Some
Government
Departments in Good
Governance Practices
based on certain
Identified
parameters/Indicators*

Out of 50 plus departments of Government of Assam, I attempted to locate the positions /standings of the important departments in the light of good governance practices identified in the form of 13 indicators. Accordingly, I, personally interacted with all these department representatives and handed over a set of parameters in a format designed indicating score against each parameter. They were expected to submit their status by filling in the format to help me in understanding the issues they were confronting in practicing good governance. A sample filled in questionnaire was also supplied for their understanding and guidance. My repeated requests/reminders, however, yielded in a few departments submitting their status reports. But some major departments failed to submit their reports and I had to compile my 2nd report without incorporating status of defaulting departments. Among the major department either failing to submit their status or not furnishing in proper format are- Agriculture, Health & Family Welfare, Education, Finance, PWD (Roads), GDD, UDD, Tourism, Home & Political etc. Ironically, these departments form the core of public service and hold the largest stake in citizen centric services. I can only hope that their services do not suffer for lack of motivation in the field too.

The basic idea of according ranks based on marks obtained against deliverables (parameters) had to be abandoned as the process of reforms measures were either in a nascent stage or just taking off in most of the departments. The departments submitting their reports are requested to continue with their efforts to usher in an era of hope and deliverance.

The parameters with their values attached, are given at the very beginning of this chapter to provide the readers of this report with information on the basic services, expected of a government department.

With the launching of SDGs in the state, it is high time the government departments gear up its strategy to meet the challenges of time.

The status are shown as furnished by the departments.

Annexure, supporting documents are not incorporated in our report, mention of which may be there in the status.

• <i>Planning & Development</i>	<i>15-17</i>
• <i>Soil Conservation</i>	<i>18</i>
• <i>Border Areas</i>	<i>19</i>
• <i>Water Resource</i>	<i>20-22</i>
• <i>Secretariat Administration</i>	<i>23-24</i>
• <i>General Administration</i>	<i>25</i>
• <i>Handloom Textiles & Sericulture</i>	<i>26</i>
• <i>Social Welfare</i>	<i>27</i>
• <i>Fishery</i>	<i>28</i>
• <i>Irrigation</i>	<i>29-31</i>
• <i>Panchayat & Rural Development</i>	<i>32-33</i>
• <i>Science & Technology</i>	<i>34-35</i>
• <i>Cooperation</i>	<i>36-37</i>
• <i>Revenue & Disaster Management</i>	<i>38</i>
• <i>Assam Accord</i>	<i>39</i>
• <i>Mines & Mineral</i>	<i>40</i>
• <i>Industries & Commerce</i>	<i>41</i>
• <i>Power (Electricity)</i>	<i>42</i>
• <i>Sports & Youth Welfare</i>	<i>43-44</i>
• <i>Judicial</i>	<i>45</i>
• <i>Environment & Forests</i>	<i>46-47</i>
• <i>Public Health Engineering</i>	<i>48</i>
• <i>Cultural Affairs</i>	<i>49</i>
• <i>Pension & Public Grievances</i>	<i>50</i>
• <i>WPT&BC</i>	<i>51</i>
• <i>Animal Husbandry & Veterinary</i>	<i>52</i>
• <i>Assam State Housing Board</i>	<i>53-54</i>
• <i>Office of Assistant Director Industries, Biswanath Chariali</i>	<i>55</i>
• <i>Directorate of Non Formal & Adult Education</i>	<i>56</i>
• <i>Directorate of Financial Inspections</i>	<i>57</i>
• <i>Directorate of Fishery</i>	<i>58</i>

Indicators of Good Governance (for State Government Departments)

Sl.No.	Indicator	Assigned Value
01	Website With Regular Update	10
02	Organisation Chart	5
03	Job Chart	5
04	Citizen Charter/Mandate	10
05	Annual Administrative Report	5
06	Public Grievance Redress Mechanism	10
07	Electronic Service Delivery (G2C) through departmental portal or otherwise	10
08	Use of IT in the form of MIS/PMIS for office automation by the department	10
09	Designated Officer For Vigilance Matters	5
10	Designated Officer For Audit Objection	5
11	Nodal officer for reforms	5
12	Implementation of AARC recommendation	10
13	Practicing of secretariat manual provisions by the department officials With emphasis on “ Arrear List ”	10

Total score: 100

80 And Above – Excellent



70 To 80 –Very Good



60-70 – Good



50-60 –Fair



Below 50-Poor



***Status of Some State Government
Departments in Good Governance Practices***

Based on certain parameters/ indicators

Planning & Development Department

Sl .No.	indicator	Status
1	Website with Regular Update	Department website is http://www.planassam.info Website is regularly updated and maintained by the officials of Computer Application Division of the Department. The portal is linked to important sites of Government of India and other international and national agencies. It may be mentioned that the recent initiative of the Government of Assam to launch the 'SDGs Assam Vision 2030' Planning & Development Department played the crucial role in organizing one workshop and one partnership conference. A portal for 'SDG Assam 2030' is also designed and developed with link to Planning & Development Department website.
2	Organization Chart	Organization chart of the department is enclosed herewith. The same is uploaded on the website for information of the viewers. Copy enclosed.
3	Job Chart:	The job chart for officers and staff of the general branch and other divisions of the department are revised from time to time and uploaded on the website for information of general public. Job Charts of the Department (including the divisions) is enclosed herewith. Necessary arrangement is being made to place the job charts at the entrance of the respective divisions and general branch for visitors. Copy enclosed for ready reference of Advisor.
4	Citizen Charter/Mandate of the department:	The department with the divisions have citizen charters. These citizen charters of the divisions of the department are prepared and published on the respective links of the divisions. The services delivered by the department (all divisions) to citizens are adequately explained and displayed on the portal. (copy of the citizen charters are enclosed for ready reference of the Advisor)
5	Annual Administrative Report:	The first and the second Annual Administrative Reports of the Department were published in 2011-12 and 2012-13. During 2013-14 and 2014-15 no reports were published. However, the department has been preparing the AAR for 2015-16 incorporating the activities of last two years. A decision has been taken by the department to publish the Annual Administrative Reports of the Department regularly from 2015-16 onward. A copy of the last Report published for the year 2012-13 is submitted herewith for ready reference.
6	Public Grievance Redress Mechanism:	Planning & Development Department does not have a dedicated public grievance redress cell to meet the grievances. However, such grievance or complaint when

		<p>received is sent to the respective head of the division for necessary action with intimation to the person or organization concerned. It may be mentioned that the department website has a feedback mechanism as given below on 'contact us' link of the web portal:</p> <p>The computer generated query is forwarded to the department mail id. On receipt of any such query from any quarter a reply is sent to the mail id of the sender intimating him/her about the action taken in respect of the query.</p>
7	Electronic Service Delivery through Department Portal or Otherwise:	<p>The department provide information to other government departments/agencies and public in general about its schemes and status and progress of projects and schemes through the department web portal. All relevant information in the form of data, statistics, reports and publication in respect of different divisions of the department viz. plan coordination, decentralized planning division, evaluation & monitoring division, perspective planning division are regularly so as to ensure dissemination of information to stakeholders.</p>
8	Use of IT in the form of MIS/PIMS for office Automation:	<p>To streamline and effective management of the services of the department a Personnel Management Information System (PMIS) is developed incorporating all the necessary details of the employees at the HQs and Field level, with necessary provision to customize the MIS/Software on demand. Other important software so far developed and introduced and ready for use are-</p> <ul style="list-style-type: none"> • <i>Dak Management Software.</i> • <i>File Tracking Software.</i> • <i>Software for monitoring of NLCPR projects.</i> • <i>P & D Library Management Software (Archiving of Library Books).</i> • <i>MIS for Monitoring Flagship Programme (http://assam.gov.nic.in)</i> <p>Digital Archiving of important documents:</p> <ul style="list-style-type: none"> • Digital Archiving of important files, documents, reports, publications etc.(in progress). On completion of the project the same will be made available to all officers and staff of the department using an MIS on department LAN.
9	Designated Officer for Vigilance matters	<p>For all vigilance matters relating to the department. Under Secretary (Shri B. Barman) of the department is designated for the purpose. In case of transfer of the notified officer from the department, necessary replacement orders is issued immediately for best interest of the department.</p>

		A copy of the government orders notifying the officer concerned is enclosed for ready reference of the Advisor.
10	Designated Officer to meet audit objections:	To meet the audit objections in department matters Deputy Secretary/Under Secretary is designated for the purpose. In case of transfer of the notified officer from the department, necessary replacement orders is issued immediately for best interest of the department. (copy of notification of the Audit Officer enclosed)
11	Nodal Officer for Reforms	Considering the importance of the subject, Department appointed a Nodal Officer for reforms matters. Currently the Deputy Secretary has been designated for the purpose and is entrusted with the responsibility to liaise with Administrative Reforms & Training, IT and other related departments to carry forward the reforms initiatives. Training of officers and staff in matters of secretariat administration etc are organised in consultation with all concerned. In case of transfer of the notified officer from the department, necessary replacement orders is issued immediately for best interest of the department. (copy of notification of Nodal Officer for Reforms is enclosed for ready reference of Advisor)
12	Implementation of AARC Recommendations	All necessary measures have been taken to implement the recommendations of the AARC report. To review the progress of the implementation, meetings of all senior officers are held from time to time. The system of desk officer is not in use but practicing the 'Arrear List' and file processing in three/four levels bring efficiency to the system. Computerisation of the department has also eased and smoothened the working environment to a considerable extent. ICT applications in the department is encouraging and all the officers and staff are adequately trained and are comfortable in software like MS Office (Word, Excel, Power point). Almost all the officers and staff are used in browsing net and in sending e-mails etc.
13	Practicing of Secretariat Manual Provisions by Department Officials.	The secretariat Manual 1981 (original) and abridged version compiled by Advisor have already been circulated among the officers and staff of the department to serve as a ready handbook. The same is also uploaded on the website of the department so that anybody can download and print the relevant portion of the Manual for office use or reference. All the provisions are carefully read and followed by the officials of the department with top priority on arrears lists . Copies of the arrear lists as followed in the department for the last one month is enclosed for ready reference of Advisor.

