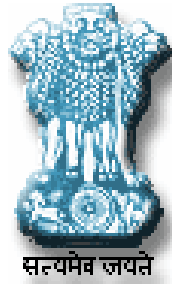


CITIZENS' CHARTER



**UNION TERRITORY
ADMINISTRATION OF
DADRA AND NAGAR HAVELI
SILVASSA**

Compiled By:
Information Technology Deptt.



(ARUN MATHUR)
Administrator

FOREWORD

The U.T. Administration had been working hard in order to streamline the functioning of various public-dealing departments and bring about greater transparency and openness in the discharge of various functions, which have a public interface. The Citizen's Charter is intended to demystify various government procedures and regulations and offers the public time bound redressal of their grievances through a responsive administration.

I am sure the people of the Union Territory will greatly benefit from this initiative, which is a major step in the direction of efficient delivery of services. It would be our constant endeavour to improve the performance of the administration for the good of the Citizens of this territory.

(ARUN MATHUR)
ADMINISTRATION OF
DADRA AND NAGAR HAVELI

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Collectorate

Salient Features of District Administration

- Law and Order
- Enforcement of various Acts (Licences / Permits /Registration)
- Redressal of Public Grievances
- Time frame
- Check list for issue of Forms under various Act.

Law and Order

Collector/District Magistrate is responsible for maintenance of Law & Order in the entire District of Dadra and Nagar Haveli.

Following enactments are regulated/implemented by Collector/District Magistrate.

1. Office to ensure Law & Order

Cr. P.C. (Code of Criminal Procedure, 1973)

Dadra and Nagar Haveli Regulation and Rules, 1967.

Use of Loudspeaker

Entertainment in public places.

2. Redressal of Public Grievances

Hearing in Revenue/ Labour Cases and Arms Acts.

Collector/ District Magistrate hear the grievances of the Public on every working days from 12 Noon to 01 pm person.

COMPUTERIZED APPLICATION MONITORING SYSTEM (CAMS)

A Computerized Application Monitoring System (CAMS) has been started in the Collectorate, Dadra and Nagar Haveli , from 16.3.1999 to provide and receive the applications through SINGLE WINDOW for disposal of applications in time bound.

UNIQUE FEATURES OF CAMS

- Single window clearance at Collector office for all applications.
- Simple application forms in English, Hindi and Gujarati alongwith Check list of documents to be included.
- Time bound disposal of applications.

PRODEDURE UNDER CAMS

1. Obtain the relevant application form from CAMS counter
2. Fill up the application form
3. Submit the application form alongwith check list of documents at the CAMS counter
4. Obtain the receipt for your application form the CAMS counter
5. Come on the due date and obtain your document
(Residence/Caste/Domicile Certificate, Ration card, map etc.)

LIST OF APPLICATIONS TO BE PROCESSED BY CAMS

(A) MAMLATDAR

Sr. No	Name of activity/Service	Time frame for disposal		Eligibility/ Beneficiary Description	Documents/ Formalities required
1.	Issue of Residence Certificate	10 days	50	Panch Kyas	As per app. Format

2.	Issue of Caste Certificate	10 days	50	Be held on	“
3.	Issue of Domicile Certificate	10 days	50	Tuesday &	
4.	Entry of name in Record of rights	30 days	50	Friday	“
5.	Issue of 7 & 12 form	07 days	---	Will also be issued from Patel Talati Office	“
6.	Issue of N.A. Certificate	90 days	--	--	“
7.	Issue of Occupancy Certificate	30 days	--	--	“
8.	Issue of Construction Permission	90 days	--	---	“
9.	Issue of sale permission	90 days	--	---	“

Application shall be collected by the Talaties from Mamlatdar Office every Monday and Thursday. Panchkyas for all applications received from Monday to Wednesday shall be on Friday and for application received from Thursday to Friday shall be on coming Tuesday. Date panchkyas should be indicated on the A.R.

(B) SURVEY AND SETTLEMENT OFFICE

Sr. No.	Name of activity/Service	Time frame for disposal		Eligibility/Beneficiary description	Documents /formalities required
1.	Issue of Certified copy of Map	3 days	40	-----	As per app. Format
2.	Measurement of Land	14 days (during non monsoon period only)			

3.	Subdivision of Agriculture land	14 days	05	---	“
4.	Amalgamation of Agriculture land	14 days	03	----	“
5.	Sub-division of N.A. land	28 days	05	SSO(4)+ATP(10) +SSP(3)+Coll(7) +SSO(4)	“
6.	Amalgamation of N. A. land	28 days	03	SSO (4)+ ATP(10)+ SSO(3)+Coll(7))+ SSO(4)	“
7.	Issue of Certified copy of map	12 days	20	SSO(4)+LRO-I(4)+SSO(4)	“
8.	Issue of Dist. Number	05 days	14	---	“

(C) PURCHASE AND SUPPLY OFFICE

Sr. No	Name of activity/Service	Time frame for disposal	Eligibility/Beneficiary description	Documents /formalities required
1.	Inclusion of New name in Ration card	3 days		As per app. Format
2.	Issue on Name/Card cancellation certificate	2 days		“
3.	Issue of duplicate ration card	7 days		“
4.	Renewal of old Ration Card	7 days		“
5.	Issue of new ration card	7 days		“
6.	Issue of solvent license	3 days		“
7.	Renewal of solvent license	3 days		“
8.	Grant of dealer license for sale W/M	4 days		“
9.	Grant of Mfg. license for W/M	4 days		“
10.	Grant of repair License for W/M	4 days		“
11.	Grant of lice. UN.STD. Of WT & MES IA 1985	6 days		“

12.	Grant of REG.UN.STD. of W/M R-1977	6 days		“
13.	Platform Scale	6 days		“
14.	Dormet Scale	6 days		“
15.	Dispensing Pump (petrol pumps)	6 days		“
16.	All type of weights	6 days		“
17.	Grant of repair license of W/M	6 days		“
18.	BEAM scale	6 days		“
19.	Counter Center	6 days		“

(D) COLLECTOR

Sr. No	Name of activity/Service	Time frame for disposal	Eligibility/ Beneficiary description	Documents /formalities required
1.	Grant of Arms License	2 month	Coll(7)+COP(30)+4	As per app. Format
2.	Renewal of Arms License	1 month	Coll(5)+COP(15)+4	“
3.	Grant/Amendment of License and sell explosives	1 month	Coll (3)+COP(20) 5 + Coll(7)	“
4.	Renewal of License to process and sell explosives	1 month	Coll (3)+COP(20) 2 + Coll(7)	“
5.	Grant of Movie Theater	2 month	Nil 1 per annu	“
6.	Grant/Amendment/Renewal/Transfer of license to import Store Petroleum	1 month	Coll(5)+ 8 ATP+GMDIC+COP+(15) Collectorate (10)	“

(E) AGRICULTURE

Sr. No.	Name of activity/Service	Time frame for disposal	Eligibility/ Beneficiary description	Documents /formalities required
1.	Grant of License to Manufacture insecticides	2 month	Coll(5)+Agri(15)+8 Coll.(10)	As per app. Format
2.	Renewal of License to Manufacture insecticides	1 month	Coll(5)+Agri(150)+8 Coll(10)	“
3.	Grant of License to sell, stock or exhibit for sale or distribute	2 month	Coll (5)+Agri(15)+8+Coll(10)	“
4.	Renewal of License to Sells Stock or Exhibit for Sale or distributed insecticides	1 month	Coll (5)+Agri(15)+8	“

Contact Persons/Officers:-

1. The Collector

Dadra & Nagar Haveli, Silvassa.
Phone: - 0260- 262721/2630199
Fax: 2642787

2. Resident Deputy Collector (Silvassa)

Dadra and Nagar Haveli, Silvassa.
Phone: - 0260- 2642340 (O)

3. Superintendent (Collectorate)

District Industries Centre

(Department of Industry)

The District Industries Centre, is functioning mainly with the aim of developing, promoting and facilitating industrial growth in the territory. For the convenience of existing and new entrepreneurs, DIC has identified various clearances needed and incorporated them in a computerized monitoring system called SWIFT (Single Window Investigator Friendly Time Bound System). In all, 10 activities have presently been computerized and being monitored through Single Window. All applications are received at Single Window from 10.00 a.m. to 1.00 p.m. on all working days from Monday to Friday. Replies/certificates can be received and enquiries can be made from 2.30 p.m. to 4.00 p.m. All applicants are required to apply in the proper prescribed application form enclosing all necessary certified true copies or notarised documents, as the case may be at the Single Window. Applicant can contact/approach for any grievances to General Manager, (DIC) and Director (Industries)/Collector, DNH. Name of the activity/services provided are given below with the requirement of documents as well as maximum time prescribed for their disposal.

Sr. No.	Name of Applications	Documents to be enclosed	Time of disposal.
1.	PROVISIONAL REGISTRATION SSI	1. Application in prescribed form in triplicate. 2. Memorandum and Articles of Association/ partnership deed etc. 3. Board resolution authorizing applicant to apply on behalf of the company/power of attorney letter signed by M.D. or Chairman of the company/all partners of firm. 4. If unit is to be set up on first/second floor of Gala Complex,	Across the Counter/ Same day

		<p>list of machineries with process flow chart.</p> <p>5. Project report giving following details. They may be flagged as given below;</p> <ul style="list-style-type: none"> (i) Proposed investment in land, building and machineries. (ii) Details of machineries with their valuation. (iii) Raw material requirements. (iv) Process of manufacturing. (v) Power requirement with list of machineries and their respective power rating. (vi) Industrial water requirement if any, (vii) Proposed employment. (viii) Items of manufacturers applied for processing. 	
2.	PERMANENT REGISTRATION OF SST.	<ol style="list-style-type: none"> 1. Application form in prescribed format in triplicate. 2. Proof of ownership of land/building lease deed/leave licence/ Rental agreement any person giving lease deed of premises through leave licence/Rental basis for business should submit proof of ownership of land/building of the lesser/land lord. 3. Licence under Factories Act, 1948/signed statement on company's letter head that it is not applicable. 4. Registration under (ST/CST). 5. Central Excise licence/signed statement on Company's letter head it is not applicable. 6. Permission under any product specific Act which may be applicable or a signed statement on company's letter head that no such act is applicable to the products in question. 7. Consent to operate from Pollution 	15 days

		<p>Control Committee.</p> <ol style="list-style-type: none"> 8. Energisation certificate from Ex.Eng.(Ele.) in standard format. 9. Final consent to use DG set from Elec. Deptt. Wherever applicable. 10. Board Resolution authorizing applicant to apply on behalf of the company/power of attorney letter signed by managing Director of Chairman of the company/all partners of firm. 11. Extract of proceeding 15 days from purchase register. 12. Extract of proceeding 15 days from sales register. 13. Extract of the proceeding one month from worker register. 14. Extract of proceeding 15 days from production register. 15. A copy of Ist sales bill (Ascertain the date of commencement of production). 16. Affidavit in format prescribed in application form (factual position). 17. copies of purchase invoices of machinery (installed). 18. Project Report of signed statement on company's letter head that it has all ready filed at the time of provisional registration. 19. Declaration reg. Weekly off. 20. If there are more than one units in one building premises plan of particular Industry with proper demarcation. 21. Occupancy certificate. 22. Items of manufacture applied for PMTSSI Registration. 	
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3	IN PRINCIPLE CLEARANCE FOR MSI/LSI	<ol style="list-style-type: none"> 1. Application in prescribed format. 2. copy of acknowledgement of IEM. 3. Copy of application filed with Ministry of Industry for obtaining IEM. 4. Constitution of the concern viz. Memorandum and Articles of Association/ partnership deed etc. 5. Board resolution authorizing applicant to apply on behalf of the company/power of attorney letter signed by M.D. or Chairman of the company/all partners of firm. 6. Project report giving following details. They may be flagged as given below; <ol style="list-style-type: none"> (i) Proposed investment in land, building and machineries. (ii) Details of machineries with their valuation. (iii) Raw material requirements. (iv) Process of manufacturing. (v) Power requirement with list of machineries and their respective power rating. (vi) Industrial water requirement if any. (vii) Proposed employment. 	5 days
4.	CHANGE IN OWNERSHIP/ CONSTITUTION/ NAME OF THE UNIT.	<ol style="list-style-type: none"> 1. Copy of registered deed of assignment sale deed. 2. In case of company, copy of Board resolutions showing their intentions for sale/ purchase and copy of Memorandum and Articles of Association of the company/partnership deed etc. 3. Declaration from the new entrant whether, interested to run the unit with same capacity or any change. 	7 days.

5.	EXPANSION AND ADDITIONAL POWER FOR EXISTING UNIT.	<ol style="list-style-type: none"> 1. Project report. 2. Existing and proposed land and Machinery with value/power rating. 	7 days.
6.	SHIFTING OF UNIT/ ADDITIONAL PLACE OF BUSINESS.	<ol style="list-style-type: none"> 1. Copy of registered lease agreement (if more than 11 months) sale deed of proposed premise. 2. Details from the owner of the premises about the earlier user/use viz. regarding registration number, date of closure of unit if closed. 	5 days
7.	PROVISIONAL PERMISSION FOR TRANSFER OF LEASE RIGHT OF PLOTS/SUBLETTING PREMISES AT GOVT. INDUSTRIAL ESTATES	<p><u>By Seller/Lessee</u></p> <ol style="list-style-type: none"> 1. Request letter with reason to sale/transfer. 2. original 7 X 12 abstract. 3. No Due certificate from Mamlatdar/Patel Talati reg. Land revenue. 4. No due certificate from Electricity department/last light bill paid copy. 5. No Due certificate from Bank/Financial Institution. 6. Panchayat Tax receipt/ No due certificate from Group Gram Panchayat. 7. Challan for lease rent from lessee. 8. Occupancy certificate if there is factory building. <p><u>Buyer/sub-Lessee</u></p> <ol style="list-style-type: none"> 1. Request letter with reason to sale/transfer. 2. Detailed Project Report. 3. Constitution for the unit viz. Memorandum and Article of Association/Partnership deed. 	15 days

8.	FINAL TRANSFER ORDER IN CASE OF GOVT. INDUSTRIAL ESTATE PLOT.	1. 50% unearned increment challan paid receipt. 2. Deed of assignment registered.	2 days
9.	LUBE LICENCE UNDER LUBRICATING OIL AND GREASE CONTROL ORDER.	1. Application in prescribed form. 2. Rs. 25/- challan. 3. Project report. 4. List of Laboratory equipment/bill. 5. Ownership, if not registered as PMT SSI Unit. 6. Memorandum and article of Association/ Partnership deed if not registered as PMT SST unit. 7. Dealer letter from Company i.e. IPCL etc. 8. P.C.C. consent. 9. Storage capacity.	15 days.

Contact Persons/Officers:-

- 1. General Manager (DIC)**
Dadra and Nagar Haveli, Silvassa.

Phone: 0260-2642367

Excise Department

Objective and Aims in brief:

Collection of Excise Duty on various kind of excisable items like liquor, Beer, Toddy, preparation of medicine which contain Alcohol and Narcotics Drugs.

Description of activity/services.

Sr.No.	Name of activity/ Service	Eligibility/beneficiary description	Documents/formalities required	Time framed for disposal
1.	2.	3.	4.	5.
1.	Issue of Excise Licence for liquor/sprit/ use of Narcotics Drugs.	(a) As per provision made under D & NH Excise Duty Regulation, 1965 & Rules made there under. (b) Medicinal & Toilet preparation (Excise duty) Act, 1955 & Rules 1956	(1) An extract of 7/12 of the proposed land (2) Site Plan of proposed plan. (3) Copies of N. A. & construction permission order. (4) Copy of approved plan, along with following details: a. Area in which the premises is situated. b. Total area of premises c. Whether parking place for vehicle is available. d. Area (in Sq.mt.) of shop/restaurants. (5) Copy of sale deed of the proposed site/building shop premises as the case may be. (6) Occupancy certificate (7) Panchayat Registration Certificate.	On merit.

			(8) Comments from Panchayat for issue of Excise Licence at proposed site/shop. (9) N.O.C. from Department. (10) Police antecedent character certificate, in the name of applicant or all partners, in case of firm. (11) Copy of partnership deed in case of firm. Duly registered with Sub-Registrar, DNH, Silvassa.	
2.	Renewal of Licence	As indicated in Col. No. 3 above	On payment of requisite fee prescribed under Regulation & Act with application.	One month
3.	Issue of Export/Import Permit	-- do --	Against application with payment of Excise Duty as laid down under Excise Duty Regulation & Act and M & TP Rules.	7 days
4.	Issue of Release permit/Transport Permit	-- do --	On arrival of the consignment and request received from the concerned licensee.	5 days
5.	Complaint/Public grievances	After verification of the complaints.	----- N I L ----	One month

Contact Persons/Officers:-

1. Asstt. Commissioner of Excise
Dadra and Nagar Haveli
Silvassa
Phone: 0260-2642064

Town & Country Planning **Department**

OBJECTIVE

To plan for a Balanced Development of the Union Territory, preventing a haphazard and unplanned growth.

To prepare Comprehensive Development Plan for Silvassa, Khanvel, Dadra, Naroli village.

To prepare master plan/structure plan, zonal plan, Town & Country Planning Scheme etc.

To plan for new roads and suggest for widening and improvement of existing roads.

MATTERS RELATED TO PUBLIC DEALING

Granting of Construction Permission for Residential, Residential-Cum-Commercial, Commercial and Industrial building as per Development Control Rules specified from time to time.

Granting of Occupancy Certificate for Residential, Residential-Cum-Commercial, Commercial and Industrial building as per Development Control Rules specified from time to time.

Granting of approval of various layout plans to have proper planned development for all uses of land as per the Development Control Rules specified from time to time.

PROCEDURE ADOPTED IN THE MATTER RELATED TO PUBLIC DEALING

Sr. No.	Item	Application to be submitted at	Total No. of days required for disposal	Department from which report required and period taken by the concerned Deptt. From the date of application.
1.	(a) Construction permission for Industrial Building	Single Window (SWIFT)	45	CIF& B Mamlatdar S.F.O. Within 20 days from the date of application all the three deptt. Have to send their reports to the T& CO deptt.
	(b) Residential/ Resi-cum-Commercial building & mix uses	Mamlatdar	90	Within 90 days from the T& CP deptt. Issues the C.P. order if no technical discrepancy are found. If any discrepancy found the same is communicated to the applicant directly. After the compliance, the order is given as per the rules therein.
2.	(a) Occupancy Certificate for Industrial building.	Single Window	30	Within 15 days from date of application the SFO should send the report to T & CP deptt. & the O.C. or to communicate the queries if ay within 30 days.
	(b)Residential/ Resi-cum-Commercial & Commercial	Mamlatdar	30	Within 15 days Mamlatdar & S.F.O.'s report (excluding residential) should send the report to T & CP deptt. & the O.C. or to communicate the queries if ay within 30 days.

3.	Approval of Layout Plan for Industrial uses/Residential of others.	Single Widow/ Mamlatdar	15	Within 15 days from date of application T & CP deptt. Grantig approval of the Layout or to communicate the queries if any within 15 days.
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1. FOR GRANT OF COSTRUCTION PERMISSION FOR INDUSTRIAL BUILDING :

Files as per the heck list is accepted at the Single Widow (SWIFT) from where it is dispatched immediately to Town & Country Planning Department, Chief Inspector of Factories & Boilers Department, Station Fire Officer Department ad for the Mamlatdar office. The concerned department scrutinize the application based o their relevant rules ad the CIF&B, S.F.O. & Mamlatdar communicate to the Town & Country Planning Department, who is the Competent Authority to grant such permission either refuses or grants permission within 45 days of the date of application. If ay application, technical discrepancy if found, then a query is sent to the applicant though the Single Window. Further the Town Planning Department before sending the query letter if any a personal hearing is kept after 20 days of the date of application in order to understand the applicants point of view. The applicant thereafter complies the queries and if found in order and as per the rules provision the permission is granted.

2. FOR GRANT OF COSTRUCTION PERMISSION FOR RESIDENTIAL/RESI-CUM-COMMERCIAL AND COMMERCIAL BUILDING:

The files for grant of Construction permission for Residential, Residential-cum-Commercial and commercial buildings are accepted in the office of the Mamlatdar, DNH, Silvassa out of which one file is set to the

Tow Planning Department for scrutiny alongwith the paid Challan of Rs. 500/- and another file is retained in the office of the Mamlatdar for revenue comments. After receiving the comments from revenue point of view and if the construction proposal is found in order as per the D.C. Rules the Construction Permission is granted within 90 days.

For Commercial building the procedure as above is followed except that the report of S.F.O. is also required.

CHECK LIST

1. Application in the form Annexure-I alongwith the form of Annexure 2 to 5.
2. Copy of N.A. order
3. 7/12 extract (Original plus one copy) along with Sale/Lease deed.
4. If land is a part of a Private Industrial Estate, true copy of approved lay out Plan or a signed statement on company's letterhead that it is not applicable.
5. If part of a Private Industrial Estate, a certificate of completion of Development wok as per approved lay out plan or signed statement on company's letter head that it is not applicable.
6. Copy of the Amalgamation Order in original, if relevant or signed statement on company's letter head that it is not applicable and that NA is for the entire survey No.
7. Original Certified Map of Survey/Plot No. issued by Survey & Settlement Officer, Silvassa.
8. Key Plan (Location Plan) as required under Clause 6.8 (Three copies)
9. Site Plan with details as per Rule 6.9 (three copies)
10. Building Plan giving details as per Rule 6.10 and 6.11 of D.C. rules (Three rules)

11. Service Plan giving details as per Rule 6.12 of D.C. Rules (Three copies)
12. Copy of Challan of payment for scrutiny charges as per Rule 7.1a and b of D.C. rules.
13. If revised plan, copy of the original Construction Permission and completion certificate.
14. Certificate or order of the Land Acquisition Officer if claiming benefit of additional FSI in lieu of compensation.
15. Any condition insisted in the NA order has to be complied and document thereof has to be submitted.

OCCUPANCY/PART OCCUPANCY CERTIFICATE

- 3. For grant of occupancy certificate/part occupancy certificate for industrial building, an application along with the document as per the checklist is received by the single window system.**

The single window System after accepting two files send one file to Town & Country Planning Department and the other to Station Fire Department.

The concerned Department inspects the building and confirm whether the said construction is as per the sanctioned plans or not. If there is minor deviation the same is regularized as per the D.C. Rules. The Occupancy Certificate is granted only if the applicants satisfy the criteria as per the D.C. Rules and conditions imposed in C.P. order.

The Station Fire Officer also inspects the premises of factory building and verifies whether the condition imposed by the department has been complied or not. If yes then he sends an NOC to the Town & Country

Planning Department, based on which if other contain of Development Control Rules have fulfilled the Occupancy Certificate is granted within 30 days from the date of receipt of application.

4. Grant of occupancy certificate/part occupancy certificate for residential, residential cum-commercial and commercial building.

The files for Occupancy Certificate/Part Occupancy Certificate is accepted in the office of the Mamlatdar, DH, Silvassa. For residential building only two files are submitted to the Mamlatdar out of which one file is sent to the office of the A.T.P. The department thereafter inspects of the condition imposed in the Construction Permission. One file is retained in the office of Mamlatdar and a revenue report for No Objection to issue of Occupancy Certificate is sent to the Town & Country Planning Department after based on the report the Occupancy Certificate is granted.

For Commercial buildings the procedure as above is followed except that the report of S.F.O. is also required.

