

# **Public Service Is Our Motto**

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## **Introduction:**

Tamilnadu Is Leading In Many Urban Sector Reforms. As Part Of Its Commitment To Enhance The Responsiveness And Effectiveness Of The Civic Services Rendered By The Urban Local Bodies, The State Government Decided To Introduce 'Citizens Charter' In All The Urban Local Bodies In G.O.Ms. No. 58 Maws Department Dated 16.4.1998. The First Edition Of The 'Citizens Charter' Was Released By All City Municipal Corporations And Municipalities In The State In The Year 1998-1999. It Has Improved The Transparency And Effectiveness Of The Local Body Administration. Based On The Experience Gained Over The Past Few Years And The Feedback, It Has Been Decided To Bring This Second Edition Of The 'Citizens Charter' With Improved Information To Citizens To Make Every Citizen's Interaction With The Civic Body Easy, Simple, Hassle Free And Efficient And Also Ensuring Accountability And Transparency.

This Charter Documents The Citizen's Entitlement To Municipal Services, Quality Of Services, Quick Access To Information, Stages To Redressal Of Grievances And Time Bound.

This Charter Also Documents, Apart From What We Can Offer The Citizens, What The Citizens Can Do To Help Us Serve Them Better And What Can Be Achieved If Both Of Us Join Together.

**Objectives:**

**This Citizens' Charter Is A Commitment Of The To Achieve A Star System.**

**Simple**

**Transparent**

**Accountable**

**Responsive**

**In The Administration Of The Civic Body In Fulfilling The Needs Of The Citizens Of This Town.**

**By Providing All Important Information To The Citizens About The Services Being Delivered By The Municipality.**

**By Creating A System Which Will Receive Public Grievances And Redress The Same Qualitatively And Time Bound.**

**By Soliciting The Cooperation Of The Citizens In Fulfilling Their Aspirations By Mutual Trust, Confidence And Help And By Making Them Aware Of Their Duties To The Community.**

**By Making Each Citizen's Interaction With Us Easy, Simple, Hassle-Free And Efficient, While Ensuring Accountability And Transparency.**

**By Introducing E-Governance And Automated Access To All Our Functions And Services And By Directing The Resultant Flow Of Efficiency-Gains Towards The Citizens.**

**By Being Fair, Efficient, Citizen – Friendly And Outcome – Focused.**

## **About Us:**

The Municipality Was Constituted In The Year 1949 And Was Subsequently Upgraded As First Grade Municipality. It Has A Population Of 55150 (2001 Census) And An Extent Of 7.51 Sq. Km., The Town Is Divided Into 30 Wards.

The Municipal Council Comprising Of 30 Ward Councilors Is Headed By Chairman, Who Is Elected By Voters Of The Town. The Councilors Elect A Vice-Chairman Among Them.

The Executive Wing Is Headed By A Commissioner And He Is Assisted By A Team Of Officials Like Health Officer, Municipal Engineer, Town Planning Officer, Manager, Revenue Officer And Other Officers.

The Municipality Provides The Following Major Services

Water Supply

Sewerage

Waste Management

Roads

Drains

Street Lights

Public Conveniences

**The Municipality Also Enforces And Regulates The Following Activities.**

**Tax Administrations.**

**Planning And Building Permission**

**Trade And Other Licenses**

**Registration Of Birth And Deaths**

**For Each Of The Above Services And Activities, This Charter Provides Information About The Details Of Services Offered, Response Time For Rendering The Services Or Redressing Grievances, Whom To Complain In Case Of Default For Providing The Required Services And How A Citizen Can Help.**

**This Charter Lists The Names Of Chairperson, Vice-Chairperson And Councillors And Their Contact Telephone Numbers For Better Interaction Of The Citizens. The Charter Also Lists Out The Names, Designations And Contact Telephone Numbers Of Key Officials Dealing With Major Issues.**

The Co-Operation Of The Citizens Is Solicited Broadly In The Following Aspects:-

Segregate Wastes At Source

Do Not Throw Waste In Drains, Streets

Deposit Wastes Only At Specified Places And Dust Bins

Do Not Allow Children To Defecate In Open Spaces

Avoid Connecting Sewerage Lines To Open Drains

Avoid Encroachments On Public Places

Avoid Occupation Of Roads And Footpaths With Unauthorized Stacking Of Materials

Avoid Letting Of Waste Water On To Roads

Conserve Rain Water And Provide Rain Water Harvesting Structures In Every Building

Avoid Leaving Animals On Roads And Public Places

Avoid Misuse Of Public Places Including Parks, Open Spaces, Public Toilets, Markets, Bus Stands

Plant Trees Within And In Front Of Premises, Water Them And Nurture Them To Grow

Report Leakage Of Water, Bursting Of Water / Sewage Pipes, Burning Of Street Lights During Day Time, Damage Of Public Properties Posing Health Hazard

Avoid Damage Of Public Properties.

Ensure Prompt Payment Of Property Tax, Profession Tax , Water Charges License Fees And Other Municipal Dues.

Adhere To Building Rules And Avoid Violations, Unauthorized Constructions

Adopt Universal Immunization

Complain To The Right Officer In Time And Liaise With The Ward Councilor.

## Water Supply

### Water Supply Distribution :

The Population Of This Town Is 55156. The Town Is Served By A Protected Water Supply Since 1958 From The River Bhavani 6 Km Away From This Town.

The Diameter Of Dumping Main Is 300 Mm. In This Municipality Totally 34.61 Lakhs Liter Protected Drinking Water Stored Through 6 Reservoir's (Over Head Tanks) .

In Total The Municipality Is Distributing 5 Mld Of Water Every Day From The A Back Size Reservoirs Through Distribution Main Varying From 300 Mm To 90 Mm With A Total Length Of 72.64 Km. At Present The Municipality Is Giving 90 Lpcd With 2 Hrs Daily Supply.