Soil Conservation Department

Sl. No.	Indicators	Status
1	Website with regular update	Recently a website for Soil Conservation Department has been developed. The updating of the relevant records etc. are in process. The website is www.scdassam.gov.in
2	Organization Chart	Organizational Chart is enclosed in annexure I
3	Job Chart	Job Chart is annexed at annexure II
4	Citizen Charter/Mandate	Citizen Charter is enclosed.
5	Annual administrative report	Annual Administrative Report for the year 2014-15 is annexed.
6	Public Grievance Redress Mechanism	Public Grievances are redressed at different levels. At field level whatever grievances are arises, generally reported to Range Officer/ Beat Officer through the field staff viz. Soil Conservation Field Worker, Soil Conservation Demonstrator(Jr), Soil Conservation Demonstrator(Sr),The Range Officer/ Beat Officer disposes the issues at his level best and whatever not possible to dispose at his level is forwarded to the Divisional Officer at different level. The Divisional Officer then disposes the issues at his level best and the issues which are not possible to dispose, the same is forwarded to the Govt. through Director of Soil Conservation then initiate necessary measures.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	<ul style="list-style-type: none"> i. Electronic service delivery (G2C) through Departmental Website www.scdassam.gov.in has already been started. ii. Departmental e-procurement system is under process. iii. Single Window system has been maintaining.
8	Use of IT in the form of MIS/PMIS for office automation by the Department	MIS for monitoring physical & financial target and achievement for the last 3-4 years through SLNA, IWMP are in use by the Soil Conservation Department.
9	Designated officer for vigilance matters	Director is the designated officer for the vigilance matters.
10	Designated officers for Audit Objection	Director is the designated/ nodal officer for Audit objection. In addition to it, internal audit system is also prevailing in the Department. There is internal Auditor in the Directorate and he/she time to time perform the internal audit as per the instruction of Director of the Soil Conservation.
11	Nodal Officer for Reforms	Joint Director (HQ) is the Nodal officer for Reforms.
12	Implementation of AARC Recommendations	The Assam Administrative Reforms Commission's recommendations in order to increase the accountability, transparency and contestability are being followed by the Department.
13	Practicing of Secretariat Manual Provisions by the Department officials	Practicing of Secretariat Manual provisions are generally followed.

Border Area Department

Sl. No.	Indicator	Status
1	Website with regular update	Process to open website in respect of Border Areas Department has already been started and the required preliminary information has been submitted to NIC.
2	Organization Chart	Enclosed (Annexure – I)
3	Job Chart	Work allotment order issued to all officers and Assistants.
4	Citizen Charter	There is no interface with public in Border Areas Department deals with infrastructure Development of Inter-State bordering areas under State plan as well as international border areas under Govt. of India. BADP (SCA) and 13 th Finance Commission as per relevant guidelines. There is no individual beneficiary scheme in Border Areas Department.
5	Annual Administrative Report	Under Process.
6	Public Grievance Redress Mechanism	Smti P. Thaosen, ACS, the then Deputy Secretary (now Joint Secretary) looks after Public Grievances redress mechanism as Nodal Officer of Public Grievances of the Department.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	There is no electronic delivery service. However any information sought for by public is provided under RTI Act, 2005.
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	Officers of Directorate of Border Areas have been trained to upload the Annual Action Plan of BADP (SCA) through MIS and they are now imparting training to District Level Officials.
9	Designated officer for vigilance matter	No
10	Designated officer for Audit Objection	No officer is designated for audit objection as such. However DBA is responsible for audit objection matter.
11	Nodal Officer for Reforms	Smti. D.B.Malakar, ACS, Joint Secretary the then Deputy Secretary is the Nodal Officer till date.
12	Implementation of AARC recommendation	(1) With a view to identify infrastructure gaps in Border Areas, initiative has already been taken to conduct the base line survey in inter-state Border Areas. (2) Views on the recommendation has already been submitted vide letter dated 17-11-2015 (copy enclosed as Annexure – II)
13	Practicing of Secretariat Manuel	All matter of the Department are being done as per procedure of Secretariat Manual.

Water Resource Department

Sl. No.	Indicator	Status
1	Website with regular update	The two Departmental websites in use are, http://www.assam.gov.in/ http://www.awc.org.in/ The websites are regularly updated and maintained by a designated official/staff.
2	Organization Chart	Enclosed herewith (Annexure-A).
3	Job Chart	The duties and responsibilities of the officers under Water Resources Department are designated in the Fundamental Rule & Subsidiary Rule of the Government of Assam.
4	Citizen Charter	The services delivered by the department to the citizens are adequately displayed in different offices of the Water Resources Department.
5	Annual Administrative Report	The first Annual Administrative Report of the Department was published for the year 2006-07. The Annual Administrative Report for the subsequent years were published in due time. However, the same for the year 2014-15 has been prepared which would be published very soon. (Hard & soft copy enclosed at Annexure-B).
6	Public Grievance Redress Mechanism	One Public Grievance Redressal Cell has been set up in the office of the Chief Engineer, WRD with the Deputy Director, EDRT as the Nodal Officer vide Notification No. DP/WR/Tech/13/2013/1 Dated 10.09.2013. The Department is very much conscious regarding any grievances from individuals/public/others and takes necessary action immediately with due intimation to the petitioner.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	No such service (G2C) is available in WRD. However, Department receives tenders online for the works amounting to rupees one crore and above and all divisional offices are availing net facilities for inter-departmental correspondence.
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	MIS for the Department is being developed under the assistance of Asian Development Bank (ADB) through Flood and River Erosion Management Agency of Assam (FREMAA), special purpose vehicle of the department. It is also proposed to connect all divisional offices of each & every district with the HQ at Guwahati.
9	Designated officer for vigilance matter	For the purpose of regular quality control and monitoring as well as Vigilance, designated officer is the Chief Engineer, Quality Control, WR Department. The Quality Control wing is housed in the Office Buildings of the Chief Engineer, Water Resources Department, Chandmari, Guwahati-3.
10	Designated officer for Audit Objection	The Deputy Secretary (I) to the Government of Assam, Water Resources Department is the Officer in Charge for Audit Objection. The Deputy Chief Engineer, WRD is the designated officer for Audit Objection in the office of the Chief Engineer, WRD.
11	Nodal Officer for Reforms	The Under Secretary, Establishment to the Govt. of Assam, Water Resources Department is the Nodal Officer for Reforms.

