



GOVT. OF ASSAM
OFFICE OF THE DIRECTOR::INLAND WATER TRANSPORT, ASSAM
ULUBARI:: GUWAHATI-7

CITIZEN'S CHARTER

OF

INLAND WATER TRANSPORT, ASSAM

ULUBARI:: GUWAHATI-7

2016



www.iwt.assam.gov.in
e-mail-diwtassam@gmail.com

CITIZEN'S CHARTER

INTRODUCTION:-

Inland Water Transport, Assam was established in 1958 with its H.Q. at Shillong, with the aim to utilize the river Brahmaputra, Barak and their tributaries to provide water transport for movement of passengers and cargo within and outside the state. This citizen's Charter is prepared so that the citizen's can avail the services rendered by the department in a smooth & transparent manner.

VISION:-

The Inland Water Transport Department is committed to safe journey to the ferry commuters across the state and cargo transportation through inland waterways on the River Brahmaputra (National Waterways-2), River Barak (National Waterways-16) and other navigable tributaries within Assam.

MISSION:-

- a) Safe and secured Passenger & cargo ferry services.
- b) Capacity building of crew members in both public and private sector.
- c) Enforcement of Acts.
- d) Cruise Services in select areas.

CLIENT:-

- Passengers of ferry Services.
- Lessees of Ferry Services.
- Hirer of I.W.T Vessels/Boats.
- Private Boat/vessel operators.

STAKE HOLDERS :-

- General Public at Large.
- Inland Waterway Authorities of India (IWAI) under Ministry of Shipping, Govt. of India.
- Lessees of Ferry Service
- Cargo fleet operators.
- Assam Tourism Development Corporation.
- Hirer of I.W.T Vessels.
- Private Boat/vessel owners and ferry operators.

BUSINESS TRANSACTED BY THE DEPARTMENT:-

- Well regulated safe, efficient and affordable water transport service covering the major rivers and tributaries of the State.
 - Maintenance of ferry routes of Govt. notified public ferry services of Assam.
 - Promoting interstate and intrastate commercial cargo transportation services on River Brahmaputra (NW-2) & river Barak (NW-16).
 - Construction of well designed boats/ vessels for cheap river transportation services covering connectivity to remote riverine areas.
 - Skill Development of Crew members through training facility provided in IWT Crew Training Center (CTC), Guwahati, Assam.
 - Providing awareness to private boat owners and operators (Crews) regarding safe water transportation to ferry commuters.
- Promote River Tourism with luxury vessels to cater Indian and foreign tourists

SERVICE RENDERED BY DIRECTORATE, INLAND WATER TRANSPORT, ASSAM

Sl.	Services	Condition/ documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name /Designation/contact no of officer	Remarks
1.	Issuing permit/licence to private boat/Vessel operators	a) Crew training pass certificate b) Medical fitness certificate. c) Eye sight certificate. d) Treasury challan. e) Police record f) Full Address proof /Age proof document.	45 days	Rs.6.00	Deputy Director(Design)/ IWT, Assam M-No-9864231995	
2.	Competency Certificate for the post of Driver/Master/Serang /L.C Driver	a) Crew training pass certificate b) Medical fitness certificate. c) Eye certificate. d) Treasury challan. e) Police record f) Service Certificate g) Educational Qualification certificate h) Full Address proof /Age proof document.	30days	Rs6.00 (for Driver-II/Master-II /Sareng) Rs.16.00 (for Driver, Master-I) Rs 25.00 (for L.C Driver)	Deputy Director(Design) IWT, Assam M-No-9864231995	
3.	Vessel /Boat Registration	a) Form-I b) Court affidavit on ownership. c) Boat/Vessel insurance. d) Passenger insurance.(for passenger Boat) g) Treasury challan. e) Driver /Helmsman/Serang insurance(for cargo Boat/Vessel) f) Full Address proof /Age proof document.	for Guwahati area - 30 days Other than Guwahati- 40 days	Rs. 90.00	Deputy Director(Design) IWT, Assam M-No-9864231995	

