



## CITIZEN'S CHARTER, 2024

OF

### ASSAM STATE COMMISSION FOR RIGHT TO PUBLIC SERVICES

Block-I, Ground Floor, Janata Bhawan, Dispur-06

#### VISION

Our vision is to deliver transparent, timebound, notified public services to proactively facilitate an objective, accountable, ethical and responsive environment for notified service delivery to public. Our believe lies in improvement teamwork, innovation and changes.

#### MISSION

To foster excellence in governance through :

1. To make all notified services accessible to the public
2. To ensure efficiency, transparency, reliability in delivery of public services
3. To improve, strengthen public service delivery
4. To improve the quality of services to the citizens
5. To provide a single interface for citizen centric services

#### Grievance Redressal Mechanism:

Grievances may be submitted to Secretary, Assam State Commission for Right to Public Services, Block-I, Ground Floor, Janata Bhawan, Dispur-06 or vis e-mail to [rtps-commission@assam.gov.in](mailto:rtps-commission@assam.gov.in).