



# ANDAMAN & NICOBAR ADMINISTRATION

## **CITIZEN'S CHARTER**

**By**  
**Administrative Reforms Wing**  
**Secretariat**

अंडमान तथा निकोबार प्रशासन  
**ANDAMAN AND NICOBAR ADMINISTRATION**  
सचिवालय / **SECRETARIAT**  
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Port Blair, dated the <sup>1st Jan, 15</sup> **December 2014**

**CITIZEN'S CHARTER**

The main objective of the exercise to issue the Citizen's Charter of an organisation is to improve the quality of public services. This is done by letting people know the mandate of the concerned Departments/Organisations, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong. The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights as follows:-

- Ensuring responsive, effective and transparent administration with Zero tolerance to corruption.
- Ensuring sustainable and inclusive growth while keeping ecological concerns and tribal issues to the fore.
- Ensuring strategic security.
- Enhancing skill development and providing employment.
- Ensuring inter-island and mainland connectivity.
- Maintaining social harmony and multicultural identity
- Protecting the Particularly Vulnerable Tribal Groups (PVTGs).

- Enhancing disaster preparedness & security infrastructure.
- Making local bodies more vibrant for effective service delivery.

Citizen Charter represents a systematic effort to focus on commitment and obligations of the organization towards its citizens in respect of standard of services, delivery of goods/services, accessibility, grievance redress, transparency, accountability and responsiveness of the Administration. This also includes expectation of the organization from the citizen for fulfilling the commitments of the organization.

The concept of Citizen's Charter enshrines the trust between the service provider and its users. A Citizen's Charter is the expression of an understanding between the citizen and the public service provider about the quantity and quality of services citizens receive in exchange for their taxes. It is essentially about the rights of the public and the obligations of the public servants as well as expectations from the citizens.

The Charter incorporates the following elements:-

- (i) Delivery of services
- (ii) Time limit for redressal of complaints
- (iii) Details of business transacted by the department/ Organization

- (iv) Details of services provided to the citizens;
- (v) Details of grievance redress mechanism and how to access it.
- (vi) Subjudice cases will be excluded from the ambit.

All the complaints will be acknowledged within 7 days and final reply on the Action Taken will generally be communicated within 30 days. All Secretary level Officers shall be available in their respective offices between 3 PM and 4 PM, on all working days to attend to the grievances. In case Secretary is away on Duty/leave the people will be attended to by the in-charge Secretary or the Department Director. The Secretary concerned will conduct field visit once in a month in their respective departments.

A Centre has been established in the Secretariat. Helpline numbers are 03192-232164. Secretary (Administrative Reform) is the designated Nodal Officer for implementation of this Charter (Phone No: 03192-234417).

Besides this, each Department will also designate a Nodal Officer senior to Appellate Officer for monitoring the implementation of the Citizen Charter in their respective Departments.

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The present Common Citizen Charter of **45** Departments of A&N Administration has been prepared by indicating 4 to 11 main services and the same will now be uploaded in the website of Administration [www.and.nic.in](http://www.and.nic.in). The remaining services of the Departments will be uploaded shortly.

This Charter will be reviewed after 6 months based on feedback received from the citizens.

**Secretary (AR/PGC)**



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# **CITIZEN'S CHARTER**

## **1. AGRICULTURE DEPARTMENT**

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	2.	3.	4.	5.	6.
1	Issue of No dues certificate	1. Record entry map 2. Khatuni slip	AD (Admn.) Room No. 301	7 days	Director of Agri
2	Issue of loan-cum-subsidy to farmers / Shramdan-cum-subsidy	1. Land records/Patta (in case of joint mutation a No-objection from the co-tenants) 2. Bank Account details 3. Declaration stating that he/she is not a Govt. Servant.			"
	a) Minor Irrigation		AD (AE) MI Room No. 208	121 days	"
	b) Soil Conservation		AD (Soil) Room No.	121 days	"
	c) Farm Mechanization	1. Land records/Patta(in case of joint mutation a No-objection from the co-tenants) 2. Bank Account details 3. Declaration stating that he/she is not a Govt. Servant. 4. Description of the required Power tiller/tractor	AD (AE) FM Room No. 106	121 days	"
	d) Assistance for Development of Horticulture	1. Land records/Patta(in case of joint mutation a No-objection from the co-tenants) 2. Bank Account details 3. Bills and vouchers showing the expenditure.	AD (Agri.) HVADA HVADA office, Horticulture Station, Haddo	89 days	"



	Issue of Soil Health Card	1. Land records/Patta 2. Samples of soil	AD (Soil) Office of AD (Soil),STL, Goalghar	45 days	”
	Issue of Seed Licence	<b><u>New Issue</u></b> 1. Form-A ( as per seed control order 1983) to be obtained from Agri. Department. 2. Copy of the principal certificate of the dealer 3. Address proof 4. Rs. 50/- License fee. <b><u>New Issue</u></b> Form – C (as per seed control order 1983) Renewal fee Rs. 45/-	JD(Agri.) HQ Room No. 206	18 days	Director of Agri.

## 2. ANIIDCO Ltd.

<b>Sl. No</b>	<b>Services/ works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1	2	3	4	5	6
1.	Sanction of loan	Duly filled application form	Manager(C&F)	1. Up to Rs. 5 lakh – 30 days 2. Above Rs. 5 lakh – 45 days	General Manager
2.	Room booking at Megapode Resort	Request letter by e-mail, fax etc.	Senior Manager(Megapode)	24 hrs.	General Manager
3.	Payment to farmers for supply of milk	One time submission of photocopy of bank details	Senior Manager(MP/CS)	By 10 <sup>th</sup> of every month through RTGS payment	General Manager
4.	Supply of petrol & Diesel	-	Senior Manager(POL)	Immediately on payment during working hours	General Manager
5.	Supply of steel	-	Senior Manager(I&S)	Immediately on payment during working hours	General Manager
6.	Supply of liquor	-	Senior Manager(IMFL)	Immediately on payment during working hours	General Manager
7.	Supply of milk	-	Senior Manager(MP/CS)	Immediately on payment during working hours through retailers	General Manager
8.	Issue of air tickets	-	Senior Manager(AT)	Immediately on payment during working hours	General Manager

### 3. ANIMAL HUSBANDRY & VETERINARY SERVICES

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	2.	3.	4.	5.	6.
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.	Personal Approach by the farmer	All Senior Veterinary Officers concerned of the respective area, Nearest Veterinary Hospital / Veterinary Dispensaries / Veterinary Sub-Dispensaries	Round the clock (Depending upon the disease)	Director of Animal Husbandry and Veterinary Services
2	Artificial Insemination of Cattle and Goat	Personal Approach by the farmer	-do-	Round the clock (Depending upon the stage of Heat of the animal)	Director of AH&VS
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.	<ul style="list-style-type: none"> <li>Residence proof of the applicant</li> </ul>	Joint Director(LP) Room No.03 Directorate of AH & VS and SVO Incharge of Departmental farms	Within 15 days as per availability	Director of AH&VS
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	<ul style="list-style-type: none"> <li>Residence proof of the applicant</li> <li>Educational qualification proof of the applicant</li> </ul>	Joint Director(HQ) Online eforms-CSC(e-Dweep Kendra) NO(IT) and SVO incharge of Departmental Farms	39 days (without stipend)  85 days (With stipend)	Director of AH&VS
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.	<ul style="list-style-type: none"> <li>Residence proof of the applicant</li> <li>Educational qualification proof of the applicant</li> </ul>	Nodal Officer(IT) Online eforms-CSC(e-Dweep Kendra)	06 days	-do-

## **4. APWD**

### **1.0. PREAMBLE:**

Andaman Public Works Department, the premier construction Agency in the Union Territory of Andaman and Nicobar Islands, is responsible for Planning, Designing, Construction and Maintenance of Building, Roads, Bridges, National & State Highways, Irrigation and Public Health Engineering in all the three Districts of A&N Islands namely South Andaman, North & Middle Andaman and Nicobar District. The Department is also responsible for maintaining essential services like Water Supply and Management of Water Resources etc.

### **2.0. PURPOSE:**

This Citizen's Charter is brought out to create public awareness on the activities of the Department which is solely functioning for the betterment of the people of A & N Islands, and to provide more responsive and effective services to the Public and to introduce transparency in its administration. It is about to create awareness among the public about their entitled services from Andaman Public Works Department, standard of services, access to general information, layers of decision making and time bounds schedule of various services. However, this documents is not legally challengeable.

### **3.0. VISION STATEMENT – Excellence in Public Works**

### **4.0. MISSION STATEMENT- Flawless service to Public**

### **5.0. Details of services rendered :**

The details of various services rendered by various APWD offices and Officers to be contacted are given in the following paragraphs:

### **5.1. Sound Planning and Design**

- a) All buildings norms and specification to be standardized. The APWD follows norms and specification as per CPWD specifications with some changes as per Local environment.
- b) Architectural and structural design to be undertaken and coordinated to evolve an efficient building system compliance with latest Indian Standard.

### **5.2. Engineered Construction**

- (a) Mechanization in construction including use of innovative materials and techniques.
- (b) Conservation of energy and natural resources and clean environment in construction stage.

### **5.3. Effective Maintenance**

To preserve and maintain buildings and services in good operating condition and to adopt latest state of development taking place in built environment.

### **5.4. Benchmarking the standards**

- 5.4.1 Updation of Standards and Specifications for public works suitable for these Islands and their publication at regular interval based on the CPWD norms.
- 5.4.2 Updation of Schedule of Rates and Analysis of Rates based on Delhi Schedule Rates. Updation of works Maintenance Manual on regular basis & their publication in accordance with CPWD.

### **5.5. Capacity Building**

- 5.5.1 Updation of technical knowledge of engineers, architects through training and high level refresher courses and participation in seminars, workshops etc.
- 5.5.2 Target oriented training to maintenance workers on contemporary skills and behavioral science to improve service delivery mechanism.

### **5.6. Manpower planning**

- 5.6.1 To achieve excellent working opportunities and professional environment.
- 5.6.2 To provide performance and ability based approach to career development as per policy of the Government.

### **5.7. Transparency in work management**



5.7.1. e-tendering will be introduced by 2013.

5.7.2. Effective use of websites in discharge of regulatory, enforcement and other functions being introduced through integrated computerization.

5.7.3 Web based work progress monitoring system is being introduced.

## **6.0. MANDATE FOR APWD**

### **6.1. Construction works:**

6.1.1. Provide Project Management services from concept to completion of buildings with inbuilt quality assurance, financial and technical accountability.

### **6.2. Maintenance Services**

6.2.1 Provide a comprehensive network of service centers, manned by Junior Engineers for recording, redressal and monitoring of complaint through single window system

### **6.3 Grievance Redressal Mechanism**

6.3.1. The respective Assistant Engineer in their jurisdiction shall be approached for redressal of Public Grievances in that area.

6.3.2 Further redressal at the Divisions level will be provided by Executive Engineer. He will ensure that processes needed for rendering effective services to users are established, implemented and maintained including getting feedback on user satisfaction.

6.3.3 A public Grievance Cell is functioning in the Chief Engineer's Office, Andaman Public Works Department. One officer has been designated as Public grievance officer assisted by an Assistant Public Grievance officer. The public can approach the Cell on all working days to register their grievances in person or through letter.

6.3.4 The provisions contained in the Charter and the corresponding services rendered by the Department will be reviewed half- yearly by the Chief Engineer.

## **7.0. SOLICITS FROM USERS**

### **7.1. Construction works:**

7.1.1. Assistance and cooperation by providing ownership documents etc. for land and building to take up the work to take over the completed work expeditiously.

## **7.2. Maintenance services**

7.2.1. Not to make any unauthorized construction of any additions/alteration, tempering of installations of the premises allotted to them.

7.2.2. Maintain the accommodation allotted and the surroundings in a hygienic manner and conform to the rules and regulations of the local bodies in this regard.

7.2.3. To produce “No Dues Certificate” from service provider at the time of vacation.

## 5. ARTS & CULTURE.

Sl. No	Services/ works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	2	3	4	5	6
1.	Release of Grant – in – aid to Local Cultural Organization	<ul style="list-style-type: none"> <li>• Application in letter head of the Association</li> <li>• Audited statement of the Accounts for the previous year</li> <li>• Utilization certificate of the previous grants.</li> <li>• Annual report of the previous year with supporting documents</li> </ul>	Director (Arts & Culture)	3 months from the date of submission of applications	Secretary (Arts & Culture)
2.	Release of Grant – in – aid to PRIs for organization of village and Block level Culture programmes	<ul style="list-style-type: none"> <li>• Application in the prescribed format</li> <li>• Audited statement of Accounts for the previous year</li> <li>• Utilization certificate of the previous grants.</li> <li>• Plan of activities out of the fund</li> </ul>	Director (Arts & Culture)	3 months from the date of submission of application	Secretary (Arts & Culture)
3.	Issue of NOCs based on aims and objective of the Society for Registration under Societies Act	Bye-laws of the Cultural Association	Director (Arts & Culture)	7 days from the receipt of Bye-laws from DC (S/A) office.	Secretary (Arts & Culture)
4.	Permission for Film shooting in the Cellular Jail only for film based on freedom movement	<ul style="list-style-type: none"> <li>• Application with synopsis of the Film</li> </ul>	In-charge, National Memorial	3 days from the receipt of request	Director (Arts & Culture)

## 6. CIVIL SUPPLIES & CONSUMER AFFAIRS

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate officer</b>
1	2	3	4	5	6
1.	Inclusion/Deletion/Alteration/Child to adult conversion	Original ration card, document proving the correct name/other entries (in case of correction), Death Certificate (for Deletion) Birth Certificate (for inclusion and child to adult conversion)	AD (CS&CA) of the respective Stations.	03 days	Director (CS&CA)
2.	Issuance of new ration card.	PoI, PoA, Surrender certificate		15 days	
3.	Issuance of Duplicate Card	FIR copy, copy of publicity in print media		07 days	
4.	Separation of ration card	PoI, PoA/Certificate from the Pradhan/Municipal Counsellor, Original Ration Card, Parental NOC		07 days	
5.	Transfer of Card	Copy of transfer order (optional)		03 days	
6.	Issue of verification and stamping certificate of Weight and measures under Rules 16 of A&N Islands Legal Metrology (Enforcement) Rules 2011.	Instrument Purchase bill for new certificate and copy of old certificate for renewal	Joint Controller/Assistant Controller	02 days	Controller (Secretary CS&CA)

7.	Issue of Packaging license under Rule 27 of Legal Metrology (Packaged Commodities) Rules, 2011	Sample of packet and FSSAI license (optional)	Joint Controller/Assistant Controller	1 months	Controller (Secretary CS&CA)
8.	Licensing of manufacturer, repairer and dealer of Weights and measures under Rule 11 of the A&N Legal Metrology (Enforcement) Rules.	For new license copy of dealership certificate from the concerned company. For Repairer license experience certificate from the licensed dealer.		1 months	
9.	Calibration of Taxi/Auto fare meters.	RC Book, Route permit and certificate from the repairer		2 to 3 days	
10.	Calibration of Tank Lorry, volume filler and Dispensing Pump.	Certificate of operations officer, IOCL		2 to 3 days	



## 7. DEPUTY COMMISSIONER, NORTH & MIDDLE ANDAMAN

Sl. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1.	2	3	4.	5.	6.
1	Grant of Bar Licence	<p>Application in prescribed form (Grant of Bar licence under Andaman Excise Rules, 1934 addressed to the District Magistrate (N&amp;MA))</p> <p>Proof of Identity of the applicant such as Electoral Photo Identity Card (or) Islanders Identity Card (or) Passport (or) Local certificate (or) Family Identity Card</p> <p>Document of age proof (The applicant should be above 18 years of age)</p> <p>Recent copy of Land Record (Form F) and map duly attested</p> <p>Photographs of all rooms of the proposed Bar.</p> <p>Clearance certificate from Andaman Fire Service (District Office)</p> <p>Copy of Insurance made against fire and natural hazards.</p> <p>Layout Plan of the premises (in duplicate) showing elevation, position of the various rooms, cupboards, racks and all important details connected with the premises duly certified by respective area Pradhan.</p> <p>Public Health Certificate from the Health Department.</p> <p>Registration Certificate from the Health Department</p> <p>The applicant should have two years experience of hotel/tourism business. (Copy of experience to be attached).</p> <p>PAN Card</p>	Assistant Director (Admn)	60 days	Deputy Commissioner (N&MA)
		NOC from the landlord if the premises for the sale of liquor/beer is not owned by the applicant.			