Sl.	Services	Condition/ documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name /Designation/contact no of officer	Remarks
4.	Uploading Act/Rules/Office Memorandum /Circular etc.	a) Updating name of officers b) Act/Rules/Office Memorandum /Circular/orders etc.	Within 3 days of issue. 7 days	Nil	Musfiqur Rahman Joint Director IWT, Assam M-No-9435118088	
5.	Updating the Website	-----	weekly	Nil	Musfiqur Rahman Joint Director IWT, Assam M-No-9435118088	
6.	Issuing Information under RTI Act.	a) Application in format prescribed under RTI Act. b) Application of BPL Category is free.	30 days	Rs.10.00 IPO along with the application Rs.2.00 /per page for Xerox copy.	Musfiqur Rahman Joint Director IWT, Assam M-No-9435118088	
7.	Submission of pension papers to A.G	A. <u>Normal Pension</u> 1. From No-1 2. From No-2 3. From No-19 4. From No-1(A) 5. Nomination form of DCRG. 6. Specimen Signature. 7. Descriptive Roll. 8. Joint Passport size photograph of husband/wife 9. Last pay certificate(LPC) 10. Last 10month average Basic pay Statement. 11. Leave A/C statement from beginning to ending of Govt. Service. 12. Updated Service Book. 13. Undertaking of retired officer	30 days	Nil	Musfiqur Rahman Joint Director IWT, Assam M-No-9435118088 B.Choudhury River Surveyor IWT, Assam M-No-94351-91263	

Sl.	Services	Condition/ documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name /Designation/contact no of officer	Remarks
		<p>Declaring no objection to refund or recover overdraw amount duly countersigned by Head of office.</p> <p>14. Certificate to the extent of pending Judicial/DP against the retired employee from Head of office.</p> <p>15. No demand/No liabilities certificate from Head office.</p> <p>16. Commutation of pension from, if desired.</p> <p>17. Single passport size photograph of retired employee for commutation of pension.</p> <p>18. Attested copy of GPF A/C statement.</p> <p>19. Bank A/C details.</p> <p>20. Non drawl certificate of retirement /pension benefits from Head of office.</p> <p>21. Declaration of receipt/non-receipt of retirement/pension benefits from retired employee.</p> <p>22. Departmental date sheet duly countersigned by Head of office.</p> <p>B. Family Pension :-</p> <ol style="list-style-type: none"> 1. From No-19 2. From No-21 3. From No-3 4. From No-10 5. From No-20 6. Specimen Signature 7. Descriptive Roll 8. Passport size Photograph of Family pension duly attested by Head of office. <p>23. Last pay certificate(LPC)</p> <p>24. Leave A/C statement from beginning to ending of Govt. Service.</p>		Nil	-do-	

Sl.	Services	Condition/ documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name /Designation/contact no of officer	Remarks
		25. Update Service Book. 26. Undertaking of applicant of Family pension declaring no objection to refund or recover overdraw amount duly countersigned by Head of office. 27. No demand/No liabilities certificate from Head office. 28. Commutation of pension from, if desired. 29. Attested copy of Age Certificate of each child of the deceased employee. 30. Attested copy of Death certificate. 31. Attested copy of GPF A/C statement. 32. Succession certificate for Leave Encashment Benifits & DCRG. 33. Bank A/C details. 34. Non drawl certificate of retirement / pension benefits from Head of office. 35. Declaration of receipt/non-receipt of retirement/pension benefits from retired employee. 36. Departmental date sheet duly countersigned by Head of office.		Nil	-do-	

Sl.	Services	Condition/ documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name /Designation/contact no of officer	Remarks
8.	Submission of papers to Govt. for Medical reimbursement.	<ol style="list-style-type: none"> 1. Treatment should be done in Govt. Hospital or referral Hospital as notified by H & FW Deptt. 2. Authorised Medical Attendant Certificate. 3. Approval from DHS, Assam. 4. Referral Medical Board Certificate. 5. Admissibility report. 6. Discharge Certificate. 7. Original Bill/Vouchers countersigned by Authorised Medical Attendant Bank A/C No GPF /PPO No. 	30 days	Nil	<p>Musfiquir Rahman Joint Director IWT, Assam M-No-9435118088</p> <p>B.Chodhury River Surveyor IWT, Assam M-No-94351-91263</p>	
9.	Submission of papers to Deputy Commissioner	<ol style="list-style-type: none"> 1. Prescribed Performa regarding employment of dependence of Govt. servant dying while in service retired on invalid pension within one year. 2. Death certificate. 3. Educational Certificate. 4. Economic condition declaration certificate. 5. Date of Birth proof. 6. Identity proof. 7. Legal heir proof. 8. If adopted than proper adoption certificate. 9. 3 Copies Photos. 	21 Days	Nil	<p>Musfiquir Rahman Joint Director IWT, Assam M-No-9435118088</p> <p>B.Choudhury River Surveyor IWT, Assam M-No-94351-91263</p>	
10.	Lease agreement with Lessee.	<ol style="list-style-type: none"> 1. Attached Adhesive Stamps on proportionate amount of lease. 2. Form of lease power-Driven of Major ferries (Appendix-D) Rule-21. 	7 days	1.6% on proportionate amount.	<p>Deputy Director(Design) IWT, Assam M-No-9864231995</p>	

