

In pursuance of the provisions of clause (3) of Article 348 of “the Constitution of India”, the Governor is pleased to order the publication of the following English translation of Notification No. 1337/XXXI(13)G/2011 Dated 28 October, 2011 for general information.

Government of Uttarakhand
General Administration Department

No. 1337/XXXI(13)G/2011

Dehradun: Dated: 28 October, 2011

Notification

In exercise of the powers conferred by section 3 of the Uttarakhand Right to Service Act, 2011 (Uttarakhand Act No. 20 of 2011), the State Government hereby notifies the services to be provided by various departments, the stipulated time limit for provision of services, the designated officers responsible for provision of service, the First Appellate Authority and Second Appellate Authority as follows :-

1- Food and Civil Supplies Department

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|------------------------------|--|--|------------------------------|----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Renewal of BPL Ration Card | 1- Concerning Supply Inspector in Urban Area of the District Headquarter | 10 days | 1- District Supply Officer | 1- District Magistrate |
| | | 2- Concerning Supply Inspector of Urban Areas excluding the Urban Area of District Headquarter | 10 days | 2- District Supply Officer | 2- District Magistrate |
| | | 3- Concerning Village Panchayat Development Officer in Rural Area | 10 days | 3- Block Development Officer | 3- District Magistrate |
| 2- | Issue of new APL Ration Card | 1- Concerning Supply Inspector in Urban Area of District Headquarter | 10 days | 1- District Supply Officer | 1- District Magistrate |
| | | 2- Concerning Supply Inspector of Urban Areas excluding the Urban Area of District Headquarter | 10 days | 1- District Supply Officer | 2- District Magistrate |



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| | | 3- Concerning Village Panchayat Development Officer in Rural Area | 10 days | 3- Block Development Officer | 3- Additional District Magistrate/ Chief Development Officer |
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2- Revenue Department

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|---|--|--|---|----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1. | Issuing of Certificates | Tehsildar | 15 days | Sub Divisional Magistrate | District Magistrate |
| | 1. Caste certificate | | | | |
| | 2. Domicile (Residence) certificate | Sub Divisional Magistrate | 15 days | Additional District Magistrate / Chief Development Officer | District Magistrate |
| | 3. Title certificate | Sub Divisional Magistrate | 10 days | Additional District Magistrate / Chief Development Officer | District Magistrate |
| | 4. Character certificate (for contractor) | In charge officer nominated by the District Magistrate | 10 days | Sub Divisional Magistrate of Headquarter / Additional District Magistrate | District Magistrate |
| | 5. Income certificate | Naib Tehsildar/ Tehsildar | 15 days | Sub Divisional Magistrate | District Magistrate |
| | 6. Succession/ family membership certificate | Sub Divisional Magistrate | 15 days | Additional District Magistrate / Chief Development Officer | District Magistrate |
| | 7. Character certificate (for employment) | Sub Divisional Magistrate | 10 days | Additional District Magistrate / Chief Development Officer | District Magistrate |
| | 8. Freedom fighters' dependent certificate | In charge officer nominated by the District Magistrate | 10 days | Additional District Magistrate / Chief Development Officer | District Magistrate |
| 2. | Character verification (under the jurisdiction of Revenue Police) | In charge officer nominated by the District Magistrate | 45 days | Additional District Magistrate / Chief Development Officer | District Magistrate |

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| 3. | 1. Natural Calamity Relief Assistance (upto Rs. 2000) | Tehsildar | Within 2 days of the calamity | Sub Divisional Magistrate | District Magistrate |
| | 2. Natural Calamity Relief Assistance (upto Rs. 5000) | Sub Divisional Magistrate | Within 3 days of the calamity | Additional District Magistrate / Chief Development Officer | District Magistrate |
| | 3. Natural Calamity Relief Assistance (more than Rs. ₹ 5000) | District Magistrate | Within 7 days of the calamity | Divisional Commissioner | Chief Revenue Commissioner |
| 4. | Distribution of money received from Chief Minister's Relief Fund | Naib Tehsildar/ Tehsildar | Within 5 days of receipt of money | Sub Divisional Magistrate | District Magistrate |
| 5. | Providing copy of ROR 1. On application in Tehsil | Registrar Kanoongo | On the date of application | Tehsildar | Sub Divisional Magistrate |
| | 2. On application to Lekhpal in Rural Area/ Deputy Revenue Inspector (Patwari) | Concerning Lekhpal/ Deputy Revenue Inspector (Patwari) | On the date of application when computer is available in the concerned office, otherwise within 15 days | Tehsildar | Sub Divisional Magistrate |
| 6. | Providing copy of Land Map | Incharge officer nominated by the District Magistrate | Within 3 days from the date of application | Additional District Magistrate / Chief Development Officer | District Magistrate |
| 7. | Providing copy of Khasra | Concerning Lekhpal/ Deputy Revenue Inspector (Patwari) | On the date of application | Naib Tehsildar/ Tehsildar | Sub Divisional Magistrate |
| 8. | Kisan Bahi | Tehsildar | 7 days | Sub Divisional Magistrate | District Magistrate |

