

# CITIZEN'S CHARTER

SILVASSA MUNICIPAL COUNCIL



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Administration of Dadra & Nagar Haveli, (“The Government”) had notified the area for Silvassa Municipal Council under Sub Section 1 of Section 3, Dadra & Nagar Haveli, Municipal council regulation, 2004 vide Notification No.UDA/Municipality/04/24 dated:03/05/2004.

Interim council of Silvassa Municipal Council was formed on 20/5/2005 and then after Silvassa Municipal Council was formed on 18<sup>th</sup> February 2006 by election. There are 15 Nos. of wards in Municipal area, 15 Nos. of elected councilors, 01 No. is nominated councilor, and Hon’ble Member of Parliament is also member of council. The Collector, Dadra and Nagar Haveli is the Director of Municipality.

Area of Municipality: 17.22 Square Kilometers.

### **Transfer of Function to SMC.**

- 1) Roads, drainages & water supply of Municipal area.
- 2) Sewerage & Sanitation.
- 3) Birth, Death & Marriage Registration.
- 4) Construction Permission of Buildings within Municipal Area.
- 5) Transfer of SHSRY centrally sponsored schemes pertain to urban area.
- 6) Development permission, Occupancy Certificate of the structures.
- 7) Allotment of working women hostel (Capacity 30Nos.) and open Gulmohar Amphi theater.
- 8) Streetlight within urban area.

Silvassa Municipal Council made maximum efforts in achieving its goal viz. betterment of council area and in an attempt to provide more responsive and effective to the people, the citizen charter is brought out to introduce greater transparency.

The citizen charter contains the Publics entitlement to the services by the Silvassa Municipal Council’s standard services, access to general information and time bound schedules of different services, provided in the following pages.

### **1) ROADS, DRAINAGES & WATER SUPPLY OF MUNICIPAL AREA.**

### Roads & Drainages

In respect of roads & drainages any public demand/complaints shall be given in the office of Chief Officer of Silvassa Municipal Council on all working days and the following time schedule is given for the general information.

- a) Major re-asphalting works and laying of new roads will normally be completed within a period of 6 months and 12 month respectively.
- b) Requisition for speed breakers, major repair works will be examined within 1 months from the date of the requisition.
- c) Permission for erection of Mandaps/Banners, cleaning of road side drains will be examined and issued in week time. Decision regarding permission of cutting of roads will be communicated within a fortnight time after receipt of application.
- d) The list of officers whom the public can contact on all working days is indicated in the Annexure.

Sr. No.	Officer In Charge	Area
<b>1</b>	<b>Chief Officer</b>	<b>Municipality area</b>

### Urban Water supply

At present there is one main water supply scheme with filter plant of capacity 4 MLD and 42 Nos. of water supply schemes in Urban area for maximum population of 24000 souls. The borewells with handpumps are also providing at places where W/S pipeline are not existing.

Additional water supply scheme of capacity of 25MLD to be provided under UIDSSMT scheme.

Silvassa Municipal Council is made maximum efforts to provide safe drinking water to urban population, of Silvassa and Amlı. The safe treated drinking water is provided by water connections, filling of water tanks by tankers at recently developed places on road side at where water supply pipelines are not laid due to limitation of existing source.

Water supply connection for the applications to be released within a time bound i.e. 15 days on receipt of application (in prescribe form) where water supply pipe line is existing with available adequate pressure of water.

- (a) 7 x 12 extract in original
- (b) Certificate of house from SMC/Fully tax paid.

- (c) Proof of ownership in case of 7x12 is not in applicant's name
- (d) N.A. Permission.

Water supply charges should be paid within 15 days from the date of issue of bill and monthly rates to be levied are as under:

- a) Rs. 20/- per month for 12 mm dia connection
- b) Rs.35/- per month for 20 mm dia connection
- c) Rs.55/- per month for 25 mm dia connection

For Hotels, Commercial and Industrial Purpose.

- a) Rs. 150/- per month for 12 mm dia connection
- b) Rs.280/- per month for 20 mm dia connection
- c) Rs.430/- per month for 25 mm dia connection

Delayed payment charges- 10% simple interest per month or part thereof on the monthly bill outstanding which shall become due & payable if the bills are not paid on or before due date of payment specified in the after tariff bill. Delayed payment charges will be Rs. 2/-, Rs.4/-, Rs. 6/- for 12mm, 20mm and 25mm dia connection respectively per month for domestic connection.

