



# CITIZEN CHARTER

**MUNICIPAL CORPORATION**

**HOSHIARPUR**

**DEPARTMENT OF LOCAL GOVERNMENT OF PUNJAB**

**MUNICIPAL BHAWAN**

**2025-26**

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## **1. Introduction**

A Citizen Charter aims at continuously improving the quality of public services for the service recipients to make the department responsive to their needs and wishes. The basic objective of the citizen charter is to empower the citizens in relation to public service delivery in areas like improvement of quality and provision of standard services. This should lead to accountability of organizations and their staff with total transparency about the rules, regulations, processes, and procedures. It also aims at providing a mechanism for redress of citizens' grievances. This is a welcome step to provide the basic information to the public and to open the vistas of transparency and accountability in the systems. Citizen Charter is required to spell out the standards of services and time limits within which the public can reasonably expect the disposal of the requests made by them to the department.

## **2. Citizen Charter**

### **1. Vision**

To create sustainable, clean and healthy infrastructure & environment and to improve the socio-economic conditions of the urban poor by enabling them to be self-reliant.

### **2. Mission**

1. Transparency in administration, based on the recognition of the citizens right to public information.
2. Public accountability and evaluation of work through the medium of Stakeholder Groups.
3. Administrative efficiency through decentralization and citizen-friendly methods of working.
4. Citizens participation as far as in the process of development from planning to execution.
5. Speedy redressal of citizen's grievances through existing channel as well as through newly created "facilitating counters".
6. Special consideration of the weaker sections of the society such as small children and backward classes slum dwellers.

7. Addressing citizens development needs as identified and prioritized by citizens themselves.
8. Reviews and Reform the administrative procedures with a view to making them result-oriented.

We earnestly seek the co-operation and involvement of citizens in moulding the municipal organization into a purposeful and efficient instrument of democratic governance.

## 2.3 Services Standards

**Various services provided to the citizens: -**

| <b>S. No.</b> | <b>Type of Services</b>            | <b>Services details</b>  | <b>Timeline (in working days)</b>  | <b>Designation of officer responsible for delivery of services</b>                               |
|---------------|------------------------------------|--|--|--|
| <b>1</b>      | <b>Water Supply &amp; Sewerage</b> | <ul style="list-style-type: none"> <li>• New Water Connection</li> <li>• Change of Title in Water Bill</li> <li>• Approval of Water disconnection</li> <li>• Water Reconnection</li> <li>• New Sewerage Connection</li> <li>• Change of Title in Sewerage Bill</li> <li>• Approval of Sewerage Disconnection</li> <li>• Sewerage Reconnection</li> <li>• Complaints regarding leakage of Water/Sewerage</li> </ul> | 7 days*<br>7 days*<br>7 days*<br>7 days*<br>7 days*<br>7 days*<br>7 days*<br>3 days*<br>3 days*<br>3 days* | 1. Inspector<br>2. Superintendent<br>3. A.C.E<br>4. C.E<br>5. S.E                                |
| <b>2</b>      | <b>Street Light</b>                | <ul style="list-style-type: none"> <li>• Complaints regarding Street Light not working</li> </ul>  | 10 Days*   | 1. Jr. Engineer<br>2. A.C.E<br>3 C.E.  |
| <b>3</b>      | <b>Building Regulations</b>        | <ul style="list-style-type: none"> <li>• Sanction of Building Plan(Residential)</li> <li>• Sanction of Building Plan (Commercial)</li> <li>• Issue of Completion Certificate</li> <li>• Approval of Additional Construction( Residential)</li> <li>• Approval of Additional Construction( Commercial)</li> </ul>   | 30 days*<br>60 days*<br><br>60 days*<br><br>30 days*<br>60 days*   | 1. Building Inspector<br>2. Draftman<br>3. A. T. P.<br>4. M. T. P<br>5. Commissioner(commercial) |

