



CITIZEN CHARTER

MUNICIPAL CORPORATION PATIALA

DEPARTMENT OF LOCAL GOVERNMENT OF PUNJAB

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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

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: -

S. No.	Type of Services	Services details	Timeline (in working days)	Designation of officer responsible for delivery of services
1	Water Supply & Sewerage	<ul style="list-style-type: none"> • New Water Connection • Change of Title in Water Bill • Approval of Water Disconnection • Water & Sewerage Bill Amendment • Water Re-connection • New Sewerage Connection • Change of Title in Sewerage Bill • Approval of Sewerage Disconnection • Sewerage Re-connection 	<ul style="list-style-type: none"> 9 Days* 9 Days* 7 Days* 9 Days* 7 Days* 9 Days* 9 Days* 9 Days* 9 Days* 	<p>(For Change of Title)</p> <ul style="list-style-type: none"> • Clerk/Ledger Keeper/ Meter Reader • Inspector • Superintendent • Secretary <p>(For New Connection & Re-connection)</p> <ul style="list-style-type: none"> • Clerk (Meter Reader) • Junior Engineer • Executive Engineer

2	Street Light	<ul style="list-style-type: none"> Complaints regarding Street Light not working 	02 Days*	<ol style="list-style-type: none"> Jr. Engineer A.C.E C.E.
3	Building Branch	<ul style="list-style-type: none"> Sanction of Building Plan (Residential) Approval of Additional construction (Residential) 	30 Days*	<ol style="list-style-type: none"> Building Inspector DM/HDM .A.T.P. M.T.P
		<ul style="list-style-type: none"> Sanction of Building Plan (Commercial) Approval of Additional Constuction (Commercial) Sanction of change of Land Use 	60 Days*	<ol style="list-style-type: none"> Building Inspector DM/HDM A.T.P. M.T.P CMC
		<ul style="list-style-type: none"> Plot regularisation applications 	No limit	<ol style="list-style-type: none"> Building Inspector DM/HDM A.T.P.
		<ul style="list-style-type: none"> Colonies approval under papra 1995 	No limit	<ol style="list-style-type: none"> Building Inspector DM/HDM A.T.P. M.T.P CMC
		<ul style="list-style-type: none"> Building Plans approval under PMAY 	30 Days*	<ol style="list-style-type: none"> Building Inspector DM A.T.P
		<ul style="list-style-type: none"> Removal of violations and permanent Encroachment 	No limit	<ol style="list-style-type: none"> Building Inspector A.T.P M.T.P. CMC
		<ul style="list-style-type: none"> License for setting up Communication Tower on Private Property 	12 days	<ol style="list-style-type: none"> Building Inspector DM/HDM A.T.P. M.T.P

4	Sanitation /Public Health	<ul style="list-style-type: none"> ● Collection & Disposal of Solid Waste ● Challan for Open Littering/Plastic/ Nuisance as per bye laws ● Spray/Fogging for prevention of Vector borne Diseases. ● Issue of NOC for Waste Management. ● Removal of Dead animal 	2 day* 2 day* 1 day 2 day* 1 day	1. S.I./S.S. 2. C.S.O.
5	Birth and death certificate	<ul style="list-style-type: none"> ● Issue of first copy of Birth certificate ● Issue of first copy of death certificate ● Correction in Birth and Death Certificate ● Addition of Name in Birth Certificate ● Issuance of copy of Death/Non-Availability Certificate ● Issuance of copy of Birth/Non-Availability Certificate ● Delayed Registration (Late entry) of Birth And Death 	4 days* 4 days* (Within year) 22 Days* (After 1 year) 43 Days* (Within year) 10 Days* (After 1 year) 40 Days* 10 Days* 10 Days* 45 Days	1. Dealing clerk 2. Local Registrar
6	Fire safety	<ul style="list-style-type: none"> ● Conducting Fire Rescue Operations ● Issue of NOC for Fire Safety 	Immediately 30 Days*	1. S.F.O. 2. F.S.O. 3. A.D.F.O.
7	Property Tax	<ul style="list-style-type: none"> ● Collection of Property Tax ● Assigning a Unique ID to each Property ● Assessment and Collection of Property Tax 	12 Days 12 Days 12 Days	1. Clerk 2. Inspector 3. Superintendent
8	License	Issuance/renewal of Trade License for u/S 343(D.O.T.)	12 days*	1. Clerk 2. Inspector 3. Superintendent