		Copy of Income Tax returns.			
		Medical Fitness Certificate of Owner.			
		Affidavit as proofs in terms of guidelines No. 7 of order 4192 dated 18/11/2008.			
		Medical Fitness Certificate of employees.			
		<b>RENEWAL:</b> The applicant may apply in a plain paper alongwith its original licence, Fire Clearance Certificate, Sanitary and Hygiene Certificate, Standard Fire and special Insurance Policy before the expiry of his licence.			
2	Society Registration under Society Registration Act.	Application in Plain Paper addressed to Registrar of Joint Stock company (Deputy Commissioner (N&MA))	Assistant Director (Admn)	60 days	Deputy Commissioner (N&MA)
		Three sets of Bye-Laws & Memorandum of Association duly signed by the first three members (with rubber seal) i.e. President, General Secretary and Treasurer on all pages Challan payable if approved – Rs. 50/-			
		<b>Eligibility:-</b> Minimum seven (7) members of the governing body from a Society			
		Full address indicating village /ward/ house No, if any, of all Executive members and Office bearers with signatures.			
		Full address of the society/organization indicating the place of function.			
		NOC of the house owner on a bond paper duly singed before Executive Magistrate, if the Society Office is functioning in private building.			
3	Permit for storing Diesel and Petrol	Application in Prescribed (Form-IX) appended to Petroleum Rules, 2002 addressed to the Deputy Commissioner (N&MA)	Assistant Director (Admn)	30 days	Deputy Commissioner (N&MA)
		Photograph of proposed outlet (post card size -2 copies)			
		Proof of Identity of the applicant such as Electoral Photo Identity Card (or) Islanders Identity Card (or) Passport (or) Local certificate (or) Family Identity Card			

		<p>NOC of the tenant if the business is intended to be carried out on the land/building of the tenant other than the applicant.</p> <p>Recent copy of the land record (Form-F) and map from where the business is intended to be carried out i.e. Sale/storage.</p> <p>Challan payable if approved – Rs. 260/-</p>			
4	Permit for sale & stockage of crackers /Explosives	<p>Application in Prescribed form-4 addressed to the Deputy Commissioner (N&amp;MA), (Form-4 as appended to Cracker/Explosive Act 1984).</p> <p>Proof of Identity of the applicant such as Electoral Photo Identity Card (or) Islanders Identity Card (or) Passport (or) Local certificate (or) Family Identity Card</p> <p>Description of place with proof of possession where the storage is intended to be carried out with sketch map.</p> <p>NOC of the tenant if the business is intended to be carried out on the land/building of the tenant other than the applicant.</p> <p>Recent copy of the Land Record (Form 'F') where business is intended to be carried out i.e. sale/storage.</p>	Assistant Director (Admn)	30 days	Deputy Commissioner (N&MA)
		<p>Two recent passport size photographs.</p> <p>Affidavit duly executed before Executive Magistrate that he will not keep any inflammable substances and any foreign materials other than crackers in the godown /premises.</p> <p>Licence Fee Rs. 500/- (for 600 kg)</p>			
5	Sub Division of Land	<p>Application in prescribed format must be signed by all co-tenants addressed to the Deputy Commissioner (N&amp;MA) affixing court fee Rs. 0.75/-</p> <p>Recent copy of Record of Right (Form 'F')</p> <p>Affidavit of all co-tenant/stake holder to the effect that all are interested for the subdivision.</p>	Reader to DC (N&MA)	90 days	Deputy Commissioner (N&MA)

		Sketch map proposing the sub-division with plotable data, duly signed by all concerned.			
		Layout Plan indicating approach road etc.			
6	Sale Permission of Land	Application in Prescribed format addressed to the Deputy Commissioner (N&MA) affixing court fee Rs. 0.75/-	Reader to DC(N&MA)	15 days	Deputy Commissioner( N&MA)
		Record of Right (Form 'F')			
		Map			
		No Dues Certificates from various Departments i.e. SBI, A&N State Cooperative Bank, Pradhan, Cooperative Societies, Tehsildar concerned and an Affidavit.			

## 8. DEPUTY COMMISSIONER, NICOBAR

Sl. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer	
					1 <sup>st</sup> appellate officer	2 <sup>nd</sup> Appellate officer
1.	Schedule Tribe certificate	1) Age proof (Birth certificate/School Transfer certificate). 2) Address proof(Family Identity card) 3) Islander Identity card of Parents. 4) ST certificates of parents/siblings 5) The application should be signed by the Father/Mother if child is below 15 years. 6) Recommendation of Head of Tuhet, village Headman & Tribal Council. 7) 02 Nos. passport size photo graph.	Tehsildar concerned	10 days	Sub-Divisional Office concerned	Deputy Commissioner, Nicobar district
2.	Local certificate	1) Age proof (Birth certificate/School Transfer certificate). 2) Address proof(Family Identity card/Islander Identity card) 3) Duration Certificate of school(s) for issue of L.C under Cate-2 4) 02 Nos. Passport Size photograph.	Tehsildar concerned	10 days	Sub-Divisional Office concerned	Deputy Commissioner, Nicobar district
3.	Income Certificate	1) Family Identity card 2) Pay certificate(in case of Govt. Servants) 3) Income declaration of parents in case of scholarship of students. 4) Proof of study (report card /school Identity card)	Tehsildar concerned	10 days	Sub-Divisional Office concerned	Deputy Commissioner, Nicobar district



4.	Mutation of Land	<u>In the case of inherited property:-</u> 1) Death Certificate of the tenant 2) Affidavit 3) Legal heir certificate i) Latest copy of form 'F' and sketch map. 4) <u>Identity proof of legal heirs.</u> <u>In the case of Registered Deed</u> i) <u>Attested copy of Registered Deed</u> ii) Latest copy of form 'F' and sketch map.	Tehsildar concerned	30 days	Sub-Divisional Office concerned	Deputy Commissioner, Nicobar district
5.	Valuation/No Dues/ Non Encumbrance Certificate	1) Latest copy of Form 'F' and sketch map. 2) Copy of Power of Attorney , in case application is made by the attorney holder.	Tehsildar concerned	10 days	Sub-Divisional Office concerned	Deputy Commissioner, Nicobar district

## 9. DEPUTY COMMISSIONER, SOUTH ANDAMAN

Sl. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1.	2	3	4.	5.	6.
1	<b><u>Senior Citizen Certificate</u></b> (Certificate given to senior citizen for availing concession)	<ul style="list-style-type: none"> <li>✓ Application in a Plain Paper addressed to Tehsildar</li> <li>✓ Two photographs of the applicant.</li> <li>✓ Proof of residence like Ration Card</li> <li>✓ Age Proof like Birth Certificate, Matriculation Certificate, School leaving certificate, Pension Payment Order if retired from service or any other age proof.</li> </ul>	Tehsildar, PB	01 days	DC(S/A)
2	<b><u>Local Certificate</u></b> (Issued to the bonafide resident as per order of the MHA)	<ul style="list-style-type: none"> <li>✓ Filled in prescribed application Form. <b>Fee 2 Rs. for form</b></li> <li>✓ Two recent Passport size photo of the applicant.</li> <li>✓ Duration certificate for ten years continuous education category in A&amp;N Islands</li> <li>✓ Self Attested copy of a School Certificate for Pre-42 /Settler / Tribal along-with attested copy of parents' local certificate.</li> <li>✓ Self Attested copy of parents' Islanders Identity Card/s.</li> <li>✓ Residence proof like Ration Card</li> </ul>	Concerned Tehsildar	14 days	DC(S/A)
3	<b><u>Income Certificate</u></b> (Certificate showing income /Head of family annual Income)	<ul style="list-style-type: none"> <li>✓ Application in plain paper addressed to Tehsildar from the Head of Family affixing with Court Fee Stamp of 25 paise stating the reason for such certificate, Complete Address and contact number.</li> <li>✓ Salary Certificate from recent/current employer.</li> <li>✓ Proof of Residence like Ration Card</li> <li>✓ Affidavit declaring his annual income from all</li> </ul>	Concerned Tehsildar	07 days	DC(S/A)

		sources on Rs.10 non judicial Stamp paper. ✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate.			
4	<b><u>NOC of electric/Water Connection</u></b> (No Objection certificate for availing electric/water connection)	✓ Application in plain paper addressed to Tehsildar affixing a Court Fee stamp of 25 paisa, with complete address and contact number . ✓ Recent copies of Form F and map/Land Revenue Receipt.	Concerned Tehsildar	14 days	DC(S/A)
5	<b><u>No dues Certificate</u></b> (Certificate for no dues on land/Land Revenue/Loan)	✓ Application in plain paper addressed to Tehsildar affixing a Court Fee stamp of 25 paise, with complete address and contact number. ✓ Recent copy of Form F and map/Land Revenue Receipt. ✓ Copy of Power of Attorney, in case application is made by the Power of attorney holder	Concerned Tehsildar	14 days	DC(S/A)
6	<b><u>Non- encumbrance certificate</u></b> (Certificate showing land is not encumbered)	✓ Application in plain paper addressed to Tehsildar affixing a Court Fee stamp of 25 paise, with complete address and contact number . ✓ Recent copy of Form F and map/Land Revenue Receipt. ✓ Copy of Power of Attorney, in case application is made by the Power of attorney holder.	Concerned Tehsildar	14 days	DC(S/A)
7	<b><u>Other Backward Community (OBC)</u></b> (Certificate issued to person other than creamy layers of notified committee)	✓ Filled in prescribed application Form. ✓ 2 Passport size photograph of the applicant, with complete address and contact number. ✓ proof of residence. ✓ Proof of age like Birth certificate, Matriculation certificate or school leaving certificate. ✓ Local certificate of the applicant and Parents. ✓ Pension paper: if parents pensioner. ✓ Death Certificate, if parents expired. ✓ Family Income Certificate from concerned Tehsildar, if applicant not Govt. Servant. Pay Certificate, if Govt. Servant. Income Tax returns of last 3 years for businessman.	Concerned Tehsildar	14 days	DC(S/A)

		<ul style="list-style-type: none"> <li>✓ Family declaration entered in service book/affidavit.</li> <li>✓ Copy of Islander card</li> <li>✓ Recent copy of Form F and map/ Land details</li> <li>✓ Affidavit on income/s, property/ies and number of family members</li> </ul>			
8	<b><u>Valuation Certificate</u></b> (Certificate showing the value of the Land)	<ul style="list-style-type: none"> <li>✓ Application in plain paper addressed to Tehsildar affixing a Court Fee stamp of 25 paise, with complete address and contact number.</li> <li>✓ Recent copy of Form F and map/Land Revenue Receipt.</li> <li>✓ Copy of Power of Attorney, in case application is made by the Power of attorney holder.</li> </ul>	Concerned Tehsildar	14 days	DC(S/A)
9	<b><u>Mutation of Land</u></b> (Mutation u/s 85 of A N LR & LRR 1966)	<ul style="list-style-type: none"> <li>✓ Application in plain paper addressed to Concerned Tehsildar along with a court –fee stamp of 50 paise .For Testamentary succession-Copy of deed of Will and Death Certificate of the tenant.</li> <li>✓ For Intestate succession-C certificate of surviving family members of the deceased tenant issued by the concerned Tehsildar and Death Certificate of the tenant.</li> <li>✓ For Acquisition of title by way of sale/ gift deed- Copy of registered sale/gift deed etc.</li> </ul>	Concerned Tehsildar	35 days	DC(S/A)
10	<b><u>Demarcation of Land</u></b> (Demarcation the boundary u/s 99 of A N LR & LRR 1966)	<ul style="list-style-type: none"> <li>✓ Application addressed to Concerned Tehsildar by affix a court –fee stamp of 75 paise on application, and complete address with contact number .</li> <li>✓ Fees:- For House Site Rs 10/-,Agricultural Land upto 2 hectares Rs 25/-,Agricultural land between 2 hectares to 4 hectares Rs 50/-.</li> <li>✓ Recent copy of Form F and Map.</li> </ul>	Concerned Tehsildar	25 days	DC(S/A)
11	<b><u>Issuance of certified ROR copy</u></b> (Records of Right u/s 83,84 and 85 of A N LR & LRR 1966).	<ul style="list-style-type: none"> <li>✓ Application on plain Paper addressed to Tehsildar, with contact number.</li> <li>✓ Affix court fess on application indicating the name of the tenants, Survey number of the Land and village where the land is situated.</li> <li>✓ No documents required.</li> </ul>	AC(S/A)	07 days	DC(S/A)

12	<b><u>Tribal Pass to visit tribal area</u></b> (Issued under A&N Islands (protection of Aboriginal Tribes) Regulation 1956.	<ul style="list-style-type: none"> <li>✓ Filled in prescribed application Form A appended to A&amp;N Islands (protection of Aboriginal Tribes) Regulation 1956</li> <li>✓ 2 (two) passport size photographs.</li> <li>✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card/ Passport/Local certificate</li> <li>✓ Family Identity Card</li> <li>✓ Recommendation/Sponsorship of the concerned department/Govt. agency justifying the visit to Reserved Area</li> <li>✓ Character/Antecedents Certificate issued by any gazetted Officer</li> <li>✓ In case of Foreigners, permission of the Ministry of the Home affairs.</li> <li>✓ Challan payable if approved – Rs. 5/-</li> <li>✓ Character Certificate from Gazetted Officer.</li> </ul>	AC(HQ)	07 days	DC(S/A)
13	<b><u>Sub Division of Land</u></b> (Conformity of sec 51 of A N LR & LRR 1966 read with rule 48 of AN LR & LRR 1968)	<ul style="list-style-type: none"> <li>✓ Application addressed to DC(SA) by affixing a Court fee stamp of Rs. 1/- on application.</li> <li>✓ Recent record entry &amp; sketch map duly attested.</li> <li>✓ Proposal map showing sub-division duly signed by the entire joint tenant.</li> <li>✓ In case of purchased land- copy of self attested sale deed duly.</li> <li>✓ In Case of Unequal Share: Individual Affidavit to the said effect.</li> </ul>	DC(S/A)	60 days	Secy(Rev)
14	<b><u>Sale Permission for House site/Commercial Site</u></b> (Accord permission for sale of land in terms of section 159(9) A & N Islands LR & LRR 1966.	<ul style="list-style-type: none"> <li>✓ Filled in Prescribed Format with court fee of Re.1 and</li> <li>✓ Record entry and Sketch map /Land Revenue Receipt.</li> <li>✓ No dues &amp; non encumbrance certificate from concerned Tehsil.</li> <li>✓ Affidavit.</li> <li>✓ No dues certificate from the A&amp;N Coop. Bank.</li> <li>✓ No dues certificate from Industries Department.</li> <li>✓ No dues certificate from CD Block/BDO in case of rural area.</li> </ul>	DC(S/A)	28 days	Secy(Rev)



