

Citizen Charter

Citizen Charter

OBJECTIVES

This Citizens' Charter is a commitment 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.

HELP US TO SERVE YOU

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 unauthorised stocking of materials and dumping debris on road sides/streets

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, pour 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

Use the municipal protected water for drinking purpose only and

Use Other source of water for other purpose

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, unauthorised constructions

Adopt universal immunization

WATER SUPPLY

Billing and collection of water charges

Creating awareness among people to conserve water and install Rain Water Harvesting structures

Response Time for Complaints

Details

Time Schedule / Response

I. Water Supply :

(Subject to availability of sanctioned strength of HSCs.)

At the 'E' Seva Maiyyam' on all working days on the spot

1.a) Issue of application for new water supply house service connection

b) Receipt of filled applications with fees

At the 'E' Seva Maiyyam 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

7 Days from the receipt of application

II 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	2 days
9. Deficiency in chlorinating	24 hours
10. For prevention of Fire	At once

III. 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	On demand

Needed Cooperation from Citizen

Avoid wastage of water. Do not use drinking water for gardening and other similar purposes

Do not draw water illegally or through installation of pumps in municipal connection

Get the repairs attended after proper intimation to Municipality 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 Redress of Grievance

Details	Designation	Timings
Initial complaint	'E' Seva Maiyyam	10.00am – 05.00pm
Second contact	Municipal Engineer / Assistant Engineer	10.00am – 5.00pm
Third contact (if the defect continues)	Commissioner	10.00am – 5.00pm

Needed Cooperation from Citizens

Do not throw other waste including animal waste and debris into the sewage lines

Do not connect sewage outlets to public open drains or roadsides

Do not tamper with sewage connections

Pay tax and service charges promptly

Avoid environment pollution or nuisance due to your facility

Whom to Contact for Service Deficiency

Details	Designation	Timings
Initial complaint	'E' Seva Maiyyam	10.00am – 05.00pm
Second contact	Sanitary Inspectors	10.00am – 5.00pm
Third contact (if deficiency persists)	Commissioner	10.00am – 5.00pm

HEALTH AND SANITATION

Solid Waste Management

The waste management in the town is entrusted with a team of Public Health Staff. The aim of the Corporation is 100% collection of garbage generated in the town daily.

Sl.No.	Division	Location
1.	I and II	Behind Municipal Muthupattinam Maternity Centre Muthupattinam First Street
2.	III	New Bus Stand – Shopping complex North eastern side
3.	IV	Municipal Daily Market, Sekkalai Road
4.	V & VI	Gandhi Maligai, Behind Arulmighu Muthalamman Koil
5.	VII & VIII	Municipal Maternity Centre campus, Senjai
6.	Malaria Division	Be hind Government Hospital, Kalavoipottal

Personnel engaged:

Corporation Health Officer	–	1
Sanitary Officer	–	1
Sanitary Inspector	–	5
Sanitary Supervisor	–	9
Field Assistant	–	1
Sanitary Workers	–	Permanent Workers-89, Outsource Worker-217
Public health Driver	–	3
Lorry Cleaner	–	1
Office Assistant	–	0

Door to door collection of garbage are introduced in all the 36 wards.

Volume of Garbage cleared per day 48 MT.

Bio-degradable and non-bio-degradable wastes are segregated at source / compost yard.

Mass cleaning is conducted in 3 divisions daily. Awareness meeting is also conducted.

Functions / Services

Daily street cleaning and transportation of waste

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 Kalyanamandapams, Hotels etc.,

Maintenance and cleaning of public toilets, urinals on a daily basis

Removal of dead animals

Cleaning and washing the entire area of the bus stand

Solid Waste User Charge Collected along with property tax.