<p>12</p>	<p>Implementation of AARC recommendation</p>	<p>All necessary steps have been taken for implementation of the recommendations of the AARC Report. In this regard, various training programmes have been initiated by the Water Resources Department. Employees/Officers (both technical and non-technical) are being trained both in India and overseas on regular basis.</p> <p>In 2013, with an aim to establish a Centre of Excellence for Knowledge and Technology in the field of Water Resources Management in North East India that would bring together various technologies and tools that could help the Government of Assam and its agencies to understand the processes that control the behavior of Brahmaputra and Barak Rivers and their tributaries better and to take up Capacity Building in this subject, the River Research Station(RRS) which was established by the Government of Assam in the year 1958 as a part of the research and investigation wing of the then Flood Control & Irrigation Department, Assam was converted to the Assam Water Research and Management Institute (AWRMI) vide Govt. notification No. WR(E)5/2013/16 Dtd. 22.05.2013. In the interest of public service and with a view to bring about structural change and to affect greater functional autonomy to the Assam Water Research and Management Institute (AWRMI), Basistha, Guwahati, a society in the name and style as 'Assam Water Research and Management Institute Society' was set up in the year 2015 under Water Resources Department, Govt. of Assam. This Institute conducts various training programs for junior, middle and senior level officers from time to time.</p> <p>The various training programs and workshops conducted by the Water Resources Department in the year 2015 are enclosed herewith (Annexure-C).</p> <p>The Governor of Assam has also constituted Assam Water Mission in support of the National Water Mission, launched by Ministry of Water Resources, RD & GR, Govt. of India, to achieve the goals of the National Water Mission and also to develop State Specific Action Plans for water sector as suggested by Ministry of Water Resources, RD&GR, Govt. of India. The Assam Water Mission will enable multidisciplinary participation to oversee proper harnessing and optimal use of water resources of the State for sustainable development. The goals of Assam State Water Mission include, (i) Preparation of a comprehensive water database in public domain and assessment of impact of climate change on water resources. Assessment of the availability of water resources around the year, their development and management, periodic review, water governance and relevant Institutional arrangements, water related policies, cross oundary issues etc., (ii) Identification of the problems/ issues related to all</p>
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		<p>the aspects of Water Resources specific to the state, (iii) Providing a set of probable solutions to address the identified key issues/problems of activities, (iv) Preparation of specific Action Plans for each of the strategies/ activities to be implemented by the State as per the National Water Mission documents, (v) Promotion of citizen and state actions for water conservation, augmentation and preservation,(vi) Focused attention to vulnerable areas including over-exploited areas, (vii) Increasing water use efficiency by 20% and (viii) Promotion of basin level integrated water resources management.</p> <p>A Memorandum of Understanding (MoU) is proposed to be signed between North East Centre for Technology Application and Reach, Department of Science & Technology, Ministry of Science and Technology, New Delhi and Assam Water Research & Management Institute (AWRMI) under Water Resources Department, Govt. of Assam, with an aim to study the behavior of the Brahmaputra and its tributaries, to develop a capability for flood prediction, to develop high resolution DEMs for flood prone areas, to develop a capability to understand sedimentation in the river system and its management, to train officers of Water Resources Department in use of technologies etc..</p> <p>A Memorandum of Understanding was signed between NASI and Assam Water Research and Management Institute (AWRMI) (under Water Resources Department, Govt. of Assam) on 23rd November, 2013 in the conference hall of Chief Secretary, Assam. Accordingly, as per terms and conditions of the MoU, NASI has established the Brahmaputra Gallery in a built up space of 349.41 Sq.m in the premises of Assam Water Research and Management Institute (AWRMI). The main objective for establishment of the Brahmaputra Gallery is Public Awareness about the mighty river Brahmaputra and showcase the geomorphological characteristics, vastness of its problems, historic as well as geo-social impacts having great relevance in the context of its intrinsic ethnic and economic values in the NE region of India; etc. through electronic and digital displays.</p> <p>River Atlas for the State of Assam is also under consideration and will be prepared in collaboration with North East Space Application Centre (NESAC).</p> <p>Modernization of the old office buildings with proper electrification, sanitary and modern office automated systems have been done by the Department in Dibrugarh, Jorhat and few office buildings in Guwahati. The renovation process of some other office buildings in the State are in progress and the remaining buildings would also be renovated soon as required.</p>
13	Practicing of Secretariat Manuel	The Department follows the Secretariat Manual. The Department has reviewed seriously the arrear list and the process has already been initiated from the beginning of the year.

Secretariat Administration Department

Sl. No.	Indicator	Status
1	Website with regular update	For Secretariat Administration, the name of the website is http://www.assam.gov.in . The website is updated regularly.
2	Organization Chart	The organisation Chart is enclosed at Annexure-I
3	Job Chart	The job chart for officers/Staff are revised from time to time and can be viewed in departmental website. Enclosed at Annexure-II for ready reference.
4	Citizen Charter	The R.T.I manual, which is also known as " 17 point disclosure" can be viewed in S.A.D's website. A copy is annexed at Annexure-III. However no citizen charter has been prepared for SAD as of now.
5	Annual Administrative Report	The last annual administrative report was published in the year 2010-2011, Which is enclosed at annexure III. The draft AAR for 2014-15 is yet to be finalised.
6	Public Grievance Redress Mechanism	Although a nodal officer has been appointed to address Public Grievance Redress Mechanism, SAD do not deal directly with general public. Notification is at Annexure IV.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	Employees of the Secretariat can download gradation list, transfer and posting orders, forms for Leave/GPF, Pension papers from departmental portal. Moreover tender notice/rates for procurement of stationery/Miscellaneous articles can also be downloaded from Dept's website.
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	E-indenting system for office stationery and miscellaneous items from all the depts. to S.A.D has been introduced in the 1st part of the 2015. Data base of all employees are computerised and would be linked to the pay roll in next financial year. Further, e-entry pass system introduced during October,2015 and the system is now stable and functional
9	Designated officer for vigilance matter	Although designated vigilance officer has not been notified concerned branch officers look after the vigilance matter.
10	Designated officer for Audit Objection	Officer designated for the purpose is enclosed at Annexure V for ready reference. In case of transfer of the notified officer from the department necessary replacement orders issued immediately.
11	Nodal Officer for Reforms	Nodal officer for Reforms has been notified and annexed at Annexure VI for ready reference. Training to officers of Secretariat Services and Sect. Employees are imparted regularly every year through Seat. Training School in AASC and outside the state as well. To create resource persons under SLPO, SAD is working as stakeholder with IT Dept.

12	Implementation of AARC recommendation	Efforts have been taken to implement the recommendations of the AARC, 2005 report. To review the progress of the implementation meetings of all senior officers are held regularly.
13	Practicing of Secretariat Manuel	The Secretariat Manual 1981 (Original) and abridged version compiled by the Advisor are circulated by SAD to all depts and to serve as a ready handbook. All the provisions are carefully <i>read</i> and followed by the officials of SAD with emphasis on arrear list.

General Administration Department

Sl. No.	Indicator	Status
1	Website with regular update	General Administration Department's website is hosted in the official website of the Govt. of Assam http://assam.gov.in . All recent approved information / notifications will be updated in this Department's website in liaison with AMTRON.
2	Organisation Chart	The Organization Chart and the Organogram of this Department is enclosed herewith. The same will be uploaded in the Department's website.
3	Job Chart	The Job Chart of the General Administration Department is enclosed herewith. The same will be uploaded in the Department's website.
4	Citizens' Charter / Mandate	The Citizens' Charter of the General Administration Department is enclosed herewith. The same will be uploaded in the Department's website.
5	Annual Administrative Report	The last Annual Administrative Report of this Department was published in the year 2010-2011. The work for preparation of the Annual Administrative Report 2015-2016 is under progress.
6	Public Grievance Redress Mechanism	At present no Nodal Officer has been designated for redress of Public Grievances. Any grievances received are dealt by the concerned Dealing Assts., as per this subjects allotted, who in turn report to the concerned Dealing Officer for necessary orders on their respective subjects.
7	Electronic Service Delivery through Department Portal	The department's portal / website is yet to be standardized as per the existing norms.
8	Use of IT in form of MIS / PMIS for Office Automation	The soft copies formats of necessary correspondences, forms, orders, notifications, office memorandums, sanction orders and data relating to budget allotment and expenditure, minutes of meetings are maintained in respective folders by the concerned Dealing Assistants in their allotted Desk Tops or other storage devices.
9	Designated Officer for vigilance matters	Not designated yet.
10	Designated officer to meet the audit objection	Office Order is enclosed herewith.
11	Nodal Officer for Reforms	Office Order is enclosed herewith.
12	Implementation of AARC recommendations	Instructions are issued to the Department staff from time to time and review meetings of work progress held from time to time.
13	Practicing of Secretariat Manual Provisions by Departmental Officials	Provisions are carefully followed by the officials of GAD with special emphasis on Arrear List.

Handloom Textile & Sericulture Department

Sl. No.	Indicator	Status
1	Website with regular update	The process of creating a website for the Department of Handloom Textiles & Sericulture is being undertaken. Both the Directorates under this department have their own websites and these are being updated regularly.
2	Organization Chart	Enclosed at Flag-A
3	Job Chart	Enclosed at Flag-B
4	Citizen Charter	The services delivered by the Department are adequately explained to the citizens as and when approached by them.
5	Annual Administrative Report	AAR of the department has been published up to 2011-12. The AAR for the year 2012-13, 2013-14, 2014-15 is being prepared. (copy enclosed)
6	Public Grievance Redress Mechanism	A Nodal Officer has already been designated for redressing public grievances. (copy enclosed)
7	Electronic Service Delivery (G2C) through Department portal or otherwise	The department does not have a website of its own but electronic service delivery is done for certain services by way of the portal of IT Department as well as the portals of the directorate of Handloom Sc. Textiles and Sericulture.
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	IT in the form of MIS is used to some extent in Handloom Textiles & Sericulture Department.
9	Designated officer for vigilance matter	The Nodal Officer for redressing Public grievances looks after the vigilance matters also.
10	Designated officer for Audit Objection	One officer has already been designated as the Audit Officer to look after the Audit objections.
11	Nodal Officer for Reforms	The Nodal Officer for reforms has already been designated. (copy enclosed)
12	Implementation of AARC recommendation	Being implemented
13	Practicing of Secretariat Manuel	Being practiced

