

## CITIZEN'S CHARTER

**Published vide memo No. 4E-2005/37729-970, dated 2.9.2005**

Directorate of Urban Development Haryana with its Headquarter at Chandigarh is responsible to monitor the working of all 24 Municipal Councils and 43 Municipal Committees in the State of Haryana namely:-

**Municipal Councils (24)** : Ambala City, Ambala Cantt, Panchkula, Yamunanagar, Jagadhari, Thanesar, Kaithal, Rohtak, Karnal, Panipat, Bahadurgarh, Sonapat, Gurgaon, Palwal, Rewari, Narnaul, Hisar, Jhansi, Fatehabad, Tohana, Narwana, Sirsa, Jind & Bhiwani.

**Municipal Committees (43)** : Naraingarh, Kalka, Pinjore, Shahbad, Pehowa, Ladwa, Cheeka, Kalayat, Pundri, Meham, Kalanaur, Gharaunda, Assandh, Tarauri, Indri, Nilokheri, Samalkha, Jhajjar, Beri, Gannaur, Gohana, Kharkhoda, Sohna, Ferozepur Jhirka, Nuh, Taoru, Haily Mandi, Pataudi, Hodal, Bawal, Mahendergarh,, Barwala, Narnaund, Ratia, Mandi Dabwali, Ellenabad, Rania, Kalanwali, Safidon, Uchana, Charkhi Dadri, Siwani & Bawani Khera.

### **1. Organizational Set-up :**

The Directorate of Urban Development, Haryana is headed by the Director. There are three wings of the Directorate namely Administration, Town Planning and Technical wing. The whole Administration is headed by the Director, who is assisted by the Addl. Director, Deputy Director, Assistant Director and other allied officers. The town planning wing is headed by the Chief Town Planner who is assisted by STP, DTP & ATPs etc. The Technical wing is headed by Superintending Engineer who is assisted by XEN & SDEs. Etc.

### **2. Functions of Directorate:**

The Directorate of Urban Development, Haryana (*old name Director, Local Bodies, Haryana*) was established on 1<sup>st</sup> April, 1982 to have better coordination and to control the working of the municipalities in the State *as well as to coordinate between municipalities and the Government. Apart from this Directorate looks after following technical matters:-*

- (i) To approve layout plans of all the Trust Schemes, Schemes on Municipal lands.
- (ii) To give change of land use permission, approval of building plans under Punjab Act, 41 of 1968 by charging scrutiny fee, conversion charges and external development charges.
- (iii) To prepare schemes to secure loans/grants/financial assistance from Union Government under IDSMT Schemes.
- (iv) To prepare project report for solid waste management, strengthening of fire-serves shifting of milk dairies to seek central you assistance.

- (v) To give financial help/loan to municipalities from Haryana Urban Infrastructural *Development Fund* which was constituted under *Haryana Municipal Act, 1973*?

In addition to the above the Directorate looks after the work of appointments, promotions, transfer and pension of all the municipal employees and implementation of various development schemes. The grant/loan received from GOI/State Govt. or any other financial institutions are disbursed to municipalities for specific development works/schemes.

### 3. **Redresser of Grievances:**

The problems and grievances of the general public are redressed at the level of Presidents, Executive Officers, Secretaries and other concerned officers/staff of the respective municipality. The various grievances of municipalities as well as general public are also settled by the concerned Deputy Commissioners. The following officers of the Directorate may also be contacted for redressal of grievances:

- I. Director;
- II. Additional Director;
- III. Deputy Director;
- IV. Superintending Engineer.

The following branches can also be contacted for redresser of grievances :-

- I. Administration Branch;
- II. Establishment Branch;
- III. Budget and Planning Branch;
- IV. Election Branch;
- V. Technical Branch;
- VI. Town Planning Branch;
- VII. Pension Branch;
- VIII. Accounts Branch;
- IX. Fire Branch.