Response Time for Redressal Of Grievance:

Waste Management:

Sl. No.	Details	Time Schedule
1	Cleaning of Streets and Road	Monday to Saturday from 6.00 a.m. to 11.00 a.m. from 2.30 p.m. to 5.30 p.m. at all places.
2	Market and Bus-stand places	From 5.00 a.m. to 9.00 am.
3	Collection and removal of Garbage	Daily
4	Cleaning of public toilets, urinals	Daily
5	Complaints regarding non-	24 Hours

	removal of garbage's	
6	Removal of dead animals	On Demand
7	Complaints regarding non-sweeping of roads	24 Hours
8	Complaints regarding removal of blockages in Public Toilets	24 Hours

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	Timings
Initial complaint	'E' Seva Maiyyam	6.00am – 10.00pm
Second contact	Sanitary Inspectors	8.00am – 6.00pm
Third contact (if the deficiency persists)	Sanitary Officer	10.00am – 6.00pm

BIRTH AND DEATH REGISTRATION AND ISSUE OF EXTRACT

Under the Registration of Births and Deaths Act, the urban local bodies play a vital role in registering births and deaths within their territory and issue extracts of births / deaths to the

citizens. The Sanitary Inspectors (Birth & Death Registrars) are entrusted with the responsibility of registration of Births & Deaths occurred within the Municipal limit.

All of the Birth & Death records are under the custody of Commissioner, Karaikudi Municipality. There are 4 centers for registration of Births and Deaths situated in the following places.

1	1st & 2nd Sanitary Inspector Division Backside of Muthupattinam Municipal Maternity & Child Welfare Centre
2	3rd Sanitary Inspector Division Municipal New Bus-stand – North-East side of shopping complex
3	4th Sanitary Inspector Division Municipal Daily Market Sekkalai Road
4	5 & 6th Sanitary Inspector Division Gandhi Maligai Muthalamman Koil
5	7 & 8th Sanitary Inspector Division Municipal Maternity & Child Welfare Home, Senjai

The births and deaths occurred are registered based on the birth reports and death reports of the medical practitioners of Government Hospital and Private Nursing Home. No fee is needed to be remitted if the same is reported and registered within 21 days. The fees to be remitted beyond 21 days is as follows:

Upto 21 days but below 30 days	–	No Fees
Above 21 days but below 30 days	–	Rs.100/-
Above 30 days but below 1 year	–	Rs.200/-
Above 1 year	–	Rs.500/- (with specific court order)

For the entry of name in birth register:

Within one year	–	No fee
Above one year	–	Rs.200/-

Service / Functions

- .. Birth Registration
- .. Death Registration
- .. Issue of extract of Birth Register
- .. Issue of extract of Death Register

Application via online

Response Time For Services / Grievances:

Details	Rate of fees (Fill up this column for all items)	Time Schedule
<u>I. Registration of Birth:</u>		
<u>From the Date of Birth</u>		
1. Within 24 days	No Fees	At once
2. 21 days upto 30 days	Rs. 100.00/-	At once
3. 30 days upto 1 year	Rs. 200.00/-	At once
4. More than 1 year	Rs. 500.00/-	At once on issue
<u>II. Registration of Child's Name in the Birth Register</u>		
1. From the date of Birth upto 1 year	No Fees	At once
2. More than 1 year	Rs. 200/-	At once
<u>III. Registration of Death</u>		
<u>From the date of death</u>		
1. Within 21 days	No Fees	At once
2. 21 days to 30 days	Rs. 100/-	At once
3. 30 days to one year	Rs. 200/-	At once
4. More than 1 year	Rs. 500/-	At Once in receipt of RDO's Sub Collector's Order

IV. Birth / Death Certificates

Remittance of fees for First copy	No Fees	At once
Additional copy / each additional copy	Rs. 200/-	At once

Needed Cooperation from Citizens

Register Birth immediately after birth is occurred

Name the child, preferably before registration of birth

Informants for Registration should be a responsible person who can 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.