Social Welfare Department

Sl. No.	Indicator	Status
1	Website with regular update	Department website is www.socialwelfareassam.com A separate website is being developed which will be operated through NIC and it is under process
2	Organization Chart	Organization Chart of the Department is enclosed herewith. The same is being uploaded in the website
3	Job Chart	Job chart of the Department/Directorate is enclosed herewith. The Job Chart for individual officers/staff is revised from time to time.
4	Citizen Charter	The services delivered by the department to citizens are explained and displayed
5	Annual Administrative Report	
6	Public Grievance Redress Mechanism	To address the public grievances the Govt. has notified and appoint all the district social welfare officers of each district as 'Public Grievance Officers' (PGO) for implementation of "PGRAMS" (Public Grievance Redressal and Monitoring System) vide notification No.SWD.184/2012/pt-1/29 dated Dispur, the 8 th July 2013. Copy enclosed.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	Department made a necessary arrangement to ensure timely and effective delivery of its services to the public or the stakeholders in the following areas such as - for recruitment, submission of NGO's proposals, reports etc
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	To streamline an effective management of the services of the department a Personnel Management Information System (PMIS) is developed.
9	Designated officer for vigilance matter	No officer has been designated for vigilance matters as yet, however matter is being considered
10	Designated officer for Audit Objection	Finance & Accounts officer/Internal Auditor have been designated to meet audit objections.
11	Nodal Officer for Reforms	Shri D Pegu, Joint Director, Directorate of Social Welfare has been notified as Nodal Officer for reforms
12	Implementation of AARC recommendation	All necessary measures have been taken to implement the recommendations of the AARC report
13	Practicing of Secretariat Manuel	Matter is under process of consideration

Fishery Department

Sl. No.	Indicator	Status
1	Website with regular update	The Department has already developed e-portal viz. http://fishassam.gov.in . and there is a designated webmaster for the purpose. Presently the website is not updated on regular basis as there is no such requisite technical staff available for regular updating of the website. Earlier it was maintained by contractual staff, whose contractual term has been expired in the month o March, 2015. However, proposal has been sent to the Government for making necessary provision of fund for hiring the technical staff required.
2	Organization Chart	Enclosed
3	Job Chart	Job chart of the Department is enclosed herewith. The job chart is presently not updated/uploaded on the website. However, the process of updating is underway and after updating the same will be uploaded in the website and displayed prominently at the entrance of the Directorate.
4	Citizen Charter	The citizen may access the Departmental Website for various information lke the ongoing schemes being implemented by the Department along with the Guidelines of the schemes, Advertisement/Tender Notice etc.
5	Annual Adm. Report	The first Annual Administrative Report was published in the year 2005-06. The publication of the same is enclosed for 2013-14.
6	Public Grievance Redress Mechanism	No such cell is available in the Directorate to address the public grievances at the specific time. However, there is a State Public Information Officer (SPIO) to address the RTI petitions as per the RTI Act. 2005.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	The Department is yet to deliver its services fully to the public or stakeholders electronically through the web portal of the Department as the e-portal is a static one. However, the department is the king for making the website a dynamic one.
8	Use of IT in the form of MIS/PMIS for office Automation	There are about 20-23 PCs available at the Directorate with Internet connectivity in 6 PCs. PIMS for office automation is not there.
9	Designated officer for vigilance matter	Designated Officer for vigilance matter is there (Copy enclosed).
10	Designated officer for Audit Objection	No such officer has been designated till date to meet the audit objection.
11	Nodal Officer for Reforms	There is a designated Nodal officer for reforms under Directorate (Copyenclosed).
12	Impl. of AARC recommendation	-
13	Practicing of Secretariat Manuel	-

Irrigation Department

Sl. No.	Indicator	Status
1	Website	Irrigation Department has developed their own website assisted by NIC namely irrigassam.nic.com and there is a process of updating data time to time. Moreover, e - tendering and e - procurement systems have been introduced in the Irrigation Department for bringing transparency and efficiency in the tendering system in close co-ordination with NIC.
2	Organization Chart	Organizational chart of the department, enclosed herewith. Irrigation Department, Assam is the custodian of all the Government Irrigation scheme in the state of Assam. The Department executes the works, operates the schemes and also maintains them. The administrative matters of the Department are normally looked after by a Principal Secretary. The Secretary, Irrigation Department also looks after the Administrative and technical matters assisted by Deputy Secretaries, Under Secretaries and other supporting Secretarial and Professional staffs at different levels. The Department level organization is under the control of two Chief Engineers – Chief Engineer (Minor,.) looks after Minor Irrigation schemes and Chief Engineer, Irrigation looks after Major/Medium Irrigation schemes including the establishment matters and Budget of the Department. The Chief Engineers are 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 (Under direct control of Secretary, Irrigation) Investigation and Monitoring which are under Additional Chief Engineers assisted by supporting technical hands as well as general Staff. Moreover, there are Upper Assam Command area Development Authority and Lower Assam Command area Development Authority to look after the Command area Development and water management within the command area of already completed Irrigation Schemes.
3	Job Chart	<ol style="list-style-type: none"> 1. Construction of Head Work in respect of surface flow irrigation Scheme.2 2. Construction of barge/ lifting point in respect of surface lift irrigation scheme. 3. Boring of D.T.W. /S.T.W. schemes. 4. Construction of distribution system viz. canals Branch canal, Minors, Field channels etc.

4	Citizen Charter	The citizen charter of the department is as under Enclose.
5	Annual Administrative Report	During 2014-15, Annual Administrative Report of the Department was submitted. The report for the year 2015-16 is being prepared and will be submitted in due course.
6	Public Grievance Redress Mechanism	Efforts to introduce a new methodology for effective redress of public grievance are on. However, a nodal officer has been appointed in this regard in the Department alongwith setup of a complaint box to redress public grievance.
7	Electronic Service delivery through Department Portal or otherwise	A committee in this regard has already been formed and preliminary works are in hand.
8	Use of IT inform of MIS/ DIMS for office Automation	A personal management information system is introduce in the Department. Employment data sheet of all the employees/ officers of the Department have been developed as per information and format supplied by Finance Department. The soft copy for 2015-16 has been furnished to the finance Department for uploading in the portal generated by Finance Department
9	Designated officer for Vigilance matters	A wing headed by one Additional Chief Engineer namely, "Inspection and Quality Control" has been setup to look after and keep vigilance of the field works. The wing is an independent one and directly connected with the administrative head i.c. the Principal Secretary/ Secretary, Irrigation Department, Assam. Moreover, Project Level Vigilance and Monitoring Committees comprising Superintending Engineer as Chairman, Executive Engineer as Member Secretary, Honorable Local MLA, Assistant General Manager of APDCL, District Agriculture officer, Executive Engineer (Mechanical/Electrical Division), Executive Engineer, Irrigation Division, a representative from D.C. as members to look after operation, maintenance and better Co-ordination with other related departments, has been set up.
10	Designated officer to meet audit objection	One Senior FAO, two FAO, three Account officers, Audit branch who regular looks after and carry out the works of verification of expenditure and attend to the audit objection as and when necessary. The audit branch keeps close attachment with the Accountant General office and reconcile the expenditure statement as received from field division offices.

11	Nodal officer for Reform	One Additional Chief Secretary looks over the important works with his advice and suggestion as a part of reform. For compliance of eGovernance 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 tendering system with collaboration of National Informatics centre; Assam and Director Design has been appointed as Nodal Officer. Employee's data base has been prepared of all the staff and officers of the department and furnished to the Finance Department for uploading in the portal generated by Finance Department.
12	Implementation of AARC Recommendation	All necessary measures have been taken to implement the recommendation of the AARC Report. In the AARC Report, it was mentioned that 9 Nos. of officers (Under Secretary = 5 Nos, Deputy Secretary = 3 Nos, Secretary = 1 Nos.) are not sufficient in comparison to work load for disposal of work. Hence, there was a proposal to increase the sanctioned strength of officers in the rank of Under Secretary and Deputy Secretary. In the suggestion made from the department was also mentioned that the increasing the sanctioned strength of officers in the rank of Under Secretary, Deputy Secretary at least by 3 Nos. in the level of Under Secretary and by 2 Nos. in the rank of Deputy Secretary is desirable. The recommendation.
13	Practicing of Secretariat Manual Provisions by Departmental Officials	The Department will make necessary steps in circulating the Secretariat Manual 1981 (original) among the officers and staff of the Department to serve as a ready handbook. It is mandatory to impart training to the officers in the Secretariat in regards of secretarial practices to cope up with the Secretarial work functionaries.

