Citizen’s Charter

Greater Hyderabad Municipal Corporation (GHMC)

Head Office, Tank Bund Road, Hyderabad. Phone: 040-23225397, 040-23221276
(http://www.ghmc.gov.in)

Citizens’ Charter

1. About the Corporation :

The Greater Hyderabad Municipal Corporation (GHMC) is the ULB of Hyderabad city, spread over Hyderabad district, part of Ranga Reddy and part of Medak districts.

GHMC administers through the Head Office, 5 Zonal Offices and 24 Circle offices. GHMC provides the following services:

- Public Health, Sanitation, Street Lighting etc.
- Provision and maintenance of infrastructure – Roads, Storm Water Drainage, Under Ground Drainage Street Lights, Parks & Play Grounds etc
- Regulatory activities - building constructions, trade licenses etc
- Resource mobilization.
- Implementation of urban poverty alleviation programmes.

GHMC coordinates with other departments such as APCPACL, HMWS&SB, Revenue and Police to provide improved urban services to the citizens.

2. Vision:

To have well planned, inclusive, economically productive, environmentally sustainable Capital City of Hyderabad with world class infrastructure and services to provide improved quality of life to its citizens.

3. Mission:

- To plan and provide for urban infrastructure requirements through integrated planning.
- Operate municipal services of high quality with improved service delivery mechanism.
- Inclusive urban growth by strengthening community development and participation; and provision of basic services to the poor.
- Transparency, accountability and efficiency in Urban Governance.
3.2 Objectives:

1. Improvement of municipal infrastructure services.
2. Development of the city of Hyderabad in respect of planning, development and regulatory actions.
3. To strengthen the financial position of GHMC.
4. To ensure that all the areas of GHMC are kept clean and pleasant for better living.
5. To ensure better implementation of programmes for Urban Poverty Alleviation in GHMC.
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 implement urban reforms.

3.3. Functions:

GHMC provides the following civic services and infrastructure facilities to its citizens:

Civic Services:
- Health, sanitation and conservancy services including:
  - Solid waste management
  - Control of malaria and other epidemic diseases
  - Preventive health care and control of epidemics
  - Prevention of food adulteration and
  - Vital statistics including registration of births and deaths

Infrastructure Services:
- Roads, Bridges including Flyovers, Culverts, Subways etc
- Widening of Roads and Improvements to Junctions
- Traffic and Transportation amenities
- Street Lighting
- Storm water drainage and flood control
- Parks, Play grounds, Swimming pools, Stadium, Avenue and Block plantations
- Rain water harvesting and Water conservation
- Town Planning – Zoning and Building regulations
- Slum improvement and Urban Community Development
- Slaughter Houses, crematoria and burial grounds
- Hospitals, Dispensaries and Maternity & Child welfare centers

4. Services and Service Standards:

4.1. Service Delivery Offices:

The corporation has following levels of offices rendering different services shown against each type of office.

<table>
<thead>
<tr>
<th>SL No.</th>
<th>Office</th>
<th>Services offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>GHMC Head Office - headed by Commissioner</td>
<td>All services related to:</td>
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<td></td>
<td></td>
<td>• General Coordination at City Level</td>
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<td></td>
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<td>• Building permissions of 12m above (stilt + 5 floors) and Multi-storeyed Building (MSB)</td>
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<td>• Lay out permissions</td>
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<td>• Traffic and Transportation Planning</td>
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<td></td>
<td>• Major structures viz., Housing, Widening of Roads, Bridges and flyovers, junction improvement</td>
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<td>• Sanitary landfill site at Jawahar Nagar</td>
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<td>2.</td>
<td>Zonal Office – headed by Zonal Commissioner</td>
<td>All services related to:</td>
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<td></td>
<td>• General Coordination at Zonal Level</td>
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<td></td>
<td></td>
<td>• Building permissions above 10 m (stilt + 4 floors)</td>
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<td>3.</td>
<td>Circle Office – headed by Deputy Commissioner (DC)</td>
<td>All services related to:</td>
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<tr>
<td></td>
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<td>• General coordination at circle level</td>
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<tr>
<td></td>
<td></td>
<td>• Property Tax and other Municipal Taxes and Fees.</td>
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<td></td>
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<td>• Street Cleaning, Garbage Lifting and Transportation</td>
</tr>
</tbody>
</table>
animal control and maintenance of toilets.
- Birth & Death registration
- Infrastructure services including maintenance of civic infrastructure viz., roads, drains, street lights, parks and play grounds etc
- Building Regulation and Permission
- Implementation of poverty alleviation programmes include self employment, placement, bank linkage, Self Help Groups formation and capacity building of CBOs, Disabled groups (Vikasam)
- Senior Citizens (Aasara)

4.2. Timings:
Offices of the corporation work from 10.30 am to 5.00 pm. Citizens can file applications for all services during the office hours.