15	<b>Permit for Earth Cutting</b> (Issued for earth cutting for domestic and Agriculture purpose). As per rule 47 of A & N Islands, Minor Mineral Rules 2012	<ul style="list-style-type: none"> <li>✓ Application in plain paper by affixing court fee of Re 1 and with all relevant Documents such as Record of Right, Map, No Objection Certificate from the recorded tenant in the shape of affidavit with NOC from neighboring tenants to be enclosed.</li> <li>✓ Forwarded to Tehsildar for report/proposal etc .</li> <li>✓ Tehsildar forwards to concerned AC with report/proposal etc.</li> <li>✓ AC forwards it to DC, with comments/ recommendation.</li> <li>✓ Examine by Reader and put up to DC for approval.</li> </ul>	TSD	30 days	DC(S/A)
16	<b>Society Registration</b> (Registration of society under Reg. Act 1860)	<ul style="list-style-type: none"> <li>✓ Apply in a Plain Paper addressed to Registrar of Joint Stock Company (Deputy Commissioner (SA) with contact No.</li> <li>✓ Three Sets of Bye-Laws duly signed by the first top three members and rubber seal of first three members i.e., President, General Secretary and Treasurer in all pages of the Bye-Laws.</li> <li>✓ Minimum seven(7) members of the governing body form a society.</li> <li>✓ Memorandum of the Association (duly signed as Bye Laws)</li> <li>✓ Full address indicating village / ward / house no, if any, of all Executive members and Office bearers.</li> <li>✓ Full address of the society / organization indicating the place of function.</li> <li>✓ NOC of the house owner in a bond paper signed before Executive Magistrate, if the Society Office functioning in private building.</li> <li>✓ Challan payable if approved – Rs. 50/-</li> <li>✓ A certificate of verification of Character and Antecedents from area Deputy Superintendent of Police.</li> </ul>	AC(HQ)	21 days	DC(S/A)

17	<b><u>Firms Registration</u></b> (Registration for business purpose)	✓ Application addressed to Deputy Commissioner (S/A) in prescribed Form as below:- <ul style="list-style-type: none"> <li>• Form "I" of the Indian Partnership Act,1932 along with Rs 3/- court Fee Stamp which must be affixed on the Form.</li> <li>• The dealer must submit the Partner Deed duly registered by Sub-Registrar.</li> <li>• Photographs of the Partners.</li> </ul>	DC(S/A)	55 days	DC(S/A)
18	<b><u>Firms Registration</u></b> (Registration for business purpose)	✓ Application addressed to Deputy Commissioner (S/A) in prescribed Form as below:- <ul style="list-style-type: none"> <li>• Form "I" of the Indian Partnership Act,1932 along with Rs 3/- court Fee Stamp which must be affixed on the Form.</li> <li>• The dealer must submit the Partner Deed duly registered by Sub-Registrar.</li> <li>• Photographs of the Partners.</li> </ul>	DC(S/A)	55 days	DC(S/A)
19	<b><u>Inland Vessel Registration</u></b> (Registration of vessel under Inland Vessel Act)	✓ Application addressed to Deputy Commissioner (S/A) in prescribed Form as below:- ✓ <u>For Grant of Registration</u> <ul style="list-style-type: none"> <li>• Form 3B : Surveyor's Declaration under section 3 of Inland Vessel Act, 1917</li> <li>• Form IV (Under Rule 4 &amp; 7) Registration Book</li> <li>• Form II ; Declaration of Ownership to be signed before the magistrate/Registering authority</li> <li>• Certificate of master of the Vessel and engine driver.</li> <li>• Insurance of the vessel and passengers.</li> <li>• Photograph of the vessel.</li> <li>• IRS survey Certificate.</li> </ul>	DC(S/A)	15 days	DC(S/A)

		<p>✓ <b><u>For Renewal</u></b></p> <ul style="list-style-type: none"> <li>• Form 3B, Surveyor's Declaration under section of Act 1 of 1917</li> <li>• Form IV (Under Rule 4 &amp; 7) Registration Book</li> <li>• Form II Declaration of Ownership to be signed before the magistrate/Registering authority.</li> <li>• Form III: Certificate of Registration of original.</li> <li>• Valid Insurance of the vessel and Passengers.</li> </ul>			
20	<p><b><u>Central Sales Tax (CST) Act 1956</u></b> (Registration of dealer/traders under CST Act 1956)</p>	<p>✓ Application addressed to Deputy Commissioner (S/A) in prescribed Form as :-</p> <ul style="list-style-type: none"> <li>• FORM-A</li> <li>• Proof of identity such as Electoral photo Identity card/Islander Identity card/ Family Identity card/Passport/local certificate.</li> <li>• Court fee stamps worth Rs. 25/-</li> <li>• Introduction letter from two different CST holders</li> <li>• Rent receipt / agreement of the building/premises.</li> <li>• Copy of order stating the land to be Commercial or recent copy of Form-F issued by Revenue authority stating the land to be commercial.</li> <li>• Statement of Bank account of the applicant.</li> <li>• 1st inter-state purchase bill and supporting documents.</li> <li>• Sale bill of the item for which CST has been applied for.</li> <li>• Item list for which CST has been applied for.</li> <li>• Distributor ship/dealership certificate, if any.</li> <li>• photograph of the Business premises.</li> </ul>	DC(S/A)	30 days	DC(S/A)

21	<b><u>Licence for crackers and Explosive</u></b> (Issued for storing and sale of crackers and explosive under Explosive Act /Rule 2008.	<ul style="list-style-type: none"> <li>✓ Apply in Form-4 for Cracker / Explosive Act 1984.</li> <li>✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card/Passport /Local certificate.</li> <li>✓ Family Identity Card.</li> <li>✓ Description of place for where the storage is intended to be carried out with sketch map.</li> <li>✓ NOC of the tenant if the business is intended to be carried out on the land / building of the tenant other than the applicant.</li> <li>✓ Recent copy of the Form F of the land record/s where from the business is intended to be operated i.e. sale point and /or storage.</li> <li>✓ Challan payable if approved– Rs. 500/- (for 600 kg)</li> </ul>	DC(S/A)	28 to 45 days	DC(S/A)
22	<b><u>Licence for Fertilizer</u></b> (License for storage ,sale ,distribution of Fertilizer)	<ul style="list-style-type: none"> <li>✓ Filled in prescribed application Form-A .</li> <li>✓ Form 'O' (Certificate of Source/ Manufacturer).</li> <li>✓ Form A1( Memorandum of Intimation to the notified Authority)</li> <li>✓ List of Products</li> <li>✓ Dealership Certificate</li> <li>✓ 2(two) passport size photograph</li> <li>✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate.</li> <li>✓ Family Identity Card</li> <li>✓ Description of place for the storage is carried out with sketch map.</li> <li>✓ Description of place for where the sale depot would operate with sketch map.</li> <li>✓ NOC of the tenant if the business is intended to be carried out on the land / building of the tenant other than the applicant.</li> <li>✓ Recent copy of the Form F of the land records where from the business is intended to be operated i.e. Sale point and /or storage</li> <li>✓ Challan payable if approved– Rs. 1500/-</li> </ul>	DC(S/A)	28 days	DC(S/A)

23	<b><u>Licence for Insecticides</u></b> (Issued for stock, sell and distributable of insecticides)	<ul style="list-style-type: none"> <li>✓ Filled in prescribed application Form VI of Insecticides Rule 1971.</li> <li>✓ List of products</li> <li>✓ Principle Certificate issued by the dealer in Form-VI D.</li> <li>✓ 2 (two) recent passport size photographs</li> <li>✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate.</li> <li>✓ Family Identity Card.</li> <li>✓ Description of place for the storage is carried out with sketch map.</li> <li>✓ Description of place for where the sale depot would operate with sketch map.</li> <li>✓ NOC of the tenant if the business is intended to be carried out on the land / building of the tenant other than the applicant</li> <li>✓ Recent copy of the Form F of the land record/s where from the business is intended to be operated i.e. Sale point and /or storage</li> <li>✓ Challan payable if approved-Rs.100/- per item (Rural) Rs. 500/- per item (Urban)</li> </ul>	DC(S/A)	28 days	DC(S/A)
24	<b><u>Licence for storing Diesel and Petrol</u></b> (issued for storage,sale of the petroleum product for Rural and other outlets)	<ul style="list-style-type: none"> <li>✓ Filled in prescribed application Form-IX as per Petroleum Rules, 2002.</li> <li>✓ 2(two) passport size photograph</li> <li>✓ Proof of Identity such as Electoral Photo Identity card /Islanders Identity Card/ Passport/Local certificate.</li> <li>✓ Family Identity Card</li> <li>✓ Description of place for the storage is carried out with record of right and photograph.</li> <li>✓ Description of place for where the sale depot would operate with sketch plan and photograph.</li> <li>✓ NOC of the tenant if the business is intended to be carried out on the land / building of the tenant other than the applicant</li> <li>✓ Recent copy of the Form F of the land/s where from</li> </ul>	DC(S/A)	21 days	DC(S/A)

		<p>the business is intended to be operated i.e. Sale point and /or storage.</p> <ul style="list-style-type: none"> <li>✓ Challan payable if approved– Rs. 260/-</li> <li>✓ NOC from Fire Department.</li> <li>✓ A certificate of Character and antecedents from area Deputy Superintendent of Police.</li> </ul>			
25	<p><b><u>Bar License</u></b> (Issued for sale of liquor at restaurants /Hotels under Excise Rule 1934)</p>	<ul style="list-style-type: none"> <li>✓ Application in the prescribed Format addressed to Deputy Commissioner(S/A) along with relevant document.</li> <li>✓ Affidavit in Non Judicial Stamp Paper.</li> <li>✓ Verification from concerned Tehsil, SP(S/A), Chief Fire Officer.</li> <li>✓ Press note is released for transparency and if no objection the case is approved .</li> <li>✓ License is granted.</li> </ul>	DC(S/A)	45 days	DC(S/A)
26	<p><b><u>Arms License</u></b> Issued (Under Arms Act. 1959 along with Arms Rules,1962)</p>	<ul style="list-style-type: none"> <li>✓ Application in the prescribed Format FORM-A addressed to Deputy Commissioner(S/A)</li> <li>✓ <b><u>For New license :-General Public</u></b> <ol style="list-style-type: none"> <li>1. Two recent Passport size photographs.</li> <li>2. Recommendation Letter From the Authority</li> <li>3. Proof of identity/nationality, which may include-               <ul style="list-style-type: none"> <li>• Electors Photo Identity card (EPIC)</li> <li>• Islanders Identity Card.</li> <li>• Family identity card (Food Card)</li> <li>• Passport</li> <li>• Local Certificate.</li> <li>• Any other document duly Certified / attested by a responsible Gazetted Officer.</li> </ul> </li> </ol> </li> <li>✓ <b><u>For Defence/Police Personnel:-</u></b> <ul style="list-style-type: none"> <li>• Two recent passport size photographs</li> <li>• Proof of identity/nationality, certified/ attested by a responsible officer of the Administration which may include the above described general public case.</li> </ul> </li> </ul>	DC(S/A)	60 days	DC(S/A)

		<ul style="list-style-type: none"> <li>• NOC/Certificate by the Controlling Officer giving the service particulars of the applicant and specific recommendation.</li> </ul> <p>✓ <b><u>For renewal</u></b></p> <ul style="list-style-type: none"> <li>• Arms license in original.</li> <li>• Weapon Deposit certificate in case of expiry of renewal date.</li> <li>• Proof of present residential address.</li> </ul> <p>✓ <b><u>For Transfer case</u></b></p> <ul style="list-style-type: none"> <li>• <b>(a)</b>when the original licensee is alive-</li> <li>• During his life-time, the license may transfer the arms license to legal heirs by making an application in plain paper. <ul style="list-style-type: none"> <li>• The person to whom license is to be transferred shall apply in Form "A".</li> </ul> </li> <li>• <b>(b)</b> When the original licensee has expired- <ul style="list-style-type: none"> <li>• Application shall be made in Form "A".</li> <li>• No objection from the legal heirs, in the form of an affidavit sworn before a magistrate.</li> <li>• Two Nos. Passport size photographs.</li> </ul> </li> </ul>			
27	<b><u>License for Slaughtering of Animals</u></b> (Issued to slaughtering of animals under regulation 1967 of A & N Island Prohibition).	<p>✓ Application in a Plain Paper addressed to Assistant Commissioner (HQ) along with Certificate from Senior Veterinary officer (SVO).</p> <p>✓ Based on report the license for slaughtering in FORM-III under Rule 4(3)A &amp; N Island prohibition of cow Slaughter Regulation, 1967 is issued.</p>	AC(HQ)	7 days	DC(S/A)
28	<b><u>Money Lending License</u></b> (Issued under section 13 of A & N Island Money-Lenders Regulation 1956)	<p>✓ Application in prescribed form(FORM -6) of Along with shop Photo with location and area.</p> <p>✓ Verification by concerned Tehsildar and SP</p> <p>✓ Based on report the License is issued</p> <p>✓ Challan of Rs 5/- to be paid if approved.</p>	DC(S/A)	35 days	DC(S/A)

29	<b><u>Entertainment Tax</u></b> (Taxed under A & N Islands Entertainment Tax Regulation 1951)	<ul style="list-style-type: none"> <li>✓ Application on plain Paper addressed to Deputy Commissioner (S/A).</li> <li>✓ After scrutiny they are directed to bring Printed Ticket for Issuing authority Seal for embossing on tickets.</li> <li>✓ 15% of the Advance to be deposited at the time of approval as Entertainment Tax.</li> </ul>	DC(S/A)	7 days	DC(S/A)
30	<b><u>Road Closure</u></b> (Orders Passed for Temporary closure of Road)	<ul style="list-style-type: none"> <li>✓ Application Received from Concerned Department.</li> <li>✓ Inspection by the Tehsildar and report is sought on the matter</li> <li>✓ Press Note is released by the Deputy Commissioner.</li> </ul>	DC(S/A)	14 days	DC(S/A)
31	<b><u>Islanders Identity Cards</u></b>	<ul style="list-style-type: none"> <li>✓ Persons enrolled in the Islanders Identity Cards database and has attained the age of 15 yrs are eligible for photography and issuance of card.</li> <li>✓ Copy of local Certificate proof of category</li> <li>✓ Proof of Islanders card issued to other family member.</li> <li>✓ Birth Certificate ,school certificate</li> <li>✓ Family ID Card /Ration Card</li> <li>✓ PAN Card</li> </ul>	Concerned Tehsildar	15 days	DC(S/A)
32	Permission for holding public meeting/ rally/ various function/ and use of loud speaker.	<ul style="list-style-type: none"> <li>✓ Application in prescribed form with Rs.5.0 stamps.</li> <li>✓ Enquiry report from S.P(S/A) concerned.</li> <li>✓ Time from 6 am to 10 pm only.</li> <li>✓ Volunteers for public meeting.</li> <li>✓ Vehicle parking area.</li> <li>✓ No forcible donation</li> <li>✓ No gambling / use of alcohol/lottery.</li> </ul>	DC(S/A)	7 days	DC(S/A)
33	<b><u>Firing Practice</u></b> (Permission granted for practicing firing by Defence /Police Arms Officer etc at specified location)	<ul style="list-style-type: none"> <li>✓ Application is Received from commanding Officer / Capt/ Maritime Ops etc.</li> <li>✓ Application forwarded to DC(S/A) for approval</li> <li>✓ Notification are issued by ADM.</li> </ul>	DC(S/A)	3 days	DC(S/A)



34	<b><u>Diversion of land</u></b> (From Agricultural to non-agriculture purpose u/s 40(2) of A N LR&LRR 1966)	<ul style="list-style-type: none"> <li>✓ Application in FORM-A addressed to Sub Divisional Officer(S/A) along with a court –fee stamp of 50 paisa .</li> <li>✓ Self attested recent copy of Form-F and Map / <b>Land Revenue Receipt.</b></li> <li>✓ Affidavit</li> <li>✓ Two Copies of recent record of right (ROR) and sketch map of the subject land duly signed by the Tehsildar and Patwari.</li> <li>✓ In case of proposed land is jointly recorded, NOC of all the adjacent co-tenants is required.</li> <li>✓ 3 (Three) copies of site map in the scale (1cm : 20 Mtrs) of the area intended to be diverted, marked on the entire Survey Number with dimention, adjoining survey number, land marks, means of access etc.</li> <li>✓ Project report (For Commercial Diversion)</li> <li>✓ 5 Nos of Photograph of the proposed site with signature of the applicant and date.</li> <li>✓ Written detailed justification for the conversion.</li> </ul>	SDM	90 days	DC(S/A)
35	<b><u>Registration of Deeds</u></b>	<ul style="list-style-type: none"> <li>✓ Application in plain paper addressed to Sub Registrar (S/A) .</li> <li>✓ Deed/Documents required to be registered.</li> <li>✓ Sale/Gift Permission issued by the Deputy Commissioner(S/A)</li> <li>✓ Recent Form-F and Map</li> <li>✓ Valuation certified issued by concerned Tehsildar</li> <li>✓ Two Recent passport Size photographs of vendor and Purchasers.</li> <li>✓ No-dues certificate issued by Tehsildar concerned.</li> <li>✓ No Dues Certificate from Agriculture Dept. and A &amp; N State Co-Operative Bank.</li> </ul>	SDM	28 days	DC(S/A)