Whom To Contact For Deficiency Of Service:

Details

Designation

Timings

Initial complaint	'E' Seva Maiyyam	6.00am – 10.00pm
Second contact	Sanitary Inspector	2.00am – 4.00pm
Third contact	Sanitary Officer	10.00am – 6.00pm

It is a national service to Register Birth / Death without omission

TRADES LICENSING

As per Tamil Nadu Urban local bodies rules 2023, The Corporation regulates and issues licenses for using any premises within Corporation for running trades. The responsibility for regulation and issue of license is entrusted with the following officials of the Corporation.

- 1.Sanitary Officer, Karaikudi.
2. Sanitary Inspector, Karaikudi.

The application for New Trade license and for renewal can be given through online at URL (<https://tnurbanepay.tn.gov.in>).

The duration of period due for renewal of license with required license fee is 1st February to 28th February of every year for continuing the business in next financial year 25% of penalty is levied if not applied within the period.

The License fees for Trade has been revised and refixed w.e.f the financial year 2025-26 as per District Gazette No.5 Published date 17.03.2025 Roc.No.G2/2699/2025, Dated: 28.02.2025.

Functions / Services

Notify the all trades, which need license together with the rate of license fees

Field verification and issue of license / or renewed license

Regulate the trades imposing appropriate conditions to avoid inconvenience / nuisance to general public

Fixation of rate of license fee and collection including belated fees

Response Time for Service / Grievance Redressal

Details

1. Issue of Application Form
2. Receipt of application with fees
3. Intimation to the applicant regarding defects, if any noticed in the application
4. After rectification of defects, issue of notice / chalan for remittance of fees
5. Issue of License
6. Belated remittance of fees

Time Schedule

- At Information Centre on all working days on the spot through URL
- At Information Centre on all working days on the spot through URL
- Every Tuesday and Friday.
- Within 7 days from the receipt of application
- 10 days
- 25% Penalty

Renewal of License

Issue of application form	At Information centre on all working days on the spot
Receipt of application / remittance of fees	At Information Centre on the spot
Renewal of license	Within 7 days

Citizens Cooperation Solicited

Avoid unauthorized running of trades or machineries without license

Adhere to the license conditions scrupulously

Obtain license / renewal of license without omission and promptly

Remit the fees due promptly

Do not encroach foot paths, streets by show casing the materials outside the shop

Whom To Contact for Deficiency Of Service

Details	Designation	Timings
Initial complaint	'E' Seva Maiyyam	6.00am – 10.00pm
Second contact	Sanitary Inspectors	8.00am – 6.00pm
Third contact	Sanitary Officer	10.00am – 6.00pm

URBAN PRIMARY HEALTH CENTRES

There are 2 Urban Primary Health Centre and 2 Urban Health Welfare Centre providing free medical service to the people. They are managed by Medical Officers and other para medical staff. They are under the overall supervision of Commissioner and Corporation Health Officer.

The Medical Institutions are located in the Municipality as given below.

Name of the Hospital	Location
1. Urban Primary Health Centre.	Senjai Oorani South, Karaikudi.
2. Urban Primary Health Centre..	Church 1st street, Karaikudi.
3 Urban Health Welfare Centre.	Ganeshapuram Street, New Santhaipeetai, Karaikudi.
4 Urban Health Welfare Centre	Chellansetti Oorani, Karaikudi

Functions / Services

Providing maternity and child care

Providing help and advice on Family welfare issues

Immunization and vaccination

Disease preventive and curative measures

Creating awareness for hygiene and immunization

Response time for service / grievance

Details

1. Service for Maternity & Child welfare (including delivery)
2. Consultation for family Welfare
3. Advise on Family Welfare

Time Schedule

Daily round the clock

Daily round the clock

Daily round the clock

Whom to Contact

Details	Designation	Timings
Initial complaint	Maternity Assistant	24 hours
Second contact	Medical Officer	24 hours
Third contact	Corporation Health Officer	6.00am – 6.00pm At all times during emergency

TOWN PLANNING

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 and the Building permission is granted by the commissioner.

The applicant has to apply for planning permission in the format prescribed along with the building plan prepared in the registered building surveyors and other documents of ownership duly remitting fees. Through online single window portal and self certification.

