

Citizen Charter of IT Department Govt. of Assam

Introduction:

The Government of Assam created a separate IT Department on 22nd August 2003 vide Notification No. AR.1/2003/65 dated 22/08/2003 to focus its thrust on the development of Information & Communications Technology (ICT) in the state. On creation of the Department, the Assam Electronics Development Corporation Ltd (AMTRON), a Govt. of Assam undertaking, was transferred from the Industries & Commerce Department, Govt. of Assam, and was brought under the administrative purview of this Department. In the year 2009, the IT Policy of Government of Assam was enacted. Information Technology Department is responsible for formulation, implementation and review of state policies in the field of Information Technology, Electronics, e-governance, Internet connectivity to departments and installation of mobile towers. This Citizen Charter is prepared with a view to allow the citizens to avail maximum benefit from IT department.

Vision:

The IT vision of the department is to facilitate growth of ICT infrastructure, human resource development and electronic delivery of services to the citizens in an easy, effective, efficient, transparent and inclusive manner, and also to promote growth of the IT and ITES industry in the state.

Mission:

The mission of the department is to facilitate use of ICT for e-Governance and to promote IT & ITES industry in the state by:

1. Further enhancing the core IT infrastructure and assisting other departments in harnessing the infrastructure so created
2. Providing support for development of ICT skills
3. Leveraging ICT infrastructure to improve service delivery and eliminate digital divide
4. Facilitating growth of IT based industry in the state

Objectives:

- IT Department Citizens' Charter aims at setting the service standards and ensures access to information in a more transparent and accountable manner through an effective mechanism for the needs of the citizens.
- The IT Department will aim at an efficient delivery of services to the citizen using Information Technology as an enabling tool. To this effect, IT department will work closely with other departments/undertakings of the Govt. for IT enabling their operations for efficient and speedy delivery of services.
- To harness advancements made in the field of Information and Communication Technologies for improving Government-Citizen-Interface to bring required transparency and accountability and to provide citizen services in most effective manner.
- Implementation of IT Policy of the Government of Assam.

- To conceptualize e-governance projects and provides technical advice to all Departments and Autonomous bodies of Govt. of Assam.
- Capacity building and skill development.
- Promotion of Information Technology.
- Promotion of Electronic Industry.

Business Transacted:

1. Coordination and liaisoning activities pertaining to the implementation of Information technology, infrastructure & systems in the Government of Assam and execution of its various activities through Assam electronics Development Corporation Ltd. (AMTRON), which is the nodal IT agency for the state.
2. The Department is responsible for creating IT infrastructure such as State Wide Area Network (SWAN), State Data Centre (SDC), Common Services Centers (CSC) etc.
3. The Department also formulates policy guidelines for implementation of IT systems by various departments to ensure interoperability and adherence to national and international standards.
4. The IT Department is also responsible for promoting investment in the state in the IT sector by building IT parks, Electronic System Design & Manufacturing (ESDM) clusters etc.
5. The IT Department is also responsible for promoting the growth of IT in the state by developing human resources, imparting training to students and educated youth and bridging the digital divide.

Who are the clients?

Our Clients are

- All Assam Government Departments
- Autonomous Bodies /Boards/Public Sector Undertakings of Govt. of Assam
- Industry / Industry Associations relating to IT, ITES & Electronics
- Citizens of the State.
- All Suppliers,Investors.

Responsibility Centres:

- Assam Electronics Development Corporation Ltd. (AMTRON) is an enterprise registered under the ROC, 1956, and was established in 1984 with its registered HQ at Bamunimaidan Industrial Estate, Guwahati-781021.

Services delivered by IT Department:

Sl. No.	Services
1.	Approval of Annual State funded proposal.
2.	Approval of U/Cs.
3.	Release of Administrative Approvals & sanctions.
4.	Appraisal of State funded Projects.
5.	Appraisal of NeGP Projects.
6.	Approval of various policies.

7.	Appraisal of implementation of policies.
8.	Initiation of new projects.
9.	Cyber appellate Tribunal.
10.	Appraisal of e-Procurement Portal.
11.	Appraisal of functioning of AMTRON.

Service Rendered:

Sl. No.	Services	Conditions	Timeline / Flow	Official	Remarks
1.	Issue of Administrative Approval	a) Budget Proposal	15 days subject to receipt of approval from P & D /Finance dept.	Joint Secretary	
		b) Plan Estimate		Financial Advisor	
		c) Priority List		Commissioner & Secretary	
		d) Budget Allocation		Addl. Chief Secretary	
		e) UC (for ongoing project)		Minister of IT dept.	
2.	Issue of Sanction	Approval of P & D dept	3days	Joint Secretary	
		Approval of Finance dept.		Commissioner & Secretary	
				Addl. Chief Secretary	
3.	Issue of Ceiling	a) Copy of Sanction	10 days subject to receipt of approval from Finance/Budget dept.	Joint Secretary	
		b) Checklist		Financial Advisor	
		c) Format		Commissioner & Secretary	

		d)Approval of Ceiling by Finance/ Budget Dept.		Addl. Chief Secretary	
4.	Sending of Pension Paper to SAD /Personal Department	a) Form No. 19	15 days	Joint Secretary	
		b) Checklist		Commissioner & Secretary	
				Addl. Chief Secretary	
5.	Sending Leave application to SAD	a)Checklist	7 days	Joint Secretary	
				Commissioner & Secretary	
				Addl. Chief Secretary	
6.	Uploading of Acts/Rules/Policies	a)Rules	30 days, subject to receipt of views from concerned depts. and approval of Cabinet	Joint Secretary	
		b) Acts		Commissioner & Secretary	
		c) Policies		Addl. Chief Secretary	