## 10. DISASTER MANAGEMENT

Sl. No .	Services/works being provided	Documents required	Officer(s) responsible	Time frame for disposal	Appellate Officer
(1)	(2)	(3)	(4)	(5)	(6)
1.	<ul style="list-style-type: none"> <li>➤ Issue Alerts to all Control Rooms, Emergency Operation Centres (EOCs) and to the General Public.</li> <li>➤ Coordinates with line departments.</li> <li>➤ Evacuation</li> <li>➤ Search Rescue Operation (SAR)</li> <li>➤ Medical First Responds (MFIR)</li> <li>➤ Relief And Rehabilitation (Temp)</li> <li>➤ Situation Report (SITREP) to Ministry of Home Affairs (MHA), National Disaster Management Authority (NDMA).</li> <li>➤ Collects feedbacks from Service Providers like Indian National Centre for Ocean Informatics Services (INCOIS), India Metrological Department (IMD), National Institute of Ocean Technology (NIOT).</li> </ul>	<p><b>Inco</b>-ordination with all Six EOCs (EOC Mayabunder, MRCC Diglipur, MRCC Campbell Bay, EOC Car Nicobar, EOC Kamorta, EOC Campbell Bay)</p> <p><b>Documentation</b> of all activities Inco-ordination with the following Department: DSS, PBMC, CISF, APWD,DHS,CSSA, Electricity Department.</p> <p><b>Other Public Grievances</b> such as Applications for landslide, cyclone/Administrative Grievance, fire accident or flood related matters etc.</p>	<p>Assistant Director (Ops)/Ic for final analysis of the incidents.</p> <p>AD (Log)</p>	<p>Disseminate the messages to UTDMEC, UTDMA and awareness to General Public, media, then &amp; there.</p> <p>Within five Days</p>	<p>Comm-Cum-Secretary (RR)</p> <p>Comm-Cum-Secretary (RR)</p> <p>Comm-Cum-Secretary (RR)</p>
2.	Responsible for all response research & rescue operations and Monitoring incident.	<b>Reports</b> to be collected from Indian National Centre for Ocean Informatics Services (INCOIS), India Metrological Department (IMD), United State Geological Survey (USGS)	Assistant Director (Ops)	Within 24 Hrs	Comm-Cum-Secretary (RR)
3.	Coordinate arrangement of relief supplies.	Facilitating godown for relief stock	Assistant Director (Log)	Within 10 Days	Comm-Cum-Secretary (RR)

## 11. DISTRICT INDUSTRIES CENTRE

Sl. No	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate officer
1	2	3	4	5	6
1.	New Acknowledgement Part-I under Micro Small &Medium Enterprises Act 2006	1. Application in prescribed form. 2. Documents related to type of organisation in case the organisation is other than a proprietary concern. 3. Letter identifying Authorized signatory in case the organization is other than a proprietary concern 4. Any other document as required by the Registering Authority. 5. Exemption to entrepreneurs of Scheduled Tribes of A&N Islands, in case the enterprise is located in tribal area, from submission of documents at serial number 2 to 5.	1.Shri K.Jai Kumar, Industries Promotion Officer. 2. Smti Rosie Dass, Functional Manager(E.I)	4 working days from receipt of complete application	Smti Rosie Dass, Functional Manager(E.I), DIC, Port Blair
2.	New Acknowledgement Part-II under Micro Small &Medium Enterprises Act 2006	1. Application in prescribed from. 2. Documents related to type of organization in case the organisation is other than a proprietary concern. 3. Letter identifying Authorised Signatory in case the organisation is other than a proprietary concern. 4. Copy of documents pertaining to ownership of land . 5. Copy of documents pertaining to ownership of building. 6. Copy of wage roll of employees (past three months).	1.Shri Abubacker, Industries Promotion Officer(H) 2.Shri Arup Mazumdar, Industries Promotion Officer (Handicrafts) 3.Smti Rosie Dass, Functional Manager(E.I)	<b>South Andaman District:</b> 15 working days from the date of receipt of application along with all relevant documents. <b>Middle &amp; North Andaman</b> 30 working days from the date of receipt of application along with all relevant documents. <b>Nicobar District:</b>	General Manager, District Industries Centre, Port Blair.

		<ol style="list-style-type: none"> <li>7. Copy of electricity connection paid (for past three months)</li> <li>8. Copy of bills &amp; payments receipts of plant &amp; machinery/equipments procured/installed &amp; used in the enterprise.</li> <li>9. Statutory Clearance(if any)</li> <li>10. Detailed Project Report, in case of enterprises submitting application directly for EM Part-II</li> <li>11. Any other documents as required by the registering authority.</li> <li>12. Exemption to entrepreneurs of Scheduled Tribes of A&amp;N Islands. In case the enterprise is located in Tribal area, from submission of documents at serial number 2 to 11.</li> </ol>		40 working days from the date of receipt of application along with all relevant documents.	
3.	Endorsement /Modifications in Acknowledgement Part-II under Micro, small & Medium Enterprises Act 2006	<ol style="list-style-type: none"> <li>1. Application in prescribed form.</li> <li>2. Documents related to change in type of organization in case the organisation is other than a proprietary concern.</li> <li>3. Letter identifying Authorised Signatory in case the organisation is other than a proprietary concern.</li> <li>4. Copy of documents pertaining to ownership of land .</li> <li>5. Copy of documents pertaining to ownership of building</li> <li>6. Copy of document pertaining to change of location of enterprise.</li> <li>7. Copy of documents evidencing production of new products i.e expansion/modernization/diversification.</li> <li>8. Copy of wage roll of employees (past</li> </ol>	<ol style="list-style-type: none"> <li>1.Shri Abubacker, Industries Promotion Officer(H)</li> <li>2.Shri Arup Mazumdar, Industries Promotion Officer (Handicrafts)</li> <li>3.Smti Rosie Dass, Functional Manager(E.I)</li> </ol>	<p><b>South Andaman District:</b> 15 working days from the date of receipt of application along with all relevant documents.</p> <p><b>Middle &amp; North Andaman</b> 30 working days from the date of receipt of application along with all relevant documents.</p> <p><b>Nicobar District:</b> 40 working days from the date of receipt of application along with all relevant documents.</p>	General Manager, District Industries Centre, Port Blair

		<p>three months).</p> <p>9. Copy of electricity connection paid (for past three months)</p> <p>10. Copy of bills &amp; payments receipts of plant &amp; machinery/equipments procured/installed &amp; used in the enterprise.</p> <p>11. Statutory Clearance(if any)</p> <p>12. Detailed Project Report indicating change in plant/equipment capacity due to expansion/modernization/diversification.</p> <p>13. Any other document as required by the Registering Authority.</p>			
4.	<p>Prime Ministers Employment Generation Programme</p> <p>Processing of application after issue of press release intimating date of convening the District Level Task force committee meeting .</p> <p>Forwarding of application to the Lead Bank Office after vetting the Project Report/ Scheme for its distribution among the participating banks.</p> <p>Processing of subsidy claim from date of receipt of claim from bank.</p>	<p>1. Application in prescribed form alongwith recent photograph.</p> <p>2. NOC from Pradhan / Municipal Councillor.</p> <p>3. Undertaking from the beneficiary regarding own contribution.</p> <p>4. Consent letter from concerned Bank.</p> <p>5. Affidavit in Non Judicial stamp paper worth not less than Rs.15/- duly attested by Notary Public.</p> <p>6. Proof of residency.</p> <p>7. Proof of ownership of location of activity.</p> <p>8. Attested copy of educational certificate/work experience.</p> <p>9. Attested copy of caste/category certificate.</p> <p>10. Attested copy of licenses / registration(if applicable)</p> <p>11. In case of society/Trust/co-Operative society the attested copy of</p>	<p>1.Shri Jwahaar Lal Das, Economic Investigator, DIC, Port Blair.</p> <p>2.Shri P.G. Abhilash, Industries Promotion Officer</p> <p>2.Shri Gautam Mandal, Functional Manager (Credit)</p>	<p>45 working days</p> <p>30 working days</p>	General Manager, District Industries Centre, Port Blair

		<p>Registration Certificate, Bye-Laws, Resolution passed for obtaining loan under PMEGP.</p> <p>12. Price List/Quotation of Plant &amp; Machinery/Equipments including Raw materials proposed to be used in the project.</p> <p>13. Project Report of the concerned activity.</p> <p>14. Attested copy of EDP Certificate, in case the entrepreneur had already undergone EDP Training for a period not less than 6 months.</p>		45 working days	
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## 12. DISTRICT JAIL

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	2.	3.	4.	5.	6.
1	Working hours in Prison Department. 8.30 AM to 5.00 PM- Monday to Friday		Superintendent		I.G.Prision
2	Working hours for Mulakat with Prisoners by relatives & Friends in District Jail 11.30 AM to 1.30 PM		Superintendent		I.G.Prision
3	No public meeting on Sundays and Holidays.		Superintendent		I.G.Prision
4	General public can meet Superintendent (Prison) or IG (Prison) in connection with issues grievances on all working days in their Office		Superintendent		I.G.Prision

### 13. Dr. BRAIT

Sl.No.	Services/works being provided	Documents required	Officer(S) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	Transfer certificate 1) Pass out students 2) Discontinued student	Completed No dues certificate	AAI/AII	Two working days	AI-I
2	Bonafide certificate	Requesting format	AAI/AII	Two working days	AI-I
3	Exam appearance certificate /Course completion	Final semester exam appeared and result awaited status along with their hall tickets.	AAI/II	Two working days	DEAN
4	Issue of mark sheet	Should have appear in term end exam	AAI/AII	Every working Saturday (regular students) For pass out as and when the students come.	AI-I
5	Issue of diploma certificate	Submitting of no dues certificate in academic cell along with 2 pass port size photograph	AAI/AII	➤ 45 days after declaration of result ➤ On all working days after 2:30 pm to 3:30 pm)	DEAN
6	Migration certificate(diploma)	Filled in format along with 100 Rupees Demand Draft in favor of Secretary MSBTE along with copy of Transfer Certificate and 6 <sup>th</sup> semester mark sheet / AOD/ Provisional certificate.	AAI/AII	15 days after receipt of filled format along with enclosures.	DEAN
7	Migration certificate(degree)	Application form as prescribed in the university web site can be obtained from Academic Cell or from University site( <a href="http://www.pondiuni.edu.in-downloads">www.pondiuni.edu.in-downloads</a> )	AAIII	Issued by University to students address on fulfilling of pre-requisite.	DEAN
8	Issue of CDC (PDME)	Submission of fully filled form and required documents	PDME STAFF	Two months	CO-ORDINATOR(PDME)



## 14. ECONOMICS & STATISTICS

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	2.	3.	4.	5.	6.
1	Data is disseminated in the form of statistical publications and through website for information of all stakeholders.	-	Statistical Officer (HQ)	Immediately on request as per the availability	Director of Economics & Statistics

## 15. EDUCATION DEPARTMENT

Sl.No.	Services/works being provided	Documents required	Officer(S) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1.	2.	3.	4.	5.	6.
1	Scholarship	Filled in prescribed application as per checklist.	Dy. Director Education (Plg)	60 days (Subject to the condition that claim is full shape as per checklist and satisfy the rules enforce)	Director Education
2	Recognition of Private Schools	Filled in prescribed application alongwith enclosures	Dy. Director Education (Acad)	60 days (subject to the condition that the fulfillment of norms and standard of school under RTE Act, 2009.	Director Education
3	Grant-in-aid to Govt. Aided schools	Filled in prescribed application alongwith enclosures	Dy. Director Education (Acad)	30 days (subject to the condition that the fulfillment of norms laid down at Delhi Education Code and Rule1973	Director Education
4	Payment to vendors	Invoice in full shape	Dy. Director Education (Plg)/Accounts Officer	45 days	Director Education
5	Reply of Information under RTI Act	Filled in RTI application	Public Information Officer (RTI)	30 days from the date of Application 48 hrs. for information concerning the life and liberty of a person. 5 days shall be added to the above response time.	Director Education
6	Counter Signature of Students Transfer Certificate	Original Students transfer certificate	Dy. Director Education (Acad)	Two days	Director Education

## 16. ELECTRICITY DEPARTMENT

<b>Sl. No.</b>	<b>Services / Works being provided</b>	<b>Documents required</b>	<b>Officer (s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	Providing of New Service Connection	Application in requisite format	Junior Engineer	Within 30 Days after completion of codal formalities (Subject to availability of power)	Assistant Engineer
2.	Attending No Light Complaints	Register complaint at Site office	Junior Engineer	Within 4 To 24 Hrs for urban area, Within 8 To 48 Hrs for Rural area (depending nature of complaint)	Assistant Engineer
3.	Complaint related to Energy Meter	Register complaint at Site office	Junior Engineer	Within 30 days after receiving the complaints.	Assistant Engineer
4.	Transfer of consumer connection and conversion of services (change of ownership / category)	Application in requisite format	Junior Engineer	Within 10 Days after the consumer deposits the estimate charge and Security Deposit if any.	Assistant Engineer
5.	Complaints about consumers bills	Register complaint at Site office	Junior Engineer	Within 15 Days after receiving the complaint.	Assistant Engineer

## 17. FISHERIES DEPARTMENT

Sl. No.	Services/ works Being provided	Documents required	Officer(s) responsible for disposal of the services.	Time frame for disposal	Appellate Officer
1	2	3	4	5	6
1	Registration of fishing boats	<ul style="list-style-type: none"> <li>• Ownership details of boat</li> <li>• Filled in MFR- 1 or 2</li> <li>• Sea worthiness certificate (where applicable)</li> <li>• Police verification of crew members</li> </ul>	Authorized Officer of the respective District	21 days	Director of Fisheries
2	Issuance of fresh fishing licence	<ul style="list-style-type: none"> <li>• 02 nos. photograph of owners and crew members</li> <li>• Filled in MFR- 8</li> </ul>		07 days	
3	Supply of fishing materials on subsidy basis	<ul style="list-style-type: none"> <li>• Fishing licence for last one year apart from the current year.</li> </ul>	Executive Officer of respective Panchayat Samiti/ Asst. Director of Fisheries (SA) for municipal & Fisheries in-charges in Tribal areas.	30 days	
4	Subsidy for procurement of fish transport	<ul style="list-style-type: none"> <li>• Fishing licence at-least for the last two consecutive years including current financial year and for tribes one year including the current financial year.</li> <li>• If a society, the Registration certificate from the Registrar of Coop. Societies, A&amp;N Islands &amp; audited statement of accounts for last 3 years along with its byelaws.</li> </ul>	Executive Officer of respective Panchayat Samiti/ Asst. Director of Fisheries (HQ-II) for municipal & Tribal areas	30 days of submission of subsidy claim along with bill and agreement bond.	