In case of granting the Part Occupancy Certificate before completion of the entire work as per the building permit provided sufficient precautionary measures are taken by the owner/applicant of the building permit to ensure public safety and health safety. The Part Occupancy Certificate is granted by the Competent Authority subject to the owner/applicant indemnifying the authority on stamp paper of Rs. 20/- as per the proforma given in Annexure –16. This is applicable for any type of Part Occupancy Certificate.

CHECK LIST

1. Application form of completion certificate for issue of Occupancy/Part occupancy Certificate as per Annexure-13.
2. True copy of Construction Permission order.

3. True copy of approved building plan (two copies)
4. Existing building plan (three copies) as per the actual construction carried out, if there is minor deviation from the approved plan.
5. Structural stability certificate from Licensed Architect and/or Structural Engineer as per the format in Anexure-14.

APPOVAL OF LAYOUT

The files are accepted in the SWIFT for approval of layout for Industries, and in the office of Mamlatdar for layout approval related to Residential & Commercial including mixed uses.

The layout approval is being accorded within 15 days.

Besides the above Public dealings cases, the Town & Country Planning Department also after comments from planning point of view for the following.

- a) Non-Agriculture use cases.
- b) Installation of Storage Tanks for Petroleum Product.

Time bound for disposal of documents:

Sr. No	Name of Activity/ Service	Eligibility/ Beneficiary description	Documents/ formalities required	Time frame for disposal
1.	2.	3.	4.	5.
1.(a)	Construction Permission for industrial Building	---	As per the check list	45
(b)	Construction permission for Residential /Resi-cum-Commercial building & mix uses.	----	--- do ---	90
2.(a)	Occupancy Certificate for industrial building	---	As per the check list	30
	Occupancy Certificate for	---	--- do ---	30

(b)	residential, Resi-cum-Commercial & Commercial Building.			
3.	Approval of layout	---	--- do ---	15
4.	Offering comments from planning point of view for Non Agriculture use cases	---	Document obtained by Mamlatdar Office (sharing time with Mamlatdar, SDSCO dept., Survey Dept., & ATP dept.)	90
5.	Offering comments for installation of storage tanks for petroleum products.	---	Document obtained by Superintendent (Collectorate)	30

Contact Persons/Officers:-

1. **Associate Town Planner**
Dadra and Nagar Haveli, Silvassa.
Phone: 0260-2642342

Forest Department

AIMS AND OBJECTIVES

- (a) Protection and Conservation of flora, fauna, forests and wildlife;*
- (b) Afforestation and regeneration of degraded areas; and*
- (c) Protection of environment in order to promote sustainable development.*

We fulfill the objectives through

- Afforestation
- Eco-regeneration & rehabilitation of degraded areas
- Assistance to organizations implementing forestry programmes,
- Wildlife Habitat Management for In-situ and Ex-situ Conservation of wildlife
- Creation of environmental awareness among all sectors of people.

DETAILS OF BUSINESS TRANSACTED BY THE DEPARTMENT

Forestry and Wildlife

1. Protection & Conservation of existing forests,
2. Encouraging afforestation, including social forestry and other forest developmental activities,
3. Checking further degradation of forests by judicious use of resources,
4. Taking up soil & moisture conservation measures to improve water table.
5. Rehabilitate degraded forests and adjoining lands to increase their sustained productivity,
6. Actively promote people's participation, especially women, through Joint Forest Management,

7. A concept of Forest Development Agency (FDA) is being implemented to take up rural development works in the forest-fringe villages as pilot project in the selected villages of territorial/wildlife divisions in the U.T of Dadra & Nagar Haveli, which have adopted Joint Forest Management Resolution.
8. Operation & Management of Lion Safari with an ultimate aim of conducting captive breeding of Asiatic Lions, and
9. Operation & Management of Deer Park, Satmaliya for ex-situ conservation of various species of ungulates.

EXPECTATION FROM THE CLIENT/CITIZEN

We expect every organization, public or private and all citizens

- √ To interact with the Department and its field offices to improve their efficiencies,
- √ To imbibe the spirit of conservation of natural resources and respect for the laws of nature,
- √ To honour and abide by the Rules and Regulations framed by the administration/government towards protection of environment and flora and fauna,
- √ To share information with other citizens in order to encourage sustainable development and improve our habitat,
- √ To offer suggestions to streamline the functioning of the existing institutions, promote accountability and responsibility, and
- √ To adopt the precepts of “Environmental Ethics”.

Time bound actions taken for public services:

Sr. No.	Name of the activity	Eligibility/ Beneficiary description	Documents/ Formalities	Time frame for disposal
1.	Forwarding of proposal for diversion of forest land for non forestry purpose to Ministry of Environment and Forests under Forest Conservation Act, 1980	Any Govt. Departments/ institutions, Public	As per prescribed format of Ministry of Environment and Forests	Within 90days of receipt of complete proposal as per prescribed format.
2.	Permission for tree felling under Tree Preservation Act, 1984	Any Govt. Departments/ institutions/, Public		60 days
3.	Transportation of old house material (timber)	General public	Certificate form 1. House No. 2. 7/12 abstract 3. 7/12 abstract of destination 4. Ownership certificate (8 A)	30days
4.	Free distribution of seedlings	General public	Prior intimation (6 months in advance in February)	---
5.	Compensation for damage by wildlife	General public	As prescribed by the dept	30 days

Contact Persons/Officers:-**1. Conservator of Forests**

Daman, Diu & Dadra & Nagar Haveli

Phone: 0260-2645450

Fax: 2642815

2. Deputy Conservator of Forests (T)

Dadra & Nagar Haveli, Silvassa

Phone: 0260-2643594

Fax: 2642806

3. Deputy Conservator of Forests (WL)

Dadra & Nagar Haveli, Silvassa

Phone: 0260-2643048

Fax: 2643048

Email: dnh_forestwl@rediffmail.com

Development & Planning Department

Objectives and aims in brief_:

- i. To provide free construction assistance to BPL families
- ii. The Community Development is designed to provide basic amenities to the rural people and to improve socio economic condition of the rural people.

Description of activities : As per below

Sr No..	Name of activity/service	Eligibility/ beneficiary Description.	Documents/ formalities required	Time frame for disposal.
1.	Construction of new house BPL families under IAY(Indira Awas Yojana) Rs.22,000/- per unit.	BPL families	i) BPL no. ii) 7x12 abstract of land record. iii) Approval of Gram sabha	As per availability of fund. No time limit prescribed
2.	Up-gradation of house under IAY Rs.10,000/- per unit	...do...do....	...do...

3.	Construction of individual household Latrine. Rs.1000/- per unit (Rs. 600/- G.O.I. share + Rs. 400/-)	--- do ---	i) BPL No. ii) 7x12 abstract of land record	-- do --
4.	Renovation of Houses.	Under this scheme SC/ST families who possess thatched roof house are being granted. Financial assistance upto Rs. 20,000/-, out of which 70% I subsidy & 30% is loan.	Application in prescribed form alongwith extract of village VII & XII and security be forwarded through Gram Sevak.	Yearly as per availability of fund and Annual Target fixed for individual beneficiari es.
5.	Swarnjayanti Gramswarozgar Yojana (SGSY)	Under this Centrally Sponsored Scheme, families identified as below poverty line (BPL) are assisted for economic activities. The identified beneficiaries are assisted through the	The beneficiaries are to be identified by the Gram Sevak and application should forward - ded by the concerned Panchayat with the recommendation of Sarpanch V.P.	A process number of stages it take maximum six months and Annual Target fixed. ...20...

		Banks for different economic activities to cross the poverty line.		
6.	In order to encourage cultivators to adopt improved method of cultivations for obtaining higher yield, paddy crop competition is being organized every year and winner cultivators of Block and Gram sevak levels awarded cash prizes of Rs. 1,000/- Rs. 800/- and Rs. 150/- and Rs. 100/- for block level winner and Rs. 200/- Rs. 150/- and Rs. 100/- for winner of Gransevak level.	All the farmer can be participated in the competition with nominal fees Rs. 10/- and Rs. 5/-	---	Competition is held once in a year
7.	Loan for construction of irrigation well by individual cultivators is granted under loan improvement Act, 1883. At present maximum amount of Rs. 20,000/- is given as loan, recoverable in 10 annual equal installment with due interest.	All the individual beneficiaries.	Loan papers will be prepared by the concerned Gram Sevak for which relevant land record paper shall have to be supplied by the applicant.	The time limit is two months from the date of application or may be variable pending approval of the Competent Authority.
8.	Scheme of grant of subsidy for construction of irrigation wells is also being implemented under this scheme	All SC/ST cultivators irrespective of their land holding are	Subsidy papers shall be prepared by the concerned Gram Sevak for which	The time limit is two months from the date of application or may be

	<p>subsidy is granted to various categories of beneficiaries as given below:</p> <p>(i) All SC/ST cultivators irrespective of their land holding are granted subsidy at the rate of 50% of the capital cost limited to Rs. 5,000/- in each case. Marginal farmers from non SC/ST cultivators are given subsidy at the rate of 33 1/3% of the capital cost limited Rs. 3,000/-.</p> <p>Small farmers from Non SC/ST cultivators are given subsidy at the rate of 25% of the capital cost limited to Rs. 3000/-. Subsidy is admissible to loanee and non-loanee cultivators. Annual fund of Rs. 35,000/- fro awarding subsidy to seven farmers is kept.</p>	<p>granted subsidy.</p>	<p>relevant papers shall have to be supplied by the applicant.</p>	<p>variable pending approval of the Competent Authority.</p>
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Contact Persons/Officers:-

1. Development & Planning Officer

Dadra and Nagar Haveli
Silvassa

Phone: 0260-2642942

Agriculture Department

Our Mission, Commitment & Performance
for Development of Agriculture in
Dadra and Nagar Haveli.

**THIS CHARTER IS THE STATEMENT OF THE MISSION AND
COMMITMENTS OF THE DEPARTMENT OF AGRICULTURE, UNION
TERRITORY OF
DADRA AND NAGAR HAVELI.**

**OBJECTIVE OUR PROGRAMME APPLICATION FORMS FOR
VARIOUS SCHEMES**

OUR MISSION

We dedicate ourselves in serving the farmers community in the U.T. create employment avenues, increase the agriculture production and to uplift the Socio-Economic conditions of the weaker sections of the U.T. We are bound to ensure accountability and transparency in providing services to the farmers and enforcing rules and regulations.

OUR COMMITMENTS

We commit to integrity and judiciousness, objectivity, transparency, courtesy and understanding the problems of the U.T., particularly of the farmers community. We will be polite respect towards rights, always welcome suggestions from them, try our level best to redress, grievances as early as possible, to simplify the rules and procedures for disposal of grievances within a limited time.

We shall ensure easy access of the people to all information relating to Government activities and decisions, except to the extent required to be excluded on specific ground like national security.

We assure to improve the efficiency of the officers and staff of the Department through trainings. Farmers must have access to accept our services through extension services.

We will review valuable suggestions/guidance periodically for improvement of working of the Department towards the Upliftment of the farmers of this U.T.

OBJECTIVE

- Raising agriculture production and productivity through wider adoption of appropriate eco-specific and cost-effective technology.
- Bringing more area under high yielding, hybrid and improved varieties of crops through increased supply of quality seed and planting materials.
- Increasing Cropping intensity.
- Intensifying of farmers training and conducting of demonstration in farmers in the villages.
- Farmers to be encouraged for mechanization through the use of agricultural implements and machineries.
- Sustainable agriculture through IPM, INM, Watershed and Organic cultivation to be emphasized and popularized.
- Infrastructural facilities of the existing Government farms to be strengthened for the production of quality seeds, planting materials, and developing them as model demonstration centers for the farmers.
- Emphasis would be given on crisis management in the natural calamities.
- Study tour and training for farmers and technical staff will be priority to upgrade their technical know-how and for which there is a Farmers Training Centre at Silvassa.
- Analysis of Soil samples collected from the farmer's field to know the NPK content and Micro nutrients for judicious use of Fertilizers and to reduce the cost of cultivation is our priority for which Soil Testing Laboratory is available.

OUR PROGRAMMES

The main responsibility of our Department is to develop agriculture in the U.T. in a systematic and scientific line. Taking into consideration of the financial backwardness of the farmers of this U.T., we are providing the following facilities:-

1. Distribution of Improved Seeds
2. Distribution of Chemical Fertilizers
3. Distribution of Pesticides and Plant Protection Equipments

4. Distribution of Fruit grafts
5. Distribution of Storage Bins and Improve Agriculture Implements
6. Financial Incentive for Growing Commercial Crops
7. Incentive for Cactus Fencing
8. Soil Testing Laboratory
9. Grant of Subsidy for Diesel Engine, Electric Pump set & PVC Pipes
10. Custom Hire Service
11. Farmers Training Centre
12. Seeds Multiplications and Demonstration Farm
13. Grant of Licence to Manufacture and Sell Insecticides
14. Grant of Registration/Licence for Retail/Wholesale to Sell Fertilizer
15. Rights of the Farmers

Time bound activities:-

S N	Name of the Activity/ Service	Eligibility/beneficiary description	Documents/form alities required	Time frame for disposal
1	2	3	4	5
1	Multiplication & distribution of High Yielding Verities of Seeds	With view to bring the maximum area under high yielding verities. All the SC/STs, Small & Marginal and Non-Tribal farmers up to 2 Hects. land are supplied with the seeds on 50% loan & 50% subsidy on the total cost of seeds.	Copy of the Khatavahi for SC/STs and Copy of record of right Village form No. VII-A (latest copy) for Non-Tribal farmers.	Within One week.
2	Mannures and Fertilizer	Chemical Fertilizers and green manures seeds are provided. All the SC/STs, Small & Marginal and Non-Tribal farmers up to 2 Hects. land are supplied with the Seeds on 60 % Loan and 40 % Subsidy on the total cost of fertilizer.	---do---	---do--
3	Plant Protection (Subsidy for Pesticides/Insecticides and Plant Protection	All the SC/STs, Small & Marginal and Non-Tribal farmers up to 2 Hects. land are supplied with the Pesticides and Plant	---do---	---do--

	equipments).	Protection equipments on 50% loan & 50% subsidy. At present, the existing ceiling limit of loan /Subsidy for supply of Pesticides per season is Rs.200/- for an individual farmers. For Plant Protection Equipments the ceiling limit is Rs.750/-. Under the Scheme, Plant Protection Equipments is given once in three years.		
4	Commercial Crop	Incentives to SC/STs Small & Marginal and Non-Tribal farmers up to 2 Hects. land eligible for the incentive @ Rs.400/- per Hect. Rs.1000/- for sugarcane & Rs.300/- per Hect. limited to Rs.600/- for Potato & Banana. For growing Ginger, Turmeric, Onion, etc. incentive @ Rs.200/- for 0.10 Hects. limited to Rs.400/- is being given.	---do---	Within 15 days.
5	Agricultural Engineering (Maintenance of Agricultural Equipments)	Scheme under which loan : Subsidy for purchase of diesel oil Pump sets / Electrical Pump sets and PVC pipes, Storage bins & Agricultural equipments on 50% Subsidy and 50% Loan to SC/STs	---do---	Agri. Equip. with in 15 days. & for Diesel

		Small & Marginal, Non-Tribal farmers up to 2 Hects. In case of Diesel Oil Pump Sets/ Electrical Pump Sets & PVC Pipes loan is given by the concerned Banks and subsidy is given by the Department.	No dues certificate from Talati concerned	Oil Pump Sets/ Elec. Pump Sets & PVC Pipes depend upon the loan sanctioned by the bankers.
6	Horticulture & Vegetables Crops	Distribution of Fruitgrafts at 50% Subsidy & 50% Loan subject to ceiling limit of Rs.500/-per individual farmer per year given to all the SC/STs, Small & Marginal and Non-Tribal farmers up to 2 Hects.	Copy of the Khatavahi for SC/STs and Copy of record of right Village form No. VII-A (latest copy) for Non-Tribal farmers.	Within 10 days.
7	Soil Testing	Efficient and judicious use of Fertilizer constitutes a major factor capable of making substantial contribution for increase Agricultural production. Soil samples are analyzed free of cost of all the SC/STs, Small & Marginal and Non-Tribal farmers up to 2 Hects	---do---	Within 15 days.
8	Grant of Subsidy for work animal.	Under the Scheme 50% Subsidy on the cost of animal purchased limited to Rs.800/- per pair to all the SC/STs, Small & Marginal and Non-Tribal farmers up to 2 Hects.	---do---	---do--

9	Incentives for Cactus fencing	The menace of stray cattle is very high in this U.T. as the cattle are let loose for grazing after the Khariff Season. Financial Assistant is provided for grazing Cactus fencing @ Rs.1.00/- per Mtr. limited to Rs.400/- per individual farmer to all the SC/STs, Small & Marginal and Non-Tribal farmers up to 2 Hects.	---do---	---do--
10	Issue of Licence to sale and manufacturing insecticides.	<ol style="list-style-type: none"> 1. Consent order of P.C.C. 2. CIB Registration 3. NOC from village Panchyat. 4. Ownership or lease agreement of premises. 5. Principle Certificate of manufacturer. 	All the Citizens of India	One Month

GRIEVANCES REDRESSAL

- * This Department is sensitized to redress grievances in a responsible and effective manner through the following.
- * A Grievances Cell has been set up in the Department as well as in the Attached and Subordinate Offices in order to ensure speedy redressal of grievances received from the public and employees directly or through Department of Administrative Reforms and Public Grievances.
- * A Complaints Committee has been constituted to deal with complaints of sexual harassment of women employees in the Department.
- * This Department would like to appeal to the stake holders to provide full and complete information of the grievances in order to enable timely settlement of the issues involved. In any case, Department would make effort to settle grievances thus received from the stakeholders within a period of three months time.
- * The Citizens' Charter will be reviewed annually for further improving our response to the public.

Contact Persons/Officers:-

- * The addresses and Phone numbers of the contact persons are as follows:

- | | |
|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <p>1. Collector/ Secretary (Agri.),
Dadra and Nagar Haveli,
Silvassa,
Tel.: (0260) 2642721 (O)</p> | <p>3. Deputy Director of
Agriculture,
Dadra and Nagar Haveli,
Tel.: (0260) 2642115 (O)
(0260) 2642013 (R)</p> |
| <p>2. Assistant ,
Department
of Agriculture,
Silvassa.
Tel.: (0260) 2642115 (O)</p> | <p>4. Statistical Assistant
Department of Agriculture,
Silvassa.
Tel.: (0260) 2642115 (O)</p> |

P.W.D. Civil Division No. I(Bldg.)

Aims and Objectives :-

Besides construction of new buildings and infrastructural facilities, PWD is doing the maintenance, repair, preservation, protection and conservation of various public assets that include 1330 dwelling units; 230 number of non-residential buildings including Hospitals, Schools, Police station, Technical & Educational Buildings, plants & shrubs and lawns and gardens. Providing water supply and electrical supply to all such buildings. Providing approach roads to all buildings.

PWD commits itself to :-

- Efficiency, promptness and cost effectiveness.
- Habitability, safety and aesthetics of buildings.
- Satisfy user's need within yardstick.
- Efficient recording and monitoring of Grievances/Complaints.
- Attend routine complaints promptly.
- Intimate reasons of delay.
- Courteous behaviour by staff/workmen.
- Make available details of services rendered.
- Programme works for ensuing year by 30th April.
- Improvement by eliciting feedback on performance.

PWD has expectation from users :-

- Co-operation with maintenance staff.
- No unauthorized additions/alterations in the premises.
- Use premises for its bonafide purpose.

- No tampering/overloading the equipment/installations.
- Care for public property.
- Restore premises and produce 'no dues' for water supply and electricity.
- Vacating of premises where ever allotment is cancelled/expired.
- Keep informed senior officers of the grievances not attended.

All written requests/complaints will be acknowledged within a week from their receipts followed by an interim reply on progress, development and the jobs wherever feasible and possible within one month.

Details of business transacted by the department.

Sr. No	Activity	Action being taken	Time of disposal.
1.	Construction of building works of various department under the administration of Dadra & Nagar Haveli other than the buildings in the charge of Panchayat.	Funds are to be kept at the disposal of PWD. Requirement in details to be communicated to PWD in the form of letter and drawing wherever available. The Secretary of the concerned department should approve the proposal and drawing. The required land is to be acquired and to be handed over to PWD for construction.	It depends on the size of buildings and different stages of activities to be conducted like availability of land, preparation of drawing and estimate, engaging architect etc.
2.	Maintenance of Residential and non-residential buildings as requested by the occupants of residential and non-residential buildings. Or as identified by the PWD.	No forms are prescribed. Application in letter form is sufficient.	In case of urgent work immediately. Other, with in one month, subject to availability of fund, man and material.
3.	Internal electrification of buildings.	The user department or PWD as the case may be to apply to Electricity	One month.

		department in prescribed form alongwith test certificate. The required fees are to be paid and electrification will be released.	
4.	Internal water supply.	The user department or PWD will have to apply in prescribed form to PWD Division No.II alongwith their charges for water supply.	One month.
5.	Invitation of tender for awarding contract work.	The tendering limit of various works are as under Class of Tendering Contractor. Limit. Class AA. Unlimited Class A 300 lacs. Class B 100 lacs. Class C 50 lacs. Class D 30 lacs. Class E-1 10 lacs. Class E-2 4 lacs.	

Contact Persons/Officers:-

1. **Executive Engineer**
PWD, Civil Dn. I (Bldg.)
Dadra and Nagar Haveli, Silvassa
Phone: 0260-2642350
Fax: 2643441

P.W.D. Civil Division No. II(R.)

1. ABOUT US :

Public Works Department (Road Division), being the premier department in the development of the Union Territory of Dadra & Nagar Haveli is incharge of Planning, CAD Designing Construction and Maintenance of Roads, Bridges, Urban Water Supply, Irrigation in Dadra & Nagar Haveli. The department also shoulders the responsibility of maintaining essential services of supply of drinking water to Amli & Silvassa Township and maintaining command area development of D'ganga Reservoir Project falling in the Union Territory of Dadra & Nagar Haveli.



The department made maximum efforts in achieving it's goal viz. betterment of Dadra & Nagar Haveli and environs and in an attempt to provide more responsive and effective to the Public, the citizen charter is brought out to introduce greater transparency.

The citizen charter contains the Public's entitlement to the services of PWD (Road Division) Standard of Services, access to general information and time bound schedules of different services.

For the benefit of the citizens an information Technology Cell is setup with Director (Information Technology). Office of the DCF (WL) & Director (IT), Van Bhavan, D & N. H. Silvassa. under the control of Director (IT). Public Works Deptt. (Road Dn.) assures of it's best efforts for fulfilling the public demands in a time bound manner, however this document is not legally challengeable.

The details of different services and the offices to be contacted are provided in the following pages.

2. ROADS :

In respect of roads any public demand/complaints shall be given in the offices of the Executive Engineer, P.W.D. Civil Dn. No. II (Road), Silvassa on all working days and the following time schedule is given for the general information.

1. Major re-asphalting works and laying of new roads will normally be completed within a period of six months and 12 months respectively.
2. Requisition for speed breakers, major repair works will be examined within 3 months from the date of the requisition.
3. Permission for erection of Mandaps/Banners, Cleaning of road side drains will be examined and issued in a week time. Decision regarding permission for cutting of roads will be communicated within a fortnight time after receipt of application.

4. The list of Officers who the Public can contact on all working days is indicated in the Annexure.

S. No.	Officer in Charge	<u>Area/Jurisdiction</u>
1.	Deputy Engineer – I. Sub – Dn. I, PWD Division No. II Silvassa.	Silvassa & Rakholi Patelad.
2.	Deputy Engineer – II. Sub – Dn. II, PWD Dn. No. II (R) D & N. H. Silvassa.	1). Dadra Patelad 2). Naroli Patelad 3). Dapada Patelad.
3.	Deputy Engineer – III. Sub – Dn. No. III, PWD II D & N. H. Silvassa.	1). Khanvel 2). Mandoni 3). Dudhni 4). Amboli Patelads.
4.	Assay. Surveyor of Works. PWD Civil Dn. No. II (R) D & N. H. Silvassa.	1). Kilvani Patelad. 2). Randha Patelad.

