

CITIZEN CHARTER OF DEPUTY COMMISSIONER'S OFFICE, SOUTH ANDAMAN

1. The Aim and purpose of this citizen charter is :-

- (i) To work for better quality in public service
- (ii) To make Deputy Commissioner Office/Revenue Department more responsive, transparent and responsible towards public and delivery oriented.
- (iii) To ensure progressive modernization and transformation of this office in forms and contents keeping in mind the centrality therein regulating, facilitating and delivering services at the grass root level.
- (iv) To bring about the systematic changes to infuse and sustain vibrancy and responsiveness.
- (v) To promote knowledge sharing to realize continuous improvement in the quality of governance.
- (vi) To strive towards eGovernance , and
- (vii) To ensure relief and rehabilitation work as envisaged by DM Act 2005.

2. The important areas of public interfaces are:-

(i) Revenue functions

Revenue functions involve maintenance of land records, conduct of revenue cases, carrying out of demarcation and mutations, settlement operations. This office is headed by Deputy Commissioners (DC) as per Revenue Laws in A & N Nicobar Islands. Sub Divisional Officers are primarily responsible for day to day revenue work. The subordinate revenue staff consisting of Deputy Tehsildar, Revenue Inspector and Patwaries are supervised by Tehsildar who are involved in field level revenue activities. Survey and Settlement Office is headed by Assistant Commissioner(S) and assisted by Tehsildar (Land Records), Surveyors, Draftsman and Chainman.

(ii) Issue of Certificates

Tehsildars of the respective Tehsil are empowered to issue various kinds of statutory certificates including Tribal & OBC, Domicile. Registration of Property documents, sale deeds, power of attorneys and all other documents which need to be compulsorily registered under registration Act is made at Sub Registrar's Offices. Deputy Commissioners, South Andaman is Registrar of the district and exercises supervisory control over the Sub Registrar.

(iii) Election Work

Deputy Commissioners are also District Election Officers(DEO) and Deputy Commissioner, South Andaman is the Returning Officers(RO) for Parliamentary Constituencie of Andaman Nicobar Islands. Additional District Magistrate (ADM) is ERO (Electoral Registering Officer) for entire A &

N Parliamentary Constituency. The District Election Officers are primarily responsible for conduct of Lok Sabha and State Elections. The ERO assisted by AERO is responsible for maintenance and revision of Voters' Lists, issue of Voters' Photo Identity Cards (EPIC Cards) and Voters' Certificates. All Tehsildars work as ARO in their jurisdiction. AERO(HQ) assists ERO in computerization of election related works and management of Electoral Roll.

(iv) Magisterial functions

Deputy Commissioner, Additional District Magistrate and Sub Divisional Magistrate exercise powers of Executive Magistrates. In this role they are responsible for operating preventive Sections of Code of Criminal Procedure. Additional District Magistrate and Sub Divisional Magistrate are empowered to conduct enquiries into custodial deaths including deaths in Police Lock Up, Jails, Women Homes etc. The Officers of this Department are also expected to act as eyes and ears of the Government and conduct enquiries into all major incidents including major fires, riots and natural calamities etc.

(v) Registration of Marriage:

Additional District Magistrate is conferred with powers of Registrars of Marriage under the Hindu Marriage Act and Special Marriage Act.

(vi) Relief, Rehabilitation and Disaster Management

This department is entrusted with the primary responsibility for relief and rehabilitation operations in any calamity whether natural or man-made. Deputy Commissioner's Office carry out relief operations during flood, fires, crop failures, droughts and other calamities. He is also responsible for coordinating and implementing disaster management plan for natural disasters and awareness generation programme on disaster preparedness. Liaisoning with various departments to coordinate and facilitate delivery of service. There is a District Disaster Management Authority in the Department, under the supervision of Deputy Commissioner, South Andaman for implementing disaster related activities under DM Act 2005.

(vii) Right to Information Act.

The basic object of the Right to Information Act is to empower the citizens, to promote transparency and accountability in the working of the Government, to contain corruption, and to enhance people's participation in democratic process thereby making our democracy work for the people in a real sense. The Services are rendered at All PIO, and APIO level, appellate authority being the Deputy Commissioner.

3. Services for Citizens:

The Department has set the following targets, standards and response time for the delivery of the services to the citizen.

