

CITIZENS' CHARTER OF DIRECTORATE OF FISHERIES, ASSAM (Revised Draft)

INTRODUCTION

Assam is endowed with vast Fishery resources in the form of rivers, ponds, derelict water bodies, Beels covering 2.85 lakh ha in addition to the two major river systems viz the Brahmaputra and Barak with their tributaries. Fish occupies an important place in the lives of the people of the State and fish farming has been one of the common activities in the rural areas. Thus the Fishery sector is considered as an important economic activity in the socio-economic context in the State of Assam. The State Fishery Department has a mandate to increase fish and quality fish seed production, identify and promote research and studies on fisheries and allied areas, promote scientific fish farming, provide extension services to fish farmers, fishermen and fishery entrepreneurs with a vision to achieve self-sufficiency in fish production through sustainable fisheries management practices.

Details of business transacted by the Directorate of Fisheries:

The businesses transacted by the Directorate of Fisheries are as follows:

Sl no	Name of the Task	Requirements
1	Preparation of budget estimates for Plan & Non Plan schemes of Fishery Department	Budget Provision & sectoral Allocation received from P&D Department, Govt of Assam
2	Submission of Plan & Non Plan budget to the Govt. of Assam for approval from Finance Department.	Do
3	Preparation of detail plan & estimates and approval of priority list and guidelines for implementation of schemes.	As per budget communication received from Govt.
4	Distribution of district wise break-up of allocation of fund and target	Approval of priority list, Model unit cost.
5	Submission of proposals for Administrative Approval and Financial Sanction to the Govt.	Model unit cost, approved beneficiary list.
6	Invitation of Tender/Quotations followed by issue of work orders to Contractors/suppliers etc.	Receipt of financial sanction
7	Submission of ceiling proposals to Govt.	Based on progress reports of schemes .
8	Preparation & submission of Plan & estimates for schemes of Fishery Department like RKVY, NFDB etc.	As per allocation & guidelines from concerned authority.
9	Processing for implementation of schemes Like RKVY,NFDB etc.	Approval from concerned Authority, sanctioned & fund released.
10	Submission of U.C	Based on expenditure incurred
11	Monitoring & evaluation	Based on progress report.

12	Reconciliation of Departmental figures (Receipt & expenditure) with those booked in AG's office	As per AG's intimation.
13	State level seminar, workshop, training, awareness prog. etc.	Fund provision and approval from concerned authority
14	Training for Fishery Demonstrator/Field Assistant	Based on approval received from Government.
15	Timely direction for complaisance of The Assam Fishery Rule-1953 (Amended in 2005), The Assam Fish seed Rule, 2010 to all concerned Authorities.	Support from District Administration and Police Force
16	Personal management	As per Service Rules, executive Orders of Govt. and direction received from Govt. time to time.

Clients:

1. District Fishery Development Officers,
2. Sub Divisional Fisheries Dev. Officers
3. Director of Instructions, RFTI
4. D.D.Os under Directorate of Fisheries
5. Assam Fishery Dev. Corporation Ltd.
6. FISCOPFED
7. FISHFED
8. Fish farmers, Fishermen, Groups, Societies
9. NGOs dealing with Agri and allied sector
10. Contractors & suppliers
11. Citizens

Detail of the Services Provided:

Sl. No.	Service	Conditions	Time line/flow	Fee (if any)	Officer responsible for service delivery	Remarks
1	Giving Technical support to farmers , NGOs, Societies, Groups etc	As per clients requests, application on plain paper	Same day	Nil	Dr. Dhrubajyoti Sharma, Fishery Development Officer, Ph. No.- 9854944700	
2	Issue of Plan & Non –Plan Budget	As per requisition proposal submitted by concerned DDOs	15 days	Nil	Sri Gagan Sharma, Deputy Director of Fisheries (HQ & Planning) Ph No.- 9954131080	

