

DISTRICT NAME:
UPPER SIANG
CITIZEN CHARTER

MISSION

To create citizen friendly mode of public service delivery

VISION

To ensure timely and transparent delivery of services in accordance with Arunachal Pradesh Right to Public Service Act, 2016 and Arunachal Pradesh Right to Public Rules, 2017.

OUR CLIENTS

Citizens of the district and visitors

OUR SERVICES

Sl. No	List of Services
1	Issuance of PRC Certificate
2	Issuance of Income Certificate
3	Issuance of ST Certificate
4	Grant of Trade License
5	Renewal of Trade License
6	Land Possession Certificate
7	Issuance of ILP
8	Non-encumbrance certificate
9	NOC for mortgaging govt. allotted land to financial institutions / banks for obtaining loan
10	Issue of License (Retail / wholesale of IMFL)
11	Renewal of License (Retail / wholesale of IMFL)
12	Issuance of Birth Certificate
13	Issuance of Death Certificate
14	NOC on Land Encroachment
15	Issuance of Ration Card (BPL)
16	Issuance of Ration Card (APL)
17	Issuance of Learner's License
18	Issuance of Driving License
19	Renewal of Driving License
20	Transfer of Ownership of Vehicle
21	Issuance of Registration Certificate of Vehicle

TIMELINES FOR DISPOSAL OF SERVICES.

Sl. No	Department	List of Services	Designated Officer	Stipulated Time for Designated Officer	1st Appellate Authority	Time Limit for Disposal by the 1st Appellate Authority	2nd Appellate Authority	Time Limit for Disposal by the 2nd Appellate Authority
1	Deputy Commissioner	Issuance of PRC Certificate	DC	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
2	Deputy Commissioner	Issuance of Income Certificate	DC	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
3	Deputy Commissioner	Issuance of ST Certificate	DC	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
4	Deputy Commissioner	Grant of Trade License	DC	1 month	Secretary / Commissioner of the Department	1 month	Chief Secretary	1 month
5	Deputy Commissioner	Renewal of Trade License	DC	30 days	Secretary / Commissioner of the Department	30 days	Chief Secretary	30 days

6	Deputy Commissioner	Land Possession Certificate	DC	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
7	Political Department	Issuance of ILP	CO / EAC (Permanent /Temporary)	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
8	Political Department	Non-encumbrance certificate	DC	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
9	Political Department	NOC for mortgaging govt. allotted land to financial institutions / banks for obtaining loan	DC	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
10	Tax and Excise Department	Issue of License (Retail / wholesale of IMFL)	DC	1 month	Secretary / Commissioner of the Department	1 month	Chief Secretary	1 month
11	Tax and Excise Department	Renewal of License (Retail / wholesale of IMFL)	DC	1 month	Secretary / Commissioner of the Department	1 month	Chief Secretary	1 month
12	Eco & Statistics	Issuance of Birth Certificate	DSO (Stat)	15 days	Secretary / Commissioner of the Department	15 day	Chief Secretary	15 days
13	Eco & Statistics	Issuance of Death Certificate	DSO (Stat)	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
14	Land Management	NOC on Land Encroachment	DC	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days

15	Food & Civil Supplies	Issuance of Ration Card (BPL)	DFCSO	1 month	Secretary / Commissioner of the Department	1 month	Chief Secretary	1 month
16	Food & Civil Supplies	Issuance of Ration Card (APL)	DFCSO	1 month	Secretary / Commissioner of the Department	1 month	Chief Secretary	1 month
17	Transport Department	Issuance of Learner's License	DTO	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
18	Transport Department	Issuance of Driving License	DTO	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
19	Transport Department	Renewal of Driving License	DTO	15 days	Secretary / Commissioner of the Department	15 days	Chief Secretary	15 days
20	Transport Department	Transfer of Ownership of Vehicle	DTO	1 month	Secretary / Commissioner of the Department	1 month	Chief Secretary	1 month
21	Transport Department	Issuance of Registration Certificate of Vehicle	DTO	1 month	Secretary / Commissioner of the Department	1 month	Chief Secretary	1 month

