



अंडमान तथा निकोबार प्रशासन  
**Andaman and Nicobar Administration**  
स्वास्थ्य सेवा निदेशालय  
**Directorate of Health Services.**  
**Sri Vijaya Puram**  
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Sri Vijaya Puram, dated 21 February, 2025

**CITIZEN CHARTER OF DIRECTORATE OF HEALTH SERVICES**

**NAME OF THE PUBLIC GRIEVANCE OFFICER : ASSISTANT DIRECTOR (ADMN.)**

**TELEPHONE NO. 9434264135**

Sl.No.	Service/Work being provided	Documents Required	Officer(s) responsible for disposal of the service	Time frame for disposal	Fine imposed for delay in disposal (related to basic amenities)	Appellate Officer
1	2	3	4	5	6	7
1	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 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)	1. New Drug License: 15 Days 2. Renewal: 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 Service


2	Dulari Scheme Benefits	1. Online application	Nodal Officer (Dulari)	1. 60 Days for Process	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 Service
		2. Birth certificate of beneficiaries				
		3. Aadhar of beneficiaries				
		4. Local or islander certificate of either of the parents				
		5. Ration card details of family		2. Generation of Fixed Deposits Depends on Availability of Funds		
		6. Marksheet of beneficiaries				
		7. Photo of beneficiaries				
		8. Affidavit for unmarried at the age of 21 and 25 years by the executive magistrate				
3	Issue of Birth Certificate	1. Application in Prescribed format	Registrar of Births and Deaths of concerned Health Institutions where birth or death occurred	07 Days	Any Registrar or Sub-Registrar who neglects or refuse, without reasonable cause, to register any birth or death occurring in his jurisdiction or to give a certificate to the informant under section 12 shall be punishable with fine which may extend to Two Hundred and Fifty rupees	Chief Registrar of Births & Deaths / DHS
		2. AADHAR copy of both parents				
		3. Copy of Discharge Slip				

4	Issue of Death Certificate	<p>1. Application in Prescribed format</p> <p>2. AADHAR copy of deceased, spouse, mother and father and applicant</p> <p>3. Deceased body handover slip</p> <p>4. If deceased or spouse was government servant, copy of the family details of the service record is to be submitted.</p>	Registrar of Births and Deaths of concerned Health Institutions where birth or death occurred	07 Days	Any Registrar or Sub-Registrar who neglects or refuse, without reasonable cause, to register any birth or death occurring in his jurisdiction or to give a certificate to the informant under section 12 shall be punishable with fine which may extend to Two Hundred and Fifty rupees	Chief Registrar of Births & Deaths / DHS
5	Correction of old birth or death certificate	<p>1. Application in Prescribed format</p> <p>2. Aadhar copy for correction in the require field</p>	Registrar of Births and Deaths of concerned Health Institutions where birth or death occurred	14 Days	Any Registrar or Sub-Registrar who neglects or refuse, without reasonable cause, to register any birth or death occurring in his jurisdiction or to give a certificate to the informant under section 12 shall be punishable with fine which may extend to Two Hundred and Fifty rupees	Chief Registrar of Births & Deaths / DHS

6	Issuance of Non Availability Certificate and Delayed Registration of Birth and Death	1. Filled in Birth/ Death Report Form	Registrar of Births and Deaths of concerned Health Institutions where birth or death occurred	21 Days	Any Registrar or Sub-Registrar who neglects or refuse, without reasonable cause, to register any birth or death occurring in his jurisdiction or to give a certificate to the informant under section 12 shall be punishable with fine	Chief Registrar of Births & Deaths / DHS
		2.Non - Availability Certificate				
		3. Any birth or death of which delayed information is given to the Registrar after thirty days but within one year of its occurrence, shall be registered only with the written permission of the District Registrar or such other authority, on payment of such fee and on production of self-attested document in such form and manner as may be prescribed				
		4. Any birth or death of which delayed information is given to the Registrar after one year of its occurrence, shall be registered only on an order made by a District Magistrate or Sub-Divisional Magistrate or by an Executive Magistrate authorised by the District Magistrate, having jurisdiction over the area where the birth or death has taken place, after verifying the correctness of the birth or death and on payment of such fee as may be prescribed				
		5. Verification report of the ANM/LHV of the Jurisdiction on the Birth or Death Report where birth/death occurred.				
		6. AADHAR Copies				

7	Issue of Post Mortem Report	1. Application in Prescribed format	HOD Forensic Medicine, GBPANT and all other health institution where the 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 Service
8	Issue of Patient Case Sheets	1. Application in Prescribed format	MS GB Pant & 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 Service
9	Issue of Handicap Certificate	1. Application in Prescribed format	MS GB Pant	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 Service
10	Issue of Medical Examination Report	1. Application in Prescribed format	MS GB Pant	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 Service

11	Issue of Lab Report	Prescription of Doctor	HOD of Pathology, GBPH and all other health institution 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 Service
12	PIO & APIO of RTI	-	P. L. Christopher (Nodal Officer, RTI)	30 Days	-	Director of Health Service

  
**Assistant Director (Adm.)**  
 Assistant Director (Adm.) DHS  
 स्वास्थ्य सेवा निदेशालय/ DHS  
 श्री/विजयपुरम / Sri Vijaya Puram  
 21/11/2024