

# Citizen Charter Services

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## State Transport Service

Sl. No	Name of Service	Timeline in Days
1	Concessional Bus Pass General	2
2	Concessional Bus Pass Student	2
3	Concessional Bus Pass Senior Citizen (Pre-paid)	2
4	Concessional Bus Pass Senior Citizen	2
5	Transfer of Ownership of vehicle	24
6	HPA Cancellation and HPA Endorsement	7
7	Renewal of Registration	8
8	Alteration	8
9	Issue of NOC	24
10	Issue of Duplicate RC	7
11	Change of Address in RC	7
12	Renewal of Certificate of Fitness	4
13	New Registration	4
14	Conversion from Transport to Non-Transport or Non-Transport to Transport	7
15	Issue of Road tax	1
16	Issue of Learner's Licence	1
17	Issue of Driving Licence	5
18	Renewal of Driving License	4
19	Change of Address in Driving Licence	4
20	Issue of Learner's Licence for PSV and preparation of Memorandum	7
21	Duplicate Driving Licence/DL Replacement	3
22	Duplicate Learner's Licence	1
23	NOC for plying Contract Carriage Permit in all routes of South Andaman (CC Permit)	10
24	NOC for Contract Carriage Permit for all routes of North, Middle & South Andaman (after approval in STA meeting)	40
25	NOC for Public Carrier Permit for plying in all routes of South Andaman	10
26	NOC for Public Carrier Permit to ply in all routes of North, Middle & South Andaman (after approval in STA meeting)	40
27	Extension of existing Route Permit to ply in North, Middle & South Andaman (after approval in STA meeting)	7
28	Transfer of Permit	26
29	Renewal of Permit	10
30	Cancellation of Permit	10
31	Duplicate Permit	10
32	Vehicle replacement in permit (from old to new)	15
33	Temporary Permit incase of Public carrier (after submission of requisite documents for regular permit)	2
34	NOC for Stage Carriage ( subject to feasibility on the requirement of vehicle in the route & approval in STA meeting after verification of antecedents of the applicant)	10
35	Issue of Permit on purchase of vehicle after obtaining NOC from the Department	10

## Civil Supplies & Consumer Affairs

Sl. No	Name of Service	Timeline in Days
1	Inclusion	3
2	Deletion	3
3	Alteration	3
4	Child to Adult Conversion	3
5	Issuance of new ration card	15
6	Issuance of Duplicate Card	2
7	Separation of ration card	7
8	Transfer of Card	3
9	FPS Licence request	15
10	Re allotment of licence.	15
11	Modification of FPS details	3
12	Issue of verification and stamping certificate of Weight and measures under Rules 16 of A&N Islands Legal Metrology (Enforcement ) Rules 2011. (weights, scale, liters, platform balance, electronic balance, cloth meter, spring balance, dispensing pump, peg measures, self indicator, weigh bridge, flow meter, proven measures, volume filler etc)	2
13	Renewal of Stamping and sealing of Weights & Measures instrument license	12
14	Issue of Packaging license under Rule 27 of Legal Metrology (Packaged Commodities) Rules, 2011	15
15	Licensing of manufacturer, repairer and dealer of Weights and measures under Rule 11 of the A&N Legal Metrology (Enforcement) Rules.	12
16	Calibration of Taxi/Auto fare meters.	2
17	Calibration of Tank Lorry, volume filler and Dispensing Pump.	2

## A&N Islands Khadi & Village Industries Board

Sl. No	Name of Service	Timeline in Days
1	Prime Minister's Employment Generation Programme of KVIC (PMEGP scheme) Processing of loan applications received online after issue of press release, inviting application through local dailies, awareness campaign etc. & convening of DLTFC meeting (subject to accumulation of at least 15 projects)	30
2	Forwarding of DLTFC recommended applications /projects to the Lead Bank, SBI, Port Blair for its onward distribution among the financing banks.	15
3	Arrangement of EDP training for the online sanctioned units under PMEGP scheme (subject to accumulation of at least 20 candidates for each batch)	30
4	Marketing assistance through Khadi Gramodyog Bhavan-Receipt of samples from KVIB assisted / MSME units after inviting applications by the department through advertisement.	30
5	Selection of units & products after conducting physical & document verification	45
6	Market survey & finalization of rate / sale price of each product	30
7	Conveying acceptance of samples & its rates	15
8	Payment of the suppliers under marketing programme through KG Bhavan	10

