



सत्यमेव जयते

**CITIZEN'S/ CLIENT'S CHARTER
OF
HOME & POLITICAL DEPARTMENT
GOVERNMENT OF ASSAM**

*Assam Secretariat (Civil), Dispur
2nd Floor, C.M's Block
Guwahti-6*

Citizen Charter of Home & Political Department

Introduction:

The Home & Political Department has its origin as the Home Department, Govt. of Assam in the year 1937. Its main duty was to coordinate, monitor and supervise the functioning of the various directorates and agencies under the Home & Political Department and to effectuate harmony in the society, the enabling environment for ushering in progressive growth and development. The department attends to maintenance of Law and Order and peace and security, the core and sovereign responsibility of the State as defined by the Constitution of India. The Home & Political Department is amongst the largest departments in the State, based on role and responsibility, budget, manpower etc. The department functions 365 days a year, given the essential nature of activities. Structurally, the Department has 6(Six) functional divisions being Establishment & Manpower Division-I, Establishment & Manpower Division-II, Law & Order and Internal Security Division, Finance Division, Foreigner's Division and Crime & Vigilance Division. Presently the Department has 17(Seventeen) Officers and more than 50(fifty) staff, comprising the manpower.

This Citizen charter has been formulated as an assurance of service to the Citizen, of prompt and efficient delivery of services.

1. Vision Statement:

Home & Political Department shall always strive to realize and sustain **a progressive, peaceful, prosperous, inclusive, safe and secure Assam.**

2. Mission Statement:

The Home & Political Department of the Government of Assam is the nodal agency of the state for ensuring a peaceful, safe and secure environment in the state and for assuring the basic safety to life and property by effective maintenance of law and order and control and crime.

3. Division wise List of Clients:

i) Manpower Division-I:-

- a) Directorate General of Police, Assam
- b) Citizen

ii) Man Power Division-II:-

- a) Directorate General of Home Guards and Commandant General of Civil Defence, Assam
- (b) Directorate of Fire and Emergency Services, Assam
- (c) Directorate of Prisons, Assam
- (d) Directorate of Forensic Sciences, Assam.
- (e) Citizen

iii) **Law & Order and Internal Security Division:**

- (a) Directorate General of Police, Assam
- (b) National Human Rights Commission
- (c) Assam Human Rights Commission, Assam
- (d) Citizen

iv) **Finance Division:**

- (a) Directorate General of Police, Assam
- (b) Directorate General of Home Guards and Commandant General of Civil Defense, Assam
- (c) Directorate of Fire and Emergency Services, Assam
- (d) Directorate of Prisons, Assam
- (e) Directorate of Forensic Service, Assam.
- (f) Citizen

v) **Foreigners Division:**

- (a) Directorate General of Police, Assam
- (b) State Coordinator of NRC, Assam
- (c) Citizen

vi) **Crime & Vigilance Division:**

- (a) Directorate of Vigilance & Anti Corruption, Assam

4. **Business transacted:**

Name of business	Division involved
<p>i) Preparation of Budget for entire Department: On receipt of communication for submission of budget from Finance Department, Govt. of Assam, respective Directorates and Agencies under Home & Political Department are asked to submit estimate in respect of receipt and expenditure which are verified after the approval of senior most Secretary by the Department, the estimates are submitted to Finance Department. Finance Department finally publishes the Budget after it is passed by the State Assembly.</p>	<p>i) Finance Division</p>
<p>(ii) Drafting of Acts & Rules: The Home & Political Department identifies areas for legislative intervention in Law and Order matters and actively contributes towards preparation of draft laws to be enacted by the Legislature in public interest.</p>	<p>(i) Man Power Division-I (ii) Man Power Division-II (iii) Law & Order and Internal Security</p>

