

GOVERNMENT OF ASSAM
OFFICE OF THE DIRECTOR OF SOIL CONSERVATION, ASSAM
BHUMI SHANGRAKSHAN BHAWAN, R. G. BARUAH ROAD,
GUWAHATI - 5

No.PLN.83/2013-14/**7033**

Date: **31/12/2013**

From : The Director of Soil Conservation, Assam

To : The Additional Chief Secretary to the Govt. of Assam
Soil Conservation Department, Dispur, Guwahati - 6

Sub : Preparation of Client/ Citizen Charter for Soil Conservation
Directorate.

Ref : Govt. Letter No. Soil.173/2011/Pt/188 dated: 11/12/2013 &
Govt Letter No. Soil. 173/2011/Pt/189 dated: 27/12/2013.

Sir,

With reference to the subject cited above, I would like to submit herewith the Citizen Charter of the Soil Conservation Directorate alongwith the Model format for Citizen Charter furnished by the Administrative Reforms and Training Department for favour of your kind information and necessary action.

Yours faithfully,

Sd/-

(R.K. Doley)

Director of Soil Conservation, Assam

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CITIZEN CHARTER FOR SOIL CONSERVATION DIRECTORATE

Soil Conservation deals with the activities related to conservation and management of soil, water and vegetation with a view to increase the area of cultivable cropland of the farmer as well as to protect those land from getting eroded and thus to improve microclimate and to ensure sustainable development.

VISION:

To conserve soil and water for sustainable productivity of degraded rain fed land.

MISSION:

Effective management and judicious use of soil, water and vegetation in order to obtain optimum productivity from it according to its potentiality in a sustainable manner.

WE ARE ENTRUST TO:

Conservation and management of three most important natural resources viz. soil, water & vegetation.

WE STRIVE FOR:

1. Enhancing agricultural productivity in a sustained manner without deteriorating soil health.
2. Reducing all forms of soil erosion.
3. Efficient use of surface runoff through and development of water harvesting structures, such as farm ponds, check dams, Nalla bunds, percolation tanks etc.
4. Enhancing production of crops by increasing cultivable land by way of land reclamation, land development activities.
5. Restoration of ecological balance by harnessing, conserving and developing natural resources.
6. To minimize flood hazards in the valley areas by way of preventing silt deposition in the riverbed.

7. Generating employment opportunities with income generating activities in order to enhance socio-economic upliftment of rural poor.
8. Creating awareness in the rural mass on the importance of soil, water and vegetation in sustainable development.
9. Protection of crop land from the throwing of sand during flood season to some extent.

WHAT ARE THE FIELD OF ACTIVITIES/WORKS WE GENERALLY DO :

1. In situ conservation of moisture by construction of earthen bunds (land development works)
2. Effective use of rainfall and development of water harvesting structures.
3. Reclamation of cultivable waste lands to make it productive.
4. Income generating programmes like cash crop development basically Rubber plantation.
5. Protection of Riverine lands adjacent to the river bank.

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6. Nature conservation or beautification scheme like avenue plantation and beautification of parks/gardens for improving microclimate of the area.

HOW WE DO THE ACTIVITIES:

1. Identification and prioritization of areas, where soil and water conservation measures are to be taken.
2. Finalization of remedial conservation practices in consultation with the affected locality/individual and approval from local public representatives
3. Place the proposal to the govt.
4. Previously all the works of this department were implemented departmentally after obtaining technical sanction and administrative approval and in accordance with the availability of fund. Since DDO's current accounts of this department have been closed as per the instruction of the finance department, the works will be executed on contractual basis from this year (2013-14).
5. Capacity building through workshop and training programs on organizational and participatory skills at the grass root levels for better and efficient planning, implementation, management, credit operation and evaluation of projects.

EXPECTATIONS FROM THE PEOPLE:

We expect active co-operation from the public. Before implementation of the projects we actually perform PRA exercise along with resource mapping, wealth ranking etc. in order to extract the needs of the people so that intervention

which are taken in the villages may receive positive response as well as helping hand from the villagers.