4.3. Our Key Services:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service</th>
<th>Documents required (All copies to be attested by Gazetted Officer)</th>
<th>Fees</th>
<th>Time frame</th>
<th>Officer rendering the service</th>
<th>Officer to be contacted for delay or default in service</th>
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<tbody>
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<tr>
<td>A. Health &amp; Sanitation Section</td>
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</table>

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</tr>
</thead>
</table>
| 1. | Issue of trade license | - Application (in prescribed format)  
- Self assessment form.  
- Property tax receipt upto date  
- Rental/sale/lease deed  
- Location plan - blue print copies -3  
- NOC from two immediate neighbours  
- Building Sanction plan / OC plan obtained from GHMC  
- Passport size photos - 2 | As per schedule of rates | 30 days | AMOH | DC |
| 2. | Renewal of Trade License | - Existing Trade License.  
- Rental Agreement (if applicable).  
- Property Tax receipt showing upto date payment. | As per Schedule rates | 10 days | ALO/AMOH | DC |
| 3. | Issue of Sanitation Certificate | - Application (in prescribed format)  
- Copy of Property Documents  
- Copy of Lease Agreement  
- Up to date Property Tax Receipt | - | 10 days | AMOH | DC |
<table>
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<tr>
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</table>
| 4.     | Trade License (Veterinary) | • Application (in prescribed format)  
• Self assessment form.  
• Rental/sale/lease deed.  
• Property tax receipt up to date  
• Location plans-blue print copies-3  
• NOC from two immediate neighbors  
• Building Sanction plan/OC obtained from GHMC  
• Passport size photos-2 | As per schedule of rates | 15 days | Veterinary Officer | DC |
| 5.     | License for pet dogs | • Application (in prescribed format)  
• NOC from neighbors  
• Health certificate from veterinarian | Rs.50/- | 7 days | Veterinary Officer | DC |
| 6.     | Issue of Birth/Death certificate | Application (in prescribed format) | Rs.20/- per certificate | 7 days | AMOH | DC |
| 7.     | Supply of extra copies of Birth certificate / Death certificate | Application in prescribed format | Rs.20/- | 3 days | AMOH | DC |
| 8.     | Corrections in Birth/Death certificates | • Application (in prescribed format)  
• Declaration by the nearest relative (Parents / Children's /Spouse) in case of death and either father or mother in case of live birth | Rs.80/- per certificate | 7 days | AMOH | DC |

<table>
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<tr>
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</tr>
</thead>
</table>
| 9.     | Inclusion of name in Birth certificate | Within 1 year of birth:  
• Application (in prescribed format)  
After 1 year but before 3 years:  
• Application (in prescribed format) | Rs.30/- per certificate | 7 days | AMOH | DC |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>10.</td>
<td>Non-availability certificate of Birth / Death</td>
<td>- Affidavit on Rs.10/- on non judicial stamp paper by parents After 3 years of child birth: - Application form (in prescribed format) - Ration Card / any other Residence Proof - School Bonafide Certificate - Birth Certificate If the applicant is unable to produce the above documents, a Notarized Affidavit with the cause satisfied by the registrar may be submitted.</td>
<td>Rs.20/- per certificate</td>
<td>7 days</td>
<td>AMOH</td>
<td>DC</td>
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</tbody>
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</thead>
<tbody>
<tr>
<td>11.</td>
<td>Grievance of Non-sweeping not done</td>
<td>- Form 2 given by concerned Police Station - Any other supporting documents</td>
<td>-</td>
<td>48 hrs</td>
<td>Sanitary Supervisor</td>
<td>Assistant Medical Officer</td>
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<tr>
<td>12.</td>
<td>Grievance of garbage not lifted</td>
<td>-</td>
<td>-</td>
<td>48 hrs</td>
<td>Sanitary Supervisor</td>
<td>Assistant Medical Officer</td>
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<tr>
<td>13.</td>
<td>Removal of Dead Animals / Carcasses</td>
<td>-</td>
<td>-</td>
<td>48 hrs</td>
<td>Sanitary Supervisor</td>
<td>Assistant Medical Officer</td>
</tr>
<tr>
<td>14.</td>
<td>Catching of Rabid dogs</td>
<td>-</td>
<td>-</td>
<td>48 hrs</td>
<td>Sanitary Medical</td>
<td>Assistant Officer</td>
</tr>
<tr>
<td>15.</td>
<td>Catching of animals in case of animal menace</td>
<td>-</td>
<td>-</td>
<td>10 days</td>
<td>Veterinary Officer</td>
<td>Assistant Director (Veterinary)</td>
</tr>
</tbody>
</table>

