

Citizen's Charters of Select Departments of Government of Andhra Pradesh



CENTRE FOR GOOD GOVERNANCE

Knowledge • Technology • People

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Hyderabad-500 033. Andhra Pradesh (India).

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HYDERABAD METROPOLITAN WATER SUPPLY & SEWERAGE BOARD (HMWSSB)

Citizen's Charter

The aim and purpose of this charter of HMWSSB is to confirm publicly, the service assurance given to the customers, who pay their bills regularly, for water and sanitation services from the Board, to confirm the standards that the Board has set for itself, with regard to providing services to its customers, and to state the customer's obligations. This Charter is not a legal document for enforcement against either the Board or the customers.

This Charter came into effect from January 26, 2000.

HMWSSB provides the following services to its customers.

- a. Supply of potable drinking water
- b. Sewage collection and disposal

This Charter addresses HMWSSB's services regarding the following:

- New Water Supply & Sewerage Connection
- Quality & Quantity of Water Supply
- Billing Services
- Complaint Types and Redressal Time
- Customer's Obligations

Release of new water supply and sewerage connection

The Deputy General Manager, Single Window Cell, HMWSSB, Khairatabad, Hyderabad, 500004, exclusively deals with sanction of new connections.

- **Issue of application forms**

1. Application forms can be availed of at a nominal fee of Rs.10.00
2. Forms are supplied on all working days during office hours
3. Forms are available at **all** Cash Collection Counters and at Single Window Cell (SWC).

- **Acceptance of filled in application form**

The filled in application forms will be

1. Accepted only at the Board office (SWC)
2. Accepted during office hours on all working days
3. Accepted only after preliminary scrutiny at SWC
4. Acknowledged by issuing a receipt on the spot by SWC

A process fee will be collected for applications of domestic and non-domestic categories.

- **Sanction**

1. The Board (SWC) will take a minimum of 15 working days and a maximum of 30 working days to sanction or reject the application, from the date of receipt.
2. The Board will communicate sanction or rejection within 15 working days thereafter.
3. Customer to contact SWC at Head Office of the Board at Khairatabad, any time (during working hours) after expiry of 30 working days.

4. In the event of failure to issue sanction order or a formal rejection letter after 30 working days and on personal visit of the customer to the Single Window Cell (SWC), an amount of Rs. 20/- (Rupees twenty only) will be paid as a token of its commitment to the customer.
5. Customer will be given a fresh date (not more than 15 days hence) and if the customer does not get any response on his subsequent visit to the SWC, he/she will again be paid Rs. 20/- and the Managing Director/ Director Technical, of the Board will personally meet such customers to explain the reasons for delay.

If the stated amount is not deposited within 30 days of sanction order, the order becomes invalid. A fresh application will be made for process and the process fee paid earlier will be forfeited.

- **Payment of Fees**

All payments will be

1. Accepted at SWC of Board's Head Office, Khairatabad on all working days during office hours.
2. Accepted by Demand Draft/Cheque/Cash in the Board's Khairatabad Bank Account or Board Office (SWC).
3. Accepted in full only and no instalments will be allowed.
4. Acknowledged and receipts will be issued at the SWC.

- **Release of Water Supply Connection**

1. Individual water supply connection will be released within 30 (thirty) working days from the date of payment of connection fee in full.
2. The connection fee includes boring, tapping of distribution main, supply and laying of necessary pipe including supply and fixing of meter chamber, gate valve, prescribed water meter, etc.
3. The Board is responsible for obtaining the MCH road cutting permission, including all civil works connected with the laying of service connection up to the customers' premises, including fixing water meter.
4. The customers are requested not to pay or engage any plumber/contractor for the aforesaid work.
5. The customers are advised to have a sump of adequate capacity close to the meter. The meter chamber shall be located only within 2 meters from the boundary/ inside the premises.
6. All the materials required like communication pipes, compression fittings, gate valve, meter and meter chamber for giving service connection from the tapping point up to the customer premises including the meter will be supplied by the Board.
7. The customers should not engage the services of any employee of the Board for taking the connection.

- **Release of Sewerage Connection**

1. The customer shall construct sewer manhole with silt catch pit within the premises before the Board gives the sewerage connection.
2. The Board shall connect sewer line from internal sewer manhole of the customer's premises to the main sewer line.

Water Supply

HMWSSB promises

- a. **Quantity:** Assures a minimum of 250 litres / connection / day
- b. **Quality:** Assures to provide potable water
Residual Chlorine to be maintained in the water supplied
Minimum : 0.25 pm
Maximum : 1.00 pm
- c. **Timing:** Adhere to the notified timings. Any change will be informed in advance.
 - Planned interruptions will be informed within 24 hours of advance notice.
 - Any unplanned delay will be informed at least 2 hours in advance.
- d. **Duration of Supply:** Assured one-hour minimum supply on a supply day.
- e. **Contingency Plan:** In case of disruption in regular piped water supply, a Contingency Plan will be implemented as per the area in which the supplies are disturbed. Details can be perused at the concerned Section Office of the Board.

Billing Services

- First bill will be issued within a maximum of three months after the release of connection.
- All subsequent/regular bills shall be issued presently on a
 - ▶ Bi-monthly basis for Domestic category;
 - ▶ Monthly Basis for all other categories.
- Payment of water and sewerage cess will be accepted at any of the e-Seva centres and at the designated Cash Collection Counters of the Board.
- Payments will be accepted presently in cash, Cheque and Demand Drafts.
- Receipts will be issued for all payments at the Cash Collection Counters.
- Disconnection of water supply and sewerage connection will be carried out with a notice of 7 days after the due date.

Complaints

The categories of complaints include no water supply, leakage in distribution main and service connection, suspected water pollution, low pressure, blockage and chokes, missing manhole cover, sewage overflow, repairing or replacement of meters, dispute on bills, change in category of consumption, etc. Under the Citizen's Charter, minimum and maximum time has been fixed in terms of days for attending to all the above such categories of complaints from the time of receipt and the same, as follows:

Complaint Types & Redressal Schedule

Sl. No.	Nature of Complaints	Redressal Time (in days)	
Water Supply			
1	No Water for X days	3	4
2	Low water pressure	3	4
3	Polluted water supply	3	4
4	Water leakage	2	3
5	Erratic timing of water supply	2	3
6	Change of category of water supply	7	10
7	Illegal usage of motor	1	2
Sewerage			
8	Sewerage overflow on the road	2	3
9	Blockage/chokes at customer premises	1/3	3
10	Replacement of missing manhole cover	1	2
11	Private septic tank cleaning	7	15
Metering & Billing			
12	Excess bill and verification	7	10
13	Non-receipt of water bill	7	10
14	Cleaning and maintenance of meters	7	10
15	Domestic meter repairs and replacements	7	15
16	Meter repairs other than domestic	1 ^{1/2}	7
Request Services			
17	Tanker required in Board's supply area	1	2
Others			
18	Complaints relating to bore wells, PSPs, illegal connection, etc.	1	7

However the customer will be supplied 250 liters per connection per day if the supply is not restored in 2 consecutive supply days. The Board will only extend this facility to customers who do not have any arrears. This facility is only for complaints registered with 1916.

Tankers will be arranged up to the nearest accessible place and from there the customer has to take the water.

Metro Customer Care

All complaints of the customers shall be registered by phone through MCC number 1916 only. MCC Phone number **1916** works **round-the-clock**.

Communication

The board will adopt such channels of communication as are faster to inform the customers in shorter time.

Courtesy and Helpfulness

All employees of HMWSSB are committed to customer service. The following officers may be contacted in case of any necessity.

Chief General Manager (E), O&M Circle I, Goshmahal	
	General Manager (E), O&M Division I, Goshmahal
	General Manager (E), O&M Division II, Goshmahal
	General Manager (E), O&M Division III, Goshmahal
Chief General Manager (E), O&M Circle III, Goshmahal	
	General Manager (E), O&M Division IV, Goshmahal
	General Manager (E), O&M Division V, Goshmahal
	General Manager (E), O&M Division X, Goshmahal
Chief General Manager (E), O&M Circle II, SR Nagar	
	General Manager (E), O&M Division VI, SR Nagar
General Manager (E), O&M Division VII, Maredpally	
	General Manager (E), O&M Division IX, Control Room

Customers' Obligations

- Customers should pay water bills promptly.
- Customers should protect and maintain water meter in good condition. Tampering of water meter is an offence punishable under HMWSSB Act.
- Customers should not use any Booster Pumps to draw more water. It causes serious inconvenience to others. It is a serious offence.
- Customers may inform the Metro Customer Care on phone number 1916 about any illegal installation of pumps by others.
- Customers may inform the MCC on phone 1916 about any illegal connections.
- Customers may inform the MCC on phone 1916, if any sewer line blockage/chokes or water leakage is noticed on the roads.
- Customers should educate all their family members not to throw domestic waste in their toilets. This will choke sewer lines.
- Customers should advise the public not to dump building materials like sand, stone, etc., near sewer manholes, which may enter sewer line and cause chokes and blockages.
- Customers should not open sewer manhole covers to let off the rainwater, as this will choke the sewer lines, which are not designed to carry rainwater.
- Customer should insist, on any HMWSSB employee, visiting his premises, to show his identity card so as to avoid cheating.
- Customers to avoid pit taps, as they are a major source of pollution.
- Customers should conserve water, as it is a precious resource. They must use taps and other appliances that minimize wastage and lead to saving of water at every point of consumption.
- Customer is expected to make necessary arrangements for rooftop collection of rainwater. Assistance can be had from Ground Water Department and HMWSSB.
- Customer, as the ultimate beneficiary of all public assets, must bestow personal interest in protecting and promoting their use. Any wilful misuse must evoke customer's concern prompting action.

Suggestions

We invite your suggestions for improving our service to customers. Please send them to CGM, MCC, Progressive Towers, 6th Floor, Khairtabad, Hyderabad 500004.

Glossary

Citizen: A person who resides in Hyderabad Metropolitan Areas as defined in the HMWSSB Act 15 of 1989 [Section 2(f)].

Charter: A document of Assurance.

Citizen's Charter: A document of Service Assurance given to the customer by the service provider.

Citizen's Charter of HMWSSB: The Citizen's charter introduced by HMWSSB on 26-01-2000 subject to alteration, as and when effected.

Board: The Hyderabad Metropolitan Water Supply & Sewerage Board constituted under Section 3 of the Act 15 of 1989.

Customer: A Resident/Welfare Association/Society/Organization receiving water supply & sewerage facilities from HMWSSB Board and who has proof of paying for the same.

Regular Customer: A customer of HMWSS Board who has not more than 2 consecutive bills in arrears.

Stated Amount : means the amount indicated in the sanction order of connection for Water Supply or Sewerage or both or any other charges for services provided.

A. P. TRANSCO/DISCOM

Citizen's Charter

Foreword

Electricity touches our lives in more ways than we can imagine.

From domestic appliances to industrial applications, it is hard to think of life without electricity. This is one of the primary reasons why today even a small interruption in the supply puts all of us to inconvenience.

Slowly but steadily, we have begun to address all the issues pertaining to quality of supply and quality of service. On one hand we have made substantial investments in power infrastructure in the state to enhance the quality of supply. Now, we are embarking on the second phase of our journey improving the quality of service.

We have pledged to take resolutions we can keep, i.e., to redefine the standards of customer service and the quality that we guarantee for all our valued customers.

This Citizens' Charter broadly sets the standards of service, quality and reliability that you can expect from APTRANSCO and the four Distribution Companies (Discoms). It is not comprehensive but addresses the key areas of service where we can make a difference to the people of Andhra Pradesh.

We encourage you to demand the standards of service outlined in this citizens' charter. We shall strive to ensure that we meet your demands and expand our base of happy & satisfied customers.

Chairperson & Managing Director

Vidyut Soudha
Hyderabad 2002

Citizen's Charter

The aim of Transmission Corporation of Andhra Pradesh Ltd. (AP Transco/Discoms) is to declare publicly the service assurance given to the customers, who pay their bills regularly, for power and utility services from AP Transco/Discom.

This is also to confirm that the APERC has set the standards of performance with regard to providing services to its customers in the A.P. Gazette notification numbers. 20 & 21, dated 04-09-2000 and complaints handling procedure relating to distribution and retail supply of electricity communicated in APERC letter dated 10-07-2001. Every care has been taken to either meet or surpass the standards set by APERC.

This charter is the promise to our customers that we wish to stand by.

This charter may not be treated as a legal document against AP Transco, Discoms and its customers.

Our Promise on Standards of Service

Exemptions

These standards of performance shall remain suspended during conditions such as war, civil commotion, riot, flood, cyclone, lightning, earthquake or other forces or causes beyond the control of AP Transco and DISCOMs, and strike, lockout, and fire affecting the organisations and their activities.

Quality of Power Supply

We promise to respond within **4 hours** to a consumer's complaints regarding variations of voltage and frequency of power supply beyond the tolerance limit (as prescribed in Indian Electricity Rules).

We promise to improve the quality of power supply or furnish written reply to the customer intimating him/her the causes of quality of power supply, if the same is beyond our control, within days of receiving the complaint.

We promise to resolve within **120 days** complaints regarding voltages arising due to inadequacy in the distribution system requiring upgradation of distribution lines, transformers or installation capacitors.

Billing Discrepancies

We promise to acknowledge the consumer's complaint **immediately** if received in person and within **7 working days** if the complaint is received by post.

We promise to resolve the customer's complaint regarding electricity bills **immediately** if no additional information is required to be collected.

We promise to resolve the customer's complaint regarding electricity bills within **7 days**, in case any additional information is required to be collected.

We promise to resolve the customer's complaint regarding receipt of energy bills within **15 days**.

Fuse off Calls

We promise to attend to requests for **replacement of fuses** within **4 working hours in cities & towns** (with a population of 50,000 above).

We promise to attend to requests for **replacement of fuses** within **12 working hours in rural areas**. (Fuse off calls at consumer premises will be attended only between 8 AM to 6 PM except in case of essential services like water supply, hospitals, etc., and other important government departments).

We promise to attend to requests for attending to **line breakdown** (in case of routine breakdowns) within **6 working hours in cities & towns** (with a population of 50,000 & above).

We promise to attend to requests for attending to **line breakdown** (in case of routine breakdowns) within **24 working hours in rural areas**.

We promise to inform the customer the likely time by which the power supply may be restored in case of routine line breakdowns **within 1 hour** of receiving the complaint.

We promise to replace failed **distribution transformers** within **working hours in cities & towns**.

We promise to replace failed distribution transformers within **working hours in rural areas**.

Scheduled Outages Excluding Statutory Power Cuts

We promise to inform **24 hours in advance** through press, public address system, electronic media and /or telephone to the public about scheduled outages. The period of interruptions shall not exceed 12 hours on any day.

Metering/Meter Replacement

We promise to inspect and check the correctness of the meter on **working days** of complaint.

We promise to replace stuck/defective meters (running slow, fast, or creeping) **within 30 days** of receiving complaint.

We promise to replace burnt meters **within 7 days** of complaint where burning is not due to causes attributable to consumers like tamp defect in consumer installation, meter getting wet due to falling of on the same, connecting unauthorised additional load by consumer, etc.

We promise to give notice for payment **within 7 days** of complaint wherever the cost of meter is to be recovered from the consumer and meter will be replaced within 7 days of receiving payment.

We promise to replace defective/burnt meter with privately procured ones (only in case of non-availability of meters with us) and tested **within 7 days** from the date of handing over of the same to consumer.

Disconnection and Re-connection of Power Supply

We promise to carry out disconnection only after showing the prior serving of **7 days notice**.

We promise to undertake all reconnections **within 2 working days** in urban areas and **24 working hours** in rural areas on production of reconnection order issued by ERO/SAO to the section officer.

Application for New Connections/Additional Load

For L T 230V/400V supplies (other than agricultural supply)

We promise to send the notice for inspection of the premises **within 2 days** of receipt of application complete in all respects.

We promise to provide the estimate of charges for providing connection and security deposit required **within 10 days** if the connection is proposed to be given from existing network and **within 30 days** if extension is required or if additional/enhancement of distribution transformer is needed.

We promise to provide notice for final inspection and testing installation **within 3 days** of receipt of completion report and the test of the licensed wiring contractor.

We promise to complete the inspection of the installation **within a period of 10 days** from the date of receipt of test report of the licensed contractor.

We promise to notify the applicant **within 7 days** in writing of any notice during inspection. If no intimation is received by the applicant **within 7 days** of inspection, the installation will be deemed to have been approved.

We promise to commence supply of power to the applicant, within days of approval of applicant's installation if the connection is from existing network and **within 30 days** if line extension involves additional/enhancement of distribution transformer is needed.

For L T Agricultural Services

We promise to meet the same standards as in the case of other L T applications except that the communication of estimated charges shall be limited to only those applications which can be covered in the target for the year. In the case of remaining applications, a communication will be sent **within 30 days** of receipt of application giving reasons for not providing supply immediately and indicating the probable time when the application can be processed for giving a new connection.

Transfer and Conversion of Services

We promise to complete title transfer of ownership within **30 days** of request being made.

We promise to complete change of category within **30 days** of request being made.

We promise to complete the conversion from L T single phase to H T phase **within 30 days** of the request being made.

We promise to complete the conversion from L T to H T and vice versa **within 90 days** of the request being made.

What you need to know to help us meet our standards

- We provide free application forms (*sample application forms are provided at the end of this booklet*).
- We register all L T applications other than industrial and multi-storeyed building at the section Office (AE or ME).
- We register L T applications for industrial supply and multi-storeyed building with 01
- We register L T domestic & agricultural new connections for a *registration fee* of Rs. 25/-.
- We register other L T categories new connections for a *registration fee* of Rs. 50/-.

When the applicant requiring new connection does not get a proper response within the time limit as stipulated above, he may lodge a complaint to the official mentioned in table below. If he does not get adequate response from the said officer within seven working days, he may contact the next higher officer mentioned in column 4 in the table. Complaints should be lodged in writing (*See sample pro forma provided at the end of this booklet*).

Sl. No.	Type of New Connections	Where to Lodge Complaints	Net Higher Level for Complaints
1	For all LT connections other than industrial and multi-storied buildings	Assistant Divisional Engineering (Operation)	DE
2	LT industrial and multi-storied building connections.	Divisional Engineering (Operation)	SE

Application for New Connections

We promise to respond whether connection is feasible or not **within 15 working days** of receipt of application for supply to be given at H T connections.

We promise to provide information regarding time required, estimated charges, supply voltage and point of commencement of supply **within 30 working days** of notifying feasibility of supply.

We promise to obtain the final reply regarding feasibility from transmission and bulk supply licensee and communicate applicant **within 60 working days** of receipt of original application.

We promise to intimate the applicant of the estimated charges required for providing the new connection **within 30 working days** of notifying feasibility of supply.

We promise to provide a new connection **within 120 days** and **within 180 days** for EHT from the date of payment of estimated charges.

How You Can Help Us Serve You Better

- Do not approach middlemen for redressal of grievances.
- Make your payments well in advance to avoid long queues.
- Protect your energy meter from damage.
- Inform us whenever meter is stuck or burnt or when there is damage.
- Electricity is precious. Please don't waste it or misuse it.
- Co-operate with our officials when they visit your premises on inspection duty.
- Renew worn out wiring in order to avoid accidents.
- Breakdowns and shutdowns are unavoidable though we try to minimise them. Please bear with us during such emergencies.
- Help us to reduce breakdowns by trimming trees and bushes near power lines.
- Your energy meter is a sensitive instrument. Please do not overload it by connecting unauthorised loads.
- Electricity can be dangerous. Please do not allow unqualified persons to meddle with your gadgets.
- Use prescribed pro forma for registering your grievances.
- Desist from meddling with our equipment.
- Desist from indulging in malpractice and theft of energy.
- Report to our officials about other consumers indulging in theft/malpractice.
- Connect additional load only after obtaining proper approval.
- Our staff members are always available. Take their advice and service whenever you face a problem.
- Fix correct rating of shunt capacitors to electrical installations.
- Use standard electrical appliances to conserve energy usage.

Future Scenario

We propose to achieve the following:

- To be a frontrunner in Indian power sector and one among the best utilities in the world;
- To extend service immediately on demand;
- Introduce prepaid cards for supply of electricity by 2005 AD. Maintain quality of service of highest order;
- Reduce the gap between demand and supply by adding 4000 MW capacity by 2002-2003;
- Expand the network of lines for reliable supply and reduce system losses in a phased manner.

Details of Connected Load		
Appliances	No. of Watts	Total Watts
Lights		
Fans		
Fridge		
Mixer		
Grinder		
Washing Machine		
Electric Iron		
Air Conditioner		
Geyser		
Water Pump		
Cooking Range		
Others		
Total Load		
Existing Load		
Additional Load		
Total Load		

ACKNOWLEDGEMENT

Location Code:

Registration No:

Date of Registration:

Signature of Authorised
Person with Stamp

Transfer Application Form

I.....do hereby transfer my service connection No.....at door No..... Street.....Town.....to Sri/Smt./Kumariwith Security Deposit of Rs..... (Rupees.....) pledged by me, as I have (1) left the house or (2) sold the house or (3) mortgaged and I have nothing to do with the service henceforth, as I have foregone all my rights to the service connections.

Signature of Transferer

I..... hereby agree to transfer of the said service connection to at door No..... Street Town with the security deposit, as I have taken possession of the said premises from Sri/Smt./Kumari.....

I hereby agree to abide by the conditions of the agreement for the requisition entered into by Sri/Smt./Kumari.....with the Licensee/Discom. I agree to execute the agreement and L T requisition and abide by the conditions laid down by the Licensee/Discom if required.

