



सत्यमेव जयते

**GOVT. OF ASSAM
CITIZEN'S CHARTER
(YEAR - 2017)**

AGRICULTURE DEPARTMENT

**AGRICULTURE DEPARTMENT
ASSAM (CIVIL) SECRETARIAT
BLOCK - E, FIRST FLOOR
DISPUR, GUWAHATI**

Citizen's Charter of the Agriculture Department

A. Introduction:

The Department is known as "The Agriculture Department" and is located at Assam (Civil) Secretariat, Block - E, First Floor, Dispur, Guwahati - 6.

It operates from the Assam (Civil) Secretariat, Dispur for the entire State of Assam through the establishment of Directorate of Agriculture and Directorate of Horticulture & Food Processing with the officials at village, Sub-divisional and District levels.

This document represents a systematic effort to focus on the commitment of the Agriculture Department towards its citizens / clients in respect of delivery of services and information, choice and consultation, non-discrimination and accessibility, grievance redressal, courtesy and value for time and money. This also includes expectation of the organization from citizens / clients for fulfilling the commitment of the organization.

The Citizen Charter is prepared and uploaded in order to help the citizen's to be aware of the services and schemes available and to avail them on time to increase the production and productivity. This is utmost important to help uplift the living standards of the people by way of participation in the processes of the Government.

2. Mandate:

The mandate of the Department is the development in agriculture sector / horticulture sector by harnessing latest technologies, support education and research, proper administration of its wings, timely sanction of the various state plan schemes / central sector & centrally sponsored schemes and monitoring their implementation.

3. Vision:

To provide food and nutritional security to the people of Assam and make Agriculture profitable and attractive enterprise with sustainability.

4. Mission:

To increase production and productivity of agri-horticultural crops using environment friendly science and technology while ensuring increased net farm income to the farmers through various schemes, programmes and welfare measures.

B. Details of business transacted by the Department.

The Department of Agriculture works through its agencies like the Directorate of Agriculture and its subsidiaries, Directorate of Horticulture and FP and the Assam Agricultural University and its affiliates.

Businesses transacted by the Department are as follows:

Name of Task	Requirements
1. Receipt of proposal for schemes	Has to be fool proof, must accompany budget provision etc
2. Process for approval	As above
3. Sanction of proposals	As above
4. Issue of ceiling	As above
5. Preparation of the Annual Financial Statement	Should incorporate all vital parameters as per Financial Rules.
6. Organizing review meeting	Upto date project implementation status
7. Enactment / amendment of Acts / Rules etc.	As and when required.
8. Personnel Management	As per service rules
9. Support or Education and research	Assam Agriculture University

5. Details of Citizen's and clients:

- I. The Directorate of Agriculture.
- II. The Directorate of Horticulture and Food Processing
- III. The Assam State Agricultural Marketing Board
- IV. The Seeds Corporation Ltd.
- V. The Assam Seed Certification Agency
- VI. The Assam Agriculture University

6. Services rendered:

Sl. No.	Client/Citizen Service Rendered	Service/Performance standards (No. of days within which citizen is entitled for service delivery)	Process/ workflow	Documents required	Fee (if any)	Contact details of officer responsible for the service delivery
1	Administrative Approval of schemes	7days	Asstt.to put up= 2 days Jt. Secretary = 1 day Sr. F.A = 1 day Secretary = 1 day Comm&Secy = 1 day Addl. C.S. = 1 day	1.DPR 2.Budget provision 3. P & D approval 4. Finance Department concurrence if necessary. 5.	Nil	Shri K. Talukdar, ACS, Addl. Secretary Mob. No. 9435183733
2	Promotion of Officers	7 days	Asstt.to put up= 2 days Jt. Secretary = 1 day Secretary = 1 day Comm&Secy = 1 day Addl C.S. =1 day H M A = 1 day	1.Proposal from Directorate 2.ACR's of officers 3.Gradation Lists 4.Roster Register 5. Vacancy position	Nil	Shri R. N. Gogoi, ACS, Addl. Secretary Mob. No 9435199754
3	Sending pension proposals to AG (A&E), Assam	6days	Asstt.to put up= 2 days Dy Secretary = 1 day Sr.F.A. = 1 day Secretary = 1 day Comm&Secy = 1 day	Form No.20/ Form No.10/ Form No.3/ Form No.9/ Form No.19/ Legal Heir Certificate (if required)/ Affidavit/ Indemnity Bond/ Particulars of family members of Retd. Officer/ Specimen signature and descriptive Roll of Retd. Officer./	No	Shri Nabin Ch. Ingti, Under Secretary Mob. No. 8749888956

