

Citizen Charter

CITIZEN CHARTER		
Sl.No.	Subject	
1	Introduction	
2	Aims of the Charter	<p>The Citizen Chart is a commitment to achieve a star system in the Administration.</p> <ul style="list-style-type: none"> • Simple • Transparent • Accountable • Responsive <p>Providing all important information about this Municipality and Service Rendered to Public.</p>
3	For Efficient Administration	<p>The main aim of the administration of the Civic Body is fulfilling the needs of the citizens with the co-operation of the public. The Administration should be simple hassle free and efficient while ensuring accountability and transparency.</p>
4	Stipulating limits for prompt discharge of duties	<p>In this Municipal Administration Four sections are Working under the Commissioner.</p> <ul style="list-style-type: none"> • General Section • Engineering Section • Town Planning Section • Public Health Section <p>1. In General Section Manager to manage the all Office Indoor Works and Administration.</p> <p>2. In Engineering Section Municipal Engineer execute the all civil works, Water Supply works, Street Light and Scheme works. In the Section Overseer Supervise the all works. All Engineering Section Staffs are under the Control of Municipal Engineer.</p> <p>3. In Town Planning Section Town Planning Inspector is the Officer of City Town Planning.</p>

		<p>4. In Public Health Section Sanitary Officer is the head of the Department. The Sanitary Officer is the over all in-charge of the Health section. He looks after the prevention of food adulteration, conservancy work, sweeping streets, maintenance of drainage, controlling of epidemic diseases, ensuring of license to D&O trades, birth and death registration, issuing certificate to birth and death registration. The Sanitary Supervisor, Sanitary Inspector and Sanitary workers are assisting the Sanitary Officer.</p>
5	House Service Connection	<p>We have supplied protected water through 5813 Nos. of House Service Connection. The average discharge of water is maintained minimum 5 LPM Constantly with equitable distribution protected water has been supplied daily through House service connection. Total quantity supplied per day 3.34 LPCD</p>
6	Special Requests	<p>We have maintained the Special case requests register to take immediate action on the day itself.</p>
7	Complaints/Grievances	<p>Complaints/Grievances Register maintained to take immediate necessary actions on the day itself.</p>
8	Rectification of Defects	<p>On receipt of petitions the nature of complains is traced out immediately and the complains rectified on the day itself.</p>
9	Septic Tank Clearance	<p>One Sullage Tanker Lorry is maintained to clear all public toilets. For private Houses the Lorry is utilized for cleaning septic tanks at the rate of Rs.150/- trip.</p>
10	Maintenance of Roads and Pavements	<p>Municipality have maintained 67.633 Km of Road. i) B.T Road - 52.270 Km ii) C.C. Road - 11.781 km iii) Earthen road - 3.582 km</p>
11	Street Lights	<p>Maintenance and Operation of Street Lights of this Town has been privatized. <u>Status as on 18 December-2012</u></p>

		<ul style="list-style-type: none"> • Total No. of Street Light 1530 Nos. • 40 W Tube light 1237 • 250 W SV Lamps 30 • 150 W SV Lamps 179 • T5 Fittings 83 • Highmast Light 1
12	Licenses under Public Health Act	Every one to run the business have to apply for license . The application form is available at the information centre. On receipt of application the Sanitary Inspector inspected the spot and recomended for issuing licenses The license is issued within 30 days from the date of receipt of the application.
13	Renewal of Licenses	D & O Licenses fees collected as per The Council Resolution No.252 dt.21.11.2008 D& O Licenses have to be renewed every year. Renewal of licenses is ordered within 30 days from the date of receipt of application.
14	Public Health and Solid Waste Management	
SathyamangalamTown generates around 16 tonnes of waste every day at a rate of 350 grams per capita per day. Door to Door Collection of Garbage is being done through Sanitary Worker the entire Town. The Garbage collected is stored at 10 points. The stored Garbage is being transported to the compost yard through 2 Dumper Placer Lorry and One Tractor daily without any omission.		
15	Birth and Death Certificates	After collecting necessary fees Birth and Death Certificates are issued with in 3 Days.
16	Issue of Certificates in respect of cases already registered.	After Collecting Rs.5/- for each certificate, the certificate is issued with in 3 Days. Per additional copy Rs.5/- is being collected.
17	Grant of Building License.	Submission Plan with Document. The Plan so submitted will be inspected and scrutinized and the license issued with in the 30 Days.
18	Permission of Advertisement Boards and Hoarding.	The Collector is approving advertisement board. The fees have been also collected by the Collector.

19	Property Tax	<p>The major income of this Municipality is from Property Tax. Total – 9985 Assessed Buildings. Total Demand of Property Tax is Rs.126.22 Lakhs.</p> <p>As per the Government Order town is bifurcated in to four Zone for assessing the Tax. Necessary application issued in the information centre to assess the tax. After receipt of application the Building is Assessed with in 30 days.</p>
20	Transfer of Titles	<p>The name transfer titles application issued in the information centre of this Municipality. On receipt of application necessary Orders have been issued with in 15 days .</p>
21	General	<p>It is a First Grade Municipality. Manager is the head of Administration next to Commissioner in the branch of General Administration, and he is responsible for general supervision of office. All establishment matters are dealt with in the General Section.</p>
22	Help us to serve better	<p>In this Municipality Funds position is Poor. It gets funds from the Government to provide all basic Amenities to the public like Water supply, Street light etc. Public should help us by remitting the tax due in time to serve better to the public.</p>