9	Rent/Fee Collection	<ul style="list-style-type: none"> ● 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
10	Advertisement	<ul style="list-style-type: none"> ● 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. Superintendent 2. Secretary 3. JC 4. Commissioner
11	Library	<ul style="list-style-type: none"> ● Information regarding books available in Libraries managed by the ULBs ● Library Management (including issues) / Return of books) 	2 days 2 days	1. Clerk 2. Superintendent
12	Civil Works (Roads/Parks etc) / Misc.	<ul style="list-style-type: none"> ● Management of various Civil Works of ULBs ● Management of Parks & Plantations managed by the ULBs ● Resolution of Complaints & Grievances received from citizens ● Supply of information under RTI/RTS Act 	15 days 7 days 7 days 15 days	1. J.E/A.C. E/C.E. 1. Superintendent

Punjab Transparency and Accountability Delivery Of Public service Act Right to Service Act 2018

Sr. No.	Name of the Service	Given Time limit	Designated officer	First Appellate authority
1	Sanction of Building Plans/ Revised Building Plans (Other than Residential) -in Municipal Corporation Cities	62	Commissioner Municipal Corporation Patiala	Director Local Government
2	Sanction of Building Plans/ Revised Building Plans (Residential)-in Municipal Corporation Cities	32	Commissioner Municipal Corporation Patiala	Director Local Government
3	Approval of Water Disconnection/ Reconnection	7	Joint Commissioner Municipal Corporation Patiala	Deputy Commissioner Patiala
4	Approval of Sewerage Disconnection/ Reconnection	9	S E (O&M) Municipal Corporation Patiala	Deputy Commissioner Patiala
5	Change of Title in Water & Sewerage Bill / Water & Sewerage Bill Amendment	9	S E (O&M) Municipal Corporation Patiala	Deputy Commissioner Patiala

6	Issuance of Allotment Letters	62	Jint Commissioner Municipal Corporation Patiala	Deputy Commissioner Patiala
7	Issuance of Possession Letters	32	Joint Commissioner Municipal Corporation Patiala	Deputy Commissioner Patiala
8	Issuance/ Renewal of Trade License by Municipal Committees and Municipal Corporations	14	Superident License Branch Municipal Corporation Patiala	Deputy Commissioner Patiala
9	Issue of Conveyance Deed in Municipal Committees and Municipal Corporations	17	Assistant Commissioner Municipal Corporation Patiala	Deputy Commissioner Patiala
10	Issue of NOC for Fire Safety	32	Assistant Divisional Fire Officer	Joint Commissioner Municipal Corporation Patiala
11	Issue of Permission for mortgage	17		Deputy Commissioner Patiala
12	License for Slaughter house	32	Joint Commissioner Municipal Corporation Patiala	Deputy Commissioner Patiala
13	Collection of property tax	One hours	Joint Commissioner Municipal Corporation Patiala	Deputy Commissioner Patiala
14	Conveying the Assessment regarding Property Tax	One hours	Joint Commissioner Municipal Corporation Patiala	Deputy Commissioner Patiala

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

S.no	Name	Designation	Branch Name	Phone No.
1	Sh. Paramjit Singh IAS	Commissioner	Head Of the Office	0175-2311326
2	Smt. Sonam IAS	Joint Commissioner - 1	L &T, Property Tax, Water Supply PMAY, NULM SAKSHI, PME Bus service Contingency expenditure upto Rs 20,000/- (for under Branches)	0175-2311327
3	Smt. Manreet Rana PCS	Joint Commissioner-2	Health Branch Establishment Branch, IT Cell and Estate, Street Vending Branch, Legal Branch, Newspaper Payment (upto Rs 25000/-) Census Branch Census Branch (City Census Officer) License Branch Fire Brigade Medical Bill (upto Rs 75000/-) Legal Branch Petrol Diesel related Post PSPCL connection security for Contingency Expenditure upto Rs25,000/- Contingency Expenditure upto Rs25,000/- (For under Branches)	0175-2311327

