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:**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service/ Transaction</th>
<th>Responsible person (Designation)</th>
<th>Phone No/ fax/ telefax/ mobile</th>
<th>E-mail</th>
<th>Timelines/ Flow</th>
<th>Documents required to be submitted by service recipient</th>
<th>Fees</th>
<th>Remarks</th>
</tr>
</thead>
</table>
| 1      | Formulation of Budget | 1. Director, H&T  
2. Director, Sericulture | 1. DHT, M.No. 94350-14895  
2. DOS, M.No. 94353-06885 | 1. phihukdar1@gmail.com  
2. OuenhMilton@gmail.com | 30 days | Probable expenditure / estimate for the year | 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 |
<table>
<thead>
<tr>
<th>No.</th>
<th>Activity</th>
<th>Details</th>
<th>Time Limits</th>
<th>Action Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Administrative Approval</td>
<td>1. Under Secretary (D. Kalita), Sericulture</td>
<td>82550-16661</td>
<td>Nil</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Under Secretary (M. Gogoi), Handloom</td>
<td></td>
<td>Nil</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Issue of Ceiling</td>
<td>Joint Secretary (K. Deka) 94350-11096  <a href="mailto:kabitea2@gmail.com">kabitea2@gmail.com</a></td>
<td>Nil</td>
</tr>
<tr>
<td>5</td>
<td>Issue of sanction of leave</td>
<td>1. Under Secretary (M. Gogoi)</td>
<td>98540-45389</td>
<td>Nil</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Under Secretary (D. Kalita)</td>
<td>82550-16661</td>
<td>Nil</td>
</tr>
<tr>
<td>6</td>
<td>Sending of pension papers to Accountant</td>
<td>-do-</td>
<td>-do-</td>
<td>Nil</td>
</tr>
<tr>
<td></td>
<td>General</td>
<td></td>
<td></td>
<td>Nil</td>
</tr>
<tr>
<td>7</td>
<td>Issue of issuing appointment letter in respect of Gazetted Officer.</td>
<td>-do-</td>
<td>-do-</td>
<td>Nil</td>
</tr>
<tr>
<td>8</td>
<td>Issuing of promotion letter in respect of Gazetted officer</td>
<td>-do-</td>
<td>-do-</td>
<td>Nil</td>
</tr>
</tbody>
</table>

7 days

a. Budget Provision
b. Plan & Estimate
c. Check list
d. Priority list

t. Sanction letter
c. Utilization Certificate
d. Progress Report
e. Sanction letter
f. Budget provision
g. Check list
h. Priority list

10 days

a. Application of leave in format
b. Leave admissibility report
c. Medical Certificate in case of leave on Medical ground

7 days

a. Service Book
b. Pay Slip
c. Form No. 21
d. Legal heir Certificate
e. Last pay certificate (Gazetted/ Non Gazetted)

7 days

a. APSC list
b. PVR
c. Creation letter
d. Medical fitness Certificate

7 days

a. ACR
b. Graduation list
c. Roster Point
d. Agenda Note
e. Minutes of the DPC
<table>
<thead>
<tr>
<th>No.</th>
<th>Task Description</th>
<th>Timeframe</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Uploading of Acts and Rules/ Orders/ Circulars</td>
<td>-do-</td>
<td>7 days</td>
</tr>
<tr>
<td>10</td>
<td>Updating of website</td>
<td>-do-</td>
<td>20 days</td>
</tr>
<tr>
<td>11</td>
<td>Issuing information under RTI Act</td>
<td>Under Secretary (D. Kalita) 82550-16661</td>
<td>As per provision of the Act.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Under Secretary (M. Gogoi) 98540-45389</td>
<td>Application along with fees application fees</td>
</tr>
<tr>
<td>12</td>
<td>Issue of information under RTPS Act 2012</td>
<td>-do-</td>
<td>Application</td>
</tr>
<tr>
<td>13</td>
<td>Issuing order for inclusion of Addl. Services under RTPS</td>
<td>-do-</td>
<td>-do-</td>
</tr>
</tbody>
</table>

**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:**

(a) Citizens are expected to first access the relevant instruction from the public domain of the department before writing to our contacting the officers concerned.

(b) 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.