



**MUNICIPAL CORPORATION  
KAPURTHALA**

**DEPARTMENT OF LOCAL GOVERNMENT OF PUNJAB  
MUNICIPAL OFFICE  
SHALIMARBAGH, KAPURTHALA  
2025-2026**

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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"> <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.
2	Street Light	<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.

3	<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> <li>Sanction of Change of Land Use</li> <li>Removal of Permanent Encroachment</li> </ul>	30 days* 30 days* 30 days* 30 days* 30 days* 60 Days*	1. Building Inspector 2. H.D.M 3. A.T.P. 4. M.T.P
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>Spray / fogging for prevention of Air- borne Diseases</li> <li>Penalty for Stray Cattle</li> <li>Removal of dead animal</li> </ul>	2 days* 2 days* 1 day 1 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. Superintendent
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.
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	<b>1.</b> Clerk <b>2.</b> Inspector <b>3.</b> 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> </ul>	1 day 1 day	1. Clerk 2. Inspector 3. Superintendent

		<ul style="list-style-type: none"> <li>Removal of Temporary Encroachment</li> </ul>	1 day	
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. Inspector 2. Superintendent
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
12	<b>Civil Works (Roads/Park s etc) / Misc.</b>	<ul style="list-style-type: none"> <li>Management of various Civil Works of ULBs</li> <li>Management of Parks &amp; Plantations managed by the ULBs</li> <li>Verification of widows, elderly, handicapped, etc. for inclusion in appropriate Scheme</li> <li>Resolution of Complaints &amp; Grievances received from citizens</li> <li>Supply of information under RTI/RTS</li> </ul>	7 days 7 days 7 days 7 days 7 days	1. J.E/A.C.E/C.E. 2. Superintending Engineer

**The services covered under the Punjab Right to Service Act 2011 are as under**

Sr. No.	Service No.	Name of the Service	Given Time limit	Designated officer	First Appellate authority	Second Appellate authority
1	75 a	Sanction of Building Plans/ Revised Building Plans (Residential)	30 days	Commissioner of the Municipal Corporation	Deputy Commissioner of the District in case of	Commissioner of the Division and Deputy Commissioner

					Corporation Cities	of the Concerned District.
2	75 b	Sanction of Building Plans/ Revised Building Plans (Other than Residential)	60 days	Commissioner of the Municipal Corporation	Deputy Commissioner of the District in case of Corporation Cities	Commissioner of the Division and Deputy Commissioner of the Concerned
3	76	Issue of Completion/ Occupation Certificate for Buildings (All Categories)	30 days	Commissioner of the Municipal Corporation	Deputy Commissioner of the District in case of Corporation Cities	Commissioner of the Division and Deputy Commissioner of the Concerned
4	77	Sanction of Water supply/Sewerage Connection in Corporation Cities	7 days	Commissioner of the Municipal Corporation	SDM of the Sub- Division	Deputy Commissioner of the Concerned District
5	79	Issue of Conveyance Deed in Municipal Committees and Municipal Corporations	15 days	Executive Engineer (O&M) Of the Municipal Corporation	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner
6	81	Issuance/ Renewal of Trade License by Municipal Committees and Municipal Corporations	12 days	Superintendent of the Municipal Corporation	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner
7	82	Removal of Solid waste from streets/ roads	2 days	Executive Officer/CMC	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner
8	83	Replacement of Street lights	10 days	Executive Officer/CMC	Sub Divisional Magistrate of the Concerned District	Deputy Commissioner
9	84	Water pipes leakages/	24 hour	Executive Officer/CMC	Sub Divisional Magistrate of the	Deputy Commissioner

		sewerage/ Blocked/over flow			Concerned District	
10	85a	Change of Title in Water & sewerage Bill/ Water & Sewerage Bill Amendment	7 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
11	85 b	Approval of Water Disconnection/ Reconnection	7 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
12	85c	Approval of Sewerage Disconnection/ Reconnection	7 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
13	86	License for Slaughter house	30 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
14	87	Approval of Additional Construction	30 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
15	88	Sanction of Change of Land Use	60 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
16	89	Issue of N.O.C for Fire Safety	30 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
17	90,a	Conveying the Assessment regarding Property Tax	One hour or immediat ely when deposited	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
18	90,B	Collection of Property Tax	One hour or	Additional/Joint Commissioner in case of	Commissioner MC in case of	Deputy Commissioner

			immediately when deposited	Municipal Corporation	Municipal Corporations	
19	91	Issue of Bus Pass (for buses operated by the ULB )	Same day	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
20	92	Issuance of Possession Letters	30 days after allotment letter of sold property	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
21	93	Issuance of Allotment Letters	60 days after auction/s old	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner
22	94	Approval for time extension for building plans	15 days	Additional/Joint Commissioner in case of Municipal Corporation	Commissioner MC in case of Municipal Corporations	Deputy Commissioner