Sl.	Services	Condition/ documents required to be submitted by clients for disposal within timeframe	Timeline	Fees	Name /Designation/contact no of officer	Remarks
11	Issue order of Grant of Leave/ Sending Papers to Govt. for Gazetted officers	<ol style="list-style-type: none"> 1. Prescribed leave application duly recommended by the controlling officer. 2. Leave admissibility report. 3. Medical Certificate (in case of leave on medical ground) 4. Medical fitness Certificate(in case of leave on medical ground) 5. Joining Report/Charge Report, if commuted Leave/medical Leave. 6. Update leave account statement. 	15 days	Nil	<p>Musfiqur Rahman Joint Director IWT, Assam M-No-9435118088</p> <p>B.Choudhury River Surveyor IWT, Assam M-No-94351-91263</p>	

GRIEVANCES REDRES MACHANISM :-

Inland Water Transport, Assam has also a website for Department related information i.e [https:// www.iwt.assam.gov.in](https://www.iwt.assam.gov.in). Complain may be lodged in email id < diwtassam@gmail.com >

A centralized front desk assistance centre/grievance Redress centre is also available at IWT, Directorate, Ulubari, Guwahati-7(0361-2469885) where complain can be lodged at any time.

Grievances on plain paper may be submitted to **Sri Raj Hussain Khan**, Deputy Director(Design) 9864231995(M) rajhkhan2014@gmail.com . If not satisfied they can approach **Sri Bharat Bhusan dev Choudhury**, ACS Director, Inland Water Transport, Assam land line No- 0361 -2526421, Mobile No -94350-61886 ,E-mail ID- bdevc@yahoo.co.in

The following officer are entrusted for information on the following subjects can be obtained from our officers as listed below ---

Details of Information	Name and Designation of the officer	Address/ Location of the office	Telephone/Email/Fax
Citizen Charter/ Mandate	Musfiqur Rahman. Joint Director IWT, Assam	Ulubari, Guwahati-7	9435118088(M) mrahman26@rediffmail.com
Public grievance Redress Mechanism	Raj Hussain Khan, Deputy Director(Design)	-Do-	9864231995(M) rajhkhan2014@gmail.com
Vigilance matters	Musfiqur Rahman. Joint Director IWT, Assam	-Do-	9435118088(M) mrahman26@rediffmail.com
RTI matters	Musfiqur Rahman. Joint Director IWT, Assam, (SPIO)	Ulubari, Guwahati-7	9435118088(M) mrahman26@rediffmail.com
Audit matters	Bikramaditya Choudhury, River Surveyor , IWT, Assam	-Do-	9435191263(M) bikramadityachoudhury@gmail.com
Nodal officer for Reforms	Musfiqur Rahman. Joint Director IWT, Assam	Ulubari, Guwahati-7	9435118088(M) mrahman26@rediffmail.com

TIME FRAME OF REDRESSAL OF THE GRIEVANCES

1.	Issue of acknowledgement interim reply to the petitioner	1 to 7 days
2.	Forwarding of the grievances petition to the concerned authority.	2(two) Weeks
3.	Final Disposal / transferred/referred cases by the concerned Ministry/Department/ State and a time for information of the petitioner of the outcome.	4(four) Weeks

Consultation with our users/stakeholders:-

We welcome suggestion from our users. We hold periodical Stake Holders meetings with users/user representatives and if someone wishes to be associated with this may contact the Director, IWT, Assam or Joint Director, IWT, Assam at Ulubari, Guwahati-7 at Phone No. 0361-2526421/ 2469885 or email i.d. diwtassam@gmail.com. Citizen also can visit our website for detail information at [https:// www.iwt.assam.gov.in](https://www.iwt.assam.gov.in) indicating their willingness to be available for consultation, survey on the points enlisted in the charter.

We seek your co-operation on the following :-

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us the following way (give details relevant to the departments concerned)

- (a) Co-ordination during travelling on Inland Vessel by following all departmental rules and discipline.
- (b) Wearing of Life Jackets on Board of vessels / Boats.
- (c) Not to board on over loaded boats/vessels.
- (d) Suggestion for development of river transport services.

Guide Book/Hand Book/Consumer Helpline:-

Leaflets/ Pamphlets /Notices on safety measures are being published time to time for the guidance/ benefit of ferry commuters.

