

**Time frame for providing Various Services by Government Officers within the district.**

**1 Police Department**

Sr, No	Office Level	Grievance Type	Maximum time for redressel of Grievances	
1	Superintendent of Police	All type of complaints of public (except <u>civil cases</u> ) Complaint against the police officials	One month  <u>15 Days</u>	No special Budget allotted in this Deptt.. For welfare of Public.
<u>2</u>	Deputy Superintendent of police	All type of complaints of public (except <u>civil cases</u> ) Cmplaints against the police officials	<u>21 Days</u>  <u>15 Days</u>	
3	SHO	All type of complaints of public (except civil cases)	<u>15 Days</u>	

**2 Tehsildar/Naib Tehsildar**

Sr. No	Item/Case	Time Frame
1	Mutation	Two months
2	Partition	Nine months
3	Encroachment	Six months (One year in case of question of title /adverse possession involved)
4	Correction of revenue entries	One month
5	Other Misc. grievances of general public.	One month
6	Registration of documents	Same day
7	All kind of certificates	Same day
8	Affidavit attestation	Same day
9	Copies of Jamabandi	Same day

### 3 Librarian, Govt. District Library

Sr. No	Office Level	Grievance Type	Maximum Time for redressel of Grievance
1	Librarian ,Govt District. Library	Membership of the library Books issue Reference services Periodical & New paper services Disposal of Complaints if any	10 mins 2 mins 5 mins 1 mins 2 days

### 4 The Assistant Registrar Cooperative Societies Lahaul and Spiti at Keylong.

Sr. No	Office Level	Grievance Type	Maximum Time for redressel of Grievance
1	ACRS	Managerial /Working capital Grant –in-aid	The grant –in-aid is sanctioned to Coop. Societies with in 15 days from the receipt of the plan cases of the concerned societies.
2		Price Fluctuation Fund	With in 15 days from the receipt of plan cases
3		Enrolment subsidy	With in 20 days from the receipt of plan cases
4		Interest Subsidy	With in 20 days

## 5 Deputy Director Horticulture

Sr. No	Name of general service to public	Time frame for delivering services	Special achievement
1	Demand of fruit plan	During the month of Nov. Dec. of every year after the receipt of demand from the field officers as per the availability of budget	Fruit plants procured under NAREGA
2	Provision of facilities available under Horticulture Tech .Mission such as Area Expansion (Apple), Water storage tank, Vermi compost unit, & Drip & Sprinkler Irrigation etc.	With in 1-2 days after the receipt from field officers of this office as per availability of Budget.	With implementation of HTM more area have been covered under fruit crop.
3	Demand of Horticulture Inputs such as Inter Link chain , Polythene pipe & other tools & implements.	During the month of June to October of every year after the receipt from field officers, as per availability of the Budget.	
4	Facilities of power sprayer and power tiller under HTM	With in 1-2 day after the receipt from field officers of this office as per availability of Budget.	Modern technology of facility for farm ploughing operation is being done by the farmers

## 6 District Treasury Officer

Sr. No	Office Level	Grievance Type	Maximun Time for redressel of Grievance
1	District Treasury Officer	Token, Bill passing, chalan passing, sale of Stamps ,statements verification verification, e-salary System LOC, PLA, pension ,paybill, Pay & receipt	Every Monday to Friday Morning 10AM to 01:30 PM
2		Arrear Bill	For Seven Days

## 7 Distt. Manager SC/St Coop. Keylong

Sr No	Activity	Time Frame
1	Self Employment scheme Loan 1 Issuing of loan forms 2 Forwarding of loan case to banks. 3 Disposal /disbursement of subsidy & Seed Money Deposits.	With in 5 minute With in a week  With in a week after Disbusing of loan by bank
2	Adiwasi Mahila Sashaktikaran Yojna 1 Issuing of loan forms 2 Disposal /Disbursment of loan /subsidy etc.	With in 5 minute With in a week after completion of all formalities
3	NSTFDC LOANS 1 Issuing of loan forms 2 Disposal /Disbursement of loans.	With in 5 minute With in a month after sanction /approval by PC
4	INTEREST FREE STUDY LOAN 1 Issuing of loan forms 2 Disposal /Disbursment of loand	With in 5 minute With in a month after completion of all formalities & sanction from MD

5	HASTSHILP VIKAS YOJNA LOAN 1 Issuing loan forms 2 Disposal /Disbursement of loans	With in 5 minute One month after completion of formalities & sanction from M.D
6	SHP&SHED LOAN 1 Issuing of loan forms 2 Disposal / Disbursement of loans	With in 5 minute One month after completion of formalities & sanction from M.D
7	DALIT VERG PRAKSHISHAN YOJNA 1 1 Providing of training for computers Course, Weaving Tailoring ,Motor Driving ,Motor Mechanic,Electrician,Welder,Fiter,Beaurt Parlor etc.	Year/Month wise training being provided to selcted candidates after selection by selection committee with in district or outside district.