3- Medical, Health and Family Welfare Department

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|--|--|--|---------------------------|---------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Medical certificate (a) Medical Illness Certificate | (a) Incharge Medical Officer/ Medical Superintendent | 2 days | Chief Medical Officer | District Magistrate District |

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| | (b) Medical Fitness Certificate (District level) | (b) Chief Medical Superintendent | 2 days | Chief Medical Officer | Magistrate / Director General of Health Services |
| | (c) Health/ Illness certificate issued by State Medical Board (Fortnightly) (for second medical opinion) | (c) Chief Medical Officer, Dehradun/ Secretary State Medical Council, Uttarakhand | 15 days | Director (Medical, Health and Family Planning) | Director General of Health Services |
| 2. | Admissible incentive amount in Janani Suraksha Yojna | 1. Incharge Medical Officer | 2 days (Normal delivery cases) | 1. Chief Medical Officer | 1. Regional Director |
| | | 2. Medical Superintendent / Chief Medical Superintendent | 7 days (Caesarian delivery cases) | 2. Chief Medical Officer | 2. Director General of Health Services |
| 3. | <u>Medico Legal Certificates</u> | Concerning Incharge Medical Officer/ Emergency Medical Officer | 2 days | Incharge / Superintendent of Concerning Hospital/ Deputy Chief Medical Officer of Concerning Area | Chief Medical Officer/ Chief Medical Superintendent |
| | (a) Police Medico Legal Certificate | | | | |
| | (b) Private Medico Legal | | | | |
| | (c) Accidental Medico Legal | | | | |
| | (d) Post-mortem report (photo copy of third copy) | Chief Medical Officer | 7 days | Chief Medical Officer | District Magistrate |
| 4. | Disability certificate (weekly) | Chief Medical Officer | 3 days | District Magistrate | Director General of Health Services |
| 5. | <u>Drug Section</u> | Drug licensing Officer | 3 months | Drug Controller | Director General of Health Services |
| | (a) Issue of new license for drug distribution | | | | |
| | (b) Renewal of license for drug distribution | | | | |
| | (c) Issue of new license for drug manufacturing | | | | |
| | (d) Renewal of | Drug licensing | 1 month | Drug Controller | Director |

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| | license for drug manufacturing | Officer | | | General of Health Services |
| 6. | Food Safety (a) Issue of food license | Food Licensing Officer | 2 months | Officer nominated by Food Safety Commissioner | Food Safety Commissioner |
| | (b) Registration | Registration Officer | 1 month | Officer nominated by Food Safety Commissioner | Food Safety Commissioner |

4- Housing Department

(a) All Authorities/ Special Area Development Authorities –

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|---|--|--|---------------------------|----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Approval of Residential Map after no objection certificates received from other departments | Secretary or an officer authorized by the Vice- Chairman | 15 days | Vice Chairman | Divisional Commissioner |
| 2 | Approval of Commercial Map after no objection certificates received from other departments | Secretary or an officer authorized by the Vice- Chairman | 60 days | Vice Chairman | Divisional Commissioner |
| 3 | Obtaining second copy of Map | Secretary or an officer authorized by the Vice- Chairman | 5 days | Vice Chairman | Divisional Commissioner |
| 4 | Work completion certificate of a Residential Map | Secretary or an officer authorized by the Vice- Chairman | 15 days | Vice Chairman | Divisional Commissioner |
| 5 | Work Completion Certificate of a non- Residential Map | Secretary or an officer authorized by the Vice- Chairman | 30 days | Vice Chairman | Divisional Commissioner |
| 6 | Clarification of Land use after clear key plan is available | Secretary or an officer authorized by the Vice- Chairman | 10 days | Vice Chairman | Divisional Commissioner |