In respect of projects for the project area, after obtaining the approval of the Local Planning Authority, permission is granted by the Administrative Authority within 30 days for all the acceptable projects.

Under the scheme for regularization of unlicensed plots and plots, arrangements have been made vide Government Order (Finance) No. 78, Housing and Urban Development Department, dated 04.05.2017, and subsequently vide Government Order (Status) No. 71, Housing and Urban Development Department, dated 21.05.2025.

As per G.O.No.18, M.A & W.S Department, Dt: 04.02.2019, Tamil Nadu Integrated Development and Building Rules 2019 are being formulated and implemented in all Municipal Corporations.

As per G.O.(P) No.72, Municipal Administration and Drinking Water Supply (N.N.1) Department, Dated.05.02.2025, Integrated Fees have been fixed for issuing building permission through a single window portal for residential and non-residential constructions not falling under the scope of self-certification.

Under the scheme for regularization of unapproved plots and plots, arrangements have been made as per Government Order (Finance) No. 78, Housing and Urban Development Department, dated 04.05.2017, and its continuation as per Government Order (Status) No. 71, Housing and Urban Development Department, dated 21.05.2025, for regularization of individual plots sold before 20.10.2016.

As per Government Order (Status) No. 94, Municipal Administration and Water Supply (N.N.1) Department dated 18.07.2024, for construction of residential buildings with ground floor (or) ground floor with ground floor up to 3500 sq. ft. on a plot of land up to 2500 sq. ft., the integrated fees to be paid for issuing building permits online (Single Window Portal) based on self-certification have been fixed and building permits are issued.

Permission is granted by the Executive Authority within 30 days to all the admissible plans after getting approval of the Local Planning Authority as for as the plans for scheme area is concerned.

1% amount of the estimated cost of the approved plans is remitted to the Concerned Local Body from the applicants and remitted to the in favour of “Manual Workers General Welfare Fund of the Tamil Nadu Construction Workers Welfare Board, Chennai, From the concerned local body through cheque in every month.

Functions / Services

Granting permission for construction or alteration of building

Lay out / sub division plan approval

Action against unauthorized constructions in violation of building rules and encroachments

Preparation of master plan and other development plans and their enforcement

Response Time for Service / Grievance Redressal

S. No.	Details	Time Schedule
I. Approval of Building Plan and issue of Building Licence:		
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	Every Tuesday and Friday
4	Suggestions to the applicant for	-do-

	rectification of defects	
5	After rectification of defects, issue of notice / chalan for remittance of fees for building license	Within a week
6	Issue of Building Licence	30 days

II. Renewal of Building Licenses.

1	Application for renewal of building license	At Information Centre-at once
2	Renewal of building license	7 days
3	Plot sub division approval	15 days
4	Layout approval	15 days
5	License to Licensed surveyors	7 days
6	Demolition of unauthorized construction on public property	15 days
7	Demolition of dangerous structures	48 hours
8	Removal of encroachment in Roads and municipal properties	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	Timings
Initial complaint	'E' Seva Maiyyam	6.00am – 10.00pm
Second contact	Town Planning Officer	10.00am – 6.00pm
Third contact	Commissioner	10.00am – 6.00pm

OTHER BASIC AMENITIES

ROADS, STREET LIGHTS

I. ROADS:

The Municipal Engineer and his team of officers are entrusted with the responsibility of maintaining roads belonging to Municipality within the Municipal limit.

The roads and street lights maintained by this municipality are as follows:

The total length of roads is 180.530 kms as detailed below.

1. Cement concrete pavement	–	21.169 kms
2. Water Bound Mecadam	–	4.848 kms
3. Earthen road	–	17.797 kms
4. Paver Block	–	12.162 kms
5. B.T. Road	–	130.554 kms
		=====
Total	–	186.530 kms
		=====
Sewerage Drainage	–	112.92 kms
Culvert	–	1087 No's

II. STREET LIGHTS :

20W LED	=	4199
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40W LED	=	313
70W LED	=	378
120W LED	=	130
HIGH MAST 200W	=	112
MINIMAST 200W	=	18
TOTAL	=	5150

Functions / services

Construction and maintenance of roads, culverts, bridges, storm water drains.