### 8 Deputy Director Animal Husbandry

Sr No	Activity	Time Frame
1	Treatment of non contagious /contagious diseases cases. A . Presented in the Hospital/Dispensaries B To be attended at door step.	Immediately.
2	To check and control of the outbreak of contagious disease A Vaccination B Outbreak of disease	A With in 12 hours of the demand by the farmers. It is also done in routine. B With in 24-48 hours of the reporting by the farmers to the departmental Institution depending upon the accessibility of the place of outbreak.

3	Artificial insemination services	12 to 18 hours of the exhibition of symptoms of estrus by cow. It is either done in the institution of the farmers door step depending upon the convenience of the farmers.
4	Supply of feed and fodder seeds	Supplies of these materials are arranged with 2 months after receiving the demand from the public.
5	Supply of chicks under Backyard Poultry development Project.	With in 3-4 weeks after collection of demand from the people
6	Issuing of health certificate to the beneficiaries for availing loan for dairy purpose and other economy related Animal Husbandry activities.	With in 24 hours after the completion of formalities from other related departments by the beneficiaries.
7	Issuing of the health death certificate to the animals died due to natural calamities for the compensation purpose.	With in 7 days of the information given to the nearest Vety. Institution by the affected natural calamity.

### 9 Divisional Forest Officer

Sr No	Activity	Time Frame
1	Sale of fuel wood and Timber A Local people/Right holders B Govt. Deptt. And other institution	Immediately on receipt application and cost. Immediately on receipt of application and cost But if funds are not available proforma bill will be given immediately and supply of goods is to be made on payment of sale value.

2	Payment of wild Life damage compensation	Case will be processed with in 15 days on receipt of application and payment is to be made with in 10 days on availability of funds.
3	Payment of wages to the daily labour	With in 15 days after completion of work and verification .
4	Providing plantation stock for planting in public and private places.	On same day of receipt of application /Demand
5	Submission of Forest land diversion cases under FCA 1980	With in 10 days after receipt of complete case with respect of joint inspection ,demarcation various under taking etc.from use agency.
6	Renewal of saw mills	With in one week
7	Renewal of furniture shop	With in one week
8	Renewal of registration of sale depots	One week
9	Disposal of Complaints	One Week
10	Demand of people regarding soil and water conservation.	30 days subject to variation due to availability of funds and work load.
11	Release of Medical reimbursement to retirees	15 days on receipt of compete bill subject to verification and availability of funds.

### 10 District Employment Officer

Sr No	Office Level	Grievance Type	Maximum time for redressel of Grivance	
1	District Employment Officer	1Registration 2 Sponsoring of candidates list (as per employment demand) 3 Transfer of X-1 Cards ( if requested by candidate concerned ) 4 Intimation to candidates when there	Same day 3 days  2 days  2 days	No special Budget allotted in this Deptt. For welfare of Public

		registration records are received from other Employment Exchanges.		
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### 11 District Food & Supplies Controller

Sr No	Office Level	Grievance Type	Maximum time for redressal of Grievance
1	District Food & Supplies Controller.	1 Complaint against any Depot Holder	7 to 109 days
2		Complaint against office matter documents	With in 2 days

### 12 Executive Engineer IPH

Sr. No	Office Level	Grievance Type	Maximum Time for redressal of Grievance
1	Executive Engineer IPH	<p>1 Issue of application on form for private water connection commercial/domestic</p> <p>2 Date of submission of complete case in sub division commercial /domestic</p> <p>3 Sanction</p> <p>4 Release of private water connection commercial/domestic</p>	<p>With in 7 days</p> <p>10 days from the receipt of complete case along with NOC</p> <p>3 With in 30 days after completing all codal formalities.</p> <p>4 With in 7 days after issue of sanction letter.</p>

