

Citizen's Charter

(2013-2014)

Department of Science & Technology

Govt. of Assam

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PUBLIC NOTICE

A comprehensive documentation in the form of a Citizen's Charter of Department of Science and Technology which represents a systematic and transparent effort to focus on the commitment of the Department of Science and Technology towards the citizens in respect of various services to be rendered is proposed to be uploaded in ASTEC's website and Assam Portal's website i.e. www.astec.gov.in and www.assam.gov.in respectively for information of all concerned.

Public may view the Citizen's Charter in this website for information w.e.f. 20-11-2013



(P. K. Borthakur)
Commissioner & Secretary
Department of Science & Technology
Govt. of Assam

2. Introduction to Citizen's Charter

Citizen's Charter is a comprehensive document which represents a systematic and transparent effort to focus on the commitment of the Department of Science & Technology, Govt. of Assam towards its citizens/clients in respect of standard of services, information, choice and consultation, non-discrimination accessibility, grievance redressal mechanism, courtesy and value of service rendered. The charter also includes expectations of the Council from the citizen/client for fulfilling the commitment and various functions.

The objective of the charter exercise is to introduce transparency and exchange of information between citizens and administration of the department and to streamline administration in tune with the needs of citizens. For this transformative process to materialize, three elements have been incorporated in the charter-

- Clarity at every level about the objectives of charter as a policy instrument.
- Designing and delivery of the charter as an instrument of citizen-administration interface.
- Evolving mechanisms for charter monitoring, charter evaluation and periodic charter review. Also, evolving a system of acknowledging effectiveness in charter implementation.

The department's citizen's charter documents the provided services/transactions and the related objectives and targets. It is imperative for the Council to strive for improvement in performance through implementation of its citizen's charter.

3. Vision and Mission

3.1. Vision

To enable knowledge generation by promoting basic scientific research, awareness about environment, development of technologies and innovation for competitive and inclusive growth.