HOW TO AVAIL SERVICES

Sl No	Name of the Service	Supporting Documents Required	Contact Person
1	Scheduled Tribe (ST) Certificate	<p>Mandatory:</p> <ul style="list-style-type: none"> ▪ Verification document from GB/HGB and Admin Officer ▪ Attested copy of Land Allotment Passbook (Urban) of Father/ Guardian corresponding to Present Address <p>Or</p> <p>Attested copy of Land Possession Certificate (Rural) of Father/ Guardian corresponding to Present Address</p> <ul style="list-style-type: none"> ▪ Passport-sized Coloured Photo <p>Optional:</p> <ul style="list-style-type: none"> ▪ Attested Copy of Birth Certificate ▪ Attested copy of Father's ST Certificate ▪ Attested Copy of Applicant's Permanent Resident Certificate 	<p>Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- Nil e-mail ID:- kenli.riba@arn.gov.in</p>
2	Dependent Certificate	<p>Mandatory:</p> <ul style="list-style-type: none"> ▪ Verification letter of Parents by Head of the Department, Government of Arunachal Pradesh stating the relationship (Government) <p>Or</p> <p>Parents' ST Certificate/ Birth Certificate (Non-Government)</p> <ul style="list-style-type: none"> ▪ Affidavit from Local Executive Magistrate ▪ Identity proof (Voter ID/PAN/Aadhaar/Passport/Driving Licence) 	<p>Name of Officer:- Shri Kenli Riba Designation:-CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:-kenli.riba@arn.gov.in</p>
3	Income Certificate	<p>Mandatory:</p> <ul style="list-style-type: none"> ▪ Salary Statement for last 12 months from DDO (Government Employee) <p>Or</p> <p>Certificate from BDO (For Rural areas)</p> <p>Or</p> <p>Certificate from DAO, DHO, DVO, etc (For persons having income from Agriculture, Horticulture and Veterinary Sources). (APST Non-Government Employee)</p> <p>Or</p> <p>IT Return/ Form 16 (Non APST Non-Government Employee)</p>	<p>Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in</p>

		<p>Optional:</p> <ul style="list-style-type: none"> ▪ Proof of Address: Attested copy of Voter's ID Card/ Adhaar Card/ LPC/ Land Allotment Passbook/ Ration Card/ LPG Card/ Driver's License 	
4	Character Certificate	<ul style="list-style-type: none"> ▪ Letter of Recommendation by Head of the Department, Government of Arunachal Pradesh (Government employee) Or Police Verification Report from the local Police Station (Non-Government employee) Or Letter of Recommendation by the Head of Educational Institution (Student) ▪ Passport-sized Coloured Photo 	<p>Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in</p>
5	Permanent Resident Certificate (PRC)	<p>Mandatory:</p> <ul style="list-style-type: none"> ▪ Verification document from GB/HGB and Admin Officer ▪ Provisional certificate of land possession issued by HGBs of the village . or ▪ Attested copy of Father's PRC ▪ Passport-sized Coloured Photo <p>Optional:</p> <ul style="list-style-type: none"> ▪ Attested Copy of Birth Certificate ▪ Attested Copy of Applicant's Tribe Resident Certificate ▪ Surrendering of previous PRC, in case of Change in Address 	<p>Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in</p>
6	Temporary Resident Certificate (TRC)	<p>Mandatory:</p> <p>Category 1 : APST (Government)</p> <ul style="list-style-type: none"> • Appointment Order/Transfer Order/Govt. Identity Card • ST Certificate <p>Category 2 : APST (Business)</p> <ul style="list-style-type: none"> • Trading License • ST Certificate <p>Category 3 : APST (General)</p> <ul style="list-style-type: none"> • Govt. Identity Card /LPC/Land Allotment Passbook/Trading License ofGuardian • ST Certificate 	<p>Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in</p>