HOW CAN PUBLIC APPROACH

At district level, Soil Conservation Dept. has Divisions, Ranges, Beats, Independent Centers on the basis of extent of area. People having grievances or complains may approach any of these offices. All these matters are handed to the Divisional Head Office. If the matter is under the purview of Divisional Officer the matter is disposed off and beyond which the matter is sent to the Soil Conservation Directorate for final disposal. Alternately the petitioners may send e-mail to the Divisional Office for direct disposal of the matter.

TIME FRAME FOR PROCESSING VARIOUS PROPOSALS:

In case of plan works the source of fund is finance Dept. Govt. of Assam. Proposal of new scheme is made ready from the month of April to first week of August and during the last part of August all annual operational plan is submitted to the govt. along with the scrutinized plan and estimates from the appropriate authority. After obtaining clearance from the P&D Dept and finance Dept. the schemes are sanctioned for implementation accordingly.

REPAIRING AND MAINTENANCE HEAD OF PLAN SCHEME : some of the soil and water conservation measures, which are temporary in nature, may require repairing and maintenance, which is met from the

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non plan budget of non plan maintenance fund. After two or three years the breach portion of the earthen guide bund of GCP is repaired or maintained by filling the earth in the Breach portion of the drop spill way. In case of afforestation after two or three years the area is regenerated by gap filling, means - replacing of dead saplings with new one. From the month of November – December to March non-plan funds are partly released by the Govt. As per priority, the sanction of the project started from September onwards and during the month of October the implementation of the works started and continued up to the month of March.

TIME FRAME FOR DISPOSAL OF THE COMPLAINTS :

Complaints made by the citizens are disposed within seven days if the applicants seek only the schematic information. In case of complaints, which require field investigation, needs one month for disposal of the same.

WHOM TO CONTACT FOR PARTICULAR ACTIVITIES/ PROBLEMS/ QUERRIES:

DIRECTORATE LEVEL:

Director of Soil Conservation

Bhumi Shangrakshan Bhawan

R.G. Bara Road, in front of state zoo.

Guwahati-05

Telephone no:0361-2203856

Fax no: same

E-mail Id:soilconservationassam@gmail.com

| <i>Sl. No.</i> | <i>District level</i> | <i>Ranges of the respective divisions</i> | <i>Beats or independent centre (if available)</i> |
|----------------|--|--|---|
| 1 | 1.Barpeta soil conservation division, Barpeta Divisional soil conservation officer: Email address: dobarpetascdivisional@rediffmail.com | 1.Sorbhog 2.Sarthebari and 3.Gauripur | 1.Barpeta 2.Bongai-gaon |
| 2 | Dhemaji-Jonai S.C. Division, Silapathar Divisional soil conservation officer: Email address: dwdudhemaji@gmail.com | 1.Dhemaji, 2.Silapathar and 3.Jonai | Likaibali |
| 3 | Cachar soil conservation division, Silchar, Divisional soil conservation officer: Email address: docachar2012@gmail.com | 1.Ramkrishna nagar, 2.Harinagar, 3. Hailakandi and | Silchar |

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| <i>Sl. No.</i> | <i>District level</i> | <i>Ranges of the respective divisions</i> | <i>Beats or independent centre (if available)</i> |
|----------------|--|--|---|
| 4 | Eastern Assam Soil Conservation Division, Dibrugarh, Divisional soil conservation officer: Email address: contactdscodbr@gmail.com | 1.Dibrugarh, 2. Sadiya, 3.Tinsukia and 4.Margherita | 1.Naharkatia 2.Borgolai |
| 5 | Lakhimpur soil conservation division, North Lakhimpur, Divisional soil conservation officer: E mail address: Soil.lakhimpur@gmail.com. | 1.Harmotty, 2. Lakhimpur 3.Dhakuakhana | Narayanpur |
| 6 | South Bank soil conservation Division, Guwahati, Divisional soil conservation officer: E-mail address: divisionalofficersouth@gmail.com | 1.Guwahati, 2.Sonapur, 3. Pragjyotishpur, 4. Goalpara and 5.Boko | |
| 7 | Golaghat soil conservation Division, Golaghat, Divisional soil conservation officer: E- mail address: golaghatsoil@gmail.com | 1.Golaghat, 2.Dhansiri | Bokakhat |

