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CITIZEN CHARTER’S

of

Guwahati Development Department

Government of Assam

Assam Secretariat, Dispur, Guwahati-781006.

1. Introduction

In order to control the haphazard and unplanned growth and co-ordinate the various development activities in Guwahati, a separate Department called the Guwahati Development Department was constituted in 1994 to coordinate the various development activities with the following Agencies i.e. Guwahati Metropolitan Development Authority, Guwahati Municipal Corporation, Guwahati Metropolitan Drinking Water & Sewerage Board, Water Resources Department and Public Works Department within the greater Guwahati Metropolitan area and Guwahati Municipality area. Now this Department is also coordinating with Guwahati Smart City Development Agency Limited.

2. Mandate of the Department

The mandate of the Guwahati Development Department is to oversee all round development of Guwahati City through the developmental works carried out by Guwahati Municipal Corporation and Guwahati Metropolitan Development Authority and in some other cases by various Departments of Government of Assam including PWD, Water Resources Department. The main function of the Department is preparation of Master Plan for Guwahati Metropolitan Area and its implementation under the supervision of GMDA, GMC etc.

3. Vision

To proactively facilitate an objective, accountable, transparent, ethical and responsive environment for good governance.

4. Mission

To coordinate amongst the various development activities with the following Agencies i.e. Guwahati Metropolitan Development Authority, Guwahati Municipal Corporation, Guwahati Metropolitan Drinking Water & Sewerage Board, Guwahati Smart City Development Agency Limited, Water Resources Department and Public Works Department within the greater Guwahati Metropolitan area and Guwahati Municipality area.

5. Aims & Objectives

The Guwahati Development Department is the Administrative department of Guwahati Metropolitan Development Authority, Guwahati Municipal Corporation, Guwahati Metropolitan Drinking Water & Sewerage Board, Guwahati Smart City Development Agency Limited, Assam Urban Infrastructure Investment Program (AUIIP) (Funded by ADB) and Japan International Cooperation Agency (JICA) assisted Guwahati Water Supply Project within the greater Guwahati Metropolitan area and Guwahati Municipality area. The function of this department is to sanction and release fund for the various developmental schemes undertaken by these organizations. The responsibility of this department is also to actively supervise & monitor the implementation of various developmental schemes within the greater Guwahati Metropolitan area and Guwahati Municipality area.

6. Business Transacted

 (a) Sanction of Funds/Devolution Funds/Budget Allotment.

 (b) Sanction of Posts.

 (c) Appointment/Posting of Officers.

 (d) Sanction of earned leave of office staff.

 (e) Public grievance Redressal under Centralized Public Grievance Redress & Monitoring System (CPGRAMS) through the Subordinate Organization i.e. GMDA, GMC, Guwahati Jal Board etc.

7. List of Stakeholders/Service recipients

1. Guwahati Metropolitan Development Authority,
2. Guwahati Municipal Corporation,
3. Guwahati Metropolitan Drinking Water & Sewerage Board,
4. Guwahati Smart City Development Agency Limited,
5. Assam Urban Infrastructure Investment Program (AUIIP) (Funded by ADB)
6. Japan International Cooperation Agency (JICA) assisted Guwahati Water Supply Project.
7. Citizens of Guwahati City.
8. Various National & International Institutions.

8. Services Provided

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| Sl. No. | Nature of Service | Timeline | Remarks |
|  | Budget allotment & Release of Ceiling. | 30 Days | Subject to Availability. |
|  | Sanction of Posts | 30 Days | Finance Concurrencetime excluded. |
|  | Appointment / Posting of Officers | 7 Days |  |

9. Availability of Information : Information on the following subjects can be obtained from out officers listed below :-

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| Sl. No. | Name & Designation of the officer | Address/Location of the Office | Telephone/Fax/e-mail |
|  | Dr. Ravi Kota, IASCommissioner & Secretary | Guwahati DevelopmentF-Block, 1st Floor, Assam Secretariat, Dispur. | Ph. No. 0361-2237281 (O)Mobile – 7086008898E-mail : ravikotaias@gmail.com |
|  | Shri K. G. Bhuyan, ACS,Addl. Secretary. | Guwahati DevelopmentD-Block, 2nd Floor, Assam Secretariat, Dispur. | Mobile - 9435010386 E-mail : krishnagbhuyan@gmail.com |

10. Availability of prescribed forms :-

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| Title of the Form  | Fee to be paid  | Whom to contact  |
| Plain letter  | No fee  | K.G. Bhuyan, ACS,Addl. Secretary. |
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 Forms are also available in the web at [www.assam.gov.in](http://www.assam.gov.in) (where applicable) and can be downloaded.

 11. For information outside Office hours, please contact:-

 Name and Designation of the contact person : Shri K. G. Bhuyan, ACS, Addl. Secretary.

 12. Complain Redressal Systems :-

 Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following Officers:-

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| Sl. No. | Name & Designation of the officer | Address for Correspondence  | Telephone/Fax/e-mail |
|  | Shri M.G.V.K. Bhanu, IASAddl. Chief Secretary. | Guwahati Development Deptt., CM Block, 3rd Floor, Assam Secretariat, Dispur. | Ph. No.0361-2237255 (O)Mobile – 9435047833E-mail : offaddcsgdd@outlook.com  |
|  | Dr. Ravi Kota, IAS Commissioner & Secretary | Guwahati Development Deptt., Finance Block, 1st Floor, Assam Secretariat, Dispur. | Ph. No. 0361-2237281 (O)Mobile – 7086008898E-mail : ravikotaias@gmail.com |
|  | Shri Naresh Ghosh, ACSSecretary | Guwahati Development Deptt., D- Block, 2nd Floor, Assam Secretariat, Dispur. | Mobile – 9435521920E-mail : naresh.ghosh1984@gmail.com |
|  | Smti Salma Ahmed Hussain, ACS, Secretary. | Guwahati Development Deptt., D- Block, 2nd Floor, Assam Secretariat, Dispur. | Mobile – 9864129694 E-mail : gddassam.sectt@gmail.com  |
|  |  Shri Bipul Deka, Under Secretary. | Guwahati Development Deptt., D- Block, 2nd Floor, Assam Secretariat, Dispur. | Mobile - 8486137980E-mail :  |

 13. Other information regarding lodging complaints :-

* A centralized customer care centre/grievance Redressal centre is also available at 8132851222 where you can lodge your complaint.
* All Complaints will be acknowledged by us within 7(Seven) days and final reply on the action taken will be communicated within 30 (Thirteen) days.

 14. Consultation with our users/stakeholders:-

* We welcome suggestions from our users.
* We conduct regular/periodical polls.
* We hold periodical review meetings with users/user representatives and if you wish to be associated with this please contact Shri Ghanshyam Dass, IAS, Deputy Secretary at 8132851222.

 15. We seek your co-operation on the following:-

 Citizen’s Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way (Give details relevant to the departments concerned).

 a) All the application should be in appropriate form.

 b) All supporting documents should be attached.

 16. Guide Book/Hand Book/Consumer Helpline :-

* We have published a Handbook for the guidance of our clients. Please contact Shri Ghanshyam Dass, IAS, Deputy Secretary for more details.
* Our helpline number is 8132851222.
* Our Client information centre is located at Guwahati Development Department, D-Block, 2nd Floor, Assam Secretariat, Dispur, Cell No. 8132851222.

 We are committed to constantly revise and improve the services being offered under the Charter.

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