B. Electrical:

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>16.</td>
<td>Grievance of Non-glowing street Lights (other than high masts)</td>
<td>-</td>
<td>-</td>
<td>48 hrs</td>
<td>AE (Electrical)</td>
<td>DEE (Electrical)</td>
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<tr>
<td>Sl. No.</td>
<td>Service</td>
<td>Documents required (All copies to be attested by Gazetted Officer)</td>
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<td>Time frame</td>
<td>Officer rendering the service</td>
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<td><strong>C. Property Tax Section</strong></td>
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</tbody>
</table>
| 17.    | Assessment of property tax / Re-assessment of property tax  | - Application (in prescribed format)  
- Copy of registered sale deed  
- Copy of sanctioned plan  
- Copy of occupancy certificate  
- Copy of unregistered document in case not registered  
- Indemnity bond of Rs.100/- in case of unregistered properties  
For re-assessment:  
- Copy of sanctioned plan  
- Copy of occupancy certificate | - | 30 days | Valuation Officer | DC |
| 18.    | Revision Petition on Property tax                           | - Application (in prescribed format)  
- Copy of latest tax receipt  
- Copy of building plan | - | 30 days | Valuation Officer | DC |
| 19.    | Mutation of property                                        | - Application (in prescribed format)  
- Notice of transfer under sec 208 of GHMC Act duly signed by both the vendor and vendee  
- Copy of registered sale deed / gift deed/ will deed duly attested  
- Non judicial stamp paper of Rs.20/- per each copy of document  
- Undertaking on Notarized Affidavit cum 0.1% of the Latest Market (Registration) Value | 0.1% of the Latest Market (Registration) Value | 30 days | AMC | DC |
|        |         | **D. Engineering**                                            |      |            |                               |                                               |
| 20.    | Certified copy of assessment register                      | - Application (in prescribed format) | Rs.50/- | 7 days | AMC | DC |
| 21.    | Road cutting permission                                    | - Application (in prescribed format)  
- Location sketch  
- Permission from HMWSSB/APCPDCL.  
- Permission from traffic police (Given only in Nov and Dec months) | As indicated by the officer concerned after verification | 30 days | AE | DEE/EE |
<p>| 22.    | Filling of pot holes                                       | - | - | 15 days | AE | DEE/EE |
| 23.    | Catch pit cover Replacement                                | - | - | 3 days | AE | DEE/EE |
| 24.    | Removal of water stagnation                                | - | - | 48 hrs | AE | DEE/EE |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>25.</td>
<td>Removal of Chokes /blockages in emergencies/others</td>
<td>-</td>
<td>-</td>
<td>48 hrs</td>
<td>AE</td>
<td>DEE/EE</td>
</tr>
</tbody>
</table>

**E. Town Planning**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service</th>
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<th>Fees</th>
<th>Time frame</th>
<th>Officer rendering the service</th>
<th>Officer to be contacted for delay or default in service</th>
</tr>
</thead>
</table>
| 26.    | Building Permission for individual residential buildings below 10 meters | • Application (in prescribed format)  
• Building Application duly signed by the owner, Builder & Architect/Engineer  
• Declaration forms duly signed by the owner and attested by Gazetted Officer  
• License copy of Architect/Engineer  
• NOC from the Joint Collector  
• Previously Sanctioned Plan  
• ULC clearance for above 1000 Sq. Mtrs.  
• ULC Affidavit (Below 1000 Sq. Mtrs.)  
• Ownership document (Two sets attested by Gazetted Officer)  
• LRS Proceedings in case of Unapproved Layouts  
• Link document (attested by Gazetted Officer)  
• Xerox copy of upto date property tax receipt  
• Rs.20/- Non-judicial stamp paper (NJSP)  
• Building plans (1+5) duly signed by Owner, Architect, Structural Engineer  
• N.O.C from Building Society concerned and in case of MLA Colony, Road No.12, Banjara Hills, NOC from the District Collector  
• National Saving Certificate of Rs.2000/- (Xerox copy) in the name of applicant  
• As per GOMS.No.86 MA Dt:3-3-06.(20c) 10% of the total built up area in ground floor or second floor area to be surrendered to GHMC to be marked in the proposed plan and in section a6)  
• Affidavit on Rs.100/- Non judicial stamp paper  
• In case of commercial / Institutional / Hospital buildings Reqd. Notarized Undertaking as per GOMS.541 MA dt: 17.11.2000 and contractors all risk policy  
• Road widening plans including notarized undertaking on Rs.100/- Non-judicial stamp paper wherever applicable  
• Soft copy of the proposed plan | At Head office: Rs.10,000/- at the time of filing application. Balance amount as indicated by the officer at the time of approval  
At circle office: Rs.10,000/- as initial payment and balance amount as indicated by the officer at the time of approval | 15 days | ACP | DC |

