

CITIZEN CHARTER

1.	Enquiry	On Working Day from 10AM to 5PM
2	Application for verification of residence/ Domicile	On Working Day from 10AM to 5PM
3.	Street Light Complaints	On Working Day from 10AM to 5PM
4.	Repair of Street Light Points	Within Seven Days
5	New Street Light Points	Within One Month after the approval of the house.
6.	No Objection Certificate for Water Supply / Sewerage and Electrical Connection.	Within three days after Getting NOC From Town & Country Planning Deptt.
7.	Reservation of Town Hall / Rest House/ Manu Rangshalla.	10 Days before the function.
8.	Application for road cutting	3 days before the execution.
9.	Repair of Public Tap	Within Two Days after the receipt of complaint.
10	Repair of road (In Emergency work)	Within Three Days.
11	Water Connection/ Billing	Water Supply System maintained by the IPH Department
12	General Information Regarding House Tax (a) Municipal Council Manali is charging house tax @ between 7 ½ % to 11 % of annual ratable value of all the land and buildings in the Municipal Area. (b) Annual ratable value is determined and finalized after service of proposed assessment notice to the individual owners / occupiers. (c) Every objection against assessment or amendment of assessment is heard after affording reasonable opportunities of being heard.	
13	Billing House Tax (a) Issue of Bill (b) Deposit of Bill (c) Mode of Payment	Yearly. Within 10 Days . In cash and by Cheque. 20 % rebate if bill paid within 10 Days.
14	Sanitation & Solid Waste Management (a) Complaint Regarding Sanitation / Cleaning of Roads and Public places (b) Collection and Removal of Garbage.	Complaints entertained regularly on Working Day from 10AM to 5PM Regularly

	(c) Collection and Removal of Garbage on receipt of Non Lifting. (d) Removal of carcass	Being lifted Regularly Receiving intimation regarding carcass action taken within 12 Hours .
15.	Complaints (a) Lodging of complaint (b) Attending / disposal of complaint	Telephone no. 252363, 252351. Within 24 Hours.
16	Sewerage Connection/ Complaints	Sewerage System maintained by the IPH Department.
17	Death & Birth Registration (a) Registration from 1to 21 days after birth / death. (b) Registration from 21 to 30 (c) Registration from 1 month to one year Birth/ Death (d) After One Year	10 AM to 5 PM on any working days Late fee Rs. 5/- on any working day After Order by CMO Kullu. With Order of Executive Magistrate Manali
18	Building Plans (a) Availability of application form (b) Submission of Building Plans (c) Deposit of Fee/ Other Charges. (d) Communication Deficiencies (e) Final Disposal of building plans if complete in all respect.	Available On working day between 10 AM to 5PM On the receipt of building application fee is being charged @ 2.5 Per Sqm. for residential building and @5.00 Per Sqm for Commercial Building Within 30 Days With in two months.
19	Food and non Food Licenses.	Issued by Health & Family Welfare Department.
20.	Public Authority under the Right to Information Act 2005. (a) Public Information Officer. (b) Assistant Public Information Officer. (c) Appellant Authority.	Executive Officer MC Manali. Junior Engineer MC Manali. Sub Divisional Officer (C) Manali.

**Executive Officer,
Municipal Council Manali.**