

HMA-11011/23/2023-HOME(A)-H and P-Home

I/183847/2023

**GOVERNMENT OF ASSAM**  
**HOME (A) DEPARTMENT**  
**3<sup>rd</sup> Floor, Cm's Block, Janata Bhawan, Guwahati-781006**  
**E-mail : [assam.home@assam.gov.in](mailto:assam.home@assam.gov.in)**

**NOTIFICATION**

**Dated Dispur, the 29<sup>th</sup> May, 2023**

**No. HMA-11011/23/2023(EcF no: 303774)** : In exercise of powers conferred under section 4 of the Assam Right to Public Services (Amendment) Act 2019, the Governor of Assam is pleased to notify the services indicated vide **Annexure A** that are focused for citizen centric service delivery through the Assam Police Citizens Service Portal "Assam Police Sewa Setu"

The user charges, procedural steps and citizen charter for availing the services are detailed below:-

1. The procedural steps for services having free charges are enclosed as **Annexure -B** and the citizen charter for them is enclosed as **Annexure-C**
2. The procedural steps for services having some charges are enclosed as **Annexure -D** and the citizen charter for them is enclosed as **Annexure-E**

This notification comes into force with immediate effect.

**Signed by Debaprasad  
Misra  
Date: 29-05-2023 14:09:12**

Secretary to the Govt. of Assam  
Home & Political Departments

**Memo No : HMA-11011/23/2023(EcF no: 303774)-A**

**Dated Dispur, the 29<sup>th</sup> May, 2023**

Copy to :-

1. The Director General of Police, Assam, Ulubari, Guwahati-7.
2. The Spl. Director General of Police(HQ), Assam, Ulubari, Guwahati-7.
3. The Additional Director General of Police (Border/SB/CID/T&AP/Admn), Assam, Ulubari, Guwahati-7.
4. The Commissioner of Police, Guwahati.
5. The IGP(BTAD)/Deputy Inspector General of Police (CWR/SR/NR/ER/CR/WR/NER), Assam.
6. Superintendent of Police (All) for necessary action.....
7. The Director, Accounts & Treasuries, Dispur, Guwahati- 6 for information and necessary action.
8. The Director, Assam Govt. Press, Bamunimaidam, Guwahati – 21. He is requested to publish the notification in the next issue of Assam Gazette. He is also requested to submit 50 copies of the same to this Department.
9. The Secretary (Co-ordination), Office of the Chief Secretary, Assam for kind appraisal of Chief Secretary.

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10. The P.P.S. to Chief Minister, Assam, Dispur, Guwahati-6 for kind appraisal of Hon'ble Chief Minister, Assam
11. The P.S. to Principal Secretary, Home & Political Department, Dispur, Guwahati-6 for kind appraisal of Principal Secretary.
12. The P.S. to Commissioner & Secretary, Finance Department, Dispur, Guwahati-6 for kind appraisal of Commissioner & Secretary.
13. The P.A. to Secretary, Home & Political Department, Dispur, Guwahati-6 for kind appraisal of Secretary.
14. The ARTPPG Department, Dispur, Guwahati – 6.
15. Guard File
16. Website copy.

Signed by Pallav Jyoti

Nath

Date: 29-05-2023 14:13:09

Deputy Secretary to the Govt. of Assam  
Home & Political Departments.

SL.NO	SERVICE NAME	SUB-SERVICE NAME	SERVICE FEES
1	e-Complaint		NA
2	e-FIR	POCSO / Crime Against Women / Vehicle Theft	NA
3	Public Grievance Redressal		NA
4	Service Grievance Redressal		NA
5	Registration of Senior Citizen		NA
6	Govt. / PSU Employment Verification	Pre-Verification / Post-Verification	NA
7	Missing Person's Complaint		NA
8	Child Related Complaints	Online Bullying / Harassment / Grooming / Child Pornography / Child Labor / Child Trafficking / Child Sexual Abuse / Online Sexual Abuse / Child Suicide / Child Marriage / Child Beggar / Street Child / Mental Harassment at Home / Child in Conflict with Law / Blackmail / Corporal Punishment / Mental Violence at School / Physical Violence at School / Murder / Kidnapping.	NA
9	Lost & Found Property	Lost / Found	NA
10	Passport Seva		NA
11	Citizen Tip		NA
12	Private Employment Verification	Pre-Verification / Post-Verification	100
13	Tenant / PG Verification		200
14	Domestic Help Verification		200
15	Permission / NOC for Cultural Events	Cultural Procession / Cultural Programme / Bihu / Meeting / Conference	300
16	Permission / NOC for Political Events	Political Rally / Political Program / Meeting / Conference	100
17	Permission / NOC for Sports Events	Run / Marathon / Bike Rally / Car Rally / Cycle Rally / All Types of Sports	300
18	Permission / NOC for Religious Events	Puja / Religious Function / Religious Procession / Meeting	300
19	Permission / NOC for Social Awareness Events	Awareness Program / Awareness Rally/ Street Play	200
20	Permission / NOC for Entertainment / Commercial Events	Theatre Show / New Year Eve Event / Exhibition / Trade Fair / Mela / Food Festival/ Expo	1000
21	Permission for Drones		1000
22	Police Clearance for Commercial Constructions		10000
23	Police Clearance for Petrol Pump and Gas Agency	Petrol Pump / Gas Agency	2000
24	Police Clearance for Explosive Movement & Storage	Movement of Explosives / Storage of Explosives	500
25	NOC for Temporary Sale of Fire Crackers		500
26	NOC for Temporary Bar License		1000

