



## Citizen Charter

# Municipal Corporation Meerut

Applicable w.e.f. 21.09.2010

**W**e the officers, officials and members of Municipal Corporation, Meerut having committed to the development of the town as well as pursuance of higher quality of civil life for the citizens of the town has released "The Citizen Charter" as per the UP. Municipal Corporation Act 1959 and significant 74<sup>th</sup> amendment, to achieve the twin purpose of streamlining public service and informing the citizens of their rights and responsibilities.

This document is a commitment to provide efficient and prompt services to the citizens in the expectation that the citizen will reciprocate and involve themselves in the healthy growth and upkeep of the city.

This document contains the information regarding time bound proceedings related to street lightning, transportation, sanitation, road maintenance and water clearance, recovery of taxes and fees, veterinary services, release of dead bodies of dead animals etc.

In keeping with resolve of the State Government to provide an efficient administration, the Municipal Corporation adopts the principle of a "SMART" administration, that as "Simple, Moral, Accountable, Responsive and Transparent" administrators, their aim is to create a local administrative machinery that achieves public expectation and which will create an ever lasting partnership between the citizens and the administration, which is an endeavor to building a brighter tomorrow.

This charter is a promise to our citizens that we wish to stand by.

This charter may not be treated as a legal document against the Municipal Corporation Meerut.

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**A**ccording to U.P. Nagar Palika Act 1959, Nagar Palika has been handed over the responsibility to avail certain public services to the citizens. As per the 74th amendment, there has been a considerable increase in the responsibilities of the local bodies. Thus it's the responsibility of these bodies to include; time bound programs for availing the fundamental public services to the citizens, in the citizen charter. Keeping in mind, a citizen charter is being presented by Nagar Palika under which the information regarding time bound proceedings related to street lightening, transportation, sanitation, road maintenance, water clearance, recovery of taxes and fees, veterinary services, release of dead bodies of dead animals etc.

### **Aims and Objectives of Nagar Nigam**

- Influential solutions of the public complaints.
- To advertise the different works carried out by Nagar Nigam on large scale.
- To ensure the quality of services provided.
- To ensure the replies and actions as per the standards in relation with the public services.
- To generate awareness for public participation for public services.
- To maintain transparency at every level.
- To regularize the public services.

### **Resolution of Nagar Nigam**

- Continuous Services.

### **Determination of Nagar Nigam**

- High grade quality assurance.

### **Actions on not taking appropriate steps for complaints done by the citizens**

- To give an explanation for not taking any action after complaints.
- Warning if the explanation is found to be satisfactory.
- Strict warning if the appropriate action is not taken after 6 complaints.
- Departmental action on not taking any action after 6 complaints.

## Nagar Nigam Departments and Services

S.No.	Department	Services
1	Public Works Department	<ol style="list-style-type: none"><li>1. Construction and repair of streets and lanes.</li><li>2. Patch repair and filling of pits.</li><li>3. Repair of foot path</li><li>4. Maintenance of streets.</li><li>5. Construction and repair of parks.</li><li>6. Different type of construction, repairs and maintenance.</li><li>7. Permitting road cutting and temporarily closing the pathways</li><li>8. Construction of drains</li><li>9. Electrical decorations during marriages and festivals.</li><li>10. To enclose the footpath using tents.</li><li>11. For little bit of digging at roads to fix bamboos etc.</li></ol>
2	Public Health Department	<ol style="list-style-type: none"><li>1. Sanitation and cleaning of public streets and drains.</li><li>2. Cleaning of public toilets and urinary.</li></ol>