				Photographs/ Service Books/ Last pay certificate		
4	Sanction of GIS of Retd. officer	6 days	Asstt. to put up = 2 days Dy. Secretary = 1 day Sr.F.A = 1 day Secretary = 1 day Comm&Secy = 1 day	1.Proposal received from the Directorate 2.GIS contributory statement 3. 4.	No	Shri Nabin Ch. Ingti, Under Secretary Mob. No. 8749888956
5	Sending GPF proposal to the AG(A&E), Assam	6days	Asstt.to put up= 2 days Dy. Secretary = 1 day Sr. F.A. = 1 day Secretary = 1 day Comm&Secy = 1 day	1.proposal received from Directorate 2.GPF statement of the Retd. Officer. 3. 4.	No	Shri Nabin Ch. Ingti, Under Secretary Mob. No. 8749888956
6	RTI matter	30 days	Asstt.to put up= days Jt. Secretary = day Comm&Secy = day	1.RTI application 2. IPO 3.Feesof document furnished etc.	Rs. 10/ - as app lica tio n fee & free for BP L app lica nt / fees are to be dep osit ed	Shri Manas Nath, ACS, Joint Secretary & SPIO, Mob. No. 9435064841

					by app lica nt for any doc um ent s @ Rs. 2/- per pag e	
7	Sanction of Medical reimbursement	6 days	Asstt.to put up= 2 days Dy. Secretary = 1 day Sr.F.A. = 1 day Secretary = 1 day Comm&Secy = 1 day	1.proposal received from Directorate 2.Referral Medical Board Certificate 3. Bills & Vouchers 4. Essentiality certificate	No	Shri Nabin Ch. Ingti, Under Secretary Mob. No. 8749888956
8	Issuing financial Sanction	8 Days	Asstt.to put up= 2 days Jt. Secretary = 1 day Sr. F.A. = 1 day Secretary = 1 day Comm&Secy = 1 day Addl C.S. = 1 day H M A =1 day	1.proposal received from Directorate 2. P & D Department's approval 3.Finance Department concurrence if necessary	Nil	Shri K. Talukdar, ACS, Addl. Secretary, Mob. No. 9435183733
9	Issuing Ceiling	8 Days	Asstt.to put up= 2 days Jt. Secretary = 1 day Sr. F.A = 1 day Secretary = 1 day Comm&Secy = 1 day Addl C.S. = 1 day HMA = 1 day	1.Ceiling document proposal 2. Release of F.O.C. by Finance Department 3.	Nil	Shri K. Talukdar, ACS, Addl. Secretary, Mob. No. 9435183733

10	Uploading of Acts / Rules/ Circulars/ O.M.s/ Notification / Format	5 Days	Asstt.to put up= 2 days Jt. Secretary = 1 day Secretary = 1 day Comm&Secy = 1 day	1. 2. 3. 4.		
11	Right to Public Services 2012	Days	Asstt.to put up= 2 days Jt. Secretary = 1 day Secretary = 1 day Comm&Secy = 1 day Addl C.S. = 1 day	1. 2. 3. 4.		

7. Additionally the following officers are responsible for delivery of relevant services as per their job chart in the department:

I). ShriK.K Mittal, IAS

Additional Chief Secretary & APC

The Decision making power of the Department lies with the Additional Chief Secretary and Agriculture Production Commissioner of the Department and obtain approval of the Chief Secretary, Departmental Minister and Chief Minister whenever necessary.

