



CITIZEN'S CHARTER

**DEPARTMENT OF WELFARE OF PLAIN TRIBES AND
BACKWARD CLASSES, GOVERNMENT OF ASSAM
BLOCK - D, 3RD FLOOR, JANATA BHAWAN**

Website: <https://wptbc.assam.gov.in/>

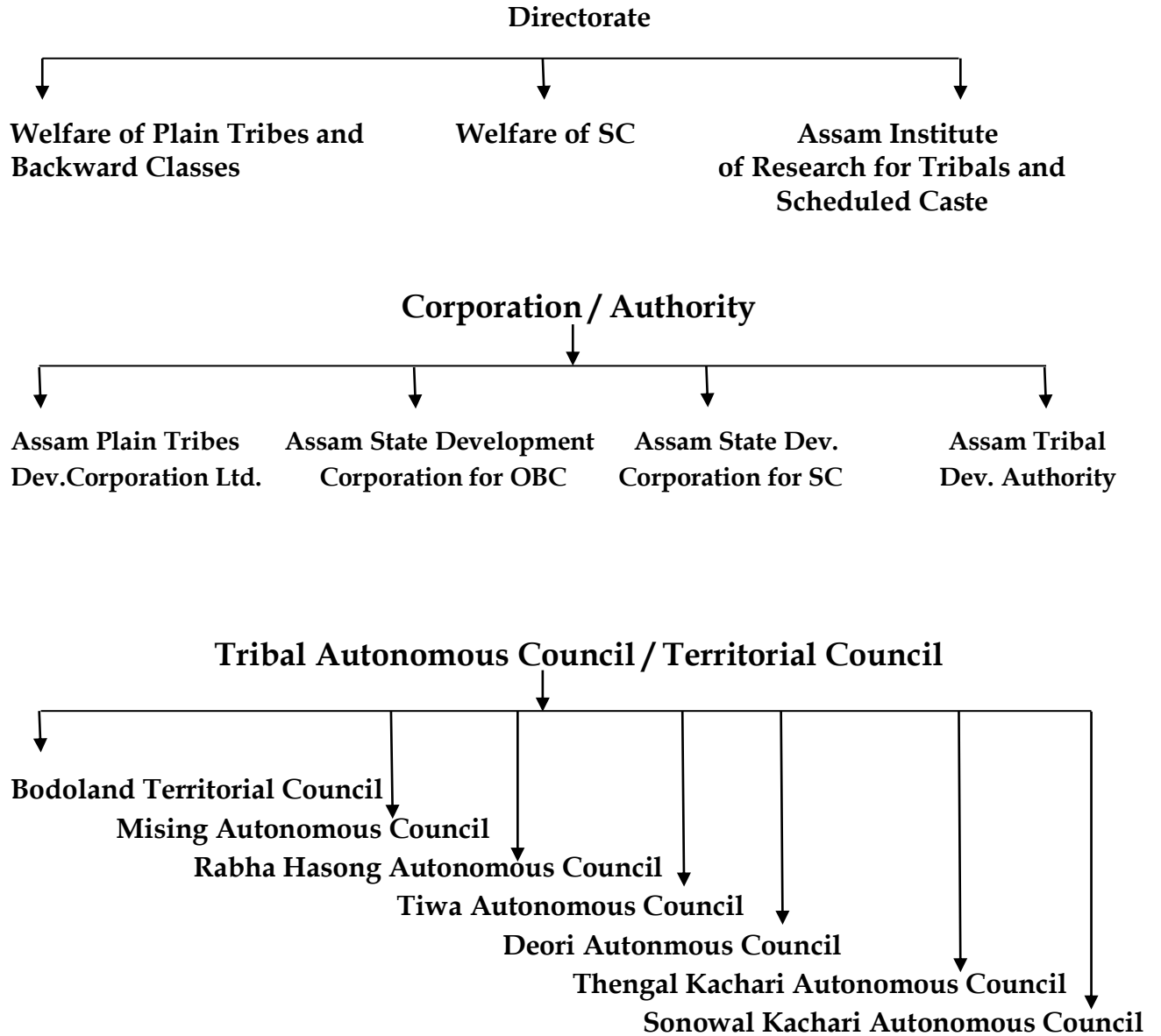
Email:wptbc2014@gmail.com

VISION: The vision of the Department of Welfare of Plain Tribes and Backward Classes is to take steps so that members of the target groups of this Department, namely, Scheduled Caste, Scheduled Tribes and Other Backward Classes, can lead '**productive**', '**safe**' and '**dignified**' lives, with all their basic needs being fulfilled and where equal opportunities are ensured for the growth and development of these communities.

MISSION: The mission of the Department is to empower its target groups, Scheduled Caste, Scheduled Tribes and Other Backward Classes, through –

- i) Adoption of developmental schemes and programmes for reduction and removal of the gap in socio-economic disparity.
- ii) Framing an implementation of Legislative and Executive intervention
- iii) Providing socio-economic and livelihood opportunities.

ORGANIZATIONAL STRUCTURE OF WPT & BC DEPARTMENT



There is also a State Level Commission namely Assam Backward Classes Commission.

MAIN SERVICES/TRANSACTIONS

All schemes/programmes of the Department for the welfare of SC, ST and OBC are implemented as per guidelines/standing instructions through these Directorates.

