

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 DLTF meeting (subject to accumulation of at least 15 projects)	30
2	Forwarding of DLTF 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