II). ShriAmlanBaruah, IAS

Commissioner & Secretary

1. Establishment matter of Gazetted Officers of Agriculture Department
2. Establishment matter of Engineering Wing.
3. All Annual Plan Schemes of Agriculture / Horticulture.
4. Matter relating to ASAMB
5. Matter relating to ATMA
6. Matter relating to ASC Ltd.
7. Matter relating to AAIDC
8. Matter relating to AAU/KVK/ICAR
9. Matter relating to Right to Information (RTI)
10. Centrally sponsored Scheme of Agriculture / Horticulture
11. C.M.'s special Scheme under Plan (Agriculture /Horticulture)

12. R.K.V.Y and its sub-scheme (Agriculture & Horticulture)
13. Budget Communication (Agriculture & Horticulture)
14. IFAD/Climate change
15. Disaster Management
16. Coconut Development Board / Cashew Nut Development Board
17. Spice Development Board
18. Organic Farming
19. DRSC
20. Public Accounts Committee
21. CAG / Audit Matter
22. Co-ordination between Agriculture & Irrigation
23. Pradhan Mantri Krishi Sinchayee Yojana (PMKSY)
24. PPP
25. Employment Generation Mission
26. Assam Agricultural Farming Corporation
27. Matter relating to Bank Account / Current Bank Account
28. Court cases on related matters .

III). Smti Sajeeda Islam Rashid, IAS, Secretary

1. Esstt. Matter of Statistical Wing
2. Establishment matter of Directorate of Agriculture, Assam
3. Establishment matter of Directorate of Horticulture & F.P., Assam
4. Establishment matter of Sub-ordinate Agricultural Service (VLEW)
5. Matter relating to Compassionate Ground Appointment
6. Medical Reimbursement bill.
7. Non-refundable / Temporary Advance of GPF
8. NAMSA and all its components of Soil Health Card Scheme and Paramparagat Krishi Vikash Yojana.
9. Pradhan Mantri Swacha Bharat Mission
10. All Non-plan Scheme of Agriculture / Horticulture.
11. Matter relating to ARIAS Society
12. Matter relating to ASFAC
13. Matter relating to ASSCA
14. IT related matter – i.e. NeGP
15. Matter relating to GPF / GIS Matter relating to Pension
16. DC /SP Meeting
17. Governor Speech / Chief Minister Speech
18. Finance Minister's Budget Speech
19. Agriculture Policy / Agriculture Census

20. Soil Testing Laboratory (Soil Health Card Scheme)
21. Matter relating to formation of Separate Directorate of Horticulture & F.P.
22. MACT Cases
23. National Bamboo Mission
24. Retention / Permanent Retention / Normalization of Post
25. Fertilizer and Pesticides
26. All Assembly matters
27. All Matters of Group Insurance
28. Seed Village / Seed farm
29. Matter relating to Administrative Reforms
30. KCC / SLBC
31. Matter relating to M.R. Workers / Retention
32. NERAMAC / NERIWALM / Agri. Export
33. Salary release
34. Court Case on related matter
35. Lok Sabha / Rajya Sabha
36. RIDF / Public Grievance / News paper cutting etc.
37. Waste Land Development Project / Land Policy Matter
38. JICA , BIOMASS, BIO-Gas technology

IV). SmtiJuri Phukan, IAS, Secretary

1. Establishment matter relating to Engineering Wings.
2. Assam State Agricultural Marketing Board

V). Shri KulendraTalukdar, ACS, Addl. Secretary

1. Matter related to Plan / Non Plan (except related to DoH & FP), NEC NLCPR, CSS.
2. Issue of FOC
3. Court cases on related matter
4. DRSC / Assembly Committee / PAC.
5. CAG / Audit matters
6. SLBC/PFMS/RTEG's
7. Budget Speech / Independence Day Speech / Republic Day Speech
8. SLCC between riculture & Irrigation Department
9. Any other matter entrusted from time to time.

VI). Shri R.N. Gogoi, ACS, Addl. Secretary

1. Estt. Matter related to SDAO and above.
2. Estt. Matters related to Agriculture Engineering Wings
3. SAMETI
4. ATMA
5. Committee on Welfare of SC/ST/OBC etc.

