

Andaman and Nicobar Islands
Integrated Development Corporation Ltd.
(ANIIDCO)

CITIZENS CHARTER

VISION

MISSION

SERVICES

TIMEFRAME

Vision

To be the leading company in overall development of economy and trade of A&N Islands.

Mission

- To ensure satisfactory services to all stakeholders such as consumers, trade partners and the Government.
- To function in a transparent and customer-friendly manner.
- To achieve sustained growth in earnings (especially non-liquor sector).
- To facilitate sustainable development of the islands through private sector participation.

Services

- Extends financial assistance in the form of loan to entrepreneurs for setting up of industrial concerns.
- Operate Megapode Resort having 33 rooms.
- Procurement, processing and distribution of milk and milk products.
- Supply of petrol, diesel and lubricants for retail sales in various parts of A & N Islands.
- Supply of iron & steel to Govt. department and private customers.
- IATA approved air ticketing agency.
- Supply of liquor throughout the islands under license from A & N Administration.

Timeframe

Sl. No.	Activity	Timeframe
1.	C&F Division:- (A) Issue of loan application form (B) Sanction of loan (C) Disbursing of loan	(A) During working hours. (B) 30 - 45 days on submission of all documents. (c) one week of receipt of all documents.
2.	IMFL shops	9.00 am–12.00 noon & 3.00 pm–8.00 pm Weekly off: 7 th day of the calendar month Last day of the calendar month Port Blair: 03 shops on Wednesday and 04 shops at Thursday Outstation: 2 nd & 3 rd Thursday

3.	POL Units	<p>(i) Petrol pump, Junglighat: 24 hours</p> <p>(ii) Petrol pump, Diglipur: 7.00 am – 6.00 pm with lunch break from 12.00 noon–1.00 pm (Monday to Saturday) Sunday: 8.00 am – 12.00 noon</p> <p>(iii) Petrol pump, Hutbay, R.K. Pur, Katchal, Kamorta, Teresa, Campbell Bay, Rangat, Mayabunder 8.00 am-5.00 pm with lunch break from 12.00 noon -1.00 pm. (Monday to Saturday) Sunday : Holiday</p>
4.	Air Ticketing unit	<p>9.00 am-1.30 pm & 2.30 pm- 6.00 pm Sunday: Holiday</p>
5.	Milk Procurement and Supply of milk to agents	<p>(i) Milk procurement, Port Blair: 5.00 am-10.00 am</p> <p>(ii) Milk procurement, Neil Island: 6.00 am-8.00 am</p> <p>(iii) Milk procurement, Kadamtala: 6.00 am-10.00 am</p> <p>(iv) Milk procurement, Mohanpura: 6.00 am-10.00 am & 5.00 pm-6.30 pm</p> <p>(v) Milk procurement, Diglipur: 6.00 am-10.00 am</p> <p>(vi) Milk Issue at Port Blair: 5.00 am-9.00 am & 2.00 pm-5.00 pm (All days)</p> <p>(vii) Milk Issue at (N&M Andaman): 8.30 am-8.30 pm (on all working days except Wednesday & Sunday)</p> <p>(viii) Milk Card Issue : From Milk Plant, 10.00 am-12.00 noon (All working days except Sunday)</p> <p>(ix) Payment to Farmers: on 8th, 9th & 10th day of every subsequent month through Bank.</p>
6.	Confirmation of room booking for Megapode Resort	<p>Within 48 hours by e-mail or booking can be done online.</p>
7.	Supply of steel (I&S Stockyard Industrial Estate, Dollygunj)	<p>8.00 am- 5.00 pm with lunch break from 12.00 noon-1.00 pm Sunday: Holiday</p>