

Achievements of the General Administration Department (Success Story)

The General Administration Department was created in 1950 for dealing with matters concerning improvement in the quality and standards of the General administration in the State by providing manpower, infrastructure and capacity building support to the District, Sub-District and Sub-Divisional level administrative set up and monitoring of the administrative units at these levels. The Department is mandated to bring about improvement in the quality of the general administration in the state.

Over the years the Department is in continuous process in establishing highest standards of efficiency, transparency, accountability and citizen-centricity in the general administration of the State through a holistic approach. Department achieved significant success in strengthening the administration at Districts, Sub-Districts and Sub-Divisional levels through improvement in organizational and manpower support and process re-engineering.

1. **E-Office Implementation:** General Administration Department has successfully implemented the E-Office System which brings tremendous success in respect of speedy disposal, transparency, accountability in the Office procedures. Till now e-Office has been successfully implemented in **301 nos. of Offices** of Govt. of Assam including Governor's Secretariat, all Directorates, all Deputy Commissioner's Offices, all Sub-Divisional Offices, Assam Houses/Bhawans, Commissionerates, Assam Police and its sub offices.
2. **Creation of Sub-Districts:** For Administrative Expediency, to derive maximum synergy, productivity and efficiency at the grassroots level and in aid of a good citizen-centric administration, **78 (seventy-eight) Sub Districts have been created.** The geographical limits of the Sub-Districts shall be co-terminus with the boundaries of Legislative Assembly Constituencies. Out of the 78 nos. of Sub-Districts, 39 nos. of Sub-Districts are ready to roll out from 4th-5th October, 2024 having available infrastructure and manpower etc.
3. **Establishment and maintenance of Assam Houses/ Bhawans:** General Administration Department has established and maintained Assam Houses and Bhawan in the major cities of the country to cater the need of the people of Assam who visited these cities for better Medical Treatment, educational purpose or for any other purposes. At present there are Assam Houses/Bhawan at New Delhi, Assam Bhawan at Mumbai, Assam Houses at Kolkata, Shillong, Chennai
 - i. In this endeavour Department added one more Assam Bhawan at Vellore which was inaugurated by Hon'ble Chief Minister, Assam on the 26th of

September, 2023. The G+Service+6 Floors Bhawan comprising more than 40 rooms has been fully functional since then and catering to the needs of the people of Assam visiting Vellore mainly for Medical and Educational purpose.



- ii. The construction of the Assam Bhawan, Bengaluru is progressing rapidly and is nearing completion and will be ready for inauguration very soon. The total AA amount of the project is Rs.5944.349 Lakhs. The multi –storied building (2B+G+3 floors) is spread across a plot of 16249 Sq. mtrs. 25 nos. of posts have also been created for the smooth functioning of the upcoming Bhawan.



- iii. A new plot of land measuring 4000 sqmtr has been procured from Delhi Development Authority for construction of an Additional Guest House /Bhawan and Cultural Complex at Sector-17 Dwarka. Physical possession of the plot has also been taken over.

- 4. **Face recognition Biometric attendance system:** To establish discipline and punctuality among the Government employees Face recognition Biometric attendance system for the employees (Grade IV to S.O level) at Assam Secretariat, Dispur has been implemented w.e.f. 01-11-2023. 21 nos. of devices have been installed.



5. **Creation of posts:** For better administrative efficiency and disposal of works, Department has created 352 nos. of additional posts in the Assam Secretariat Service and Assam Secretariat Sub-ordinate Service which was approved through a Cabinet decision on 10-02-2024 in the following Cadres:

Sl. No	POST	NO. OF POSTS CREATED
1	Additional Secretary	3
2	Joint Secretary	6
3	Deputy Secretary	15
4	Under Secretary	20
5	Section Officer	87
6	Assistant Section Officer	102
7	Junior Administrative Assistant	119
	Total	352

6. **New Recruitment:** In the year 2023, 1391 nos. of Candidates selected by the SLRC in different Grade-III and Grade- IV postshave been recruited and posted in the Districts, Secretariat and Assam Bhawans. Further, in the year 2024, 9 nos. of candidates are selected for appointment from the Sports Quota.
7. **Highest State Civilian Award:** Highest State Civilian Award viz. Assam Bhaibhav, Assam Saurav and Assam Gaurav for the year 2023 was conferred ceremoniously on 13-02-2024 at Srimanta Sankardeva Kalakshetra, Guwahati in the august presence of Hon'ble Vice President of India. Former Chief Justice of India Shri Ranjan Gogoi was conferred with Assam Bhaibhav Award. Assam Saurav and Assam Gaurav award was also conferred to 21 (4+17) nos. of distinguished personalities.



8. **Lok Sewa Puraskar:** It was instituted to recognize the outstanding works of non gazetted Government employees was conferred for the **3rd consecutive year** on 05-08-2024. Ten (10) nos. of awardees were conferred with State Level LokSewaPuraskar at Srimanta Sankardeva Kalakshetra and Thirty seven (37) nos. of

awardees were conferred with the District level Lok Sewa Puraskar at the respective districts.



9. **Accommodation facilities for the Govt. Employees:** To cater the need of growing demand for Govt. employees, the Department has purchased 80 flats from Housefed for using as Government quarters at Pragjyotish Nagar, Maligaon. For this, Hon'ble Cabinet gave its consent in the meeting held on 18-05-2022. Out of the total 80 flats, 55 flats have already been handed over and the remaining flats are nearing completion. The total cost of the aforesaid flats were 55 crore, out of which 40 Crore has already been paid.



10. **Next of Kin (NOK) Certificate:** For streamlining the citizen centric services like next of kin certificate, the Department has formulated detailed revised guidelines for getting the service promptly.
11. **Aadhaar Enrollment:** For achieving **Aadhaar** saturation in the State of Assam, GAD as Registrar shifted from 'Outsourced' to '**In-House**' **Model** and procured **500 Aadhaar Enrolment Kits** for the same. With the successful implementation of In-House model, Assam has been able to reach more than 95% saturation. Also, **282**

CELC kits have been procured by GAD for Aadhaar linked Child Enrolments in Assam.

12. **Protocol arrangement during G20 Summit, 2023:** During India's **G20** Presidency, meetings of various Groups were held in Assam and during that time, GAD looked into the **Protocol Management** of all the Delegates.



13. **Disposal of Pension Case:** Regarding disposal of Pension matter through Kritagyata Portal, the Department achieved significant success. From the inception of Kritagyata Portal from April, 2022, Department has processed 322 Nos. of Pension Cases in the said portal. Out of 322 cases, 288 cases have been sanctioned by the A.G, Assam till date.