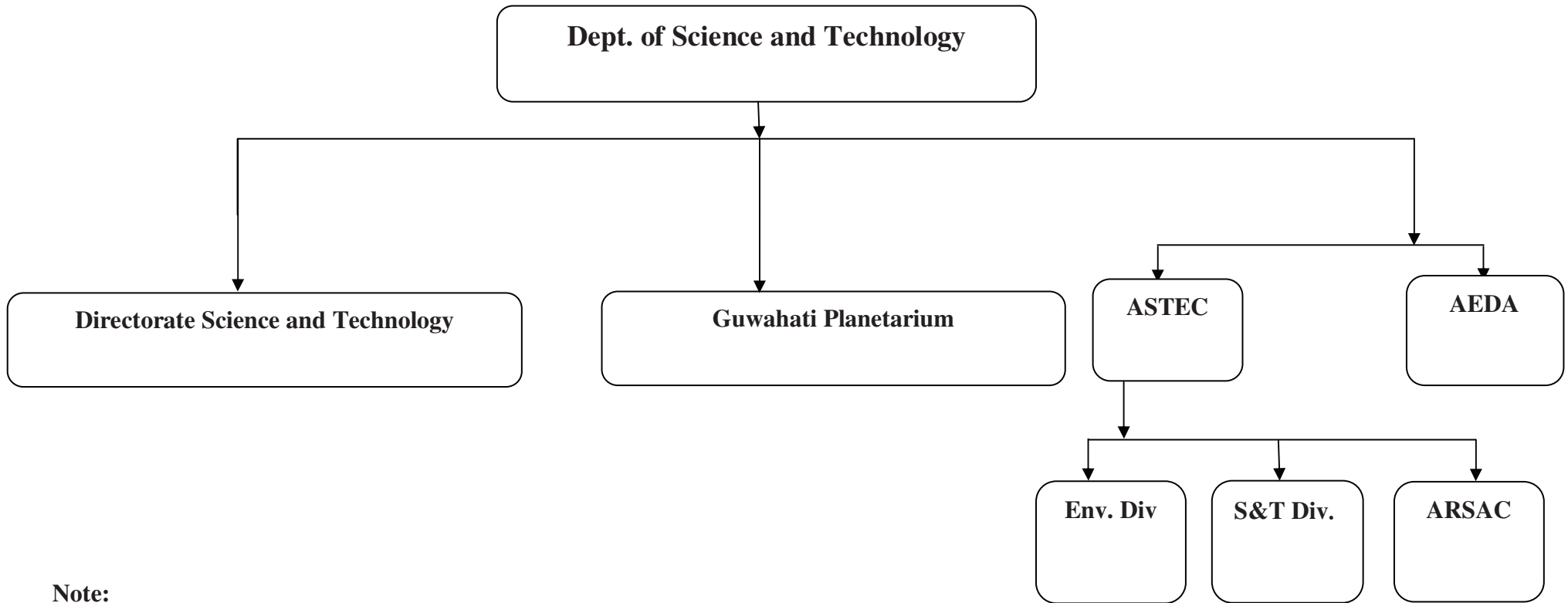
3.2. Mission

To strengthen the R&D base of the state through funding, development and utilization of technologies, building entrepreneurship and innovation, fostering S&T cooperation, popularization and demonstration, generating S&T database, attracting talent to science and rejuvenating research in University and promotion to public-private partnerships.

3.3. Objectives of the council

- To formulate policies on various aspects of science, technology and environment which are in the interest of the state and the country.
- To implement schemes of the Govt. of India, Govt. of Assam, North-Eastern Council and other public bodies on science, technology and environment.
- To promote research in the field of science, technology and environment in Assam by providing financial support to the scientists, technical persons and experts working in institutions and organizations in the state.

4. Organizational Structure



Note:

ASTECC : Assam Science Technology and Environment Council

ARSAC : Assam Remote Sensing Application Centre

AEDA : Assam Energy Development Agency

Citizen's / Client's Charter						
Department of Science and Technology						
Main Services/ Transaction/ Objectives						
Sl. No.	Services/ Transactions/ Objectives	Action	Success Indicator	Service Weight (%)	Concerned Person with designation	Contact No.
1	To expose academia and common people to the world of Science & Technology.	1.1 To carry out interactive and field based Sc.& Tech. Programme	1.1.1 No. of students and teachers involved. 1.1.2 No.s of common people involved	15	Shri Ranjit Barman Head i/c, S & T	94357-99577
2	To provide R&D support to innovators for boosting creativity	2.1 To identify co-ordinators and support R&D.	2.1.1 No. of R&D projects supported and IP	13		
3	To educate the society through awareness & documentation on environment and its conservation.	3.1 Organisation of awareness / sensitisation workshops on various environmental events, issues and education	3.1.1. Events/ Workshops /Orientation Programmes on Environment 3.1.2. One teacher from each secondary school	20	Shri Jaideep Baruah, Head i/c, Environment Division	94351-02089
		3.2 Setting up of Eco-clubs under National Green Corps Programme	3.2.1 Number of eco-clubs set up/maintained			
		3.3 To prepare database on environmental parameters	3.3.1 No. of databases related to environment generated			
		3.4 Setting up of various Scientific Cells and ABRC	3.4.1 Investment in scientific facilities			
			3.4.2 Publications			
			3.4.3 Infrastructure Development			
			3.4.4 Meetings/ WS			
			3.4.5 No. of species conserved			

Main Services/ Transaction/ Objectives						
Sl. No.	Services/ Transactions/ Objectives	Action	Success Indicator	Service Weight(%)	Concerned Person with designation	Contact No.
4	Application of remote sensing technology & GIS in natural resource assessment and capacity building for end users.	4.1 Landuse / landcover, infrastructure mapping, cadastral data integration under SIS-DP and 2nd cycle LULC	4.1.1 LULC mapping	16	Shri Utpal Sarma, Head i/c, ARSAC	94350-18977
			4.1.2 Infrastructure mapping			
			4.1.3 Cadastral digitization			
		4.2 Geospatial database/ monitoring on bankline of the Brahmaputra & its tributaries Aai and Beki.	4.2.1 Digitization of Pre monsoon & Post Monsoon season satellite data: subject to availability in each season.			
4.3 Capacity Building at Panchayat level	4.3.1 No. of Panchayat covered					
5	To propagate renewable energy application and capacity building in the field.	5.1 To provide Solar PV electrification facility through setting up of solar PV setups	5.1.1 Kilowatt installed	18	Shri Mrinal Choudhury, Addl. Director i/c, AEDA	98640-94255
		5.2 To set up Solar Water Heating systems.	5.2.1 Total litres per day installed			
		5.3 To develop skilled manpower through training on Renewable Energy.	5.3.1 Number of trainings			

