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(Connectivity with speed and comfort)

CITIZENS CHARTER

All stakeholders and public at large are invited to make suggestions to improve this Charter. They may send the suggestions by e-mail to dss@and.nic.in. The suggestions will be duly considered at the time of next review.

Sl. No.	Services/works being provided	Documents required	Officer(s) responsible for disposal of the services	Time frame for disposal	Appellate Officer
1	Shipping Services between Islands & Mainland viz. Port Blair to Kolkata, Vizag & Chennai and its ticketing. (Schedule is promulgated on monthly basis.)	<ol style="list-style-type: none"> General Passenger : Any Photo Identity proof at the time of boarding Islanders : Local Certificate / Islander Card Foreign National: Copy of passport and Restricted Area Permit (RAP) Student : Bonafied Certificate issued by educational institute Handicapped: Handicap Certificate issued by Govt.Authority Senior Citizen : Govt. Issued identity proof/ certificate indicating age above 60 years. Freedom Fighter: Govt. Issued certificate for freedom fighter 	Assistant Director (Commercial)	Across the counter subject to availability	Deputy Director (SS)
2	Shipping Services between Mainland and Inter-Islands service viz Chennai/Vizag/Kolkata to Port Blair and Inter-Island from Port Blair to Southern Group of Island and Middle and North.	<ol style="list-style-type: none"> Cargo transportation from Mainland to Port Blair as break bulk and container cargo as per rates fixed by the A & N Administration. Mainland each vessel are having 1500 MTS cargo capacity. Cargo transportation to Southern Group of Island as break bulk by Inter-Island vessel as per the rates prescribed by A & N Administration. Inter-Island vessels are having 100 to 200 MTS cargo capacity in Passenger vessels MV Chuglam cargo Vessel having 400MT capacity. The traders can book their cargo at the offices functioning at various sectors/stations. Booking of cargo in prescribed form in all the station giving quantity of cargo booked, name of consigner and consignee with mark of cargoes required to be transported. 	<ol style="list-style-type: none"> Assistant Director(Commercial) DSS, Port Blair. The Assistant Director(SS) Chennai. The Shipping Corporation of India Ltd., Kolkata. The SCI Agent at Vizag. 	Based on booking	Director of Shipping Services, Port Blair

3	<p>Shipping Services between Port Blair & Nicobar Group of Islands viz. Port Blair to Carnicobar, Chowra, Teressa, Katchal, Kamorta & Campbell Bay and its ticketing. (Schedule is promulgated on weekly basis.)</p>	<ol style="list-style-type: none"> 1. Tribal Passenger of Nicobar Group: Any Photo Identity proof at the time of boarding. 2. General Passenger: Tribal Pass or Copy of Posting order in Nicobar Group of Islands including shompen area except Campbell Bay. 3. Student : Bonafied Certificate issued by educational institute 4. Handicapped: Handicap Certificate issued by Govt. Authority 5. Senior Citizen : Govt. Issued identity proof/ certificate indicating age above 60 years. 6. Freedom Fighter: Govt. Issued certificate for freedom fighter. 7. Senior Citizens age group of 80 years and above are eligible for Free Travel with one attendant in Mainland & Inter Island sectors. There is no attendant is allowed free Travel alongwith 80 years & above person in ferry sectors. 	Assistant Director (Commercial)	Across the counter subject to availability	Deputy Director(ss)
4	<p>Shipping Services between Port Blair & Nearby Islands viz. Port Blair to Diglipur, Mayabunder, Rangat, Strait Island, Long Island, Havelock, Neil & Hut Bay and its ticketing (Schedule is promulgated on weekly basis.)</p>	<ol style="list-style-type: none"> 1. General Passengers: Any Photo Identity proof at the time of boarding 2. Islanders : Local Certificate / Islander Card 3. Govt Servant : Identity Card issued by the Department 	Assistant Director (Commercial)	Across the counter subject to availability	Deputy Director (SS)
5	<p>Harbour ferry/ vehicle ferry services between nearby intervening islands of Andaman & Nicobar.</p> <p>1. Vehicle ferry Service Port Blair a) Chatham – Bambooflat b) Chatham-Dunduspoint Middle Andaman a) Middle Strait-Baratang</p>	<p>No documents required however before boarding the passenger required to purchase the ticket from the respective ticketing counter.</p> <p>Monthly Passes – Regular Passes - Monthly passes are issued on payments from the counter. Free Passes – Free passes are issued to differently disabled person on production of valid documentary proof.</p>	Assistant Director (Commercial)		Deputy Director (SS)

	<p>b) Uttara-Gandhighat 2. Harbour Ferry Service. Port Blair - a. Chatham - Bambooflat. b. Chatham - Dunduspoint c. Phoenix Bay- Bambooflat. d. Phoenix Bay- Hopetown Middle Andaman a) Long Island - Erratta b) Long Island- Kadamtala North Andaman a) Aerial Bay - Smith Island Southern Group of Island a) Kamorta - Katchal b) Kamorta-Hitui-Monark- Champin c) Campbell Bay - 08 Km</p>				
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