3. URBAN WATER SUPPLY:

Public Works Department (Civil Dn. No. II (R) is made maximum efforts to provide safe drinking water to the Urban Population of combined township of Silvassa and Amlī.

Water Supply connection for the applicants to be released within a time bound manner. i.e. 15 days on receipt of application. Applicant should be produced following documents alongwith application.

- a). 7 x 12 Extract.
- b). Panchayat Certificate.
- c). Proof of ownership in case of 7 x 12 is not in applicant's name.
- d). N.A. Permission.

Water supply charges should be paid within 15 days from the date of issue of bill and monthly rates to be levied are as under.

- a). Rs. 20 /- per month for 12 mm dia connection.
- b). Rs. 35 /- per month for 20 mm dia connection.
- c). Rs. 55 /- per month for 25 mm dia connection.

For Hotels, Commercial and Industrial Purpose.

- a). Rs. 150 /- per month for 12 mm dia connection.
- b). Rs. 280 /- per month for 20 mm dia connection.
- c). Rs. 430 /- per month for 25 mm dia connection.

Delayed payment charges – 10 % simple interest per month or part thereof on the monthly bill outstanding which shall become due & payable if the bills are not paid on or before due date of payment specified in the water tariff bill. Delayed payment charges will be Rs. 2 /-, Rs. 4 /-, Rs. 6 /- for 12 mm, 20 mm and 25 mm dia connection respectively per month for domestic connection. The reconnection charges after disconnection shall be Rs. 200 /- per connection. Disconnection will be done if three consecutive bills are not paid.

4. **IRRIGATION:**

The department is made maximum efforts to provide irrigation water to cultivators from Right bank main canal & Left bank main canal at D'ganga Reservoir Project falling in the jurisdiction of Dadra & Nagar Haveli.

Landowners, who are in need of Irrigation Water, have to submit their application in prescribed form No. 7 in the office of the Executive Engineer – II during the office hours.

Water will be released by the concerned Sub-divisional officer in charge within a reasonable time looking to the rotation programme of D'ganga Canal authority of Govt. of Gujarat. On receipt of payment notice, the cultivators should pay the water charges in this office during office hours.

Water charges will be recovered as per the season & crop pattern are as under.

Sr. No.	Crop	<u>Means of Supply</u>	Amount
1.	Sugarcane	a). Outlet	Rs. 830 /- hect. per season.
		b). By Pumping	Rs. 415 /- hect. per season.
2.	Rice	a). Outlet	Rs. 140 /- hect. per season.
		b). By Pumping	Rs. 70 /- hect. per season.
3.	Mango Tree, Water Melon, Chikoo.	a). Outlet	Rs. 110 /- hect. per season.
		b). By Pumping	Rs. 55 /- hect. per season.

The list of officers who the public can contact on all working days is indicated in the below Annexure.

S. No.	Officer In-Charge	Area/Jurisdiction
1.	Deputy Engineer – I. PWD Dn. No. II (Road)	L ₁ & L ₂ block of Left bank main canal falling under Masat area.

2.	Deputy Engineer – II. PWD Dn. No. II (Road)	L3, L4, L5, L6, L7, L11, Blocks of Left bank main canal falling in the area of Dapada, Karad, Naroli, Athal etc.
3.	Assi. Surveyor of Water PWD Dn. No. II (Road)	R ₁ , R ₂ & R ₃ block of Right bank main canal falling the area Baldevi, Sayli, Silly, Galonda etc.

Contact Persons/Officers: -

1. Executive Engineer

PWD, Civil Dn. No. II (R), Dadra and Nagar Haveli, Silvassa.

Phone: 0260-2642041

P. W. D. DIVISION-III (Irri.)

INDEX

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<u>Commitment of Division</u>
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<u>i) Water Supply Schemes</u>
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<u>Contact Person</u>
<u>Time Schedule for Various Activities of Department</u>

1) ACTIVITIES OF DIVISION

PWD Civil Division No. III (Irri) of Union Territory of Dadra and Nagar Haveli UT administration is placed at the disposal to the District Panchayat Dadra and Nagar Haveli from August 2001. Department is entrusted with the responsibility of providing minor irrigation facilities, Construction and maintenance of primary school; buildings, village roads and providing drinking water supply to the rural areas. Department is equipped with the various construction machineries like Trucks, Road Rollers, Tempos, inspection Vehicles etc. for functioning of this division. A division level set up is established for undertaking such activities smoothly.

The drinking water supply is being managed through establishing G. I. pipelining network and construction of elevated storage reservoirs of matching capacity for rural habitations. Minor Irrigation facilities are also being provided by the construction of various civil structures i.e. the development of sources and pipe line laying from it to the fields. Irrigation facilities are being managed form the Ground water, constructed to improve the water table. In the lien months water is supplied through water tanker wherever necessary.

2) COMMITMENT OF DIVISION

Ensuring the drinking water supply facilities to the isolated rural habitations and effective organization and maintenance of schemes at all levels.

Awarding all civil contracts of various works are done with full transparency Engines maintenance of all assets and operation, and maintenance of structures such as water supply and Irrigation net work, Village Roads, Primary school buildings, Irrigation and water supply wells, Bore wells, check dams etc. are done judiciously complaints of urgent nature are done expeditious by and remaining repairs are done with in a months according to availability of fund, man and machinerer

Provide round the clock emergency essential maintenance services for the public of rural/isolated villages during the monsoon season.

3) EXPECTATION FROM USERS

To extend all assistance and co-operation to the maintenance and staff in carrying out their duties without interference.

Not to tamper with the equipment and electrical installation ensure that electrical installations are not damaged on account of over load of unauthorized connection.

Not to throw garbage in the wells, check dams etc. that leads to the contamination of the water and blockage of the flow of water. Not to tamper the water supply and irrigation pipelines and its accessories etc. Ensuring action against the theft of accessories.

Grievances can be taken up with Deputy Engineers and Executive Engineer.

To feel free in writing to the department for any suggestion, or complaint for further improving the working of the department.

4) Existing Asset & Recovery Charges

(I) Pipe Water Supply Schemes :

Numbers of Schemes	128.00 Nos.
Number of Stand post.	2300.00 Nos
Population Covered.	1.90 Lacs.

Recovery Charges per connection

	<u>for Domestic</u>	<u>for Other</u>
a) 12mm dia connection.	Rs.20.00 per month.	Rs.150/per month
b) 20mm dia connection.	Rs.35.00 per month.	Rs.280/per month
c) 25mm dia connection.	Rs.55.00 per month.	Rs.430/per month.

(II) Irrigation Schemes.

Surface Irrigation.	52.00 Nos.
Lift Irrigation.	65.00 Nos.
Total Command Area.	2144.00 Hect.

Recovery Charges.

- | | |
|-----------------------|----------------------|
| a) For Kharif season. | Rs. 75.00 per Hect. |
| b) Rabi season. | Rs.100.00 per Hect. |
| c) Hot season. | Rs, 275.00 per Hect. |

(III) Primary Schools.

- | | |
|---------------------------|----------|
| Existing Primary Schools. | 281 Nos. |
| Progress Primary Schools. | 9 Nos. |

(IV) Village Roads.

- | | |
|-----------------------|------------|
| a) Earthen road. | 20.40 Km. |
| b) W.B.M. Surface. | 47.54 Km. |
| c) Black Top Surface. | 189.50 Km. |

5. TIME SCHEDULE FOR VARIOUS ACTIVITIES OF THE DEPARTMENT

Sr.No.	Work/Activity/Scheme	Authority	Time Limit for disposal	Authority & Designation to whom an appeal is to be made in case application is not disposed with in the time limit.
1	2	3	4	5
1	Refund of earnest money of unsuccessful tenderes (after decision on the tenders)	Executive Engineer Concerned	7 days	Superintending Engineer. Concerned.
2	Decision on tenders	Concerned	90 days	Superintending Engineer.
	a) For works costing less than	Executive Engineer.		
	Rs.10 lakhs.			

	b) For works estimated to cost more than 10 lakhs but less than 70 lakhs	Concerned	90 days	Secretary P.W.D.
		Superintending Engineer.		
		TOTAL	90 days	
3	Payment to contractors after	Executive Engineer	3 months after	Superintending
	Completion of the work	Concerned	Submission of	Engineer.
	a) If the tendered value of the		Final bill.	Concerned.
	Work is upto Rs.5 lac.			
	b) IF the tendered value of the		6 months after	
	Work exceeds Rs.5 lac.		Submission of	
			Final bill.	

All civil projects are being executed with the specific times. Award of project carries the time limits and being completed within the stipulated period. In any case, if executing agency fails in adhere the time schedule; necessary financial penalties are being imposed confirming the CPWD agreement.

Deleted: ¶

6.) CONTACT PERSONS/OFFICERS

**SUPERINTENDING ENGINEER
PWD CIRCLE OFFICE
UT OF DADRA AND NAGAR HAVELI
SILVASSA 396 230**

**Phone: 0260 2642087 (R)
2642350 (O)**

**Executive Engineer
PWD Civil Division No. III (Irri.)
Dadra and Nagar Haveli
Silvassa 396 230**

**Phone: 0260 2630651 (R)
2642440 (R)
2642949 (O)**

TRANSPORT DEPARTMENT

We are pleased to present this “Citizen Charter” of Transport Department with an aim that the Services and Functions of the Department should reach and benefit to the level of an ordinary citizen. Our motto is “work is worship”.

The Transport Department is functioning under the various provisions of the Motor Vehicle Act-1988, Central Motor Vehicle Rules-1989, Dadra & Nagar Haveli Motor Vehicle Rules-1994. The taxes are levied according to the provisions of the Bombay Motor Vehicle Tax Act-1958 extended to the U.T. of D&NH and Dadra and Nagar Haveli Tax Rule.

The Transport Department commenced its function from 1962 and it is rendering services in the following ways:-

1. Issuing driving licence to candidates.
2. Issuing conductor licences.
3. Registration of vehicles.
4. Grant and renewal of permit.
5. Pollution under control in motor vehicles.
6. Collection of tax.
7. Inspection of accident vehicles.
8. Rendering remedial services at the time of natural calamities by way of arranging transport facilities.
9. Rendering services at the time of election and emergencies by way of arranging transport facilities to the police and other departments.
10. Creates awareness on Road Safety.
11. Providing transport facilities to the public through regular stage carriage services through mini-buses.

PASSENGER TRANSPORTATION

U.T. Administration has entered into reciprocal agreements between the states of Gujarat and Maharastra. Under the provision of the agreement, GSRTC and MSRTC are operating their buses to cater the need of inter-state passengers. Also yellow-black taxi has been introduced to meet the need of tourists.

In order to provide transportation facility to the people living in unserved remote rural areas, Stage Carriage buses were introduced in the year of 1996.

Presently about 50 buses are running on various routes. Since 80% population is tribal, the department has introduced the colour code system for easy identification for the illiterate or semi-literate public buses with Green Stripes at front and rear, go to Khanvel and beyond. Buses with Blue Stripes go to Naroli and beyond. Buses with Yellow Stripes go to Randha and Morkhal.

A land for the separate bus stand for Stage Carriage buses has already been identified and the construction work will start very soon. The Department has notified 50% bus fare concession to bonafied students of schools in Stage Carriage buses plying within the U.T.

APPEAL TO PUBLIC

The Transport Department request the public to extend their cooperation in following ways:

1. To apply in a proper application form.
2. To apply with necessary fees and documents.
3. To meet and handover the application to the correct official.
4. To avoid touts and middleman.
5. To report to the higher and competent authority for remedies, if needed.
6. Not to interrupt the official duties of the staff.
7. To obey the traffic rules; Road safety is Life Safety.
8. Follow the time schedule of the department as under:
 - 10.30 a.m. to 1.00 p.m. Cash Counter
 - 10.00 a.m. to 1.00 p.m. Other windows for document submission
 - 02.00 p.m. to 3.00 p.m. Document delivery

Public dealing ends at 3.00 p.m. However, the department is open all through the day for hearing public grievances.

**ANNEXURE-I
LICENCING**

SR. NO	DESCRIPTION OF SERVICE	ELIGIBILITY OF APPLICANT	FORMS & DOCUMENTS TO BE ENCLOSED	FEES TO BE PAID	Time of Disposal.
01.	Learner's Driving licence	a) Completion of age of 16 years for M/C without gear, not exceeding 50cc. b) Completion of age of 18 yrs.for M/C with gear and LMV. c)Completion of age of 20yrs.for transport vehicles. d)Applicant should appear in person for LL.	Form no.1 and 2 along with attested copy of address proof and age proof &3 passport size photographs. Medical certificate is applicable above the age of 40yrs.and transport vehicle driving licence.	Rs.30/- for each Class	2 days.

2.	Driving licence	Should appear in person after completion of 30days of learners licence.	Form no.4 along with learners licence. Vehicle with record. 2 passport size photographs.	Rs.50/- for each class for driving test. Rs.200/- for pucca driving licence.	4 days.
3.	Endorsement in Driving Licence to drive any other class of vehicle.	Age is applicable as mentioned in sr. no.1. Learners licence, as mentioned above, to be obtained.	Form no.8 and form no.5 (only for those who studied through driving school). Learners & driving licence. Vehicle with record.	As mentioned in Sr.no.2.	4 days.

4.	Public service vehicle badge	Completion of 20yrs.age. Should hold Transport Driving Licence. Applicant should appear in person.	Form LPSA, medical certificate, police report and driving licence.	Rs.10/-	7 days.
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5.	Renewal of Driving licence.	Applicant should appear in person for laminated licence.	Form-9,Form-1&1A(1A-if the applicant is above 40 yrs.or holds transport licence.) Driving licence. Passport size photos.	Rs.200/- (Late Renewal fee Rs.50/- for each year after a grace period of one month.)	2 days.
6	Duplicate Driving Licence	As mention in Sr no.5 above	Form-LLD, Details of Driving licence, police report	Rs.150/	2 days
7	Chang of address in driving licence.		Driving licence Address proof	Rs.200/(in case of Form-7)	Same Day.

**ANNEXURE-II
REGISTRATION OF VEHICLE**

Sr.No	Description of service.	Forms/documents to be enclosed.	Fees to be paid.	Time of disposal.
1.	Registration of motor vehicle.	Form-20 (in duplicate if it is with HP) along with Form-21, 22, temporary registration, Address proof, Insurance certi. Additional documents in case of transport M/-V 1) form-22-A ULW weight certi. Application for permit. Vehicle to be produced.	M/C Rs.60/- LMV: N/T- Rs.200/- TRAN- 300/- MMV-Rs.400/- HMV-Rs.600/- IMPORTED: M/C-Rs.200/- Others-Rs.800/- Any other vehicle not mentioned above-Rs.300/-	Assignment of Regn. NO. same day. Issue of Regn. Certificate M/c.-5 days LMV & Transport Vehicle Next day.
2	Duplicate registration certificate.	Form-26, police certificate. Insurance certificate.	Half fees mentioned against sr. no.1	Next day
3.	Transfer of ownership.	Form-29,in duplicate. Form-30in duplicate. Address proof. NOC from financier if the vehicle held with HP. Valid fitness certificate in case of transport vehicle.	Half of the fees mentioned against Sr. no.1	2 days.
4.	Endorsement of hire purchase agreement. (HPA)	Form-34 in duplicate Registration certificate Insurance certificate .	Rs.100/-	Next day.
5.	Termination of HPA	Form-35 in duplicate, Certificate of insurance, Certificate of registration. NOC from financier.	Rs. 100/-	Next day.

6.	Renewal of registration.(Completion of 15 yrs.from the date of registration of non-transport vehicle)	Form-25 along with registration certificate, insurance certificate Tax proof. Emission certificate (PUC) Vehicle to be produced.	As mentioned against sr.no. 1	Next day.
7.	Re-registration of vehicle.	Form-27, 29, 30&20 Form-28 from original registering authority. Registration certificate Address proof. Insurance certificate Emission certificate Vehicle to be produced for Inspection.	As mentioned against sr.no. 1	40days.
8.	Fitness certificate for transport vehicle.	Form-CFRA, Registration & Insurance certificates Permit & valid tax, Emission certificate Valid tax.	2/3 Wheeler- Rs.100/- LMV-200/- MMV-300/- HGV-400/- Grant of renewal of certificate of fitness	Same day.
9.	No Objection certificate.	Form-28 in three copies Certificate of registration, Police certificate, Insurance certificate Valid tax.	Rs.100/- Rs.10/- .	7days.
10.	Payment of road tax.(To be paid annually)	Form-AT, Certificate of registration. Insurance certificate.	As per Annexure-V	Across the counter.

ANNEXURE-III

PERMITS

Sr.No	Description of service	Forms & documents to be enclosed.	Fees to be paid.	Time for Disposal.
1.	Temporary permit.	Form- P.Tem.A, Valid tax.	Rs.15/-(for each calendar month &state)	Across the counter.
2.	Stage carriage permit.	Form-P.S.T.A.,	Rs.40/-	---
3.	Contract carriage permit.	Form-P.Co.P.A.	Rs.40/-	2 days.
4.	Goods carriage permit.	Form-P.Gd.C.A	Rs.40/-	Next day.
5	Private service vehicle permit.	Form-P.Pr.S.A	Rs.40/-	Next day.
6	Special permit	Form-P.Co.Sp.A	Rs.40/-	Next day
7	Tourist vehicle permit	Form-P.Co.T.A	Rs.50/-	Next day.
8	National permit	Form-N.P.Gd.C.A	Rs.50/-	Next day,

ANNEXURE-IV

SCHEME FOR ALLOTING JUMPING NUMBER DESIRED BY THE REGISTRATION OWNER.

Sr.No.	Type of vehicle	Standard fee
1	All kind of two wheeler (Moped/scooter/M/c)	Rs.500/-
2	All kind of transport vehicles	Rs.3000/-
3	Motor vehicle having engine capacity upto 800 c.c	Rs. 3000/-
4	Jeep/Cars/Station wagons etc.having engine capacity above 800 c.c	Rs.7000/-

ANNEXURE-V

Motor Vehicles

	Motor Vehicles	Annual Rate of Tax (Rupees)
	Part- Motor Vehicles using motor spirit.	
A	Motor Vehicle fitted solely with pneumatic tyres.	
I.	Motor Cycles and Tricycles (including motor Scooters and cycles with attachment for propelling the name by mechanical power)	
	a) Cycle not exceeding 50 Kgs. In Wt. Unladen	36/-
	b) Cycle not exceeding 100 Kgs. In Wt. Unladen	70/-
	c) Cycle exceeding 50 Kgs. In Wt. Unladen	90/-
	d) Tricycles	90/-
	e) Cycles or tricycles used for drawing trailer or sidecar.	30/-
II.	Motor Vehicle not exceeding 250 Kgs. In Wt.Unladen Adopted and used for invalids.	5/-
III.	Motor Vehicles (including tricycles) used for the carriage Of goods or materials	16/-
	For every 100 Kgs .of registered laden weight or part thereof Provided that where a tax on Motor Vehicle is levied by any local authority the tats for Motor Vehicle registered for use solely within the limits of such local authority shall by two the aforesaid rates.	
IV.	Motor Vehicle (including Tricycles) plying for hire and Used for the Carriage of passengers	
	a) Vehicles Licensed to carry in all not than 2 passengers.	120/-
	b) Vehicles Licensed to carry in all motor than 2but Not more than 4 passengers.	240/-
	c) Vehicles Licensed to carry	Rs. 240/- plus Rs 80/-

	d) More than 4 passengers	For every passengers Which the vehicles is so licensed to carry.
V.	Breakdown vans used for towing disabled vehicles	200/-
VI.	Motor Vehicle other than those liable to tax under the going provisions Of this Schedule (Private Cars /Jeeps etc.	
	a) Vehicle not exceeding 750 Kgs. In weight unladen	120/-
	b) Vehicle not exceeding 750 Kgs. But not exceeding 1500Kgs. In weight unladen	180/-
	c) Vehicle not exceeding 1500 Kgs. But not exceeding 2250Kgs. In weight unladen	240/-
	d) Vehicle not exceeding 2250 Kgs. But not exceeding 3000Kgs. In weight unladen	300/-
	e) Vehicle not exceeding 3000 Kgs. But not exceeding 3750Kgs. In weight unladen	375/-
	f) Vehicle not exceeding 750 Kgs. But In weight unladen	450/-
VII.	Additional Tax payable in respect of Motor Vehicle used for drawing trailers.	
	i) For each trailer when the trailed is used	The rates specified in clause III in respect of Motor Vehicle used for the carriage of goods or materials.
	ii).For each trailer when the trailed is used for passengers.	The rates specified in clause IV in respect of Motor Vehicles playing for hire and used for the carriage of passengers. Rs. 40/-
	iii). for each trailer when the trailer is used for any other purpose.	
	Providing that two or more vehicles shall not Be Chargeable under this cause in respect of The same trailer	This rates shown in clause A plus 50per Centum

B.	Motor Vehicle other than those fitted solely with Pneumatic tyres.	
C.	Dealers in or manufactures of Motor Vehicle. For a general license in respect of each Motor Vehicle	100/-
	Part –II- Motor Vehicle using fuel other than motor spirit	The rates shown in Part –I plus a Surcharge of 50 per centum on all or any class of Motor Vehicle mentioned therein, provided that such surcharge shall in case exceed Rs 600/-

Contact Persons/Officers:-

- 1. Transport Department**
Dadra and Nagar Haveli, Silvassa
Phone: 0260-2642444

DIRECTORATE OF EDUCATION

Mission of Department:-

To provide education of satisfactory quality to all.

Objectives:-

School Education :-

- Department provides school education through 8 Senior Secondary, 18 Secondary, 94 Middle and 123 Primary Schools.

Youth Affairs & Sports :-

- The Department also organizes Annual School Sports for students.

The Programme of Action: -

- Primary School in habitation with 150 populations or more.
- Upper Primary School within a distance of 3 Kms.
- Opening of new Schools and EGS in tribal area.
- Media of instruction is Mother Tongue at all levels. English medium schools are run by Union Territory Administration at Silvassa capital of Union Territory.
- Improvement of schools by providing better facilities and TLM to improve quality of Education.
- In-service training conducted in collaboration with DIETs and RIE Bhopal for teachers.
- Union Territory Administration has launched Sarva Shiksha Abhiyan from the year 2003-2004.

Duties of Education Department: -

- To provide Education of comparative quality to all children in the age group 6-14.
- To provide education of secondary & Higher Secondary Level with pre – voc. and technical subjects.
- To provide basic knowledge of computer by introducing it as one of the optional subject.

Community/ PRI's Participation: -

The community involvement is very much important for the success of any programme, be it Education, which is certainly at the core of development of any community / society.

Considering this fact and to provide greater transparency in the administration of the education, the Administration has placed Primary Education under direct supervision and guidance of the only District Panchayat of Union Territory.

The Education Committees have been set up at the District, Block and Village Panchayat levels for smooth functioning, implementation of programme of actions on Education, concerning planning, effective management and supervision of various developmental activities and over all improvement of schools. VECs are responsible for implementation of various Educational Programmes development and smooth functioning of schools of the respective area. Members of PRIs and other functionaries of the respective areas are the members of these committees.

To ensure participation of every child in Primary Education is one of the prime aims of the VEC.

