

(DRAFT)

**GOVT. OF ASSAM
CITIZEN'S CHARTER
(YEAR – 2016)**

FISHERY DEPARTMENT

**FISHERY DEPARTMENT
ASSAM (CIVIL) SECRETARIAT
BLOCK – E, FIRST FLOOR
DISPUR, GUWAHATI - 6**

Citizen's Charter of the Fishery Department

A. INTRODUCTION

The State of Assam is endowed with vast fishery resources in the form of River (4820 KM), Beel /Oxbow lake(100817 ha), Forest Fisheries(5017 ha), Derelict /low-lying area(126444 ha), Reservoirs(2553 ha), Pond & Tanks(60570 ha) covering total water spread area of over 2.85 lakh ha excluding riverine fisheries. More than 95% of total population of the State consumes fish. The State is also rich in diverse ichthyo-fauna with 216 freshwater species available and 150 fish species having ornamental importance and 50 species with overseas ornamental values.

Present fish production from the existing State water resources is very low in comparison to its potential. During the year 2015-16, the State has achieved fish production of 2.94 Lakh MT against the present nutritional demand of the State which is 3.36 Lakh MT leaving a gap of 0.42 lakh MT of fish. The average fish fry production in the State is 4500 million numbers whereas the production of fingerlings is 135 million numbers against the requirement of 350 million numbers. At present the State has 8 fish feed mills which can produce 3000 MT against the requirement of 90000 MT.

VISION OF THE DEPARTMENT

Maximize sustainable production, nutritional and food security, livelihood and employment generation, welfare of fishermen, development of skill and professional human resource & economic prosperity and thereby making the State self sufficient in fish production.

GOAL

1. **The short term Goal:** To meet the nutritional demand of fish in the State.
2. **The medium term Goal:** To make fish available to common people at affordable price and to provide fish for nutritional supplement at over 15 kg per capita per annum.
3. **The long term Goal:** To produce surplus fish and cater to the need of other states including N.E. states and neighboring countries.

BROAD MISSION

1. Provide sustainable and equitable livelihood to fishers and fish farming community.
2. Ensure supply of cheapest source of protein to all.
3. Make the State self-sufficient in advanced fingerling production and table fish production by 2021.
4. Ensure effective conservation and judicious exploitation of indigenous fish and fishery resources.
5. Generate entrepreneurial and employment opportunities and facilitate creation of necessary infrastructure facilities through public and private investment in the sector.
6. Encourage the farmers for adoption of Good Management Practices in fisheries and aquaculture.

B. Details of business transacted by the Department:

The Department of Fishery works through its agencies like the Directorate of Fisheries and Assam Fisheries Development Corporation, Fishery College, Raha etc.

Businesses transacted by the Department are as follows:

Name of Task	Requirements
1. Receipt of proposal for schemes	Has to be full proved as per related guidelines with budget provision

2. Process for approval	Has to be full proved.
3. Sanction of proposals	As above
4. Issue of ceiling	As above
5. Personnel Management	As per service rules
6. Support or Education and research	
7. Receipt of Tender proposal for settlement of Fishery	Has to be full proved as per Fishery Rule's 1953 as amended.

5. Details of Citizen's and clients:

The Department of Fishery in the Secretariat in general does not directly deal with the public. It works through its client's as detailed below:

- I. The Directorate of Fisheries.
- II. Assam Fisheries Development Corporation.
- III. College OF Fisheries Raha.Nagaon.

However, in case of settlement of 60% category fishery the Deptt. is deal with the public through concerned Deputy Commissioner.