Main Services/ Transaction/ Objectives						
Sl. No.	Services/ Transactions/ Objectives	Action	Success Indicator	Service Weight(%)	Concerned Person with designation	Contact No.
6	To create scientific awareness among the people and students through activities of daily shows, sky in the planetarium and sky observation related to astronomy and space science	1.Holding public shows on astronomy and Space science for popularization of science.	1.1 No.s of Public shows	10	Shri Babul Kr. Borah, Curator	94353-03921
		2. Conducting Observational Astronomy course	2.1. No. of conduction			
		3.Organizing seminars, lecturers and demonstration programme and special events like meteor shower,comet etc on Astronomy and Space science	3.1 No. programmes organised			
		4. Arranging regular Sky Observation programmes	4.1 No. of programmes held			
		5. Publishing astronomical leaflets,Journals,news letter on allied issues.	5.1 Publications			

List of Stakeholders/Clients

Sl. No.	Name of the Organisation/ Stakeholders	Name of the Concerned Co - ordinator	Contact No.	email id
1	Indian Institute of Technology, Guwahati	Prof. Gautam Barua, Director	0361 258 3000	director@iitg.ernet.in
2	Regional Science Centre, Khanapara	The Coordinator,	0361 236 1699	rscghy@sancharnet.in
3	Gauhati University	Okhil Kumar Medhi, Vice-Chancellor	0361-2570412(0)	vc_gu@yahoo.in
4	Tezpur University	Vice Chancellor	03712 267 007 03712 275308	baruahd@tezu.ernet.in
5	Dibrugarh University	Prof.M.N.Dutta	0373 - 2370231	duttamn2000@yahoo.co.in
6	The Energy Resource Institute (TERI)	Mr Dipankar Saharia Associate Director and Coordinator	0361 233 4790	terine@teri.nes.in
7	Assam Medical College	Dr Atindra Kumar Adhikari	(0373) 2300080, 2300352	principalamch@rediffmail.com
8	Assam Agricultural University	Vice Chancellor	0376-2340001(O); 2340013(O)	
9	Assam University	Vice Chancellor	91-03842-270806	vc@aus.ac.in , registrar@aus.ac.in ,
10	Guwahati Municipality Coporation	Office of the Commissioner	0361-2540525	gmccom@gmail.com & adcomgmc@gmail.com

11	Jorhat Municipality Board	Prasanta Bora, Chairman	0376-2320017	info@jorhatmunicipalboard.org chairman_jmb@sify.com
12	Assam Financial Corporation	Bipul Choudhury	0361-2739839, 2622658	afcghy@gmail.com / afc_ho@yahoo.com
13	Chief Conservator of Forest	M.M. Sharma	9435078993	ccf.sf.assam@gmail.com>
14	Public Works Department	Shantanoo Bhattacharyya	9957567647	shantanoo.bhattacharyya@gmail.com
15	Public Health Engineering Department	Ahmed	9435127629	sephedibugarh@yahoo.in
16	NRHM	Nupur Das	9864999372	nupurdas.nrhm@gmail.com
17	Srimanta Sankardev Kalakhetra	Chabin Rajkhowa	9435012422	chabin.rajkhowa@gmail.com
18	Guwahati Refinery	Sita Baruah	0361-2597536	BARUAHS@iocl.co.in
19	CEE-NE	In-charge	94351-17414	ceenortheast@ceeindia.org
20	Pacific Unit	Narayan Saharia	98642-26637	pachimmongaldai2_asc@rediffmail.com
21	Kalpadroom Foundation	Sudip Kanta Basistha	98640-37734	skbasistha@gmail.com
22	Manav Kalyan	Prabir Bhowmik	94356-18187	manavkalyan248a2003@gmail.com
23	Society for Socio - Economic Awareness and Environmental Protection (SSEAEP)	Kishore Deb	94350-61103	sseaep_org@yahoo.co.in