**NOTE:** At present only 12mm dia water connection are releasing due to limited source of water.

## **2) SEWERAGE & SANITATION**

Silvassa Municipal Council is making maximum efforts to keep the Municipal area clean by sweeping, brushing of roads daily removing door to door garbage collection and dumping collected garbage at dumping station. The garbage is lifting immediately if any complain receive.

Regarding empty of septic tank:

Hydraulic Vacuum emptier vehicle is engaging within 5 days with charge of Rs.500/- (Rupees Five Hundred only) per each trip.

Municipal council is making maximum efforts to remove wandering cattle from the Municipal area, sterilization of wandering dogs etc.

Requesting notices are issuing to traders, hotels owners etc. of Municipal area to keep area clean by using dust bins to collect garbage.

The road side drainages, natural kotar is cleaning by removing silting, dumping garbage etc.

### **3) BIRTH, DEATH & MARRIAGE REGISTRATION.**

#### **Registration**

Silvassa Municipal Council is maintaining record of Birth, Death & Marriage registration of public within Municipal area.

#### **Time limit for registration of Birth, Death, still Birth**

- Upto 21 days from birth registered by Chief Officer, SMC.
- Form 21<sup>st</sup> to 30<sup>th</sup> days registered by Chief Officer SMC + Late fees Rs.2/- (Rupees Two only)
- After 30<sup>th</sup> day within 1 year registered by Chief Officer, SMC with written permission from Mamlatdar/Executive Magistrate, Silvassa + Late fees Rs.5/- (Rupees Five only).
- After 1 year with an order of Magistrate of first class + Late fees Rs.10/- (Rupees Ten only)

**Note:** Fees Rs.10/- per birth certificate

#### **Marriage Registration**

Person generally living within the area of Silvassa Municipal area can register their marriage in the Silvassa Municipal Council. The prescribe form is available in office of Chief Officer, Silvassa Municipal Council.

Documents Required:

- 1) Living Certificate/Birth Certificate for proof of age.(of both )

- 2) Residential proof.
- 3) Photograph of Marriage.
- 4) Marriage invitation card.
- 5) Affidavit form Magistrate
- 6) Individual passport size photo of husband & wife( two copies of each)
- 7) Age limit not less 21 years for male & not less then 18 years for female.
- 8) Other documentary proof.

Time Limit: Within three days on producing required papers.

**Note:** Fees Rs.50/- for marriage registration

#### **4) MATTERS RELATED TO PUBLIC DEALING**

Granting of Construction Permission for Residential, Residential-Cum-Commercial, Commercial and Industrial building as per Development Control Rules specified from time to time.

Granting of Occupancy Certificate for Residential, Residential-Cum-Commercial, Commercial and Industrial building as per Development Control Rules Specified from time to time.

Granting of approval of various layout plans to have proper planned development for all uses of land as per Development Control Rules Specified from time to time.

#### **PROCEDURE ADOPTED IN THE MATTER RELATED TO PUBLIC DEALING**

Sr. No.	Item	Application to be submitted at	Total No. of days required for disposal	Department from which report required and period taken by the concerned Deptt. From the date of application.
1.	(a) Construction permission for Industrial Building.	Single Window (SWIFT)	45	CIF & B within 20 days Mamlatdar from the date S.O.F. of application all the three deptt. have to send their report to the SMC.
	(b) Residential/ Resi-Cum-Commercial building & Mix uses.	Single Window	90	Within 90 days from date of application. The SMC. issues the C.P. order if no technical discrepancy are found. If any discrepancy found the same is communicated to the applicant directly. After the compliance, the order is given as per the rules therein.
2.	(a) Occupancy	Single	30	Within 15 days from date of

	Certificate for Industrial building.	Window SWIFT		application the SFO should send the report to SMC deptt. & the O.C. or to communicate the queries if any within 30 days.
	(b) Residential/ Resi - Cum- Commercial & Commercial	Single Window	30	Within 15 days mamlatdar & SFO's report (excluding residential) should send the report to SMC & the O.C. or to communicate the queries if any within 30 days.
3.	Approval of Layout Plan for Industrial uses/ Residential & others.	Single window/ SWIFT	15	Within 15 days from date of application SMC . Granting approval of the Layout or to communicate the queries if any within 15 days.

**FOR GRANT OF CONSTRUCTION PERMISSION FOR INDUSTRIAL BUILDING.**

Files as per the check list is accepted at the Single Window (SWIFT) from where it is dispatched immediately to SMC, Chief Inspector of Factories & Boilers Department, Station Fire Officer Department and for the Mamlatdar Office. The concerned department scrutinize the application based to their relevant rules and the CIF &B, SFO & Mamlatdar communicate to the SMC, who is the Competent Authority to grant such permission either refuses or grant permission within 45 days of the date of application. If any application, technical discrepancy if found, then a query is sent to the applicant through the Single Window. Further the SMC deptt. before sending the query letter, if any a personal hearing is kept after 20 days of the date of application in order to understand the applicants point of view. The applicant thereafter complies the queries and if found in order and as per the rules provision the permission is granted.

