



अण्डमान तथा निकोबार प्रशासन
ANDAMAN AND NICOBAR ADMINISTRATION
स्वास्थ्य सेवा निदेशालय
Directorate of Health Services

पोर्ट ब्लेयर, दिनांक,
Port Blair, dated the

फरवरी , 2021
February, 2021

CITIZEN CHARTER OF DIRECTORATE OF HEALTH SERVICES

NAME OF THE PUBLIC GRIEVANCE OFFICER : RESEARCH OFFICER

TELEPHONE NUMBHER : 03192- 237232

Sl.No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	* Fine imposed for delay in disposal (Related to basic amenities)	Appellate Officer
1.	Issue of Planned Family incentive cheque	1. Application in prescribed format 2. Copy of Birth Certificate 3. X th Passed Certificate 4. Affidavit	Member Secretary (TFPF)	15 days	Rs.10/- per day for the period of delay subject to maximum of Rs.200/- per application, in aggregate, payable by the concerned Govt. Servant to the Citizen as compensatory cost.	Director of Health Services
2.	Issue of Drug License	1. Copy of Registration Certificate of Registered Pharmacist 2. Copy of Lease Agreement 3. Affidavit of non-conviction of Owner of the shop 4. Affidavit of appointment of Pharmacist 5. Affidavit by Pharmacist accepting appointment 6. No Objection by Land lord regarding conducting of medicine shop 7. Sketch map, copy of purchase bill of Refrigerator	Deputy Director (Medical)	New Drug License : 60 days Renewal : 30 days	Rs.10/- per day for the period of delay subject to maximum of Rs.200/- per application, in aggregate, payable by the concerned Govt. Servant to the Citizen as compensatory cost.	Director of Health Services

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Sl.No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	* Fine imposed for delay in disposal (Related to basic amenities)	Appellate Officer
3.	Issue of Family Planning Certificate (Green Card)	<ol style="list-style-type: none"> 1. Application form of Green Card to be signed by ANM/LHV 2. Operation Certificate 3. Copy of Birth Certificate of 02 children 4. Joint photograph of husband and wife duly attested by a Gazetted Officer 5. Copy of Identify proof 	Deputy Director (FW)	15 days	Rs.10/- per day for the period of delay subject to maximum of Rs.200/- per application, in aggregate, payable by the concerned Govt. Servant to the Citizen as compensatory cost.	Director of Health Services
4.	Issue of Handicap Certificate	Application in prescribed format	MS GBPH	15 days	Rs.10/- per day for the period of delay subject to maximum of Rs.200/- per application, in aggregate, payable by the concerned Govt. Servant to the Citizen as compensatory cost.	Director of Health Services
5.	Issue of Medical Examination Reports	Application in prescribed format	MS GBPH	07 days	Rs.10/- per day for the period of delay subject to maximum of Rs.200/- per application, in aggregate, payable by the concerned Govt. Servant to the Citizen as compensatory cost.	Director of Health Services
6.	Issue of Lab Reports	Prescription of Doctor	HOD of Pathology, GBPH and all other health institutions where lab facilities are available	Routine : Same day Other : 03 days	Rs.10/- per day for the period of delay subject to maximum of Rs.200/- per application, in aggregate, payable by the concerned Govt. Servant to the Citizen as compensatory cost.	Director of Health Services

Sl.No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	* Fine imposed for delay in disposal (Related to basic amenities)	Appellate Officer
7.	Issue of Post Mortem Report	Application in prescribed format	HOD Forensic Medicine, GBPH and all other health institutions where facilities are available	07 days	Rs.10/- per day for the period of delay subject to maximum of Rs.200/- per application, in aggregate, payable by the concerned Govt. Servant to the Citizen as compensatory cost.	Director of Health Services
8.	Birth & Death Certificate	Application in prescribed format	Registrar of Birth and Deaths and all other health institutions where birth and death registration facilities are available	05 days	Rs.10/- per day for the period of delay subject to maximum of Rs.200/- per application, in aggregate, payable by the concerned Govt. Servant to the Citizen as compensatory cost.	Director of Health Services
9.	Issue of Patient Case Sheets	Application in prescribed format	MS GBPH and all other PHCs & CHCs	03 days	Rs.10/- per day for the period of delay subject to maximum of Rs.200/- per application, in aggregate, payable by the concerned Govt. Servant to the Citizen as compensatory cost.	Director of Health Services
10.	Dulari Scheme Benefits	<ol style="list-style-type: none"> 1. Application in prescribed format 2. Date of Birth Certificate 3. Local certificate of either of the parents 4. Ration Card of the family 5. Address proof of the parents 6. Mark sheet 7. Any other document (Sp) 	Deputy Director (Family Welfare)	30 days	Rs.10/- per day for the period of delay subject to maximum of Rs.200/- per application, in aggregate, payable by the concerned Govt. Servant to the Citizen as compensatory cost.	Director of Health Services

Assistant Director (Admin.)