



CITIZEN CHARTER

District Administrative Centre, Mangan

NOVEMBER 26, 2025
DAC, MANGAN



MISSION

We remain steadfast in our commitment to maintaining the highest standards of governance, placing due emphasis on accountability and transparency in all our public engagements. Improving the ease of life for citizens through efficient, timely, and enhanced service delivery constitutes the central mission of DAC, Mangan. The office is further dedicated to promoting inclusive development grounded in the principles of equity and sustainability.

VISION

Our initiatives shall be driven by a citizen-centric approach to development. E-governance will form an integral component of all public services, ensuring that they remain accessible, affordable, and efficient. DAC, Mangan is committed to fostering a culture of innovation to equip public services for emerging and future challenges

Services Provided by DAC, Mangaluru

REGISTRATION SECTION					
Sl. No.	Name of the service	Documents Needed	Fees	Time Limit	Signing Authority
1	Firm Registration	<ul style="list-style-type: none"> • Application to SDM • Trade License • Passport Size Photo 4 Nos • Unemployment Certificate • SSC/COI/RC/ICC of applicant • Building owner's NOC • 2 Witnesses with ID proof • Self-declaration if the property belongs to the proprietor • Challan of ₹ 2000/- • Attested copy of Parcha • Additional Parcha or Affidavit -- when the total land is being sold from the concerned Parcha 	₹ 2000	1 week	SDM
2	Mortgage Deed Registration	<ul style="list-style-type: none"> • Application to SDM • NEC – Non encumbrance certificate • NOC of MPCS • Panchayat NOC • COI/RC/SSC/ICC /Voter ID • Aadhar Card (self-attested) • Original Parcha • NOC of family (countersigned & verified by Panchayat/Councillor) • Two sets of stamp deed issued from Bank • Witness with copy of IDs (2 persons) • Judicial stamp of ₹ 10/- 5 Nos • Search Report • Valuation Report of property signed and sealed by bank manager 	₹ 100 Parcha Fee ₹ 1200 (Home Loan) ₹ 10000 (Commercial)	3-4 days	SDM / ADC / DC
3	Land registration (Sale/Gift deed registration)	<ul style="list-style-type: none"> • Application to SDM • COI/RC of both party (attested) • Voter Card/Aadhar Card of both party (self- attested) • Cadastral map • NOCs of Panchayat/Councillor, Boundary holders and seller's family members, MPCS, Banks 	₹ 1000 (Gift Deed) In case of Sale deed 5% of total amount will be registration fee and 1% of	After Notice period of 1 month	SDM / ADC / DC

		<ul style="list-style-type: none"> • Original Parcha • Bank BR of ₹ 1000 (Gift Deed) • Khajana receipt • Geotagged photo with signature of Amin • Spot verification report by Amin • Judicial stamp of ₹ 10/- 5 Nos (Gift Deed) • In case of Sale deed 5% of total amount will be registration fee and 1% of total amount will Stamp duty. 	total amount will Stamp duty.		
3.1	Registration of Sale/Gift deed in favour of NGOs (Associations, Religious Managing Committees, Clubs, Associations etc.)	<ul style="list-style-type: none"> • Apart from the documents mentioned in 3rd row, following are needed: • Certificate of registration of NGO • Renewal Certificate issued by the Law Department • Copy of NGO's Memorandum to ascertain the names of the members. • SSC/COI of all the members of NGO • In case of gift deed undertaking from the done that the land under gift will be specifically utilized for the purpose for which it has been donated. • Application for consideration to the Government with valid reasons and Declaration under Revenue Order No. 1 of 1917 or Notification No. 2/LD/2019 dated 05/03/2019, if applicable 	6% registration fee and 1% stamp duty on the consideration value or notified block rate, whichever is higher	Post-Govt. Approval	Gangtok Head Office
3.2	Registration of Sale/Gift deed in favour of Trust	<ul style="list-style-type: none"> • Apart from the documents mentioned in 3rd row, following are needed: • Copy of registered Trust deed to ascertain the names of members • SSC/COI, Voter I Card, RC of all the Trust members • In case of gift deed undertaking from the done that the land under gift will be specifically utilized for the purpose for which it has been donated. • Application for consideration to the Government with valid reasons and Declaration under Revenue Order No. 1 of 1917 or Notification No. 2/LD/2019 dated 05/03/2019, if applicable 	6% registration fee and 1% stamp duty on the consideration value or notified block rate, whichever is higher	Post-Govt. Approval	SDM / ADC / DC

