

No.1-285/RD,PRIs & ULB /Citizen charter/2012/3136

अण्डमान तथा निकोबार प्रशासन

ANDAMAN & NICOBAR ADMINISTRATION

ग्रामीण विकास, पंचायती राज संस्थान तथा शहरी स्थानीय निकाय निदेशालय

DIRECTORATE OF RD, PRIs & URBAN LOCAL BODIES

ज़िला निवास कॉम्प्लेक्स, वी.आई.पी.रोड

Zilla Niwas Complex, VIP Road

पोर्ट ब्लेयर / Port Blair

Dated 16.09.2014

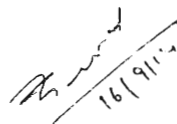
CITIZEN / CLIENT'S CHARTER

RD Section

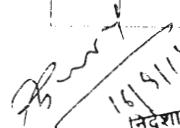
- 1) The Directorate of RD,PRIs&ULBs is the State Nodal Department for supervision and monitoring the implementation of various RD Schemes such as MGNREGA, IAY, NRLM, NBA, PMGSY, IWMP and MPLAD.
- 2) Being the State Nodal Department, the Directorate deals with all the correspondence related to Rural Development schemes received from the concerned Ministries, A&N Administration and Districts within 5 to 6 days or in time bound manner depending on the priority of matter.
- 3) The instructions and directions related to implementation of RD schemes issued by the Ministries are conveyed to the District for compliance within 5 to 6 days in time bound manner.

Panchayat Section

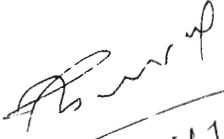
Sl.	Services	Time Frame	Contact details of the Officer responsible	Process	Documents required
1	Help Desk @ LGO grievances regarding construction, repair and maintenance of public assets.	02 Days for Acknowl-edgement of the grv. and last date of action as allotted by the LG's Secretariat on the grievance.	Asst. Director (Panch). 03192 - 245813	(a) Reception through online website. (b) Acknowledgment of the grievance on the website (c) Consideration/ approval by the responsible Officer, to call for reports from the concerned authorities. (d) Issuance of letters/ necessary directions to the concerned departments/ institutions with updation of the same on the website. (e) After reception of reports, issuance of necessary directions, as and when required, to the concerned authorities for timely redressal and closing of the case on the website.	Other than the online grievance, no additional documents required.
2	Tuesday's Public Hearing/ Notes received from the Secy-to-Lt. Governor regarding service matters.	As allotted by the Secretary to Lt. Governor.	Assistant Director (Admn). 03192 - 245813	(a) Receipt in the Diary section and put up for marking by the HoD. (b) Forwarding of the same to the Establishment Section through the Asst. Director (Admn) for further necessary action. (c) After verification, approval and redressal and issuance of necessary orders, furnishing of the status to the Secy-to Lt. Governor with information to concerned parties.	Supported with relevant documents/ records.


 16/11/24
 सहायक निदेशक (प्रशासन)
 Assistant Director (Admn.)
 निदेशालय (ग्रा. वि. / पं. राज सं. श. स्था. सं.)
 Directorate RD, PRIs & ULBs
 जिला निवास कॉम्प्लेक्स, वी. आइ. पी. रोड
 Zilla Niwas Complex, VIP Road
 पोस्ट ब्लेयर / Post Blair

3	Tuesday's Public Hearing/ Notes received from the Secy-to-Lt. Governor construction, repair and maintenance of public assets.	As allotted by the Secretary to Lt. Governor.	Asst. Director (Panch). 03192 - 245813	(a) Receipt in the Diary section and put up for marking by the HoD. (b) Consideration/ approval by the responsible Officer, to call for reports from the concerned authorities. (c) Issuance of letters/ necessary directions to the concerned departments/ institutions with information to the Secy-to-Lt. Governor. (d) After reception of reports, issuance of necessary directions if required, else submission of file with reports for the appraisal of the Hon'ble Lt. Governor through the Chief Secretary.	Supported with relevant documents/representations /photos/newspaper clippings etc.
4	Direct Representations of the Petitioners regarding construction, repair and maintenance of public assets.	30 Days	Asst. Director (Panch). 03192 - 245813	(a) Receipt in the Diary section and put up for marking by the HoD. (b) Consideration/ approval by the responsible Officer, to call for reports from the concerned authorities. (c) Issuance of letters/ necessary directions to the concerned departments/ institutions with information to the Secy-to-Lt. Governor. (d) After timely reception of reports, necessary directions, if and when required, are issued to the concerned authorities under intimation to the concerned petitioners.	Supported with relevant documents/representations /photos/newspaper clippings etc.
5	Issues received from the Hon'ble MP, A & N Islands.	15 Days	Asst. Director (Panch). 03192 - 245813	(a) Receipt in the Diary section and put up for marking by the HoD. (b) Consideration/ approval by the responsible Officer, to call for reports from the concerned authorities. (c) Issuance of letters/ necessary directions to the concerned departments/	Supported with relevant documents.



