

GOVERNMENT OF ASSAM

CITIZEN'S CHARTER ***MINES & MINERALS DEPARTMENT*** ***ASSAM.***

ASSAM SECRETARIAT
BLOCK "A"
4TH FLOOR
DISPUR, GUWAHATI-781006

1.Introduction:- The objective of the Deptt. of Mines & Minerals is to work for better quality in public service. This Citizen's Charter is prepared with a view to allow the Citizen's to avail the facilities /services promptly.

2.Vision:- To consolidate the leadership position of Assam in the management of Mineral wealth and to facilitate pursuit of excellence in Governance for the benefit of Citizens.

3.Mission:- To undertake/ facilitate scientific exploration, judicious conservation and revenue maximization in an industry, eco and citizen friendly policy framework.

4.Business Transacted :

- a) Preparation of Budget
- b) Preparation of Annual Financial Statement
- c) Organizing review meeting
- d) Organizing DPC
- e) Transfer and posting of gazetted officer under Mines & Minerals deptt.

5.Client :

- a) Directorate of Geology & Mining, Assam
- b) Managing Director of Assam Mineral Development Corporation Ltd.
- c) Managing Director of Assam Hydro Carbon & Energy Company Ltd.
- d) Citizens
- e) All Govt. employees under Mines & Minerals deptt.

6.Services Rendered :

Sl. No.	Service	Condition	Time line/ Flow	Fee	Officer	Remarks.
1.	Issuing Administrative Approval	a) Budget provision b) Priority List c) Plan & Estimates d) Technical Sanction e) Proposal for A/Approval	60 days	Nil	Sri P.K. Hazoari, ACS, Comm. & Secretary, 94350-27190	Subject to approval of P&D Deptt./ Finance Deptt./other Deptt.'s concerned in reasonable time.
2.	Issue of Financial Sanction	a) Budget Provision b) Sanctioned Proposal c) Plan and estimate	60 days	Nil	Sri P.K. Hazoari, ACS, Comm. & Secretary, 94350-27190	Subject to approval of Finance Deptt. in reasonable time.
3.	Issuing Ceiling	a) Copy of Sanction b) U.C c) Budget Provision d) Admn. Approval	20 days	Nil	Sri P.K. Hazoari, ACS, Comm. & Secretary, 94350-27190	
4.	Leave Sanctioning	a) Application in prescribe Format b) Recommendation of controlling officer. c) Leave admissibility report d) Charge handing taken over report.	30 days	Nil	Shri G.S. Panesar, ACS, Joint Secretary, 94350-80857	

5.	Sending Pension Paper to the A.G.	a)Form No.19 b)Form No. 1 c) Form No. 1(A) d) Form No. 2 (Part-I & II) e) Pension 12 f) Pension 16 g) Last Pay certificate h) Slips containing specimen signature I) Slips containing height & identification mark. J) Jt. Passport size photograph of the pensioner. k) Service Book Part-I, II, III & IV (in original) l) Calculation of Pension & DCR Gratuity. m) Calculation of Pension Form "A"	30 days	Nil	Shri G.S. Panesar, ACS, Joint Secretary, 94350-80857	
6.	Issuing information under RTI Act	a)Format/Plain Paper	30 days	Rs.10/ and nil in case of BPL	Shri Ishan Bardalai, Deputy Secretary 98640-85151	
7.	Issuing order for Addl. Service under RTPS Act.	Under consideration				
8.	Exploration License	a. Survey Report from DGM. b. Forest Clearance from the Competent Authority. c. Report of Revenue Authority.	45 days	As per schedule rate	Smti Shehla Rahman, ACS, Secretary, 94350-49590	
9.	Issue of Mining Lease of Petroleum, Natural Gas and other Minerals	a. Copy of exploration license. b. Certificate/ Report from the Directorate of Geology & Mining/ ONGC/OIL/GSI or any other competent authority of Petroleum, Natural Gas and other mineral reserves. c. Approval of Mining Plan from the Indian Bureau of Mines. d. No objection Certificate from the pollution Control Board of the State.	45 days	As per schedule rate	Smti Shehla Rahman, ACS, Secretary, 94350-49590	

