

Citizen's /Client's Charter

of

**Commissioner of Hills & Barak Valley
Division**

Housefed Complex, Assam, Dispur-6

Citizen's /Client's Charter

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Vision

To enable peace, harmony and expedite development of the Districts of the Division within the frame work of constitution of India and rule of law.

Mission

1. To review the law and order and guide the Deputy Commissioners and the Superintendent of Polices in maintaining peace, harmony in the District and supervise law and order and to ensure hate free atmosphere.
2. To undertake annual inspection of the offices of Deputy Commissioners and Sub-Divisional Officers..
- 3.To ensure holding of District and Sub- District level National Solidarity and Integration Committee meetings and enable them to take up social action at regular intervals..
4. To consolidate and strengthen administration and due procedure in 5 Districts of the division.
5. To supervise and to ensure the implementation of development schemes especially SC/ST/Minority/ OBC/Border area.
6. To provide over all guidance with a view to ensure results within the given time frame.

Organizational Chart:- The Commissioner Hills and Barak Valley Division is headed by the Divisional Commissioner, followed by Special Officer and Finance & Accounts Officer.

Organization Chart of CHBVD

Government of Assam

Divisional Commissioner

Special Officer to Commissioner

Finance & Accounts Officer

Superintendent

Senior Assistant	Junior Assistant
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Functions of the O/o Hills and Barak Valley Division: Assam

1. Responsible for the guidance and supervision of 5 Deputy Commissioners of Districts of the Division viz.,
 - a. 2 Hill Districts : Dima Hasao (previously North Cachar Hills) and Karbi Anglong
 - b. 3 Barak Valley Districts: Cachar, Hailakandi and Karimganj.
2. Appellate Authority in several Acts viz., Assam Services Discipline and Appeal Rules 1964, District Ministerial Service Rules 1967, Bengal Public Demands Recovery Act 1913, RTI Act, 2005 and others.
3. Review law and order of 5 Districts at regular intervals including six monthly joint review with all the 5 DCs, 5 SPs, Army, BSF, CRPF, SIB and others and enabling the districts to hold District Level Coordination Committee meetings (CI Ops and Law and order) monthly as discussed on 04.03.2013.
4. Facilitate holding of District and Sub-District level National Solidarity and Integration Committee meetings before national functions and major festivals and supervise the formulation and implementation of social action.
5. Undertaking annual inspection of O/o Deputy Commissioners and Sub-Divisional Offices in a prescribed format and follow up.
6. Undertaking review and inspection of various Developments programmes/ schemes/projects and provide guidance with emphasis on Scheduled Tribes, Scheduled Castes, Minorities, Border Areas and Tea Tribes.
7. Pursuing pending matters of 5 Districts with the Government.
8. Compliance to Right to Information Act, 2005 and implementation of Citizen Charter.

Complimentary/Convergence / Synergy functions:

1. Holding regular convergence meetings with the DCs, HODs and Government Departments and GOI agencies for the development of critical infrastructure viz.,
 - a. Expeditious and timely completion of East-West Corridor (review with NHAI/State Level Committee)
 - b. Expeditious and timely completion / conversion to Broadgauge railway from Lumding to Barak Valley (Meeting with NF Rly Construction Company),
 - c. Controlling Pachgram erosion and road development, (with PWD(NH), WR, BRO, CWC, GOI MRSTH, HPC and Hailakandi DC)
 - d. development of roads in the districts (PWD -NH, Rural roads etc. at State level)
 - e. Improved communication between Guwahati and Barak Valley via Meghalaya.
 - f. Safety of bus/ carrier passengers from Guwahati to Barak & Hills and Back; and within the Districts (with Comm. Transport, ASTC, Comm. Sales Tax, DTOs)
 - g. Development of Telecom and Internet Connectivity (CGM BSNL and others)
2. Undertaking partnership of District Administration with the National Institute of Technology, Silchar and Assam University, Silchar for
 - a. The Border villages Development both by their innovative initiatives and by engaging their faculty/students in the monitoring of important schemes of different sectors viz.,Education, Health, Drinking Water, Nutrition, Public District System, Roads, Transport and Communication, Information Technology etc.
 - b. For the capacity building of civil society in combating crime against women and communal / ethnic violence; and strengthening the Government and Civil Society Joint Strategy to combat crime against women and communal/ethnic violence.

c. To improve the living condition of ST, SC, Minority and Tea garden Labour.

