

GOVERNMENT OF ANDHRA PRADESH
A B S T R A C T

Municipal Administration – Governance for results – Recommendations of 2nd Administrative Reforms Commission – Citizen's Charter to be published and implemented by the Urban Local Bodies – Orders – Issued.

MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT (R) DEPARTMENT

G.O.Ms.No.198

Dated: 15.05.2013

Read the following:

1. G.O.Ms.No.158, MA, dated 25.04.2001.
2. From the Deputy Secretary to Government, GA(GPM&AR) Department. D.O.Lr.No.36447/RTIA/GPM&AR/2005, dated 23.01.2013.
3. G.O.Ms.No.325, GA(GPM&AR) Department, dated 30.04.2013.
4. From the C&DMA, A.P., Hyderabad Lr.Roc.No.2934/2013-H1, dated 04.05.2013.

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ORDER:

In the reference 2nd read above, the Government in General Administration Department requested the Municipal Administration and Urban Development Department to revise the Citizens charter immediately keeping in view of the following guidelines.

- i) to review and revise, if necessary, the citizen charter in your Department in consultation with stakeholders.
- ii) Fix a definite timeframe for delivery of services
- iii) Introduce penal provision for non-delivery of service within the stipulated time period.

2. In the G.O. 3rd read above, Government in General Administration Department have issued instructions for introduction and implementation of Citizen's Charters in Department having large public interface, and accordingly, the Commissioner and Director of Municipal Administration has been entrusted with the implementation of Citizen's Charter in 124 Municipalities with all the Services as listed in the Charter. In the said G.O., the following instructions were issued to the Heads of Departments.

- They shall notify and give wide publicity to their Citizen's Charter through their official website, media and prominent displays in the Offices concerned.
- They shall review on a weekly basis, the delivery of services within the time limit and as per the standards stipulated in the Citizen's Charter. Based on the inputs and experiences from the field, the time for delivery of various services may be reviewed with a view to achieving greater speed and efficiency.

3. Accordingly, in the reference 4th read above, the Commissioner and Director of Municipal Administration, Hyderabad has submitted a Model Citizen's Charter for Urban Local Bodies to provide all the residents of Urban areas certain services, and commitments of ULBs to carry out their functions, and to arrange permission and Certificates within a timeframe through the Service Centres which are already functioning.

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4. After careful examination of the proposal submitted by the Commissioner and Director of Municipal Administration, Hyderabad contained in the reference 4th read above, and considering that issuance of Citizen's Charter and opening of service centres by all Urban local Bodies will go a long way in providing Municipal services to the community in an efficient manner within a reasonable time limit. The Government in partial modification of the G.O. issued in the reference 1st read above, hereby approve the Citizen's Charter to be implemented by all Urban Local Bodies, and opening of Service centers by all Urban Local Bodies in the State will be with effect from 15.05.2013. The Commissioners of Urban Local Bodies are directed to follow the instructions as given below:

- All Urban Local Bodies (124 ULBs) in the State except newly constituted ULBs (between 1.4.2011 to 31.03.2013) and Greater Hyderabad Municipal Corporation are directed to publish the Citizen's Charter in English and Telugu, by adopting the Citizen's Charter prepared by the Commissioner and Director of Municipal Administration on 15.05.2013.
- Service Centers shall be continued, in addition to the Mee-seva Centers, in all Municipalities and Municipal corporations just like a Bank Counter with effect from 15.05.2013 to render the services as mentioned in the Citizen's Charter, in a time bound manner.
- These services will be available in the Mee-seva and Municipal Service Centers in Urban Local Bodies.
- Application forms and leaflets showing the procedure to be followed to obtain these services are available to Mee Seva and Municipal Service Center and also in the website of CDMA (www.cdma.gov.in)
- Cost of Application form and Fees/User Charges for obtaining the above services shall be fixed by the ULB concerned.
- The days in 'timeframe' referred in the 'Service Standards' mean working days.
- 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. Disciplinary action would be initiated against the defaulting officer who have paid fine at least 3 times in a year. Similar disciplinary action would be initiated against the persons responsible who failed to pay fines imposed.

5. The Urban Local Bodies shall notify and give wide publicity to Citizen's Charter through their official website, media and prominent displays in the offices concerned and place before their Municipal Councils for information.

6. The Commissioners of the Urban Local Bodies shall review on a weekly basis, the delivery of services within the time limit and as per the standards stipulated in the Citizen's Charter. The Regional Director-cum-Appellate Commissioners of Municipal Administration shall review the implementation of the Citizen's Charter once in a month and submit a report to the Commissioner and Director of Municipal Administration. The Commissioner and Director of Municipal Administration is requested to review the implementation of Citizen's Charter in Urban Local Bodies once in a Quarter and submit report to Government.

7. A Compliance report in this matter shall be furnished by all Urban Local Bodies to the Commissioner and Director of Municipal Administration, Andhra Pradesh, Hyderabad on 15.05.2013 by fax/e-mail.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

ADHAR SINHA
PRINCIPAL SECRETARY TO GOVERNMENT (MA)

To
All Commissioners of Corporations/ Municipalities } through C&DMA
except Greater Hyderabad Municipal Corporation.
All Special Officers of Municipal Corporations/ Municipalities. }
The Commissioner and Director of Municipal Administration, Hyderabad.
The Engineer-in-Chief (Public Health), Hyderabad.
The Director of Town and Country Planning, Hyderabad.
All Collectors and District Magistrate in state.
All Regional director-cum-Appellate commissioners in the state.
All Superintending Engineer (public Health),
All regional Directors of Director of Town and Country Planning, Hyderabad.
The General Administration and (AR&T) Department.
The P.S to Principal Secretary to Hon'ble Chief Minister.
The O.S.D. to Hon'ble M(MA).
The P.S. to Principal Secretary to Government (UD).
The P.S. to Principal Secretary to Government (MA).
All Officer in the Department.
Sf/sc

//FORWARDED BY ORDER//

Ganesh
SECTION OFFICER
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