5	Deep freezers & ice boxes	<ul style="list-style-type: none"> <li>Licensed fishermen / tribe of Andaman and Nicobar Islands holding valid fishing license for at least 1 (one) year apart from the current year OR Registered Fisheries Cooperative Society / Federation/ Self Help Group engaged in fishing activity.</li> <li>In case deep freezer to be kept in a rented building, no objection from the landlord for installation of the deep freezer and marketing of fish to be furnished.</li> </ul>	Asst. Director of Fisheries (HQ-I)	45 days of submission of subsidy claim along with bill and agreement bond.	Director of Fisheries
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## 18. FOREST DEPARTMENT

Sl. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1.	2.	3.	4.	5.	6.
1.	Seedling distribution	Application on plain paper	1.Range Officer -up to 50 saplings.  2.DFO – full power	7 Days	1.DFO. 2.For 2.CCF(T)
2.	Purchase of timber from govt. sawmills	Complete application in prescribed format available at website of forest department (www.and.forest.nic.in)	1.DCF(MD) for Chatham Sawmill 2.DFO, Middle Andaman for Betapur Sawmill	15 days for the sizes available in stock.	CCF (D&U)
3.	Transit of timber				
	a. Transit of timber within the Islands (except Marblewood, Chooi, Satinwood, Padauk burr buttresses)	Apply on a plain paper along-with detail/certificate of origin	DFO concerned	DFO concerned	CCF(T)
	b. Transit of Marblewood, Chooi, Satinwood, Padauk burr buttresses	Apply on plain paper alongwith detail/certificate of origin	PCCF, ANI	15 days	-
	c. Import of Timber/Forest produce	Apply in prescribed form “C” of ANI Forest Produce Transit Rules, 1966 as modified upto 2004 before 15 days of the arrival of the shipment	PCCF, ANI	15 days	-
	d. Export of Timber/Forest Produce	Hon’ble Supreme Court vide its order dated 07.05.2002 in the matter of WP (C) 202/1995 has banned the export of timber/forest produce from these islands	-	-	-

4.	Registration of furniture unit	Units registered with Industry as well as with Environment & Forest Department	DFO concerned. (Due to limited availability of timber only the renewal of existing units is considered. Application of opening of new furniture units are not being considered)	15 days	CCF (T)
5.	Non timber Forest Produce	For bonafide use application on plain paper.	DFO	15 days	CCF(T)
6.	Issue of entry permits to NP & Sanctuaries for various purposes	1.Application citing the purpose for such visit (in Form-4) 2. ID proof in case of foreign National RAP	CWLW	2 weeks	-
7.	Issue of permission to undertake wildlife research in Protected Areas and outside Protected areas.	1.Recommendation of RAC 2.Project proposal 3.Application of citing the animals on which the research is proposed/the area where the study is proposed.	CWLW	1 month	
9	Diversion of forest land for non-forestry use	The service is now online and proposal may be submitted on MoEF&CC official website <a href="http://www.moef.nic.in">sttp/www.moef.nic.in</a>			

## 19. FOREST AND PLANTATION DEVELOPMENT CORPORATION LTD.

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	2.	3.	4.	5.	6.
1	Harvesting & Transportation of Fresh Fruit Bunches of Red Oil Palm	Application on Plain Paper	Divisional Manager(Plantation Div.), Little Andaman	As per tender documents	General Manager/Managing Director
2	Logging of Timber	Application on Plain Paper	Divisional Manager(Forestry Div.), Mayabunder	As per tender documents	General Manager/Managing Director
3	Vanvikas Eco-Tourism (Accommodation & Restaurants)	Application on Plain Paper	Assistant Manager(Tourism), ANIFPDC Ltd, Port Blair & Hut Bay (Little Andaman)	7 days	Divisional Manager(LA)/Divisional Manager(P&M)/General Manager, Port Blair
4	Coconut/Arecanut harvesting in Little Andaman & Katchal	Application on Plain Paper	Divisional Manager(PD), Little Andaman & Divisional Manager( R), Katchal	As per tender documents	General Manager/Managing Director



## 20. HEALTH SERVICES

Sl. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	Issue of Planned Family incentive cheque	1. Application in prescribed format 2. Copy of Birth Certificate 3. Xth Passed Certificate 4. Affidavit	Member Secretary (TFPF)	15 days	Director of Health Services
2	Issue of Food Safety License	1. Application in Form –B and documents as per Annexure-2 of the application form	Designated Officer	License : 60 days Renewal : 30 days	Director of Health Services
3	Issue of Hygienic Certificate	1. Application in prescribed format 2. Copy of licence 3. Medical fitness of employees 4. Pest control Certificate if available 5. Water analysis report if available 6. Copy of the previous Hygienic Certificate if any	Designated Officer	07 days	Director of Health Services
4	Issue of Drug License	1. Copy of Registration Certificate of Registered Pharmacist 2. Copy of Lease Agreement 3. Affidavit of non-conviction of Owner of the shop 4. Affidavit of appointment of Pharmacist 5. Affidavit by Pharmacist accepting appointment 6. No Objection by Land lord regarding conducting of medicine shop 7. Sketch map, copy of purchase bill of Refrigerator	Deputy Director (Medical)	New Drug License : 60 days Renewal : 30 days	Director of Health Services
5	Issue of Family Planning Certificate (Green Card)	1. Application form of Green Card to be signed by ANM/LHV 2. Operation Certificate	Deputy Director (FW)	15 days	Director of Health Services

		3. Copy of Birth Certificate of 02 children 4. Joint photograph of husband and wife duly attested by a Gazetted Officer 5. Copy of Identity proof			
6	Issue of Handicap Certificate	Application in prescribed format	MS GBPH	15 days	Director of Health Services
7	Issue of Medical Examination Reports	Application in prescribed format	MS GBPH	07 days	Director of Health Services
8	Issue of Lab Reports	Prescription of Doctor	Sr. Pathologist, GBPH and all other health institutions where lab facilities are available	Routine : Same days Other : 03 days	Director of Health Services
9	Issue of Post Mortem Report	Application in prescribed format	Sr. Pathologist, GBPH and all other health institutions where facilities are available	07 days	Director of Health Services
10	Birth & Death Certificate	Application in prescribed format	Registrar of Births and Deaths and all other health institutions where birth and death registration facilities are available.	05 days	Director of Health Services
11	Issue of Patient Case Sheets	Application in prescribed format	MS GBPH and all other PHCs & CHCs.	03 days	Director of Health Services

## 21. INDUSTRIES DEPARTMENT

Sl. No.		SERVICE/WORKS BEING PROVIDED	DOCUMENTS REQUIRED	OFFICER (S) RESPONSIBLE FOR DISPOSAL OF SERVICES	TIME FRAME FOR DISPOSAL	APPEALTE OFFICER
1.		<b>SUBSIDY ASSISTANCE</b>				
	<b>A</b>	Andaman & Nicobar Island Capital Investment Subsidy for Micro & Small Enterprises	a. Application in prescribed format b. Permanent Registration certificate/ Entrepreneurs Memorandum-II issued by DIC c. Certificate from Chartered Accountant regarding capital expenditure incurred on the project. d. A certificate in prescribed Performa from the financial institution certifying the amount of loan sanction and disbursed, if any e. Land owner ship document/lease Agreement f. Document relating to conversion of and for commercial purpose under the A & N islands Land Reserve and Land Reform Regulations 1966 g. Approved building plan from the Municipal Council/PRI under the bye laws of P BMC/PRI Regulation & Rules h. Clearance from the Pollution Control Committee i. CRZ clearance j. Trade License (wherever applicable) k. Bills/Vouchers/Money Receipts of machineries and equipments	Industries Promotion Officer & Assistant Director (Tech) dealing with the concerned scheme at Directorate of Industries	165 days	Joint Secretary & Director of Industries

			<p>In addition to aforesaid mandatory documents, the following have to be submitted by Hotel &amp; Tourism Related Activities Enterprises</p> <ol style="list-style-type: none"> <li>Possessing all kinds of License (Food License wherever applicable)</li> <li>Should consist Minimum 10 lettable rooms with all rooms having outside windows/ventilation</li> <li>Minimum size of bedroom must be 120 Sq.feet.</li> <li>Minimum size of bathroom is 30 sq. feet.</li> <li>Provision of wheel chair for the differently abled guest (s)</li> <li>Provision of refrigerator with deep freeze.</li> <li>20% staff supervisory and skilled staff should be trained in Front Office Management/Catering Technology.</li> <li>50% staff should be trained in fire fighting drill</li> <li>Smoke detectors with fire alarm as per norms specified by A &amp; N Fire Department to be installed.</li> </ol>			
	<b>B.</b>	Andaman & Nicobar 50% Subsidy for procurement of Pollution Control Equipments, Captive Power Generation Sets, Solar Power, Wind Power, Bio Mass and Hydro Power Machines & Equipments for Micro &	<ol style="list-style-type: none"> <li>Application in prescribed format</li> <li>Permanent Registration certificate/ Entrepreneurs Memorandum-II issued by DIC</li> <li>Land ownership document/Lease Agreement</li> <li>Dealer Authorization Certificate</li> <li>Bill &amp; Vouchers relating to</li> </ol>	Industries Promotion Officer & Assistant Director (Tech) dealing the concerned scheme at Directorate of Industries	165 days	Joint Secretary & Director of Industries

		Small enterprises set up in A & N Islands	<p>procurement of Pollution Control Equipment/ Captive Power Generation Sets/ Solar Power/Bio Mass/ Hydro Power.</p> <p>f. Freight bill of DG Set purchased and brought in from mainland</p> <p>g. Certificate regarding genuineness of Captive Power Generation sets procured by unit.</p> <p>h. Certificate from Chartered Accountant</p> <p>i. Commissioning report</p> <p>j. Insurance Document of DG set</p> <p>k. Land ownership document/ Lease Agreement.</p> <p>l. Document relating to conversion of land for Reserve and Land Reform Regulations 1966</p> <p>m. Approved building plan from the Municipal Council/ PRI under the bye laws of PBMC/PRI Regulation &amp; Rules</p>			
	<b>C</b>	Andaman & Nicobar Islands Transport Subsidy for Micro & Small Enterprises	<p>a. Application in prescribed format</p> <p>b. Permanent Registration certificate/ Entrepreneurs Memorandum-II issued by DIC</p> <p>c. Proof of raw materials transported into and finished products transported out of the island duly certified from a Chartered Accountant for units with a Capital investment of more than Rs. 1.00 lakhs</p> <p>d. Bill of lading, bills, cash memos, money receipt, road transport bills, supporting money receipts, Port management Board charges, Payment Vouchers, Sales Bills, Purchase Bills</p>	Industries Promotion Officer & Assistant Director (Tech) dealing with the concerned scheme at Directorate of Industries	165 days	Joint Secretary & Director of Industries

	<b>D</b>	Andaman & Nicobar Inter Island Transport Subsidy for Micro & Small Enterprises	--- do ---	Industries Promotion Officer & Assistant Director (Tech) dealing with the concerned scheme at Directorate of Industries	165 days	Joint Secretary & Director of Industries
	<b>E</b>	90% Subsidy for Supply of tools, equipments and machinery & Devices to Tribal of A & N Islands	a. Tribal Entrepreneur of A & N islands, Self Help Group with all its member of tribal population of A&N Islands, Tuhet of a Tribal village of A&N Islands b. Entrepreneur Memorandum-I issued by a District Industries Centre (Except Virgin Oil Extractor Unit) c. Entrepreneur Memorandum-II issued by District Industries Centre for Virgin Oil Extractor Unit d. 10% of the cost of tools, equipments, devises to the department in the form of Demand Draft at Documentation Stage e. Project Report f. Land ownership/ Lease Agreement/ NOC from Tribal Council of Concerned Area g. Documents relating to SHG like bank statement, bye laws etc. h. Undertaking by Chairman, Tribal Council of the respective area.	Industries Promotion Officer, Car Nicobar, Industries Promotion Officer & Assistant Director (Tech.) dealing the concerned scheme at Directorate of Industries	165 days	Jt. Secretary & Director of Industries
<b>2.</b>	<b>INFRASTRUCTURAL SUPPORT</b>					
	<b>A</b>	Infrastructural Support to MSME units for Establishment of Industrial units in the Industrial Estate in A&N Islands	a. Application in the prescribed format affixed by Rs2/- court fee stamp b. Memorandum-I or Memo-II issued by DIC. c. Project Report of the activity d. Detailed layout plan of the factory space	Assistant Director (Tech) and IPO, the programme implementing Officer	In half yearly basis during April & November of every year subject to availability of	Joint Secretary & Director of Industries

			(including list of machineries to be installed) e. EMD of Rs.50/- in favour of Accounts Officer (Industries) f. Copy of Local certificate/ Islander Card. g. Category certificate (ST/ OBC of A&N Islands/ Women groups/ Ex-service Man h. Audited Balance sheet in case of existing unit.		space (sheds/ plots)	
<b>3.</b>	<b>NO DUES CERTIFICATE</b>					
	<b>A</b>	Issue of No- Dues Certificate	a. Application from the concerned person. b. Revenue record i.e Record entry & map	Assistant Director (Technical) & Industries Promotion Officer dealing with the subject	03 days	Joint Secretary & Director of Industries
<b>4.</b>	<b>MARKETING ASSISTANCE</b>					
	<b>A</b>	Marketing Assistance through Sagarika Emporium	a. The unit should be registered with District Industries Centre or any other Govt. registering agency b. Items should be manufactured locally	a. Manager (Emporium) b. Senior Manager (Emporium) c. Assistant Director (Technical)	90 days from the date of receipt of samples	Joint Secretary & Director of Industries
<b>5.</b>	<b>ENTREPRENEURSHIP DEVELOPMENT AND SKILL DEVELOPMENT</b>					
	<b>A</b>	Conventional Training	a. Application in plain paper b. Local certificate c. Qualification certificate (minimum 8 <sup>th</sup> Pass) d. 2 No. Photographs	a. Industries Promotion Officer (dealing with the subject) b. Assistant Director (Technical)	30 days from the date of advertisement for application	Joint Secretary & Director of Industries

## 22. INFORMATION & PUBLICITY DIVISION

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer (responsible for disposal of the services)</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>
1	Release of Govt. advertisement to print media after rostering of local private newspapers by the Dte. of IP	A & N Advt. Rules 1986,2009	Sr.Cor	On daily basis	Dir(IP)
2	Disemination of information media on daily basis through Press Releases received from other deptt.	On daily basis	Chief Editor(DT)	On daily basis	Dir(IP)
3	Printing of Daily Telegram and Dweep Samachar	-	Chief Editor(DT) and Chief Editor (DS)	On daily basis	Dir(IP)
4	Collection on Advt. For Daily Telegram & Dweep Samachar on regular basis by MGP excluding Sunday	On daily basis	MGP	On daily basis	Dir(IP)



## 23. JNRM, PORT BLAIR

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	2.	3.	4.	5.	6.
1.	Issue of Transfer/Duration/Character Certificates to the students.	Application on plain paper duly indicating complete details.	Academic In-charge, Admission & Exam Wing, JNRM.	3 days from the date of receipt of application.	Principal, JNRM, Port Blair.
2.	Issue of Experience Certificate to Guest Lecturers.	Application on plain paper duly indicating complete details of date of joining & leaving duly certified by the HOD concerned.	Asst. Director (Admn), JNRM, P/Blair	3 days from the date of receipt of application.	Principal, JNRM, Port Blair.
3.	Issue of Non-availability Certificate of courses which are not being offered in the JNRM.	Application on plain paper duly indicating complete details of course which is not offered by JNRM duly supported with proof of undergoing the same course in any other college in the mainland.	Academic In-charge, Admission & Exam Wing, JNRM.	3 days from the date of receipt of application.	Principal, JNRM, Port Blair.
4.	Release of EMD to firms/contractors/Out-sourcing agencies.	Application on plain paper duly indicating complete details duly supported with completion certificate.	Drawing & Disbursing Officer, JNRM, Port Blair.	7 days from the date of receipt of application	Principal, JNRM, Port Blair.

