



Citizen's Charter Madanapalle

S.No.	Service	Documents Required (Copies)	Fee	Time Frame	Officer Responsible to render services	Officer to whom a grievance/ complaint be made in case of delay or default of service
1	2	3	4	5	6	7
1	Assessment of property tax and allocation of Door Number	<ul style="list-style-type: none"> Registered sale deed Building permission 		15 days	Revenue Officer	Commissioner
2	Transfer of ownership of property in assessment register a) Where both the parties – seller and buyer make an application b) Where either seller or buyer makes an application	<ul style="list-style-type: none"> Registered sale deed/ Gift deed/ Partition deed/ Court Decree / Succession certificate Property tax receipt showing upto date payment 		a)15 days b)45 days	Revenue Officer	Commissioner
3	Certified copy of assessment register	Property tax receipt duly showing up to date payment		7 days	Revenue Officer	Commissioner
4	Disposal of revision petition on property tax	Submission of Petition within 30 days from the Service of Special Notice.		30 days	Commissioner	Regional Director cum Appellate Commissioner of Municipal Administration

5	Disposal of appeal petition on property tax (Municipalities)	<ul style="list-style-type: none"> • Submission of Appeal within 15 days from the date of receipt of orders on revision petition • Payment of existing tax 		30 days	Regional Director-cum-Appellate Commissioner of Municipal Administration	CDMA
II. Engineering Section						
6	Sanction/Disposal of Water Supply Connection (where distribution lines are available)	<ul style="list-style-type: none"> • Property tax receipt showing up to date payment 		15 days	Assistant Engineer	Deputy Executive Engineer
7	Water supply pipe lines leakage	Application is sufficient		1 day	Asst. Engineer	Deputy Executive Engineer
III. Health Section						
8	Issuance of Birth Certificate a) in case of digitization of records b) in case of other than (a)	Application is sufficient		a) across the counter b) 5 days	a) Meeseva b) Sanitary Inspector/ Sanitary Supervisor	Sanitary Supervisor
9	Child name inclusion in Birth Certificate	Application is sufficient		7 days	Sanitary Inspector/ Sanitary Supervisor	Sanitary Supervisor
10	Name correction in Birth Certificate	Application is sufficient		7 days	Sanitary Inspector/ Sanitary Supervisor	Sanitary Supervisor
11	Non-availability certificate for Birth Entry	Application is sufficient		7 days	Sanitary Inspector/ Sanitary Supervisor	Sanitary Supervisor

12	Issuance of death Certificate a) in case of digitization of records b) in case of other than (a)	Application is sufficient		a) across the counter b) 5 days	a) Meeseva b) Sanitary Inspector/ Sanitary Supervisor/	Sanitary Supervisor
13	Name correction in Death Certificate	Application is sufficient		7 days	Sanitary Inspector/ Sanitary Supervisor/	Sanitary Supervisor
14	Non-availability certificate for death entry	Application is sufficient		7 days	Sanitary Inspector/ Sanitary Supervisor/	Sanitary Supervisor
15	Sanction/Disposal of application for Trade License	<ul style="list-style-type: none"> Rental agreement (if applicable) Property tax receipt showing upto date payment 		15 days	Sanitary Inspector/ Sanitary Supervisor /	Sanitary Supervisor
16	Renewal of Trade License	<ul style="list-style-type: none"> Existing Trade License Rental agreement (if applicable) Property tax receipt showing upto date payment 		7 days	Sanitary Inspector/ Sanitary Supervisor	Sanitary Supervisor
17	Sanitary Certificate for Educational Institutions	<ul style="list-style-type: none"> Registration / Recognition certificate from School Education Department. Property tax receipt showing upto date payment 		15 days	Sanitary Inspector/ Sanitary Supervisor	Sanitary Supervisor
18	Garbage clearance			2 days	Public Health Maistry	Sanitary Inspector / Sanitary Supervisor
19	Drain cleaning			3 days	Public Health Maistry	Sanitary Inspector / Sanitary Supervisor

III. TOWN PLANNING SECTION						
20	Sanction/Disposal of application for Building Permission	1. Govt. Orders, if any. 2. NOC from Collector / JC / Tahsildar / Revenue Dept. (Wherever required). 3. Previous sanction Plan, if approved previously 4. NOC from AAI, (wherever required)		30 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer
		5. NOC from Andhra Pradesh State Disasters Response & Fire Services Department,, (wherever required) 6. Structural stability certificate issued by the Competent Authority 7. NOC from Police Department (Traffic) (wherever required) 8. Traffic Impact Study by Qualified Consultant (wherever required) 9. NOC from Heritage Conservation Committee (wherever required) 10. NOC from Irrigation Department in case of lands abut water bodies, Water courses & nalas (wherever required)				Town Planning Officer
		11. NOC from Revenue Department in case of lands abut water bodies, Water courses & nalas (wherever required) 12. NOC from Railways (wherever required) 13. NOC from State Environmental impact Assessment Authority (wherever required) 14. NOC from Defense				Town Planning Supervisor

		<p>Authority (wherever required)</p> <p>15. NOC from State Naval Science and Technology Laboratory, Visakhapatnam (NSTL) (wherever required)</p> <p>16. NOC from Oil / Gas Authority (wherever required)</p> <p>17. TDR Certificate (wherever required)</p>				
21	Building Occupancy Certificate	Sanctioned copy of Building Plan		15 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer
22	Certified copy of building permission	Application is sufficient		15 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer
23	Land use certificate as per master plan	Application is sufficient		15 days	Town Planning and Building Overseer /Town Planning Supervisor	Town Planning Officer


 Commissioner
 Madanapalle Municipality


 27-9-16


 27/9/16