

GOVERNMENT OF ANDHRA PRADESH  
A B S T R A C T

Municipal Administration – Governance for results – Recommendations of 2<sup>nd</sup> Administrative Reforms Commission – Citizen’s Charter to be published and implemented by the Urban Local Bodies – Orders – Issued.

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MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT (R) DEPARTMENT

G.O.Ms.No. 198

Dated: 15.05.2013

Read the following:

1. G.O.Ms.No.158, MA, dated 25.04.2001.
2. From the Deputy Secretary to Government, GA(GPM&AR) Department. D.O.Lr.No.36447/RTIA/GPM&AR/2005, dated 23.01.2013.
3. G.o.Ms.No.325, GA(GPM&AR) Department, dated 30.04.2013.
4. From the C&DMA, A.P., Hyderabad Lr.Roc.No.2934/2013-H1, dated 04.05.2013.

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**ORDER:**

In the reference 2<sup>nd</sup> read above, the Government in General Administration Department requested the Municipal Administration and Urban Development Department to revise the Citizens charter immediately keeping in view of the following guidelines.

- i) to review and revise, if necessary, the citizen charter in your Department in consultation with stakeholders.
- ii) Fix a definite timeframe for delivery of services
- iii) Introduce penal provision for non-delivery of service within the stipulated time period.

2. In the G.O. 3<sup>rd</sup> read above, Government in General Administration Department have issued instructions for introduction and implementation of Citizen’s Charters in Department having large public interface, and accordingly, the Commissioner and Director of Municipal Administration has been entrusted with the implementation of Citizen’s Charter in 124 Municipalities with all the Services as listed in the Charter. In the said G.O., the following instructions were issued to the Heads of Departments.

- They shall notify and give wide publicity to their Citizen’s Charter through their official website, media and prominent displays in the Offices concerned.
- They shall review on a weekly basis, the delivery of services within the time limit and as per the standards stipulated in the Citizen’s Charter. Based on the inputs and experiences from the field, the time for delivery of various services may be reviewed with a view to achieving greater speed and efficiency.

3. Accordingly, in the reference 4<sup>th</sup> read above, the Commissioner and Director of Municipal Administration, Hyderabad has submitted a Model Citizen’s Charter for Urban Local Bodies to provide all the residents of Urban areas certain services, and commitments of ULBs to carry out their functions, and to arrange permission and Certificates within a timeframe through the Service Centres which are already functioning.

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4. After careful examination of the proposal submitted by the Commissioner and Director of Municipal Administration, Hyderabad contained in the reference 4<sup>th</sup> read above, and considering that issuance of Citizen's Charter and opening of service centres by all Urban local Bodies will go a long way in providing Municipal services to the community in an efficient manner within a reasonable time limit. The Government in partial modification of the G.O. issued in the reference 1<sup>st</sup> read above, hereby approve the Citizen's Charter to be implemented by all Urban Local Bodies, and opening of Service centers by all Urban Local Bodies in the State will be with effect from 15.05.2013. The Commissioners of Urban Local Bodies are directed to follow the instructions as given below:

- All Urban Local Bodies (124 ULBs) in the State except newly constituted ULBs (between 1.4.2011 to 31.03.2013) and Greater Hyderabad Municipal Corporation are directed to publish the Citizen's Charter in English and Telugu, by adopting the Citizen's Charter prepared by the Commissioner and Director of Municipal Administration on 15.05.2013.
- Service Centers shall be continued, in addition to the Mee-seva Centers, in all Municipalities and Municipal corporations just like a Bank Counter with effect from 15.05.2013 to render the services as mentioned in the Citizen's Charter, in a time bound manner.
- These services will be available in the Mee-seva and Municipal Service Centers in Urban Local Bodies.
- Application forms and leaflets showing the procedure to be followed to obtain these services are available to Mee Seva and Municipal Service Center and also in the website of CDMA ([www.cdma.gov.in](http://www.cdma.gov.in))
- Cost of Application form and Fees/User Charges for obtaining the above services shall be fixed by the ULB concerned.
- The days in 'timeframe' referred in the 'Service Standards' mean working days.
- If the above timeframe is not adhered to, compensation would be paid to the applicant at Rs.50/- per day in case of services of Revenue, Engineering and Health Sections, and Rs.100/- per day in case of services of Town Planning Section by the ULB towards loss of valuable time of the applicant. This compensation will be recovered from the person who delayed the service delivery. Disciplinary action would be initiated against the defaulting officer who have paid fine at least 3 times in a year. Similar disciplinary action would be initiated against the persons responsible who failed to pay fines imposed.

