



CITIZEN'S CHARTER

INSPECTORATE OF FACTORIES
LABOUR WELFARE DEPTT.

GOVT. OF ASSAM

Chief Inspector of Factories, Assam
N.P.S. School Lane, Betkuchi,
Lokhra Chariali, N.H. - 37,
Guwahati-781040
Assam

2024

Citizen's Charter

1. **Definition:** Citizen's Charter is a written voluntary declaration by service providers about the nature of service provisions, service standards, choice, accessibility, non-discrimination, transparency & accountability. It is a process, constantly evolving to meet the expectations of the citizens/clients. It is essentially about the rights of the citizen and the obligations of the public servants towards ensuring good governance. The Inspectorate of Factories, Assam was created in the year 1929. The purpose of this Inspectorate is to effectively enforce all the laws and regulations particularly The Factories Act, 1948 and the Assam Factories Rules, 1950 concerning safety, health and environment at work places in all economic activities through an adequate and effective inspection system. This charter is to define the commitments of the Factory Inspectorate to its clients/citizens for a better quality service delivery in a transparent, accountable and value for money way.
2. **Vision:** To achieve occupational safety, health and environment in the factories of the State of Assam.
3. **Mission:** To ensure decent, safe and healthy working conditions for every worker in factory.
4. **Business transacted:**
 - i. Enforcement of The Factories Act, 1948, The Assam Factories Rule, 1950 and other Acts & Rules applicable in the factories of the state of Assam.
 - ii. Inspection and providing practical guidance and encouraging employers and employees in their efforts to reduce the incidence of occupational safety and health risks at work places and to improve safe and healthful working conditions.
 - iii. Investigation and recommendation of work related accidents and dangerous occurrences, their causes and measures for prevention of future recurrence.
 - iv. Prosecution and control as deterrent for violation of laws.
 - v. Examination, testing and certification of stability of buildings, machineries and equipments being used in the factories.
 - vi. Work as Member Secretary of Crisis Group formed under the Chemical Accidents (Emergency Plan, Preparedness and Response) Rules, 1996.
 - vii. Promotion of safety and health awareness through training programs, seminars and workshops.
 - viii. Monitoring of work environment for mitigation of Air and Water pollution, temperature, noise level etc. and to arrest and eliminate occupational diseases in the factories.
 - ix. Collection, compilation and furnishing of statistical data on employment, activities of Inspectorate and Factories including work related injuries, diseases and dangerous occurrences.

- x. Preparation of Off-site Emergency Plan for factories assisting the District Administration Authority.
- xi. Recognition of competent persons for third party test, examination and certification of buildings, machineries and equipments.

5. Acts & Rules enforced: The Acts & Rules administered by the Inspectorate are:-

- ✓ The Factories Act 1948.
- ✓ The Assam Factories Rules 1950.
- ✓ The Assam Factories Safety Officers' Rule 1980.
- ✓ The Assam Factories Welfare Officers' Rules.
- ✓ The Payment of Wages Act 1936.
- ✓ The Cotton Ginning and Pressing Act 1936.
- ✓ The Assam Physically Handicapped persons (Employment in factories) Act 1986.
- ✓ The Assam Physically Handicapped persons (Employment in factories) Rules 1992.
- ✓ Manufacture, Storage, import, and Handling Hazardous Chemicals Rules 1989.
- ✓ The Assam control of Major Accidents Hazards Rules 1992.
- ✓ The Chemical Accidents Emergency Planning (Preparedness and response) Rules 1996.
- ✓ The Child Labour Prohibition and Regulation Rules Act, 1986.
- ✓ The Child Labour Prohibition and Regulation Rules, 1992.

6. Clients / Stakeholders:-

- ❖ Citizens/ Entrepreneurs
- ❖ Occupier of Factories
- ❖ Owner of Factories
- ❖ Workers of Factories
- ❖ Central Govt./ State Govt.
- ❖ Designer, manufacturers, Importer or Supplier of articles or substances for use in any factory.
- ❖ NGO

7. Service Norms:

Sl. No	Services rendered	Conditions	Time limit	Fees	Remedies	Contact Details of Officer responsible for the service delivery
1	Site Appraisal for hazardous factory (Recommendation by Site Appraisal Committee)	<p>For initial location OR, expansion of factory:-</p> <p>(a) Application to the Site Appraisal Committee prescribed under Rule 61G(3)(b) (15 copies along with following documents)</p> <p>(b) Land Documents (deed of ownership/ lease, indicating Dag No. & Patta No., Total Area, etc.)</p> <p>(c) Clearance certificate from State/ Central Govt. under I.F.Act,1927 and E.P.Act,1986.</p> <p>(d) N.O.C. from Local authority in respect of location of such factory.</p> <p>(e) Site Plan showing details as indicated in item 3.1(a)-(e) & 3.4 of the application format .</p> <p>(f) Block diagram of the buildings and installations, in the proposed site.</p> <p>(g) Soil test report.</p> <p>(h) Contour Map of the area.</p> <p>(i) Project Report in detail.</p> <p>(j) Proposed Health and Safety Policy.</p> <p>(k) Meteorological data relating to the site (ref: Item No. 6.1 to 6.4 of the application format.)</p> <p>(l) Process flow diagram with brief description of manufacturing process and technology.</p> <p>(m)Material Safety Data Sheet in respect of each hazardous substance.</p> <p>(n) Process Hazards Information (ref: Item No. 11.1 to 11.3 of the application format.)</p> <p>(o) On-Site Emergency/ Disaster preparedness Plan and Off-Site Emergency Plan/ Mutual Aid Scheme.</p> <p>(p) Partnership deed in case of a firm or other association of individuals.</p> <p>(q) Articles of Association in case of a company along with list of directors/ shareholders.</p>	30 days	Nil	-	<p>Er. D.C. Deka, Chief Inspector of Factories, Assam.</p> <p>O/o Chief Inspector of Factories, Assam, N. P. S. School Lane, Betkuchi, Lokhra, Guwahati - 781040</p> <p>Mobile No. 9435380069</p> <p>Email: dipakchandra_deka@yahoo.com</p>