**FOR GRANT OF CONSTRUCTION PERMISSION FOR RESIDENTIAL/ RESI-CUM-COMMERCIAL AND COMMERCIAL BUILDING.**

The files for grant of Construction permission for Residential, Residential-cum-commercial and commercial building are accepted in the office of the Mamlatdar, DNH, Silvassa out of which one file is sent to the SMC for scrutiny along with the paid challan of Rs.500/- (Rs. Five hundred only) and another file is related in the office of the Mamlatdar for revenue comments. After receiving the comments from the revenue point of view and if the construction proposal is found in order as per the D.C. Rules the Construction Permission is granted within 90 days.

For Commercial building the procedure as above is followed except that the report of S.F.O. is also required.

### **CHECK LIST**

1. Application in the form Annexure-I alongwith the form of Annexure-II to V.
2. Copy of N.A. Order.
3. 7/12 extract (Original plus one copy) along with sale/Lease deed.
4. If land is a part of a Private Industrial Estate, true copy of approval lay out Plan or a signed statement on company's letterhead that it is not applicable.
5. If part of a Private Industrial Estate, a certificate of completion of Development work as per approved lay out plan or signed statement on company's letter head that is not applicable.
6. Copy of the Amalgamation Order in original, if relevant or signed statement on company's letter head that it is not applicable and that NA is for the entire survey No.
7. Original Certified Map of Survey/Plot No. issued by Survey & Settlement Officer, Silvassa.
8. Key Plan(Location Plan) as required under Clause 6.8 (Three Copies)
9. Site Plan with details as per Rule 6.9 (Three Copies)
10. Building Plan giving details as per Rule 6.10 and 6.11 of D.C. rules (Three Copies)
11. Service Plan giving details as per Rule 6.12 of D.C. Rules (Three Copies)
12. Copy of Challan of payment for scrutiny charges as per Rule 7.1a and b of D.C. Rules.
13. If revised Plan, copy of the original Construction Permission and completion certificate.
14. Certificate or order of the Land Acquisition Officer if claiming benefit of additional FSI in lieu of compensation.
15. Any condition insisted in the NA order has to be complied and document thereof has to be submitted.

### **GRANT OF OCCUPANCY CERTIFICATE/ PART OCCUPANCY CERTIFICATE FOR RESIDENTIAL, RESIDENTIAL CUM-COMMERCIAL AND COMMERCIAL BUILDING.**

The files for Occupancy Certificate/ Part Occupancy Certificate is accepted in the officer of the Mamlatdar, DNH, Silvassa. For residential building only two files are submitted to the Mamlatdar out of which one file is sent to the office of the SMC. The SMC thereafter inspects of the condition imposed in the Construction Permission. One file is retained in the office of Mamlatdar and a revenue report for No Objection to issue of Occupancy Certificate is sent to the SMC after based on the report the Occupancy Certificate is granted.

For Commercial building the procedure as above is followed except that the report of S.F.O. is also required.

In case of granting the Part Occupancy Certificate before completion of the entire work as per the building permit provided sufficient precautionary measures are taken by the owner/applicant of the building permit to ensure public safety and health safety. The Part Occupancy Certificate is granted by the Competent Authority subject to the owner/applicant identifying the authority on stamp paper of Rs.20/- as per the Proforma give in Annexure-16. This is applicable for any type of Part Occupancy Certificate.

### **CHECK LIST**

1. Application form of completion certificate for issue of Occupancy/Part occupancy certificate as per Annexure-13.
2. True copy of Construction Permission order.
3. True copy of approved building plan (two Copies)
4. Existing building plan (Three Copies) as per the actual construction carried out, if there is minor deviation from the approved plan.
5. Structural stability certificate from Licensed Architect and/or Structural Engineer as per the format in Annexure-14.