Citizen's /Client's Charter-Standards

5. (i)(a) D C Establishment (Personal)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
1.	D.C.	Casual Leave & Hq Leave of D C	2 days.	Special Officer	The matter is put-up in the file. Then file is submitted to Superintendent /Special Officer with leave account and then to the Commissioner. After orders, the file comes back to the Dealing Assistant. The note is communicated to the DC	Leave Application	Nil
2.	D.C. Office	PAR of IAS and ACS Officers of Hills and Barak Valley Division, Assam.	Within 7 days of submission subject to the prescribed time set by Govt.	Special Officer For all IAS/ACS Officers below the rank of D.C.	Put up to Commissioner for record / review /acceptance as the case may be.	1. Self assessment report filled in ACR 2. Targets fixed in the beginning of the year at Annual Plan of Action (APA) of ACS Officers.	Nil

5.(i)(a) D C Establishment (Personal)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
3.	DCs, ADCs, SDOs C.Os, EACs	Earned Leave of IAS/ACS Officers	One week	Special Officer	The matter is put-up in the file and submitted to Superintendent /Special Officer with note etc.for scrutiny and is submitted to the Commissioner for orders as per rule of law. For A.C.S. Jr. Grade –the competent authority is Commissioner of the Division. In case of Sr.Grade ACS officers-the leave petition is forwarded to the Govt.	1) Copy of the D.C.s forwarding letter. 2) Original leave petition of the applicant (Gezetterd Officer)(with recommendation of the D.C.) 3) Medical certificate copy in support of Medical Leave/ Head Quarter leave permission copy if any.	Nil

5.(i) (a) D C Establishment (Personal)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
4.	Clerical staff	Gradation lists of D C's amalgamation Estt. under this Division	7 days	Special Officer	The matter is put up in the file then submitted to Supdt./SO, after scrutiny it is submitted to the Commissioner for orders as per rule of law, after that the files come back to the SO/Supdt/ Dealing Asstt. for follow up actions as per order of Commissioner.	Proposal and statement of draft Gradation lists as per rule of law.	Nil
5.	RS, AO Ministerial Staff	Condonation of age and correction of date of birth under this division	7 days	Special Officer	The matter is put up in the file then file is submitted to Supdt./ FAO ,after scrutiny it is submitted to the Commissioner through Special Officer for approval/order, after that the file comes back to the SO/Supdt/ Dealing Asstt. for necessary action as per provisions of law.	Proposal along with application and necessary documents i.e (1) birth certificate (2) Enquiry report of the DC/ SDO © in connection with determination of age.	Nil

5.(i)(a) D C Establishment (Personal)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
6.	DC Estt., Ministerial Staff	Mutual transfer /District transfer of Ministerial staff under this division.	10 days	Special Officer	The matter is put up by the Dealing Asstt. to Supdt./SO. After scrutiny it is submitted to the Commissioner for approval/order. Then the file comes back to the SO/ Supdt/ Dealing Asstt. for necessary action as per order of Commissioner.	Proposal along with application of petitioners through DCs with his comment/views	Nil
7.	DC Estt., Ministerial Staff	Appeal petitions Under Discipline & Appeal Rules.	10 days	Special Officer	The matter is put up by the Dealing Asstt. the file comes to the S.O. through Superintendent and then submitted to the Commissioner by the S.O. with his observation. Action is taken as per orders/ instruction of the Commissioner	Appeal petition received from districts employees under control of the DC	Nil