Now 8132 Nos Of Domestic Connection And 165 Non-Domestic Water Supply Connection Has Been Given. In This Municipality Other Than The Individual Water Supply Connection 138 Public Fountain Were Installed To Serve The Poor And Backward Class Places.

This Municipality Is Maintaining 159 Deep Bore Wells, 22 Nos Bore Well Fitted With Motor And 28 Nos Of Public Open Wells.

In View Of The Increase In Area, Population And Demand The Entire Water Supply System Including The Head Water Works Need Improvement. In Assistance With The Tamil Nadu Urban Infra Structure Financial Service Limited (Tnuifsl) Water Supply Improvement Project Had Been Prepared At A Cost Of Rs. 405.03 Lakhs Which Includes Repairing The Fitter Bed, Pumping Main, Replacing Or Increasing The Capacity Of The Needy Places. The Detailed Project Report Has Been Prepared By The C-Sec – Chennai.

Do Not Lay Water Supply Connection Unauthorized Through Individual Persons.

Report Water Supply Leakage Immediately To The Municipal Office

Protected Water Is Only For Drinking Purpose Don't Use Other Purpose

For Other Purpose Case Water From The Open Well Or Deep Bore Well

Remit (Or) Pay Your Water Charges Promptly.

Water Supply

(A) Water Supply Connection

Response Time For Complaints

Details

Time Schedule / Response

I. Water Supply :

(Subject To Availability Of Sanctioned Strength Of Hscs.)

1.A) Issue Of Application For New Water Supply House Service Connection

At The Information Centre On All Working Days On The Spot

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



li Complaints / Defects :

1. Replacement Of Defective Meter 15 Days
2. Rectification Of Pollution In Drinking Water Supply Within 24 Hours
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. Deficiency In Chlorinating 24 Hours
10. For Prevention Of Fire At Once

lii. Special Demand:

1. Supply Of Water Through Lorry Tanker  
Within 24 Hours, If Piped Water Supply Is Interrupted
2. Supply Of Water Through Lorry For Marriage / Festival  
One Day Prior The Function

Needed Cooperation From Citizen

Avoid Wastage Of Water. Do Not Use Drinking Water For Gardening And Other Similar Purposes

Do Not Draw Water Unauthorized Or Through Installation Of Pumps In Municipal Connection

Get The Repairs Attended After Proper Intimation To Corporation And Under The Supervision Of Municipal Engineering Staff

Pay Water Charges And Other Dues Promptly And Avoid Disconnection

Conserve Rain Water And Install Rain Water Harvesting Structures In All Buildings.

Keep The Tap Closed Both In House And In Public Stand Post To Avoid Pollution

Report Water Leakage, Theft As A Public Service

Do Not Tamper With Water Supply Connection Or Meters

Whom To Contact For Redressal Of Grievance

Details

Designation And Timings

Initial Complaint

Second Contact

Third Contact

(If The Defect Continues)

Junior Engineer / Assistant Engineer

Municipal Engineer

Municipal Commissioner

## Drain

There Is No Under Ground Drainage System In This Municipality. Open Drain Are Available In Almost All Parts Of The Town And The Total Storm Water Drain Length Is 69.13 Km

## Health And Sanitation

### Solid Waste Management:

#### Introduction:

The Gobichettipalayam Is A 1st Grade Municipality And Extends Over An Area Of 7.50 Km. The Town Was A Population 55150 Based As On 2001 Census.

There Are 30 Council Wards In This Municipality

Door To Door Collection Of Waste Implemented In All 30 Wards

Everyday 27 Mt Garbage Was Generated Out Of That 24 Mt Were Transported To Compost Yard.

For Transportation Of Garbage Ashok Leyland Lorry – 1, Eicher Mini Lorry – 3 Nos, Push Carts : 37 Were Engaged

Staff Pattern Of Solid Waste Management Scheme As Follows :

Sanitary Officer - 1

Sanitary Inspector - 3

Sanitary Supervisor - 6

Sanitary Workers - 174

Lorry Driver - 4

Lorry Cleaner - 1

#### Functions / Services

Daily Street Cleaning And Transportation Of Waste

Night Sweeping In Bus Stands And Market Places

Disposal Of Waste Collected Through Various Methods

Removal Of Debris And Construction Wastes

Special Conservancy Arrangements During Festivals And Other Important Occasions  
Attracting Large Number Of People

Bulk Clearance Of Wastes In Special Premises Like Kalyanamantapams, Hotels Etc.,

Maintenance And Cleaning Of Public Toilets, Urinals On A Daily Basis

Removal Of Dead Animals

Fee Collection

Needed Cooperation From Citizens

Do Not Throw Wastes Into Open Drains Or Streets

Clean Your Premises And Deposit Wastes In The Designated Points Before Street  
Clearance By Conservancy Staff

Segregate House Hold Wastes As Per Guidelines

Report Non-Clearance Of Garbage / Debris To The Designated Authorities

Keep Your Premises Clean. Remove Bushes And Shrubs Then And There. Prune  
Trees Abutting Main Streets And Avoid Obstruction To Traffic And People's Movement

Use Public Toilets / Urinals Properly. Avoid Nuisance In Open Spaces / Road Margins

Pay Administrative Charges And Fees Promptly

Whom To Contact For Service Deficiency

Details

Designation And Timings

Initial Complaint

Second Contact

Third Contact

(If The Deficiency Persists)

Sanitary Inspector

Sanitary Officer

Municipal Commissioner

Birth And Death Registration And Issued Of Extract

Birth & Death Events Occurred In Municipal Area Should Be Registered Within 21 Days To The Concern Birth And Death Registration Units

Child Name Should Be Registered With In A Year By The Parents Only

Delayed Registration Of Birth & Death Will Be Registered With The Penalty Of Rs. 3/- For With In 30 Days And Rs. 5/- For With In A Year

After A Year The Events May Be Registered With The Order Of The Judicial Magistrate With Penalty Of Rs. 10/-

In Municipality From 1993 Onwards The Events Are Documented At Computer

Extracts Are Prepared In The Computed And Issued Through The Information Centre.