3.3	Registration of Sale/Gift deed in favour of state government department	<ul style="list-style-type: none"> • Sale deed & Affidavits with all the details • Spot Verification Report • Original Parcha of seller's & additional Parcha if any • NOCs of Gram Panchayat/Councillor, Boundary holder's & Seller's family members • Declaration under Revenue Order No. 1 of 1917 or Notification No. 2/LD/2019 dated 05/03/2019, if applicable 	1% Stamp duty and 9% on the consideration value of Land/Property or notified Block rate whichever is higher	Post-Govt. Approval	SDM / ADC / DC
3.4	Registration of Sale/Gift deed in favour of person of non-BL community from person of BL community	<ul style="list-style-type: none"> • Apart from the documents mentioned in 3rd row, following are needed: Application for consideration to the Government with valid reason and Declaration under Revenue Order No. 1 of 1917 	₹ 300	Post-Govt. Approval	SDM / ADC / DC
3.5	Registration of Sale/Gift deed in favour of person of non-Limboo community from person of Limboo community	<ul style="list-style-type: none"> • Apart from the documents mentioned in 3rd row, following are needed: Application for consideration to the Government with valid reason and Declaration under Notification No.2/LD/19 dated 05/03/2019 	₹ 300	Post-Govt. Approval	SDM / ADC / DC
3.5.1	Registration of Sale/Gift deed in favour of person of Limboo community from person of Limboo community (in case of Land area less than 3 acre)	<ul style="list-style-type: none"> • Documents mentioned in 3rd row. 	₹ 300	Post-Govt. Approval	SDM / ADC / DC
3.6	Registration of Sale/Gift deed in favour of Residential Certificate holder from SSC/COI holder	<ul style="list-style-type: none"> • Sale deed & Affidavits with all the details • Spot Verification Report • Copy of seller's Parcha & additional Parcha if any. • NOCs of Gram Panchayat/Councillor, Boundary holder's & Seller's family members • Residential Certificate of the purchaser/doner • Certificate issued by the concerned RO/AD stating the land under 	5% registration fee and 1% stamp duty on the consideration value or notified block rate, whichever is higher (SSC/COI holder)	Post-Govt. Approval	SDM / ADC / DC

		<p>transaction to be within Municipal or Nagar Panchayat jurisdiction</p> <ul style="list-style-type: none"> Application for consideration to the Government with valid reason of the seller and Declaration under Revenue Order No. 1 of 1917 or Notification No.2/LD/19 dated 05/03/2019, if applicable 	<p>8% registration fee and 1% stamp duty on the consideration value or notified block rate, whichever is higher (RC holder)</p> <p>4% registration fee & 1% Stamp Duty</p>		
4	Lease Deed registration	<ul style="list-style-type: none"> Lease deed drawn in line with Notification No. 4/LR&DMD/(R) dated 29/02/ 2008 read with 8/06/GOS/LR&DMD/Acq, dated 16.8.2014 and Notification No. 57/Home/2011 dated 11/07/2011 Spot Verification Report with Sketch Map Lessor's Parcha / additional Parcha to ascertain the remaining land NOCs of the Gram Panchayat/Councillor, Boundary holders and lessor's family members (duly certified by the Panchayat/Councillor) Certificate of Company registration or registered Partnership deed Memorandum of Company Identification Certificate of the Promoters or Directors (voter I card / Aadhar Card/ Pan Card etc.) 	5% of Valuation (10% in case of companies)	Post-Govt. approval	SDM / ADC / DC
5	Trust Deed Registration	<ul style="list-style-type: none"> Trust deed SSC/COI and Voter-ID card of trust members. Character Antecedent issued by the Police in respect of the Trust members Gram Panchayat recommendation in respect of the proposed trust 	₹ 3000	Post-Govt. approval	SDM / ADC / DC
6	Flat registration and mutation	<ul style="list-style-type: none"> Application to SDM Sale deed COI/RC 	₹ 1000	After 1 month	SDM / ADC / DC