5.(i) (b) D C Establishment (FINANCE)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
8.	DC Estt., Ministerial Staff	Non-refundable GPF advance of Ministerial staff under this division	10 days	Special Officer	The matter is put up in the files then files are submitted to Supdt./ FAO, after scrutiny it comes to the Commissioner for approval/order through Special Officer , after that the files come back to the Dealing Asstt. for necessary follow up action as per order of Commissioner.	Proposal along with application and original GPF balance sheet of current years	Nil

5.(i)(b) D C Establishment (Finance)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
9.	D.C. Office	T.A. Bill of D.Cs and ADCs	10 days	F.A.O. /Special Officer	The matter is put-up in the files then files are submitted to Supdt./F.A.O. after scrutiny then it goes to the Commissioner with Special Officer's comments for approval , after that the file comes back to the Special Officer / Supdt./ dealing Asstt. with modification/ approval/order by Commissioner & return to D.C.	(1) Tour Diary in the prescribed format duly self attested/ approved by the D.C. (2) Govt order/letters allowing to leave Hq for various meeting/training etc (3) Summary report of inspection of various schemes/ programme (4) Air ticket/boarding pass/train/bus ticket as the case be (5) Certificate for cost of POL (6) APRs in case of transfer posting (7) Certificate of journey in interest of public service.	Nil

5.(i)(b) D C Establishment (Finance)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
10.	D.C. Office	D.C.C Bill (Exgratia grant under H/A 2235 social security and welfare etc.)	One week	Special Officer	File is put up by the Dealing Asstt. and submitted to F.A.O. through Superintendent then submitted for approval of the Commissioner through Special Officer Necessary order /follow up action as per approval of the Commissioner . Finally D.C.C bill is submitted to A.G. with intimation to the Govt.	1) D.C.s order copy 2) Govt. Sanctioning letter 3) All paid vouchers (APRs) etc. 4. T.V. No with date of drawl duly signed by the T.O.	Nil

5.(i)(b) D C Establishment (Finance)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
11.	D.C. Office	Grant of conveyance allowances to physical handicapped employees under this division	10 days	Special Officer	The matter is put up in the files by the Dealing Asstt. then files are submitted to Supdt./Special Officer/FAO. After scrutiny it comes to the Commissioner for approval/ order through Special Officer and then the files come back to the So/ SUpdt/ Dealing Asstt. for necessary order follow up actions as per order of Commissioner.	Proposal along with application and Certificate of Disability of person concern through D.C.s under this division.	Nil

5.(i) (b) D C Establishment (Finance)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
12.	D.C. Office	Retention of temporary posts of Porter Estt. under the D C, Dima Hasao District every financial year	10 days	Special Officer	The matter is put up in the files then files are submitted to Supdt./ Special Officer /FAO after scrutiny it comes to the Commissioner for approval/ order as per rule of law after that the files comes back to the Dealing Asstt. for necessary action.	Proposal from D C, Dima Hasao Dist.	Nil

5.(i) (c) D C Establishment (REVENUE MATTER)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
13.	D.C. Office	Monthly & Quarterly return of Bakijai Cases of 5 Districts.	Once in 2 months.	Special Officer	Files are put up for perusal of the Commissioner. Necessary order /instruction is communicated to D.C. / S.D.O. accordingly.	Statements as prescribed format	Nil.
14.	D.C. Office	Monthly and Quarterly return of Land Revenue of 3(three) Districts (Karmganj , Cachar, Hailakandi)	3days	Special Officer	The matter is put up in the files then files are submitted to Superintendent / Special Officer After scrutiny it is submitted to the Commissioner for approval/ orders. After that the file comes back to the Dealing Asstt.	Statements as prescribed format	Nil

