

# **INFORMATION HANDBOOK**

**[In pursuance of Chapter II, Section 4(1) (b) of the  
Right to Information Act 2005]**



## **GUNTUR MUNICIPAL CORPORATION**

**District, Andhra Pradesh**

**(A Government body as defined under Andhra Pradesh Municipalities Act,  
1965)**

**MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT DEPARTMENT  
GOVERNMENT OF ANDHRA PRADESH**

**March, 2018**

Website : [www.guntur.cdma.ap.gov.in](http://www.guntur.cdma.ap.gov.in)

## **PREFACE**

In order to provide greater transparency and accountability in the functioning of “Public Authorities”, The Right to Information Act, 2005(RTI) has been enacted by the Government of India. This Act entitles the citizens to obtain information pertaining to public authorities, subject to compliance with prescribed procedure under RTI Act, 2005. The Act has been notified on June 15, 2005 .In compliance with the provisions of Section 4(1)(b) of the Act, this information manual is published for information of the general public.

## **CHAPTER 1 - INTRODUCTION**

### **1.1. BACKGROUND**

In order to ensure transparency and accountability in the functioning of public authorities and with a view to confer right on citizens for obtaining information pertaining to functioning of public authorities, the Information Act, 2005(hereinafter referred to as “RTI” or “Act”) has been enacted. Section 4(1)(b) of the Act confers right on citizens to obtain information pertaining to functioning of public authorities and for this purpose every public authority is required to appoint Public Information Officer(s) Assistant State Public Information Officer(s), Wherever applicable, for processing of information requests from citizens. Under any circumstances if the citizen could not get the information sought for by him, he may approach the appellate authority.

### **1.2. OBJECTIVE OF THE HAND BOOK.**

The essence of good governance is based on the premise that the laws and procedures are transparent, clearly defined & understood by those governed and the implementation is both quick and smooth. Transparency connotes the conduct of public business in a manner that affords stakeholders wide accessibility to the decision-making process and the ability to effectively influence it. In the context of urban governance, transparency assumes added significance. The Key objective behind publication of this information manual is to enable the public to understand the role played by the Department in the Urban Governance by the Government of Andhra Pradesh.

The citizens are entitled under the Act, to obtain any information prescribed under the Act from the Department. The procedure for obtaining information from the Department is prescribed in the following paragraphs.

### **1.3. TARGETED USERS**

This manual is meant for information of citizens, civil society organizations, public representatives, officers and employees of public authorities.

#### 1.4. NAMES AND ADDRESSES OF KEY CONTACT OFFICERS.

For facilitating information requests from citizens, the following officers are appointed as PIO, APIOs and Appellate authority.

**Table 1:** Names & details of Key contact Officers

Sl. No	Guntur Municipal Corporation	Authority	Assistant to Nodal PIO (APIO)
1	Nodal PIO	Sri Yesudasu, Deputy Commissioner 9849905771 dc@gunturcorporation.org	Sri K Nageswara Rao, Senior Assistant, C8. 9177001882

#### 1.5. PROCEDURE FOR OBTAINING INFORMATION.

The information request shall be made in writing. The information request can be in one of the following three languages.

- i. Telugu
- ii. English

Applicant shall pay the following prescribed fee for obtaining the information under the Act.

A request for obtaining information under sub-section (1) of section 6 shall be accompanied by an application fee of Rs.10/- per each application by way of cash or by demand draft or by banker's cheque payable to the Accounts Officer or any other duly authorized officer of the Public Authority, against proper receipt at the following rates:

Fee to be charged for providing information:

For providing information under sub-section (1) or sub-section (5) of Section 7, a fee shall be charged by way of cash or demand draft or banker's cheque payable to the Accounts Officer or any other duly authorized officer of the Public Authority against proper receipt at the following rates:

##### **(A) Priced Material:**

Publications printed matter, text, maps, plans, floppies, CDs, samples, models or material in any other form, which are priced, the sale price thereof:

##### **(B) Other than price material:**

- i. Material in printed or text form (in A4 or A3 size paper) Rs.2/- per each page per copy.
- ii. Material in printed or text form in larger than A4 or A3 size paper – actual cost.
- iii. Maps and plans – actual cost.

