

# **MUNICIPAL COUNCIL KULLU**

## **Citizen's Charter**

### **Committed to Accountability, Transparency and Trustworthiness**

#### **Introductory Note**

**Dear Citizens,**

The Municipal Council under the three-tier governance system has to undertake more responsibility in the context of present national and international scenario. To every one's belief the Citizen's Charter will play a positive role in the effort of the Government of Himachal Pradesh initiative on decentralization. The Municipal Council is determined to identify and overcome all its weakness in order to make the administration more focused on citizens.

The Municipal Council had been providing the services to the citizen of Kullu since 1942 and implemented several projects and still many more need to be carried out. With its limited resources, the Municipal Council has already initiated major programmes with the assistance of the Government of Himachal Pradesh. Municipality has developed the Citizen's Charter after close interaction and intense discussion among the citizen, ward committees and the municipal staff. This Charter will immensely help the citizens to get high quality services from the Municipal Council in time. Though presently unable to provide ample services to its citizens, to keep pace with the time the Municipal Council is always eager to put effort in providing better services within a short duration to its people. The Municipal authority believes that it will surely succeed in its endeavour. The Municipal Council looks forward for your complaints, suggestions and participation. We want to share our achievements with you and accept our failures apologetically. We are looking forward to a great success of this Citizen's Charter. The staff and the authority are committed to proper implement the Citizen's Charter. Please extend your cooperation.

Thanking you.

Sd/-

Smt. Bimla Mahant  
President,  
Municipal Council Kullu

## **General Information of the Municipal Area**

- Administrative status – ULB
- Area 6.68 sq kms
- No. of Ward – 11
- Total Population-18536 (as per 2001 census)
- No. of BPL family – 5425 (as per 2009 BPL list)
- Connectivity –NH 21, Airport – Kullu Manali Airport.
- Bus Stand – 1
- No. of Shops – 183(approx)
- Trade and Commerce – Sabzi Mandi, Cloth Markets, Vending Zones, Meat Market, Fruits Market, Food Court.
- Principal items of Trade – Handlooms, Agricultural Products Vegetables and Fruits etc.
- Government Schools – 8, Private Schools – 7, Government Degree College – 1, Industrial Training Institute (ITI) – 1, Private Professional Training Institute – 2.
- Government Hospital – 2, Private Hospital – 5, Veterinary Hospital – 1,
- International Meditation Centre – 1, Cinema Hall – 1, Kala Kendra – 1, Dev Sadan – 1, Youth Sports Centre – 1.
- Climate – Summer 14o C - 33.8o C & Winter 20 C - 16o C.
- Rainfall- 918 mm
- Soil – Silty Loam to Clay Loam of dark brown colour.

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## **Introduction**

The House of Municipal Council adopted its Citizen's Charter with the key aim for enhancing the satisfaction of citizens in their interaction with the Municipal Council. This booklet outlines the response and service delivery standards that can be expected by any member of the public in relation to a service request or a complaint while contacting the Municipal Council.

## **Contact Points and Response Standards**

We aim to provide a range of alternative for contacting the Municipal Council. Our prime channels for requests for service and information, and the standards are:

- Telephone: 01902 - 222560 and 222338 at the reception during the office hours
- Fax: 01902 - 222338
- Email: [mckullu@yahoo.in](mailto:mckullu@yahoo.in), Website: [www.municipalcouncil.org](http://www.municipalcouncil.org)
- Visit in person at Municipal Council Office, Akhara Bazar, Infront of Gurudwara, Dist: Kullu, State: Himachal Pradesh, India.

## **Service Response Standards**

- 80% of calls to be answered.
- All letters to be answered within 10 working days.
- There is a reception area staffed from 10:00 AM to 5:00 PM, (Recess 1:30 – 2:00 pm) Monday to Saturday except Public Holidays.
- Reception staff will process straightforward transactions or direct you as appropriate. For specialized/complex cases we encourage you to make an appointment.
- Staff will be available to assist you during normal business hours.
- An initial response will be provided within 5 working days.
- Instant information on services, projects and programmes will be made available.