 14/11/17
 सहायक निदेशक (प्रशासन)
 Assistant Director (Admn.)
 निदेशालय (प्र. श. व. सं. श. खा. सं.)
 Directorate of Panch. & ULBs
 जिला निवास संप्लेक्स, पी. आइ. पी. रोड
 Jila Niwas Complex, VIP Road
 पोस्ट ब्लॉक / Post Block

				<p>institutions under intimation to the Hon'ble MP.</p> <p>(d) Also, matters pertaining to this Directorate and for which documents/ replies are readily available with this office, are immediately furnished the Hon'ble MP within stipulated time.</p> <p>(e) After timely reception of reports, necessary directions, if and when required, are issued to the concerned authorities under intimation to the Hon'ble MP.</p>	
6	Parliament Questions received from various Ministries, Govt. of India.	02 Days	Asst. Director (Panch). 03192 - 245813	<p>(a) Receipt through fax/ email/ Diary.</p> <p>(b) If the matter pertains to this Department, reply is furnished after obtaining approval of the competent authority.</p> <p>(c) For matters pertaining to other departments, issues are taken up with the concerned departments for immediate necessary action.</p> <p>(d) In case of other departments, on receipt of reports, the same are furnished to the concerned Ministry with the approval of the competent authority.</p>	No additional documents required.


 16/9/14
 सहायक निदेशक (प्रशासन)
 Assistant Director (Admn.)
 निदेशालय (वि. व. पं. वन ह. ज. स्था. सं.)
 जिला निदेशालय, जिला निदेशक & ULBs
 जिला निदेशालय, जिला निदेशक, वी. आइ. पी. रोड
 Zila Niwas Complex, VIP Road
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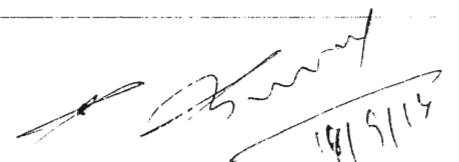
Establishment Section

S.No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Process	Documents required
01	Sanction / Regularization of Leave	07 working days	Assistant Director (Admn.) 03192 - 245813	1) Receipt in the Diary Section and put up for marking by HoO. 2) Submitting proposal to HoO/HoD for approval. 3) After approval issue of fair orders.	1) Leave application to be filled in prescribed format. 2) Leave application should be duly recommended by the concerned authority
02	No-Objection Certificate and other Certificates	07 working days	Assistant Director (Admn.) 03192 - 245813	1) Receipt in the Diary Section and put up for marking by HoO. 2) Submitting proposal to HoO/HoD for approval. 3) After approval issue of necessary certificate.	1) Must be supported with relevant supporting documents as required under rules.
03	Periodical Increment	During the month of July every year	Assistant Director (Admn.) 03192 - 245813	1) As regarding staffs of other subordinate offices, receipt of Service Verification Certificate in the Diary Section and put up for marking by HoO. 2) Submitting proposal to HoO for approval. 3) After approval issue of fair PIC. 4) As regarding staffs posted in this Directorate, service verification to be obtained from Accounts Section. 5) After service verification issue of fair PIC	1) Service Verification / Certificate from concerned authority. 2) Service verification from Accounts Section,
04	Pay fixation	15 working days	Assistant Director (Admn.) 03192 - 245813	1) Preparing proposal after examination. 2) Concurrence of Accounts Section. 3) Approval by HoO / HoD. 4) Issue of fair orders.	1) Relevant orders from competent authority.
05	All type of advances & claims	10 working days	Assistant Director (Admn.) 03192 - 245813	1) Receipt of filled application in the Diary Section.	1) Must be forwarded by the concerned authority after


 सहायक निदेशक (प्रशासन)
 Assistant Director (Admn.)
 निदेशालय (प्रशासन) (सहायक निदेशक सं.)
 Director (Admn.) (Asst. Dir.)
 जिला निदेशालय, जयपुर, राज. प्र. ग्रा. रो. मे. ३३
 Jila Niwas Complex, V.P. Road
 जयपुर, राज. प्र. ग्रा. रो. मे. ३३