<table>
<thead>
<tr>
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</tr>
</thead>
</table>
| 27.    | Building Permission for above 10 meters and non-residential buildings | • Application (in prescribed format)  
• Building Application duly signed by the Owner, Builder & Architect, Engineer  
• Declaration forms duly signed by the owner and attested by Gazetted Officer  
• Licence copy of Architect/Engineer.  
• Previously sanctioned plan | the officer as per the schedule of rates (both the amounts to be paid at the time of filing application) | 30 days | CP | ZC |
<table>
<thead>
<tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td>N.O.C. from Joint Collector</td>
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<td></td>
<td>Land use certificate from HMDA</td>
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<td>Feasibility certificate from HMWS&amp;SB</td>
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<td>N.O.C. from AAI, if applicable</td>
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<td>ULC clearance for above 1000 Sq. mtrs.</td>
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<td>ULC Affidavit for below 1000 Sq. mtrs</td>
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<td>Soil testing report</td>
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<td>Structural Stability Certificate</td>
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<td>Structural Drawings</td>
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<td></td>
<td></td>
<td>Ownership documents (Two sets attested by Gazz. Officer)</td>
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<td></td>
<td></td>
<td>Link documents (attested by Gazz. Officer)</td>
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<td></td>
<td>Upto date Property tax receipt</td>
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<td></td>
<td></td>
<td>Undertaking on Rs.100/- Non judicial stamp paper duly stating whether the construction is taken up by the owner</td>
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<tr>
<td></td>
<td></td>
<td>Declaration –Cum-Undertaking on Rs.100/- Non-Judicial Stamp Paper from the owner and builder</td>
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<tr>
<td></td>
<td></td>
<td>Undertaking on Rs.100/- Non Judicial Stamp paper by Owner, Builder, Architect, Structural Engineer (Duly Notarised)</td>
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<td></td>
<td></td>
<td>Undertaking on Rs.100/- Non Judicial Stamp paper jointly by owner and builder seeking amount as indicated by the officer</td>
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<td></td>
<td></td>
<td>At circle office: Rs.10,000/- as initial payment and remaining amount indicated by the officer as per the schedule of rates. (amount to be paid at the time of filing application)</td>
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<td></td>
<td></td>
<td>Building Plans (1+5) duly signed by Owner, architect, Structural Engineer</td>
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<tr>
<td></td>
<td></td>
<td>Joint undertaking on Rs.100/- Non Judicial Stamp paper for not stocking building materials on road margin, not to enclose balconies, usage of parking, payment of special sanitation charges, garbage charges and not to increase number of units</td>
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<td></td>
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<td>As per GO.86 MA dt:3.3.6 (20c) 10% of the total built up area in ground floor or first floor or second floor area to be surrendered to GHMC to be marked in the proposed plan and in section also. Along with Affidavit on Rs.100/- Non judicial stamp paper</td>
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<tr>
<td></td>
<td></td>
<td>In case of commercial / institutional /Hospital buildings reqd. notarized undertakings as per G.O.Ms.541 MA dt: 17.11.2000 and contractors all risk policy</td>
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<tr>
<td></td>
<td></td>
<td>Road widening plans including notarized undertaking on Rs.100/- Non-Judicial stamp paper wherever applicable</td>
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<td></td>
<td></td>
<td>Display Board Photographs (Two Numbers)</td>
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<tr>
<td></td>
<td></td>
<td>Builder’s License</td>
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<td></td>
<td></td>
<td>N.O.C. from Building Society concerned</td>
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</tbody>
</table>

occupancy certificate (Duly Notarised)