## 24. KHADI & VILLAGE INDUSTRIES BOARD

Sl. No	Services / works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	<b>Prime Minister's Employment Generation Programme of KVIC(PMEGP scheme)</b> <ul style="list-style-type: none"> <li>Processing of loan applications after issue of press release, inviting application through local dailies, awareness campaign etc. &amp; convening of DLTFC meeting (subject to accumulation of atleast 15 projects)</li> </ul>	Individual beneficiaries / Self Help Groups/ Co-operative Societies to produce filled in loan application forms in all respects along with 2 copies of passport size photos, local certificate, copies of ration card, tenancy agreement, an affidavit on Rs. 15 bond paper signed in front of Executive Magistrate and an undertaking in the prescribed proforma, consent of PRIs, financing banks, quotation for purchase of tools & machineries & project report / project profile etc for the proposed project.	Executive Officer, A&NI KVIB	30 days	Director of Industries & Member Secretary, KVIB
	<ul style="list-style-type: none"> <li>Forwarding of DLTFC recommended applications /projects to the Lead Bank, SBI, Port Blair for its onward distribution among the financing banks.</li> </ul>	Minutes of the DLTFC meeting duly signed by all members	Executive Officer, A&NI KVIB	15 days	Director of Industries & Member Secretary, KVIB
	<ul style="list-style-type: none"> <li>Arrangement of EDP training for the sanctioned / financed units under PMEGP scheme (subject to accumulation of atleast 20 candidates for each batch)</li> </ul>	EDP sponsor letter from the financing banks.	Executive Officer, A&NI KVIB	30 days	Director of Industries & Member Secretary, KVIB

	<ul style="list-style-type: none"> <li>Processing of Margin Money [subsidy] claims</li> </ul>	Receipt of Margin Money subsidy claim from financing banks	Executive Officer, A&NI KVIB	15 days	Director of Industries & Member Secretary, KVIB
2	<b>Marketing assistance through Khadi Gramodyog Bhavan:</b> <ul style="list-style-type: none"> <li>Receipt of samples from KVIB assisted / MSME units after inviting applications by the department through advertisement.</li> </ul>	Applications along with samples from the intending units	Senior Manager, Sagarika Govt. Emporium, Directorate of Industries	In the month of December every year	Director of Industries
	<ul style="list-style-type: none"> <li>Selection of units &amp; products after conducting physical &amp; document verification</li> </ul>	-	Senior Manager, Sagarika Govt. Emporium, Directorate of Industries	45 working days	Director of Industries
	<ul style="list-style-type: none"> <li>Market survey &amp; finalization of rate / sale price of each product</li> </ul>	-	Senior Manager, Sagarika Govt. Emporium, Directorate of Industries	30 working days	Director of Industries
	<ul style="list-style-type: none"> <li>Conveying acceptance of samples &amp; its rates</li> </ul>	-	Senior Manager, Sagarika Govt. Emporium, for products to be displayed at Sagarika Govt. emporium and Manager, KG Bhavan for products to be displayed at KG Bhavan.	15 working days	Director of Industries
	<ul style="list-style-type: none"> <li>Payment of the suppliers under marketing programme through KG Bhavan</li> </ul>	-	Manager, KG Bhavan	By the 10 <sup>th</sup> day of every succeeding month.	Executive Officer / Director of Industries

## 25. LABOUR COMMISSIONER & DTE. OF EMPLOYMENT & TRAINING

S.No	Services/works being provided	Documents required	Officers(s) responsible for disposal of the	Time frame for disposal	Appellate Officer
1	2	3	4	5	6
1	Disposal of claims under Minimum wages Act 1948	Filled in claim application alongwith due wages either submitted by workers or through Union	LABOUR COMMISSIONER	15 WORKING DAYS	Secretary(Labour)
2	Disposal of claims under Employee's Compensation Act 1923	Claim application in prescribed form		90 WORKING DAYS	
3	Registration of Trade Union	Application in Form A alongwith rules of the Trade Union and schedule I and II		30 WORKING DAYS	
4	Issuance of license under Factories Act.	Application along with Drawing and site plan and power supply		15 WORKING DAYS	
5	Issuance of licenses/registration under Shops & Establishment Regulation/Contract Labour Act/Builing & Other Construction (RE&CS) Act.	Form A and E filled in alognwith photographs of establishment and ID prof.		15 WORKING DAYS	
6	Disposal of claim cases under Payment of Wages Act	Application in prescribed form		30 WORKING DAYS	LABOUR COMMISSIONER
7	Disposal of claim cases under Payment of Gratuity Act.	Application in prescribed form		30 WORKING DAYS	
8	Attending complaints on Non-Payment & Less Wages.	Application in prescribed form	LABOUR INSPECTORS	20 WORKING DAYS	LABOUR COMMISSIONER
9	Attending to complaints pertaining to employment of Child Labour	Complaint over phone/Child help line		24 HRS	
10	Registration/renewal of Employment Exchange card	Certificates in original.	EMPLOYMENT OFFICER	01 WORKING DAY	LABOUR COMMISSIONER

## 26. MAHATMA GANDHI GOVT. COLLEGE, MAYABUNDER

S. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate officer
1	2	3	4	5	6
1	Issue of Transfers/Duration/ Character Certificates to the students	Application in plain paper duly indicating complete details	Academic Incharge , admission & Exam wing, MGGC	3 days from the date of receipt of application	Principal, MGGC,Mayabunder
2	Issue of experience certificate to guest lecturers	Application on plain paper duly indicating complete details of date of joining and leaving duly certified by the HOD concerned	HOD of concerned department/OS	3 days from the date of receipt of application	Principal, MGGC,Mayabunder
3	Issue of non-availability certificate of courses which are not being offered in the MGGCM	Application on plain paper duly indicating complete details of course which is not offered by MGGCM duly supported with proof of undergoing the same course in any other college in the mainland.	Academic In-Charge, Admission & Exam Wing, MGGC	3 days from the date of receipt of application	Principal, MGGC,Mayabunder
4	Release of EMI to firms/ contractor/ Out sourcing agencies	Application on plain paper duly indicating complete details duly supported with completion certificate	OS	7 days from the date of receipt of application	Principal, MGGC,Mayabunder

## 27. PAY & ACCOUNTS OFFICE

<b>Sl. No</b>	<b>Service/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services.</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>
1	Payment of salary, personal claims and other contingent payments	Bills are submitted to PAO by the DDOs	Pay & Accounts Officer-1, CPAO, Port Blair	Seven working Days	Director of Accounts & Budget, A & N Admn.
2	Settlement & Authorization of Pension.	Pension cases are submitted by the Head of Offices	Pay & Accounts Officer-II, CPAO, Port Blair	Pension cases are to be submitted to PAO by HoOs not later than 06 months before the date of retirement of Govt. Servant. The Pension Payment Orders to be dispatched to the Central Pension Accounting Office, New Delhi on the last working day of the month preceding the month of retirement.	Director of Accounts & Budget, A & N Admn.
3	Maintenance of GPF Accounts & payment of Advances, Withdrawal from GPF Accounts and Final payment of GPF.	GPF accounts are maintained on the basis of Schedules appended in the monthly salary bills. Bills for advance, withdrawal & final payment are submitted to PAO by the DDOs	Pay & Accounts Officer-II, CPAO, Port Blair	--  Bills to be settled in Seven working days	Director of Accounts & Budget, A & N Admn.
4	Consolidation of Accounts of all PAOs & CDDOs and further submission to CGA, New Delhi.	Monthly accounts are submitted by all PAOs & CDDOs	Pay & Accounts Officer-III, CPAO, Port Blair	Monthly accounts to be furnished to CGA, New Delhi by seventeenth of following	Director of Accounts & Budget, A & N Admn.

	Preparation of Appropriation & Finance Accounts. Receipt of the amount of all centrally sponsored scheme and further disbursement/authorization to concern authority. Remittance of contribution of employees towards NPS.			month.	
5	Local Fund Audit of Gram Panchayats, Panchayat Samiti & Zilla Parishad. Also auditing of fund of MGNREGA & NRHM	Records are made available to audit team by the concerned offices	Pay & Accounts Officer-LFA, CPAO, Port Blair	Team wise Auditing Schedules are prepared to audit for the period of previous financial year.	Director of Accounts & Budget, A & N Admn.

## 28. POLICE DEPARTMENT

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services.</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
<b>1.</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1.	Copy of FIR/ NCFIR	--	SHO	24 hours from the time of registration.	SDPO
2.	Passport Verification	<ul style="list-style-type: none"> <li>Personal particular form in duplicate forwarded by Assistant Secretary (Passport), A&amp;N Administration.</li> </ul>	SHO and Special Branch field staff	14 days	Dy.SP(CID) and SDPO
3	Loud Speakers permission	<ul style="list-style-type: none"> <li>(Form-A) Form of application for license under Rule -7(b) of A &amp; N Islands (Regulation of Traffic and preservation of order in public places) Rules-1967 forwarded by Sub-Divisional Magistrate.</li> </ul>	SDPO	24 hours	SP
4	Procession permit	<ul style="list-style-type: none"> <li>-do-</li> </ul>	SP, SDPO	-do-	-do-
5	Police report for Fire crackers license / Arms license/Explosive License/Excise license	<ul style="list-style-type: none"> <li>Application in Form-IX submitted to Deputy Commissioner for grant/ amendment/ renewal/transfer of license to import and store explosives forwarded by Assistant Commissioner, Headquarter.</li> </ul>	CFO/SDPO	14 days	SP
6	Police Clearance Certificate	<ul style="list-style-type: none"> <li>Application with self attested photograph.</li> <li>Two passport size photos</li> <li>Copy of passport</li> </ul>	Dy.SP(SB)	15 days	SP(CID)
7	Fire NOC for Bar cum Restaurants, School Buildings, Fire Crackers	<ul style="list-style-type: none"> <li>Application form along with required document submitted to Deputy Commissioner for grant of Bar license forwarded by Assistant Commissioner, Headquarter.</li> </ul>	CFO	15 days	SP(Fire)



## **29. PORT BLAIR MUNICIPAL COUNCIL (PBMC)**

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	2.	3.	4.	5.	6.
1.	<b>Water Supply</b>				
	a) Sanction of domestic connection	Land records issued by revenue dept. In the name of the applicant.	Executive Engineer (Water Works)	15 to 20 days after clearance of dues.	Secretary Municipal Council
	b) Non Domestic Connection	Classified land record issued by revenue dept. In the name of applicant	Executive Engineer (Water Works)	15 to 20 days after clearance of dues.	Secretary Municipal Council
	c) Tanker supply	Receipt copy of the payment in respect of quantity required	Executive Engineer (Water Works)	Within 24 hours	Secretary Municipal Council
2.	<b>Sanitation</b>				
	a) Disposal of dead animals	Only application or information over phone	Sanitary Officer	Within 5 hours	Secretary Municipal Council
	b) Cleaning of Garbage	Only application or information over phone	Sanitary Officer	Within 6 hours	Secretary Municipal Council
	c) Blockage of major drains	Only application or information over phone	Sanitary Officer	1 working day	Secretary Municipal Council
3	<b>Building</b>				
	Sanction of Building Plan	1) Land records issued by revenue dept. 2) Site plan 3) Building plan & Structural drawing. All duly prepared and authenticated by registered Engineer / Architecture of PBMC.	Building Officer	2 Months	Chairperson & Secretary Municipal Council

4	<b>Electrical</b>				
	Replacement & Repairing Street Lights	Information over phone	AE (Electrical)	2 days	Secretary Municipal Council
5	<b>Road Works</b>				
	a) Pot hole repairs	On receipt of compliance	Executive Engineer (Works)	Within 15 days	Secretary Municipal Council

### 30. PORT MANAGEMENT BOARD

Sl. No	Services	Time Frame/ Remarks
1.	Berthing/Unberthing	Berthing meeting is conducted everyday at 1030 hours except Sunday and Holidays. Manager (Cargo Operations) allots berths. Passenger Ships are given priority. No vessel waits for more than 24-36 hours for berths.
2.	Embarkation and disembarkation of passengers	Embarkations of passengers commence 03 hours prior to schedule sailing of vessel. Dis-embarkations of passengers commence within 30 minutes after berthing of vessel.
3.	Loading unloading of cargo/ container from ships	<p><b>Container :-</b> Loading/unloading facilities of containers are available at Haddo.</p> <p><b>L.P.G :-</b> LPG handling facilities are available only at Hope Town Wharf. Normal discharging time is 24 hours. LPG cylinders are handled at Hope Town.</p> <p><b>Petroleum :-</b> POL Products can only be discharged at Haddo berth No. I. where the facility exist. Normal time for discharging is about 36-40 hours. Berthing of Tankers is likely to be delayed, if passenger vessels are berthed at Haddo berth No.I . All other cargo is unloaded / loaded on the arrival of vessel.</p>
4.	Delivery of cargo	<b>General Cargo :-</b> Agent/Consignee produces Import application with declaration of actual cargo, Delivery Order, Wharfage paid and demurrage paid receipt. Clearing time one day for small consignment and 2-3 days for break bulk/ bulk consignment.
5.	Wharfage / Demurrage Charges Collection	It takes about 30-45 Minutes for clearance.
6.	Booking of Forklift, Mobile Crane, Wharf Crane	Permit can be obtained from Port Management Board after payment of charges by the Agent/User. The permit is surrendered to Assistant Engineer (Mech.) ALHW/ Wharf Superintendent at Haddo, who will provide the equipment.

7.	Issue of Hot Work and Stevedoring Licence.	<p><b>Hot Work:-</b> Annual Licence fee for issue of Hot Work Licence is Rs. 10,000/-. Third party insurance and individual insurance of Rs. 10 Lakh and one lakh each respective to cover any mishap while carrying out Hot Work to be submitted and Licence is issued within seven days from the date of receipt of documents including labour list registration certificate and welder qualification certificate. An agreement is signed between the licensee and PMB. The party is required to obtain separate clearance for each Welding work to be undertaken. This clearance is given within 02 hours.</p> <p><b>Stevedoring :-</b> License fee of Rs. 5,000/- per year and a Bank Guarantee of Rs. 50,000/- at Port Blair and Rs. 10,000/- at all other Ports in A &amp; N Islands. Licence is issued within 07 seven days an agreement is to be signed.</p>
8.	Augmentation of facilities for passenger	Passenger terminal is made available to passenger 03 hours prior to embarkation time.
9.	Entry of visitor/ vehicles to the Port	No visitors are permitted in the Wharf Area.
10.	Allotment of developed/undeveloped space in the Port area.	Individual/ firm requiring space in Port area has to apply indicating the location and area required. Order for allotment of space will be issued within 07 days after processing is over.

