



# CITIZEN CHARTER

**MUNICIPAL CORPORATION**

**SAHIBZADA AJIT SINGH NAGAR (MOHALI)**

**DEPARTMENT OF LOCAL GOVERNMENT OF PUNJAB**

**MUNICIPAL BHAWAN**

**SECTOR 68**

**S.A.S. NAGAR**

**2024-25**

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## TABLE OF CONTENTS

S.No	CHAPTER TITLE	Page No.
1	<b>Introduction</b>	3
2	<b>Citizen Charter</b> <b>2.1 Vision</b> <b>2.2 Mission</b> <b>2.3 Services Standards</b> <b>2.4 Stakeholder/Service recipients</b> <b>2.5 Distribution of Work Area</b> <b>2.6 Indicative Expectations from Service Recipients</b> <b>2.7 Periodicity of Review</b>	3 3 4 9 9 12 12
3	<b>Grievance Redress Mechanism (GRM)</b> <b>3.1 Centers for receipt of grievances</b> <b>3.2 Communication to complainant</b> <b>3.3 Time norms for redress</b> <b>3.4 Level of responsibility for redress</b>	12 13 15 15
5	<b>Organizational Structure of Punjab Municipal Corporations and Municipal Corporation SAS Nagar, Mohali.</b>	16 Annexure “A”

# **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**

### **2.1 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.

### **2.2 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 mounding 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* 7 days* 7 days* 7 days* 7 days* 7 days* 7 days* 3 days* 3 days* 3 days*	1. Jr. Engineer 2. A.C.E 3. C.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 2. A.C.E 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* 30 days* 30 days* 30 days* 30 days*	1. Building Inspector 2. .A.T.P. 3. M.T.P

		<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* 2 day* 1 day 1 day 1 day 30 day* 1 day	1. S.I. 2. C.S.I.
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>	2 days* 2 days*	1. Local registrar 2. Jt. Comm.
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 30 Days*	1.S.F.O. 2. F.S.O. 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 12 days 12 days	1.Clerk 2. Inspector 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* 12 days*	1. Clerk 2. Inspector 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 1 day 1 day	1. Clerk 2. Inspector 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 2 days 2 days	1. Superintendent 2. Jt. Commissioner
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 2 days	1. Inspector 2. 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.  1.Superintendent
		• 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	7 days	
		• Supply of information under RTI/RTS Act	7 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>
1	75 a	Sanction of Building Plans/ Revised Building Plans (Residential)	30 days	Municipal Town Planner Of the Municipal Corporation	Joint Commissioner of the Municipal Corporation
2	75 b	Sanction of Building Plans/ Revised Building Plans (Other than Residential)	60 days	Municipal Town Planner Of the Municipal Corporation	Joint Commissioner of the Municipal Corporation
3	76	Issue of Completion/ Occupation Certificate for Buildings (All Categories)	30 days	Municipal Town Planner Of the Municipal Corporation	Joint Commissioner of the Municipal Corporation
4	77	Sanction of Water supply/Sewerage Connection in Corporation Cities	7 days	Executive Engineer (O&M) Of the Municipal Corporation	Joint Commissioner of the Municipal Corporation

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

14	87	Approval of Additional Construction	30 days	Additional/Joint Commissioner in case of Municipal Corporation	Joint Commissioner of the Municipal Corporation
15	88	Sanction of Change of Land Use	60 days	Additional/Joint Commissioner in case of Municipal Corporation	Joint Commissioner of the Municipal Corporation
16	89	Issue of N.O.C for Fire Safety	30 days	Additional/Joint Commissioner in case of Municipal Corporation	Joint Commissioner of the Municipal Corporation
17	90a	Conveying the Assessment regarding Property Tax	One hour or immediately when deposited	Additional/Joint Commissioner in case of Municipal Corporation	Joint Commissioner of the Municipal Corporation
18	90,B	Collection of Property Tax	One hour or immediately when deposited	Additional/Joint Commissioner in case of Municipal Corporation	Joint Commissioner of the Municipal Corporation
19	91	Issue of Bus Pass (for buses operated by the ULB )	Same day	Additional/Joint Commissioner in case of Municipal Corporation	Joint Commissioner of the Municipal Corporation
20	92	Issuance of Possession Letters	30 days after allotment letter of sold property	Additional/Joint Commissioner in case of Municipal Corporation	Joint Commissioner of the Municipal Corporation
21	93	Issuance of Allotment Letters	60 days after auction/sold	Additional/Joint Commissioner in case of Municipal Corporation	Joint Commissioner of the Municipal Corporation
22	94	Approval for time extension for building plans	15 days	Additional/Joint Commissioner in case of Municipal Corporation	Joint Commissioner of the Municipal Corporation

