



CITIZEN CHARTER

MUNICIPAL CORPORATION

SAHIBZADA AJIT SINGH NAGAR (MOHALI)

DEPARTMENT OF LOCAL GOVERNMENT OF PUNJAB

MUNICIPAL BHAWAN

SECTOR 68

S.A.S. NAGAR

2016-17

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1. Introduction

A Citizen Charter aims at continuously improving the quality of public services for the service recipients to make the department responsive to their needs and wishes. The basic objective of the citizen charter is to empower the citizens in relation to public service delivery in areas like improvement of quality and provision of standard services. This should lead to accountability of organizations and their staff with total transparency about the rules, regulations, processes and procedures. It also aims at providing a mechanism for redress of citizens' grievances. This is a welcome step to provide the basic information to the public and to open the vistas of transparency and accountability in the systems. Citizen Charter is required to spell out the standards of services and time limits within which the public can reasonably expect the disposal of the requests made by them to the department.

2. Citizen Charter

2.1 Vision

To create sustainable, clean and healthy infrastructure & environment and to improve the socio-economic conditions of the urban poor by enabling them to be self reliant.

2.2 Mission

1. Transparency in administration, based on the recognition of the citizens right to public information.
2. Public accountability and evaluation of work through the medium of Stakeholder Groups.
3. Administrative efficiency through decentralization and citizen-friendly methods of working.
4. Citizens participation as far as in the process of development from planning to execution.
5. Speedy redressal of citizen's grievances through existing channel as well as through newly created "facilitating counters".
6. Special consideration of the weaker sections of the society such as small children and backward classes slum dwellers.

7. Addressing citizens development needs as identified and prioritized by citizens themselves.
8. Reviews and Reform the administrative procedures with a view to making them result-oriented.

We earnestly seek the co-operation and involvement of citizens in mounding the municipal organization into a purposeful and efficient instrument of democratic governance.

2.3 Services Standards

Various services provided to the citizens:-

S. No.	Type of Services	Services details	Timeline (in working days)	Designation of officer responsible for delivery of services
1	Water Supply & Sewerage	<ul style="list-style-type: none"> • New Water Connection • Change of Title in Water Bill • Approval of Water disconnection • Water Reconnection • New Sewerage Connection • Change of Title in Sewerage Bill • Approval of Sewerage Disconnection • Sewerage Reconnection • Complaints regarding leakage of Water/Sewerage 	7 days* 7 days* 7 days* 7 days* 7 days* 7 days* 7 days* 3 days* 3 days* 3 days*	1. Jr. Engineer 2. A.C.E 3. C.E.
2	Street Light	<ul style="list-style-type: none"> • Complaints regarding Street Light not working 	10 Days*	1. Jr. Engineer 2. A.C.E 3. C.E.
3	Building Regulations	<ul style="list-style-type: none"> • Sanction of Building Plan(Residential) • Sanction of Building Plan (Commercial) • Issue of Completion Certificate • Approval of Additional Construction(Residential) • Approval of Additional Construction(Commercial) 	30 days* 30 days* 30 days* 30 days* 30 days*	1. Building Inspector 2. .A.T.P. 3. M.T.P

		<ul style="list-style-type: none"> Sanction of Change of Land Use Removal of Permanent Encroachment 	60Days*	
4	Sanitation /Public Health	<ul style="list-style-type: none"> Collection & disposal of Solid Waste Challan for dumping dirt / garbage u/s 323 Sterilization of stray dogs Spray / fogging for prevention of Air-borne Diseases Penalty for Stray Cattle License for Slaughterhouse Removal of dead animal 	2 day* 2 day* 1 day 1 day 1 day 30 day* 1 day	1. S.I. 2. C.S.I.
5	Birth and death certificate	<ul style="list-style-type: none"> Issue of Birth certificate(Current year) Issue of death certificate(Current year) 	2 days* 2 days*	1.Local registrar 2.Jt. Comm.
6	Fire safety	<ul style="list-style-type: none"> Conducting Fire Rescue Operations Issue of NOC for Fire Safety 	Immediately 30 Days*	1.S.F.O. 2. F.S.O. 3. A.D.F.O.
7	Property Tax	<ul style="list-style-type: none"> Assigning a Unique ID to each Property Assessment and collection of Property Tax Collection of property Tax 	12 days 12 days 12 days	1.Clerk 2.Inspector 3.Superintendent
8	License	<ul style="list-style-type: none"> License for setting up Communication Tower on Private Property Issuance/renewal of Trade License for u/S 343(D.O.T.) 	12 days* 12 days*	1.Clerk 2.Inspector 3.Superintendent
9	Rent/Fee Collection	<ul style="list-style-type: none"> Renting / leasing of ULB properties Collection of rent / lease Removal of Temporary Encroachment 	1 day 1 day 1 day	1.Clerk 2.Inspector 3.Superintendent
10	Advertisement	<ul style="list-style-type: none"> Approval for Hoardings / Adv. Boards Information on ULB Sites available for Hoardings / Adv. Boards Contracting of Advertisement Sites with Relevant Media 	2 days 2 days 2 days	1.Superintendent 2.Jt. Commissioner
11	Library	<ul style="list-style-type: none"> Information regarding books available in Libraries managed by the ULBs Library Management (including issue / return of books) 	2 days 2 days	1.Inspector 2.Superintendent