5.(i) (d) D C Establishment (Law & Order)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
15.	D.C./ S.P.	Situation Report of 5 Districts	Within 5 days	Special Officer	Matters are put-up as soon as received by the concerned Dealing asstt. through Superintendent and Special Officer for perusal of the Commissioner. Instruction/ orders of the Commissioner accordingly is conveyed to the concerned D.C. / S.P. / S.D.O./ S.D.P.O. with a intimation to the Govt.	W.T. Message	Nil

5.(i) (e) DEVELOPMENT MATTER

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
16.	D.C. Office	15 th & 20 th pint programme	Once in 2 months	Special Officer	The Statement is put-up in the file and submitted to Superintendent/ Special Officer after Scrutiny then it is submitted to the Commissioner for orders. Accordingly follow up action is taken up.	Statements as per prescribed form.	Nil

5(ii)(a) In House Office (Personal)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
17.	Office Staff	Earned Leave	5 days	Special Officer	All files are put up by Dealing Asstt. routed through the Superintendent to the Special Officer After final decision /approval by the Commissioner on the matter the file comes back to the concerned Dealing Assistant and accordingly disposed of.	1. Leave application 2. Medical certificate, if leave applied for on medical ground.	Nil
18.	Office Staff	Gradation list	Once in a year	Special Officer/Commr.	All files are put up by Dealing Asstt. routed through the Superintendent to the Special Officer After final decision /approval by the Commissioner on the matter the file comes back to the concerned Dealing Assistant and accordingly disposed of.	1. Service book 2. Merit list of candidates 3. Date of joining in service. 4. Date of Promotion	Nil

5. (ii) (a) In House Office (Personal)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
19.	Office Staff	Liveries of Gr. IV staff of this office once in every two years	7 days	Special Officer	The matter is put up in the files then files are submitted to Supdt./FAO/Special Officer after scrutiny it comes to the Commissioner for approval/ orders, after that the files comes back to the SO/Supdt/Dealing Asstt	Order received time to time from Govt.	Nil
20.	Office Staff	(C.L. +R.H.)& H.Q. Leave permission for the office staff	One day	Special Officer	The matter is put-up in the files. Then files are submitted to Superintendent /FAO/ Special Officer with leave register and after scrutiny it comes to the Commissioner for approval/order. The Dealing Assistant. is to maintain a C.L. Register accordingly.	Leave Application	Nil

5(ii) (a) In House Office (Personal)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
21.	Office Staff	Last Pay Certificate	1 day	Special Officer/ Drawing & Disbursing Officer	Put up the concerned file through the Superintendent to FAO and to Special Officer/ Drawing & Disbursing Officer and disposed of accordingly	It is mandatory to issue L P C when an employee is transferred or retired on superannuation	Nil
22.	Office Staff	Appointment of staff	30 days	Special Officer /Commr.	As per existing rules and procedure of the Govt.	1. Govt. approval (SIU) 2. Govt. Service rules 3. SC/ST vacancies Rules & Roster point 4. AFRBM Act 5. Educational qualification 6. Govt. instructions if any	Nil

5.(ii) (a) In House Office (PERSONAL)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
23.	Citizen/ party/ others	Writ Petition Cases on various service rule and BPDR Act,1913.	7 days	Special Officer	The matter is put up in the file, then file is submitted to Supdt./Special Officer for scrutiny. Then it is submitted to the Commissioner for approval/order, after that the files comes back to the Special Officer /Supdt./ Dealing Asstt. for further necessary action.	Writ Petition Cases received from High Court	Nil
24.	DC office	Tour Programmes of V.I.P. & V.V.I.P.	2 days	Special Officer	The matter is put-up in the file. Then the file is submitted to Superintendent /Special Officer for scrutiny then it is submitted to the Commissioner for approval/order, after that the file comes back to the Special Officer /Sudpt./ Dealing Assistant. for further necessary action.	Govt. communication letter/WT etc.	Nil

5.(ii)(b)In House Office (PERSONAL)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
25.	Govt.	Assembly Question	Fixed date	Special Officer /Commissioner	File is Put up in concerned file through Supdt. to Special Officer /Commissioner and come back and after collection of required information from the concerned Deptt. from the districts. The answers to questions are prepared and submitted to ALA within time frame.	List of question.	Nil

