



CITIZEN'S CHARTER, 2017

FOR

**BORDER PROTECTION AND DEVELOPMENT
DEPARTMENT
GOVERNMENT OF ASSAM**

JANATA BHAWAN

DISPUR, GUWAHATI-6

Introduction

Citizen Charter for Border Protection and Development Department is formulated to address the needs of the citizens / clients of the remote and backward border areas of Assam, both international and inter-state and to improve the quality of service provided to them. The basic goal of this charter is to build trust between the department and the citizens.

Assam has approximately 2743.10 KM. long interstate border with Arunachal Pradesh, Meghalaya, Manipur, Mizoram, Tripura, Nagaland and West Bengal and 533.3 KM. long international boundaries with Bangladesh and Bhutan. Both the interstate and international border areas are remote, underdeveloped and inaccessible due to very poor infrastructure particularly road communication. The Department initiates developmental activities of Border Areas of the state.

The interstate border of Assam comprises as follows.

1)	Assam	----	Arunachal Pradesh	----	804.10 Km.
2)	Assam	----	Nagaland	----	512.10 Km.
3)	Assam	----	Manipur	----	204.10 Km.
4)	Assam	----	Meghalaya	----	884.90 Km.
5)	Assam	----	Mizoram	----	164.60 Km.
6)	Assam	----	Tripura	----	46.30 Km.
7)	Assam	----	West- Bengal	----	127.00 Km.

International Border of Assam are comprised as follows: -

1)	Indo- Bangladesh Border	----	267.5 Km.
2)	Indo –Bhutan Border	----	265.8 KM

Vision statement

The Border Protection and Development Department, Govt. of Assam will strive to achieve the following for the benefit of the people of border areas of the State.

- (1) Creation of infrastructural facilities such as road connectivity, drains, culverts, market complex, drinking water, education, sanitation and schemes for security purposes under Border Areas Development Programme (BADP) under Special Assistance and award of Thirteenth Finance Commission for International border areas which are funded by Ministry of Home Affairs, Govt. of India.

(2) Provision of water supply, community hall, road connectivity, education, market complex, earth filling, repair and renovation of BOP (Border Out Post), sand gravelling, construction of culvert and barracks etc. which are funded by state Government under plan programme for AVY, Specific Fund, DCP and non plan programme for inter- state BOPs.

Mission Statement

“Development of Infrastructure and provision of basic minimum services to the population of the border areas of the state”.

CLIENTS

- Population of Border Areas.
- Line or implementing Govt. Departments.
- Deputy Commissioners of Border Districts.
- Directorate of Border Protection and Development, Assam.
- Departmental Officials.

DETAILS OF BUSINESS TRANSACTED BY THE DEPARTMENT

- (i) Preparation and finalization of schemes for Inter-state and International Border Areas as per state plan and BADP.
- (ii) Holding State Level Screening Committee meeting.
- (iii) Quarterly review meeting with Implementing Agencies of Border Areas Schemes.
- (iv) Attending meeting with Govt. of India regarding infrastructure development of Border Areas and Inter- State Border disputes.
- (v) Liaison with various Departments for settlement of Border disputes and developing border areas.
- (vi) Maintaining close liaison with Ministry of Home Affairs for fund and placing of proposal and approval thereof.
- (vii) Submission of Utilization Certificate against the fund released by Govt. of India.
- (viii) Preparation and finalization of Annual Action Plan.
- (ix) Preparation of Management Information System (MIS) for Border Areas taking International border blocks as specific unit/ e-governance.
- (x) Preparation of Perspective plan, comprehensive plan for international border areas only.
- (xi) Defending the Department in Court Cases.
- (xii) Preparation of materials, evidence, arguments along with legal experts with regard to Original Suits in respect of Assam-Nagaland & Assam-Arunachal Pradesh boundary dispute in the Hon'ble Supreme Court of India.
- (xiii) Preparation of maps of bordering districts of both inter-state and international boundaries are being carried out through Survey of Assam.
- (xiv) Maintenance of records.
- (xv) Amicable resolution of Inter-State issues are taken up.

- (xvi) Plans to meet various developmental needs of people living in remote and inaccessible areas situated near the border.
- (xvii) Promoting a sense of security amongst the inhabitants of the border within a radius of 0 to 10 KM. of its constitutional boundary.

STATEMENT OF SERVICES PROVIDED BY THE BORDER AREAS DEPARTMENT.

Under the administrative control of Border Protection and Development Department, there is a Directorate through which the objectives are implemented. Research Officers having expertise in history are put up into the task for studying the genesis and development of the inter-state border dispute from historical perspectives. The Directorate is to undertake the study of remote villages in the border blocks in order to access the needs of the people and to identify the critical gaps in physical and social infrastructure. For each border blocks a long term and a short-term plan are to be prepared and therefore, research officers having expertise in planning are provided.