Various Certificates

(Issued at Tehsil Office)

Service No	Type of certificate	Procedure/Documents Required.	Response Time (Calendar Days)
1	<u>Dependent Certificate</u> (Certificate given to members who are dependent on other family members.)	✓ Application in a Plain Paper addressed to Tehsildar stating the reason, Complete Address and contact number. ✓ Address proof / Ration Card ✓ Relationship Document like Certificate/ School certificate ✓ Affidavit on Rs.10 non judicial Stamp paper on the subject . ✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate.	07 days
2	<u>Senior Citizen Certificate</u> (Certificate given to senior citizen for availing concession)	✓ Application in a Plain Paper addressed to Tehsildar stating the reason, Complete Address and contact number. ✓ Two Passport size photographs of the applicant. ✓ Proof of residence like Ration Card ✓ Age Proof like Birth Certificate, Matriculation Certificate, School leaving certificate, Pension Payment Order (if retired from service or any other age proof). ✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate.	04 days
3	<u>Income Certificate</u> (Certificate showing income /Head of family annual Income)	✓ 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. ✓ Salary Certificate from recent/current employer. ✓ Proof of Residence like Ration Card ✓ Affidavit declaring his annual income from all sources on Rs.10 non judicial Stamp paper. ✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate.	07 days

4	<u>Solvency Certificate</u> (For security Purpose and for enlistment by contractors)	✓ Application in a Plain Paper addressed to Tehsildar stating the reason, Complete Address and contact number. ✓ Recent Form F /Land Revenue Receipt.	14 days
5	<u>NOC of electric/Water Connection</u> (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.	14 days
6	<u>No dues Certificate</u> (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	14 days
7	<u>Non- encumbrance certificate</u> (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 numbe . ✓ 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.	14 days
8	<u>Tamil/Malayalam/Telugu Origin Certificate</u> (Certificate showing their place of origin)	✓ Application in plain paper addressed to Tehsildar, with complete address and contact number. ✓ Local address proof like Ration Card in A&N Islands ✓ School Certificate from schools of A&N Islands ✓ Proof of Identity issued by A&N Administration such as Islanders Identity Card / Passport / Local certificate. ✓ Affidavit on the subject matter	10 days
9	<u>Family Member Certificate</u> (Certificate similar to Legal Heir showing all family members/legal heirs)	✓ Application in a Plain Paper addressed to Tehsildar stating the reason, complete address and contact number. ✓ Death Certificate of the deceased concerned. ✓ Affidavit copy giving details of surviving descendants of deceased person. ✓ Proof of residence like ration Card ✓ Proof of Identity such as Electoral Photo	14 days

		Identity card / Islanders Identity Card / Passport / Local certificate / Birth certificate of all the children / legal heir relating to deceased.	
10	<u>Resident Certificate</u> (Certificate issued to Resident of the Area)	✓ Application in a Plain Paper addressed to Tehsildar, with complete address and contact number. ✓ Copies of Residential Proof ✓ Local certificate/Any Other Document. ✓ Islanders Identity Card ✓ Family Identity Card.	07 days
11	<u>Other Backward Community (OBC)</u> (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. ✓ Family declaration entered in service book/affidavit. ✓ Copy of Islander card ✓ Recent copy of Form F and map/ Land details ✓ Affidavit on income/s, property/ies and number of family members	14 days *Does not comply for applicants of other Tehsils.
12	<u>Local Certificate</u> (Issued to the bonafid resident as per order of the MHA)	✓ Filled in prescribed application Form. Fee 2 Rs. for form ✓ Two recent Passport size photo of the applicant. ✓ Duration certificate for ten years continuous education category in A&N Islands ✓ Self Attested copy of a School Certificate for Pre-42 /Settler / Tribal along-with attested copy of parents' local certificate. ✓ Self Attested copy of parents' Islanders Identity Card/s. ✓ Residence proof like Ration Card	10 days for Cat.2 14 days for Cat.1

		✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport.	
13	<u>Valuation Certificate</u> (Certificate showing the value of the Land)	✓ 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.	14 days
14	<u>Mutation of Land</u> (Mutation u/s 85 of A N LR & LRR 1966)	✓ 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. ✓ For Intestate succession-C certificate of surviving family members of the deceased tenant issued by the concerned Tehsildar and Death Certificate of the tenant. ✓ For Acquisition of title by way of sale/ gift deed- Copy of registered sale/gift deed etc.	35
15	<u>Demarcation of Land</u> (Demarcation the boundary u/s 99 of A N LR & LRR 1966)	✓ Application addressed to Concerned Tehsildar by affix a court –fee stamp of 75 paise on application, and complete address with contact number . ✓ Fees:- For House Site Rs 10/-,Agricultural Land upto 2 hectares Rs 25/-,Agricultural land between 2 hectares to 4 hectares Rs 50/-. ✓ Recent copy of Form F and Map.	25
16	<u>Issuance of certified ROR copy</u> (Records of Right u/s 83,84 and 85 of A N LR & LRR 1966).	✓ Application on plain Paper addressed to Tehsildar, with contact number. ✓ Affix court fess on application indicating the name of the tenants, Survey number of the Land and village where the land is situated. ✓ No documents required.	05 days

Various Reports

(Required by DC (SA)'s office to be furnished by Tehsildar for enabling DC office to provide timely service.)