Expenditure from Village Panchayat/ Village Education Committees :-

- To ensure that every child in the village attends school regularly.
- To ensure that not one person in the village remains illiterate.
- To help the schools in laying out gardens, playgrounds, fencing and minor repairs.

Department has also mobilized and revived the Parent Teacher Association (PTA). The PAT, meetings are held at regular intervals to monitor the developmental works of the schools and chart out the strategy for future works.

Expectation from the Parents: -

- Parents should ensure that their wards are enrolled in the schools at the age of 5 +.
- Parents should ensure that their wards attend the schools regularly in proper uniform and with proper textbooks.
- Parents should extend cooperation to the school authorities in the PTA meetings conducted in schools.
- Parents should educate their children in matters of personal hygiene.
- Parents should provide an atmosphere conducive to studies at home.
- Parents should be in regular touch with the school principals/teachers for the proper development and progress of their wards.

Expectation from Students: -

- Students should feel responsible towards school property.
- Students should keep their classrooms clean, do their home assignment regularly and attend school regularly in proper and neat uniform.

Expectation from Teachers: -

- We expect the conduct of the teachers within the school and outside to be exemplary.
- Teacher should maintain punctuality and regularity in attendance complete the teaching assignment in time and check the home assignment of the students regularly.
- Teacher should maintain cordial relations with the students and parents and strive to inculcate ideal values among the children.
- Teacher should consider him/her self as senior students and acquire knowledge and try to disseminate the same at appropriate level and time as required.
- Teacher should remain in touch with the reference books and acquaint him/her self with recent trends in the field of Education.

Commitment of the Education Department: -

- To provide facilities for Primary School Education in a radius of 1.5 Kms. of Habitation having population of 150 or more with atleast 20 students available in a section.
- To provide non-formal education to the inhabitants having population less than 150.
- To provide a minimum of two teachers in Primary School.
- To provided sufficient and qualified teaching staff in all schools.
- To provide science Lab in Secondary and Senior Secondary Schools.
- To provide primary education in mother tongue.

- To provide mid day meal (snacks) to all the children studying upto Primary level.
- To provide text books, Exercise note books, compass box, slat, pen, uniform (two pairs) shoes socks, etc. free of cost to the students belonging to ST/SC/LIG.

Education for Tribal Student: -

Education department is committed to provide education to the Tribal students and takes following measure to popularize the education among the tribal communities of Dadra and Nagar Haveli.

Tribal population constitutes 77% of total populace of this territory: -

- Provides free uniforms, Text Books and stationary to all the students belonging to SC/ST irrespective of their income ceiling.
- Provides travel facilities at concessional rate to all tribal students.
- Provides hostel facilities to the students (boys and girls separately) as per requirement.
- Administration provides seats on priority in various institutions to persue higher/ professional studies.

Department of Animal Hus. & Vet. Services

Objective and aims in brief:

1. For upgrading the local breed of cattle.
2. The main objective is to enable the beneficiaries to supplement their income through broiler production programme. Unit cost of 200 broiler bird is Rs. 5,600/- and 50% subsidy thereon is granted through the deptt. Upto Rs. 2800/- maximum to the SC/ST beneficiaries.
3. The main objective is to enable the beneficiaries to supplement their income through Cockrel production programme. The beneficiaries have to purchase 500 Cockrel in one or two batches in a year and have to rear up to the age of 3 months their unit cost is Rs. 2500/- and 50% subsidy to the unit cost shall be given to SC/ST.

Description of activities:

There is an emphasis on increasing milk and milk production. The availability of good matured bulls is a pre condition for the improvement of the cattle & buffalo. To achieve the above object, a bull-rearing unit attached to Govt. Dairy Demonstration Farm has been established. Calf of cow and buffalo are being reared upto the age of maturity i.e. upto the age of 3 to 3 ½ years and thereafter located in the villages.

Sr. No.	Name of Activity/ Service	Eligibility/ Beneficiary description	Documents /formalities required	Time frame for disposal
1.	Maintenance charges to Premium Bull. Under the Scheme, Bull Agent are being paid monthly maintenance charges of Rs. 150/- (50% in kind & 50% in cash) for each premium bull.	For all	Application	No time limit is fixed. After scrutiny the application by field workers of the deptt., assistance is being given,
2.	Asstt. To Broile Production Unit. 50% subsidy limited to Rs. 2800/- is being granted for the unit of 200 boiler birds.	SC/ST	Application with cast certificate	No time limit is fixed. After scrutiny the application by field workers of the deptt. Assistance is being given.
3.	Assistance to Cockrel Production Unit. 50% subsidy limited to s. 1250/- is being granted for the unit of 500 cockrel birds.	SC/ST	Application with cast certificate.	No time limit is fixed. After scrutiny the application by field workers of the deptt. Assistance is being given.

VETERINARY SERVICES & ANIMAL HEALTH:

In order to reduce mortality in animals, efforts are being made by the deptt. To provide better health care through the network of one Veterinary Hospital and 9 FAVCs. (First Aid Veterinary Centre) There is no mobile dispensary. There is no disease diagnostic laboratory for quick and reliable diagnosis of diseases. Major livestock and poultry diseases are controlled by way of prophylactic vaccination. A detail of work done at Govt Vet. Hospital and FAVCs during 2002-03 is as under:

1.	Outdoor cases treated	11,852
2.	Cass supplied with medicines	64,674
3.	Tour patient	22,079
4.	Vaccination against various diseases	1,33,087
5.	Animal Castrated	1,522
6.	Animal dewarmed	34,371
7.	Artificial Insemination/Natural services	956
8.	Surgical cases treated	1,657

DAIRY DEVELOPMENT

The govt. Dairy Demonstration Farm is maintained to demonstrate the local tribal and other farmers the modern method of feeding, breeding and management. The milk so produced at Dairy Farm is being distributed to the local customers on advance sale of coupon. The male & female calves, which are born every year, are distributed to local farmers on first come first serve basis at a reasonable rates after ascertaining the same in the surrounding.



Contact Persons/Officers:-

- 1. Animal Husbandry & Veterinary Officer**
Dadra and Nagar Haveli, Silvassa
Phone: 0260-2642916

Election Department

(1) SPECIAL REVISION OF SUMMARY NATURE OF ELECTORAL ROLLS.

The work regarding Special Revision of summary nature of Electoral Rolls is being taken up every year as per the directives / instructions of Election Commission of India as per Schedules programme fixed. Generally this programme received in the month of November /December of the year with reference to qualifying date 1st January of respective years. For assigning the works, the Designated Officers are being appointed with required materials at the centers fixed. The persons who completed 18 years of age as on prescribed qualifying date, they shall apply in the following manners:

Form No. 6: To apply for inclusion of names.

Form No. 7: For objection against inclusion or seeking deletion of name in Electoral Rolls.

Form No. 8: For correction of particulars entered in Electoral Rolls.

Form No. 8A: For transposition of entry in Electoral Rolls.

On filing/ receipt of the information in the above said forms, the personal hearing of the applications is being conducted generally in the month of December as per Scheduled programme of Election Commission of India for verification/scrutiny etc. and decided the applications for entering/deletion on of name in the voter's list.

(2) INTENSIVE REVISION OF ELECTORAL ROLLS.

The work regarding revision of Electoral Rolls is being taken up as per the scheduled programme of Election Commission of India every five years. This work is being undertaken by appointing Enumerators/ Supervisors and Sector Officers who take visits to houses in every Patelada villages of hemlets.

During this visit, enumerators are recording information of all the persons residing in the house in the format prescribed by the Election Commission and as per information, the names are being recorded/deleted in the Electoral Roll and finally published on the notice board in the Collector / R.O. Mamlatdar / AERO as well as respective Patelada/ Panchayat building for the knowledge of the public as well as political parties for raising objection if any.

(3) PREPARATION OF PHOTO IDENTITY CARDS TO THE ELECTORS.

This work is being taken up as per the directives/instructions of the Election Commission from time to time to prepare the Photo Identity Cards to the Electors whose names have entered into the Electoral Rolls. This programme is undertaken at the places of Dadra and Nagar Haveli Patelada/Panchayat building and also Office of the Mamlatdar/AERO by chalking out the programme and Photo Identity Cards prepared through the Agency fixed by the Administration.

Contact Persons/Officers:-

- 1. Mamlatdar / AERO**
Election Department
Dadra and Nagar Haveli
Silvassa
Phone: 0260- 2642089

Soil Conservation Department

1. **Objective and aims in brief:** The terrain of Dadra and Nagar Haveli is undulating to hilly receiving average rainfall 2200 to 2500 mm and hence vulnerable to soil erosion. The main concern of Soil Conservation Department is therefore to treat the land with integrated measures like Bench Terracing, Contour bunding, Gully control, and afforestation to prevent soil erosion, maintain soil fertility and conserve soil moisture in order to increase Agriculture Production. Over and above this programme is being labour oriented provides employment to the rural people to their door step during the lean period of Agriculture, avoid migration of labourers and help in uplifting the economical condition of rural people. To maintain the longevity of Damanganga reservoir, control floods and maintain ecological balance also.
2. **Description of activity:** Bench Terracing/Contour bunding.

Sr. No.	Name of Activity/ Service	Eligibility/Beneficiary description	Documents/formalities required	Time frame for disposal
1.	Bench terracing/Contour Bunding work in private Agricultural land.	2. All SC/ST cultivators of Dadra and Nagar Haveli 3. Small and marginal farmers other than SC/ST During Xth five year plan G.O.I. Ministry of Agri-culture has provided	1. The cultivators has to bring 7/12 record of land in which he wants to carry out work (which should be loan free) 2. Certificate from Panchyat regarding SC/St. With above two documents cultivators have to contact Agriculture Assistant (SC) concerned of the	The time limit required for complete this work is almost 1 year. It again depends on fund allocation

	<p>2. Gully control and Afforestation works are being carried out in Govt Forest land.</p>	<p>100% subsidy to SC/ST and 50% subsidy to small and marginal farmers other than SC/ST.</p> <p>4. Non Adiwas Big farmers= No subsidy</p>	<p>respective area and to sign consent from as they are ready for soil conservation work in their field.</p> <p>The Agri. Asstt. (SC) prepared survey estimate after obtaining tracing plan from respective Talati and submitted to the S.D.S.C.O. for approval.</p> <p>After approval of survey estimate he has to carry out topographical survey of the said land and prepare a R.C.P./ A.S. has to check survey and make alignment in R.C.P. as per field Condition and submit it for passing to S.D.S.C.O. again. After approval of A.S. has to prepare F.P.E. and to submit it to SDSCO for seeking A.A./E.S. from the Administration end.</p> <p>After receiving A.A./E.S. Agri. Asstt. Starts execution in the field by engaging manual labourers.</p>	<p>and area of Block.</p>
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Contact Persons/Officers:-

1. SDSCO-I

Soil Conservation Department, Dadra and Nagar Haveli, Silvassa
Phone: 0260-2642971

2. SDSCO-II

Soil Conservation Department, Dadra and Nagar Haveli, Silvassa
Phone: 0260-2642037

Land Reforms –I

1. Objective and aims in brief:

The main aim of the department is to implement the Dadra and Nagar Haveli Land Reforms Regulation- 1971 and Rules made there under to abolish Alwara and Teram holders and their Tenants, to impose a ceiling on possession of agriculture lands to provide for acquisition and distribution of land held in excess of such ceiling and to regulate the relation of landlords and tenants in the U.T. of Dadra and Nagar Haveli and for matters connected therewith.

2. Description of activities:

- i. To grant occupancy rights for agriculture and village site land.
- ii. Taking /Handing over possession of ceiling surplus land vested to the Government.
- iii. Allotment / distribution of ceiling surplus land to the landless agricultural labourers under section 27 of the Regulation.

3. Time bound disposal of Public Services:

Sr.No	Name of activity/ Service	Eligibility/beneficiary description	Documents/formalities required	Time framed for disposal
1.	2.	3.	4.	5.
1.	Grant of occupancy rights in respect of agriculture/village site land	Alwara / Teram & Tenants	To file information under section 21 in form- I	This being a Quasi judicial matter for disposal of cases and there is no time limit. However, it is

				proposed to dispose within one month.
2.	Issue of certified copies of documents of Land Reforms cases	Being issued to the interested parties.	To apply in simple application in blank paper affixing 0.50 ps Court fee stamp other than SC/ST applicant alongwith revenue records. V. F., No. VII-XII	Within week time.
3.	Allotment/Distribution of ceiling surplus land to the landless labourers under Section 27 of the Regulation.	Being allotted/distributed to the landless agriculture labourers U/S-15 read with section 26 1 (i) of the regulation as and when ceiling surplus land available fir for cultivation and public notice in respective village.	Application in Form-X under Rule 19 with supporting documents viz. casr/Resident certificates etc.	There is no time limit. However, this formalities being completed within one month.

Contact Persons/Officers:-

1. Land Reforms Officer-I

Dadra and Nagar Haveli
Silvassa

Phone: 0260-2642112

SC/ST Corporation

We are pleased to present this “Citizen’s Charter” of Dadra and Nagar Haveli, Daman and Diu Scheduled Caste/ Scheduled Tribes, Other Backward Classes and Minorities Financial and Development Corporation Ltd, popularly known as SC/ST Corporation. The Corporation is registered as Company under the provisions of Companies Act 1956 and has been incorporated on 12.7.1993 with Registrar of Companies, Ahmedabad having Authorised Share Capital of Rs.10.00 crores and paid up capital Rs.4.46 crore as on 31st March 2004. The Registered Office of the Corporation is situated at Silvassa and its jurisdiction is whole of the Union Territory of Daman and Diu and Dadra and Nagar Haveli.

The main objectives of the Corporation are :

- (1) : To undertake the task of economic upliftment of the members of the SC/ST, Other Backward Classes ,Minorities and Handicapped people in the Union Territory of ~~.....~~⁵⁴ Dadra and Nagar Haveli, Daman and Diu.
- (2) : To promote and provide specialized training, technical education and assistance to earn livelihood for the members of Scheduled Caste and Scheduled Tribes, OBC , Minorities and Handicapped people in the Union Territory of Dadra and Nagar Haveli, Daman and Diu.

PRESENT ACTIVITIES & SCHEMES IN OPERATION :-

The Corporation is providing loan to SC/ST/OBC/Minorities and Handicapped persons of Dadra and Nagar Haveli, Daman &Diu and charging 6 % interest annum.

The Corporation is acting as Channelising Agency of all the Schemes of National Scheduled Caste Finance Development Corporation and National Scheduled Tribes Finance Development Corporation. National Backward Class Finance Development, National Minorities Finance Development Corporation, National Handicapped Finance and Development Corporation and also availing facility of financing Schemes approved by N.S.C.F.D.C and N.S.T.F.D.C. The Corporation is providing loan facility to targeted people of DD and D&NH for the project given in Annexure “A”: -

Annexure -A

Name of Project	Name of Project
Bus.	Small Restaurant.
Mini Bus.	General Provision Shop.
Maruti Van.	Flour Mill.
Broiler Farming.	Auto rickshaw.
Tent House.	STD/PCO Booth.
Photocopier.	Pan Shop.
Medical Store.	Haircutting Saloon.
Engineering Work Shop.	Computer Training Centre.
Garage Work Shop.	Dish Antenna.
Auto Tempo.	Furniture Shop/Manufacture.
Electric/Electronic Store.	Book Stall/Shop.
Cloth Store.	Gift Shop.
Footwear Shop.	Florist /Bouquet Shop.

PROCEDURE TO OBTAIN LOAN

1. Obtain application form from Corporation during 11 A.M to 1.30 P.M on all working days.
2. Submit duly filled application form with required enclosures given in Annexure “C” to concerned official on working days between 3.00 P.M to 5.00 P.M.
3. Applicant fulfilling eligibility criteria will be called for personal interview before Loan Sanctioning Committee tentatively within one month from date of submission of application form.

4. The selected applicants whose loan amount is less than Rupees two lakh will be called to complete documentary requirement and deposit promoter's Contribution as indicated in annexure "C" within one month from date of receipt of notice applicant.
5. The case of selected applicant whose loan amount is more than Rupees two lakh will be placed before B.O.Ds for sanction of loan. This will tentatively take three month.
6. Loan will be disbursed within ten days after completion of all formalities.

Annexure-B

Enclosures of application Form

1. One passport size photo duly attested by gazetted officer.
2. No dues certificate from banks.
3. Income certificate from competent authority/Mamlatdar.
4. Caste /community certificate from competent authority.
5. Matriculation Certificate /School leaving certificate or any other documents in support of date of birth.
6. Project Report prepared by S.I.S.I.
7. Details of two guarantors with their signatures in application form and copy of 7x12 of their land. If Guarantors are government servant then their salary certificate.
8. Identification certificate from prominent person of territories. List of prominent persons is given in application form.
9. Two affidavits, format of which is given in application form.
10. Driving license & Permit to ply vehicle, in case of vehicle.
11. Any other document required for the project loan.
12. Copy of Ration Card/PAN/EPIC/Identity card/Passport /etc.

Collateral Securities :-

(A) Loan amount is above Rs.50000/- :-

- (i) Applicant required to get mortgaged property either in his name or in the name of guarantors valuing 1.5 times of the loan amount.
- (ii) Applicant is required to give guarantee of two guarantors to secure the loan amount.
- (iii) Applicant is required to deposit post dated cheques for twelve month on year to year basis
- (iv) Beneficiaries are required to file insurance of vehicle/business/project for which loan has been sanctioned

(B) Loan amount is below Rs.50000/- :-

- (i) Applicant is to give guarantee of two guarantors having repayment capacity of the loan amount.
- (ii) Applicant is required to deposit post dated cheques for twelve month on year to year basis
- (iii) Beneficiaries are required to file insurance of vehicle/business/project for which loan has been sanctioned

Annexure-C

All beneficiaries are required to deposit in cash /cheque, promoter's contribution detailed below: -

Sr. No.	Loan	Promoter's contribution
1	Upto two lakh	10% of loan amount
2	Above two lakh but less than five lakh	15% of loan amount
3	Above five lakh	25% of loan amount

APPEAL TO PUBLIC

1. Apply in a proper application form
2. Apply with necessary documents
3. Meet and hand over the application to correct official.
4. Avoid touts and middle man
5. For clarification please contact General Manager of the corporation during 12.00 A.M to 1.30 P.M during all working day
6. Pay monthly installment of loan by 15th of each month to avoid penal interest of the month.

: OUR MISSION :

WE ARE BORN TO HELP AND TO ASSIST POOREST OF POOR
AND TO EXTEND ALL CO-OPERATIONS TO MAKE THEM
SELFDEPENDENT WITH SELFRESPECT.

Contact Persons/Officers:-

1. **General Manager**
SC/ST Corporation,
Dadra and Nagar Haveli, Silvassa
Phone: 0260-2642043/2643152
Fax: 2643459

POLICE DEPARTMENT

MISSION OF NAGAR HAVELI POLICE

The purpose of Nagar Haveli Police is to
uphold the law fairly and firmly;
to prevent crime; to pursue and bring to justice
those who break the law;
to keep the peace in partnership with the community;
to protect, help and reassure the people;
and to be seen to do all this
with integrity, common sense and sound judgment.
We must be compassionate, courteous and patient,
acting without fear, or favour or prejudice
to the rights of others,
we need to be professional, calm and restrained
in the face of violence
and apply only that force
which is necessary to accomplish our lawful duty.
We must strive to reduce the fears of the public
and, so far as we can,
to reflect their priorities in the action we take.
We must respond to
well-founded criticism with a willingness to change.

The Nagar Haveli Police presents its Charter for the citizens of Dadra Nagar Haveli. It would be of immense help to us if we are informed on the non-compliance of any term of the charter.

HISTORY OF NAGAR HAVELI POLICE

No authentic record of history could be found so far. But from the officers in the police who have been here since long it has come to notice that during the Portuguese time there was only one Police Station in Silvassa along-with three Out Posts, at Naroli, Dadra and Khanvel. The over-all In-Charge of police of DNH was Chief Of Police. The office of Chief Of Police was in a building which was known as High Building. After liberation in 1954, the previous system continued till 1964. In that year one more Police Station was opened at Khanvel. In the year 1965, the third Police Station was opened at Surangi.

This system continued till 1973. In that year the Surangi Police Station was abolished/made non-functional. Till today the set-up is same except some increase in Out-Posts.

After liberation, usually the post of Chief Of Police was being held by the officers on deputation from Gujarat. Lately, the same post is being filled by the officers of DANIPS officers

STRUCTURE OF THE DEPARTMENT

The Headquarters of the Nagar Haveli Police is located at Silvassa. AIGP is overall in-charge of police force under him Addl. S.P. works. Chief of Police is the head of District police.

AIGP
ADDL. S. P.
CHIEF OF POLICE

**I/C PS SILVASSA---I/C PS KHANVEL---CPI----RSI--I/C TRAFIC---I/C
CRIME—I/C MT-AC BR.**

I/C OP PIPARIA I/C OP KHERDI - I/C M.POLICE

I/C OP NAROLI I/C SURANGI - I/C DOG

I/C OP MASAT I/C OP DUDHNI

I/C OP RAKHOLI I/C OP MANDONI

I/C OP SAYELI

I/C OP GALONDA

I/C OP KILVANI

I/C OP RANDHA

I/C OP DADRA

HOW TO REACH NAGAR HAVELI POLICE.

Any person desirous of having an access to any branch/any person of the branch can do so directly or indirectly in a manner as mentioned below:-

1. Physical access.
2. Correspondence.
3. Telephone. (Dial-100)

WORK UNDER-TAKEN BY POLICE

1. Registration of FIR/NCR and investigation of the cases, arrest of the accused, recovery of stolen property, challenging of the cases and prosecution.
2. Depositing unclaimed property.

3. Recording report regarding missing persons and children and tracing them.
4. Verification of servants/chowkidars and tenants and registration of Security agencies.
5. Granting permission for loud speakers, rallies, political/religious functions.
6. Checking of banks.
8. Providing documents for filing claim in Motor Accident Claim Tribunal.
9. Providing Guards for the transportation of cash, if required, as per police rules..
10. Public hearing for redressal of grievances.
11. Helping rape victims and other victims of heinous crime.
14. Organizing meetings with Industrialists/Hoteliers/Bankers/Mercantile Traders Associations to sort out their problems relating to their safety, security and maintenance of peace in their locality. Organization of meetings at P.S. level and Distt. level.

RIGHTS EXTENDED TO THE PERSONS ARRESTED, DETAINED IN POLICE CUSTODY AS PER NHRC GUIDELINES AND HON'BLE SUPREME COURT JUDGEMENT DATED 18.12.96 IN CRL. C.W.P NO. 539/86- D.K. BASU VS. STATE OF WEST BENGAL.

PRE-ARREST

- a) The power to arrest without a warrant should be exercised only after a reasonable satisfaction is reached, after some investigation, as to the genuineness and bonafides of a complaint and a reasonable belief as to both the person's complicity as well as the need to effect arrest.
- b) Arrest cannot be justified merely on the existence of power, as a matter of law, to arrest without a warrant in a cognizable case.
- c) The question whether the power of arrest has been exercised reasonable or not is clearly a justiciable one.
- d) Arrest in cognizable cases may be considered justified in one or other of the following circumstances:

(i) The case involves a grave offence like murder, dacoity, robbery, rape etc., and it is necessary to arrest the suspect to prevent him from escaping or evading the process of law.

(ii) The suspect is given to violent behavior and is likely to commit further offences.

(iii) The suspect requires to be prevented from destroying evidence or interfering with witnesses or warning other suspects who have not yet been arrested.