Panchayat & Rural Development Department

Sl.No.	Indicator	Status
1	Website with Regular Update	The Department website is " assam.gov.in/web/public-works-building-nh ". Website has been newly developed and steps are taken for regularly updating the website.
2	Organization Chart	The Organization chart of the Department is enclosed herewith. The same is uploaded in the website.
3	Job Chart	The Job Chart of the Department is enclosed herewith (at Annexure-I). The Job Chart for individual officers/staff is revised from time to time and the same is uploaded in the website.
4	Citizen Charter/ Mandate	The Citizen Charter for this Department is being prepared and on approval will be uploaded in the website
5	Annual Administrative Report	The Annual Administrative Report for 2014-15 has been published and is enclosed herewith (at Annexure II). The same is uploaded in the website.
6	Public Grievance Redress Mechanism	The Department has designated the Deputy Secretary (Establishment) for redressing public grievances. Action on the petition is taken within a time frame with intimation to the petitioner
7	Electronic Service Delivery through Department Portal or Otherwise	<i>(i) Transfer and Posting:-</i> All notifications regarding transfer and posting are available in the website. <i>(ii) Circulars:-</i> All recent circulars issued by the Ministry of Road Transport & Highways and Govt. of Assam pertaining to this Department are available in the website. <i>(iii) Forms:-</i> All forms for leave, GPF, Pension papers etc. are being made available in the website.
8	Use of IT in form of MIS/PIMS for office Automation:	<i>(i) Tendering:-</i> Entire tendering process is done through e-tendering since 2004. All tender notices are being displayed in the website. For tenders pertaining to NH wing, it is mandatory to use the portal of the Ministry of Road Transport & Highways. The tenders of the Building wing are carried out through M/s Nextenders (India) Pvt. Ltd at the portal assam.etenders.in. This is being shifted to NIC. <i>(ii) Employees Data Base:-</i> The data base of employees is being computerized and will be available in the website.
9	Designated Officer for Vigilance Matters	The Department has designated the Deputy Secretary (Establishment) for looking after vigilance matters.
10	Designated Officer to meet audit objection	The Under Secretary (Building) has been designated for looking after Audit matters..
11	Nodal Officer for Reforms	The Deputy Secretary (Establishment) has been functioning as Nodal Officer for Reforms
12	Implementation of AARC Recommendations	Steps have been taken for implementation of AARC recommendations. Regular meeting of senior officers are held

13	Practicing of Secretariat Manual Provisions by Department Officials	The extracts from Manual of Office Procedure Secretariat, 1981 compiled by the Advisor are circulated to serve as a ready handbook. Although no arrear list was maintained, stern action is taken by the Commissioner & Special Secretary in case of any delay in disposing files. Steps are being taken to maintain an arrear list.
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Science & Technology Department

Sl. No.	Indicator	Status
1	Website with regular update	Yet to be developed.
2	Organization Chart	Enclosed
3	Job Chart	Enclosed
4	Citizen Charter	NA
5	Annual Administrative Report	Last published for the year 2013-14
6	Public Grievance Redress Mechanism	<p>A Grievance Cell in the ASTEC to attend to the complaints/queries of the stakeholders and citizen's has been constituted. The main function of the Cell is to ensure timely redressed of public grievances by taking up the matter with the concerned authorities.</p> <p><i>Acknowledgment:</i> Acknowledgement of grievances would be done within a week of the receipt of the petition.</p> <p><i>Action on Grievance:</i> Action on grievances would be taken within two weeks.</p> <p><i>Decision:</i> Decision would be taken within a month. Once the final replies are sent, the petition would be treated as closed.</p> <p><i>Monitoring:</i> The Public Grievance cases would be monitored regularly at specified time intervals and the same would indicate in the statements prepared in respect of Public Grievances.</p> <p><i>Public Grievance Officer:</i> In the case of non-compliance of service standards, the service recipients /stakeholders can contact the following Officers mentioned in the citizen charter for redress of their grievance.</p> <p><u>Contact Details-</u> Assam Science Technology & Environment Council Bigyan Bhawan G. S.Road, Guwahati-781 005 Ph. 91-361-2450147/2450646/2464619/2464621 Fax + 91-361-2461217 E-mail astec@rediffmail.com</p> <p>Mouth and year for next review of the Charter: Financial Year, 2014-15.</p>
7	Electronic Service Delivery (G2C) through Department portal or otherwise	Not yet developed
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	No
9	Designated officer for vigilance matters.	Yes
10	Designated officer for Audit Objection	Yes

11	Nodal Officer for Reforms	Yes
12	Implementation of AARC recommendation	<p>It may be mentioned here that most of the recommendations of .Assam Administrative Reforms Commission, 2005 are being followed by the Deptt. The Dept. has a meaningful and pragmatic mission statement along with a proper delegation of powers. The audit is also conducted on a regular basis.</p> <p>The Dept. is not only working as a provider and regulator but also as a facilitator. Patent Information Centre (PIC) under ASTEC is one such prime example. Performance Appraisal of the staff at all level are also done on a regular basis. Training on different aspect of Good Governance are given on a regular basis. Transparency is maintained on Right to Information.</p>
13	Practicing of Secretariat Manuel	Yes

Cooperation Department

Sl. No.	Indicator	Status
1	Desk Officer System	The Desk officer system is not introduced in the Dept. but the following steps are being followed for prompt disposal of day to day office work: (i)The processing of the files are initiated by the superintends through the dealing assistants and endorsed to the Under Secretary/Deputy Secretary/ Joint Secretary/ Addl. Secretary/as the case may be, who acts as Branch officer. (ii) The concerned Branch officer takes initial decisions as per the existing rules / procedures /guidelines and put up the matters with relevant rules/guidelines and suggestions to the Secretary / Principal Secretary for necessary approval. (iii)Registers like receipt register, file Index, outside File register etc. are maintained in the Dept.
2	Streamlining the work flow	(i) While disposing Departmental matters, the procedure of prioritizing those is followed for disposal of various matters on systematically and expeditiously. (ii) The superintends give special attention as the matter of putting up all the cases to the branch officer as per work allotment. The letters that are marked as Most Urgent top Priority are taken care of by the concerned officers of the Dept.
3	Rules and Manuals of office procedure	The rules of executive Business are scrupulously followed in processing and disposing of the matters.
4	Training	Orientation training, Manual of office procedure etc. to the officers and Employees of Secretariat are conducted by AR&T dept. The officers and employees attend such training as and when called for.
5	Employees motivation and proper work culture	Special emphasis has been laid towards motivation of employees and officers so that work culture could be standardized.
6	Organizational Chart and Job Chart	Organizational Chart and Job Enclose.
7	Selection and Promotion	In respect of the officers & staff under Assam Secretariat service, selection & promotion is done by concerned appointing authority i.e. Secretariat Administration Deptt. Regarding the officials of the Directorate of RCS under the Administrative control of the Dept. selection and promotion are carried out on the basis of vacancy.
8	Work Environment	After construction of new secretariat Building the work environment has improved to a great extent. However, the space provided to the Cooperation Dept. is not sufficient against the total strength of the staff & officers. Moreover, there is shortage of staff in the Dept. which hampers the day to day work of the Dept.

9	Effective Redress of Public Grievances and Furnishing Information to the vistas to the Sect.	Efforts to redress puc grievances & furnishing information to the visitors have remained the prime objective of the Dept. Utmost care is taken for furnishing the information sought vide RTI application if any new system /methodology is introduced in this regard, Cooperation Dept. has no objection to follow it.
10	Single window facility for investors / Entrepreneurs	Not applicable to Cooperation Dept.
11	updating of hand Book of General Circular	The Cooperation Dept. is yet to take initiative for compilation of hand book of general circular.
12	Compilation of Annual Administrative Report	Annual Administrative Report is submitted every year by this Dept.
13	Quick disposal of files and receipts	All efforts are made to dispose of the files and daks quickly.

Revenue & Disaster Management Department

Sl.No.	Indicator	Status
1	Website with regular update	revenueassam.nic.in
2	Organization Chart	Enclosed
3	Job Chart	Flag 'A'
4	Citizen Charter	NA
5	Annual Administrative Report	Flag 'B'
6	Public Grievance Redress Mechanism	One file is maintained.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	NA
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	Implemented
9	Designated officer for vigilance matter	Not yet notified
10	Designated officer for Audit Objection	Shri Sanjeeb Kumar Das, ACS Jt. Secy, Revenue & DM Department
11	Nodal Officer for Reforms	Shri Dhiraj Jyoti Kalita, ACS Joint Secy, Revenue & DM Department
12	Implementation of AARC recommendation	Being implemented
13	Practicing of Secretariat Manuel (Arrear List etc)	-

Assam Accord Department

Sl. No.	Indicator	Status
1	Website with regular update	The work of Website is under process by Website Dev. Cell, Govt. of Assam in collaboration with NIC Assam.
2	Organization Chart	Flag 'B'
3	Job Chart	Flag 'C'
4	Citizen Charter	The mandate of the Dept. :- The Implementation of the Assam Accord Department only monitors the works implementing under various clauses of the Assam Accord which is executed by different Department(s) /Organization- n(s) as entrusted by the Government of India as well as the Govt. of Assam. It also liaises with All Assam Student Union and the different Department(s) / Organization(s) of the Government of India and Government of Assam involved in the process of implementation of the clauses of Assam Accord.
5	Annual Administrative Report	Draft Annual Administrative- -e-Report for the year 2015-16 as prepared as at Flag "A"
6	Public Grievance Redress Mechanism	The Nodal Officer (Reforms) look after the matter. This Deptt. is not public related.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	Under process
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	Under process
9	Designated officer for vigilance matter	Officers and Staffs of the Deptt. is under control of Personnel (A) and S.A. (Estt.) Deptt. Govt. of Assam.
10	Designated officer for Audit Objection	Accounts maintained by S.A. (A) Deptt.
11	Nodal Officer for Reforms	Sri M.N. Dutta, Under Secretary, IAA Deptt.
12	Implementation of AARC recommendation	Necessary measures has been taken as per AARC Report.
13	Practicing of Secretariat Manuel	Necessary measures has been taken as per Manual of Office Procedure Sectt. 1981