		<ul style="list-style-type: none"> • Original Parcha of the landowner and original mutation 		notice period	
7	Power of Attorney	<ul style="list-style-type: none"> • Application to SDM • Deed agreement • COI /SSC of first party • COI/SSC of attorney • Voter ID of both party • RC 	Contractual Works: up to 10 crores = 10,000 Above 10-20 crore = 20,000 Above 20-50 crore = 30,000 Above 50-100 crore = 40,000. Land/Property :5000/-	3 to 4 days	SDM
8	Registration of Adoption	<ul style="list-style-type: none"> • Application to DC • Adoption deed • Birth Certificate of child, educational qualification certificate. • Panchayat recommendation • Character antecedent report of the adopting parents • COI of applicant (Adoptive father) • COI of real parents • Voter ID of real parents • Residential Certificate of real parents 	3000-/-	After 1 month notice period	SDM / DC
9	Registration of Will	<ul style="list-style-type: none"> • Application to SDM • Will Deed 	2000-/-	3 to 4 days	SDM / ADC / DC

PERMIT SECTION

Sl. No.	Name of the service	Documents Needed	Fees	Time Limit	Signing Authority
1	Tourist Permit	<ul style="list-style-type: none"> • Voter Card/ Passport • Passport Size Photo 2 Nos • In case of Foreign National <ul style="list-style-type: none"> ○ Passport Size Photo 2 Nos ○ Valid Passport ○ Valid Visa ○ Inner Line Permit • Validity of permit is one week • For 2 wheelers, Permit needs to be applied via Travel Agency 	N/A	2 Days	ADM / SDM
2	Labour Permit	<ul style="list-style-type: none"> • Voter card • Labour Registration Card • Passport Size Photo 2 Nos 	N/A	1 Day	ADM / SDM
3	Vehicle Permit	<ul style="list-style-type: none"> • Driver License • RC Book • Insurance of Vehicle • Pollution of Vehicle 	N/A	2 Days	ADM / SDM

DDMA SECTION

Sl. No.	Name of the service	Documents Needed	Fees	Time Limit	Signing Authority
1	Ex-gratia compensation	<ul style="list-style-type: none"> • Application • Inspecting officials' report • Photographs 	NA	1 week (immediate in case of deceased person because of NC)	DC / DPO (DDMA)

ELECTION DEPARTMENT

Sl. No.	Name of the service	Documents Needed	Fees	Time Limit	Signing Authority
1	New application for EPIC cards (if offline) For online application, please access Voter Helpline App, NVSP	<ul style="list-style-type: none"> • Form 6 • Passport Size Photo • Birth certificate/ School certificate • RC/COI/Parent COI or Voter Card/Passport • Aadhaar Card • Address proof (Voter ID of father) 	NA	1 month	ERO
2	Correction in EPIC cards	<ul style="list-style-type: none"> • Form 8 • Birth certificate in case date of birth correction is required • Passport Size Photo (In case of profile photo change) • Relative Document (In case of Relation Update) • Affidavit or birth certificate in case name correction is required • Address proof in case address change is required 	NA	1 month	ERO
3	Deletion from Electoral roll	<ul style="list-style-type: none"> • Form 7 • Death Certificate/recommendation of concerned ward panchayat/councillor 	NA	1 month	ERO
4	Shifting	<ul style="list-style-type: none"> • Form 8 • Husband Documents (In case Married) • Address proof (COI/RC or Bank passbook or ration card or Telephone bill or Passport) 	NA	1 month	ERO
5	Distribution of EPIC cards through BLO to public	NA	NA	1 week post receiving at DC office from printer	DEO