## Animal Husbandry and Veterinary Services

Sl. No	Name of Service	Timeline in Days
1	Treatment of sick animals & Provision of Diagnostic services and other Veterinary Services for the livestock / poultry farmers as well as to provide Vaccination for the livestock / Poultry Diseases. Pets are also treated free of cost. (Offline)	
2	Artificial Insemination of Cattle and Goat.(Offline)	
3	Supply of Vanaraja day old chicks / Vanaraja Birds (Reared) / backyard poultry birds/ Ducklings and to provide good quality of calf/piglets/kids of goats to the farmers as per the availability.	15
4	To Carryout extension services for propagation of departmental activities and to provide training in Piggery, Poultry keeping, goat farming, Dairy Farming and Duck Farming	85
5	Technical assistance provided i.e Project Reports provided to the farmers for getting financial assistance from the bank and other agencies for establishing Animal Husbandry ventures.	6

## Directorate of Health Services

Sl. No	Name of Service	Timeline in Days
1	Issue of Planned Family incentive cheque	15
2	Issue of Drug License	60
3	Issue of Family Planning Certificate (Green Card)	15
4	Issue of Handicap Certificate	15
5	Issue of Medical Examination Reports	7
6	Issue of Lab Reports	3
7	Issue of Post Mortem Report	7
8	Birth Certificate	5
9	Death Certificate	5
10	Issue of Patient Case Sheets	3
11	Dulari Scheme Benefits	30

## Dr. B. R. Ambedkar Institute of Technology

Sl. No	Name of Service	Timeline in Days
1	TRANSFER CERTIFICATE	2
2	BONAFIDE CERTIFICATE	2
3	EXAM APPEARANCE CERTIFICATE/ COURSE COMPLETION	2
4	ISSUE OF MARKSHEET	1
5	ISSUE OF DIPLOMA CERTIFICATE	45
6	MIGRATION CERTIFICATE (Diploma)	15
7	MIGRATION CERTIFICATE( DEGREE)	
8	ISSUE of CDC (PDME)	60

## Department of Social Welfare

Sl. No	Name of Service	Timeline in Days
1	Sanction of Old Age Pension	45
2	Destitute Allowances	45
3	Widow Pension	45
4	Disability Allowance (Divyangjan)	45
5	Admission in Children's Home for Boys at Ferrargunj	5
6	Admission in Home for Orphan girls	5
7	Admission in Old Age Home at Ferrargunj	5
8	Admission in Home for Persons with disabled (Divyangjan)	5
9	Sanction of incentives under Indira Gandhi Matritv Sahyog Yojana (for South Andaman District only)	30



## Agriculture

Sl. No	Name of Service	Timeline in Days
1	Issue of No dues certificate	7
2	Issue of Loan-cum-subsidy/Shramdhan-cum-subsidy to farmers issue of subsidy on Micro Irrigation	121
3	Issue of Soil Health Card	45
4	Issue of Seed License	18

## Department of Art & Culture

Sl. No	Name of Service	Timeline in Days
1	Release of Grant-in-aid to Local Culture Organizations	90
2	Release of Grant-in-aid to PRIs for organizing village and block level Culture programmes	90
3	Issue of NCOs based on aims and objectives for the Societies for Registration under Societies Registration Act	7
4	Permission for Film Shooting in the Cellular Jail only for film based Freedom Movement	3

## Directorate of Education

Sl. No	Name of Service	Timeline in Days
1	Scholarship	15
2	Recognition of Private Schools	25
3	Grant-in aid to Govt. aided schools	25
4	Payment for Vendors	30
5	Counter Signature of students transfer Certificate	1