Signature of Transferer

Summary

Details of Payment to be Made

Category	Registration Fee	Security Deposit	Development Charges Service Line Charges (Over Load) (If necessary)
Domestic	Rs.25/-	Rs.100/KW	Upto 250 W: <ul style="list-style-type: none"> ■ SC/ST-Rs.100/- ■ Others-Rs.300/- 251W-1000W : Rs.1000/- Above 1000W : Rs.1000/KW
Commercial & Non-Domestic	Rs.50/-	Rs.200/KW	Rs.2000/KW Single Phase 2 wire Rs.76.86/meter
Industrial	Rs.50/-	Rs.200/KW	Rs.1500/HP Single Phase 3 wire Rs.95.10/meter
Cottage Industry		Rs.100/KW	Rs.1500/HP Three Phase 4 wire Rs.111.00/meter
Street Lights	Rs.50/-	Rs.100/KW	Rs.1000/KW Three Phase 5 wire Rs.147.70/meter
General Purpose	Rs.50/-	Rs.100/KW	
Temporary Supply	Rs.50/-	As per estimate	Below 10 days: nil Above 10 days: As per above rates corresponding to category

COMPLAINT FORM FOR NEW CONNECTIONS

1. Complaint Ref. No. (to be given by the licensee) :
2. Name of the applicant and address of the premises for which power supply has been applied for :
3. Date of application for power supply along with necessary documents :
4. Load and purpose for which power supply is required :
5. Payment receipt number, date, and amount of deposit for estimated amount :
6. Details of complaint :
7. Date of lodging the complaint :

Signature of the Complainant

.....Tear at this line.....

**ACKNOWLEDGEMENT TO BE FILLED BY THE OFFICE AND
HANDED OVER TO THE CONSUMER**

1. Complaint reference No. (to be given by the licensee) : Date:
2. Consumer Number and Name :
3. Received on date :
4. Complaint received by :
5. Brief description of complaint :
6. Target date for resolving complaint :

Signature of Authorised Officer

Designation :

Seal :

(For further assistance quote your complaint reference number)

ANDHRA PRADESH ROAD TRANSPORT AUTHORITY

Citizen's Charter

The Department provides the following services as per the standards set forth in this Charter.

- Issue of driving licenses to drive different categories of non-transport personalised vehicles.
- Registration of non-transport personalised vehicles.
- Acceptance of tax remittances by both personal and transport vehicles.
- Fitness certificates for all types of transport vehicles.

Our Standards

- The department has offices of the following type attending to various items of work listed in item Number (ii)

Office	Service Provided
a. Offices located at District Headquarters	
b. RTA offices located at sub-divisional level	All services listed in item Number (ii)
c. Unit offices headed by MVIs	

- We have set the following targets/standards/response time for delivery of documents in respect of all applications found in order

Item of Work	Fees and Service Charges	Targeted Response Time
<ul style="list-style-type: none"> • Driving license (DTC/RTO/Unit offices) <ul style="list-style-type: none"> ▶ Learner's license (for each class of vehicle) ▶ Fresh Driving License 	Rs.60.00 Rs.390.00	Same Day Same Day
<ul style="list-style-type: none"> • Registration of new vehicles/other state vehicles (DTC/ RTO/Unit offices) <ul style="list-style-type: none"> ▶ 2 wheeler ▶ 4 wheeler 	Rs.160-00 Rs.400.00	Same Day Same Day
<ul style="list-style-type: none"> • Issue /renewal of Fitness Certificate <ul style="list-style-type: none"> ▶ Three wheelers ▶ Light motor vehicle ▶ Medium motor vehicle ▶ Heavy motor vehicle 	Rs.230-00 Rs.360-00 Rs.460-00 Rs.560-00	Same Day Same Day Same Day Same Day
<ul style="list-style-type: none"> • DMVI offices attached to DTC/RTO offices located away from these offices (items of work shown against (a) and (b) above) 		Two days

Other Applications:

Item of Work	Fees and Service Charges	Targeted Response Time
Driving license <ul style="list-style-type: none"> • International driving license • All other transactions relating to driving licenses. <ul style="list-style-type: none"> ▶ Renewal ▶ Duplicate 	Rs.350.00 Rs.330.00 Rs.315.00	2 hours 2 hours 2 hours
Registration of vehicles <ul style="list-style-type: none"> • Temporary registration <ul style="list-style-type: none"> ▶ 2 wheeler ▶ 4 wheeler 	Rs.65.00 Rs.65.00	2 hours 2 hours
<ul style="list-style-type: none"> • Issue of duplicate registration certificate <ul style="list-style-type: none"> ▶ Invalid carriages ▶ Motor cycles ▶ Light motor vehicles 	Rs.110.00 Rs.130.00 Rs.300.00	Same day Same day Same day
<ul style="list-style-type: none"> • Transfer of ownership <ul style="list-style-type: none"> ▶ Invalid carriages ▶ Motor cycles ▶ Light motor vehicles 	Rs.110.00 Rs.130.00 Rs.300.00	Same day Same day Same day
<ul style="list-style-type: none"> • Other transactions <ul style="list-style-type: none"> ▶ Changes of residence / place of business <ul style="list-style-type: none"> ▪ Motor cycles ▪ Light motor vehicles 	Rs.120.00 Rs.120.00	Same day Same day
<ul style="list-style-type: none"> ▶ Endorsement/ termination of hire purchase in the R.C. <ul style="list-style-type: none"> ▪ Motor cycles ▪ Light motor vehicles 	Rs.200.00 Rs.300.00	Same day Same day
Issue of tax tokens (i.e., acceptance tax remittance) in respect of those vehicles where there are no cases pending and tax and penalty arrears are not due	Rs.5.00 upto Rs.500/- of tax Rs.10.00 above Rs.500/- of tax	2 hours 2 hours

Availability of Forms & Information

All forms are available at Help Desks in every DTC, RTO & MVI office, priced at Rs.1/- each. The forms can also be downloaded from our website <http://www.aptransport.gov.in/> and from the A.P. portal www.apportal.gov.in

Courtesy

Every officer of the department is obliged to receive the citizen with a smile, offer a seat and apologise for any inconvenience caused.

Services

- Public Assistance Cell/Help Desk is opened in every office to guide and assist citizens in filling the forms and furnishing with information about procedures to be followed as per law for various services like registration of motor vehicles, issue of driving licences, etc.
- A suggestion/complaint box is prominently displayed in every office in the prescribed manner.
- When an application is rejected, reasons for rejection will be communicated in writing in the standardized format.
- A token system is available for orderly receipt and disposal of applications.

Grievances Redressal Mechanism

Head of the office or his Deputy redresses grievances between 4.00 p.m. to 5.00 p.m. on every working day.

What to do if things go wrong

If something goes wrong or if there is any delay in the service, you can phone up or fax to the officers marked (*) listed in the Annexure I during working hours.

You can also register complaints at the e-mail address, tc@ap.gov.in

How can you help us

You can help improve the services we render to you by following the guidelines listed below.

- File applications in the right order with correct details. Pamphlets explaining procedures are available at Help Desks. The website <http://www.aptransport.org/> also gives these details.
- File applications directly in our offices for better service. Take the help of “Public Assistance Cell”/Help Desk available in all the offices.
- Please do not approach any middleman, broker or agent, licensed or not.
- Keep record of particulars of documents held by you like Driving License, Registration Certificate, etc., this will help you obtain duplicate document, if original is lost.

DEPARTMENT OF PRINTING, STATIONERY AND STORES PURCHASE

Citizen's Charter

1. The aim of this charter is to work for better quality in public service in the field of Gazette Notifications, Sale of Gazettes and Government Publications to the General Public.
2. We deliver the following services :
 - a. Change of Name, Publication in Official gazette in case of Govt. Employees.
 - b. Change of name, Publication in case of other than Govt. Employees.
 - c. Publication of private matter like dissolution of partner-ship deed, etc.
 - d. Sale of Gazettes to subscribers by post.
 - e. Sale of Govt. Publications and Gazettes.
3. Our Aim is to publish the notification in the Gazette on time and to deliver the Govt. Publications across the Sale counter instantly against the payment of cost thereof.

Sl. No.	Nature of Service	Time Limit	Remarks
a.	Change of name publication in Official Gazette in case of Govt. Employees		
	i) Ordinary Gazette	7 days	On Payment of requisite fee, prescribed application and enclosures
	ii) Extraordinary Gazette	1 days	-do-
b.	Change of Name Publication in case of other than Govt. Employees		
	i) Ordinary Gazette	7 days	-do-
	ii) Extraordinary Gazette	1 days	-do-
c.	Subscription for obtaining Gazette by post	3 days	The names of subscribers will be added to the mailing list.
d.	Sale of Govt. Publications and Gazettes	Instantly	Against payment of Cost.

N.B.: The requisite fee is Rs.50/- for publication in ordinary Gazette and Rs.375/- for Publication in Extraordinary Gazettes.

4. Availability of Information

Information on the following subject can be obtained from our Offices listed below

Sl. No.	Information relating to	Designation	Located at
1.	Publication in official Gazettes	Dy. General manager (Works)	Govt. Central Press, Chanchalguda, Hyderabad
2.	Sale of Govt. Publication and Gazettes	Assistant Director (Admin)	Govt. Publication Bureau, O/o The Commissioner of Ptrg. Sty. & S. P., Chanchalguda., Hyderabad

5. For Information beyond Office Hours

Please contact Dy. General Manager (W), Govt. Central Press, Hyderabad.

Availability of prescribed forms	Fee to be paid	Whom to contact
i. Forms for the deed for change of Name	Free	Superintendent, Gazette Notification Section (or) Deputy General manager (works) Govt. Central Press, Chanchalguda, Hyderabad.
ii. Specimen of publication matter	-do-	-do-
iii. Application form to District magistrate (Annexure-I)	-do-	-do-
iv. Certification of the District/Executive Magistrate	-do-	-do-
v. Specimen form for publication matter in case of minor persons	-do-	-do-
vi. Specimen form for publication matter in case of adopted persons	-do-	-do-
vii. Specimen of publication matter for change of fathers' name due to adoption	-do-	-do-
viii. Specimen of publication matter for the purpose of correction of wrong entries in school records due to parental mistakes	-do-	-do-

Forms are also will be made available shortly in Government portal and can be downloaded and used.

6. Complaints redressal systems

Courteous and helpful service will be extended by all the staff. If you have any complaint to make in the delivery of the above standards you are welcome to register your complaints with the following officer:

Sl. No.	Designation	Located	Telephone/Fax/E-mail
1.	Commissioner, Printing Stationery & Purchase Stores	Commissionerate, Printing Stationery & Purchase Stores	E-mail: cprint1932@hotmail.com

7. A centralised grievance redressal centre is also available at the main entrance of Administration wing of Commissionerate of Printing, Stationery and Stores Purchase, Chanchalguda, Hyderabad, where you can lodge your complaint.
8. All complaints will be acknowledged by us immediately and final reply on the action taken will be communicated within 7 days.
9. Consultation with our users/stakeholders
 - We welcome suggestions from our users.
 - You may contact the Superintendent, Gazette Notification section, Deputy General Manager (works), Government Central Press, Hyderabad, to complete the procedure for publication in Gazette at any time during working hours.
 - You may contact the Assistant Director (Admin.) at anytime during office hours for purchase of Government publications and gazettes and any other required pertinent assistance.
10. We seek your cooperation on the following

Citizen's Charter is a joint effort between us and you, to improve the quality of service provided by us and we request to help us in the following way:

 - i. Please submit you application duly filled in all columns.
 - ii. Enclose all the required copies of documents.
 - iii. Enclose requisite fee by way of Demand Draft/Challan receipt/Cash receipt.
 - iv. Furnish your full address and Telephone number, if available.

11. Guide Book/Handbook/Consumer Helpline

We have made efforts to keep the information available in the Government portal giving the detailed procedure which will find place in Government portal, forms duly filled in to be enclosed, fee to be remitted and mode of remittance of fee has been given in detail.

Please contact Superintendent, Gazette Notification Section, Government Central Press at Chanchalguda, Hyderabad, for any more details

Our helpline number is _____ to _____, Extension ____, in case of publication in official Gazette and Extension ____, in case of sale of Government publications and Gazettes.

We are committed to constantly revise and improve the services being offered under the charter.

LET US JOIN IN MAKING THIS CHARTER A SUCCESS!

DEPARTMENT OF REGISTRATION AND STAMPS

Citizen's Charter

The Aim/Purpose of this charter

The government is committed to translate the concept of giving to the people of Andhra Pradesh a simple, moral, accountable, reliable and transparent (SMART) administration. This charter is a step in this direction.

Our Aim is to offer Courteous and Helpful services to You

We guarantee that the registering public will be treated courteously. If you need guidance or help in filling the forms or need information about rules and regulations, please approach the “May I help you” counter set up in all the Sub-Registrar Offices for clarifications on matters relating to registration and other allied services.

Our Standards

We are committed to provide speedy, transparent and quality services to the registering public. We assure that our services will be accurate, reliable and timely. We shall provide the following registration services measuring up to the standards mentioned below:

Service	Office Responsible	Time limit for delivery of service in offices covered by CARD Project	Time limit for delivery of service in offices not covered by CARD Project
I. STAMPS			
<ul style="list-style-type: none"> Sale of stamp paper <ol style="list-style-type: none"> upto 20 sheets 20 – 50 sheets 	G.S.O., Hyderabad, sub-registrar & E.O. stamp vendor	<ol style="list-style-type: none"> 15-20 minutes 30-45 minutes 	<ol style="list-style-type: none"> 30-45 minutes 1 hour
<ul style="list-style-type: none"> Affixture of special adhesive stamps <ol style="list-style-type: none"> upto 50 documents 50–100 documents 	G.S.O., Hyderabad sub-registrar & E.O. stamp vendor		<ol style="list-style-type: none"> 45 minutes 90 minutes to 2 hours
<ul style="list-style-type: none"> Refund of value of stamps under the provisions of the Indian Stamp Act 	R.D.O. in Districts G.S.O., Hyderabad	4 weeks	4 weeks
II. REGISTRATION OF INSTRUMENTS			
<ul style="list-style-type: none"> Document writing on DMP/Laser Printer - without plan & annexures. <ol style="list-style-type: none"> In the prescribed format With extra clauses, for each additional page 	Sub-Registrar's Office	<ol style="list-style-type: none"> 30 minutes/ one hour 30 minutes extra 	<ol style="list-style-type: none"> Service not available Service not available

• Issuing of market value Assistance	Sub-Registrar's Office	10 minutes	10 minutes
• Issuing cash receipt	Sub-Registrar's Office	10 minutes	5 minutes
• Registration of instruments relating to sale, gift, partition, mortgage, exchange, and lease	Sub-Registrar's Office	1 hour without manual backup	3 days
• Issuing certified copies of documents. a. Documents registered through CARD system b. Documents registered under manual system	Sub-Registrar's Office	15-30 minutes 3 working days	3 days
• Making a reference to collector U/s.47-A of I.S. Act	Sub-Registrar's Office	5 working days	5 working days
• Registration of societies & firms	District Registrar's Office	4 working days	4 working days
• Representation on existence of anomalies in market value guidelines	Anomalies Committee	8 weeks	8 weeks
• Deposit opening or withdrawal of sealed cover containing wills	District Registrar's Office	3 hours	3 hours
• Registration of instruments not covered by item 4 above	Sub- Registrar's Office	3 days	3 days
• Issue of encumbrance certificate	Sub-Registrar's Office	10-20 minutes	3 days
III. MARRIAGES			
• Special Marriage	Sub-Registrar's Office	After 30 days from filing of application	After 30 days from filing of application
• Hindu Marriage	Sub-Registrar's Office	2 hours, if the marriage is solemnized within 5 years preceding the date of application	2 hours, if the marriage is solemnized within 5 years preceding the date of application
• Condonation of delay in marriage	District Registrar's Office	10 days	10 days

Note

1. The time shall be counted from the time the citizen reaches the concerned counter.
2. The Charter is applicable only in respect of normal documents conforming to the statute completely, under normal/ideal conditions.
3. When the preparation of documents is undertaken by the department, the parties have to thoroughly verify the contents and certify as to their conformity, with the details given by them.

DEPARTMENT OF COMMERCIAL TAXES

Citizen's Charter

Aim/Purpose

To make the tax administration simple, transparent, accountable and responsive

The Department provides the following services to the Tax Payers

- Issue of Registration Certificates to dealers
- Issue of statutory forms
- Finalization of assessments
- Issue of tax clearance certificates
- Issue of certificate under Industrial Incentive Scheme
- Issue of certified copies of assessment orders
- Amendments to registration certificates issued
- Disposal of applications for granting stay
- Granting refunds
- Granting installments for tax arrears
- Consumer complaints handling/redressal

Complaints Handling

Complaints relating to this Charter will be handled by

- Commercial Tax Officer
- Deputy Commissioner
- Commissioner of Commercial Taxes

Complaints to be made to

- Commercial Tax Officer
- Deputy Commissioner
- Commissioner of Commercial Taxes

Availability of copies of Citizen's Charter

Exhibited in the notice board and available for sale in the following offices:

- Protect Check posts
- DCTO
- Commercial Tax Officer
- Deputy Commissioner (CT)
- JC (Enforcement)/DC (ST), Office of the Commissioner (CT), Hyderabad

Complaints/suggestions box is available in all the above offices

- Complaints or suggestions can also be filed with FAPCCI / District Chamber of Commerce and Consumer Forums/Organisations.
- Control Room for matters relating to check posts will be established in Enforcement Wing in CCT's office. It will function 24 hours.

Response time for different services

REGISTRATION	
a. Companies registered under the Indian Companies Act, 1956	7 days
b. Manufacturing units	7 days, if supported by certificate from Industries Department
c. Retail dealers without CST RC and who do not require statutory form under APGST Act	5 days
d. Others	30 days
e. Amendments to RCs issued including branches/godowns	3 days in the same HQs 15 days if the branch is located outside HQs (in case inspection is done by local officials)
f. Manufacturer's Registration B under Section-5	7 days
ISSUE OF FORMS AND CERTIFICATES	
a. Statutory forms (C,G,F, way bills, etc.)	24 hours
b. Tax paid/tax clearance certificate	2 days
c. Tax holiday/deferment certificate/ receipt of eligibility certificate from industries	15 days from the receipt of application
ASSESSMENTS	
a. Deemed assessments	On the spot, across the counter
b. Regular assignments i. Show cause notice ii. Assessment order iii. Composition permission under Section 5-G9 (Work Contracts)	7 days after the accounts are checked 7 days from the date of receipt of objections 7 days
STAY/INSTALMENTS	
a. Disposal of stay applications	3 days from the date of receipt of application
b. Disposal of application for granting instalments	15 days from the date of receipt of application
c. Grant of refunds	90 days from the date of receipt of claim petition except in cases where there is proposal to withhold refund u/s. 33BB and C, when appeals have been filed/revision taken up against the orders due to which refund was arising
d. Release of good vehicles detained	Within 48 hours from the time of detention
e. Certified copies or orders	7 days from the date of application

Availability of forms and officers to be contacted

Independent DCTO offices	DCTO
Commercial Tax Officer's offices	Commercial Tax Officer

Citizens'/clients' Responsibilities

- Applying for registration before commencing business.
- Issuing sale invoices for all the sales made and displaying notice board announcing that sale bill or purchases invoices will be issued and every customer should insist for the same.
- Using computerised billing machines approved by department where turnover cannot be erased for selected trades, e.g., restaurants, garment shops, shoe shops, bakeries, & departmental stores.
- Notice board to be displayed regarding the tax rates of the goods sold.
- Payment of sale or purchase consideration to be made by way of account payee cheque in respect of sales or purchases between two registered dealers.
- Proper valuation of the goods sold or purchased.
- Filing correct and complete returns along with all enclosures and paying taxes due thereon within due date and payment of penalty voluntarily, wherever delayed filing and delayed payment are involved.
- Making tax payments after the 15th of every month only by DD or Banker's Cheque.
- Correct usage of statutory forms obtained and maintenance of proper record of the declaration forms utilized and remaining as stock with them.
- Prompt response to the notices issued for production of books of accounts for the purpose of assessment / verification and prompt filing of objections after receiving the show cause notice for assessment
- Using way bills for import purchases of certain goods notified by the Commissioner of Commercial Taxes
- Voluntarily reporting of the goods vehicles at the check posts and obtaining proof of check of the goods transported.
- To sign in the Visitor's Book whenever you attend the office for assessment/ verification.
- Surrendering RCs and unused statutory forms on closure of business.
- Buying dealer's name, address and APGST RC number have to be mentioned in sales invoices/bills in respect of dealer transactions.

ANDHRA PRADESH STATE FINANCIAL CORPORATION

Citizen's Charter

1 The Aim/Purpose of this charter is to work for better quality in public service.

- APSFC has already obtained ISO certification of 9002:1994 Series.
- The quality policy of the Corporation aims to be the leading term lending financial institution in the State by providing adequate and timely financial assistance to its customers for industrialisation specifically in tiny and small scale sectors.
- The Corporation shall ensure customer satisfaction through professional management and teamwork with commitment to implement the requirements of ISO 9001-2000.
- The Corporation shall also review and improve continually the suitability and effectiveness of quality management system and its quality objectives.