Nick Name (Or) Alias Name Should Not Given During Registration Of Birth & Death

To Insist The Private Practitioner To Give The Information Of Birth & Death To The Register As Early As Possible

Do Not Insist On Recoding Cause Of Death In Extract For Death Certificate

Birth & Death Should Be Registered In The Occurrence Place Only

The Extract Can Be Received By The Person Or In Mail With The Correct Authorisation.

There Are Three Birth & Death Registration Units In This Municipality

There Are 17500 Certificate Issued Under The Scheme Of “ Children Rights Week “ In The Period Of Nov’2003 To March 2004 As Per Order Of Both Central And State Government

The Awareness Created Among The People About The Importance Of Registration Of Birth & Death And Children’s Name



Needed Co-Operation From Citizens

The Birth Should Be Registered With In A Prescribed Time

The Child Name Should Be Registered With In A Year

The Correct Information Should Be Given To Avoid The Unnecessary Problems

Death Should Be Registered Suddenly

Response Time For Services / Grievances

Details

Rate Of Fees (Fill Up This Column For All Items)

Time Schedule

Registration Of Birth

From The Date Of Birth

1. Within 21 Days

No Fees

At Once

2. Upto 30 Days

Rs. 3/-

At Once

3. From 30 Days Upto 1 Year

Rs.5/-

3 Days

4. More Than 1 Year (With Court Order)

Rs.10/-

7 Days

I. Registration Of Child's Name In The Birth Register

At Once

From The Date Of Birth Upto 1 Year

No Fees

At Once

2. More Than 1 Year

Rs.2/-

3 Days

## ii. Registration Of Death

From The Date Of Death

### 1. Within 21 Days

No Fees

At Once

### 2. Upto 30 Days

Rs.3/-

At Once

### 3. From 30 Days Upto One Year

Rs.5/-

3 Days

### 4. More Than 1 Year (With Court Order)

Rs.10/-

7 Days

## iii. Birth / Death Certificates

Remittance Of Fees For First Copy

Rs.10/-

3 Days

Additional Copy / Each Additional Copy

Rs.5/-

3 Days

Needed Cooperation From Citizens

Register Birth Immediately After Birth

Name The Child, Preferably Before Registration

Informants For Registration Should Be Responsible Persons Who Could Give Correct Personal Information To Avoid Problems Later

Register Death Immediately After Occurrence

Informants Should Be Responsible Persons Who Could Give Correct Personal Information

Avoid Nick Names Or Alias Names In Giving Information Both For The Birth And Death

Insist On Giving Details To The Hospital Where Delivery Occurs For Registration And A Copy Of The Report Forwarded To The Registration Authority

For Extracts Give Correct Details And Pay The Required Fees For Copies And Search Fees

Inform The Mode By Which You Would Like To Receive The Extract – Through Mail Or In Person Or Through Messenger

If It Is Through Messenger, Give A Specific Written Authorization To Collect The Extract

Do Not Insist On Recording “Cause Of Death” In The Extract For Death Certificate, As It Is Not Given, Even Though The Information Is Entered In The Main Register Of Deaths.

Prevention Of Food Adulteration

To Get The License From The Local Body To Sale Of Food Article In Municipal Area

It Is Monitored By Municipal Sanitary Inspector, Food Inspector And Also Sanitary Officer.

The Rate Of License Fees For Various Trades Published In Daily News Paper And Also Municipal Notice Board

To Inform The Traders About To Apply And Receive The License Easily.

Function

Periodical Inspection Of Every Trades

To Take The Food Sample And Send For Analysis

It Adulteration Found Further Action Will Be Taken

Issue Of License After Inspection

To Create The Awareness To Traders About Receiving Of License And Adulteration.

Citizens Cooperation Solicited

Traders Should Avoid Selling Adulterated Food Articles

To Inform The Traders About Adulterated Food Articles By In Person (Or) Circulation

Traders To Obtain The Municipal License Renew The License Without Fail In Every Year

Insist The Local Body Authority To Issue The License With In 30 Days

Every Individual To Inform To Municipal Authority On Sale Of Adulterated Food Articles

Other Trades Licensing

The Traders To Get The License From The Municipality For Running The “ Dangerous And Offensive Trades.

The Sanitary Inspector, Sanitary Officer And Commissioner Of Municipality Is Responsible For Issue The License.

Function

To Inspect Each And Every Trade To Fix License Fee And Also Issue The License.

Every Trade Verified Thoroughly And Then Issue The License (Or) Renewed The License

Strictly Instructed The Traders To Avoid Inconvenient To The Public When Running The Trades

To Collect The Belated From The Trades Which Are Not Remitted The Fixed Rate Of License Fee

Citizens Cooperation Solicited

All The Traders Should Not Run The Trades (Or) Machineries With Out License

To Run The Trade (Or) Machineries With Prescribed Conditions

All The Traders To Obtain The License (Or) Renew The License Without Omission And Promptly

Any Traders Should Not Encroach The Foot Path (Or) Streets By Show Casing The Materials Out Side The Shop

Immunisation



The Municipality Is Implementing Immunization Programme In Municipal Area Successfully. The Municipal Health Team Responsibility For Immunization Programme.

