

CITIZEN'S CHARTER



Govt. of Assam

SOIL CONSERVATION DEPARTMENT

DIRECTORATE

OF

SOIL CONSERVATION, ASSAM

(2)

1. Introduction :

Soil is the most important natural resource upon which activities of human beings are dependent. The flora, fauna, agriculture, human inhabitation and other commercial activities are also dependent on the soil of a particular area. Soil undergoes various natural vagaries, which affects its structure and make it prone to erosion and loss. It is therefore of utmost important to take necessary steps for conservation of our most important natural resource "SOIL" for which "SOIL CONSERVATION DEPARTMENT" is the Nodal Department. Soil Conservation Department is therefore a major player amongst the agriculture and allied sectors of the state. Soil Conservation department basically deals in the effective and gainful management of the three most vital natural resources viz; soil, water and vegetation by implementation of various activities linked to land and water management on crop land, wasteland, degraded forest land and Riverine land. The department undertakes various soil and water conservation measures with the objective of controlling all forms of erosion and soil and water losses caused by various factors. The changes in the demographic pattern have caused tremendous pressure on the scarce land and water resources thus igniting the need for optimum utilization and conservation of available resources on a sustainable basis. About half of the country's geographical area is affected by different forms of soil erosion and land degradation, which causes great losses to productivity, floods and drought. It also results in environmental hazards and reduction in livelihood opportunities. The problem of erosion is also very acute in the state of Assam. The hill districts and the areas bordering Bhutan and Arunachal Pradesh being severely affected. The soil in these areas consists of recently transported materials, mostly coarse sand with pebble boulders, which are shallow and easily erodible. The practices of jhum or shifting cultivation practiced in the hilly areas also lead to severe soil erosion and degradation of land. The Soil Conservation department undertakes various measures for conservation of soil and water resources, reclamation of degraded lands and optimum utilization of available natural resources for optimum production and productivity.

The deptt. of Soil Conservation was created w.e.f. 01-03-1959 vide Govt. notification

No.TAD/FR/45/63 dtd.05-09-1964 .The main objective of the deptt. of soil conservation is to serve the citizens of state of Assam by preserving, protecting and enhancing our natural resources.

(3)

1.(b) Objectives of the Department:

- To reduce all forms of soil erosion.
- To increase agricultural productivity in sustained manner without deteriorating the soil health.
- Efficient use of rainfall with development of water harvesting structures such as Farm Ponds, Check Dams, Nalla Bunds, Percolation Tanks etc.
- Restoration of ecological balance by harnessing, conserving and developing natural resources.
- To minimize flood hazards in the valley bottom areas and farm lands by way of preventing silt deposition in the riverbed.
- Protection of paddy land from throwing of sand during flood season to some extent

2.Vision :

- To conserve Soil & surface run off along with restoration of ecological balance and adoption of income generating programme among rural beneficiaries.
- To reduce all forms of soil erosion.
- To increase agricultural productivity in sustainable manner.
- Efficient use of rainfall and development of water harvesting structure such as Farm Pond,Check dam,Nalla bunds etc.
- Restoration of ecological balance.
- Ensure food and income security for all, through technological
- innovations and sustainable agriculture.

(4)

3. Mission :

- Promote sustainable utilization of soil,water and vegetation resources.
- In situ moisture conservation and sustainable agriculture production.
- Promote social,Economic status of Farmers and maintaining ecological balance.
- Harness power of science and education with the human touch for higher and sustainable agricultural production.
- Delineation of catchment areas as the basis of analysis and activities for Watershed Development
- Development of policy and legal framework
- Setting up of proper institutions for easier implementation of the Watershed Development schemes.
- Dissemination of information and awareness generation on the Importance of Soil,Water,Ecology & Environment.

4. Businss Transacted :

- a) Preparation of draft Annual Plan, Annual Non-Plan Budget and detail Plan & Estimates of schemes.
- b) Structuring and providing inputs for consideration in natural resources conservation and management policy, framing , direction and administration .
- c) To Provide extension, publicity and public relation support including monitoring and evaluation support to the subordinate offices.
- d) To allocate duties to all officers and employees within the respective establishment.

- e) To allocate and ensure smooth flow of funds for different schemes to the respective divisions
- f) To perform duty of the appellate authority pertaining to Right to information.

(5)

(g) To organize review meeting

(h) To organize DPC

(i) Transfer and posting of all Non Gazetted Staff under Soil Conservation Deptt.

(j) To ensure timely submission of progress report by different divisions and compilation of the same.

(k) To submit monthly cash account to A.G. Assam.

(l) To accord Technical Sanction of various Soil Conservation Projects..

(m) To facilitate the reimbursement of Medical Bill of the employees.

(n) Sanction of Leave (Earned Leave/Child Care Live/Medical leave etc.)

(o) Timely Sending of Pension Paper of the retired Officer & Staff to the Administrative Deptt. and Principal Accountant General, Assam.

(p) To forward the leave petition of the Gazetted Officer to the Administrative Deptt.