## 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

➤ Administrative

Sr. No.	Designation	Name of officer	Mobile Number
1	Commissioner	Smt. Anupam Kler, IAS	01822-232286

➤ General

Sr. No.	Work area	Name/Designation of Officer	Mobile Number
1	RTI, RTS, DAK and General Branch	Superintendent	
2	Establishment Branch	Superintendent	
3	Account Branch	Account Grade 1	

➤ Field Officers

Sr. No.	Work Area	Name/Designation of Officer	Mobile Number
<b>1</b>	<b>WATER SUPPLY AND SEWERAGE</b>		
1	Municipal corporation (Zone 1,2,3,4 )	1.Sh. Harpreet Singh, C.E. 2.Sh. Sukhwinder Singh, C.E. 3.Sh. Rajesh Batra, ACE. 4.Sh.Tarlochan singh, J.E. 5.Sh.Paritpal singh, J.E.	
<b>2</b>	<b>STREET LIGHT</b>		
2.1	Zone (1,2)	1.Sh. Sukhwinder Singh, C.E 2.Sh. Dhiraj Sahota , A.C.E 3.Sh.Jagtar singh, J.E.	
2.2	Zone (3,4)	1.Sh. Sukhwinder Singh, C.E 2.Sh. Dhiraj Sahota , A.C.E 3.Sh.Himanshu Kamboj , J.E.	
<b>3</b>	<b>BUILDING REGULATION WORKS</b>		
3.1	Zone (1,2,3,4)	1.Sh.Palwinder Singh,B.I 2.Sh.Jagdish Kumar,B.I 3.Sh.Dinesh kumar,HDM 4.Sh.Jobanpreet ,HDM 5.Sh.Sanjeev Devgan,A.T.P 6.Smt.Pooja Kumari,A.T.P 7.Sh.Balwinder Singh,M.T.P	
<b>4</b>	<b>SANITATION WORKS</b>		

4.1	Zone(1,2,3,4)	<ol style="list-style-type: none"> <li>1. Sh. Rajesh Kalyan, Supervisor</li> <li>2. Sh. Vijay kumar Supervisor</li> <li>3. Sh. Anil kumar, Supervisor</li> <li>4. Sh. Rajesh Sahota, Supervisor</li> <li>5. Sh. Rimpay kalyan, SI</li> <li>6. Sh.Hitesh Aggarwal, C.S.I</li> <li>7. Sh.Ravi Pankaj Sharma, Superintendent</li> </ol>	
<b>5</b>	<b>LICENSE/RENT AND TEHBAZARI/PROPERTY TAX/BIRTH AND DEATH CERTIFICATES</b>		
5.1	Rent and Tehbazari, D.O.T License U/s 343	Sh. Bhajan Singh (Insp.) Sh. Manoj Ratti (Insp.)	
5.2	Property Tax	Sh. Bhajan Singh (Insp.)	
5.3	Advertisement Tax	Sh. Manoj Ratti (Insp.)	
5.4	Birth & Death Certificates	Sh. Rohin (J.A)	
<b>6</b>	<b>CIVIL WORKS</b>		
6.1	<b>Zone (1,2,3,4)</b>	J.E ,A.C.E ,C.E,S.E	

## 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 KAPURTHALA
- ❖ Toll Free No. 01822-232333-101 Established by Municipal 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

#### Steps to Operate Toll Free No. 01822-232333 – 101

- 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 Kapurthala like Sanitation, Street Light ( 1800-3096161 ) , Water Supply, Sewerage, Encroachment or others.
- Operator will generate categories wise report and send them to concern officers.
- Concerned Officer will take appropriate action on these complaints within described time as table-2.

- If complaint has been resolved than it will closed
- Complaint status can be checked by Complaint ID at Toll free No.
- Pending complaints of all categories will be monitor by Commissioner.

### 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		Sanitation	1 day	<u>01822-232286</u>
2		Street Light	2 day	<u>1800-3096161</u>
3		Water supply and Sewerage	3 day	<u>01822-232286</u>
4		Horticulture	2 day	<u>01822-232286</u>
5		Encroachment	2 day	<u>01822-232286</u>
6		Others	7 day	<u>01822-232286</u>

### 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	1st Level	2nd level	3rd Level	4th 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.	Superintendent	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 Day)	(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 Day)
<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>	(1 Day)	(1 Day)	(1 Day)	(1 Day)
<b>11</b>	<b>Library</b>	Clerk	Inspector	Superintendent	Commissioner
	<b>Time Norm</b>	(3 Day)	(2 Day)	(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 Day)	(5 Day)	(3 Day)	(2 Day)

- Organizational Structure of Punjab Municipal Corporations and Municipal Corporation Kapurthala are placed at Annexure "A".

## Annexure – A

### Organizational Structure of Punjab Municipal Corporations