1	<u>Report for Society Registration</u>	✓ Application/Letter forwarded by AC (HQ) to Tehsildar.	10 days
2	<u>Report for Firm Registration</u>	✓ Application/Letter forwarded by AC (HQ) to Tehsildar.	7 days
3	<u>Report for Central Sales Tax</u>	✓ Application/Letter forwarded by AC (HQ) to Tehsildar.	10 days
4	<u>Report for License for Cracker and Explosives.</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	14 days for Quantity up to 1000 Kg 18 days for Quantity above 1000 Kg.
5	<u>Report for License for Fertilizer</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	14 days
6	<u>Report for License for Insecticide.</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	10 days
7	<u>Report for License for storing Diesel and Petrol.</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	10 days
8	<u>Report for Bar License</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	15 days
9	<u>Report for Money Lending License</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	15 days
10	<u>Report for Sale Permission.</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	10 days
11	<u>Report for permit of Earth Cutting</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	10 days
12	<u>Report for Correction of Record and map</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	15 days
13	<u>Report for Sub-division of land</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	25 days
14	<u>Report for Building Set back exemption from Road</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	15 days
15	<u>Report for Set-apart of land</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	14 days
16	<u>Report for Diversion of land</u>	✓ Application/Letter forwarded by DC (SA) to Tehsildar.	21 days
17	<u>Report for Tree Cutting</u>	✓ Application/Letter forwarded by SDM to Tehsildar.	24 Hours

Registration

(Done at the License Section of DC Office , Port Blair)

Service No	Type of Registration	Procedure /Documents to be submitted	Response Time (No of calendars Days)
1	<u>Society Registration</u> (Registration of society under Reg. Act 1860)	✓ Apply in a Plain Paper addressed to Registrar of Joint Stock Company (Deputy Commissioner (SA) with contact No. ✓ 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. ✓ Minimum seven(7) members of the governing body form a society. ✓ Memorandum of the Association (duly signed as Bye Laws) ✓ Full address indicating village / ward / house no, if any, of all Executive members and Office bearers. ✓ Full address of the society / organization indicating the place of function. ✓ NOC of the house owner in a bond paper signed before Executive Magistrate, if the Society Office functioning in private building. ✓ Challan payable if approved – Rs. 50/- ✓ A certificate of verification of Character and Antecedents from area Deputy Superintendent of Police.	21 days (*Subject to the condition that Certificates from Police is a part of application).
2	<u>Marriage Registration</u> (Registration of marriage under section 15 of special marriage Act 1954)	✓ Application in a Plain Paper addressed to Registrar of Marriage (Additional District Magistrate, South Andaman) with contact No. ✓ Proof of Identity like Islander Card, Deptt. Icard, Election Card etc. ✓ Age Proof of Both partner like Birth Certificate, Matriculation Certificate, School leaving Certificate, Wedding Card, Nikah Naama/ Marriage Certificate ✓ 2 passport size photograph of both ✓ Sign the register after 30 days Notice Period in the Registrar Office along with three witness with Identity proof. Witness should be blood relatives/ close relatives	40 days (As 30 days is the notice period)

		✓ Bride & groom with three stamp size photo physically present before the marriage Officer along with witness and proof. ✓ Individual Affidavit from both of them as prescribed duly attested. ✓ Request of marriage registration will be cancelled at expiry of 3 months, if not registered. ✓ Challan payable if approved – Rs. 50/-.	
3	<u>Firms Registration</u> (Registration for business purpose)	✓ Application addressed to Deputy Commissioner (S/A) in prescribed Form as below:- • Form "I" of the Indian Partnership Act, 1932 along with Rs 3/- court Fee Stamp which must be affixed on the Form. • The dealer must submit the Partner Deed duly registered by Sub-Registrar. • Photographs of the Partners.	55 days (*Subject to the condition that Certificates from Police is a part of application).

