

CITIZEN CHARTER **OF MUNICIPAL COUNCIL, ROHRU. HP.**

BRIEF HISTORY OF M. C. ROHRU

The Rohru Town, erstwhile a part and partial of Bushahr Riyast , situated on the left bank of River Power at a distance of 120 Kms from State Capital Himachl Prdesh Shimla on National Highway, and situated at an altitude of about 1,000 meters from the sea level with having population of ----- persons as per 2011 census and having the area ----- has been an important trade centre from time immemorial, serving its surrounding areas of district Shimla. The Town is named after its founder Raja Ram Singh, who established Rohru in the beginning of sixteenth century. After Independence and on formation of Himachal Pradesh, Rohru has been headquarter of a Tehsil and subsequently it was upgraded as Sub-Divisional Headquarter on re-organization of districts in 1972.

Rohru Municipality is one of the Latest municipality of Himachal Pradesh who came into its existence on 1978 as Notified Area Committee and on 27.3.2009 Upgraded as Municipal Council under the HP Municipal Act, 1994. the post of Secretary in Municipal Council has been upgraded as Executive Officer.

For ensuring planned and regulated growth of the town, Government of Himachal Pradesh vides Town & Country Planning Deptt. Notification dated ----- has extended Planning Area to Rohru town and under the single window system, the powers of the HP Town & Country Planning Act, 1971 has been delegated to the Executive Officer of Municipality. The sanctioned cadre strength of the Municipal Staff is ----- The Municipality has its own Office two storied Building and many other shops, buildings, Parks, Parking Public Toilets & Urinals etc. In spite of many festivals, the District level Rohru Fair which being celebrated in the month of April every year is the famous of the Area.

After the HP Municipal General Election 2015-16 held on December,2015 the following persons has been elected as Public Representatives of the Municipal Council, Rohru :-

- 1 S/Sh. Radhey Shyam Sharma President (Ward No.2 General)
- 2 Ranjana Raitka Vice –President (Ward No. 3 Women)
- 3 Pyare Lal ward Member (Ward No. 1(SC)
- 4 Nutan Nepta ward Member (Ward No. 4 Women)
- 5 Sunita Chauhan Ward Member (Ward No. 7 Women)
- 6 Anita Bhranta ward Member (Ward No. 5 women)
- 7 Jitender Chauhan Ward Member (Ward No. 6)

In addition to the above, the following 4 Nos members are nominated by the Government of Himchal Pradesh Under the HP Municipal Act, 1994 for Mc Rohru:-

1. Sunita Thapta Nominated Member

2. Neelanchal Nominated Member
3. Sumesh Chauhan Nominated Member
4. Har Dev Bhranta Nominated Member

The man Moto of the Municipality is to provide all basic amenities to its citizens such as neat & Clean Sanitation, Door to Door collection of garbage, Public Toilets & Urinals, Street Lights, Park & Parking, Path & Drainage system, providing of Ambulance roads up to all Wards and for implementation of the proper Planning System in the Town, the HP Town & Country Planning and HP Municipal Acts & Bye-laws as well as from time to time guidelines of the Central & State Govt. are being adopted.

The future plan of the Municipality is Construction of multi storied Parking with Shopping complex, Development of Dumping site for Garbage and its segregation, Connectivity of all left-out Wards with Roads, and Sewerage system etc.

VISION:-

The Municipal Council, Rohru endeavors to render error free services to the public by giving them necessary facilities such as Road, Paths, drainage system, Street-lights, sanitation, public toilets & Urinals, public water taps celebration of fairs, plantation etc. etc.

MISSION:-

To act as an efficient facilitator to constantly improve Government's interaction with the Local people by way of:-

1. Construction of houses as per Planning and Building Bye-Laws of the Municipality of the town.
2. Providing of Govt. Grants/ schemes/ facilities up to the citizens,
3. To implement the resolutions of the Municipality,
4. Taking of initiative through organizing conferences, Training Programme, Seminars etc. for Urban BPLs and increasing of awareness about Govt. Schemes.
5. Providing and maintenances of Roads, paths, drains, Streetlight, public toilets, well sanitation system to the public.
6. Awareness about Sanitation system, Collection of Door-to Door Garbage and Segregations, planed parking of vehicles timely, payment of Municipality dues etc.

