

# **CITIZEN CHARTER**

## **BRIEF HISTORY AND LOCATION.**

During the last century, the Urban population has increased enormously and this upward trend of urbanization is likely to continue in future also which will throw up new challenges in administration of Local Self Government. In view of this background, Government of India stressed for setting up the Directorate of Municipal Committee in every state. Accordingly, in the year 1986, Government of Himachal Pradesh created the Directorate of Urban Development to exercise close supervision over the working of Urban Local Bodies and give necessary guidelines to them. The office of the Directorate of Urban Development is located at Talland, Shimla-2 which is known as “Palika Bhavan”.

### **VISION:**

This Directorate endeavours to render error free services to Urban Local Bodies by giving necessary guidance, helping in formulating the policies and executing them in fair and transparent manner.

### **MISSION:**

To act as an efficient facilitator to constantly improve Government’s interaction with the Urban Local Bodies by:-

- Planning, Coordinating and Monitoring Urban Local Bodies working.
- Helping Urban Local Bodies to effectively carry out their functions.
- Responding actively and effectively on behalf of the Government in respect of directions, instructions and resolutions of the Government with the Urban Local Bodies.
- Taking initiatives through organizing conferences, training programmes, seminars etc. for elected members of Urban Local Bodies for increasing awareness about their Municipal Law for discharging their duties effectively.
- Administering policies relating to Salaries, Pension and Welfare related matters of the municipal employees.

### **CLIENTS:**

There are 49 Urban Local Bodies in the State which are as under:-

- One Municipal Corporation.
- 25 Municipal Councils.
- 23 Nagar Panchayats.

## ACTIVITIES/FUNCTIONS:

The Directorate provides functional support, necessary guidance and close supervision of Urban Local Bodies by way of:-

- i) Periodical Inspections of Urban local Bodies.
- ii) Ensuring proper utilization of Grant-in-aid in accordance with the rules.
- iii) Settlement of Audit, PAC and CAG paras.
- iv) Monitoring of Utilization Certificates.
- v) Implementation of Centrally Sponsored Schemes.
- vi) Scrutiny of development works estimates.
- vii) Improving service conditions of the employees of the Urban Local Bodies.
- viii) Election matters of municipalities.
- ix) Regulating proceedings of the Urban Local Bodies in accordance with the Rules and Regulations.
- x) Regulating finances of the Urban local Bodies.
- xi) Streamline the tax structure of the municipalities to increase their finances.

## SERVICES:

### TO THE URBAN POPULATION:

In order to ensure transparency, accountability and higher standard of public services, the Directorate has circulated following CITIZEN CHARTER amongst all the 49 Urban Local Bodies, 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 (if applicable):

(a)	Availability of Application Form	On Working Days between 10.00 AM to 5.00 PM
(b)	Acceptance of Application	On working days between 10.00 AM to 5.00 PM.
(c)	Acknowledgement of application	On the spot diarised 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 connection fees:	Within ten days from receipt of application, if complete in all respects.
(f)	Depositing of Fees by the applicant.	Within ten days from the receipt of sanction letter between 10.00 AM to 3.00 PM on any working day.
(g)	Giving of connection:	

**(ii) Building**

(a)	Issue of Bill.	Monthly
(b)	Deposit of Bill:	In the Municipal Council/Nagar Panchayat office between 10.00 AM to 2.00 PM on any working day.
(c)	Mode of payment:	In cash or by cheque.

**(iii) Complaints.**

(a)	Lodging of complaint.	In the Municipal Council/Nagar Panchayat office on Telephone No.-----
(b)	Attending/disposal of complaint:	Within 24 hours.
©	Mode of payment.	In cash or by cheque.

**B. (i) Sewerage Connection(if applicable):**

(a)	Supply of application form:	All working days between 10.00 AM to 5.00 PM.
(b)	Acceptance of application:	All working days between 10.00 AM to 5.00 PM
©	Acknowledgement of application:	On the spot.
(d)	Intimation to applicant in case of deficiency in application form.	Within one week.
(e)	Supply of challan for depositing connection fees.	On any working day from 10.00 AM to 5.00 PM.
(f)	Deposit of fees:	From 10.00 AM to 3.00 PM in the MC/NP office on any working day.
(g)	Mode of payment:	In cash or by cheque.

**(ii) Complaints(will be attended).**

(a)	Blockage of Sewer line:	Within 24 hours.
(b)	Overflowing of Sewer lines:	Within 24 hours.
©	Repair of damaged Sewer lines:	Within 24 hours.
(d)	Repair of Manholes:	Within 48 hours.

**C. Taxes.**

**General information:**

- (i) Municipal Council/Nagar Panchayat is charging House Tax @ between 7.5 % to 12.5 % of annual ratable value of all the 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:**

(a)	Issue of Bill:	Annually.
(b)	Deposit of Bill.	Within 15 days from the date of issue.
(c)	Mode of payment:	In cash or by cheque.

A rebate on the current years tax amount @ -----will be allowed if, the amount shown in the bill is paid within 15 days.

**D. Sanitation & Solid Waste Management:**

(a)	Cleaning of roads and public places:	Every day.
(b)	Collection and removal of garbage from municipal rubbish bins:	Every day.
©	Collection and removal of garbage on receipt of non-lifting:	
(d)	Removal of carcass;	Within 12 hours.

**F. Birth and Death Registration:**

(a)	Registration from 1 to 14 days after birth/death:	
(b)	Registration from 15 to 30 days after birth/death:	Late fee Rs. 1/-
©	Registration from 1 month to 1 year after birth/death:	Rs. 25/- with affidavit Rs. 3/-
(d)	After one year:	

**G. Building Plans:**

(a)	Availability of Application Forms:	On working day between 11 AM to 2 PM
(b)	Submission of Building Plan:	On Working day between 11 AM to 2 PM.
(c)	Deposit of Fee/other charges:	On working day between 11 AM to 2 PM on any working day.
(d)	Communication of deficiencies:	Within 30 days.
(e)	Final disposal of building plan, if complete in all respect:	Two months.

## H. Food and Non-food licenses:

(a)	Application Form:	Between 10AM to 5 PM.
(b)	Acknowledgement of application:	On the spot in the office, if delivered in person.
(c)	Communication of deficiency in Application:	On the spot in office or within 7 to 10 days if received by post.
(d)	Issue of Challan for deposit fee.	On the same day.
(e)	Issue of license:	After inspection of license premises.

### SERVICES TO THE STATE GOVERNMENT:

- (i) The Directorate 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.

### 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.	1.Commissioner/Joint Commissioner, Municipal Corporation, Shimla. 2. The Executive Officer/Secretary, M.C./N.P. concerned.
2.	Assistant Public Information Officer.	1.Superintendent General, Municipal Corporation, Shimla. 2. Junior Engineer of M.C./N.P. concerned.
3.	Appellant Authority.	Sub Divisional Officer (c) of the area.

### NODAL OFFICER:

We request our client to contact out Executive Officers/ Secretaries 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 grievances on the following address to the Nodal officer:-

**Addl. Director,**  
Urban Development, Palika Bhawan,  
Talland Shimla-171002.  
Telephone No: 0177-2626516.