4	<u>Inland Vessel Registration</u> (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> • Form 3B : Surveyor's Declaration under section 3 of Inland Vessel Act, 1917 • Form IV (Under Rule 4 & 7) Registration Book • Form II ; Declaration of Ownership to be signed before the magistrate/Registering authority • Certificate of master of the Vessel and engine driver. • Insurance of the vessel and passengers. • Photograph of the vessel. • IRS survey Certificate. ✓ <u>For Renewal</u> • Form 3B, Surveyor's Declaration under section of Act 1 of 1917 • Form IV (Under Rule 4 & 7) Registration Book • Form II Declaration of Ownership to be signed before the magistrate/Registering authority. • Form III: Certificate of Registration of original. • Valid Insurance of the vessel and Passengers.	15 days
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5	<u>Central Sales Tax (CST) Act 1956</u> (Registration of dealer/traders under CST Act 1956)	✓ Application addressed to Deputy Commissioner (S/A) in prescribed Form as :- FORM-A • Proof of identity such as Electoral photo Identity card/Islander Identity card/ Family Identity card/Passport/local certificate. • Court fee stamps worth Rs. 25/- • Introduction letter from two different CST holders • Rent receipt / agreement of the building/premises. • Statement of Bank account of the applicant. • 1st inter-state purchase bill and supporting documents. • Sale bil of the item for which CST has been applied for. • Item list for which CST has been applied for. • Distributor ship/dealership certificate, if any. • photograph of the Business premises. • PAN Card.	30 days
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Various Licenses

(Issued at licence Section DC Office, Port Blair)

Service No	Type of certificate	Procedure/ Documents Required	Response Time (No of calendar Days)
2	<u>Licence for crackers and Explosive</u> (Issued for storing and sale of crackers and explosive under Explosive Act /Rule 2008.	✓ Apply in Form-4 for Cracker / Explosive Act 1984. ✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate. ✓ Family Identity Card. ✓ Description of place for where the storage is intended to be carried out with sketch map. ✓ NOC of the tenant if the business is intended to be carried out on the land / building of the tenant other than the applicant. ✓ 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. ✓ Challan payable if approved– Rs. 500/-(for 600	28 days for Quantity upto 10010 Kg 45 days for Quantity above 1000 Kg.

3	<u>Licence for Fertilizer</u> (License for storage ,sale ,distribution of Fertilizer)	kg) ✓ Filled in prescribed application Form-A . ✓ Form 'O' (Certificate of Source/ Manufacturer). ✓ Form A1(Memorandum of Intimation to the notified Authority) ✓ List of Products ✓ Dealership Certificate ✓ 2(two) passport size photograph ✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate. ✓ Family Identity Card ✓ Description of place for the storage is carried out with sketch map. ✓ Description of place for where the sale depot would operate with sketch map. ✓ NOC of the tenant if the business is intended to be carried out on the land / building of the tenant other than the applicant. ✓ 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 ✓ Challan payable if approved– Rs. 1500/-	28 days
4	<u>Licence for Insecticides</u> (Issued for stock, sell and distributable of insecticides)	✓ Filled in prescribed application Form VI of Insecticides Rule 1971. ✓ List of products ✓ Principle Certificate issued by the dealer in Form-VI D. ✓ 2 (two) recent passport size photographs ✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate. ✓ Family Identity Card. ✓ Description of place for the storage is carried out with sketch map. ✓ Description of place for where the sale depot would operate with sketch map. ✓ NOC of the tenant if the business is intended to be carried out on the land / building of the tenant other than the applicant ✓ 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 ✓ Challan payable if approved-Rs.100/- per item (Rural) Rs. 500/- per item (Urban)	28 days
5	<u>Licence for storing Diesel and Petrol</u> (issued for storage,sale of	✓ Filled in prescribed application Form-IX as per Petroleum Rules, 2002. ✓ 2(two) passport size photograph	21 days