2	Forwarding of Site Appraisal for grant of permission from Govt.	(a) If recommended by The Site Appraisal Committee.	7days	Nil	-	-do-
3	Approval of factory plans	<p>For initial location OR, expansion of factory including installation of additional machinery or for installation of prime movers exceeding the horse power already installed :-</p> <p>(a) Govt.'s order granting permission (for Hazardous Factory only). (b) Form No. 1 Prescribed under Rule – 3 (in triplicate) (c) Process Flow Diagram (d) Brief write up on process and technology (e) Plans in duplicate (Blue Printed)</p> <p>(i) drawn to scale showing the site of the factory and immediate surroundings including adjacent buildings and other structures, roads drains etc.</p> <p>(ii) drawn to scale showing the plan, elevation and necessary cross-section of the various buildings, including all relevant details relating to natural lighting, ventilation and means of escape in case of fire. The plan shall also clearly indicate the position of the plant and machinery, aisles, electrical panels, switches, motors with rated H.P. etc and passage ways.</p> <p>(f) NOC from local authorities in respect of non- agricultural land, forest, wet land, hills, sanctuaries etc (SDG – 15, Assam vision 2030) (g) Clearance certificate from the controller of explosives wherever applicable. (h) Certified true copy of executed deed of ownership/ lease/ allotment of land/ building/ flat etc.</p>	7days	Nil	Deemed to be approved after 90 days.	<p>Er. D. C. Deka, Chief Inspector of Factories, Assam. O/o Chief Inspector of Factories, Assam, N. P. S. School Lane, Betkuchi, Lohra, Guwahati - 781040 Mobile No. 9435380069</p> <p>Email: dipakchandra_deka@yahoo.com</p> <p>Ph No. Off- 0361-2528204 Mobile – 9435380069</p> <p>Email Id - cif_assam@yahoo.co.in</p>

4	Registration of factory and grant of licence.	<p>The application along with the following documents must be submitted at least 15 days before the factory is taken into use :</p> <p>(a) Form No. 2 prescribed under Rule – 4 and Rule – 7 in triplicate (b) Treasury Receipt in original, showing deposit of appropriate fees as per schedule A,B or C [Rule 5 – (1)] (c) Executed Deed of Partnership in case of a firm or other association of individual and nomination of occupier/ licensee for the purpose of the Act. (d) Articles of Association and Memorandum of Incorporation in case of a company under the Indian Companies Act 1956, and list of Directors/ Shareholders and resolution of B.O.D.'s for nomination of occupiers for the purpose of the Act. (e) Appointment letter in respect of Chief Administrative head of the unit from the concerned Ministry/ Board in case of Govt. / Local Fund as occupier for the purpose of the Act.</p>	30 days	As per Schedule“A”or, Schedule”B” and/or, Schedule”C”.	Renewable yearly	<p>Er. D. C. Deka, Chief Inspector of Factories, Assam.</p> <p>O/o Chief Inspector of Factories, Assam, N. P. S. School Lane, Betkuchi, Lohra, Guwahati - 781040</p> <p>Mobile No. 9435380069</p> <p>Email: dipakchandra_deka@yahoo.com</p> <p>Ph No.</p> <p>Off- 0361-2528204</p> <p>Mobile – 9435380069</p> <p>Email Id - cif_assam@yahoo.co.in</p>
5	Amendment of licence	<p>For increase in number of worker and/or for increase in the horse power already installed:-</p> <p>(a) Original licence (within validity period) (b) Form No. 2 prescribed under Rule – 4 and Rule – 7 in triplicate. (c) Copy of letter of approval of plan for installation of additional machinery or for installation of prime movers exceeding the horse power already installed (d) Treasury Receipt in original, showing deposit of appropriate fees.</p>	7 days	Rs.100/- plus the amount (if any) by which the fee that would have been payable if the licence had originally been issued in the amended form exceeds the fee originally paid for the licence.	As and when demanded.	-do-

9	Renewal of licence	<p>Application must be received not less than 30 days before the date of expiry of the licence along with-</p> <p>(a) Original Licence (within validity period)</p> <p>(b) Form No. 2 prescribed under Rule – 4 and Rule – 7 in triplicate</p> <p>(c) Treasury Receipt in original, showing deposit of appropriate fees as per schedule “A”, ”B” or ”C” [Rule 5 – (1)]</p>	30 days	<p>Same fee as for the grant of licence. However, 25% excess over fees originally paid for the licence will be charged if the application for renewal is not received 30 days before the date of expiry of the licence.</p>	<p>Premises shall be held duly licensed if applied within the stipulated time.</p>	-do-
10	Issue of exemption order on periods of work of any adult workers in any factory	<p>To deal with an exceptional press of work subject to the following-</p> <p>(a) The total number of hours of work in any day shall not exceed twelve;</p> <p>(b) The spread over, inclusive of intervals of rest, shall not exceed thirteen hours in any one day;</p> <p>(c) The total number of hours of work in any week, including overtime, shall not exceed sixty;</p> <p>(d) No worker shall be allowed to work overtime, for more than seven days at a stretch and the total number of hours of overtime work in any quarter shall not exceed seventy-five.</p>	7days	Nil	-	<p>Er. D.C. Deka, Chief Inspector of Factories, Assam.</p> <p>O/o Chief Inspector of Factories, Assam, N. P. S. School Lane, Betkuchi, Lohra, Guwahati - 781040</p> <p>Mobile No. 9435380069</p> <p>Email Id - cif_assam@yahoo.co.in</p>
11	Acceptance of Stability Certificate of factory building	<p>(a) Report on examination and structural design calculation of the factory building/ buildings the plans of which have been approved by CIF, Assam, submitted by competent person.</p> <p>(b) Stability certificate (Three copies) signed by competent person.</p>	3 days	Nil	<p>Certificate of Stability is to be issued by Competent Person Authorised u/s 6& 112 of the Act.</p>	-do-