## Department of Industries

Sl. No	Name of Service	Timeline in Days
1	Andaman & Nicobar Islands Transport Subsidy for Micro and Small Enterprises	45
2	Andaman & Nicobar Islands Capital Investment Subsidy Scheme for Micro and Small Enterprises	45
3	Andaman & Nicobar Inter Islands Transport Subsidy for Micro and Small Enterprises	45
4	Subsidy for Procurement of Pollution Control Equipment, Captive Power Generation set, Solar, Wind, Bio-mass & Hydro power	45
5	Allotment of Sheds./Plots in Industrial Estate	45
6	Marketing Assistance through Sagarika Emporium	45

## Department of Tribal Welfare

Sl. No	Name of Service	Timeline in Days
1	Providing of additional scholarship to ST students pursuing higher education in local as well as mainland colleges	45
2	Providing of additional scholarship to OBC students pursuing higher education in local as well as mainland colleges	45
3	Financial assistance to tribal patient for undergoing treatment at mainland hospitals	30
4	RTI matters	30

## Labour Commissioner

Sl. No	Name of Service	Timeline in Days
1	Disposal of claims under Minimum wages Act 1948	15
2	Disposal of claims under Employee's Compensation Act 1923	90
3	Registration of Trade Union	30
4	Issuance of license under Factories Act.	15
5	Disposal of Industrial disputes	45
6	Release of EMD/ security Deposit to firms/contractors/ Out - sourcing agencies	15
7	Disposal of RTI application	
8	Issuance of licenses/registration under Shops & Establishment Regulation/Contract Labour Act/Building & Other Construction (RE&CS) Act.	15
9	Disposal of claim cases under Payment of Wages Act	30
10	Disposal of claim cases under Payment of Gratuity Act.	30
11	Attending complaints on Non-Payment & Less Wages.	20
12	Attending to complaints pertaining to employment of Child Labour	1
13	Registration/renewal of Employment Exchange card	1

## Andaman & Nicobar Police

Sl. No	Name of Service	Timeline in Days
1	Copy of FIR/ NCFIR	1
2	Passport Verification	14
3	Loud Speakers permission	1
4	Procession permit	1
5	Police report for Fire crackers license / Arms license/Explosive License/Excise license	20
6	Police Clearance Certificate	15
7	Fire NOC for Bar cum Restaurants, School Buildings, Fire Crackers	15

## Registrar of Cooperative Society

Sl. No	Name of Service	Timeline in Days
1	Organisation of Cooperative Society	7
2	Registration of Cooperative Society	90
3	Registration of amendment of bye-laws	30
4	Inquiry against Cooperative Societies violating norms/Byelaws	45
5	Conducting election of Cooperative Societies	
6	Disposal of Public Grievance & Appeals	20
7	Arbitration (Monetary & Non Monetary) in respect of cooperative societies	45
8	Providing of financial assistance to cooperative societies	
9	Audit of Cooperative Societies	90



## Electricity Department

S.No.	Services/ Works being provided	Documents required	Time frame for disposal		Officer(s) responsible for disposal of the services	Appellate Officer
			Urban	Rural		
<b>1.</b>	<b>PROVIDING OF NEW SERVICE CONNECITON</b>					
<b>i)</b>		Issue of application form/receipt of filled application form.	Same day		Junior Engineer	Assistant Engineer
<b>ii)</b>		Check with Checklist appended with application form for its conformity and if all documents/criteria of the checklist accept the application form along with documents.				
<b>iii)</b>		Issue of computer generated acknowledgement receipt to citizen mentioning timeline for service delivery (Inspection of Premises)				
<b>iv)</b>		Submission of application forms to the concerned Assistant Engineer of the Electricity department.	02 days		Junior Engineer	Assistant Engineer
<b>v)</b>		Checking of application form along with the documents submitted with the checklist.				
<b>vi)</b>		If found conforming the checklist accepts the application form and issues an acknowledgement.				
<b>vii)</b>		The application will be processed and inspection notice indicating likely date of inspection of the premises will be kept ready as per the timeframe.	07 days		Junior Engineer	Assistant Engineer
<b>viii)</b>		Delivery of inspection notice to the consumer & obtain computer generated acknowledgement.	01 day		Junior Engineer	Assistant Engineer
<b>ix)</b>		Site Engineer conducts inspection and gives inspection report to citizen on the spot conveying the deficiencies which require change / improvement (in accordance to the JERC guideline).	03 days	05 days	Junior Engineer	Assistant Engineer