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| 8 | Baksa Soil Conservation Division, Mushalpur, Divisional soil conservation officer: E- mail address: divisionalofficer27@gmail.com | 1. Jallah 2. Tamulpur 3. Goreswar 4. Nagrijuli 5. Dhamdhama | |
| 9 | Lower Assam Soil Survey Division, Guwahati, Divisional Soil Conservation Officer: E- mail address: divsoilassd@gmail.com | H.Q. | |
| 10 | Nalbari soil conservation Division, Nalbari, Divisional soil conservation officer: E- mail address: nalbariscdiviion@gmail.com | 1. Nalbari, 2. Mukalmua and 3. Rangia | |

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| <i>Sl. No.</i> | <i>District level</i> | <i>Ranges of the respective divisions</i> | <i>Beats or independent centre (if available)</i> |
|----------------|--|--|---|
| 11 | Hamren Soil Conservation Division, Hamren Divisional soil conservation officer: E- mail address: soilhamren@gmail.com | 1.Hamren 2.Baithalangu 3.Ouguri 4.Voksong and 5.Rangpongpong | 1. Rangangphong 2. Girikinding S.C. Centre |

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| 12 | <p>Haflong S.C.D.Division, Haflong,</p> <p>Divisional soil conservation officer:</p> <p>E- mail address: haflongscdivision@gmail.com</p> | <p>1.Haflong</p> <p>2.Gunjung</p> <p>3.Dayungmukh and</p> <p>4.Sangbar.</p> | |
| 13 | <p>Kokrajhar Soil Conservation Division, Korajhar,</p> <p>Divisional soil conservation officer:</p> <p>E- mail address: soilconservationkokrajhar@gmail.com</p> | <p>1.Gossaigaon</p> <p>2.Kokrajhar and</p> <p>3.Dotma</p> | |
| 14 | <p>Kohora Soil Conservation Division, Kohora,</p> <p>Divisional Soil Conservation officer:</p> <p>E- mail address: kohorasoil@gmail.com</p> | <p>1.Kohora</p> <p>2.Balijuri</p> <p>3.Deithor and</p> <p>4. Silonojan</p> | |
| 15 | <p>Diphu Soil Conservation Division, Diphu,</p> <p>Divisional soil conservation Officer:</p> <p>E- mail address: soildiphu@gmail.com</p> | <p>1.Diphu</p> <p>2.Barjan</p> <p>3.Loringthepi</p> <p>4.Barlangpher, and</p> <p>5.Dengaon.</p> | Parkup Pahar |
| 16 | <p>Darrang Soil Conservation Division, Mangaldoi,</p> <p>Divisional soil conservation officer:</p> <p>E- mail address: darrangsoil@gmail.com</p> | | Mangaldoi |
| 17 | <p>Jorhat soil Conservation Division,</p> <p>Divisional soil conservation officer:</p> | <p>1.Jorhat</p> <p>2. Sibsagar</p> | |

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| | E- mail address: divisionalofficer.jscd.assam@gmail.com | 3.Sonari 4.Nazira 5.Majuli and 6.Titabor | |
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| <i>Sl. No.</i> | <i>District level</i> | <i>Ranges of the respective divisions</i> | <i>Beats or independent centre (if available)</i> |
|----------------|---|---|---|
| 18 | Sonitpur Soil Conservation Division, Tezpur, divisional soil conservation officer: E- mail address: dosoilsonitpur@gmail.com | 1.Mazgaon 2.Biswanath Chariali | 1.Dhekiajuli 2.Gohpur |
| 19 | Udalguri Soil Conservation Division,Udalguri, Divisional Soil Conservation Officer: E- mail address: wcdcudalguri@gmail.com | 1.Tangla 2.Orang | |
| 20 | Maibong Soil Conservation Division, Maibong Divisional soil conservation officer: E- mail address: divsoilmaibong@gmail.com | 1.Maibong 2.Mahur and 3.Mandardisa | |
| 21 | Nagaon Soil Conservation Division Office, Nagaon, Divisional soil conservation | 1.Nagaon 2.Morigaon | Kaliabor |