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(b) Urban and Village Planning Department

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|--|------------------------|--|---------------------------|----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Registration / Renewal of RHD | Associate Town Planner | 15 days | Senior Town Planner | Divisional Commissioner |
| 2 | Technical no objection to habitat project of RHD | Associate Town Planner | 30 days | Senior Town Planner | Divisional Commissioner |
| 3 | Sanction of habitat project of RHD | Associate Town Planner | 60 days | Senior Town Planner | Divisional Commissioner |
| 4 | Completion certificate of habitat project of RHD | Associate Town Planner | 30 days | Senior Town Planner | Divisional Commissioner |

(c) Regulated Area :-

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|---------------------------------------|--|--|---|----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Matters Concerning Sanctioning of Map | Designated Authority / Sub Divisional Magistrate | 30 days | Controller Authority/ District Magistrate | Divisional Commissioner |

5. Transport Department

| S. No. | Services | Designation of Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|-------------------------|--|--|---|----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Registration of Vehicle | Divisional Transport Officer or Assistant Divisional Transport Officer or such Divisional Inspector of | 1- Within 2 days on payment of fixed fee/ tax and receiving the application regarding non-professional | Under rule 35 of the Uttar Pradesh Motor Vehicle Rules, 1998 and under section 57, the Deputy Transport | Transport Commissioner |

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| | | Transport Department or Assistant Divisional Inspector, who is authorized for performing of duties of licensing authority by Divisional Transport Officer or Assistant Divisional Transport Officer | <p>2- vehicle on the presentation of necessary document form no. 20, 21, 22 and form no. A, original copy of bill of vehicle, Certified copies of valid insurance, Residential certificate and one photo, in accordance to rule 47 of the Central Motor Vehicle Rules, 1989.</p> <p>3- Within 4 days on payment of fixed fee/ tax and receiving the application regarding the professional vehicles.</p> <p>4- Regarding incoming vehicles from other Districts/ States for temporary registration, this tenure shall be (within) 30 days on verification of forms from the date of application.</p> | Commissioner at Headquarter of concerning area shall be the authority for hearing of appeals | |
| 2. | Learners' License | Divisional Transport Officer or Assistant Divisional Transport Officer or such Divisional Inspector of Transport Department or Assistant Divisional Inspector, who is authorized for performing of duties of licensing authority by | Under rule 10 of Central Motor Vehicle Rules, 1989 compulsory document form no. 01, 02, Residential Certificate, certified copy of age certificate, consent of guardian in relation to applicants between the age of 16-18 years, for professional learners' license minimum 1 year old valid light | Under rule 5 of the Uttar Pradesh Motor Vehicle Rules, 1998 and under sub-section (8) of section 9, sub-section (2) of section 17 and sub-section (3) of section 19, the Deputy Transport Commissioner at Headquarter for concerning region shall be the authority for | Transport Commissioner |

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| | | Divisional Transport Officer or Assistant Divisional Transport Officer | vehicle driving license, two latest photographs and deposit of fixed fees, after that an exam shall be held within 3 days. After the date of passing the examination, license will be issued within 2 days. | hearing of appeals | |
| 3. | Permanent License | Divisional Transport Officer or Assistant Divisional Transport Officer or such Divisional Inspector of Transport Department or Assistant Divisional Inspector, who is authorized for performing of duties of licensing authority by Divisional Transport Officer or Assistant Divisional Transport Officer | According to rule 14 of Central Motor Vehicle Rules, 1989, compulsory document form no. 04, valid learners' license (on its completion of minimum 30 days duration). For professional license - Motor Driving training on form no.05, certificate of school, two latest photos and deposit of fixed fee, next day after the passing of the examination. | Under rule 5 of the Uttar Pradesh Motor Vehicle Rules, 1998 and under sub-section (8) of section 9, sub-section (2) of section 17 and sub-section (3) of section 19, the Deputy Transport Commissioner at Headquarter of region shall be the authority for hearing of appeals | Transport Commissioner |
| 4. | Fitness | Divisional Transport Officer or Assistant Divisional Transport Officer or such Divisional Inspector of Transport Department or Assistant Divisional Inspector, who is authorized for performing of duties of licensing authority by Divisional Transport Officer or Assistant Divisional Transport Officer | According to rule 62 of Central Motor Vehicle Rules, 1989, compulsory documents, vehicle inspection report form, valid insurance certificate, control pollution certificate, certificate regarding payment of all dues, certificate of non-pendency of any challan with vehicle for inspection after that on the payment of fixed fees, the inspection shall be made on same day. If found fit, the fitness shall be issued next | Under rule 35 of the Uttar Pradesh Motor Vehicle Rules, 1998 and under the section 57, the Deputy Transport Commissioner at Headquarter for the concerning area shall be the authority for hearing of appeals | Transport Commissioner |