12	Accident investigation	To be reported-		Nil	-	1. Chief Inspector of Factories, Assam, Guwahati-781040 2. Senior Inspector of Factories, i/c Zonal Factory Office 3. Inspector of Factories, i/c District Factory Office respectively as the case may be .(Ref : list of officers).
	(a) Fatality and Serious (b) Explosion / gas leakage / fire etc.	(a) forthwith by telephone or telegram and must be confirmed within 48 hours by a written report in Form No.-18, OR, (b) by special messenger in Form No-18 To be reported- (a) forthwith by telephone or telegram and must be confirmed within 5 hours by a written report in Form No.-18-A, OR, (b) by special messenger in Form No-18-A within 5 hours.	3 days 3 days			
13	Inspection, Instruction and Guidance	To provide guidance on – (a) Safety provisions (b) Health provision (c) Provisions related to Hazardous processes (d) Welfare facilities (e) Maintaining records hours of work in prescribed registers (f) Procedure to follow in granting Annual Leave with Wages (g) Special Provisions (h) Submission of Annual Return and Half Yearly Return	7 days	Nil	7 days time for rectification and compliance and also may seek additional time if admissible.	Concerned Inspector (including Senior Inspector of Factories).
14	Issue of Fitness Certificate.	On application by the manager of a factory or any young person or his parent or guardian accompanied by a document signed by the manager that such person will be employed in such place, manufacturing process and the nature of work that the Certifying Surgeon has personal knowledge thereof, for work in the factory, if- (a) the young person has completed his fourteenth year, attained the prescribed physical standards and that he is fit for such work , (b) the young person has completed his fifteenth year, and is fit for a full day's work (c) the adult person has attained his eighteenth year and is fit for work in a hazardous process.	7 days	Rs. 50/- for grant or renewal [yearly in case of (a) and (b) and half yearly in case of (c)] of each certificate, to be paid by the occupier.	The fee payable for a certificate shall not be recoverable from the young person, his parents or guardian.	Concerned Certifying Surgeon at Zonal Factory Office respectively as the case may be.(Ref : list of officers).

		(d) the physically handicapped person is an adult and his name is registered at any employment exchange in the state.				
15	Examination & testing of Machines and equipments	<p>Manager is to inform any Competent Person authorized for the purpose for certification /renew of the following-</p> <ul style="list-style-type: none"> (a) Hoists and Lifts (b) Lifting machines, Chains, Ropes, and Lifting tackles (c) Pressure vessels or Plant (d) Confined spaces filled with dangerous gas, fume, vapour or dust. 	7 days	Nil	Mandatory third party certification under Factories Act	Competent Person recognized under sec.28,29,31 and 36 (Refer list of Competent Persons from the dept.'s Website)
16	Grant/Forwarding of leave application	<p>Applicant, Non-Gazetted is to apply at least 10 days and Gazetted 30 days before along with the following-</p> <ul style="list-style-type: none"> (a) Application in prescribed Form at (for Earned Leave, Maternity Leave as well as Child Care Leave whichever is applicable) (b) Medical Certificate from Govt. doctor (For Commuted Leave & Maternity Leave only). (c) Birth Certificate of child (for Child Care Leave only upto 18 years of age of the child for two children only). 	5 days	Nil	-	<p>Er. D. C. Deka, Chief Inspector of Factories, Assam.</p> <p>O/o Chief Inspector of Factories, Assam, N. P. S. School Lane, Betkuchi, Lokhra, Guwahati - 781040</p> <p>Mobile No. 9435380069</p> <p>Email: dipakchandra_deka@yahoo.com</p>

