



# Citizen's Charter

GUNTAKAL MUNICIPALITY

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MA & UD Department  
Government of Andhra Pradesh

May 2013



## **Citizen's Charter**

Commissioner and Director of  
Municipal Administration

### **About CDMA**

The Commissionerate and Directorate of Municipal Administration (CDMA) is an apex organization of Municipal Administration and Urban Development of Government of Andhra Pradesh (G.O.AP), which provides guidance to Urban Local Bodies (ULBs) in performing their day-to-day functions, in adherence to the policies, procedures and guidelines provided by the Department to achieve effective Urban Governance.

CDMA administers through the Head Office, 6 Regional Offices and 182 ULBs spread across the state. CDMA, in its supervisory role, monitors the functioning of the ULBs against key parameters such as:

- Service delivery - sanitation, public health, water supply, street lighting etc
- Creation of infrastructure
- Regulatory activities - building constructions, trade licenses etc
- Resource mobilization
- Implementation of urban poverty alleviation programs

CDMA coordinates with other departments such as Public Health Engineering, Town & Country Planning, State Audit etc., to enable seamless delivery of urban services to the citizens.

### **About the ULB:**

*(A brief description on Urban Local Body concerned shall be written)*

*The Guntakal Municipality has constituted as Grade-III Municipality in 1948 and it was upgraded as Grade-II Municipality in 1956 and again it was upgraded as Grade I in 1980.*

*The area of the Municipality is 40.87 sqkms. The population is 1, 26,479 and households are 27392 as per 2011 census.*

*It is located 85 Kms away from the district. Head quarters of Anantapuram and 320 kms away from the State Capital of Hyderabad. It is one of the Divisional Head Quarters of South Central Railway.*

### **I. Vision**

To have well planned, economically productive, inclusive, environmentally sustainable safe cities and towns with high quality services.

### **II. Mission**

- To anticipate and provide for urban infrastructure requirements through comprehensive integrated planning
- To ensure planned urban development in all respects and inclusive of developing alternative urban centers as counter magnets

- Operate municipal services on a competitive basis to provide adequate high quality services at affordable cost
- Develop urban services and infrastructure by involving the private sector, wherever required
- Mitigate urban problems by providing shelter and basic services for all
- Transparent accountability and efficiency in Urban Governance
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### **III. Objective**

1. Improvement of municipal infrastructure services in ULBs.
2. Planned development of all urban areas in respect of planning, development and regulatory actions.
3. To strengthen the financial position of ULBs
4. To facilitate that all ULBs are kept clean and pleasant places to live in.
5. To facilitate implementation of programmes for Urban Poverty Alleviation in ULBs.
6. To facilitate, finance and creation of infrastructure for urban transport and services including metro rail.
7. To facilitate improvement of capacities of key stakeholders in Urban Development.
8. To formulate and pursue urban reforms.

#### IV. Service Standards

**A.** The services in ULBs are provided by various sections. The services rendered by various sections, and the officer responsible to render the service and the officer to whom a grievance/complaint be made in case of delay or default of service are listed in the following table.

S. No.	Service	Documents Required (Copies)	Fee	Time Frame	Officer Responsible to render services	Officer to whom a grievance/ complaint be made in case of delay or default of service
1	2	3	4	5	6	7
<b>I. Revenue Section</b>						
1	Assessment of property tax and allocation of Door Number	<ul style="list-style-type: none"> <li>Registered sale deed</li> <li>Building permission</li> </ul>	No charges levied	15 days	Revenue Officer	Commissioner

2	<p>Transfer of ownership of property in assessment register</p> <p>a) Where both the parties – seller and buyer make an application</p> <p>b) Where either seller or buyer makes an application</p>	<ul style="list-style-type: none"> <li>Registered sale deed/ Gift deed/ Partition deed/ Court Decree / Succession certificate</li> <li>Property tax receipt showing upto date payment</li> </ul>	<p>0.25% on the value of property</p>	<p>a)15 days</p> <p>b)45 days</p>	<p>Revenue Officer</p>	<p>Commissioner</p>
3	<p>Certified copy of assessment register</p>	<p>Property tax receipt duly showing upto date payment</p>	<p>Rs.250/-</p>	<p>7 days</p>	<p>Revenue Officer</p>	<p>Commissioner</p>
4	<p>Disposal of revision petition on property tax</p>	<p>Submission of Petition within 30 days from the service of Special Notice.</p>	<p>No charges levied</p>	<p>30 days</p>	<p>Commissioner</p>	<p>Regional Director cum Appellate Commissioner of Municipal Administration</p>

5	Disposal of appeal petition on property tax (Municipalities)	<ul style="list-style-type: none"> <li>• Submission of Appeal within 15 days from the date of receipt of orders on revision petition</li> <li>• Payment of existing tax</li> </ul>	No charges levied	30 days	Regional Director-cum-Appellate Commissioner of Municipal Administration	CDMA
<b>II. Engineering Section</b>						
6	Sanction/Disposal of Water Supply Connection (where distribution lines are available)	<ul style="list-style-type: none"> <li>• Property tax receipt showing upto date payment</li> </ul>	1).Application Cost Rs. 50/- 2).General --- Rs.6000/ 3).O.Y.T. Rs.10500/- 4).Rs.200/- for BPL Tap connections	30 days 15 days 30 days	Assistant Engineer	Municipal Engineer