Immunization Schedule

Function

Periodical Survey Conducted By Field Workers

Every Wednesday Immunisation Doing The Places Of

1. Maternity Centre, Ramanathan Street

Maternity Centre, Modachur

Puthupalayam Mariyamman Koil Street On Cyclic Basis

Special Immunization Programme Has Been Conducted Which Is Instructed By The Government

Particularly Polio Immunization Programme Conducted Successfully From April 1995 Onwards.

To Create The Awareness About Importance Of Immunization To The People Through Pamphlets And Hand Bills.

Detail

Time Schedule

Vaccination Of Public

Every – Wednesday Of A Week

Vaccination Of Specific Disease

At Once At The Maternity Center

Polio Vaccination

Every Wednesday

Anti – Filaria

No Scheme

Certificate Of Vaccination

If Necessary

How Can Citizen Help:

Must Known Of Immunization Scheduled For Children

Immediate Contact Of Health Personnel Of Municipality In Case Of Any Out Break At Contagious Diseases.

## Town Planning

Gobichettipalayam Municipality Area Is 7.51 Sq.K.M. Within The Municipal Limit, Coming Developments Are Watching And Controlled By This Department. In This Department, One Town Planning Officer, One Town Planning Inspector, Town Surveyor And One Clerk And Tow Chain Men And One Assistant Are Working. This Department Is Controlling And Regulate The Building Constructions And Installations, Layouts And Evict The Encroachments In Road Sides And Municipal Land. The Planning Permission Is Given By The Local Planning Authority And Building License Is Given By The Municipal Commissioner, Through This Department To The Public. The Building Application Should Be Submitted With The Document Copies, Tax Receipt, Fmb, Slr, 5 Copies Of Building Plan To This Office For The Necessary Approval.

For This Town, The Master Plan Has Approved By The Government And Also 12 Detailed Development Plans Are Approved By The Government. Remaining 4 Detailed Development Plans Are In Draft Stage. In These Said Plans, The Proposals And Future Development Of The Town Is Marked. So Building Plans, Should Be Prepared And Submitted To This Office, According To The D.D. Plan And Master Plan And Building Rules.

### Functions / Services

The Permission Is Given By The Local Planning Authority For The New Building Construction, Alterations, Roof Conversion, Additional Constructions.

After Obtaining The Prior Approval Of Deputy Director Of Town And Country Planning Salem / Director Of Town And Country Planning Chennai. The Permission Is Given By The Local Planning Authority For This Item Of Layouts And Sites.

Actions Are Taken, Against To The Unauthorized Constructions, Violation And Deviations Of Building And Encroachments And Unauthorized Installations.

Master Plan And Detailed Development Plans Are Prepared And Sanctioned By The Deputy Director And Director Of Town & Country Planning And Also Than Plans Are Implemented And Executed By The Local Planning Authority Of This Town.

After The Approval Of Council The License Is Issued For Installations

The Town Planning Officer Is Entrusted With The Responsibility Of Town Planning Activities. The Branch Looks After Regulation Of Building Activities / Lay Out And Other Planning Permissions. The Planning Permission Is Granted By Local Planning Authority Headed And The Building Permission Is Granted By The Commissioner.

Response Time For Service / Grievance Redressal

Approval Of Building Plan And Issue Of Building Licence

Sl. No.

Details

Time Schedule

1

Issue Of Application Forms / Remittance Of Fees

At The Information Centre On All Working Days – Atonce

2

Issue Of Acknowledgement

At The Information Centre-Atonce

3

Intimation To The Applicant On Rectification Of Defects Noticed In The Application

10 Days

4

Suggestions To The Applicant For Rectification Of Defects

10 Days

5

After Rectification Of Defects, Issue Of Notice / Chalan For Remittance Of Fees For Building License

10 Days

6

Issue Of Building Licence:

Application For Renewal Of Building Licence

At Information Centre-At Once

7

Renewal Of Building Licence

10 Days

8

License To Licensed Surveyors

15 Days

9

Demolition Of Unauthorised Construction On Public Property

15 Days

10

Demolition Of Dangerous Structures

30 Days

11

Removal Of Encroachment In Roads And Municipal Properties

15 Days

12

Issue Of Survey Extracts

7 Days

How Citizens Can Help

Cooperation With Enforcement Staff

No Unauthorized Construction Or Addition / Alteration In The Premises

Start Construction Only After Getting An Approved Plan

Do Not Buy Plots For Construction In Unapproved Layouts

Layout Developers To Hand Over Road, Drains And Other Infrastructure To The Municipality After Completion And Before Selling Plots

Follow The Building Rules, Development Control Rules And Other Regulations

Report Illegal Constructions, Dangerous Constructions

Avoid Encroachments On Public Property And Ensure Foot Paths Are Clear

Whom To Contact For Service Deficiency

Details

Designation And Timings



First Complaint

Second Contact

Third Contact

Town Planning Inspector

Town Planning Officer

Municipal Commissioner

Roads, Street Lights

Roads

## This Municipality Is Maintaining Following Type Of Roads

1. Tar Road (Bt) - 56.390 Km
2. Wbm - 26.060 Km
3. Cement Concrete - 7.290 Km

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89.740 Km

State Highway Road Of 5.60 Km Is Maintained By The Highways Department Passing Through The Municipal Area.

There Is No National Highway With In The Limit Of Municipality Maintance By The Highways Department.

In Vision 2005, 26.06 Km Of Metal Road (Wbm) Has Converted To Tar Road To An Estimated Cost Of Rs. 182 Lakhs. Existing Low Level Causeways Has To Be Constructed To Small Bridge At An Cost Of Rs. 30.00 Lakhs Has Been Taken For Vision 2005 Proposal.