|    |                                    |   |   |   |
|----|------------------------------------|---|---|---|
|    |                                    | <ul style="list-style-type: none"> <li>Sanction of Change of Land Use</li> <li>Removal of Permanent Encroachment</li> </ul>   | 60 Days*  |   |
| 4  | <b>Sanitation /Public Health</b>   | <ul style="list-style-type: none"> <li>Collection &amp; disposal of Solid Waste</li> <li>Challan for dumping dirt / garbage u/s 323</li> <li>Sterilization of stray dogs</li> <li>Spray / fogging for prevention of Air-borne Diseases</li> <li>Penalty for Stray Cattle</li> <li>License for Slaughterhouse</li> <li>Removal of dead animal</li> </ul> | 2 day*<br>2 day*<br><br>1 day<br>1 day<br><br>1 day<br>30 day*<br>1 day | 1. S.I.<br>2. C.S.O                           |
| 5  | <b>Birth and death certificate</b> | <ul style="list-style-type: none"> <li>Issue of Birth certificate(Current year)</li> <li>Issue of death certificate(Current year)</li> </ul>  | 21 days*<br>21 days*  | 1. Local registrar                            |
| 6  | <b>Fire safety</b>                 | <ul style="list-style-type: none"> <li>Conducting Fire Rescue Operations</li> <li>Issue of NOC for Fire Safety</li> </ul>   | Immediately<br>30 Days*   | 1. S.F.O.<br>2. F.S.O.<br>3. A.D.F.O.         |
| 7  | <b>Property Tax</b>                | <ul style="list-style-type: none"> <li>Assigning a Unique ID to each Property</li> <li>Assessment and collection of Property Tax</li> <li>Collection of property Tax</li> </ul>   | 12 days<br><br>12 days<br><br>12 days                                   | 1. Clerk<br>2. Inspector<br>3. Superintendent |
| 8  | <b>License</b>                     | <ul style="list-style-type: none"> <li>License for setting up Communication Tower on Private Property</li> <li>Issuance/renewal of Trade License for u/S 343(D.O.T.)</li> </ul>   | 12 days*<br><br>12 days*  | 1. Clerk<br>2. Inspector<br>3. Superintendent |
| 9  | <b>Rent/Fee Collection</b>         | <ul style="list-style-type: none"> <li>Renting / leasing of ULB properties</li> <li>Collection of rent / lease</li> <li>Removal of Temporary Encroachment</li> </ul>  | 1 day<br>1 day<br>1 day   | 1. Clerk<br>2. Inspector<br>3. Superintendent |
| 10 | <b>Advertisement</b>               | <ul style="list-style-type: none"> <li>Approval for Hoardings / Adv. Boards</li> <li>Information on ULB Sites available for Hoardings / Adv. Boards</li> <li>Contracting of Advertisement Sites with Relevant Media</li> </ul>  | 2 days<br>2 days<br><br>2 days  | 1. Clerk<br>2. Inspector<br>3. Superintendent |
| 11 | <b>Library</b>                     | <ul style="list-style-type: none"> <li>Information regarding books available in Libraries managed by the ULBs</li> <li>Library Management (including issue / return of books)</li> </ul>  | 2 days<br><br>2 days  | 1. Superintendent                             |

|           |  |  |         |   |
|-----------|--|--|---------|---|
| <b>12</b> | <b>Civil Works (Roads/Parks etc) / Misc.</b> | • Management of various Civil Works of ULBs  | 7 days  | 1. J.E/A.C.E/C.E.<br><br>1. Superintendent Engineer |
|           |  | • Management of Parks & Plantations managed by the ULBs                                  | 7 days  |   |
|           |  | • Verification of widows, elderly, handicapped, etc. for inclusion in appropriate Scheme | 7 days  |   |
|           |  | • Resolution of Complaints & Grievances received from citizens                           | 21 days |   |
|           |  | • Supply of information under RTI/RTS Act  | 21 days |   |

