

## District Social Services Office, Chuadanga Citizen Charter

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SL	Name of service	Maximum service delivery time	Necessary documents	Receipt of required documents / application form	Fees and payment method (if any)	Name of the officer in charge including branch name, room number, district / upazila code, official telephone and email	Official telephone and email with title of senior officer, room number, district/upazila code
1	Submit any complaint regarding any type of service provided by the District Social Service Office and any subordinate office.	7 days for District Social Service Office Maximum 30 days for other unit offices	Required documents regarding the complaint	Not applicable	free	Assistant Director District Social Service Office, Chuadanga. Phone: + 8061-63401 E-mail: dd.chuadanga@dss.gov.bd	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
2	Provide information on any type of service provided by the District Social Services Office and any subordinate unit office	7 days for District Social Service Office Maximum 30 days for other unit offices	Application in prescribed form	Apply directly or apply online	Fees prescribed under the Right to Information Act	Information Officer and Social Service Officer (Reg.) District Social Service Office, Chuadanga. Phone: + 8061-63401 E-mail: dd.chuadanga@dss.gov.bd	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
3	Rural social service activities	Following the application in the prescribed form following the appropriate procedure: - Within 1 month after applying for the 1st time loan (investment). Within 20 days after applying for 2nd / 3rd stage loan (reinvestment).	Application and contract forms, photographs and other documents.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga.	According to the contract	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
4	Palli Matrikendra activities	Following the application in the prescribed form following the appropriate procedure: - Within 1 month after applying for the 1st time loan (investment). Within 20 days after applying for 2nd / 3rd stage loan (reinvestment).	Photocopy of national identity card, 6 copies of passport size color photo.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga.	According to the contract	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
5	Rehabilitation activities for the burnt and disabled	Following the application in the prescribed form following the appropriate procedure: - Within 1 month after applying for the 1st time loan (investment). Within 20 days after applying for 2nd / 3rd stage loan (reinvestment).	Disability identity card, photocopy of national identity card, 6 copies of passport size color photograph.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga.	According to the contract	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
6	UCD interest free loan program	Following the application in the prescribed form following the appropriate procedure: - Within 1 month after applying for the 1st time loan (investment). Within 20 days after applying for 2nd / 3rd stage loan (reinvestment).	Disability identity card, photocopy of national identity card, 6 copies of passport size color photograph.	City Social Service Office, Chuadanga.	According to the contract	Social Service Officer UCD, Chuadanga Phone: 071-6218.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd

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7	Elderly Allowance Scheme	Taking arrangements for distribution of allowances including selection of new allowance beneficiaries within a maximum of 3 months subject to receipt of allotment. To be paid monthly subject to allocation to the selected beneficiary. However, if someone wants to make a one-time withdrawal, he will withdraw at the end of the prescribed period. The nominee of the annuitant can withdraw the arrears received before the death of the annuitant and up to 3 months after the death of the annuitant.	Disability identity card, photocopy of national identity card, 6 copies of passport size color photograph.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
8	Widow and Husband Nigrahita Women's Allowance Scheme	Taking arrangements for distribution of allowances including selection of new allowance beneficiaries within a maximum of 3 months subject to receipt of allotment. To be paid monthly subject to allocation to the selected beneficiary. However, if someone wants to make a one-time withdrawal, he will withdraw at the end of the prescribed period. The nominee of the annuitant can withdraw the arrears received before the death of the annuitant and up to 3 months after the death of the annuitant.	Disability identity card, photocopy of national identity card, 6 copies of passport size color photograph.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
9	Insolvent Disability Allowance Program	Arrangements for distribution of allowances including selection of new allowance beneficiaries within a maximum of 3 months subject to receipt of allotment. To be paid monthly subject to allocation to the selected beneficiary. However, if someone wants to make a one-time withdrawal, he will withdraw at the end of the prescribed period.	Permanent resident of the concerned area above 6 years of age and a person receiving registration and identity card under the Disability Welfare Act, 2001.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
10	Education Scholarship Program for Students with Disabilities	Disbursement of stipend including selection of new stipend recipients within a maximum of 3 months subject to receipt of allotment and regularly during the academic period.	Disability identity card and certificate from the head of the concerned government educational institution studying.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
11	Freedom Fighter Honorary Allowance Program	After receiving the allotment, the upazila committee will select the application form and send it to the district committee with recommendations. The district committee took steps to distribute the allowance after final verification. Muktijoddha honorarium to be paid monthly, but if one wishes,	Application form, photo, national identity card, D-half allowance payment book, freedom fighter's certificate and freedom fighter's gazette.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd

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		one can withdraw the arrears of more than one month together.		City Social Service Office, Chuadanga.		Phone: 0824-65631.	
12	Old / Special Allowance Activities for Vedas and Backward Classes	Arrangements for distribution of allowances including selection of new allowance beneficiaries within a maximum of 3 months subject to receipt of allotment. To be paid monthly subject to allocation to the selected beneficiary. However, if someone wants to make a one-time withdrawal, he will withdraw at the end of the prescribed period.	Application Form, Photograph, National Identity Card, D-Half and Payment of Allowance.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
13	Education stipend activities for students of Vedic and backward communities	Disbursement of stipend including selection of new stipend recipients within a maximum of 3 months subject to receipt of allotment and regularly during the academic period.	Certificate from the head of the concerned government educational institution.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
14	Special allowance activities for the hijra community	Arrangements for distribution of allowances including selection of new allowance beneficiaries within a maximum of 3 months subject to receipt of allotment. To be paid monthly subject to allocation to the selected beneficiary. However, if someone wants to make a one-time withdrawal, he will withdraw at the end of the prescribed period.	Poor transgender community 50 years of age or older with birth registration / national identity card number in the area concerned The average annual income should be above Rs. 36,000 (thirty six thousand)	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
15	Education stipend activities for transgender students	Disbursement of stipend including selection of new stipend recipients within a maximum of 3 months subject to receipt of allotment and regularly during the academic period.	Certificate from the head of the concerned government educational institution studying	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
16	Fostering and rehabilitation of orphaned children in government child families	6 to 9 year old orphans i.e. fatherless or parentless poor children are admitted and serviced till 18 years of age.	For admission to the child family, the parents of the children should fill the prescribed form and submit it to the sub-guardian of the child's family along with	Sarkari Shishuporibar, Chuadanga	Free	Superintendent Sorkari Shishue Poribar Girls Chuadanga. Phone: 02477787913	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd

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			the death certificate of the father, passport size color photograph.				
17	Disability certificate issuance activities.	Within 1 day of application with necessary information.	1 copy of birth certificate/national identity card and passport size color photograph after completing disability survey form.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
18	Integrated Visually Impaired Education Program.	Completion of admission process within maximum 1 month after receipt of application. Providing institutional facilities till SSC examination after admission.	Application through prescribed admission form, disability identity card, photocopy of birth registration, photocopy of parent's identity card.	Integrated Visually Impaired Education Program, Chuadanga	Free	Resource teacher Integrated Visually Impaired Education Activities, Chuadanga	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
19	Implementation of Probation and After Care Program.	Time limit fixed/order passed by the learned Court. Within 20 working days after the approval of the Criminal Corrections and Rehabilitation Committee/Upazila/City Social Service Program Implementation Committee regarding rehabilitation.	Documents required for the case	Concerned office	Free	Probation Officer Probation Officer's Office, Chuadanga.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
20	Hospital social service activities.	Providing necessary medical services on the recommendation of a doctor immediately after identifying a helpless and poor patient or applying for a patient.	Admitted indigent poor patients are submitted by filling prescribed form with signature of doctor.	Hospital Social Service Officer's Office, Sadar Chuadanga. Upazila Health Compensnox and Upazila Social Service Office Alamdanga / Damurhuda / Jivannagar.	Free	Hospital Social Service Officer Sadar Hospital, Chuadanga. Phone: 01708-41473. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
21	Socio-economic and skills development training activities at the city social services office	Seats are subject to availability upon application and up to 3-6 months after admission depending on the course.	Photocopy of SSC certificate, 2 copies of passport size photograph, application form.	City Social Service Office, Chuadanga.	Application Form 100 / = Taka, Course Service 2650 / = Taka.	Social Service Officer City Social Service Office, Chuadanga. Phone: 071-6218.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
22	Registration and supervision activities of	» Registration – 20 working days after receipt of application form with required documents. » Name Clearance – 7 working days after receipt of	Run treasury invoice issued by NSI, exemption letter in name, application form,	Website www.dss.gov.bd	Free	Social Service Officer, (Reg.). Phone: + 8061-63401 District Social Service Office, Chuadanga.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401

