

CITIZEN'S CHARTER

VISION

To create citizen friendly mode of public service delivery

MISSION

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

SCHEDULE

Sl. No	Department	List of Services	Designated Officer	Stipulated Time for Designated Officer	1 st Appellate Authority	Time Limit for Disposal by the 1 st Appellate Authority	2 nd Appellate Authority	Time Limit for Disposal by the 2 nd 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

OUR EXPECTATION

We expect the Citizens to: -

- Submit correctly filled application form along with all supporting documents as required.
- Be co-operative and forthcoming in their inquiries and verification.

**Sd/-
Deputy Commissioner
Namsai District**