7	Water supply pipe lines leakages	Application is sufficient	No Charges levied.	1 day	Asst. Engineer	Municipal Engineer
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### III. Health Section

8	Issuance of Birth Certificate a) in case of digitization of records b) in case of other than (a)	Application is sufficient	As per rates fixed by Mee Seva.	a) across the counter  b) 5 days	a) Meeseva  b) Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer
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9	Child name inclusion in Birth Certificate	Application is sufficient	No Charges levied.	7 days	Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer
10	Name correction in Birth Certificate	Application is sufficient	No Charges levied.	7 days	Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer
11	Non-availability certificate for Birth Entry	Application is sufficient	As per rates fixed by Mee Seva.	7 days	Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer
12	Issuance of death Certificate a) in case of digitization of records b) in case of other than (a)	Application is sufficient	As per rates fixed by Mee Seva.	a) across the counter b) 5 days	a)Meeseva b)Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer
13	Name correction in Death Certificate	Application is sufficient	No Charges levied.	7 days	Sanitary Inspector/ Sanitary Supervisor/	Municipal Health Officer

14	Non-availability certificate for death entry	Application is sufficient	As per rates fixed by Mee Seva.	7 days	Sanitary Inspector/ Sanitary Supervisor/	Municipal Health Officer
15	Sanction/Disposal of application for Trade License	<ul style="list-style-type: none"> <li>• Rental agreement ( if applicable)</li> <li>• Property tax receipt showing upto date payment</li> </ul>	As per Gazette rates.	15 days	Sanitary Inspector/ Sanitary Supervisor /	Municipal Health Officer
16	Renewal of Trade License	<ul style="list-style-type: none"> <li>• Existing Trade License</li> <li>• Rental agreement ( if applicable)</li> <li>• Property tax receipt showing upto date payment</li> </ul>	As per Gazette rates.	7 days	Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer

17	Sanitary Certificate for Educational Institutions	<ul style="list-style-type: none"> <li>• Registration / Recognition certificate from School Education Department.</li> <li>• Property tax receipt showing upto date payment</li> </ul>	As per Gazette rates.	15 days	Sanitary Inspector/ Sanitary Supervisor	Municipal Health Officer
18	Garbage clearance		No charges levied.	2 days	Public Health Maistry	Sanitary Inspector / Sanitary Supervisor
19	Drain cleaning		No charges levied.	3 days	Public Health Maistry	Sanitary Inspector / Sanitary Supervisor

<b>III. TOWN PLANNING SECTION</b>						
<b>20</b>	Sanction/Disposal of application for Building Permission	1. Govt. Orders, if any. 2. NOC from Collector / JC / Tahsildar / Revenue Dept. (Wherever required). 3. Previous sanction Plan, if approved previously 4. NOC from AAI, (wherever required)	As per Gazette rates.	30 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer

		<p>5. NOC from Andhra Pradesh State Disasters Response &amp; Fire Services Department,, (wherever required)</p> <p>6. Structural stability certificate issued by the Competent Authority</p> <p>7. NOC from Police Department (Traffic) (wherever required)</p> <p>8. Traffic Impact Study by Qualified Consultant (wherever required)</p> <p>9. NOC from Heritage Conservation Committee (wherever required)</p> <p>10. NOC from Irrigation Department in case of lands abut water bodies, Water courses &amp; nalas (wherever required)</p>				
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		<p>11. NOC from Revenue Department in case of lands abut water bodies, Water courses &amp; nalas (wherever required)</p> <p>12. NOC from Railways (wherever required)</p> <p>13. NOC from State Environmental impact Assessment Authority (wherever required)</p> <p>14. NOC from Defense Authority (wherever required)</p> <p>15. NOC from State Naval Science and Technology Laboratory, Visakhapatnam (NSTL) (wherever required)</p> <p>16. NOC from Oil / Gas Authority (wherever required)</p>				
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		17. TDR Certificate (wherever required)				
21	Building Occupancy Certificate	Sanctioned copy of Building Plan	As Per Gazette rates	15 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer / Asst. City Planner
22	Certified copy of building permission	Application is sufficient	As per Gazette rates.	15 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer / Asst. City Planner
23	Land use certificate as per master plan	Application is sufficient	Rs.500/-	15 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer / Asst. City Planner



Note:

1. These services are available in the MeeSeva and Municipal Service Centers in ULB.
2. Application Forms and leaflets showing the procedure to be followed to obtain these services are available at MeeSeva and Municipal Service Center and also in the website of CDMA ([www.cdma.gov.in](http://www.cdma.gov.in))
3. Cost of Application form and Fees/User Charges for obtaining the above services would be fixed by the ULB concerned\*\*.
4. The 'days' in timeframe referred above mean 'working days'
5. If the above timeframe is not adhered to, compensation would be paid to the applicant at Rs.50/- per day in case of services of revenue, engineering and health sections; and Rs.100/- per day in case of services of town planning section by the ULB towards loss of valuable time of the applicant. This compensation will be recovered from the person who delayed the service delivery.

