

F. No. 2(275)-FB/ESTT/CC/06/ 258-59
Government of Tripura
Factories & Boilers Organisation
Suraksha Bhavan
P. N. Complex, Gurkhabasti
Agartala-799006.

Dated, Agartala, the 18th May, 2021.

To
The Deputy Secretary,
General Administration (AR) Dept.,
Government of Tripura,
Agartala.

Sub:- Citizen's Charter.

Ref.:- No. F. 13(7)-GA(AR)/2021/1162 dated 05.05.2021

Sir,

With reference to the subject cited above, I am to enclose herewith **Citizen's Charter** in respect of Factories & Boilers Organisation, Government of Tripura for your kindly doing the needful. The specified services were notified by the Revenue Dept., Govt. of Tripura vide No. F. 04(1)-RCC/2020/Part-III dated 21st January, 2021.

Enclo : As stated.

Yours faithfully,

(Er. S. C. Das)

Chief Inspector of Factories & Boilers
Government of Tripura.

Copy to:-

1. The Director, Directorate of Information Technology, Govt. of Tripura, Indranagar, Agartala for information with a request to kindly arrange for uploading in the website of Factories & Boilers Organisation (www.factory.tripura.gov.in) with a heading "**Citizen's Charter**" under EoDB.

**Government of Tripura
Factories & Boilers Organisation**

Citizen's Charter.

The Factories & Boilers Organisation, Govt. of Tripura is committed to attend properly to any request or requirement or grievances of the people in respect of the services provided by the organization under the Tripura Guaranteed Services to Citizens Rules, 2020 within the mandated timelines.

CITIZEN CENTRIC SERVICES OF FACTORIES & BOILERS ORGANISATION

Our Commitment to the citizen for following services under the Factories Act, 1948 & the Boilers Act, 1923 :-

Sl. No.	List of Services	Time Line	Whom to contact	Contact No.
1.	Approval of Plan Drawing of Factories.	21 days.	i) Inspector of Factories, West Tripura District.	0381-2323915
2.	Registration & grant of Factory Licence.	30 days.	ii) Inspector of Factories, Gomati District, Tripura.	03821-222194
3.	Renewal of Factory Licence.	7 days.	iii) Inspector of Factories, Unakoti District, Tripura.	03824-232105
4.	Renewal of Boiler Licence.	7 days.		

For further enquiries :- Please contact the Inspector of Factories (HQs.), Factories & Boilers Organisation, P.N.Complex, Gorkhabasti, Agartala (Tel. – 0381 2323915) on any working day.