### 31. REGISTRAR OF COOPERATIVE SOCIETY

Sl. No	Services/Works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	2	3	4	5	6
1	<b>Organization &amp; Registration of Cooperative Societies.</b>				
	(i) Organization	Application from a chief promoter specifying date, time and venue for an organization meeting with atleast seven days time-gap for deputing concerned Inspector for guidance.	ARCS of concerned area	07 days	Deputy Registrar of Cooperative Societies of concerned area
	(ii) Registration	<ul style="list-style-type: none"> <li>• Prescribed Application Form for registration of cooperative society under Appendix 'A' – 3 copies through concerned Inspector &amp; ARCS.</li> <li>• Proposed Bye Laws duly signed by two authorised applicants – 4 copies.</li> <li>• Copy of proceeding of the organisation meeting</li> <li>• Declaration/Undertaking of every member.</li> <li>• Age Proof of every member.</li> <li>• Residence Proof of every member.</li> <li>• Educational Qualification Proof of every member (where ever required).</li> <li>• Details of office room, copy of agreement of rent, if rented, with land details and NOC from the Land Lord.</li> <li>• Detailed scheme showing the details regarding working of the cooperative society and its economically feasibility</li> <li>• Copy of Counter Foil of the Share Capital amount deposited in the cooperative bank as decided in the organisation meeting.</li> </ul>	<p>In case of primary and central cooperatives - DRCS of concerned area.</p> <p>In case of apex cooperatives - Registrar of Cooperative Societies.</p>	90 days	Registrar of Cooperative Societies
2	<b>Registration of amendment of bye-laws.</b>	<ul style="list-style-type: none"> <li>• Application by the cooperative society through concerned Inspector &amp; ARCS.</li> <li>• Notice of the general body with specific agenda for proposed amendment.</li> </ul>	In case of primary and central cooperatives -	30 days	Registrar of Cooperative Societies

		<ul style="list-style-type: none"> <li>• Copy of the proceedings of the general body meeting adopting the proposed amendment.</li> <li>• Statement of the proposed amendment in the prescribed format duly signed by authorized officers. – 3 Nos.</li> <li>• Certificate under Rule 11 complying Rule 10.</li> <li>• Certificate of attendance of General body.</li> </ul>	DRCS of concerned area. In case of apex cooperatives – Registrar of Cooperative Societies.		
3.	<b>Inquiry against Cooperative Societies violating norms/bye-laws.</b>	<ul style="list-style-type: none"> <li>• Application of majority of members of the committee or not less than 1/3<sup>rd</sup> of the members requesting the Registrar for holding an inquiry, alongwith documents in support for their request for inquiry.</li> </ul>	In case of primary and central cooperatives - DRCS of concerned area. In case of apex cooperatives – Registrar of Cooperative Societies.	45 days	Registrar of Cooperative Societies
4.	<b>Conducting election of Cooperative societies.</b>	<ul style="list-style-type: none"> <li>• Minimum 15 days Notice for holding General Body meeting for conducting election.</li> <li>• Request for appointment of Returning Officer.</li> </ul>	Chairman Cooperative Election Authority, RCS Office, Port Blair.	On the specific date fixed for election.	Registrar of Cooperative Societies
5.	<b>Disposal of Public Grievances &amp; Appeals</b>	<ul style="list-style-type: none"> <li>• Specific complaints with supporting documents.</li> </ul>	Public Grievance Officer (DRCS)	20 days	Registrar of Cooperative Societies
6.	<b>Arbitration (Monetary &amp; Non-monetary) in respect of cooperative societies.</b>	<ul style="list-style-type: none"> <li>• Application filed under Section 55 of the Andaman &amp; Nicobar Islands Cooperative Societies Regulation, 1973 alongwith supporting documents.</li> </ul>	Registrar of Cooperative Societies	45 days	<p>In case of Registrar being Arbitrator - Hon'ble Lt. Governor.</p> <p>In case of DRCS, ARCS, ICS being Arbitrator – Registrar of Cooperative</p>

					Societies
7.	<b>Providing of financial assistance to cooperative societies.</b>	<ul style="list-style-type: none"><li>• Application for grant of financial assistance through concerned Inspector &amp; ARCS.</li><li>• Copy of <i>certificate of registration</i>.</li><li>• Copy of objective clause of bye law.</li><li>• Copy of resolution of the general body/managing committee.</li><li>• Copy of last two years of audit report.</li><li>• Tentative accounts as on date.</li><li>• Original vouchers (incase of re-imbursement of subsidy/managerial subsidy/re-imbursement of establishment charges)</li><li>• Undertaking &amp; Utilization certificate.</li></ul>	Registrar of Cooperative Societies	90 days	-

### 32. RURAL DEVELOPMENT, PRIS & URBAN LOCAL BODIES

Sl. No.	Services / works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	2	3	4	5	6
1	Issue of no objection certificate	1. Application 2. Xerox copy of land record & Map	Dealing Assistant	Within 03 days	Block Development Officer
2	IAY House	1. Application 2. Bank account No., 3. Xerox copy of land records, 4. Xerox copy of Aadhar card No., 5. Xerox copy of ration card, 6. passport size photo-2 nos. 7.Report of Gram Sabha, Pradhan, Block level staffs & revenue	Dealing Assistant	On receipt of application complete in all respect shall be forwarded to DRDA within 03 days	Block Development Officer
3	Issue of BPL Certificate	1.Application 2.Xerox copy of identity card proof, 3.Pradhan certificate, 4.passport size photo-01 No.	Dealing Assistant	Within 03 days on receipt of application	Block Development Officer
4	Issue of Job Card under MGNREGA Scheme	1. 2 Nos. passport photos. 2. copy of bank book. 3. copy of Islander/ Ration card.	Panchayat Secretary	Within 15-days	Block Development Officer
5	Permission to construct building (below 500 Sq.mtr for Port Blair planning area)	1. Application. 2. Ownership certificate 3. Copy of land record. 4. Copy of layout map 5.Proposed building plan duly signed by a registered Architect. 6.If the area comes under CRZ clearance from environment and forest is required. 7. If the area comes under vicinity of aerodrome zone NOC required from Airport authority.	Panchayat Secretary	Within 30-days	Executive Officer, Panchayat Samiti



### **33 SCIENCE AND TECHNOLOGY**

<b>S. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate officer</b>
1	2	3	4	5	6
1	Issue of Consent/Authorization to Industries/activities	1. Land conversion certificate for commercial purpose. 2. Registration certificate of the unit from the competent authority. 3. Certificate from Chartered Accountant showing cost of building, land, plant & machinery. 4. CRZ clearance certificate. 5. Manufacturing certificate of DG Set. 6. Detail Project report with layout plan.	Member Secretary, ANPCC, Department of Science & Technology, Dolly Gunj.	Within 90 days from the date of receipt of application	Chairman, PCC
	a) Preliminary Screening of the project  b) Pre-review and Expert committee recommendation  c) Administrative approval, financial sanction and release of grant  d) Preliminary Screening of the project and forwarding the same to DST, GOI.	Project proposal duly approved and forwarded by HOD of the concerned institute.	Director, Science & Technology	1 month from the date of receipt of the proposal  3 months  3 months from the date of receipt of required documents (applicable for the project financed by A&N Administration)  1 month from the date of receipt of the proposal	Secretary (Science & Technology)

### **34. SECRETARIAT (DEVELOPMENT – IV SECTION)**

<b>S. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate officer</b>
1	2	3	4	5	6
1	Allotment of various Professional/ Technical/Non-Technical Courses at Mainland Institutions	As per the requirement, application forms are being formulated from time to time and being hosted in the Administration's website.	Assistant Secretary (Hr. Edn) Phone No. 03192-231158	As notified by various seat allocating agencies	Secretary(Education) Ph No. 03192-230661

### **35. SECRETARIAT (GENERAL ADMINISTRATION SECTION)**

<b>Sl. No</b>	<b>Services/ Works being provided</b>	<b>Documents required</b>	<b>Officer (s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1.	Pensioner's Identity Card	Application in requisite format	Assistant Secretary (GA)	1 Month	Secretary (GA)
2.	Releasing of Ship passages seat under Emergency Quota	Application in requisite format	Assistant Secretary (GA)	48 Hrs of Scheduled Departure	Secretary (GA)
3.	Releasing of Air Ticket seats under Administration Reserved Quota	Application	Assistant Secretary (GA)	48 Hrs of Scheduled Departure	Secretary (GA)
4.	Issue of Air Ticket Chartered Flight From Port Blair to Car Nicobar	Application in requisite format	Assistant Secretary (GA)	Monday to Wednesday before 10 AM –receipt of Application Wednesday Evening – Issue of Tickets	Secretary (GA)
5.	Releasing of Helicopter Tickets Seats (Pawan Hans) Port Blair to Hutbay Port Blair to Car Nicobar Port Blair to Campbell Bay	Application in requisite format	Assistant Secretary (GA)	01 day before scheduled departure	Secretary (GA)
6.	Allotment of rooms in Circuit Houses	Application	Protocol Officer	One day before arrival of guest	Secretary (GA)

### 36. SECRETARIAT (HOUSING & ESTATE SECTION)

Sl.No.	Services/works being provided	Documents required	Officer(S) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	2	3	4	5	6
1.	Allotment of Govt. accommodation	1 Application form duly filled from the regular Govt. Employees are called for during the month of July every year 2.Initial appointment order 3. present Grade pay fixation order 4. Self under taking for non owing of own house within Municipal limit or 20 km outside boundary of the Municipal limit.	Assistant Secretary(H&E)	1.The Seniority list will be prepared with in 30-45 days. 2. The final seniority list prepared will be valid for one year i.e. 30 th June of next year.The allotments are made according to seniority and on the basis of the availability of vacant quarters .	Secretary(H&E)
2.	a)Change of Accommodation of similar type.  b) Mutual change	1. Application form duly filled 2. Previous allotment order copy  1.Both the Govt. servant should apply separately. 2.Both the Govt. servant are reasonably expected to remain on duty and to reside in the exchanged residences for at least six months from the date of approval of such exchange	Assistant Secretary (H&E)	1. Application seniority is maintained and application are considered as per the availability of vacant quarters. 2. Other than seniority change the application will be disposed within 15-20 days.  The application will be processed within 15 days.	Secretary (H&E)
3.	Transfer of Allottee	1. Plain application along with pension placement order of the Govt. servant who is placed on superannuation retirement 2 .Application duly filled by the spouse and all the accommodation.	Assistant Secretary(H&E)	The application will be processed after retirement/death of the Govt. servant and it will take 15 - 20days after submission of requisition.	Secretary(H&E)

### 37. SHIPPING SERVICES

Sl. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1.	2	3	4.	5.	6.
1	Shipping Services between Islands & Mainland viz. Port Blair to Kolkata, Vizag & Chennai and its ticketing. (Schedule is promulgated on monthly basis.)	1. General Passenger : Any Photo Identity proof at the time of boarding 2. Islanders : Local Certificate / Islander Card 3. Foreign National: Copy of passport and Restricted Area Permission (RAP) 4. Student : Bonefied Certificate issued by educational institute 5. Handicapped: Handicap Certificate issued by Govt. Authority 6. Senior Citizen : Govt. Issued identity proof/ certificate indicating age above 60 years. 7. Freedom Fighter: Govt. Issued certificate for freedom fighter	Assistant Director (Commercial)	Across the counter subject to availability	Deputy Director (SS)
2	Shipping Services between Mainland and Inter-Islands service viz Chennai/Vizag/ Kolkata to Port Blair and Inter-Island from Port Blair to Southern Group of Island and Middle and North.	1. Cargo transportation from Mainland to Port Blair as break buik and container cargo as per rates fixed by the A & N Administration. Mainland each vessel are having 1500 MTS cargo capacity. 2. Cargo transportation to Southern Group of Island as break bulk by Inter-Island vessel as per the rates prescribed by A & N Administration. 3. Inter-Island vessels are having 100 to 200 MTS cargo capacity. 4. The traders can book their cargo at the offices functioning at various sectors/stations.	1. Assistant Director(Commer cial) DSS, Port Blair. 2. The Assistant Director(SS) Chennai. 3. The Shipping Corporation of India Ltd., Kolkata.	Based on booking	Director of Shipping Services, Port Blair.

		5. Booking of cargo in prescribed form in all the station giving quantity of cargo booked, name of consigner and consignee with mark of cargoes placed for shipment	4. The SCI Agent at Vizag.		
3	Shipping Services between Port Blair & Nicobar Group of Islands viz. Port Blair to Carnicobar, Chowra, Teressa, Katchal, Kamorta & Campbell Bay and its ticketing. (Schedule is promulgated on weekly basis.)	1. Tribal Passenger of Nicobar Group: Any Photo Identity proof at the time of boarding. 2. General Passenger: Tribal Pass or Copy of Posting in Nicobar Group of Islands except for Campbell Bay & Katchal. Foreign Nationals are not permitted. 3. Student : Bonafied Certificate issued by educational institute 4. Handicapped: Handicap Certificate issued by Govt. Authority 5. Senior Citizen : Govt. Issued identity proof/ certificate indicating age above 60 years. 6. Freedom Fighter: Govt. Issued certificate for freedom fighter	Assistant Director (Commercial)	Across the counter subject to availability	Deputy Director (SS)
4	Shipping Services between Port Blair & Nearby Islands viz. Port Blair to Diglipur, Mayabunder, Rangat, Strait Island, Long Island, Havelock, Neil & Hut Bay and its ticketing (Schedule is promulgated on weekly basis.)	1. General Passengers: Any Photo Identity proof at the time of boarding 2. Islanders : Local Certificate / Islander Card 3. Govt Servant : Identity Card issued by	Assistant Director (Commercial)	Across the counter subject to availability	Deputy Director (SS)
5	Harbour ferry/ vehicle ferry services between nearby intervening islands of Andaman & Nicobar. <b>1. <u>Vehicle ferry Service</u></b> <b>Port Blair</b> a) Chatham – Bambooflat b) Chatham-Dunduspoint <b>Middle Andaman</b> a) Middle Strait-Baratang b) Uttara-Gandhighat <b>2. <u>Harbour Ferry Service.</u></b>	No documents required however before boarding the passenger required to purchase the ticket from the respective ticketing counter. Monthly Passes – Regular Passes - Monthly passes are issued on payments from the counter.  Free Passes – Free passes are issued to differently abled person on production of valid documentary proof.	Assistant Director (Commercial)		Deputy Director (SS)

	<p><b>Port Blair -</b></p> <ul style="list-style-type: none"><li>a) Chatham – Bambooflat.</li><li>b) Chatham – Dunduspoint.</li><li>c) PhoenixBay- Bambooflat.</li><li>d) Phoenix Bay- Hopetown</li></ul> <p><b>Middle Andaman</b></p> <ul style="list-style-type: none"><li>a) Long Island – Erratta</li><li>b) Long Island- Kadamtala</li></ul> <p><b>North Andaman</b></p> <ul style="list-style-type: none"><li>a) Aerial Bay – Smith Island</li></ul> <p><b>Southern Group of Island</b></p> <ul style="list-style-type: none"><li><b>a)</b> Kamorta – Katchal</li><li><b>b)</b> Kamorta-Hitui-Monark- Champin</li><li>c) Campbell Bay – 08 Km</li></ul>				
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### 38. SOCIAL WELFARE

S. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate officer
1	2	3	4	5	6
1	Sanction of Old Age Pension	<ul style="list-style-type: none"> <li>• Residence /Domicile certificate / local certificate/Islander Identity card and bank pass Book duly attested</li> <li>• Age proof certificate</li> <li>• Monthly income Certificate from Revenue Authorities</li> <li>• Duly filled in prescribed application form.</li> </ul>	Probation Officer(JH)	45 days	Director (SW)
2	Destitute Allowances	<ul style="list-style-type: none"> <li>• Residence /Domicile certificate/ local certificate/Islander Identity card and bank pass Book duly attested</li> <li>• Monthly income Certificate from Revenue Authorities</li> <li>• Duly filled in prescribed application form.</li> <li>• An Affidavit stating the eligibility of the person for sanction of allowance</li> </ul>	Welfare Officer (Women)	45 days	Director (SW)
3	Widow Pension	<ul style="list-style-type: none"> <li>• Residence /Domicile certificate/ local certificate/Islander Identity card and bank pass Book duly attested</li> <li>• Monthly income Certificate from Revenue Authorities</li> <li>• Duly filled in prescribed application form.</li> <li>• Death Certificate issued by competent authority or certificate issued by a Court of Law in case of husbands whose whereabouts are not known for last more than seven years</li> </ul>	Welfare Officer (Women)	45 days	Director (SW)



4	Disability Allowance	<ul style="list-style-type: none"> <li>• Residence /Domicile certificate/ local certificate/Islander Identity card and bank pass Book duly attested.</li> <li>• Monthly income Certificate from Revenue Authorities showing household income of Rs. 2.50 lakh per annum</li> <li>• Duly filled in prescribed application form.</li> <li>• Certificate issued by competent Medical authority showing disability of 40% or more</li> <li>• Copy of disability Identity card issued by the Social Welfare department</li> </ul>	Asst. Accounts Officer	45 days	Director (SW)
5	Admission in children Home for Boys at Ferrargunj	<ul style="list-style-type: none"> <li>• Residence /Domicile certificate</li> <li>• Age proof certificate</li> <li>• Copy of Medical certificate stating that the person doesn't have any infectious/communicable diseases</li> <li>• Income Certificate of parents issued by a Revenue Authority</li> <li>• Prescribed application form duly filled in</li> </ul>	CDPO (UP)	5 days	Director (SW)
6	Admission in Home for orphan girls	<ul style="list-style-type: none"> <li>• Residence /Domicile certificate</li> <li>• Age proof certificate</li> <li>• Copy of Medical certificate stating that the person doesn't have any infectious/communicable diseases</li> <li>• Income Certificate of parents issued by a Revenue Authority</li> <li>• Prescribed application form duly filled in</li> </ul>	Welfare Officer (Women)	5 days	Director (SW)
7	Admission in Old Age Home at Ferrargunj	<ul style="list-style-type: none"> <li>• Copy of age proof</li> <li>• Copy of domicile certificate or other proof of age</li> <li>• Copy of medical Certificate stating that he doesn't have any infectious/communicable diseases.</li> <li>• Income certificate</li> </ul>	CDPO (UP)	5 days	Director (SW)