Sl. No.	MAIN SERVICES/TRANSACTIONS
1.	The Directorates implement welfare schemes of their respective target groups under State Plan, Central Sector and Centrally Sponsored Schemes under Special Central Assistance (SCA) to Scheduled Caste Sub-Plan (SCSP) and Special Central Assistance (SCA) to Tribal Sub-Scheme (TSS)
2.	Preparation of Annual Plan
3.	Preparation of Annual Financial Statement
4.	Financial Assistance in education sector by way of providing Post-matric and Pre-matric scholarship to SC/ST/OBC students; conduct research seminars and workshops on Tribal related issues by Assam Institute of Research for Tribes and Scheduled Castes; and imparting training to ST youths in different trades at vocational training institutes. Skill Development Training under Sati Radhika Women Empowerment Scheme to SC unemployed women/girls.
5.	Implementation of orders of Hon'ble Supreme Court/ High Court.
6.	Organizing review committee meeting
7.	Holding of Advisory Council for welfare of SC/ST/OBC.
8.	Holding of State Level Scrutiny Committee (SLSC) meeting for Caste verification.
9.	Framing guidelines for issue of Caste certificates like SC Certificate, ST Certificate and OBC Certificate and Non Creamy layer Certificate.
10.	Executing and implementing a special Centrally Sponsored Scheme namely 'Pradhan Mantri Adarsh Gram Yojana' (PMAGY).
11.	Proper implementation of Acts like Scheduled Castes and the Scheduled Tribes (Prevention of Atrocities Act, 1989), Protection of Civil Rights Act, 1955, Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013; Implementing the provisions of the Assam SC/ST Reservation Act 1978 as amended in 2012; The Financial Responsibility and Budget Management Act, Implementation of Forest Right Act 2006 in the State of Assam, etc.

SERVICES RENDERED:

Sl. No.	Services	Conditions	Fee
1.	Issuance of Administrative Approval	a) Budget provision b) Priority list c) Plan & Estimate d) Non incumbency certificate e) Approval of Finance Department. f) Land availability documents.	Nil
2.	Issuance of Financial Sanction	a) Copy of Administrative Approval b) Budget Provision c) Approval of Finance Department d) Utilization Certificate of earlier released amount if any.	Nil
3.	Issuance of FOC	a) Copy of Financial Sanction b) Copy of Administrative Approval c) Beneficiary list if any.	Nil
4.	Sanction of Leave	a) Format for approval. b) Leave Admissibility Report	Nil
5.	Forwarding Pension papers to the office of the Accountant General (For Gazetted Officer)	a) Service Book b) Form No. 19	Nil
6.	Sanction of provisional pension	a) Personal Passbook b) Form No. 19 c) Service Book	Nil
7.	Providing information under Right to Information Act, 2005.	a) Formal application in proper format b) Rs. 10/- as Bank Draft/ IPO or in cash c) Full postal address of applicant with Pin No. & Mobile No.	Rs. 10/-
8.	Uploading Acts / Rules / OM's / Circulars in the Department Website.		Nil
9.	Updating website.		Nil
10.	Sending back the file for views/advice	a) For submitting requisite document b) To submit views of Finance Department c) To submit views of Administrative Department	Nil

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholder's / Client's description
1.	All Administrative Departments of Govt. of Assam dealing with schemes under TSP and SCSP component of State Plan SCA to TSS, SCA to SCSP
2.	Non Governmental Organization working in the areas allocated.
3.	Citizens
4.	Educational Institutions having SC/ST/OBC students.

INDICATIVE EXPECTATIONS FROM SERVICE RECEPIENTS

Sl. No.	Indicative Expectations from service recipients
1.	Submission of duly completed proposals in all respects within the stipulated time supported by necessary documents.
2.	Non Governmental Organizations should carefully go through the guidelines of the schemes and enclose all requisite documents. As and when requested by the Department of WPT & BC, NGOs and other implementing agencies should participate in the 'workshops' and capacity building programmes.
3.	Citizens/clients are welcome to meet the Officers or any other responsible person of the Department by way of availing online passes or by contacting the Secretariat Reception Counter for requisite process.
4.	Educational Institutions should take necessary measures to incorporate SC, ST and OBC beneficiaries in large numbers in the scholarship schemes.

PUBLIC REDRESSAL MECHANISM:

Courteous and helpful service will be extended by all Officers and staff of the Department. In case of any complaints, with regard to the delivery of service, citizens are requested to register the complaints with the following officials:

1.	Shri A.N. Hazarika, ACS, Joint Secretary to the Govt. of Assam.	WPT & BC Department, 3 rd Floor, D Block, Assam Secretariat, Dispur, Guwahati-06
2.	Smti Anuja Bhuyan, ACS, Deputy Secretary to the Govt. of Assam.	

It is expected that the complaints lodged should be genuine, precise and factual. Anonymous and pseudonymous complaints are not entertained by the Department.

Complainants can meet the above Official on 1st and 3rd Monday of every month between 2 to 4 PM in the above mentioned address.

Complaints may also be sent through email at wptbc2014@gmail.com.

REVIEW: This Citizen Charter will be reviewed annually. Any suggestion in this regard may be sent to Dr. M. Angamuthu, IAS, Commissioner & Secretary to the Govt. of Assam, WPT & BC Department, CM Block, 3rd Floor, Janata Bhawan, Dispur, Guwahati-06.

+++++