

CHAPTER – V

The details of the norms / standards set by the Public Authority for the discharge of its functions / delivery of services.

Sl. No.	Function/service	Norms/standards of performance Set	Time Frame	Reference document prescribing the norms (Citizen's, Charter, Service Charter etc0
1.	Sanitation <ul style="list-style-type: none"> ➤ Lifting of Garbage ➤ No Sweeping ➤ Removal of chocks/clogs in drains 	Norms/standards prescribed by the competent authority	24 Hours 24 Hours 48 Hours	Citizen charter of the Corporation Prescribed by the Govt.
2.	Emergency Operation <ul style="list-style-type: none"> ➤ Fallen trees trunks branches ➤ Building/wall collapse branches ➤ Removal of dead Animals /Corpse ➤ Complaints of inundation ➤ Catching of rapid /ferocious dogs 		4 to 8 Hours 4 to 8 Hours 24 Hours 4 to 8 Hours 4 to 8 Hours	
3.	Birth & Death Certificates or Non availability certificates <ul style="list-style-type: none"> ➤ Issues of Birth & Death Certificates & Non availability certificate ➤ Inclusion/Correction of Name in Birth Certificate ➤ Issue of Birth & Death Certificates incase of non institutions 		5 Days 3 Days 1 Week	
4.	Trade License <ul style="list-style-type: none"> ➤ Issue of Trade Licenses ➤ Renewal of Trade Licenses ➤ Action on complaints 		2 Weeks 3 Days 3 Days	

5.	<p>Roads</p> <ul style="list-style-type: none"> ➤ Filling up pot holes ➤ Removal of obstruction on roads ➤ Road cutting permission 		<p>7 Days</p> <p>3 Days</p> <p>7 Days</p>	
6.	<p>Rain Water Harvesting</p> <ul style="list-style-type: none"> ➤ Blockage / Choke of Storm water drains ➤ Replacing of catch pit covers ➤ Removal of water stagnation 		<p>1 Day</p> <p>3 Days</p> <p>1 Day</p>	
7.	<p>Town Planning</p> <ul style="list-style-type: none"> ➤ Grant of Individual Buildings Permission ➤ Grant of group housing scheme ➤ Grant of multistoried building ➤ Plot sub division approvals 		<p>15 Days</p> <p>30 Days</p> <p>30 Days</p> <p>30 Days</p>	
8.	<ul style="list-style-type: none"> ➤ Sanction of Tap Connections 		15 Days	
9.	<ul style="list-style-type: none"> ➤ Mutation of Property 		7 Days	
10.	<ul style="list-style-type: none"> ➤ Issue ownership and No-due certificates and extract of assessment 		5 Days	
11.	<ul style="list-style-type: none"> ➤ Assessment of property tax 		15 Days	