24	Ed-en	Dr. Rishi Das	94350-36774	rishidas66@gmail.com
25	Dikrong Valley Environment & Rural Development Society (D-Verds)	Dwipen kr. Barooah	94353-84909	dwipen_d1@rediffmail.com
26	Seujee Dharnee - the green earth	Satya Ranjan Borah	98640-92223/ 98643-51785	srborah@seujeedharanee.org
27	SEENE	Phanidhar Gogoi	99543-09790	phani.gogoi@gmail.com
28	ENVIRON	Amarjyoti Kashyap	98640-17436	environ_assam@yahoo.com
29	Sankar Madhab Kristi Bikash Kendra	Saranga Pani Borah	94010-08681	
30	Mission North - East	Rajib Das	98644-13371	rajibdas757@gmail.com
31	Scorpion	Debojit Goswami	98640-31458	
32	Impression	Geetali Hazarika	94351-09692	impressionngo@gmail.com
33	Assam Academic Centre	Romen Gogoi	94350-52123	romengogoi.jorhat@gmail.com
34	Vijnan Mandir	Baharul Islam Laskar	94353-78925	baharullaskar@rediffmail.com

35	NUR Society	Shoraf Uddin Ahmed	96784-19611	nur.society@rediffmail.com
36	SEVEN Look	Palash Ranjan Goswami	98544-23385	
37	Dhubri Rural Science Society	Ahmed Hussain	98545-29028	
38	Bhagyalakshmi Anchalik Sishu-Kalyan Kendra	Uma Gogoi	97068-89019	
39	ASE	Pradip Mahanta	98640-37105	pradipmahanta11@gmail.com
40	SEENE	Phanidhar Gogoi	99543-09790	
41	Assam Educational & Social Welfare Society	Sulaiman Ahmed	98645-66519	changa_asc@rediffmail.com
			98640-77474	
			99540-58529	
42	Assam Riot Victims Unit Trust	Abdul Kader	98544-52912	gobardhana_asc@rediffmail.com
43	HARD Society	Sahjahanali Sikder	98649-40762	gomaphulbari2_asc@rediffmail.com
			94357-63681	
44	AL - AMAN Rural Welfare Society	Mustafizur Rahman	99540-88646	mondia_asc@rediffmail.com
			94351-13250	
45	Ata Bhowkamari Society Development	Lal Mamud Ahmed	99547-86238	pakabetbari_asc@rediffmail.com
46	Dudpur Youth Club	Randip Rajkumar	96135-71864	kaatigorah_asc@rediffmail.com
			99542-68197	
			94355-67929	
47	Secretary Palanghat Rising Club	Hrishikesh Dey	94352-07185	palanghat_asc@rediffmail.com
			03842-272646	

48	Nandi Young Club	Meghnath Singha	99540-43843	salchapra_asc@rediffmail.com
49	Manav Shikshasram	Pradyut Singha	99544-59952	silchar_asc@rediffmail.com
50	Sonai Club	Baharul Islam Laskar	94352-01224	sonai_asc@rediffmail.com
			94352-27427	
51	Discovery Club	Tarun Ch. Boro	99573-41928	borobazaar_asc@rediffmail.com
			98647-58960	
			03663-276858	
52	Beehmari Diamond Club	Md. Delwar Hussain	98541-39651	bechimari_asc@rediffmail.com
53	Jyoti Sangha	Lalit Ch Nath	98590-15574	pubmongaldai_asc@rediffmail.com
			99548-21050	
54	Eco - System Preservation Society	Khoshbub Alam Ahmed	03664-262809	chapar_asc@rediffmail.com
			94358-00836	
55	Women & Child Dev. Organisation	Md. Nur Uddin SK.	94363-43723	fekamari_asc@rediffmail.com
			94363-30320	
			94363-42535	
			96783-64744	
56	Social Development Organisation	Syeda Afroza Akhtar	94013-00892	mahamaya_asc@rediffmail.com
			98545-28698	
57	Milijuli Development Organisation	Entaz Ali Shaikh	96786-78262	nayeralga_asc@rediffmail.com
			99548-01592	
			98646-69322	
58	Nava Rashmi Mahila Samity	Mrs. Lutfan Nehar	94363-30320	southsalmara_asc@rediffmail.com
			94363-42535	
59	Association for Inteorated Development & Research	Rakibul Hussain	98647-67884	krishnai_asc@rediffmail.com
			94350-01731	