12	Civil Works (Roads/Parks etc) / Misc.	• Management of various Civil Works of ULBs	7 days	1. J.E/A.C.E/C.E. 1. Superintendent
		• Management of Parks & Plantations managed by the ULBs	7 days	
		• Verification of widows, elderly, handicapped, etc. for inclusion in appropriate Scheme	7 days	
		• Resolution of Complaints & Grievances received from citizens	7 days	
		• Supply of information under RTI/RTS Act	7 days	

The services covered under the Punjab Right to Service Act 2011 are as under

Sr. No.	Service No.	Name of the Service	Given Time limit	Designated officer	First Appellate authority	Second Appellate authority
1	75 a	Sanction of Building Plans/ Revised Building Plans (Residential)	30 days	Commissioner of the Municipal Corporation	Deputy Commissioner of the District in case of Corporation Cities	Commissioner of the Division and Deputy Commissioner of the Concerned District.
2	75 b	Sanction of Building Plans/ Revised Building Plans (Other than Residential)	60 days	Commissioner of the Municipal Corporation	Deputy Commissioner of the District in case of Corporation Cities	Commissioner of the Division and Deputy Commissioner of the Concerned District.
3	76	Issue of Completion/ Occupation Certificate for Buildings (All Categories)	30 days	Commissioner of the Municipal Corporation	Deputy Commissioner of the District in case of Corporation Cities	Commissioner of the Division and Deputy Commissioner of the Concerned District
4	77	Sanction of Water supply/Sewerage Connection in Corporation Cities	7 days	Executive Engineer (O&M) Of the Municipal Corporation	SDM of the Sub-Division	Deputy Commissioner of the Concerned District

5	79	Issue of Conveyance Deed in Municipal Committees and Municipal Corporations	15 days	Executive Engineer (O&M) Of the Municipal Corporation	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner
6	81	Issuance/ Renewal of Trade License by Municipal Committees and Municipal Corporations	12 days	Superintendent of the Municipal Corporation	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner
7	82	Removal of Solid waste from streets/ roads	2 days	Executive Officer/CMC	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner
8	83	Replacement of Street lights	10 days	Executive Officer/CMC	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner
9	84	Water pipes leakages/ sewerage/ Blocked/over flow	24 hours	Executive Officer/CMC	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner
10	85a	Change of Title in Water & sewerage Bill/ Water & Sewerage Bill Amendment	7 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
11	85 b	Approval of Water Disconnection/ Reconnection	7 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
12	85c	Approval of Sewerage Disconnection/ Reconnection	7 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
13	86	License for Slaughter house	30 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner

14	87	Approval of Additional Construction	30 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
15	88	Sanction of Change of Land Use	60 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
16	89	Issue of N.O.C for Fire Safety	30 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
17	90a	Conveying the Assessment regarding Property Tax	One hour or immediately when deposited	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
18	90,B	Collection of Property Tax	One hour or immediately when deposited	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
19	91	Issue of Bus Pass (for buses operated by the ULB)	Same day	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
20	92	Issuance of Possession Letters	30 days after allotment letter of sold property	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
21	93	Issuance of Allotment Letters	60 days after auction/s old	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
22	94	Approval for time extension for building plans	15 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner

2.4 List of Stakeholders/Service recipients

Our Stakeholders/Service recipients are:

1. Citizens
2. Municipal Councilors
3. Nodal Officers
4. Working Group members
5. Municipal Corporation employees

2.5 Distribution of Work area

➤ Administrative

Sr. No.	Designation	Name of officer	Mobile Number
1	Commissioner	Sh. Sandeep Hans, IAS	0172-5044911
2	Joint Commissioner	Smt. Avneet Kaur, PCS	0172-5044910
3	Assistant Commissioner	Sh. Sarabjit Singh	0172-5044909

➤ General

Sr. No.	Work area	Name/Designation of Officer	Mobile Number
1	RTI, RTS, DAK and General Branch	Superintendent	0172-5044918
2	Establishment Branch	Superintendent	96463-55300
3	Account Branch	D.C.F.A.	0172-5044924
4	Computer Section	Computer Programmer	0172-5044912

➤ Field Officers

Sr. No.	Work Area	Name/Designation of Officer concerned	Mobile Number
1	WATER SUPPLY AND SEWERAGE		
1	Ind. Phase 6,7,8,9 and Vill. Mohali Residential sectors are under PHD and GMADA	Sh. Jasprit Singh, J.E. Sh. Akshay, J.E. Sh. Harpreet Singh, A.C.E.	9780085193 9915134233 9988802389
2	STREET LIGHT		

2.1	Res. Phase 1 to7, Ind. Phase 1 to 7, Vill.Mohali, Shahi Majra, Kumbra, Ind Phase7 to Gurudwara sohana,all 200' raods, Parks in phase 1 to 7,sec. 68/69 Road.	Sh. Tajinder Singh , JE Sh. Kamaldeep Singh, ACE Sh.Narinder Singh Dalam, CE	9988925209 96463-00021 9646101202
2.2	Res. Phase 8 to 11, Sec66 to 71,48-C, Ind. Phase 8 to 11,dividing road Phase 7 to 11, sec. 70-71 and parks of sector 48-C, Vill. Matour,Sohana and Gurudwara Sohana to Sec. 82.	Sh. Sewakdeep Singh, JE Sh. Kamaldeep Singh, ACE Sh.Narinder Singh Dalam, CE	9888411937 96463-00021 9646101202
3	BUILDING REGULATION WEORKS		
3.1	Village Sohana, Land reocrd	Sh. Karanjit Singh, BI Smt. Avneet Kaur,ACE	9878313691 9646068500
3.2	Village Mataur, Kumbra and suwidha centre	Ms Amrita, BI Smt. Avneet Kaur,ACE	76961211222 9646068500
3.3	Village Mohali,Shahi Majra	Ms Gagndeeep , B.I. Smt. Avneet Kaur,ACE	96461-01202 9646068500
3.4	Building by Laws,Shamlaat Land Record, Building Maps	Smt. Avneet Kaur,ACE	96463-55300
3.5	Mobile Tower/Regulation	Sh. Jaspal Singh, D.M. Smt. Avneet Kaur,ACE	96463-55300
3.6	Ward Bandi,Fire brigade	Sh. Harmandeep Mavi, D.M. Smt. Avneet Kaur,ACE	7837747477 9646068500
3.7	G.I.S. Project/RTS	Ms. Monika, B.I. Smt. Avneet Kaur,ACE	7508482518 9646068500
4	SANITATION WORKS		

4.1	Sanitation work of Zone No: 1 (ph. 1,2,4,5,6,Vill. Madanpur, Shahi Majra, Mohali), 4 (Sector 70,71 Vill Mataur)	Sh. Harwant Singh , Chief Sanitary Inspector	9888611922
4.2	Sanitation work of Zone No: 6(Sector 66,67,68,69 Vil Kumbra, I/Area Ph. 9 , Garbage lifting, dumping Groud), 2 (Ph. 3A,3B1,3B2,7,8,I/Area Ph 1 to 8)	Sh. Sarbjit Singh, Chief Sanitary Inspector	9417922208
4.3	Sanitation work of Zone No: 3 (Ph. 9,10,11 Sector 48-C,) Sanitation work of Zone No: 7 (Sector 76 to 80, Vill Sohana)	Sh. Rajinder pal Singh , Chief Sanitary Inspector	9464212200
5	LICENSE/RENT AND TEHBAZARI/PROPERTY TAX/BIRTH AND DEATH CERTIFICATES		
5.1	Rent and Tehbazari, D.O.T License U/S 343	Sh. Gurprit Singh, Inspector Sh. Gurmeet Singh, Inspector Sh. Jaswinder Singh Superintendent	9815415151 9988871979 9646226300
5.2	Property Tax,	Sh. Bhim Sain, Superintendent	96463-55300
5.3	Advertisement Tax	Sh. Bhim Sain, Superintendent	96463-55300
5.4	Birth and Death Certificates	Smt. Satveer Kaur, Inspector	96463-55300
6	CIVIL WORKS		
6.1	Sector 48-C,Phase 10,11, gau shala, Ind Phase 9	Sh. Sunil Kumar Sharma, JE	88728-97581
6.2	Phase 3-B-2,3B-1, Ind Phase 7,7,8,8-A,8-B		