5. The Urban Local Bodies shall notify and give wide publicity to Citizen's Charter through their official website, media and prominent displays in the offices concerned and place before their Municipal Councils for information.

6. The Commissioners of the Urban Local Bodies shall review on a weekly basis, the delivery of services within the time limit and as per the standards stipulated in the Citizen's Charter. The Regional Director-cum-Appellate Commissioners of Municipal Administration shall review the implementation of the Citizen's Charter once in a month and submit a report to the Commissioner and Director of Municipal Administration. The Commissioner and Director of Municipal Administration is requested to review the implementation of Citizen's Charter in Urban Local Bodies once in a Quarter and submit report to Government.

7. A Compliance report in this matter shall be furnished by all Urban Local Bodies to the Commissioner and Director of Municipal Administration, Andhra Pradesh, Hyderabad on 15.05.2013 by fax/e-mail.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

ADHAR SINHA  
PRINCIPAL SECRETARY TO GOVERNMENT (MA)

To  
All Commissioners of Corporations/ Municipalities } through C&DMA  
except Greater Hyderabad Municipal Corporation. }  
All Special Officers of Municipal Corporations/ Municipalities. }  
The Commissioner and Director of Municipal Administration, Hyderabad.  
The Engineer-in-Chief (Public Health), Hyderabad.  
The Director of Town and Country Planning, Hyderabad.  
All Collectors and District Magistrate in state.  
All Regional director-cum-Appellate commissioners in the state.  
All Superintending Engineer (public Health),  
All regional Directors of Director of Town and Country Planning, Hyderabad.  
The General Administration and (AR&T) Department.  
The P.S to Principal Secretary to Hon'ble Chief Minister.  
The O.S.D. to Hon'ble M(MA).  
The P.S. to Principal Secretary to Government (UD).  
The P.S. to Principal Secretary to Government (MA).  
All Officer in the Department.  
Sf/sc

//FORWARDED BY ORDER//

SECTION OFFICER



# Citizen's Charter

\_\_\_\_\_ Corporation / Municipality

Address:

Phone No.

Fax No.

Mail:

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MA & UD Department  
Government of Andhra Pradesh

May 2013

## **Citizen's Charter**

Commissioner and Director of  
Municipal Administration

### **About CDMA**

The Commissionerate and Directorate of Municipal Administration (CDMA) is an apex organization of Municipal Administration and Urban Development of Government of Andhra Pradesh (GoAP), which provides guidance to Urban Local Bodies (ULBs) in performing their day-to-day functions, in adherence to the policies, procedures and guidelines provided by the Department to achieve effective Urban Governance.

CDMA administers through the Head Office, 6 Regional Offices and 182 ULBs spread across the state. CDMA, in its supervisory role, monitors the functioning of the ULBs against key parameters such as:

- Service delivery - sanitation, public health, water supply, street lighting etc
- Creation of infrastructure
- Regulatory activities - building constructions, trade licenses etc
- Resource mobilization
- Implementation of urban poverty alleviation programs

CDMA coordinates with other departments such as Public Health Engineering, Town & Country Planning, State Audit etc., to enable seamless delivery of urban services to the citizens.

## **About the ULB:**

*(A brief description on Urban Local Body concerned shall be written)*

### **I. Vision**

To have well planned, economically productive, inclusive, environmentally sustainable safe cities and towns with high quality services.

### **II. Mission**

- To anticipate and provide for urban infrastructure requirements through comprehensive integrated planning
- To ensure planned urban development in all respects and inclusive of developing alternative urban centers as counter magnets
- Operate municipal services on a competitive basis to provide adequate high quality services at affordable cost
- Develop urban services and infrastructure by involving the private sector, wherever required
- Mitigate urban problems by providing shelter and basic services for all
- Transparent accountability and efficiency in Urban Governance

### **III. Objective**

1. Improvement of municipal infrastructure services in ULBs.
2. Planned development of all urban areas in respect of planning, development and regulatory actions.

3. To strengthen the financial position of ULBs
4. To facilitate that all ULBs are kept clean and pleasant places to live in.
5. To facilitate implementation of programmes for Urban Poverty Alleviation in ULBs.
6. To facilitate, finance and creation of infrastructure for urban transport and services including metro rail.
7. To facilitate improvement of capacities of key stakeholders in Urban Development.
8. To formulate and pursue urban reforms.

#### **IV. Service Standards**

**A.** The services in ULBs are provided by various sections. The services rendered by various sections, and the officer responsible to render the service and the officer to whom a grievance/complaint be made in case of delay or default of service are listed in the following table.

