CITIZEN CHARTER

MUNICIPAL CORPORATION

BARNALA

DEPARTMENT OF LOCAL GOVERNMENT OF PUNJAB

2026-27

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1. Introduction

The Citizen Charter of the Municipal Corporation Barnala aims to empower citizens by ensuring transparent, accountable, responsive and citizen-centric delivery of municipal services. It specifies the standards and time limits for delivery of various services, along with the applicable rules, procedures and responsibilities of citizens and officials. The Charter also provides a mechanism for grievance redressal and seeks to improve the quality and efficiency of municipal services. It is an important step towards promoting transparency, accountability and good governance in the Municipal Corporation Barnala.

2. Citizen Charter

2.1 Vision

To transform Barnala into a resilient, clean, and healthy urban center by establishing sustainable infrastructure, safeguarding environmental health, and empowering the urban poor through self-reliance, inclusive growth, and sustainable socio-economic development.

2.2 Mission

To serve the people of Barnala with **honesty, speed, and care** by building a modern municipal administration where every voice matters. We promise to keep all public work transparent, make civic services fast and accessible through simple citizen counters, and involve local residents in deciding how our city grows. Municipal Council Barnala stands dedicated to listening to your needs, solving your grievances promptly, and giving special care and support to our weaker sections, slum dwellers, and children—working together for a cleaner, stronger, and more thriving Barnala.

2.3 Services Standards

Various services provided to the citizens:-

S. No.	Type of Services	Services details	Timeline (in working days)	Designation of officer responsible for delivery of services
1	**Street Light**	• Complaints regarding Street Light not working	10 Days*	1. Jr. Engineer 2. A.C.E 3 C.E.
2	**Building Regulations**	• Sanction of Building Plan(Residential) • Sanction of Building Plan (Commercial) • Issue of Completion Certificate • Approval of Additional Construction(Residential) • Approval of Additional Construction(Commercial) • Sanction of Change of Land Use • Removal of Permanent Encroachment	30 days* 30 days* 30 days* 30 days* 30 days* 60 days* 60 days*	1. Building Inspector 2. Draftsman 3. A.T.P. 4. M.T.P 5. Commissioner
3	**Sanitation /Public Health**	• Collection & disposal of Solid Waste • Challan for dumping dirt / garbage u/s 323 • Sterilization of stray dogs • Spray / fogging for prevention of Air-borne Diseases • Penalty for Stray Cattle • License for Slaughterhouse • Removal of dead animal	2 day* 2 day* 1 day 1 day 1 day 30 day* 1 day	1. S.I. 2. C.S.I 3. Assistant Commissioner
4	**Birth and death certificate**	• Issue of Birth certificate(Current year) • Issue of death certificate(Current year)	2 days* 2 days*	1. Local registrar 2. District registrar
5	**Fire safety**	• Conducting Fire Rescue Operations • Issue of NOC for Fire Safety	Immediately 30 Days*	1. S.F.O.

6	**Property Tax**	• Assigning a Unique ID to each Property • Assessment and collection of Property Tax • Collection of property Tax	12 days 12 days 12 days	**1.** Clerk **2.** Inspector **3.** Superintendent
7	**License**	• License for setting up Communication Tower on Private Property • Issuance/renewal of Trade License for u/S 343(D.O.T.)	12 days* 12 days*	1. Clerk 2. Inspector 3. Superintendent
8	**Rent/Fee Collection**	• Renting / leasing of ULB properties • Collection of rent / lease • Removal of Temporary Encroachment	1 day 1 day 1 day	1. Clerk 2. Inspector 3. Superintendent
9	**Advertisement**	• Approval for Hoardings / Adv. Boards • Information on ULB Sites available for Hoardings / Adv. Boards • Contracting of Advertisement Sites with Relevant Media	2 days 2 days 2 days	1. Clerk 2. Inspector 3. Superintendent
10	**Library**	• Information regarding books available in Libraries managed by the ULBs • Library Management (including issue / return of books)	2 days 2 days	1. Clerk 2. Superintendent
11	**Civil Works (Roads/Parks etc) / Misc.**	• Management of various Civil Works of ULBs • Management of Parks & Plantations managed by the ULBs • Verification of widows, elderly, handicapped, etc. for inclusion in appropriate Scheme • Resolution of Complaints & Grievances received from citizens • Supply of information under RTI/RTS Act	7 days 7 days 7 days 7 days 7 days	1. J.E/A.C.E/C.E. 1.Superintendent Engineer