2 (Enumeration of services delivered by the department) we deliver the following services:

- a. Sanction of term loans (TL)
- b. Sanction of working capital term loans (WCTL)
- c. Legal/Execution of security documents for all term loans
- d. Disbursement of all term loans and working capital loans

3 Our aim is to achieve the following service delivery/quality parameters:

Nature of Service	Service Delivery Standards Time limit (days/hours/minutes)	Remarks
a. Sanctions of all TL & WCTLs	<ul style="list-style-type: none"> • Branch level sanction 4 days • Zonal level sanction 9 days • HO level sanction 32 days 	Management is of the opinion to take much care and steps to reduce the lead time further
b. Execution of loan security documents (legal formalities)	<ul style="list-style-type: none"> • Branch/Zonal level sanctions 7 days • HO sanctions 14 days 	
c. Disbursement	<ul style="list-style-type: none"> • Within 2 days (after completing the legal formalities) 	

4 Availability of information

Information on the following subjects can be obtained from our officers listed below:

Information	Name of the Officer	Designation	Location	Telephone/ Fax/E-mail
a. Loan enquiry		DGM (DPI)	HO, Hyd.	
b. HO sanctions Br. & Ops. Zone Screening/ Sanction Committee	Concerned Branch Managers (BMs)	GM (proj.) As per the list Furnished	HO, Hyd	
c. Disbursements for all loans	Concerned Branch Managers (BMs)	As per the list Furnished		

5 For information outside office hours, please contact

Availability of prescribed forms :

Title of the Form	Fee to be paid	Whom to contact
a. Loan applications upto Rs.10.00 lakhs	Rs.150/-	Concerned BM
b. Loan applications above Rs.10.00 lakhs & upto Rs.150.00 lakhs	Rs.300/-	-do-
c. Loan applications Above Rs.150.00 lakhs	Rs.500/-	-do-

Service Charges

Apart from the above, service charges for the term loans upto Rs.5.00 lakhs is Rs.1,000/- and for above Rs.5.00 lakhs @ 0.4% on the applied loan amount.

Service charges for additional working capital term loans applied within six months from the date of closure and with existing security - @ 0.02% on the applied amount.

Sick Units Books

Hand book on sick units available for sale Rs.200/-

6 Complaint redressal systems (at Head Office and Branch Offices)

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers:

Name	Designation	Located	Telephone/fax/e-mail
a. Current officer holding the post	Managing Director	HO., Hyd	e-mail : apsfc@hd1.vsnl.net.in
b. Branch level	Branch Manager (BMs)		As furnished in the list of addresses.

We have also created a web site for registering complaints at www.ap-sfc.com. And you are welcome to use this facility.

7 All complaints will be acknowledged by us within 7 days and final reply on the action taken will be communicated within 30 days.

8 Consultation with our users/stakeholders

- We welcome suggestions from our users.
- We hold periodical review meetings for every three months with users/user representatives and if you wish to be associated with this please contact HO/Branch.
- Please also enter your details at our web site www.ap-sfc.com indicating your willingness to be available for consultation, survey on the points enlisted in the Charter.

9 We seek your co-operation on the following:

Citizen's Charter is joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way (give details relevant to the concerned Department):

- a. To furnish relevant information/documents such as land documents, machinery quotations, civil estimates, bio-data, solvency declarations, etc., and other documents pertaining to the proposed projects, seeking all term loans and working capital term loans.
- b. To furnish relevant information/documents pertaining to disbursement of all term loans and working capital term loans after execution of security documents.

10 Guide Book/Hand book/Consumer Helpline

We have published a hand book on our schemes for Financial Assistance and Lending Policy for the financial year 2002-2003.

We have also published a hand book on sick units available for sale.

Our help line number is _____ & _____ with extension ___ at H.O., Hyderabad.

Other Information

- a. Dy. General Manager (DP&I), Head Office, Hyderabad for loan Enquires.
- b. Concerned BMs at Branches as per list furnished above.

We are committed to constantly revise and improve the services being offered under the Charter.

LET US JOIN IN MAKING THIS CHARTER A SUCCESS!

DEPARTMENT OF TREASURIES AND ACCOUNTS

Citizen's Charter

1. The Aim/Purpose of this charter is to work for better quality in public services

The aim of the Citizen Charter is that every citizen in a welfare State, as a tax-payer, has a right to demand services from the Government. The Government servant is entrusted with the work of rendering services to the Citizens, i.e., the public. He should render services without any grievance and prejudice. He should not only set himself an example by self-imposed discipline and dedicated commitment in rendering services, but also set standards for the purpose. For this, a Charter, which reflects the essentialities that a Government servant should possess to serve the public, is to be prepared; and it should provide adequate information to make the public aware of their rights, duties, responsibilities, obligations, etc., to avail themselves of the services. All the business should be as far as possible, transparent. The Public should be so educated that they can extend all assistance and cooperation to the Government servants to get maximum services with minimum inconvenience within stipulated time-frame.

2. We deliver the following service

Sl. No.	Name of the Service
1	Enforcement of Challans
2	Enforcement of Cheques of Deposits
3	Passing of Pay Bills
4	Reconciliation of Department Figures
5	Supplementary Bills
6	Loans Bills
7	TA, TTA, FTA, LTC Bills
8	Containing Bills
9	G.P.F. Advances
10	Issue of certificates of credit
11	Other Bills
12	Forwarding of G.P.F. authorisations to STOs
13	Communication of Budget authorisations to STOs
14	Forwarding, Transfer of PPOs
15	Refund Bills
16	Adjustment Bills of DA to GPF
17	Verification of missing credits

3. Our aim is to achieve the following service delivery/quality parameters

Time Limit

Sl. No.	Name of the Service	Number of Days	Remarks
1	Enfacement of Challans	Instantaneously	
2	Enfacement of Cheques of Deposits	Same Day	
3	Passing of Pay Bills	Scheduled time	
4	Reconciliation Departmental Figures	2 days	
5	Supplementary Bills	3 days	
6	Loans Bills	3 days	
7	TA, TTA, FTA, LTC Bills	3 days	
8	Contingent Bills	3 days	
9	G.P.F. Advances	3 days	
10	Issue of certificates of credit	2 days	
11	Other Bills	3 days	
12	Forwarding of G.P.F. authorisations to STOs	3 days	
13	Communication of Budget authorisations to STOs	3 days	
14	Forwarding, Transfer of PPOs	3 days	
15	Refund Bills	4 days	
16	Adjustment Bills of DA to GPF	5 days	
17	Verification of missing credits	5 days	

4. Availability of information :

Information on the following subjects can be obtained from our officers listed below

Pension Payment Office

Office Name	Location	Phone Number
Joint Director, Pension Payment Office Asst. Pension Payment Officer	Hyderabad Hyderabad	
	Nampally, Hyderabad	
	Motigally, Hyderabad	
	Chandrayangutta, Hyderabad	
	Malakpet	
	Secunderabad	
	Tarnaka	
	Narayanaguda	
	Panjagutta	

Regional Offices

Office	STD Code	Phone No.	STD Code	Phone No.
Region I	Visakhapatnam			
Region II	Cuddapah			
Region III	Hyderabad			

Availability of Prescribed Forms

Title of the Form		Fee to be paid	Whom to contact
a. Challan Form	APTC Form - 10	Free	D.T.O./S.T.O.
b. Advances	APTC Form - 40	Free	D.T.O./S.T.O.
c. Salary Bills	APTC Form - 47	Free	D.T.O./S.T.O.
d. T.A. Bill Form	APTC Form - 52	Free	D.T.O./S.T.O.
e. Abstract Contingent Bill	APTC Form - 57	Free	D.T.O./S.T.O.
f. Fully Vouched Contingent Bill	APTC Form - 58	Free	D.T.O./S.T.O.
g. Refund of Revenue Bills	APTC Form - 62	Free	D.T.O./S.T.O.
h. Deposits of Repayment	APTC Form - 64	Free	D.T.O./S.T.O.
i. Pension Bill	APTC Form - 75/76	Free	D.T.O./S.T.O.
j. Authorising	APTC Form - 101	Free	D.T.O./S.T.O.
k. Grants in aid	APTC Form - 102	Free	D.T.O./S.T.O.
l. Stipends Bill	APTC Form - 103	Free	D.T.O./S.T.O.
m. Loans Bill	APTC Form - 108	Free	D.T.O./S.T.O.

5. Complaint Redressal System

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers.

Sl.No.	Designation of Officer	Located at	Telephone/Fax/E-mail
1	Deputy Director	O/o the D.T.A., A.P., Hyd	
2	A.T.O.	Dist. Treasury, SKLM	
3	A.T.O.	Dist. Treasury, VZM	
4	A.T.O.	Dist. Treasury, VSP	
5	A.T.O.	Dist. Treasury, KKD	
6	A.T.O.	Dist. Treasury, Eluru	
7	A.T.O.	Dist. Treasury, KSN (Machilipatnam)	
8	A.T.O.	Dist. Treasury, Guntur	
9	A.T.O.	Dist. Treasury, Ongole	
10	A.T.O.	Dist. Treasury, Nellore	
11	A.T.O.	Dist. Treasury, CTR	
12	A.T.O.	Dist. Treasury, CDP	
13	A.T.O.	Dist. Treasury, ANTP	

14	A.T.O.	Dist. Treasury, Kurnool	
15	A.T.O.	Dist. Treasury, Hyderabad	
16	A.T.O.	Dist. Treasury, RR	
17	A.T.O.	Dist. Treasury, ADB	
18	A.T.O.	Dist. Treasury, NZB	
19	A.T.O.	Dist. Treasury, KMNR	
20	A.T.O.	Dist. Treasury, MBHR	
21	A.T.O.	Dist. Treasury, Medak At Sanga Reddy	
22	A.T.O.	Dist. Treasury, KMM	
23	A.T.O.	Dist. Treasury, WGL	
24	A.T.O.	Dist. Treasury, NLG	

6. All complaints will be acknowledged by us within 2 days and final reply on the action taken will be communicated within 10 days.

7. Consultation with our users/stakeholders.

- ProtWe welcome suggestions from our users
- We hold periodic review meetings with users/user representatives and if you wish to be associated with this please contact D.T.A. at Hyderabad as below:
 - a. Weekly meetings on every Monday can be conducted to review the pending issues and early disposals.
 - b. Inspections & Surprise checks and payment of pensions through banks, employees' payments through Banks Proposals were sent for making other payments also through Bank A/cs.
 - c. Pensions Association at the District level, DDOs of Social Welfare, Medical & health, Education, Commercial Tax, Excise, a nominee of Dist. Collector and Dist. Treasury Officer will be convenor of the committee for the purpose.

Annual meeting of all the officers of the Directorate and unit officers is held at the each financial year to review and re-engineer the work process both within Directorate, Regional and District level Offices.

8. Guide Book/Hand Book/Consumer Helpline

We have already published the following manuals:

1. Functionary Manual
2. Departmental Manual

Our Helpline number is: _____

Our customer information centre is located at Director of Treasuries & Accounts, Hyderabad, A.P., Phone No: _____

9. We seek your Co-operation on the following

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way:

- a. The claims shall be referred in proper bill form and should also contain necessary certificates & annexure.
- b. There shall be budget provision for controlled items.
- c. The DDO should reconcile Receipts and Expenditure as per the G.O.Ms. No. 507.
- d. D.C. Bills shall be submitted within the prescribed time limit for outstanding AC Bills as per rules.
- e. The Dist. Treasury Officer/Sub-Treasury officer shall enforce accountability on DDOs with regard to the items under G.O.Ms. No. 507.

BOARD OF INTERMEDIATE EDUCATION

Citizen's Charter

(For Students and Parents)

1. Aim/Objectives: The purpose of this charter is to make the students/parents aware of this services provided by the College to them and to provide quality service to the students of the College.
2. Enumeration of services delivered by the Department: We deliver the following services:
 - a. Admission;
 - b. Infrastructure facilities & Faculty;
 - c. Academic Programme;
 - d. Extra-curricular Activities;
 - e. Issue of TC, Bona fide & Conduct Certificate, etc.
 - f. Scholarships.
3. Our aim is to achieve the following services delivery/quality parameters:

Sl. No.	Nature of Service	Service Delivery Standards & Time limit	Contact Person
1	Admissions a. Admissions procedures and time-frame for admissions (Conventional & Vocational) b. Grievance redressal	As per the guidelines of BIE Schedule. 3 days	Admissions in-charge Name: Phone No.
2	Facilities and Fees a. The courses, infrastructural facilities, faculty position, counseling and fee structure b. Grievance redressal	As given in the prospectus 7 days	Academic in-charge Name: Phone No.
3	Academic Programmes a. No. of working days and No. of teaching hours (theory and practical) taken up for each subject. b. Grievance redressal	As given in the prospectus and as per BIE Schedule 3 days	Department in-charge Name : Phone No
4	Extra curricular Activities a. Games and Sports facilities b. NCC/NSS c. Literary and cultural activities d. Career guidance programmes e. Guest lectures/extension lectures f. Grievance redressal	As given in the prospectus published by the college 2 days	Lecturer in charge
5	Issue of certificates for regular students (as per rules and on submission of application in proper form): I. Transfer certificate.	3-5 days	Admissions in-charge

	II. Bona fide and conduct certificates	2-3 days	of the College concerned
	III. Grievance redressal	2 days	
6	Scholarships		
	a. Issue of Cheques	Within 7 days after receipt of the amount from the Treasury	Official concerned Name : Phone No.
	b. Grievance redressal	3 days	

Principal shall be contacted when the grievance is not redressed within the stipulated time by the first level contact person concerned mentioned in the table above.

In case the above schedule is not adhered to Joint Director (Services) may be approached on Tel. No. _____.

4. Availability of information : Information on the following subjects can be obtained from our officers listed below

Information relating to	Designation of Officer	Located at	Telephone/Fax/ e-mail
All Services matters	J.D. Services	CIE, Hyderabad	
All Services matters	D.D./A.D. Services	CIE, Hyderabad	

JD/DD concerned shall personally see that the grievance is redressed within a week.

Complaint Redressal Systems:

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with following officers:

Designation of Officer	Located at	Telephone/Fax/E-mail
Joint Director	Hyderabad, Warangal, Rajahmundry,	
”	Guntur, Cuddapah	
”		
”		
Joint Director (Services)	CIE, Hyderabad	
Joint Director (Vocational)	CIE, Hyderabad	

- We have created a web site for registering complaints at www.interboard.ap.com/ www.ap.interboard.nic.com and you are welcome to use this facility.

7. A centralised customer care/grievance redressal centre is also available at Commissioner of Intermediate Education, Hyderabad where you can lodge your complaints.
8. All complaints will be acknowledged by us within 10 days and final reply on the action taken will be communicated within 15 days.
9. Consultation with Employee Organisations:
- We hold periodic review meetings with Employee Organisations (Teaching & Non-Teaching).

10. Consultation with our users/stake holders:

- We hold periodic review meetings of College Development Committees and Parent Teacher Association meetings at least twice a year in the Colleges.
- We welcome suggestions from our Students, Parents, Students' Organisations, and Service Organisations.
- We hold periodic review meetings with parents/students and representatives of service organisations and if you wish to be associated with this, please contact PRO, BIE, Hyderabad at _____.
- Please also enter your details at our web site www.Interboard.ap.com/ www.apInterboard.nic.com indicating your willingness to be available for consultation, survey on the points enlisted in the Charter.

11. We seek your cooperation on the following:

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way:

Students:

- Come regularly and punctually to the College
- Attend all classes without exception
- Be sincere and honest in all activities/dealings
- Participate in curricular/extra-curricular activities with zeal and enthusiasm
- Appear for all monthly/quarterly/half-yearly/pre-final examinations compulsorily
- Bestow personal interest in maintenance and use of infrastructural facilities
- Be courteous and polite to all
- Use proper methods while seeking grievance redressal

Parents:

- Ensure and check the regular attendance of his ward
- Attend all parent-teachers meetings compulsorily
- Active participation in developmental activities of the college
- Immediate response to progress reports/letters
- Alerting the Teachers/Principals when situations demand
- Above all identify themselves with the institution and extend active co-operation/guidance

12. Help line:

Individual staff members, in-charges of the Departments and the Principal can be approached by students/parents for any help, at the college level.

Our customer information centre is located at CIE, Hyderabad; Phone No. _____

Other information can be had from: PRO, BIE, Hyderabad, Phone No. _____

We are committed to constantly revise and improve the services being offered under the Charter.

**Commissioner and Director, Intermediate Education
Andhra Pradesh**

Citizen's Charter

(For Employees Teaching and Non-Teaching)

1. Aim/Objectives: The purpose of this Charter is to provide better quality and quick service to employees (teaching and non-teaching) of the department.
2. Enumeration of services delivered by the Department: We deliver the following services: Issue of NOC, FAC arrangements to all executive posts, promotions, transfers, sanctioning of increments, leaves and allowances, Grant-in-aid to Aided Jr. Colleges, GPF withdrawals, Reimbursement of Medical expenses, Compassionate appointments, filling-up of posts in Aided Colleges, Pension proposals, Disciplinary Cases, etc.
3. Our aim is to achieve the following services delivery/quality parameters:

Sl. No.	Nature of Service	Service Delivery Standards & Time Limit	Remarks
1	Issue of No Objection Certificate for obtaining passport or to go abroad	3 days	
2	Fill Additional charge Arrangements Principals/RJD/DVEOs	3 days	
3	Sanction of additional charge allowances	7 days	
4	Sanction of leaves other than casual leaves	10 days	
5	Sanction of annual grade increments	8 days	
6	Approval of fly leaves	10 days	
7	Release of grants to Private Aided Colleges	15 days	
8	Approval of promotions in Aided Colleges	12 days	
9	Pay fixations	15 days	
10	Approval of correspondent ship of Aided Colleges	7 days	
11	Sanction of group insurance/family benefit fund	15 days	
12	Reimbursement of medical expenses	7 days	After receipt of report from DME
13	Sanction of GPF part final withdrawals for Principals of Govt. Junior Colleges	10 days	
14	Processing of GPF final withdrawal proposals to AG	8 days	
15	Compassionate appointments	10 days	
16	Appointments, Promotions, transfers, FIP / reporting after leave postings	15 days	
17	Permission to fill up the post in Aided Junior Colleges	15 days	
18	Forwarding pension proposals to AG	15 days	
19	Disciplinary cases: a. Which do not involve suspension b. Which involve suspension	100 days 1-2 years	* depending on the nature of case

4. Availability of information: Information on the following subjects can be obtained from our officers listed below:

Information relating to	Designation of Officer	Located at	Telephone/Fax/e-mail
a. Admission Procedure, Academic Programme, Fee particulars, Vocational Courses	J. S. Academic JS/DS (Voc.)	BIE, Hyderabad ”	
b. Faculty, Scholarships	J.D. Services	CIE, Hyderabad	
c. Extracurricular activities	Concerned College Principal		

5. For information outside Office hours, please contact: The Principal of the College concerned.
Availability of prescribed forms:

Title of the Form	Fee to be paid	Whom to contact
a. Admission form	Rs.1.00	Principal of any Jr. College

Forms are also available in the web and can be downloaded.

6. Complaint Redressal Systems:

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards, you are welcome to register your complaints with the following officers:

Designation of Officer	Located at	Telephone/Fax/e-mail
Joint Director ” ” ”	Hyderabad, Warangal, Rajahmundry, Guntur, Cuddapah	
Joint Director (Services)	CIE, Hyderabad	
Joint Director (Vocational)	CIE, Hyderabad	

- We have created a web site for registering complaints at www.interboard.ap.com/ www.ap.Interboard.nic.com and you are welcome to use this facility.

7. A centralised customer care/grievance redressal centre is also available at Commissioner of Intermediate Education, Hyderabad where you can lodge your complaints.
8. All complaints will be acknowledged by us within 10 days and final reply on the action taken will be communicated within 15 days.
9. Help line:

Our help line Tel. Numbers are _____ and _____

Our customer information centre is located at CIE, Hyderabad, Phone No. _____

Other information can be had from: Regional Joint Directors stationed at Hyderabad, Warangal, Guntur, Rajahmundry and Cuddapah.

10. We seek your cooperation on the following:

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way:

Quality education delivery, maintenance of professional ethics, etc.

We are committed to constantly revise and improve the services being offered under the Charter.

**Commissioner and Director, Intermediate Education
Andhra Pradesh**

TELUGU AKADEMI

Publication and Sales Charter of Telugu Akademi

Objectives

The purpose of this charter is to make the students/parents aware of the services provided by the Akademi to them and to provide quality service to the students of the various levels of the Higher Education.

Service Provided

Sl.No.	Nature of Service	Service Delivery Std. Time Limit	Contact Person
1	Preparation of Text Books for Intermediate level	As per the syllabus prescribed by BIE - 6 months	D.D./R.O. concerned
2	Preparation of Text Books for Degree & P.G. Level respective universities/	As per the syllabus prescribed by the UGC - 6 months	D.D./R.O. concerned
3	Preparation of other books	As per the resolutions made by the Standing Committee for Academic matters - 12 months	D.D./R.O. concerned
4	a. Printing, Publication b. Sale of Text books	6 months	P.O. S.S.O.
5	Akademi Programmes a. Seminars & workshops b. Subject meetings & Review meetings c. Guest lectures/ extension lectures d. Interaction with prominent personalities in various fields	Yearly 2 Monthly 10 Yearly 4 Yearly 4	Official Concerned " " "
6	Meritorial awards	Every year, depending upon the results announced by B.I.E.	HOD
7	Telugu Journal	Trimonthly	Editor
8	Grievance redressed	15 days	Official Concerned
9	Exhibitions a. Mobile Book Exhibition b. Book Exhibitions at the Regional Centres c. State Level Book Exhibitions	Yearly 3 Yearly 8 Yearly 2	S.S.O.

Whom To Approach

Head of Department shall be contacted when the grievance is not redressed within the stipulated time by the first level contact person concerned mentioned in the table above.

**Director
Telugu Akademi, Hyderabad.**

Employees Charter of Telugu Akademi

Objectives

The purpose of this charter is to provide better quality and quick service to employees (academic and non-academic) of the department.