- Building Plans (1+5) duly signed by Owner, architect, Structural Engineer
- Joint undertaking on Rs.100/- Non Judicial Stamp paper for not stocking building materials on road margin, not to enclose balconies, usage of parking, payment of special sanitation charges, garbage charges and not to increase number of units
- As per GO.86 MA dt:3.3.6 (20c) 10% of the total built up area in ground floor or first floor or second floor area to be surrendered to GHMC to be marked in the proposed plan and in section also. Along with Affidavit on Rs.100/- Non judicial stamp paper
- In case of commercial / institutional /Hospital buildings reqd. notarized undertakings as per G.O.Ms.541 MA dt: 17.11.2000 and contractors all risk policy
- Road widening plans including notarized undertaking on Rs.100/- Non-Judicial stamp paper wherever applicable
- Display Board Photographs (Two Numbers)
- Builder’s License
- N.O.C. from Building Society concerned
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service</th>
<th>Documents required (All copies to be attested by Gazetted Officer)</th>
<th>Fees</th>
<th>Time frame</th>
<th>Officer rendering the service</th>
<th>Officer to be contacted for delay or default in service</th>
</tr>
</thead>
</table>
| 28.    | Sub-division of Plots | • Layout Application and Plans duly signed by the Owner, Architect  
• License copy of Architect from C.A. / Engineer from GHMC for next 3 years  
• Rs.2/- judicial stamps  
• Town Survey record from M.R.O. & original and copy attested  
• Previously Sanctioned Plan, if any  
• ULC clearance for above 1000 Sq. mtrs.  
• ULC Affidavit (Below 1000 Sq. mtrs)  
• Ownership documents for the total site area (Two sets attested by Gaz. Officer)  
• Latest Encumbrance Certificate  
• Ownership documents for the plot area to be sub-divided (Two sets attested by Gaz. Officer)  
• Link documents (attested by Gaz. Officer) two sets  
• Upto date property tax receipt  
• Rs.20/- Non-judicial stamp paper  
• Sub-division Plans showing the total site (1+5) | At Head office: Rs.10,000/- at the time of filing application. Balance amount as indicated by the officer as per the schedule of rates | 30 days | CCP | AC (Planning) |
| 29.    | Layout Permission | • Layout Application and Plans duly signed by the Owner, Architect  
• License copy of Architect from C.A. / Engineer from GHMC for next 3 years.  
• Rs.2/- judicial stamps  
• Town Survey record from M.R.O. & original and copy attested  
• Previous Sanctioned Plan, if any  
• ULC clearance for above 1000 Sq.mtrs.  
• ULC Affidavit (Below 1000 Sq.mtrs)  
• Ownership documents for the total site area (Two sets attested by Gaz. Officer)  
• Latest Encumbrance Certificate  
• Ownership documents for the plot area to be sub-divided (Two sets attested by Gaz. Officer).  
• Link documents (attested by Gaz. Officer) two sets  
• Upto date property tax receipt  
• Rs.20/- Non-judicial stamp paper.  
• Sub-division Plans showing the total site (1+5) duly signed by Owner, Architect | At Head office: Rs.10,000/- at the time of filing application. Balance amount as indicated by the officer as per the schedule of rates. | 60 days | CCP | AC (Planning) |
### Documents required

- Application (in prescribed format)
- Deposit of advance copy charges
- No fee at the time of filing application.

### Fees

- Rs.300/- at the time of filing application. Balance amount as indicated by the officer concerned after verification
- No fee at the time of filing application.

### Time frame

- 15 days
- 15 days

### Officer rendering the service

- ACP/CP
- ACP/CP/CCP

### Officer to be contacted for delay or default in service

- DC/ZC
- DC/ZC/AC (Planning)

