



# WASH for ALL:: ALL for WASH

## **Introduction –**

An effective partnership needs to be developed between the Department and the Directorates for implementation of Govt. programmes to ensure safe Drinking Water and Sanitation status that protects community health and the environment.

The Citizens Charter seeks to develop an understanding of how these partnerships facilitate to provide better service delivery. It provides information on the water supply and sanitation services that can be expected from the Department. This Charter outlines the Citizens rights and their obligations as consumers through setting out the standards on expectations from the Department.

Assam Public Health Engineering Department is also the nodal department for rural sanitation programme. Primary focus of rural sanitation is to form environmental sanitation generating felt demand and developing alternative delivery mechanism.

Assam Public Health Engineering Department under Swachh Bharat Mission, Gramin (Previously Total sanitation Campaign and Nirmal Bharat Abhiyan) is committed to provide Sanitary latrines to all rural household of Assam by 2<sup>nd</sup> October 2019. Also all Gaon Panchyat will be provided with Solid and Liquid Waste Management (SLWM) system.

## **Vision –**

Safe and improved Sanitation for all, at all times in rural habitations of Assam. A clean and healthy Assam, in which each person individually and collectively owns and takes the responsibility to ensure an equitable and good quality of life through adequate sanitation facilities and best hygiene practices.

## **Mission –**

To ensure all rural households to have access and use safe and improved sanitation facilities through support to districts in their endeavour to provide these basic facilities and services. To enhance quality of life of the people by ensuring sanitation facilities and services along with promoting hygiene practices according to their choices and affordability.

To achieve the above Mission and Vision a Mission Directorate ( SBM-G) has been created and headed by an IAS officer. The O/o the Chief Engineer(Sanitation), PHE works under the guidance of the Mission Directorate SBM-G.

## **Activities of office of the Chief Engineer (PHE), Sanitation, Assam –**

- (a) Ensuring Safe and adequate Sanitation services while protecting the environment as well.
- (b) Formulation of Assam State Sanitation hygiene Policy.
- (c) Planning and formulation of Annual Implementation Plan.
- (d) Preparation of Budget.
- (e) To cater for the public expectations for basic services in sanitation sector.
- (f) Better understanding and partnership between Citizens and Department.
- (g) Better Administration.
- (h) Monitoring & evaluation of progress on different sectors.

### **Initiatives –**

The Department is focusing on the following initiatives to fulfil the Departmental mandate in true perspectives.

- a) To bring about an improvement in the general quality of life in the rural areas in sanitation perspective.
- b) Fulfillment of Achievement of Targets and setting the trend for necessary Progress on universal sanitation coverage in rural habitations, following the Govt. Policy and UN Declared SDGs.
- c) Capacity development initiatives like trainings, orientation programmes etc. for the Directorates and field level implementation functionaries / Stakeholders.
- d) Bridging the critical gaps with sustained efforts in collaboration with special initiatives from Expert Technical Agencies like IITG, Engineering Colleges, TISS, Universities, UNICEF, World Bank etc.
- e) Monitoring and Evaluation to bridge the critical gaps.

### **Taking Account of Special Needs –**

The department has remained as the front runner while taking account of all special needs of importance, like ensuring safe sanitation facilities and practices during disaster like flood, Ethnic violence, Earthquakes etc. for the inmates in the relief camps.

### **Clients –**

The following are the clients for this Charter ---

- (a) Ministry of Drinking Water and Sanitation, Govt. of India, New Delhi.
- (b) The PHED Secretariat, Assam, Govt. of Assam
- (c) Office of the Chief Engineer (PHE), Water, Assam
- (d) Any other line Department under Govt. of Assam / concerned Stakeholder.
- (e) Office of the Director, Water and Sanitation Support organization (WSSO), Assam.

- (f) 7 Nos. of zonal offices headed by Additional Chief Engineer, PHE, Assam.
- (g) 10 Nos. of circle offices headed by Superintending Engineer, PHE, Assam.
- (h) Store & Workshop division headed by Executive Engineer, PHE, Assam.
- (i) 44 Nos. of divisional offices headed by Executive Engineer, PHE, Assam.
- (j) Any external support agencies like UNICEF, World Bank and other Development partners etc. and Expert Organisations like IITG, Engineering Colleges, TISS, Universities etc.
- (k) Citizens.

### **Services from the Department –**

The following services are provided from the office of the Chief Engineer, PHE, Sanitation, Assam, while implementing the different Programmes and Policies of PHED for Sanitation practices in rural areas of Assam.

- (a) Planning & budgeting of Schemes.
- (b) Issuing Technical Sanction of Schemes.
- (c) Issuing Approval of technical Design and Drawing for different sanitation schemes.
- (d) Planning and implementation of Emergency response activities.
- (e) Issuing grants for leave.
- (f) Issuing Tenders of Sanitation related activities of PHED.
- (g) Issuing Supply orders of different materials used in PHED, Sanitation.
- (h) Issuing Work orders of different activities of PHED, Sanitation.
- (i) Uploading of Acts/Rules /OM etc. into Departmental Website.
- (j) Monitoring of different activities under PHED, Sanitation Programmes.
- (k) Issuing information under RTI.
- (l) Grievances redress.
- (m) Reviewing of Citizens Charter annually.