(iv) The suspect is a habitual offender who unless arrested, is likely to commit similar or further offences.

e). Except in heinous offences, as mentioned above, an arrest must be avoided if a police officer issues notice to the person to attend the police station and not leave the station without permission.

f). The power to arrest must be avoided where the offences are bailable unless there is a strong apprehension of the suspect absconding.

g). Police officers carrying out an arrest or interrogation should bear clear identification and name tags with designation. The particulars of police personnel carrying out the arrest or interrogation should be recorded contemporaneously, in a register kept at the police station.

ARREST:

1. As a rule use of force should be avoidable while affecting arrest. However, in case of forcible resistance to arrest minimum force to overcome such resistance may be used. However, care must be taken to ensure that injuries to the person being arrested, visible or otherwise, is avoided.

2 That the police officer carrying out the arrest of the arrestee shall prepare a memo of arrest at the time of arrest and such memo shall be attested by at least one witness, who may be either a member of the family of the arrestee or a respectable person of the locality from where the arrest is made. It shall also be counter signed by the arrestee and shall contain the time and date of arrest.

3 The dignity of the person being arrested should be protected. Public display or parading of the person arrested should not be permitted at any cost.

4 Searches of the person arrested must be done with the due respect to the dignity of the person, without force or aggression and with care for the person's right to

privacy. Searches of women should only be made by other women officers with strict regard to decency.

5 The use of handcuffs or leg chains should be avoided and if at all, it should be resorted to strictly in accordance with the law repeatedly explained.

6 A person who has been arrested or detained and is being held in custody in a police station or interrogation center or other lock-up, shall be entitled to have one friend or relative or other person known to him or having interest in his welfare being informed, as soon as practicable, that he has been arrested and is being detained at the particular place, unless the attesting witness of the memo of arrest is himself such a friend or a relative of the arrestee.

7. The time, place of arrest and venue of custody of an arrestee must be notified by the police where the next friend or relative of the arrestee lives outside the district or town through the Legal Aid Organization in the District and the police station of the area concerned telegraphically within a period of 8 to 12 hours after the arrest.

8. The person arrested must be made aware of this right to have someone informed of his arrest or detention as soon as he is put under arrest or is detained.

9. An entry must be made in the diary at the place of detention regarding the arrest of the person which shall also disclose the name of the next friend of the person who has been informed of the arrest and the names and particulars of the police officials in whose custody the arrestee is.

10. As far as is practicable women police officers should be associated where the person or persons being arrested are women. The arrest of women between sunset and sunrise should be avoided.

11. The arrestee should, where he so requests, be also examined at the time of his arrest and major and minor injuries, if any present on his/her body, must be recorded at that time. The "Inspection Memo" must be signed both by the arrestee and the police officer effecting the arrest and its copy provided to the arrestee.

12. Where children or juveniles are sought to be arrested, no force or beatings should be administered under any circumstances. Police officers, may for this purpose, associate respectable citizens so that the children or juveniles are not terrorized and minimal coercion is used.

13. Where the arrest is without a warrant, the person arrested has to be immediately informed of the grounds of arrest in a language, which he or she understands. Again, for this purpose, the police, if necessary may take the help of

respectable citizens. These grounds must have already been recorded in writing in police records. The person arrested should be shown the written reasons as well and also given a copy on demand.

14. Apart from informing the person arrested of the above rights, the police should also inform him of his right to consult and be defended by a lawyer of his choice. He should also be informed that he is entitled to free legal aid at state expense.

15. When the person arrested is brought to the police station, he should, if he makes a request in this regard, be given prompt medical assistance. He must be informed of his right. Where the police officer finds that the arrested person is in a condition where he is unable to make such request but is in need of medical help, he should promptly arrange for the same. This must also be recorded contemporaneously in a register. The female requesting for medical help should be examined only by a female registered medical practitioner.

16. Information regarding the arrest and the place of detention should be communicated by the police officer effecting the arrest without any delay to the police control room and District/State Headquarters. There must be a monitoring mechanism working round the clock.

17. The information regarding the arrest and the place of custody of the arrestee shall be communicated by the officer causing the arrest to the District Control Room and Police Control Room within 12 hours of effecting the arrest. Further at District/Central Police Control Room it should be displayed on a day-to-day basis at a conspicuous place on a notice board. Every police station shall also display the details of arrestees at a conspicuous place for the knowledge of the public.

18. As soon as the person is arrested, police officer effecting the arrest shall make a mention of the existence or non-existence of any injury(s) on the person of the arrestee in the register of arrest. If any injuries are found on person of the arrestee, full description and other particulars as to the manner in which the injuries were caused should be mentioned in the register, which entry shall also be signed by the police officer and the arrestee. At the time of release of the arrestee, a certificate to the above effect under the signature of the police officer shall be issued to the arrestee.

19. If the arrestee has been remanded to police custody under the orders of the court, the arrestee should be subjected to the medical examination by a trained Medical Officer every 48 hours during his detention in custody by a doctor on the panel of approved doctors appointed by Director, Health Services of the concerned State or Union Territory. At the time of his release from the police

custody, the arrestee shall be got medically examined and a certificate shall be issued to him stating wherein the factual position of the existence of non-existence of any injuries on his person.

20. Copies of all the documents including the memo of arrest, referred to above, should be sent to the illaqa Magistrate for his record.

AFTER ARREST

(i) The person under arrest must be produced before the appropriate court within 24 hours of the arrest.

(ii) The person arrested should be permitted to meet his lawyer at any time during the interrogation.

(iii) The interrogation should be conducted in a clearly identifiable place, which has been notified for this purpose by the Govt. The place must be accessible and the relatives or friend of the person arrested must be informed of the place of interrogation taking place.

(iv) The methods of interrogation must be consistent with the recognized rights to life, dignity and liberty and right against torture and degrading treatment.

OUR REQUEST TO THE PUBLIC

1. To inform the local police about the persons living in the area without any regular means of livelihood and living a lavish life or persons involved in any type of nefarious activities.

2. May inform the local police any suspicious activities, which may affect their safety and security.

3. The particulars of the domestic help and the tenants may be sent to the local police for verification to prevent entry of criminals and anti national elements in their houses.

4. To observe Traffic rules, follow the lane system and cooperate with the traffic police for smooth mobility and for avoiding inconvenience to others.

5. May not touch or lift any suspicious object, but inform PCR.

6. To adopt various home security and vehicle safety measures advised by the local police to prevent thefts and other crimes.

7. To assist local police in all possible manners for prevention and detection of crime and to maintain law and order.

AVAILABILITY OF POLICE OFFICERS FOR PUBLIC HEARING

- 1. AIGP/DNH on Tuesday and Friday(11.00 A.M. to 1 P.M.)
- 2. Addl. S.P. on Mon, Wed, Thu, Sat. --do—
- 3. Chief of Police on all days --do---
- 3. I/C PS and OPs' Daily from 4.00 P.M. to 5 P.M.

CRIME BRANCH (Telephone No. 2642766)

The Crime Wing of Nagar Haveli Police is functioning at Crime Branch Building near PHQ, under the supervision of Chief of Police and under ASP and under over all supervision of AIGP and deals with specialized cases.

TRAFFIC POLICE (Telephone No. 26198928)

The function of traffic police in the city basically pertains to traffic management, regulation, enforcement of traffic rules & regulations and road safety education to all road users.

POLICE CONTROL ROOM (Telephone No. 100, 2642130)

F.R.R.O. (Telephone No. 2642002)

For registration of foreigners and visa extension, F.R.R.O./COP can be approached, whose office is located in PHQ 2nd Floor.

LIST OF OFFICE AND TELEPHONE NUMBERS OF OFFICERS

- AIGP-----0260-2642707
- ASP-----0260-2642788
- COP-----0260-2642002
- I/C PS SILVASSA-----0260-2642033
- I/C PS KHANVEL-----0260-2677233

Electricity Department

Aims & Objectives:

The following are the main objectives of Electricity Department.

1. Providing uninterrupted power supply to all category of consumers, i.e. assurance of quality in power supply.
2. Development of best and modern power system for the territory.
3. Maximum consumer satisfaction.
4. Availability of personnel at stipulated office/place of duty during the office hours to enable consumers to get in touch when needed.
5. Answering telephone promptly as electricity has become an essential service.
6. Promptness in responding to the customers' complaints.
7. Quick release of new connections as per prescribed procedures.
8. Reading of meters accurately and timely.
9. Making convenient arrangement for payments.
10. Refund and deposits and settlement in time.

Details of business transacted by the department.

1. Physical Achievement.

The present demand of territory is 260MW. The per capita consumption of D&NH during 2003-04 is 6225KWH, which is the highest in the country. The department is having a transformation capacity of 200 MVA at 220/66 KV level. The physical assets of department as on 31/3/04 are as below.

- | | |
|---------------------------------------------|------------|
| 1. Maximum Demand. | : 260 MW. |
| 2. Transformation capacity at 220 KV level. | : 200 MVA. |

3. Transformation capacity at 66 KV level.	: 255 MVA
4. Length of electric lines.	
a) 220KV lines.	: 6 Kms.
b) 66KV lines.	: 112.08 Kms.
c) 11KV lines.	: 561.546 Kms.
d) LT lines.	: 1655.827 Kms.
5. No of distribution transformers.	: 731 Nos.
6. No of consumers.	: 47518 Nos.

2. Release of power connections.

During the financial year 2003-04, the department has released 2751 Nos. of connections. The details of number of connections as on 31/3/04 are as below:-

1. Domestic	: 25696
2. Commercial	: 4412
3. Industry	
a) L.T	: 3124
b) H.T.	: 581
c) E.H.T.	: 12
4. Agriculture & LIS.	: 1072
5. LIG	: 12257
6. Water supply.	: 165
7. Public lighting.	: 199

3. Revenue Return.

During the year 2003-04, the department has earned a profit of Rs. Crores and the details of expenditure are given below.

Power purchase in (MU).	: 1727.69
Actual expenditure (Rs. in lakhs).	: 34580.00
Actual revenue realized (Rs in lakhs)	: 43747.33

Total Profit (Rs. in lakhs).	: 9167.33
Revenue target (Rs. in lakhs).	: 8698.40

Expectations from citizens.

The department is making all out efforts to provide uninterrupted power supply to all its consumers. Hence the department expects the citizens to provide help in achieving the objectives of department by adhering to following points.

1. Prevention of theft/pilferage of energy.
2. Avoid illegal methods for obtaining connections.
3. Timely payment of power bills.
4. Timely information of fault to department and avoid self repairing of fault.
5. Installation of capacitors at the consumer installations.
6. Avoid meddling with metering arrangement.
7. Unauthorized direct tapping of line.
8. Overloading/exceeding the sanction load.

Time bound action taken for Public services.

Sr No.	Name of activity.	Eligibility/ Beneficiaries/ Description.	Documentation/ formalities.	Time frame for disposal.
1.	Release of connections.	Domestic, commercial, agriculture, industry, water supply etc.	Public has to apply "SWIFT".	***
2.	Low Income group connections.	People below poverty line.		***
3.	Payment of bills.	All consumers.	Bills will be Issued by deptt.	A period of 15 days is given for payment.

Details of contact person/s.

1. Executive Engineer

Electricity Department,
D&NH.
Phone No.2642338.

2. Deputy Engineer

Electricity Department,
D&NH.
Phone No.2630290.

3. Deputy Engineer

Electricity Department,
D&NH.
Phone No.2642921.

DEPTT. OF CIVIL SUPPLIES

We are pleased to present this “Citizen’s Charter” of Department of Civil Supply and Price Control with an aim that the services and functions of the department should reach and benefit the citizens of Union Territory. Our motto is “ **Work is Worship**”.

This department has three wings, Civil Supply, Weights and Measurement and Consumer’s Affairs. The Civil Supply Wing of the department has been implementing Essential Commodities Act 1955 and different Control Orders made thereunder. The Weight and Measurement wing is implementing Standards of Weights and Measurement Act, 1976, Standards of Weights and Measurement Enforcement Act, 1985, the Dadra and Nagar Haveli Standards of Measurement Rules 1991 and Standards of Weights and Measures Packaged Commodity Rules, 1977. Besides it the department is also implementing the Consumer Protection Act, 1986 and the Rules made thereunder. State Commission Daman Diu and Dadra & Nagar Haveli and District Consumer Redressal Forum, Dadra & Nagar Haveli have been set up to hear the grievances / complaints of both territories. Services being provided by three different wings have shown in annexure – I, II and III.

APPEAL TO PUBLIC

The Department of Civil Supply & Price Control request the Public to extend their co-operation in following ways.

1. To apply in a proper application form.
2. To apply with necessary fees and documents.

3. To meet and handover the application to the concerned official.
4. To avoid touts and middlemen.
5. To report to the higher and competent authority for remedies if needed.
6. Not to interrupt the official on duty.
7. Follow the time schedule for services as under.
8. (a) Submission of challans for
payments of fees. 10.00 a.m. to 12.00 Noon
- (b) Delivery of permits to Fair
Price shop 11.00 a.m. to 13.30 p.m.

Public dealing ends at 3.00 p.m., however the department is open throughout the day for hearing public grievances. Kindly refer Annexure-I for detailed information of documents required for various services provided by the department.

ANNEXURE - I

CIVIL SUPPLY :-

The Civil Supply Department of this administration is implementing the Targeted Public Distribution System w. e. f. 1/6/1997 as per the directives of the Government of India. Wheat, Rice and Kerosene Oil are being distributed to the beneficiaries under the TPD Scheme through Fair Price Shops. 78 Fair Price Shops are functioning in the U. T. of Dadra & Nagar Haveli. (annexure-'A'). The following schemes are being implemented under the Targeted Public Distribution System :-

(I) ABOVE POVERTY LINE :-

White coloured Ration Cards under this category. APL Card holders are issued food grains. 25 Kg. Rice at the rate of Rs. 8 = 50 per Kg. And 10 Kg. Wheat @ Rs. 6 =50 per Kg. And 10 Ltrs. Kerosene Oil @ Rs. 9=50 per Ltrs. Per card per month. Families having double/two LPG Cylinders are not entitled for Kerosene oil under the scheme.

(II) BELOW POVERTY LINE :-

Pink colour Ration Cards are issued for below poverty line category on the basis of identification made and authenticated by the District Panchayat of this Union Territory. BPL Ration Card holders are issued food grains, 25 Kg. Rice @ Rs. 6 =00 per Kg. Wheat @ Rs. 4=65 per Kg. And 10 Lit. Kerosene Oil @ Rs. 9=50 per Lit. per Card per month. Families having double / two LPG Cylinders are not entitled for Kerosene Oil under the scheme.

(III) ANTYODAYA ANNA YOJANA (AAY) :-

Yellow Colour Ration Cards under this Schemes are issued on the basis of list prepared and supplied by the District Rural Development Agency (DRDA) as per guideline of Government of India. AAY families are issued food grains 25 Kg. Rice @ Rs. 3/- per Kg./ 10 Kg. Wheat @ Rs. 2/- per Kg. / Kerosene Oil @ Rs. 9=50 per Lit. per Card per month.

(IV) ANNAPURNA SCHEME :-

This scheme is being implemented from 2001 – 2002 as per guidelines of Government of India for the Citizens not covered under National Old age Pension Scheme. The list is prepared and supplied by the competent authority of

District Panchayat of this Union Territory. They are issued Blue colour ration card. 10 Kg. Rice or Wheat per month per card per person is given free of cost to the beneficiaries under the scheme.

(V) RATION CARD :-

Description Of Items.	Eligibility	Documents to be submitted.	Fees to Be paid	Time limit For disposal
(a) New Ration Card	Resident Of Dadra And Nagar Haveli	<ul style="list-style-type: none"> • Application in prescribed form. • Proof of residence with house number issued by Gram Panchayat. • Rent receipt from house owner in case of applicant is residing in rented house or letter from company if the applicant is serving in private company and staying in residential house of the company. • In case of migrants, surrender certificate issued by the Mamlatdar / Civil Supply Officer or other authorized officer of State/ U. T./ District of original place of Residence. • Two passport size photographs duly attested. 	Rs. 7=50	7 Days
b) Renewal of Ration Card.	Applicant Who Posses Ration Card.	<ul style="list-style-type: none"> • Application in prescribed form. • Original Ration Card to be attached. • Two copies of passport size photographs of Head of family duly attested. 	Rs. 7=50	7 Days
c) Addition of Name In	Applicant Who	<ul style="list-style-type: none"> • Application in prescribed form. 	No Fee	7 Days

Ration Card.	Posses Ration Card.	<ul style="list-style-type: none"> • Original Ration Card to be attached. 		
		<ul style="list-style-type: none"> • Attested copy of birth certificate. 		
		<ul style="list-style-type: none"> • In case of migrants, Surrender Certificate issued by Mamlatdar / Civil Supply Officer or other authorized Officer of concerned state/ U.T./ District/ City. 		
d) Cancellation of Ration Card, Deletion of Name from Ration Card.	Applicant Who Posses Ration Card.	<ul style="list-style-type: none"> • Application in prescribed form. 	No Fee	7 Days
		<ul style="list-style-type: none"> • Certificate of concerned F.P. Shop to the effect that entry of deletion is made in Card Register of FPS with reason of deletion. 		
		<ul style="list-style-type: none"> • Death Certificate in case of deletion due to death of any member of family. 		
		<ul style="list-style-type: none"> • Original Ration Card to be attached. 		
e) Issue of Duplicate Ration Card.	If the Original Ration Card is Lost.	<ul style="list-style-type: none"> • Application in prescribed form. 	Rs. 7=50	7 Days
		<ul style="list-style-type: none"> • Certificate of house number from concerned Panchayat 		
		<ul style="list-style-type: none"> • Affidavit from Executive Magistrate in case of loss of original ration card. 		

		<ul style="list-style-type: none"> • Certificate from concerned F.P. Shop to the effect that the card stood registered with F.P.Shop with entry of Ration Card. • Two pass-port size photographs of Head of Family. 		
f) Change of Address/ Change of F.P. Shop.	If Residence Area is Changed.	<ul style="list-style-type: none"> • Original Ration Card to be submitted. • Deletion Certificate from concerned F.P. Shop of present address. • Proof of change of residence with house number from concerned village Panchayat. 	No Fee	7 Days.

(VI) SOLVENT –

One has to obtain the licence for consumption and storage of solvent under the provisions of solvent, Raffinate and Slop (acquisition, Sale, Storage and prevention of use in Automobiles) Order 2000, as amended from time to time.

Provided that no such licence shall be required for consumption of 50 KL. Or less per month and storage of 20 KL. Or less combined. For the issue of licence the documents required are mentioned below :-

Description	Documents to be attached.	Fees to be paid	Time limit Of disposal Of application
a) Grant of licence	<ul style="list-style-type: none"> • Application in prescribed form. • Attested copy of Industry Registration Certificate issued by D.I.C.,D. & N.H. • Attested copy of factory licence issued by chief Inspector of Factories. 	Rs. 500/-	40 Days
	<ul style="list-style-type: none"> • Attested copies of Central / local Sales Tax Registration Certificate. • Attested copy of Central Excise registration certificate. • Attested copy of PAN of Income Tax. • Attested copy of explosive licence / N.O.C. from explosive department for storage of solvents. • Memorandum of Articles of Association of the company/ partnership deed. • Authority letter for authorized signatory. • Name and address of dealers from whom Solvent to be purchased. • Details of manufacturing process • Details of Plants and Machinery installed. • Power/ electricity connection with sanctioned load by Electricity Department of Dadra and Nagar Haveli. 		

b) Renewal of Solvent Licence	•	Application on plain paper.	Rs. 250/-	15 Days
	•	Original licence.		
	•	All documents listed above for new licence.		

Annexure – II

WEIGHTS AND MESURES;

LICENCES

Sr. No	Description of Service.	Eligibility	Documents required.	Fees to be paid	Time of disposal
1.	Grant of Manufacturing Licence.	Those who are engaged in manufacturing of Weight & Measures.	<ul style="list-style-type: none"> • Application in prescribed Form LM –1. • Attested copy of Model approval certificate issued by the Govt. of India • Attested copy of Proof of ownership of business premises/ rent agreement. • Attested copy of power sanctioned letter. • Attested copy of Partnership deed. • Attested copy of Memorandum & Articles of Association. • Attested copy of Power of attorney of authorized signatory. • Attested copy of Project Report. • List of Raw material required. • List of machinery & Tool required. • List of Weight & Measures used and maintained. 	As per Schedule –VII of Dadra and Nagar Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within One Month

			<ul style="list-style-type: none"> • Attested copy of S.S.I. Registration or N.O.C. from D.I.C. office. • List of Directors/Partners of the company as amended time to time. 		
2	Grant of Dealers Licence for Sale of Weight and Measure.	Those who are engaged in Weight & Measure.	<ul style="list-style-type: none"> • Application in prescribed Form LD –1. • Attested copy of Model approval certificate issued by the Govt. of India • Attested copy of Proof of ownership of business premises/ rent agreement. • Attested copy of power sanctioned letter. • Attested copy of Partnership deed. • Attested copy of Memorandum & Articles of Association. • Attested copy of Power of attorney of authorized signatory. • Attested copy of Project Report. • List of Raw material required. • List of machinery & Tool required. • List of Weight & Measures used and maintained. • Attested copy of S.S.I. 	As per Schedule –VII of Dadra and Nagar Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within One Month

			<p>Registration or N.O.C. from D.I.C. office.</p> <ul style="list-style-type: none"> List of Directors/Partners of the company as amended time to time. 		
3.	Grant of Repair licence	Those who are engaged in repairing work of Weight and Measures	<ul style="list-style-type: none"> Application in prescribed Form LR –1. Attested copy of Proof of ownership of business premises/ rent agreement. Attested copy of power sanctioned letter. Attested copy of Partnership deed. Attested copy of Memorandum & Articles of Association. Attested copy of Power of attorney of authorized signatory. Attested copy of Project Report. <ul style="list-style-type: none"> List of Raw material required. List of machinery & Tool required. List of Weight & Measures used and maintained. Attested copy of S.S.I. Registration or N.O.C. from D.I.C. office. <ul style="list-style-type: none"> List of Directors/Partners of the company as amended time to time. Attested copy of Educational qualification certificate. Experience Certificate. 	As per Schedule –VII of Dadra and Nagar Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within One Month

4.	Grant of Registration under packaged Commodity Rules –77.	Those who are engaged in packaging activity within U.T. of D.N.H.	<ul style="list-style-type: none"> • Application in prescribed Form. • Attested copy of Proof of ownership of business premises/ rent agreement. • Attested copy of power sanctioned letter. • Attested copy of Partnership deed. • Attested copy of Memorandum & Articles of Association. • Attested copy of Power of attorney in case of authorized signatory. • Attested copy of S.S.I. Registration or N.O.C. from D.I.C. office. • List of Directors/Partners of the company as amended time to time. • List of items to be packed in different packing size. 	Rs. 20/-	One Month
5.	Renewal of Manufacturing Licence.	Those whose Licence expected to be expired.	<ul style="list-style-type: none"> • Application in prescribed Form. LM-2 • Original Licence • Copy receipt for fee remittance • Periodical return as per W & M. Act. • Proof of ownership of premises. • Rent Agreement. • Copy of power of Attorney. 	As per Schedule –VII of Dadra and Nagar Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Fifteen Days.
6.	Renewal of Dealer licence for	Those whose licence	<ul style="list-style-type: none"> • Application in prescribed Form. LD-2 • Original Licence 	As per Schedule –VII of	Within Fifteen Days.

