

MANAPPARAI MUNICIPALITY

CITIZEN'S CHARTER

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MANAPPARAI MUNICIPALITY

CITIZENS' CHARTER

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.

FOREWORD BY CHAIRPERSON

The Municipal Council of Manapparai has adopted this second edition of citizen charter in its resolution no 525 dated .27.10.2004. with renewed commitment to provide efficient and prompt civic services to the citizens and with the fond hope that on their part, the citizens would respond and reciprocate in a positive way.

We consider this as a charter of responsibilities for us in the Municipality, both elected representatives and officials, to make a sound and responsive administration to make the town clean, green and most livable for the citizens.

The first edition of the citizen charter was only to give specific information to the people of this town on ensuring quick response to their needs and redressal of certain grievances. Now, we are introducing on line complaint system for certain services and a three - step normal complaint redressal system for all other services to ensure quick and efficient redressal of grievances in a time bound manner.

Combined Cauvery Water Scheme

Effective implementation an e-Governance

Tree Plantation

Solid Waste Management etc

The Manapparai Municipality has done to improve the civic services and introduce innovative practices for the benefit of the citizens in the recent years.

We shall acknowledge on the spot all complaints, returns, declarations, applications, intimations and all communications from the citizen.

We invite citizens to use this charter to ensure better standards of service and bring to the notice of the concerned authorities, as listed, any failure or non-compliance of citizens charter.

We invite greater participation, support and assistance from the citizens, which we value most.

We strive each day to improve the quality of life of our citizens.

CITIZENS' CHARTER

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.

CITIZENS' CHARTER

ABOUT US

The Municipality was constituted in the year 1966 from Town panchayat and was subsequently upgraded as 1st Grade Municipality from 22.5.98. It has a population of 41510 (2011 census) and an extent of 20.85 Sq. Km., The town is divided into 27 wards.

The Municipal Council comprising of 27 ward councilor's is headed by Chairperson, who is elected by voters of the town. The councilor's elect a Vice-Chairperson among them.

The executive wing is headed by a commissioner and he is assisted by a team of officials like, Municipal Engineer, Manager, Sanitary Officer, Town Planning Inspector, Revenue Inspector and other officers.

Recent BPL Survey shows that about 44.7 % of people in Manapparai Municipality is living in Below Poverty Line. Weekly cattle shandy Agriculture and its related products are the main trades of the city.

The Municipality provides the following major services

- 1) Water Supply
- 2) Solid Waste Management
- 3) Roads
- 4) Drains
- 5) Street Lights
- 6) Public Conveniences
- 7) E-Governance
- 8) Noon meal schemes

The Municipality also enforces and regulates the following activities.

- 1) Tax administrations.
- 2) Planning and Building permission
- 3) Trade and other licenses
- 4) 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

The Municipal Engineer and his team of Engineers and Staff are responsible for protected drinking water supply in the town. For a population of the town requires a daily quantity of 3.655 mld. On an average, the per capita supply is maintained at 73 lpcd

A Comprehensive Cauvery water supply scheme for Manapparai town and 59 way side Villages had been implemented in the year 1995 by the TWAD Board, The pumping stations and pumping mains are maintained by the TWAD Board.

Services / Functions

- * Operation and Maintenance of 9 O.H.T for water supply and distribution of drinking water to house holds and public stand posts
- * Sanctioning new House service connection
- * Conveyance and distribution of water for private and public uses.
- * Computerized 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 Information Centre 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 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 / challan 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>II Complaints / Defects :</u> | 15 days |
| 1. Replacement of defective meter | |
| 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 |
| <u>III. Special Demand</u> | |
| 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 payment of Rs. 250 /- per lorry |

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 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 Redressal of Grievance

| Details | Designation and timings |
|-----------------------|--|
| · Initial complaint : | Public works overseer 2.00 PM to 5.45 PM |
| · Second contact : | Municipal Engineer 2.00 PM to 5.45 PM Phone: 04332 260242 |
| · Third contact : | Commissioner 3.00 P.M to 5.45 PM Phone: 04332 263037 |

HEALTH AND SANITATION

Solid Waste Management

The waste management in the town is entrusted with the Health Section and a team of Sanitary workers. The aim of the Municipality is 100% collection of garbage generated in the town daily and 100% Segregation at source.

There are 27 wards in Manapparai Municipality, in the above 27 Wards we have done segregation of Solid Waste in 21 Wards and door to door collection in 21 wards. We have proposed to privatise SWM primary collection and also proposed to done composting after the completion of SWM MCC/OCC works.