Repairs to potholes and bad patches

Resurfacing the roads

Widening and improvement of existing roads

Repairs and maintenance of foot paths

Maintenance of street furniture including street lights

Provision of parking facilities

Permitting display of advertisements

Maintenance of traffic islands

Maintenance of side drains, avenue trees,

Flood control measures to reduce damage

Response time for service / Grievance redressal

S.No	Details	Time Schedule
I. Roads :		
1	Restoration of damages caused to roads due to natural calamities	3 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	3 days

6	Removal of debris and construction materials on road sides by the owner of the building	1 week
7	If not removed by the owner, removal by Municipality on collection of expenses	1 Week
8	Removal of water stagnation	24 Hours
9(1)	Removal of drain blockage Emergency	24 Hours
9(2)	Normal	3 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	Timings
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Initial complaint	City Engineer	6.00am – 10.00pm
Second contact	Assistant Engineer	10.00am – 6.00pm
Third contact	Commissioner	10.00am – 6.00pm

REVENUE RESOURCES

Tax:

Property Tax is a major revenue source for the Municipality. There are 35583 (No) property Tax assessments and the annual demand is Rs.934.18 Lakhs.

2 Revenue Inspectors and 9 Revenue Assistants are engaged in collection of tax and non-tax items and for levy of tax to the newly constructed buildings. 2 computer collection centres have been installed in the town in the following places enabling the tax payers to remit the tax dues at the nearest collection centre.

- 1) Municipal office complex
- 2) Kallukatti water tank complex

Assessment of tax to new buildings:

The area of the town has been classified into 4 zones for the purpose of assessment of tax. The rate fixed for each zone is as follows:

Zone	Classified areas	Rate of tax (per Sq.ft) (Rs.)
D	Slum areas	0.60
C	Improved slum areas	0.90
B	Surroundings of town	1.30
A	Upgraded areas and developed areas of the town	1.60

Functions / Services

Determining rate of Tax and dividing Zones for the purpose

Assessment of Tax on all new constructions and additional tax for additional constructions ensuring filling up of Self Assessment Returns by owners

Collection of Tax

Transfer of Title to properties

Response time for service / Grievance redressal

S.No	Details	Time Schedule
A) Assessment of Property Tax :		
1	Information regarding the assessment of Property Tax	At E” Seva Maiyyam on the spot
2	Issue of acknowledgement for self assessment return	At E” Seva Maiyyam on the spot
3	Application for inclusion in the assessment register	At E” Seva Maiyyam on the spot
4	Assessment Order for new and improvement to the existing Building	30 days
B) Name Transfer:		
1	Issue of form / acknowledgment	At E” Seva Maiyyam – on the spot
2	Issue of Orders	15 days
(a) &(b) Issue of Certified Copies:		
1	Receipt of Forms and issue of acknowledgment	On the spot at E” Seva Maiyyam At E” Seva Maiyyam
2	Receipt of fees	on the spot
3	Issue of copies	7 days
c)	Settling tax complaints	7 days
d)	Vacancy remission	15 days

Citizens Co-operation 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	Timings
Initial complaint	'E' Seva Maiyyam	6.00am – 10.00pm
Second contact	Revenue Inspectors	3.00am – 6.00pm
Third contact (if deficiency persists)	Commissioner	3.00pm – 6.00pm

For profession 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

OTHER SERVICES

SWARNA JAYANTHI SAHARI ROZGAR YOJANA

The objectives of the scheme, implemented by the Municipality are :

1. Providing self-employment opportunity to the people living below poverty line
2. Providing financial assistance for the economical development of women and children Groups in urban areas below poverty line
3. Imparting training to those who are selected and interested in self-employment
4. Engaging the public living below poverty line for the works taken in urban areas under Wage Employment programme.