3. Emancipation of dead dogs.
4. Selling of degraded / rotten fruits, expired drinks and adulterated food should be banned.
5. Other works related to public health.
6. Registering Birth and Death and issuing Birth and Death Certificate.
7. Measures to control spreading of contagious / infectious diseases, (e.g. Spraying of antibacterial spray using Spray Gun - basically for diseases like Malaria etc.).
8. Controlling the enterprise / professionals which are harmful for public health.
9. Issuing licenses under Food Adulteration Impediment Act.
10. Restraining the places allotted for the disposal of dead bodies.
11. Controlling the enterprises / entrepreneurs which are harmful for the health.
12. To remove the heaps of garbage
13. To remove the debris.
14. Sanitation and cleanliness of Garbage Houses.
15. Sprinkling of water at public places and festivals.
16. Other works related to garbage disposal.
17. Cattle catching (catching rowdy animals)
18. Dog catching (catching rowdy dogs)
19. Disposal of dead bodies of dead cows and buffaloes and dead animals
20. Release proceedings of dangerous and dried trees.
21. Licenses for pet dogs.

		<p>22. Related to slaughter houses / slaughter centers.</p> <p>23. Medical aid and care of animals.</p> <p>24. Complaints related to fishes and meat.</p> <p>25. Related to milking animals.</p>
3	<p>Tax Department &amp; Rent/ Collection Department</p>	<p style="text-align: center;"><b><u>Tax Department</u></b></p> <p>1. Tax Imposition / Collection</p> <p>2. Name Change</p> <p>3. Tax Recovery on Rickshaws, Tanga etc.</p> <p>4. Parking</p> <p>5. To remove the encroachments</p> <p>6. Knowledge about the taxes and fees.</p> <p>7. Transfer of property.</p> <p style="text-align: center;"><b><u>Rent/ Collection Department</u></b></p> <p>1. Regular recovery of rental properties.</p> <p>2. Proceedings and action on complaint of tenants.</p> <p>3. Provision and proceedings for depositing the rent on time.</p> <p>4. Solution of all the rented properties.</p>
4	<p>Advertising Department</p>	<p>1. Restraining and proceedings of tax recovery on advertising screens, glow signs, symbolical screens, posters and banners.</p>

