

UPPER SUBANSIRI CITIZEN CHARTER

MISSION

To create citizen friendly mode of public service delivery with accountability and transparency.

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 Upper Subansiri 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	15 days	Chief Secretary	15 days

					the Department			
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:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</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:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</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:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</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:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</p>
5	Permanent Resident Certificate (PRC)	<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 <i>corresponding to Permanent Address</i> Or Attested copy of Land Possession Certificate (Rural) of Father/ Guardian <i>corresponding to Permanent Address</i> ▪ 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:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</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>Name of Officer:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</p>

		<p>Category 3 : APST (General)</p> <ul style="list-style-type: none"> • Govt. Identity Card /LPC/Land Allotment Passbook/Trading License of Guardian • ST Certificate <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:- Chiging Tamu Designation:-District Statistics Officer Contact No. : (a) Mobile No. – 8794504030 e-mail ID:- dstat_dapo@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:- Chiging Tamu Designation:-District Statistics Officer Contact No. : (a) Mobile No. – 8794504030 e-mail ID:- dstat_dapo@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:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644 e-mail ID:-yamo.tamut@gmail.com</p>
4	Permanent Residential	<ol style="list-style-type: none"> 1) ST Certificate 	<p>Name of Officer:- Yamo Tamut</p>

	Certificate (PRC)	<p>2) Birth certificate/ identity proof</p> <p>1) Passport size photo – 2 Nos</p>	<p>Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</p>
5	Arunachal Pradesh Schedule Tribe Identity Card	<p>1) ST Certificate</p> <p>2) Birth certificate/identity proof</p> <p>1. Passport size photo – 2 Nos</p>	<p>Name of Officer:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</p>
6	Income certificate for APST	<p>1) Application form to be submitted through concerned BDO</p> <p>1. Aadhar card/voter card</p>	<p>Name of Officer:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</p>
7	Income Certificate for non-APST	<p>1) Self declaration affidavit before executive magistrate</p> <p>1. Birth Certificate/voter card/ any residential proof</p>	<p>Name of Officer:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</p>
8)	Photo Inner Line Pass	<p>1) Photocopy of Aadhar card/ election card/ pan card/driving license/Indian Passport</p> <p>1. Passport Size photo – 2 Nos</p>	<p>Name of Officer:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p> <p>e-mail ID:-yamo.tamut@gmail.com</p>
9)	Photo inner line pass Renewal (Private)	<p>1. Original ILP Pass Book</p>	<p>Name of Officer:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644</p>

			e-mail ID:-yamo.tamut@gmail.com
10)	Provisional Inner Line Pass	2. Photo copy of Aadhar card/election card/driving license/ Indian Passport	Name of Officer:- Yamo Tamut Designation:- Circle Officer Contact No. : (a) Mobile No. – 9402978644 e-mail ID:-yamo.tamut@gmail.com
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 Daporijo/Dumporijo town area	Name of Officer:- K Riram Designation:-T& E Superintendent Contact No. : (a) Mobile No. – 8416003224 e-mail ID:-riramkarbom754@gmail.com
12)	Trade License Renewal	1. Treasury challan with original TL book.	Name of Officer:- K Riram Designation:-T& E Superintendent Contact No. : (a) Mobile No. – 8416003224 e-mail ID:- riramkarbom754@gmail.com
13)	LPC	2. As per govt norms	Name of Officer:- T Raji Designation:- DLRSO Contact No. : (a) Mobile No. – 8794093270 e-mail ID:-
14)	Land Allotment Certificate	3. As per govt norms	Name of Officer:- T Raji Designation:- DLRSO Contact No. : (a) Mobile No. – 8794093270 e-mail ID:-
15)	NOC (for DPC/MACP etc.)	4. Format and Survey report to be filled	Name of Officer:- Mika Nyori Designation:- Deputy Commissioner Contact No. : (a) Mobile No. – 9436011511 e-mail ID:-dc-usuban-arn@nic.in

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 Taga Ekke

Email Id: tagaekke@gov.in

Contact No:7085399330

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

EXPECTATIONS FROM SERVICE RECIPIENTS

- 1) Submission of applications in complete 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 :Mika Nyori Contact No:9436011511

e-mail ID:-dc-usuban-arn@nic.in WhattsApp No:-9436011511

Additional Deputy Commissioner: Taga Ekke Contact No:7085399330

e-mail ID:-tagaekke@gov.in WhattsApp No:-7085399330

Sub-Divisional Officer: Marpe Riba Contact No:9436220218

e-mail ID:- marpe.riba@arn.gov.in WhattsApp No:-9436220218

Extra Assistant Commissioner: Tanam Kyali

Contact No:7085836030 e-mail ID:- tanam.kyali@arn.gov.in

WhattsApp No:7085836030

Circle Officer/Block Development Officer: Dubom Apang

Contact No:9774144379 e-mail ID:- dubom.apang@arn.gov.in

WhattsApp No:-9774144379