<b>S. No.</b>	<b>Service</b>	<b>Documents Required (Copies)</b>	<b>Fee</b>	<b>Time Frame</b>	<b>Officer Responsible to render services</b>	<b>Officer to whom a grievance/ complaint be made in case of delay or default of service</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
<b>I. Revenue Section</b>						

1	Assessment of property tax and allocation of Door Number	<ul style="list-style-type: none"> <li>Registered sale deed</li> <li>Building permission</li> </ul>		15 days	Revenue Officer / Valuation Officer	Commissioner /Deputy Commissioner
2	Transfer of ownership of property in assessment register a) Where both the parties – seller and buyer make an application b) Where either seller or buyer makes an application	<ul style="list-style-type: none"> <li>Registered sale deed/ Gift deed/ Partition deed/ Court Decree / Succession certificate</li> <li>Property tax receipt showing upto date payment</li> </ul>		a) 15 days  b) 45 days	Revenue Officer / Valuation Officer/	Commissioner /Deputy Commissioner
3	Certified copy of assessment register	Property tax receipt duly showing upto date payment		7 days	Revenue Officer / Valuation Officer	Commissioner /Deputy Commissioner
4	Disposal of revision petition on property tax	Submission of Petition within 30 days from the service of Special Notice.		30 days	Commissioner/ Deputy Commissioner	Regional Director cum Appellate Commissioner of Municipal Administration



5	Disposal of appeal petition on property tax (Municipalities)	<ul style="list-style-type: none"> <li>• Submission of Appeal within 15 days from the date of receipt of orders on revision petition</li> <li>• Payment of existing tax</li> </ul>		30 days	Regional Director-cum-Appellate Commissioner of Municipal Administration	CDMA
<b>II. Engineering Section</b>						
6	Sanction/Disposal of Water Supply Connection (where distribution lines are available)	<ul style="list-style-type: none"> <li>• Property tax receipt showing upto date payment</li> </ul>		15 days	Assistant Engineer	Municipal Engineer /Executive Engineer
7	Water supply pipe lines leakages	Application is sufficient		1 day	Asst. Engineer	Municipal Engineer / Executive Engineer

<b>III. Health Section</b>						
8	Issuance of Birth Certificate a) in case of digitization of records b) in case of other than (a)	Application is sufficient		a) across the counter b) 5 days	a) Meeseva b) Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer/ Asst. Medical Officer of Health
9	Child name inclusion in Birth Certificate	Application is sufficient		7 days	Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer/ Asst. Medical Officer of Health
10	Name correction in Birth Certificate	Application is sufficient		7 days	Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer/ Asst. Medical & Health Officer
11	Non-availability certificate for Birth Entry	Application is sufficient		7 days	Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer/ Asst. Medical Officer of Health

12	Issuance of death Certificate a) in case of digitization of records b) in case of other than (a)	Application is sufficient		a) across the counter b) 5 days	a)Meeseva b)Sanitary Inspector/ Sanitary Supervisor/	Municipal Health Officer/ Asst. Medical Officer of Health
13	Name correction in Death Certificate	Application is sufficient		7 days	Sanitary Inspector/ Sanitary Supervisor/	Municipal Health Officer/ Asst. Medical Officer of Health
14	Non-availability certificate for death entry	Application is sufficient		7 days	Sanitary Inspector/ Sanitary Supervisor/	Municipal Health Officer/ Asst. Medical Officer of Health
15	Sanction/Disposal of application for Trade License	<ul style="list-style-type: none"> <li>• Rental agreement ( if applicable)</li> <li>• Property tax receipt showing upto date payment</li> </ul>		15 days	Sanitary Inspector/ Sanitary Supervisor /	Municipal Health Officer / Licensing Officer/ Asst. Medical & Health Officer

16	Renewal of Trade License	<ul style="list-style-type: none"> <li>• Existing Trade License</li> <li>• Rental agreement ( if applicable)</li> <li>• Property tax receipt showing upto date payment</li> </ul>		7 days	Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer / Licensing Officer/ Asst. Medical & Health Officer
17	Sanitary Certificate for Educational Institutions	<ul style="list-style-type: none"> <li>• Registration / Recognition certificate from School Education Department.</li> <li>• Property tax receipt showing upto date payment</li> </ul>		15 days	Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer / Licensing Officer/ Asst. Medical & Health Officer
18	Garbage clearance			2 days	Public Health Maistry	Sanitary Inspector / Sanitary Supervisor
19	Drain cleaning			3 days	Public Health Maistry	Sanitary Inspector / Sanitary Supervisor
<b>III. TOWN PLANNING SECTION</b>						