		<p>2. Proceedings of tax recovery on advertisements other than the newspaper.</p> <p>3. Tax recovery on Rest Houses.</p> <p>4. As per the advertising norms booklet, tax imposition on use of sound amplifying instruments</p>																																																																																																
5	License Department	<p>1. Issue various licenses like</p> <table border="1"> <tr><td>1</td><td>Chemical Factory</td><td>36</td><td>Private Clinic</td></tr> <tr><td>2</td><td>Factory</td><td>37</td><td>Financial Company</td></tr> <tr><td>3</td><td>Fast Food</td><td>38</td><td>Finance Company, Chit Fund</td></tr> <tr><td>4</td><td>Food</td><td>39</td><td>Insurance Company Per Branch</td></tr> <tr><td>5</td><td>RIKSHAW</td><td>40</td><td>Vehicle</td></tr> <tr><td>6</td><td>Medicine Factory</td><td>41</td><td>Tanga</td></tr> <tr><td>7</td><td>Shop</td><td>42</td><td>Rickshah (On Rent)</td></tr> <tr><td>8</td><td>RIKSHAW THELA</td><td>43</td><td>Rickshah (Self)</td></tr> <tr><td>9</td><td>Dog License</td><td>44</td><td>Thela / Theli</td></tr> <tr><td>10</td><td>Ice Factory</td><td>45</td><td>Thela (By Hand)</td></tr> <tr><td>11</td><td>Ice Cream Factory</td><td>46</td><td>Trali</td></tr> <tr><td>12</td><td>Bar / Bear</td><td>47</td><td>Bail Gadi / Bhensa Gadi</td></tr> <tr><td>13</td><td>Desi Alcohol</td><td>48</td><td>Food Shop</td></tr> <tr><td>14</td><td>Foreign Alcohol</td><td>49</td><td>Goat Meet</td></tr> <tr><td>15</td><td>Departmental Store (10 X10)</td><td>50</td><td>PIG Meet</td></tr> <tr><td>16</td><td>Departmental Store (Above 10 X 10)</td><td>51</td><td>Cock Meet</td></tr> <tr><td>17</td><td>Builders Registers</td><td>52</td><td>Buffalo Meet</td></tr> <tr><td>18</td><td>Commercial</td><td>53</td><td>Other</td></tr> <tr><td>19</td><td>Private Microwave Tower</td><td>54</td><td>Aara Machine</td></tr> <tr><td>20</td><td>Cable Centre</td><td>55</td><td>Aanta &amp; Masala Chakki</td></tr> <tr><td>21</td><td>Hotel</td><td>56</td><td>Khairad Machine</td></tr> <tr><td>22</td><td>Hotel Lodging &amp; Guest House &amp; Marriage House</td><td>57</td><td>Wood Store</td></tr> <tr><td>23</td><td>3 Star Hotel</td><td>58</td><td>Welding Furnishing</td></tr> <tr><td>24</td><td>5 Star Hotel</td><td>59</td><td>Oil Expeller</td></tr> </table>	1	Chemical Factory	36	Private Clinic	2	Factory	37	Financial Company	3	Fast Food	38	Finance Company, Chit Fund	4	Food	39	Insurance Company Per Branch	5	RIKSHAW	40	Vehicle	6	Medicine Factory	41	Tanga	7	Shop	42	Rickshah (On Rent)	8	RIKSHAW THELA	43	Rickshah (Self)	9	Dog License	44	Thela / Theli	10	Ice Factory	45	Thela (By Hand)	11	Ice Cream Factory	46	Trali	12	Bar / Bear	47	Bail Gadi / Bhensa Gadi	13	Desi Alcohol	48	Food Shop	14	Foreign Alcohol	49	Goat Meet	15	Departmental Store (10 X10)	50	PIG Meet	16	Departmental Store (Above 10 X 10)	51	Cock Meet	17	Builders Registers	52	Buffalo Meet	18	Commercial	53	Other	19	Private Microwave Tower	54	Aara Machine	20	Cable Centre	55	Aanta & Masala Chakki	21	Hotel	56	Khairad Machine	22	Hotel Lodging & Guest House & Marriage House	57	Wood Store	23	3 Star Hotel	58	Welding Furnishing	24	5 Star Hotel	59	Oil Expeller
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		25	Hospital	60	Nikhil Plant
		26	Nurshing Home (20 Bad)	61	Bakary
		27	Nurshing Home (Above 20 Bad)	62	Publishing & Cloth Coloring
		28	Maternity Home (20 Bad)	63	Shop Making ( Washing Shop & Liquid Shop)
		29	Maternity Home (Above 20 Bad)	64	Kutti Machine
		30	Private Hospitals	65	Surgical Equipments Manufacturing
		31	Pathology Centre	66	Auto Part Manufacturing
		32	X-Ray Clinic	67	Pump Generator
		33	City Scan / MRI	68	Cotton Machine
		34	Ultra Sound / Color Dropler / ECG	69	Homophethic Medicine
		35	Dental Clinic	70	Power Press

Etc.

6	Street Light Department	<ol style="list-style-type: none"> <li>1. Repairing of lightening spot.</li> <li>2. To install new light spots.</li> <li>3. Arrangement of new street lights.</li> <li>4. Installing the electricity polls and stretching wires.</li> <li>5. Installing and repairing traffic signals.</li> <li>6. Lightening arrangement at different public places and public festivals.</li> </ol>
7	Water Department	<ol style="list-style-type: none"> <li>1. Supply of water in city,</li> <li>2. Maintenance of Water Supply</li> <li>3. House Tap Connection in city</li> </ol>

		4. Maintenance, running and repair of water supply and sewerage network, Public water points.
8	Finance Department	Fund Management, Budget Management etc Financial Services to Employees i.e. Salary Disbursement etc
9	Legal Department	Internal Legal Proceedings of Nagar Nigam etc
10	Audit Department	Internal Audit Management for Nagar Nigam Meerut
11	Property Department	<ol style="list-style-type: none"> <li>1. Issuing NOC certificates for Building Approval and Layout Permission etc</li> <li>2. Keeping records of land and properties owned by Nagar Nigam.</li> <li>3. Records of unprofitable / unnecessary properties.</li> <li>4. Details of encroached properties.</li> <li>5. Information related to records of properties.</li> <li>6. Evolution of properties.</li> <li>7. To issue a no objection certificate for building maps.</li> <li>8. Recovery of debris tax.</li> </ol>
12	Control Room	Citizens Grievance Management



13	Garden/ Horticulture Department	Horticulture Development, Cultivation of plants and plantation, Parks & Playgrounds Development and maintenance, Securing the green trees in public places, Supply of clean drinking water in parks and water supply for individual and commercial purpose.
14	RTI Department	RTI Management as per the RTI Act 2005.

