

CITIZEN CHARTER

The Citizen Service Center was Introduced in GMC with effect from 14th May 2001. Subsequently these were increased to provide better services to the Citizens.

Services/Complaints will be received and solved as shown below.

SERVICE	DISPOSAL PERIOD
ACCOUNTS	
PROVIDENT FUND LOAN	30 Days
EMPLOYEE GRATUITY	15 Days
ADMINISTRATION	
APPLICATION FOR PROMOTION	07 Days
RTI - APPEAL	30 Days
RIGHT TO INFORMATION ACT	30 Days
COPY OF STANDING COMITTE MEETING RESOLUTION	07 Days
COPY OF CORPORATION MEETING RESOLUTION	07 Days
ENGINEERING	
NEW UGD CONNECTION	30 Days
UGD REPAIR	07 Days
WATER TAP REPAIR	07 Days
TAP USAGE CONVERSION (MET TO DOM OR DOM TO MET)	15 Days
WATER TAPS (OYT)	15 Days
WATER TAPS (GENERAL)	30 Days
WATER TAPS (BPL)	30 Days
PERMISSION FOR ROAD CUTTING WITH PROPER FEE	07 Days

TAP RECONNECTION	07 Days
Rs.4000/- WATER TAP	30 Days
PUBLIC HEALTH	
NO OBJECTION CERTIFICATE	30 Days
D & O TRADE LICENSE	15 Days
MARRIAGE CERTIFICATE	05 Days
BIRTH & DEATH CERTIFICATES	30 Days
SANITATION CERTIFICATE	30 Days
REVENUE	
SHOP LEASE RENEWAL	60 Days
VACANCY REMISSION	180 Days
USAGE CHANGE (R TO NR)	21 Days
USAGE CHANGE (NR TO R)	21 Days
REVISION PETITION	30 Days
TITLE TRANSFER	15 Days
VACANT LAND TAX	15 Days
HOUSE TAX FIXATION	30 Days
HT BIFURCATION	30 Days
PROPERTY CERTIFICATE	10 Days
VACANT LAND TITLE TRANSFER	15 Days
VACANT LAND BIFURCATION	15 Days
VLT DELETION/CORRECTION	30 Days

TOWN PLANNING

CERTIFIED COPY OF BUILDING PERMISSION	15 Days
LAND USE CERTIFICATE	15 Days
ADVERTISEMENT PERMISSION	07 Days
CHANGE OF LAND USAGE	30 Days
CLEARANCE OF CONSTRUCTION OF CELL TOWERS	07 Days
BUILDING APPLICATION (APARTMENTS & COMMERCIAL)	30 Days
BUILDING APPLICATION	30 Days
MORTGAGE RELEASE AND ISSUE OF OCCUPANCY CERTIFICATE	15 Days
ADVERTISEMENT TAX	15 Days
BORE WELL REGISTRATION	15 Days
TOWN SURVEY APPLICATION	180 Days
GMC-SLUM CLEARANCE SCHEME (REGISTRATION OF PLOTS)	30 Days
BUILDING PLAN COPY	15 Days
SINGLE WINDOW SCHEME	07 Days
BUILDERS ENROLMENT	30 Days
ENGINEERS ENROLMENT	30 Days
LICENSED SURVEYORS ENROLMENT	30 Days

Note : GMC Pays Rs. 50/- for the loss of each day

of your valuable time for the following services.

- **Birth & Death Certificate**
- **Building Application Plan [Residential]**
 - **New House Tax Fixation**
 - **House Tax Bifurcation**
 - **House Title Transfer Petition**
 - **New Vacant Land Tax Fixation**
- **Water Tap Connection [General]**
- **Water Tap Connection [OYT]**

Citizen Charter has been fully computerized with effect from 13th July, 2005.