

**o/o The Nagar Panchayat, Suni, District Shimla (HP)-  
171301**

**CITIZEN CHARTER**

**A. (i) Issue of NOC for Water, Sewerage and Electrical Connection:**

(a) Availability of Application From : On Working Days between  
10.00 AM to 1.00 PM

(b) Acceptance of Application : On working days between  
10.00 AM to 3.00 PM

(c) Acknowledgement of application : On the spot dairies

(d) Issue of NOC to the Applicant : Within three days.

**(iii) Complaints.**

(a) Lodging of complaint. : In the Municipal Council's office  
personally

(b) Attending/disposal of : Within 24 Hours.  
complaint.

(c) Mode of payment. : In cash or by cheque .

**C- Taxes.**

**Preamble.**

This charter is an expression of the manner for the proper and reasonable Assessment and collection of Municipal taxes on the lands and building in the Municipal Area.

**General Information:**

(i) Municipal Council/ Nagar Panchayat is charging House tax @ 7.5% of annual rented value of all lands and buildings in the Municipal Area.

(ii) Annual rented value is determined and finalized after service of proposed assessment notice to the individual owners/occupiers.

(iii) Public notice is also given to the assesses before adopting the assessment lists for the Next Year.

(iv) The assesses are at liberty to file an objection with the Municipality against the proposed assessment notice within one Month.

(v) Every objection against assessment or amendment of assessment is heard after affording reasonable opportunities of being heard.

### **Billing.**

- (a) Issue of Bill : Annually
- (b) Deposit of Bill : Within 30 days from the issue date.
- (c) Mode of payment. : In cash or through Demand Draft.

If the amount shown on the Bill is not paid within due date, thereafter 10% surcharge is liable.

### **D Sanitation and Solid Waste Management :**

- (a) Cleaning of roads and public places : Every day.
- (b) Collection and removal of garbage from Municipal rubbish bins. : Every day.
- (d) Removal of stray animals : Within 12 Hours.

### **F. Birth and Death Registration :**

a)	Registration from 1 to 21 days after birth/death	Free	In the Municipal Office
b)	Registration from 21 to 30 days after birth/death	Late fee Rs. 1/-	In the Municipal Office.
c)	Registration from 1 month to 1 year after Birth/death	Rs. 3/- with affidavit	In the Municipal Office.
d)	After One Year	Rs. 5/- with First class Magistrates order on stamp paper of Rs. 3/-	In the Municipal Office.

### **G. Building Plans.**

- (a) Availability of Application Forms : On working day between 11.00A.M to 1 P.M
- (b) Submission of Building Plan : On working day between 11.00AM to 1.00PM.
- (c) Acknowledgements : On the Spot diaries.

**Nagar Panchayat Suni**  
**ROADS/DRAIN /BUILDINGS**

**o/o The Nagar Panchayat, Suni, District Shimla (HP)-**  
**171301**

**CITIZEN CHARTER**

**A) MAINTENANCE**

<b>S. No.</b>	<b>PARTICULAR</b>	<b>Work Completion Period</b>	<b>Concerning Officer &amp; Office Address</b>
1	Temporary filling of pot holes/ road cuts	Within 3 days	Junior Engineer
2	Patch repair	Within 5days	Junior Engineer
3	Removal of rubbish(melba) from public land by owner	Notice to owner within 4 Hours	Junior Engineer
4	Removal of rubbish (melba) by M.C. if owner fails to comply	On e week after Notice (Cost recovered from owner	Junior Engineer
5	Removal of encroachment on road (a) Temporary (b) Permanent	With in 2days , Within 15days	Junior Engineer
6	Drain Repairs (a) Minor repair (b) Major repair	One week , One month	Junior Engineer
7	M.C Properties used for commercial purpose . (a) Minor repair (b) Major repair	With in 7 days, With in one month	Junior Engineer

**B) MUNICIPAL TAXES**

<b>S. No.</b>	<b>PARTICULAR</b>	<b>Work Completion Period</b>	<b>Officer &amp; Office Address</b>
1	Enquiry	Every Working day	Clerk
2	Correction of bills	Every Monday	Clerk
3	Deposit of Tax	Every working day (10.00 AM to 3.00 PM)	Clerk
4	Transfer /addition of property for house tax purpose	Within 15 days	Secretary
5	Decision of transfer of tenancy of Municipal Shops/Khokhas.	With in 7 days of complete application as per rules	Secretary

**C) STREET LIGHT**

<b>S. No.</b>	<b>PARTICULAR</b>	<b>Work Completion Period</b>	<b>Concerning Officer &amp; Office Address</b>
1	Repair and Maintenance of Street Light points	Within 3 days after receipt of complaint	Junior Engineer

#### **D) SANITATION AND PUBLIC HEALTH**

S. No.	PARTICULAR	Work Completion Period	Concerning Officer & Office Address
1	Cleaning Roads	Every day	Junior Engineer
2	Removal of garbage on receipt of complaint	Every day	Junior Engineer
3	Complaint regarding Sanitary conditions	Within 2 days	Junior Engineer
4	Complaint regarding stray dog/ cattle	Within 2 days	Junior Engineer

#### **E) WATER SUPPLY, SEWAGE & ELECTRICAL CONNECTION**

S. No.	PARTICULAR	Work Completion Period	Concerning Office & Office Address
1	N.O.C. for water supply/sewerage	Within 3 days	Junior Engineer
2	N.O.C for Electrical Connection	Within 3 days	Junior Engineer

#### **F) BUILDING PERMISSION**

S. No.	PARTICULAR	Work Completion Period	Concerning Officer & Office Address
1	Every type of enquiry of building plans	Every working day	Junior Engineer
2	Acceptance of Processing fees	Every day	Junior Engineer
3	Result of application regarding building permission	With in 60 days after deposit of application fee	Junior Engineer
4	Extension of building permission	With in 30days	Junior Engineer
5	Issue of Completion Certificate	With in 30 days	Junior Engineer
6	Composition of unauthorized Construction	With in 45 days	Junior Engineer
7	Action on complaints regarding unauthorized construction	With in 3 days	Junior Engineer

#### **G) BIRTH , DEATH & MARRIAGE REGISTRATION**

S. No.	PARTICULAR	Work Completion Period	Concerning Officer & Office Address
1	For Current Cases	Same day	Clerk
2	Old case	Three days	Clerk

## H) RENTED MUNICIPAL PROPERTY

S. No.	PARTICULAR	Work Completion Period	Concerning Officer & Office Address
1	Application for Reservation of Municipal Rest house/Rehan Basera	7 days before function	Secretary
2	Decision of allotment	Within 2 days after receipt of application	Secretary
3	In Case of cancellation payment of refund	With in 3days after receipt of application	Secretary

## I) DOMICILE/CASTE/OTHER CERTIFICATES

S. No.	PARTICULAR	Work Completion Period	Concerning Officer & Office Address
1	Application for verification of residence, Domicile & Caste Certificate	With in 3days after receipt of application	Secretary

## J) LICENSES

S. No.	PARTICULAR	Work Completion Period	Concerning Officer & Office Address
1	Acceptance & Acknowledgement of application for license	Same day	Clerk
2	Reporting deficiency in application to the applicant	With in 7days	Clerk
3	Grant of License	With in 7 days after deposit of prescribed license fees and clearance of deficiencies	Secretary