The services covered under the Punjab Right to Service Act 2011 are as under

Sr. No.	Service No.	Name of the Service	Given Time limit	Designated officer	First Appellate authority	Second Appellate authority
1	75 a	Sanction of Building Plans/ Revised Building Plans (Residential)	30 days	Commissioner of the Municipal Corporation	Deputy Commissioner of the District in case of Corporation Cities	Commissioner of the Division and Deputy Commissioner of the Concerned District.
2	75 b	Sanction of Building Plans/ Revised Building Plans (Other than Residential)	60 days	Commissioner of the Municipal Corporation	Deputy Commissioner of the District in case of Corporation Cities	Commissioner of the Division and Deputy Commissioner of the Concerned District.
3	76	Issue of Completion/ Occupation Certificate for Buildings (All Categories)	30 days	Commissioner of the Municipal Corporation	Deputy Commissioner of the District in case of Corporation Cities	Commissioner of the Division and Deputy Commissioner of the Concerned District
4	81	Issuance/ Renewal of Trade License by Municipal Committees and Municipal Corporations	12 days	Superintendent of the Municipal Corporation	Commissioner of the Municipal Corporation	Deputy Commissioner
5	82	Removal of Solid waste from streets/ roads	2 days	CSI	Commissioner of the Municipal Corporation	Deputy Commissioner
6	83	Replacement of Street lights	10 days	J.E	Commissioner of the Municipal Corporation	Deputy Commissioner
7	86	License for Slaughter house	30 days	C.S.I	Commissioner of the Municipal Corporation	Deputy Commissioner

8	87	Approval of Additional Construction	30 days	MTP	Commissioner of the Municipal Corporation	Deputy Commissioner
9	88	Sanction of Change of Land Use	60 days	MTP	Commissioner of the Municipal Corporation	Deputy Commissioner
10	89	Issue of N.O.C for Fire Safety	30 days	S.F.O	Commissioner of the Municipal Corporation	Deputy Commissioner
11	90a	Conveying the Assessment regarding Property Tax	One hour or immediately when deposited	Superintendent of the Municipal Corporation	Commissioner of the Municipal Corporation	Deputy Commissioner
12	90,B	Collection of Property Tax	One hour or immediately when deposited	Superintendent of the Municipal Corporation	Commissioner of the Municipal Corporation	Deputy Commissioner
13	92	Issuance of Possession Letters	30 days after allotment letter of sold property	Superintendent of the Municipal Corporation	Commissioner of the Municipal Corporation	Deputy Commissioner
14	93	Issuance of Allotment Letters	60 days after auction/sold	Superintendent of the Municipal Corporation	Commissioner of the Municipal Corporation	Deputy Commissioner
15	94	Approval for time extension for building plans	15 days	MTP	Commissioner of the Municipal Corporation	Deputy Commissioner

2.4 List of Stakeholders/Service recipients

Our Stakeholders/Service recipients are:

1. **Citizens**
2. **Municipal Councilors**
3. **Nodal Officers**
4. **Working Group members**
5. **Municipal Corporation employees**

2.5 Distribution of Work area

- **Administrative**

Sr. No.	Designation	Name of officer	Mobile Number
1	Commissioner	Sh. Harpreet Singh, IAS	7307200036
2	Assistant Commissioner	Sh. Harprit singh	9815606494

- **General**

Sr. No.	Work area	Name/Designation of Officer	Mobile Number
1	RTI, RTS, DAK and General Branch	Sh. Gopal Krishan, Superintendent	8283810622
2	Establishment Branch	Sh, Sandeep Kumar, D.C.F.A. Sh, Rajnish Kumar, Accountant	9988181499 9780551400
3	Account Branch	Sh, Sandeep Kumar, D.C.F.A. Sh, Rajnish Kumar, Accountant	9988181499 9780551400

- **Field Officers**

Sr. No.	Work Area	Name/Designation of Officer concerned	Mobile Number
1	**STREET LIGHT**		
1.1	Barnala, Different Zones	1. Nikhil Kumar, J.E. 2. Jagjit Singh, Clerk	**1. 9878833222** **2. 9463463201**

