

INTRODUCTION :

Tourism has emerged as one of the largest industries in the World today. It is an industry which can easily change the economic scenario of a country. Several countries have transformed themselves through tourism and created a global presence in the tourism industry. Tourism is not directed to commercial or population centers but in most cases towards natural and cultural resources. Thus, tourism can contribute significantly where other commercial activities are limited. Developed tourism can bring smiles to every household of a state or a country. Tourist movements have spread across the globe, becoming for many of them an important sector in terms of employment generation and foreign exchange earnings.

As reported by the United Nations World Tourism Organization (UNWTO) Tourism Highlights 2015 Edition, International tourist arrivals grew to 1.1 billion in 2014 from a mere 25 million in 1950. The UNWTO estimate that approximately 1 in every 11 person in the World is employed by the tourism industry. As of 2014, the global tourism industry generated USD 7.6 trillion, constituting 10% of the global GDP.

The department of Tourism, Government of Assam was created in 1958. The prime aim of the department is to bring maximum Domestic and International Tourists to Assam. This Citizen's Charter has been prepared with a view to allow the citizens to take advantage of the schemes and services rendered by the department.

VISION :

To encourage and promote tourism services to facilitate a high standard of professionalism, principled behavior, moral responsibility, public accountability in a streamlined process through committed environment with motivated workforce for making Assam a major National and International Tourism Destination.

MISSION :

To promote Assam Tourism with a new approach of vigorous massive campaigning so as to bring maximum Domestic as well as Foreign Tourists for economic development of the State.

To enrich the quality of life and culture of the people through Tourism.

To Identify most popular and attractive tourist destinations and develop tourist Infrastructure in an around them.

To facilitate extensive involvement of private sector and active participation of local community in all aspects of Tourism promotion.

To create an investment friendly atmosphere for promotion of Tourism by making full use of Ease of Doing Business.

To ensure safety and security of the tourists.

DETAILS OF BUSINESS:

To promote and develop tourism in the State the department of Tourism participates in various fairs and festivals and road shows held inside the Country as well as Abroad.

To increase tourist inflow Domestic/International to the State so that maximum revenue is generated to the State exchequer, improve business related to Tourism Industry and development in the Tourism Sector.

DETAILS OF CLIENTS:

The following are the Clients for this Charter-

- a) The Ministry of Tourism, Govt of India, New Delhi
- b) Ministry of DONER, Govt of India, New Delhi
- c) Any other line department under Govt of Assam/concerned stakeholders.
- d) The Directorate of Tourism, Assam
- e) Assam Tourism Development Corporation Ltd (ATDC Ltd)
- f) North East Council (NEC), Shillong, Meghalaya
- g) Citizens
- h) Both National and International Tourists

EXPECTATION FROM CLIENTS:

- 1) We expect that funds from Development of North East Region (DONER), Ministry of Tourism (MoT) and North East Council (NEC) are received in time for early implementation of plans and programmes against proposal submitted.
- 2) We expect that Directorate of Tourism and ATDC Ltd will implement projects/policies within the time frame fixed by the Department. They should submit proposal with necessary documents.

SERVICES FROM THE DEPARTMENT:

The following services are provided from the Department of Tourism, Assam. The timelines for different services will remain as follows-

Sl. NO.	Service	Condition	Timelin e/Flow (Days)	Fee (Rs.)	Officer	Remar ks
1	Issuing Administrative Approval	a) Budget Provision b) Priority List C) F.A. view d) P & D Deptt. for Approval (for plan) e) Approval of Senior most Secretary/ Fin (EC-111) as per circulars issued by Fin deptt. & P&D deptt.	15	Nil	1)Smti Bijoylakshmi Barua Gogoi, ACS Addl. Secretary Ph. No. 9435733341 2) Sri Paul Barua, ACS Dy. Secretary. Ph No. -9435102905 3)Smti Anamika Tewari, Dy. Secretary ACS Ph. No. - 9435026084	
2	Issuing Financial Sanction	Do	15	Nil	-Do-	
3	Issuing FOC	a) Details check list as per format of Fin (BT) deptt. b) UC/ photographs / Reports / Completion Certificate c) F.A. view d) Fin (BT) deptt. Approval e) Approval of Senior most Seretary.	15	Nil	Smti Bijoylakshmi Barua Gogoi, ACS Addl. Secretary Ph. No. 9435733341	
4	Issuing Appointment Letter & Transfer orders for officers	a) APSC select list b) PVR c) Roster d) Medical fitness Certificate	15	Nil	-Do-	
5	Issuing Promotion order for officers	a) Vacancy b) ACR c) DPC d) Roster	30	Nil	-Do-	
6	Sending Pension Papers	a) Receipt of complete pension papers	30	Nil	Do-	

	to Accountant General (AG) office	including from – A, 19,1, 1A, 2, 12, 16 & C				
7	Issuing grants for leave	a) Leave application b) Leave admissibility report	15	Nil	Do-	
8	Issuing Information under RTI	a)Receipt of RTI application. b)BPL certificate if service is to be free.	30	Nil	Sri Paul Barua, ACS Dy. Secretary. Ph No. -9435102905	
9	Uploading of Acts/Rules/ OM's/circular in the departmental website		15	Nil	-Do-	
10	Updating of Website	a)Final compilation	20	Nil	-Do-	

GRIVANCE REDRESS MECHANISM:

Any grievance/updates in written form will be received in plain paper in the form of an appeal, application by the Deputy Secretary, Department of Tourism, Assam Secretariat, Dispur.

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

The Deputy Secretary, department of Tourism, Assam
3rd floor, D Block, Assam Secretariat, Dispur Guwahati-781006

Email address: **trsmdept.assam@gmail.com**

The issues relating to implementation in the field shall be forwarded to the Directorate of Tourism/ATDC Ltd. within three days for redress for onward reply.

OUR OFFICE:

The office of the Tourism Department is in the 3rd floor, D Block, Assam Secretariat, Dispur Guwahati-781006. The normal office timing is 10 Am to 05 PM in all working days. But during winter season it is from 10 AM to 04-15 PM.

Our office is supported with technical and administrative officers and support staff under Assam Secretariat Services.

REVIEW OF CITIZEN CHARTER:

This Citizen Charter will be reviewed annually. Any suggestion in this regard will be submitted to The Deputy Secretary, Shri Paul Baruah, 3rd floor, D Block, Assam Secretariat, Dispur Guwahati-781006
