## Citizen Charter of Ballistics Division

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Services</th>
<th>Service/Performance Standard</th>
<th>Contact details of the Responsible Officer</th>
<th>Weight - age (%)</th>
<th>Processes</th>
<th>Documents required</th>
<th>Fee</th>
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| 1.      | i) Division’s administration.  
ii) Case receiving.  
iii) Case entered in Case Register.  
iv) Allotment of cases  
v) Opening of cases  
vi) Examination of exhibits (Explosive & Fire Arm)  
vii) Chemical Analysis in Explosive cases  
viii) Case reporting.  
ix) Supervision of works of reporting officers. Crime scene visit.  
xi) Crime scene report.  
xii) Court Evidence  
xiii) Imparting training.  
xiv) Research and development activates of Ballistics Division.  
xv) Firearms and ammunition stores.  
xvi) Calibration manager work.  
xvii) Technical manager work.  
xviii) Internal audit. | As per as NABL norms.  
Sh. A. Dey  
PSO & HOD  
Tel. No. 011-24362373  
E-mail: abhijitdeypso@yahoo.co.in  
Mob. 9868125121 | % | (i) Cases check and received after the approval of director.  
(ii) Photograph before and after of the exhibit by the experts.  
(iii)Examine the exhibit as per working procedure manual.  
(iv)Opined the report and approval the report the Director.  
(v) Release of letter for collection of report and exhibit(s) to forwarding authority.  
(vi)To attend Court after getting the summon from the Court in respective cases.  
(vii) Scene of Crime visit after getting request from Investigating Authority of Case. | (i) Forwarding letter.  
(ii) Requisition letter for SOC.  
(iii)Summon from the court required to attend the court.  
(iv)Authority letter required for release the report and exhibits. | NA |
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| 2.     | i) Division’s administration in case HOD(Ball) on leave/tore/other official work.  
ii) Case receiving.  
iii) Case entered in Case Register.  
iv) Allotment of cases  
v) Opening of cases  
vi) Examination of exhibits (Explosive & Fire Arm)  
vii) Chemical Analysis in Explosive cases  
viii) Case reporting.  
ix) Supervision of works of reporting officers.  
x) Crime scene visit.  
xi) Crime scene report.  
xii) Court Evidence  
xiii) Imparting training.  
xiv) Research and development activates of Ballistics Division.  
xv) Firearms and ammunition stores. | As per as NABL norms.         | Sh. N. B. Bardhan PSO  
Tel. No. 011-24362373  
E-mail: nilendubikash@yahoo.co.in  
Mob. 9868152073 | %                              | (i) Cases check and received after the approval of director.  
(ii) Photograph before and after of the exhibit by the experts.  
(iii) Examine the exhibit as per working procedure manual.  
(iv) Opined the report and approval the report the Director.  
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<td>3.</td>
<td>i) Case receiving.</td>
<td></td>
<td>Sh. A. R. Arora * SSO-I</td>
<td>%</td>
<td>i) Cases check and received after the approval of director.</td>
<td>(i) Forwarding letter.</td>
<td>NA</td>
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<td>ii) Case entered in Case Register.</td>
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<td>(ii) Requisition letter for SOC.</td>
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<td>iii) Opening of cases</td>
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<td>iii) Examine the exhibit as per working procedure manual.</td>
<td>(iii) Summon from the court required to attend the court.</td>
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<td>iv) Examination of exhibits (Explosive &amp; Fire Arm)</td>
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<td>iv) Opined the report and approval the report the Director.</td>
<td>(iv) Authority letter required for release the report and exhibits.</td>
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<td>v) Chemical Analysis in Explosive cases</td>
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<td>vi) Case reporting.</td>
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<td>ix) Court Evidence</td>
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<td>x) Imparting training.</td>
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<td>xi) Research and development activates of Ballistics Division.</td>
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<td>xii) Firearms and ammunition stores.</td>
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*Sh. A. R. Arora SSO-I is under suspension in CBI case RC.2172012A003 from 06/05/12*
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<td>4.</td>
<td>(i) Case receiving. (ii) Examination of Crime/case exhibits, documentation report of the case. (iii) Crime scene visit. (iv) Court attend. (v) Imparting training. (vi) Research and development activates of Ballistics Division.</td>
<td>As per as NABL norms.</td>
<td>Smt. Babita Gulia SSO-II (Ballistics) Ph. 011-24362373</td>
<td>%</td>
<td>(i) Cases check and received after the approval of director. (ii) Photograph before and after of the exhibit by the experts. (iii) Examine the exhibit as per working procedure manual. (iv) Packing and sealing of the exhibits. (v) Opined the report and approval the report the Director. (vi) Release of letter for collection of report and exhibit(s) to forwarding authority. (vii) To attend Court after getting the summon from the Court in respective cases. (viii) Scene of Crime visit after getting request from Investigating Authority of Case.</td>
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