- iv. Information in Electronic format viz., floppy, CD or DVD:
  - a. Rs.100/- for CD of 700 MB and
  - b. Rs.200/- for DVD.
- v. Samples and models – actual cost thereof.
- vi. Inspection of records – no fee for the first hour and a fee of Rs.5/- for each fifteen minutes (or fraction thereof) thereafter.
- vii. Material to be sent by post - the actual postal charges in addition to the charge payable as per these rules.

Applicants belonging to Below Poverty Line (BPL) category need not pay the fee. They will pay for material charges. For the issues claiming payment of exemption of fee under BPL category, the applicant shall attach a copy of Ration card/income certificate or any other proof under the BPL category. The request for information will be generally processed within the time period mentioned under the Act.

**CHAPTER-II: Particulars of Organisation, Functions and Duties**  
**Section 4(1) (b) (i)**

**PARTICULARS OF ORGANISATION FUNCTIONS AND DUTIES.**

Particulars of Organisation:

Sl.No	Name of the Organisation	Address	Functions	Duties
1	Guntur Municipal Corporation	Near Market, Guntur	Detailed Description mentioned below	Detailed Description mentioned below

**2.2. Functions of the Municipality:**

As per the provisions of the Municipal Acts, the municipalities are entrusted broadly with the following functions.

1. Public health, sanitation, conservancy and solid waste management.
2. Provision of water supply, drainage and sewerage.
3. Construction and maintenance of roads, drains, culverts and bridges.
4. Provision of street lighting.
5. Urban poverty alleviation programmes.
6. Slum improvement and upgradation.
7. Provision of public parks and play grounds
8. Construction and maintenance of public markets, slaughter houses.
9. Urban planning including town planning.
10. Regulation of land use and construction of buildings.
11. Maintenance of secondary and elementary schools.
12. Urban development programmes.
13. Vital Statistics including Registration of Births and Deaths.
14. Maintenance of burial grounds.

**2.3 Duties - Sections in Municipalities:**

With reference to the functions referred to above, the following sections are provided in the municipalities. The duties of each of these sections are listed below:

S.No	SECTION	DUTIES
1.	Administration	To look after general administration, including school administration and council meetings
2.	Revenue	To assess and collect various taxes and non-taxes and collection of rents from municipal properties
3.	Accounts	To maintain accounts, prepare annual accounts, budget, and attend to audit of accounts

4.	Public Health and Sanitation	To look after sanitation, public health and solid waste management including medical and maternity services
5.	Engineering	To look after water supply and sewerage, public works like roads, drains, buildings, parks and play grounds, street lighting
6.	Town Planning	To regulate town planning activities including land uses, layouts, building constructions and encroachments
7.	Urban Poverty Alleviation (UPA)	To look after urban poverty alleviation programmes

## **CHAPTER III: POWERS, DUTIES OF ITS OFFICERS / EMPLOYEES**

### **Section 4(1) (b) (ii) of RTI Act**

- [01]. Collection of Taxes and Non-Taxes, Leases etc.,
- [02]. Provision of drinking water.
- [03]. Maintenance of the Sanitation.
- [04]. Maintenance of the Clean and Green in City.
- [05]. Development of the City in a planned manner through Town Planning Section.
- [06]. Registration of Births and Deaths.
- [07]. Providing Welfare Services through UPA Cell.
- [08]. Preparation of Accounts and making of arrangements for audit.
- [09]. Construction development and maintenance of roads.
- [10]. Maintenance of Street Lighting.
- [11]. Maintenance of Elementary and Secondary Educational Institutions.
- [12]. Regulation of D & O Traders.
- [13]. To take steps for control of communicable diseases.
- [14]. Maintenance of parks.

## **CHAPTER IV: PROCEDURE FOLLOWED IN DECISION MAKING PROCESS**

(Including Channels of Supervision and Accountability)

### **Section 4(1) (b) (iii) of RTI Act**

Citizen can avail all the Municipal Services & raise Grievances regarding Municipal Service Delivery through Citizen Service Centers (CSC) located within the ULB. On receipt of the same the Unique ID will be generated by the system and the system automatically sends to the Officers concerned.

The concerned official will scrutinize the file and write his remarks, and pass on the file to the next higher authority and finally to the Municipal Commissioner who is the final decision making authority.

The entire workflow of ULB functions & functionalities are being digitised through a chain of innovative eGovernance initiatives of the Urban Development Department. Through this, all the varied modes of governance namely,

- i) Government to Government
- ii) Citizen to Government
- iii) Government to Citizen

Gets automated, digitized and processed without physical transfer of files.