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
- Maintenance and cleaning of public toilets, urinals on a daily basis
- Removal of dead animals
- Fee collection

Response Time for Redressal Of Grievance

Solid 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 2.00 p.m. to 5.00 p.m. at all places |
| 2 | Market and Bus-stand places | From 5.00 p.m. to 10.00 p.m. |
| 3 | Collection and removal of Garbage | Daily |
| 4 | Cleaning of public toilets, urinals | Daily |
| 5 | Complaints regarding non-removal of garbage's | 24 Hours |
| 6 | Removal of dead animals | 24 Hours |
| 7 | Complaints regarding non-sweeping of roads | 24 Hours |
| 8 | Complaints regarding removal of debris | 2 days from intimation |
| 9 | 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 and timings

- Initial complaint: Sanitary Inspector 2.00 PM to 5.45 PM
- Second contact : Sanitary Officer 2.00 PM to 5.45 PM Phone: 04332 260242

· Third contact : Commissioner 3.00 P.M to 5.45 PM Phone: 04332 263037

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 following officers are entrusted with the responsibility of registration in this Municipality:-

1 . Sanitary Inspector

Below one year Records

2. Commissioner

For More than one Year records Custodian of Records by The Commissioner and Chief Registrar for the town Manapparai Municipality.

Application Cost Rs. 20/-

Name Registration Rs.200/-

First Copy of Birth/ Death Certificate Rs. 200/-

Additional copy of Birth / Death Certificate Rs.200 /-

Service / Functions

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

Response Time For Services / Grievances

| sl.no | Details | Rate of fees (Fill up this column for all items) | Time Schedule |
|-----------|--|--|---------------|
| | <u>Registration of Birth From the Date of Birth</u> | | |
| 1 | Within 21 days | NIL | At once |
| 2. | From 22 days upto 30 days | Rs.100/- | At once |
| 3. | From 30 days upto 1 year | Rs.200/- | 7 days |
| 4 | . More than 1 year (with court order) | Rs.500/- | 7 days |
| I. | <u>Registration of Child's Name in the Birth Register</u> | | |
| 1 | From the date of Birth upto 1 year | NIL | 3 days |
| 2. | More than 1 year | Rs.200/- | 7 days |

| | | | |
|------------|--|----------|-----------|
| II. | <u>Registration of Death From the date of death</u> | | |
| 1. | Within 7 days | NIL | At once |
| 2. | From 7 days upto 30 days | Rs.100/- | At once |
| 3. | From 30 days upto one year | Rs.200/- | 7 days |
| 4. | More than 1 year (with Court Order) | Rs.500/- | 7 days |
| III | <u>Birth / Death Certificates</u> | | |
| | Remittance of fees for First copy | Rs.200/- | immediate |
| | Additional copy / each additional copy | Rs.200/- | immediate |

From 1993 onwards all birth and death records are available in the Computer. Action will be taken to Online the instant issue of Birth/Death Certificates on demand and verification of records through internet soon

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.

Whom To Contact For Deficiency Of Service

Details

Designation and timings

First complaint Sanitary Inspector 2.00 pm to 5.45 pm Phone No.04332 260242

Second contact Sanitary Officer 3.00 P.M to 5.45 PM Phone: 04332 260242

Third contact Commissioner, Manapparai Municipality, Phone: 04332 263037.

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

OTHER TRADES LICENSING

These are normally called "Dangerous and offensive Trades" The Municipality regulates and issues licenses for using any premises within the town for running trades and installation of machinery's therefor. The responsibility for regulation and issue of license is entrusted with the following officials of the Municipality.

- 1 Sanitary Inspector Division - 1
- 2 Sanitary Inspector Division - 2
- 3 Sanitary Officer
- 4 Commissioner Manapparai Municipality.

Functions / Services

- Notify the 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 | Time Schedule |
|---|---|
| 1. Issue of Application Form | At Information Centre on all working days on the spot |
| 2. Receipt of application with fees | At Information Centre on all working days on the spot |
| 3. Intimation to the applicant regarding defects, if any noticed in the application | Within a week |
| 4. After rectification of defects, issue of | Within 30 days from the receipt of |

| | |
|--|--------------|
| notice / chalan for remittance of fees | application |
| 5. Issue of License | 45 days |
| 6. Belated remittance of fees | 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 45 days |

Citizens Cooperation Solicited

- Avoid unauthorised running of trades or machineries without license
- Adhere to the license conditions scrupulously
- Obtain licence / renewal of licence 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 and timings |
|-------------------|---|
| Initial complaint | Sanitary Inspector 2.00 PM to 5.45 PM Phone: 04332 260242 |
| Second contact | Sanitary Officer 3.00 P.M to 5.45 PM Phone: 04332 260242 |
| Third contact | Commissioner 3.00 P.M to 5.45 PM Phone: 04332 263037 |

IMMUNISATION

This Municipality is playing an active role in immunization according to schedule and in nation wile special drives for immunization. The Commissioner of the Municipality and his team of Public Health staff are entrusted with the responsibility for immunization programs.