<p>iii) Organizing Review meetings: Review meetings are held periodically on Law and Order situation, Internal Security and on situations arising out of emergencies of any kind.</p>	<p>(i) Man Power Division-I (ii) Man Power Division-II (iii) Law & Order and Internal Security (iv) Finance Division (v) Crime & Vigilance Division (vi) Foreigners Division</p>
<p>iv) Human Rights issues: Directives on Human Rights are executed through this department, including payment of compensation awarded by Human Right Commissions, Hon'ble Courtsetc.</p>	<p>(i) Law & Order and Internal Security Division (ii) Finance Division</p>
<p>v) Rehabilitation of Surrendered Militants: The Department also looks after Rehabilitation of Surrendered Militants, payment of stipends to cadre of groups on Suspension of Operations (SoO), Rehabilitation Grants, Imparting training on livelihood skills to the surrendered militants and represents the State in the peace talks with various militant groups.</p>	<p>(i) Law & Order and Internal Security Division (ii) Finance Division</p>
<p>vi) Enquiry Commission and Committees: Enquiry reports of the Commissions of Enquiry (duly constituted under the Commissions of Enquiry Act, 1952) is processed by the Home & Political Department the recommendations thereof are placed before the State Assembly. Further the action taken report is also submitted thereunder.</p>	<p>(i) Law & Order and Internal Security Division (ii) Finance Division</p>
<p>vii) Deployment of Security Forces and Logistic Support: Requisition of Security Forces, their deployment and providing logistical support is done through Home & Political Department.</p>	<p>(i) Law & Order and Internal Security Division (ii) Finance Division</p>
<p>viii) Essential Services Maintenance (Assam) Act 1980 (ESMA): In the interest of public service and after due approval of Government, the Department on need basis invokes ESMA by which strikes, agitation etc. in essential services sector by any trade organization or group is prohibited in public interest.</p>	<p>(i) Law & Order and Internal Security Division</p>
<p>ix) Appointment, Promotion and Transfer of Gazetted Officers : The Home & Political Department on the recommendation of Assam Public Service Commission appoints all Gazetted Officers of the State to all the Directorates of the Department. Transfers and promotion of Gazetted officers are done through Home & Political Department</p>	<p>(i) Man Power Division-I (ii) Man Power Division-II</p>
<p>xi) Procurement of Equipments: The Home &</p>	<p>(i) Man Power Division-I</p>

Political Department approves the procurement of equipments to various Directorates.	(ii) Man Power Division-II (iii) Financial Management Division
xii) Foreigner's Tribunals : The function of the Foreigner's Tribunals located in different districts of Assam is to give opinion on the references received from the Superintendents of Police (Border) as to whether the referred person is a foreigner or not under the Foreigner's Act, 1946. At present 100 nos of Foreigner's Tribunals are functioning in the State. The Members are appointed by the Government and their salaries and perks are also paid by the Government.	(i) Foreigner's Division (ii) Finance Division
xiii) National Register of Citizen :The updation of NRC works in Assam is done by the State Project Management Unit (SPMU) under the direct supervision of the State Coordinator of NRC. The Apex Court of India directly supervises and monitors the same from time to time. The State Government has also constituted a steering committee for this purpose under the Chairmanship of Hon'ble Finance Minister, Assam. Funding is provided directly to the State Coordinator by The Government of India.	(i) Foreigner's Division (ii) Financial Management Division
xiv) Unified Command Structure & Counter Insurgency Operations (CI Ops) : The Armed Forces Special Powers Act (AFSPA), 1958, came into force in 1990, notifying the entire Assam as "Disturbed Area", wherein the armed forces would have special powers. Unified Command Structure was established in 1997 to bring together on a common platform, the State Government, the Indian Army, Central Armed Police Forces (CAPF), State Police and Central and State Intelligence agencies. Under the Unified Command structure, there is a Strategy Group, headed by the Chief Secretary, Assam. There is also an Unified Head Quarter (Operations Group) which is headed by GoC-in-C, 4 Corps, Assam. At the District level, there is a District level Coordination Committee on Security headed by the District Magistrate.	(i) Law and Order and Internal Security Division (ii) Financial Management Division
xv) Maintenance of Law and Order :The establishment of The Director General of police is the nodal agency in the maintenance of Law and Order under the Home & Political Department. Each District has a District Executive Force and the District Magistrate and the Superintendent of Police manage the Law and Order at the District Level. In Guwahati city, since 2015, the Commissionerate of Police has been constituted to maintain law and Order and fight crime.	Law and Order and Internal Security Division

5. **Services rendered:** Division wise list is enclosed in Annexure A.

6. **Grievance Redressal Mechanism:**

i) Online (website under construction)

ii) On plain paper - To be addressed to:

**Shri D. J. Borkotoki, ACS, Joint Secretary to the Govt. of Assam, Home & Political,
Cum Nodal Officer, Public Grievance Cell, Home & Political Department,
2nd Floor, Chief Minister's block, Assam Secretariat, Dispur, Guwahati, Assam.**

If not satisfied a further copy may be addressed to :

**The Commissioner & Secretary to The Government of Assam,
Home & Political Department,
2nd Floor, Chief Minister's block,
Assam Secretariat, Dispur, Guwahati, Assam.**

7.**Expectation from the client:** It is expected that the clients will maintain the public propriety and do not indulge in unlawful activities. All proposal should have the necessary papers required.