Service Provided

Sl. No.	Nature of Service	Service Delivery Std. Time Limit	Remarks
1	Issue of No Objection Certificate for obtaining passport or to go abroad	5 days	
2	Fill Additional Charge Arrangements Officers	5 days	
3	Sanction of leaves other than casual leaves	10 days	
4	Sanction of annual grade increments	30 days	
5	Sanction of PF part final withdrawals	10 days	
6	Processing of PF final withdrawal	10 days	
7	Compassionate appointments	90 days	
8	Forwarding pension proposals	15 days	
9	Disciplinary cases a. Which do not involve suspension b. Which involve suspension	120 days 1-2 yrs	* depending on the nature of case

Whom to Approach

In case the above schedule is not adhered to, Administrative Officer may be approached.

Redressal Mechanism

A.O. & A.C.O. concerned shall personally see that the grievance is redressed on the same day or the next day.

Helpline

Our help line Tel. Numbers are _____ and _____

We are committed to constantly revise and improve the services being offered under the charter.

What We Expect From You

Quality, performance, maintenance of professional ethics, etc.

Whom to Approach

Head of Department shall be contacted when the grievance is not redressed within the stipulated time by the first level contact person concerned mentioned in the table above.

Director
Telugu Akademi, Hyderabad

Telugu Akademi

Second Language Telugu Teaching Programme Conducting Telugu Courses

Objectives

The purpose of this charter is to make the candidates whose mother tongue is not Telugu and working in the Government Departments and Individuals aware of working knowledge in Telugu.

Service Provided

Sl. No.	Nature of Service	Service Delivery Std. Time Limit	Contact person
1	Telugu Introductory Course	48 Working Days	R.O. Concerned
2	Telugu Advanced Course	48 Working Days	R.O. Concerned
3	Training Programme to Non-Telugu IAS Probationers	30 Days	R.O. Concerned

Whom To Approach

Head of Department shall be contacted when the grievance is not redressed within the stipulated time by the first level contact person concerned mentioned in the table above.

Director
Telugu Akademi, Hyderabad

BOARD OF TECHNICAL EDUCATION

Employees' Charter

Objectives:

The purpose of this charter is to provide better quality and quick service to employees (teaching and non teaching) of the Department.

Services delivered by this department

1	Issue of the no objection certificate for obtaining passport and to go aboard
2	Fill additional charge of principal/RJD
3	Sanction of additional charge allowances
4	Sanction of leaves other than casual leaves
5	Sanction of annual grade increments
6	Release of grants to private, aided polytechnics/engineering colleges
7	Pay fixations
8	Sanction of group insurance/family benefit fund
9	Reimbursement of medical expenses
10	Sanction of GPF part final withdrawal of Principal/HODs of government Polytechnics/RJDs
11	Processing of GPF final withdrawal proposals to AG
12	Compassionate appointments
13	Appointments, promotions, FIB/Reporting after leave postings
14	Forwarding of pension papers to AG
15	Disciplinary cases a. which do not involve suspension b. which involves suspension

We have set the following Targets/Standards/Response time for delivery of services by our department:

Sl. No.	Nature of Services	Services Delivery Standard Time Limit	Remarks
1	Issue of the no objection certificates for obtaining passport and to go aboard	3 days	
2	Fill additional charge of Principal/RJD	3 days	
3	Sanction additional charge allowance	5 days	
4	Sanction of leaves other than casual leaves	4 days	
5	Sanction of annual grade increments	6 days	
6	Release of grants to private, aided polytechnics/ engineering colleges	8 days	
7	Pay fixations	10 days	
8	Sanction of group insurance/family benefit fund	15 days	

9	Reimbursement of medical expenses from DME	6 days after receipt of report	
10	Sanction of GPF part final withdrawal of Principal/ HODs of Government Polytechnics/RJDs	6 days	
11	Processing of GPF final withdrawal proposals to AG	5 days	
12	Compassionate appointments	15 days	
13	Appointments, promotions, FIB/Reporting after leave postings	12 days	
14	Forwarding of pension papers to AG	15 days	
15	Disciplinary cases a. which do not involve suspension b. which involve suspension	90 days 1 year	* depending on the nature of case

Whom to Approach

In case of the above schedule is not adhered to AD (OP) may be approached.

Redressal Mechanism

Assistant Director concerned shall personally see that the grievance is redressed on same day or next day.

Helpline

Our helpline Telephone Nos. are _____, _____ and _____

We are committed to constantly revise and improve the services being offered under the Charter.

What We Expect From You

Quality education delivery, maintenance of professional ethics, etc.

Employees' Charter of Government Polytechnics

Objectives:

The purpose of this charter is to provide better quality and quick service to employees (teaching and non-teaching) of the Department.

Services delivered by this department

1	Issue of the no objection certificate for obtaining passport and to go aboard
2	Fill additional charge of arrangements/HOS Laboratory, etc.
3	Sanction of additional charge allowances
4	Sanction of leaves other than casual leaves/FA/LTC/Surrender EL
5	Sanction of annual grade increments
6	Pay fixations
7	Sanction of group insurance/family benefit fund
8	Reimbursement of medical expenses
9	Sanction of GPF part final withdrawals/Loans
10	Processing of GPF final withdrawal proposals to AG
11	Compassionate appointments
12	Forwarding of pension papers to AG
13	Appointments, promotions, FIB/Reporting after leave postings
14	Disciplinary cases a. which do not involve suspension b. which involve suspension

We have set the following Targets/Standards/Response time for delivery of services by our department

Sl. No.	Nature of Services	Services delivery Standard Time limit	Remarks
1	Issue of No Objection Certificate to obtain passport to go aboard	2 days	
2	Fill additional charge of arrangements/HOS Laboratory, etc.	2 days	
3	Sanction of additional charge allowances	3 days	
4	Sanction of leaves other than casual leaves/FA/LTC/ Surrender EL	2 days	
5	Sanction of annual grade increments	5 days	
6	Pay fixations	5 days	
7	Sanction of group insurance/ family benefit fund	5 days	
8	Reimbursement of medical expenses	5 days after receipt of sanction orders from CTE	
9	Sanction of GPF part final withdrawals/loans	3 days	

10	Processing of GPF final withdrawals proposals to AG	5 days	
11	Compassionate appointments	7 days after receipt of permission from the CTE	
12	Appointments, Promotions, 7 days FIB/ reporting after leave postings		
13	Forwarding of pension papers to AG	7 days	
14	Disciplinary cases c. which do not involve suspension d. which involve suspension	7 days 6 months depending on the nature of case & orders from CTE	

Whom to Approach

In case any delay/problems, contact the Administrative Officer.

Redressal mechanism

The principal shall personally see that the grievance is redressed on the same day or the next day.

Helpline

Telephone number of the polytechnic: _____

What we expect from you

Quality education delivery, maintenance of professional ethics, etc.

Citizen's Charter for Polytechnics

1. Aim

The Citizen's Charter is the part of the endeavor to ensure the delivery of student friendly services and smart governance in the educational institution under the purview/control of the Commissionerate of Technical Education.

2. Services rendered by the College administration

- i. Coordination of Admissions.
- ii. Admission of students allotted to conducting of academic programme according to the curriculum by the SBTET, like announcing working days/ teaching hours by the Head of the Departments/Principal.
- iii. Monitoring curricular and extra curricular activities like games, sports, NCC/NSS.
- iv. Attending to various grievances of students.
- v. Conducting unit tests, Diploma examinations, CEEP, etc.
- vi. Providing services to the society through community polytechnic scheme sanctioned by the ministry of Human resources development, by imparting vocational training to unemployed youth, housewives, etc.
- vii. Extend test services of materials to various organisations and conduct short term courses in computers and such other vocational trainings to unemployed youth.

3. A. Target times for various services:

i.	Issue of TC	1 day
ii.	Issue of Bona Fide Certificate	1 day
iii.	Issue of Provisional Certificate	1 day
iv.	Issue of Marks List	1 day

B. Disbursement of Scholarships

(through crossed cheques only)

7 days

4. Dissemination of Information & Complaint Redressal

i	Academic matter and syllabus coverage, attendance, etc.	HOD
ii	Scholarships	AO/OS
iii	Games and sports	PD (Physical Director)
iv	Extra curricular activities	Student advisor/(HOD)
v	Hostel	Warden/Deputy Warden
vi	NCC	NCC Officer
vii	Training and placement	Principal/HOD

- 5. Redressal of grievances will be attended within 7 days.**
- 6. Conduct of Staff, Student and Parent meet and elicit suggestions for improving standards in all respects.**
- 7. Cooperation expected from students and parents**
 - i Students are requested to maintain discipline, decorum and adhere to conduct rules and bestow their attention on studies for improving knowledge taking the services of staff members, utilising the library & laboratory facilities, etc.
 - ii Parents are requested to have adequate interaction with principal and HODs regarding the general behaviour and academic pursuit of their wards.

MUNICIPAL CORPORATION OF HYDERABAD

Citizen's Charter

Foreword

As part of its efforts to improve the quality and promptness of service to the citizens of Hyderabad and Secunderabad, the Municipal Corporation of Hyderabad has released “The Citizen's Charter” to achieve the twin purposes of streamlining public service and informing the citizens of their rights and responsibilities.

This document is a commitment to provide efficient and prompt services to the citizens in the expectation that the citizens will reciprocate and involve themselves in the healthy growth and upkeep of the city.

Keeping with the resolve of the State Government to provide an efficient administration, the Municipal Corporation adopts the principle of a '**SMART**' Administration that is **Simple, Moral, Accountable, Responsive, and Transparent**. Our aim is to create a local administrative machinery that is attuned to public expectations and which will create a lasting partnership between citizens and the administration in an endeavour to building a brighter tomorrow.

The purpose of the citizens' charter is to:

- Provide all information to citizens about the services and concerned departments of the MCH;
- Generate awareness about rights and responsibilities of citizens vis-à-vis the functioning of MCH;
- Create a network of administrative centres that can receive and act upon public grievances;
- Enlist the cooperation of the people in maintaining a clean and green city in the spirit of togetherness.

While the charter fixes responsibilities on officials of the MCH and a time frame in which they are to attend to and redress grievances, it expects the citizens to help the administration by keeping in mind their responsibilities as ideal citizens.

Prompt payment of taxes, avoiding and discouraging encroachments, protecting MCH property, planting trees and nurturing them, conserving rain water, and keeping their surroundings clean are some of the responsibilities the administration wishes the citizens to carry out.

Corporate citizens too can contribute and help in the creation and upkeep of lung spaces and green belts, beautification and maintenance of traffic islands and public parks, etc.

Most of the revenue of the corporation comes from property tax. Prompt payment of taxes by the citizens, corporate bodies and even government organisations would go a long way in helping the MCH undertake several development programmes.

One citizen-friendly scheme that the administration has launched is the self-assessment of property tax, where the onus is put on the citizen and faith placed in him/her to disclose details. MCH expects all the citizens to respond positively to this scheme.

MCH realizes that proper interaction and active participation of citizens is necessary for developing and maintaining a socially responsive civic administrative machinery. Hence is this effort to reach out to people in the hope that they will respond with the same amount of enthusiasm for a better future.

The citizen's charter is a commitment of the Municipal Corporation of Hyderabad to raise the standard and efficiency of public services. The citizen's charter also highlights the rights of the citizens and involves them in a meaningful partnership with the civic body.

The Municipal Corporation of Hyderabad provides the following services to the citizens:

- Roads, drains and other civic infrastructure amenities
- Sanitation & public health
- Town planning
- Parks & playgrounds
- Veterinary services
- Urban community development & slum upgradation
- Registration of births & deaths
- Licences & permissions
- Enforcement of public health & town planning regulations

Hyderabad has been a forerunner and a path breaker in several areas of urban planning and administration. It is an acknowledgement of the commitment and dedication of the MCH work force as well as a tribute to the discerning citizens of Hyderabad. MCH is the proud recipient of the “Clean City Award” for three consecutive years. The Municipal Corporation of Hyderabad will make all efforts to improve the quality of the existing services and become more responsive to the changing needs of citizens.

Rights confer concurrent duties on the citizens and therefore, it is once again requested that all the citizens participate wholeheartedly in the overall development of the city by observing and fulfilling their duties as conscientious citizens.

Aim: Smart Administration

Simple

Moral

Accountable

Responsive

Transparent

Citizens' Cooperation

- Throw waste at designated places
- Use litter-bins
- Avoid throwing garbage in drains/*nalas*
- Avoid connecting sewer lines to drains
- Avoid letting wastewater on roads
- Conserve rain water
- Avoid leaving animals unattended on roads & public places
- Avoid misuse of parks
- Plant trees and help them grow
- Stop damage to the municipal property
- Pay licence fees/property taxes/charges on time
- Get plans approved for construction & usage
- Do not encroach public places
- Complain to the right officer at the right time

Health and Sanitation Department

MCH has gone to great lengths to give its citizens a clean and green city and is the winner of the national “Clean City Award” for 3 years consecutively. A clean city involves services in different areas like sanitation, greenery maintenance, and health. The Health and Sanitation Department ensures a clean city and is headed by Additional Commissioner, Health and Sanitation, duly assisted by CMOH, Chief Entomologist and the Chief Veterinary Officer and the AMOH (HO) at the city level and Assistant Medical Officers of Health at circle levels.

The department is engaged in Solid Waste Management and Public Health to keep the city neat and clean. Veterinary, Anti-Malaria operations, issue of Birth and Death Certificates, and Issue of Trade Licences are the supporting activities of this department.

A. Solid Waste Management and Public Health

1. Street cleaning including sanitary measures, daily from 6 am to 2 pm in privatised areas on all days and non-privatised areas on all days, except on Sundays.
2. Collection and transportation of garbage, daily from 7 am to 3 pm in privatised areas on all days and non-privatised areas on all days, except on Sundays.
3. Cleaning on selected main roads twice daily, from 10 pm to 6 am & 7 am to 3 pm.
4. Debris and construction waste removal service.
5. Sweeping of public roads.
6. Sanitary measures to keep the city clean.
7. Providing or replacing garbage bins.
8. Maintenance of public urinals and toilets on daily basis.
9. Repairs and white washing of toilets once a year.
10. Removal of blockages/chokings in urinals and toilets.

How Can Citizens Help?

- Ensure that your premises are cleaned before street cleaning and throw garbage in the bins before the pick-up time.
- Keep the surroundings of your building clean.
- Segregate your garbage into biodegradable and non-biodegradable and discard them separately.
- Report non-sweeping and not lifting of garbage.
- Use urinals and toilets provided for public use.
- Place a complaint if they are not cleaned or if repairs are needed.

Response Time

- Garbage will be lifted within 24 hours of complaint.
- No sweeping in the area will be looked into within 24 hours.
- Debris removal - within 1 week after receipt of request from the party, on cost recovery.
- Debris removal - once in a month from the public places where debris is deposited unauthorized.
- Provision/Replacement of garbage bins - within 15 days.
- Removal of Chokes/Clogs - within 48 hours of detection/ receipt of complaint.

Emergency Operations

- Complaints of inundation - within 4 to 8 hours.
- Fallen tree trunks/branches - within 4 to 8 hours.
- Building/Wall collapse cases - within 4 to 8 hours.

Whom to Contact

Initially, the Sanitary Supervisor in the ward office; In case of inaction on initial complaint, please contact AMOH/AC (Z) AC (H&S) C&SO.

B. Veterinary Activities

This is headed by the Chief Veterinary Officer and helps to control indiscriminate straying of dogs and cattle on roads that cause blocks and hazards to citizens.

Services

- Catching of rabid, ferocious dogs.
- Removal of dead animal carcasses.
- Impounding stray cattle.
- Immunisation and licensing of dogs.
- Educating people on rabies through various media.

How Can Citizens Help?

- Get a license for your dog.
- Report rabid dogs.
- Complain about stray cattle.
- Ensure cleanliness of cattle sheds and premises.

Response Time

- Removal of dead animals/carcasses within 24 hours of receiving complaint/detection.
- Catching of rabid, ferocious dogs - within 4 to 8 hours of receiving information.

Whom to Contact

C.VET.O, AC (H&S), C&SO - in case of no action on initial complaint.

C. Anti Malaria Operations

MCH's Entomology Wing is headed by the Chief Entomologist. This Department helps in keeping the city free from the menace of mosquitoes.

Services

- Anti larval operations - Treating open breeding sources like the River Musi, *nala-s*, and other water logging areas once a week.
- Fogging operations - As and when required with anti-mosquito spray.
- Mosquito control.

How Can Citizens Help?

- Prevent breeding of mosquitoes by removing stagnant water;
- Keep all water vessels, overhead tanks and domestic wells covered;
- Report unhygienic roads and surroundings promptly.

Whom to Contact?

Initially, Chief Entomologist, MCH Head Office; In case of inaction on initial complaint, contact AC (H&S).

D. Registration of Births and Deaths

This wing is headed by the Additional Commissioner (Health and Sanitation). MCH issues these certificates at a nominal cost. This service also helps MCH keep track of the census.

All births/deaths have to be reported within 21 days of occurrence with the respective ward office in case of both institutions and non-institutions. Institutions mean HOSPITALS and CLINICS. Non-institutions mean other than these. For institutions, Medical Officer or RMO has to report to the Sub Registrar through Form 1 for reporting Births and Form 2 for reporting Deaths. In case of non-institutions like homes, the head of the household in the capacity of informant is expected to report the event to the Sub Registrar of concerned Ward Office.

Services

- Registration of births and deaths.
- Issue of birth/death certificates.
- Inclusion of name in birth certificate.
- Correction of name in birth certificate.
- Supply of extra copies of certificates.

How Can Citizens Help?

- Furnish Birth/Death information to the Sub-Registrar of the respective circle/ward in time.
- Please report immediately and obtain the certificate, if not registered earlier.
- Be prompt in obtaining Birth & Death Certificates as it helps the census officers in estimating the population.

Response Time

- Issue of Birth/Death Certificate - (Extract from the Registrar) or Non-availability Certificate - within 72 hours (3 days) of receipt of application
- Inclusion of name in Birth Certificate - 3 days
- Correction of name in Birth Certificate - 3 days
- Supply of extra copies - 3 days
- Issue of Birth/Death Certificate in case of Non-institutions - within 1 week

Whom to Contact

Initially, Statistical Officer, MCH Head Office; In case of inaction on initial complaint, contact AC (H&S).

E. Trade Licences

This wing is headed by the Additional Commissioner (Health and Sanitation). Permits and licences are issued by the Assistant Medical Officer of Health at the Circle Office. Any citizen wanting to do business, establish a trade, shop, etc., in the city has to obtain a Trade Licence Permit from MCH and pay a fee for this permit. Trade Licence applications are available at the Treasury Counter at Circle Offices.

MCH Services

- Issue of fresh licences and renewal of old licences for trade.
- Action on complaints.

How Can Citizens help?

- Pay permit fees and taxes regularly.
- Ensure that license renewals are made in time.

- Cooperate with officials during their visits.
- Conduct only that business for which licence is given.

Response Time

- Issue of trade licences - within 2 weeks of receipt of application
- Renewal of trade licences - within 15 days
- Action on complaints - 3 days

Whom to Contact

Initially, AMOH of the concerned circle; In case of inaction on initial complaint, CMOH, AC (H&S), C&SO.

Infrastructure

Growth and all round development of the City are determined by the growth of infrastructure facilities. MCH is trying to ensure a planned and expanding civic infrastructure for the smooth development of the city.

This Department is headed by The Additional Commissioner (Works). The Engineering Department is headed by the Chief Engineer who supervises the day-to-day operations of the department. The Superintending Engineers and Executive Engineers of the various zones report to the Chief Engineer. This department is involved in the execution and maintenance of roads, drains and other civic amenities.

A. Roads

Functions

- Construction and maintenance of MCH roads.
- Resurfacing roads.
- Beautification of arterial roads through private sponsorship.
- Widening and improvement of existing roads.
- Installation and maintenance of road furniture like footpaths, lamp posts, etc.
- Street lighting.

How Can Citizens Help?

- Do not construct or dump material which obstructs or blocks a road.
- Do not encroach on pavements or footpaths.
- Use dustbins.
- Do not vandalise road furniture.
- Apply for permission to put up lights, shamianas, to take out processions, and other such public functions to be carried out on a road.
- Seek MCH permission for digging, scaffolding, or building enclosures on a public road.
- Help MCH in maintaining and protecting the city's roads and public property.

Response Time

- Filling up of pot holes - 7 days
- Removal of obstruction on roads - 3 days
- Road cutting permission (emergency) - 7 days

Whom to Contact

Initially, AE in Ward Office; In case of inaction on initial complaint, please contact EE/SE/CE - AC (Works), C&SO.

B. Drains

MCH ensures smooth flow of rainwater through drains. During the monsoon months, the department functions 24 hours a day in different parts of the city. Complaints may be registered here as well. Please contact Circle Ward Office for more details in this regard.

Functions

a. Storm Water Drains

- Construction of drains

b. Rain Water Harvesting

- To recharge ground water.
- Constructing new drains for easy flow of rain water.
- Removing chokes in storm water drains by way of de-silting.
- Replacing man-hole covers.

How Can Citizens Help?

- Please do not throw garbage into drains and gutters as they cause blockages.
- Ensure that nobody steals or vandalises drain covers.
- Ensure rain water harvesting in your premises.
- Promptly report blockages/chokes.

Response Time

- Blockage/Chokes of storm water drains - 1 day
- Replacing of catch pit covers - 3 days
- Removal of water stagnation - 1 day

Whom to Contact

Initially, AE in Ward Office; In case of inaction on initial complaint, please contact EE/SE/CE AC (Works), C&SO

C. Green City: For a Clean and Green City

The Horticultural Wing and the Urban Forestry Division together deal with the greenery in the city. They maintain small parks, landscape public parks, and are responsible for greenery in colonies and the city.

