

PROCEDURE FOR AVAILING VARIOUS SERVICES, OBTAINING LICENCES FROM THE MUNICIPALITY INCLUDING THE FEES IF ANY, TO BE REMITTED

i) 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) Information 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
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	7 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	One day prior the function

ii) SEWERAGE CONNECTION

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 km.

iii) ASSESSMENT OF TAX

Property Tax

1. Property tax is major revenue source for the Municipality. There are 13718 numbers property tax assessments.
2. Demand notice for property tax and Profession tax served to assessee for every half year. Tax should be paid within fifteen days after receipt of demand notice at computerized collection center. All the tax items collection made by the six Revenue Assistants under the supervision of the Revenue inspector.
3. Property tax is assessing @ 16.667% of building value.
4. professional tax is assessing as per new professional tax rules and follows :

FUNCTIONS AND SERVICES

1. Property tax is assessing in this Municipality dividing into following Three Zones and basic value.

BASIC VALUE PER Sq.ft.

Zone	Residential	Commercial	Industries
A	1.20	3.60	-
B	0.90	2.70	-
C	0.70	2.10	-

As per basic value of the above property tax is assessing in concerned working sheet.

2. 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.
3. 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.
4. 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

S.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 new and improvement to the existing Building	15 days
b)	Name Transfer	
	Issue of form / acknowledgement	Spot
	Issue of Orders	15 days
a) & b)	Issue of Certified Copies	
1.	Receipt of Forms and issue of acknowledgement	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

iv) PAYMENT OF TAX, FEES

- i) Taxes : All Taxes can be paid through the Facilitation Counter in the Municipal Office. The Tax can be paid either by cash or Demand draft drawn in favour of the Commissioner, Tirupattur Municipality payable at Tirupattur.
- ii) Fees : Tirupattur Municipality collects fees for various services rendered by the Municipality. The fees (rates) presently levied by the Municipality shown in the citizen charter.

These fees can be remitted at the office counter.

v) ALL THE LICENCES INCLUDING TRADE, BUILDING LICENCES

OTHER TRADERS LICENSING

The Traders to get the License from the Municipality for running the “Dangerous and Offensive Traders”.

The Sanitary Inspector, Sanitary officer and Commissioner of Municipality is responsible for issue the license.

Function

- i) To inspect each and every trade to fix license fee and also Issue the License.
- ii) Every trade verified thoroughly and then Issue the license (or) renewed the license
- iii) Strictly instructed the Traders to avoid inconvenient to the Public when running the trades.
- iv) To collect the belated from the Trades which are not remitted the Fixed rate of license fee.

TOWN PLANNING – BUILDING LICENCE**Functions / Services**

1. The permission is given by the Local Planning Authority for the new building construction, alterations, Roof conversion, additional constructions.
2. After obtaining the prior approval of Deputy of Town and Country Planning Vellore / Director of Town and Country planning Chennai. The permission is given by the Local Planning Authority for this item of layouts and sites.