5.Client :

a) Citizen

b) Addl. Director of Soil Conservation, (Hills), Diphu, KAAC/ Addl. Director of Soil Conservation,(Hills) DHAC, Haflong / Addl. Director of Soil Conservation,BTC,Kokrajhar.

c) Managing Director of Assam Plantation Crop Development Corporation.d) Joint Director of Soil Conservation, LAC, Guwahati/Joint Director of Soil Conservation (H.Q.).

e) Divisional Soil Conservation Officer

f) Asstt. Soil Conservation Officer

g) Soil Conservation Ranger.

i) All Govt. employees under Soil Conservation deptt.

(6)

6.Services Rendered :

Sl. No.	Service	Condition	Timeline/ Flow	Fee	Officer	Remarks.
1.	Land Development	a) Priority List. b) Related NOC. c)Plan & Estimates. d)Administrative Approval. e) Budget provision. f)Technical Sanction	25-30 days		Sri Sibananda Choudhury, Director,Soil Conservation, Assam. Ph.No. 0361	
a	Field bunding & contour bunding	-----Do-----	-Do-	Nil	-Do-	
b	Bench terracing	-----Do-----	-Do-	Nil	-Do-	
c	Earthen Bund	-----Do-----	-Do-	Nil		
d	Surface Drains	-----Do-----	-Do-	Nil	-Do-	
e	Contour Trancing	-----Do-----	-Do-	Nil	-Do-	
f.	Contour Bunding	-----Do-----	-Do-	Nil	-Do-	
2.	Land Reclamation and Water Distribution	-----Do-----	-Do-	Nil	-Do-	
3.	Gully Control Works	-----Do-----	-Do-	Nil	-Do-	
4.	River Training /River Bank Stabilization Works	-----Do-----	-Do-	Nil	-Do-	

5.	Cash Crop Development	-----Do-----	-Do-	Nil	-Do-	
a	Rubber	-----Do-----	-Do-	Nil	-Do-	
B	Coffee	-----Do-----	-Do-	Nil	-Do-	
c	Tea	-----Do-----	-Do-	Nil	-Do-	
6	NatureConse NatureConse rvation/Land scaping & Beautification Work	-----Do-----	-Do-	Nil	-Do-	
10						
11						
a						
b						
c						
12						

7.Availability of Information :

Details of information	Name & Designation of Officer	Address/Location of office	Phone No/Fax/e-mail
Administrative Approval	Addl. C.S./ Secretary to the Govt. of Assam, S.C. Deptt., Dispur-6	Assam Secretariat, Dispur - 6	94350 54118
Financial Sanction	-Do-		
Transfer & Posting of Gazetted field level officer of all district of Assam	-Do-		
Disposal of public grievances relating to S.C.Deptt.	Director of Soil Conservation	Bhumi Sangrakshan Bhawan, R.G.B. Road	0361 - 2203856
Issuing Ceiling	Addl. C.S./ Secretary to the Govt. of Assam, S.C. Deptt., Dispur-6	Assam Secretariat, Dispur - 6	0361 – 2203856
Leave Sanctioning	-Do-	-Do-	
Sending Pension Paper to the A.G.	-Do-	-Do-	
Issuing information under RTI Act	SPIO (Jt. DSC (HQ)	Bhumi Sangrakshan Bhawan, R.G.B. Road	
Issuing order for Addl.Service	Director of Soil	-Do-	

under Right to Public Service Act, 2012	Conservation		-Do-

(8)

8.Availability of prescribed Forms :

Title of Form	Fee to be paid	Whom to contact
Petition in plain paper	Nil	Director of Soil Conservation, Assam. Ph.No.0361 2203856

9. Complaint Redressal System :

Courteous and helpful service will be extended by all the Officers & staff of Soil Conservation Directorate, Assam. If you have any complaint to make in the delivery of the above standards, you are welcome to register your complaints with the following officer.

Name and Designation of officer	Address for correspondence	Telephone/Fax/e-mail
Sri C.R. Das, Jt. DSC (HQ)	Bhumi Sangrakshan Bhawan, R.G.B. Road	soilconservationassam@gmail.com

Grievances may also be lodged online in website soilconservationassam@gmail.com

If not satisfied they can submit it to Sri S. Choudhury, DSC, Assam Ph.No. 0361 - 2203856

10. Other Information regarding lodging complaint :

All complaints will be acknowledged by us on the same day and the final reply on the action taken will be communicated within 30days.

11.Consultations with our users :

We welcome suggestions from our users/citizen.

12.We seek your co operation on the following :

Citizen's Charter is a joint effort between us and users/citizen to improve the quality of service provided by us and we request the users/citizen to help us in the following ways-----

- To know the expectation of the public

(9)

- Suggestion to improve the quality of service communicating directly to the Directorate of soil conservation, Assam or through Addl. Director of Soil Conservation/Joint Director of Soil Conservation/Divisional Soil Conservation Officer/Soil Conservation Ranger.
- To lodge complaint/grievances in any form, Clients are expected to submit proposal with all necessary documents.

13. Consumers help line:

Our Help line No. is -0361-2203856 (Sri B.N. Chakraborty, Stenographer of Soil Conservation Directorate, Assam)

14. Review :....

We are committed to constantly revise and improve the services being offered under the Charter. Any suggestion in this regard may be submitted to Sri C.R. Das, Jt. DSC (HQ) Ph.No. 0361 - 2203856

Director Of Soil Conservation,
Assam, Bhumi Sangrakshan Bhawan,
1st Floor, R.G. Barua Road, Guwahati-5