

CITIZEN'S CHARTER
PERSONNEL AND ADMINISTRATIVE REFORMS (B)
DEPARTMENT
GOVERNMENT OF MEGHALAYA
SHILLONG.
YEAR- 2013
3rd Floor Main Secretariat Building
Room-513.

Introduction

The Department of Personnel & Administrative Reforms (B) Department was established in the year 1976 on bifurcation of Personnel & Administrative Reforms Department. Major part of the services being delivered by this Department is for government agencies, government employees.

Vision : To create an enabling environment for the development and management of human resources of the government for efficient, effective, accountable, responsive and transparent governance.

Mission

To facilitate pursuit of excellence in governance through Improvement in the services being rendered by it to the Government.

To inculcate and support a culture of transparency, accountability and zero tolerance of corruption in public affairs and to institutionalise a system of constructive ongoing engagement with stakeholders to have the desired result for taking India a new height.

Main Services:

1. Deputy Commissioner and Sub-Divisional Officers Establishment.
2. Training of Officers within India and abroad.
3. Departmental/Disciplinary proceeding against Govt. Servants other than members of the I.A.S, M.C.S, M.S.S.S, and Steno Gr-I
4. Appointment under regulation 3(f) and 4(d) of MPSC regulation and adhoc appointment falling under MPSC/DSC
5. Services relating to UPSC/MPSC/DSC.
6. Policy on reservation of vacancies
7. Constitution of the District Selection Committee.
8. Establishment of All India Service Pre-Examination Training Institute and Meghalaya Administrative Training Institute.
9. Meghalaya Day Excellence Awards.
10. Secretaries' Committee Meeting.
11. Conference of the Deputy Commissioners and Sub-Divisional Officers.

SERVICE STANDARD.

Deputy Commissioner and Sub-Divisional Officers establishment-

- (a) Monthly/quarterly expenditure statement of all DCs/SDOs—Monthly/Quarterly statement of all DCs/SDOs are compiled so as to monitor the expenditure of all the offices in relation to the fund allotted and also to ensure reasonable allotment of fund.
- (b) All matters relating to the grant of advance, medical treatment, Medical re-imbursement of the office of DCs/CODs/SDOs- proposals regarding advance on medical treatment, withdrawal from GPF and re-imbursement on medical expenses are duly examined by this department .Sanction order is issued prior to the approval of the Competent authority.

Training of Officers within India and abroad :

All Departments will have to submit their proposals to this Department for approval to the deputation of Officers for training course within India and abroad and in order to facilitate proper scrutiny of the proposals and to avoid repeating deputation of officers for training course all administrative Departments are requested to ensure that while submitting their proposals for deputation of their Officers for training courses within India and abroad, the same should be accompanied with the particulars/information as in the prescribed proforma of this Department.

Action taken within a required time subject to timely receipt of information and complete submission of necessary requirement.

Departmental/Disciplinary proceeding against Govt. Servants other than I.A.S/M.C.S/M.S.S.S and Stenographer Grade-I: The Department service the Office of the Commissioner for Departmental enquiries

Appointment under 3 (f) and 4 (d) of MPSC regulation and adhoc appointment falling under MPSC/DSC- For appointment under Reg 3(f) adhoc basis, the Department concerned should submit proposal to the Cabinet with views of the Personnel & AR (B) Department and take prior approval of the Cabinet before proceeding with such recruitment .

Appointment/promotion under Reg. 4 (d) is made by an appointing authority under Reg. 4(d) of the MPSC (LOFs) Reg. 1972 on the recommendation of a DPC, and when that appointment/promotion is against a regular vacancy, regularization is required to be made in consultation with the Meghalaya Public Service Commission.

Matters relating to UPSC/MPSC/DSC- Action taken regarding exam conducted by UPSC at various centre.

Constitution of Meghalaya Public Service Commission and District Selection Committee.

Policy on reservation of vacancies: Advice/clarification to departments on the issue of State Reservation Policy be followed while making appointment in posts and services under Public Undertakings & Govt. aided institution.

Meghalaya Day excellence Awards- This Award is usually conferred upon government employees for their outstanding performance achieved during their service career and conferment of this Award was announced on the occasion of the celebration of the Meghalaya day , the 21st January each year.

All Processes relating to inviting of nomination, short listing and verification of short listed nomination, finalization of the list of awardees, approval of the list were started from October each year.

Organizing a Secretaries' Committee Meeting—This committee is being convened once every quarter for discussion on the improvement of work culture. Agendas are invited from all Departments to be discussed in the Meeting-Preparation of the Minutes and action to be taken are circulated to all Departments for necessary action.

Conference of Deputy Commissioners and sub-Divisional Officers- Conference is being convened once/twice a year to streamline the functioning of works in the Administrative level/Head of Departments/District level.

List of all subordinate offices of this Deptt.

- (a) Commissioner of Division for Khasi, Jaintia Hills & Ri-Bhoi District, Shillong
- (b) Commissioner of Division for Garo Hills Division, Tura
- (c) All Deputy commissioners
- (d) All Sub-Divisional Officers.
- (e) Meghalaya Public Service Commission, Shillong
- (f) Governor's Secretariat
- (g) Meghalaya Administrative Training Institute, Shillong
- (h) All India Services Pre-Examination Training Centre, Shillong

For any grievances/complaints relating to service delivered by this Department, Citizen may lodge their grievance on <http://megpgrams.gov.in> or write a letter or can contact to:-

1.Public Grievance Redressal Officer:

Name	Designation	Address	Phone. No.
Smti. L. Diengdoh	Commissioner & Secretary	Personnel & AR Department, Meghalaya Civil Secretariat, Shillong.	2220502 PABX--2553

- 2. Smti. E.T Synthiang,
Under Secretary to the Government of Meghalaya
Personnel & AR(B) Deptt.
PABX—2430.
- 3. Smti. B. Rymmai,
Under Secretary to the Government of Meghalaya
PABX—2428.
- 4. Smti. B. Myrthong,
Superintendent
Personnel & AR(B) Deptt
PABX—2534.

Our commitment:

We shall strive to carry out the task with:

- (a) integrity and judiciousness
- (b) Impartiality and fairness
- (c) Promptness and efficiency.

Conclusion.

As part of the objectives to promote citizen centric governance and serve the clients efficiently, this Department has formulated this Citizen's Charter. Feedback/suggestions from the recipients regarding service delivered are most welcome as this would enable us to improve the service delivery.