	the petroleum product for Rural and other outlets)	✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate. ✓ Family Identity Card ✓ Description of place for the storage is carried out with record of right and photograph. ✓ Description of place for where the sale depot would operate with sketch plan and photograph. ✓ NOC of the tenant if the business is intended to be carried out on the land / building of the tenant other than the applicant ✓ Recent copy of the Form F of the land/s where from the business is intended to be operated i.e. Sale point and /or storage . ✓ Challan payable if approved– Rs. 260/- ✓ NOC from Fire Department. ✓ A certificate of Character and antecedents from area Deputy Superintendent of Police.	
6	<u>Bar License</u> (Issued for sale of liquor at restaurants /Hotels under Excise Rule 1934)	✓ Application in the prescribed Format addressed to Deputy Commissioner(S/A) along with relevant document. ✓ Affidavit in Non Judicial Stamp Paper. ✓ Verification from concerned Tehsil, SP(S/A), Chief Fire Officer. ✓ Press note is released for transparency and if no objection the case is approved . ✓ License is granted.	45 days (*Subject to the condition that reports from Tehsildar , Police, Fire Service and PBMC reaches on time).
7	<u>Arms License</u> Issued (Under Arms Act. 1959 along with Arms Rules,1962)	✓ Application in the prescribed Format FORM-A addressed to Deputy Commissioner(S/A) ✓ <u>For New license :-General Public</u> - Two recent Passport size photographs. - Recommendation Letter From the Authority - Proof of identity/nationality, which may include- • Electors Photo Identity card (EPIC) • Islanders Identity Card. • Family identity card (Food Card) • Passport • Local Certificate. • Any other document duly Certified / attested by a responsible Gazetted Officer. ✓ <u>For Defence/Police Personnel:-</u> • Two recent passport size photographs • Proof of identity/nationality, certified/attested by a responsible officer of the Administration which may include the above described	60 days

		general public case. • NOC/Certificate by the Controlling Officer giving the service particulars of the applicant and specific recommendation. ✓ <u>For renewal</u> • Arms license in original. • Weapon Deposit certificate in case of expiry of renewal date. • Proof of present residential address. ✓ <u>For Transfer case</u> • (a)when the original licensee is alive- • During his life-time, the license may transfer the arms license to legal heirs by making an application in plain paper. • The person to whom license is to be transferred shall apply in Form "A". • (b) When the original licensee has expired- • Application shall be made in Form "A". • No objection from the legal heirs, in the form of an affidavit sworn before a magistrate. • Two Nos. Passport size photographs.	
8	<u>License for Slaughtering of Animals</u> (Issued to slaughtering of animals under regulation 1967 of A & N Island Prohibition).	✓ Application in a Plain Paper addressed to Assistant Commissioner (HQ) along with Certificate from Senior Veterinary officer (SVO). ✓ Based on report the license for slaughtering in FORM-III under Rule 4(3)A & N Island prohibition of cow Slaughter Regulation, 1967 is issued.	07 days
9.	<u>Money Lending License</u> (Issued under section 13 Of A & N Island Money-Lenders Regulation 1956)	✓ Application in prescribed form(FORM -6) of Along with shop Photo with location and area. ✓ Verification by concerned Tehsildar and SP ✓ Based on report the License is issued ✓ Challan of Rs 5/- to be paid if approved.	35 days
10.	<u>Entertainment Tax</u> (Taxed under A & N Islands Entertainment Tax Regulation 1951)	✓ Application on plain Paper addressed to Deputy Commissioner (S/A). ✓ After scrutiny they are directed to bring Printed Ticket for Issuing authority Seal for embossing on tickets. ✓ 15% of the Advance to be deposited at the	07 days

time of approval as entertainment Tax.

Passes and Permits

(Issued at DC Office ,Port Blair)

Service No	Type of Pass	Procedure/ Documents Required	Response Time (No of calendar Days)
1	<u>Tribal Pass to visit tribal area</u> (Issued under A&N Islands (protection of Aboriginal Tribes) Regulation 1956.	✓ Filled in prescribed application Form A appended to A&N Islands (protection of Aboriginal Tribes) Regulation 1956 ✓ 2 (two) passport size photographs. ✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate ✓ Family Identity Card ✓ Recommendation / Sponsorship of the concerned department / Govt. agency justifying the visit to Reserved Area ✓ Character / Antecedents Certificate issued by any gazetted Officer ✓ In case of Foreigners, permission of the Ministry of the Home affairs. ✓ Challan payable if approved – Rs. 5/- ✓ Character Certificate from Gazetted Officer.	07 days

Permission

(Issued at SDM Office ,Port Blair)