MCH has plans to transform Hyderabad into a verdant haven of greenery. Several projects on the anvil are:

i. Micro Climate Project

MCH plans to add green spaces to the city wherever possible by planting trees. These places will not only help counter pollution and add to the beauty of the city but also will help in creating a better environment.

ii. Parks & Community Parks

Development of existing large parks and building smaller community parks for individual localities.

iii. Open Space Plantations & Avenue Plantations

MCH will adopt any open space available in the city for plantation of saplings to nurture a green environment. These lands will have strip plantations, block plantations, etc. These plantations will help to stabilise the environment in addition to adding beauty to the city.

iv. Wayside Views

Hyderabad has many charming views. MCH will develop vantage points of view by providing wayside views. These views will break the monotonous topography and provide little pockets of greenery.

In addition to these, MCH also carries out

- Roadside plantations
- Avenue plantations
- Greening & maintenance of traffic islands and footpaths

How Can Citizens Help?

- Plant trees & help them grow.
- Avoid misuse of parks.
- Localities, Colonies or Housing Societies can join MCH's 'Green City' plans by contributing to their locality's park maintenance and upkeep.
- Report encroachments in parks.
- Report uprooting and stealing of trees & saplings from parks.

Whom to Contact

Initially, JH at Park; In case of inaction on initial complaint, please contact SH/CH - Parks, AC (Parks), C&SO.

Town Planning

This division of MCH ensures planned expansion of the city. It has two divisions: planning and enforcement, in every circle of the city. The department is headed by the Additional Commissioner (Planning) duly assisted by the Chief City Planner, Additional Chief City Planner, City Planners, Asst. City Planners, Town Planning Assistants in the Head Office and Assistant City Planner or City Planner at the Circle level. Planning and enforcement wings of this department carry out the following functions:

Functions

- Grant building & house permissions.
- Give layout plan approvals.
- Issue occupancy certificates.
- Issue certified copies of approved plans.
- Issue licences to technical persons.
- Check unauthorised encroachments on roads and footpaths.

How Can Citizens Help?

- Report illegal constructions, dangerous constructions and violations.
- Follow the regulations by way of FSI and setbacks given by MCH.
- Do not encroach on government & public property.
- Remove encroachments & obstructions.
- Ensure houses are built in housing areas and industries in area allotted to them.
- Check indiscriminate and hazardous buildings.
- Ensure that unauthorised construction of stalls on roads and footpaths do not take place.
- Ensure that footpaths are clear and are not encroached upon.

Response Time

- Grant of individual building permissions - 15 days
- Grant of group housing scheme - 30 days
- Grant of multi-storeyed buildings - 30 days
- Plot sub division approvals - 30 days
- Layout approvals - 60 days
- Issue of occupancy certificate - 15 days
- Issue of certified copies - 15 days
- Issue of licence to technical persons - 15 days
- Removal of encroachment on public property - 7 days
- Other obstruction/encroachments removal - 7 days
- Unauthorised constructions - 10 days

Whom to Contact

Planning: Initially, ACP in Circle Office; In case of inaction on initial complaint, please contact CCP/ZAC - AC (Planning), C&SO.

Enforcement: Initially, ACP/DMC in Circle Office; In case of inaction on initial complaint, please contact CP/ZAC - CCP, AC (Planning), C&SO.

Urban Community Development

MCH contributes not only to the infrastructure development of the city, but also to improve the quality of life of its citizens through various programs in slums.

This Department is headed by the Additional Commissioner (UCD), who is supported by Director (UCD) and Project Officers (UCD).

Programmes of UCD

- Identification of needs.
- Activities of convergence.
- Facilitation.
- Work for improvement of living conditions.
- Main programme is to bring changes in attitude of communities for self development.
- Self help groups in slums/community structure/CBO.
- Self employment schemes.
- Skill upgradation of slum people.

Total Slums	-	792
Population	-	12.58 lakhs
No. of families	-	2.51 lakhs
Slums developed under ODA (Overseas Development Administration)	-	510
Literacy rate in slums	-	33.71
Special Nutrition Programme Centres	-	205
No. of Community Halls	-	391
No. of Balvadi Schools	-	40
No. of Sewing Centres	-	20

No. of Thrift & Credit Groups	-	1376
No. of DWACRA Groups	-	136
Individual Water Connections Provided	-	3613

Functions

A. Slum Development

MCH has a Project Officer (UCD) in each circle who will take up slum improvements by way of:

- Initiating proposals from slum dwellers for roads, infrastructure;
- Initiating proposals from slum dwellers for electric lights to electricity wing of MCH;
- Motivating Health and Family Welfare programmes in slums in Urban Health Post areas;
- Promoting Balwadi and Schools for slums;
- Initiating proper drinking water and drainage facilities in slums;
- Motivating slum people on clean, healthy environment;
- Forming thrift and credit groups/DWCUA groups;
- Providing training to slum people on various activities;
- Helping in self employment to educated unemployed youth;
- Strengthening Community Based Organisations (CBOs).

How Can Citizens Help?

- By doing their bit in maintaining cleanliness and sanitation of the slum;
- Using the public toilets provided;
- Putting a stop to indiscriminate, unplanned construction and encroachments.

Whom to Contact

UHP's/dispensaries - CMOH, AC (UCD)

UCD - P.O. - AC (UCD) - C&SO

Property Tax

This department is headed by the Additional Commissioner of Finance. This department generates revenue through property tax collection, collection of rents from municipal properties, and advertisement fees.

This department has adopted new methods to improve civic services and provide quality facilities to citizens. MCH has introduced self-assessment scheme for easier evaluation and provided more outlets for paying of taxes through bank counters, Citizen Service Centres and TWIN centers and also through the Internet.

The Self-Assessment scheme is introduced to achieve the following objectives:

1. To ensure complete transparency and openness in levy and collection of Property Tax.
2. To build a computerised Property Tax Data Base and to assign a unique Property Tax Identification Number (PTIN).
3. Rationalisation of Property Tax.
4. To minimise prolonged disputes between tax-payers and MCH.

Functions

- Assessment and collection of property tax.
- Lease of advertisement space and collection of charges.
- Levying and collection of municipal rents from properties and estates of MCH.
- Mutation of property.
- Issue and renewal of advertisement permissions.

How Can Citizens Help?

- By prompt payment of taxes within due date.
- By payment of reasonable tax for commercial and household properties.
- By clearing long pending arrears.

Response Time

- Assessment - 30 days
- Settling disputes - 30 days
- Vacancy remission - 15 days
- Extract of assessment - 7 days
- Mutation - 30 days
- Advertisement permissions fresh/renewal - 30 days

Whom to Contact

Initially, BC / TI (Tax) in circle office; In case of inaction on initial complaint, please contact CVO/ZAC - AC (Finance), C&SO Municipal Markets - EO-AC (f) - C&SO.

Table Indicating Names of Areas Falling Under Circle and Wards

Circle	Ward No.	Areas
Circle 1	16 ABC	Saidabad Colony, Dabeerpura, Kaladera, New Malakpet, ABK Colony, Chanchalguda, Malakpet, Malakpet Race Course, Dilsukh Nagar, Gaddi Annaram, Saleem Nagar, Sail, Moosarambagh.
	17 ABC	Edibazar, Inside Dabeerpura, Saidabad X Road, Yakutpura, Rein Bazar X Road, Brahmanwadi, Kishanbagh, Talab Katta, Madannapet, Petla Burzu, Azampura, Ahmed Nagar.
	18 ABC	Kandikalgate, Chandrayanagutta, Chatrinaka, Janammet, Engine Bowli, Aliabadmarket, Kanchanbagh, Barkas, Phool Bagh, Uppguda, Lal Darwaza, Hafiz Babanagar, Bhavani Nagar, Gowlipura, Riyasat Nagar, Kandikalgate, Pisalbanda, Aman Nagar, Lalitha Baghu, Jangammet Old City, Moin Bagh.
	22	Jambagh, Chaderghat Road, Noorkhan Bazar, Inside Yakutpura, Inside Dabeerpura, Purani Haveli, Charminar, Kalikaber (Kaman), Pattargatti, Estate talkies, Miralam Mandi, Noorkhan Bazar, Kala Kabar, Sultan Shahi, Darulshifa, Alija Kotla.
	23	Moghalpura, Meerjumla Talab, Haribowli, Sultan Shahi, Lal Darwaza, Gowlipura.
Circle II	14	Seetarampet, Gode Ki Khaber, Manghal Hat, Chanda, Wadi, Gyan Bagh, Goshamahhal, Begum Bazar, Dhoolpet, Jumrat Bazar, Siddiamber bazar, Alijapetla, Indira Nagar, Dayala Bowdi.
	15	Fhilkhana, Osmangunj, Kishangunj, Gowliguda, Afzalgunj, Mahaboob Gunj, Osman Shahi, Maharaj gunj, Imlibun.
	19 AB	Dhoodbowli, Bandlaguda, Mahadurpura, Outside Aliabad, Shamsergunj, Jahanuma, Nandi Musliguda, Kalapather, Kamalpura, Father Darwazar, Misri Gunj, Zoo Park, Falaknuma, Tadiban, Hasan Nagar.
	20 AB	Puranapool, Kabuthar Khana, Hussaini Alam, Lal Bazar, Shalibanda, Ghajibanda, Shankargunj, Moti Nagar, High Court, City College, Petla Burzu.

	21 AB	New Bridge, Madina Hotel, Mahaboob Ki Mahendi, Ganga Mahal, Ghanzi Bazar, Chellapura, Gulzar House.
Circle III	1 ABCDE	Chikadpally, Gandhi Nagar, Domalguda, Gaganmahal, Kavadiguda, Bakaram, Musheerabad, Nagamaiahkunta, Azamabad, RTC Colony, Jamisthanpur, OU Campus, Mohan Nagar, Harinagar, Ramnagar, Vidya Nagar, Risola, Adikmet, Bolakpur, Bapuji Nagar, Parsigutta, Indira Nagar, Tajis Nagar, Ashok Nagar, Achai Nagar, Boya basthi, Gangaputra Sangam, Nagamaiah Kunta, Gemini Colony, Medibasthi, Indira Park.
	2 AB	Nallakunta, Shankermutt, Vidyanagar, Adikmet, OU Campus, Tilaknagar, Kachiguda, Amberpet, New Patel Nagar, Sivanand Nagar, Tulasi Ram Nagar, Golnaka, Krishna Nagar, Prem Nagar, Amber Nagar, Sunder Nagar, Patel Nagar, Sanjeevaiah Nagar.
	3 AB	Nimboliadda, Esamia Bazar, Chappal Bazar, Kutbiguda, Bagh Lingampally, Barkatpura, Narayanguda, Vittalwadi, Hyderguda, Himayathnagar, Liberty Road, Keshava Nagar, Ratna Nagar, Basheerbagh.
Circle IV	9	Langerhouse, Tolichowki, Shaikpet, Golconda Fort, Bada Bazar, Chota Bazar, Risala Bazar, Nayakhila, Banjara Darwaja, Ram Devguda, 1st Lancer, Kakatiya Nagaram Bukiyfer Hospital.
	10	AC Guards, Chinthali Basti, Shanthi Nagar, Mallepally, Vijaya Nagar Colony, Humayun Nagar, Masab Tank, Ahmed Nagar, Rahamat Nagar, Syed Nagar, Pochamma Basthi, Sarojini Devi Hospital Road.
	11 AB	Aghapura, Bhoiguda Kaman, Seetharam Bagh, Afzal Sagar, Nampally, Bazarghat, Habeeb Nagar, Old Mallepally.
	12	Old Mallepally, Asif Nagar, Mehdipatnam, Muradnagar, Syed Aliguda, Aman Nagar, Kummerwadi, Seetharam Bagh, Ayodhya Nagar Colony, Ring Road, Gudimalkapur, Murad Nagar, Kulsumpura.

	13 AB	Seetharam Bagh, Uppar Dhoolpet, Razdar Khanpet, Puranapool, Raheempura, Muslidipura, Jiyaguda, Karwan, Tappa Chabutra, Tallaguda, Sabjimandi, Joshiwada, Lak Chakranagar, Jirra, Aman Nagar, Sathyanarayan Nagar, Balaji Nagar, Santhosh Nagar Colony, Kamalipura.
Circle V	6 AB	Khairatabad, Saifabad, Lakdikapool, Chinthal Basthi, AC Guards, Prem Nagar, Yerramanjil Colony, Somajiguda, Anand Nagar, Arya Nagar, Moti Nagar, Punjagutta, Banjara Hills, Ameerpet, Raj Bhavan Area, Methodist Colony, Film Nagar, Jubilee Hills, Ameerpet X Road, Yella Reddy Guda.
	7 AB	Sanjeev Reddy Nagar, Sanathnagar, Yerragadda, Father Nagar, Champapet
	8 ABCD	Toli Chowki, Punjagutta, Banjara Hills, Yerragadda, Mental Hospital, Yousufguda, Yellareddyguda, Srinagar Colony, Borabanda, Shoukipet, Balkampet, Rahmat Nagar, Jawahar Nagar.
Circle VI	4 AB	Kingkoti Road, Boggulakunta, Eden Bagh, Abids Road, Jambagh, Troop Bazar, Sultan Bazar, Bank Street, Badi Chowdi, Esamia Bazar, Gowliguda, Putlibowli, Moti Market, Rama Mandir, Hanuman Tekdi, Esamia Bazar, Dayanand Nagar.
	5 AB	Gowliguda, Jambagh, Osmangunj, Kattelamandi, Gandhi Bhavan, Aghapura, Nampally Darga, Fathe Sultan Line, Nampally Station Road, Adarsh Nagar, Basheerbagh, Gunfoundry, Kingkoti, Ram Kote, Abids, Koti (Putlibowli), Eden Bagh, Navathpad, Birla Mandir, Goshamahal, Liberty X Road, Bazarghat, Moazzam Jahi Market, Indira Nagar, Goshamahal, Darussalam.

Zone	Zone Number	Areas
Secunderabad Division - I to VI	I	Sardar Patel Road, Sarojini Devi Road, Park Lane, General Bazar, Rastrapathi Road
	II	Prenderghast Road, Begumpet, Palace Rasoolpura, Prakash Nagar, Minister Road, Tobacco Bazar, Subhash Road, Pan Bazar, Nallagutta, Ramgopalpet, MG Road, SD Road, Raja Mudaliar Street, Dhan Bazar, Somasundaram Street, Rangraz Bazar, Is Pan Bazar, Old Bhoiguda, Hill Street, Subhash Road, Rastrapathi Road, Pan Bazar (1) & (2), Lal Temple, Durgadas Street
	III	Ghas Mandi, Andia Nagar, Zerra, Hyderali Basthi, RP Road, Padmini Nagar, Chilkalguda, Venkatapuram Colony, Zamisthanpur, Jail Road, New Bhoiguda, ID Hospital, Bansilalpet, Gandhi Nagar, Bolakpur.
	IV	SPG Church, Upperguda, Station Road, Bandimett, Sajjanlal Street, Hisamgunj, Pot Market, RP Road, Ghas Mandi, 1st Chatri Bazar, Kondaswamy Street, Second Bazar, Lyaloo Street.
	V	Sardar Patel Road, SD Road, Abdul Razzak Road, Hussain Ali Bazar, Kotaiyah Bazar, Syed Abdullah Bazar, G. Subbaiah Street, Balaram Qtrs., SMC Blocks, Mohammadguda, Rly. Colony, Chilkalguda, Addagutta.
	VI	Mylaramguda, Chinta Bowli, Mohammadguda, Chilkalguda, Lalapet, Mettuguda, Seethaphalmandi, Rly. Colony.

MUNICIPAL ADMINISTRATION/ URBAN LOCAL BODIES

Citizen's Charter

Preamble

This Charter is a commitment of Urban Local Bodies to provide all residents of urban areas the following services:

- Adequate and effective sanitary arrangements
- Adequate and safe drinking water
- Proper roads and drains
- Adequate street lighting
- Sufficient number of parks
- Prompt registration of Births and Deaths

Our Commitment

Municipalities and Municipal Corporations shall carry out their functions and duties with:

- Commitment for quality and standard of service
- Courtesy, time bound and helpful attitude
- Objectivity and transparency
- Promptness and efficiency
- Leaflets will be provided about the procedures to be followed for obtaining various permissions/certificates

Mechanism for Implementation of the Services Centre

- Every Citizen who wishes to avail the above services has to submit an application at the Services Centre duly enclosing required fees between 10:30 am to 1:30 pm.
- Leaflets explaining the procedure for obtaining permissions/certificates/ sanctions are made available to the applicants at Services Centre free of charge.
- The Assistants allotted to Services Centre have to carefully scrutinize the applications received and they must satisfy themselves that all the documents and information required to be attached to the application are submitted by the applicant.
- The Assistant in charge of the Services Centre shall give an acknowledgment to the applicant duly indicating the date and time on which he can obtain permission/ certificates from the Services Centre as per the time indicated.
- Permission letters/certificate shall be issued from the Services Centre daily from 2.00 pm to 5.00 pm.
- The Citizens need not enter sections in Municipal Office to make enquires about their applications as the time limit is prescribed for each service.
- To ensure time schedule in providing the above services, ULBs were directed to pay compensation of Rs.50/- per day to the applicant if the time schedule is not followed by ULBs in according permissions and issuance of certificates towards loss of their valuable time.
- This amount has to be collected by ULBs from the persons responsible for the delay in rendering the services. This step will definitely go long way in adhering to the time schedule by all Urban Local Bodies.

Monitoring the Functioning of Services Centre

- Separate registers have to be maintained for various services to be rendered from the Service Centre.
- The section head should review the register daily and satisfy himself that the time frame fixed is being followed strictly in issue of permission, certificates, and sanctions.
- Municipal Commissioner shall review the register once in five days.
- The compensation payable to the applicants has to be met in the first instance from the contingent amount of the office and afterwards recovered at source from the salary of the employee found responsible.
- Feedback from applicants about the functioning of the Service Centre shall be gathered in the prescribed format after handing over permission/certificate.
- Monthly progress report shall be furnished to head of the department about the functioning of Service Centre.

Service Centres

Service Centres have been opened in all Municipalities/Municipal Corporation with effect from 14.5.2001 to receive applications and dispose them in time bound manner as shown hereunder:

Sl. No.	Activity	Time Schedule
1.	Assessment of property tax and allocation of door number	15 days
2.	Disposal of building applications	15 days
3.	Sanction of water supply house service connection a. General category b. OYT	30 days 10 days
4.	Issuance of Birth and Death certificates	5 days

Note: Compensation will be paid @ Rs. 50/- per day to the applicants if the above time schedule is not followed by Municipalities/Municipal Corporation towards loss of valuable time of the applicants

Grievance Redressal

Grievances redressal schedule relating to the following services are shown hereunder.

Sl. No.	Item of Work	Time Frame
1.	Garbage clearance	1 day
2.	Clearing of drains	2 days
3.	Anti larval operations	Once in 2 weeks
4.	Provision of dust bins	2 weeks
5.	Repairs to pipeline leakages	1 day
6.	Replacement of street lights	5 days
7.	Repairs to road cuttings	7 days

We Expect Citizens

- To be prompt in payment of property tax, water charge, trade license fee, etc.
- To use dusts bins for depositing garbage and not to throw it in drains.
- To use drinking water without any wastage.
- To avoid open defecation.
- To construct buildings in approved layouts.
- To construct buildings as per approved plan.
- To avoid unauthorised constructions and deviations from sanctioned plans.
- To help city administration in rendering services in an efficient manner.

PANCHAYATI RAJ INSTITUTIONS

Citizen's Charter

Preamble

This Charter is a commitment of Gram Panchayats to provide all residents under the Gram Panchayat area the following services:

- Adequate and effective sanitary arrangements;
- Adequate and safe drinking water;
- Proper internal roads and drains;
- Adequate street lighting;
- Prompt registration of Births and Deaths;
- Facilitate construction of Toilets for each household within a specified time frame to be evolved by each of the GP locally;
- Display prominently details of major ongoing schemes and eligibility criteria of beneficiaries;
- Issue timely notices to the residents of the Panchayat giving all details of the dues to be paid by them such as house tax, water charges, land cess, etc.

Commitments by Gram Panchayats

Gram Panchayats shall carry out following functions and duties with:

- Commitment for quality and standard of service;
- Courtesy, time bound and helpful attitude;
- Objectivity and transparency;
- Promptness and efficiency;
- Leaflets will be provided about the procedure to be followed for obtaining various permissions/certificates.

Commitments by Citizens

- To be prompt in payment of property tax, water charges, trade license fee, etc. (taxes and non-taxes);
- To adhere to the general layouts as per the Town & Country Planning Regulations;
- To construct a toilet for his/her household, as per the period to be specified by the Gram Panchayats;
- To construct buildings as per approved plan;
- To use drinking water without any wastage.

Citizens' Service Centres

A receipt has to be given to the applicant(s) indicating the date of receipt of the application/petition and the date and the time of giving service/attending complaints/ grievances as per the pro forma indicated in Annexure - I. The time schedule given for disposal of the applications relating to the activities mentioned is only illustrative/suggestive. It is for each Gram Panchayat to adopt the time schedule with minor variations depending upon the local conditions to be placed before the Gram Panchayat committee for approval and ratification by the Gram Sabha subsequently. Initially, the

services, which are essentially required by the Citizens on day-to-day basis and which do not have supply constraints and non-financial needs have been listed for extending services by the GPs to their Citizens. It is for the GPs to add financial need also depending on their financial soundness in the process extending other basic services.

All Gram Panchayats have to display on a notice board of each service centre about the Procedure to be followed by the applicants to avail the services. The initiative has to be taken by the Gram Panchayat to adhere to the time schedule approved by the Gram Panchayat based on the model time frame issued in the draft Citizen's Charter communicated.

Specimen formats in which the applications have to be received and certificates/approvals to be issued by the Gram Panchayats are appended in the annexures, for the guidance of the Gram Panchayats as a ready reckoner. However, the time frame as indicated in the Act and Rules for certain services, which are specified and the formats prescribed in the act if any shall be complied with as it is.