6.3	Phase 1-2,3-A,6and Vill Mohali	Sh. Hardeep Singh, JE Sh. Sukhwinder Singh, ACE	9872931674
6.4	Sector 57	Sh.Dharminder, JE Sh. Sukhwinder4 Singh, ACE	8146842143
6.5	Sector 76 to 80 and Vill.Mohali	Sh. Akshay Sama, JE	9915134233
6.6	Village Mataur	Msw. Simranjit Kaur, JE	9915790560
6.7	Horticulture Works/All parks under M.C.	Sh.Surinder Goel, J.E. Sh. Mohinder Pal, ACE	9646050760 9780027626

2.6 Indicative expectations from Service Recipients

Service recipients are expected to give complete and duly filled documents and the requisite fee (wherever required) to avail the desired services in time bound manner.

2.7 Periodicity of Review

Citizen Charter will be reviewed once in a year.

3 Grievance Redress Mechanism (GRM)

3.1 Centers/Channels/Avenues for receipts of grievances

- ❖ **Complaint Center established at Municipal Corporation Office Sector 68.**
- ❖ **Toll free No. 1800-137-0007 established by Municipal Corporation.**
- ❖ **Mobile base Application MC CRAMAT implemented by Corporation**
- ❖ **Toll Free No. 1800-1800-0172 established by Department of Local Govt. Punjab.**

The officials shown in Table No.2 will be designated for receiving the grievances, issuing acknowledgement receipts and maintaining the record in the format given in Table No. 1. A grievance may be lodged any time during the working hours of the offices i.e. 9:00 AM to 4:00 PM other than a public holiday.

3.2 Communication to the complainant

(a) The complainant would be given a grievance number. Thereafter at the time of final redress, the complainant shall be informed about the action taken for redress and in case he/she is not satisfied, the avenues open for pursuing the matter further. The information would be given in the same letter/order through which the final decision on redress is conveyed to the complainant. The complainants can lodge their complaints to respective officer. Each complaint is followed up by the concerned officer shown in the Table no 2.

To ensure that all relevant particulars are available for further actions to be taken, the following details at the time of receiving a grievance or complaint are maintained:

Table -1

S N	Date of receipt	Name	Address	Landline/ MobileNo/ Email	Whether acknowledg ment at time of receipt	Subject of grievance	Office to which pertain	Brief descri ption	Date by which grievance is to be addressed to	Date of redress

(b) Toll free No 18001370007/Computerized System:

This system is devised by Municipal Corporation S.A.S. Nagar office. It is operational since December 2013. In this system complainant can register his/her complaint on Grievance Redress Cell by Toll Free No. 1800-137-0007.

Steps to Operate Toll Free No. 1800-137-0007

- + Complaint Centre will works during the working days from 9:30 AM to 4.00 PM.
- + Public can register/log their complaint on Toll Free no. 1800-137-0007, services related to Municipal Corporation SAS Nagar like Sanitation, Street Light, Water Supply, Sewerage, Encroachment or others.
- + Compliant will be saved in Computer and a unique Complaint ID will be generated against each Compliant and will also be sent to Complainant by SMS.
- + Operator will generate categories wise report and send them to concern officers. SMS message will be sent to Concern Officer about total complaint of the day and total pending complaints till date.