Service No	Mike Permission	Procedure / Documents Required	Response Time (No of calendar Days)
1	Permission for holding public meeting/ rally/ various function/ and use of loud speaker.	✓ Application in prescribed form with Rs.5.0 stamps. ✓ Enquiry report from S.P(S/A) concerned. ✓ Time from 6 am to 10 pm only. ✓ Volunteers for public meeting. ✓ Vehicle parking area. ✓ No forcible donation ✓ No gambling / use of alcohol/lottery.	7 days
2	<u>Firing Practice</u> (Permission granted for practicing firing by Defence /Police Arms Officer etc at specified	✓ Application is received from commanding Officer /Capt/ Maritime ops etc. ✓ Application forwarded to DC(S/A) for approval ✓ Notification are issued by ADM.	03

	location)		
3	Tree Cutting/appropriate authority for felling trees	✓ Application for tree cutting in respect of trees likely to cause damage to life and property or likelihood of pollution of drinking water, trees dead or dying or removal of trees facilitating cultivation of food or agricultural crops or for bonafide domestic purpose. ✓ The Application is forwarded to concerned Tehsildar for report. ✓ The Tehsildar submit report. ✓ The Deputy Commissioner grants permission under Rule 4 of A & N Islands Land Revenue and Land Reforms Rules, 1968.	72 hours

ORDERS

(Issued by DC Office, Port Blair)

Service No	Orders type	Procedure / Documents Required	Response Time (No of calendar Days)
1	<u>Road Closure</u> (Orders Passed for Temporary closure of Road)	✓ Application Received from Concerned Department. ✓ Inspection by the Tehsildar and report is sought on the matter ✓ Press Note is released by the Deputy Commissioner.	14

IDENTITY CARDS

(Issued at all concerned Tehsil)

Service No	Card type	Procedure / Documents Required	Response Time (No of calendar Days)
1	Islanders Identity Cards	✓ Persons enrolled in the Islanders Identity Cards database and has attained the age of 15 yrs are eligible for photography and issuance of card. ✓ Copy of local Certificate proof of category ✓ Proof of Islanders card issued to other family member. ✓ Birth Certificate ,school certificate ✓ Family ID Card /Ration Card	15 days

2	Electros Photo Identity Card (EPIC)	✓ PAN Card	15 days
		✓ Persons presently enrolled in the A&N Islands Parliamentary Electoral Roll are eligible for photography and issuance of EPIC card. ✓ Birth Certificate ,school certificate ✓ Family ID Card /Ration Card ✓ PAN Card	

Land and Revenue Matter

(Issued at Deputy Commissioner(S/A) office ,Port Blair)

Service No	Land Related	Procedure / Documents Required	Response Time (No of working Days)
1	<u>Sale Permission for House site/Commercial Site</u> (Accord permission for sale of land in terms of section 159(9) A & N Islands LR & LRR 1966.	✓ Filled in Prescribed Format with court fee of Re.1 and ✓ Record entry and Sketch map /Land Revenue Receipt. ✓ No dues & non encumbrance certificate from concerned Tehsil. ✓ Affidavit. ✓ No dues certificate from the A&N Coop. Bank. ✓ No dues certificate from Industries Department. ✓ No dues certificate from CD Block/BDO in case of rural area..	28 days
2	<u>Permit for Earth Cutting</u> (Issued for earth cutting for domestic and Agriculture purpose). As per rule 47 of A & N Islands, Minor Mineral Rules 2012	✓ 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. ✓ Forwarded to Tehsildar for report/proposal etc . ✓ Tehsildar forwards to concerned AC with report/proposal etc. ✓ AC forwards it to DC, with comments/ recommendation. ✓ Examine by Reader and put up to DC for approval.	30 days
3	<u>Correction of records and Maps</u> (To correct the mistake/error in land Record u/s 159 (9) of of A N LR & LRR 1966)	✓ Application addressed to Deputy Commissioner, South Andaman by affixing a court –fee stamp of 75 paisa on application. ✓ Recent copy of Form F and Map//Land Revenue Receipt. ✓ In case of change in name, affidavit may be executed before a magistrate stating	35 days

		actual name intended to be incorporated in records and the name appearing in records. ✓ Proof of Identity such as Electoral Photo Identity card / Islanders Identity Card / Passport / Local certificate.	
4	<u>Sub Division of Land</u> (Conformity of sec 51 of A N LR & LRR 1966 read with rule 48 of AN LR & LRR 1968)	✓ Application addressed to DC(SA) by affixing a Court fee stamp of Rs. 1/- on application. ✓ Recent record entry & sketch map duly attested. ✓ Proposal map showing sub-division duly signed by the entire joint tenant. ✓ In case of purchased land- copy of self attested sale deed duly. ✓ In Case of Unequal Share: Individual Affidavit to the said effect.	60 days
5	<u>Building Set back Exemption from Road</u> (u/s Rule 165(2) of A N LR & LRR 1968)	✓ Application in plain paper to DC(S/A) affix with Rs. 1 court fee stamp. ✓ Record entry and sketch map/Land Revenue Receipt. ✓ Proposal showing required manner of exemption	28 days
6	<u>Set apart of land.</u> (u/s 918 (1)(k) of A N LR & LRR 1966)	✓ Application in plain paper addressed to DC(S/A) with Documents enclosed. ✓ Forwarded to Tehsildar for report/proposal etc . ✓ Tehsildar forwards to concerned AC with report/proposal etc. ✓ AC forwards it to DC, with comments/ recommendation. ✓ Examine by Reader and put up to DC for approval.	28 days