| | | | |
|----|--|-------------|-------|
| | officer: E- mail address: soilconservationnagaon@gmail.com | 3.Hojai | |
| 22 | Chirang Soil Conservation Division, Kajalgaon, Chirang Divisional soil conservation officer: E- mail address: chirangscdivision@gmail.com | 1. Basugaon | Bijni |
| 23 | Engineering Soil Conservation Division, Guwahati Divisional Soil Conservation Officer(Engg): Email-id doengineering77@gmail.com | | |
| 24 | Supt. Assam Soil Conservation Training School Mahur Email-id mahurtrngschool@gmail.com | | |

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MODEL FORMAT FOR CITIZENS CHARTER:

| Sl. No. | Client/ Citizen services Rendered | Service/ performance standards (No. of days within which citizen is entitled for service delivery) (Days from the receipt of sanction order from the Govt. against the particular services depending on the extent of the work.) | Process/work flow | Documents required | Fee (if any) | Contact details of officer responsible for the service delivery |
|---------|-------------------------------------|--|--|--|--------------|---|
| 1 | Land development | 7-20 days | The process of new scheme for a financial year is made ready from the month of April to the first week of August, during the first part of August Annual operational plan is submitted to the Govt. alongwith the scrutinized plan & estimate. After obtaining clearance from the P&D Department and finance Dept the schemes are sanctioned for implementation accordingly. | Petition from the citizen with clear mentioned of the services, he is required with the approval of the local authority (particularly PRI) | Nil | Enclosed in the annexure "A" |
| 2 | Water harvesting structure | 25-40days | | | | |
| 3 | Reclamation of cultivable wasteland | 7-20days | | | | |
| 4 | Rubber plantation | 25-35 days | | | | |
| 5 | Protection of Riverine land | 25-30 days | | | | |
| 6 | Nature conservation | 20-30 days | | | | |

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Annexure “A”

| <i>Sl. No.</i> | <i>District level</i> | <i>Ranges of the respective divisions</i> | <i>Beats or independent centre (if available)</i> |
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| 1 | 1.Barpeta soil conservation division, Barpeta Divisional soil conservation officer: Email address: dobarpetascdivisional@rediffmail.com | 1.Sorbhog 2.Sarthebari and 3.Gauripur | 1.Barpeta 2.Bongai-gaon |
| 2 | Dhemaji-Jonai S.C. Division, Silapathar Divisional soil conservation officer: Email address: dwdudhemaji@gmail.com | 1.Dhemaji, 2.Silapathar and 3.Jonai | Likaibali |
| 3 | Cachar soil conservation Division, Silchar, Divisional soil conservation officer: Email address: docachar2012@gmail.com | 1.Ramkrishna nagar, 2.Harinagar, 3. Hailakandi and 4.Kalain | Silchar |
| 4 | Eastern Assam Soil Conservation Division, Dibrugarh, Divisional soil conservation officer: Email address: contactdscodbr@gmail.com | 1.Dibrugarh, 2. Sadiya, 3.Tinsukia and 4.Margherita | 1.Naharkatia 2.Borgolai |
| 5 | Lakhimpur soil conservation division, North Lakhimpur, Divisional soil conservation officer: E mail address: | 1.Harmitty, 2. Lakhimpur 3.Dhakuakhana | Narayanpur |