		<p>Category 4 : Non APST (Government)</p> <ul style="list-style-type: none"> • Appointment Order/Transfer Order/Govt. Identity Card • Inner Line Permit <p>Category 5 : Non APST (Business)</p> <ul style="list-style-type: none"> • Trading License • Inner Line Permit <p>Category 6 : Non APST (General)</p> <ul style="list-style-type: none"> • Govt. Identity Card /Trading License of Guardian • Inner Line Permit <p>Optional:</p> <ul style="list-style-type: none"> • Attested Copy of Birth Certificate 	
1	Live Birth Registration	<ol style="list-style-type: none"> 1) Medical document of birth/concern certificate from GB/ class X pass certificate 2) Parents (Father and Mother) address proof documents 3) Court affidavit (declaration) in case birth is registered after 21 days 	<p>Name of Officer:- M.D. Naksang Designation:-ADES Contact No. : (a) Mobile No. – 09402422564 (b) Landline No.- e-mail ID:- dstat_yingkiong@rediffmail.com</p>
2	Death Registration	<ol style="list-style-type: none"> 1) Any identity card of the deceased, parents and spouse 2) Death report from medical 	<p>Name of Officer:- M.D Naksang Designation:- ADES Contact No. : (a) Mobile No. – 09402422564 (b) Landline No.-e-mail ID:- dstat_yingkiong@rediffmail.com</p>
3	ST Certificate	<ol style="list-style-type: none"> 1) ST Certificate of father 2) Birth certificate/identity proof 1) Passport size photo – 2 Nos 	<p>Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:-</p>
4	Permanent Residential Certificate (PRC)	<ol style="list-style-type: none"> 1) ST Certificate 2) Birth certificate/ identity proof 1) Passport size photo – 2 Nos 	<p>Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. –</p>

			07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in
5	Arunachal Pradesh Schedule Tribe Identity Card	1) ST Certificate 2) Birth certificate/identity proof 1. Passport size photo – 2 Nos	Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in
6	Income certificate for APST	1) Application form to be submitted through BDO, Bordumsa 1. Aadhar card/voter card	Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in
7	Income Certificate for non-APST	1) Self declaration affidavit before executive magistrate 1. Birth Certificate/voter card/ any residential proof	Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in
8)	Photo Inner Line Pass	1) Photocopy of Aadhar card/ election card/ pan card/driving license/Indian Passport 1. Passport Size photo – 2 Nos	Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in
9)	Photo inner line pass Renewal (Private)	1. Original ILP Pass Book	Name of Officer:- Shri Kenli Riba Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in
10)	Provisional Inner Line	2. Photo copy of Aadhar card/election card/driving license/ Indian	Name of Officer:- Shri Kenli Riba

	Pass	Passport	Designation:- CO Contact No. : (a) Mobile No. – 07627900465 (b) Landline No.- e-mail ID:- kenli.riba@arn.gov.in
11)	Trade License New	2) ST Certificate 3) PRC 4) Land allotment with sketch map/ LPC 5) Food license for food items 6) NOC from GB of concern area and building sketch 3. Building map/NOC from JE PWD if in Bordumsa town area	Name of Officer:- Dochora Lama Designation:-SDO Contact No. : (a) Mobile No. – 07085879529 (b) Landline No.- e-mail ID:-dorcha.lama@arn.gov.in
12)	Trade License Renewal	1. Treasury challan with original TL book.	Name of Officer:- Dochora Lama Designation:-SDO Contact No. : (a) Mobile No. – 07085879529 (b) Landline No.- e-mail ID:-dorcha.lama@arn.gov.in
13)	LPC	2. As per govt norms	Name of Officer:- Shri Pumeek Ronya Designation:-DLRSO Contact No. : (a) Mobile No. – 8414096979 (b) Landline No.- e-mail ID:-
14)	Land Allotment Certificate	3.	Name of Officer:- Shri Pumeek Ronya Designation:-DLRSO Contact No. : (a) Mobile No. – 8414096979 (b) Landline No.- e-mail ID:-
15)	NOC (for DPC/MACP etc.)	4. Format and Survey report to be filled	Name of Officer:- Shri Pumeek Ronya Designation:-DLRSO Contact No. : (a) Mobile No. – 8414096979 (b) Landline No.-

			e-mail ID:-
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GRIEVANCE REDRESSAL MECHANISM

ADC (HQ) is designated as the grievance redressal officer for the purpose of services delivered from Deputy Commissioner Office.

