

CHAPTER – 5

NORMS SET FOR THE DISCHARGE OF FUNCTIONS

[Section 4(1)(b)(v)]

5.1 Please provide 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' Charter, Service Charter etc.,)
1	Building Applications A) Within 200 Meters site area (Ground and First floor only) B) Above 200 meters and below 300 meters C) Above 300 meters of site area		1 day 7 days 15 days	Citizen Charter
2	Unauthorized constructions complaints redressal	---	3 days	Citizen Charter
3	Encroachments complaints redressal	---	3 days	Citizen Charter
4	Animal menace	---	1 day	---
5	Assessment of Property tax	To provide within the prescribed time frame	7days	Citizen Charter
6	Title Transfers		7 days	Citizen Charter
7	Sub-Division of Property tax		15 days	Citizen Charter
8	No Dues certificate relating to taxes	Across the counter	days	Citizen Charter
9	Allotment of Kalakshetram and Gymkhana Ground		1 day (within)	Citizen Charter
10	Births and Deaths Certificates (for registered data)		1 day	Citizen Charter
11	For carrying corrections and name inclusions		3 days	
12	Sanitation Complaint		1 day	--
13	Cleaning of drains		1 day	--
14	Issue of D & O license		5 days	--