Mines & Minerals Department

Sl. No.	Indicator	Status
1	Website with regular update	Creation of Departmental Website is in process
2	Organization Chart	Enclosed at Annexure-I
3	Job Chart	Work Allotment Orders of Officers and Assistants of the Department placed at Annexure-II & III
4	Citizen Charter	Draft Citizen Charter has been prepared in the Department at Annexure-IV . The RTI Manual is being followed by the Department.
5	Annual Administrative Report	The Annual Administrative Report of the Geology & Mining for the year 2011-12 is placed at Annexure-V
6	Public Grievance Redress Mechanism	Public grievance received by the Department are attendant and follow up actions are taken accordingly. In addition to the maintenance of registers as per the Manual of Office procedure (Secretariat), the following registers are maintained regularly for easy taking of movement of records/disposal position of various grievance potions etc. and for taking follow-up actions accordingly.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	All Officers and Assistants of the Department have been trained for Secretariat Less Paper Office (SLPO). However SLPO is yet to be implemented in the Department.
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	Not under purview of Mines & Minerals Department.
9	Designated officer for vigilance matter	Designated vigilance officer has not been notified in this Department. However, concerned officers look after the matter.
10	Designated officer for Audit Objection	Concerned officers attend to audit matters as per Job Chart.
11	Nodal Officer for Reforms	Deputy Secretary, Mines & Minerals Department has been notified as Nodal Officer for Reforms.
12	Implementation of AARC recommendation	Recommendations of the Assam Administrative Reforms Commission's (AARC) are being implemented in the Department.
13	Practicing of Secretariat Manuel	The Secretariat Manual, 1981 is being followed by the Department.

Industries & Commerce Department

Sl. No.	Indicator	Status
1	Website with regular update	The website of Industries & Commerce department is www.investinassam.com with regular updates on Government / Industrial policies & notifications.
2	Organization Chart	Shown in Annexure I
3	Job Chart	A well-defined job chart assigning works to all levels of officers and employees specifying the designated superior officers to whom they will report to has been introduced.
4	Citizen Charter	The Assam Investment Promotion Act, 2016 has been drafted to establish a Single Window Agency for ease of setting up of industries / Businesses with an attempt to ensure G2C and to make it convenient for investors / entrepreneurs to take investment decisions.
5	Annual Administrative Report	Compilation of Annual Administrative Reports is under process
6	Public Grievance Redress Mechanism	For effective redressal of public grievances and furnishing information, a Nodal Officer is being notified for giving information to the Public Grievance Redressal Officers posted at the Centre about the latest status of public grievances relating to the Department. However RTI Act is fully implemented.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	Electronic Service Delivery (G2C) through Department portal www.diccassam.com , an e-Udyog initiative is in place for efficient service delivery
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	All district Head Quarters under the Department have computers in place with internet connectivity and a file tracking system. All records / data are maintained online.
9	Designated officer for vigilance matter	No officer has been assigned as yet for vigilance matters. However, one of the officers of the rank of it. Secy. / Dy. Secy. is being designated to look after vigilance matters.
10	Designated officer for Audit Objection	An officer of the rank of it. Secy. looks after the audit objections relating to the department.
11	Nodal Officer for Reforms	An officer of the rank of it. Secy. has already been designated as Nodal Officer for matters pertaining to AARC
12	Implementation of AARC recommendation	According to the recommendations of AARC, a dynamic web portal displaying all the major achievements and well structured online service delivery system to enhance the credibility of the department towards creating a favorable environment for development has been put in place with a special thrust necessary to make G2B and G2C services effortless through IT applications.
13	Practicing of Secretariat Manuel	Provisions of the Secretariat manual is practiced by the officials of the Department.

Power (Electricity) Department

Sl. No.	Indicator	Status
1	Website with regular update	Creation of Departmental Website is in process
2	Organization Chart	Enclosed at Annexure I
3	Job Chart	Work Allotment Orders of Officers and Assistants of the Department placed at Annexure II and Annexure III
4	Citizen Charter	No Citizen Charter has been prepared in the Department. Draft Citizen Charter prepared by the Inspectorate of Electricity is placed at Annexure IV . The RTI Manual is being followed by the Department
5	Annual Administrative Report	The Annual Administrative Report of the Inspectorate of Electricity is placed at Annexure V .
6	Public Grievance Redress Mechanism	Assam Power Distribution Co. Ltd. (APDCL) appoints a Chief Vigilance Officer for Public Grievance Redressal. An Ombudsman is also being appointed by Assam Electricity Regulatory Commission (AERC). The grievances received by this Department are attended to by concerned officers.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	All Officers and Assistants of the Department have been trained for Secretariat Less Paper Office (SLPO). However SLPO is yet to be implemented in the Department.
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	It is limited to the E-indenting system for seeking office stationery and miscellaneous items
9	Designated officer for vigilance matter	Designated vigilance officer has not been notified in this Department. However, concerned officers look after the matter.
10	Designated officer for Audit Objection	Concerned officers attend to audit matters as per Job Chart.
11	Nodal Officer for Reforms	Nodal Officer has been notified and placed at Annexure VI for ready reference
12	Implementation of AARC recommendation	Recommendations of the AARC Report are being implemented in the Department
13	Practicing of Secretariat Manuel	The Secretariat Manual, 1981 is being followed by the Department

Sports & Youth Welfare Department

Sl. No.	Indicator	Status
1	Website with regular update	A detail project for launching a departmental website has been formulated. As per direction of the Govt. a tie up was made with the NIC and IT Department under "Standardization Departmental Website Schemes". All required data and materials have been provided to the IT Department to upload and develop the departmental website. The matter is in progress.
2	Organization Chart	Organization Chart of the Department is enclosed herewith. Moreover, the same chart will be uploaded in the website also. (Annexure-I)
3	Job Chart	Job Chart of the officers and the staff is maintained as per work allotment. The same is revised time to time as per change of work allotment.
4	Citizen Charter	The Citizen Charter is prepared and displayed in the Office of the Director, Sports 86 Youth Welfare, Assam and also in the District Offices. The Citizen Charter highlights all the important programmes and schemes of the department.
5	Annual Administrative Report	The Department has no such annual Administrative Report, However submission of AAR will be initiated from this year.
6	Public Grievance Redress Mechanism	An Officer of the rank of Deputy Secretary has been notified as Nodal Officer for Redressal of Public Grievances (copy enclosed at Annexure-IV). In this connection, it may be mentioned that most of the visitors prefer to meet the Commissioner 86 Secretary, Sports 86 Youth Welfare Department and hence, the visitors are allowed to meet the Commissioner 86 Secretary and other Officers depending on the nature of grievances. As soon as any grievance petition is received by the Officer in charge, it is forwarded to the Director, Sports 86 Youth Welfare, Assam or other concerned agencies for disposal. Moreover office of the Director, Sports 86 Youth Welfare, Assam and all the District Officers have been directed to set up a Public Grievance and Redressal Cell in their respective offices.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	This practice is to be coming into force as soon as the departmental Website becomes functional.
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	The mechanism will be activated as soon as website is launched.
9	Designated officer for vigilance matter	The Under Secretary, Sports 86 Youth Welfare Department has been notified as Designated Officer for Vigilance matter.

10	Designated officer for Audit Objection	One Joint Secretary of the Department has been notified as designated Officer for Audit Objection.
11	Nodal Officer for Reforms	One Joint Secretary of the Department has been notified as Nodal Officer for Reforms.
12	Implementation of AARC recommendation	The Department is taking all necessary steps for implementation of the recommendations of the AARC report. Some of the steps that are introduced in the department are elaborated in Annexure (II & III)
13	Practicing of Secretariat Manuel	The Secretariat Manual 1981 and the abridged version compiled by the Advisor have been circulated in the department and it was stressed up to follow the provisions of the manual. Meetings are held at regular intervals to review the implementation and sort out any confusion on any provisions of Secretariat Manual 1981.

Judicial Department

Sl. No.	Indicator	Status
1	Website with regular update	Individual website for Judicial Department is under development as part of Standardization of website program” of Govt. of Assam in Consultation with NIC authority is underway for finalization of the website. However, Judicial Department has its own e-mail id namely judicialdeптassam@gmail.com
2	Organization Chart	Enclosed
3	Job Chart	Enclosed
4	Citizen Charter	Judicial Department has no Citizen Charter.
5	Annual Administrative Report	Annual Administrative Report has not been submitted yet. But from this year onwards, steps are being taken to prepare the same.
6	Public Grievance Redress Mechanism	SPIO under RTI Act has already been appointed . Regarding other Public Grievances, the same redressed As quickly as possible using the existing administrative set up of the department.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	Judicial Department is not directly related to public service. In other words, Judicial Department does not directly provide any public service to citizens. However, the information which may be of interest (utility for citizen, will be provided in the website under development).
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	-
9	Designated officer for vigilance matter	Judiciary being independent, there is a dedicated vigilance department in the Registry of the High Court which oversees the subject.
10	Designated officer for Audit Objection	-
11	Nodal Officer for Reforms	Separate Nodal Officer for Judicial Department has not yet been designated.
12	Implementation of AARC recommendation	Steps are being taken for implementation of AARC recommendations.
13	Practicing of Secretariat Manuel	Provision of Secretariat Manual is followed in the department as far practicable.