Name of the Officer :Shri Kabit pang

Email Id: kabit.apang1962@arn.gov.in

Contact No: 09678475283

You can also put your grievance/feedbacks in the Grievance Box placed in front of the office or can e-mail to – dc-usiang-arn@nic.in

EXPECTATIONS FROM SERVICE RECIPIENTS

- 1) Submission of applications in completes with requisite documents and fee.
- 2) Timely submission of applications to avoid last minute hurry.

FEEDBACK FROM THE CITIZENS/STAKEHOLDERS

MONITORING

REVIEW

If you are not satisfied with any service, please contact:-

Name of Deputy Commissioner : Shri Taper Pada Contact No:09436058006 e-mail ID:-dc-usiang-arn@nic.in WhattsApp No:-09436058006

Additional Deputy Commissioner(Hq): Shri Kabit Apang Contact No:09678475283 e-mail ID:-kabit.apang1962@arn.gov.in WhattsApp No:-09678475283

Adtl. Dy. Commissioner(Tuting): Shri Starlie Jamoh Contact No:08730889381 e-mail ID:-starlie.jamoh@gov.in WhattsApp No:-08730889381

Adtl. Dy.Commissioner(Mariyang): Dr. Manjuli Komut Contact No:09436043852 e-mail ID:-manjuli.komut@arn.gov.in WhattsApp No:-09436043852

Sub-Divisional Officer: Shri Dochora Lama Contact No:07085879529 e-mail ID:-dorcha.lama@arn.gov.in WhattsApp No:-07085879529

Extra Assistant Commissioner(HQ): Shri Makbul Siram Contact No:08416004331 e-mail ID:-makbul.siram@arn.gov.in WhattsApp No:-08416004331

Extra Assistant Commissioner(Maiyang): Shri Khoda Lasa Contact No:08732806330 e-mail ID:-khoda.lasa@arn.gov.in WhattsApp No:-08732806330

Extra Assistant Commissioner(Geku): Shri Philip Jerang Contact No:09383010077 e-mail ID:-philip.jerang@arn.gov.in WhattsApp No:-09383010077

Extra Assistant Commissioner(Jengging): Shri Philip Jerang Contact No:09383010077 e-mail ID:-philip.jerang@arn.gov.in WhattsApp No:-09383010077

Circle Officer (Hq):Ms Mum Messar Contact No:09402994458 e-mail ID:-m.messar@arn.gov.in WhattsApp No:-09402994458

Circle Officer (Hq):Shri Kenli Riba Contact No:07627900465 e-mail ID:-kenli.rina@arn.gov.in WhattsApp No:-07627900465

Circle Officer (Tuting Hq):Shri Khoda Bath Contact No:09436256133 e-mail ID:-khoda.bath@gov.in WhattsApp No:-09436256133

Circle Officer (Tuting Hq):Smti Yapi Gongo Contact No:09612859064 e-mail ID:-yapi.gongo@gov.in WhattsApp No:-09612859064

Circle Officer (Singa):Shri Khoda Bath Contact No:09436256133 e-mail ID:-khoda.bath@gov.in WhattsApp No:-09436256133

Circle Officer (Gelling):Shri Khoda Bath Contact No:09436256133 e-mail ID:-khoda.bath@gov.in WhattsApp No:-09436256133

Circle Officer (Migging):Shri KenliRiba Contact No:07627900465

e-mail ID:-kenli.rina@arn.gov.in

WhattsApp No:-07627900465

Circle Officer (Palling):Shri KenliRiba Contact No:07627900465

e-mail ID:-kenli.rina@arn.gov.in

WhattsApp No:-07627900465

Circle Officer (Mopom):SmtiJyotiBorang Contact No:09862172695

e-mail ID:-jyoti.borang@gov.in

WhattsApp No:-09862172695

Circle Officer (Katan): Shri Philip Jerang Contact No:09383010077

e-mail ID:-philip.jerang@arn.gov.in

WhattsApp No:-09383010077

Circle Officer (Pobe): Shri Philip Jerang Contact No:09383010077

e-mail ID:-philip.jerang@arn.gov.in

WhattsApp No:-09383010077