SERVICES PROVIDED BY BORDER PROTECTION AND DEVELOPMENT DEPARTMENT—
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- Service matters like granting of leave etc. of the staff of the Border Protection and Development Department.
- Processing of Pension matters relating to granting of pension to the staff of Border Protection and Development Department.
- Approval of Schemes in the State Level Screening Committee Meeting (SLSC) for the international border Schemes headed by Chief Secretary and for schemes in inter-state boundary districts, approval is accorded in the State Level Screening Committee Meeting (SLSC) I/S headed by Departmental Minister.
- Issue of Administrative Approval against the schemes as per Annual Action Plan.
- Issue of Sanction/ ceiling for schemes – on receipt of approved proposals from the Deputy Commissioners of the bordering districts with all relevant documents, through the Directorate of Border Protection and Development, Assam, sanction is issued and thereafter ceiling is issued on receipt of demand for fund after execution of the works as per Plan & Estimate.

Sl. No.	Services	Condition	Time	Authority
1	Issue of Appointment Order	On recommendation by APSC	-	Principal Secretary
2	Issue of promotion order	(1) proposal from Directorate	-	Principal Secretary
		(2) Against vacant post as per Service Rule.	-	
		(3) selection through Selection Committee.	-	
		(4) Maintaining of Roster Points.	-	
3	Granting Leave	(1) Prescribed Leave	15days to 21 days (in	Principal Secretary

		Format	respect of ARO and RO)	
		(2) Leave Admissibility Report		
		(3) Recommendation of Director, Border Areas, Assam.		
4	Granting Pension to the staff of the Department.	(1) pension form no. I	15 days	Principal Secretary
		(2) Pension form No. 2		
		(3) Pension form No. 3		
		(4) Pension form No. 9		
5	Issue of Administrative Approval	(1) Annual Action Plan	15 -30 days	Principal Secretary
		(2) Availability of fund in Annual budget		
		(3) On receipt of Plan & Estimate from concerned authority.		
		(4) Concurrence of Finance Department. (where necessary).		
6	Issue of Sanction	(1) Proposals from Director, Border Areas, Assam.	20 days	Principal Secretary
		(2) Technical Sanction		
		(3) Notice Inviting Tender.		
		(4) Work Order		
		(5) Joint Physical Verification Report		
		(6) Photographs of works executed.		
		(7) Completion Certificate (Progress Report)		
		(8) Concurrence of Planning & Development Department (where necessary).		
		(9) Concurrence of Finance Department. (where necessary).		
7	Issue of Ceiling	(1) Ceiling Demand Proposal from Director of Border Areas, Assam as per format.	15 days.	Principal Secretary
		(2) Sanction letter.		
		(3) Check List		
		(4) Fixation of Ceiling from Finance Department.		
8	Issue of information under RTI Act, 2005	(1) payment of Rs. 10 as Application Fee.	30 days	SPIO
		(2) Documentation		

		Charges.		
9	Development of Website	(1) Budget Provision	Under process	Nodal Officer
		(2) Background of the Department.		
		(3) Notifications, Rules etc.		
		(4) Guidelines, Circulars, O.M.s		

The Department will dispose of files and daks on the following Priority basis-

Priority Status

No of days to put up

(a) Immediate

On the same day of receipt.

(b) Urgent

Within 3 working days of receipt.

(c) Fixed Date

Get preference over other ordinary dates.

The Superintendent scrutinizes the receipt register once a week. The disposal of daks and receipts are accordingly done following the procedure explained in the Manual of the Office procedure. The executive instruction as issued from time to time by the Government are followed strictly.

ACTS AND RULES ADMINISTERED BY THE DEPTT

In the year 1987 the Border Protection and Development Department was created as a new and separate Department for administrative convenience etc. vide notification No. AR.54/86/Pt/5 dated 23/09/87.

The Border Protection and Development Department follows the guidelines of BADP issued by Govt. of India and State Level Screening Committee decision which is head by the Chief Secretary, Assam. The Department also follows the Personnel, Finance Department's guidelines and Rules.

Border Protection and Development Department has two OM (1) bearing No. BD. 149/2012/141 dated 18/03/2015 regarding earmarking of 5% of fund by all Developmental Departments from their Annual Budget every year for taking up projects and schemes for the remote bordering areas of interstate border within the distance of 0-10 KM. and (2) bearing No. BD. 220/2013/9 dated 19/05/2016 regarding execution of schemes and projects and release of fund.

