

**GOVERNMENT OF TELANGANA  
MUNICIPAL ADMINISTRATION DEPARTMENT**

O/o Commissioner & Director of  
Municipal Administration,  
640 AC Guards T.S., Hyderabad.

**C I R C U L A R**

**Roc.No.294430/2021/M1,**

**Dt. 06/02/2021**

**Sub:** C&DMA – Telangana e-Pattana Sevalu – WhatsApp Number 9000253342 created for providing tax details and option for payment duly linking with the Centre for Good Governance (CGG) Portal – Instructions – Issued.

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The attention of the Municipal Commissioner of all Municipalities/Municipal Corporations in the State (except GHMC) is invited to the reference cited and state that Section 58 of the Telangana Municipalities Act, 2019 reads as follows:

**Sec 58: "E-Governance and Online services"**

*"(1)The Municipalities shall adopt e-governance system for citizen services on anytime anywhere basis for better, speedy, accountable and transparent administration (2) Municipal services may be delivered online for the convenience of citizens in a time bound manner as per the Citizens Charter prescribed under Schedule-III, if timeline is not adhered to, penalty as prescribed shall be recovered from the person responsible for the delay. (3)Every municipality shall establish one or more Citizen Services Centre for the purpose of providing online services, and also for facilitating redressal of Citizen Grievances".*

2. In compliance of above provisions of the Act, online services are made available for providing municipal services. Further, as an added service, a WhatsApp Number 9000253342 has been created named as "**Telangana e-Pattana Sevalu**" to ease the tax payers to obtain the details of their Property Tax by way of ping their Assessment No or Door No to the above WhatsApp Number which provides the tax details of the said property and also give option for payment online through Credit / debit card or net banking etc duly giving link to the Centre for Good Governance (CGG) Portal.

3. In this regard, the Municipal Commissioner of all Municipalities/Municipal Corporations (except GHMC) in the State are directed to take up awareness and popularize the above WhatsApp Number in their Towns so that the tax payers can get to know their Tax details on WhatsApp and also make payment. Further, they are requested to display the template of WhatsApp Number and QR code as attached to this Circular, so as to ease the tax payers. This will help tax payer to check their tax details and also provide payment options. The activity also helps ULBs to improve revenue collections.

Encls: Annexure.

**DR N SATYANARAYANA IAS  
DIRECTOR OF MUNICIPAL ADMINISTRATION**

To

All the Municipal Commissioners in the State (except GHMC).

The RDMA, Warangal and Hyderabad for necessary action.

Copy to the all the Additional Collectors, LBs in the State (expect Mulugu & Hyderabad).

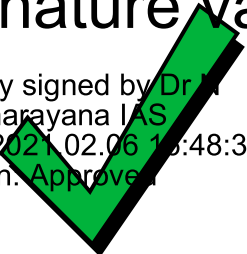
Copy to the Project Manager, CGG, Hyderabad to take necessary action for display the template in the web or other accesses.

Copy submitted to the Director General, CGG., TS., Hyderabad for information and further

action.

Signature valid

Digitally signed by Dr. M.  
Satyanarayana IAS  
Date: 2021.02.06 15:48:36 IST  
Reason: Approved





**COMMISSIONER AND DIRECTOR  
OF MUNICIPAL ADMINISTRATION  
GOVT. OF TELANGANA**



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