8.**Review:** This Citizen Charter will be reviewed annually.

9.**Suggestion:** Any suggestion in this regard may be sent to The Commissioner & Secretary to the Govt. of Assam, Home & Political Department.

Services Rendered

Annexure-A

Sl. No.	Divisions of Home Department	Service	Required condition	Timeline /flow	Fee	Officer	Remarks
1	Manpower & Establishment Division (I)	Issuance of Administrative Approval	a) Availability of Budget provision b) Plan & Estimate duly vetted by competent technical authority. c) Approval of P&D Department/ Finance Deptt. Home & Political Department, as per DFP.	25-30 days	NA	Shri D. J. Borkotoki, ACS Joint Secretary, Home & Political Department.	Subject to timely clearance by P & D /Fin. Deptt.
2	Manpower & Establishment Division (I)	Sanction of leave (Gazetted APS officers)	a) Leave Admissibility Report b) Leave Application c) Recommending Authority	15 days	NA	Shri D.K. Mishra, ACS, Deputy Secretary, Home (A) Department	
3	Manpower & Establishment Division (I)	Presentation of Pension papers to A.G, Assam	a) Form No. 19 b) Form No. 16 c) Form No. 1, 2, 1(A) & 12	20 days	NA	Shri D. K. Mishra, ACS, Deputy Secretary, Home (A) Department	

4	Manpower & Establishment Division (I)	Sanction of Medical re-imburement bill	<p>a) Admissibility report of Director of Health Service (DHS)</p> <p>b) Essentially certificate by the competent authority</p> <p>c) Bills countersigned by Authorized Medical Attendant / Hospital Authority</p> <p>d) Certificate of Referral Medical Board (as applicable), Approval of DHS, Assam</p> <p>e) Discharge certificate of Hospital concerned, Bank Account No, GPF AC No. (where applicable) PPO No. (where applicable)</p> <p>a) Report of S.P. Concerned</p> <p>b) Recommendation of D.C</p> <p>c) Postmortem Report, (in case of death)</p> <p>d) Death Certificate (where applicable)</p> <p>e) Medical Certificate (where applicable)</p> <p>f) Bank Account,</p> <p>g) Application of the NOK / injured personnel</p> <p>h) Budget provision in Current financial year</p> <p>i) Inquest report</p> <p>j) FIR etc.</p>	60 Days	NA	Shri U. Borkotoky, Under Secretary, Home (A) Department	Subject to completion of all formalities.
5	Manpower & Establishment Division (I)	Sanction of Ex-gratia to Police Personnel injured/ died while on duty	<p>a) Admissibility report of Director of Health Service (DHS)</p> <p>b) Essentially certificate by the competent authority</p> <p>c) Bills countersigned by Authorized Medical Attendant / Hospital Authority</p> <p>d) Certificate of Referral Medical Board (as applicable), Approval of DHS, Assam</p> <p>e) Discharge certificate of Hospital concerned, Bank Account No, GPF AC No. (where applicable) PPO No. (where applicable)</p> <p>a) Report of S.P. Concerned</p> <p>b) Recommendation of D.C</p> <p>c) Postmortem Report, (in case of death)</p> <p>d) Death Certificate (where applicable)</p> <p>e) Medical Certificate (where applicable)</p> <p>f) Bank Account,</p> <p>g) Application of the NOK / injured personnel</p> <p>h) Budget provision in Current financial year</p> <p>i) Inquest report</p> <p>j) FIR etc.</p>	30 days	NA	Smt. S. R. Bhuyan, ACS, Addl. Secretary, Home & Political Department	