60	Gramin Vikash Parishad	Arjun Das	94350-23848	kuchdhowa_asc@rediffmail.com
			94356-16859	
61	Advancement for Social and Human Advantage(ASHA)	Arobinda Roy	98646-66117	hailakandi_asc@rediffmail.com
			03844-249501	
62	A.S.S. Kapili Valley Science Club	Sri Biren Deka	94354-09887	rongkheng_asc@rediffmail.com
63	Basundhara Social Welfare & Multipurpose Devpt, Organisation	Amrul Haque	94357-50987	durlavcherra_asc@rediffmail.com
			98540-67436	
			94352-90102	
64	Bagbari Samaj Kalyan Sangha	Biprajit Dey	98590-44667	southkarimganj_asc@rediffmail.com
65	Dristi Foundation	MS Nafisa Hussain	94352-24611	barhampur_asc@rediffmail.com
			97060-65985	
66	Doboka Science Society	Abdus Subur Talukdar	98647-23059	binakdobo_asc@rediffmail.com
			94352-09708	
67	Manab Vikash Society	Md. Nazim Uddin Ahmed	94011-63056	juria_asc@rediffmail.com
			03672-243408	
68	Gram Vikas Parishad	Najibur Rahman	96133-02480	kathiatoli_asc@rediffmail.com
			98543-88927	
69	Assam Science Society (Ambagan Branch)	SANJAY MODAK	9435240111	lowkhowa_asc@rediffmail.com
			94357-10138	
			03672-255547	
70	Udali Rural Development Association	Aftabuddin Laskar	94350-69159	udali_asc@rediffmail.com
71	Assam Science Society (Borkhetri Branch)	Kamaluddin Ahmed	98644-01812	barkhetri_asc@rediffmail.com
			03624-286517	
72	Gram Lok Seva Sangh	Dimbeswar Das	99545-26603	dhamdhoma_asc@rediffmail.com

73	Nalbari Rural Development Association	Sri Utpal Barman	98648-38526	madharpur_asc@rediffmail.com
			98648-20322	
74	Pakuwa Gramin Vikash Sanstha	Mr. Binod Saud	98643-27528	pachimnalbari_asc@rediffmail.com
			98592-18312	
			97971-71602	
75	Gramya Vikash Mancha	Pradip Mahanta	03624-298137	pubnalbari_asc@rediffmail.com
76	Jateeya Activities Promoting Institution (JAPI)	Mintu Chitrakar	9435504816	lakuwa_asc@rediffmail.com
			98543-60703	
77	Udiaman Yuba Samaj	Gopal Khanal	98591-05478	borsola_asc@rediffmail.com
			03712-204481	

7. Publications

- *Aparamparagata Shaktir Keibidhman Aahila* an Assamese brochure on a few systems for Nonconventional Energy Sources.
- *Batik Aru Bandhani Shiko Aahak* (1990) an Assamese book on learning of batik painting by Chayanika Rajkhowa (Chakravarty).
- *Bijulir Katha* (1992) an Assamese booklet on electricity.
- *Kathphular Kheti* (1993) an Assamese booklet on mushroom cultivation.
- *Checklist of the Mammals of Assam* (1st Ed. 1994, 2nd Ed. 1997) by Anwaruddin Choudhury.
- *Tabat Kariba Para Bandarav* (1995) an Assamese book on potable medicinal plants by Sri Gunaram Khanikar.
- *Jiva-Bichitrata Aru Iyar Xanrakshan* (1995) an Assamese booklet on Biodiversity.
- *A training manual on Improved Chulha* (1999) in three languages viz. Assamese, Bengali & English.
- *Hastikatha* (2001) an Assamese book on Elephant by Sri Bhupendra Nath Talukdar.
- *Unnata Dhan Bana Prakriya* (2002) an Assamese booklet on modern rice milling system.
- *Jini Alangpau Jayaba Bemar Buthu* (2002) a book in Dimasa language on common diseases by Dr. Aatul Chandra Patowary and Dr. Sabita Patowari & translated by Smt. Nirupama Hagjer.
- *Abarjanar Para Sampad* (2002) an Assamese book on wealth from waste edited by Pabitra Kr. Sarmah.