## li. Details Of Street Lights

In This Municipality 40watts Tube Lights – 1911, 250 Watts Mercury Vapour Lamp-69, 250 Watts Sodium Vapour Lamb – 99 And 150 Watts Sodium Vapour Lamp – 172 Totally 2251 Street Lighting Has Been Maintained By The Municipality In Good Manner

In Vision 2005 The Following Proposals Has Been Given To Moderate The Street Light 50 Nos Of Automatic Timer Switch For Street Lights At An Estimate Cost Of Rs. 5.00 Lakhs.

Providing New Street Lights 50 Nos In Municipal Area Of Rs. 2.50 Lakhs, Purchase Of Electric Time Saver For A Cost Of 5.00 Lakhs. The Total Estimated Cost Is Worked Out To Rs. 12.50 Lakhs

Filling Of Pothole In The Roads

Repairing Of Bt Surface

Improvement And Extension Of Existing Roads

To Maintain The Foot Path

To Maintain Street Light

Maintaince Of Roads

## Response Time For Service / Grievance Redressal

Sl. No.

Details

Time Schedule

1

Restoration Of Damages Caused To Roads Due To Natural Calamities

7 Days

2

Filling Of Potholes In The Roads

10 Days

3

Road Cutting Permission

7 Days

4

Patch Work On Roads

30 Days

5

Removal Of Encroachments Causing Hindrance To Traffic

10 Days

7

Removal Of Debris And Construction Materials On Road Sides By The Owner Of The Building

7 Days

8

If Not Removed By The Owner, Removal By Municipality On Collection Of Expenses

7 Days

Street Lights

Sl. No.

Details

Time Schedule

1

Repairs To Non-Burning Of Street Lights At Main Roads / Streets

2 Days

2

Repairs Of Street Lights At Inner Street

3 Days

Citizens Cooperation Solicited

Do Not Damage The Roads For Public Functions. Adhere To Guidelines Prescribed Therefor

Do Not Dump Debris And Garbage In Street Margins

Avoid Encroaching Roads / Streets

Avoid Cutting Roads Without Permission

Do Not Allow House Hold Waste Water To Flow Into The Streets

Do Not Throw Garbage Into Drains

Do Not Connect Sewer Lines To Public Drains

Report Water Stagnations, Missing Manholes, Damaged Lights, Light Poles

Maintain Avenue Trees In Front Of Premises

## Whom To Contact For Service Deficiency

### Details

Designation And Timings

First Complaint

Second Contact

Third Contact

Junior Engineer / Assistant Engineer 222 159

Municipal Engineer 222 159

Municipal Commissioner 222 559

Revenue Resources

Property Tax

Property Tax Is Major Revenue Source For The Municipality. There Are 15046 Numbers Property Tax Assessments And The Annual Demand Is 1.32 Crores Of This Municipality

Demand Notice For Property Tax And Profession Tax Served To Assessee For Every Half Year. Tax Should Be Paid Within In Fifteen Days After Receipt Of Demand Notice At Computerized Collecetion Center. All The Tax Items Collection Made By The Six Revenue Assistants Under The Supervision Of The Revenue Inspector.

Property Tax Is Assessing @ 13.5 % Of Building Value.

Professional Tax Is Assessing As Per New Professional Tax Rules.

Property Tax And Professional Tax Is Collected As Detailed Below For The Year 2003-2004.

Tax Type

Demand

Collection

Balance

Percentage

Arrear

Current

Total



## Property Tax

145.78

116.86

28.92

12%

92%

80%

## Professional Tax

16.01

14.01

1.1

84%

91%

93%

## Functions And Services

Property Tax Is Assessing In This Municipality Dividing Into Following Four Zones And Basic Value

Zone

Basic Value Per Sq.Ft

A

1.45

B

1.15

C

0.85

D

0.50

As Per Basic Value Of The Above Property Tax Is Assessing In Concerned Working Sheet.

Every Assesses Should Be Given Details In The Self Assessment Return For Fixation Of New Assessments And Improvement Of Existing Buildings. After Receipt Of The Above Self Return Revenue Official Assess The Property Tax On The Basis Of The Details Given In The Self Assessment Return.

New Professional Tax Is Assess On The Submission Of Half Year Income Return Filled By The Traders. Every Half Year Demand Notice For Property Tax And Profession Tax Is Serving In April And October Month To Assesses. Tax Should Be Paid Within Fifteen Days After Receipt Of Demand Notice At Computerized Collection Center.

After Purchase Of Concerned Building Purchaser Should Submit Original Purchase Document To Revenue Inspector Or Revenue Assistant For Verification Of Xerox Copies. Then The True Copy Of Document And Transfer Application Handed Over At Information Center.

Response Time For Service / Grievance Redressal

Sl. No.

Details

Time Schedule

A

Assessment Of Property Tax :

1

Information Regarding The Assessment Of Property Tax  
At Information Centre On The Spot

2

Issue Of Acknowledgement For Self Assessment Return  
At Information Centre On The Spot

3

Application For Inclusion In The Assessment Register  
At Information Centre On The Spot

4

Assessment Order For New And Improvement To The Existing Building  
15 Days

B)

Name Transfer

Issue Of Form / Acknowledgment  
At Information Centre On The Spot

Issue Of Orders

15 Days

(A) & (B)

Issue Of Certified Copies

1

Receipt Of Forms And Issue Of Acknowledgment

On The Spot At Information Counter

2

Receipt Of Fees

At Information Centre On The Spot

3

Issue Of Copies

7 Days

C)

Settling Tax Complaints

15 Days

(Note : If Any Facility Had Been Made On Line The Information May Be Furnished Here Suitably Altering The Details And Time Schedule

D)

Vacancy Remission

30 Days

Citizens Cooperation Solicited

Report New / Additional Constructions Promptly And File Self Assessment Returns Fully  
Furnishing The Required Information

Pay Tax Promptly Without Leaving Any Arrears.

