**Citizen Charter of Photo & Scientific Aids Division**

<table>
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<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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<tbody>
<tr>
<td>1</td>
<td>Supervision of reporting officers, allocation of case work among officers, general administration, Examination &amp; reporting of cases, Photography of case work, attending S/C, supervision of purchase matter, purchase proposal of photographic equipments &amp; consumable items (photo related)</td>
<td>As per NABL Norms</td>
<td>Rakesh Bisht SSO I &amp; HOD(Photo) CFSL (CBI), Block No 4 CGO Complex, N. Delhi 110003 Tel 011-24361871</td>
<td>25%</td>
<td>Case work:- 1. Case is marked by Dir. CFSL 2. Allotment of cases 3. Case/exhibits are received as per check list 4. Case file is opened 5. Case is undertaken following the working procedure manual of the division 6. Result is drawn 7. Opinion is prepared 8. Evidence is given in the court if summon is issued. Scene of Crime:- 1. Case is marked by Dir. CFSL 2. Allotment of case to the concern person 3. Approval of tour program 4. Photography/videography Of S/C as per working procedure manual of the division 5. Case(photograph/video CD) are handed over to the Concern br. Other Work:- NABL related work. Appraisal of the division to the visitors.</td>
<td>1. Requisition Letter from the investigation agency. 2. Sample seal of the parcels contains exhibits. 3. Authority letter from the Investigation Agency for the collection of exhibits &amp; report. 4. Summons in case of evidence of experts.</td>
<td>Nil</td>
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<tr>
<td>#</td>
<td>Work pertaining to Trg. Manager</td>
<td>Liaison Work:</td>
<td>Other Work:</td>
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<td>2</td>
<td>Examination &amp; reporting of cases, Photography of case work, sample voice recording, attending S/C, purchase proposal of photo related equipments &amp; their maintenance.</td>
<td>Crime scene management, NABL work related to S/c Any other work assign by Director, CFSL</td>
<td>Attending to the work of photography by undertaking the coverage of various function of CBI i.e. meetings, conferences, retirement function, facilitation ceremony etc., pp photography of officers of CBI, various work given by HOZ(TFC)</td>
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<tr>
<td></td>
<td>1. Requisition Letter from the investigation agency. 2. Sample seal of the parcels contains exhibits. 3. Authority letter from the Investigation Agency for the collection of exhibits &amp; report. 4. Summons in case of evidence of experts.</td>
<td>1. Case is marked by Dir. CFSL 2. Case is allotted by the HOD. 3. Case/exhibits are received as per check list. 4. Case file is opened. 5. Case is undertaken following the working procedure manual of the division. 6. Result is drawn. 7. Opinion is prepared. 8. Evidence is given in the court if summon is issued.</td>
<td>1. Case is marked by Dir. CFSL 2. Case is allotted to the concern officer 3. Approval of tour program 4. Photography/videography Of S/C as per working procedure manual of the division. 5. Case(photograph/video CD) are handed over to the Concern br.</td>
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</table>
Sample voice recording, attending S/C, administration work given by the HOD, purchase proposal of consumable items (video/audio related)

**Dy. Training Manager:**
Work related to visits in CFSL, lectures, training for CFSL officers in India & any other work assign by the training manager

**Other work:**
Attending the work of photography by undertaking the coverage of various function of CBI i.e. meetings, conferences, retirement function, facilitation ceremony etc., pp photography of officers of CBI, various work given by HOZ(TFC)

<p>| 4 | Examination &amp; reporting of cases, Photography of case work, sample voice recording, attending S/C, administration work given by the HOD, purchase proposal of video equipment &amp; their maintenance. | As per NABL Norms. | P.K. Gottam SSO (Photo) CFSL (CBI), Block No 4 CGO Complex, N. Delhi 110003 Tel 011-24361871 | 16% | 1. Case is marked by Dir. CFSL 2. Allotment of case to the concern person. 3. Approval of tour program 4. Photography/videography Of S/C as per working procedure manual of the division. 5. Case (photograph/video CD) are handed over to the Concern br. 6. Result is drawn. 7. Opinion is prepared. 8. Evidence is given in the court if summon is issued. | 1. Requisition Letter from the investigation agency. 2. Sample seal of the parcels contains exhibits. 3. Authority letter from the Investigation Agency for the collection of exhibits &amp; report. 4. Summons in case of evidence of experts. |</p>
<table>
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<tr>
<th>Security Officer</th>
<th>Matter related to security of CFSL &amp; NABL related matter</th>
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</table>

**Other work:**
Attending the work of photography by undertaking the coverage of various function of CBI i.e. meetings, conferences, retirement function, facilitation ceremony etc., pp photography of officers of CBI, various work given by HOZ(TFC)

| 5 | Examination & reporting of case work, Photography of cases, sample voice recording, attending S/C, administration work given by the HOD, purchase proposal of audio related equipments and their maintenance. | As per NABL Norms | 5.1 Requisition Letter from the investigation agency. 5.2 Sample seal of the parcels contains exhibits. 5.3 Authority letter from the Investigation Agency for the collection of exhibits & report. 5.4 Summons in case of evidence of experts. | 16% |  

**Other Work:**
NABL related work. Appraisal of the division to the visitors. Work pertaining to Trg. Manager exhibits.

**Case work:**
1. Case is marked by Dir. CFSL 2. Case is allotted by the HOD 3. Case/exhibits are received as per check list. 4. Case file is opened. 5. Case is undertaken following the working procedure manual of the division. 6. Result is drawn. 7. Opinion is prepared. 8. Evidence is given in the court if summons is issued.
| Case work | Scene of Crime: | Other Work: | Examination & reporting of cases, Photography of case work, attending S/C, administration work given by the HOD, Supervision & maintenance of Dark Room and photo studio equipments | NABL related work. Appraisal of the division to the visitors. Work pertaining to Trg. Manager | As per NABL Norms | A. Kumar  
SSO (Photo)  
CFSL (CBI), Block No 4  
CGO Complex, N. Delhi  
110003  
Tel 011-24361871 | 11% | summon is issued.  
1. Case is marked by Dir. CFSL  
2. Allotment of case to the concern person.  
3. Approval of tour program  
4. Photography/videography of S/C as per working procedure manual of the division.  
5. Case (photograph/video CD) are handed over to the Concern br. | collection of exhibits & report.  
4. Summons in case of evidence of experts. |
| concern person.  
| 3. Approval of tour program  
| 5. Case (photograph/video CD) are handed over to the Concern br.  
| **Other Work:**  
| NABL related work.  
| Appraisal of the division to the visitors.  
| Work pertaining to Trg. Manager  
| evidence of experts. |