

**CHAPTER – 16**

**Particulars of Facilities available to Citizens for Obtaining Information  
[Section 4(1)(b)X V i]**

16.1 Describe the particulars of information dissemination mechanisms in place/facilities available to the public for accessing of information

Facility	Description ( Location of Facility/ Names etc.,)	Details of Information made available
Notice Board	Entrance of Main block	All the circulars and announcements of VMC
News Papers Reports	P.R.O's Office	All advertisements and news items on VMC
Public Announcements	All print and electronic media	Through press notes
Information Counter	103 Counter, Citizen Charter counters	Assessment of Property Tax and allocation of door no, Disposal of Building application, Sanction of Water Supply House Service Connection, General Category, O.Y.T., issue of Birth and Death Certificates, General Complaints, Sanitation, Open Drain Cleaning, Mosquitoes ( Fogging), Animal Menace, Water Supply, Under Ground Drainage Street Lighting Patch works to roads, Side Drain Construction, Encroachments, Unauthorized Constructions, Title Transfers, Sub Division of Property Tax, Removal of Bushes/tress, Providing Tree Guards, Parks Maintenance, No Dues Certificates, D&O Trade Licenses, Booking of Kalyana Mandapams, School, Grounds, Community Halls for the purpose of functions.
Publications		
Office Library		
Websites	"www.ourvmc.org"	<p>The website is one of the main sources of information for the citizen.</p> <p>The website provides the much needed information under various heads viz.,</p> <ol style="list-style-type: none"> <li>i. Administration</li> <li>ii. Services</li> <li>iii. Grievences</li> <li>iv. Taxation</li> <li>v. Public Health</li> <li>vi. City Planning</li> <li>vii. Engineering</li> <li>viii. Tenders</li> <li>ix. Community Development</li> <li>x. Horticulture</li> <li>xi. Downloads</li> <li>xii. Contacts</li> <li>xiii. JNNURM</li> <li>xiv. Right to Information Act</li> <li>xv. City Map</li> <li>xvi. News</li> <li>xvii. Suggest &amp; Win</li> <li>xviii. Own your City</li> </ol>

**i. Administration:**

One can access the information regarding VMC, its administrative activities, the administrative structure, Annual Budget copy, Citizen Charter, VMC Quality Policy, Profiles of the Elected and Executive members and Legal Cell related information

**ii. Services:**

A brief overview of the departmental activities and services is provided in this section.

**iii. Grievances:**

Under this section, the citizens can register their complaints and track the status of their complaints.

**iv. Taxation:**

The citizens can calculate their Property Taxes online by providing the basic information, view their tax dues, payment details, various zonal rates etc., the information provided under this section caters to various types of taxation. Also the lists of “ Top Defaulters” of various taxes are displayed for public information.

**v. Public Health:**

Information relation to the Birth & Deaths, public health and sanitation and details relation D&O Trade rates is provided under this section.

**vi. City Planning:**

Citizens can view the status of their Building Applications; get a list of Licensed Surveyors etc., under this head.

**vii. Engineering:**

Information regarding ongoing works from the Engineering Department, their payments, the details of the works, officers responsible for the works and other details are presented under this section.

**viii. Tenders :**

Under this section, citizens can view various EOIs, Tenders, and details of the bidders and details of various contractors.

**ix. Community Development:**

This section provides with the information of Urban Community Development Groups, their details etc.,

		<p><b>xi: Down loads</b>  Citizens can download various application forms viz., Application for Birth &amp; Death, tap connection, sewage connection, trade license application etc., from the website free of cost and use these applications for their respective purpose's.</p> <p><b>xii. Contacts:</b>  The contact information of all the responsible officers of the corporation is provided under this section in the form of their Mobile Numbers.</p> <p><b>xiii: JNNURM:</b>  All the information related to the Jawaharlal Nehru National Urban Renewal Mission with regard to VMC viz., City Development Plan, Reform Agenda and Memoranda of Agreement and an in-depth information is provided under this section.</p> <p><b>xiv: Right to Information Act 2005:</b>  Information on the Right to Information Act, 2005 along with the status of applications received up to date under Act is provided under this section.</p> <p><b>xv. City Map:</b>  A map of the city is displayed for public information under this section.</p> <p><b>xvi. News:</b>  News on the latest happenings related to VMC and its components is put-up for public information under this section.</p> <p><b>xvii. Suggest &amp; Win:</b>  This section is put-up for gathering various suggestions form the citizen for upgrading the civic activities and the suggestions thus gathered are also displayed under this section.</p> <p><b>xviii. Own Your City:</b>  This section helps the citizens to communicate the VMC authorities for participating in the Public Private Partnership initiative of the Corporation.</p>
Other Facilities (name)		