<table>
<thead>
<tr>
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<th>Documents required (All copies to be attested by Gazetted Officer)</th>
<th>Fees</th>
<th>Time frame</th>
<th>Officer rendering the service</th>
<th>Officer to be contacted for delay or default in service</th>
</tr>
</thead>
</table>
| 30. | Certified copy of Building Permission | • Application (in prescribed format)  
• Deposit of advance copy charges | Rs.300/- at the time of filing application. Balance amount as indicated by the officer concerned after verification | 15 days | ACP/CP | DC/ZC |
| 31. | Occupancy certificate (floor wise) | • Application (in prescribed format)  
• Building completion certificate  
• Photographs of building.  
• Copy of sanctioned plan.  
• HMWS&SB connection details  
• Electricity bill | No fee at the time of filing application. | 15 days | ACP/CP/CCP | DC/ZC/AC (Planning) |
| 32. | Action on encroachments on Public Properties | - | - | 15 days | ACP | DC |
| 33. | Action on Unauthorized Constructions | - | - | 30 days | ACP | DC |

### F. Bio-diversity and Sports

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service</th>
<th>Documents required (All copies to be attested by Gazetted Officer)</th>
<th>Fees</th>
<th>Time frame</th>
<th>Officer rendering the service</th>
<th>Officer to be contacted for delay or default in service</th>
</tr>
</thead>
<tbody>
<tr>
<td>34.</td>
<td>Temporary use of</td>
<td>• Application (in prescribed format)</td>
<td>As indicated</td>
<td>15</td>
<td>Assistant (Sports)</td>
<td>Director</td>
</tr>
</tbody>
</table>

### Sl. No. Service

- Parks and Sports facility
- Greedance on Maintenance of Parks
- Registration of Membership in Swimming pool

### Documents required (All copies to be attested by Gazetted Officer)

- Programme schedule
- Application (in prescribed format)
- 2 Passport size photos
- Medical fitness certificate
- AASARA Application form along with
- Age proof
- Residence proof
- 2 passport photos
-Vikasam Application form along with:
- 2 passport size photos
- Disability certificate
- Age proof

### Fees

- Rs.10/- for application form
- Rs.500/- for delay or default in service
- Rs.500/- at the time of filing application.

### Time frame

- 15 days
- 15 days

### Officer rendering the service

- Director (Sports)
- Assistant Director (Horticulture)
- Director (Sports)

### Officer to be contacted for delay or default in service

- Director (Sports)
- Director (Horticulture)
- Director (UCD)

### G. Sports

- Parks and Sports facility
- Greedance on Maintenance of Parks
- Registration of Membership in Swimming pool

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service</th>
<th>Documents required (All copies to be attested by Gazetted Officer)</th>
<th>Fees</th>
<th>Time frame</th>
<th>Officer rendering the service</th>
<th>Officer to be contacted for delay or default in service</th>
</tr>
</thead>
<tbody>
<tr>
<td>35.</td>
<td>Greedance on Maintenance of Parks</td>
<td>-</td>
<td>-</td>
<td>15 days</td>
<td>Assistant Director (Horticulture)</td>
<td>Director (Horticulture)</td>
</tr>
</tbody>
</table>
| 36. | Registration of Membership in Swimming pool | • Application (in prescribed format)  
• 2 Passport size photos  
• Medical fitness certificate | Rs.10/- for application form  
For membership - Rs. 500/- per month | 15 days | Assistant Director (Sports) | Director (Sports) |

### H. Urban Community Development (UCD)

- Parks and Sports facility
- Greedance on Maintenance of Parks
- Registration of Membership in Swimming pool

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service</th>
<th>Documents required (All copies to be attested by Gazetted Officer)</th>
<th>Fees</th>
<th>Time frame</th>
<th>Officer rendering the service</th>
<th>Officer to be contacted for delay or default in service</th>
</tr>
</thead>
</table>
| 37. | Registration in AASARA | AASARA Application form along with  
• Age proof  
• Residence proof  
• 2 passport photos | - | 15 days | Project Office (AASARA) | Project Director (UCD) |
| 38. | Registration in Vikasam | Vikasam Application form along with:  
• 2 passport size photos  
• Disability certificate  
• Age proof | - | 15 days | Project Office (Vikasam) | Project Director (UCD) |
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service</th>
<th>Documents required (All copies to be attested by Gazetted Officer)</th>
<th>Fees</th>
<th>Time frame</th>
<th>Officer rendering the service</th>
<th>Officer to be contacted for delay or default in service</th>
</tr>
</thead>
<tbody>
<tr>
<td>39.</td>
<td>Grievance on UCD activities</td>
<td>Residence proof</td>
<td>-</td>
<td>15 days</td>
<td>Dy. Project Officer</td>
<td>DC</td>
</tr>
</tbody>
</table>

Note:
- Application forms are available at all Citizens Service Centres, MeeSeva Centres (for select services) and GHMC website (www.ghmc.gov.in).
- The days referred in timeframe column mean working days.
- Services related to birth and death certificates are available at MeeSeva service centers.
- If the above time frame is not adhered to, compensation would be paid by GHMC at Rs.50/- per day to the applicants for licenses/permissions/certificates who have paid fees/charges to GHMC for services. This compensation will be recovered from the person who is responsible for delay in service delivery.