## **Services provided by the Municipality and Delivery Standards**

**Municipality provides a range of services related to the following activities:**

- **Sanitation (Ground Floor)**
  - Solid Waste (Ground Floor)
  - Liquid waste (Ground Floor)
- **General Administration (1st Floor)**
  - Birth / Death / Marriage Certificate
  - BPL
  - Tax Assessment
  - House Tax
  - Shop Rent
  - Tehbazari Collection
  - Parking Fees
  - Hoarding Tax
  - Ground Permission Fees
  - NOC Fees.
- **Engineering Department (1nd Floor)**
  - Roads & Drain
  - NOC Issue
  - Map Approve
  - Street Light
  - Tendering
  - Etc.
- **Project Cell**
  - City Level Technical Cell (CLTC) under Pradhan Mantri Awas Yojna - Housing For All
  - AMRUT
  - City Mission Management Unit (CMMU) under National Urban Livelihood Mission (NULM)

## Service Delivery Standards

Standards have been established for all services provided by the Municipal Council. These standards specify what the citizen can expect in relation to any service request or application, including time frames. Specific details relating to key services within each activity and the standards for these services are outlined below:

<b>Citizen Centric Services</b>		
	<b>Name of service/ public service</b>	<b>Application Procedure</b>
1.	Birth-Death Registration	Step 1. Receiving of records from Hospital/fill up form in case of delivery/death in home. 2. Registration in Birth / Death register 3. Application to obtain the Birth/Death Certificate. 4. Necessary fee 5. Issuance of certificate
2.	Marriage Registration	Step 1. Application in prescribed format. 2. Affidavit from bride and bridegroom. 3. Joint photograph of bride and bridegroom. 4. Deposit of essential fee. 5. Issue of Marriage certification after registration.
3.	Property Tax	Step 1. Assessment survey by municipal employees. 2. Ward wise hearing to settle the objections. 3. Finalization of assessment list. 4. Entry in the Property Tax register 5. Issue of Bills
4.	Map approval/ Building Plan	Step 1. Copy of approved map from TCP deptt. 2. Site inspection from JE MC Kullu 3. Report of ME and EO 4. Approval from house of Municipal Council.

		5. Disposal of approved copy to the applicant
5.	Issuance of Licenses	Step 1. Application from Applicants. 2. Approval 3. Deposit of necessary fees. 4. Issue of Licenses.
6.	Rent Lease Shop/Stall	Step 1. Public Notice 2. Auction 3. Acceptance of Highest bid 4. Allotment Letter. 4. Execution of Lease deed 5. Handover the shop/stall.

**To book the guesthouse of the Municipal Council please contact at Municipal Office:**

Address:

Municipal Council Kullu

Akhara Bazar

Dist – Kullu

Himachal Pradesh – 175101

Phone – 01902-222560

Email – [mckullu@yahoo.in](mailto:mckullu@yahoo.in)

Website – [www.municipalcouncilkullu.org](http://www.municipalcouncilkullu.org)

**Note:**

***To avail any of the above services, please purchase (by paying in cash) the respective application form from the cash counter (1st Floor in Accounts Section) during any of the working days (Monday- Saturday: 10:00 AM to 5:00 PM, Recess: 1:30 to 2:00 PM). The filled application form must be submitted along with relevant documents and requisite application fees. All Municipal Services will be provided according to The Himachal Pradesh Municipal Act-1994 (Sub to the approval of Municipal Authority).***

## **Grievance Redressal Arrangements / Complaints:**

Any complain, idea or suggestion regarding the Municipal Council should be written and dropped in the complain box in Municipal Council Office. This box is cleared every Friday. The action will be initiated within 5 days. If no action is taken up within the said period then contact the concerned HOD and even after this if your grievance is not addressed within 5 days, please contact the Executive Officer with a copy of the complaint marked on the top as “2<sup>nd</sup> Reminder”. In case this also fails to provide solution, then please meet the H’nable President with the copy marked as “3<sup>rd</sup> Reminder”. The H’nable. President will act upon as per the set guidelines of the municipal board.

**Thanks to all of you.**

**End of this Charter**

**This Booklet Issued in Public Interest by Kullu Municipal Authority**