- *Aamaar Gach-gachani* (2002) - an Assamese Note Book for study of biodiversity for school children.
- *Aamaar Gachgachani* (2002) - A record book on biodiversity for school student.
- *Manab Sewat Bigyan* (2003) an Assamese book on science in the service of mankind by Sri Pabitra Kr. Sarmah.
- *Water* (2003) - a booklet published in Assamese and English language.
- *Body and Health* (2003) - a booklet published in Assamese and English language.
- *Assam's Flora - Present Status of Vascular Plants* (2005).
- *State of Environment Report, Assam* (2006)
- *ENVIS* News Letter quarterly issues.
- *Seuj Prayas* (2010), Reference Book for Orientation of Secondary School Teachers on Environment Education published in Assamese and English language.
- *Parivesh Bijnan Abhidhan* (2009), a dictionary of Environmental Science in Assamese published by the ENVIS Centre, ASTE Council.
- *Jalabayu Paribartan* (2012), published in initiative of Climat Cell of ASTE Council.
- *Jalabayu Paribartan Samparkiya Rastriya Karma Parikalpana* (2012), published in initiative of Climate Cell of ASTE Council.
- *Amar Bigyan*, published annually during State level NCSC.

8. Indicative expectations from service recipients

1. Timely submission of the following information:
 - Utilization certificates (UCs) in prescribed format and clarification as required by the Council.
 - Submission of identity and residential proof wherever required
 - Submission of quotations, agreements and other documents on requirement
 - Submission of Management Action Plan as per required standard under the concerned scheme.
 - Proposals complete in all respects with requisite documents containing correct and reliable information as per the prescribed format and standard
 - Response to queries relating to proposal
 - Report on physical and financial progress for funds released under various programmes
2. Confidence of project investigators-
 - Availability of basic infrastructure including manpower for the project.
 - Administrative clearance from parent organization, wherever required.
 - Fulfillment of partnership, collaboration and alliances, wherever required.
 - Presentation before the expert committee on requirements.
3. To participate and conduct environmental awareness programmes under the Government and various agencies.
4. Proper planning, implementation and evaluation of the project/ scheme financed by the Government.
5. To keep proper financial records and data of the financial assistance received from the Council.
6. To provide valuable suggestions / feedbacks for improvement of quality of services.

9. Grievance Redressal Mechanism

A Grievance Cell in the Council to attend to the complaints/queries of the stakeholders and citizen's has been constituted. The main function of the Cell is to ensure timely redressal of public grievances by taking up the matter with the concerned authorities.

1. Acknowledgement

Acknowledgement of grievances would be done within a week of the receipt of the petition.

2. Action on Grievance

Action on grievances would be taken within two weeks.

3. Decision

Decision would be taken within a month. Once the final replies are sent, the petition would be treated as closed.

4. Monitoring

The Public Grievance cases would be monitored regularly at specified time intervals and the same would indicate in the statements prepared in respect of Public Grievances.

5. Public Grievance Officer

In case of non-compliance of service standards, the service recipients/ stakeholders can contact the following Officers mentioned in the citizen charter for redress of their grievance.

Contact Details-

Assam Science Technology & Environment Council
Bigyan Bhawan
G.S.Road, Guwahati – 781 005
Ph.: 91 - 361 - 2450147/ 2450646/ 2464619/ 2464621
Fax: +91 - 361 - 2461217
E-mail: astec@rediffmail.com

Month and year for next review of the Charter: Financial Year, 2014-15