4.4. Contact Officers: The details of all officers to be contacted for service delivery are given in Annexure 1

4.5. Jurisdiction details: Details of jurisdiction of offices where citizens can avail services are given in Annexure 2

4.6. Electronic Services:
A. Website: By logging on to the website (www.ghmc.gov.in) a citizen can avail the following services.

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Services</th>
<th>What services can be availed</th>
</tr>
</thead>
</table>
| 1.     | Property Tax | 1) Self-assessment of property tax  
|        |          | 2) Payment of property tax |
| 2.     | Vacant Land Tax (VLT) | View details of VLT |
| 3.     | Trade License | 1) Apply for trade licence  
|        |          | 2) View trade license amount due |
| 4.     | Application forms | Download application forms related to LRS, CSC, VIKASAM, Contractors Application Form etc |

B. Mee Seva Center: By visiting Mee Seva center, citizens can avail the following services:
- ✔ Correction in Birth and death certificate
- ✔ Issue of Birth and death certificate
- ✔ Child name inclusion
- ✔ Non availability birth and death certificate
- ✔ Payment of property tax and trade license

5. Facilities Available to Citizens for Obtaining Information:
   a. Help desk: All the Circle, Zonal and Head Office of GHMC have citizen’s service centres to provide information and relevant forms.
   b. Website: The GHMC Website (http://www.ghmc.gov.in) is designed to provide information to citizens on civic services. For instance, citizens can obtain details of all application processes in How Do I section and download application forms etc.

6. Grievance/Complaint Redress Mechanism:
The GHMC has a mechanism for effective resolution of grievances/complaints of citizens. The details are given below:

<table>
<thead>
<tr>
<th>Grievance/Complaint Filing Mechanism</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to file your grievance/complaint</td>
</tr>
<tr>
<td>Mode of filing</td>
</tr>
</tbody>
</table>
On registering a grievance through the telephone, website a reference number will be generated and sent as SMS to citizen’s mobile number. This reference number can be used to track the status of grievance.

7. Stakeholders:

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Stakeholder</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Elected Representatives</td>
</tr>
<tr>
<td>2</td>
<td>Municipal Administration and Urban Development Department</td>
</tr>
<tr>
<td>3</td>
<td>Officers/Employees</td>
</tr>
<tr>
<td>4</td>
<td>Resident welfare associations</td>
</tr>
<tr>
<td>5</td>
<td>Community Based Organizations</td>
</tr>
<tr>
<td>6</td>
<td>NGOs</td>
</tr>
</tbody>
</table>

8. Indicative Expectations from Citizens:

Citizens are expected to:

1. Submit the application in prescribed form, and obtain the receipt.
2. In case the application is not prescribed, it may be made on a white paper.
3. Attach the documents required for the service
4. Pay the prescribed fee and obtain receipt
5. Be prompt in payment of property tax, user charges, license fees and other dues to GHMC
6. Construct buildings in approved layouts and as per approved plan
7. Avoid unauthorized constructions and deviation from the approved plan
8. Not to approach agents/mediators for availing services
9. Avoid throwing garbage on roads/drainages/open places
10. Avoid wasting drinking water
11. Avoid open defecation
12. Help the administration in rendering the services effectively

9. Our Commitment to citizen charter:

The GHMC is fully committed to the Citizen’s Charter and strives to achieve the timelines set by the Charter for service delivery. We aim for continuous improvement in the administration of processes and procedures to avoid delays and accomplish the stated mission of being a responsive and transparent organization.

Our officers and staff are committed to providing citizen friendly services with courtesy and ensuring the fulfilment of citizen’s service delivery requirements to their satisfaction.

The Commissioner would oversee the implementation of Citizen’s Charter. Citizens are invited to give their feedback on implementation of the Charter through GHMC Call Center.

10. Month and Year for the Next Review of the Charter:

This Citizen’s Charter has been prepared by the Department on 10th May 2013 and this will be revised on or before 13th May 2014.

ADHAR SINHA
PRINCIPAL SECRETARY TO GOVERNMENT (MA)