<b>x)</b>		Site Engineer submits Inspection report along with estimate for new connection for installations found in order & preparation of demand note.	07 days	10 days	Junior Engineer	Assistant Engineer
<b>xi)</b>		Issue of approved demand notes & delivery to the concerned citizen and acknowledgement obtained.	04 days		Junior Engineer	Assistant Engineer
<b>xii)</b>		Citizen deposit the estimate charges in the form of DD payable to Electricity department along with pass book of security deposit.	18 days		Junior Engineer	Assistant Engineer
<b>xiii)</b>		Providing of Electric connection by JE (Subject to availability of power & Materials)	30 days		Junior Engineer	Assistant Engineer

S.No.	Services/ Works being provided	Documents required (Description of Complaints)	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
<b>2.</b>	<b>NO LIGHT COMPLAINTS</b>				
<b>i)</b>		Fuse blown out	Within 4 hours for urban area. Within 8 hours for Rural area.	Junior Engineer	Assistant Engineer
<b>ii)</b>		Service line broken /service line snapped from the pole	Within 6 hours for Urban area. Within 12 hours for Rural area.	Junior Engineer	Assistant Engineer
<b>iii)</b>		Fault in the distributor	Rectification of fault & thereafter restoration of normal supply within 12 hour. Temporary Supply to be restored within 4 hours from alternate source, wherever feasible.	Junior Engineer	Assistant Engineer
<b>iv)</b>		Distribution transformer failed/ burnt	Replacement of failed distribution transformer: Within 24 hours for Urban area Within 48 hours for Rural area Temporary restoration of supply through another backup source within 8 hours, wherever feasible.	Junior Engineer	Assistant Engineer
<b>v)</b>		HT mains failed	Rectification of fault within 12 hours. Temporary restoration of Power supply within 4 hours, wherever feasible.	Junior Engineer	Assistant Engineer
<b>vi)</b>		Problem in the Feeder / Substation	Repair and Restoration of supply within 48 hours. Restoration of supply from alternate source, within 6 hours, wherever feasible.	Junior Engineer	Assistant Engineer

<b>vii)</b>		Failure of Power Transformer	<p>Rectification action plan to be intimated to the Commission within 72 hours. Rectification to be completed within the time frame approved by the Commission.</p> <p>Restoration of supply from alternate source, within 6 hours, wherever feasible. Roaster load shedding may be carried out to avoid overloading of alternate source.</p>	Junior Engineer	Assistant Engineer
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### **3. QUALITY OF POWER SUPPLY**

S.No.	Services/Works being provided	Documents required (Description of Complaints)	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
<b>3.</b>	<b>CAUSE OF PROBLEM RELATED TO VOLTAGE VARIATION</b>				
<b>i)</b>		Local Problem	Within 4 hours.	Junior Engineer	Assistant Engineer
<b>ii)</b>		Tap of transformer	Within 3 days	Junior Engineer	Assistant Engineer
<b>iii)</b>		Repair of distribution line/ transformer	LT System within 30days, HT system within 120 days.	Junior Engineer	Assistant Engineer
<b>iv)</b>		Installation & Up- gradation of HT/LT System	Within 180 days	Junior Engineer	Assistant Engineer

S.No.	Services/Works being provided	Documents required (Nature of complaint)	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
<b>4.</b>	<b>COMPLAINT RELATED TO ENERGY METER</b>				
<b>i)</b>		Testing of disputed energy meters for excessive billing/ accuracy.	Within 30 days after receiving the complaints. If required the meter shall be replaced within 15 days <i>(Subject to availability of meter)</i> .	Junior Engineer	Assistant Engineer
<b>iii)</b>		Replacement of defective /stuck energy meters.			
<b>iii)</b>		Replacement of burnt energy meters.	The supply shall be restore within 6 hours upon receipt of complaint by passing the burnt meter. The new meter shall be provided within 3 days <i>(Subject to availability of meter)</i> .	Junior Engineer	Assistant Engineer
<b>iv</b>	<b>Shifting of Energy Meter</b>				
<b>a)</b>		Submission of application form to the concerned Assistant Engineer, processing of the application & issue of inspection notice indicating likely date of inspection of the consumer premises.	02 days	Junior Engineer	Assistant Engineer
<b>b)</b>		Inspection of premises for preparation of estimate by the Junior Engineer.	03 days	Junior Engineer	Assistant Engineer
<b>c)</b>		Submission of the inspection report along with the estimate for issue of demand note.	03 days	Junior Engineer	Assistant Engineer
<b>d)</b>		Issue of demand note to the applicant for payment of the estimate charges.		Junior Engineer	Assistant Engineer
<b>e)</b>		Desired service is provided , after the consumer deposits the estimate charge in the form of DD	10 days	Junior Engineer	Assistant Engineer