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| | | | day and if not found fit then all queries in writing shall be intimated. | | |
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6. Drinking Water Department

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|---|-------------------------|--|---------------------------|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Wherever technically feasible, sanctioning of new water connection otherwise rejection in special circumstances | | | | |
| | (a) water connection of 15mm.diameter | Executive Engineer | 15 days | Superintending Engineer | Chief General Manager |
| | (b) water connection of 20mm. diameter | Executive Engineer | 15 days | Superintending Engineer | Chief General Manager |
| | (c) water connection of 25mm. diameter | Executive Engineer | 30 days | Superintending Engineer | Chief General Manager |
| | (d) water connection of 32mm. diameter | Executive Engineer | 30 days | Superintending Engineer | Chief General Manager |
| | (e) water connection of 40mm. diameter | Executive Engineer | 30 days | Superintending Engineer | Chief General Manager |
| | (f) water connection of 50mm. diameter | Superintending Engineer | 30 days | General Manager | Chief General Manager |
| | (g) water connection of more than of 50mm. diameter | General Manager | 30 days | Chief General Manager | Chairman Uttarakhand Jal Sansthan/ Secretary Drinking Water |
| 2. | Where technically feasible, sanctioning of new Sewer connection in Buildings / Commercial institutions otherwise rejection in special circumstances | Executive Engineer | 15 days | Superintending Engineer | Chief General Manager |
| 3. | Where it is possible technically, sanctioning | Superintending | 30 days | General Manager | Chief General |

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| of new Sewer connection in any colony or institution/ group of institutions otherwise rejection in special circumstances | Engineer | | | Manager |
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7. Social Welfare Department

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|---|---------------------------------------|--|--|----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Scholarships | | | | |
| | 1 (a) Regarding the students studying in the State | District Social Welfare Officer | Within 45 days from the date of receipt of demand letter from schools, sanction and payment to the schools | Chief Development Officer | District Magistrate |
| | 1 (b) Regarding the students studying outside the State | District Social Welfare Officer | Within 45 days from the date of receipt of demand letter from schools, sanction and payment to the schools | Chief Development Officer | District Magistrate |
| 2. | Gaura Devi Kanya Dhan Yojna | District Social Welfare Officer | Within 2 months of receiving the complete application form, registration shall be done and recommendation of the District Selection Committee obtained | Chief Development Officer | District Magistrate |
| 3. | Old Age Pension, Widow Pension and Disabled Pension Service-3 (a) for the pension beneficiaries of Rural Areas | Village Panchayat Development Officer | Within 2 months from the date of receiving the complete application form, the approved form shall be forwarded to the Block Development Officer | Assistant Development Officer, Panchayat | District Magistrate |

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| | Service-3(b) for the pension beneficiaries of Rural Areas | Block Development Officer | Within 15 days from the date of receiving application from Gram Panchayat it shall be forwarded to the District Social Welfare Officer | District Development Officer | District Magistrate |
| | Service-3 (c) for the pension beneficiaries of Urban Areas | Sub Divisional Magistrate | Within 2 months from the date of receiving complete application form, the approved form shall be forward to the District Social Welfare Officer | Chief Development Officer | District Magistrate |
| | Service-3 (d)for pension beneficiaries of both types (listed above) | District Social Welfare Officer | (a)Within 45 days, the information of sanction/rejection shall be sent to the Block Development Officer/ Sub Divisional Magistrate (b) Payment of pension shall start in the last month of the next quarter | Chief Development Officer | District Magistrate |
| 4. | Jan Shree Beema Yojna | | | | |
| | Service-1 at the District level | District Social Welfare Officer/ District Manager, Uttarakhand Bahuudeshiya Finance and Development Corporation | Within 1 month from the date of receiving the application, it shall be forwarded to the State Headquarter with recommendation | Chief Development Officer | District Magistrate |
| | Service-2 at the State headquarter level | Deputy General Manager, Uttarakhand Bahuudeshiya Finance and Development Corporation | Within 20 days from the date of receiving the application, it shall be forwarded to the Life Insurance Corporation Office | General Manager | Managing Director, Uttarakhand Bahuudeshiya Finance and Development Corporation |