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| | Soil.lakhimpur@gmail.com. | | |
| 6 | South Bank soil conservation Division, Guwahati, Divisional soil conservation officer: E-mail address: divisionalofficersouth@gmail.com | 1.Guwahati, 2.Sonapur, 3. Pragjyotidhpur, 4. Goalpara and 5.Boko | --- |
| 7 | Golaghat soil conservation division, Golaghat, Divisional soil conservation officer: E- mail address: golaghatsoil@gmail.com | 1.Golaghat, 2.Dhansiri | Bokakhat |

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| <i>Sl. No.</i> | <i>District level</i> | <i>Ranges of the respective divisions</i> | <i>Beats or independent centre (if available)</i> |
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| 8 | Baksha Soil Conservation Division, Mushalpur, Divisional soil conservation officer: E- mail address: divisionalofficer27@gmail.com | 6. Jallah 7. Tamulpur 8. Goreswar 9. Nagrijuli 10. Dhamdhama | --- |
| 9 | Lower Assam Soil Survey Division, Guwahati, Divisional Soil Conservation Officer: E- mail address: | H.Q. | --- |

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| | divsoilassd@gmail.com | | |
| 10 | Nalbari soil conservation Division, Nalbari, Divisional soil conservation officer: E- mail address: nalbariscdiviion@gmail.com | 4. Nalbari, 5. Mukalmua and 6. Rangia | --- |
| 11 | Hamren Soil Conservation Division, Hamren Divisional soil conservation officer: E- mail address: soilhamren@gmail.com | 1.Hamren 2.Baithalansu 3.Ouguri 4.Voksong and 5.Rangpongong | 1. Rangangpeng 2. Girikinding S.C.Center |
| 12 | Haflong S.C.D.Division, Haflong, Divisional soil conservation officer: E- mail address: haflongscdivision@gmail.com | 1.Haflong 2.Gunjung 3.Dayungmukh and 4.Sangbar. | --- |
| 13 | Kokrajhar Soil Conservation Division, Korajhar, Divisional soil conservation officer: E- mail address: soilconservationkokrajhar@gmail.com | 1.Gosasigaon 2.Kokrajhar and 3.Dotma | --- |
| 14 | Kohora Soil Conservation Division, Kohora, Divisional Soil Conservation officer: E- mail address: kohorasoil@gmail.com | 1.Kohora 2.Balijuri 3.Deithor and 4. Silonojan | --- |

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| 15 | Diphu Soil Conservation Division, Diphu, Divisional soil conservation Officer: E- mail address: soildiphu@gmail.com | 1.Diphu 2.Barjan 3.Loringthepi 4.Barlangpher, 5.Dengaon. | Parkup pahar |
| 16 | Darrang Soil Conservation Division, Mangaldoi, Divisional soil conservation officer: E- mail address: darrangsoil@gmail.com | ---- | Mangaldoi |
| 17 | Jorhat soil Conservation Division, Divisional soil conservation officer: E- mail address: divisionalofficer.jscd.assam@gmail.com | 1.Jorhat 2. Sibsagar 3.Sonari 4.Nazira 5.Majuli and 6.Titabor | --- |
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| 19 | Udalguri Soil Conservation Division,Udalguri, Divisional Soil Conservation Officer: | 1.Tangla 2.Orang | --- |

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| | E- mail address: wcdcudalguri@gmail.com | | |
| 20 | Maibong Soil Conservation Division, Maibong Divisional soil conservation officer: E- mail address: divsoilmaibong@gmail.com | 1.Maibong 2.Mahur and 3.Mandardisa | --- |
| 21 | Nagaon Soil Conservation Division Office, Nagaon, Divisional soil conservation officer: E- mail address: soilconservationnagaon@gmail.com | 1.Nagaon 2.Morigaon 3.Hojai | Kaliabor |

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| 23 | Engineering Soil Conservation Division, Guwahati Divisional Soil Conservation Officer(Engg): Email-id doengineering77@gmail.com | --- | --- |

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| 24 | Supt. Assam Soil Conservation Training School Mahur Email-id mahurtrngschool@gmail.com | --- | --- |
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Sd/-

Director of Soil Conservation, Assam

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