	Sale of Weight and Measures	expected to be expired.	<ul style="list-style-type: none"> • Copy receipt for fee remittance. • Proof of ownership of premises. • Attested copy of Rent Agreement. • Attested copy of power of Attorney. 	Dadra and Nagar Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	
7.	Renewal of repairing Licence for repairing of Weight and Measures	Those whose licence expected to be expired	<ul style="list-style-type: none"> • Application in prescribed Form. LR-2 • Original Licence • Copy receipt for fee remittance. • Periodical return as per Weight & Measure, Act. • Proof of ownership of premises. • Attested copy of Rent Agreement. • Attested copy of power of Attorney. 	As per Schedule –VII of Dadra and Nagar Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Fifteen Days.
8.	i) Certification / Verification of Weight & Measures	Those weight & Measures which are used in U.T. of D. & N. H.	<ul style="list-style-type: none"> • Copy of purchase Invoice of Weights & Measures or old verification Certificate. 	As per Schedule XII of Dadra and Nagar Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Two Days.

	ii) Certification/ Verification of Weight & Measures Instruments	Those weight & Measures which are used in U.T. of D. & N. H.	<ul style="list-style-type: none"> • Copy of purchase Invoice of Weights & Measures or old verification Certificate. 	As per Schedule XII of Dadra and Nagar Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Five Days.
	iii) Certification / Verification of Document type Weight Instruments.	Those weight & Measures which are used in U.T. of D. & N. H.	<ul style="list-style-type: none"> • Copy of purchase Invoice of Weights & Measures or old verification Certificate. 	As per Schedule XII of Dadra and Nagar Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Eight Days.
	iv) Certification / Verification of Petrol Pump.	Those weight & Measures which are used in U.T. of D. & N. H.	<ul style="list-style-type: none"> • Copy of purchase Invoice of Weights & Measures or old verification Certificate. 	As per Schedule XII of Dadra and Nagar Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Three Days.

SCHEDULE XII

See rules 17(1) of Dadra and Nagar Haveli Standard of W&M (Enf.) Rules-1991

FEES PAYABLE FOR VERIFICATION AND STAMPING OF WEIGHTS, MEASURES AND WEIGHING AND MEASURING INSTRUMENTS.

1. WEIGHTS.

(A) Bullion Weights.

De nomination	Fees.
20 KG	10=00
10 KG	10=00
5 KG	6=00
2 KG	6=00
1 KG	6=00
500 g.	6=00
200 g	3=00
100 g	3=00
50 g	3=00
20 g	3=00
10 g	3=00
5 g	3=00
2 g	3=00
1 g	3=00
500 mg	2=00
200 mg	2=00
100 mg	2=00
50 mg	2=00
20 mg	2=00
10 mg	2=00
5 mg	2=00
2 mg	2=00
1 mg	2=00

(B) Brass Weights (Other than Bullion).

De nomination	Fees.
1 Kg.	4=00
500 G.	2=00
200 G.	2=00
100 G.	2=00
50 G.	2=00
20 G.	2=00
10 G.	2=00
5 G.	2=00
1 G.	2=00

(C) Sheet Metal Weights (Other than bullion)

Weight	Fees.
1 Kg.	4=00
500 G.	2=00
200 G.	2=00
100 G.	2=00
50 G.	2=00
20 G.	2=00
10 G.	2=00
5 G.	2=00
2 G.	2=00
1 G.	2=00

(D) Iron and steel Weights.

Weight	Fees
50 KG	4=00
20 KG	4=00
10 KG	4=00
5 KG	4=00
2 KG	
1 KG	4=00
500 G	2=00
200 G	2=00
100 G	2=00
50 G	2=00

(E) Carat Weight.

Weight	Fees
500 C.	10 =00
200 C.	10 =00
100 C.	10 =00
50 C.	10 =00
20 C.	10 =00
10 C.	10 =00
5 C.	5 =00
2 C.	5 =00
1 C.	5 =00
50/100 C.	5 =00
20 /100 C.	5 =00
2/100 C.	5 =00
1/100 C.	5 =00
0.5/100 C.	5 =00

2. Capacity Measures (Incl. Storage tank, vehicle tank, Dispensing Measures and Peg Measures).

50 Ltrs and above.	Rs. 15/- for the first 100 lt. Or part thereof plus Rs. 5/- for every additional 100 lt. Or part thereof subject to maximum of Rs. 5000/-
20 Lt.	6 = 00
10 Lt.	6 = 00
5 Lt.	3 = 00
2 Lt.	3 = 00
1 Lt.	3 = 00
500 ML.	2 = 00
200 ML.	2 = 00
100 ML.	2 = 00
50 ML.	2 = 00
20 ML.	2 = 00
5 ML.	2 = 00
2 ML.	2 = 00
1 ML.	2 = 00
18.5 ML.	6 = 00
60 ML.	2 = 00
30 ML.	3 = 00

3. Length Measure.

(a) Non Flexible	
Weight	Fees
2.00 Mt.	3 = 00
1.00 Mt. (Ordinary)	3 = 00
0.50 Mt. (Ordinary)	3 = 00
1.00 Mt. (graduated at every cm.)	6 = 00
0.50 Mt. (graduated at every cm.)	6 = 00
(b) Fabrics or Plastic tape.	
10 .00 Mt. And above	Rs. 6 =00 for 10m. tape Above it Rs. 2 = 00 for every Additional 5 m. upto maximum total length 100 m. tape
5.00 Mt.	3 = 00
4.00 Mt.	3 = 00
3.00 Mt	3 = 00
2.00 Mt	3 = 00
1.50 Mt.	2 = 00
1.00 Mt.	2 = 00
0.50 Mt.	2 = 00
(c) Steel Tapes	
10.00 M. and above.	Rs. 6 =00 for 10m. tape Above it Rs. 2 = 00 for every Additional 5 m. upto maximum total length 200 m. tape
5.00 Mt.	3 = 00
4.00 Mt.	3 = 00
3.00 Mt	3 = 00
2.00 Mt	3 = 00
1.50 Mt.	3 = 00
1.00 Mt.	3 = 00
0.50 Mt.	3 = 00
(d) Folding	
1.00 Mt.	3 = 00
0.50 Mt.	2 = 00

(e) Suyveping chains.	
30.00 Mt.	10 = 00
20.00 Mt.	6 = 00

4. Weighing Instruments (Other than Beam Scale, Weighing Instrument of High Accuracy Class. Automatic Weighing Machine and Totalizing Machines).

Weight	Fees
400 Tonne	800 = 00
300 Tonne	600 = 00
200 Tonne	500 = 00
150 Tonne	500 = 00
100 Tonne	300 = 00
80 Tonne	300 = 00
60 Tonne	250 = 00
50 Tonne	250 = 00
40 Tonne	250 = 00
30 Tonne	250 = 00
25 Tonne	250 = 00
20 Tonne	250 = 00
15 Tonne	250 = 00
10 Tonne	150 = 00
5 Tonne	150 = 00
3 Tonne	75 = 00
2 Tonne	75 = 00
1500 Kg.	50 = 00
1000 Kg.	50 = 00
500 Kg.	50 = 00
300 Kg.	50 = 00
250 Kg.	50 = 00
200 Kg.	30 = 00
150 Kg.	30 = 00
100 Kg.	30 = 00
50 Kg.	25 = 00
30 Kg.	25 = 00
25 Kg.	25 = 00
20 Kg.	15 = 00
15 Kg.	15 = 00
10 Kg.	10 = 00

5 Kg.	10 = 00
3 Kg.	10 = 00
2 Kg.	10 = 00
1 Kg.	10 = 00
500 Gm. And Below	6 = 00
(Person weighing machine excluding bathroom scales).	
500 Gm.	3 = 00
1 Kg.	3 = 00
2 Kg.	3 = 00
5 Kg.	3 = 00
10 Kg.	3 = 00
Tabular balance :	
1 Kg.	3 = 00
5 Kg.	3 = 00
10 Kg.	3 = 00
20 Kg.	5 = 00
50 Kg.	7 = 50
Bathroom Scale	
120 Kg. And below	10 = 00

5. **Beam Scale (Classes A & B)**

Weight	Fees
200 Kg.	150 = 00
100 Kg.	120 = 00
50 Kg.	100 = 00
20 Kg.	100 = 00
10 Kg.	60 = 00
5 Kg.	50 = 00
2 Kg.	50 = 00
1 Kg.	50 = 00
500 Gm. And below	30 = 00

6. **Beam Scale (Classes C & D)**

Weight	Fees
1000 Kg.	50 = 00
500 Kg.	30 = 00
300 Kg.	30 = 00
200 Kg.	15 = 00
100 Kg.	15 = 00

50 Kg.	10 =00
20 Kg.	10 = 00
10 Kg.	10 = 00
5 Kg.	6 = 00
2 Kg.	6 = 00
1 Kg.	6 = 00
500 Gm. And below	4 = 00

7. **Weighing Instrument of High Accuracy Class.**

Weight	Fees
Exceeding 50 Tonne	800 = 00
Not exceeding 50 Tonne but exceeding 10 tonne	300 = 00
Not exceeding 10 Tonne but exceeding 1 tonne	300 = 00
Not exceeding 1 Tonne but exceeding 50 Kg.	150 = 00
Not exceeding 50 Kg. but exceeding 10 Kg.	100 = 00
Not exceeding 10 Kg.	60 =00

8. **Automatic Weighing Machines.**

Weight	Fees
Exceeding 10 Tonne	300 = 00
Not exceeding 10 Tonne but exceeding 1 tonne	250 = 00
Not exceeding 1 Tonne but exceeding 50 Kg.	150 = 00
Not exceeding 50 Kg. but exceeding 10 Kg.	100 = 00
Not exceeding 10 Kg.	60 =00

9. **Totalizing Machine**

Each Machine	500 = 00
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10. **Volume Measuring Instruments.**

(a) Dispensing pumps, each pump.	150 = 00
(b) Other Instrument exceeding 100 Ltr.	Rs. 150 for the first 100 liters plus Rs. 120 for each additional 100 Liters or Part thereof subject to maximum of Rs. 3000/-

SCHEDULE – VII

(See Rule – 12 (5)) of Dadra and Nagar Haveli Standards of Weight and Measures (Enforcement) Rules 1991.

Licensing and renewal Fees for Manufacturers, Repairers or Dealers of Weights and Measures.

Manufacturers	Rs. 500/-
Repairers	Rs. 100/-
Dealers	Rs. 100/-

Annexure – III

Consumer affairs :

One State Commission and District Consumer Redressal Forum have been set up as a mechanism to decide the consumer dispute in the U.T. under the provisions of Consumer Protection Act, 1986. Consumers may apply for redressal of grievances / compensation before State Commission or District Consumer Redressal Forum of Dadra and Nagar Haveli. Details of requirements are as under

Application / Eligibility	Jurisdiction of Consumers Court	Fees to be paid	Time Limit for Disposal
Value of Goods or service and the compensation claimed is upto Rs. 20 Lakhs.	District Forum	• Upto Rs. 1 lakh, Rs. 100/-	1) Three months where complaint does not Require analysis or Testing of Commodities.
		• One lakh and above, but Less then five lakhs Rs. 200/-	
		• Five lakhs rupees and above but less then Rs. 10 lakhs. Rs.400/-	2) Five Months, if it requires analysis or testing of commodities.

		<ul style="list-style-type: none"> • Ten lakhs rupees and above but not exceeding twenty lakh rupees Rs. 500/- 	
Value Exceeds 20 lakh but does not exceed Rs. One crore.	State Commission	<ul style="list-style-type: none"> • No Fees 	Ninety days

ANNEXURE – A

**LIST OF FAIR PRICE SHOPS
IN DADRA AND NAGAR HAVELI, U.T.**

	<u>SILVASSA PANCHAYAT</u>	<u>AREA COVERED</u>
01.	Dadra & Nagar Haveli Govt. Servant Co-op.Society, Silvassa-I	Zanda Chowk/Rohitwas/Some Part of Ultanfalia/ Police Line/ Amli
02.	Dadra & Nagar Haveli Govt. Servant Co-op.Society, Silvassa-II	
03.	Shri A.K. Patel, Fair Price Shop, Amli.	Chanadevi Road/ 66 KVA Rd./ Mandir Falia/ Dayat Falia
04.	Shri Suman N. Patel, Fair Price Shop, Bhastafaliya	Bhastafalia, Patadia Falia, Vrundavan soc., Sundarvan Society.
05.	Shri Ramesh S. Patel, Fair Price Shop, Baldevi	Whole Area of Village, Baldevi.
06.	Shri Rajendra M. Patel, Fair Price Shop, Bavisafalia	Bavisafalia/Dandulfalia/ Bhraman fali/ Agriwad.
07.	Shri Navin K. Patel, Fair Price Shop, Vaghchhipa	Whole Area of Village, Vaghchhipa.
08.	Shri Supadiabhai L. Patel, Fair Price Shop, Athola	Whole Area of Village, Athola.
09.	Silvassa Vibhag Jangle Kamdar Sahakari Mandli Ltd., Silvassa Fair Price Shop, Naroli Road, Silvassa.	Silvassa-Naroli Road Area/Indira Nagar/ Patel falia and Tokarkhada area
10.	Silvassa Vibhag Jangle Kamdar Sahakari Mandli Ltd., Silvassa Fair Price Shop, Naroli Road, Silvassa.	
11	Silvassa Vibhag Jangle Kamdar SahakariMandli Ltd., Silvassa Fair Price	Bhurkud falia, Kamdi falia.

	Shop, Bhurkudfalia	
12	Silvassa Vibhag Jangle Kamdar Sahakari Mandli Ltd., Silvassa Fair Price Shop, Dokmardi	Village Dokmardi/Gandhigram/some part of Agriwad.
13	Dapada Vibhag Jangle Kamdar Sahakari Mandli Ltd., Silvassa	Government Housing society/ Bahumali complex near PWD, Cottage Hospital Road, Kilvani naka road, Bus Stand area.
	<u>DADRA PANCHAYAT</u>	<u>AREA COVERED</u>
14	Dadra Grahak Sahakari Mandli, Dadra	Dadra, Vaghdhara, Tighra Villages
15	Shri Dinesh B. Patel, Fair Price Shop, Demni	Village, Demni
	<u>RANDHA PANCHAYAT</u>	<u>AREA COVERED</u>
16	Fair Price Shop, Morkhal – I	Morkhal/Bhusarpada/Bardapada/Chokipada/Dabhadpada/Patelpada
17	Fair Price Shop, Morkhal – II	Dhobipada/Routpada/Dungripada Junapatelpada
18	Fair Price Shop, Bonta	Whole Area of Village Bonta
19	Fair Price Shop, Randha	Village Mota Randha & Nana Randha
	<u>KILAVNI PANCHAYAT</u>	<u>AREA COVERED</u>
20	Fair Price Shop, Galonda – I	Patelpada/Routpada/Zaripada/Kolipada
21	Fair Price Shop, Galonda – II	Vadpada/Kherunpada/Parsipada/Baratpada/Zavarpada/Vakharpada
22	Fair Price Shop, Sili – I	Sili-Kuvapada/Kombapada/Kapariapada/Hardunpada/Chowkipada
23	Fair Price Shop, Sili-II	Jamalpada/Talavpada/Vangdipada Ranpada/Toranpada
24	Fair Price Shop, Falandi	Whole Area of Village, Falandi
25	Fair Price Shop, Umarkui-I	Whole Area of Village, Umarkui
26	Fair Price Shop, Umarkui-II	
27	Randha-Kilavni Vibhag Vividh Kamdar Sahakari Mandli, Kilavni	Whole Area of Village, Kilavni

	<u>RAKHOLI PANCHAYAT</u>	<u>AREA COVERED</u>
28	Fair Price Shop, Samarvarni	Whole Area of Village, Samarvarni
29	Fair Price Shop, Masat	Whole Area of Village, Masat
30	Dapada Vibhag Jangle Kamdar Sahakari Mandli, Rakholi	Village Rakholi and Kudacha
31	Unnati Mahila Gruh Udyog Sahakari Mandli, Sayli	Patelipada/Vaijalpada/Chowkipada Bhoypada/Plotpada
32	Sayli Vibhag Seva Sahakari Mandli, Sayli	Parsipada/Medhapada/Kinnaripada Zaripada/Dattupada/Andherpada Dungarpada/Society pada
33	Sayli Vibhag Seva Sahakari Mandli, Karad-I	Karad Colony
34	Karad Vibhag Sahakari Bhandar, Karad-II	Karad Village
	<u>DAPADA PANCHAYAT</u>	<u>AREA COVERED</u>
35	Fair Price Shop, Pati	Whole area of village PATI
36	Chichpada Vibhag Vividh Kamdar Sahakari Mandli, Dapada	Whole area of village Dapada and Chikhli
37	Chichpada Vibhag Vividh Kamdar Sahakari Mandli, Chikhli	
38	Chichpada Vibhag Vividh Kamdar Sahakari Mandli, Vasona	Whole area of village Vasona and Chichpada
39	Chichpada Vibhag Vividh Kamdar Sahakari Mandli, Chichpada	
40	Fair Price Shop, Aпти-I	Avarpada/Karbharipada
41	Fair Price Shop, Aпти-II	Patelpada/ Some part of Karbharipada
42	Fair Price Shop, Surangi	Whole area of village, Surangi
	<u>AMBOLI PANCHAYAT</u>	<u>AREA COVERED</u>
43	Fair Price Shop, Amboli	Whole area of village, Amboli
44	Fair Price Shop, Khadoli	Whole area of village, Khadoli
45	Fair Price Shop, Karachgam	Village Karachgam and Kala
46	Fair Price Shop, Tinoda	Tinoda and Bindrabin
47	Fair Price Shop, Parzai-I	Village Parzai and Dolara

48	Amboli Vibhag Seva Sahakari Mandli, Velugam	Whole area of village, Velugam
49	Parzai Vibhag Grahak Seva Sahakari Mandli, Kherdi	Whole area of village, Kherdi
	<u>KHANVEL PANCHAYAT</u>	<u>AREA COVERED</u>
50	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli Khanvel-I	Whole area of village, Khanvel
51	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli Khanvel-II	
52	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli, Khutli	Whole area of village, Khutli
53	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli, Talavi	Whole area of village, Talavi
54	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli, Shelti	Whole area of village, Shelti
55	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli, Rudana	Whole area of village, Rudana
	<u>DUDHANI PANCHAYAT :</u>	<u>AREA COVERED</u>
56.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, DUDHANI	Dudhni / Godbari / Medha/ Vaghchauda / Kherarbari /
57.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, AMBABARI	Ambabari Village
58.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, KAUNCHA	Kauncha Village
59.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, GUNSA	Gunsa Village
60.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, KARCHOND	Karchond Village
	<u>MANDONI PANCHAYAT :</u>	<u>AREA COVERED</u>
61.	Fair Price Shop, Bedpa	Whole area of village, Bedpa
62.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, VASDA	Whole area of village, Vasda
63.	Fair Price Shop, Besda	Whole area of village, Besda and Jamanveri
64.	Fair Price Shop, Jamanveri	
65.	Fair Price Shop, Khedpa	Whole area of village, Khedpa

66.	Fair Price Shop, Sindoni	Whole area of village, Sindoni
67.	Fair Price Shop, Chisda-I	Khoripada / Rabadpada Haidachimad / Akharmad / Kathiapada / Patipada / Khokharpada / Murdalpada / Mulgam
68.	Fair Price Shop, Chisda – II	Nimbhadmad / Lohnipada / Singdachimad / Jambachimad / Dadripada
69.	Fair Price Shop, Mandoni	Whole area of village, Mandoni
	<u>NAROLI PANCHAYAT</u>	<u>AREA COVERED</u>
70.	Naroli Vibhag Vividh Karyakari Seva Sahkari Mandli, Naroli	Kumbharwadi / Bhramanfalia / Navafalia / Tekrifalia / Dhapsa / Vadifalia
71.	Naroli Vibhag Vividh Karyakari Seva Sahkari Mandli, Dhapsa	Dodiafalia / Dhapsa
72.	Naroli Adarsh Grahak Bhandar, Naroli	Kanadi/Navagam/ Valiagola/ Navakuvafalia
73.	Naroli Mahyavanshi Grahak Bhandar, Naroli	Nawafalia / Some part of Dhapsa
74.	Kharadpada vibhag vividh karyakari seva sahkari mandli, Kharadpada	Whole area of village Kharadpada And Athal village
75.	Kharadpada vibhag vividh karyakari seva sahkari mandli, Athal	
76.	Fair Price Shop Luhari –I	Whole area of village Luhari
77.	Fair Price Shop Luhari –II	Whole area of village Luhari
78.	Fair Price Shop, Kakadfalia	Kakadfalia / Dhapsa / Havelifalia / Gobifalia / Kohyafalia

Information / Grievances:

In case of any problem one may see the Purchase and Supply Officer, Special Secretary Civil Supply and Secretary Civil Supply on working days between 12.00 to 1.00 p.m. Address and Telephone Nos. are as under:

1.	Special Secretary, D & N.H. Silvassa.	2642721
2.	Secretary (Civil Supplies), D. & N.H. Silvassa.	2642721
3.	Purchase & Supply Officer, D & N.H. Silvassa.	2640663

Sales Tax Department

We are pleased to present this “Citizen Charter” of Sales Tax Department with an aim that the Services and Functions of the Department should reach and benefit to the dealers. Our Motto is “ Work is worship”. The Sales Tax Department is implementing Dadra and Nagar Haveli Value Added Tax Regulation, 2005 and Central Sales Tax Act, 1956 and rules made thereunder.

Aims & Objectives:

Value Added Tax is one of the main source of revenue in the Union Territory. Dadra & Nagar Haveli. The U.T. is exempted zone for manufacturing dealers registered between 1.1.1984 to 31.3.1999 who fulfilled the criteria laid down under the provisions of Dadra and Nagar Haveli Sales Tax Regulation, 1978 and rules made thereunder and Central Sales Tax Act, 1956 for Sales Tax. The exemption has been extended for 15 years upto 31-12-2017 for interstate sale only. dealers has been registered with this department as traders and manufacturers and 70% dealers are the manufacturers.

Details of activities carried out by the Department :

- Registration Certificate for dealers/manufacturers under Dadra & Nagar Haveli VAT Regulation, 2005.
- Exemption Certificate under Central Sales Tax Act, 1956.
- Amendments to Registration Certificate.
- Sales Tax Assessment.
- Recovery of Sales Tax dues.
- Detection of evasion sales tax; and

- Other activities like booking of unregistered dealers, detection of evasion tax, tax avoidance, survey of unregistered dealer, cancellation of registration of non-functioning dealers etc.

Expectation from citizen:

All citizens have the right to expect the following standards and service from the staff of the Sales Tax Department :- A courteous, helpful and friendly attitude while interacting with the public, a punctual, professional, motivated and committed attitude towards work, a sustained effort to improve the standard and quality of its service. Impartial, non-discriminatory and just treatment to all dealers, clear understanding of dealer's rights and obligations under the provision of the Dadra and Nagar Haveli Value Added Tax Regulation, 2005 and Central Sales Tax Act, 1956 and rules made thereunder.

The Sales Tax Department request the public to extend their cooperation.

1. To apply in a proper application form.
2. To apply with necessary fees and documents.
3. To meet and handover the application to the correct official.
4. To avoid touts and middlemen.
5. To report the higher and competent authority for remedies, if needed.
6. Not to interrupt the official on duty.
7. To obey the provision of the Dadra and Nagar Haveli Value Added Tax Regulation, 2005 and Central Sales Tax Act, 1956 and rules made thereunder.

