

Citizen Charter of Handloom Textiles & Sericulture Department.

Introduction :

The Handloom Textiles & Sericulture Department was created in the year 1985 vide Govt. Notification No.FE.729/85 dated 28/09/1985. This Department was created with the aim of achieving excellence in Handloom & Sericulture Sector and for providing gainful employment to the people in rural areas.

Vision :

A Vibrant and integrated Handloom, Textiles & Sericulture sector capable of making substantial contribution to the economy of the State.

Mission :

- Introduction of modern technology for value addition in Handloom Products for better competition & higher income for the weavers and rearers.
- To ensure proper working environment and appropriate training to grass root level workers for higher production & better quality.
- Access to welfare facilities for all persons engaged in Sericulture and Handloom sector and other stakeholders to achieve better quality of life.
- To facilitate increased production of quality raw materials and finished products.
- Assist marketing of products.

Business Transacted / Service Standard:

- A- Formulation of Budget
- B- Preparation of Plan
- C- Organizing Review Meetings
- D- Holding of Departmental Promotion Committee
- E- Preparation of priority list
- F- Transfer & Posting of Gazetted officer both DHT & DOS
- G- Granting of leave of the Gazetted officer both DHT & DOS
- H- Promotion of all the Gazetted officer both DHT & DOS

Nodal Officer: Smti Kabita Deka, ACS, Joint Secretary to the Govt. of Assam. Handloom Textiles & Sericulture Department is notified as Nodal Officer for look after the works and better services of the good governance.

Clients:

- A- Director, Handloom & Textiles,
- B- Director, Sericulture
- C- ARTFED
- D- AGMC Ltd.
- E- AKVIB
- F- Citizens
- G- All Suppliers

Service rendered / Service Delivered:

Sl. No.	Service/ Transaction	Responsible person (Designation)	Phone No/ fax/ telefax/ mobile	E-mail	Timelines/ Flow	Documents required to be submitted by service recipient	Fees			Remarks
							Category	Mode	Amount	
1	2	3	4	5	6	7	8	9	10	11
1	Formulation of Budget	1. Director. H&T 2. Director. Sericulture	1. DHT. M.No. 94350-18495 2. DOS. M.No. 94353-06885	1. pktalukdar1@gmail.com 2. QueahMilton@gmail.com	30 days	Probable expenditure / estimate for the year	Nil	Nil	Nil	Nil
2	Preparation of Plan	1. Director. H&T 2. Director. Sericulture	-do-	-do-	7 days	Probable expenditure / estimate for the year	Nil	Nil	Nil	

3	Administrative Approval	1.Under Secretary (D. Kalita). Sericulture 1.Under Secretary (M.Gogoi). Handloom	82550-16661	Nil	7 days	a- Budget Provision b- Plan & Estimate c- Check list d- Priority list	Nil	Nil	Nil
4	Issue of Ceiling	Joint Secretary (K. Deka)	94350-11006	kabitadeka2@gmail.com	10 days	a- Sanction letter b- Utilization Certificate c- Progress Report d- Sanction letter e- Budget provision f- Check list g- Priority list	Nil	Nil	Nil
5	Issuing of sanction of leave	1.Under Secretary (M. Gogoi) 2.Under Secretary (D. Kalita)	98540-45389 82550-16661		7 days	a- Application of leave in format b- Leave admissibility report c- Medical Certificate in case of leave on Medical ground	Nil	Nil	Nil
6	Sending of pension papers to Accountant General	-do-	-do-		7 days	a- Service Book b- Pay Slip c- Form No.21 d- Legal heir Certificate e- Last pay certificate (Gazetted/ Non Gazetted)	Nil	Nil	Nil
7	Issue of issuing appointment letter in respect of Gazetted Officer.	-do-	-do-		7 days	a- APSC list b- PVR c- Creation letter d- Medical fitness Certificate	Nil	Nil	Nil
8	Issuing of promotion letter in respect of Gazetted officer	-do-	-do-		7 days	a- ACR b- Gradation list c- Roster Point d- Agenda Note e- Minutes of the DPC	Nil	Nil	Nil

9	Uploading of Acts and Rules/ Orders/ circulars	-do-	-do-	7 days	a- All notifications, orders & circulars			
10	Updating of website	-do-	-do-	30 days	-do-			
11	Issuing information under RTI Act	Under Secretary (D. Kalita) Under Secretary (M. Gogoi)	82550-16661 98540-45389	As per provision of the Act.	Application alongwith fees	Applicati on fees	Postal order	Rs.10
12	Issue of information under RTPS Act 2012	-do-	-do-	-do-	Application	Nil	Nil	Nil
13	Issuing order for inclusion of Addl. Services under RTPS	-do-	-do-	-do-	-do-	Nil	Nil	Nil

Redressal of Grievances :

Grievances may be lodged in writing in plain paper and submitted to Smti K. Deka, ACS, Joint Secretary to the Govt. of Assam, Handloom Textiles & Sericulture Department, P.No.94350-11006 if not satisfied the same also be sent to Sri Mukti Gogoi, IAS, Commissioner & Secretary, Handloom Textiles & Sericulture Department, Phone No.2237123.

Expectation from citizens :

- Citizens are expected to first access the relevant instruction from the public domain of the department before writing to our contacting the officers concerned.
- It is expected that while submitting proposals all necessary documents may accompany the proposal.

Review :

This Citizens Charter will be reviewed annually for refinement. Any suggestion in this regard may be sent to Commissioner & Secretary, Handloom Textiles & Sericulture Department, Dispur, in the month of January, 2017.