6	Manpower & Establishment Division (I)	Issuance of promotion order (APS Officers)	a) Proposal from DGP b) Service Rule/ ACRs./Gradation list of the incumbents. c) Budget provision	Within One week of all clearances	NA	Shri D.K. Mishra, ACS, Deputy Secretary, Home & Political Department	
7	Manpower & Establishment Division (I)	Issuance of promotion order (IPS Officers)	a) Proposal from DGP b) Service Rule/ ACRs./Gradation list of the incumbents. c) Budget provision	Within One week of all clearances	NA	Shri P.K. Bhagwati, ACS, Joint Secretary, Home & Political Department	
8	Manpower & Establishment Division (I)	Issuance of appointment letter of APS officers	Proposal from APSC a) Proposal from DGP b) Recommendation of concerned DLC c) Fulfillment of required criteria / qualification etc. d) Availability of vacant posts. e) Recommendation of SLC f) Budget provision in the appropriate head of account	Within One week of all clearances	NA	Shri D.K. Mishra, ACS, Deputy Secretary, Home & Political Department	
9	Manpower & Establishment Division (I)	Issuance of approval on compassionate appointment		Within one fortnight of all clearances	NA	Shri D.J. Borkotoki, ACS Joint Secretary, Home & Political Department	
10	Manpower & Establishment Division (I)	Annual Confidential Report of APS officer	Proposal from DGP	Within one fortnight of all clearances	NA	Shri D.K. Mishra, ACS, Deputy Secretary, Home & Political Department	
11	Manpower & Establishment Division (I)	Furnishing of Information under RTI, Act.	a) Application with details of information sought	30 days	Rs. 10/-	Shri. BhaskarPegu, ACS, Joint Secretary & SPJO, Home Department	

12	Manpower & Establishment Division (I)	Training Officers /Deputation of IPS	a) Proposal/ guidelines b) Application for deputation Ministry of Home Affairs, Approval c) Govt. approval	20 days	NA	Shri P. K. Bhagawati, ACS, Joint Secretary, Home & Political Department	
13	Manpower & Establishment Division (I)	Training Officers /Deputation of APS	a) Proposal/ guidelines b) Application for deputation Ministry of Home Affairs, Approval c) Govt. approval	20 days	NA	Shri D.K. Mishra, ACS, Deputy Secretary, Home & Political Department	
14	Manpower & Establishment Division (I)	Performance Appraisal Report (PAR) of IPS	a) Filled up PAR Form	1 month	NA	Shri P.K.Bhagawati, ACS, Joint Secretary, Home & Political Department	
15	Manpower & Establishment Division (I)	State Police Accountability Commission	Issuing order on advise of SPAC.	Taking action within 3 months of order	NA	Shri A. Samra, ACS, Addl. Secretary, Home & Political Department	
16	Finance Division	Issuance of Financial Sanction	a) Budget provision b) Valid Administrative Approval. c) Completion Certificate d) Technical Sanction e) Photographic evidence, Bills, NIT , Completion bid etc.	25-30 days	NA	Smti S. R. Bhuyan, ACS Addl. Secretary, Home & Political Department.	
17	Finance Division	Issuance of Ceiling	a) Availability of budget b) Valid Financial Sanction c) Approval and release of ceiling by Finance Department.	15 days	NA	Smti S. R. Bhuyan, ACS Addl. Secretary, Home & Political Department	

18	Finance Division	Issuance of Arms Licenses, (Non Prohibited Bore (NPB):	a) Application before District Magistrate or State Home Department. b) Police verification report to be obtained from police authority c) Fulfillment of terms and conditions issued by the Ministry of Home Affairs, Govt. of India	If all criteria and threat perception are fulfilled within 1 month of completion of formalities	NA	Shri D.K. Mishra, ACS, Deputy Secretary, Home & Political Department	
19	Financial Management Division	General Updation of website	a) Administrator level review of content in Website	Every Fortnight	NA	Shri U. Borkotoky Under Secretary, Home & Political	
20	Law & Order and Internal Security Division	Assam victim compensation scheme. (Payment of compensation to the victim/ NOK of the victims as per directions of Hon'ble court through ASLSA)	a) Order from District and Session Court/ High Court through District Legal Services Authority / Assam State Legal Services Authority.	As per direction of Hon'ble Court	NA	Shri Bhaskar Pegu, ACS, Joint Secretary, Home & Political Department	
21	Law & Order and Internal Security Division	Central scheme for civilian victims of terrorist/command/ Naxal Violence. (Payment of compensation of Rs. 3.00 lakh to the NOK of the victim through DCS.)	a) Proposal from Deputy Commissioner as per guidelines.	90 days	NA	Shri Bhaskar Pegu, ACS, Joint Secretary, Home & Political Department	
22	All Divisions	Uploading on website of Acts/ Rules/OM/ Circular etc	a) Access to Acts / Rules/OM/Circular etc	Within 15 Days of issue	NA	Shri A. Sammah, Under Secretary Home & Political Department	