

CITIZEN CHARTER

CITIZEN'S CHARTERS

Implementation of Assam Accord Department

Introduction: The Assam Accord was signed on 15th August, 1985 amongst Union of India, Govt. of Assam, All Assam Student Union, All Assam Gana Sangram Parishad. To implement the various Clauses of Assam Accord a new Department has been established in the name of “**Implementation of Assam Accord Department**” during the year 1986.

The Implementation of the Assam Accord Department only monitors the works implemented under various clauses of the Assam Accord which is executed by different Department(s)/Organization(s) as entrusted by the Government of India as well as the Govt. of Assam. It also liaises with All Assam Student Union and the different Department(s)/ Organization(s) of the Government of India and Government of Assam involved in the process of implementation of the clauses of Assam Accord. There are no any Directorate and Subordinate offices under the Administrative control of this Department. This Department has no physical and financial targets of its own as the Department does not execute any scheme.

As per clause 15 of the Assam Accord the Ministry of Home Affairs is the nodal Ministry for the implementation of the various clauses of Assam Accord.

Vision: Constitutional, legislative and administrative safeguards of people of Assam and promote the cultural, social, linguistic identity heritage of the Assam.

Mission: Implementation of Assam Accord in letter and spirit.

Business transacted by the Department:

- Arranging review meeting with department concerned periodically to monitor the proper implementation of Assam Accord within timeframe.
- Co-ordination between the State Government, Government of India and the all Assam Student Union in implementation of the Assam Accord is done through Tripartite Meetings, Bipartite Meetings and through the meetings of the Tripartite Sub-Committee set up by the Government of India.

Services:

Preferential appointment made to the Next of Kin (NOK) of Martyrs family/Injured persons during Assam agitation by the respective appointing authorities of various departments.

Clients:

Assam Accord Department Co-ordinate with various Departments/Organisations namely, Home, Political, Border Areas, Cultural Affairs, Education, Health & FW, PWD, Revenue & DM, Industries & Commerce, Water Resources, NBCC Ltd., NPCC Ltd., CPWD.

Grievances redress system.

Grievances may be lodged online at website, Grievances may also be submitted on Plain Paper to Shri Jayanta Kr. Goswami, ACS, Joint Secretary, C.M. Block, 3rd Floor, Assam Secretariat, Dispur, Guwahti-6 (Mobile No. 9706194513). If not satisfied, they can submit it to Mrs. L. S Changsan, IAS, Principal Secretary, "CM's" Block, Second Floor, Assam Secretariat, Dispur, Guwahti-6.

Expectations from the clients:

Support and cooperation from the clients will always be expected for expeditions implementation of Assam Accord.

Review:

This Citizen's Charters will be reviewed annually. Any suggestion in this regard may be submitted to Mrs. L. S Changsan, IAS, Principal Secretary, "CM's" Block, Second Floor, Assam Secretariat, Dispur, Guwahti-6.

Services Provided by Implementation of Assam Accord Department

Sl. No.	Services	Condition	Timeline/Plan	Fee.	Officer	Remarks
1	2	3	4	5	6	7
1.	Sending/forwarding of various applications received in the department.	As per prescribed rules	10 days (Subject to the approval of Senior Officers)	NA	Deputy Secretary, IAA Deptt.	
2.	Issuing information under RTI act.	a. RTI application in proper form. b. Fees, where applicable (Rs. 10/- IPO/Cash/DD etc.)	30 days	As per prescribed rates.	SPIO of IAA Department.	
3.	Uploading Acts/Rules/OM/Circulars in website.	Immediately after receiving (Through the authorized Govt. agencies)	15 days	NA	Under Secretary, IAA Deptt.	
4.	Updating of website.	As & when required	NA	NA	Joint Secretary, IAA Deptt.	