3	Drawal of fund against ceiling received & payment to contractor/ supplier/ beneficiary/ Service provider	Account No. of contractor/ supplier/ beneficiary/ Service provider	7 days	Nil	Sri Joyprakash Medhi, Deputy Director of Fisheries (Research) & DDO, Ph. No.- 9435144523
4	Issue sanction of leave.	a. Application on prescribed format b. Leave account statement along with service book c. Medical Certificate in case of leave on medical ground	7 days	Nil	Sri Joyprakash Medhi, Deputy Director of Fisheries (Research) & DDO, Ph. No.- 9435144523
5	Sending of Pension Papers to AG and Govt. (in case of Gazetted Officer)	a) Prescribed format for Pension 1. Form No. 1: Pension Details 2. Form No. 1-A: Family Details 3. Form No. 2: Service details 4. Form No. 12: Nomination 5. Form No. 19: Forwarding letter 6. Form No. 16: Nomination Form for Family Pension 7. Departmental Data Sheet 8. Specimen Signature (3 copies) 9. Joint photograph (3 copies) 10. Conduct of recovery of Govt. dues 11. L.P.C. 12. Non liabilities Certificate 13. Last 10 months Salary sheet 14. Service book 15. Confirmation letter below 20 years service 16. Descriptive Roll 17. Form A :	15 days	Nil	1) Sri Joyprakash Medhi, Deputy Director of Fisheries (Research) & DDO, Ph. No.- 9435144523 2) Sri Jiten Baishya, Supdt. Estt., Ph. No.- 9435042634

		<p>Commutation Pension with single photograph</p> <p>18. Calculation of provisional Pension/DCRG</p> <p>b) Prescribed Format for Family Pension</p> <p>1. Form No.19: Forwarding letter</p> <p>2. Form No.21: Forwarding letter</p> <p>3. Form No. 10: Application for Family Pension</p> <p>4. Form No. 20: Part -1</p> <p>5. Details of Provisional Family Pension and Gratuity</p> <p>6. Form No. 3</p> <p>7. L.P.C.</p> <p>8. Last 10 months Salary certificate</p> <p>9. Descriptive Roll</p> <p>10. Specimen Signature</p> <p>11. Conduct of recovery of Govt. Dues</p> <p>12. Single photograph</p> <p>13. Service Book</p> <p>14. Departmental datasheet</p> <p>15. Confirmation letter</p> <p>16. Death certificate</p> <p>17. Next keen certificate</p> <p>18. Affidavit</p>				
6	Issue of sanction for GIS	<p>1. For Gazetted Officer: Application on plain paper, forwarding letter from DFDO, Salary statement from Apr/1983 to retirement date. Proposal submitted to Govt. for sanction.</p> <p>2. For non Gazetted Officer: Application, forwarding letter from DFDO,</p>	7 days	Nil	<p>1. Sri Joyprakash Medhi, Deputy Director of Fisheries (Research) & DDO, Ph. No.- 9435144523</p> <p>2. Sri U. B. Basumatary, FAO, Ph. No. 7399544660</p>	

		Salary statement from Apr/1983 to retirement date. Sanctioned by Director of Fisheries, Assam. 3. In case of death in service Death certificate, legal Heir Certificate (Nominee), Application, Salary statement upto the date of death, forwarding letter by DFDO.				
7	Submission of GPF proposal to AG for sanction	For refundable advance / Non-refundable advance 1. Application 2. GPF Form 3. GPF statement (upto date) For Final Payment 1. (A) Form A (Gazetted officer) (B) Form B (Non-Gazetted officer) (C) Form C (Deceased employee) 2. Last 12 months of GPF deduction statement 3. Non-drawal certificate for last 12 months of immediate proceeding 4. AG statement 5. Death certificate for deceased employee 6. Legal heir for Deceased employee	7 days	Nil	1. Sri Joyprakash Medhi, Deputy Director of Fisheries (Research) & DDO, Ph. No.- 9435144523 2. Sri U. B. Basumatary, FAO, Ph. No. 7399544660	
9	Issue of sanction of LTC	For advance LTC 1. Application for advance TA under LTC scheme. 2. Train/Air ticket 3. Approval of Leave	10 days	Nil	Sri U. B. Basumatary, FAO, Ph. No. 7399544660	

		during the LTC period For final bill of LTC 1. Final LTC bill 2. Sanction of previous LTC advance 3. Tickets of Journey 4. Photographs etc				
10	Sanction of House Building Advance/ Scooter Advance/Bicycle Adv./Computer Adv.	1. Application/ land documents/(in case of House Building), Salary statement with TV no. counter signed by Treasury Officer. 2. Application, Salary Statement with TV no. counter signed by Treasury Officer.	7 days	Nil	Sri U. B. Basumatary, FAO, Ph. No. 7399544660	
11	Submission of proposal for issuing NPS number to Treasury Office (New Pension Scheme)	1. Annexure-I 2. Annexure-II 3. NPS registration form 4. Proof of identity 5. Proof of address 6. Proof of Age	7 days	Nil	Sri Joyprakash Medhi, Deputy Director of Fisheries (Research) & DDO, Ph. No.- 9435144523	
12	Sanction of Travelling Allowances Bill (TA)	1. For Gazetted officers: Application, forwarding letter from DFDO, Tour Diary, Transfer Order/Govt. notification. Approved by DOF & Sanction issued by FAO. 2. For Non-Gazetted employees: Application, Submission of TA Bill (counter signed by DDO)	3 days	Nil	Sri U. B. Basumatary, FAO, Ph. No. 7399544660	
13	Sanction of Office Expenses (OE)	1. Vouchers, Application, Reimbursement form. Approved by DOF & Sanction issued by FAO.	3 days	Nil	Sri U. B. Basumatary, FAO, Ph. No. 7399544660	
14	Issuing information regarding RTI	Application in plain paper	30 days	Rs.10/- as applicati	Sri Gagan Sharma, SPIO & Deputy Director of	