6. Format for Citizen's Charter:

Sl. No.	Services Rendered	Condition	Timeline/flow	Fee (if any)	Contact details of officer responsible for the service delivery	Remarks
1	Issuing Administrative Approval	1.Budget Provision 2.Priority List 3.Proposal should be submitted by DOF in proper format with necessary required documents. 4.Approval of P&D and concerned Finance Department where necessary.	30 days	No	Anamika Tewari ACS, Deputy Secretary Mob. No.9435026 084	
2	Issuing Financial Sanction	1.Budget Provision 2.Priority List 3.Proposal should be submitted by DOF in proper format with necessary required documents. 4.Approval of P&D and concerned Finance Department where necessary .	30 days	No	-do-	

3	Issuing FOC	1.Issue of sanction 2.proposal for issue of ceiling from DOF, Assam in prproper format 3. Finance Budget Department's concurrence where necessary	30 days	No	-do-
4	Sending Pension papers to Accountant General	1.Form No.20 2.Form No.10 3.Form No.3 4.Form No.9 5.Form No.19 6.Legal Heir Certificate (if required)/ Affidavit/ Indemnity Bond/ 7.Particulars of family members of Retd. Officer 8.Specimen signature and descriptive Roll of Retd. Officer. 9.Photographs 10.Service Books 11. Last pay certificate	30 days	No	-do-
5	Issuing Sanction of Leave	1.Application on prescribed format 2.Leave account statement alongwith service book. 3.Medical certificate in case of leave on medical ground. 4.Leave admisiblity report.	20 days	No	-do-
6	Medical reimbursement	1.Referral Medical Board Certificate 2.Bills & Vouchers 3.Essentiality certificate 4.Admisibility report. 5.Fitness certificate 6.Discharge summary. 7.Genuineness certificate	30 days	No	-do-

7	Settlement of 60% category Fishery	Necessary documents for settlement of Fisheries as per NIT issued by concerned DC and Assam Fishery Rule 1953 as ammended	30 days	1.Postal order of Rs.10/-- 2. 15% call deposit of tendered value	1.Jurie Deka Thakur,ACS, Joint Secretary Mob. No.94350-62636 2.Anamika Tewari ACS, Deputy Secretary Mob. No.9435026 084
8	Uploading of Acts/Rules/OMs in website	1.Assam Fishery Rule-1953 2.Assam Fish Seed Act-2005 & Assam Fish Seed Rule-2010 3.Related OM/Circular issued from various Department of Govt. in Assam time to time.	Periodicaly or as or when required		Anamika Tewari ACS, Deputy Secretary Mob. No.9435026 084
10	Updating of Website	As per requirement	Periodicaly or as or when required		Anamika Tewari ACS, Deputy Secretary Mob. No.9435026 084
11	Issuing information under RTI	1.RTI application 2. IPO 3.Fees of document furnished etc.	30 days	Rs.10/- as applicati on fee & free for BPL applicant / fees are to be deposite d by applicant for any documen ts @ Rs. 2/- per page	Anamika Tewari ACS, Deputy Secretary Mob. No.9435026 084

12	Personnel Management	As per requirement with the approval of higher authority and Hon'ble Departmental Ministers.	15 days		Jurie Deka Thakur,ACS, Joint Secretary Mob. No.94350-62636
----	----------------------	--	---------	--	--

7. Additionally the following officers are responsible for delivery of relevant services as per their job chart in the department:

I) Shri M.C. Jauhari, IAS,Principal Secretary.

The Decision making power of the Department lies with the Principal Secretary and obtained approval of the Chief Secretary, Departmental Minister and Chief Minister whenever necessary.

II) Smti Devola Devi Das, IAS, Secretary.

All subject matter routed through the Secretary where necessary.

III) Jurie Deka Thakur, ACS, Joint Secretary,.

