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CITIZEN'S CHARTER
OF
URBAN DEVELOPMENT DEPARTMENT

Dispur, Guwahati-6

'2016'

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26/8/11

Citizen's Charter for Urban Development Department

1. Introduction : The Urban Development Department was created vide Govt. Notification No. AR.17/2002/33 on the 9th of June 2002 after amalgamating the erstwhile departments of Municipal Administration and Town & Country Planning. There are four Directorates / Boards under Urban Development Department viz. Directorate of Municipal Administration, Directorate of Town & Country Planning, Assam Urban Water & Sewerage Board and Assam State Housing Board. These Offices look after the affairs of urban local bodies of the state other than Guwahati Municipal Corporation. The main function of the Urban Development Department is coordination between the urban local bodies of the state and discharging the statutory responsibilities under the provisions of the Assam Municipal Act 1956. The other functions include administering the provisions of the Assam Town & Country Planning Act 1958 by way of publishing the Master Plan of each and every urban area of the state. Schemes for development of the urban local bodies are sanctioned by the Department, sponsored to Government of India wherever necessary. This Citizen's Charter is prepared so that the citizens can avail services rendered by Urban Development Department in a smooth and transparent manner.

2. Vision : To create economically vibrant, inclusive, efficient and sustainable urban habitats.

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(2)

3. **Mission** : To help promote cities as engines of economic growth through improvement in the quality of urban life by facilitating creation of quality urban infrastructure with assured service level and efficient governance.

4. **Clients** : The Director, Municipal Administration, Director, Town & Country Planning, Managing Director, Assam Urban Water Supply & Sewerage Board, Commissioner, Assam State Housing Board and the citizen of urban areas of the State, Municipalities and Town Committees, elected representatives of urban local bodies and selected representatives of Development Authorities.

5. **Business transacted** :

- Creation of infrastructural facilities such as Roads, drains, culverts, market complexes, bus terminus etc.
- Alleviation of Urban poverty.
- Creation of housing facilities to the urban poor.
- Preparation of Master plans for the ULBs.
- Creation of development activities for the ULBs.
- Implement solid waste management project in the ULBs.

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(3)

- Development of the slums in the ULBs.
- Preparation of annual plan for execution of various schemes.
- Preparation, submission and execution of centrally sponsored schemes and other state schemes.
- Constitution of ULBs and development authorities and other departmental offices.
- Reform, training and capacity building.
- Coordination work with financial institution.
- Maintenance work of the department.
- Preparation / revision of Master Plan.
- Urban Housing Policy.
- Urban water, sewerage and sanitation policy.
- Training of the urban poor for self employment scheme.
- Poverty alleviation and rehabilitation for the urban poor.

(Contd..P/4)

(4)

6. Service rendered :

Sl. No.	Services	Condition	Time line / flow	Fee	Officer	Remark
1	Issuing Administrative Approval	a) Budget Provision b) Priority list c) Approval of P&D Deptt. d) Concurrence of Finance Deptt. e) Plan & Estimate f) Availability of land for works	30 days	X	Shri S.K. Das, ACS, Joint Secretary (9435243103)	
2	Issuing Financial Sanction	a) Availability of Budget provision. b) Appropriate H/A. c) P&D Deptt. approval in case of State Annual Plan. d) Submission of UCs of earlier sanction.	30 days	X	Shri S.K. Das, ACS, Joint Secretary (9435243103)	

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(5)

3 Issuing FOC

- a) FOC issued as per time line provided by Finance Department.
- b) Issue of FOC by online started.
- c) Approval of P&D Deptt. in case of Centrally sponsored scheme.

5 days after receipt from Finance Deptt.

X

Shri S.K. Das, ACS ,
Joint Secretary
(9435243103)

4 Sending Pension Papers to A.G.

- A. Normal Pension
- 1. Form No -1
- 2. Form No-2
- 3. Form No-19
- 4. Form No-1(A)
- 5. Nomination form of DCRG
- 6. Specimen Signature – 2 sets duly attested by Gazetted Officer
- 7. Descriptive Roll
- 8. Joint Passport size photograph of husband /wife
- 9. Last pay certificate (LPC)
- 10. Last 10 month average Basic pay statement
- 11. Death Certificate / legal heirship certificate in case of family pension along with the application for family pension.