		<i>Subject to availability of material/As per the process flow of the department.</i>	02 days	Junior Engineer	Assistant Engineer
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S.No.	Services / Works being provided	Documents required	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
<b>5)</b>	<b>TRANSFER OF CONSUMERS CONNECITON AND CONVERSION OF SERVICE (Change of Ownership/Category)</b>				
<b>i)</b>		Change of consumer's name due to change in ownership/ occupancy for property (or) Transfer of consumer's name to Legal heir.	Change shall be effected within two billing cycles.	Junior Engineer	Assistant Engineer
<b>a)</b>		Submission of application form along with the relevant documents to the concerned Assistant Engineer.		Junior Engineer	Assistant Engineer
<b>b)</b>		Delivery of service as per the process flow of the department.		Junior Engineer	Assistant Engineer
<b>ii)</b>	<b>Change of category</b>				
<b>a)</b>		Submission of application form along with the relevant documents to the concerned Assistant Engineer, processing of the application form & issue of inspection notice indicating likely date of inspection of the premises.	02 days	Junior Engineer	Assistant Engineer
<b>b)</b>		Inspection of premises for preparation of estimate by the Junior Engineer.	03 days	Junior Engineer	Assistant Engineer
<b>c)</b>		Submission of the inspection report along with the estimate for issue of demand note.	03 days	Junior Engineer	Assistant Engineer
<b>d)</b>		Issue of demand note to the applicant for payment of the estimate charges.		Junior Engineer	Assistant Engineer
<b>e)</b>		Desired service is provided , after the consumer deposits the estimate charge in the form of DD	10 days	Junior Engineer	Assistant Engineer

		Subject to availability of material/As per the process flow of the department.	02 days	Junior Engineer	Assistant Engineer
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S.No.	Services/Works being provided	Documents required (Nature of complaints)	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
<b>6.</b>	<b>COMPLAINTS ABOUT CONSUMERS BILLS</b>				
		Complaint on billing	The Junior Engineer shall acknowledge the complaint immediately, if received in person, or <i>within 3 days</i> from the date of receipt if received by post. If no additional information is required, the Junior Engineer shall resolve the complaint and intimate the result to the consumer <i>within 15 days</i> of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer <i>within 15 days</i> of the receipt of the additional information, whichever is later.	Junior Engineer	Assistant Engineer

S.No.	Services/Works being provided	Documents required (Description of Complaints)	Time frame for disposal	Officer(s) responsible for disposal of the services	Appellate Officer
<b>7.</b>	<b>ISSUE RELATING TO DISCONNECTION/RECONNECTIION OF SUPPLY</b>				
<b>i)</b>		Nonpayment of dues by the consumer	The Junior Engineer shall give 15 days notice to pay the dues and if not paid, the Junior Engineer may disconnect the consumer's installation on the expiry of the notice period.	Junior Engineer	Assistant Engineer
<b>ii)</b>		Request for reconnection	In case the consumer request for reconnection within a period of six months after disconnection, the Junior Engineer shall reconnect the consumer's installation <i>within the day</i> of payment of past dues and reconnection charges. However in case consumer requests for reconnection <i>after six months</i> of disconnection would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc. as applicable for that category of Consumer.	Junior Engineer	Assistant Engineer
<b>iii)</b>		Consumer wanting update bill	The Junior Engineer/ Meter reader to carry out special reading and prepare final bill, including all arrears up to the date of billing <i>within 7 days</i> .	Junior Engineer	Assistant Engineer