- ✚ Concerned Officer will take appropriate action on these complaints within described time as table-2 and sent back in original with his remarks to DEO.
- ✚ If complaint has been resolved than it will closed and a SMS (Complaint Resolved) is sent to Complainant. If require more time to resolve the complaint than a interim SMS message will be sent to Complainant.
- ✚ Complaint status can be checked by Complaint ID at Toll free No.
- ✚ Pending complaints of all categories will be monitor by Commissioner.

(c) Mobile Base Application- CRAMAT

Municipal Corporation, S.A.S. Nagar provide a mobile base application CRAMAT facility to citizens for logging complaints through mobile. How to use this application the steps are given below:

Steps to install the app

- You should have android phone with internet.
- Open Google Play Store and search for MC CRAMAT
- Click install button to install it on phone or tab.
- Click open to start the application
- Register yourself by entering your email id, mobile number and a password.
- You need to do this only once. Once registered, login using your email id and password.

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Steps to send complaints

- Click new button to start a new complaint.
- Camera will start. Click red camera icon to capture picture.
- Select category of the complaint.
- Add brief description if required.
- Click “Save and Upload” button to complete the process.

3.3 Time norms for redress

Table-2

Sr. No.	Name/Designation of Nodal Officer	Type of Service	No of days to resolve Compliant	Tele No. of concerned Officer
1	Sh. Sukhwinder Singh, ACE	Sanitation	1 day	9888201787
2	Sh. Kamaldeep Singh, ACE	Street Light	2 Day	9646300021
3	Sh. Harprit Singh, ACE	Water supply and Sewerage	3 days	9988802389
4	Sh. Surinder Singh, ACE	Horticulture	2 days	9646050760
5	Sh. Jaswinder Singh, Superintendent	Encroachment	2 days	95922-04572
6	Sh. Jaswinder Singh, Superintendent	Others	7 Days	95922-04572

3.4 Level of Responsibility for redress

In order to ensure that grievances are addressed within the prescribed time norm, the following escalation levels of responsibility for redress of each category of grievances are as given bellow.

Table 3

S. N.	Services	1 st Level	2 nd level	3 rd Level	4 th Level
1	Water Supply & Sewerage	Jr. Engineer	A.C.E.	C.E	Commissioner
	Time Norm	(3 Days)	(2 Days)	(1 Day)	(1 Day)
2	Street Light	Jr. Engineer	A.C.E.	C.E	Commissioner
	Time Norm	(3 Days)	(2 Days)	(1 Day)	(1 Day)
3	Building Regulations	Building Inspector	A.T.P.	M.T.P.	Commissioner
	Time Norm	(15 Days)	(7 Days)	(5 Days)	(3 Days)
4	Sanitation /Public Health	S.I.	C.S.I.	M.O.H.	Commissioner
	Time Norm	(1 Day)	(1 Day)	(1 Day)	(1 Day)
5	Birth and death Certificate	Clerk	Inspector	Local Registrar	Commissioner

	Time Norm	(2 Days)	(1 Day)	(1 Day)	(1 Day)
6	Fire safety	S.F.O.	F.S.O.	A.D.F.O.	Commissioner
	Time Norm	(15 Days)	(7 Days)	(5 Days)	(3 Days)
7	Property Tax	Clerk	Inspector	Superintendent	Commissioner
	Time Norm	(1 Day)	(1 Day)	(1 Day)	(1 Day)
8	License	Clerk	Inspector	Superintendent	Commissioner
	Time Norm	(1 Day)	(1 Day)	(1 Day)	(1 Day)
9	Rent/Fee Collection	Clerk	Inspector	Superintendent	Commissioner
	Time Norm	(1 Day)	(1 Day)	(1 Day)	(1 Day)
10	Advertisement	Clerk	Inspector	Superintendent	Commissioner
	Time Norm	(2 Days)	(1 Day)	(1 Day)	(1 Day)
11	Library	Clerk	Inspector	Superintendent	Commissioner
	Time Norm	(3 Days)	(2 Days)	(1 Day)	(1 Day)
12	Civil Works (Roads/Parks etc) / Misc.	Jr. Engineer	A.C.E.	C.E	Commissioner
	Time Norm	(7 Days)	(5 Days)	(3 Days)	(2 Days)

- **Organizational Structure of Punjab Municipal Corporations and Municipal Corporation SAS Nagar are placed at Annexure “A”.**

Annexure – A

Organizational Structure of Punjab Municipal Corporations