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	voluntary social welfare organizations	application form with required documents. » Executive Committee Approval – 10 working days after receipt of application form with necessary documents. » Extension of work area- 30 working days after receipt of application form with required documents. Complaint Settlement – 30 working days after receipt of complaint.	inspection report, purpose, registration fee of Rs.5000 / = and treasury invoice of Rs.750 / = for VAT.	District Social Service Office, Chuadanga.			Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
23	Capitation grant activities in private orphanages.	Within 6 months of receipt of application for capitation grant by a private orphanage.	Scheduled application form, audit report, list with resident photo and registration certificate	Concerned office	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
24	Assistance activities for providing grants to organizations registered through the Social Welfare Council	Subject to receiving grants	application form, Photocopy of organization charter, approved executive committee, audit report of last three years, annual report.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
25	Financial Assistance Program for Cancer, Kidney, Liver Cirrhosis, Stroke Paralyzed, Congenital Heart Disease and Thalassemia Patients	After the patients suffering from the mentioned diseases apply in the prescribed form, the Upazila Social Service Officer/City Social Service Officer will send to the Deputy Superintendent with an opinion after verifying the selection within 7 (seven) days maximum. The Deputy Director shall submit the final decision to the District Committee for approval within a maximum of 7 (seven) days. After approval will arrange remittance through cross check to concerned officer or through EFT as patient's bank.	Original copy of Certificate of Disease provided by Registrar Doctor in prescribed form, prescription and test report of the doctor specializing in the relevant disease, Attested photocopy of National Identity Card / Birth Certificate of patient and 3 attested photographs, age of patient under 18 years of age on application date If available, his / her legal guardian can apply, in which case attested photocopy of the applicant's national identity	Website www.dss.gov.bd or related Upazila/ City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd

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			card; And 3 copies of pictures.				
26	Neuro-Developmental Disability Surya Trust activities	Neuro-developmental disabled persons after applying in the prescribed form are sent to the Department of Social Services, Agargaon, Dhaka with verification and recommendation through the district committee.	Application Form, Photocopy of Disability Identity Card, Photocopy of Birth Certificate, 2 copies of Passport Size Photograph, Order Letter payable by Registrar Doctor.	Upazila Social Service Office Sadar / Alamdanga / Damurhuda / Jivannagar, Chuadanga. And City Social Service Office, Chuadanga.	Free	Upazila Social Service Officer, Sadar. Phone: 081-62175. Upazila Social Service Officer, Alamdanga. Phone: 80622-57312. Upazila Social Service Officer, Damurhuda. Phone: 0823-56085. Upazila Social Service Officer, Jivannagar. Phone: 0824-65631.	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
27	PRL / Pension for District Social Service Office Employees	Maximum 10 days	Application in prescribed form and necessary documents as per check list	Concerned office	Free	Assistant Director District Social Service Office, Chuadanga. Phone: + 8061-63401 E-mail: dd.chuadanga@dss.gov.bd	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
28	Leave of officers / employees of district social service office	Within 1-5 days	Application on white paper / application on e-file	----	Free	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
29	Issue of ACR to all officers under the jurisdiction of District Social Services Office and District Office employees	Maximum 1 month	Application in prescribed form	Concerned office	Free	Assistant Director District Social Service Office, Chuadanga. Phone: + 8061-63401 E-mail: dd.chuadanga@dss.gov.bd	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
30	Issuance of checks for telephone bills, newspaper / magazine bills of district social service office.	Within 3 days	Submission of vouchers in respect of bills	----	Free	Assistant Director District Social Service Office, Chuadanga. Phone: + 8061-63401 E-mail: dd.chuadanga@dss.gov.bd	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd
31	Submit any complaint regarding any type of service provided by the District Social Service Office and any subordinate office.	7 days for District Social Service Office Maximum 30 days for other unit offices	Required documents regarding the complaint	Concerned office	Free	Assistant Director District Social Service Office, Chuadanga. Phone: + 8061-63401 E-mail: dd.chuadanga@dss.gov.bd	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd

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32	Provide information on any type of service provided by the District Social Services Office and any subordinate unit office	7 days for District Social Service Office Maximum 30 days for other unit offices	Application in prescribed form	Apply directly or apply online	Fees prescribed under the Right to Information Act	Information Officer and Social Service Officer (Reg.) District Social Service Office, Chuadanga. Phone: + 8061-63401 E-mail: dd.chuadanga@dss.gov.bd	Deputy Director District Social Service Office, Chuadanga. Phone: + 8061-63401 Mob: 01707-414132 E-mail: dd.chuadanga@dss.gov.bd