



Municipal Corporation Chandigarh

## Citizen's Charter

Towards Transparent, Efficient and Responsive Service Delivery





## **Introduction to Citizen's Charter**

**It has been recognised the world over that good governance is essential for sustainable development, both economic and social. The three essential aspects emphasised in good governance are transparency, accountability and responsiveness of the administration. The "Citizen's Charters" is a response to the quest for solving the problems which a citizen encounters, day in and day out, while dealing with organisations providing public services.**

**The concept of Citizen's Charter enshrines the trust between the service provider and its users. Citizen's Charter is a document which represents a systematic effort to focus on the commitment of the Organisation towards its Citizens in respects of Standard of Services, Information, Choice and Consultation, Non -discrimination and Accessibility, Grievance Redress, Courtesy and Value for Money. This also includes expectations of the Organisation from the Citizen for fulfilling the commitment of the Organisation.**

**The term 'Citizen' in the Citizen's Charter implies the clients or customers whose interests and values are addressed by the Citizen's Charter and, therefore, includes not only the citizens but also all the stakeholders, i.e.,**

**citizens, customers, clients, users, beneficiaries, other Ministries/ Departments/ Organisations, etc.**

**The main objective of the exercise to issue the Citizen's Charter of the Municipal Corporation, Chandigarh is to improve the quality of public services. This is done by letting people know the mandate of the Municipal Corporation, Chandigarh, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong. The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights. This charter also documents, apart from what we can offer the citizens, what the citizens can do to help us serve them better and what can be achieved if both of us join together**

### **About the Chandigarh Municipal Corporation**

**Chandigarh is India's one of the first experiments with urban development. Chandigarh is known all over the world as an outstanding example of architecture, planning and landscaping. Today, after nearly 60 years of its inception, the city stands out for its high quality of life and clean, relatively pollution free environment, unlike other growing urban areas in the country. Its citizens enjoy a direct relationship of the built-form with nature, and have abundant access to green spaces all over the city.**



**We are the local government authority for the city Chandigarh and have been administrating the city since 1994 and serving its citizens through the Head Office at Sector 17 and a sub office at Manimajra. MCC provides the following services:**

- **Public Health, Sanitation, Street Lighting etc.**
- **Provision and maintenance of infrastructure – Roads, Storm Water Drainage, Under Ground Drainage, water distribution**
- **Street Lights, Parks & Play Grounds etc**
- **Regulatory activities – building constructions, trade licenses etc**
- **Implementation of urban poverty alleviation programmes.**

**In addition to providing various services to our citizens, we also own and look after around 2000 acre acres of open space across Chandigarh, including gardens, parks and plazas.**

### **Our Goal**

**Our goal is to provide effective and efficient services to the citizens while preserving the environment and rich heritage of Chandigarh. This Citizen's Charter is a commitment of the Municipal Corporation of Chandigarh to achieve a STAR system.**

- **Simple**
- **Transparent**
- **Accountable**
- **Responsive**



**in the administration of the civic body in fulfilling the needs of the citizens of this city.**

- **By providing all important information to the Citizens about the services being delivered by the Municipal Corporation**
- **By creating a system which will receive public grievances and redress the same qualitatively and in a time bound manner**
- **By soliciting the cooperation of the citizens in fulfilling their aspirations by mutual trust, confidence and help and by making them aware of their duties to the community**
- **By making each citizen's interaction with us easy, simple, hassle-free and efficient, while ensuring accountability and transparency**
- **By introducing e-governance and automated access to all our functions and services and by directing the resultant flow of efficiency-gains towards the citizens**
- **By being fair, efficient, citizen – friendly and outcome – focused.**

### **Vision statement**

**To make Chandigarh a livable and sustainable city with quality urban life and rich heritage.**

### **Mission Statement**

- **To bring transparency, accountability and efficiency in Urban Governance To provide high quality and responsive service delivery mechanism**
- **To plan and provide for urban infrastructure requirements through integrated planning**
- **To provided for inclusive urban growth by strengthening community development and participation; and provision of basic services to the**

- poor
- **To make the city economically vibrant and culturally rich.**

### **What services do we provide?**

**We provide essential local services such as birth and death registrations, street cleansing, maintaining roads, maintaining street lights, water distribution, fire services, collecting and recycling waste, maintaining the parks, playgrounds, gardens, booking of community centres, dispensaries for the poor. We encourage responsible pet ownership through our registration service and provide other services for domestic animals and their owners such as off-leash areas in local parks.**

**List of services provide by the Municipal Corporation, Chandigarh along with the time schedule is given at ANNEXURE I. To ensure speedy service and resolution of impediments, application forms for availing services have been designed and attached at ANNEXURE II. All forms also contain a document checklist to help the applicants to submit the application complete in all respects.**