Environment & Forest Department

Sl. No.	Indicator	Status
1	Website with regular update	Department website is http://www.assamforest.in . Website will be updated shortly.
2	Organization Chart	Organization chart of the department is enclosed herewith. The same is uploaded on the website.
3	Job Chart	Job chart of the Department is enclosed herewith. The job chart for the individual officers/staffs is revised from time to time and the same is uploaded on the website and displayed prominently at the entrance of the department. The recent Job chart will be uploaded shortly.
4	Citizen Charter	No, it shall be displayed in the new building at Panjabari.
5	Annual Administrative Report	The Annual Administrative Report was published for the year 2012-13 and 2013-14. The Annual Administrative Report for 2014-15 is being prepared.
6	Public Grievance Redress Mechanism	To address the public grievances the officer concern are very well aware. The officer on receipt of the petition issues an acknowledgment receipt manually. Action on the petition is taken within a time frame with intimation to the petitioner by post.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	Electronic Service Delivery through Department Portal or Otherwise is going to be developed.
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	Use of IT form of MIS/PIMS for office Automation is under process.
9	Designated officer for vigilance matter	Additional Principal Chief Conservator of Forest (Admin & Vigilance) is the designated officer for the purpose. In case of transfer of the notified officer from the department, necessary replacement orders issued immediately for best interest of the department.
10	Designated officer for Audit Objection	Planning Officer II is the designated for the purpose. In case of transfer of the notified officer from the department, necessary replacement orders issued immediately for best interest of the department.
11	Nodal Officer for Reforms	Considering the importance of the subject, officer designated for the purpose is entrusted with the responsibility to liaise with Administrative Reforms & Training, IT and other related departments to carry forward the reforms initiatives. Training of officers and staff in the matters of secretariat administration etc are organized in consultation with all conserved. In case of transfer of the notified officer from the department, necessary replacement orders issued immediately for best interest of the department

12	Implementation of AARC recommendation	All necessary measures have been taken to implement the recommendations of the AARC report. To review the progress of the implementation meetings of all senior officers are held regularly.
13	Practicing of Secretariat Manuel	The Secretariat Manual 1981 (original) and abridged version compiled by Advisor are already circulated among the officers and staff of the department to serve as a ready handbook. All the provisions are carefully read and followed by the officials of the department with top priority on arrear lists.

Public Health Engineering Department

SI No	Indicator	Status
1	Website	PHED presently has its own website (aphe.nic.in) which was hosted and being maintained by NIC on behalf of the department. Meanwhile, standardization of the website in the line as suggested by IT department is going on.
2	e-Service	Moreover, PHED is uploading different contents pertaining to its schemes MPR pertaining to physical and financial progress of schemes Contact details of Senior officials, District Level Nodal officers, IMIS Nodal officers, Personnel Water Quality testing results and Laboratories on regular basis in Govt. of India Portal (www.mdws.gov.in)
3	Public Grievance Redress Mechanism	Department has also introduced its own Community Redress system with Toll free Telephone No.18003453725 Besides web based mobile phone grievance redress system is also available in www.mdws.gov.in Citizens have access to all water supply & sanitation related data in www.mdws.gov.in without password restriction.
4	Office Automation, use of IT etc	Video Conference facility is available with support from NIC State Secretariat/Directorate to MDWS, Gol District level to State Secretariat/Directorate All the PHED offices upto Division level have their own e mail id for correspondence Convergence with line Departments (Health, Education, Social Welfare etc.) is done through SWSM/Apex Body and Task Forces/ Inter-Departmental Committees
5	Practicing of Secretariat Office Procedure	Copy of Office procedure 1981, as mentioned earlier has been collected recently.

Cultural Affairs Department

Sl. No.	Indicators	Status
1	Website with regular update	Department of Cultural Affairs do not have a website. However, the process
2	Organization Chart	Placed at Annexure "A"
3	Job Chart	Placed at Annexure "B"
4	Citizen Charter/Mandate	Placed at Annexure
5	Annual Administrative Report	Nil
6	Public Grievance Redress Mechanism	Yes, Last issue published in the year 2012-13 to 2013-14
7	Electronic Service Delivery(G2C) through Department portal or otherwise	-
8	Use of IT in the form of MIS/PMIS for office automation by the Department	-
9	Designated Officer for Vigilance matters	-
10	Designated Officer for Audit Objection	-
11	Nodal Officer for Reforms	Yes
12	Implementation of AARC recommendations	Partially Implemented
13	Practicing of Secretariat Manual Provisions by the Department Officials	Yes

Pension & Public Grievances Department

Sl.No.	Indicator	Status
1	Website with regular update	The website of P & PG department is under process
2	Organisational chart	The organization chart of P& PG Dept. is enclosed at Annexure-II
3	Job chart	The job chart of P & PG Dept. Is enclosed at Annexure -II
4	Citizen Charter/ RTI manual	Work on citizen charter / RTI is not yet initiated in this Dept.
5	Annual Administrative Report	The annual administrative report of P& PG Dept. Is under preparation in this Dept.
6	Public Grievance Redress Mechanism	All public grievances are received and forwarded to the concerned departments for taking necessary redress of the grievances
7	Electronic Service delivery through Departmental Portal	Electronic Service delivery through Department portal has not been introduced till date
8	Use of IT forms MIS?PIMS/ for office autonomous	There is no any office automation software introduce under this P& PG Dept.
9	Designated Officer Vigilance matters	Vigilance officer has not been notified.
10	Nodal officer for Reforms	The deputy Secretary ,V has been appointed as Nodal Officer for reforms under letter No.PPG (P)76/2015/54, dated-01/08/2015
12	Implementation of AARC Recommendation	All necessary measures are taken to implement the recommendation of AARC
13	Practicing of Sect. Manual Provision by Departmental Officials	All works of P& PG Dept. Are processed in accordance with the Secretariat Manual Provision

WPT & BC Department

Sl. No.	Indicator	Status
1	Quick Movement of Files	For quick movement of files, the approving level of some matters are reduced to Secretary level. The processing, decision-making and approving level for various matters have been clearly defined and allocated by the senior most Secretary amongst the officers in the department. All Registers like receipt register, Register for Court cases, Assembly Questions, RTI. Public Grievances, Departmental Proceedings etc are maintained and updated regularly
2	Check on Delays	For quick disposal of files, the system of submission of Weekly Arrear List and Monthly Arrear List has been introduced. All Dealing assistants have been directed to follow the instructions for preparation of arrear List A and B and the Superintendent is entrusted with the task of compiling the Arrear Lists properly and to put it up to the Branch officer by Tuesday each week. These arrear Lists are properly maintained. The Branch Officer is entrusted to inspect the work of all the Branches and to initiate necessary follow-up action. The Weekly Arrear List and Monthly Arrear List is scrutinized by the Secretary who is notified as Nodal Officer for ARC matter of the department to find out the reasons of delay enumerated in the Arrear List action is initiated accordingly for removal of the same in consultation with all concerned.
3	Issue and Dispatch	The Issue and Dispatch of files are also monitored by the Officers concerned to ensure that the files and letters are dispatched and issued in time.
4	Audit Objection	The Designated officer is directed to follow up Audit objections and take prompt action to meet these objections in order to avoid unnecessary criticism.
5	Vigilance and Public Grievances Matter	The designated officer concerned are directed to look after and follow up the matters and to take necessary prompt action.
6	Review by Departmental Secretary	Periodic Review Meeting are held at the level of Addl. Chief Secretary/Commissioner Secretary to ensure proper functioning of the department and for ensuring smooth and timely disposal of files.

Animal Husbandry & Veterinary Department

Sl. No.	Indicator	Status of Department
1	Website with regular update	www. ahvassam.gov.in
2	Organization Chart	Yes
3	Job Chart	Yes
4	Citizen Charter/ Mandate (10)	Yes
5	Annual Administrative Report	
6	Public Grievance Redress Mechanism	Yes
7	Electronic Service Delivery (G2C) through Department portal or otherwise	Email used
8	Use of IT in the form of MIS/PMIS for office automation by the Department	Yet to be done
9	Designated Officer for Vigilance Objection	Yet to be designated
10	Designated Officer for Audit Objection	Work is allotted but officer is yet to be designated
11	Nodal Officer for Reforms	Yes but the concerned officer transferred recently
12	Implementation of AARC recommendations	Yes
13	Practicing of Secretariat Manual Provisions by the Dept. officials	Yes

Dairy Development Department

Sl. No.	Indicator	Status of Department
1	Employee Motivation and Proper Work Culture	<p>I. Performance linked incentives: No performance linked system has been put in place in the department.</p> <p>II. Performance Appraisal: The Annual Confidential report (ACR) is written once in a year. No changes to the erstwhile system have been done.</p> <p>III. Reporting system and Organizational Chart: the organizational chart have been prepared with lines of reporting.</p> <p>IV. Job Charts: Job charts for employees and officers already exist in the department.</p> <p>V. Selection and Promotion: NA</p>
2	Quick Movement of Files	Desk Officer System: Desk Officer System has been implemented in Directorate of Dairy Development. Important Daks/files are marked as per the defined categories.
3	Effective Redress of Public Grievances & Furnishing Information to the visitors	Public grievances Redress Cell headed by a Nodal Officer at The Directorate of Dairy Development Assam has been set up.
4	Compilation of Annual Administrative Report	Annual Administrative Report is prepared regularly as per guidelines and submitted to the Government accordingly.