## 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

<b>Municipal Corporation, Sahibzada Ajit Singh Nagar (Mohali)</b>				
<b>List of Officers</b>				
<b>Administration</b>				
Sr. No.	Name of Officer	Designation	Branch Name	Phone No.
1.	Sh. Sundeep Singh Garha, PCS,	Commissioner		0172-5091411
2.	Sh. Navdeep Singh, PCS	Joint Commissioner		0712-5091410
3.	Sh. Ranjeev Kumar	Assistant Commissioner	Establishment Branch, Advertisement Branch, Sanitation Branch,	0172-5091607
4.	Sh. Manpreet Singh	EO/Assistant Commissioner	Tehbazari Branch Day Nulam Night Shelter Tejbazari Branch Trade Licence Branch	95014-62999
5.	Sh. Jagjeet Singh Judge	EO/Assistant Commissioner	Legal Branch Property Tax Branch First Appeal Authority RTI Act,	
6.	Sh. Surjeet Singh	Secretary	House Secretary Agenda Branch Elections Branch House Allotment	9814190599
7.	Sh. Sanjeev Kamboj	MOH	Care Taker, Birth and Death Branch, Fogging, ABC Program	99142-20096
8.	Ms. Neeru Bala	Clerk	Personal Staff to Commissioner	0172-5044911
<b>Engineering Branch</b>				
9.	Sh. Naresh Batta	Chief Engineer	Eng: Branch Fire Branch Account Branch	0172-5091608
10.	Sh. Gurpreet Singh Walia	Superintendent Engineer	Eng: Branch	99159-00007

11.	Sh. Kamaldeep Singh	Superintendent Engineer (O&M)		96463-00021
12.	Sh. Rajinder Kumar	Corporation Engineer (Civil)	Eng: Branch (Zone no: 2&4)	97800-42121
13.	Sh. Kuldeep	Corporation Engineer (Civil)	Tender Cell Eng: Branch (Zone no: 1&3)	
14.	Sh. Pawanpreet Singh	A.C.E. (Civil)	Eng: Branch (Zone no: 1) (Horticulture)	88722-39885
15.	Sh. Sandeep Saini	A.C.E. (Civil)	Eng: Branch (Zone no: 1) (Civil)	
16.	Sh. Hitesh Abhi	A.C.E. (Civil)	Eng: Branch (Zone no: 2)	99889-97224
17.	Sh. Sourab bansal	A.C.E (Civil)	Eng: Branch (Zone no: 3)	
18.	Sh. Gurwinder Singh	A.C.E. (Civil)	Eng: Branch (Zone no: 4)	94788-04003
19.	Sh. Dharminder	A.C.E. (Civil)	Ind: area Ph-1 to Ph-9	81468-42143
20.	Sh. Mantavya Goyal	A.C.E. (Electrical)	Eng: Branch (O&M) Water Supply/Sewer/Storm (Zone no. 1 & 2)	82830-82770
21.	Sh. Jaspreet Singh	A.C.E (O&M)	Eng: Branch (O&M) Water Supply/Sewer/Storm (Zone no. 3 & 4)	97800-85193
22.	Sh. Nandan Bansal	A.C.E (O&M)	Solid Waste Management	75081-49500
23.	Sh. Gurjot Singh	A.C.E. (Civil)	Tender Cell Road Safety	85588-12122
24.	Sh. Tajinder Singh	A.C.E. (Electrical)	Eng: Branch (Electrical)	99889-25209
25.	Sh. Akshay Sama	A.C.E. (Civil)	Shamshan Ghat and Dog Shelter	99151-34233
26.	Sh. Ayush Goyal	A.C.E. (Civil)	Triangles/Chowk	78890-67827
27.	Sh. Amandeep Singh	A.C.E. (Civil)		95017-18752
28.	Sh. Vikram Bawa	J.E.(O&M)	Eng: Branch (O&M) Water Supply/Sewer/Storm (Zone no. 1)	97802-82944
29.	Sh. Abishek Singh	J.E.(O&M)	Solid Waste Management Swachh Bharat Mission (O&M) works UGSR & Disposal ind: area Ph-8 Water Supply (Zone no. 2)	79861-19295
30.	Sh. Dhanvir Singh	J.E. (Civil)	Eng: Branch (Zone no: 1)	98888-94900
31.	Sh. Harshvir Singh	J.E. (Civil)	Eng: Branch (Zone no: 2)	82840-39681
32.	Sh. Parwinder Singh	J.E. (Civil)	Eng: Branch (Zone no: 3)	98884-71616
33.	Miss. Silvia Gupta	J.E. (Civil)	Eng: Branch (Zone no: 4)	84279-86211