8	Admission in Home for differently able children	<ul style="list-style-type: none"> <li>• Residence /Domicile certificate</li> <li>• Copy of Medical certificate stating that the person doesn't have any infectious/communicable diseases</li> <li>• Income Certificate of parents issued by a Revenue Authority</li> <li>• Prescribed application form duly filled in</li> <li>• Certificate from a competent Medical Authority showing 60% or more disability</li> </ul>	CDPO (UP)	5 days	Director (SW)
9	Sanction of incentives under Indira Gandhi Matritv Sahyog Yojana (for South Andaman District only)	<ul style="list-style-type: none"> <li>• Proof of Registration of Pregnancy</li> <li>• Proof of registration of birth of the child</li> <li>• Proof that the child has received BCG, DPT I, II &amp;III and three OPV doses.</li> </ul>	CDPO Urban Project & CDPO Ferrargunj (in respect of their respective projects)	30 days (subject to availability of fund)	Director (SW)

### 39. SPORTS & YOUTH AFFAIRS

Sl. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services.	Time frame for disposal	Appellate Officer
1	2	3	4	5	6
1.	Issue of membership form for utilizing all sports facilities in Netaji Stadium Sports Complex. (Multipurpose Hall, Fitness-cum-Conditioning Hall, Swimming Pool, Squash Court, Billiard Room, Basketball Court)	1. Passports size photo. 2. Medical fitness certificate from practitioner 3. ID Card.	Assistant Director (Sports, Admn & Plg)	07 days	Director (Sports)
2.	Release of financial assistance to UT Level Sports Associations	1. Should be a registered body under societies act, 1860. 2. Should be recognized by the State Olympic Association. 3. Should have affiliated with the respective National Sports Federation. 4. Should have regular sports activities in their respective sports/games at Block/District/State /National level 5. Should submit Annual Calendar of activities.	Director (Sports)/Jt. Secy (SSC)	14 days	Secretary (Sports)/ Genl. Secy, A&N SSC

3.	Supply of Sports equipments for Island Sports person/team representing in National level Championship	After completion of selection process when the team proceeding to mainland for participation in National Level the equipment will be provided to the Island sports person/team	AD(Sports)	07 days	Director (Sports)
4.	Recognition to various Sports Association	1. Should be a registered from DC office. 2. Should have affiliated from A&N SSC.	Director (Sports)/Jt. Secy (SSC)	Within 03 months (subject to approval accorded by A&N SSC)	Secretary (Sports)/ Genl. Secy, A&N SSC
5	Allotment of Sports infrastructure for conduct of Sports & Cultural activities	1. Facilities are provided for allotment of various infrastructure on payment basis in the department of SYA.	Assistant Director (Sports, Admn & Plg)	07 days	Director (Sports)

**40. TAGORE GOVERNMENT OF COLLEGE OF EDUCATION**

<b>S.No</b>	<b>Services/Works being provided</b>	<b>Documents required</b>	<b>Officer(S) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	One year B.Ed degree programme	As per the requirement of the Pondicherry University/Administration	Principal	As notified by the University	Secretary(Edn)
2.	Four Year U.G.Ed degree Programme	As per the requirement of the Pondicherry University/Administration	Principal	As notified by the University	Secretary(Edn)
3.	Disposal of RTI application	Request in the prescribed format alongwith the prescribed format with fees	PIO	As per RTI Act	Principal

## 41. TOURISM DEPARTMENT

S. No.	Service provided	Documents required	Officer(s) responsible for disposal of the services.	Time frame for disposal	Appellate Officer
1	2	3	4	5	6
1.	a)Booking of accommodation in departmental guest houses viz. Dolphin Resort, Havelock, Hawa bill Nest, Neil Island, Hawks Bill Nest, Rangat, Turtle Resort, Diglipur, Tourist Guest House at Campbell Bay	<p>1. Confirmed booking of accommodation is done one month in advance against deposit of 25% of the room tariff in the form of Demand Draft drawn in favour of the Sr.Accounts Officer(IP&amp;T), on first come first served basis.</p> <p>2. The requisition be addressed to the Director(Tourism) Directorate of Tourism, A &amp; N Administration, Kamaraj Raod, Port Blair, Pin No. 744101. Fax no. 03192-232747 or 03192-230933. Email <a href="mailto:accomodation6@gmail.com">accomodation6@gmail.com</a>.</p>	<p>1. Joint Director (Tourism)</p> <p>2. Manager (GH)</p> <p>3. Tourist Information Assistant</p>	One month from the date of requirement	Director(Tourism)
		<p><b><u>Providing of Tourist Information:</u></b></p> <p>Tourist Information Center , Directorate of Tourism, Kamaraj Road, Port Blair -744101 Tel.No.03192-232694 Fax No.03192-232747 e-mail:accomodation6@gmail.com website:andamans.gov.in</p>	<p>1. Joint Director (Tourism)</p> <p>2. Manager (GH)</p> <p>3.Tourist Information Assistant</p>	<p>During tourist season (October to March) All seven days of the week including holidays from 08.00 AM to 08.00 PM</p> <p>During off season (April to September) Monday to Saturdays from 8.30AM to 05.00 PM. Sundays and Public holidays from 08.30 AM to 01.00 PM</p>	Director(Tourism)

		Tourist Information Centre, Veer Savarkar International Airport, Port Blair. Tel.No.03192-232414	The Incharge, Tourist Information Asst.	All days during arrival of flights	Direct or (Tourism)
		Tourist Information Centre at Havelock.	In-Charge, Tourist Information Center, Havelock	All days during arrival of boats from 7.30 AM to 4.30 PM	Direct or (Tourism)
2.	a)Enlistment of Tour & Travel Operators of Andaman Nicobar Islands  b) Registration of service providers under Bed& Breakfast Scheme	Duly filled in application.  Duly filled in application.	1. Joint Director (Tourism) 2 Sr. Investigator (Plg.)  1.Manager (tourism)	1.Compilation & scrutiny of the application received till Nov.2014, by 31 <sup>st</sup> Jan.,2015. 2.Physical verification to be completed by 28.02.2015. 3.Police verification to be completed by 31.3.2015 4.Enlistment of Tour & Travel Operators 30.4.2015  5.For Registration of service providers under Bed& Breakfast scheme, one month from the date of receipt of application	Director (Tourism)
3.	a) Registration/ Renewal of Scuba Dive Centre/ Activity.	Application form along with fee and documents as mentioned in the guidelines for Scuba Diving Activities available in the official website <a href="http://www.andamans.gov.in">www.andamans.gov.in</a>	Deputy Resident Commissioner (HQ)	Registration /renewal (60 days)	Director (Tourism)
	b) Registration/ Renewal of Sea Walk/ Halmet Dive Activity				
4.	Redressal of Tourist Grievances	1. Formal Grievances indicating name of the individual along with Address for correspondence, e-mail ID, Phone No. etc. 2. Documents if any for substantiating the complaint.	Tourism Grievance Redressal Officer/Sr.Manager(Projects). Tel.No.03192-244091	07 working days for taking up the matter with the concerned agency against whom the complaint is made and any other agency as would be required.	Director (Tourism)

## 42. TRANSPORT DEPARTMENT

<b>Sl. No.</b>	<b>Services/ Works being provided</b>	<b>Documents Required</b>	<b>Officer(s) Responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1	2	3	4	5	6
1	Renewal of certificate of fitness	1. Registration Certificate in original. 2. Valid Insurance. 3. Road Tax up to date. 4. Fitness form. 5. Valid Pollution under control certificate. 6. <u>Fee:</u> i. Two wheeler – Rs.200/- ii. Three wheeler – Rs.300/- iii. LMV/Mini Bus – Rs.300/- iv. HGV/Bus – Rs.500/-	RTO - II, III, IV & V	8 days	Registering Authority
2	Issue of Road Tax	1. Registration certificate in original. 2. Valid Insurance. 3. Road Tax form.	- do -	2 Days	- do -



3	Renewal of driving license	<ol style="list-style-type: none"> <li>1. Form-9: Application for Renewal of Driving license with passport size photograph affixed.</li> <li>2. Form-1: Medical fitness certificate from any Medical Practitioner with photograph affixed.</li> <li>3. Original driving license.</li> <li>4. <u>Fee</u>: Rs.250/- for renewal in Form-7 i.e. smart card.</li> <li>5. <u>Fee</u>: Rs.50/- for renewal in Form-6 i.e. in Book Form.</li> <li>6. <u>Fee</u>: Rs.50/- as fine for each year subject to a maximum of 5 years from the date of expiry.</li> </ol>	- do -	7 Days	Registering Authority
4	Renewal of permit	<ol style="list-style-type: none"> <li>1. Original copy of permit with its Xerox copy.</li> <li>2. Original copy of RC Book with its Xerox copy.</li> <li>3. Original copy of insurance with its Xerox copy.</li> <li>4. Valid fitness certificate &amp; Road Tax.</li> <li>5. Bank NOC if loan issued.</li> <li>6. Meter Seal paper(If in case of Auto)</li> <li>7. Undertaking by the applicant if delay in renewal.</li> <li>8. Garage certificate in case vehicle was under repair.</li> <li>9. Certificate from Police Station after submitting missing report.</li> </ol>	Assistant Director (Transport)	10 Days  (Subject to making payment of fee by the applicant in time).	Secretary(STA)
5	Issue of duplicate permit	<ol style="list-style-type: none"> <li>1. Missing report from Police station.</li> <li>2. Xerox copy of permit.</li> <li>3. Original copy of RC Book with its Xerox copy.</li> <li>4. Original copy of insurance with its Xerox copy.</li> <li>5. Valid fitness certificate &amp; Road Tax.</li> <li>6. Applicant photograph.</li> <li>7. Meter Seal paper(If in case of Auto)</li> </ol>	Assistant Director (Transport)	10 Days  (Subject to making payment of fee by the applicant in time).	Secretary(STA)

### 43. TRIBAL WELFARE DEPARTMENT

Sl. No	Services/works being provided	Documents required	Officer(s)n Responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	Grant of Additional Scholarship to the ST Students for higher education in the Island as well as in the mainland colleges	1.Application Form 2.ST Certificate 3.Bank Account Number 4.Adhar Card 5.Annual Income Certificate 6.Declaration by Parents	Director (TW)	30 days from the date of receipt of proposal from respective colleges	Secretary(TW)
2	Financial assistance to Tribal patients for treatment of Serious illness in mainland hospitals	1. Referral letter from GB Pant Hospital 2. Bills/vouchers of the treatment 3. Tickets of Air/ship journey	Director TW)	30 days from the date of receipt of proposal from respective colleges	Secretary(TW)
3	Grant of additional scholarship to the OBC students of this UT for higher education in the Island as well as mainland colleges	1.Application Form 2.OBC Certificate 3.Bank Account Number 4.Adhar Card 5.Annual Income Certificate 6.Declaration by Parents	Director (TW)	30 days from the date of receipt of proposal from respective colleges	Secretary (TW)
4.	This Directorate is the Nodal department in respect of matters relating to OBC. Post Matric Scholarship is given to OBC Students which is implemented by the Directorate of Education. After receiving proposal from them, the same is forwarded to the Ministry of Social Justice and Empowerment.	1.Application Form 2.OBC Certificate 3.Bank Account Number 4.Adhar Card 5.Annual Income Certificate 6.Declaration by Parents	Accounts Officer Directorate of Education	After the release of Fund by the Ministry	Director, Directorate of Education

5.	Pre-Matric Scholarship is given to OBC Students which is implemented by the Directorate of Education. After receiving proposal from them the same is forwarded to the Ministry of Social Justice and Empowerment.	1.Application Form 2.OBC Certificate 3.Bank Account Number 4.Adhar Card 5.Annual Income Certificate 6.Declaration by Parents	Accounts Officer Directorate of Education	After the release of Fund by the Ministry	Director, Directorate of Education
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**44. ZILLA PARISHAD, NORTH & MIDDLE ANDAMAN**

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	2.	3.	4.	5.	6.
1	Preparation of plan for economic development & social justice	a) Gram Sabha approval of the work b) Inclusion in annual plan book c) Approval of district planning committee d) Proposed by the PRIs e) Availability of funds	Chief planning officer	60 days	Adhyaksh & CEO
2	Convention of district planning committee	a) Approval of the competent authority b) Draft annual plan of PRIs and departments of the district c) Presence of 2/3 members	Chief planning officer	10 days notice and 3 days schedule to conduct meeting as well as 7 days to draft minutes	Adhyaksh & CEO
3	Implementation of planned schemes	a) Gram Sabha approval of the work b) Inclusion in annual plan book c) Recommendation of standing committee d) Land free from all incumbrance e) Subject to availability of fund	Chief planning officer	30 days	Adhyaksh & CEO
4	Preparation of estimates	Work proposed in annual plan an approved in Gram Sabha based on priority of work as	Executive Engineer	20 days	Chief Engineer & Superintending Engineer

		recommended by Zilla Parishad member & works passed by standing committee			
5	Administrative approval & Expenditure sanction	a) Gram Sabha approval of the work b) Inclusion in annual plan book. c) Recommendation of standing committee d) Land free from all incumbrance e) Subject to availability of fund f) Based on priority	Chief Planning Officer	10 days subject to fulfilment of documents needed and subject to availability of funds	Adhyaksh & CEO
6	Bill settlement (Works & goods)	Bills in complete shape	Executive Engineer/Chief Account Officer	As per CPWD Manual	Adhyaksh & CEO
7	Release of EMD of unsuccessful bidders	Application from bidders to release EMD	Executive Engineer	As per CPWD Manual	Chief Engineer & Superintending Engineer
8	Performance guarantee	Application of bidders to release performance guarantee	Executive Engineer	As per CPWD Manual	Executive Engineer
9	Security Deposit	Application of bidders to release security deposit	Junior Engineer & Assistant Engineer	As per CPWD Manual	Executive Engineer

**45. ZILLA PARISHAD, SOUTH ANDAMAN**

<b>Sl. No.</b>	<b>Services/works being provided</b>	<b>Documents required</b>	<b>Officer(s) responsible for disposal of the services</b>	<b>Time frame for disposal</b>	<b>Appellate Officer</b>
1.	2	3	4.	5.	6.
1	Preparation of Annual Plan	Proposals proposed and approved in the Gram Sabha for economic development and social justice of the District through District Planning Committee	Chief Planning Officer	45 days from the District Planning Committee meeting held.	Chief Executive Officer
2	Administrative approval & Expenditure sanction of various estimates	Work proposed in Annual Plan and passed in Gram Sabha and based on priority.	Chief Planning Officer, Chief Account Officer, Executive Engineer	21 days if documents are found in order 3 days, incomplete proposal may be returned.	Chief Executive Officer
3	Preparation of estimates	Work proposed in Annual Plan and passed in Gram Sabha and based on priority & work passed by Work & Development Committee	Executive Engineer	30 days subject to availability of fund	Chief Executive Officer
4	Payment of bills (Works & Goods)	Bill in complete shape	Executive Engineer	10 days subject to availability of fund	Chief Executive Officer
5	Release of EMD of unsuccessful bidders	-	Executive Engineer	Within 07 working days of opening of tender (based on terms & conditions agreed upon)	Chief Executive Officer
6	Performance Guarantee	-	Executive Engineer	Within 07 days of the completion of work & recording of completion certificate	Chief Executive Officer
7	Security Deposit	-	Executive Engineer	Within 07 days subject to condition of agreement	Chief Executive Officer