CITEZEN CENTRIC SERVICES:-

In order to ensure transparency, accountability and higher standard of public services, the Municipal Council, Rampur has formulated the Citizen Charter among its urban population which helps users to know his rights and make people understand about the organization, its services, how to seek remedy in time-bond schedule to provide Birth & Death Registration, Marriage Registration, Building Map/Plan approval, Issue of NOCs. License and many other Certificates etc. and to attend all complaints of Sanitation and Street Light etc. in time. The Municipality also provides/ extends all the State/ Central Sponsored schemes to its citizen.

| Name of service. | Description. | Period/Rate. |
|------------------------------|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1. Birth & Death Register. | 1. Registration from 1 to 21 days after birth/death by the local Registrar. | Without any fee. |
| | 2 Registration from 21 to 30 days after birth/death: | By charging of Late fee @1/- |
| | 3. Registration from 1 month to 1 year after birth/death with orders of Distt. Registrar (CMO) | By charging of Rs.5/- with affidavit of Rs.3/- |
| | 4. Registration after 1 years by the orders of Ist Calss Magistrate. | By Charging of 10/- as late fee. |
| | 4. Issue of Birth & Death Certificate by the Local Registrar. | On any working day with certificate fee of Rs.5/- per certificate between 10am to 5pm |
| 2. <u>Marriage Register.</u> | 1. Registration of Marriage within 1 Month by the Local Registrar. | By charging of Rs.5/- on any working day. |
| | 2. After 1 month to 3 months by the Local Registrar | With Late fee of 10/- |
| | 3. After 3 months to 1 year. by the Local Registrar | By the order of Magistrate with late Fee of 50/- |

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| | 4. Issue of Marriage Certificate by the Local Registrar | On any working day between 10am to 5pm. |
| 3. Map/ Building Plan approval. | 1 .Availability of Application Form: | On any working day between 10am to 5pm. |
| | 2 .Submission of Building Plan: | |
| | 3 .Deposit of Fee/other charges: | |
| | 4 .Communication of deficiencies: | within 30days |
| | 5 .Final disposal of building plan, If complete in all respect. | Within 2 months. |
| | 6.Issue of NOC/ Completion Certificate | Within 7 days (Floor wise) |
| | 7. Composition of Deviation. | Up to 10% of Sanctioned area |
| 4. <u>House Tax.</u> | 1 .The MC. Rohru is charging House Tax | @12.50% of annually rental / assessing value under the provision U/S. 2,72,73,74 & 75 of HP Municipal Act, 1994. |
| | 2 .Annual ratable value is determined and finalized after service of proposed assessment notice to the individual Owners/occupiers. | Within one month of the assessing year. |
| | 3 .Every objection against Assessment or Amendment of assessment is heard After affording reasonable opportunities of being heard. | |
| | 4 .Billing: i) Issue of Bill: | |
| | ii) Deposit of Bill: | With in 15 days from the date of issue. |
| | iii) Mode of payment: | In Cash/ Cheque. |
| | Rebate on the current years tax amount will be allowed if, the amount shown in the bill is paid: | Within 10 days @ 2%. |
| | 5. Action against defaulters for recovery of arrear of House Tax. | Issuing of Notices U/s 86(2) and for filing of case before Collector U/s 86(3) of HP Municipal Act, 1994. |
| 5.Issuance of Licenses. | 1. Food Grain & Drinking articles Licenses | Annually @ 200/- |
| | 2. Milk Licenses | Annually @ 20/- |
| | 3. Dog Licenses | Annually @ 50/- per dog. |
| 6. Rent of Shops/Stalls. | 97 Shops allotted on monthly rent basis. | Yearly rent Rs.7,82,066/- |
| | 76 Shops allotted on Lease basis | Yearly lease amount Rs. 16,29,596/- |
| | Process to recover the arrear Issue of Demand Notice U/s 87 & 89 of HP Municipal Act,1994, Issue of Notice u/s (1) and 4 of HP Public premises and Rent eviction Recovery Act, 1971. | Within 1 month. And to recover the arrear case can be filed before the Collector for recovery/ eviction. |