8. Urban Development Department

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|--|--|--|--|----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Birth and Death Registration (In cases of Birth and Death happening in the hospital and on produce of medical certificate for evidence) | Municipal Health Officer/ Registrar of Municipal Corporation | 7 days | Mukhya Nagar Adhikari, Municipal Corporation | District Magistrate |
| | | Municipal Health Officer / Registrar/ Executive Officer of Municipal Council | 7 days | An officer not below the rank of Sub Divisional Magistrate authorized by District Magistrate for Municipal Council | District Magistrate |
| | | Executive Officer of Nagar Panchayat | 07 days | An officer not below the rank of Sub Divisional Magistrate authorized by District Magistrate for Nagar Panchayat | District Magistrate |
| 2. | Birth and Death Registration (In cases of Birth and Death happening outside the hospital, on the availability of related information) | Municipal Health Officer/ Registrar of Municipal Corporation | 15 days | Mukhya Nagar Adhikari, Municipal Corporation | District Magistrate |
| | | Municipal Health Officer / Registrar/ Executive Officer of Municipal Council | 15 days | An officer not below the rank of Sub Divisional Magistrate authorized by District Magistrate for Municipal Council | District Magistrate |

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| | | Executive Officer of Nagar Panchayat | 15 days | An officer not below the rank of Sub Divisional Magistrate authorized by District Magistrate for Nagar Panchayat | District Magistrate |
| 3. | Issue of Birth/Death certificate in case of prior registration | Municipal Health Officer/ Registrar of Municipal Corporation | 3 days | Mukhya Nagar Adhikari, Municipal Corporation | District Magistrate |
| Municipal Health Officer / Registrar/ Executive Officer of Municipal Council | | 3 days | An officer not below the rank of Sub Divisional Magistrate authorized by District Magistrate for Municipal Council | District Magistrate | |
| Executive Officer of Nagar Panchayat | | 3 days | An officer not below the rank of Sub Divisional Magistrate authorized by District Magistrate for Nagar Panchayat | District Magistrate | |
| 4. | Property Transfer Certificate (non disputed) (on the presentation of application on prescribed form and all required documentary evidence) | Mukhya Nagar Adhikari, Municipal Corporation or an officer nominated by him. | 60 days | Chief Development Officer | District Magistrate |
| | | Executive Officer of Municipal Council/ Nagar Panchayat | 60 days | An officer not below the rank of Sub Divisional Magistrate authorized by District Magistrate for Municipal Council/ Nagar Panchayat | District Magistrate |
| 5. | Property Transfer Certificate (disputed) (on the presentation of application on prescribed form | Mukhya Nagar Adhikari, Municipal Corporation or an officer nominated by him. | 90 days | Chief Development Officer | District Magistrate |

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| | and all required documentary evidence) | Executive Officer of Municipal Council/ Nagar Panchayat | 90 days | An officer not below the rank of Sub Divisional Magistrate authorized by District Magistrate for Municipal Council/ Nagar Panchayat | District Magistrate |
| 6. | No objection certificate for building construction | Mukhya Nagar Adhikari, Municipal Corporation | 30 days | Chief Development Officer | District Magistrate |
| | | Executive Officer of Municipal Council/ Nagar Panchayat | 30 days | An officer not below the rank of Sub Divisional Magistrate authorized by District Magistrate for Municipal Council/ Nagar Panchayat | District Magistrate |
| 7. | Sanction of Building Plan by Municipal Corporation/ Municipal Council/ Nagar Panchayat (only for areas out of the jurisdiction of regulated area/ Development Authorities) | Mukhya Nagar Adhikari, Municipal Corporation | 30 days | Chief Development Officer | District Magistrate |
| | | Executive Officer of Municipal Council/ Nagar Panchayat | 30 days | An officer not below the rank of Sub Divisional Magistrate authorized by District Magistrate for Municipal Council/ Nagar Panchayat | District Magistrate |