5(ii) (a) In House Office (Personal)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
26.	Office Staff	Special Casual Leave	One day	Special Officer	The matter is put-up in the files. Then files are submitted to Superintendent /Special Officer along with the leave register and after scrutiny it comes to the Commissioner for approval/order. The Dealing Assistant. is to maintain a C.L. Register accordingly.	Leave Application	Nil

5.(ii) (a) In House Office (Personal)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
27.	Office Staff	Issue of Identity Card	2 days	Special Officer	Processed and issued after Commissioner's Approval/ Orders. Maintain Record /data base	Application & Photograph of the applicants.	Nil

5.(ii) (b) IN HOUSE OFFICE (Finance)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
28.	Office Staff	House Building Advance	10 days	Special Officer /FAO/ Commr.	Files are put up by the Dealing Asstt. come to the Superintendent and then after proper verification made by F.A.O. ,files are submitted to the Commissioner through S.O. subject to fulfillment of all desired conditions. Based on the orders/ approval of the Commissioner proposal is submitted to the Govt.	<ol style="list-style-type: none"> 1. Application 2.Sale deed 3. N O C 4. Jaban bandi 5.Drawing of propose house 6. Others if any as suggested by the Government. 	Nil

5.(ii) (b) IN HOUSE OFFICE (Finance)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
29.	Office Staff	Medical reimbursement	7 days	Special Officer	Files are submitted by the Dealing Asstt. and examined by Superintendent / F.A.O./Special Officer, proposal is submitted to the Govt. subject to approval /orders of the Commissioner.	<ol style="list-style-type: none"> 1. Essentiality certificate 2.Cash memo for purchase of medicines with countersignature of Attending Physician 3.Discharge summery 4.Approval of Director, Health Service& 5.Recommendation Medical Referral Board 	Nil

5.(ii) (b) IN HOUSE OFFICE (Finance)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
30.	Office Staff	Pension case	15 days	Special Officer	Required pension papers prepared and submitted by the Dealing Asstt. is put up to the Superintendent for verification. Then it comes to the F.A.O. /S.O. for further examination. Finally submitted to the Commissioner for approval / orders as per rule of law. All papers are then submitted to the A.G. after obtaining approval of the Commissioner.	For normal Pension case:- 1.) form No. 1& 1A, 2& 19 2.) L P C 3.) Service Books. While died in service:- 1) Form No. 3, 10,20 & 21 2.)L P C 3.) Service Book.	Nil
31.	Office Staff	Matter relating to Income Tax	Once in a year	Special Officer	The salary statement & Income Tax statement and return is put-up in the files then files are submitted to Supdt/S.O. After scrutiny then it comes back to the dealing Asstt. & the enclosed with the pay bill for the month of February every year.	(1) Salary Statement (2) Form of Income Tax duly filled in (3) Home rent Receipt.	Nil

5. (ii) (b) IN HOUSE OFFICE (Finance)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
32	Office Staff	GPF advance (Refundable & Non refundable)	3 Days	Special Officer /FAO/ Commr.	The application is processed in the file and routed through the Superintendent to the higher authority i.e SO/FAO and then to Commissioner's for approval/orders. Finally subject to approval of the Commissioner, cases are disposed of accordingly.	1. Application 2. Latest annual statement of GPF account.	Nil

5.(ii) (c) IN HOUSE OFFICE (REVENUE MATTER)

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
33.	Office Staff	Monthly & Quarterly return of Bakijai Cases of 5 Districts.	Once in 2 months.	Special Officer	Files are put up for perusal of the Commissioner .Necessary order /instruction is communicated to D.C. / S.D.O. accordingly.	Statements as prescribed format	Nil.
34.	Office Staff	Monthly and Quarterly return of Land Revenue of 3(three) Districts (Karmganj , Cachar, Hailakandi)	3days	Special Officer	The matter is put up in the files then files are submitted to Superintendent / S.O. to the Commissioner after scrutiny then it comes to the Commissioner for approval, after that the file comes back to the SO/Supdt/Dealing Asstt.for necessary follow up action.	Statements as prescribed format	Nil