Our helpline Number is 0361-2526421/ 2469885,
email id-<diwtassam@gmail.com

The functionaries of Inland Water Transport, Department is headed by Director Sri Bharat Bhusan dev Choudhury, ACS land line No- 0361 -2526421, Mobile No - 94350-61886 ,E-mail ID- bdevc@yahoo.co.in consisting with the following officers.

Sl. no	Name of officers	Designation & contact no
1.	Sri Musfiqur Rahman -	Joint Director , Inland Water Transport, Assam Mobile No- 9435118088 E-mail ID mrahman26@rediffmail.com
2.	Sri Bikramaditya Choudhury	Deputy Director (Design)/River Surveyor , Inland Water Transport, Assam Mobile No- 94351-91263 E-mail ID bikramadityachoudhury@gmail.com
3.	Sri Pankaj kr. Gogoi -	Deputy Director ,Commercial Service,H/Q Inland Water Transport, Assam Mobile No- 98643-74646 E-mail ID
4.	Sri Dipak Chakraborty.-	Asstt. Executive Engineer Inland Water Transport, Assam Mobile No- 96130-74344 E-mail ID- deepakiwai@gmail.com
5.	Sri Dhurbajyoti Sharma-	Asstt. Executive Engineer,(T/C) Inland Water Transport, Assam Mobile No- 98640-12016 E-mail ID dhrubajyoti289@gmail.com
6.	Sri Dhiren Hazarika	Asstt. Engineer, Central work & Training Superintendent Crew Training Centre Inland Water Transport, Assam Mobile No- 98640-74839 E-mail ID -Dhirenhazarika01@gmail.com
7.	Prakash Ch. Handique	Superintendent Inland Water Transport, Assam Mobile No- 9577019388

CONTACT DETAILS OF IWT DIVISIONAL/SUB DIVISIONAL OFFICES

SL. No	LOCATION	CONTACT NO / CONTACT ADDRESS
1.	GUWAHATI DIVISION	OFFICE OF THE EXECUTIVE ENGINEER, INLAND WATER TRANSPORT , DIVISION

		ULUBARI,GUWAHATI-7 e-mail :: iwtdivisionghy@gmail.com
2.	DIBRUGARH DIVISION	OFFICE OF THE EXECUTIVE ENGINEER, INLAND WATER TRANSPORT , DIVISION CHOWKIDINGI, DIBRUGARH,ASSAM e-mail: iwt.dibrugarh@gmail.com
3.	SILCHAR DIVISION	OFFICE OF THE EXECUTIVE ENGINEER, INLAND WATER TRANSPORT , DIVISION SILCHAR, MALINI BILL, SILCHAR e-mail:: iwtdivision@gmail.com
4.	GOALPARA SUB-DIVISION	OFFICE OF THE ASSTT. EXECUTIVEENGINEER, INLAND WATER TRANSPORT , SUB-DIVISION KACHARI GHAT, GOALPARA, ASSAM
5.	PPC SUB-DIVISION, GUWAHATI	OFFICE OF THE ASSTT. EXECUTIVE ENGINEER, INLAND WATER TRANSPORT , SUB-DIVISION PPC, GUWAHATI-7.
6.	DIBRUGARH SUB-DIVISION	OFFICE OF THE ASSTT. EXECUTIVE ENGINEER, INLAND WATER TRANSPORT , SUB-DIVISION DIBRUGARH, ASSAM
7.	JORHAT SUB-DIVISION	OFFICE OF THE ASSTT. EXECUTIVE ENGINEER, INLAND WATER TRANSPORT , SUB-DIVISION CLUB ROAD, JORHAT, ASSAM
8.	HAILAKANDI SUB-DIVISION	OFFICE OF THE ASSTT. EXECUTIVE ENGINEER, INLAND WATER TRANSPORT , SUB-DIVISION HAILAKANDI ,LALA ROAD
9.	COMMERCIAL OFFICER,GUWAHATI	OFFICE OF THE DEPUTY DIRECTOR, COMMERCIAL INLAND WATER TRANSPORT,ASSAM ULUBARI,GUWAHATI-7
10	COMMERCIAL OFFICER,GOALPARA	OFFICE OF THE COMMERCIAL OFFICER MILAN NAGAR PATH ,DURGAMANDIR GOALPARA,ASSAM
11	COMMERCIAL OFFICER, DIBRUGARH	OFFICE OF THE COMMERCIAL OFFICER GOALPARA,ASSAM

Review -This Citizen's Charter will be reviewed annually. If anybody wants to suggest on any matter, they can submit it to the Director, Inland Water Transport, Assam

We are committed to constantly revise and improve the services being offered under the Charter.

Director
Inland Water Transport, Assam
Ulubari, Guwahati-7