20	Sanction/Disposal of application for Building Permission	1. Govt. Orders, if any. 2. NOC from Collector / JC / Tahsildar / Revenue Dept. (Wherever required). 3. Previous sanction Plan, if approved previously 4. NOC from AAI, (wherever required)		30 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer / Asst. City Planner
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		<p>5. NOC from Andhra Pradesh State Disasters Response &amp; Fire Services Department,, (wherever required)</p> <p>6. Structural stability certificate issued by the Competent Authority</p> <p>7. NOC from Police Department (Traffic) (wherever required)</p> <p>8. Traffic Impact Study by Qualified Consultant (wherever required)</p> <p>9. NOC from Heritage Conservation Committee (wherever required)</p> <p>10. NOC from Irrigation Department in case of lands abut water bodies, Water courses &amp; nalas (wherever required)</p>				
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		11. NOC from Revenue Department in case of lands abut water bodies, Water courses & nalas (wherever required) 12. NOC from Railways (wherever required) 13. NOC from State Environmental impact Assessment Authority (wherever required) 14. NOC from Defense Authority (wherever required) 15. NOC from State Naval Science and Technology Laboratory, Visakhapatnam (NSTL) (wherever required) 16. NOC from Oil / Gas Authority (wherever required)				
		17. TDR Certificate (wherever required)				

21	Building Occupancy Certificate	Sanctioned copy of Building Plan		15 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer / Asst. City Planner
22	Certified copy of building permission	Application is sufficient		15 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer / Asst. City Planner
23	Land use certificate as per master plan	Application is sufficient		15 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer / Asst. City Planner

**Note:**

1. These services are available in the MeeSeva and Municipal Service Centers in ULB.
2. Application Forms and leaflets showing the procedure to be followed to obtain these services are available at MeeSeva and Municipal Service Center and also in the website of CDMA ([www.cdma.gov.in](http://www.cdma.gov.in))
3. Cost of Application form and Fees/User Charges for obtaining the above services would be fixed by the ULB concerned\*\*.



4. *The 'days' in timeframe referred above mean 'working days'*
5. *If the above timeframe is not adhered to, compensation would be paid to the applicant at Rs.50/- per day in case of services of revenue, engineering and health sections; and Rs.100/- per day in case of services of town planning section by the ULB towards loss of valuable time of the applicant. This compensation will be recovered from the person who delayed the service delivery.*

*\*\* Since the citizen charter is issued by the concerned ULB, the cost of application form and the fee for the service may be indicated in table itself.*

***B. The details of the officers concerned with the service delivery are given in the Annexure***

## V. Grievance/Complaint Redressal Mechanism

The ULB has a well laid down mechanism for efficient and effective resolutions of grievances of citizens. The grievances/complaints can be filed in the following channels.

SL.No	Channel of filling	Whom to contact	Mode of Contact
1	Manual	Commissioner/Manager Deputy Commissioner / Asst. Commissioner	Personal visit
2	Post	Commissioner	Through letter
3	Phone	Call center	
4	Email		
5	Internet	Website	

On receiving a grievance/complaint through any of the channels referred above an acknowledgement with complaint number will be given to the complainant. It would be intimated to the complainant by adopting the cheapest mode of communication.

## **VI. Stakeholders**

A Stakeholders meeting was conducted in the office of CDMA, Hyderabad on 26.03.2013 and nearly 40 representatives from the following organizations have attended.

- CDMA
- Engineer-in-Chief (Public Health)
- Director of Town and Country Planning
- Andhra Pradesh Municipal Development Project
- Mission for Elimination of Poverty in Municipal Areas
- Andhra Pradesh Urban Finance and Infrastructure Development Corporation
- Urban Governance Expert, APUFIDC
- Community Based Organizations – Representatives of Town Level/Slum Level Federations
- NGOs representatives
- Commissioners of ULBs
- Center for Good Governance

The suggestions emerged during the meeting have been considered and incorporated, wherever appropriate in the document

## **VII. Indicative Expectations from Citizens**

Citizens are expected to:

- Submit the application in the prescribed form, and obtain the receipt.
- In case the application is not prescribed, it may be made on a white paper.
- Attach the document required for the service
- Pay the prescribed fee and obtain receipt
- Be prompt in payment of property tax, user charges and license fees etc.,
- Construct buildings in approved layouts and as per approved plan
- Avoid unauthorized constructions and deviation from the approved plan
- Avoid throwing garbage on roads/drains/open places
- Avoid wasting drinking water
- Avoid open defecation
- Help the administration in rendering the services effectively

## **VIII. Month and Year for the next review of the charter**

The citizen charter is prepared by the department in the month of May 2013 and would be reviewed during April 2014.

**ANNEXURE**

**Contact details of the officers concerned with the service delivery**

<b>Name</b>	<b>Designation</b>	<b>Phone No</b>	<b>Mail-ID</b>