Administrative Staff

1	Sh. Ravdeep Singh	Assistant Commissioner	Account Branch Establishment Branch, Main Office Pension Branch To sign bills as DDO First Appellate Authority as RTI cases PMAY, NULM, SVANIDHI Contingency Expenditure up to Rs 10,000/- (For under Branches) As DDO of Contingent Bills, Salary, Salary of Outsource, medical bill PGRS/Complaint Cell	7009763175
2	Sh. Surjeet Singh Cheema	Secretary	Land Branch Street Vending Branch	9814190599
3	Sh. Neeraj Raheja	D.C.F.A.	Account Branch	9058200006
4	Sh. Sandeep Jain	Accountant Grade 1	Account Branch	8360361700
5	Sh. Amit Khullar	Accountant Grade 1	Pension Branch	7626910955
6	Sh. Suminder Pal Singh	Accountant Grade 1	Account Branch	9780110389
7	Sh. Lovneesh Goyal	Superintendent	Main office Branch Water Supply and Sewerage Branch Complaint Cell	9888641727
8	Sh. Parshotam Dass	Superintendent	Establishment	7009759010
9	Sh. Sanjeev Garg	Superintendent	Resolution Branch Mayor's Office License Branch Census Cell	9646300499
10	Sh. Aseem Gupta	Superintendent	Account Branch	9877370233
11	Sh. Vishal Sayal	Superintendent	Property Tax Census Cell	9646050780
12	Ranjita Chawla	Superintendent	Establishment Branch RTI Branch	9646041818
13	Sh. Lakhbir Singh	P.A.	P.A. to AC	9780040009

14	Sh. Krishan Kumar	P.A.	P.A. to CMC	9780600900
15	Sh. Bhupinder Singh	P.A.	P.A. to CMC	9888003600
16	Sh. Sunil Kumar Gulati	Inspector	Property Tax Branch	9988690543
17	Jaskirat Kaur	Inspector	Property Tax Branch	9815568219
18	Sh. Lalit Kumar	Inspector	License Branch	9815748865
19	Sh. Gagandeep Singh	Inspector	Land Branch	9888070875
20	Sarabjit Kaur	Inspector	Property Tax	9815253388
21	Sh. Navdeep Sharma	Inspector	Property Tax	9888078621
22	Sh. Goldy Kalyan	Inspector	Water/Sewerage Branch	8360930560
23	Sh. Vishal Verma	Inspector	Land Branch	9779716981

Engineering Branch

1	Sh. Jatinder Pal Singh	Superintending Engineer	Engineering(Civil 2, Horticulture, Street Light p-2,O&M 2, Estate, E-bus, general Store)	9780017375
2	Sh. Rajinder Chopra	Superintendent Engineer	Engineering Branch (Civil 1 , Street Light p-1, O&M 1, A-tank Store)	9646050729
3	Sh. Narain Dass	Executive Engineer	Engineering Branch (Civil 1, Street Light p-1 ,O&M 1 Estate, E-bus, general Store A-tank Store)	9780190800
4	Sh. Kuljinder Singh	Executive Engineer	Engineering Branch (Civil 2, Horticulture, Street Light p-2, O&M 2,	9646350095
5	Sh. Rajdeep Singh	XEN (Civil)	Engineering (civil 1, E-Bus)	9646971000
6	Smt. Sharanvir Kaur	XEN (Civil)	Engineering (Civil 1)	9781963709
7	Sh. Sandeep Saini	XEN (Civil)	Engineering(Civil 1, O&M P-1)	9988427427
8	Sh. Amninder Singh	XEN (Civil)	Engineering Branch (Horticulture)	9855832636
9	Sh. Karminder Singh	XEN (Electrical)	Engineering (Street Light-1,2)	9988146420
10	Sh. Hardeep Singh	XEN	Engineering (Civil 2)	7973136385
11	Sh. Munish Kainth	XEN O & M (Mechanical)	Engineering Branch (O&M P-2)	9478955566
12	Sh. Dharminder Singh	XEN (Civil)	Engineering Branch (Estate)	8146842143
13	Sh. Amandeep Singh	XEN (Electrical)	Engineering Branch (Street light)	8427094238
14	Sh. Ashutosh Mittal	J.E. (O & M-2)	O & M Branch	9779332303
15	Sh. Rajesh Kumar	J.E. (O & M Mechanical)	Engineering Branch	9988630688
16	Sh. Harbhajan Singh	J.E. Civil	Engineering Branch	8847583103
17	Sh. Jagjit Singh	J.E. Civil	Engineering Branch	9780403399