## **Citizen's Responsibilities**

- It is the responsibility of every citizen to register birth/death as early as possible.
- It is the responsibility of every citizen to follow the rules and regulations made by the local bodies.
- It is the responsibility of every citizen to pay all taxes/dues on time.
- It is the responsibility of every citizen to enroll him/her name in voter list.
- It is the responsibility of every citizen to cast his/her votes in the election.
- It is the responsibility of every citizen to put garbage in proper place.
- It is the responsibility of every citizen to co-operate local bodies in all development projects.
- It is the responsibility of every citizen to keep his/her city clean and green.
- It is the responsibility of every citizen not to indulge himself/herself in any illegal activity.

## Services Standard Chart

Various Services provided by Municipal Corporation to its citizens :-

Health Department	Work Completion Period	Concerning Officers & Office Address
Cleaning roads	Every day	Sr. Sanitary Inspector of Area/Supervisor
Removal of Garbage from Municipal Rubbish bins	Everyday	Sr. Sanitary Inspector of Area/Supervisor
Removal of Garbage on receipt of complaint	Within 3 days	Sr. Sanitary Inspector of Area/ Supervisor
Complaints regarding insanitary conditions	Within 3 days	Sr. Sanitary Inspector/Sanitary Inspector of Area
Complaints regarding stray dogs/ cattle	Every Day	Sr. Sanitary Inspector of Area
Complaint regarding dead animals	Immediate within 24 Hours	Sr. Sanitary Inspector of Area

<b>PWD Departments</b>	<b>Work Completion Period</b>	<b>Concerning Officers &amp; Office Address</b>
Construction of New Road/Drains	Two months and depends upon contract	X.E.N/J.E. of the area
Temporary filling of pot holes/road cuts	Within 3 days	Area J.E
Patch Repair	Within 5 days	Area J.E.
Removal rubbish Malba from Public land by owner	Notice to owner within 1 Week	X.E.N/J.E
Removal of rubbish (Malba by M.C. if owner fails to comply)	One week after notice (cost recovered from owner)	J.E./Sanitation Inspector
Removal of encroachment on road a) Temporary b) Permanent	a) Within 2 days b) Within 15 days	TS/J.E. of the Area TS/J.E. of the Area
Drain Repairs a) Minor Repair b) Major Repair	One week One Month	X.E.N/J.E. of the area
Enquiries regarding supply of materials/ tender of municipal works	1 Week	X.E.N/JE Concerned

<b>Street Light Department</b>	<b>Work Completion period</b>	<b>Concerning Officers &amp; Office Address</b>
Request for installation (New arrangement)	Within 1 month (Subject to availability)	J.E / Private Contractor
Repair of street light	Within 2 days	J.E / Private Contractor
interruption of electricity supply	Within 2 days	J.E / Private Contractor
Traffic signal is not working	Within 2 days	J.E / Private Contractor
For failed wires of the street lights	Within 2 days	J.E / Private Contractor
<b>License Department</b>	<b>Work Completion period</b>	<b>Concerning Officers &amp; Office Address</b>
Reporting deficiency in application to the applicant	Within 1 Week	License / Sanitary Inspector
Grant of License	Within 7 days after deposit of License fee and clearance of deficiencies	Deputy Municipal Commissioner/ Concerned Clerk
Supply of Application forms	All working days	License Clerk
Acceptance & Acknowledgment of application and receipt of license fees.	Same day	License Inspector/ License Clerk