7	<u>Diversion of land</u> (From Agricultural to non-agriculture purpose u/s 40(2) of A N LR&LRR 1966)	✓ Application in FORM-A addressed to Sub Divisional Officer(S/A) along with a court – fee stamp of 50 paisa . ✓ Self attested recent copy of Form F and Map / Land Revenue Receipt. ✓ Affidavit ✓ Two Copies of recent record of right (ROR) and sketch map of the subject land duly signed by the Tehsildar and Patwari. ✓ In case of proposed land is jointly recorded, NOC of all the adjacent co-tenants is required. ✓ 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 dimension, adjoining survey number, land marks, means of access etc. ✓ Project report (For Commercial Diversion) ✓ 5 Nos of Photograph of the proposed site with signature of the applicant and date. ✓ Written detailed justification for the conversion.	90 days
8	<u>Registration of Deeds</u>	✓ Application in plain paper addressed to Sub Registrar (S/A) . ✓ Deed/Documents required to be registered. ✓ Sale/Gift Permission issued by the Deputy Commissioner(S/A) ✓ Recent Form-F and Map ✓ Valuation certified issued by concerned Tehsildar ✓ Two Recent passport Size photographs of vendor and Purchasers. ✓ No-dues certificate issued by Tehsildar concerned. ✓ No Dues Certificate from Agriculture Dept. and A & N State Co-Operative Bank.	28 days

SERVICES UNDER RIGHT TO INFORMATION ACT.

1. Procedure

1. Application filled in prescribed format (Form A)/plain paper by the applicant.
2. A demand draft or a bankers cheque or an Indian Postal Order of Rs.10/- (Rupees ten) or cash, payable to the Accounts Officer, of DC's Office or

2. The applicant may also be required to pay further fee towards the cost of providing the information, details of which shall be intimated to the applicant by the PIO as prescribed by the Right to Information Rules, 2012. Rates of fee as prescribed in the Rules are given below:

- (a) Rupees two (Rs. 2/-) for each page (in A-3 or smaller size paper)
- (b) Actual cost or price of a photocopy in larger size paper;
- (c) Actual cost or price for samples or models;
- (d) Rupees fifty (Rs.50/-) per diskette or floppy; and
- (e) Price fixed for a publication or rupees two per page of photocopy for extracts from the publication.
- (f) So much of postal charges involved in supply of information that exceeds fifty rupees.

2.SERVICES UNDER RIGHT TO INFORMATION ACT

Sr. No.	Situation	Time limit for disposing off applications
1	Supply of information in normal course.	30 days
2	Supply of information if the application is received through APIO.	05 days shall be added to the time period indicated at Sr. No. 1
3	Supply of information if it concerns the life or liberty of a person	48 hours
4	Transfer of application to other public authority under section 6(3) of the Act	05 days
5	Supply of information if application/request is received after transfer from another public authority: (a) In normal course (b) In case the information concerns the life or liberty of a person.	(a) Within 30 days of the receipt of the application by the concerned public authority. (b) Within 48 hours of receipt of the application by the concerned public Authority.
6	Supply of information where the applicant is asked to pay additional fee.	The period intervening between informing the applicant about additional fee and the receipt of such fee by the public authority shall be excluded for calculating the period of reply.
7	Supply of information by organizations specified in the Second Schedule: (a) If information relates to allegations of violation of human rights (after approval of the Central	(a) 45 days from the receipt of application.