				on fees & free for BPL applicant/ fees for Xerox as per requirement @ Rs. 2/- per copy	Fisheries (HQ & Planning) Ph No.- 9954131080	
15	Appointment for Govt. post/service	a) Standard form of application , b) certificate of educational & professional qualification, c) employment exchange number d) age proof certificate e) caste certificate & other required documents as per advertisement f) Selection in Departmental Selection Committee approved by Govt. g) Police verification and medical fitness certificate	30 days after final selection committee meeting	Nil	1. Sri Joyprakash Medhi, Deputy Director of Fisheries (Research), Ph. No.- 9435144523 2. Sri Jiten Baishya, Supdt. Estt., Ph. No.- 9435042634	
16	Uploading of Act/Rules/OM/ Circulars in Departmental Website	Assam Fishery Rule-1953/ Assam Fish seed Act-2005 & Assam Fish Seed Rule-2010, OM/Circular received from Govt. time to time.	Immediately on approval received from Govt./ Director of Fisheries , Assam	Nil	1) Dr. Pratul Barman, FDO, Ph. No.- 9864116577 2) Sri Babita Medhi, Computer, Ph. No.- 9864945935 (with technical support from NIC, Govt. of Assam)	
17	Updating of Website	As per requirement	Periodically or as and	Nil	1) Dr. Pratul Barman, FDO, Ph. No.- 9864116577	

			when required		2) Sri Babita Medhi, Computer, Ph. No.- 9864945935 (with technical support from NIC, Govt. of Assam)	
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The processing of files is initiated by Superintendents of respective sections through the dealing assistants to the supervising officers of the sections.

The following Officers are responsible for delivery of services as per their job chart in the Department.

Sl. No.	Name of the Officer	Section	Supervising Officer
1	Sri Jiten Baishya, Supdt. Esstt.	Personal & Establishment matters	Sri Joyprakash Medhi, Deputy Director of Fisheries (Research)
2	Smt. Hima Baruah, Supdt. Plan	Planning matters	Sri Gagan Sarma, Deputy Director of Fisheries.
3	Sri Paresh Ch. Rabha, Supdt. Accounts	Accounts related matter	Sri Joyprakash Medhi, Deputy Director of Fisheries (Research)
4	Sri Nayanmoni Baruah, I/c Supdt. Scheme	Schemes related matter	Sri Gagan Sarma, Deputy Director of Fisheries.

Grievances redressed mechanism:

For any kind of grievance of the clients to the service provided by the Directorate the following officers may be contacted.

Sl. No.	Name & Designation of the officer	Telephone No.	Remarks
1	Sri Satyajit Sarma, Jt. Director of Fisheries	9435160414	
2	Sri Dwipendra Kr. Bhuyan	9954012356	

Other information regarding lodging of complains, clients may send e-mail to assamfishery@gmail.com

Department has already developed a website viz. www.fishassam.gov.in. All information regarding Departmental activities, programmes, Zonal offices, District Fishery offices, facts & figures, contact details etc. are regularly updated in the website. A KIOSK machine has also been

installed at Meen Bhawan, Gopinath Nagar, Birubari, Guwahati-16 where Departmental information & activities can be searched through our Departmental website.

Expectation from clients:

1. Project/proposal must accompany all relevant documents.
2. Proper & timely utilization of fund.
3. Application with proper address of the clients along with necessary documents and phone no. for required service.

Review:

This Citizen Charter of the Directorate of Fisheries will be updated annually or as and when required. Any suggestion in this regard may be send to Sri Sri Satyajit Sarma, Jt. Director of Fisheries, Meen Bhawan, Gopinath Nagar, Birubari, Guwahati-16, Ph. No. – 0361/2545104