6. Lok Sabha / Rajya Sabha
7. ARIAS Society
8. Court Cases on related matter
9. Pension matters (Through Under Secretary)
10. Medical reimbursement
11. Retention / Permanent Retention of Post / Normalization of posts
12. Any other matter entrusted from time to time.

VII). Shri H. Dev Sarma, ACS, Addl. Secretary

1. ASAMB
2. Seed Corporation / ASSCA / PSU
3. ASFAC / AAFC
4. Estt. Matter of Statistical Wing
5. Assam State Agro-Industry Dev. Crop
6. Ease of doing business matters
7. Estt. Matter of AAU / KVK/ICAR
8. PMKSY
9. ASDMA
10. Coconut Board / Spice Board / National Diary Development Board / Coir Board
11. Bio Gas / Bio Gas Technology/ Bio-diversity
12. SDG/Climate Change/IFAD
13. Website Development / e-Governance /NeGP-A
14. File Management System
15. Court case on related matters
16. Any other matter entrusted from time to time.

VIII). Shri Manas Nath, ACS, Joint Secretary

1. Estt. Matter in respect of Grade -III and Grade -IV of Directorate of Agriculture and Directorate of Horticulture
2. Estt. Matter of ADO & Sr.ADO
3. Estt. Matter of VLEW
4. Matter relating to NABARD / RIDF
5. NMSA
6. Compassionate Ground appointment matters
7. Administrative reforms
8. Bamboo Mission
9. Agro Textile / Geo - Textile
10. Court Cases on related matter
11. Matter related to Plan/ Non-Plan of Doh & FP
12. RTI matters
13. Any other matter entrusted from time to time.

IX). Shri Dwijen Kalita, Deputy Secretary

1. Esstt. Matter of SDAO and above (through Shri R. N. Gogoi, Addl. Secretary).
2. Esstt. Matter of Agril. Statistical Wing (through Shri H. D. Sarma, Addl. Secretary).
3. Public Private Partnership (PPP) (through Shri K. Talukdar, Addl. Secretary).
4. Matter relating to MR Workers.
5. Retention of post/ Normalization of Posts (through Shri R. N. Gogoi, Addl. Secretary).
6. Website Development / FMS / e-Governance / Ne GP-A (through Shri H. D. Sarma, Addl. Secretary).
7. Arrear Salary.
8. Ease of doing business (through Shri H. D. Sarma, Addl. Secretary).
9. Assam State Agril. Marketing Board (through Shri H. D. Sarma, Addl. Secretary).
10. Assam State Disaster Management Authority.
11. Climate Change.
12. Departmental Esstt. Matter.
13. Related court cases matter.
14. Medical Reimbursement.
15. Any other work that may be assigned from time to time.

X) Shri Nabin Chandra Ingti, Under Secretary

1. Retention / Normalization / Permanent Retention of post.
2. Lok Sabha / Rajya Sabha.
3. Committee on Welfare of SC / ST / Minority.
4. Coconut Development Board / Guwahati Spice Development Agency / National Dairy Development Board / Coir Board.
5. Bamboo Mission.
6. Agro Textile / Geo-Textile.
7. Atal Pension Yojana.
8. Pradhan Mantri Swach Bharat Yojana.
9. Pradhan Mantri Kushal Bikash Yojana.
10. Bio-Mass / Bio-Gas Technology.
11. Pradhan Mantri Ujjala Yojana
12. NMAET (SMAE, SMAM etc.), NMOOP (Oil Seeds & Oil Palm) (through Shri K. Talukdar, Addl. Secretary)
13. RIDF (through Shri M. Nath, Joint Secretary)
14. Court Cases on related matter.
15. Any other works allotted from time to time.