10 days

X

Shri S.K. Das, ACS ,
Joint Secretary
(9435243103)

(6)

5	Sanction of leave	a) Application in prescribed format b) Leave admissibility report from A.G. c) Approval of Departmental Secy., Com. Secy. as the case may be.	10 days after receipt of Leave Admissibility Report from A.G.	X	Shri S.K. Das, ACS , Joint Secretary (9435243103)
6	Pension of Sweeper of DCSS to A. G.	A. Normal Pension 1. Form No -1 2. Form No-2 3. Form No-19 4. Form No-1(A) 5. Nomination form of DCRG 6. Specimen Signature – 2 sets duly attested by Gazetted Officer 7. Descriptive Roll 8. Joint Passport size photograph of husband /wife 9. Last pay certificate (LPC) 10. Last 10 month average Basic pay statement 11. Death Certificate / legal heirship certificate in case of family pension along with the application for family pension.	10 days	X	Shri S.K. Das, ACS , Joint Secretary (9435243103)

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(7)

7 Issuance of LTC

(a) Application for LTC should be submitted at least 15 days before the stated date of proposed journey through controlling officer.

10 days

(b) Purpose of travel alongwith intended place of visit must be clearly indicated.

(c) Mode of leave to be mentioned.

(d) Particulars of depending family member with age who will accompany the officials.

(e) The officials shall also certify that they have not availed any LTC / HLTC previously for the block year.

8 Establishment matter of Sweeper, DCSS :

(a) Leave Encasement (a) Avail ability of leave in credit.

10 days

X

Shri S.K. Das,
ACS , Joint
Secretary
(9435243103)

(b) Non refundable GPF (a) Completion of 25 years of continuous service.

20 days

9 Sanction of leave of Sweeper, DCSS

a) Application in Format

10 days

X

Shri S.K. Das,
ACS , Joint
Secretary
(9435243103)

b) Leave Admissibility Report as per leave record

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10	Payment of Fixed Pay under DCSS	a) Duty without break b) No work no pay	20 days	X	Shri S K. Das, ACS , Joint Secretary (9435243103)
11	Issuing information under RTI	a) Information provided which is available in the Department b) RTI application transferred to concerned public authority. c) BPL Certificate for free service.	30 days	Rs.10/- & Rs.2/- per paper	Shri H. K. Saikia, Deputy Secretary & SPIO (9864116570)
12	Uploading of Acts / Rules / OMs / Circulars in website	Under process	30 days	X	Shri S.K. Das, ACS , Joint Secretary (9435243103)
13	Updating of website	Orders / O.M. / Notification etc.	2 days	X	Shri S.K. Das, ACS , Joint Secretary (9435243103)
14	1. Appointment of the Chairpersons of the Development Authorities alongwith the Ex-Officio members by the Govt. for a term of 5 years. 2. Appointment of the members of the Municipal Boards & Town Committees by the Govt.	Under Section 8 (B) 1 of the Assam Town & Country Planning Act, 1959 (as amended). Persons having special knowledge or experience in Municipal Administration are appointed under Section 11 (2) of the Assam Municipal Act, 1956 (as amended).	30 days 30 days	X X	Shri S.K. Das, ACS , Joint Secretary (9435243103)
15	Additional services under RTPS Act	To be notified phase wise	30 days	X	Shri S.K. Das, ACS , Joint Secretary (9435243103)

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7. Grievance Redressel Mechanism

(9)

: On-line to Dr. Ravi Kota, IAS, Commissioner & Secretary (ravikotaias@gmail.com) (0361-2237281), on plain paper to Smti Purabi Sonowal, IAS, Secretary (0361- 2237290).

8. Expectation from clients

: Client should be co-operative, feedback, active, should have knowledge on cleanliness about the Office premises. All proposals should have necessary papers.

9. Review

: This Citizen's Charter will be reviewed annually. Any suggestion in this regard may be sent to Dr. Ravi Kota, IAS, Commissioner & Secretary (0361-2237281), Block - 'F', 1st Floor, Assam Secretariat, Dispur, Guwahati-6.