RESIDENTIAL CERT. SECTION

Sl. No.	Name of the service	Documents Needed	Fees	Time Limit	Signing Authority
1	Applying RC through father's, grandfather's & great grandfather's documents	<ul style="list-style-type: none"> • Application form • Bank receipt ₹ 1500 • Age proof certificate (date of birth certificate) • 2 Passport size photos • Documents prior to stay in Sikkim before 26th April 1975 <ol style="list-style-type: none"> 1. Dhuri Khajana 2. Trade License 3. Office order • Voter ID • Guardian's voter ID or Death certificate • Panchayat NOC from GPU (all member's signatures) • Affidavit in prescribed format required • Unmarried certificate (for female applicant, if applicable) • Married Certificate • NOC from landowner counter signed by the concerned Ward Panchayat/Councillor • Continuous residence proof (any five among the given options) <ol style="list-style-type: none"> 1. Electricity bill 2. Ration card 3. GMC Bill 4. Renewed license/Dhuri Khajana(latest) 5. Job card 6. ID card/salary certificate 7. Driving license 	BR of ₹ 1500	3 months Approx.	DC / ADM
2	Rectification in RC	<ul style="list-style-type: none"> • Application to the ADC/DC Mangan • RC original copy to be surrendered • BR of ₹ 100/- • Birth certificate/school certificate • NOC from concerned ward panchayat/councillor 	₹ 100/-	4 days	DC
3	Issuance of Duplicate RC	<ul style="list-style-type: none"> • Application to ADC/DC • BR of ₹ 100/- • Certified copy of previous RC • Copy of FIR or General Diary entry 	₹ 100/-	4 days	DC

CA SECTION

Sl. No.	Name of the service	Documents Needed	Fees	Time Limit	Signing Authority
1	Application for fresh COI	<ul style="list-style-type: none"> • COI Form 3 set • (Original Form 2 Set & 1 Photo Copy COI form enclosed with Attested Documents in Each Form Set) • COI (3 copies with attested) of Applicant's Father/Grandfather/Husband/ Paternal uncle • SSC (3 copies with attested) of Applicant's Father/Grandfather/Great Grandfather/Great Great Grandfather/ in laws • Copy of Land Parcha (3 copies with attested) and search report (if applying from Landed Property) • Copy of appointment order and pension book (if applying from father's employment in Sikkim since prior to 1969) • Panchayat/Councilor Report (3 copies) from current residence and Block of SSC • NOC (3 copies) from guardians/SSC holder family • Birth Certificate and School Certificate (3 copies) • SSC supporting documents (Voter ID/ Parcha) • Unmarried/married certificate (3 copies) • Khazana receipt (3 copies with attested) • 3 passport size photos • BR of ₹ 1000 • (₹ 500 for BPL certificate required from DESME) 	₹ 1000/- (₹ 500 for BPL certificate required from DESME)	2 Days after police verification report & special branch	ADC / DC
2	Record of SSC Abstract	<ul style="list-style-type: none"> • Application to ADC • Police GD (FIR) • Copy of COI of Family member with mentioned Serial No. and Vol No. • BR of ₹ 50/- • Family NOC 	₹ 50/-	2 Days	ADC / DC

3	Rectification and duplicate of COI	<ul style="list-style-type: none"> • Application to ADC • 3 passport size photos • Concerned Area panchayat report (duly certified by ward panchayat) • Police GD (FIR) (in case of lost) • COI copy of the applicant • COI/SSC copy of applicant's father • COI/SSC copy of applicant's Husband and Father (in case married) • Married Certificate/ Unmarried certificate (For female) • Original COI surrender (in case of correction) • BR of ₹ 100/- • Family NOC 	₹ 100/-	2 Days	ADC/DC
4	Verification of COI	<ul style="list-style-type: none"> • Copy of COI along with original 	NA	Same day	Attested by any gazette officer

ACCOUNTS SECTION

Sl. No.	Name of the service	Documents Needed	Fees	Time Limit	Signing Authority
1	Land Compensation	<ul style="list-style-type: none"> • Compensation bills • Attested Parcha • Bank passbook • Approval on note sheet 	NA	2 days Post-approval by DC	AO & DC