Upon completion of the Service requested by the citizen, he/she gets a mobile sms notifying the completion of service & the signed document may be collected from any CSC.

### **Channels of Supervision and Accountability:**

1. Urban Development Department has developed ERP Module to facilitate citizen services to the public through Citizen Service Centres set up in all Urban Local Bodies (ULBs), Puraseva Mobile application & ULB website portal.
2. Service Level Agreement (SLA) has been entered into by the Municipality clearly stating the no. of days for providing each of the Municipal Services.
3. Separate provisions for registering of Public grievance has been provided through Citizen Service Centres set up in all Urban Local Bodies (ULBs), Puraseva Mobile application & ULB website portal. Live tracking of the status of the Grievance raised is also provided to the citizen through the mobile application.



## **CHAPTER-V – Norms for discharge of functions**

### **Section 4 (1) (b) (iv)**

#### **5.1 THE NORMS SET BY THE DEPARTMENT FOR THE DISCHARGE OF ITS FUNCTIONS.**

The usual office hours are from 10-30 a.m. to 5.00 p.m. After punching at Biometric system / signing in the Attendance Register all staff must be in their seats and start work not later than the prescribed hour. They will however be allowed grace time of ten minutes when there is real need. The concerned will monitor the daily attendance.

The Service delivery time frame for the services rendered by the Department are given below.

Citizen Related: Complaints on civic amenities and other grievances

Routine matters - 15 days

Other than routine matters - 30 days

(Ex. Policy decision files)

For more details regarding Service Level Agreement for delivering Municipal Services, please refer Citizen Charter in the ULB website. ([www.guntur.cdma.ap.gov.in](http://www.guntur.cdma.ap.gov.in))

## **CHAPTER-VI – STATUTORY GUIDELINES**

### **Section 4 (i) (b) (v)**

#### **The Rules, Regulations, Instructions, Manuals And Records Held By The Department Or Under Its Control Or Used By Its Employees For Discharging Its Functions.**

In discharging functions of the Department, the following Manuals and the Records are being used.

1. A.P.Municipalities Act, 1965
2. Hyderabad Municipal Corporation Act, 1955
3. Andhra Pradesh Municipal Corporation Act, 1994
4. A.P.Ministerial Sub-Ordinate Service Rules, 1996
5. A.P.CCA Rules, 1991
6. A.P.Municipal Ministerial Sub-ordinate Service Rules (APMMSS), 1992
7. A.P. Municipal Health (Municipalities) Subordinate Service Rules, 2012
8. A.P.Revised Pension Rules, 1980.
9. A.P.Municipal Commissioners sub-ordinate service Rules, 1963
10. A.P.Municipal Administration Rules 1990
11. A.P. Municipal Accounts Subordinate Service Rules, 2012.

## **CHAPTER-VII – CATEGORIES OF DOCUMENTS**

### **Section 4 (1) (b) (vi)**

#### **A Statement of the Categories of documents that are held by Guntur Municipal Corporation or under its control.**

1. Government G.Os
2. Election related data like ward division etc

## **CHAPTER-VIII – Public consultation for policy formulation**

### **Section 4 (1) (b) (vii)**

#### **8. 1 the particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy or implementation thereof.**

An Expert In-House Committee will be constituted as and when required for suggesting policy decisions.

## **CHAPTER-IX**

### **Section 4 (1) (b) (viii)**

A statement of boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice and as to whether meetings of those boards councils committees and other bodies are open to the public or the minutes of such meetings are accessible for public.

## **CHAPTER-X - Directory of Officers and Employees**

### **Section 4 (1) (b) (ix)**

**The Directory of Officers and Employees**

**Section 4 (1) (b) (x)**

**Monthly Remuneration Received by Each Officer and Employees, including the System of Compensation as Provided in Its Regulation.**

<b>SECTION</b>	<b>TOTAL STAFF</b>	<b>AMOUNT</b>
ACCOUNTS	8	274088
EDP DIVISION	3	100736
ELEMENTARY EDUCATION	306	10850109
ENGINEERING	171	4968985
ESTABLISHMENT	43	1266280
PUBLIC HEALTH	540	14642983
RECORD ROOM	7	218339
REVENUE	68	1815794
SECONDARY EDUCATION	203	8908737
TOWN PLANNING	25	652868
<b>TOTAL</b>	<b>1374</b>	<b>436989</b>

## **CHAPTER-XII – Budget Allocation**

### **Section 4 (1) (b) (xi)**

**The Budget Allocated to each Agency, Indicating the Particulars of all Plans, Proposed Expenditure and Reports on Disbursements Made.**

## **CHAPTER-XIII – Subsidy Programme**

### **Section 4 (1) (b) (xii)**

#### **13. 1 THE MANNER OF EXECUTION OF SUBSIDY PROGRAMMES INCLUDING**

#### **THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES.**

As per the guidelines of the scheme beneficiaries will be identified and disbursed by the Municipal Commissioner.