34.	Sh. Varinder Singh	J.E.(Civil)	Shamshan Ghat and Dog Shelter	97803-00133
35.	Miss. Taranjit Kaur	J.E.	Eng: Branch (O&M) Water Supply/Sewer/Storm (Zone no. 3)	92059-00485
36.	Sh. Pavitter Singh	J.E. (Civil)	Eng: Branch (O&M) Water Supply/Sewer/Storm (Zone no. 4)	
<b>Account Branch</b>				
37.	Sh. Sandeep Kumar	DCFA	Accounts Branch	99881-81499
38.	Smt. Babita Jaiswal	Accountant Grd-1	Accounts Branch	99886-38114
39.	Sh. Suminderpal Singh	Accountant Grd-1	Accounts Branch	
40.	Sh. Manjeet Singh	J.A.	Accounts Branch	78888-14731
41.	Sh. Sompal	J.A.	Accounts Branch	78883-54985
<b>Town Planning Wing</b>				
42.	Sh. Sandeep Saini	Architect	Town Planning Wing	
43.	Sh. Rajnish Wadwa	MTP	Town Planning Wing General Branch	98882-00123
44.	Sh. Neeraj Bhatti	MTP	Town Planning Wing	99888-00345
45.	Sh. Ajay Mohan	ATP	Town Planning Wing	97797-51976
46.	Sh. Gurinder Singh	Asst. Architect	Town Planning Wing	87280-78794
47.	Sh. Naveen	Head Draftsman	Town Planning Wing	98728-25179
48.	Sh. Gurpreet Singh	Head Draftsman	Town Planning Wing	99889-72757
49.	Sh. Jagsir Singh	Head Draftsman	Town Planning Wing	80585-71112
50.	Smt. Manpreet Kaur	B.I.	Town Planning Wing	95690-19313
51.	Sh. Deepak Kumar	B.I.	P.A. to Mayor	0172-5092581
52.	Smt. Amrita Singh	B.I.	Town Planning Wing	76961-21122
53.	Sh. Sandeep Singh	Draftsman	Town Planning Wing	70098-44682
54.	Ms. Rajvinder Kaur	Draftsman	Town Planning Wing	88476-03996
55.	Ms. Rashmi	Draftsman	Town Planning Wing	76259-85926
<b>Sanitation Branch</b>				

56.	Sh. Rajinder Pal Singh	C.S.I.	Sanitation Branch (Zone no: 1 & 2)	98886-11922
57.	Sh. Sham lal	C.S.I.	Sanitation Branch (Zone no: 3 & 4)	98721-57097
58.	Sh. Lovinder Kumar	S.I.	Sanitation Branch (Zone no: 1)	96460-01946
59.	Sh. Surinder Kumar	S.I.	Sanitation Branch (Zone no: 1)	98557-34711
60.	Sh. Jagroop Singh	S.I.	Sanitation Branch (Zone no: 2)	84305-00006
61.	Sh. Ranjeet Singh	S.I.	Sanitation Branch (Zone no: 2)	62807-64327
62.	Sh. Gurwinder Singh	S.I.	Sanitation Branch (Zone no: 3)	78142-43614
63.	Sh. Ravinder Kumar	S.I.	Sanitation Branch (ABC Program) (Zone no: 4)	98141-27422
64.	Sh. Bitu Bidla.	S.S.	Sanitation Branch (Zone no: 4)	
65.	Sh. Harminder Singh	S.I.	Advertisement Branch	99888-13595
66.	Smt. Jagwinder Kaur	J.A.	Sanitation Branch	70870-65099
<b>Superintendent</b>				
67.	Smt. Satbir Kaur	Superintendent	General Branch, Establishment Branch, Community Center	98887-73676
68.	Smt. Poonam Sharma	Superintendent	Property Tax,	98728-27888
69.	Sh. Mandeep Singh	Superintendent	Tehbazari	98154-15151
<b>Fire Branch</b>				
70.	Sh. Amrinderpal Singh Sandhu	ADFO	Fire Branch	88598-81100
71.	Sh. Suresh Kumar	Sub Fire Officer	Fire Branch	85699-49460
72.	Sh. Sikander Singh	Sub Fire Officer	Fire Branch	90413-06456
73.	Sh. Lakhwinder Singh	Sub Fire officer	Fire Branch	94639-33118
74.	Sh. Arun Kumar	Sub Fire officer	Fire Branch	98882-95430
75.	Sh. Rajinder Pal	Sub Fire officer	Fire Branch	94175-79643
76.	Sh. Gurcharan Singh	Sub Fire officer	Fire Branch	90415-83850