REVENUE (ACQUISITION) SECTION

Sl. No.	Name of the service	Documents Needed	Fees	Time Limit	Signing Authority
1	Land Compensation Bill preparation	<ul style="list-style-type: none"> • Yellow Form (SVR) • Parcha 		3 weeks	DC / ADC / DD / RO

SINGLE WINDOW

Sl. No.	Name of the service	Documents Needed	Fees	Time Limit	Signing Authority
1	Unmarried Certificate	<ul style="list-style-type: none"> • Application • Panchayat NOC/ MNP Report (QUORUM) • Passport Size Photo 4 Nos • COI (attested) • Birth certificate • Revenue Stamp ₹ 10 • BR of ₹ 100 	₹ 100	1 day	SDM
2	Employment Card	<ul style="list-style-type: none"> • Application to ADM/SDM • COI/ICC/SSC (Attested) • Passport Size Photo 2 Nos • Panchayat NOC • BR of ₹ 100 • Voter ID • Unmarried/ Married Certificate • School Certificate/Collage Certificate (All) • Birth Certificate 	₹ 100	1 day	SDM
3	EWS certificate	<ul style="list-style-type: none"> • Application to SDM • Affidavit • Income Certificate issued by BDO/SDM (below eight lakh) • Passport Size Photo 2 Nos • COI of Applicant/Parents • Parcha (Land should not be more than 5 acre) • OBC (State List) • Birth Certificate • Gram Panchayat Verification Report Regarding property • BR of ₹ 100 • Affidavit fee ₹ 50 	₹ 150	1 Day	SDM
4	SC/ST certificate	<ul style="list-style-type: none"> • Application to ADM/SDM • Panchayat/MNP NOC • COI of father/Self • Father ST/SC Certificate • Birth certificate • BR of ₹ 100 • Passport Size Photo 3 Nos 	₹ 100	1 Day	SDM
5	Income certificate	<ul style="list-style-type: none"> • Application to SDM • Panchayat/Councillor NOC (monthly income Amount) • COI • Ration Card 	₹ 100	1 Day	SDM

		<ul style="list-style-type: none"> • Income Source (Land Parcha, Business License, Salary Income, Others) • BR of ₹ 100 • Passport Size Photo 1 Nos • Online Affidavit 			
6	Primitive Tribe certificate	<ul style="list-style-type: none"> • Application to ADM/SDM • Panchayat NOC • BR of ₹ 100 • COI (attested) • Birth Certificate • ST certificate • Passport Size Photo 4 Nos 	₹ 100	1 Day	SDM
7	Birth certificate (Verification report)	<ul style="list-style-type: none"> • Application to ADM/SDM • Hospital Report (NIR) • Panchayat NOC • BR of ₹ 100 • Father's and mother's COI • I.C.D.S NOC • NOC from BDO/Verification 	₹ 100	1 Day	SDM
8	Death Certificate (verification report)	<ul style="list-style-type: none"> • Application to ADM/SDM • Hospital Report (NIR) • Panchayat NOC • BR of ₹ 100 • Father's and mother's COI • I.C.D.S NOC • NOC from BDO/Verification 	₹ 100	1 Day	SDM
9	Senior Citizen Certificate	<ul style="list-style-type: none"> • Application to ADM/SDM • COI (attested) • Retirement order • Birth Certificate • Bank BR ₹ 100 • Passport Size Photo 3 Nos 	₹ 100	1 Day	SDM
10	OBC central/state certificate	<ul style="list-style-type: none"> • Application to SDM • Panchayat NOC/ MNP Report (QUORUM) • Birth Certificate • COI (attested) • Income certificate (Non-Creamy Layer) • Father's Valid OBC Certificate • Passport Size Photo 2 Nos • Revenue Stamp ₹ 10 • BR of ₹ 100 	₹ 100	1 Day	SDM
11	Character Certificate	<ul style="list-style-type: none"> • Application to ADM/SDM • COI self/Father • Voter Card • Panchayat NOC 	₹ 100	1 Day	SDM