### 13 Block Development Officer

Sr. No	Office Level	Grievance Type	Maximum Time for redressal of Grievance
1	Block Development Officer.	1 IRDP certificate 2 NOC 3 NFBS /MSBY claim forwarding /completed in all respect 4 SGSY claim sponsoring to banks 5 NAREGA a Muster rolls and work order issue after receipt of G.P resolution . b) job card issue after application c )work given after receipt of application for work d) Payment of narega workers after work completion 6 IAY /AAY payments if completed in all respect) 7 Other development works (Head 2515 /NCF /art and Culture /MLA /MPLAD etc) a) Preparation of estimate & forwarding them to sanctioning authority. b) Issuing of work order and technical sanction after getting G.P resolution c) Release of Payment after receipt of resolution from Gram Panchayat if completed in all respects. d) Assessment of work after its completion e) Disposal of complaints /Grivances	10 minute  10 minute 5 days   2 days  2 days    15 days 15 days  15 days  2 days    10 days   10 min



### 15 District Welfare Officer

Sr. No	Office Level	Grievance Type	Maximum Time for redressal of Grievance
1	District Welfare Officer	Housing subsidy	After sanction, full sanctioned amount required to be released in two installment to the beneficiary with in two years from the date of sanction.
2		Harijan Basti	After Sanction ,full amount required to be released in two installment to the Panchayat concerned with in two years
3		Follow –up- Programme	Sewing Machine ot tools are given to beneficiaries to the tune of Rs.1300/-after getting its approval from Distt. Welfare Committee
4		Mother Teresa	A sum of Rs.2000/- granted divorced /destitute /Akal Nari(Ladies who live alone) for the maintance of two children up to attaining age of 18 years Sanctioned amount is disbursed in to installments
5		Handicapped Scholership	Scholarship I given to those handicapped students whose disability is more than 40%& are studying in Ist class to MA Rs 150 to 450/- Payment shall be made in the month from date of sanction.
6		Inter Caste Marriage	A sum of Rs.25000/- is sanctioned to the couple who have celebrate inter Caste Marriage .Payment is made in three months of the sanction of amount subject to the completing all codal formalities
7		Pension	Pension is remitted to beneficiaries through M.O at the beginning of each quarter .
8		Marriage Grant to Destitute Girls	Guardian income should be less then 15000/- PA application have to apply with in 6 month of the marriage fixed.
9		Widow Remarriage	A sum of Rs.25000/- is given to those who have marriage widow

			F.D for sum of Rs.15000/-is made n the name of bride .Rest of the amount is paid in cash to the couple.
10		Computer Training	A sum of Rs.1000/- P.M paid to each Trainee who have above 85% attendance stipend is being paid to the trainees in cash each month subject to the weather condition .Best efforts is made to disburse sanctioned amount monthly basis from the date of sanction.

### 16 District Agriculture Officer

Sr No	Name of the scheme /activities	Check out time
1	Soil & Water Conservation	After receiving the application from the farmer community /Panchayat resulation from Panchayat Pradhan. The technical staff are sent for inspection of spot at least 10-15 days time to start the work. After completion of work technical staff checks the schemes at frequent period of there ois problem technical staff guides the farmer community.
2	Pt Deen Dyal Kisan Bagwan Smridhi Yojna	This scheme include construction of polythene and installation of micro irrigation system .Pt Deen Dyal Kisan Bagwan Samridhi Yojna is recently introduce .Department has start a campaign to advertise this scheme among the farmer community the technical staff is sent for inspection of spot for construction of polyhouses and installation of micro irrigation system . After completion of work technical staff trains the farmer community to take the maximum benefit through cultivation of cash crops under Pt. Deen Dyal Kisan Samridhi Yojna . The whole process takes about one month for the completion of one particular scheme.
3	Supply of Inputs	All kind of Agriculture inputs i.e.Seeds.implements and pesticides are distributed among the farmers as per there requirement day by day through different centers .However field functionaries of this department technically guide the farmers about the material distributed to farmers.
4	Macro Management of	In this scheme tractors, power tillers etc are supplied to the framing community . As and when

	Agriculture	the complete paper work or the codal formality is completed by the farmers the material is supplied to the farmers. Generally this process is completed with in one month.
5	Agriculture Technology Management Agency(ATMA)	Whole of the work under this scheme is done during the months of April/May to October /November depending upon the weather .Trainings ,Demonstrations and Exposure Visits,Kisan Goshthis,etc. are taken up under this scene.
6	Soil Health Card	In this scheme ,the soil samples are collected from the farmers fields when their fields are empty. Then these samples are brought to the office from where these are sent to the Soil Testing Laboratory, Kullu where these are analyzed/tested for major of the micro nutrients as per the requirement of the farmers. Then the soil health cards are filed in and then these cards are distributed to the concerned farmer. The farmers are advice accordingly about the recommendations given in the soil health card .Generally results are conveyed to te farmers after the start of the season i.e. in the month of April/May when the roads open for the vehicular traffic.