		e. Environmental Clearance from the competent authority of the Ministry of Environment, Forest & Climate change.				
10	Extension of Mining Lease	a. Mining lease. b. Report of Revenue Department/Forest Department or any other competent authority to prepare and approve the Mining Plan. c. Environment Clearance from the Forest Department.	45 days	As per schedule rate	Smti Shehla Rahman, ACS, Secretary, 94350-49590	
11	Approval of Mining Plan of Minor Minerals	a. Mining Plan prepared by the Registered Qualified Personnel. b. Notification issued by the concerned department as Mining area/ Mahals etc. c. Report of Revenue/Forest Department.	45 Days	As per schedule rate	Smti Shehla Rahman, ACS, Secretary, 94350-49590	

7. Availability of information:

Details of information	Name & Designation of Officer	Address/ Location of Office	Phone No/Fax/e- mail
Administrative Approval	Sri P.K. Hazoari, ACS, Comm. & Secretary, 94350-27190	“D” Block, 2 nd Floor, Assam Secretariat, Dispur, Guwahati-6.	9435027190
Financial sanction	Sri P.K. Hazoari, ACS, Comm. & Secretary, 94350-27190	“D” Block, 2 nd Floor, Assam Secretariat, Dispur, Guwahati-6.	hazoari2009@gmail.com
Issuing Ceiling	Sri P.K. Hazoari, ACS, Comm. & Secretary, 94350-27190	“D” Block, 2 nd Floor, Assam Secretariat, Dispur, Guwahati-6.	
Leave Sanctioning	Shri G.S. Panesar, ACS, Joint Secretary, 94350-80857	“A” Block, 4 th Floor, Assam Secretariat, Dispur, Guwahati-6.	
Sending Pension Paper to the A.G.	Shri G.S. Panesar, ACS, Joint Secretary, 94350-80857	“A” Block, 4 th Floor, Assam Secretariat, Dispur, Guwahati-6.	9435080857 gspanesar31@gmail.com
Disposal of public grievances relating to M & M Deptt.	Shri G.S. Panesar, ACS, Joint Secretary, 94350-80857	“A” Block, 4 th Floor, Assam Secretariat, Dispur, Guwahati-6.	
Exploration license	Smti Shehla Rahman, ACS, Secretary, 94350-49590	“C” Block, 2 nd Floor, Assam Secretariat, Dispur, Guwahati-6.	9435049590 shehla.acs@assamgov.in
Mining lease	Smti Shehla Rahman, ACS, Secretary, 94350-49590	“C” Block, 2 nd Floor, Assam Secretariat, Dispur, Guwahati-6.	
Extension of Mining Lease	Smti Shehla Rahman, ACS, Secretary, 94350-49590	“C” Block, 2 nd Floor, Assam Secretariat, Dispur, Guwahati-6.	

Approval of Mining Plan of Minor Minerals Smti Shehla Rahman, ACS, Secretary, 94350-49590 “C” Block, 2nd Floor, Assam Secretariat, Dispur, Guwahati-6.

8. Availability of Prescribed Format:-

Title of Form	Fee to be paid	Whom to contact
Available in the Directorate of Geology & Mining, Assam, Kahilipara, Guwahati-19	Nil	Director of Geology & Mining, Kahilipara, Guwahati-19, Assam. 9435549571(M)

9. Complaint Redressal System :

Courteous and helpful service will be extended by all the staff. 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 No & e- mail
Shri G.S. Panesar, ACS, Joint Secretary,	“A” Block, 4 th Floor, Assam Secretariat, Dispur, Guwahati-6.	9435080857 gspanesar31@gmail.com

Grievances may also be lodged online in website www.pgportal.gov.in

If not satisfied they can submit it to Sri Prafulla Kr. Hazoari, ACS, Commissioner & Secretary, Mines & Minerals Department .Ph.No 9435027190

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.

12. We seek your co operation on the following :

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

- To know the expectation of the public
- Suggestion to improve the quality of service
- To lodge complaint/grievances in any form
- Expected to submit proposal with all necessary documents.

13. Consumers help line:

Our Help line No. is -94351 04785(Under Secretary to the Govt. of Assam, Mines & Minerals Deptt.)

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 G.S. Panesar, ACS, Joint Secretary to the Govt. of Assam, Mines & Minerals Department Phone No 9435080857.