Service Name :-	As per first column of Annexure-'C'.
<b>Procedural Steps :-</b>	<ol style="list-style-type: none"> <li>1. The applicants will log on <a href="http://www.polcitizen.assam.gov.in">www.polcitizen.assam.gov.in</a>.</li> <li>2. He/She will have to complete one time registration by filling in the Name, Mobile No., and setting own Password and clearing the CAPTCHA.</li> <li>3. The OTP will be generated and sent on the registered Mobile every time thereafter for log-in.</li> <li>4. To avail the particular service, the log-in will be mandatory. The applicants can then choose the service, upload necessary documents, pay the fees as per enclosed charter if applicable through the link and submit the application.</li> <li>5. The payment of services made by the applicant by using UPI/ Debit Card/ Credit Card/ Net banking etc. will be transferred to the Govt. exchequer through e-GRAS Services.</li> <li>6. Thereafter the application will be processed by concerned district/ City office and Police Station and after completion of the required service, the applicant will be able to download the documents/ Certificate/ Permission/ NOC or the reply to the query.</li> </ol>
<b>Designated Public Servant (DPS) :-</b>	Police Commissioner, Guwahati for Kamrup (M)/ Superintendent of Police of the Concerned Districts.
<b>Documents to be Annexed with application :-</b>	Necessary documents related to the matter
<b>User Fees :-</b>	Nil - As per last column of Annexure- 'C'.
<b>Citizens Charter :-</b>	Annexure- 'C'

## Citizen Charter

Notified public service	Sub-Service Name	Designated Public Servant (DPS)	Stipulated time limit for providing the service	Designation of Appellate authority	Time limit by the stipulated authority	Documents to be enclosed alongwith the application	User Charges
e-Complaint	-	Police Commissioner, Guwahati for Kamrup (M)/ Superintendent of Police of the Concerned Districts.	Normally 2-4 weeks.	The Director General of Police, Assam	4 weeks	Necessary documents related to the matter.	Nil
e-FIR	POCSO / Crime Against Women / Vehicle Theft						Nil
Public Grievance Redressal	-						Nil
Service Grievance Redressal	-						Nil
Missing Person's Complaint	-						Nil
Child Related Complaints	Online Bullying / Harassment / Grooming / Child Pornography / Child Labour / Child Trafficking / Child Sexual Abuse / Online Sexual Abuse / Child Suicide / Child Marriage / Child Beggar / Street Child / Mental Harassment at Home / Child in Conflict with Law / Blackmail / Corporal Punishment / Mental Violence at School / Physical Violence at School / Murder / Kidnapping						Nil
Lost & Found Property	Lost / Found						Nil
Passport Seva	-						Nil
Citizen Tip	-						Nil
Registration of Senior Citizen	-						Nil
Govt. / PSU Employment Verification	Pre-Verification / Post-Verification	Nil					

**Annexure-'D'**

<b>Service Name :-</b>	<b>As per first column of Annexure-'E'.</b>
<b>Designated Public Servant (DPS) :-</b>	Police Commissioner, Guwahati for Kamrup (M)/ Superintendent of Police of the Concerned Districts.
<b>Procedural Steps :-</b>	<ol style="list-style-type: none"><li>1. The applicants will log on <a href="http://www.polcitizen.assam.gov.in">www.polcitizen.assam.gov.in</a>.</li><li>2. He/She will have to complete one time registration by filling in the Name, Mobile No., and setting own Password and clearing the CAPTCHA.</li><li>3. The OTP will be generated and sent on the registered Mobile every time thereafter for log-in.</li><li>4. To avail the particular service, the log-in will be mandatory. The applicants can then choose the service, upload necessary documents, pay the fees as per enclosed charter if applicable through the link and submit the application.</li><li>5. The payment of services made by the applicant by using UPI/ Debit Card/ Credit Card/ Net banking etc. will be transferred to the Govt. exchequer through e-GRAS Services.</li><li>6. Thereafter the application will be processed by concerned district/ City office and police Station and after completion of the required service; the applicant will be able to download the documents/ Certificate/ Permission/ NOC or the reply to the query.</li></ol>
<b>Documents to be Annexed with application :-</b>	Necessary documents related to the matter
<b>User Fees :-</b>	As mentioned in last column in Annexure 'E'
<b>Citizens Charter :-</b>	Annexure- 'E'

## Citizen Charter

Notified public service	Sub-Service Name	Designated Public servant (DPS)	Designation of Appellate authority	Documents to be enclosed alongwith the application	User Charges
Private Employment Verification	Pre Verification / Post Verification	Police Commissioner, Guwahati for Kamrup (M)/ Superintendent of Police of the Concerned Districts.	The Director General of Police, Assam	Necessary documents related to the matter.	100
Tenant / PG Verification	-				200
Domestic Help Verification	-				200
Permission / NOC for Cultural Events	Cultural Procession / Cultural Programme / Bihu / Meeting / Conference				300
Permission / NOC for Political Events	Political Rally / Political Program / Meeting / Conference				100
Permission / NOC for Sports Events	Run / Marathon / Bike Rally / Car Rally / Cycle Rally / All Types of Sports.				300
Permission / NOC for Religious Events	Puja / Religious Function / Religious Procession / Meeting / Conference				300
Permission / NOC for Social Awareness Events	Awareness Program / Awareness Rally/ Street Play				200
Permission / NOC for Entertainment / Commercial Events	Theatre Show / New Year Eve Event / Exhibition / Trade Fair / Mela / Food Festival/ Expo				1000
Permission for Drones	-				1000
Police Clearance for Commercial Constructions	-				10000
Police Clearance for Petrol Pump and Gas Agency	Petrol Pump / Gas Agency				2000
Police Clearance for Explosive Movement & Storage	Movement of Explosives / Storage of Explosives				500
NOC for Temporary Sale of Fire Crackers	-				500
NOC for Temporary Bar License	-	1000			