XI). Shri Prabin Kr. Choudhury , Under Secretary

1. All Plan proposals relating to Directorate of Agriculture (through Shri K. Talukdar, Addl. Secretary)
2. Pradhan Mantri Fasal Bima Yojana (through Shri H. D. Sarma, Addl. Secretary).
3. Assembly Matters.
4. CAG / PAC / Audit Matters.
5. Training / Workshops / Meetings etc.
6. Atal Pension Yojana.
7. Matters relating to PSU (ASC Ltd./ AAIDC etc.).
8. Bio Mass / Bio Gas Technology / Bio Diversity (through Shri H. D. Sarma, Addl. Secretary).
9. CMS GUY (though R.N.G.), My Govt., Unnati Schemes.
10. NMSA (RAD, PKVY, SHC, SHM etc.) (through Shri Manas Nath, Joint Secretary),
11. Global Investment Meet.
12. Public Grievances.
13. Court cases of the related matters.
14. Any other works that may be assigned from time to time.

XII). Shri Pradip Kumar Sarma, Superintendent

8. Work allotment of Administrative Assistants of Agricultural Officer

I). Md. Akbar Ali, Sr. A.A

- 1) Esstt. Matter of ADO to Sr. ADO.
- 2) Matters relating Agriculture Farming Corporation.
- 3) Matters relating to Employment Generation Mission.
- 4) Matter related to Assam State Rural Livelihood Mission Society.
- 5) Matters related to Administrative Reforms.
- 6) Matters related Land Policy.
- 7) Matters related NeGPA .
- 8) Esstt. Matters of Agriculture Department.
- 9) Matters related to RTI.
- 10) Related Court cases of allotted subject.
- 11) Any other subject allotted from time to time.

II) Sri Sunit Sinha Choudhury, Sr. A.A

- 1) Matters related to Compassionate Ground Appointment.
- 2) Matters related Audit, Public Accounts Committee, CAG, Assembly Committee & Undertaking Committee etc.
- 3) Matters related to PRI,PDS, PSU (Processing units/Agri export/import/Food Park etc)
- 4) Matters related to ASSCA, ASFAC, SFAC, Atal Pension Yojana
- 5) Matters related GPF, leave encashment of retired officers.
- 6) Matter related to Crop Statistics.
- 7) Related Court cases of allotted subject.
- 8) Any other subject allotted from time to time.

III) Smti Purabi Kakati, Sr. A.A

- 1) Matters related to SAMETI, ATMA.
- 2) Sansad Adrash Gram Yojana, Swacha Bharat Yojana.
- 3) News paper items (allegation etc)
- 4) Matters related to Climate Change, Productivity Council, APEDA
- 5) Matters related to Skill Development.
- 6) Training and workshop matters of Directorate of Agriculture and Directorate of Horticulture & F.P.
- 7) Related Court cases of allotted subject.
- 8) Any other subject allotted from time to time.

IV) Smti Tez Kumari Gond, Sr. A.A

- 1) Matters related to MR. Workers
- 2) Salary/ Arrear Salary (Retired person)/ Wages/LTC of Directorate of Horticulture & FP, Assam.
- 3) Retention / Permanent Retention/ Normalization of Post.
- 4) Soil Health Management, Soil Health Card under NMSA, Integrated Nutrient Management (INM), Fertilizers.
- 5) Soil Testing Laboratories as per allotted schemes.
- 6) Matters related to NABARD and its sponsored programme RIDF, WIF etc
- 7) Matters related to Non Refundable GPF.
- 8) DC/SP meeting.
- 9) Matters related to Agriculture Policy/ Agriculture Census.
- 10) Related Court cases of allotted subject.
- 11) Any other subject allotted from time to time.

V) Sri Gautam Bordoloi, Sr. A.A

- 1) SOPD- G/TSP/SCSP (Agriculture), Gender Budgeting (Agri & Horti).
- 2) SOPD- G, TSP, SSCP (Horticulture), Pathorighat Development.
- 3) Salary/ Arrear Salary (in service)/ Wages/LTC of Directorate of Agriculture
- 4) Matters related to Disaster Management (Flood, Draught etc)
- 5) Sustainable Development Goal, Chief Minister Samagra Gram Yojana, Kissan Identity Card
- 6) Matters related to NEC, NLCPR
- 7) Coconut Development Board, Cashewnut Development Board
- 8) Global Summit Management, IFD, Agriculture Trade Related (WTO etc), Finance Commission.
- 9) Matters related to NITI Ayog.
- 10) Matters relate to AAU (Esstt. Matters, Salary, Sanction and FOC of Agriculture Research and Education etc.), ICAR, MANAGE.
- 11) Chief Minister's Speech, Governor's Speech.
- 12) Related Court cases of allotted subject.
- 13) Any other subject allotted from time to time.