Insist On Getting Receipt For Payment

Avoid Paying Tax In Installments

Whom To Contact For Service / Complaint

Details

Designation With Phone No And Timings

First Complaint

Second Contact

Third Contact

Revenue Inspector – 222 159 2.00 Pm To 6.00 Pm

Manager – 222 159 9.45am To 6.00 Pm

Commissioner – 222 559 9.45 Am To 6.00 Am

For Professional Tax And Other Revenue Sources Also, Any Information Required May Be Obtained From The Same Offices. Similarly, Any Delay Or Service Deficiency Can Also Be Complained To The Same Officers

For Forms – See Chart On Forms Available With Information Counters

## Swarna Jayanthi Sahari Rozgar Yojana

This Is A Very Useful And Important Scheme Of Central Government. The Scheme Has Brought And Executed To Help The Poverty Line People In The Society. Loans Are Given, With Grant, By The State Government And Central Government. In This Town 14768 Families Are Living. In This Families, We Have Find Out The 4408 Poor Families, Through Enumeration Work And That Families Are Declared Under The Poverty Line. The Total Population Is 55150.

Under The Swarna Jayanthi Sahari Rojkar Yojana Scheme, The Loans Are Given With Grant To The Below Poverty Line People Under Following Heads.

Namely :-

Single Man Self Employment Scheme (Heads)

Training Scheme

Infra Structure Scheme

Social Improvement Structure

Self Savings And Finance Society Scheme

Ladies And Children Welfare Scheme



## Employments Schemes

### Polika Samruthi Rojkar Jojana Scheme

### Huts Improvement Scheme (Nsdp)

In That Said, Titles Of Schemes, The Benefits Are Going To The Below Poverty Line Beneficiaries. Furtherly The Said Schemes Are Explained Followes :

#### 1. Single Man Self Employment Scheme

In The Below Poverty Line Families, The Capable Persons Are Selected Through The Applications. The Loans Are Given With Grant, Up To 50000/- Per Head. In This Said Schemes, Every Persons May Obtained The 80% Bank Loan And 5% Single Man Share Amount And 15% Grant And He May Do Some Small Business.

#### 2. Training

In The Below Poverty Line Families, The Educated Ladies And Gents Are Selected And Trained About The Driving, Computer, Welding, Wiring Etc., That Said Trainings Are Giving Through The Governments Approved Institutions The Training Period Maybe Three Months. At The End Of The Training Period The Valid Certificates Are Issued. At The Time Of The Training Period, Every Month The Incentive Fee About Rs. 200/- Is Given For Three Months Through The Institutions.

### 3. Infra Structure

Under This, The Received Grant From State And Central Government Is Utilized For Community Hall, Necessary Equipments And Other Documents For Office Use.

### 4. Social Improvement Structure

Under This, The Received Grant From The State And Central Government Is Utilized For The Below Poverty Line People Awareness Training Camps. In This, The Healthy Female Children Are Selected And Honored Through The Compliments.

In The Primary Municipal School, So Many Skilled Students Are Selected Through The Competitions And That Students Are Honored And Encouraged Through The Gifts The Grant Is Utilized For The Purpose Of Rainwater Harvesting And Public Health Improvement Of Slum Areas And To Conducting The Program Of Public Health And To Call The Slum Area Ladies To Create New Groups And Encourage Them.

### 5. Self Savings And Finance Society Scheme

In This Town, One Group Should Be Formed For 20 Families From Below Poverty Line People. In That Families One Group Is Formed And It Consists 12 Nos Of Ladies. In This Group That Members Are Assembled For Every Week, And They Make Decisions, Consultations, Receiving Of Adviser And Then Finally The Resolution Has Made. 12 Nos Of Ladies Are Collecting Rs. 10/- And That Amount Is Utilized For Saving Scheme. After The Completion Of One Year, That Savings Amount Is Divided And Issued For Group Members In The Revolving Method. Through This Method, Every Group Members May Be Obtained The Loan Amount From 1000/- To 12000/- The Group Members Begin The Small Business And Then They Returned The Loan

Amount With Lower Interest. The Advise Is Given To The Members To Settle The Loan Amount As Early As Possible.

#### 6. Ladies And Children Welfare Scheme

Central And State Government Are Issued The Loan With Grant To The 10 Group Members Up To 25000/- For Self Employment Business If The Members Like To Avail The Loan They May Obtained This 50% Grant And 5 % Individual Share And 45% Loan Amount Thus, This Schemes Used To Group Members To Improve Their Status Of Life In Social.

#### 7. Employment Scheme

In This Scheme, The Allotted Grant Is Used For Slum Areas To Develop The Roads, To Provide Street Lights And Water Supply Etc.,

#### 8. Polyka Samarthi Rojkar Yojana

Under The Below Poverty Line After The Day Of 31.08.1999 The Incentive Of 500/- Was Issued To The Female Child. After The Year Of 2002-03, The Amount Of Rs. 500/- Has Deposited In Banks For Eligible Female Children.

The Deposit Amount Will Be Utilized, In Future After The Completion Of 18 Age Of Child For The Future Studies Or Marriage Purpose Thus, This Scheme Is Used.

#### 9. Huts Improvement Scheme (Nsdp)

Under The Below Poverty Line, In Slum Areas Loan Amount Of 20000/- Is Issued To Construct The Compound And Roof Conversion And Sundry Repairs And To Make Toilet Facilities For This, The Deposit Amount Of 2000/- Is Collected As A Share Amount From The Beneficiaries.

### Rain Water Harvesting

Order Of The Honorable Chief Minister Of Tamilnadu The Following Method Are Followed To Harvest Rain Water

1. Private Building - 11,368
  2. Commercial Building - 1,324
  3. Public Fountain And Deep Bore Well - 217
  4. Municipal Building And School Building - 70
- Total - 12,979

Rain Water Harvesting Is Collection Of Rain Water For Drinking And Other Purposes.