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

| <b>Sr. No.</b> | <b>Service No.</b> | <b>Name of the Service</b>  | <b>Given Time limit</b> | <b>Designated officer</b>                             | <b>First Appellate authority</b>                                  | <b>Second Appellate authority</b>   |
|----------------|--------------------|---|-------------------------|---|---|---|
| 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              | 77                 | Sanction of Water supply/Sewerage Connection in Corporation Cities          | 7 days                  | Executive Engineer (O&M) Of the Municipal Corporation | SDM of the Sub-Division   | Deputy Commissioner of the Concerned District                                   |

|    |      |   |           |  |   |                     |
|----|------|---|-----------|--|---|---------------------|
| 5  | 79   | Issue of Conveyance Deed in Municipal Committees and Municipal Corporations           | 15 days   | Executive Engineer (O&M) Of the Municipal Corporation          | Sub Divisional Magistrate of the Concerned District | Deputy Commissioner |
| 6  | 81   | Issuance/ Renewal of Trade License by Municipal Committees and Municipal Corporations | 12 days   | Superintendent of the Municipal Corporation                    | Sub Divisional Magistrate of the Concerned District | Deputy Commissioner |
| 7  | 82   | Removal of Solid waste from streets/ roads  | 2 days    | Executive Officer/CMC  | Sub Divisional Magistrate of the Concerned District | Deputy Commissioner |
| 8  | 83   | Replacement of Street lights  | 10 days   | Executive Officer/CMC  | Sub Divisional Magistrate of the Concerned District | Deputy Commissioner |
| 9  | 84   | Water pipes leakages/ sewerage/ Blocked/over flow                                     | 24 hourse | Executive Officer/CMC  | Sub Divisional Magistrate of the Concerned District | Deputy Commissioner |
| 10 | 85a  | Change of Title in Water & sewerage Bill/ Water & Sewerage Bill Amendment             | 7 days    | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations   | Deputy Commissioner |
| 11 | 85 b | Approval of Water Disconnection/ Reconnection   | 7 days    | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations   | Deputy Commissioner |
| 12 | 85c  | Approval of Sewerage Disconnection/ Reconnection                                      | 7 days    | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations   | Deputy Commissioner |
| 13 | 86   | License for Slaughter house   | 30 days   | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations   | Deputy Commissioner |

|    |      |  |   |  |   |                     |
|----|------|--|---|--|---|---------------------|
| 14 | 87   | Approval of Additional Construction                | 30 days   | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations | Deputy Commissioner |
| 15 | 88   | Sanction of Change of Land Use                     | 60 days   | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations | Deputy Commissioner |
| 16 | 89   | Issue of N.O.C for Fire Safety                     | 30 days   | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations | Deputy Commissioner |
| 17 | 90a  | Conveying the Assessment regarding Property Tax    | One hour or immediately when deposited          | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations | Deputy Commissioner |
| 18 | 90,B | Collection of Property Tax                         | One hour or immediately when deposited          | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations | Deputy Commissioner |
| 19 | 91   | Issue of Bus Pass (for buses operated by the ULB ) | Same day  | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations | Deputy Commissioner |
| 20 | 92   | Issuance of Possession Letters                     | 30 days after allotment letter of sold property | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations | Deputy Commissioner |
| 21 | 93   | Issuance of Allotment Letters                      | 60 days after auction/s old                     | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations | Deputy Commissioner |
| 22 | 94   | Approval for time extension for building plans     | 15 days   | Additional/Joint Commissioner in case of Municipal Corporation | Commissioner MC in case of Municipal Corporations | 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           | Smt. Jyoti Bala Mattu , PCS | 9888880414    |
| 2       | Joint Commissioner     | Sh. Satish Saini (S.E)      | 96462-00604   |
| 3       | Assistant Commissioner | Sh. Lakhvir Singh (MTP)     | 99885-11040   |

### ➤ General

| Sr. No. | Work area            | Name/Designation of Officer | Mobile Number |
|---------|----------------------|-----------------------------|---------------|
| 1.      | General Branch       | Superintendent              | 96464-00467   |
| 2       | RTI, RTS             | Superintendent              | 92162-00095   |
| 3       | Establishment Branch | Superintendent              | 96464-00467   |
| 4       | Agenda Branch        | Superintendent              | 96464-00467   |
| 5       | IT Cell              | ASM                         | 80549-34009   |

➤ **Field Officers**

| Sr. No.                    | Work Area              | Name/Designation of Officer Concerned | Mobile Number |
|----------------------------|------------------------|---------------------------------------|---------------|
| 1                          | <b>1. WATER SUPPLY</b> |                                       |               |
|                            | Ward Incharge          | Sh. Hardeep Kumar (ACE)               | 87289-91859   |
| <b>2. SEWERAGE</b>         |                        |                                       |               |
|                            | Ward Incharge          | Sh. Inderbir Singh (JE)               | 78885-25313   |
| <b>3. SANITATION WORKS</b> |                        |                                       |               |
|                            | Ward Incharge          | Sh. Pawan Kumar (JE)                  | 94170-17373   |
| <b>4. STREET LIGHT</b>     |                        |                                       |               |
|                            | Ward Incharge          | Sh. Parshant Kumar (ACE)              | 81468-79684   |

| <b>5. BUILDING REGULATION WORKS</b> |  |  |                            |
|-------------------------------------|--|--|----------------------------|
| 1.                                  | Building by Laws, Shamlaat<br>Land Record, Building Maps | Sh. Lakhvir Singh (MTP)                                      | 99885-11040                |
| 2.                                  | Mobile Tower/Regulation                                  |  |                            |
| 3                                   | Fire brigade   | Sh. Shabaz Siing Bal (ADFO)                                  | 9915118658                 |
| 4                                   | Ward Bandi,  | Sh. Kulwinder Singh (Superindent)<br>Sh. Lakhvir Singh (MTP) | 98767-32638<br>99885-11040 |
| 5                                   | G.I.S. Project/RTS                                       | Sh. Gurmail Singh (Superintendent)                           | 94630-11147                |

| <b>6. LICENSE/RENT AND TEHBAZARI/PROPERTY TAX/BIRTH AND DEATH CERTIFICATES</b> |  |                                    |             |
|--|--|------------------------------------|-------------|
| 1  | Rent and Tehbazari, D.O.T<br>License U/S 343 | Sh. Gurmail Singh (Superintendent) | 94630-11147 |
| 2  | Property Tax,                                |                                    |             |
| 3  | Advertisement Tax                            |                                    |             |
| 4  | Birth and Death Certificates                 | Sh. Satish Saini (S.E)             | 96462-00604 |

## **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)**

### **1. Centers/Channels/Avenues for receipts of grievances**

- ❖ Complaint Center established at Municipal Corporation Office Hoshiarpur.
- ❖ Toll free No. 9 4 6 3 4 - 9 7 7 9 1 established by Municipal Corporation.
  
- ❖ Toll Free No. 2 2 9 6 8 7 established by Municipal Corporation.

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 5:00 PM other than a public holiday.

### 3.2 Communication to the complainant

(a) The complainant would be given a grievance number. Thereafter at the time of final redress, the complainant shall be informed about the action taken for redress and in case he/she is not satisfied, the avenues open for pursuing the matter further. The information would be given in the same letter/order through which the final decision on redress is conveyed to the complainant. The complainants can lodge their complaints to respective officer. Each complaint is followed up by the concerned officer shown in the Table no 2.

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**

| S<br>N | Date of<br>receipt | Name | Address | Landline/<br>MobileNo/<br>Email | Whether<br>acknowledg<br>ment at time<br>of receipt | Subject<br>of<br>grievance | Office<br>to<br>which<br>pertain | Brief<br>descri<br>ption | Date by<br>which<br>grievance<br>is to be<br>addressed<br>to | Date of<br>redress |
|--------|--------------------|------|---------|---------------------------------|---|----------------------------|----------------------------------|--------------------------|--|--------------------|
|        |                    |      |         |                                 |   |                            |                                  |                          |  |                    |
|        |                    |      |         |                                 |   |                            |                                  |                          |  |                    |

### Steps to Operate Toll Free No.

Complaint Centre will works during the working days from 9:30 AM to 4.00 PM.

Public can register/log their complaint on Toll Free no. 9 4 6 3 4 - 9 7 7 9 1 services related to Municipal Corporation Hoshiarpur like Sanitation, Street Light, Water Supply, Sewerage, Encroachment or others.



