CITIZEN CHARTER

S.No	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	Preparation of Annual Plan	Proposed and approved in the Gram Sabha for economic development and Social Justice of the District through District Planning Committee	Senior Investigator	45 days from the District Planning Committee	Chief Executive Officer
2	Administrative approval and expenditure sanction of various estimates	Work proposed in Annual Plan and passed in Gram Sabha and based on priority. Subject to availability of fund	Senior Investigator	30 days if documents are found in order 03 days incomplete proposal may be returned	Chief Executive Officer
3	Preparation of estimates	Bill in complete shape	Executive Engineer	30 days subject to availability of fund	Chief Executive Officer
4	Payment of bills (Works & Goods)	-	Assistant Accounts Officer	10 days subject to availability of fund	Chief Executive Officer
5	Release of EMD of unsuccessful bidders	-	Executive Engineer	Within 07 days working days of opening of tender (based on terms & conditions agreed upon)	Chief Executive Officer
6	Performance Guarantee	-	Executive Engineer	Within 07 days of the completion of work and recording of completion certificate.	Chief Executive Officer
7	Security Deposit	-	Executive Engineer	Within 07 days subject to condition of agreement.	Chief Executive Officer
8	Public grievance	-	Officer-in-Charge (Admn)		Chief Executive Officer
9	RTI	1.Executive Engineer - PIO 2.Assistant Engineer, Rangat - APIO 3.Assistant Engineer, Diglipur - APIO 4.Assistant Engineer, Mayabunder- APIO 5.Assistant Accounts Officer - PIO		Within 30 days	Chief Executive Officer