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| 7. Sanitation & Solid Waste. | 1. Cleaning of Roads & Public places: | Every day |
| | 2. Door to Door Collection and removal of garbage . | Every day |
| | 3. Collection and removal of garbage on receipt of non-lifting: | Daily. |
| | 4. Removal of Carcass: | Within 12 hours. |
| 8. Complaints | a) Lodging of any Complaints: such as Streetlight, Sanitation, Public Toilets & Water Taps, damage/ blockage of drains & baths, disposal of dead animals/ bodies etc. etc. | In the Municipal Office at Rampur on Tel. No. 233024 & in personally any working days between 10am to 5pm. |
| | b) Attending/disposal of complaints. | Within 24 hours. |

THE RIGHT TO INFORMATION ACT 2005:-

Under the provision of the Right to Information Act, 2005 any Indian Citizen can obtain information about any public authority, including documents and records by applying to the Public Information Officer (PIO) of that Authority with the following manners:-

1. An applicant has to pay an application fee of Rs. 10/- with the application.
2. The information will be made available on payment of cost as follow:
 - a) on printed price. For other than priced publication Rs. 2/- per page of A-4 size.
 - b) In Larger size minimum of Rs. 20/- per page
 - c) Where information is available in Electronic form and is to be supplied :-
 - i) Rs. 50/- per floppy, ii) Rs. 100/- per CD
 - d) Fee for inspection of Record Rs. 10/-per 15 minutes or Documents. Fraction thereof.
3. Payment is to be made by Treasury Challan, Demand Draft or by Indian Postal Order is to be issued in favour of PIO-cum Executive Officer, MC.Rampur.
4. BPL persons need not pay the application fee or any additional fee.
5. Limitation of disposal of an application within 30 days in case of urgent matter within 7 days.
6. In case of refusal/ not properly responded, an appeal can be filed with the Appellate Authority within 30 days and a second appeal lies with the State Information Commissioner within 90 days without any fees.
7. Any information relating to any occurrence, event or matter which has taken place, occurred or happened twenty years before the date on which any request is made under sec. 6 shall be provided to any person making a request under that section.

The name of the PIO/ APIO and the Appellant Authority of the M.C. Rohru are as under:

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|---|-----------------------------------------|----------------------------------------------------------|
| 1 | Name of the Public Information Officer. | Sh. HARI SINGH SHARMA Executive Officer, MC. Rohru |
|---|-----------------------------------------|----------------------------------------------------------|

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| | | Tel.No. 2404-----Mob.No. 82194-26344 |
| 2. | Name of the Assistant Public Information Officer. | Sh. Shalender Jhinta Junior Engineer M.C.RohruTeh. No.240----- Mob.No..... |
| 3. | Name of Appellant Authority. | Sh. B R Sharma S.D.O.(Civil) Rohru . Tel.No. 240009 |

CLIENTS:-

All the Citizens of Rohru Town is our clients. We promise our best services and also request our client to help the Municipality by paying of Municipal taxes, rent & fees etc. in time and also request the people to help us in Sanitation. As the town is of the people for the people, hence it is duty of the people to make it always clean and fresh.

ACTIVITIES/ FUNCTIONS:-

The main activities/ functions of the Municipality is to provide best service up to the citizens of the town by providing of proper Sanitation system in the town, Street Light, Drinking Water, Sewerage system, Public toilets & Urinals, Paths Roads, proper Drainage system, maintenance of Births & Deaths and Marriage Registration record etc.

NODAL OFFICER:-

We request our client to contact our Junior Engineer & Sanitary Supervisor and concerned Councilor in the field to obtain the services as depicted and in case of non-adherence to the prescribed procedure and time schedule may contact with the Executive Officer/ President of the Municipality or forward their grievances on our e-mail ID No. mcrohru@yahoo.in as well as on Phone No. 01783240245 or to the Nodal Officer i.e. Additional Director, Urban Development, Palika Bhawan, Talland Shimla-2 HP Phone No.0177-2626516 and on e-mail ID No. ud-hp@nic.in and for more detail can also visit the Website of the Department of Urban Development of Himachal Pradesh and the Public Representatives of the Municipal Council, Rohru www.mcrohru.in

RIGHT TO INFORMATION ACT, 2005

| Name of the Office. | Designation and Address of APIO | Designation and Address of PIO. | Appellant Authority. |
|------------------------------------------------|----------------------------------------------|-------------------------------------------------------|-------------------------------------------|
| The Municipal Council, Rohru Distt. Shimla HP. | Junior Engineer M.C.Rohru . Teh. No240245 | Executive Officer, MC. Rohru Tel.No. 240245. | S.D.O.(Civil) Rohru Tel.No.2400009. |