18	Sh. Kartik Goyal	J.E. Civil (P-1)	Engineering Branch	9056117000
19	Sh. Harwinder Kaur	J.E. (O & M,P-2)	Engineering	6283469658
20	Sh. Sunil	J.E. Civil-Estate	Engineering	9873982478

Building Branch

1	Sh. Neeraj Kumar Bhatti	MTP	H/Q Mohali	9988800345
2	Sh. Sandeep Saini	Architect	Building	9646300176
3	Sh. Kamalpreet Singh	A.T.P.	Building	8556000604
4	Sh. Karanjit Singh	A.T.P.	Building	9878313691
5	Smt. Ishtpreet Kaur	A.T.P.	Building	9872010380
6	Sh. Shivajeet Singh	Assistant Architect	Building	9646741606
7	Sh. Gagan keer Singh	Assistant Architect	Building	7973931565
8	Sh. Ankit Singh Pannu	Head Draftsman	Building	9682324512
9	Sh. Naveen Kumar	Draftsman	Building	9872825179
10	Sh. Manpreet Kaur	Draftsman	Building	7814988309
11	Sh. Gagandeep Singh	Draftsman	Building	8968604056
12	Miss Sharanjeet Kaur	Draftsman	Building	9646129322
13	Miss Anjana kumari	Building Inspector	Building Branch	8198074585
14	Miss Manpreet Kaur	Building Inspector	Building	8968968144
15	Sh. Ankush Kumar	Building Inspector	Building	9888775047
16	Sh. Ramandeep Singh	Building Inspector	Building	9815704012
17	Sh. Inderjot Singh	Legal Assistant	Building	98888605604

Fire Brigade

1	Sh. Harinder pal Singh	A.D.F. O	Fire Branch	9501904790
2	Sh. Rajinder Kumar	Fire Station Officer	Fire Branch	9780020301
3	Sh. Raman Kumar	Sub Fire Officer	Fire Branch	8054310101
4	Sh. Love Kush	Sub Fire Officer	Fire Branch	9914540344
5	Sh. Manoj Kumar	Sub Fire Officer	Fire Branch	9888500586
6	Sh. Vishal Kumar	Sub Fire Officer	Fire Branch	9988690101
7	Sh. Gurcharan Singh	Sub Fire Officer	Fire Branch	904158350

Health Branch

1	Sh. Navinder Singh	Health Officer	Health Branch	9872920042
2	Sh. Navdeep Sharma	Sanitary Officer	Health Branch	9872275252
3	Sh. Rajesh Kumar	Sanitary Inspector	Health Branch	9988851007
4	Sh. Jagtar Singh	Sanitary Inspector	Health Branch	9914272078
5	Sh. Rishabh Gupta	Sanitary Inspector	Health Branch	8146055511
6	Sh. Harvinder	Sanitary Inspector	Health Branch	9814575844
7	Sh. Inderjeet Singh	Sanitary Inspector	Health Branch	7986462686
8	Sh. Mohit Jindal	Sanitary Inspector	Health Branch	9915516509
9.	Smt. Goga Rani	Sanitary Inspector	Health Branch	9501667764
10.	Sh. Navinder	Sanitary Supervisor	Health Branch	
11.	Sh. Kuldeep Ratta	Sanitary Supervisor	Health Branch	8725833226

Legal Branch				
1	Sh. Prashant Puri	Legal officer	Law Branch	9780054500
2.	Sh. Inderjot Singh	Legal Assistant	Law Branch	9888605604
Birth & Death Branch				
1	Sh. Navinder Singh	Local Registrar	Birth & Death Branch	9872920042
2	Sh. Karamjit Singh	Superintendent	Birth & Death Branch	8559020002

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 Moti Bagh Patiala-147001.
- Toll free No. 1800-180-2808 established by Municipal Corporation.
- Mobile base Application M-SEWA implemented by Punjab Govt.
- Toll Free No. 1800-1800-0172 established by the Department of Local Govt. Punjab.
- Online PGRS Portal Complaints through <https://connect.punjab.gov.in/>

The officials shown in Table No.1 will be designated for receiving the grievances, issuing acknowledgement receipts. 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 1.