4. Various services provided by the Directorate of Urban Development, Haryana to the municipalities as well as to general man and time schedule for their disposal :-

S. No.	Particular	Time Schedule	Concerned Officers
<b>TOWN PLANNING WING</b>			
1.	C.L.U. Cases, Sale of land cases, Acquisition of land cases, cases of unauthorized construction, Building Plan, Sanction of TP Schemes and I.T. Schemes.	-- 15 – days	Senior Town Planner/ District Town Planner.
2.	Lease of land.	-- 12 –days	-- As above --
3.	Approval of auction for rent of municipal shop, tehbazari cases, complaints, encroachments, approval of yearly lease of agricultural land, and miscellaneous land case.	-- 5 – days	-- As above --
4.	Licence cases	-- 30 – days	-- As above --
5.	Regularization of unauthorized colonies	-- 3 – months	-- As above --
6.	Amendment in the Acts/Rules/Bye-laws related to town planning cell.	-- 6-- Months	-- As above --
7.	Cases of Towers, matter of URIF and Miscellaneous	-- 10 – days	-- As above --

<b>TECHNICAL WING</b>			
1.	Clearance and onward submission of projects received from different municipal committees under scheme IDSMT, NSDP, VAMBAY, EIUS, etc., Disposal of application regarding sanitation works of MCs and Sanctioning of administrative and technical approval of estimates of various development works with the competency of Director level.	-- 7 – days	Superintending Engineer/ Executive Engineer/ Sub Divisional Engineers.
2.	Auctioning of administrative and technical approval of estimates of various development works with the competency of Government Level, Cases regarding the installation of Statues, Formation of new projects to avail various grants of State and Centre Government and Review of various schemes.	-- 15 days --	-- As above --
3.	Cases regarding privatization of services, Cases regarding maintenance and erection of streetlights and traffic lights and Consolidating the information received from various municipalities for onward submission to the quarter concerned.	-- 5 days --	-- As above --
4.	Disposal of application of complaints and any other PUC	-- 3 days --	-- As above --

<b>ESTABLISHMENT BRANCH</b>
-----------------------------

1. Establishment/complaints/enquiries of State level employees i.e. Executive Officers, Secretaries, Municipal Engineers, Junior Engineers, Chief Sanitary Inspectors, Accountants and Superintendents.	i) An immediate reference within one day but not later than two working days. ii) An urgent reference within two days but not later than three working days. iii) An ordinary reference within five working days	Deputy Superintendent Establishment.	Director/
2. Appointments of municipal employees under ex-gratia demand of municipal employees and strike matters, various training matters of municipal employees and creation/upgradation of posts for the municipalities.	-- As above --	-- As above --	
3. Amendment in Municipal Service Rules.	-- As above --	-- As above --	
4. Imposition of taxes for the municipalities.	-- As above --	Additional Superintendent Establishment	Director/

<b>ADMINISTRATION BRANCH</b>
------------------------------

1. Establishment of Headquarter as well as District level and Municipal level employees of the municipalities	-- As above --	Deputy Superintendent Administration.	Director/
2. Submission of report of the SC/BC Welfare Committee.	-- As above --	-- As above --	

<b>BUDGET AND PLANNING BRANCH</b>
-----------------------------------

1. Recovery of all type of taxes/fees of municipalities, DCs/SPs meetings, grants, loans, budget sanction for purchase of vehicles, income and expenditure, Audit parts, CAG/PAC report, Utilization Certificates of the municipalities and matter of Finance Commission.	-- As above --	Accounts Superintendent Planning.	Officer/ Budget &
2. Budget, PF Cases, loan matter, medical bills of the Directorate officials and medical bills of municipal employees.	-- As above --	Accounts Superintendent Planning /	Officers/ Budget & Section Officer.

---

<b>PENSION BRANCH</b>			
1) Disposal of pension cases;	15 days	Accounts	Officer
2) Disposal of family pension cases	15 days	(Pension)/Section	Officer
3) Disposal of Revised Pension/ Family pension cases;	15 days		
4) DA on Pension;	2 months		
5) Disposal of court cases;	5 days (As per		
6) Disbursement of Pension.	priority of case) 5 days		

<b>ELECTION WING</b>			
1. Constitution/Abolition/Delimitation of Wards, Extension of limits, complaints of Presidents/Vice Presidents/Councilors' of the municipalities.	i) An immediate reference within one day but not later than two working days. ii) An urgent reference within two days but not later than three working days. iii) An ordinary reference within five working days.	Assistant (Elections)/ (Elections).	Director Superintendent
2. All miscellaneous matter, new Education Policy, various Municipal Bye-laws and registration of Death & Births.	-- As above --	-- As above --	-- As above --

<b>FIRE WING</b>			
Establishment of Fire Staff, maintenance of fire vehicles, fire trainings and NOC for fire safety for the municipalities.	-- As above --	Assistant (Election)/ Fire Officer.	Director

<b>LEGAL CELL</b>			
Matters of Court cases and appeal cases.	-- As above --		Assistant District Attorney.