9. School Education Department

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|---|--------------------------------------|--|---------------------------|----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | For various scholarships to be given by the Social Welfare Department (Scheduled Castes, Scheduled Tribes/ Other Backward | Principal/ Head Master of the school | Within 10 days from the date of receiving the application from the student | Block Education Officer | District Magistrate |

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| | Classes/ Minorities), 1 (a) Forwarding the application to the Social Welfare Department | | | | |
| | 1 (b) Distribution of scholarship on receiving the money from the Social Welfare Department | Principal/ Head Master | 10 days | Block Education Officer | District Magistrate |
| 2. | Issuing transfer Certificate to a student | Principal/ Head Master | 7 days | Block Education Officer | District Magistrate |

10. **Home Department**

Detail of works, where the decision is to be taken by the Department-

| S. No. | Services | Designated officer | Stipulated Time Limit of providing the service | First Appellate Authority | Second Appellate Authority |
|--------|---|------------------------------------|--|---------------------------|--|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Increase duration of living in India for Foreigners | Inspector LIU | 7 days | Circle Officer | Superintendent of Police/ Senior Superintendent of Police |
| 2 | Registration of Foreigners | Inspector LIU | Immediately | Circle Officer | Superintendent of Police/ Senior Superintendent of Police |
| 3 | Verification of outside persons (certification letter received from other district to which he belongs) | Officer Incharge of Police Station | 7 days | Circle Officer | Superintendent Police/ Senior Superintendent of Police |
| 4 | Provide a copy of FIR (to the Plaintiff) | Officer Incharge of Police Station | Immediately | Circle Officer | Superintendent of Police/ Senior Superintendent of Police |

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| 5 | Permitting the use of Loudspeaker | Officer Incharge of Police Station | 5 days | Circle Officer | Superintendent of Police/ Senior Superintendent of Police |
| 6 | Verification regarding employment | Officer Incharge of Police Station | 30 days | Circle Officer | Superintendent of Police/ Senior Superintendent of Police |
| 7 | Verification of passport | Inspector LIU | 21 days | Circle Officer | Superintendent of Police/ Senior Superintendent of Police |
| 8 | Disposal of General request letters/ complaints | Officer Incharge of Police Station | 30 days | Circle Officer | Superintendent of Police/ Senior Superintendent of Police |
| 9 | Complaints against Police | Circle Officer | 30 days | District Incharge | Superintendent of Police/ Senior Superintendent of Police |

Detail of services, where recommendations/ comments have to be sent by the Department-

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| 10 | Recommendation of renewal of Armed License/ forwarding comments (incase the application is received before expiry of license and relates to within the district) | Officer Incharge of Police Station | 15 days | Circle Officer | Superintendent of Police/ Senior Superintendent of Police |
| 11 | Regarding recommendation for any changes in Arms License (if relates to same district) | Officer Incharge of Police Station | 7 days | Circle Officer | Superintendent of Police/ Senior Superintendent of Police |
| 12 | Recommendation / Comments regarding no objection' | Officer Incharge of Police Station | 5 days | Circle Officer | Superintendent of Police/ Senior Superintendent of Police |

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| | certificate for Fairs/ Exhibition and other sponsored programs | | | | |
| 13 | Recommendation / comments regarding the verification for new Arms License | Officer Incharge of Police Station | 30 days | Circle Officer | Superintendent Police/ Senior Superintendent of Police |
| 14 | Recommendation / comments regarding renewal of Arms License | Officer Incharge of Police Station | 15 days | Circle Officer | Superintendent Police/ Senior Superintendent of Police |
| 15 | Regarding recommendation/ comments for issuing no objection certification for renewal license of Armed sellers | Officer Incharge of Police Station | 15 days | Circle Officer | Superintendent Police/ Senior Superintendent of Police |
| 16 | Regarding recommendation/ comments for issuing no objection certification to Petrol Pump/ Cinema Hall | Officer Incharge of Police Station/ Fire Station Officer | 15 days | Circle Officer/ Chief Fire Officer | Superintendent Police/ Senior Superintendent of Police |

- 2- Only working days shall be counted for calculating the stipulated days under the Right to Service Act, 2011.
- 3- The calculation of days for provision of services under the Right to Service Act, 2011 shall start from the date of receiving complete application forms (with required/essential documents).
- 4- Said services shall be deemed to be effective immediately.

By Order,



(Manisha Panwar)
Secretary