

The Municipal Council, Shri Naina Devi Ji,
District Bilaspur (HP)-174310

CITIZEN CHARTER

A. (i) Issue of NOC for Water, Sewerage and Electrical Connection:

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| (a) Acceptance of Application | : On working days between
10.00 AM to 5.00 PM |
| (b) Acknowledgement of application | : On the spot diaries and receipt is
given. |
| (c) Intimation to applicant in case of
deficiency in application for NOC. | : Within two days after receipt of
application. |
| (d) Intimation to applicant for depositing
NOC fee. | : Within two days after removal of
deficiency. |
| (e) Depositing of NOC fee by the applicant | : Within Three days after receipt of
intimation. |
| (f) Issue of NOC to the Applicant | : Within three days after deposit of fee. |

B. Taxes.

General Information:

- (i) Municipal Council Shri Naina Devi Ji is charging House tax @ 12.5% of annual ratable value of all lands and buildings in the Municipal Area.
- (ii) Annual ratable value is determined and finalized after service of proposed assessment notice to the individual owners/occupiers.
- (iii) Every objection against assessment or amendment of assessment is heard after affording reasonable opportunities of being heard.

Billing.

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|----------------------|---|-------------------------------------|
| (a) Issue of Bill | : | Annually |
| (b) Deposit of Bill | : | Within 30 days from the issue date. |
| (c) Mode of payment. | : | In cash or through Demand Draft. |

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C. Sanitation and Solid Waste Management :

- (a) Cleaning of roads and public places : Every day.
- (b) Collection and removal of garbage from Municipal rubbish bins. : Every day.
- (d) Removal of carcass : Within 2 Hours.

D. Birth and Death Registration :

a)	Registration from 1 to 21 days after birth/death	Free	In the Municipal Office
b)	Registration from 21 to 30 days after birth/death	Late fee Rs. 2/-	In the Municipal Office.
c)	Registration from 1 month to 1 year after Birth/death	Rs. 5/- with the written permission of District Registrar.	In the Municipal Office.
d)	After One Year	Rs. 10/- after verification of fact from First class Magistrates.	In the Municipal Office.

E. Building Plans.

- (a) Availability of Application Forms : On working day between 11.00A.M to 1.30 P.M
- (b) Submission of Building Plan : On working day between 11.00AM to 1.30 PM.
- (c) Acknowledgement of application : On the Spot in the office if delivered in person.
- (d) Deposit of fee/other charges : On working day between 11.00AM to 3.00 PM.
- (e) Communication of deficiencies : Within 30 days.
- (f) Final disposal of building plan, If completed in all respects. : Within 2 Months.

F. Food and non-food licenses :

- (a) Availability of Application Forms : On working day between 10.00A.M to 5.00 P.M
- (b) Submission of Application : On working day between 10.00AM to 5.00 PM.

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- (c) Acknowledgement of application : On the Spot in the office if delivered in person.
- (d) Communication of deficiency in Application : On the spot in the office or within seven days if received by post.
- (e) Deposit of fee/other charges : On working day between 11.00AM to 3.00 PM.
- (f) issue of license : After inspection of license premises.

G. SERVICES TO THE STATE GOVERNMENT :

- (i) The Directorate of Urban Development is an executive agency of the State and as such it acts as a link between the Urban Local Bodies and Government. It helps the Secretariat in the formulation of administrative policy in conformity with various laws, rules and regulations.
- (ii) Recommendation for amendments in Acts, Rules/Regulations and Bye-Laws of the Urban Local Bodies.

H. PUBLIC AUTHORITY UNDER THE RIGHT TO INFORMATION ACT, 2005:

The following authorities have been identified to implement the Right to Information Act, 2005 :-

1.	Public Information Officer	The Executive Officer, Municipal Council, Shri Naina Devi Ji.
2.	Assistant Public Information Officer	Junior Engineer, Municipal Council, Shri Naina Devi Ji.
3.	Appellant Authority	Sub Divisional Officer (C), Bilaspur, District Bilaspur (HP)

NODAL OFFICER

Please contact to the undersigned in the field to obtain the services as depicted above. In case of non –adherence to the prescribed procedure and time schedule you may contact or forward your grievance on the following address to the nodal officer :-

The Additional Director, Urban Development,
Palika Bhawan, Talland, Shrimla -2, HP Phone No. -0177-2626516

Executive Officer,
Municipal Council,
Shri Naina Devi Ji.