VI) Sri Biju Deka Sr, A.A

- 1) RKVY and its sub schemes (BGREI, FMD, TRFAEI, IDSB etc), NMAET (SMAE, SMAM, SMSP etc)
- 2) MIDH (HMNEH, Bamboo Mission etc), Medicinal Plants under National AYUSH Mission.
- 3) Matters on Special Plan Assistance, NERAMAC.
- 4) Matters related to Agriculture Mechanization.
- 5) Bio Gas, Bio Mass, Renewable Energy.
- 6) Dairy Development Board/ ALDA.
- 7) Related Court cases of allotted subject.
- 8) Any other subject allotted from time to time.

VII) Md. K. Islam Laskar, Sr. A.A.

- 1) Esstt. matters of Directorate of Horticultures & Food Processing, Assam
- 2) Matters related to Assam Seeds Corporation Ltd./ Seed Village/Seed Testing/Seed Farms etc), any other matters related to seeds.
- 3) Pension matters of Gazetted Officers.
- 4) Esstt. matter of Agricultural Statistical Wing.

- 5) Matters related to Bio Diversity/ Bio Technology/ Bio Diesel.
- 6) Matters related to Annual Administrative Report.
- 7) Matters related to Arecanut Development Board
- 8) Related Court cases of allotted subject.
- 9) Any other subject allotted from time to time.

VIII) Sri Rajendrajit Tamuly, Sr. A.A

- 1) Esstt. Matter of SDAO to Director Agriculture, Assam.
- 2) Matters related to ASAMB, eNAM
- 3) Matters related to Rubber Board, PPP.
- 4) Matters related to NWDPR/ Waste Land Development.
- 5) Forest related policy (Agro Forestry etc)
- 6) Procurement Policy of Agricultural Commodities (Paddy, wheat, potato etc).
- 7) Citizen Charter matters.
- 8) Related Court cases of allotted subject.
- 9) Any other subject allotted from time to time.

IX). Smti Momi Handique, Sr. A.A

- 1) Esstt. Matters related Engineering Wing (Agriculture)
- 2) Matters related to MACT.
- 3) Matters related to Standing Counsel.
- 4) Matters related Public Grievances/ RFD
- 5) Matters related to Committee on SC/ST/Minority
- 6) Matters related to Spices Board, Kisan Sampad Yojana.
- 7) Matters related to Rabi/ Kharif Campaign.
- 8) My Govt.
- 9) Related Court cases of allotted subject.
- 10) Any other subject allotted from time to time.

X) Smti Dimpri Neog, Jr.A.A.

- 1) Esstt. Matters of Directorate of Agriculture, Assam.
- 2) Esstt Matters of Subordinate Agriculture Service (VLEW etc)
- 3) Matters related to ARIAS Society, APART, Assam Citizen Centric Services Delivery Project etc.
- 4) Matters related to Water Policy (National Water Policy, Matters with Irrigation Deptt. etc.)
- 5) Geo Textile/ Agro Textile
- 6) Integrated Pest Management (IPM) Pesticides, Macro Management.

- 7) Matters related to Agriculture Price Policy (CACP, Price Stabilization etc.), Ease of Doing Business.
- 8) Matters related to Dangerous Machinery Regulation Act.
- 9) Pension matters of Non Gazetted Officers.
- 10) Related Court cases of allotted subject.
- 11) Any other subject allotted from time to time.