### **Who are our clients?**

**We provide services for more than 10,00,000 residents and 20,000 businesses in the, as well as the floating population of workers and visitors coming daily into the City of Chandigarh. On any given day, the local population swells to more than 1.1 million with people commuting, doing**



**business, shopping, playing, studying, or visiting to see the sights of Chandigarh.**

### **Penalty for the erring officials**

**To bring about efficiency and responsiveness in the staff, penalty will be imposed on the habitual erring official. If the official is responsible for delays in 20% or more of the total cases handled by him/her, then he/ she would be penalized at the rate of Rs.10 per day for the total no of delayed days subject to maximum fine of Rs. 1000.**

### **Appeal**

**In case of denial of service or delay in service, the applicant may appeal to the appellant authority mention in the annexure-I. After receiving such appeal, the appellate authority shall ensure to provide the service to the applicant within the same time period as mentioned in annexure-I for that service, subject to fulfillment of all the requirement by the applicant and the application being in order . In addition , the appellate authority shall also fix the responsibility for delay, if any, within 30 days of the receiving the application.**

## Grievance Redressal mechanism

Our customers can register their complaints and grievances by:-

<b>Mode of filing</b>	<b>Whom to contact</b>	<b>Mode of contact</b>
<b>Manual</b>	<b>Complaint Cell, New Delux Building Jan Marg, Sector-17, Chandigarh, 160017</b>	<b>Citizens can walk-in with their written complaints at the following address anytime between 9:00 AM-5:00 PM (except weekends)</b>
<b>Help Line</b>	<b>Toll free number</b>	<b>The Citizens can register their complaints by dialing the toll free number 155304 anytime between 9:00 AM-5:00 PM (except weekends).</b>
<b>Internet</b>	<b>Website</b>	<b>Complains can be registered by logging on to the Municipal Corporation of Chandigarh website <a href="http://mcchandigarh.gov.in/">http://mcchandigarh.gov.in/</a></b>
<b>Smart phone</b>	<b>Mobile app on android</b>	<b>The citizens can also register their complaints through the “Smart Chandigarh “ mobile app for android smart phones which can be easily downloaded from Google Play store.</b>





## What do we expect from our citizens?

No endeavour of the MC can be meaningful without the active help and suggestions of the Citizen. Therefore, MC Chandigarh expect following from the citizen of Chandigarh to ensure proper implementation of this Citizen Charter.

- Active citizenry to generate awareness about the various Government schemes and initiatives
- Strict compliance to rules, regulations and guidelines issued by the Municipal Corporation Chandigarh from time to time
- Giving suggestions/inputs on policy through active engagement with their area councillors.
- Do not waste water. Do not use drinking water for gardening and other similar purposes like car washing
- Avoid unauthorised drawing of water and use of motor pumps in Corporation connection to draw water.
  - Report water leakage and water theft as a public service.
  - Do not tamper with water supply connection or meters.
  - Do not throw other waste including animal waste and debris into the sewage lines.
  - Do not connect sewage outlets to public open drains or roadsides.
  - Adhere to safety measures before entrusting cleaning of septic tanks etc to private persons.
  - Do not tamper sewerage connection.
  - Do not cause environmental pollution or nuisance due to your facility/establishment.
  - Do not throw waste into open drains or streets.
  - Clean your premises and deposit wastes in the designated points before street clearance by the MC staff.

- Do not litter garbage, malba in the neighbourhood. Discourage and report against those who do.
- Don't use plastic carry bags. Discourage and report against those who do.
- Keep your back lanes/ service lanes clean and free from garbage and malba.
- Take care of your community parks and maintain them.
- Segregate house hold wastes in to degradable and non-degradable.
- Report non-clearance of garbage / debris to the designated authorities
- Keep your premises clean. Remove bushes and shrubs then and there. Prune trees abutting main streets and avoid obstruction to traffic and people's movement
- Use public toilets / urinals properly. Avoid nuisance in open spaces / road margins
- Pay administrative charges and fees promptly

#### **Our commitment to citizen charter**

- The MCC is fully committed to the Citizen's Charter and strives to achieve the timelines set by the Charter for service delivery.
- We aim for continuous improvement in the administration of processes and procedures to avoid delays and accomplish the stated mission of being a responsive and transparent organization.
- Our officers and staff are committed to providing citizen friendly services with courtesy and ensuring the fulfilment of citizen's service delivery requirements to their satisfaction.
- The Commissioner would oversee the implementation of Citizen's Charter. Citizens are invited to give their feedback on implementation of the Charter through [mygov.in](http://mygov.in)