The timelines for different services will remain as follows–

SL No	Service	Condition	Timeline /Flow (Working Days)	Fee (Rs.)	Officer	Remarks
1.	Planning & budgeting of Schemes	i) Proposal of schemes from divisional office, PHE ii) Priority list of State Govt. iii) Proposals from other Deptt. for deposit works etc. iv) Approval from SLSSC	30	Nil	Er. Saumya Kr. Barua, Chief Engineer (PHE), Sanitation	

2.	Issuing Technical Sanction of Schemes	i) Administrative Approved DPR above Rs.1.00 Cr	30	Nil	-Do-	
3.	Issuing Approval of technical Design and Drawing for different sanitation schemes	i) Award of Contract ii) Work order copy	30	Nil	-Do-	
4.	Planning and implementation of Emergency response activities	i) Contingent plan from districts	7	Nil	-Do-	
5.	Issuing grants for leave	i) Leave application ii) Leave admissibility report	7	Nil	-Do-	
6.	Issuing Tenders of Sanitation related activities of PHED	i) AA copy ii) DPR iii) T.S	15	Nil	-Do-	
7.	Issuing Supply orders of different materials used in PHED, Sanitation	i) Material demand ii) CS iii) Procurement approval	7	Nil	-Do-	
8.	Issuing Work orders of different activities of PHED, Sanitation	i) Award of Contract/CS ii) Resolution of Bid Committee	7	Nil	-Do-	
9.	Uploading of Acts/Rules /OM etc. into Departmental Website		30	Nil	-Do-	
10.	Monitoring of different activities under PHED Sanitation Programmes	i) On completion of schemes ii) On-going phase iii) During maintenance	90	Nil	-Do-	
11.	Issuing information under RTI	i) Receipt of RTI	30	10.00	-Do-	

### **Feedback Mechanism –**

Following are the mechanisms adopted for feedback on Departmental activities under different initiatives:-

- (a) The feedback mechanism for the Departmental activities under different GoI initiatives is based on IMIS system ([www.mdws.nic.in](http://www.mdws.nic.in)) under Ministry of Drinking Water and Sanitation, GoI.
- (b) The feedback mechanism for the Departmental activities under different State Govt. initiatives is based on reports received from the Zonal, Circle and Divisional offices of PHE and the Director, WSSO, Assam.
- (c) Apart from that the Office might engage Performance Review Committee for time to time monitoring.

### **Consultation with Clients / Stakeholders –**

The Departmental Endeavour remains to continue in order to identify new Policy and plan for infrastructural development to cater for the future projected growth. Such planning approach depend on the following efforts –

- a) Workshop on planning process and target fixation with all stakeholders.
- b) Consultative efforts with the Secretary (PHED), Director, WSSO and Development Partners for Goal fixation.
- c) DRSC Meeting for Policy Orientation, Performance Evaluation and Upgradation.
- d) Discussion on GoI Approach / Roadmap.
- e) Discussion with external support agencies like UNICEF / World Bank / CSR Activities etc.
- f) To review of Citizens Charter annually.

### **Co-operation under Convergent Approach –**

To facilitate improvement in the quality of services, efforts will be made to collate the opinions of all Development Stakeholders, working under convergent policy, the feedback from different clients as well as Public and region specific Communities. Such coordination will eventually help in formulation of people friendly initiatives.

If necessary, the public views / status might be obtained through a Base Line Status Survey, undertaken time to time in region specific manner.

### **Obligation –**

The following officials will remain as the relevant officials for Service providing on specific issues.

- (a) The Chief Engineer (PHE), Sanitation.
- (b) The Addl. Chief Engineer (PHE).
- (c) The Superintending Engineer (PHE).
- (d) The Assistant Executive Engineer (PHE).
- (e) The Assistant Engineer (PHE).
- (f) The Junior Engineer (PHE).
- (g) The WASH Consultants.
- (h) The Support Staffs.

The obligation for further information, monitoring and reporting performances will remain with the following Officers –

- (a) The Addl. Chief Engineer (PHE).
- (b) The Superintending Engineer (PHE).

### **Grievances Redress –**

There is a TOLL free number (18001255574) for all necessary updates, which might be used for lodging all grievances therein.

Any grievances / updates in written form will be received in plain paper in the form of an appeal / application by the Chief Engineer (PHE), Sanitation who will be supported by the Monitoring Cell of the Office of the CE (PHE), Sanitation, Assam, Hengrabari, Guwahati-36.

Such grievances may even be sent through email or by post to the following address –

The Chief Engineer (PHE), Sanitation,  
Office of the Chief Engineer (PHE), Sanitation, Assam, Hengrabari, Guwahati-781036  
Email ID – sbmg.assam@gmail.com

There will be different levels of redress.

- (a) All issues relating to the O/O the CE(PHE), Sanitation shall be taken care of in the Office itself, under the guidance of the CE(PHE), Sanitation, Assam, within 15 (fifteen) days from the date of receipt.
- (b) The issues relating to implementation in field shall be forwarded to the concerned Field Office within 3 days for redress for onward reply or redress.

### **Our Office-**

The Office of the Chief Engineer (PHE), Sanitation, Assam is at Hengrabari, Guwahati-781036, Assam. The normal office timing is 10-00 AM to 5-00PM in all working days. But during winter season, it is from 10-00 AM to 4-15 PM.

Our Office is supported with few Technical & Administrative Officers, support staffs and consultants working under Assam Public Health Engineering Department.

### **Documents-**

Our office is following different Hand Book / SoR / Operation Manuals / Guidelines etc. based on which our initiatives are undertaken in the rural habitations of Assam. For more details on them, one may visit [www.mdws.nic.in](http://www.mdws.nic.in) and contact the following –

- a) The Chief Engineer (PHE), Sanitation, Assam, Hengrabari, Guwahati-781036, Assam.

**Review-**

This Citizens Charter will be reviewed annually. Any suggestion in this regard may be submitted to Er. Saumya Kr. Barua, the Chief Engineer (PHE), Sanitation, Assam, Hengrabari, Guwahati-781036.

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