	Information Commission) (b) In case information relates to allegations of corruption.	(b) Within 30 days of the receipt of application.
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**All Services will be provided as per the time schedule mentioned above subject to the fulfillment of statutory requirement by the citizen.*

4. List of PIOs, APIOs and Appellate Authorities

Sl. No.	Designation	Office and Section	Nature of Duty Under RTI Act.	Contact No.
1	2	3	4	5
1	The Deputy Commissioner, south Andaman	District Office	Appellate authority for the Establishment of the South Andaman district.	OFF 03192-233089, 240253 RES 03192-246469, 9434280018
2	Additional District Magistrate	District Office	Public Information Officer for the South Andaman district for all matters of District Office.	OFF 03192-231951
3	Assistant Commissioner (South Andaman)	Office of Assistant Commissioner (South Andaman)	Public Information Officer for the South Andaman Sub-Division and the matters related with Relief and Disaster Management.	OFF 03192-232575
4	Assistant Commissioner (Settlement)	Office of Assistant Commissioner (Settlement)	Public Information Officer for Settlement and all matters of Settlement.	OFF:232229 Mobile:9434284401
5	Assistant Commissioner (HQ)/Rural Development Officer.	DC's Office	Public Information Officer for public grievance, all matters of Panchayat & Municipal Elections, Revenue Matters and Establishment matters.	232763(O) 200937(WLL) 234350(R) 231491(R)
6	Assistant Director (Admin).	DC's Office	Assistant Public Information Officer for establish matter of District office and matters related to public grievance.	232204(O)
7	Tehsildar on Special Duty.	DC's Office	Assistant Public Information Officer for Revenue matters and court cases under Assistant Commissioner (HQ)	240213(O) 9434281185(M)
8	Tehsildar, Port Blair.	Tehsil Office, Port Blair	Assistant Public Information Officer for Port Blair Tehsil under Assistant Commissioner (SA)	OFF 03192-200927 (WILL) ,231945(F), 9474264111
9	Tehsildar, Ferrargunj	Tehsil Office,	Assistant Public Information	03192-

			Officer for Ferrargunj Tehsil under Assistant Commissioner (SA)	266301,238881, 231945(F),
10	Tehsildar, Little Andaman	Tehsil Office,	Assistant Public Information Officer for Little Andaman Tehsil under Assistant Commissioner (SA)	OFF 03192-284216,03192-284249, 201435(WLL) Mobile:- 9434274351
11	Tehsildar, Settlement-I	Assistant Commissioner (Settlement)	Assistant Public Information Officer for establishment of settlement under Assistant Commissioner (S)	237749(O) 9434266536(M)
12	Tehsildar, Settlement-II	Assistant Commissioner (Settlement)	Assistant Public Information Officer for Panchayat and Municipal Election matters under Assistant Commissioner (HQ)	9434283055(M)
13	Tehsildar, Land Records.	DC's Office	Assistant Public Information Officer for District Office for land record matters, land acquisition and cases of CAT under Assistant Commissioner (HQ)	240213(O) 9434281185(M)
14	Deputy Manager (IT) & Assistant Electoral Registration Officer (HQ)	DC's Office	Assistant Public Information Officer for IT matters and Election matters of Panchayat and Municipal Election and elections of Parliamentary Constituency of A & N Islands under Assistant Commissioner (HQ).	9434269698(M)
15	Land Record Officer	DC's Office	Assistant Public Information Officer for Relief and Disaster Management and Land Record under Assistant Commissioner (SA)	240213(O) 9434281185(M)

5. Public grievances Record System:-

We aim to offer Courteous and helpful service to you. If you have any complaints to make in the delivery of the above standards please contact the following officers.

Name of the Officer	Designation	Located at	Phone /e-mail
Shri. Subhash Chander	Assistant Commissioner(HQ)	Office of the Deputy Commissioner, South Andaman	OFF 03192-237825, 232763 WILL:- 200892

6. (A) We Complaints

If you wish to lodge a complaint, please use the compliant boxes placed in our office or write to us or contact the following officer. we are also going to have a centralized customer care center / grievance redressal center where you can lodge your complaint.

Name of the Officer	Designation	Located at	Phone /e-mail
Shri. Subhash Chander	Assistant Commissioner(HQ)	Office of the Deputy Commissioner, South Andaman	OFF 03192-237825, 232763 WILL:- 200892

We will acknowledge all complaints within 1 day and final reply on the action taken will be communicated within 7 days.

(b) You can send us suggestion for improving our services to the following officers.

Name of the Officer	Designation	Located at	Phone /e-mail
Shri. Santosh Prakash	Assistant Commissioner(Settlement)	Office of the Deputy Commissioner, South Andaman	OFF:232229 Mobile:9434284401

7. We seek your co-operation on the following:

Citizens' Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way

- Furnish all relevant information enlisted in the Application Form for better Assistance
- Fulfill all the terms and conditions stipulated in the form/ letter if any issued by this office
- Provide your Contact Number for any clarification

We are committed to constantly revise and improve the services being offered under the Charter.

LET US JOIN IN MAKING THIS CHARTER A SUCCESS