### **Time bound for disposal of documents:**

Sr.No.	Name of Activity/ Service	Eligibility/ Beneficiary description	Documents/ formalities required	Time frame for disposal.
1		3	4	5
1 (a)	Construction Permission for industrial Building.	---	As per the check list	45
(b)	Construction Permission for Residential/ Resi-cum- commercial building & mix uses.	---	As per the check list	90
2 (a)	Occupancy Certificate for industrial building	---	As per the Check list	30
(b)	Occupancy Certificate for residential, Resi-cum-commercial & Commercial Building	---	As per the Check list	30

## **5. WORKING WOMEN HOSTEL**

### **Allotment of accommodation in the hostel**

Working women hostel, opposite V.B. Civil hospital Silvassa provide residential accommodation of 30 working women especially belonging to low group. It offers 4 bedded and 2 bedded dormitory accommodation.

**Application for Admission:**

Admission to the hostel is restricted to single ladies (married or unmarried) in employment in Government/Semi Government local bodies. Application must be made to Chief Officer, Silvassa Municipal Council and on the prescribed form which is available on payment of Rs.50.00 (Rupees Fifty only) and must be accompanied by the following.

- [a] Two letters of reference, from persons holding responsible position.
- [b] A certificate of Health from the Government /MPL Hospital/dispensary.
- [c] A letter from the employers giving details of pay and all allowances (Dearness, house rent, conveyance etc.)
- [d] A registration fees of Rs.20.00 non refundable.
- [e] At the time of admission the applicant will submit 3 recent passport size photographs.
- [f] An undertaking from the local guardian for paying the dues of UDA hostel in the event of non payment of such dues by the occupant. An application not completed in respect of the above is liable to be rejected.

**Licence fees and charges.**

- |    |   |            |
|----|---|------------|
| 1. | Cost of application form.   | Rs.50.00   |
| 2. | Registration fee to be deposited along with the application.  | Rs.20.00   |
| 3. | Admission fee to be deposited at the time of admission (Non refundable).  | Rs.20.00   |
| 4. | Security amount to be deposited at the time of admission.   | Rs.1000.00 |
| 5. | Regular monthly charges of Rs.500/- for each bed is to be paid per head/bed (payable in advance) at the time of admission as licence fee for use of the accommodation. The fee once deposited will not be refunded. |            |
| 6. | Extra charges for the use of heater, immersion rod, iron press not more than 1 KW will be relished as fixed by SMC from time to time.   |            |

## **6. GULMOHAR AMPHI THEATER**

Location: Near Yatri Niwas, on Silvassa Naroli road, 1Km. away from Silvassa Municipal Council office, Silvassa.

Available on rent of Rs.5000/- (Rupees Five Thousand only) per day with security deposit of Rs.5000/- (Rupees Five Thousand only) for cultural programme, family function, or Marriage Ceremony etc.

## **7. REGISTRATION OF HOUSE OF MUNICIPAL AREA.**

[A]. Document require alongwith application address to chief officer

1. 7 x 12 axtract.
2. Occupancy Certificate.
3. Construction Permission.
4. Valuation Copy.
5. Sale Deed.
6. Approved plan.

[B]. Registration of residential flat/Industrial gala.

1. Sale Deed.
2. Registered copy of building.

Rate of tax as under:

1	For all house kaccha/ half pacca	Rs.1000/- on property value	Rs.1.00
2	Pacca Houses/RCC building etc.	Rs.1000/- valuation	Rs.2.00
3	For shop (Commercial) building etc.	Rs.1000/- capital value	Rs.3.00
4	Industrial Gala, shed factory etc.	Rs.1000/- on capital value	Rs.5.00

### **Issue of Introduction/Identity certificate**

Sr.No.	Document required	Time frame for disposal
1	Application	2 Days
2	Copy of Ration card	
3	Election card	
4	Passport size photograph (2 Nos.)	
5	Any other resident proof	

**Issue of Income certificate**

Sr.No.	Document required	Time frame for disposal
1	Application in prescribed form available in SMC office.	3 Days
2	Copy of Ration card	
3	7 x 12 extract	
4	Income certificate from employer	

**Issue of B.P.L. (Below Poverty Line) certificate**

Sr.No.	Document required	Time frame for disposal
1	Application	3 Days
2	Copy of Ration card	
3	Passport size photograph (2 Nos.)	

N.B. Name of applicant must be in list of name of person, family in BPL list.

**Issue of No Objection Certificate for New trade, Renewal.**

Sr.No.	Document required	Time frame for disposal limit
1	Application	7 Days
2	Receipt of house tax	
3	Professional tax, receipt	
4	Agreement of rent deed, lease deed.	

**CONTACT PERSONS/OFFICER:**

Chief Officer,  
Silvassa Municipal Council,  
Dadra and Nagar Haveli, Silvassa.  
Phone: (0260) 2633192.

President  
Silvassa Municipal Council  
Dadra and Nagar Haveli, Silvassa.  
Phone: (0260) 2633191.