		<ul style="list-style-type: none"> • Bank BR ₹ 100 			
12	Age Proof Certificate	<ul style="list-style-type: none"> • Application to ADM/SDM • COI (Attested) • Voter Card/Aadhaar Card • School Certificate • Panchayat NOC • Bank BR ₹ 100 • Passport Size Photo 3 Nos 	₹ 100	1 Day	SDM
13	ITBP / GORKHA NOC / Residential Proof NOC / Scholarship / Job out of State	<ul style="list-style-type: none"> • Application to ADM/SDM • COI self/father (Attested) • Aadhaar Card • Birth Certificate • Panchayat NOC • Bank BR ₹ 100 (For ITBP/Gorkha NOC) • Bank BR ₹ 200 (For Residential Proof Certificate) • Passport Size Photo 3 Nos 	Bank BR ₹ 100 (For ITBP/Gorkha NOC) Bank BR ₹ 200 (For Residential Proof Certificate)	1 Day	SDM
14	Widow Certificate	<ul style="list-style-type: none"> • Application to ADM/SDM • Death Certificate • Panchayat NOC • Bank BR ₹ 100 • Passport Size Photo 3 Nos 	₹ 100	1 Day	SDM
15	Religion NOC	<ul style="list-style-type: none"> • Application to ADM/SDM • COI (Attested) • Birth Certificate • Panchayat NOC • Bank BR ₹ 100 • Voter Card 	₹ 100	1 Day	SDM
16	Marriage Certificate	<ul style="list-style-type: none"> • Application to ADM/SDM • COI both husband and wife (Attested) • Birth Certificate both husband and wife • Panchayat NOC both husband and wife • Police Verification Report • Bank BR ₹ 1000 • Passport Size Photo 4 Nos 	₹ 1000	1 day	ADM / SDM
17	Unemployment Certificate	Application to SDM with Revenue Stamp Rs ₹ 5 NOC(MNP) COI (Attested) Aadhaar Card Residential Certificate Voter Card Passport Size Photo 3 Nos			

IT SECTION

Sl. No.	Name of the Online Services	URL	QR Code	Queries
1	<ul style="list-style-type: none"> • Employment Card • Income Certificate • Primitive Tribe Certificate • Scheduled Tribe Certificate • Scheduled Cast Certificate • OBC Certificate • Firm Registration Certificate 	sso.sikkim.gov.in		<ul style="list-style-type: none"> • Single Window • IT Section
2	NC Ex gratia Application	exms.sikkim.gov.in ExGratia Citizen (Download App from Play store)		<ul style="list-style-type: none"> • DDMA • IT Section

REVENUE SECTION

Sl. No.	Name of the service	Documents Needed	Fees	Time Limit	Signing Authority
1	Inheritance Notice	<ul style="list-style-type: none"> • Application to RO • NOC from Block or Panchayat • NOC from family and boundary holders • Spot verification report from Amin • SSC/COI of inheritors • Aadhar card of inheritors • SSC/COI of the deceased along with copy of death certificate • Parcha copy 	₹ 500 For survey ₹ 50 for affidavit	1 month	AD/RO
2	Mutation of inheritance	<same as above>	₹ 500 to 3000 depending upon size of the land ₹ 50 as Parcha fee	1 day	AD/RO
3	Mutation of property registration	<ul style="list-style-type: none"> • Copy of sale deed • COI of both parties • Aadhaar Card of Both parties • Death Certificate of Doner • Family NOC • Panchayat NOC • Latest Khazana • Judicial stamp ₹ 50 • Spot Verification/ Amin Fee BR of ₹ 500 • Original Parcha 	₹ 500 as mutation fee ₹ 100 for Parcha fee ₹ 100 Affidavit fee	1 day	AD/RO
4	Mutation under old property registration	<ul style="list-style-type: none"> • Copy of sale deed • NOC from Block or Panchayat • COI/SSC of both parties • Aadhar cards of both parties 	Buyer – ₹ 50 for mutation and ₹ 50 for Parcha fee Seller – ₹ 50 for Parcha fee	1 month	AD/RO
5	Duplicate Parcha	<ul style="list-style-type: none"> • Application to RO • COI of the Parcha owner • Latest Khazana • GD from police station (Mandatory) • ID proof (Aadhar card/Voter ID) 	₹ 100	1 day	AD/RO
6	Issue of mortgaged Parcha	<ul style="list-style-type: none"> • Registration deed from RC section • Original Parcha 	₹ 100 as Parcha fee	1 day	AD/RO