The people below poverty line may submit applications to the Municipality and the applications shall be scrutinized with reference to the list of people below poverty line and the eligible persons shall be recommended for financial assistance by banks.

Response Time for Service / Grievance redressal.

S. No.	Details	Time schedule
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1	Receipt of application form	In the 'E' Seva Maiyyam – on the spot
2	Submission of application	In the E" Seva Maiyyam – on the spot
3	Recommendation to banks for assistance under the scheme	30 days
4	Imparting training to eligible candidates	7 days from the receipt of orders from the Competent Authority.

Whom to contact for service deficiency

Details	Designation	Timings
Initial complaint	'E' Seva Maiyyam / Community Organiser	6.00am – 10.00pm
Second contact	Health Officer / Sanitary Inspector	10.00am – 6.00pm
Third contact	Commissioner	10.00am – 6.00pm

RAIN WATER HARVESTING

Rain water Harvesting

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 / Bore wells

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

- a) Collecting through well
- b) Collecting through bore well

To harvest Rain water in open space

- a) Percolation / Recharge pit
- b) Percolation / Recharge pit with bore
- c) Recharge trench
- d) 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 polyphone 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

Details	Designation	Timings
For Demonstration	Municipal Engineer / Assistant Engineer	10.00am – 6.00pm
For Installation	Municipal Engineer / Assistant Engineer	10.00am – 6.00pm

E-Governance

In this Municipality data relating to Property tax, Water charges, Professional tax, Non-tax and Miscellaneous collection items have been computerized.

Property tax, Water Charges, Professional Tax and Non-Tax and items are collected through 4 Computerised Service Centres.

Computerised Service Centres are functioning on all working days from 10.00 A.M. to 5.00 P.M. so as to enable the public to remit the tax directly in the Municipality.

1. Municipal office building
2. Kallukatti water tank complex

Public can ascertain the details of Property tax dues etc., from the Computerised Service Centers during the working hours.

Birth & Death certificates are issued through computer service centres

Web site :

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 'E' Seva Maiyyam

S.No	Details	Application fee
1	Application for Water Supply HSC	Rs.1/-
2	Application for Underground Drainage Connection	—

3	Application for approval of Building Plan	Rs.20/-
4	1) Application for trade licence	Rs.2/-
	2) Application for licence under prevention of Food Adulteration Act	Re.2/-
5	1) Application for Birth Certificate	Re.1/-
	2) Application for Death Certificate	Re.1/-
6	Property tax self assessment return – name transfer application	Rs.2/-
7	Application for assessment of Property tax	Rs.2/-
8	Property Tax appeal form	—
9	Other forms	—

OTHER INSTITUTIONS AND SERVICE

S.No.	Type of Institution	Nature of service
1	Library / Local Authority	News papers, Magazines Books – Free service
2	Municipal Reading Room, Senjai.	News papers & Magazines
3	Municipal Reading Room, Lakshmipura Agraharam.	-do-
4	Municipal Reading Room, Railway Road	-do-
5	Municipal Reading Room, Kandanoor Road	-do-
6	Municipal Reading Room, Muthupattinam Ist Street	-do-
7	Municipal Reading Room, Kalanivasal	-do-
8	Municipal Reading Room, South Street	-do-
9	Municipal Reading Room, Chockalingam Health Institute.	-do-

Phone No.0452-2539821

0452-2521154

Commissioner of Municipal Administration, Chennai.5

Phone No. 044-28513259

For Emergencies on Service Deficiencies, Contact :

- 238201 – City Municipal Corporation, Karaikudi.
238133 -- City Municipal Corporation, Karaikudi.
237050 -- City Municipal Corporation, Karaikudi
234630 -- City Municipal Corporation, Karaikudi

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9/6/25
Commissioner
Karaikudi City Municipal Corporation

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