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:

(b) Toll free No 1800-180-2808:

This system is devised by the Municipal Corporation Patiala office. In this system a complainant can register his/her complaint on Grievance Redress Cell by Toll Free No. 1800-180-2808.

Steps to Operate Toll Free No. 1800-180-2808

- The Complaint Centre will work during the working days from 9:00 AM to 5.00 PM. Public can register/log their complaint on Toll Free no. 1800-180-2808, services related to Municipal Corporation Patiala like Sanitation, Street Light, Water Supply, Sewerage 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 reports and send them to concerned officers. SMS message will be sent to the Concern Officer about the total complaint of the day and total pending complaints till date.
- Concerned Officer will take appropriate action on these complaints within the described time as table-1.
- If a complaint has been resolved then it will be closed and a SMS (Complaint Resolved) is sent to the Complainant.
- Complaint status can be checked by Complaint ID at Toll free No.
- Pending complaints of all categories will be monitored by the Secretary.

(c) Mobile Base Application- M-SEWA

Municipal Corporation, Patiala provides a mobile base application M-SEWA developed by Punjab Govt. 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 M-SEWA
- 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.

Steps to send complaints

- Click the new button to start a new complaint.
- Enter the basis requires details.
- Select category of the complaint.
- Click the “File complaint” button to complete the process.

3.3 Time norms for Redress

Table-1

S.No	Name/ Designation of Nodal Officer	Type of Service	No of days to resolve Complaint	Contact No of Concerned Officer
1	Sh. Navdeep Sharma Sanitary Officer	Sanitation	13 days	9872275252
2	i)Sh. Jatinder Pal Singh Superintendent Engineer ii)Sh. Rajinder Chopra Superintendent Engineer	Street Light	04 days	9780017375 9646050729
3	i)Sh. Jatinder Pal Singh Superintendent Engineer ii)Sh. Rajinder Chopra Superintendent Engineer	Water supply & Sewerage	04 days	9780017375 9646050729
4	Sh. Jatinder Pal Singh Superintendent Engineer	Horticulture	13 days	9780017375

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 below.

Table 3

S.No.	Servies	1 st Level	2 nd Level	3 rd Level	4 th Level
1.	Water Supply & Sewerage	Jr. Engineer	A.C.E	C.E.	Commissioner
	Time Norms	3 days	2 days	1 day	1 day
2.	Street Light	Jr. Engineer	A.C.E	C.E.	Commissioner
	Time Norms	3 days	2 days	1 day	1 day
3.	Building Branch	Building Inspector	A.T.P	M.T.P	Commissioner
	Time Norms	15 Days	7 Days	5 Days	3 Days
4.	Sanitaion/ Public Health	S.I.	C.S.I	C.O.	Commissioner
	Time Norms	1 day	1 day	1 day	1 day
5.	Birth and Death Certificate	Clerk	Inspector	Local Registrar	Commissioner
	Time Norms	2 days	1 day	1 day	1 day
6.	Fire Safety	S.F.O	F.S.O	A.D.F.O	Commissioner
	Time Norms	15 days	7 days	5days	3 day
7.	Property Tax	Clerk	Inspector	Superintendent	Commissioner
	Time Norms	1 day	1 day	1 day	1 day
8.	License	Clerk	Inspector	Superintendent	Commissioner
	Time Norms	1 day	1 day	1 day	1 day
9.	Rent/Fee Collection	Clerk	Inspector	Superintendent	Commissioner
	Time Norms	1 day	1 day	1 day	1 day
10.	Advertisement	Clerk	Inspector	Superintendent	Commissioner
	Time Norms	2 day	1 day	1 day	1 day
11.	Library	Clerk	Inspector	Superintendent	Commissioner
	Time Norms	3 days	2 days	1 day	1 day
12.	Civil Works (Roads/Parks etc)/ Misc.	Jr. Engineer	A.C.E	C.E.	Commissioner
	Time Norms	7 days	5days	3 day	2 days