Polio Camps are conducted as per the Government announcements Regular Camps at School for children's health care are conducted by the Municipality at frequent interval.

FUNCTIONS / SERVICE

- Regular immunization at Government Hospital
- Special nation-wide programmes on immunization

- Creating awareness among people for timely immunization

Response Time For Service / Grievance

| Details | Time schedule |
|----------------------------------|---------------------------------------|
| Vaccination to public | : Government Hospital |
| Vaccination for specific disease | : At once, at the Government Hospital |
| Polio Vaccination | : Every . year two times. |
| Anti - filaria | : Once in a year through tablets |
| Certificate of Vaccination | : Two days |

How Can the Citizens Help

- Adhere to immunization schedule for your children
- Contact municipal authorities in case of any out break of dangerous diseases

Whom To Contact for Service / Grievance Redressal

| Details | Designation with timings |
|-------------------|---|
| Initial Complaint | Sanitary Inspector 2.00 PM to 5.45 PM Phone: 04332 260242 |
| Second contact | Sanitary Officer 3.00 P.M to 5.45 PM Phone: 04332 260242 |
| Third contact | Commissioner 3.00 P.M to 5.45 PM Phone: 04332 263037 |

DISPENSARIES AND MATERNITY HOMES

There are no Dispensaries and no Maternity Homes in this Municipality.

TOWN PLANNING

The Town Planning Inspector 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.

Functions / Services

- Granting permission for construction or alteration of building
- Lay out / sub division plan approval

- Action against unauthorised constructions, violation and encroachments
- Preparation of master plan and other development plans and their enforcement

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 Rs.100/- |
| 2 | Issue of acknowledgement | At the information centre-at once |
| 3 | Intimation to the applicant on rectification of defects noticed in the application | Within a week |
| 4 | Suggestions to the applicant for rectification of defects | Within a week |
| 5 | After rectification of defects, issue of notice / chalan for remittance of fees for building license | Within a week |
| 6 | <u>Issue of Building Licence</u> Application for renewal of building licence | At Information Centre-at once |
| 7 | Renewal of building licence | 7 days |
| 8 | Plot sub division approval | NIL |
| 9 | Layout approval | 30 days |
| 10 | License to Licensed surveyors | 30 days |
| 12 | Demolition of unauthorized construction on public property | 15 days |
| 11 | Demolition of dangerous structures | 30 days |
| 12 | Removal of encroachment in Roads and municipal properties | 15 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: Town Planning Inspector 2.00 P.M. to 5.45 P.M. Phone No.04332 - 260242

Second Contact : Commissioner 3.00 P.M. to 5.45. P.M Phone No. 04332 - 263037

OTHER BASIC AMENITIES

ROADS, STREET LIGHTS

Roads

The Municipal Engineer and his team of officers are entrusted with the responsibility of maintaining roads belonging to Municipality within the Municipal limit. Manapparai Municipality maintains 53.83 Kms length of road of various types.

Details of Roads 2003.

| Sl.No. | Category | Km.s |
|--------|------------------|------------------|
| 1 | B.T. surface | 38.90 kms |
| 2 | Concrete surface | 11.85 kms |
| 3 | WBM. surface | 1.08 kms |
| 4 | Earthen Road | 16.90 kms |
| | Total | 68.73 kms |

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 including street lights

- Maintenance of side drains, avenue trees,
- Flood control measures to reduce damage
- Tree planting

Response time for service / Grievance redressal

| Sl. No. | Details | Time Schedule |
|---------|---|---------------|
| 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 | Replacing of missing manhole lids on the drains | 3 days |
| 6 | Removal of debris and construction materials on road sides by the owner of the building | 1 week |
| 7 | Removal of encroachments causing hindrance to traffic | 1 Week |
| 8 | If not removed by the owner, removal by Municipality on collection of expenses | 1 Week |
| 9 | Removal of water stagnation | 24 Hours |
| 10 | Removal of drain blockage Emergency | 24 Hours |
| | 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 |

Total No.of Street Light

| sl.no | Details | Total No.of Street Light |
|-------|------------------|--------------------------|
| 1 | Sodium Vapour | 217 |
| 2 | LED | 1809 |
| 3 | High mast lights | 2 (Each 6 Bulbs) |

The street facility is being extended periodically to the extension area.