XI) Smti Kakoli Dutta, Jr. A.A

- 1) Matter related to NFSM (All), NMOOP (All), NMSA (RAD, PKVY, MOVCD, ISOPOM,
- 2) Matters related to PMKSY and Organic Farming.
- 3) Matters related to Crop Insurance (All), PMFBY, PMKVY, Amar Gaon Amar Achani.
- 4) Matters on One Man Commission on CSS, PFMS Accounts,
- 5) Matters related to KCC, SLBC.
- 6) Matters on GIS.
- 7) Annual Budget (Budget Estimate, Budget Communication etc).
- 8) IT related matter (e- Governance/ AGRISNET/ Website Development, File Management System etc.)
- 9) Related Court cases of allotted subject.
- 10) Unnati Schemes.
- 11) Any other subject allotted from time to time.

XII) Sri Sridhar Rai, Jr. A.A

- 1) Matter related to Medical Reimbursement.
- 2) All Assembly matters, Lok Sabha, Rajya Sabha.
- 3) Ujjala Schemes.
- 4) Related Court cases of allotted subject.
- 5) Any other subject allotted from time to time.

XIII) Sri Indra Kalita, Jr. A. A.

Issue & receipt.

XIV). Smti Jaya Nath, Computer Operator

9. Availability of Information:

Sl. No	Details of Information	Name and Designation of the Officer	Address / location of the Office	Telephone No/ Fax/e-mail
1	Public Grievances	Shri P. K. Choudhury, Under Secretary to the GOA	Agriculture Department, E-Block, First Floor	9678001072
2.	RTI matters	Shri Manas Nath, ACS, Joint Secretary & SPIO,	Agriculture Department, E-Block, First Floor	9435064841
3	Pension matters	Shri Nabin Ch. Ingti, Under Secretary	Agriculture Department, E-Block, First Floor	8749888956

10. Details of grievances redressal mechanism:

For any kind of grievance of the client's related to the services provided by the department the following officers may be contacted also grievances may be submitted through online at agriculturedepartmentassam@gmail.com

Sl. No	Name and Designation of the officer	Address for correspondence	Telephone Fax/e-mail
1	Shri H. Dev. Sarma, Addl. Secretary to the Govt. of Assam, Agriculture Department	E-Block, First Floor	9435102490
2	Smti. Sajeeda Islam Rashid, IAS, Secretary	E-Block, First Floor	943557697
3	Shri Amlan Baruah, IAS Commissioner & Secretary	D-Block, Second Floor	Ph. No. 0361-2237277 (O), Fax No. 0361-2237277

11. Other information regarding lodging complaint

We have also created a website for registering complaints at www.agriculturedepartmentassam@gmail.com

12. Representation of Public for consultation / formulation of policy administration of the Department:

Citizens may consult for feedback on schemes related to the department with various committees at the Directorates and other organizations listed below;

i). Directorate of the Department

- (1) The Directorate of Agriculture, Assam (agri-dept@nic.in)
- (2) The Directorate of Horticulture & Food Processing, Assam.
(directorhortiassam@gmail.com)

ii).Boards, Councils, Committees, Corporation etc. of the Department:

- (1) The Assam State Agricultural Marketing Board.(assam.samb@gmail.com)
- (2) The Assam Seed Corporation Ltd.
- (3) The Board of Management of Assam Agriculture University.
- (4) The Assam Agro. Industries Development Corporation Ltd. (Already closed)
- (5) The Assam State Seeds Certification Agency.
- (6) Various State Level, District Level and Block Level Committees constituted under Agriculture Department.

The meeting of those Boards, Corporation and Committees are open to the members only. There is no bar to make the Minutes of its meetings accessible for public.

13.Expectation from citizens and clients.

In order to provide time bound and effective service the citizens are also expected to render their positive support to the Department by way of behaving responsibly and in a manner suited for availing the services as listed above. For example the documents required for any sanction of scheme should be submitted alongwith proposals.

The Agriculture Department is committed to provide the best of services to its citizen's and client's as per professed goals and keep on improving based on feedback on our website www.agriculturedepartmentassam@gmail.com. As the Citizen's Charter is not a one time job and it requires constant review therefore it will be reviewed annually. Any suggestion / views may be submitted to Shri Amlan Baruah, IAS, Commissioner & Secretary, Govt. of Assam, Agriculture Department , D-Block, Second Floor, Assam Secretariat, Dispur, Guwahati -06.

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