## 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 Office Sector 68.**
- ❖ **Toll free No. 1800-137-0007 established by Municipal Corporation.**
- ❖ **Mobile base Application MC CRAMAT implemented by Corporation**
- ❖ **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

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

#### **(b) Toll free No 18001370007/Computerized System:**

This system is devised by Municipal Corporation S.A.S. Nagar office. It is operational since December 2013. In this system complainant can register his/her complaint on Grievance Redress Cell by Toll Free No. 1800-137-0007.

#### **Steps to Operate Toll Free No. 1800-137-0007**

- ✚ 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. 1800-137-0007, services related to Municipal Corporation SAS Nagar like Sanitation, Street Light, Water Supply, Sewerage, Encroachment or others.
- ✚ Compliant will be saved in Computer and a unique Complaint ID will be generated against each Compliant and will also be sent to Complainant by SMS.
- ✚ Operator will generate categories wise report and send them to concern officers. SMS message will be sent to Concern Officer about total complaint of the day and total pending complaints till date.

- ✚ Concerned Officer will take appropriate action on these complaints within described time as table-2 and sent back in original with his remarks to DEO.
- ✚ If complaint has been resolved than it will closed and a SMS (Complaint Resolved) is sent to Complainant. If require more time to resolve the complaint than a interim SMS message will be sent to Complainant.
- ✚ Complaint status can be checked by Complaint ID at Toll free No.
- ✚ Pending complaints of all categories will be monitor by Commissioner.

### **(c) Mobile Base Application- CRAMAT**

Municipal Corporation, S.A.S. Nagar provide a mobile base application CRAMAT facility to citizens for logging complaints through mobile. How to use this application the steps are given below:

#### **Steps to install the app**

- You should have android phone with internet.
- Open Google Play Store and search for MC CRAMAT
- Click install button to install it on phone or tab.
- Click open to start the application
- Register yourself by entering your email id, mobile number and a password.
- You need to do this only once. Once registered, login using your email id and password.

Municipal Corporation

#### **Steps to send complaints**

- Click new button to start a new complaint.
- Camera will start. Click red camera icon to capture picture.
- Select category of the complaint.
- Add brief description if required.
- Click “Save and Upload” button to complete the process.

### 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. Ranjeev Kumar, Assistant Commissioner	Sanitation	1 day	0172-5091607
2	Sh. Rajinder Kumar, Corporation Engineer	Water supply and Sewerage	3 days	97800-42121
3	Sh. Rajinder Kumar, Corporation Engineer	Horticulture	2 days	97800-42121
4	Sh. Tejinder Kamaldeep Singh, Corporation Engineer (Light)	Street Light	2 Day	99889-25209
5	Encroachment Cell of Municipal Corporation	Encroachment	2 days	

### 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.I.	M.O.H.	Commissioner
	<b>Time Norm</b>	(1 Day)	(1 Day)	(1 Day)	(1 Day)

<b>5</b>	<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>	Clerk	Inspector	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)

- **Organizational Structure of Punjab Municipal Corporations and Municipal Corporation SAS Nagar are placed at Annexure “A”.**

# Annexure – A

## Organizational Structure of Punjab Municipal Corporations