## 5. MUNICIPAL-LEVEL SERVICES

The President, Officers/Officials & members of Municipal Council/Committee are committed to the development of the town to provide high quality of life for the citizen with the following objectives for the realization of the goals within the framework of the Haryana Municipal Act, 1973 and various bye-laws made thereunder and within the available means of the said municipality :-

1. Transparency in administration and recognition of the rights of the citizens to public information.

2. Accountability of the different functionaries of the Municipal Administration.
3. Administrative efficiency through de-centralization and citizen friendly way of working.
4. Participation of Citizens in the process of development where ever necessary.
5. Speedy and responsive redressal of public grievances through existing channels as well as through proposed charter.
6. Special consideration of the weaker sections of the society such as small children, scheduled castes, backward classes, slum dwellers & women.
7. Review and reforms in the administrative procedures with a view to making them results oriented.
8. Prevention of hap hazards development in the town for provision of land developmental facility to the citizens.

Proclaim this charter of detailed municipal service commitments.

This charter documents the citizen's entitlement to municipal services, quality of service, access to information, participation in decision making process and time bound schedules of service, sanctions and approvals.

The municipal functionaries may arrange public meetings to resolve their grievances every fortnightly under intimation to the Director.

The charter may be widely publicized so that the citizens may approach concerned dealing officer/official for quick redresser of their grievances.

We earnestly seek the cooperation and involvement of citizens in moldings the municipal organization into a purposeful and efficient instrument of democratic governance.

Various services provided by M.C. to its citizens:-

1. Sanitation
2. Construction and Maintenance of roads and drains
3. Street lights.
4. N.O.C.
5. Licenses.
6. Rented Municipal property.
7. Birth and death registration.
8. Permission for *erection and reerection of buildings*.
9. Municipal Taxes.
10. Miscellaneous.

**SANITATION**

<b>Particulars</b>	<b>Work Completion period</b>	<b>Concerning Officers &amp; Office Address</b>
Cleaning roads	Every day	Chief Sanitary Inspector/ Sanitary Inspector of Area
Removal of garbage from Municipal Dusk/Garbage bins/litterbins	Everyday	Chief Sanitary Inspector/ Sanitary Inspector of Area
Removal of Garbage on receipt of complaint	Within 24 hours	Chief Sanitary Inspector/ Sanitary Inspector of Area
Complaints regarding insanitary condition	Within 24 hours	Chief Sanitary Inspector/ Sanitary Inspector of area.
Complaints regarding stray dogs/cattle's	Immediately	Chief Sanitary Inspector/ Sanitary Inspector Area
Complaint regarding dead animals	Immediately	Chief Sanitary Inspector/ Sanitary Inspector Area

**MAINTENANCE OF ROADS/DRAINS/BUILDING**

<b>S. NO.</b>	<b>PARTICULAR</b>	<b>WORK COMPLETION PERIOD</b>	<b>CONCERNING OFFICERS &amp; OFFICE ADDRESS</b>
1.	Temporary filling of pot holes/road cuts	Within 3 days	Area Junior Engineer
2.	Patch Repair	Within 5 days	Area Junior Engineer
3.	Removal of rubbish (Malba) from Public Land by owner)	Notice to owner within 48 hours	Building Inspector of Area
4.	Removal of rubbish (Malba) by M.C. if owner fails to comply.	One week after Notice (cost recovered from owner)	Building Inspector of Area
5.	Removal of encroachment on road/public street a) Temporary b) Permanent	a) Within 2 days b) Within 15 days.	Tehbazari Inspector of Area/Building Inspector of Area
6.	Drain Repairs a) Minor Repair	One week One week	J.E. of the Area J.E. of the Area
7.	M.C. Properties used for commercial purpose a) Minor repairs b) Major repairs	a) Within 7 days b) Within one month	Municipal Engineer Municipal Engineer

**STREET LIGHT**

<b>S.No.</b>	<b>Particular</b>	<b>Work Completion period</b>	<b>Concerning Officer &amp; Office Address</b>
1.	Request for installation of Light in Public Place (New arrangement)	Within one month	Light Inspector/J.E.
2.	Repair of street light	Within 48 hours	Light Inspector/J.E.

