

CITIZEN CHARTER

Water Supply Charges for Services:

The Municipality is levying the following service charges:

Deposit for New Water Supply Connection

| | |
|------------|----------|
| Domestic | Rs. 4000 |
| Commercial | Rs. 8000 |

Water Traiff :

| | |
|------------|----------------------|
| Domestic | Rs. 6.00/ 1000 Ltrs. |
| Commercial | Rs. 8.00/ 1000 Ltrs. |

Charges for new house service connection will be fixed depending upon the distance between the Water supply Main and Discharge point of the respective building.

Response Time for Complaints

| Sl.No. | Details | Time Schedule / Response |
|---------------|---|---------------------------------|
| 1 | Rectification of pollution in drinking water supply | Within 24 Hours |
| 2 | Supply of water through lorry for Marriage / Festival | 3 - 5 days |
| 3 | Arresting of Leakage of water in the mains | Within 24 hours |
| 4 | Minor repairs | 2 days |
| 5 | Major repairs | 3 days |
| 6 | Repairs to hand pumps | 3 days |
| 7 | Repairs to public fountain | 2 days |
| 8 | Repairs to India Mark 2 pumps / Bore wells | 7 days |

| | | |
|-------|---|---|
| 9(a) | Deficiency in chlorinating | 24 hours |
| (b) | Receipt of filled applications with fees | At the information centre on all working days |
| (c) | Issue of acknowledgement | On the spot |
| (d) | Intimation to the applicant on rectification of defects noticed in the application | Within one week |
| (e) | After rectification of defects, issue of notice / chalan for remittance of fees for water supply connection | 15 days |
| (f) | Effecting Water Supply House service connection | 30 Days from the receipt of application |
| | <u>I. Water Supply :</u> (Subject to availability of sanctioned strength of HSCs.) | |
| I.(a) | Issue of application for new water supply house service connection | At the Information Centre on all working days on the spot |
| | <u>II Complaints / Defects :</u> | |
| 1 | Replacement of defective meter | 15 days |
| | <u>III. Special Demand:</u> | |
| 1 | Supply of water through lorry Tanker | Within 24 hours, if piped water supply is interrupted |

Response Time for Redressal Of Grievance

Waste Management

| Sl. No. | Details | Time Schedule |
|---------|---|--|
| 1 | Cleaning of Streets and Road | Monday to Saturday from 5.30 a.m. to 10.30 a.m. from 2.30 p.m. to 5.30 p.m. at all places (subject to change in respective Municipality) |
| 2 | Market and Bus-stand places | From 9.00 p.m. to next day 4.00 a.m. |
| 3 | Collection and removal of Garbage | Daily |
| 4 | Cleaning of public toilets, urinals | Daily |
| 5 | Complaints regarding non-removal of garbages | 24 Hours |
| 6 | Removal of dead animals | 24 Hours |
| 7 | Complaints regarding non-sweeping of roads | 24 Hours |
| 8 | Complaints regarding removal of debris | 3 days from intimation |
| 9 | Complaints regarding removal of blockages in Public Toilets | 24 Hours |

BIRTH AND DEATH REGISTRATION AND ISSUE OF EXTRACT

| | Late fee for Registration | Registration fee for 1 copy | Fee for extra copies | Duration |
|--|----------------------------------|------------------------------------|-----------------------------|-----------------|
| Registration for Birth with in 1 to 21 days | - | - | Rs.200/- | 1 day |
| Registration for Death with in 1 to 21 days | - | - | Rs.200/- | 1 day |
| Registration fee for Birth Certificate after 22 to 30 days | Rs.100/- | Rs.200- | Rs.200/- | 1 day |
| Registration fee for Death Certificate after 22 to 30 days | Rs.100/- | Rs.200/- | Rs.200/- | 1 day |
| Registration for Birth Certificate for more then 1 month and within 1 Year | Rs.200/- | Rs.200/- | Rs.200/- | 3 days |
| Registration for Death Certificate for more then 1 month and within 1 Year | Rs.200/- | Rs.200/- | Rs.200/- | 3 days |
| Registration for certificate after 1 Year | Rs.500/- | Rs.200/- | Rs.200/- | 5 days |