The fund under BADP allocated by Govt. of India and approved in the state Budgets are distributed on the basis of length of International Border, (2) Population of Border Block and (3) Areas of the Border as per formula shown below :-

Allocation of each Border Block	Per Block Population	X 1/3+	Per Block Area	X 1/3 +	Per Block Border Length	X 1/3 +	Total X Allocation
	Total population all blocks		Total area all Blocks		Total Border length all blocks		

Thereafter the Annual Action Plan is prepared and approved by the State Level Screening Committee and the Govt. of India. Then, Department collects proposal from Deputy Commissioners through Director, Border Protection and Development, Assam, having international boundary as per guidelines on BADP issued by the Ministry of Home Affairs, Border management, Govt. of India.

For schemes under 14th Finance Commission, fund is received from Govt. of India and schemes are approved by High Level Monitoring Committee headed by Chief Secretary. The executing agencies then execute the schemes as per guidelines uploaded in the Website.

In respect of interstate boundary districts, schemes under Border Areas Development Programme are taken up under Plan and Non-Plan as per Inter-State guidelines which are approved by State Level Screening Committee (Inter-State) headed by Departmental Minister.

STATEMENT OF BOARD COMMITTEE AND OTHER BODIES

Border Areas Department has no Board or Council, Only the following Committees are in existence.

(I) **Block Level Committee**

With Deputy Commissioners as Chairman and concerned MLA as Member for selection of schemes under BADP (SCA) and award of Thirteenth Finance Commission.

The Committee prepares schemes on the following criteria.

- (a) Scheme is to be actually need based.
- (b) It should conform to the guidelines of BADP.
- (c) Schemes should not be taken up by other departments.
- (d) Infrastructure created should serve the purpose of greater number of people and it should be a permanent and durable asset.

(II) **District Level Committee :**

There are District Level Committees in the Districts headed by the Deputy Commissioners as Chairman. The Member/ convener is the Sr. Planning Officer of the District and the Members are Divisional Forest Officer (T), Superintendent of the Police, Commandant or Deputy Commandant of the Border Force of the District.

(1. III) **State Level Screening Committee (for International boundary Districts)**

There is a State Level Screening Committee on Border Area Development Programme under the Chairmanship of Chief Secretary, Assam.

1	Chief Secretary, Assam	-	Chairman
2	Principal Secretary, Govt. of Assam, Border Protection and Development Department.	-	Member Secretary
3	Secretary, Govt. of Assam, Planning & Development Department.	-	Member
4	Secretary, Govt. of Assam, Home Department.	-	Member
5	Secretary, Govt. of Assam, Finance Department.	-	Member
6	Secretary, Govt. of Assam, Panchayat & Rural Development Department.	-	Member
7	Secretaries concerned of line Department.	-	Member
8	Representative of GoI, MHA (Dept. of Border Management)	-	Member
9	Representative of Planning Commission of India	-	Member
10	Representative of GoI, Ministry of DoNER	-	Member
11	District Magistrates of the Districts sharing International Border.	-	Member
12	Nodal Officer, Border Guarding Force (s)	-	Member

(IV) **State Level Screening Committee (for Inter-State boundary Districts)**

The Departmental Minister is the Chairman, Principal Secretary/ Commissioner & Secretary of the Border Areas Department is the Vice Chairman. The Director of the Border Protection and Development, Assam is the Member Secretary and representatives from Finance Department, Planning & Development Department and Border Areas Department are Members of this Committee.

GRIEVANCES REDRESS MECHANISM

Grievances may be registered in the Website of Border Areas Department.

However, persons having grievances may approach the Department at state level. They will provide a clear statement of grievance, giving case and background with Officials/Channels previously approached for redressal. They should also understand that some grievances take time to be redressed. The lists of officers are given below: -

State level-

Smti. Bulbul Roy, ACS,
Under Secretary, Border Protection and Development Department, Dispur
Smti. D.B. Malakar, ACS
Joint Secretary, Border Protection and Development Department, Dispur.

If the grievances are not satisfied within 30 days, the citizens may approach :-

Smti. L.S. Changsan, IAS,
Principal Secretary, Border Protection and Development Department,
Dispur.
Phone No. 0361-2261597

EXPECTATION FROM THE CLIENT/CITIZEN

The Border Areas Department is dedicated to serve its citizen residing in remote Border Areas by providing all round infrastructures and basic minimum services while the department is dedicating itself on these services, it also expects some minimum standards from the citizen.

These are-

- Co- operation in execution of development schemes in Border Areas.
- Proper care of the infrastructure built in the areas.
- Safety and security of public assets created by the department etc.

REVIEW

This citizen charter is not enforceable in a court of law. In addition to this citizen charter, the Directorate, Border Areas, Assam will have specific citizen charter for their office mentioning services with time bound activities and time for redressal of grievances. The Citizen Charter will be reviewed annually. To make constructive suggestion for the improvement of this charter, citizens may send suggestion to -

Smti. L. S. Changsan, IAS

Commissioner & Secretary to the Govt. of Assam

Border Areas Department,

CM's Block,

Dispur, Guwahati-781006