17	Forwarding of Pension cases	<p>To be submitted not less than 6 months before retirement the following-</p> <p>(A) For retiring employee-</p> <ul style="list-style-type: none"> (a) Service Book (b) NDC from Estate Officer (c) Descriptive Roll in triplicate (d) 3 (three) copies of joint photographs duly attested (e) 2 (two) copies of specimen signature / two slips bearing left thumb impression duly attested (f) Last Pay Certificate incorporating GPF A/c No. (g) Particulars/ Service statement/ Service Roll in case non-gazetted Govt. Servant specially Muster Rolls employees from date of engagement to date of retirement/ death with the entries of service regularization (h) Form-I (Revised) duly attested by the Head of Office (i) Form-2 (Revised) duly attested by the Head of Office (j) Form-1A (Revised) details of Family members (k) Form-19 with copy of sanction order of Provisional Pension and Provisional DCRG. (l) Copy of FIR and Police Report in case of missing Govt. Employee (m) For minor son/ daughter of Late Govt. Servant, through legal guardian appointed by a Court of Law in Form High Court J-52 (n) Terminal Gratuity only is admissible to M.R. Labour post having total qualifying service of less than 20 years (o) Annexure-A (Departmental Data Sheet) <p>(B) For Family Pension Cases-</p> <ul style="list-style-type: none"> (a) Service Book (b) Form-10 (Revised)- Application for family pension (c) Form-21 (New)- forwarding letter by Head of Office 	7 days	Nil	-	-do-
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		<p>(d) Last Pay Certificate incorporating GPF A/c No.</p> <p>(e) Nomination for gratuity- Form-12 or 13, 14 or 15 as the case may be duly signed by the Govt. Servant before his death and accepted by the Head of Office</p> <p>(f) Frm-3 (Revised) –Application for gratuity duly signed by the spouse of the deceased Govt. Servant or by the legal guardian duly attested by the Gazetted Officer</p> <p>(g) Form-20 (Revised)- Part-1 Section-I-Details of Service and other particular for assessing Pension & DCRG duly signed by Head of Office,; Part-I- Section-II- Details of Provisional family pension & Provisional Gratuity paid by the Head of Office and outstanding dues signed by the Head of Office</p> <p>(h) Annexure-A (Departmental Data Sheet)</p> <p>(i) Duly attested Photographs, Descriptive Roll, Specimen Signature (3-copies each) of the Family Pensioner .</p>				
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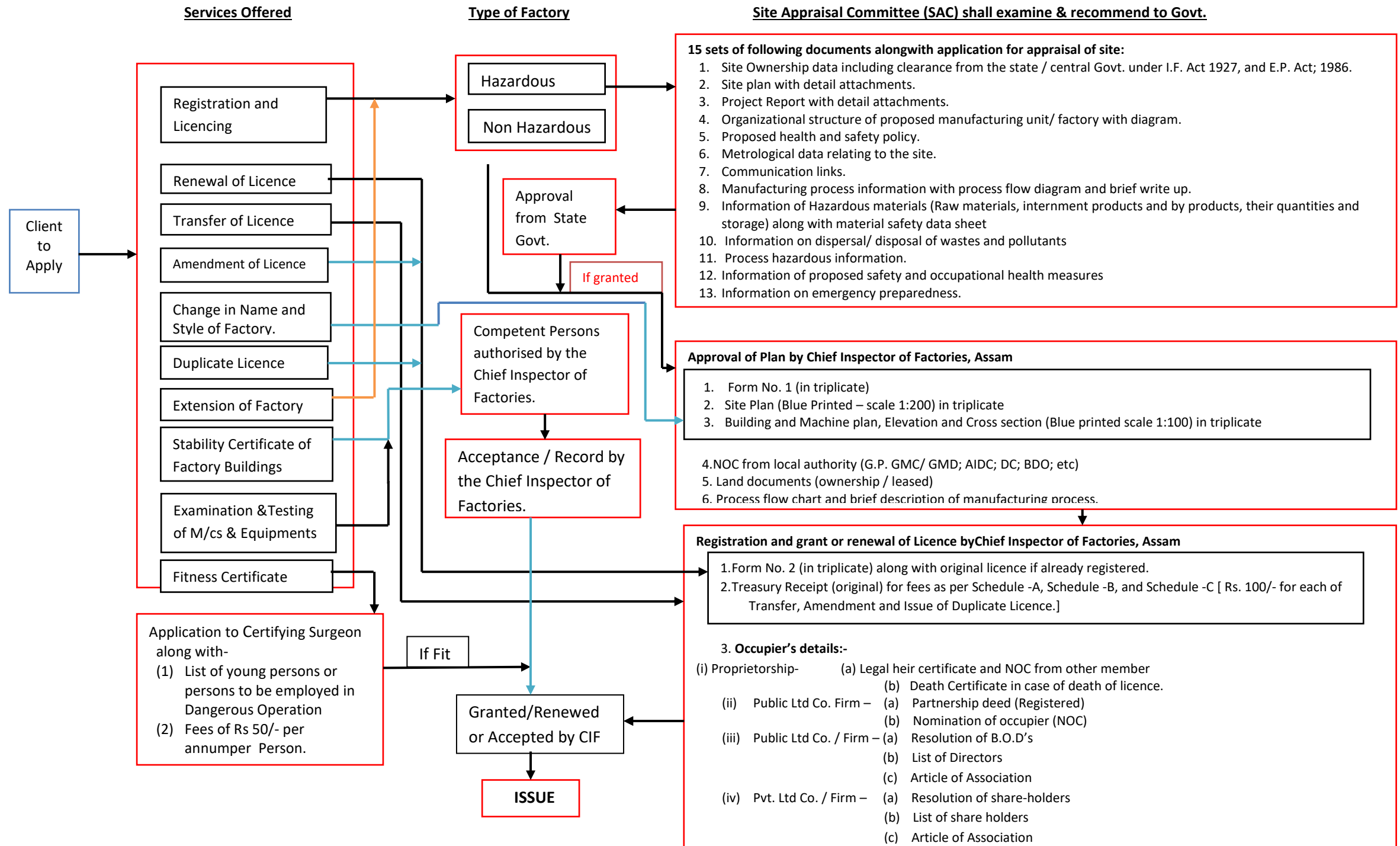
18	Forwarding of Medical reimbursement Bill.	<p>Applicable to –</p> <ol style="list-style-type: none"> 1) Dependent son upto 30 years of age, 2) Physically Handicapped son / daughter (no age limit) 3) Dependent parents (Father /Mother, parents including Step parent) 4) Husband & Wife <p>Documents to submit-</p> <ol style="list-style-type: none"> (a) Medical Certificate for treatment from Govt. Hospital/ Referral Board, (b) Prescribed Essential Certificate duly signed by concerned Medical Officer, (c) Medical Bill signed by authorized person /doctor of concerned hospital, (d) In case of referred treatment, letter from Referral Board, (e) Admissibility report on submitted bill from Director, Health Service, Assam (f) Prescribed check list signed by Head of the deptt. (g) Discharge Certificate from the Hospital concerned. 	7 days	Nil	-	-do-
19	Furnishing information on RTI Act.	<ol style="list-style-type: none"> (a) Application requesting information under RTI Act,2005 giving detail of name, address and contact No. of applicant. (b) Application fee by way of cash/DD/Banker's Cheque/IPO(for GoI) (c) Photocopy of BPL Card 	30 days	<p>Rs 10/- per application</p> <p>Rs 2/- per page of photocopy</p> <p>Application fee is exempted for BPL applicant.</p>	A first appeal may be preferred against the decision, with the Appellate Authority.	<p>Er. D. C. Deka,</p> <p>Chief Inspector of Factories, Assam.</p> <p>O/o Chief Inspector of Factories, Assam, N. P. S. School Lane, Betkuchi, Lohra, Guwahati - 781040</p> <p>Mobile No. 9435380069</p> <p>Email: dipakchandra_deka@yahoo.com</p>

20	Disposal of appeal under RTI Act, 2005	Any person who, (a) does not receive a decision within the time specified in sec 7(1), Or, (b) is not satisfied with the calculation and demand of further fee representing the cost of providing the information, Or, (c) is aggrieved by a decision of the SPIO	30 days	Nil	A second appeal may be preferred against the decision, with the State Information Commission	-do-
21	Uploading Acts/ Rules/OMs/Circulars in Website	Acts /Rules as mentioned in item No. 5 and other notifications	10 days	Nil	-	-do-
22	Updating of Website	-	Weekly	Nil	-	-do-
23	Additional services under RTPS Act.	(a) Office Order from Head of Office (b) Executive Instruction from competent authority	7 days	Nil	-	-do-

N.B.:-Fees to be deposited through Treasury Challan into the local Treasury under the head of account “0230, Labour & Employment, 104, Fees realized under The Factories Act, 1948”.

8. PROCESS FLOW CHART

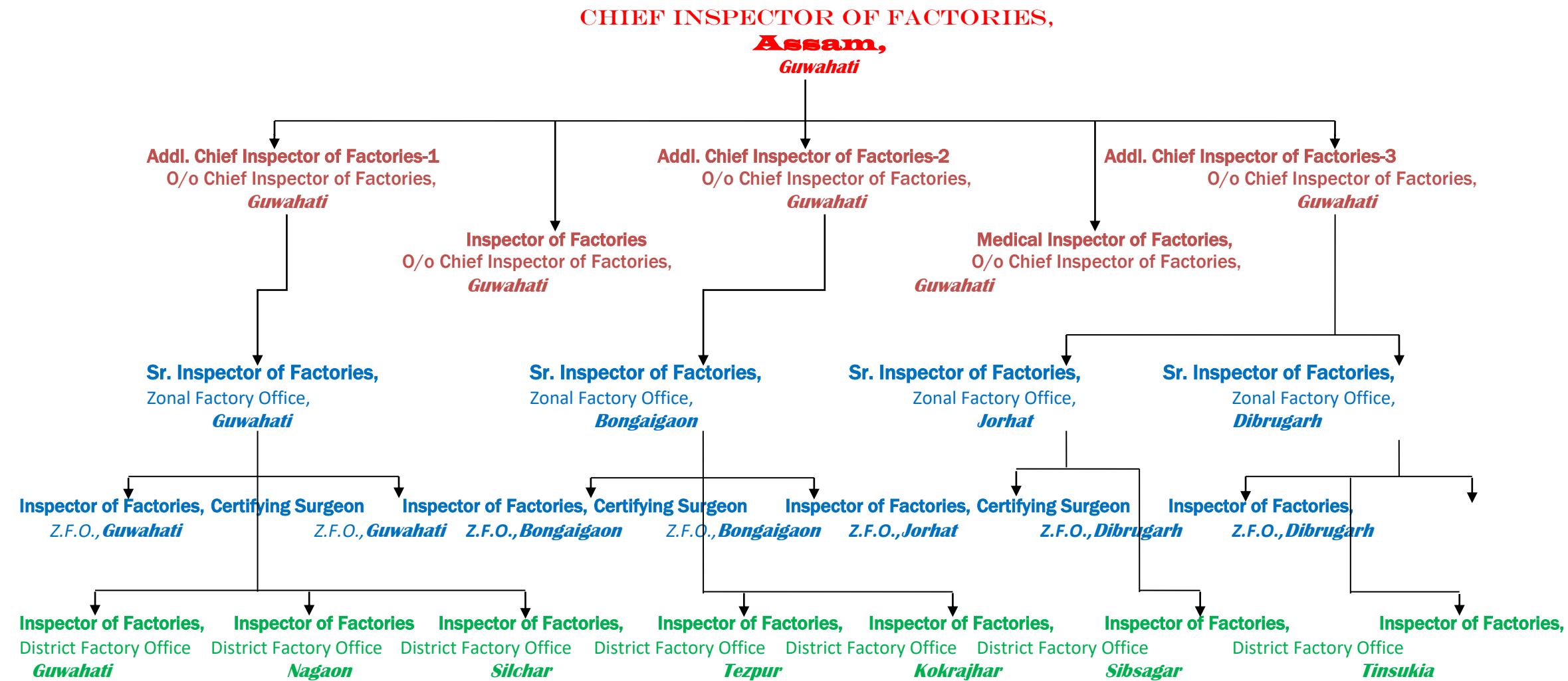
Chief Inspector of Factories, Assam



9. Appeals, Appellate Authority and Time limit:

Name of the Act, Section and Rules	Name of Appeal	Time Limit for preferring an appeal	Appellate authority	Time Limit for disposal by the Appellate Authority
U/s 107 of the Factories Act 1948 and Rule 97 of the Assam Factories Rule 1950	Appeal against the order of an Inspector of Factories	Within 30 Days of Service of the order by Inspector of Factories	Chief Inspector of Factories, Assam, Betkuchi, Lohra, Ghy-40.	30 Days of receipt of an appeal
	Appeal against the order of the Chief Inspector of Factories	Within 30 Days of the service of the order by Chief Inspector of Factories	Secy. to the Govt. of Assam, Labour and Employment Department, Dispur, Ghy-6.	30 days of receipt of the appeal.
Sub- rule12(8) of Schedule-XIX framed under Rule 94 prescribed under Sec.87 of the Factories Act.1948.	Any person may prefer an appeal against the diagnosis or decision of the Certifying Surgeon.	Within 30 days of receipt of report or order from the Certifying Surgeon.	Chief Inspector of Factories, who refers to the Medical Inspector of Factories for final decision.	30 days of receipt of an appeal.
Clause (b) of sub-rule(5) of rule (8) of Assam Factories (Safety Officers) Rules,1980	A Safety Officer may prefer an appeal against the imposition of any penalty on him by the occupier of the factory.	Within 30 days of the communication of the order by the occupier.	Chief Inspector of Factories, Assam, Betkuchi, Lohra, Ghy-40.	30 days of receipt of an appeal.
Sub-rule(6) of rule(8) of Assam Factories (Safety Officers) Rules,1980	A Safety Officer may prefer an appeal against the order of the occupier under Rule 8(4) or of the Chief Inspector of Factories, Assam, under Rule 8(5)(d) on him.	Within 30 days of the communication of the order by the occupier or the Chief Inspector of Factories, Assam.	Secy. to the Govt. of Assam, Labour and Employment Department, Dispur, Ghy-6.	30 days of receipt of an appeal.

10. Organizational Chart:-



11. Name, Designation and Contact No. of Key Officials:-

Sl No.	Head Office	Field Officers:	Contact Number	Jurisdiction
1a	Office of the Chief Inspector of Factories, Assam, N.P.S School Lane, Betkuchi, Lokhra, Guwahati - 781040	Er. D.C. Deka Chief Inspector of Factories, Assam.	94353-80069	Jurisdiction of entire state of Assam.
1b		Er. S.K. Dey Addl. Chief Inspector of Factories.	88119-40493	Jurisdiction of Senior Inspector of Factories, Zonal Factory Office, Guwahati.
1c		(Vacant) Addl. Chief Inspector of Factories.		Jurisdiction of Senior Inspector of Factories, Zonal Factory Office, Dibrugarh and Zonal Factory Office, Jorhat.
		(Vacant) Addl. Chief Inspector of Factories.		Jurisdiction of Senior Inspector of Factories, Zonal Factory Office, Bongaigaon
1d		Er. Shantanu Kaushik Borbora, Inspector of Factories, H.Q.	60016-35430	As assigned by the Chief Inspector of Factories.
1e		Er. Sujit Kumar Gurung, Inspector of Factories, H.Q.	70024-79059	As assigned by the Chief Inspector of Factories.
Sl. No.	Zonal Offices	Field Officers:	Contact Number	Jurisdiction
1a	Zonal Factory Office, Bhangagr, G.S.Road, Guwahati-5	Er. Gopal Krishna Bora Senior Inspector of Factories, i/c Zonal Factory Office, Bhangagarh, Guwahati-5.	94351-60729	Jurisdiction of Kamrup (Rural & Metro), Goalpara, Nagaon, Morigaon, Karbi-Anglong, Dima Hazao, Cachar, Karimganj and Hailakandi District.
1b		Er. Uditya Borah, Inspector Of Factories, Zonal Factory office, Bhangagarh, Guwahati-5.	86389-73800	Area starts at PaniTenki towards G.S. Road through Panbazar over bridge, North side of G.S. Road up to Khanapara circle and towards Khetri of Kamrup District.
1c		Er. Tapan Jyoti Das, Inspector Of Factories, Zonal Factory office, Bhangagarh, Guwahati-5.	98641-23966	Area of North bank of Kamrup District. Goalpara, Karbi-Anglong and Dima Hasao District.

2a	Zonal Factory Office, Bongaigaon	Er. N.S.Baruah, Senior Inspector Of Factories, i/c Zonal Factory office, Bongaigaon.	94350- 50997	Jurisdiction of Bongaigaon, Dhubri, Kokrajhar, Chirang, Baksa, Udalguri, Darraang, Sonirpur, North-Lakhimpur &Demaji District.
2b		(Vacant), Inspector Of Factories, Zonal Factory office, Bongaigaon.		Area of Udalguri & Darrang District.
2c		Er. Muzzakir Hussain, (Yet not joined) Inspector Of Factories, Zonal Factory office, Bongaigaon.	94351- 48078	Area of Bongaigaon, Baksa, Borpeta and Nalbari Disctict.
3a	Zonal Factory Office, Jorhat	Er. Anjan Das, Senior Inspector Of Factories, i/c Zonal Factory office, Jorhat.	94350- 02766	Jurisdiction of Jorhat, Golaghat, Sibsagar & Majuli District.
3b		Er. Arup Bordoloi, Inspector Of Factories, Zonal Factory office, Jorhat.	94353- 34996	Area of Golaghat District except Bokakhat Sub-Division.
3c		Er. Lipika Kalita, Inspector Of Factories, Zonal Factory office, Jorhat.	86388- 91395	Area of Jorhat District except Teok circle.
3d		(Vacant) Inspector Of Factories, Zonal Factory office, Jorhat.		Area of Bokakhat Sub-Division & Golaghat District & Teok circle & Jorhat District.
4a	Zonal Factory Office, Dibrugarh.	(Vacant), Senior Inspector Of Factories, i/c Zonal Factory office, Dibrugarh.		Jurisdiction of Tinsukia & Dibrugarh District.
4b		(Vacant) Inspector Of Factories, Zonal Factory office, Dibrugarh.		Lahowal to Panitola Shop, Hoogrija- Bhadoi Panch Ali excluding Duliajan town
4c		Er. B. Phukan, Inspector Of Factories, Zonal Factory office, Dibrugarh.	98646- 49635	Duliajan Town from Bha- Panch Ali to Namrup & Naharkatia.

4d		(Er. Arnab Pujari) Inspector Of Factories, Zonal Factory office, Dibrugarh.	70027- 74502	Moran to Lahowal including town.
Sl No.	District Offices:	Field Officers:	Contact Number	Jurisdiction
1	District Factory Office, Bhangagarh, G.S.Road, Guwahati-5	Er. Bhaskarya Madhurya Borah Inspector Of Factories, i/c Dist. Factory Office, Bhangagarh, Guwahati-5.	88228- 66844	Area of Kamrup District starts at Khanapara circle through G.S. Road (South side up to PaniTenki, Panbazar up to south part of Kamrup towards Boko.
2	District Factory Office, Nagaon	Er. Gaur Das Paul Inspector Of Factories, i/c Dist. Factory Office, Nagaon.	94351- 35137	The areas covered by Nagaon and Morigaon District.
3	District Factory Office, Silchar	Er. T. Rongpi Inspector Of Factories, i/c Dist. factory Office, Silchar.	94350- 90960	The areas covered by Cachar, Karimganj &HailakandiDisctict.
4	District Factory Office, Sibsagar	Er. Indrajit Neog, Inspector Of Factories, i/c Dist .factory Office, Sibsagar.	94350- 90960	The areas of Sibsagar District.
5a	District Factory Office, Tinsukia	(Vacant) Inspector Of Factories, i/c Dist. Factory Office, Tinsukia.	94350- 02766	Area of Tinsukia District starts from Makum Junction towards Doomdooma and Digboi both side.
5b		Er. Niranjan Rajkhowa, Inspector Of Factories, i/c Dist. Factory Office, Tinsukia.	99575- 67433	Area of Tinsukia District starts from Makum Junction towards Dibrugarh and Duliajan
6a	District Factory Office, Tezpur	Er. A.K. Shyam, Inspector Of Factories, i/c Dist. Factory Office, Tezpur.	84738- 75497	The areas of Sonitpur District upto west side BiswanathChariali.
6b		Er. Abhilsah Barman, Inspector Of Factories, Dist.Factory Office, Tezpur.	70025- 68653	Area of Sonitpur Disctict beyond Biswanath Chariali, Lakhimpur Disctict and Dhemaji Disctict.
7	District Factory Office, Kokrajhar	Er. Sanjarikha Kemprai Inspector Of Factories, i/c Dist. factory Office, Kokrajhar.	99543- 89328	The areas of Kokrajhar, Chirang and Dhubri Disctict.

12. Grievance Redressal:

A Grievance Redressal Cell is in operation in the Chief Inspectorate of Factories at N.P.S. School Lane, Betkuchi, Lakhra, Guwahati – 781040, and a Public Grievance Officer is designated for the department for prompt and efficient redressal of any complaint or grievance. However the officers-in-charge of the District and Zonal factory offices also act to redress any complaint or grievance locally in their respective jurisdiction with the approval and guidance from the Public Grievance Officer.

Complainants may use the department's website www.ciflabour.assam.gov.in for registering complaints/ grievances. He may also file petition in plain paper giving detail of his name, address, contact number and complaint / grievance to Er. D.C. Deka, Chief Inspector Of Factories & Public Grievance Officer, O/o Chief Inspector of Factories, Assam, N.P.S. School Lane, Betkuchi, Lakhra, Guwahati – 781040. Telephone No. 9435380069, Email. Id: dipakchandra_deka@yahoo.com.

All records, reports, and decisions taken in the redressal are computerized, compiled and maintained in a systematic way.

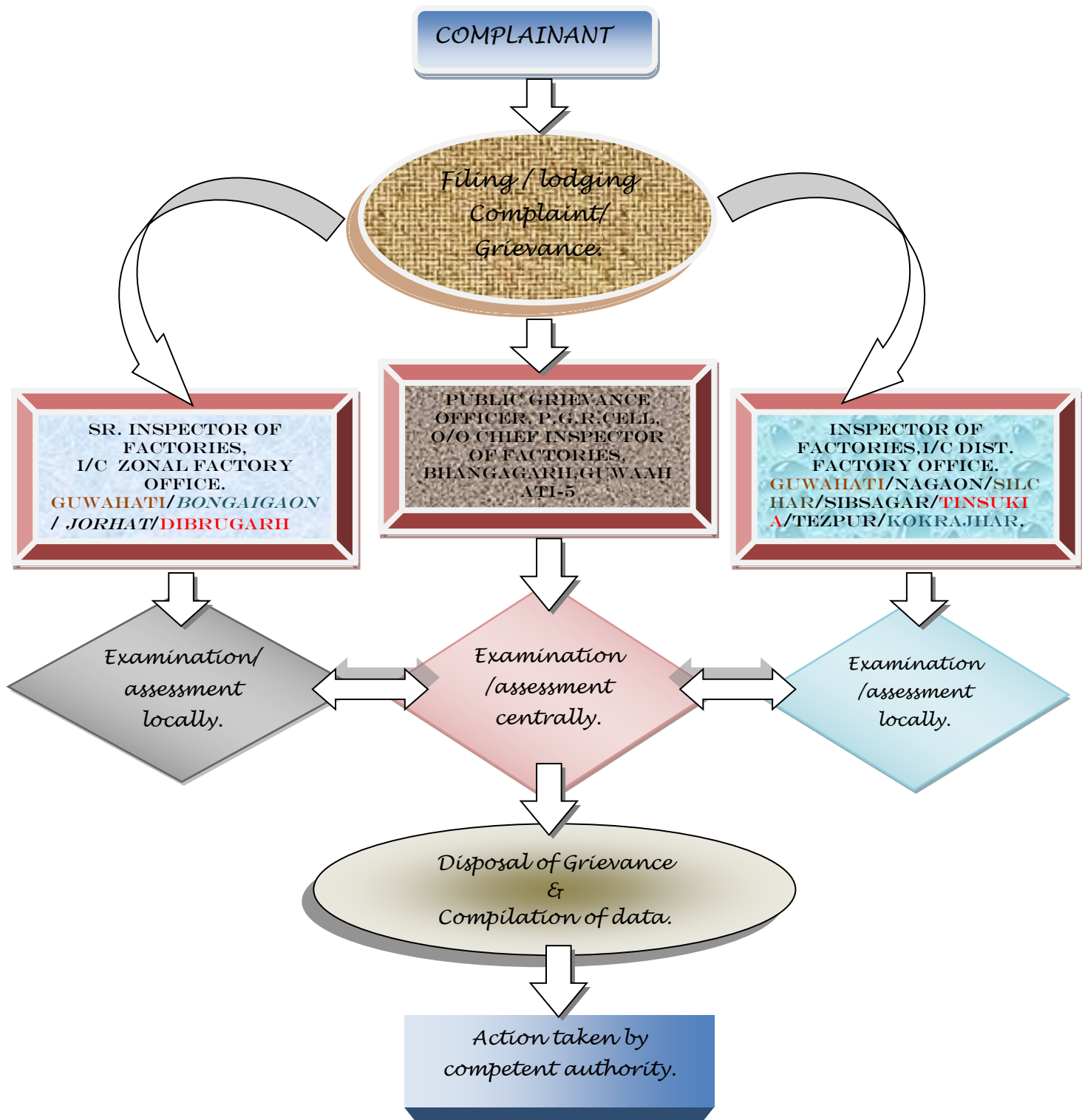
All complaints are acknowledged within 7 (seven) days and final report on the action taken are communicated within 30 (thirty) days.

Name, Addresses, Phone Nos. of Officials in charge of the Grievance Redress Mechanism:-

Sl. No.	Name & Designation of Officer	Address for correspondence	Telephone/ Fax/ e-mail.
1	Er. D.C. Deka, Chief Inspector Of Factories &Public Grievance Officer.	O/o Chief Inspector of Factories, Assam, N.P.S. Lane, Betkuchi, Lakhra, Guwahati -40.	94353-80069
2	Er. G.K. Bora, Senior Inspector Of Factories	i/c Zonal Factory Office, Bhangagarh. G.S.Road, Guwahati-5	94351-60729
3	Er. Anjan Das, Senior Inspector Of Factories	i/c Zonal Factory Office, Jorhat	94350-02766
4	Er. Arnab Pujari, Senior Inspector Of Factories	i/c Zonal Factory Office, Dibrugarh	70027-74502
5	Er. N.S. Baruah, i/c Senior Inspector Of Factories	i/c Zonal Factory Office Bongaigaon	94350-50997
6	Er. G. D. Paul, Inspector Of Factories	i/c District Factory Office, Nagaon	94351-35137

7	Er. A. Barman, Inspector Of Factories	i/c District Factory Office, Tezpur	70025-68653
8	Er. B.M. Borah, Inspector Of Factories	i/c District Factory Office, Bhangagarh, G.S.Road. Guwahati-5	88228-66844
9	Er. N. Rajkhowa, Inspector Of Factories	i/c District Factory Office, Tinsukia.	99575-67433
10	Er. T. Rongpi, Inspector Of Factories	i/c District Factory Office, Silchar.	94350-90960
11	Er.I. Neog, Inspector Of Factories	i/c District Factory Office, Sibsagar,	94350-90960
12	Er. S. Kemprai Inspector Of Factories	i/c District Factory Office, Kokrajhar	99543-89328

13. Flow chart for Complaint/Grievance:



14. Rights & Responsibility of Citizens:

- 1) It is the right of client/citizen to know the workings of Inspectorate of Factories, services it provides and its responsiveness to their needs.
- 2) Client/citizens also have liabilities for adherence to certain special provisions of the Acts & Rules as enumerated u/z 93, 111, 111A, 7A and 7B.
- 3) Clients have certain specific responsibilities & rights in relation to Hazardous processes as enumerated u/s 41B, 41C & 41H respectively.
- 4) Obstruction to officials (Sec 95); falsification of certificate of fitness(Sec 98) and wrongfully disclosing results of analysis(sec.96) are general liabilities all clients/citizens.

15. Obligation of Public Authority:-

- To provide quality service responsive to the needs of the public efficiently and at reasonable cost.
- Charging mindset from the power over public to care for duty.
- Continuous strive for close monitoring and periodic review for innovative initiatives and ideas to raise the level of standards of service delivery.
- Ensuring greater public satisfaction with services credibility.
- Being empathetic to clients/ citizens needs.
- Achieving reliability / consistency in performance.
- Showing courtesy and care to serve citizens better.

16. Expectation from public:

Increased clients/citizens participation for -

- Continuous up gradation of service delivery & its standards in most appropriate way.
- Successful implementation of charter to ensure good governance.
- Independent scrutiny & provide valuable feedback / suggestion and effective remedies.

17. Non justiciable:

While the commitments enshrined in the charter are not justiciable, they are in the nature of promises to be fulfilled with oneself and with the user.

18. Availability of Information:

Information on the following subjects can be obtained from our officers listed below.

Details of Information	Name & Designation of Officer	Address, Location of the office	Telephone/ Fax/email
1. Reforms of the organization, Performance appraisal, Amendments of Acts & Rules, Safety Cell.	Er. D.C. Deka, Chief Inspector of Factories.	O/o Chief Inspector of Factories, Assam, N.P.S. School Lane, Betkuchi, Lohra, Guwahati - 781040	9435380069 dipakchandra_deka@yahoo.com
2. Transperency & Right to Information, Public Grievance / Complaints Redressal, Parliamentary Affairs.	Dr. S.K. Dey, Addl. Chief Inspector of Factories.	--do--	8811940493 sanjoy.dey1@gmail.com
3. Website Management, Ease of Doing Business, DGFASLI/ RLI, e-procurement, Training & Capacity Building, H.R development, Seminars, Workshop, Periodical Meetings & Publicity.	Er. D.C. Deka, Chief Inspector of Factories.	--do--	9435380069 dipakchandra_deka@yahoo.com
4. Assembly Questions, Emergency Plans, Forest and Environment Acts and Rules.	Er. D.C. Deka, Chief Inspector of Factories.	--do--	9435380069 dipakchandra_deka@yahoo.com
5. Industrial Hygiene Laboratory, Testing, Analysis and Environment monitoring.	Dr. S.K. Dey, Addl. Chief Inspector of Factories.	-do-	8811940493 sanjoy.dey1@gmail.com
6. Office Computerization, Customer information	Er. D.C. Deka, Chief Inspector of Factories.	-do-	9435380069 dipakchandra_deka@yahoo.com

19. Availability of Forms, Registers, Books on Acts & Rules:-

Title of the Form	Fee to be paid	Whom to contact
The Factories Act & Rules	Rs.150/-	Er. Dipak Chandra Deka, Chief Inspector of Factories, Assam. Ph.No. 9435380069 e-mail Id.: dipakchandra_deka@yahoo.com
Form No.1,2,5,11,18, 18A, &19 .	Nil	-do-
Returns Form 21 & IV, 21A, and 22	Nil	-do-
Registers – Form No.-7 and Form No.26 Form No.10 and Form No.15 Form No.13 Form No.20	Rs.85/- each copy Rs.90/- each copy Rs.180/- Rs.2/- per copy	Officer-in-charge of District Factory Office, Or Zonal Factory Office.
Application for appraisal of Sites u/s 2(cb)	Nil	Er. Dipak Chandra Deka, Chief Inspector of Factories, Assam. Ph.No. 9435380069 e-mail Id.: dipakchandra_deka@yahoo.com
Application for Certificate of Competency: - Annexure II & III	Nil	-do-
Schedule of fees for licence& Annual Renewal :- Schedule-A, B & C.	-	May be downloaded from website
First Schedule- list of Hazardous process.	-	-do-
Second Schedule-Permissible levels of certain chemical substances.	-	-do-
Third Schedule - List of Notifiable Diseases.	-	-do-
Schedule Annexure-I for recognition of Competent Person u/s 2A.	-	-do-
Notifications- i)Schedule of Fees- reg. ii)Notified factories u/s 85.	-	May be downloaded from website and Assam Gazette Extraordinary.

20. Review: -

- We welcome suggestion from our client/stakeholders.
- We conduct opinion poll inviting objection or suggestion from all persons likely to be effected thereby till the expiry of a period of 45 days from the date of publication of drafts rules as directed by the State/Central Govt. regarding any amendment of the Acts & Rules through official gazette Notification.
- We hold periodical meeting/seminars/workshop, with the clients/stakeholders and/or their representatives sector wise and anybody wishes to be associated with this may please contact Er. Dipak Chandra Deka, Chief Inspector of Factories, O/o Chief Inspector of Factories, Assam, N.P.S. School Lane, Betkuchi, Lokhra, Guwahati – 781040 or mail us at cif_assam@yahoo.co.in
- *This Citizens' Charter is subjected to revision and improves yearly.*

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