Sl. No.	Services	Conditions	Timeline / Flow	Official	Remarks
7.	Issuing Information under RTI Act	a)	30 days	SPIO(Joint Secretary)	
		b)			
		c)			
8.	Issuing Information under RTPS	a)			

		b)	15 days		
		c)			
9.	Order for additional services in RTPS	a)	15 days		
		b)			
		c)			

List of Public Information Officers:

Sl. No.	Designation	Address	Telephone	Email Address	Demarcation of Area/ Activities, if more than one PIO is there
1	Joint Secretary	'C' Block, 3 rd Floor, Assam Secretariat, Dispur, Guwahati-781006	+91-0361-2237355	itdindira@yahoo.com	Whole Department

First Appellate Authority within the IT Department:

Sl. No.	Designation	Address	Telephone	Email Address	Demarcation of Area/ Activities if more than one appellate authority is there
1	Commissioner & Secretary(IT)	'D' Block, 3 rd Floor, Assam Secretariat, Dispur, Guwahati-781006.	+91-0361-2237316	kkdwivedi@outlook.com	Whole Dept.

Adjudicating Officer under Cyber Crime Appellate Tribunal:

Sl. No.	Designation	Address	Telephone	Email Address
1	Commissioner & Secretary(IT)	'C' Block, 3 rd Floor, Assam Secretariat, Dispur, Guwahati-781006.	+91-0361-2237355	kkdwivedi@outlook.com

Availability of Information:

Sl. No.	Details of Information	Name & Designation of the Officer	Address/Location of the Office	Phone/Fax/e-mail
1.	E-District Project	Smt. Indira Kalita	IT Department	9707012390
2.	SWAN Project	Smt. Indira Kalita	C Block, 2 nd Floor	
3.	CSC Project	Smt. Indira Kalita	Assam Secretariat	
4.	SDC Project	Smt. Indira Kalita	Dispur	
5.	SP & SSDC Project	Joint Secretary		
6.	CM Portal	Sri Mukunda Pujari	IT Department	
7.	Web Standardisation Framework	Principle Consultant, SeMT	C Block, 2 nd Floor	9435045734
8.	ICT Training		Assam Secretariat	
9.	Cyber appellate Tribunal	Commissioner & Secretary, IT Department	Dispur	0361 2237355
10.	e-Procurement Portal	Commissioner & Secretary, IT Department		
11.	Assam Electronics Dev. Corporation Ltd. (AMTRON)	Sri Mahendra Kumar Yadava, IFS, MD Amtron	Industrial Estate, Bamunimaidan Guwahati: 781021	

Grievance Redress Mechanism:

Grievances may be lodged at website: www.it.assam.gov.in

Contact Details:

The Joint Secretary to the Govt. of Assam
Department Information Technology
Block 'C', 3rd Floor, Assam Secretariat
Dispur, Guwahati – 781006
Phone:+ 91-0361-2237355
E-mail:itdindira@yahoo.com

Expectations from Complainants:

- Submission of complete precise and factual grievances / Proposals
- Provide identification preferably by giving their telephone no./email ID for follow up
- Avoid anonymous grievances

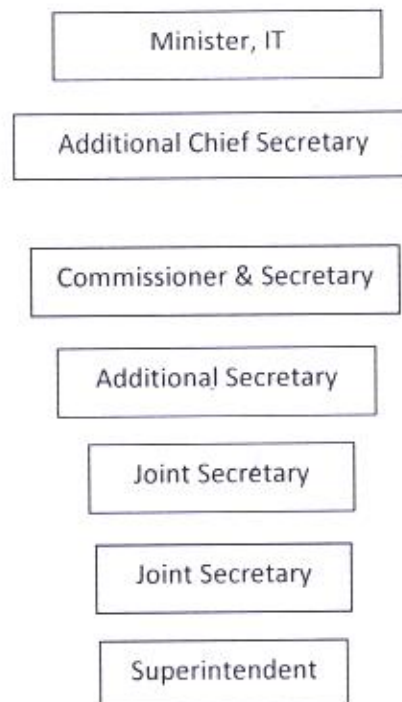
Grievance Redress Process:

Timeline for response:

- Acknowledgement - within 2 working days
- Redress of grievance – **One month** from the date of receipt of Grievance / receipt of clarification, if any.

Organizational Setup:

The Additional Chief Secretary (IT) heads the Department of IT. Commissioner & Secretary / Joint Secretary / Deputy Secretary (IT), and Superintendent with other supporting staff assist him. The present organization chart is as under:



List of Rules, regulations, instructions, manuals and records for discharging functions:

The following rules, regulation, manual and instructions are used by the department in discharging its functions:

1. Assam Rules of Executive Business, 1968 (amended upto 31st March,2006)
2. Manual of Office Procedure, Secretariat, 1981

3. Assam Fundamental Rules and Subsidiary Rules
4. Assam Financial Rules
5. Financial Responsibility and Budget Management Act, 2005
6. Delegation of Financial Power Rules, 1999
7. Assam Contingency Manual
8. Assam Services (Discipline and Appeal) Rules, 1964
9. Hand Book of General Circular, 1995 Volumes - I & II
10. Assam (Civil Services) Conduct Rule, 1965
11. Protocol Manual, 1991
12. Assam S.C & S.T (Reservation of vacancies and post) Act & Rules 1978
13. Assam Preferential Stores Purchase Act, 1989
14. Right to Information Act, 2005 and Rules framed there under
15. Assam Right to Public Services Act 2012 and Rules framed there under
16. IT Act 2000
15. The Rules of procedure and conduct of business of Assam Legislative Assembly

Portal of the IT Department: <http://it.assam.gov.in>