Why Should Rain Water Be Saved

To Meet Water Demand For Domestic Use

To Raise The Ground Water Level

To Improve The Quality Of Ground Water

To Prevent Infiltration Of Sea Water In Nearby Areas Of Sea Shore.

Method Of Harvesting Rain Water

Rain Water Can Be Harvested By Two Methods.

Rooftop Harvesting

Surface Run Off Harvesting

Rain Water From Roof Top Can Be Straight Away Let Into Wells / Borewells

Rain Water In The Open Spaces Can Be Collected Adopting Various Rain Water Harvesting Methods

Collecting Of Rain Water From The Terrace Of The Buildings

Collecting Through Well

Collecting Through Borewell

To Harvest Rain Water In Open Space

Percolation / Recharge Pit

Percolation / Recharge Pit With Bore

Recharge Trench

Recharge Well

Harvesting Of Rain Water From Thatched And Tiled House

Rain Water From The Thatched And Tiled Houses Are Collected Through Gutters In A Small Pit Used As Filter

Rain Water Can Be Collected On The Thatched Roof By Using Polyphene Sheets

Rain Water Collected Through Filter Can Be Stored In A Tank Or Existing Sump

Approximately It Costs Rs. 800 To Rs. 1000 (Excluding Storage Tank)

Rain Water From The Roof Top Collected Through Gutter Can Be Stored Directly In Tanks For Domestic Use. However, Bleaching Powder Is To Be Added Now And Then For Ensuring The Quality Of Water.

Whom To Contact For Service Deficiency

To Whom Contact For Service Deficiency

For Demonstration - Municipal Engineer

From Evening 4.00 To 6.00 Pm Every Day.

Telephone No. 222159

For Installation - Junior Engineer

Morning 10.00 Am To 12.00 Pm Every Day

Phone No. 222159

E-Governance

In This Municipality Data Relating To Property Tax, Water Charges And Non-Tax Items Have Been Computerized

Property Tax, Water Charges And Non-Tax Items Are Collected Through Computerized Service Center.

Computerized Service Center Are Functioning On All Working Days From 10.00 A.M. To 4.00 P.M. So As To Enable The Public To Remit The Tax Directly In The Municipality.

Public Can Ascertain The Details Of Property Tax Dues Etc., From The Computerized Service Centers During The Working Hours.

Birth & Death Certificates Are Issued Through Computer Service Center.



Web Site

## **Urban Tree Information System (UTIS)**

**Urban Tree – An integrated e-Solution for ULB's**

### **Vision**

To make all Urban Local Body Services accessible to the common man from anywhere , anytime through various service delivery outlets and ensure efficiency , accuracy , transparency speedy & reliability of such services, at affordable costs to the basic needs of the common man in the State of Tamilnadu.

### **Phase I Modules**

- Birth and Death Registration
- Property Tax
- Water Supply
- Profession Tax
- Non Tax Items
- Under Ground Drainage
- Trade License
- Financial Accounting
- Citizen facilitation Center
- Citizen Portal
- Grievance Redressal
- System Administrator

### **Phase II Modules**

- Agenda
- Assembly Questions and Answers
- Integrated Personnel Management System
- Legal
- Asset Booking Asset Management
- Audit
- Building Plan
- Employee Self Service
- E-office
- Hospital Management
- Procurement
- School Management
- Solid Waste Management
- Vehicle management
- Ward Works

### **Application Features**

- Single login
- Unique User ID
- Role based solution
- Workflow based
- Biometric login
- Dashboard
- Citizen Portal
- Bi-lingual
- Audit Trail enabled
- Integrated with single window system
- High Availability (24×7)
- SMS and email enabled
- Multiple Delivery Channels
- Integrated with Payment Gateway
- Integrated with Common Service Centre
- Access Security through UID,PWD, Biometric enabled Service Oriented Architecture

### **Benefits to Citizen**

- A transparent system with visible accountability from the Department Convenience in interaction with the Department
- To get timely services and accurate information about his queries relation to services provided and participation in matters relating to them.
- To get timely services and accurate information about his queries relation to services provided and participation in matters relating to them.
- Minimum turnaround time in receiving a service
- Availability of a virtual interface (anywhere, anytime interface like internet) with the department than a physical interface
- Efficient mechanism for Grievances redressal and filing appeals
- Speedy disposal of appeals
- Elimination of discretionary human interface in the decision making processes while dealing with the public.

### **Benefits to employees – G2G**

- Greater transparency and accountability in the system to bring credibility to the intra-departmental processes Simplification of Administration of the department
- Simplification of Administration of the department
- Strengthen the head count in the service delivery front to avoid backlog and delivery of services in front line offices
- Capacity Building of the Key Resource Persons through extensive training on Technical lines and strengthening the institutional capacity building framework
- Performance incentives for motivation of the Project Team and the Operational Team
- In-house training facility

### **Business to Business Groups / Private Partners – G2B**

- Minimum physical interface with the department. Online mechanisms to make the procedures convenient and hassle free.
- Provision of correct, updated reliable information on the performance of municipal

- Simplified and convenient procedures for quality service delivery mechanism and payment arrangement Convenient ways of grievances redressal
- Speedy adjudication of disputes and disposal of cases.