## **CHAPTER-XIV – Recipients of Concessions**

### **Section 4 (1) (b) (xiii)**

#### **14. 1 PARTICULARS OF RECIPIENTS OF CONCESSIONS PERMITS OR AUTHORISATIONS GRANTED BY IT.**

- NIL -

## **CHAPTER-XV – Electronic Information**

### **Section 4 (1) (b) (xiv)**

#### **15. 1 DETAILS IN RESPECT OF THE INFORMATION, AVAILABLE TO OR HELD BY IT REDUCED IN AN ELECTRONIC FORM.**

The information is available in the following website <http://www.aponline.gov.in/>  
(Please refer to the Municipal Administration Department)

## CHAPTER -XVI – Public Facilities

### Section 4 (1) (b) (xv)

#### 16.1 THE PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION INCLUDING THE WORKING HOURS OF A LIBRARY OR READING ROOM, IF MAINTAINED FOR PUBLIC USE.

Whatever information is available with the Government in Electronic format, has been hosted on the website <http://www.aponline.gov.in>. This information can be downloaded by the citizens from this website at free of cost. In addition to the above, visitors with any problems are welcome between 3 PM To 5 PM every day to meet any of the designated officials i.e Additional Director, Joint Directors and Deputy Director.

## CHAPTER-XVII - Public Information Officers

### Section 4 (i) (b) (xvi)

#### 17. 1 THE NAMES DESIGNATIONS AND OTHER PARTICULARS OF THE PUBLIC INFORMATION OFFICERS.

Sl. No.	Section	Public Information Officer	Assistant Public Information Officer
1.	Establishment	Sri V Venkata Ramaiah, Manager (PIO-1). 9866337559 manager@gunturcorporation.org	Sri Sk Balaji Basha, Superintendent 8639789904
2.	Education		Smt. M Aruna, Junior Assistant, C4. 9030470660
3.	Accounts	Sri A Siva Sankar Rao, Accountant (PIO-2) 9849908385	Sri S Siril Paul, Senior Assistant (B1), 9493614407
4.	Public Health	Dr. G Sobha Rani MBBS, Municipal Health Officer (PIO-3). 9849908398 mho@gunturcorporation.org	Sri D Rami Reddy, Superintendent I/c. 9966140999
5.	Engineering	Sri L Rama Naik, Executive Engineer (PIO-4). 9963995304 me@gunturcorporation.org	Sri K Ravi Kumar, Superintendent. 9963995359
6.	Town Planning	Sri B Satyanarayana, Deputy City Planner (PIO_5) 9704501609 cp@gunturcorporation.org	Sri A Madhusudhana Rao, Superintendent. 9849909361
7.	Special Officer Section	Smt. K Vasantha Lakshmi, Secretary (PIO-6). 9849908384 po@gunturcorporation.org	Smt. B Mary Victoria, Superintendent. 9502066247
7.	UPA Cell	VACANT, Project Officer (PIO-6). po@gunturcorporation.org	Sri Y V L Sivannarayana, Superintendent. 9849908374
8.	Revenue	Sri S N Prasad, Revenue Officer – I (PIO-7). RI Div. - 5 to 8	Sri P Narsi Reddy, Superintendent,

		9866337509 ro@gunturcorporation.org	Main Office, Revenue Section. 9704501628
9.	Revenue	Sri D Venu Babu, Revenue Officer – II (PIO-8). RI Div. - 1 to 4 & 9 9963995371 ro@gunturcorporation.org	Sri S Narayana Rao, Superintendent, Circle Office, Revenue Section. 9849829294

**CHAPTER-XII – Other Information**

**Section 4 (1) (b) (xvii)**

**SUCH OTHER INFORMATION AS MAY BE PRESCRIBED AND THEREAFTER  
UPDATE THESE PUBLICATIONS EVERY YEAR**

- NIL -