

CITIZEN CHARTER

Sl.	Points of citizens interaction	Promised time (A)	Average actual (B)	Citizens expectations (C)	Variance (A - B)	Max. actual
1	Mutation of Property	30	27	23	3	30
2	Building Plan Sanction	30	26	23	4	30
3	Building Plan sanction Of H.R.B	45	40	36	5	47
4	Renewal of Building Plan	15	12	10	3	35
5	Birth/ Death Certificate (1 year)	2	2	1	0	14
6	Cleaning of Ferrule	7	6	4	1	12
7	Shifting of Ferrule	7	6	4	1	12
8	New Water Connection	15	12	10	3	16
9	Repair of Taps and tube-well	7	6	5	1	20
10	Repair / Cleaning of Leakage P,L	3	3	2	0	25
11	New Trade License	25	22	19	3	29
12	New License for Production Unit	30	27	23	3	40
13	Renewal of Trade license	3	4	2	-1	29
14	License of Rikshaw / Van /T / R	3	3	2	0	19
15	Food License	5	4	3	1	5
16	Renewal of Food license	2	2	2	0	7
17	Certificate/ Certified from R/ A Dep	7	6	4	1	22
18	Certificate of Chairman	1	5	6	-4	20
19	Cleaning of Septic Tank with S.P	10	9	6	1	24
20	Cleaning of Septic Tank with NST	25	19	16	6	25
21	Cleaning of roadside garbage	2	3	4	-1	25
22	Cleaning of drains (excluding High drain)	3	3	2	0	23
23	Repair of Street Lights	5	4	3	1	21
24	Action against U.A. Constructions	3	2	2	1	6
25	Any other matter of Municipality	inv.	2	2		4