Mechanism for Implementation of Citizens' Service Centres

Every citizen, who wishes to avail the above services including other services to be provided by the Gram Panchayat has to submit an application at the Citizen Service Centre duly enclosing supporting (required) documents between **10.00 AM to 1.00 PM** normally. It is again for the Gram Panchayat to notify this timing locally to facilitate public convenience, preferably in the Forenoon. The Assistant in-charge of the Citizen Service Centre shall give an acknowledgment in token of having received the request duly indicating the date and time on which he or she can obtain the permission/certificate/service from the Service Centre as per the time schedule specified for the purpose. Permission/certificate/license shall be issued from the Service Centre daily from **3.00 PM to 6.00 PM** (preferably in the Afternoon). The Citizen should not be troubled with piecemeal objections, but has to be aided by the Gram Panchayat to submit the requests in full shape at the time of acknowledging the receipt of application itself.

To ensure that the time schedule is adhered to in extending the services, the Panchayats are directed to pay a **token compensation of Rs. 10/- per day** from their general fund to the applicants for the delay caused beyond the time schedule specified towards loss of their valuable time in obtaining the required services from the Gram Panchayat. This amount has to be recovered from the persons responsible for the delay in rendering the services. This step will definitely go a long way in adhering to the time schedule by all Gram Panchayats besides enforcing discipline among the concerned as a measure of responsive and responsible administration.

Leaflets and literature for obtaining various services from Citizens' Services Centres in Gram Panchayats have to be ensured to give wide publicity to this item of public importance work at local level. The formats suggested in the enclosures to this Charter will help Gram Panchayats in extending the services without difficulty as an illustrative measure. The specimen formats as prescribed in the Rule/Regulations already in vogue shall continue to be adhered to without any deviation. Where such formats are not readily available, the suggested formats can be adopted with minor changes as required locally.

It is also desirable to get these applications/formats printed and supplied to the applicants on payment of nominal cost by the Gram Panchayats. In any case, it is for the Gram Panchayats to take initiative to display on their notice boards at each of these service centres about the procedure to be followed by the applicants to avail the service.

Commissioner (PR&RE)

Service Deliveries of Panchayati Raj Institutions

Sl. No.	Activity	Time Schedule
A	Issue of Certificates <ol style="list-style-type: none"> 1. Issue of Nativity Certificate 2. Issue of Residence Certificate 3. Recommendation for Caste Certificate to competent authority 4. Recommendation for Income Certificate to competent authority 5. Issue of Birth and Death Certificates (Vide GO Ms. No.276 PR & RD (Mdl.II) Dept., Dated 18-07-2002) 	<p>2 days</p> <p>2 days</p> <p>2 days</p> <p>2 days</p> <p>2 days</p>
B	Registrations / Extracts / Licenses <ol style="list-style-type: none"> 1. Registration of Births and Deaths 2. Assessment of Property Tax and allocation of Door Number 3. Disposal of Building Applications 4. Sanction of Water Supply 5. Recommendation of Layouts to the competent authority 6. Transfer of Property (mutation) 7. Issue of License 8. Pahani/Adangal Extract 	<p>3 days</p> <p>15 days</p> <p>15 days</p> <p>30 days</p> <p>15 days</p> <p>15 days</p> <p>5 days</p> <p>2 days</p>
C	Redressal of Grievances <ol style="list-style-type: none"> 1. Repairs to pipeline leakage 2. Repairs to hand pumps 3. Replacement of bulbs/tubes for street lighting 4. Complaints regarding stagnant drains 5. Complaints regarding road cuts and pits 6. Complaints regarding cleaning of dustbins 7. Information with all details of dues to be paid by a resident to the Panchayat/Government 	<p>24 hours</p> <p>3 days</p> <p>2 days</p> <p>2 days</p> <p>3 days</p> <p>2 days</p> <p>5 days</p>

NALGONDA DISTRICT

Citizen's Charter - District Collectorate

Introduction

Andhra Pradesh is a forerunner in providing a citizen friendly and just administration to the people of Andhra Pradesh. The government has launched several initiatives to provide a transparent administration that is simple, moral and accountable.

Citizen's Charter is an instrument of ensuring prompt delivery of services to the citizens by the government. It is a voluntary initiative undertaken by the government to provide quality service with standards to the citizens.

In 1991, Mr John Major, the then Prime Minister of United Kingdom introduced Citizen's Charter in England. In November 1996, during the Chief Minister's conference of all states and Union Territories, the delegates felt the need to take urgent steps to restore confidence in the citizens by ensuring a citizen-friendly government through accountability and transparency. In March 1997, 65 Government Departments including Public Sector Undertakings such as LIC, Banks, Railways, and the Income Tax Department adopted and introduced Citizen's Charters.

The Government of AP formulated **Vision 2020** goals in the year 2000 wherein objectives were defined for a 'SMART Government' (Simple, Moral, Accountable, Responsible, and Transparent Government) for policy making and improved performance which essentially means introduction of Citizen's Charter in each and every government office.

Issues Governing Citizen's Charter

The key themes of Citizen's Charter are

- a. It will provide better quality in every public service to the satisfaction of citizens.
- b. It will give people a time frame for delivery of a particular service.
- c. It will be convenient to the public.
- d. It will inform people about the nature of services they can expect.
- e. It will make sure that people know what to do if something goes wrong.

The Citizen's Charter will function on the following principles to serve the public through Government Offices:

- a. Published standards.
- b. Openness and information.
- c. Choice and consultation.
- d. Courtesy and helpfulness.
- e. Redress when things go wrong.
- f. Value for money.

The Citizen's Charter Envisages the Following Standard Levels

- a. Standards have to be very clear and meaningful with clear data.
- b. Standards should have to be challenging.
- c. Standards should be higher than what presently exist.
- d. Standards should be measurable in clear terms.
- e. Standards have to be monitored.
- f. Standards have to be clearly published.
- g) Standards have to be reviewed.

Implementation of Citizen's Charter in Nalgonda District

In order to provide SMART Governance (Simple, Moral, Accountable, Responsible, and Transparent) as assured by the Government of AP, Citizen's Charter Centres (PRAJA SEVA KENDRAMS) have been opened in all government offices at all levels, i.e., the Mandal Level, the Divisional Level and the District Level. The Citizen's Charter Centres are functioning very satisfactorily in these offices.

According to the Citizen's Charter, every citizen who wishes to avail himself/herself of the services of a particular department/office has to present an application at the service centre with duly enclosed required documents between 10.30 AM to 5.00 PM. On receipt of the application, the in-charge of the Citizen's Charter Centre will give an acknowledgement receipt to the applicant duly indicating the date and time on which he/she can obtain redressal/ permission/order/certificate/licence from the Citizen's Charter Centre by the concerned department. In order to maintain the time schedule in providing services, action is being taken to penalize persons held accountable for the delay in rendering the services. An amount at the rate of Rs.50/- per day is recovered from the employees responsible for the delay. This step will definitely go a long way in adhering to the time schedule.

NALGONDA DISTRICT COLLECTORATE

Service Time Schedule

Sl. No.	Service Required	Time Limit
I	Public Interest	
1	Any NOC and License	3 days
2	Permission for Enhancement of Rates in Cinema Halls	3 days
3	Grant of Copy application	3 days
4	Grant of Agricultural Land on lease	3 days
5	Grant of permission to Convert Agricultural Land into Non-Agricultural land	3 days
6	Relief in Cases of Atrocities	3 days
7	Relief in Natural Calamities	3 days
8	Settlement of Apathbandu claims	7 days
9	Settlement of Passport Application	45 days
10	Relief to Surrendered Extremists	3 days
11	Permission for Running Benefit Shows	2 days
12	Payment of Commission to NSS agents	3 days
13	Renewal of Gun License	45 days
14	Freedom Fighter cases	15 days
15	Grievances	
	General	20 days
	Grievances petitions received from Ministers	15 days
	Grievances petitions received from MPs	15 days
	Grievances petitions received from MLAs	15 days
	Grievances petitions received from District Collector	15 days
	Grievances petitions from CM's Peshi	7 days

Sl. No.	Service Required	Time Limit
II	Revenue Divisional Offices	
1	Renewal of Cinematography	7 days
2	Issue of Occupancy Rights Certificate	30 days
3	Issue of 38-E (Tenancy) Certificate	30 days
4	Fair Price Shop Dealer Appointment	15 days
5	Sanction of Social Pensions (as per receipt from MRO)	3 days
6	Caste Certificates	3 days
7	Title Deed	Same day
8	Renewal of Dealer License	7 days
9	Grievances	
	General	20 days
	Grievances petitions received from Ministers	15 days
	Grievances petitions received from MPs	15 days
	Grievances petitions received from MLAs	15 days
	Grievances petitions received from District Collector	15 days
	Grievances petitions from CM's Peshi	7 days
III	Mandal Revenue Offices	
1	Caste, Income, Residential/Local Candidate Certificates	3 days
2	Birth and Death Certificates	7 days
3	Pahani Copy	2 days
4	PPB/TD	3 days
5	Sub-Division work	7 days
6	Possession Certificate	7 days
7	Transfer of Ration Card	1 day
8	Legal Heir Certificate	20 days
9	Land Value Certificate	7 days
10	Grant and Renewal of Kerosene Oil Retail License	7 days
11	Relief under Natural Calamities	2 days
12	Report on Atrocities	Same day
13	Issue of Duplicate Ration Card	3 days
14	Assignment Patta (subject to approval of committee)	10 days
15	Distribution of Pensions (from the day of receipt)	3 days
16	Grievances	
	General	20 days
	Grievances petitions received from Ministers	15 days
	Grievances petitions received from MPs	15 days
	Grievances petitions received from MLAs	15 days
	Grievances petitions received from District Collector	15 days
	Grievances petitions from CM's Peshi	7 days

EAST GODAVARI DISTRICT

Citizen's Charter - District Collectorate

The Citizen's Charter Counter has been opened on 04.06 2001.

In this Citizen's Charter Centre necessary application forms are provided at nominal rate of Rs. 2/- per application form containing below 3 pages and Rs. 5/- per application form containing 4 pages and above and necessary assistance also provided through two assistants to guide the petitioner and to fill up the forms at the Citizen's Charter Centre itself.

The following type petitions are received by the Citizen's Charter Centre and disposed off within the time limit as noted against each.

Sl. No.	Type of the Petition	Time
1.	NOC for construction of Cinema Hall	45 days
2.	NOC for grant of permission for construction of Cinema Hall	45 days
3.	NOC for grant of B licence for using of Cinema Hall	45 days
4.	Orders for enhancement of admission rates of Cinema Hall	7 days
5.	Permission for running of benefit shows	2 days
6.	Grant of gun licence	45 days
7.	Renewal of gun licence	7 days
8.	For grant of licence for storage of explosive material	45 days
9.	Grant of licence for manufacture and sale of explosive material	45 days
10.	Grant of NOC for construction of underground storage tank for petroleum products	45 days
11.	Grant of licence for storage of petrol in barrels	45 days
12.	Grant of additional relief to the fire victims	7 days
13.	Grant of copy applications	7 days
14.	Grant of Agricultural Land on lease	45 days

Mandal Revenue Offices in East Godavari District

Citizen's Charter

The Citizen's Charter Centres have been opened in all Mandal Revenue Offices on 18.06.2001 for speedy disposal of petitions received from the public relating to Revenue Department on various issues.

Sl. No.	Type of the Petition	Time Limit
1.	Caste Certificates for SCs, STs and BCs	1 day
2.	Income Certificate	1 day
3.	Residence Certificate	1 day
4.	Birth and Death Certificate	3 days
5.	Adangal Extracts	3 days
6.	F Line Petition	3 days
7.	Pattadar Pass Book/Title Deeds	3 days
8.	Lease of Government land on Agricultural Purpose	15 days
9.	Sub Division Survey	7 days
10.	Grant of duplicate patta	7 days
11.	Issue of Possession Certificates	7 days
12.	Transfer of Ration Cards from one shop to another shop	7 days
13.	Legal heir Certificate	7 days
14.	Land value Certificate	7 days
15.	Grant of FGL and Kerosene retail licence	7 days
16.	Renewal of GFL and Kerosene retail licence	7 days

B. C. WELFARE DEPARTMENT

Citizen's Charter

The Backward Classes population in Andhra Pradesh is approximately 50% of the total population of 757.27 lakhs (2001 Census). At present 93 castes have been listed as Backward Classes in Andhra Pradesh and out of them 21 castes are vocational groups.

The Department is headed by Commissioner of B.C. Welfare. He is assisted by Joint Director, 3 Deputy Directors, 1 Assistant Director, Accounts Officer and other staff.

At District level the District Collectors are mainly implementing the schemes with the assistance of District B.C. Welfare Officers. In addition 100 Assistant B.C. Welfare Officers are functioning at Divisional level. There are 1427 Hostel Welfare Officers looking after the welfare of the boarders in the BC hostels.

I. Aim of the Organisation

“To bring the Backward Classes socially, educationally and economically on par with other developed communities and to achieve just and egalitarian society”

II. Services Provided to the Citizens

- a. Providing boarding and accommodation facility to 1.50 lakh Pre-matric B.C. students through 1427 hostels.
- b. Providing Post-matric Scholarships to about 3.00 lakh B.C. students studying Post-matric Courses.
- c. Providing quality education to about 10000 B.C. students through B.C. Residential Schools.
- d. Providing coaching facilities to B.C. students appearing for competitive examinations.
- e. Providing training programme to B.C. Advocates.
- f. Sanctioning Inter caste marriage incentives to the eligible couples.
- g. Registration of Nayer Brahmin Societies.
- h. Registration of Washermen Societies.

III. Our Service Standards

We have set the following targets, standards and response time for delivery of the services:

1. Hostels

- | | | |
|---|---|--|
| a. Notification for admissions | - | 31 st May |
| b. Advisory committee meetings and finalisation of admissions | - | 15 th July |
| c. Supply of Note Books | - | 15 th June |
| d. Supply of Dresses | - | 30 th July |
| e. Disbursement of cosmetic charges | - | Before 10 th of every month |

2. Post-matric Scholarships

- | | | |
|--|---|---------|
| a. Notification for fresh Post-matric Scholarships | - | June |
| b. Drawal and disbursement of 1 st & 2 nd quarters renewal Scholarships (Subject to availability to funds) | - | October |

- | | | |
|---|---|-------------------------------------|
| c. Convening of Scholarships committee meeting and sanction of fresh Scholarships | - | November |
| d. Drawal and Disbursement of 1 st spell fresh scholarships (Subject to availability of funds) | - | December |
| e. Drawal and Disbursement of 3 rd quarter renewal & 2 nd spell fresh Scholarships | - | March /April |
| f. Notification of scholarships sanctions and Publishing hand books | - | April |
| g. Post-cards to parents on sanction of Post-matric Scholarships | - | April |
| 3. Residential Schools | | |
| 1. Notification for fresh admissions | - | Nov / Dec |
| 2. Conducting of Entrance Exam and finalisation admissions | - | April |
| 4. Coaching to BC students appearing for various Competitive Examinations | | |
| 1 Notification for : | | |
| a. Civil Services (Prelims) | - | October |
| b. IES/IFS | - | January |
| c. EAMCET | - | January |
| d. ICET | - | April |
| e. EDCET | - | May/June |
| f. Civil Services (Mains) | - | August |
| g. GATE | - | December |
| 5. Administration of Justice | | |
| 1. Issue of Notification | - | August |
| 2. Selection Committee meeting and selection of candidates | - | September |
| 6. Financial Assistance to Inter Caste Married Couples | | |
| 1. Conducting of enquiry and sanction of Incentive | - | 30 days from filing of application. |
| 7. Registration of Nayer Brahmin Societies | | |
| 1. Registration of Society | - | 30 days from filing of application. |
| 8. Registration of Washermen Societies | | |
| 1. Registration of Society | - | 30 days from filing of application. |

IV. Availability of Forms and Information

a. Various forms relating to the Department may be obtained **free of cost** as given below:

- | | | |
|--|---|------------------------------------|
| 1. Hostel Admission Forms | - | HWO/
ABCWO/
Online |
| 2. Post-matric Scholarship Forms | - | Institutions/
ABCWO/
Online |
| 3. Residential School Admission Form | - | Principals
concerned/
Online |
| 4. Application Form for Coaching Programme
in Study Circles | - | Director
concerned/
Online |

b. Officers to be contacted for information:

Name of the Officer	Phone Number/E-mail	Times available
Commissioner, B.C. Welfare, Hyderabad	comm_bcw@ap.gov.in	10.30 am to 5.00 pm daily.
District B.C. Welfare Officers	Concerned DBCWO	-do-

V. Courteous and Helpful Service

We aim to offer courteous and helpful service to you. If you face any difficulty contact the following officers:

Name of the Officer	Phone Number/E-mail	Times available
Commissioner, B.C. Welfare, Hyderabad	comm_bcw@ap.gov.in	10.30 am to 5.00 pm daily.
District B.C. Welfare Officers	Concerned DBCWO	-do-

VI. We Welcome Complaints

a. If you wish to make a complaint, please use complaint boxes placed in our office or write to us or contact the following officers:

Name of the Officer	Phone Number/E-mail	Times available
Commissioner, B.C. Welfare, Hyderabad	comm_bcw@ap.gov.in	10.30 am to 5.00 pm daily.
District B.C. Welfare Officers	Concerned DBCWO	-do-

b. Send your suggestions for improving our services to the following officers:

Name of the Officer	Phone Number/E-mail	Times available
Commissioner, B.C. Welfare, Hyderabad	comm_bcw@ap.gov.in	10.30 am to 5.00 pm daily.
District B.C. Welfare Officers	Concerned DBCWO	-do-

VII. How You Can Help Us

You can help improve the services you receive by

- a. Filling up all the columns of the application forms and enclose genuine certificates.
- b. Submit the application forms in time.
- c. File the applications directly before the officer concerned, i.e., ABCWO/HWO.
- d. Give your valuable suggestions about the omissions and commissions in implementing the various schemes.

VIII. Consultations With Users

- a. We have meetings with parents of hostel boarders once in two months at respective hostels.
- b. We have meeting with Principals of Colleges and Student Organisations once in 6 months for disbursement of Post-matric Scholarships at Divisional Head quarters in each District.
- c. Our website is www.apbcwelfare.net

DEPARTMENT OF AGRICULTURE

Citizen's Charter

The main object of the Department of Agriculture is to facilitate provision of latest technologies in Agricultural Production thereby enhancing the economic status of the farmers:

1. By imparting training at all levels.
2. By mass contact through literature and media.
3. By making available quality inputs.
4. By organising adoptive trials and demonstrations at village levels.

Aims of the Department

1. **Soil Testing** : Collecting of soil samples, analysing and issuing of soil health cards for applying balanced fertilisers to get more yields and also to maintain the soil structure & texture. Interested farmers can also send soil & water samples from their fields to the Soil Testing Lab for testing and getting the results.
2. **Inputs** : Facilitate arrangements and monitoring of quality inputs viz., seeds, fertilisers and pesticides in required quantities. Interested farmers can send seed, fertiliser and pesticide samples under the guidance of Mandal Agricultural Officer concerned to the laboratories. The analysis of the farmers samples will be taken on priority basis and results communicated, but how ever the test results cannot be basis of action under relevant Acts. The seed, fertiliser and pesticide testing laboratories in the State are listed in Annexure 1.
3. **Farm Machinery** : Department to facilitate providing of latest and useful farm equipment on subsidy to the farmers.
4. **Technology Transfer** : Dissemination of latest technology in increasing unit yields, improving the quality standards, reducing cost production, Integrated Pest Management, Integrated Nutrient Management through trainings of farmers at Agricultural Market Committees and Village Level and organising on farm extension demonstration plots.
5. **Exposure visits** : Organising exposure visits to the interested farmers in AP and outside.

Availability of Information

Department is implementing National Pulses Development Programme, Accelerated Maize Development Programme, Oilseeds Production Programme, Integrated Cotton Development Programme and schemes under Work Plan and schemes under Agriculture Development Fund.

Farmers can obtain the information on the above schemes and programmes in technical aspects, subsidies available, etc., from the Divisional Assistant Directors of Agriculture in the district.

Application Forms for manufacturing and sale of inputs, i.e., Seeds, Fertilisers, and Pesticides can be obtained from the Licensing Authority concerned. The details of the grant of licenses, issuing authority fees, etc., are given in the Annexure-II.

Publicity

Literature on different crops can also be had from the Farmers Training Centres located in the districts. Farmers can watch the “**Rythu Mitra**” Programme on **Teja TV** on all days from 6.00 PM to 7.00 PM. Farmers can also update their knowledge by reading **Padipantalu**, a monthly journal published by the Department of Agriculture with a subscription of Rs.60/- annually to “Assistant Director of Agriculture” (Printing), SAMETI Complex, Old Malakpet, Hyderabad-500 036.

Complaint Redressal

Courteous and helpful service will be extended by all Departmental staff at all levels. If anyone has any complaint, they are welcome to register their grievances with the concerned Mandal Agricultural Officer or Divisional Assistant Director of Agriculture or District Joint Director of Agriculture. The Telephone Numbers of District Joint Directors of Agriculture and officers in Commissionerate of Agriculture is given in the Annexure-IV.

Complaints on hoarding, black marketing, stocking and selling substandard and spurious inputs or unauthorized sale of inputs by any individual or individuals, dealers, etc., can also be registered with the Joint Director of Agriculture or the nearest Divisional Assistant Director of Agriculture or the Mandal Agricultural Officer.

The Department will continue to persevere for the betterment of the farming community. Co-operate with us and send your valuable suggestions for extending more qualitative services to the farming community.