**N.O.C.**

<b>Particular</b>	<b>Work Completion period</b>	<b>Concerning Officer &amp; Office Address</b>
NOC for water supply/sewerage connection	Within 3 days	Junior Engineer of the area
NOC for electricity	Within 3 days	Junior Engineer of the area
NOC for registration of sale deeds	Within 15 days	Junior Engineer/Building Inspector of the area.

**LICENCES**

<b>S.NO.</b>	<b>Particular</b>	<b>Work Completion period</b>	<b>Concerning Officer &amp; Address</b>
1.	Supply of Application forms	All working days	Licence Clerk
2.	Acceptance & Acknowledgement of application and receipt of licence fees.	Same day	Licence Inspector
3.	Reporting deficiency in application to the applicant	Within 3 days	Sanitary Inspector
4.	Grant of Licence	Within 7 days after deposit of Licence fees and clearance of deficiencies	Tax Superintendent



### **RENTED MUNICIPAL PROPERTY**

<b>S.No.</b>	<b>Particular</b>	<b>Work Completion period</b>	<b>Concerning Officer &amp; Office Address</b>
1.	Application for reservation of Municipal Halls/grounds/parks for functions	Application along with requisite fees submitted/deposited within 7 days before the function	Rent Inspector/Clerk
2.	Decision of allotment	Within 2 days after receipt of application	Rent Inspector/Clerk
3.	Confirmation of reservation	Within three days from the receipt of application	Rent Inspector/Clerk
4.	In case of cancellation-payment of refund	Within two days from receipt of application	Rent Inspector/Clerk

### **BIRTH AND DEATH REGISTRATION**

<b>S.No.</b>	<b>Particular</b>	<b>Work Completion period</b>	<b>Concerning Officer &amp; Office Address</b>
1	For current cases	Same day	Death & Birth Registration Clerk
2.	Old Cases	Two days	Death & Birth Registration Clerk

### **BUILDING PERMISSION**

<b>S.No.</b>	<b>Particular</b>	<b>Work completion period</b>	<b>Concerning Officer &amp; Office Address</b>
1.	Any enquiry regarding submissions of building plan.	Every working day	Building Inspector/J.E. of the Area.
2.	Submission of Building Plan	Every working day	Building Inspector/J.E. of the Area.
3.	Decision on building plans	Within 60 days	Municipal Engineer/J.E.
4.	Issuance of DPC certificate	Within a week	Municipal Engineer/J.E.
5.	Extension of validity of Building plan	Within 15 days	Municipal Engineer/J.E.
6.	Issue of Completion Certificate	Within 30 days	Municipal Engineer/J.E.
7.	Composition of unauthorized construction, if compoundable a per Bye-laws	Within 30 days	Municipal Engineer/J.E.
8.	Action on complaints regarding un-authorized construction	Immediate	Building Inspector/J.E. of the Area

### MUNICIPAL TAXES

S.No.	Particular	Work Completion period	Concerning Officer & Office Address
1.	Enquiry	Every working day	Concerned Clerk
2.	Correction of bills	Within two days	Inspector of Area
3.	Deposit of Taxes	Every working day	Concerned Clerk
4.	Transfer/addition of property for tax on land and buildings purpose	Within 7 days	Tax Superintendent
5.	Copies relating to tax on land and building	Within two days	Tax Superintendent
6.	Decision of transfer of tenancy of Municipal shops/Khokhas	Within 3 days of complete application as per rules.	Tax Superintendent

### MISCELLANEOUS

S.No.	Particular	Work Completion Period	Concerning Officer & Office Address
1.	Disposal of every type of complaints (Non specific)	Within 3 days	Office Superintendent
2.	Fire Calls	Immediately	Fire Officer
3.	Fire Records as per occurrence book	Within 2 days	Fire Officer
4.	All types of copies other than house tax	Within 3 days	Officer Superintendent
5.	Domicile verification	Same day	Tax Superintendent
6.	Enquiries regarding Municipal library	Same day	Office Superintendent
7.	Request for membership of Municipal Library	Same day	Office Superintendent
8.	Enquiries regarding supply of materials/tender of municipal works	Same day	Secretary