\*\* Since the citizen charter is issued by the concerned ULB, the cost of application form and the fee for the service may be indicated in table itself.

**B. The details of the officers concerned with the service delivery are given in the Annexure**

## V. Grievance/Complaint Redressal Mechanism

The ULB has a well laid down mechanism for efficient and effective resolutions of grievances of citizens. The grievances/complaints can be filed in the following channels.

SL.No	Channel of filling	Whom to contact	Mode of Contact
1	Manual	Commissioner/Manager	Personal visit
2	Post	Commissioner	Through letter
3	Phone	Call center	9491030301
4	Email		Apusp9@rediffmail.com
5	Internet	Website	

On receiving a grievance/complaint through any of the channels referred above an acknowledgement with complaint number will be given to the complainant. It would be intimated to the complainant by adopting the cheapest mode of communication.

## **VI. Stakeholders**

A Stakeholders meeting was conducted in the office of CDMA, Hyderabad on 26.03.2013 and nearly 40 representatives from the following organizations have attended.

- CDMA
- Engineer-in-Chief (Public Health)
- Director of Town and Country Planning
- Andhra Pradesh Municipal Development Project
- Mission for Elimination of Poverty in Municipal Areas
- Andhra Pradesh Urban Finance and Infrastructure Development Corporation
- Urban Governance Expert, APUFIDC
- Community Based Organizations – Representatives of Town Level/Slum Level Federations
- NGOs representatives
- Commissioners of ULBs
- Center for Good Governance

The suggestions emerged during the meeting have been considered and incorporated, wherever appropriate in the document

## **VII. Indicative Expectations from Citizens**

Citizens are expected to:

- Submit the application in the prescribed form, and obtain the receipt.
- In case the application is not prescribed, it may be made on a white paper.
- Attach the document required for the service
- Pay the prescribed fee and obtain receipt
- Be prompt in payment of property tax, user charges and license fees etc.,
- Construct buildings in approved layouts and as per approved plan
- Avoid unauthorized constructions and deviation from the approved plan
- Avoid throwing garbage on roads/drains/open places
- Avoid wasting drinking water
- Avoid open defecation
- Help the administration in rendering the services effectively

## **VIII. Month and Year for the next review of the charter**

The citizen charter is prepared by the department in the month of May 2013 and would be reviewed during April 2014.

## ANNEXURE

### Contact details of the officers concerned with the service delivery

Name	Designation	Phone No	Mail-ID
Sri.Y. Satyanarayana	Commissioner	9849905854	<a href="mailto:guntakalmunicipality@gmail.com">guntakalmunicipality@gmail.com</a> & <a href="mailto:apusp9@yahoo.com">apusp9@yahoo.com</a>
Smt. K.Mary Gold	Assistant Commissioner	9849907420	<a href="mailto:guntakalmunicipality@gmail.com">guntakalmunicipality@gmail.com</a> & <a href="mailto:apusp9@yahoo.com">apusp9@yahoo.com</a>
Sri A. Yuvaraj	Manager	9491030306	<a href="mailto:guntakalmunicipality@gmail.com">guntakalmunicipality@gmail.com</a> & <a href="mailto:apusp9@yahoo.com">apusp9@yahoo.com</a>
Sri.S.Noor Ahamed	Revenue Officer	9491030315	<a href="mailto:guntakalmunicipality@gmail.com">guntakalmunicipality@gmail.com</a> & <a href="mailto:apusp9@yahoo.com">apusp9@yahoo.com</a>
Sri.P.V.V. Satyanarayana Raju	Municipal Engineer	9849907414	<a href="mailto:guntakalmunicipality@gmail.com">guntakalmunicipality@gmail.com</a> & <a href="mailto:apusp9@yahoo.com">apusp9@yahoo.com</a>
Sri.P. SivaNarayana	Asst City Planner	9849907416	<a href="mailto:guntakalmunicipality@gmail.com">guntakalmunicipality@gmail.com</a> & <a href="mailto:apusp9@yahoo.com">apusp9@yahoo.com</a>
Sri.C. Yella Reddy	Enivornment Engineer (D.E.E)	9989500873	<a href="mailto:guntakalmunicipality@gmail.com">guntakalmunicipality@gmail.com</a> & <a href="mailto:apusp9@yahoo.com">apusp9@yahoo.com</a>
Smt.M.A.Manorama Devi	T.P.R.O	9849907419	<a href="mailto:guntakalmunicipality@gmail.com">guntakalmunicipality@gmail.com</a> & <a href="mailto:apusp9@yahoo.com">apusp9@yahoo.com</a>

Commissioner  
Guntakal Municipality