1. NEC matters and externally aided projects/matters relating to MPEDA.
2. Visit of VIP and other Officials.
3. All Assembly and Parliament matters/ Parliamentary Committee and Assembly committee meetings.
- 4.Meetings of Government of India/NEC etc. within and outside state which are not attended by Principal secretary.
5. Audit paras/inspection/Reports/Pay & Finance Commission.
- 6.All matters relating to setting up of new university of veterinary dairy and fishery/matters relating to College of Fisheries, Raha. Matters relating to AAU.
7. All matters relating to various research institutions of Govt. of India relating to Fisheries Sector.
8. All Matters relating to training and extension.
9. Matters relating to News paper/TV media.
- 10.Governor's speech/chief ministers speech/finance minister's budget speech.
11. Fishery rules /policies.
12. Matter relating to SDG/Vision Documents Citizens Charter etc.
13. Matters relating to AFDC Ltd. Including establishment matters,
14. Establishment matters of Fishery Department.
15. Matters relating to transfer of Beel Fisheries from Revenue Deptt. To Fisheries Department.
16. Matters relating to settlement of Govt. Fisheries etc. in the district of Sonitpur/ Biswanath Chariali / Lakimpur/Dhemaji/Darrang/Tinsukia/Dibrugarh/Sivasagar/Charaideo/Jorhat/Golaghat/Morigaon.
17. All court and legal matters of the Deptt./Directorate/AFDC Ltd.

IV) Anamika Tewari, ACS, Deputy Secretary,

1. All matters relating to Directorate of Fisheries including establishment matters.
2. All matters relating to RIDF/RKVY/NFDB/Central Sector Schemes/Centrally Sponsored Schemes.
3. All Plan/non plan Budget matters
4. Issue of FOC/Ceiling.
5. All matters relating to 100 days Action Plan of Govt. including Assam Fish Self Sufficiency Plan/any other Flagship Programme of Govt.

6. All matters relating to Public Grievances.
7. All matters relating to RTI.
8. Meeting of various Departments of Government of Assam
9. All matters relating to FISHCOFED/FISHFED
10. All matters relating to association/employees Union.
11. Settlement of Fisheries in the following Districts: Hailakandi/ Cachar /karimganj /barpeta/kamrup/(Metro)/Kamrup(Rural)/Dhubri/Goalpara/Hojai//SouthSalmara Mankachar / Nalbari / Bongaigaon.

8) Availability of Information :

Sl. No	Details of Information	Name and Designation of the Officer	Address / location of the Office	Telephone No/ Fax/e-mail
1	Public Grievances	Anamika Tewari ACS, Deputy Secretary	D - Block, 3 rd Floor, Room no.303	94350 -26084
2.	RTI matters	Anamika Tewari ACS, Deputy Secretary	D - Block, 3 rd Floor, Room no.303	94350 -26084
3	Pension matters	Anamika Tewari ACS, Deputy Secretary	D - Block, 3 rd Floor, Room no.303	94350 -26084
4	Personnel Management	Jurie Deka Thakur, ACS, Joint Secretary	E- Block 1 st Floor, Room no.120	94350- 62636
5	Settlement matters	Jurie Deka Thakur, ACS, Joint Secretary & Anamika Tewari ACS, Deputy Secretary	As above	94350-62636 94350 -26084

9. Details of grievances redressal mechanism:

For any kind of grievance of the client's related to the services provided by the department the following officers may be contacted.

Sl. No	Name and Designation of the officer	Address for correspondence	Telephone mail	Fax/e-mail
1	Jurie Deka Thakur, ACS, Joint Secretary	E- Block 1 st Floor, Room no.120	94350- 62636	
2	Anamika Tewari ACS, Deputy Secretary	D - Block, 3 rd Floor, Room no.303	94350 -26084	

10. For various information like on going schemes by the Deptt. Along with the guidelines of the schemes, advertisement, tender notice etc, citizen may access this Department's website: www.fishassam.gov.in which is supervising by the Directorate of Fisheries.

11. Representation of Public for consultation / formulation of policy administration of the Department:

Citizens may consult for feedback on schemes related to the department with-

- i) The Directorate of Fisheries, Assam &
- ii) Assam Fisheries Development Corporation Ltd.

12. Expectation from citizens and clients.

In order to provide time bound and effective service the citizens are also expected to render their positive support to the Department by way of behaving responsibly and in a manner suited for availing the services as listed above. For example the documents required for any sanction of scheme should be submitted alongwith proposals.

The Fishery Department is committed to provide the best of services to its citizen's and client's as per professed goals and keep on improving based on feedback on this Department's website : www.fishassam.gov.in.