### 17 SDM Office

Sr. No	Office Level	Grievance Type	Maximum Time for redressal of Grievance
1	SDM Office	<p>A Certificates 1 Issue of various certificates by Sub Divisional Magistrate i.e. bonafide certificate .rural area certificate, Indigent certificate ,domestic certificate ,Agriculture certificate ,Character certificate ,ST/SC certificate .Dogra certificate ,minority community /other back ward class certificate and income certificate.</p> <p>B License Motor (Motor Vehicle) i) Issue of Lerner License ii) Issue of permanent License iii) Issue of conductor License iv) Renewal of various License /duplicate License</p>	<p>With in 30 minutes Note-(if is complete in all respect)</p> <p>Next day 6 days 3 days</p>

		<p>C Registration of vehicle</p> <p>1 Registration of new vehicle.</p> <p>2 Issue of NOC</p> <p>3 Cancellation of hypothecation</p> <p>4 Transfer of ownership</p> <p>5 Depositing of road Tax</p> <p>6 Renewal of fitness</p> <p>7 Re-registration Of vehicle</p> <p>8 Duplicate registration of registration certificate.</p>	<p>2 days(if the license holder is same Distt.) if from any other Distt. 45 days.</p> <p>3 days</p> <p>2 days</p> <p>same day</p> <p>2 days</p> <p>same day</p> <p>same day</p> <p>45 days</p> <p>2 days</p>
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### 18 Executive Engineer HPSEB

Sr No	Office Level	Grievance Type	Maximum time for redressal of Grievance
A	Domestic & commercial connection	<p>1 Framing if estimate and issuing of demand notice</p> <p>2 Release of connection</p> <p>i) where connection of lines is not required</p> <p>ii) where connection of line is required</p>	<p>10 days from the receipt of formal A&amp;A form along with documents /N.O.C</p> <p>With in 7 days</p> <p>With in 20 days</p>
B	Industrial connection	<p>Power availability certificate(PAC) issuance of demand notice for PAC</p> <p>ii) issuance of PAC</p> <p>2 Load sanction</p> <p>i) Upto 100 KV</p> <p>ii) Upto 2 MW</p> <p>iii) above 2MW</p> <p>3 Framing of estimate and issuing of demand notice</p> <p>i) Low tension supply (LT) supply</p> <p>ii) 11/22 KV supply</p> <p>iii) 33 KV supply</p> <p>iv) Extra high tension supply (EHT)</p>	<p>30 days from the receipt of formal application /NOC,s</p> <p>10 days from the deposit of</p> <p>21 days</p> <p>30 days</p> <p>45 days</p> <p>10 days</p> <p>15 days</p>

		<p>4 Release of connection</p> <p>a) where no extension of distribution mains /commissioning of new sub-station is required</p> <p>b) where extension of distribution mans /commissioning of new sub-station is required</p> <p>i) Low tension supply (LT)</p> <p>ii) Ii) 11/22 KV supply</p> <p>iii) 33 KV supply</p> <p>iv) extra high tension supply (EHT)</p> <p>C where extension of supply required erection of HT line.</p> <p>i) Line leanth upto 1 KM</p> <p>ii) Line lenth above 1 KM</p> <p>D) where new 33/11 KV S/STn is required</p> <p>5) Permission to install D.G .Set.</p> <p>6) Peak load exemption (PLE)</p> <p>For summer :</p> <p>Cut of date 1<sup>st</sup> Feb.(for receipt of application )For winter :</p> <p>Cut of date 1<sup>st</sup> August (for receipt of application)</p>	<p>30 days</p> <p>45 days</p> <p>20 days</p> <p>30 days</p> <p>30 days</p> <p>60 days</p> <p>120 days</p> <p>3 months</p> <p>3 months + 1 month /KM additional line lenth</p> <p>As approved by HPERC</p> <p>30 days</p> <p>30 days from the cut of date</p>
C	Domestic /commercial & industrial	1 Complaints of billing	With in 7 days