ANNEXURE-I
Addresses of Quality Control Laboratories in the State

Sl. No.	Name of the Officer	Laboratory	Location
I	Seed Testing Laboratory		
1	Assistant Director of Agril.	• Seed Testing Laboratory	• Rajendra Nagar Ranga Reddy (Dist.)
2	Assistant Director of Agril.	• Seed Testing Laboratory	• Tadepalligudem West Godavari (Dist.)
3	Assistant Director of Agril.	• Seed Testing Laboratory	• Yemmiganur Kurnool (Dist.)
II	Fertiliser Control Laboratory		
1	Assistant Director of Agril. (FCO)	• Fertiliser Control Laboratory	• Rajendra Nagar Ranga Reddy (Dist.)
2	Assistant Director of Agril. (FCO)	• Fertiliser Control Laboratory	• Warangal
3	Assistant Director of Agril. (FCO)	• Fertiliser Control Laboratory	• Bapatla Guntur (Dist.)
4	Assistant Director of Agril. (FCO)	• Fertiliser Control Laboratory	• Anantapur
5	Assistant Director of Agril. (FCO)	• Fertiliser Control Laboratory	• Tadepalligudem West Godavari (Dist.)
III	Pesticide Testing Laboratory		
1	Assistant Director of Agril. (PTL)	• Pesticide Testing Laboratory	• Rajendra Nagar Ranga Reddy (Dist.)
2	Assistant Director of Agril. (PTL)	• Pesticide Testing Laboratory	• Anantapur
3	Assistant Director of Agril. (PTL)	• Pesticide Testing Laboratory	• Guntur
4	Assistant Director of Agril. (PTL)	• Pesticide Testing Laboratory	• Tadepalligudem West Godavari (Dist.)
5	Assistant Director of Agril. (PTL)	• Pesticide Testing Laboratory	• ARS Campus Warangal
IV	Pesticide Coding Centre		
1	Deputy Director of Agriculture (I.A.)	• Pesticides Coding Centre	• SAMETI compound, Old Malakpet, Hyderabad

ANNEXURE-II

Sl. No.	Type of License	Issuing Authority	Fees	Period of License	License will be issued by
1	Grant/Renewal of certificate for manufacturing of fertiliser mixtures.	Commissioner for Agriculture	Rs.1000/-	3 years	30 days
2	Grant/Renewal of certificate for manufacturing of special mixtures of fertilisers.	Commissioner for Agriculture	Rs.500/-	3 years	30 days
3	Grant/Renewal of certificate of Registration of wholesale to manufacturers' pool handling agencies and importers.	JDA (Fert.) O/o C&DA	Rs.2250/-	3 years	30 days
4	Grant/Renewal of certificate of registration of whole sale retailer/dealer.	ADA (Regular) in their respective Divisions	Rs.1250/- Rs.2250/-	3 years	30 days
5	Grant/Renewal of License to manufacturing of insecticides.	C&DA	Rs.2000/- per pesticide & minimum of Rs.20,000/- per any number of insecticides.	2 years	30 days
6	Grant/Renewal of License to Sell, Stock, or Exhibit for sale or distribution of insecticides.	District JDAs in their respective Districts	Rs.500/- per pesticide & maximum Rs.7500/- per any number of insecticides in municipalities Rs.100/- per insecticide and maximum of Rs.1500/- for any nos. of insecticide in other areas.	2 years	30 days

Sl. No.	Type of License	Issuing Authority	Fees	Period of License	License will be issued by
7	Grant & Renewal & Amendment of License in respect of seed companies & dealers who carry on sale Premises and Seed Godowns in more than one district.	Addl. Dir. of Agril. (Crops)	Rs.50/-	3 years	Although there is no specified period for grant or renewal of seed license by the licensing authority, application will be disposed off within 60 days
8	Grant & Renewal & Amendment of Seed License.	District JDAs in their respective districts	Rs.50/-	3 years	Although there is no specified period for grant or renewal of seed license by the licensing authority, application will be disposed off within 30 days
9	Complaint regarding sale of spurious/sub-standard seed/pesticide/fertilisers.				3 days
10	Complaint relating to seed MOU.				15 days

A. P. DRUGS CONTROL ADMINISTRATION

Citizen's Charter

I. Services offered by this department

- Information on licensed Blood Banks.
- Information on Banned Drugs.
- Information on prices of Notified Drugs.
- Information on drugs about contra-indications, doses, etc.
- Complaints on services of Chemists and Druggists.
- Complaints on quality and adverse reaction of drugs.

II. Our Service Standards

We have set the following Targets/Standards/Response Time for delivery of services by our department:

Sl. No	Item of Work	Targeted Response Time
a.	Information on licensed blood banks	One day/visit www.apcda.com
b.	Information on Banned drugs	Immediate/visit www.aidcoc.org
c.	Information on prices of Notified Drugs	Two days/visit www.nppaindia.com
d.	Information on drugs about contraindications, doses, etc.	Two days/visit www.rxforce.com
e.	Complaints on services of Chemists and Druggists	15 days for local dealer 30 days for outstation dealer.
f.	Complaints on quality and Adverse reactions of drugs	Result will be communicated to you after receipt of Quality Report.

In respect of the above information, complaints can be lodged at the concerned Drugs Inspector's Office.

In case any further follow-up and for suggestions to improve the services, where you feel necessary, please contact the following officers:

1. Joint Director, Drugs Control Administration, Vengal Rao Nagar, Hyderabad 500 038; E-mail: apdca@ap.gov.in
2. Director, Drugs Control Administration, Vengal Rao Nagar, Hyderabad 500 038; E-mail: apdca@ap.gov.in
3. Inspector General, Drugs and Copy rights, Drugs Control Administration, Vengal Rao Nagar, Hyderabad 500 038; E-mail: apdca@ap.gov.in

III. Availability of Forms and Information

Check list and Forms, please visit www.apcda.com/www.pharmabiz.com or respective Associations.

IV. Guidance and Help can be obtained from the Concerned Drugs Inspector's Office.

V. In case any further follow-up and for suggestions to improve the services, where you feel necessary, please contact the following officers:

1. Deputy Director-I, Drugs Control Administration, Vengalarao Nagar, Hyderabad 500 038; E-mail: apdca@ap.gov.in
2. Joint Director and Director (FAC), Drugs Control Administration, Vengalarao Nagar, Hyderabad 500 038; E-mail: apdca@ap.gov.in
3. Additional Director General, Drugs and Copy rights, Drugs Control Administration, Vengalarao Nagar, Hyderabad 500 038; E-mail: apdca@ap.gov.in

VI. How You Can Help Us to Help You Better?

- i Follow the Guidelines give under the Drugs and Cosmetics Act 1940 and rules thereunder.
- ii Associate Drugs Control Administration in meetings of professional organisations like IPA, BDMA, etc.
- iii Apply for renewal of licenses in time.
- iv While dispensing drugs against prescription, consult the doctor in case of doubt.
- v In case of doubt on quality of drugs or complaint from citizens, inform the nearest Drugs Inspector.

How You Can Help Us

Following Guidelines are for Your Safety and Health

1. Consult qualified Doctor and use drugs as per his advice only.
2. Purchase medicines from licensed Medical Shop and insist for bill.
3. In case of non-availability of any drug, please inform nearest officer of Drugs Control Administration for taking further action.
4. Look for the date of expiry and price printed on the label of the drug and if any discrepancy is found, please report to us for taking necessary action.
5. Inform details of any adverse drug reaction you have come across on the use of any drug to us for investigation immediately.
6. Show the drug purchased by you to your doctor for verification and guidance.
7. Destroy all containers of used medicines along with their labels.
8. Keep medicines out of reach of Children.
9. Store medicines properly as per the directions given on the label.
10. Citizen has right to get drug/cosmetics analysed on cost by Government Analyst as per the Drugs and Cosmetics Act.
11. Aggrieved citizen can institute prosecution against any erring dealer/ manufacturer under the Drugs and Cosmetics Act.
12. Don't accept medicines labeled as "Physician's Samples" and "Govt. Supply not for sale" from any Medical Shop.

Clarification

1. Our operations are restricted to Allopathic Drugs and Cosmetics.
2. No action will be taken on anonymous complaints.

Client's Charter

I. Services offered by this department

1. Grant of manufacturing licenses
2. Renewal of manufacturing licenses
3. Grant/renewal of approval for Approved Laboratories
4. Approval of Additional Products
5. Approval of Technical Staff
6. Recommending for Grant/Renewal of Licenses to Central Licensing Authority, Delhi, with respect to Vaccines and Sera; Large Volume Parenterals; Blood Banks
7. Effecting changes in existing licenses
8. Issue of WHO GMP Certificate
9. Issue of Free Sale Certificate
10. Issue of Market standing Certificate
11. Issue of GMP Certificate
12. Issue of Non-conviction Certificate
13. Issue of production capacity Certificate
14. Grant of Sales Licenses
15. Renewal of Sales Licenses
16. Effecting in existing Sales Licenses

II. Our Service Standards

We have set the following Targets/Standards/Response Time for delivery of services:

Sl. No.	Item of Work	Targeted Response Time
1	Grant of manufacturing Licenses	21 Working days
2	Renewal of manufacturing Licenses	60 Working days
3	Grant/Renewal of approval for Approved Laboratories	30 Working days
4	Approval of Additional Products	10 Working days
5	Approval of Technical Staff	10 Working days
6	Recommending for Grant/Renewal of Licenses to Central Licensing Authority, Delhi with respect to Vaccines and Sera; Large Volume Parenterals; Blood Banks	30 Working days
7	Effecting change in existing Licenses	10 Working days
8	Issue of Free Sale Certificate	5 Working days
9	Issue of Market Standing Certificate	5 Working days
10	Issue of GMP Certificate	15 Working days
11	Issue of Non-Conviction Certificate	5 Working days
12	Issue of Production Capacity Certificate	5 Working days
13	Issue of WHO GMP Certificate	30 Working days
14	Grant of Sale Licenses	30 Working days
15	Renewal of Sale Licenses	90 Working days
16	Effecting change in existing Sale Licenses	15 Working days

DEPARTMENT OF LABOUR

Citizen's Charter

Major Functions of the Departmental Officers

The following time limits are prescribed for issuing registration and license under Labour Laws and for disposal of grievance and complaints on non enforcement of the Labour Laws.

Assistant Labour Officers

- Registration of Shops and Establishments - within 14 days
- Complaints for enforcement of closure of shops on Sundays and on Holidays - within 14 days
- Night visits for ensuring closing hours - within 3 days
- Non-implementation of Minimum Wages inspections - within 7 days
- Disposal of the grievances by way of arranging spot payment or filing claims before the appropriate authority - within 7 days

Labour Officers

- Registration of Motor Transport Undertaking - within 7 days
- Registration of Beedi and Cigar Establishments - within 7 days
- Complaints of non-enforcement of Minimum Wages - inspection will be arranged - within 7 days
- Grievances will be redressed by way of arranging spot payment or filing claim application before appropriate authority - within 14 days

Assistant Commissioners of Labour

- Conciliation Officer under Industrial Disputes Act- Issues of strikes and lockouts will be taken up - within 3 days
- Issue of license under Contract Labour Act - within 7 days
- Issue of Registration under Contract Labour Act for Prl. Employers - within 7 days
- Disposal of Registration of applications for Trade Union Regn. - within 7 days
- Disposal of cases under Minimum Wages Act, Payment of Wages Act, Workmen's Compensation Act, Shops and Establishments Act and Payment of Gratuity Act - within 14 days
- Redressal of complaints of non-enforcement - within 14 days

Deputy Commissioners of Labour

- Registration of Trade Union (*including the period of Verification by ACL) - within 14 days
- Complaints on enforcement will be arranged to redress - within 7 days
- Disposal of cases under Labour Laws - within 3 days

The Department will make sincere effort to set standards, provide information, ensure openness, and to be impartial and accessible to the public to settle grievances at an early date.

A. P. INDUSTRIAL DEVELOPMENT CORPORATION

Citizen's Charter

1. The Aim/Purpose of this charter is to work for better quality in public service
2. We deliver the following services to investors:
 - Equity Participation
 - Term Loan
 - Medium Term Loan
 - Short Term Loan
 - Loan for Acquisition of Pre-Existing Productive Assets
 - Bill Discounting Scheme
3. Our aim is to achieve the following service delivery/quality parameters:

Name of the Service (Sanctions)	Service Delivery Standards Time Limit (days/hours/minutes)
a. Equity Participation	45 days
b. Term Loan	45 days
c. Medium Term Loan	30 days
d. Short Term Loan	30 days
e. Loan for Acquisition of Pre-Existing Productive Assets	30 days
f. Bill Discounting Scheme	15 days

4. Availability of Information:

Information on the following subjects can be obtained from our officers listed below:

Information Relating to	Designation of the Officer	Located at	Telephone/Fax/ E-mail
a. Equity	DGM (Projects)	APIDC, Hyderabad	apidc@ap.gov.in apidc@rediff.com
b. Term Loan	DGM (Projects)	APIDC, Hyderabad	apidc@ap.gov.in apidc@rediff.com
c. Medium Term Loan	DGM (Finance)	APIDC, Hyderabad	apidc@ap.gov.in apidc@rediff.com
d. Short Term Loan	DGM (Finance)	APIDC, Hyderabad	apidc@ap.gov.in apidc@rediff.com
e. Loan for Acquisition of Pre-Existing Productive Assets	DGM (Finance)	APIDC, Hyderabad	apidc@ap.gov.in apidc@rediff.com
f. Bill Discounting	DGM (Finance)	APIDC, Hyderabad	apidc@ap.gov.in apidc@rediff.com

5. For information outside office hours, please contact:
Deputy Manager (Administration & PR)

Availability of prescribed forms

Title of the Form	Fee to be paid	Whom to contact
Financial Application (soft copy)	Rs.100/- in case or DD drawn in favour of APIDC Ltd., payable at Hyderabad	AGM (Projects)
Tender Forms for purchase of assets of sick units	Rs.1000/- in cash or DD drawn in favour of APIDC Ltd., payable at Hyderabad	General Manager (Asset Management Cell)
Industrial Directory of APIDC assisted units (soft copy)	Rs.150/- in cash or DD drawn in favour of APIDC Ltd., payable at Hyderabad	Manager (MIS)

Forms are also available in the web at www.apidc.org and can be downloaded.

6. Complaint redressal systems

Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints with the following officers:

Designation of the Officer	Located at	Telephone/Fax/E-mail
Executive Director	APIDC, Hyderabad	apidc@ap.gov.in apidc@rediff.com
Executive Director	APIDC, Hyderabad	apidc@ap.gov.in apidc@rediff.com

7. A centralised customer care centre/grievance redressal centre is also available at APIDC, Ist Floor, Parisrama Bhavanam, Hyderabad-500 004, where you can lodge your complaints.
8. We will acknowledge all complaints within 2 days and final reply on action taken will be communicated within 7 days.
9. Consultations with users/stakeholders
- We welcome suggestions from our users.
 - We send Feedback Formats to the entrepreneurs.
 - We hold periodical meetings with users/user representatives and if you wish to be associated with this please contact DGM (Projects), APIDC, at Hyderabad.
 - Please also enter your details at our website www.apidc.org indicating your willingness to be available for consultation, survey on the points enlisted on the Charter.

10. We seek your co-operation on the following:

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way:

- Furnish all relevant information enlisted in the Application Form for Financial Assistance.
- Fulfil all the terms and conditions stipulated in the Sanction Letter issued by the Corporation.

11. Guide Book/Handbook/Consumer Helpline

We have published a Brochure/Handbook for the guidance of our customers. Please contact **AGM (Projects) OR Manager (MIS)** for more details.

Our Helpline number is _____ 6 lines.

Our Customer Information Centre is located at Parisrama Bhavanam, Basheer Bagh, Hyderabad -500 004.

We are committed to constantly revise and improve the services being offered under the Charter.

LET US JOIN IN MAKING THIS CHARTER A SUCCESS!

DEPARTMENT OF HANDLOOMS AND TEXTILES

Weavers' Charter

“Creating prosperity for weavers by combining Welfare in Wrap with the Wealth in Weft.”

1. Our Mission

The Handlooms and Textiles Department is dedicated to:

- a. Fulfill the role in **Vision 2020** by concentrating on garment manufacturing which has been identified as growth engine.
- b. Participate and fulfill the role in the employment generation mission of **Vision 2020**.
- c. Implementation, monitoring and review of Handloom policies, programmes and schemes to enhance the socio-economic conditions of weavers in the State.
- d. Extend financial support to Apex and Primary Weaver Cooperative Societies for effective implementation of various developmental and welfare schemes which are aimed to benefit Handloom weavers/powerloom weavers.
- e. Support the Handloom and Textile Sectors in upgrading skill, knowledge market infrastructure, health and living conditions.

2. Our Values

The Handloom and Textiles Department is committed to:

- a. Recognise the needs and welfare of all weavers in the State.
- b. React with clarity in implementing with suitable programmes / schemes.
- c. Reach every nook and corner of the Handloom and Textile Sector with a helping hand.

3. Our Commitment

- a. To work towards the overall development and growth of handloom weavers.
- b. To regularly monitor the implementation of schemes and receive suggestions for effective implementation.
- c. To support the Handloom and Textile sector at large in the areas of Human Resources Development, Infrastructure, Marketing, Raw material, Supply, Design input, Finance, Export, etc.
- d. To negotiate with all related agencies, organisations, other departments to better further the support system.
- e. To monitor the implementation of various Developmental and Welfare schemes meant for Handlooms and Textiles sector till the expected goals are achieved.
- f. To incur expenditure in schemes with transparency, accuracy, consistency, quick reach, and result orientation.
- g. To identify the problem areas in Handlooms and Textiles sector, make analysis and entrust to concerned persons for redressal.
- h. To periodically review the schemes to ensure continuous effort to upgrade skills of the weavers and to motivate them to cope with the changing world scenario.

- i. To extend and strengthen the extension services at the field level, to bridge the design gap and techno gap facing the weavers.
- j. To involve reputed designers and design institutions like NID and NIFT to facilitate weavers to shift to garments and help them to weave fabrics which are suitable for garment for the new market.

4. Our Reach

To reach weavers in Cooperative and outside the Cooperative fold, Weavers' Cooperative Societies, Apex bodies, Corporations, entrepreneurs, processors, printers, exporters, industrialists engaged in production, processing, weaving, designing, crafting, and printing Handloom Textiles in organised, unorganised sectors in Urban, Semi Urban and Rural areas through:

- a. Our focal point, i.e., Office of the Commissioner, H&T & DC, AEPs, IVth floor, BRKR Bhavan, Tank Bund Road, Hyderabad.
- b. Andhra Pradesh Handloom Weavers Cooperative Society Limited (APCO), Narayanaguda, Hyderabad.
- c. Regional Directors' Offices at Hyderabad, Warangal, Tirupathi, Ongole and Rajahmundry.
- d. Deputy Directors' (Enforcement) Offices at Hyderabad, Warangal and Tirupathi.
- e. Assistant Directors' Offices at all head quarters except in Ranga Reddy, Khammam and Visakhapatnam.
- f. Divisional Marketing offices of APCO in the State.
- g. Pragada Kotaiah Memorial IIHT, Venkatagiri, Nellore District.
- h. Telugu Chenetha Parisramika Sikshana Kendram, Hindupur, and Weavers' Training Centre at Karimnagar.

Each of our above offices is committed to help the weavers and set standards of performance by which the quality of services and their dedication to perform it can be assessed.

5. Our Activities

From our focal point at Hyderabad Processing of proposal under various schemes after clearance by SLMC, monitoring and evaluation of implementation of schemes, continuous interaction with District Officers and other implementing agencies for effective implementation and review till all objectives are fulfilled and through:

- a. APSHWCS Ltd., (APCO) - Supply of raw material and market support to member cooperatives.
- b. Regional Deputy Director - Textile Sector covering Powerlooms, Processing, Sizing, Spinning, Hosiery and Apparel wings.
- c. Deputy Director (Enforcement) - Enforcement of Handlooms Reservation Order, Powerloom clusters, Insurance, and Housing to Powerloom workers.
- d. Assistant Directors - Implementation of all Government Schemes, District Registrar of Primary Weavers' Cooperative Societies.
- e. Divisional Marketing Officer, APCO, Procurement and Marketing of Handloom cloth, Technical guidance to primaries.
- f. SPKM IIHT - HRD, Skill upgradation.
- g. Training Centre - HRD, Skill upgradation, Training.

6. Our Schemes

- a. Scheme of supply of yarn at mill gate price (input related scheme).
- b. Deendayal Hathkargh Protsahan Yojana (Development Scheme).
- c. Workshed-cum-Housing, Thrift fund, Group Insurance, Health Package (Welfare schemes).
- d. DEPM, Exhibitions and District Level fair, Buyer-Seller meets (Marketing schemes).
- e. Setting up enforcement machinery to implement Handloom Reservation Act.
- f. Establishment of textile parks and Apparel Export Parks - Conduct training programmes in garment making (HRD scheme).
- g. Training programmes to powerloom workers (HRD scheme).

7. Our Functionary Role

- a. The Assistant Director (H&T), The District Level functionary shall ensure that:
 - i. All the eligible weaver members of cooperatives enrolled in Thrift fund - cum - Savings and Security Scheme and all claims are sent to LIC in 15 days and money received within 45 days.
 - ii. All the weavers above age of (60) years get monthly pension under State scheme and the spouse of deceased weavers gets Family pension under Family Pension Scheme to be approved.
 - iii. All the eligible weavers suffering from occupational diseases covered under Health Package Scheme and provided with adequate medical assistance and medicines.
 - iv. The weaver localities provided with drinking facility through Bore Wells, Hand bores, Dug wells, etc.
 - v. Every weaver member is given access to design and technology.
 - vi. To concentrate on weavers outside the cooperatives fold.
 - vii. The role of Registrar is performed with honesty, transparency and within the statutory time frames.
- b. The APCO, the marketing agency for member cooperatives shall ensure:
 - i. Provision of adequate work to all the weaver members of affiliated cooperatives.
 - ii. Qualitative and quantitative supply of raw materials procured from Government Organisations like NHDC, NTC, etc.
 - iii. Lesser carrying cost on the inventory procuring market driven products.
 - iv. Accountability on the concerned Technical Assistant/Procurement Officers for the loss caused on the handloom products not sold within (3) months from the date of receipt in the showroom.
 - v. Conduct of vigorous market surveys to develop marketable products and to become lead supplier in the market.