7	Clearance of Mortgaged Parcha	<ul style="list-style-type: none"> • NOC from bank • Original Parcha 	₹ 100	1 day	AD/RO
8	Removal of Kutiyadhar	<ul style="list-style-type: none"> • Application to RO • Amin field report • Original Parcha • Panchayat NOC • NOC from Kutiyadhar and his/her family members • Affidavit by Oath Commissioner 	₹ 50 as Parcha fee	3 days	AD/RO
9	Transfer of Plot	Original Parcha	₹ 100	1 Day	AD/RO or SDM
10	Name Correction/Area Correction/Transfer of area in Parcha	<ul style="list-style-type: none"> • Application to RO or DD Revenue • Original Parcha • Latest Khazana • Copy of COI and Sale deed • NOC from Panchayat • 5 Nos Judicial Stamp ₹ 10 • Affidavit if required 	₹ 100	1 Day	AD/RO or SDM
11	Mutation of land acquisition	Original Parcha along with approved file	₹ 100	1 day	AD/RO
12	Mutation under Government-to-Government land transfer	Original Parcha along with approved file	₹ 100	1 day	AD/RO
13	Court Degree Mutation	Case file and original Parcha	₹ 100 Parcha fee for seller ₹ 100 mutation fee for buyer and ₹ 100 for Parcha fee for buyer	1 day	AD/RO
14	NEC – Non-Encumbrance Certificate	<ul style="list-style-type: none"> • Application to RO • Parcha copy 	₹ 100	1 day	AD/RO
15	EC – Encumbrance certificate	<ul style="list-style-type: none"> • Application to RO • Parcha copy 	₹ 100	1 day	AD/RO
16	Landed property certificate	<ul style="list-style-type: none"> • Application to RO • Parcha copy 	₹ 100	1 day	AD/RO

17	Search Report Issue (for Loan, COI etc.)	<ul style="list-style-type: none"> • Application to RO • Sale deed/Gift deed • Parcha copy 	₹ 500	7 days	AD/RO
18	No Landed certificate	<ul style="list-style-type: none"> • Application to RO or DD Revenue • Amin report • Affidavit from SDM 	₹ 100	1 day	AD/RO
19	NOC for accused	Amin report	NA	1 day	AD/RO
20	GMC area certificate	<ul style="list-style-type: none"> • Application to DD/RO • Amin report 	₹ 100	1 day	AD/RO
21	NOC for government quarter / No dwelling certificate	<ul style="list-style-type: none"> • Application to RO • ID proof • Amin report • UDHD form 	₹ 100	1 day	AD/RO
22	NOC for promotion and service confirmation	<ul style="list-style-type: none"> • Application to RO • Dhuri Khajana • Parcha copy • Amin report 	₹ 100	1 day	AD/RO
23	Sukumbasi (Landless certificate)	<ul style="list-style-type: none"> • Application to RO/DD • SSC/COI • Aadhaar card • Amin report • Panchayat Report 	₹ 100 Survey Fee	--	AD/RO
24	NOC for Loan	<ul style="list-style-type: none"> • Application to RO/DD • Amin report 	₹ 100	1 day	AD/RO