8. Follow the time schedule of the department on working days as under :

1.	Office Timing (Six days week except IInd Saturday)	10.00 am to 5.00 pm
2.	Filing of Application for Statutory for	11.00 am to 1.00 pm
3.	Issue of forms	3.00 pm to 5.00 pm
4.	Filing of returns, application for amendments and registration.	11.00 am to 1.00 pm
5.	Filing of miscellaneous applications.	11.00 am to 1.00 pm
6.	Assessment	10.00 am to 1.30 pm & 2.30 pm to 5.00 pm

Time Bound Disposal of Activities :

Type of Application	Period of Disposal	By
Registration	20 days	DC (VAT)
Exemption	15 days	DC (VAT)
Amendments of change of Name, Additional Place of Business, Additional Products, consumable, Change of Constitution Change of Location etc.	15 days	DC (VAT)
Cancellation	30 days	DC (VAT)
Registration under Works Contract	15 days	DC (VAT)
Issue of Statutory Forms	One day	DC (VAT)

Registration :

The applicant who is eligible for the registration under the provisions of the provision of the Dadra and Nagar Haveli Value Added Tax Regulation, 2005 and rules made thereunder and Central Sales Tax Act, 1956 is required to file application in the proper format duly filled in alongwith attested copies of the documents mentioned in the annexure/checklist appended with the Sales Tax Registration Form.

Issue of Statutory Forms:

The statutory forms are issued to the dealer or his authorized person on the same day. The requirement for issue of Statutory Forms are as under.

- No outstanding due.
- Upto date return filed with upto date due tax.
- No adverse report, and
- Filling of Utilization account.

Exemption

Dealer who have been given permanent registration may apply for exemption with attested copies of Ist sale bill, details about manufacturing process, details of plant and machinery, raw material, packing material, shifts being run and workmen and labourers, area of business premises etc.

Cancellation :

In case any dealer discontinues his business or stops dealing in taxable items, he can apply for cancellation of registration certificate by surrendering the RCs and the unused statutory forms

Grievance Redressal Mechanism :

In case of any grievances, a dealer can first contact the concerned Deputy Commissioner (VAT). If still the grievance is not redressed, he can contact the Commissioner of Sales Tax. Any dealer can obtain any information as prescribed under right to information Act/Rules and as given under the provision of the Dadra and Nagar Haveli Value Added Tax Regulation, 2005 and Central Sales Tax Act, 1956.

Contact Persons :

Sr. No.	Designation	Phone No.	Fax No.
1	Commissioner (VAT), Secretariat, Silvassa	(0260) 2642721	(0260) 264278 7
2	Deputy Commissioner (VAT) Udhyog Bhavan, Amli	(0260) 2642004	(0260) 264278 7

Employment Exchange

We are pleased to present this “Citizens Charter” of the Department of Employment, Dadra and Nagar Haveli with an aim that the Services and Functions of the department should reach and benefit to the level of an unemployed educated/uneducated youths by registration and sponsoring of names to the Government public and private establishments.

Employment Exchange, Dadra and Nagar Haveli is functioning since 1982. Employment Exchange, Dadra and Nagar Haveli has been registering the names of unemployed youths of Dadra and Nagar Haveli and sponsoring the names to the Govt.public/private enterprises as and when notification of vacancies are received by this Employment Exchange. The names of unemployed youths are sponsored in accordance with guidelines contained in the National Employment Service Manual-I,& II, Ministry of Labour.

APPEAL TO PUBLIC

1. To apply in a proper application form for registration.
2. To apply with necessary original certificates and documents with attested copies as detailed in Annexure-I.
3. To meet and hand over the documents to the concerned official in Employment Exchange.
4. For clarification or in case of any problem please contact to the Employment Officer, Dadra and Nagar Haveli.
5. Please contact concerned official for obtaining blank application form during the scheduled time for the registration of names and addition of qualification and experience etc.

6. Time schedule for public dealing in working days

- a) 11.00 am to 01.00 pm : For registration/addition of educational qualification and renewal cards.
- b) 02.00 pm to 04.00 pm : Delivery of registration cards with original certificates and other documents.
- c) The department is open all through the day on working days for hearing public grievances.

Kindly refer to Annexure for documents required for registration of the names of unemployed youths, addition of education qualification/experience etc.

Time bound disposal of Public Services:

Sr. No	Description of Services	Eligibility of applicant	Forms & documents to be enclosed	Time of disposal
1.	Registration of the names of unemployed youths	2. Resident of Dadra and Nagar Haveli	Original with copies of : a) Domicile certificate b) School leaving certificate.	Same day
		2. In case of transfer resident certificate of more than six month and transfer certificate from concerned employment exchange from where applicant has come.	Resident certificate of more than 6 months of D&NH.	

		3. Age should be not lesser than 18 years 4. Should not be registered with any other Emp. Exchanges.	Matriculation/S.L .C./ certificate issued by Patel Talati.	
2.	Sponsoring the names of candidates after receiving the notification of vacancy from Govt./Public Enterprises.	Requirement of employer	The requirement should be submitted in prescribed format Compulsory Notification of Vacancies Act 1959.	A week/ during the period mentioned in notification of vacancies.
3.	Renewal of names of candidates whose names are registered with Employment Exchange	During the last month of Expiry of Registration or during the following month of Expiry of Registration.	Original registration card of candidate.	Same day
4	Addition of Educational qualifications and experience, if any of the candidate.	Original copy of required Educational qualification/experience certificate of candidate.	Original registration card and required qualification/experience certificate alongwith the copies.	Same day.

Contact Persons/Officers:-

1. Employment Officer

Department of Employment Exchange
Dadra and Nagar Haveli, Silvassa,

Phone: 0260-2642121

Deptt. of Child Development Project

Centrally Sponsored ICDS Scheme

Under the Integrated Child Development Services (ICDS) Scheme, this territory is allotted with ICDS Tribal Project in 1978 with an approval of 125 Anganwadi Centers. Thereafter in 2002, 13 new Anganwadi Centers Sanction by G.O.I. and accordingly at present 138 anganwadies are functioning in this territory. Under the programme of ICDS the objectives of the Integrated Child Development Services are as under:

The following package of services are being provided in the Integrated Child Development Service:

- (i) To improve the nutritional and health status of children in the age group 0-6 years.
- (ii) To lay the foundations for proper psychological, physical and social development child.
- (iii) To reduce the incidence of mortality, morbidity, malnutrition and school dropout.
- (iv) To achieve effectively coordination of policy and implementation amongst the various departments to promote child development.
- (v) To enhance the capability of the mother to look after the normal health and nutritional needs of the child through proper nutrition and health education.

1. Supplementary Nutrition Programme

One of the main components of minimum need programme and it assumes great importance in this territory. Even since inception of the scheme, nutritive food to the children up to the age of 6 years and, to nursing and expectant mother is provided with a view to improve the nutritional level in which a child is provided 12 grams of protein and 300 Calories and mother gets 18-20 grams of protein and 500 calories.

2. Wheat Based Nutrition Programme

Wheat based nutrition programme was started in this territory in the year 1986 with an approval of 40 wheat based centers and are functioning in this territory. The main aim of the scheme is to cover the left out pockets of ICDS Scheme. The ultimate purposed for opening of these wheat-based centers is that these centers would be converted in to Anganwadi on approval of the Ministry. This Centrally Sponsored Scheme was transferred to state w.e.f 1.4.1993. Beneficiaries are entitled as per beneficiaries as provided in the SNP scheme to the target group of 0-6 years children and pregnant and nursing mother.

3. Kishori Shakti Yojana (Adolescent Girls Scheme)

Under the Adolescent Girls Scheme, (Kishori Shakti Yojana) two scheme viz; Girls to Girls Approach Scheme and Balika Mandal Scheme were introduced to this territory from November 1991.

Under Girls to Girls Approach Scheme, 300 girls in the age group of 11 to 15 years are to be enrolled every six months. The objective of the scheme would be make adolescent girls trained in all aspects of Anganwadi work, including management of stores, organization of feeding programme, immunization schedules, weightment of children, home visit, pre-school activities etc. Necessary training is imparted to them by way of organizing 3 days initial training programme, which is followed by one-day refresher training every month to up to six month.

Under the Balika Mandal Scheme, average 200 girls in the age group of 15 to 18 years are to be enrolled. The objective of the scheme would be to make adolescent girls understand and learn the significant of personal hygiene,

environmental sanitation, nutrition, home nursing, first-aid, health and nutrition education, family life, child care and development etc.

The adolescent girls are also provided Supplementary Food at the selected 100 centers in the U.T. of Dadra and Nagar Haveli.

4. Pradhan Mantri Gramodaya Yojana

Pradhan Mantri Gramodaya Yojana envisages allocation by additional central assistance in order to focus on certain priorities areas including nutrition. Nutrition component of the PMGY has been specially outlined with the objective of eradicating malnutrition amongst children below 3 years by increasing the nutritional coverage through supplementary feeding of these children through the ICDS Scheme in addition to SNP Scheme.

5. Pilot Project

This is new scheme started to implement from the current year 2003-2004 and beneficiaries have been provided Food Grain free of cost as per guideline of Govt. of India. The target group under the scheme is adolescent girls; pregnant mothers and nursing are being provided 6 kg. Rice through the PDS shop whose below 40 kg. and 35 kg. weight of PM/NM and adolescent girl respectively. Under this scheme, these beneficiaries will be provided continue three months this facilities and thereafter after verification of their weight will be provided food grain as per guideline. The Govt. of India has allotted i.e. food grain (Rice) to distribute to beneficiary through the F.C.I. depot.

Contact Persons/Officers:-

1. Child Development Project Officer (CDPO)

Dadra and Nagar Haveli, Silvassa Phone: 0260-2642480

Pollution Control Committee

1. Aims and Objectives: -

- (i). To protect and improve the environment (air, water and land) of both Union Territories.
- (ii) To regulate/monitor various industries functioning in both UTs and to ensure compliance of environmental standards prescribed under various Acts/Rules from time to time.
- (iii) To regulate/monitor treatment, storage/disposal of hazardous waste.
- (iv) To regulate/monitor air and water quality of both UTs.

2. Activities undertaken by the Pollution Control Committee under various Acts :

- (i) As such, the Administration has categorized various industries vide notifications dated 11.10.1994, 13.05.1996, 05.09.1997 and 12.11.1997 based on its potential pollution hazard. The industries have been reclassified into White, Green Orange and Red/Banned categories vide notification dated 3.5.1999 and the Red/banned category of industries were not granted consent to establish or increase in existing production capacity.
- (ii). Issuances of consent to Establish /Operate /Renewal under Water (Prevention and Control of Pollution)Act,1974 and under Air (Prevention and Control of Pollution) Act,1981.
- (iii) Management of Bio-Medical Wastes under the Bio-Medical Waste (Management and Handling)Rules,1998 and has given financial assistance also to the Medical health center to set up treatment facilities like incinerator, autoclave and microwave system or to ensure requisite treatment of waste at common waste treatment facility.

- (iv). To regulate management and handling of municipal solid wastes as per Municipal Solid Waste (Management and Handling) Rules, 2000
- (v). Regulation and Monitoring under Hazardous Waste (Management and Handling) Rules, 1989 and as amended during 2000 and 2003 for those who use/generate / handle hazardous waste .
- (vi). Collection of Water Cess under the Water (Prevention and Control of Pollution) Cess Act, 1977.
- (vii). The Pollution Control Committee has taken steps to establish its Laboratory with the grant in aid by the MoEF.
- (viii). To follow the provisions of the Recycled Plastic Manufacture and Usage Rules, 1999 and as amended from time to time.
- (ix). To follow the provisions of Manufacture , Storage and Import of Hazardous Chemicals Rules, 1989 as amended from time to time.
- (x). And all other activities under the Environmental Protection Act, 1986 and the rules made there under.

The Pollution Control Committee has its head office at Daman and has its regional office at Silvassa. The activities are carried out in a time bound manner.

The detail activities with checklist and time limit are as follows:

SINGLE WINDOW (SWIFT)

Check List- Consent to Establish

Name of application	Flag	Details	Time of disposal
Consent to establish	A	Duly filled in application FORM No. XIII under Water Act *	90 days
	B	Duly filled in application FORM No. I under Air Act *	
	C	Consent fee under Water Act and Air Act in the form of Demand Draft in favour of Pollution Control Committee payable at Daman or Silvassa. #	
	D	Notarized affidavit in ten rupee stamp paper giving details of capital investment including land, building and plant & machinery without depreciation.	
	E	Copy of land sale/lease agreement	
	F	Copy of Provisional registration/In-principle clearance issued by District Industries Centre.	

G	<p>Comprehensive project report including the following:</p> <ul style="list-style-type: none"> (i) List of Products to be manufactured (ii) List of raw materials to be used (product-wise) and quantity required per month. (iii) List of plant & machinery to be installed. (iv) Details of Boilers/Thermic Fluid Heaters/DG sets to be installed and their capacity, fuel to be used and fuel consumption. (v) Details of hazardous chemicals-chemical name and its boiling point (⁰C), flash point (⁰C) & storage capacity (tones) at any given time. @ (vi) Material Safety Data Sheet of hazardous chemicals as per Schedule 9 of the Manufacture, Storage and Import of Hazardous Chemicals Rules, 1989. @ (vii) Process Flow Chart (product-wise) (viii) Detailed manufacturing process (product-wise) including chemical reaction. (ix) Sources of wastewater generation and its quantity. (x) Quality of effluent generation before and after treatment and discharge point. (xi) Details of effluent treatment plant including design, blue print and treatment process. (xii) Details of solid wastes generation (Non-hazardous) - type, quantity and method of collection, storage treatment and disposal. (xiii) Details of hazardous wastes generation – type, quantity, physical form, chemical composition and method of collection, storage, treatment and disposal (xiv) Details of stacks and the process equipment/ machinery to be attached with it and ‘air pollution control devices’ to be installed including blue print. (xv) Quantity and quality of stack emission before and after treatment. 	
H	Memorandum of Articles Association/Partnership deed (signed)	
I	Authorization letter to sign/receive documents.	

CHECK LIST – CONSENT TO OPERATE

Name of application	Flag	Details	Time of disposal
Consent to Operate	A	Duly Filled in application FORM No. XIII under Water Act. *	90 days
	B	Duly Filled in application FORM No. I under Air Act *	
	C	Consent fee under Water Act and Air Act in the form of Demand Draft in favour of Pollution Control Committee payable at Daman or Silvassa #	
	D	Notarized affidavit in ten-rupee stamp paper giving details of capital investment including land, building and plant & machinery without depreciation.	
	E	Copy of ‘establishment consent’ order issued under Water Act.	
	F	Copy of ‘establishment consent’ order issued under Air Act.	
	G	Copy of building occupancy certificate issued by PWD	
	H	Architect’s certificate regarding soak pit and septic tank	
	I	Copy of explosive/storage licenses issued by local/national agencies regarding handling petrochemicals.	
	J	Copy of ‘Factory license’ issued by Chief inspector of Factories and Boilers.	
	K	Copy of Power Sanction order issued by Electricity Department.	
	L	Feasibility report of the pollution control system installed to treat water/air pollution including copy of ETP/APCD drawing.	
	M	Solid Waste Management plan (Hazardous and Non-hazardous) including its collection, storage, transport, treatment and disposal.	
	N	Major accident hazardous and steps taken to prevent the same if industry handles any hazardous chemical.	
O	Safety Report, Safety audit Report and on-site emergency plan. @		
P	Application for authorization to handle hazardous wastes under the hazardous waste (management and handling) Rules, 1989 ##		

	Q	Application as per Form I of Recycled Plastic Manufacture and Usage (Amendment) Rules, 2003 for grant of registration to manufacture of plastic carry bags and containers.	
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CHECK LIST – RENEWAL OF CONSENT TO OPERATE

Name of Application	Flag	Details	Time of disposal
Renewal of Consent to Operate	A	Duly Filled in application FORM No. XIII under Water Act. *	90 days
	B	Duly Filled in application FORM No. I under Air Act*	
	C	Consent fee under Water Act and Air Act in the form of Demand Draft in favour of pollution Control Committee payable at Daman or Silvassa. *	
	D	Notarized affidavit in ten rupee stamp paper giving details of capital investment including land, building and plant & machinery without depreciation.	
	E	Copy of ‘operate or renewal consent’ order issued under Water Act.	
	F	Copy of ‘operate or renewal consent’ order issued under Air Act.	
	G	Documentary proof towards payment of Water Cass.	
	H	Copy of renewal license issued by Chief Inspector of Factories and Boilers.	
	I	Monthly Analysis report of treated effluent from Effluent Treatment plant.	
	J	Monthly stack monitoring repot.	
	K	Monthly Ambient Air Quality (Within the factory premises) monitoring report.	
	L	Monthly ground water quality monitoring report from the nearest bore-well.	
		M	Environmental Statement for the financial year ending 3 rd March as per form V of the Environment Protection) Rules, 1989.

N	Application for renewal of authorization to handle hazardous wastes ^{##} alongwith the following:- <ul style="list-style-type: none"> - Copies of register showing records of hazardous wastes maintained at factory (As per Form 3). - Returns Regarding Handling of Hazardous Waters (as per form-4). - Copies of Hazardous Waste Manifest (as per Form-9). - Copy of registration received from MOEF/CPCB regarding possessing of Environmentally Sound Management Facilities (As per Form 12) - Returns of Auction/Sale of Non-Ferrous Metal Wastes/Used Oil/Waste Oil (as per Form 13). 	
O	Application as per Form I of Recycled plastic Manufacture and Usage (Amendment) Rules, 2003 for renewal of registration to manufacture of plastic carry bags and containers alongwith copy of registration certificate issued earlier.	

- No column in the application should be left blank. Words such as “As per project report”, “As Given earlier”, or similar words should not be used while filling the application forms.

@ Please refer Manufacture, storage and import of Hazardous Chemicals Rules, 1989 as amended from time to time.

The consent fee structure is on the capital investment, which include land, building plant and Machinery without depreciation. Demand Draft for payment of consent fee shall made as per Schedule V of Notification no. PCC/DMN/13-iii/1999-2000 dated 03/05/1999.

Please refer the Hazardous Waste (Management and Handling) Rules, 1989 as amended from time to time.

Note: (i) White category industries need not submit application under Air Act (i.e. Flag – B).

(ii) Renewal consent can be granted upto 5 years, 3 years and 2 years for White/Green Category, Orange Category and Red category industries respectively, Accordingly, consent fee may be paid to consider issue of 'renewal consent' for the period mentioned above.

Contact Persons/Officers:-

- 1. Member Secretary**
Pollution Control Committee,
Daman & Diu & Dadra and Nagar Haveli, Silvassa

Phone: 0260-2630260 (Silvassa- Sectt.)
4254975 (Daman)

Medical & Public Health Department

1. Objective & aims in brief:-

The objective is to give curative and preventive medical services to all the people of Dadra and Nagar Haveli through the network. One District Hospital situated at Silvassa and Six PHC, One CHC & 38 Sub centers with three rural dispensaries.

2. Description of activities: - Vinoba Bhave Civil Hospital, Silvassa

Vinoba Bhave Civil Hospital is situated in the capital town of Silvassa with 100 Beds. There is an Out Patient Department which functions from 8 am to 1 p.m. in the morning and from 3 P.m. to 5 p.m. in the evening. During OPD period all the Specialists like Gynecologist, Surgery, General Medicine, Eye Ophthalmologist ENT are given. The following facilities are available in the Civil Hospital Silvassa.

Surgery : All the general surgery are being conducted in this hospital and there is a well equipped operation Theatre with all the facilities like Ventilator and other emergency equipments.

Eye Specialist : There is also a facility of Eye Surgeon available in the Hospital and all the Eye surgery are carried out by well equipped micro eye surgery equipment with facility of IOL.

Gynecologist : Both OPD and indoor Gynecologist facilities are available in this Hospital with the facility of Gynec surgery and well equipped labour Room for delivery purpose round the clock services available.

Pediatrician: Pediatrician facilities are available in the hospital with the facilities of bay incubation for pre-mature baby, and in door children ward.

ENT : ENT facility are available in this hospital with Doctors who is having ENT qualification and facility for operation in ENT department is under progress.

Orthopedic : The facility of Orthopedic facility and Trauma facility are available in this hospital and emergency case are being taken care off, with surgery facilities.

Pathology: There is a full-fledged pathology deptt. Functioning in this Hospital with facility of Bio Chemist's and fully Auto analyzer machine. All the pathological service are available in this hospital.

Dental Unit : One Dental Unit is functioning in this Hospital and one Dental Surgeon is working on regular basis and one Dental Surgeon on contract basis. This Unit giving all the services of Dental and oral Hygiene.

X-Ray and Radiologist: There is a X-Ray machine and Sonography machine in this hospital and the facility of Sonography and X-Ray are being provided for part time specialist also.

I.U.C.: There is an I.U.C. unit functioning in this hospital with all the Emergency Knit.

ISMNH : The facility like Ayurvedic and Homeopathy are attached to this hospital who are rendering their services to the public of Dadra and Nagar Haveli and who require Medical for Ayurvedic and Homeopathy services.

Emergency Services : 24 Hrs. emergency service are available in this hospital where the patients are being treated round the clock.

PHC/CHC/& Rural Dispensary :-

There are Six PHC and one CHC at Khanvel with Three Rural Dispensaries. The PHC are Kilvani, Naroli, Khanvel. Amboli, Dudhani and Mandoni. Each PHC has the following facility:

1. OPD :- OPD are available for the public from 8 a.m. to 1 p.m. and 4 p.m. to 6 p.m. besides this the Doctors are attending to the patient on emergency case for 24 Hrs.

2. Indoor facility: -Each PHC got Six beds and labour Room for conducting delivery case in the PHC.
3. Laboratory facilities are available for routine and common investigation.
4. Referral Services: - Each PHC are having Ambulance facility to cater the need of periphery area and they are referred to the Civil Hospital Silvassa by providing Ambulance facility.
5. Rural Dispensary: - There are three Rural dispensary functioning in this territory, one at Dapada, one at Dadra and one at Randha. These Dispensaries has only OPD facility. And the services of MBBS Doctors are available.

Besides these facilities each Two Villages has a Sub Center where and ANM is posted to give services like minor ailment treatment and provides MCH, Family Planning and refer the patients to the PHC when ever necessary.

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**Contact Persons/Officers:-**

**1. Chief Medical Officer**

Dadra and Nagar Haveli, Silvassa

Phone: 0260-2642134/2642061

# Primary Education (DP)

## 1. AIMS

- (i) Providing free & compulsory education to all children up to standard -VII.  
In rural and urban area.

## 2. OBJECTIVES:

- (i) Expertise in long term and short term in achieving UEE.
- (ii) In-service training to teachers.
- (ii) Training of Community leaders.
- (iii) Academic support to all kind of educational planning & other programmes for improving quality of education of all level.
- (iv) Deptt. provide Education through 209 Primary schools in entire UT.
- (v) Primary school in habitation with 150 population or more
- (vi) Making elementary education compulsory for children of 6-14 years.
- (vii) Media of instruction in Mother tongue in Primary level Guj/Hindi/English/Marathi.

## 3. EXPECTATION FOR CITIZENS:

### Expectation for parents:

- (i) Parents should ensure that their wards are enrolled in the schools at the age of +5.
- (ii) Parents should ensure that their wards attend the schools regularly in proper uniforms and with textbooks.
- (iii) Parents should extend cooperation to the school authorities in the PTA meetings conducted in the schools.
- (iv) Parents should educate their children in matter of personal and social hygiene.

- (v) Parents should provide an atmosphere conducive to studies at home.
- (vi) Parents should be in regular touch with the school principals/teachers for the proper development their wards.

**Expectation from Students:**

- (i) Students should feel responsible towards school property
- (ii) Student should keep their classrooms clean, do their home assignment regularly and attend school regularly in proper and neat uniform.

**Expectation from Teachers:**

- (i) We expect the conduct of the teachers within the school and outside to be exemplary.
- (ii) Teachers should maintain punctuality and regularity in attendance complete the teaching assignment in time and check the home assignment of the students regularly.