### 3.3 Time norms for redress

**Table-2**

| Sr. No. | Name/Designation of Nodal Officer  | Type of Service           | No of days to resolve Compliant | Tele No. of concerned Officer |
|---------|------------------------------------|---------------------------|---------------------------------|-------------------------------|
| 1       | Sh. Pawan Kumar (JE)               | Sanitation                | 1 day                           | 94170-17373                   |
| 2       | Sh. Prashant Kumar (ACE)           | Street Light              | 2 Day                           | 81468-79684                   |
| 3       | Sh. Hardeep Kumar (ACE)            | Water supply and Sewerage | 3 days                          | 87289-91859                   |
| 4       | Sh. Lovedeep Singh (ACE)           | Horticulture              | 2 days                          | 98760-40117                   |
| 5       | Sh. Lakhbir Singh (MTP)            | Permanent Encroachment    | 2 days                          | 99885-11040                   |
| 6       | Sh. Gurmail Singh (Superintendent) | Temporay Encroachment     | 7 Days                          | 94630-11147                   |

### 3.4 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                           | 1 <sup>st</sup> Level | 2 <sup>nd</sup> level | 3 <sup>rd</sup> Level | 4 <sup>th</sup> Level |
|-------|------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1     | <b>Water Supply &amp; Sewerage</b> | Jr. Engineer          | A.C.E.                | C.E                   | Commissioner          |
|       | <b>Time Norm</b>                   | ( 3 Days)             | (2 Days)              | (1 Day)               | (1 Day)               |
| 2     | <b>Street Light</b>                | Jr. Engineer          | A.C.E.                | C.E                   | Commissioner          |
|       | <b>Time Norm</b>                   | ( 3 Days)             | (2 Days)              | (1 Day)               | (1 Day)               |
| 3     | <b>Building Regulations</b>        | Building Inspector    | A.T.P.                | M.T.P.                | Commissioner          |
|       | <b>Time Norm</b>                   | ( 15 Days)            | (7 Days)              | (5 Days)              | (3 Days)              |
| 4     | <b>Sanitation /Public Health</b>   | S.I.                  | C.S.O                 | Commissioner          | Commissioner          |
|       | <b>Time Norm</b>                   | (1 Day)               | (1 Day)               | (1 Day)               | (1 Day)               |
| 5     | <b>Birth and death Certificate</b> | Clerk                 | Inspector             | Local Registrar       | Commissioner          |

|           |  |                |           |                |              |
|-----------|--|----------------|-----------|----------------|--------------|
|           | <b>Time Norm</b>                             | (2 Days)       | (1 Day)   | (1 Day)        | (1 Day)      |
| <b>6</b>  | <b>Fire safety</b>                           | S.F.O.         | F.S.O.    | A.D.F.O.       | Commissioner |
|           | <b>Time Norm</b>                             | (15 Days)      | (7 Days)  | (5 Days)       | (3 Days)     |
| <b>7</b>  | <b>Property Tax</b>                          | Clerk          | Inspector | Superintendent | Commissioner |
|           | <b>Time Norm</b>                             | (1 Day)        | (1 Day)   | (1 Day)        | (1 Day)      |
| <b>8</b>  | <b>License</b>                               | Clerk          | Inspector | Superintendent | Commissioner |
|           | <b>Time Norm</b>                             | (1 Day)        | (1 Day)   | (1 Day)        | (1 Day)      |
| <b>9</b>  | <b>Rent/Fee Collection</b>                   | Clerk          | Inspector | Superintendent | Commissioner |
|           | <b>Time Norm</b>                             | (1 Day)        | (1 Day)   | (1 Day)        | (1 Day)      |
| <b>10</b> | <b>Advertisement</b>                         | Clerk          | Inspector | Superintendent | Commissioner |
|           | <b>Time Norm</b>                             | (2 Days)       | (1 Day)   | (1 Day)        | (1 Day)      |
| <b>11</b> | <b>Library</b>                               | Superintendent |           |                | Commissioner |
|           | <b>Time Norm</b>                             | (3 Days)       | (2 Days)  | (1 Day)        | (1 Day)      |
| <b>12</b> | <b>Civil Works (Roads/Parks etc) / Misc.</b> | Jr. Engineer   | A.C.E.    | C.E            | Commissioner |
|           | <b>Time Norm</b>                             | (7 Days)       | (5 Days)  | (3 Days)       | (2 Days)     |