

Citizen charter

Municipal Corporation, Faridabad.

Applicable w.e.f. 20.11.2006

We the officers, officials and members of Municipal Corporation, Faridabad having committed to the development of the town as well as pursuance of higher quality of civil life for the citizens of the town having set the following objectives for the realization of the goals within the frameworks of the Haryana Municipal Corporation Act, 1994 and within the available means of the Corporation: -

1. Transparency in administration and recognition of the rights of the citizens to public information.
2. Public Accountability of the different functionaries of the Municipal Corporation.
3. Administrative efficiency through de-centralization and citizen friendly method of working.
4. Citizen participation, as far as possible, in the process of development.
5. Speedy and Responsive redressal of public grievances of citizens through existing channels as well as through proposed charter.
6. Reviews and reforms in the administrative procedures with a view to making them results oriented.

Proclaim this charter of detailed municipal services, quality of service, access to information, participation in decision-making process and time bound schedule of service, sanctions and approvals.

It also indicates that the functionaries and citizens can meet to resolve the respective matters. The charter will be widely publicized so that the citizens can use it in dealing with the municipal administration. we earnestly seek the cooperation and involvement of citizens in moulding the municipal organization into a purposeful and efficient instrument of democratic governance.

Various Services provided by Municipal Corporation to its citizens: -

SANITATION

ROAD/DRAIN/BUILDING MAINTENANCE

Particulars	Work Completion period	Concerning Officers & Office Address	Particulars	Work Completion period	Concerning Officers & Office Address
Cleaning roads	Every day	Sr. Sanitary Inspector of Area/Private Contractor	Temporary filling of pot holes/road cuts	With in 3 days	Area J.E
Removal of Garbage from Municipal Rubbish bins	Everyday	Sr. Sanitary Inspector of Area	Patch Repair	Within 5 days	Area J.E.
Removal of Garbage on receipt of complaint	Within 2 days	Sr. Sanitary Inspector of Area	Removal rubbish Malba from Public land by owner	Notice to owner within 48 hrs.	Building Inspector of Area
Complaints regarding In sanitary conditions	Within 2 days	Sr. Sanitary Inspector/Sanitary Inspector of Area	Removal of rubbish (Malba by M.C. if owner fails to comply)	One week after notice (cost recovered from owner)	Building Inspector of Area
Complaints regarding stray dogs/ cattles	Every Day	Sr. Sanitary Inspector of Area	Removal of encroachment on road a) Temporary b) Permanent	a) Within 2 days b) Within 15 days	B.I./J.E. of the Area B.I./J.E. of the Area

Complaint regarding dead animals	Immediate	Sr .Sanitary Inspector of Area	Drain Repairs a) Minor Repair b) Major Repair	One week One Month	X.E.N/J.E. of the area
			Construction of New Road/Drains	Two months	X.E.N/J.E. of the area
KEEP FARIDABAD CLEAN & GREEN					
STREET LIGHT			LICENCES		
Particulars	Work Completion period	Concerning Officers & Office Address	Particulars	Work Completion period	Concerning Officers & Office Address
Request for installation (New arrangement)	Within 1 month (Subject to availability)	J.E./ Private Contractor	Supply of Application forms	All working days	Licence Clerk
Repair of street light	Within 2 days	(Pvt. Contractor)	Acceptance & Acknowledgment of application and receipt of licence fees.	Same day	Licence Inspector
			Reporting deficiency in application to the applicant	Within 2 days	Licence / Sanitary Inspector
			Grant of Licence	Within 7 days after deposit of Licence fee and clearance of deficiencies	Zonal & Taxation officer
No Dues Certificate			FIRE SERVICE		

Particulars	Work Completion period	Concerning Officers & Office Address	Particulars	Work Completion period	Concerning Officers & Office Address
NOC for water supply/sewerage connection	Within 2 days	Junior Engineer of the area	Fire Calls	Immediately	Fire Officer/ADFO
NOC for electricity	Within 2 days	Junior Engineer of the area	Fire Reports as per occurrence book	Within 2 days	Fire Officer/ADFO
NOC for registration of sale deeds	Within 15 days	Junior Engineer/ Building Inspector of the area.			
			FOR FIRE CALL 101		
MUNICIPAL TAXES			MISCELLANEOUS		
Particulars	Work Completion period	Concerning Officers & Office Address	Particulars	Work Completion period	Concerning Officers & Office Address
Enquiry	Every working day	Zonal & Taxation Officer	Disposal of every type of complaints (Non specific)	Within 7 days	Z.T.O
Correction of bills	Within two days	Zonal & Taxation Officer	All types of copies other than House Tax	Within 7 days	Z.T.O
Deposit of Taxes	Every working day	Zonal & Taxation Officer	Domicile / Resident/ Caste certificate Verification	Same day	Z.T.O
Transfer/addition of property for tax on land and buildings purpose.	Within 4 days	Zonal & Taxation Officer	Enquiries regarding supply of materials/ tender of municipal works	Same day	X.E.N Concerned
Copies relating to tax on land and building	Within two days	Zonal & Taxation Officer	PARKS		

Decision of transfer of tenancy of Municipal Shops / Khokhas receipt of application	Within 7 days of complete application as per rules	Zonal & Taxation Officer	Particulars	Work Completion period	Concerning Officers & Office Address
			Development of New Parks	2 Months	X.E.N (Hort.)
			Grass Cutting, Pruning of Hedges etc.	1 Week	J.E. of the area
			Watering/ Cleaning	2 Days	J.E.
SUGGESTIONS ARE ALWAYS WELCOME			Note : Maintenance of parks with public participation		
RENTED MUNICIPAL			BUILDING PERMISSION		
Particulars	Work Completion period	Concerning Officers & Office Address	Particulars	Work Completion period	Concerning Officers & Office Address
Application for reservation grounds parks for function	Application alongwith requisite fees submitted/deposited within 7 days before the function	Inspector/ Clerk	Any enquiry regarding submissions of building plan	Every working day	Building Inspector of the Area
Decision of allotment	Within 2 days after receipt of application	Inspector/ Clerk	Submission of Building plan	Every working day	Building Inspector of Area
Confirmation of reservation	Within three days from the receipt of application	Inspector / Clerk	Decision on buildings plans	Within 60 days	Joint Commissioner
In case of cancellation	Within two days from receipt of application payment of refund.	Inspector/ Clerk	Issuance of DPC certification	Within a week	Joint Commissioner/A.E. / J.E./ B.I.

			Extension of validity of Building plan.	Within 15 days	Joint Commissioner/A.E
			Issue of Completion Certificate	Within 30 days	Joint Commissioner/J.E./B.I
			Composition of unauthorised construction if compoundable as per Bye-laws	Within 30 days	Building Inspector/J.E. of the Area
			Action on complaints regarding unauthorized construction/encroachment	Immediate	Building Inspector of the Area
USE DUSTBINS			AVOID POLYTHENE		