8. Our Monitoring

- a. State Level Monitoring Committee.
- b. District Level Monitoring Committee.
- c. Society/Implementing Agency Level Monitoring/Implementation Committee.

9. Performance Standard

- a. Continue to publicise programmes and schemes.
- b. Update database to serve better.
- c. Welcome suggestions and advice to improve performance standards to the best of satisfaction.
- d. Ensure to be a no reminder office.
- e. Take quick decisions and check delays level jumping system.
- f. Extend judicious physical and financial support.
- g. Introduce compensation payable to weavers for delays on the part of District Offices and Territorial Offices and gradually move to complete recipient monitoring.
- h. To set a time frame or all schemes and programmes.

10. Complaints

- a. Aimed to settle complaints within 15 working days, if not, reasons for the delay and the likely time to be informed.
- b. May be lodged through telephone, letter, fax or visit to concerned officers.
- c. Our contact phone/fax numbers
Phone _____, _____, _____ and _____.
Fax No. _____.

DEPARTMENT OF HANDLOOMS AND TEXTILES

ANDHRA PRADESH FIRE SERVICES DEPARTMENT

Citizen's Charter

This is the Charter of Andhra Pradesh Fire Services Department towards the people of Andhra Pradesh so that they will be able to live without the fear of fire. This Charter aims for better quality in public service by the Andhra Pradesh Fire Services Department.

(Enumeration of service delivered by the Department)

We deliver the following services:

- i. To save life and property of people from fire;
- ii. To rescue from floods, earthquakes, cyclones, rail and road accidents, air crashes, building collapses, and such other emergencies and disasters;
- iii. To render advice on fire protection and fire prevention;
- iv. To enforce fire safety measures in all fire hazardous places like multi-storeyed buildings, public resorts, public assembly places, hazardous industries, godowns, commercial complexes and other such places;
- v. To impart training in basic fire prevention, fire fighting and rescue operations;
- vi. To provide standby fire fighting arrangements at large gatherings and important public meetings; and
- vii. To create public awareness on fire prevention.

Our aim is to achieve the following service delivery/quality parameters

Nature of the service	Service Delivery standards (time limit-days/hours/minutes)	Remarks
a. Prompt response to fire call and other emergencies like floods, drowning, building collapse, Road and Train accidents, and air crashes.	20 Seconds	The fire vehicle with crew will start from the nearest Fire Station within One minute from the time of receipt of the call.
b. To issue No Objection Certificate for fire hazardous places, i.e., Multi-Storeyed Buildings and other hazardous places.	15 days	The application with 5 sets of plans will be referred to the M.S.B. Inspection Committee within two days after receiving and will be processed immediately after receipt of inspection report.
c. Basic Fire Prevention training to security personnel of hazardous industries, public assembly places, offices and others.	15 days	The Fire Aid fire fighting training will be imparted in the nearest Fire Station as of now. Once the State Training School comes up, advanced courses will be started for all categories of personnel as per their requirements.

d. Standby fire fighting arrangements for huge public gathering/meetings.	As and when required	Nil
e. Creation of public awareness on fire prevention for various sections of society, viz., Children, housewives, security personnel, industrial workers, and others.	It is an ongoing continuous programme.	It is proposed to have regular awareness programmes in schools to create fire consciousness among children.
f. Assistance and advice on conducting Fire Drills.	As and when requested by any organisation.	Minimum fire safety systems like Fire Alarm need to be installed for conducting fire drills.

Availability of Information

Information on the following subjects can be obtained from our officers listed below:

Information relating to	Name of the officer	Designation	Located at	Telephone No.
1. Multi-storeyed Building Fire Safety	Current officer holding the post	Regional Fire Officer, Central Region, Hyderabad	1 st Floor BRK Rao Bhavan, Tank Bund, Hyderabad	Current No.
2. No Objection Certificates	Divisional Fire Officer and Assistant Divisional Fire Officer concerned	Divisional Fire Officer/Assistant Divisional Fire Officer	At respective districts	List of Telephone Nos. enclosed
3. Stand-by Fire Fighting arrangements	Divisional Fire Officer and Assistant Divisional Fire Officer concerned	Divisional Fire Officer/Assistant Divisional Fire Officer	At respective districts	List of Telephone Nos. enclosed
4. Assistance and advice on Fire Drills	Divisional Fire Officer and Assistant Divisional Fire Officer concerned	Divisional Fire Officer/Assistant Divisional Fire Officer	At respective districts	List of Telephone Nos. enclosed
5. Training on basic fire prevention	Divisional Fire Officer, Assistant Divisional Fire Officer and Station Fire Officer concerned	Divisional Fire Officer/Assistant Divisional Fire Officer	At respective places	List of Telephone Nos. enclosed

Availability of prescribed forms

Title of Form	Fee to be paid	Whom to contact
1. Provisional N.O.C. for Multi-Storeyed Buildings	Rs.10/- per sq. metre of built-up area	Director General of Fire Services, A.P., Hyderabad
2. N.O.C. for others	Nil	Respective Divisional Fire Officers/Assistant Divisional Fire Officers

Complaints Redressal System

Courteous and helpful service will be extended by all the staff. If you have any complaints to make on the delivery of the above standards, you are welcome to register your complaints with the following officers:

Designation	Location	Telephone/Fax/Mail
Director General of Fire Services, A.P., Hyderabad	1 st Floor, 'B' Block, BRK Rao Bhavan, Tank Bund, Hyderabad	Current Numbers E-Mail: dgfire@satyam.net.in
Regional Fire Officer, Central Region, Hyderabad	1 st Floor, 'B' Block, BRK Rao Bhavan, Tank Bund, Hyderabad	Current Numbers
Regional Fire Officer, Southern Region, Anantapur	H. No.6-47/A1, Kovvur Nagar, Anantapur 515004	Current Numbers
Regional Fire Officer, Eastern Region, Visakhapatnam	Dandu Bazar, Maharanipet, Visakhapatnam	Current Numbers

All complaints will be acknowledged by us within 3 days and final reply on the action will be communicated within 15 days.

Consultation with our users/stakeholders

1. We welcome suggestions from our users.
2. We welcome the members of public to meet the officers of the rank of Station Fire Officers and above at their offices without any hesitation between 3:00 p.m. and 4.00 p.m. on all working days for any suggestions/services. The location of various officers with telephone numbers are supplied in a separate appendix.

We seek your cooperation on the following

Citizen's Charter is a joint effort between us and you to improve the quality of services provided by us and we request you to help us in the following:

1. We expect the public to view the Fire Services as a friendly force, which should be assisted to save lives and property.
2. Obtain N.O.C. from A. P. Fire Service Department before constructing a residential building above 15 mtrs. height and buildings irrespective of height used for other than residential purpose.
3. Provide and maintain all fire safety systems in the fire hazardous premises as per National Building Code of India, Bureau of Indian Standards, and as advised by Fire Service Department.

4. Conducting of fire drills once every 3 months in all fire hazardous premises to improve fire consciousness among the inhabitation of the premises.
5. To report about the fire accident giving the exact address with landmarks and shortest possible route to reach the place of incident without any loss of time.
6. Road users should give way to fire vehicles on their way to attend fire and emergency calls.
7. We further expect the people to adopt safe practices and observe all necessary fire precautionary measures during their routine day to day life and while handling inflammable and explosive substances so that risk by fire and other accidents is reduced.
8. We expect the public to understand the dos and don'ts in a fire accident.

Our Helpline Number is **101**

We are committed to constantly revise and improve the services being offered under the Charter.

LET US JOIN IN MAKING THIS CHARTER A SUCCESS!

MALAKPET POLICE STATION

Citizen's Charter

We strive for your safety

Please co-operate

Malakpet Police Station

East Zone, Hyderabad

We offer the following services:

1. Politeness

- Courtesy and Immediate Response.

2. Your Complaints

- On your Telephonic Complaint we come to your house and receive complaint.
- We receive the complaint at Reception Counters of our Police Station and acknowledge the same.
- After registering the case, we will provide the FIR copy within three hours at free of cost.
- Petition enquires will take place at scene of offence itself.
- Petition enquiries will be made by officer above the rank of Head Constable.
- We will inform over telephone within 7 days about action taken on your Complaint.
- Progress of the investigation of your case can be known at Reception Counter of our Police Station or over Telephone Number _____ between 10A.M. to 6 P.M.

3. Your Arrest / Detention

- Use the police station telephone to inform relatives/Advocate.
- Divisional Lock-up is available at Police Station, Malakpet.
- Ladies/Children below 14 yrs and Citizens above 65 yrs will be examined at residence.
- Ladies/Children below 14yrs/Citizens above 65 yrs will not be arrested between 6 A.M. to 6 P.M. hrs.

4. Your Documents

- In case of complaints regarding loss of Vehicle Registration Certificates, Driving License, Insurance Documents, and other important documents, investigation result will be intimated after 3 days. If the documents lost are not traced within three (3) days, a "Not Traceable" certificate will be issued.

5. Your Property

- We will assist you to claim it from the court on all working Saturdays only.

6. Maithri Committees

- There are 2 committees in 2 police sectors. Monthly meetings are held to solve local problems.

7 Navigation Boards

- We have installed Nine Navigation boards at all the entry points of Police Station, Malakpet limits on which our Police Station phone numbers are displayed to facilitate the public for making complaints over phone.

8. We Don't

- Entertain Civil Matters like Land Disputes, Recovery of Money in Financial Transactions, Tenant-owner problems, etc.
- Provide BANDOBUSTS for private functions; we may on payment of User Charges.

9. We Expect You to

- Help shift injured persons to the nearest hospital and inform Police.
- Act as witness or Panchas.
- Not to Disturb Scene of Crime till Police arrives.
- Obtain Police permission to use Loudspeakers, Mikes, and take-out processions or conduct functions.
- Give information about Anti Social Elements/Activities.

Any grievance about any of the above aspects may be informed.

Deputy Commissioner of Police

East Zone

e-mail: dcpeastzone@hotmail.com

Asst. Commissioner of Police

Malakpet

MALAKPET POLICE STATION

ANDHRA PRADESH POLICE

Citizen's Charter

Our Mission

TO UPHOLD THE RULE OF LAW WITHOUT FEAR OR FAVOUR, PROVIDE SECURITY TO THE PEOPLE AND PROTECT HUMAN RIGHTS BY ENLISTING WIDEST POSSIBLE COMMUNITY CO-OPERATION AND BY ABSORBING THE LEADING EDGE TECHNOLOGIES FOR CREATING AN IDEAL ENVIRONMENT FOR GROWTH AND DEVELOPMENT OF OUR STATE.

I. We Serve the Citizens By Rendering the Following Services

1. Prevention of crime
2. Maintenance of Law and Order
3. Registration, Investigation and Prosecution of Crime
4. Traffic Regulation and Management
5. Rescue and Relief Services
6. Protection of Human Rights

II. Our Aim is to Achieve the Following

a. Prevention of Crime

1. We prevent crime by organizing surveillance/patrolling and taking the help of local citizens.
2. We endeavor to educate the people on social evils like witchcraft, sorcery, untouchability, dowry harassment, etc.
3. We take action on information received over telephone, fax, police website, crime stopper, etc., and keep the identity of the informant secret.

b. Maintenance of Law and Order

1. We uphold rule of law.
2. We assist and regulate crowds during fairs, festivals, and public functions by providing bandobust and traffic arrangements free of cost.
3. We provide bandobust for private functions on payment of user charges, depending on the availability of manpower.

c. Registration and Investigation

1. We register all cognizable offences promptly.
2. We register the case even if it is reported at a police station not having jurisdiction and later transfer the case.
3. We examine all witnesses at their place of residence as far as possible.
4. We do not summon any woman witness or a child below 15 years of age or a senior citizen above the age of 65 years to the Police Station for examination.
5. We help the complainants in getting interim custody of the recovered stolen property sent to the court.
6. We keep the complainants or victims informed of the stage of investigation of the case periodically by way of exhibiting 'know your case' boards and also through individual intimation.

d. Arrest, Bail, and Prosecution

1. a. We do not take into custody women, senior citizens, seriously handicapped persons involved in cases between 6.00 PM to 6.00 AM.
- b. Arrest, search and escort of women will be carried out only by women employees of the police department, as far as possible.
- c. When a woman is arrested and detained a relative of the arrested woman will be permitted to remain at the police station.
2. Arrested juveniles will not be lodged in the police lock ups. They will be sent to observation homes or places of safety immediately after the arrest.
3. We do not hand cuff any arrested person, unless there is an absolute need.
4. In bailable offences, we release the arrested persons on bail on production of proper sureties.
5. We help the victims in claiming deposited property from the courts, after the trial is completed.

e. Traffic Regulation and Management

1. We regulate traffic.
2. We enforce traffic rules rigorously.
3. We conduct traffic awareness classes to citizens periodically.

f. Rescue and Relief Services

1. In cases of outbreak of fire or occurrence of earthquake or cyclone or flood we organize immediate rescue and relief operations.
2. We work closely with Fire/Revenue/Public Health Departments, and organize ambulances, medical aid, food, etc.
3. We provide copies of all the documents for securing compensation or relief by the victims of calamities and accidents.

g. Police-Public Relations

1. All visitors to police stations and other police offices will be treated courteously.
2. We share all non-confidential information with the citizens.

III. Citizens can also contact the following for seeking information, apart from the local police station inspector, SDPO/DCP and PRO

Unit Officer	Located at	Telephone No.	Timings
CP/SP	City/Dist H.Q.	____ (O) ____ (R) ____ (Fax)	10 AM to 5 PM

IV. Courteous and helpful service will be extended by all the staff. If you have complaints, Please Contact

The Unit Officers concerned as given in Column III

V. We welcome suggestions from citizens to serve you better. Suggestions can be sent to Station House Officer, Inspector, Sub Divisional Police Officer, Superintendent of Police, Deputy Inspector General of Police and to our website www.apstatepolice.org or fax to Police Headquarters on Fax No. _____ or by post to Director General of Police, Government of Andhra Pradesh, Hyderabad.

VI. We seek your co-operation on the following

1. Always remember that when someone breaks law you are affected and when you break law others get affected. Hence always uphold rule of Law.
2. Pass on information promptly about crime and criminals on toll free Telephone No. 1090.
3. Do not become emotional and unruly when in a mob as your sentiments can be easily exploited by unscrupulous elements.
4. Do not believe rumours - Verify - we are here to give you correct information.
5. Follow traffic regulations.
6. Take safety precautions so as not be victims of road accidents, property offences and violence.
7. Do not keep huge cash and jewellery at home.
8. Insure all valuables.
9. Drivers of vehicles involved in accidents should take all steps to secure medical aid to the injured persons.
10. Registered Medical Practitioners may provide medical treatment to persons injured in accidents.
11. Owners of vehicles should not allow their vehicles to be driven by persons not possessing valid driving license.
12. Please obtain necessary permissions for conducting meetings, entertainments or making announcements through public address system or storing or using explosives or inflammable substances.
13. Help to apprehend the accused involved in non-bailable offences and hand them over to the Police.
14. Help the Police in the investigation and trial of cases by being witnesses.
15. Please preserve the scene of occurrence till the Police arrive.
16. All the village officers should inform the police about receivers of stolen property, dacoits, robbers, escaped convicts, unnatural or suspicious deaths, unidentified dead bodies, commission of offences or matters likely to affect public order within the village limits.
17. Become a partner in policing by joining Maithri and help to make your area crime free.

OUR SERVICES						
	Office to Contact	Response Time	Charge	If any Complaint, Contact	If Complaint Persists, Contact	
1. Registration F.I.R.	Police Station	Immediate	Free	Inspector	SDPO of Area	SP/CP of City/District
2. Supply copy of F.I.R.	Police Station	3 Hours	Free	Inspector	SDPO of Area	SP/CP
3. Reach Scene of Offence Excluding Journey Time						
a. Urban	SHO	10 Minutes	Free	Inspector	SDPO of Area	SP/CP of City/District
b. Semi Urban	SHO	20 Minutes	Free	Inspector	SDPO of Area	SP/CP of City/District
c. Rural	SHO	30 Minutes	Free	Inspector	SDPO of Area	SP/CP of City/District
4. Completion of investigation						
a. Simple Cases	Police Station	1 Month	Free	Inspector	SDPO of Area	SP/CP of City/District
b. Property and Grave Cases	Police Station	3 Months	Free	Inspector	SDPO of Area	SP/CP of City/District
c. White Collar	Police Station	6 Months	Free	Inspector	SDPO of Area	SP/CP of City/District

5. Granting Bail in Bailable offences	Police Station	On production of Proper Sureties	On Production of Surety	Inspector	SDPO of Area	SP/CP of City/District
6. P.M. report after receipt from Medical Officer	Police Station	4 days	Rs.10/-	Inspector	SDPO of Area	SP/CP of City/District
7. Mike Permission	ACP/SDPO	24 Hours	Rs.100/- per day	-	-	SP/CP of City/District
8. Passport Verification after receipt from Passport Officer	SP/CP	21 days	-	-	-	SP/CP of City/District
9. Reports/ Permissions for clearance of license for						
a. Lodges i. Category-I (5 Star) ii. Category-II (3 Star) iii. Category-III (Ordinary)	CPO/DPO	-	i. Rs.15,000/- ii. Rs.10,000/- iii. Rs.5,000/-	-	-	SP/CP of City/District
b. Hotels i. Restaurants ii. Tea Stalls	CPO/DPO	-	i. Rs.5,000/- ii. Rs.1,000/-	-	-	SP/CP of City/District
c. Cycle Stand (Vehicle Parking)	CPO/DPO	-	Rs. 1,500/-	-	-	SP/CP of City/District

d. Band Music and Dance in Hotels / Restaurants, etc., per annum	CPO/DPO	-	Rs.5,000/-	-	-	SP/CP of City/District
e. Amusement Programmes i. (Commercial) Exhibition, Cultural, Programmes, Fashion shows, Personality contest, etc.	CPO/DPO	-	Rs.2,000/- as application fee and Rs.500/- per day	-	-	SP/CP of City/District
ii. (Non-Commercial) Cultural Programmes	CPO/DPO	-	Rs.200/- as application fee and Rs.500/- per day	-	-	SP/CP of City/District
f. Blasting Operations i. Blasting Permission for (15 days) (30 days)	CPO/DPO	-	Rs.300/- Rs.600/-	-	-	SP/CP of City/District
g. Premiere Shows/Benefit Shows	CPO/DPO	-	Rs.1,000/-	-	-	SP/CP of City/District

h. Film / T.V. Shooting i. Hyderabad Race Club j. Off Course betting Center	CPO/DPO	-	Rs.500/- Rs.1,00,000/-	-	-	SP/CP of City/District
	CPO/DPO	-	Application fee and Rs.10,000/- per day	-	-	CP Hyd. City
	CPO/DPO	-	Rs.10,000/-	-	-	SP/CP of City/District
10. Bandobust for Private Functions will be provided subject to availability of Staff	CPO/DPO	Charges to be paid	By Day	By Night	-	SP/CP of City/District
		Inspector/R.I.	Rs.112/-	Rs.140/-	-	-
		S.I./R.S.I.	Rs.93/-	Rs.116/-	-	-
		A.S.I./A.R.S.I	Rs.75/-	Rs.94/-	-	-
		Head Constable	Rs.70/-	Rs.88/-	-	-
		Police Constable	Rs.55/-	Rs.69/-	-	-

APPENDIX

Citizen's Charters in Andhra Pradesh (As on July 2003)

1. A. P. Drugs Control Administration
2. A. P. Fire Services
3. A. P. Industrial Development Corporation
4. A. P. Transco/Discom
5. A.P. Housing Board
6. A.P. Housing Corporation
7. A.P. Housing Federation
8. A.P. Pollution Control Board
9. A.P. State Road Transport Corporation
10. Andhra Pradesh Police
11. Andhra Pradesh Road Transport Authority
12. Andhra Pradesh State Financial Corporation
13. B.C. Welfare Department
14. Board of Collegiate Education
15. Board of Intermediate Education
16. Board of Technical Education
17. Boilers Department
18. Chief Engineers, National Highways
19. Civil Supplies Department
20. Commissionerate of Tenders
21. Department of Agriculture
22. Department of Animal Husbandry
23. Department of Commercial Taxes
24. Department of Employment and Training
25. Department of Factories
26. Department of Handloom and Textiles
27. Department of Indian Medicine (Homoeopathy & Ayurvedic Hospitals)

28. Department of Labour
29. Department of Registration & Stamps
30. Department of Revenue
31. Department of Small Savings and Lotteries
32. Department of Treasuries and Accounts
33. Department of Youth Services
34. Directorate of Medical Education (2 Charters)
35. ESI Hospitals
36. Government Employees Insurance Department
37. Hyderabad Metropolitan Water Supply and Sewerage Board (HMWSSB)
38. Jawahar Bal Bhavan
39. Municipal Administration Department
40. Municipal Corporation of Hyderabad
41. Panchayati Raj Department
42. Printing, Stationery and Stores Purchase Department
43. School Education Department
44. State Archives and Research Institute
45. Telugu Akademi
46. All District Collectorates