### **Benefits to the Elected Representatives – G2E**

- Right information on the activities of local bodies, helps in better participation in the administration
- Management Information System helps as a tool for better decision
- Transparency in the administration

### **Benefits to Government – G2G**

- Efficient administration of internal offices procedures and department functions.
- Efficient administration and enforcement of acts, rules and procedures
- Delivery anywhere anytime services to the citizens
- Make more services available online to the citizens and business groups
- Easy and convenient mechanism for document archival, storage and retrieval
- System assisted decision making through MIS
- Provisions for simplifications in the processes and function of the department for stakeholder benefits and administrative convenience
- Enhancement in the local bodies revenue through better collection
- Monitoring of defaulters and increasing tax net
- Dashboard

Public Can Get General Information Of The Municipality

Public Can Have The Details Of All Activities Of Municipality Through The Website

Details Of Various Applications / Forms Issued At Information Centre

Water Supply Connection

Details

Time Schedule / Response

## I. Water Supply :

(Subject To Availability Of Sanctioned Strength Of Hscs.)

1.A) Issue Of Application For New Water Supply House Service Connection

At The Information Centre On All Working Days On The Spot

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

li Complaints / Defects :

1. Replacement Of Defective Meter

15 Days

2. Rectification Of Pollution In Drinking Water Supply

Within 24 Hours

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. Deficiency In Chlorinating

24 Hours

10. For Prevention Of Fire

At Once

lii. Special Demand:

1. Supply Of Water Through Lorry Tanker

Within 24 Hours, If Piped Water Supply Is Interrupted

2. Supply Of Water Through Lorry For Marriage / Festival

One Day Prior The Function

Birth And Death Registration And Issue Of Certificate

Details

Rate Of Fees (Fill Up This Column For All Items)

Time Schedule

Registration Of Birth

## From The Date Of Birth

### 1. Within 21 Days

No Fees

At Once

### 2. Upto 30 Days

Rs. 3/-

At Once

### 3. From 30 Days Upto 1 Year

Rs.5/-

3 Days

### 4. More Than 1 Year (With Court Order)

Rs.10/-

7 Days

## I. Registration Of Child's Name In The Birth Register

At Once

## From The Date Of Birth Upto 1 Year

No Fees

At Once

2. More Than 1 Year

Rs.2/-

3 Days

ii. Registration Of Death

From The Date Of Death

1. Within 21 Days

No Fees

At Once

2. Upto 30 Days

Rs.3/-

At Once

3. From 30 Days Upto One Year

Rs.5/-

3 Days

4. More Than 1 Year (With Court Order)

Rs.10/-

7 Days



lii. Birth / Death Certificates

Remittance Of Fees For First Copy

Rs.10/-

3 Days

Additional Copy / Each Additional Copy

Rs.5/-

3 Days

Approval Of Building Plan And Issue Of Building Licence

Sl. No.

Details

Time Schedule

1

Issue Of Application Forms / Remittance Of Fees

At The Information Centre On All Working Days – Atonce

2

Issue Of Acknowledgement

At The Information Centre-Atonce

3

Intimation To The Applicant On Rectification Of Defects Noticed In The Application

10 Days

4

Suggestions To The Applicant For Rectification Of Defects

10 Days

5

After Rectification Of Defects, Issue Of Notice / Chalan For Remittance Of Fees For Building License

10 Days

6

Issue Of Building Licence:

Application For Renewal Of Building Licence

At Information Centre-At Once

7

Renewal Of Building Licence

10 Days

8

License To Licensed Surveyors

15 Days

9

Demolition Of Unauthorised Construction On Public Property

15 Days

10

Demolition Of Dangerous Structures

30 Days

11

Removal Of Encroachment In Roads And Municipal Properties

15 Days

12

Issue Of Survey Extracts

7 Days

Roads

Sl. No.

Details

Time Schedule

1

Restoration Of Damages Caused To Roads Due To Natural Calamities

7 Days

2

Filling Of Potholes In The Roads

10 Days

3

Road Cutting Permission

7 Days

4

Patch Work On Roads

30 Days

5

Removal Of Encroachments Causing Hindrance To Traffic

10 Days

7

Removal Of Debris And Construction Materials On Road Sides By The Owner Of The Building

7 Days

8

If Not Removed By The Owner, Removal By Municipality On Collection Of Expenses

7 Days

Street Lights

Sl. No.

Details

Time Schedule

1

Repairs To Non-Burning Of Street Lights At Main Roads / Streets

2 Days

2

Repairs Of Street Lights At Inner Street

3 Days

## Property Tax

Sl. No.

Details

Time Schedule

A

Assessment Of Property Tax :

1

Information Regarding The Assessment Of Property Tax

At Information Centre On The Spot

2

Issue Of Acknowledgement For Self Assessment Return

At Information Centre On The Spot

3

Application For Inclusion In The Assessment Register

At Information Centre On The Spot

4

Assessment Order For New And Improvement To The Existing Building

15 Days

B)

Name Transfer

Issue Of Form / Acknowledgment

At Information Centre On The Spot

Issue Of Orders

15 Days

(A) & (B)

Issue Of Certified Copies

1

Receipt Of Forms And Issue Of Acknowledgment

On The Spot At Information Counter

2

Receipt Of Fees

At Information Centre On The Spot

3

Issue Of Copies

7 Days

C)

Settling Tax Complaints

15 Days

(Note : If Any Facility Had Been Made On Line The Information May Be Furnished Here Suitably Altering The Details And Time Schedule

D)

Vacancy Remission

30 Days

Telephone Nos. Of Key Officials Of The Municipality

Sl. No.

Designation

Telephone Number

Office

Residence



Municipal Commissioner

222 559

222 379

2

Municipal Engineer

222 159

222 039

3

Municipal Officer

222 159

In Case Of Persistent Defaults, Please Contact

Office

Regional Director Of Municipal Administration,

Tiruppur-1

(0421)

2200308

Commissioner Of Municipal Administration, Chennai – 5

(044)

28410363, 28411364

Name And Telephone Nos., Of Chairman,

Vice-Chairperman And Councillors: