



**Citizen/Client Charter**

**Department of Personnel, Administrative  
Reforms & Rajbhasha,  
Government of Jharkhand,  
Ranchi**

**-:Address:-**

**First Floor,  
Project Building,  
Jharkhand Mantralaya  
Dhurwa, Ranchi.  
Pin- 834004**

## **Vision**

Personnel, Administrative Reforms and Rajbhasha Department envisions to attain accountable, transparent, responsive, effective and efficient functioning of the business allotted to the Department. It endeavours to ensure a seamless delivery of public services by disciplining and strengthening the cutting-edge administration.

## **Mission**

- To build a strong, effective and efficient district administration.
- To provide transparent, effective and efficient recruitment, promotional and disciplinary policies.
- To put forth administrative reforms and service process re-engineering with utmost importance.
- To train mentor and motivate personnel for developing high level skills with high moral and ethical standards in work.
- To adopt the use of Information and Communication Technology to attain the requirements.
- To encourage and empower personnel to use Hindi as Rajbhasha in the State.

## **Mandate**

(List of work responsibilities of the Department)

- (i) Indian Administrative Service.
- (ii) Jharkhand Civil Service (Including Judicial Officers)

Note :- The immediate control of officers of the services specified in entries (i) and (ii) who are employed in different branches of the administration, controlled by other Departments of the Secretariat rests with the Departments concerned. But the Personnel and Administrative Reforms Department should invariably be consulted for any proposed order inflicting punishment or censure. Action which may lead to dismissal, removal or reduction in rank of any member of these services shall be taken in the Personnel and Administrative Reforms Department.

- (iii) Appointment of High Court Judges
- (iv) Administrative charge of residences, other than those at Ranchi, of officers of the Indian Administrative Service or of officer holding substantively or officiating of the posts borne on the cadre of the Indian Administrative Service.  
Note :- This does not include the residences of officers of the Indian Civil Service or the Indian Administrative Service in charge of subdivisions.
- (v) The Civil list
- (vi) Interpretation of all rules affecting the Public Service other than those rules which regulate pay, allowance, pension and other financial matters
- (vii) Holidays
- (viii) Departmental Examinations
- (ix) Government Servants Conduct Rules
- (x) The Public Service Commission.
- (xi) Staff Selection Commission
- (xii) Territorial jurisdictions of Districts and Subdivisions
- (xiii) Manpower Plan and Training Plan of all State Personnel (State Service) and SKIPA.
- (xiv) Co-ordination of development of service life of all State Personnel (State level Government servant).
- (xv) Liaison with Union Public Service Commission
- (xvi) Development of personnel for high posts – Appointment of Secretary, Deputy Secretary and Officers of Assistant Secretary's level in the Secretariat and Officers of regional level
- (xvii) Appointment of assistants, stenographers, lower division clerks, etc. of the Secretariat and attached offices and conduct of prescribed examination for them
- (xviii) Control and establishment of joint cadre of ministerial staffs of the Secretariat
- (xix) Establishment of Secretariat IVth Grade employees
- (xx) Appointment of Lokayukt and all matters concerning his establishment etc.
- (xxi) State Information Commission, Commission for Backward Classes
- (xxii) Reservation for Scheduled Castes, Scheduled Tribes and Backward Classes, employment and education policy formulation and reservation formulation of different classes
- (xxiii) Establishment of Divisional Commissioners, Deputy Commissioners and Sub-divisional officers

- (xxiv) Establishment of all subordinate officers and employees of the department
- (xxv) Maintenance of all movable and immovable properties under control of the department
- (xxvi) Ensure cleanliness in offices and buildings within the department.

## **Administrative Reforms & Innovation**

- (i) Public Service Delivery.
- (ii) Innovation in Governance.
- (iii) Administrative upgradation in all departments and reforms in policy related and work culture as well as innovation.
- (iv) Research work regarding personnel administration.
- (v) Organisation and Method.
- (vi) Simplification of procedures applied in departmental works, digitization and establishment of a transparent system through e-government tools.

## **RAJBHASHA DEPARTMENT**

- (i) Determination and implementation of the language policy of the State.
- (ii) Hindi Translation of official literature along with translation of Gazetteer and laws.
- (iii) Preparation and publication of guideline literature for official work in Hindi.
- (iv) To evolve, compile, publish and propagate Hindi lexicon
- (v) Determination of the status of Hindi in departmental examination for appointment, confirmation and promotion of Government servants and formulation of status of the other language
- (vi) Conducting of training and examination in Hindi of Government Servants.
- (vii) Co-ordination with Central and other State Government in the matter of State language.
- (viii) Arranging conference, seminars, exhibitions etc. on State language and sanctioning of grants-in-aid to institutions connected therewith.
- (ix) Inspection of the progress in the usage of Hindi in Government officers.
- (x) Hindi Pragati Samiti and other advisory committees.
- (xi) Translation and publication of official literature in the linguistic minority languages such as Urdu, Bengali and Oriya.
- (xii) Publication of the Magazine 'Rajbhasha'.
- (xiii) Rajbhasha research Institute.
- (xiv) Co-ordination of the work relating to official language in different departments.

## Services

	Service	Service Standard
1	Public Grievance Redressal (i) Action on complaints  (ii) Monitoring complaints	Forwarding complaints and monitoring so as to ensure that concerned sections have finished. compliance as fast as possible within 60 days. Every week.
2	Reference Matter	One week
3	Self disseminations of information	One week website – <a href="http://dopjharkhand.gov.in">dopjharkhand.gov.in</a>
4	Appointment on cadre posts	Sending requisition to JPSC/JSSC time-to-time.
5	Declaration of leave	Every year
6	Celebration of 'Hindi Day'	Every year 14 <sup>th</sup> September
7	Public services under control of the Department	(A) Issuance of Caste Certificate – (i) On receipt of application with recommendation of regional officials in the Designated Officers office – 15 working Days (ii) On receipt of application directly in the office of Designated Officers – 30 working Days. (B) Residential Certificate - (i) On receipt of application with recommendation of regional officials in the Designated Officers office – 15 working Days (ii) On receipt of application directly in the office of Designated Officers – 30 working Days.
8	Celebration of Civil Service Day	Every Year.
9	Training of Personnel	As per requirement of concerned cadre.
10	Declaration of Public Services (Under Jharkhand State Guarantee to Public Services Act, 2011)	Time-to-time
11	Meeting of Central Compassionate Committee	Every 3 months.

## **Nodal Officer for Public Grievance Redressal**

Name Mr Chandra Bhushan Prasad  
Designation Under Secretary  
Address First floor,  
Room No. 126, Project Bhawan,  
Jharkhand Mantralay Dhurwa,  
Ranchi – 834004  
Telephone : 0651 – 2400844, 9431134510  
E-mail : [cbp.jas@nic.in](mailto:cbp.jas@nic.in)  
Website : [www.jharkhandsamadhan.nic.in](http://www.jharkhandsamadhan.nic.in)

## **Nodal Officer under Right to Information Act**

Name : Mr. Fransis Xaxa,  
Designation : Under Secretary,  
Address : Room No. – 120, First floor,  
Project Building,  
Jharkhand Mantralay,  
Dhurwa, Ranchi-834004

## **Website of the department**

[dopjharkhand.gov.in](http://dopjharkhand.gov.in)  
[jhr2.nic.in/rtgs/](http://jhr2.nic.in/rtgs/)  
[jharpis.gov.in](http://jharpis.gov.in)

## Contacts

Sl. No.	Name/Designation	Contact Number
1	Secretary	0651 – 2400221
2	Secretary Cell	0651 – 2400221 2400253 (FAX)
3	Mr Suman Kumar, Additional Secretary	0651 – 2400868 9431770839
4	Mr A. K. Satyajit, Deputy Secretary	0651 – 2400844 9431701138
5	Mr Dilip Tirkey, Deputy Secretary	9470520458
6	Mr Om Prakash Sah, Deputy Secretary	8987660171
7	Mr Chandra Bhushan Prasad, Under Secretary	9431134510
8	Mr Shyamala Prasad Sinha, OSD-1/2	9934069048
9	Mr Yogendra Dubey, Deputy Secretary, Sec-7/8	9471301140
10	Mr Diwakar Pd. Singh, Deputy Secretary, Sec-14	9431584462
11	Mr Fransis Xaxa, Under Secretary	8084233731
12	Mr Bhushan Paswan, Under Secretary, Sec-15	9430344533
13	Mr Sanjay Deubey, Under Secretary, Sec-11	9431356744
14	Mr Harikishore Sudhanshu, Under Secretary, Sec-3/4	8877478014
15	Mr Nand Kumar Thakur, Under Secretary, Sec-9/10	8987721103
16	Mr Umesh Chandra Sinha, Under Secretary, Sec-13	994355670
17	Mr Ajay Trivedi, Under Secretary, Sec- 7/8	8987662430
18	Mr Mithilesh Narayan, Incharge Dy. Director Rajbhasha	9430330615
19	Mr Navin Kumar, P/A	9431446406
20	Mr Arun Kumar Sinha, Section Officer, Sec-1/2	9431358632

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