3	**BUILDING REGULATION WORKS**		
3.1	Building and Land Record, Building Maps	sh. Inderjeet Singh, MTP sh. Lakhwinder Singh, ATP sh. Mansahibpreet Singh, DM	**1. 6280817688** **2. 9501618259** **3. 9115895320**
3.2	Mobile Tower/Regulation	sh. Inderjeet Singh, MTP sh. Lakhwinder Singh, ATP sh. Mansahibpreet Singh, DM	**1. 6280817688** **2. 9501618259** **3. 9115895320**
3.3	Ward Bandi	Sh. Mansahibpreet Singh, D.M.	**9115895320**
3	**SANITATION WORKS**		
3.1	Barnala, Different Zones	Sh. Gurdiyal Singh, CSI Sh. Ankush Singla, SI Sh. Jagraj Singh, SI	**1. 9888611922** **2. 9463462590** **3. 9463344258**
4	**LICENSE/RENT AND TEHBAZARI/PROPERTY TAX/BIRTH AND DEATH CERTIFICATES**		
4.1	Rent and Tehbazari, D.O.T License U/S 343	Sh. Gopal Krishan, Superintendent Sh. Mohit Singla, Inspector Sh. Gurmeet Singh, Clerk	8283810622 7307686111 9876465751
4.2	Property Tax,	Sh. Gopal Krishan, Superintendent Sh. Satpal, Inspector Sh. Kamaljeet Singh, Inspector Sh. Gurkirpal Singh, Clerk	8283810622 9464343038 9464094646 9872241690
4.3	Advertisement Tax	Sh. Gopal Krishan, Superintendent Sh. Mohit Singla, Inspector Sh. Gurmeet Singh, Clerk	8283810622 7307686111 9876465751
4.4	Birth and Death Certificates	Sh. Lakhwinder Singh, L.R Miss, Navneet Honey Sh. Naresh Kumar, Clerk	9501618259 9872237002 9646353700
5	**CIVIL WORKS**		
5.1	Civil Works in City Barnala	Sh. Deepinder Singh, S.E. Sh. Narayan Dass, Xen Sh. Gaganjit Walia, ACE Sh. Salim Mohammad, ACE Sh. Nikhil Kumar, J.E Sh. Shubash Chand, J.E.	9463400042 9780190800 9814830310 9888105666 9878833222 9646582909

2.6 Indicative expectations from Service Recipients

Service recipients are expected to give complete and duly filled documents and the requisite fee (wherever required) to avail the desired services in time bound manner.

2.7 Periodicity of Review

Citizen Charter will be reviewed once in a year.

3 Grievance Redress Mechanism (GRM)

3.1 Centers/Channels/Avenues for receipts of grievances

- **Complaint Center established at Municipal Corporation Anaj Mandi Road Barnala.**
- **Toll Free No. 1800-1800-0172 established by Department of Local Govt. Punjab.**

The officials shown in Table No.2 will be designated for receiving the grievances, issuing acknowledgement receipts and maintaining the record in the format given in Table No. 1. A grievance may be lodged any time during the working hours of the offices i.e. 9:00 AM to 4:00 PM other than a public holiday.

3.2 Communication to the complainant

To ensure that all relevant particulars are available for further actions to be taken, the following details at the time of receiving a grievance or complaint are maintained:

Table -1

SN	Date of receipt	Name	Address	Landline/ MobileNo / Email	Whether acknowledgment at time of receipt	Subject of grievance	Office to which pertain	Brief description	Date by which grievance is to be addressed to	Date of redress

3.3 Level of Responsibility for redress

In order to ensure that grievances are addressed within the prescribed time norm, the following escalation levels of responsibility for redress of each category of grievances are as given bellow.

Table 3

S. N.	Services	1st Level	2nd lavel	3rd Level	4th Level
2	**Street Light**	Jr. Engineer	A.C.E.	C.E	Commissioner
	Time Norm	(3 Days)	(2 Days)	(1 Day)	(1 Day)
3	**Building Regulations**	Building Inspector	A.T.P.	M.T.P.	Commissioner
	Time Norm	(15 Days)	(7 Days)	(5 Days)	(3 Days)
4	**Sanitation /Public Health**	S.I.	C.S.I.	Asst. Comm	Commissioner
	Time Norm	(1 Day)	(1 Day)	(1 Day)	(1 Day)
5	**Birth and death Certificate**	Clerk	Inspector	Local Registrar	Commissioner
	Time Norm	(2 Days)	(1 Day)	(1 Day)	(1 Day)
6	**Fire safety**	S.F.O.	Assist. Commissioner	Commissioner	Commissioner
	Time Norm	(15 Days)	(7 Days)	(5 Days)	(3 Days)
7	**Property Tax**	Clerk	Inspector	Superintendent	Commissioner
	Time Norm	(1 Day)	(1 Day)	(1 Day)	(1 Day)
8	**License**	Clerk	Inspector	Superintendent	Commissioner
	Time Norm	(1 Day)	(1 Day)	(1 Day)	(1 Day)
9	**Rent/Fee Collection**	Clerk	Inspector	Superintendent	Commissioner
	Time Norm	(1 Day)	(1 Day)	(1 Day)	(1 Day)
10	**Advertisement**	Clerk	Inspector	Superintendent	Commissioner
	Time Norm	(2 Days)	(1 Day)	(1 Day)	(1 Day)
11	**Library**	Clerk	Inspector	Superintendent	Commissioner
	Time Norm	(3 Days)	(2 Days)	(1 Day)	(1 Day)
12	**Civil Works (Roads/Parks etc) / Misc.**	Jr. Engineer	A.C.E.	C.E	Commissioner
	Time Norm	(7 Days)	(5 Days)	(3 Days)	(2 Days)