<b>Water Department</b>	<b>Work Completion period</b>	<b>Concerning Officers &amp; Office Address</b>
NOG for water supply/sewerage connection	Within 2 days	Junior Engineer of the area
Complaint of Leakage in Water and Sewerage	Same day/ Within 3 Days	JE
New Tap Connection	Within 1 Week	JE/ Concerned Clerk
Tube well and Tap Maintenance/ Repair	Within 1 Week	JE/ Concerned Clerk
<b>Tax Department</b>	<b>Work Completion period</b>	<b>Concerning Officers &amp; Office Address</b>
Enquiry	Every working day	Zonal & Taxation Officer/ Tax Clerk
Correction of bills	Within two days	Zonal & Taxation Officer/ Concerned Clerk
Deposit of Taxes	Every working day	Cash Collector & Concerned Clerk
Addition of property for tax on land and buildings purpose.	Within 4 days	Concerned Inspector of the Area
Transfer of property for tax on land and buildings purpose	Within 45 Days	Concerned Inspector of the Area

Copies relating to tax on land and building	Within 3 days	Zonal & Taxation Officer and Concerned Clerk
Disposal of every type of complaints (Non specific)	Within 7 days	Z.T.O and Concerned Clerk
All types of copies other than House Tax	Within 7 days	Z.T.O and Concerned Clerk
Domicile / Resident Verification	1 Week	Z.T.O , Area Tax Inspector
<b>Property Department</b>	<b>Work Completion period</b>	<b>Concerning Officers &amp; Officer Address</b>
Action on complaints regarding unauthorized construction/encroachment	Immediate	Building Inspector of the Area
NOC Building Map after receiving from MDA	1 Week	Property In charge & Patwari, Lakhpal
<b>Rent/Collection Department</b>	<b>Work Completion period</b>	<b>Concerning Officers &amp; Office Address</b>
Decision of transfer of tenancy of Municipal Shops / Khokhas receipt of application	Within 1 Month of complete application as per rules	Rent In charge & Concerned Clerk
<b>Gardening/Horticulture Department</b>	<b>Work Completion period</b>	<b>Concerning Officers &amp; Office Address</b>
Development of New Parks	2 Months and more, depends upon contract	Garden/ Horticulture In charge & X.E.N (Hort.)

Grass Cutting, Pruning of Hedges etc.	2 Month	Garden/ Horticulture In charge & Supervisor
Watering/ Cleaning	Cleaning Same Day & Watering 1 Week	Garden/ Horticulture In charge & Supervisor
Application for reservation grounds parks for function (marriage, meeting etc)	Application along with requisite fees submitted/deposited within 7 days before the function	Deputy Municipal Commissioner/ Concerned Clerk
Decision of allotment	Within 2 days after receipt of application (If available)	Deputy Municipal Commissioner/ Concerned Clerk
Confirmation of reservation	Within three days from the receipt of application	Concerned Clerk
In case of cancellation	Within two days from receipt of application payment of refund.	Deputy Municipal Commissioner/ Concerned Clerk

**Suggestions are always welcome from Public for gardening and parks maintenance, Horticulture etc**

**Note : Maintenance of parks with public participation**

<b>Control Room Department</b>	<b>Work Completion period</b>	<b>Concerning Officers &amp; Office Address</b>
Citizen Grievance Management	Within 1 Week	Complaints forwarded to Concerned Officer.

**For Citizens Grievance You May Contact Us @**

**Toll free No:** 18001803090

**Control Room No:** 0121-2420851

**Note :** If the complains are not entertained as per the allotted works, within stipulated time, the complaining person can inform the Additional Town Officer / Chief Town Officer about the same.



## Contact Us

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Municipal Commissioner

Nagar Nigam Meerut

Kesarganj, Meerut – 250002

Ph No: 0121-2515133

Fax No: 0121 - 2665809

E-mail: nnmee@up.nic.in

*Thanks & Regards from Nagar Nigam Meerut*

**USE DUSTBINS**

**AVOID POLYTHEN**

**Keep Meerut Clean & Green**