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 stagnation, 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 | Public Works overseer 2.00 pm to 5.45 pm phone No. 04332 260242 |
| Second Contact | Municipal Engineer 2.00 pm to 5.45 pm Phone No. 04332 260242 |
| Third Contact | Commissioner 3.00 pm to 5.45 pm Phone 04332 263037 |

REVENUE RESOURCES

Property Tax

Property Tax is a major revenue source for the Municipality. There are 10134 (Nos) property Tax assessments and the annual demand is Rs. 66.37 lakhs

In our Municipality Revenue Inspector is responsible for collection of all tax and non tax, assessment of taxes to newly constructed buildings and additional constructions within the Municipality area.

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

| 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 | 30 days |
| b) | <u>Name Transfer</u> | |
| | Issue of form / acknowledgment | At information Centre on the spot fee Rs.10/- |
| | Issue of Orders | 7 days |
| (a) & (b) | <u>Issue of Certified Copies</u> | |
| 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: Revenue Inspector 2.00 pm to 5.45 Pm phone No. 04332 260242

Second Contact: Manager 10. 00 am to 5.45 pm Phone No. 04332-260242

Third Contact: Commissioner 3.00 pm to 5.45 pm Phone 04332 263037

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 programs.

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.

| Sl. No. | Details | Time schedule |
|---------|---|--|
| 1 | Receipt of application form | In the information counter - on the spot |
| 2 | Submission of application | In the information counter - on the spot |
| 3 | Recommendation to banks for assistance under the scheme | 30 days |
| 4 | Imparting training to eligible candidates | 60 Days |

Whom to contact for service deficiency

Details Designation and timings

First Complaint T.P.I. /Nodal Officer 2.00 pm to 5.45 pm phone no. 04332 260242

Second Contact Commissioner 3.00 pm to 5.45 pm phone No.04332 263037.

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 / 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

- 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 and timings

For Demonstration Municipal Engineer 3.00 p.m to 5.45 pm phone No. 04332 260242

For Installation Public work overseer 2.00 pm to 5.45 pm phone No. 04332 260242

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 Computer Facilitation Counter and Citizen portal <https://tnurbanepay.tn.gov.in/>
- Computer Facilitation Counter are functioning on all working days from 10.00 A.M. to 5.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 Computer Facilitation Counter during the working hours.
- Birth & Death certificates are issued through Computer Facilitation Counter and public can download via citizen portal also.
- D & O Building License complaint system.

Computerised bill are issued to All tax and non tax collections in the Computer facilitation counter .

- Public can get general information of the Municipality through phone - 260242.
- Public can have the details of all activities of Municipality through the E-mail commr.manapparai@tn.gov.in

Details of various applications / forms issued at Information Centre

| Sl. No | Details | Application fee |
|--------|--|-----------------|
| 1 | Application for Water Supply HSC | Rs.50/- |
| 2 | Application for approval of Building Plan | Rs.100/- |
| 3 | 1) Application for trade licenses | Rs.5/- |
| | 2) Application for license under prevention of Food Adulteration Act | Rs. 5/- |

| | | |
|---|---|---------|
| 4 | 1) Application for Birth Certificate | Rs.5/- |
| | 2) Application for Death Certificate | Rs.5/- |
| 5 | Property tax self assessment return - name transfer application | Rs.10/- |
| 6 | Application for assessment of Property tax | Rs.10/- |
| 7 | Property Tax appeal form | NIL |
| 8 | Other forms | NIL |

OTHER INSTITUTIONS AND SERVICE

| Sl. No | Type of Institution | Nature of service |
|--------|---------------------|---|
| 1 | Library / Room | News papers, Magazines Books - Free service |
| 2 | Sevai Maiyam | Information Center |

Telephone nos. of key officials of the Municipality

| Sl. No. | Designation | Telephone Number | |
|---------|------------------------|------------------|-----------|
| | | Office | Residence |
| 1 | Municipal Commissioner | 263037 | |
| 2 | Municipal Engineer | 260242 | |
| 3 | Manager | 260242 | |
| 4 | Sanitary Inspector | 260242 | |
| 5 | Revenue Inspector | 260242 | |
| 6 | Building Inspector | 260242 | |

In case of persistent defaults, please contact

Regional Director of Municipal Administration, Phone No. (04362) 270346

Commissioner of Municipal Administration, Chennai - 5 Phone No. (044) 28410363

FOR EMERGENCIES ON SERVICE DEFICIENCIES, CONTACT

Municipal Office

Madurai Road, Manapparai

Tamil Nadu Pin - 621 306

Phone 04332 260242

E-mail: commr.manapparai@tn.gov.in