4. Time bound disposal of activity/ services:

| <b>Sr. No.</b> | <b>Name of activity/Service</b>                               | <b>Eligibility/beneficiary / Description.</b>                            | <b>Documents /Formalities required.</b>       | <b>Time frame for disposal.</b>                       |
|----------------|---------------------------------------------------------------|--------------------------------------------------------------------------|-----------------------------------------------|-------------------------------------------------------|
| 1              | Admission in Govt. Primary Schools                            | Students who completed 5 yrs age are eligible for admission in I st std. | Birth Certificate                             | Admission given from 12 th June in each academic year |
| 2.             | Supply of free text books & Notebooks                         | SC/ST & Lower Income Groups students.                                    | Income certificate required for LIG students. | One in academic year                                  |
| 3              | Supply of free two pair uniforms                              | SC/ST & Lower Income Groups students.                                    | Income certificate required for LIG students. | One in academic year                                  |
| 4              | Cash awards for actual attendance whose more than 80% highest | SC/ST students of class V to VII.                                        | Annual attendance report of H.M.              | One in academic year                                  |

|   |                                                                                                                                                      |                                                                                                                                                                                                                                                  |                                                                                         |                                                                                          |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
|   | attendance in his class for SC/ST students of class V to VII are given Rs.20/- per annum.                                                            |                                                                                                                                                                                                                                                  |                                                                                         |                                                                                          |
| 5 | Cash awards to SC/ST students who stood I st IInd & III rd rank in his classes in the annual examination are given Rs. 70/- , 60/-, & 50/-.          | SC/ST students of class V to VII.                                                                                                                                                                                                                | Report of H.M.                                                                          | One in academic year                                                                     |
| 6 | Educational study tour to SC/ST & LIG groups students are given Rs.65/- per head bus fare and Rs/- 25/- per head per day accommodation/food charges. | 30 SC/ST & LIG students from one school are eligible.                                                                                                                                                                                            | 5 days tours are admissible.                                                            | After completion of tour the financial assistance are passed & paid during academic year |
| 7 | National programme of Nutritional support to Primary Education (Mid Day Meals)                                                                       | All students of Govt. and Govt. aided Primary schools are providing cooked meals @ 100 gm. Rice per day per child adding 20gm. Dal, 5gm. Dal & other ingredients like salt, chili powder, haldi condiments vegetables, Jeera & rai as per taste. | Students who are studying in classes I to V who attending daily in school are eligible. | Everyday in all schools providing cooked meals engaging cooks & helper.                  |

**Contact Persons/Officers:-**

**1. Education Officer (District Panchayat)**

Dadra and Nagar Haveli, Silvassa

Phone: 0260-2642942

# Social Welfare Department

1. **Objective & Aims in brief:** In this U.T. where the people are predominantly tribal, Social Welfare Schemes have considerable importance and impact on the lives of Scheduled Caste and Scheduled Tribes because the schemes implemented by the Administration through various department ultimately aims at the welfare and development of Schedule Caste and Schedule Tribes in particular.

**2. Description of activities:**

| Sr. No. | Name of activity/service             | Eligibility/ beneficiary Description.                                                                                                                                                                                                                                                                             | Documents/ formalities required                                                                                          | Time frame for disposal. |
|---------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1.      | Assistance to Voluntary Organization | Under the programme the department has been giving assistance to the voluntary organization (NGO) for extending services for the welfare poor tribals. Voluntary Organization who are working for welfare of children, Nutrition, Education & old age home. The assistance is given in the form of grants-in-aid. | Application in prescribed form along with project report.                                                                | 1 month                  |
| 2.      | Grant of Legal Aid                   | Under this scheme, free legal aid is provided to eligible needy persons particularly of SC/St and women and children and other economically backward section. The victims of atrocities are also covered under the scheme. The scheme provides legal aid to                                                       | Application in prescribed form along with Resident certificate and Income certificate issued by the Mamlatdar, Dadra and | 1 month                  |

|    |                                                                                                             |                                                                                                                                                                                                                                                                                                                              |                                                                                   |                         |
|----|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------|
|    |                                                                                                             | all persons who are bonafied resident of Dadra and Nagar Haveli and whose annual income from all sources does not exceed of Rs. 6,000/-. However, the limitation does not apply to SC/ST women and children in case of disputes relating to domestic matters.                                                                | Nagar Haveli.                                                                     |                         |
| 3. | Financial assistance to sick persons from weaker sections.                                                  | Some times patients from poor family have to go for surgery/ and other medical treatment of specialist/clinic, hospital for the reasons that such treatment is not                                                                                                                                                           | Application in prescribed form along with in come and resident certificate issued | 1 month                 |
|    |                                                                                                             | available in government run hospital may be granted maximum Rs. 5,000/- and minimum Rs. 2,000/- or actual expenditure which ever is lesser. The patient whose income from all sources does not exceed Rs. 15,000/- per year.                                                                                                 | by the Mamlatdar, Dadra and Nagar Haveli                                          |                         |
| 4. | Financial assistance to widow / divorced/des erted women and welfare of aged, infirm and destitute persons. | Under the scheme, blind, physical handicapped and infirm persons who have no means of support are given financial assistance @ Rs. 60/- per month. Similarly, old aged persons who are of 60+ age and economically backward and unable to maintain their live hood are also given financial assistance @ Rs. 60/- per month. | Application in prescribed form along with required documents.                     | 1 month.                |
| 5. | Vocational training to women                                                                                | Under this programme two tailoring classes are being run by the department at                                                                                                                                                                                                                                                | Application on plain paper with educational                                       | 1 month. Selection made |

|    |                                                                                                 |                                                                                                                                                                                               |                                                                                                        |                                                              |
|----|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
|    | tailoring Training and Home Management .                                                        | village Silvassa and Naroli. In each class 20 trainees are admitted for the course of one year duration. Trainees belonging to SC/Sts are paid stipend @ Rs. 100/- P.M.                       | qualification IV standard pass. Age limit 14 to 30 year.                                               | through Selection Committee.                                 |
| 6. | Creche Centre                                                                                   | This scheme aims to provide childcare facilities to working mothers. One Creche Centre is being run at Silvassa near Zandachowk where babies upto the age of 3 years are kept during the day. | Application in prescribed form.                                                                        | 1 week.                                                      |
| 7. | Welfare of children in need care and protection.                                                | This scheme is to provide social security to the orphan, destitute, or parentless children as ordered by the Court of jurisdiction.                                                           | Children in the age group of 6 to 18 years are eligible under this scheme.                             | 1 week.                                                      |
| 8. | Scholarship to physically handicapped student.                                                  | Under this scheme the department is providing scholarship to physically handicapped students from std. 1 <sup>st</sup> to 5 <sup>th</sup> @ Rs. 25/- p.m. and @ Rs. 35/- p.m.                 | Application in prescribed form duly recommended by and counter-signature of Head master of the school. | 1 month.                                                     |
| 9. | Centrally Sponsored Scheme for implementation of ST/SCs (Preservation of Atrocities) Act, 1989. | As per the scheme the relief is to be provided to the victims of Atrocities as provided under the Act/Rules.                                                                                  | 1. Scheme to provide immediate relief in cash or in kind or both.                                      | 1 month from the direction of the Court/Competent authority. |
|    |                                                                                                 |                                                                                                                                                                                               | 2. Allotment of agriculture land house sites.                                                          |                                                              |
|    |                                                                                                 |                                                                                                                                                                                               | 3. The rehabilitation packages.                                                                        |                                                              |

|  |  |  |                                                                                                                                                                                                                           |
|--|--|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | 4. Scheme for employment in Government or government undertaking to the dependent or one of the family members of the victims.                                                                                            |
|  |  |  | 5. Pensions scheme for widows, dependent children of the deceased handicapped or old age victims of atrocity.                                                                                                             |
|  |  |  | 6. Mandatory compensation for the victims.                                                                                                                                                                                |
|  |  |  | 7. Scheme for strengthening the socio economic condition of the victims.                                                                                                                                                  |
|  |  |  | 8. Provision for providing brick stone masonry house to the victims.                                                                                                                                                      |
|  |  |  | 9. Provisions fro traveling and maintenance expenses to witness including to victim of atrocities during investigation and tribal of cases under the Act.                                                                 |
|  |  |  | 10. Such other elements as health care, supply of essential commodities, electrification, adequate drinking water facility, burial/cremation ground and link road to the Scheduled Castes and Schedules Tribes habitants. |

**Contact Persons/Officers:-**

- 1. Director,**  
Social Welfare  
Dadra and Nagar Haveli, Silvassa  
Phone: 0260-2632027



# **TOURISM DEPARTMENT**

1. To provide recreational facilities in eco friendly manner in the form of gardens, park, boating, trekking and other water sports. To achieve the objective the various gardens provide refreshing recreation facilities to the tourists . The names of the tourist places/complexes with tariffs are given as under:

- **Vandhara Garden, Silvassa:-** Across the river Damanganga, a beautiful garden away from the hustle and bustle of city offers peace and tranquility.
- **Hirwavan Garden, Pipariya:-** At Silvassa on Silvassa-Dadra road is a Garden with the waterfalls, cascades, stone walls, arches, kiosks and lawns interspersed with islands of flowers is a visitors delight.  
Entry Fee – Rs. 2/- (closed on Monday)
- **Vanganga Lake and Garden, Dadra:-** Only 5 kms from the capital town Silvassa is one of the most beautiful lake garden where songs of more than 25 Hindi feature films have been picturised. The rustic wooden bridges, sea of flowers, jogging paths, thatched huts, paddle boats is a right place for film shootings (closed on Tuesday).

Entry Fee – Rs. 5/- for Adults (Above 12 years)  
- Rs. 2/- for Children (Below 12 years)

Boating Charges – Rs. 10/- for Adults (Above 12 years)  
Rs. 5/- for Children (Below 12 years)

- **Lion Safari, Vasona:-** Lion Safari at Vasona is a home away from home for Asiatic lion (Panthera Leo). The visitors are taken around in special vehicles to see the lions roaming freely (closed on Monday).

Charges for Adults (above 12 years) – Rs. 25/-

Charges for Children (from 3 to 12 years) – Rs. 10/-

- **Water Sports Centre, Dudhani:-** Only 20 kms drive from Khanvel is Dudhani on a winding road through woods, the journey refreshes you, and you reach to the land of your dream where the large water front of river Damanganga provides breathtaking view of the water spread of Madhuban Dam. Enjoy Water Scooters, rowing boats and shikaras, for more adventures ones there are kayaks and canoes too.

Boating Charges – Rs. 10/- per person

- **Satmalia Deer Park:-** The deer park in Wildlife Sanctuary at Satmalia, has animals like Sambhars, Nilgai and Chitals moving around in a natural habitat. The Machan (watch tower) near the waterhole provides panoramic view of the sanctuary.
- **Tribal Museum, Silvassa:-** The museum of tribal Art and Culture has displayed the masks, hunting tools, fishing gadgets, musical instrument and life size statues of tribals. It provides a feel of the territory.
- **Children's Park, Silvassa:-** A Children's Park-cum-Mini Zoo is situated in heart of the city. The animals like Hyena, Rabbits, Monkeys, Birds, Snakes and crocodiles are housed in enclosures.

**2. To provide accommodation to the tourist the department has set up several resorts as under:-**

- **Himaivan Health Resort, Kauncha:-** The Resort at Kauncha across the water front at Dudhani provides opportunity to trek in the forests and star gazing besides Yoga and Ayurvedic treatments.  
Charges for room in a cottage – Rs. 500/- per day
- **Khadiavan Tourist Complex, Luhari:-** An ideal place for trekkers and wildlife lovers is spread over an area of 12 hectares. The resort provides accommodation in machan type villas. The facilities like watch tower, rides in tonga trail, butterfly museum and other attractions are being provided.  
Super Deluxe – Rs. 600/- per cottage  
Deluxe - Rs. 400/- per cottage  
Dormitory - Rs. 100/- per bed per day
- **Tourist Complex, Bindrabin:-** The famous historical temple of Lord Siva is located (18 Kms. from Silvassa and 2 Kms. from Khanvel) at Bindrabin and large number of devotees come to seek blessing of the deity. Since there were no facilities for accommodation, the Department has provided a Restaurant and amusement park in the form of fountains and garden.  
Deluxe Cottage- Rs. 200/- per cottage.
- **Vandhara Tourist Complex, Chauda:-** It is only 20 kms away from Silvassa in midst of forest is the verdant land surrounded by lush green hills beckons tourist with rolling meadows, terraced gardens and

cottages in native style near the river Sakartod flowing past it. The Deer Park, Cactus house & Green House provide added attractions. It's a Govt Complex managed under private sector.

- **Yatri Niwas, Silvassa:-** A budget tourist accommodation with multi-purpose hall at Silvassa provides 40-bedded accommodations. It's a Govt Complex managed under private sector.

- **Coffee House, Silvassa**

**3. To provide information and guidance to citizens on places of tourist interest.**

- **Tourist Reception Centre:-** To provide information to the tourists, a Tourist Reception Centre is set up at Silvassa. It also has a Fast Food Restaurant, an ATM Centre and a Florist Shop.

**4. To conduct site-seeing tours of the tourist places.**

- **Tourist Buses are available for sightseeing tours of the tourist places.**

**5. To provide the glimpses of tribal Art and Culture through Tribal Museum, Handicraft Centre and live folk dances.**

- **Tribal Art & Culture:-** The tourist are provided opportunity to witness the colourful dances and rituals of its tribals living in villages and experience their life style, food and festivals. Diwali brings in the rhythm of Tarpa and Gherria, whereas beats of Dhol can be heard in Holi. During summer nights mask dance Bohada entertains the people whereas Tur & Thali enthralls in marriages.

- **Handicraft Centre:-** A Handicraft Centre is set up at the Tribal Museum, Silvassa. The Bamboo handicrafts made by tribal artisans, tribal ornaments, pottery, Varli paintings are displayed for promotion of Handicraft and sale through this outlet.

**Contact Persons/Officers:-**

1. **Deputy Director (Tourism)**  
Secretariat  
Dadra and Nagar Haveli, Silvassa  
  
Phone: 0260-2642342
2. **Asstt. Director of Tourism**  
Tourism Department  
Dadra and Nagar Haveli, Silvassa  
  
Phone: 0260-2641399

# **Survey & Settlement**

The department of Survey & Settlement is Technical one and being treated as Land Record Department, so far as activities of the department are concerned, it may be stated here that the main function of the department is to have a spot survey of land and a preparation of certified copies of maps on demand from the public.

This department maintaining Land Records by attending correction as and when required. There is no such activities of the department which can be computerized.

## **Contact Persons/Officers:-**

- 1. Survey & Settlement Officer**  
Dadra and Nagar Haveli,  
Silvassa

# **Information & Publicity**

## **Department**

### **Aims & Objectives :**

### **Activity:**

1. To attend Govt. functions, celebration/VIP.VVIP visits, meetings etc. for press coverage and its release to various News paper for wide publicity.
2. To release paid Govt. advertisement /Tender Notice / Notification etc from time to time received from the various department of the Administration for its publication.
3. Submission of News cutting of various News papers in daily routine.
4. To exhibit the film shows in the interior parts of the U.T. of D. N. H. & also get the maintenance and inspection of T. V. sets provided to each patelads of the U. T. of D. N. H.
5. To provide Public Address system during Govt. functions/celebrations/ VIP.VVIP visits etc.
6. To carry out the photography, videography etc. during govt. function/celebrations/VIP.VVIP visits etc.

### **Contact Persons/Officers:-**

1. **Chief Publicity Officer**  
Dadra and Nagar Haveli,  
Silvassa

# Cooperation Department

**Objective and aims :** Registration of Cooperative Societies.

**Description of activity:**

To register the cooperative societies following documents are Required:-

1. Application on Form 'A'
2. Four copies of Byelaws duly signed by eleven individual.
3. List of promoters along with their share.
4. Initial deposit certificate.
5. Scheme showing how society will be a viable unit.
6. Copy of proceeding of first meeting of promoters.

Generally, registration proposal is cleared within a month.

**Contact Persons/Officers:-**

1. **Asstt. Registrar**  
Cooperative Societies,  
Dadra and Nagar Haveli,

Silvassa



# Bal Bhavan Board

- a. **Objective & aims:** Informal education to the children between the age of 5 to 16 yrs. In performing & creative arts.
- b. **Description of activities:**

| Sr. No. | Name of the activity                                                    | Eligibility/ Beneficiary description | Documents/ Formalities          | Time frame for disposal |
|---------|-------------------------------------------------------------------------|--------------------------------------|---------------------------------|-------------------------|
| 1.      | Arts & Crafts                                                           | 5 to 16 yrs.                         | Registration in prescribed form | Immediate               |
| 2       | Drawing & Painting                                                      | -- do --                             | --- do ---                      | --- do ---              |
| 3.      | Stitching, Embroidery & Knitting                                        | -- do --                             | --- do ---                      | --- do ---              |
| 4       | Music & Dance                                                           | -- do --                             | --- do ---                      | --- do ---              |
| 5       | Computer Education                                                      | -- do --                             | --- do ---                      | --- do ---              |
| 6       | Science & Technology                                                    | -- do --                             | --- do ---                      | --- do ---              |
| 7       | Environmental activities                                                | -- do --                             | --- do ---                      | --- do ---              |
| 8       | Library                                                                 | -- do --                             | --- do ---                      | --- do ---              |
| 9       | Sports & games                                                          | -- do --                             | --- do ---                      | --- do ---              |
| 10      | Judo & Karate                                                           | -- do --                             | --- do ---                      | --- do ---              |
| 11      | Other Allied activities:                                                |                                      |                                 |                         |
| a.      | Resource Teachers training                                              |                                      |                                 |                         |
| b.      | National day celebration                                                |                                      |                                 |                         |
| c.      | And participation in other performing events at local & national level. |                                      |                                 |                         |

## **Contact Persons/Officers:-**

1. **Director**  
Bal Bhavan Board  
Dadra and Nagar Haveli, Silvassa  
Phone: 0260-2642287

# I.T.I.

1. Name of Department: Department of Labour & Employment Industrial Training Institute, Silvassa.
2. Objective and aims in Brief: To give Industrial Vocational Training.
3. Description of activities:
  1. Craftsmen Training Scheme.
  2. Apprentiship Training Scheme.

| Sr. No. | Name of Activity/ Service                 | Eligibility/ Beneficiary description | Documents/ formalities required                   | Time frame for disposal        |
|---------|-------------------------------------------|--------------------------------------|---------------------------------------------------|--------------------------------|
| A       | Craftsmen Training Scheme                 |                                      |                                                   |                                |
|         | 1. Electrician                            | 10 <sup>th</sup> Std. Passed         | S.S.C.<br>- Mathematic.<br>- Domicile Certificate | Every year in month of August. |
|         | 2. Wireman                                |                                      | - Caste Certificate                               |                                |
|         | 3. Fitter                                 |                                      | - Annual Income Certificate                       |                                |
|         | 4. Turner                                 |                                      |                                                   |                                |
|         | 5. Mech. Motor Vehicle                    |                                      |                                                   |                                |
|         | 6. Inf. Tech. & E.S.M.                    |                                      |                                                   |                                |
|         | 7. Welder (Gas & Ele.)                    |                                      |                                                   |                                |
|         | 8. Secretarial Practice (Only for Girls ) |                                      |                                                   |                                |
|         | 9. Mason Building Constructor             | 8 <sup>th</sup> Std. Passed          |                                                   |                                |
|         |                                           |                                      |                                                   |                                |
| B.      | Appentiship Training Scheme               |                                      |                                                   |                                |
|         | 1. Electrician                            | 10 <sup>th</sup> std. Passed         | S.S.C. marksheet                                  | Every year in month of         |

|  |                        |          |                      |          |
|--|------------------------|----------|----------------------|----------|
|  |                        |          |                      | October. |
|  | 2. Wireman             | I.T.I.   | I.T.I. marksheet     |          |
|  | 3. Fitter              | -- do -- | Domicile Certificate |          |
|  | 4. Turner              | -- do -- |                      |          |
|  | 5. Mech. Motor Vehicle | -- do -- |                      |          |
|  | 6. Welder (Gas & Ele.) | -- do -- |                      |          |

**Contact Persons/Officers:-**

1. **Principal,**  
Industrial Training Institute  
Dadra and Nagar Haveli, Silvassa  
Phone: 0260-2642078

# Shri. Vinoba Bhave Civil Hospital

1. **Objective and aims in brief:** To render curative services to people/patients in OPD and Wads
2. **Description of activities:**
  - 1) Diagnosis and treatment of various diseases at OPD.
  - 2) Diagnosis and treatment of various diseases of patients admitted in wards such as medicines, surgery, gynecology etc.

| Sr. No. | Name of Activity/ Service                                                                                                      | Eligibility/Beneficiary description | Documents/ formalities required              | Time frame for disposal |
|---------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----------------------------------------------|-------------------------|
| 1.      | Treatment of patients at OPD                                                                                                   | Public                              | Registration at OPD for OPD case paper       | Nil                     |
| 2.      | Treatment of patients admitted in different wards of Hospital e.g. medicines, surgery, gynecology & obstetrics ophthalmic etc. | Public                              | Registration at I.P.D. for Indoor case paper | Nil                     |

## Contact Persons/Officers:-

1. **Medical Superintendent**  
Vinoba Bhave Civil Hospital,  
Dadra and Nagar Haveli, Silvassa  
Phone: 0260-2642961

# Nehru Yuva Kendra

1. **Objective and aims in brief:** To bring together energies of rural youth and establish youth club movement in the district and hence the country.
2. **Description of activities:** District Youth Coordinator's comment's before Registration of youth club in the Act of 1860, by Registrar of Societies, DNH.

| Sr. No. | Name of Activity/ Service                                         | Eligibility/ Beneficiary description                 | Documents/ formalities required                                                                                                                                                                                                                | Time frame for disposal                                                                                               |
|---------|-------------------------------------------------------------------|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| 1.      | Registration of Youth Club under Societies Registration Act 1860. | Those who are fulfill the criteria of Registration . | a) Prepared the 5'x4' Tin signed board at their village side.<br>b) To take the first meeting of the members of Youth Club.<br>c) To conduct any one of the social service (activity) by the member of youth club on the day of first meeting. | As & when all the formalities of column No. 3 & 4 fulfill by the youth club disposal will be done within a week time. |

## **Contact Persons/Officers:-**

1. **Youth Coordinator**  
Nehru Yuva Kendra  
Dadra and Nagar Haveli, Silvassa  
Phone: 0260-2642547

# **DR. B.B.A. Govt. Polytechnic,** **Karad**

1. **Objective and aims in brief:** Teaching in Diploma Engineering Courses
2. **Description of activities :** Teaching in Civil, Mechanical & Electrical 3 years diploma courses

| Sr. No. | Name of Activity/Service | Eligibility/Beneficiary description                            | Documents/formalities required              | Time frame for disposal                      |
|---------|--------------------------|----------------------------------------------------------------|---------------------------------------------|----------------------------------------------|
| A.      | Civil Engineering        | } Std. 10 <sup>th</sup><br>With Science,<br>English &<br>Maths | 1) S.S.C. Certificate<br>2) Leaving Certif. | Duration of Course is 3 years ( 6 semesters) |
| B.      | Mechanical               |                                                                |                                             |                                              |
| C.      | Electrical               |                                                                |                                             |                                              |

## **Contact Persons/Officers:-**

### **1. Principal**

Dr. B.B.A. Govt. Polytechnic, Karad  
Dadra and Nagar Haveli, Silvassa  
Phone: 0260-2640126