	(except scooter advance, computer advance & HBA)			2) Preparing proposal and obtaining concurrence of Accounts Section. 3) Approval of HoO/HoD. 4) Issue of fair orders.	verification from PBR. 2) Must be supported with relevant supporting documents. 3) Must fulfill other criteria as required for that particular claim / advance.
06	Scooter Advance, Computer Advance & HBA	10 working days	Assistant Director (Admn.) 03192 - 245813	1) Receipt of filled application in the Diary Section. 2) Preparing proposal for concurrence of Accounts Section. 3) Approval of HoO/HoD. 4) Forwarding to Secretariat, A & N Administration for further necessary action.	1) Must fulfill all criteria as required for that particular type of advance.
07	Sanction of House Rent Allowance	10 working days	Assistant Director (Admn.) 03192 - 245813	1) Receipt of filled application in the Diary Section. 2) Preparing proposal for concurrence of Accounts Section. 3) Approval of HoO/HoD. 4) Issue of fair orders.	1) To be filled in prescribed format along with supporting documents. 2) Must be recommended from the concerned authority.
08	Opening of Service Book.	30 working days	Assistant Director (Admn.) 03192 - 245813	1) Appointment order. 2) Receipt of all relevant forms duly filled by the applicant. 3) Obtaining medical report from Hospital Authority. 4) Submitting proposal to HoO for accepting all forms. (except Verification of Character and Antecedents and Medical Examination). 5) Thereafter making necessary entries in Service Book and pasting of forms in the service books.	1) To be filled in prescribed format along with supporting documents. 2) Must be recommended from the concerned authority.

16/9/14


 सहायक निदेशक (प्रशासन)
 Assistant Director (Admn.)
 निदेशालय, जिला निकासी, पोस्ट ब्लाज्क, स.
 Director, District Disposal, Post Blajk, S.
 जिला निकासी, पोस्ट ब्लाज्क, स.
 District Disposal, Post Blajk, S.
 D/11 Was Complex, VIP Road
 पोस्ट ब्लाज्क / Post Blajk

Accounts Section

**Funds Released To PRIs From 2004-05 To 2013-14 under various Sectors By the Directorate of RD, PRIs & ULBs
(Consolidated figure of three tiers of PRIs)**

(Rs in lakhs)

Sector	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Total
GIA (General)	2844.32	2285.19	2702.27	2649.29	2949.38	3044.79	2753.08	3509.25	3154.87	2608.48	28500.92
Rural Road	1468.74	2560.00	2763.00	3019.62	3261.69	3669.00	4037.00	6246.50	5171.00	4828.86	37025.41
Rural Water including PMGY (Water)	302.00	335.00	300.00	400.00	292.16	492.25	544.50	679.00	609.27	161.20	4115.38
Sanitation	0.00	0.00	200.00	200.00	106.31	164.97	155.50	207.00	208.00	228.84	1470.62
Matching Grant	58.89	58.93	64.64	31.59	15.17	85.18	90.86	182.62	327.80	378.93	1294.61
Maintenance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	87.00	406.69	493.69
Salary	385.16	432.58	439.60	470.60	804.35	637.00	730.40	878.61	978.50	992.35	6748.93
Honorarium	150.34	149.16	147.46	149.60	141.07	150.69	149.66	186.09	224.58	226.27	1674.92
Minor Irrigation	0.00	0.00	0.00	0.00	55.00	50.00	48.00	54.00	9.07	16.25	232.32
Education	0.00	0.00	0.00	0.00	50.00	50.00	35.00	40.00	48.00	400.00	623.00
Tsunami Works	0.00	2000.00	1615.00	522.48	527.83	200.00	100.00	190.43	0.00	0.00	5155.71
Total	5209.45	7820.86	8221.97	7443.27	8202.96	8543.88	8653.00	12173.50	10818.18	10247.77	87334.84

Non- Plan

Sector	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Total
Rural Road (Non-Plan)	0.00	0.00	0.00	0.00	0.00	0.00	300.00	300.00	300.00	150.00	1050.00

Accounts Section
 Directorate of RD, PRIs & ULBs
 P.O. Road
 Block

Personal section

S.No.	Activity	Date by which to be completed
1.	Distribution of blank APAR forms to all concerned (i.e., to officer to be reported upon where self-appraisal has to be given and to reporting officers where self-appraisal is not to be given)	31 st March (This may be completed even a week earlier)
2.	Submission of self-appraisal to reporting officer by officer to be reported upon (where applicable)	15 th April
3.	Submission of report by reporting officer to reviewing officer	30 th June
4.	Report to be completed by Reviewing officer and to be sent to Administration or CR Section / Cell or accepting authority wherever provided.	31 st July
5.	Appraisal by accepting authority, wherever provided.	31 st August
6.	(a) Disclosure to the officer reported upon where there is no accepting authority (b) Disclosure to the officer reported upon where there is accepting authority	01 st September 15 th September
7.	Receipt of representation, if any, on APAR	15 days from the date of receipt of communication
8.	Forwarding of representations to the competent authority (a) Where there is no accepting authority for APAR (b) Where there is accepting authority for APAR	21 st September 06 th October
9.	Disposal of representation by the competent authority	Within one month from the date of receipt of representation
10.	Communication of the decision of the competent authority on the representation by the APAR Cell	15 th November
11.	End of entire APAR process, after which the APAR will be finally taken on record.	30 th November

[Handwritten Signature]
16/9/17