

CHAPTER – 15 (MANUAL – 14)

NORMS SET FOR THE DISCHARGE OF THE FUNCTIONS

[SECTION 4 (1) (B)]

The details of the norms / standards set by the Public Authority for the discharge of its functions/delivery of services.

Sl. No.	Function/service	Norms/standards of performance Set	Time Frame	Reference document prescribing the norms (Citizen's, Charter, Service Charter etc)
1	Sanitation <ul style="list-style-type: none">➤ Lifting of Garbage➤ No Sweeping➤ Removal of chocks/clogs in drains	Norms/standards prescribed by the competent authority	24 Hours	Citizen charter of the Corporation prescribed by the Govt.
2	Emergency operation <ul style="list-style-type: none">➤ Fallen trees trunks branches➤ Building /wall collapse cases➤ Removal of dead animals/Corpse➤ Complaints of inundation➤ Catching of rabid/ferocious dogs		24 Hours	
			48 Hours	
3	Birth & Death Certificates or Non availability certificates <ul style="list-style-type: none">➤ Issue of Birth & Death Certificates & Non availability certificate		4 to 8 Hours	
			4 to 8 Hours	
			24 Hours	
			4 to 8 Hours	
			4 to 8 Hours	
			3 Days	
			3 Days	

	<ul style="list-style-type: none"> ➤ Inclusion / Correction of Name in birth certificate ➤ Issue of Birth & Death Certificates incase of non institutions 		1 Week	
4	<p>Trade License</p> <ul style="list-style-type: none"> ➤ Issue of Trade Licenses ➤ Renewal of Trade Licenses ➤ Action on complaints 		2 Weeks 3 Days 3 Days	
5	<p>Roads</p> <ul style="list-style-type: none"> ➤ Filling up pot holes ➤ Removal of obstruction on roads ➤ Road cutting permission 		7 Days 3 Days 7 Days	
6	<p>Rain Water Harvesting</p> <ul style="list-style-type: none"> ➤ Blockage / Choke of Storm water drains ➤ Replacing of catch pit covers ➤ Removal of water stagnation 		1 day 3 Days 1 day	
7	<p>Town Planning</p> <ul style="list-style-type: none"> ➤ Grant of Individual Building Permission ➤ Grant of group housing scheme ➤ Grant of multistoreyed building ➤ Plot sub division approvals 		15 Days 30 Days 30 Days 30 Days	