

# Citizen Charter Municipal Council, Theog

## ***Brief History & location***

Theog Town was notified as Notified Area committee in the year 1949 & upgraded in the status of Small Town committee in the year 1962. Thereafter the boundaries of the jurisdiction of the committee was extended & the area merged up to 4 square Kilometers. The status of the committee was further upgraded to the IIInd class Municipality in the year 1968. In pursuance to the 74<sup>th</sup> constitutional amendment Act, 1993 the Governor of H.P. has promulgated the H.P. Municipal Ordinance No.2 of 1994 on 30.5.94. Under section 3 of the ordinance every Municipality existing at the commencement of this ordinance was designated as Municipal Council. Accordingly this Municipal committee was designated as Municipal council. Accordingly to 2001 census, the population of the Municipality has gone up to 3754. This Municipality is situated 32 Km far from the Distt. Headquarter Shimla on the National High way -22 which is called Hindustan Tibbut road & the height of the town from the sea level is about 7500 Ft. The Municipality has also provided rent free accommodation for the housing of Distt. Library. The Municipal Council, Theog consists seven No wards named as:-

1-Janog 2.Premghat 3.Naya bazaar 4.Ram bazaar 5.Krishana Galli 6.Shalli Bazar 7.Rahighat.

Vision: Municipal council is constituted to provide error free services, like free movement for living, working, shopping places and other allied/civic amenities.

## ***Mission:***

- To provide street lights, pucca path and road for free movement.
- To provide park, recreation centre, town Hall, amusement centre etc. Shopping place marketing centre to receive necessary requirement near the residing area of inhabitants of town
- To provide good sanitation conditions like adequate No. of toilets, Proper drainage and sewerage system and dust bins.

## ***Clients***

People residing in its seven wards and visiting in Nagar Parishad Area

## ***Activities /Functions :***

1. Registration of death and birth occurring in Parishad area
2. Implementation of requisite Govt. Policies, rules and acts in Parishad area.
3. Construction & Maintenance of Pucca path and roads
4. Construction & maintenance of good drainage system as per site conditions.

5. Construction of Park recreation centre .Town Hall,Sarai Hall etc.
6. Implementation and collection of house tax, rent of shops and lease money
7. Providing street light for free movement during night hours.
8. Maintaining sanitation by providing sufficient sanitary staff ,awarding  
Approximate 50% sanitation work on contract and toilets in the town.
9. Preparation and submission of progress report under various heads to higher  
authorities Distt. and State head quarters
10. Regulation and monitoring on construction of building activities in Parishad  
area

***Services :***

To the Urban Population

In order to ensure transparency, accountability and higher standard of public services, the Nagar Parishad has prepared following CITIZEN CHARTER, which helps users to know their rights and make people understand about the organization, its service how to seek remedy in time bound schedule.

**Citizen charter:**

***A(i) Water connection/Electric connection: No objection certificate is issued after site visit.***

(a) Availability of application form: On working Days between 10.00 to 5.00 PM

(b) Acceptance of application: On working Days between 10.00 to 5.00 PM

(c) Acknowledge of application: On the spot diaries and receipt is given .

(d) Intimation to applicant in case of deficiency in application form:(For connection):

Within two weeks

(e) Intimation to applicant for depositing fee for Granting NOC: Within ten days from receipt of application, if complete in all respects.

(f) Depositing of fees by the applicant: If applicable before releasing no objection certificate between 10.00 AM to 3.00 PM on any working day.

(g) Giving of connection: Through concerned department.

***(ii) Complaint for maintenance of street light***

(a) Lodging of complaint: On working days between 10 AM to 5 PM

(b) Attending disposal of complaint: 10AM to 5 PM (3 days in a week i.e. Monday, Tuesday and Wednesday on availability of line man from the electricity deptt. with the employee deputed by the council for the purpose .

***(iii) Complaints Maintenance of repair of roads /path***

(a) Lodging of complaints: On working Days between 10.00 to 5.00 PM

(b) Attending /disposal of complaint: 10AM to 5 PM (As per the nature of complaint will be disposed off )

***(iv) Complaint regarding Sanitation***

(a) Lodging of complaints: On working Days between 10.00 to 5.00 PM

(b) Attending /disposal of complaint: In all working days

***(v) Complaint regarding unauthorized construction:***

(a) Lodging of complaints: On working Days between 10.00 to 5.00 PM

(b) Attending /disposal of complaint: Within 3 days

***B Taxes***

***Preamble***

This charter is an expression of the manner for the proper and reasonable assessment and collection of Municipal taxes on the lands and buildings in the Municipal Area.

### ***General information***

(i)Municipal Council,Theog is charging house tax @10% pg annual rental value of all the lands and building in the Municipal area.

(a) Issue of Bill: Half yearly

(b) Deposit of bill:Within 15 days from the date of issue

(C)Mode of payment: In cash or by Cheque

### ***C-Sanitation***

(a)Cleaning of roads and public places: Every day

(b)Collection and removal of garbage from Municipal rubbish bins: Every day

(c)Collection and removal of garbage on receipt of Non lifting: Alternative day.

### ***D-Birth and Death registration:***

### ***Rules followed by MC Theog***

(a)	Registration from 1 to 21 days after birth & death	Free	In the Municipality's Office
(b)	Registration from 21 to 30 days after birth /death	Late Fee Rs.1/-	In the Municipality's Office
(c)	Registration from 1 month to 1 year after birth & death	Late fee Rs.3 after receiving the written permission from Distt. Registrar	In the Municipality's Office
(d)	After 1 year	Late fee Rs.5 by order of Executive Magistrate Ist class	In the Municipality's Office
(e)	Service charges & Issuance of certificate	Rs.10/-	In the Municipality's Office

### ***E-Building Plans:***

- (a) Availability of application form: On working day between 10.AM to 5.00 PM
- (b) Submission of building plan : On working day between 10.AM to 5.00 PM
- (c) Acknowledgements: On the spot diaries and receipt is given
- (d) Deposit of fee /Other charges : On working day between 10.AM to 5.00 PM
- (e) Communication of deficiencies: Within 30 days
- (f) Final disposal of building plan if complete in all respects: Two months

### ***F-Marriage registration***

(a)	Registration of marriage within 90 days	Registration Fee Rs.10/ only	In the Municipality's Office
(b)	Registration of marriage after 90 days	By order of Distt.Registrar Regn.fee Rs.50/-	In the Municipality's Office
(d)	After 1 year	By order of Executive Magistrate Ist class Regn.fee Rs.50/-	In the Municipality's Office
(d)	The service charges and Issuance of Certificate	Rs.100/-	In the Municipality's Office

### ***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: Executive Officer ,Municipal council ,Theog
2. Asstt. Public Information Officer: Junior Engineer of the Parishad.
3. Appellant Authority: Sub-Divisional Officer, Theog

***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, Shimla -2, HP Phone No. -0177-2626516

**Executive Officer,**  
**Municipal Council, Theog,**

**No. 22(6)(1)MC/Theog /2010-1603**  
**Office of the Municipal Council,Theog**  
**Distt.Shimla(H.P.)**

Dated Theog the11th February,2011

To

**The Director,**  
Urban development,  
Himachal Pradesh,

Subject:-

**Formulation of Citizen charter**

Sir,

Kindly refer to your office letter No.UD-HB(15)-4/99-13173-13221 dated 2nd December,2010 on the subject cited above.

The Citizen charter in respect of this council has been prepared and as directed the same is sent to your office for favour of further perusal and necessary action at your end please .

Yours Faithfully.

Executive Officer,  
Municipal Council,Theog