Contact details of responsible Officers

Sl. No.	Section	Name of the Officer	Designation	Contact Details
1	Admin Section	Mrs. Ongmit Lepcha	HA	9635873097
2	Registration Section	Ms. Lakpa Doma Lepcha	OS	9735552013
3	Residential Cert. Section	Mr. Sonam Thargay Bhutia	HA	8942965483
4	Single Window	Mrs. Jyoti Subba	HA	8348658308
5	Revenue Section	Mr. Harka Bahadur Thapa	RO/Assistant Director	9832458766
6	Revenue (Acquisition) section	Mr. Gopal Pariyar	RO/Assistant Director	9733077214
7	DDMA section	Mr. Karma Dorjee Wazalingpa	DPO/Joint Director	964785650
8	CA section	Mr. Sonam Thargay Bhutia	HA	8942965483
9	Account section	Mr. Umesh Thapa	AO	7602029669
10	Election cell	Mr. Karma Sherpa	Deputy Secretary, Election	8918136320
11	IT Section	Mr. Muksam Limboo	Assistant Director, SSITS	6297521352

Magistrates / Administrators

1	District Collector	Shri ANANT JAIN, IAS	DISTRICT COLLECTOR (MANGAN)	9870234897
2	Additional District Collector	Shri PEMA WANGCHEN NAMKARPA (SCS)	ADC Mangan	9593624165
3	ADC Development	Shri SONAM RINCHEN LEPCHA	ADC Dev Mangan	9647884804
4	ADC Development	Shri HEM SAGAR KAPHLEY	ADC Dev Chungthang	9832033230
5	SDM	Shri SANDEEP KUMAR, IAS	SDM HQ	8250050249
6	SDM	Smt MONICA RAI (SCS)	SDM Kabi	9647002807
7	SDM	Shri GIDEON LEPCHA (SCS)	SDM Dzongu	8617538180
8	SDM	Shri ARUN CHETTRI (SCS)	SDM Chungthang	8250292115

Grievance Redressal Mechanism

Sl. No.	Name of Public Grievance officer	Designation	Contact Details
1	Shri SANDEEP KUMAR, IAS	SDM HQ	8250050249
2	Mr. ARPAN CHETTRI	PS to DC	8768835124
3	Shri PEMA WANGCHEN NAMKARPA (SCS)	ADC Mangan Cum Appellate Authority for Grievance Redressal	9593624165

Expectations of Citizens / Service Recipients

- Timely and efficient delivery of services
- Transparency in all aspects of service delivery
- Courteous behaviour from the staff
- Adherence to ethical standards by all the staff. Corruption-free and hassle-free environment is expected.
- Citizens should be informed about the progress of their requests or applications.
- Effective grievance redressal mechanism. Process to lodge complaints should be easy and effective. Citizens expect accountability of officers and staff in their decision making.
- DAC should actively seek feedback from citizens and engage them to improve service delivery
- Effective communication to inform citizens about processes and updates regarding their requests or applications
- The office should be accessible for all.

Expectations from Citizens / Service Recipients

- Adherence to the due process in submitting their application or request.
- All the documents submitted must be accurate.
- Given the high footfall of citizens in this office, patience is expected from citizens while this office processes their request.
- Citizens should be aware of the rules and regulations regarding a particular service. Officers and staff in the office strictly adhere to government rules and citizens must not persuade or influence them to go beyond the mandate of rule or law.
- Citizens are expected to be responsive in case any query comes up in processing their request.
- Citizens are encouraged to use feedback channel to provide constructive feedback.
- Citizens are expected to be courteous and cooperative with the staff.
- Being a key stakeholder in the service delivery mechanism, public is expected to uphold ethical standards.
- Citizens are expected to use digital services provided by the office for registering their request. They should also visit district website (<https://mangan.nic.in/>) for updates and information.

Feedback Channel

- You can write to us by visiting <https://mangan.nic.in/feedback/>
- Feedback can also be submitted in feedback box present in the corridor of this office.
- Email: dc-northsikkim@sikkim.gov.in



"The best way to find yourself is to lose
yourself in the service of others."

– Mahatma Gandhi

Guided by the highest ideals of ethics, integrity, and public
service, DAC, Mangan hereby adopts and enacts the Citizen
Charter.

Disclaimer: This citizen charter will be subject to revision as
and when rules and regulations changes or transfer of
staff/officers takes place.

Review date of Citizen charter: 15/11/2025