5.(ii) (d) IN HOUSE OFFICE (Law & Order)

Sl. No.	<u>Clientele</u>	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
35.	Office Staff	Situation Report of 5 Districts	Within 5 days	Special Officer	Matters are put-up as soon as received by the concerned Dealing asstt. through Superintendent and S.O. for perusal of the Commissioner instruction/ orders of the Commissioner accordingly is conveyed to the concerned D.C. / S.P. / S.D.O./ S.D.P.O. with a intimation to the Govt.	W.T. Massage / Report	Nil

5.(iii) Foreigners Tribunal

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
36.	D.C Office/IMDT	Casual leave/Head Quarter leave of Chairman & member of IMDT	7 days	Special Officer	The matter is put-up in the files. Then files are submitted to Superintendent/Special Officer after Scrutiny then it comes to the Commissioner for approval / Orders for necessary follow up action. An acknowledgement is sent to the Tribunal.	Leave Application.	Nil

5. (iv) GENERAL PUBLIC

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
37.	General Public	R T I	As early as possible or within 7 days from the date of receipt of application	State Public Information Officer	The application/ petition is received in the office and is put up by the S P I O and disposed of accordingly.	1. Application for asking information 2. I P O/ Challan/DD/ Cash as per the RTI Act, 2005	(1) Rs.10/ (2) Free incase of BPL
		RTI First Appeal	15 days	Commr.	Decision will be taken by Commissioner(Appellate authority)	Appeal application with enclosures as per RTI Act,2005.	
38.	General Public	Allegation against Officers under this division	10 days	Special Officer	The matter is put up by the Dealing Asstt. the file comes to the S.O. through Superintendent and then submitted to the Commissioner by the FAO & S.O. with their observations. Action is taken as per orders/ instruction of the Commissioner.	Formal information/ Allegation, with name and address, contact no. of petitions along with some evidence.	

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5.(iv) GENERAL PUBLIC

Sl. No.	Clientele	Services	Service /Performance Standards	Contact details of the Responsible Officer	Processes	Documents required	Fee
39.	General Public	Acknowledgement of receipt of application/ petition in the office from official/ public(proforma for Acknowledgement of receipt enclosed)	Instantly	Superintendent	Receptionist / Front desk	Formal / written application / complaint	Nil

SUGGESTIONS / IMPROVEMENTS

The clients are requested to inform errors if any or may make any innovative suggestion for improving the service delivery of the organization.

The Special Officer, O/o Commissioner, Hills & Barak Valley Division: Assam, Housefed Complex, Dispur- 781 006, Guwahati.Tel: 0361-2261445

5. (vi) Acknowledgement

OFFICE OF THE COMMISSIONER OF HILLS & BARAK
VALLEY DIVISION, ASSAM, DISPUR.

Received application/prayer datedfrom Shri/ Smti/
.....w/o, s/o, d/o.....

Vill.....P.O.P.S.....
..... Dist., email id.....
phone no.....

in the matter of

Action taken if any with Lr.No. & Date and intimation to the Applicant:

SIGNATURE
DESIGNATION
DATE
OFFICE SEAL
OFFICE TELEPHONE NO

OFFICE OF THE COMMISSIONER OF HILLS & BARAK
VALLEY DIVISION, ASSAM, DISPUR.

Received application/prayer datedfrom Shri/ Smti/
.....w/o, s/o, d/o.....

Vill.....P.O.P.S.....
..... Dist., email id.....
phone no.....

in the matter of

SIGNATURE
DESIGNATION
DATE
OFFICE SEAL
OFFICE TELEPHONE NO