Assam State Housing Board

Sl. No.	Indicator	Status
1	Website with regular update	The profile of the Website of the Board is prepared. The NIC is also contacted for completion of the technical portion and commission of the same within a short span of time. The profile is enclosed at Annexure-I.
2	Organization Chart	Organizational Chart of Assam State Housing Board is enclosed herewith at Annexure II.
3	Job Chart	Job chart is enclosed at Annexure-III.
4	Citizen Charter	The main objective of Assam State Housing Board is to provide housing accommodation to the needy citizens at an affordable price. The Assam State Housing Board is engaged in the following activities: <ul style="list-style-type: none"> • Construction of houses under integrated/composite housing scheme and allotment of houses under LIG, MIG, HIG categories. • Self-Financing Scheme for HIG, MIG • Construction of Shops, Commercial Complexes & Multi-storeyed Buildings to be let out on Rent to augment financial condition of the Board. • Agency works from different Central/State Govt. Departments • Joint Venture Scheme (J.V.S.)
5	Annual Administrative Report	The first Annual Administrative Report of Assam State Housing Board was published in 2013-14. The Annual Administrative Report for the year 2014-15 is enclosed herewith at Annexure- IV.
6	Public Grievance Redress Mechanism	To address the public grievances the department created a special cell under one designated officer. The cell on receipt of the petition issue an acknowledgement receipt manually. Action on the petition is taken within a time frame with intimation to the petitioner by post.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	As the Board is facing severe financial crunch, it has not been able to pay salaries to the employees regularly. Salaries of District employees for 4 months as well as Head Office employees for last two months are still pending. Even through, process has been geared up to implement the Electronic Service Delivery system
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	Steps have also been taken up for Automation of the office of the Board. But due to financial hardship we have not been able to progress satisfactorily. If the Govt. helps us financially we could be able to complete the same

9	Designated officer for vigilance matter.	To redress the vigilance matters the Board has created a special cell under one designated officer. The cell looks after all the vigilance matters and in case of transfer of the notified officer from the Board, necessary replacement order issued immediately for best interest of the Department.
10	Designated officer for Audit Objection.	Supervisor Auditor of the Board is designated to meet audit objection from Assam State Housing Board
11	Nodal Officer for Reforms	Commissioner of the Board is himself the Nodal Officer for Reforms.
12	Implementation of AARC recommendation	All necessary measures have been taken to implement the recommendation of the AARC report. To review the progress of the implementation meeting of all senior officers are held every month.
13	Practicing of Secretariat Manuel	The Board has been practicing the Secretariat Manual Provisions in all Branches and by all Officials.

Directorate of Non Formal & Adult Education

Sl. No.	Indicator	Status
1	Website with regular update	Not available
2	Organization Chart	Submitted
3	Job Chart	Yes Submitted
4	Citizen Charter	Yes Displayed
5	Annual Administrative Report	Submitted
6	Public Grievance Redress Mechanism	Yes Displayed
7	Electronic Service Delivery (G2C) through Department portal or otherwise	Not Available
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	Not Available
9	Designated officer for vigilance matter	Yes, Sri K.R. Hazarika, Asstt Director was entrusted
10	Designated officer for Audit Objection	Sri K . R. Hazarika is entrusted
11	Nodal Officer for Reforms	Sri K . R. Hazarika is entrusted
12	Implementation of AARC recommendation	Implementation of AARC recommendations will be implemented by the Administrative Department.
13	Practicing of Secretariat Manuel	Not Applicable

Office of the Assistant Director of Industries & Commerce, Biswanath Chariali

Sl. No.	Indicator	Status
1	Website with regular update	The updating of facts and Figures of the deptt. are maintained by the O/O the Commissioner of Industries & Commerce, Assam, in the department's website-1.www.diccassam.com 2.www.investassam.com
2	Organization Chart	Yes, enclosed
3	Job Chart	The department has Job chart meant for Extension Officer(Ind) which is followed accordingly.
4	Citizen Charter	We strictly follow the citizen charter as prescribed by the department.
5	Annual Administrative Report	To take, the stock of the Administration, office inspection is made by the G.M.,DI&CC.
6	Public Grievance Redress Mechanism	This establishment has a public grievance cell under the care of Sri Amarendra Deka, Suptd. of Industries and Commerce and all kinds of public grievances if arises redress instantly.
7	Electronic Service Delivery (G2C) through Department portal or otherwise	It is made through district office.
8	Use of IT in the form of MIS/PMIS for office Automation by the Department.	Data relating to various schemes is kept by using Computer.
9	Designated officer for vigilance matter	No
10	Designated officer for Audit Objection	Yes, Sri Nityananda Borah, E.O.(Ind)
11	Nodal Officer for Reforms	No
12	Implementation of AARC recommendation	Practices for good governance is followed.
13	Practicing of Secretariat Manuel	Manual prescribed for the departmental officers is observed.

Directorate of Financial Inspections

Sl. No.	Indicator	Status
1	Name of Department/ HOD	Directorate of Financial Inspections, Assam.
2	Website with regular update	Directorate's website is finance.uneecopscloud.com created under Finance Department.
3	Organizational Chart	Organizational Chart of this Directorate is attached with the Annual Administrative Report.
4	Job Chart	The Job Chart for the officers & Staff of this Directorate are revised from time to time and will be uploaded on the website for information of general public.
5	Citizen Charter/Mandate of the Department	The Mandate of this Directorate is Conducting test checks/financial inspections/enquiries in respect of the execution of selected schemes/programs involving expenditure from the Consolidated Fund of the State by various Heads of Departments/Subordinate Authorities.
6	Annual Administrative Report	The Annual Administrative Reports of this Directorate were submitted yearly to Govt. A copy of the last report for the year 2014-15 is enclosed herewith for ready reference.
7	Public Grievance Redress Mechanism	Since this Directorate have no public relation as such it does not has a dedicated Public grievance redress mechanism except RTI.
8	Electronic Service Delivery through Departmental Portal or otherwise	Since this Directorate have no public relation electronic service delivery through Departmental portal are not in practice.
9	Use of IT in the form of MIS/PIMS for office Automation	Since this Directorate have no field level office the scope of use of IT in the form of MIS/PIMS for office Automation is very little.
10	Designated officer for Vigilance Matters	Sri G.G.Das, Deputy Director is designated to deal with the Vigilance Matters.
11	Designated officer for Audit Objection	Sri G.G.Das, Deputy Director is designated to meet up the Audit Objection.
12	Nodal Officer for Reforms	Sri G.G.Das, Deputy Director is designated as Nodal officer for Reforms.
13	Implementation of AARC Recommendations	Finance Department may take necessary action in this regard.

Directorate of Fisheries

Indicators	Status
<p>Good Governance Practices</p>	<p>Fishery is considered as an important economic activity in the socio-economic context in the state of Assam. The state is gifted with vast aquatic resources covering about 2.8 lakh ha in addition to the two major river systems viz, the Brahmaputra & the Barak with their tributaries. The sector has registered an annual average growth of 6.4% during the 11th Plan in terms of fish production. Fish production in the state has reached the level of 254 million Kg in 2012-13 compared to 190 million Kg in 2007-08. The estimated demand of fish is over 325 million Kg calculated on the basis of minimum nutritional requirement of 11 fish is over 11 Kg per capita. The gap is partially met by incoming fish from other states. Department of Fisheries, Government of Assam has been making a number of positive interventions for sustainable development of the sector and to meet the increasing demand for fish considering the potential of the sector on rural employment, income and livelihood and nutritional security.</p> <p>Vision</p> <p>Maximize sustainable production from fisheries sector for fulfilling the domestic need of fish, nutritional security & economic prosperity and to become a leading fresh water fish producing state in the country</p> <p>Mission</p> <p>Mission of the Department is to promote, facilitate and secure the long term development conservation and utilization of fisheries resources based on responsible fishing practices and environmentally sound management problems with focus on:</p> <ul style="list-style-type: none"> • Sustainable utilization of the natural fish resources • Augmentation of fish production by aqua culture, exploration of new fishing grounds, promotion of low value fishes. • Enhancing fish production and productivity • Ensuring safe fishing • Increasing livelihood opportunities • Strengthening social security and welfare measures for fisher folk • Fish resource conservation and management • Facilitating improved post harvest practices and value addition with industrial and market linkages. <p>Organization structure</p> <p>The fisheries Department is located in Assam Secretariat at Dispur, Guwahati-6. There is one Directorate, located at “Meen Bhavan”, Gopinath Nagar, Guwahati-16 to implement various schemes and programmes. Assam Fisheries Development Corporation Ltd. Which is located at Zoo Road Tiniali, Guwahati-3 is the only corporation under the Department.</p>