



## THE CITIZEN'S CHARTER

The Agartala Municipal Council hereby proclaims "The Citizen's Charter" with an aim of improving the quality and promptness of municipal services and informing the citizens of Agartala of their rights and responsibilities.

The Citizen's Charter is a commitment to make public services accountable with an expectation that the citizens will reciprocate and involve themselves in the healthy growth and upkeep of the city.

### OUR VISION: Clean City, Healthy City.

**OUR MISSION:** **SMART Administration** (Simple, Moral, Accountable, Responsive and Transparent) to create an ever lasting partnership between the citizens of Agartala and the administration.

#### Municipal Services Delivery Standards:

| Sr. | Municipal Services             | Delivery Time Frame | Delivery Level       |
|-----|--------------------------------|---------------------|----------------------|
| 1   | Water Supply                   | Twice a day.        | Ward Office          |
| 2   | Public Health & Family Welfare | Daily               | Public Health Centre |
| 3   | Solid Waste Collection         | Daily               | Ward Office          |
| 4   | Street Lighting                | Daily               | Ward Office          |
| 5   | Road Sweeping                  | Daily               | Ward Office          |
| 6   | Sewerage and Drainage System   | Daily & Seasonal    | Ward Office          |
| 7   | Market Area Development        | Daily               | Zone Office          |
| 8   | Water Bodies Cleaning          | Seasonal            | Zone Office          |
| 9   | Birth & Death Registration     | 2 days              | Head Office          |
| 10  | Trade and Food Licenses        | 3 days              | Zonal Office         |
| 11  | Property Tax Assessment        | 14 days             | Zonal Office         |
| 12  | Advertisement Permission       | 7 days              | Zonal Office         |
| 13  | Building Plans and Permissions | 14 days             | Zone Office          |
| 14  | Carts and Carriages Licenses   | 3 days              | Zone Office          |
| 15  | Public Conveniences            | Daily               | Zone Office          |
| 16  | Public Grievances Redressal    | Within 7 days       | Head Office          |
| 17  | Right to Information           | 14 days             | Zonal Office         |

#### Contact Information:

1. Hon'ble Chairperson : 0381-2325149, 9436123797
2. Chief Executive Officer : 0381-2325646, 9436465375
3. State Public Information Officer : 0381-2325507

4. Public Relations Officer : 0381-2325507

**Any Grievance please Call 1913 (Toll Free)**

### **AGARTALA MUNICIPAL COUNCIL**

This Citizen Charter provides information regarding details of municipal services offered, response time for rendering of service or redressing grievances, the delivery standards, Contact Officer, how to register a complaint and how the citizen can assist AMC to provide more efficient municipal services.

#### **1. Water Supply:**

The domestic water supply connection forms can be collected from the Zonal Offices at Rs. 5 /- and to be deposited with supporting documents of holding, ration card and valid identity card. The estimate shall be communicated to the applicant and on deposition of connection fees, the pipeline connection shall be provided. The water tax shall be deposited along with the property tax annually. In case of water leakage or theft, immediately inform us. The complaint register is maintained in each ward office.

**Contact Officers: Zonal Officers – East, North, South and Central.**

#### **2. Public Health & Family Welfare**

Agartala Municipal Council has a vision of Clean City and Healthy City. The Health Section is headed by the Health Officer, who is assisted by the Sanitary Inspectors, Multi Purpose Supervisors and ASHA Workers. The anti-malaria activities, immunization, Mother and Child Health Care, issue of Food Licenses etc is looked after by this Section. The Community Toilet Blocks have been constructed in the slum areas.

**Contact Officer: Health Officer, AMC, Tel: 2325507**

#### **3. Solid Waste Collection**

AMC is responsible for collection, transport and disposal of Solid Wastes on daily basis. The NGOs are assisting AMC by collecting and segregating door to door waste. The other activities involve debris removal, cleaning of septic tanks, collection and disposal of bio-medical waste etc on daily basis. In case of any public nuisance due to waste, please inform us. The complaint register is maintained in each ward office.

**Contact Officer: Assistant Engineer (Mechanical), AMC, Tel: 2330010**

#### **4. Street Lighting:**

The Power Section is responsible for installation, maintenance and replacement of illuminaries in AMC area. The street lights are operated manually as well as by automatic timers. There are more than 11,000 street light posts in AMC area. In case of defective street light, please report to AMC.

**Contact Officer: Assistant Engineer (Electrical), AMC, Tel: 2331480**

#### **5. Road Sweeping:-**

The major roads and footpaths are cleaned daily and the water sprinkling is done through tanker. There are more than 600 labours & 30 vehicles engaged with this activity. Please do not throw the waste on roads; use the litter bins and containers.

**Contact Officer: Assistant Engineer (Mechanical), AMC, Tel: 2330010**

## **6. Sewerage & Drainage**

The gali drains are cleared by the Ward Offices. The Sanitary Inspectors are responsible for quality of work. The major feeder drains and khals are cleaned by Engineering Divisions. Please do not throw plastic, polythene, garbage in drains as it chokes the drainage system.

**Contact Officer: Ward Secretaries, AMC**

## **7. Market Area Maintenance:**

AMC provides basic services in market areas like cleaning, sweeping, garbage, collection, lights, toilets, drain clearance, provision of trade licenses etc. The work is done in cooperation with the Market Samitis.

**Contact Officer: Zonal Officers, North, East, South and Central.**

## **8. Water Bodies Cleaning:**

There are 35 Govt. water bodies in AMC area. The Large water bodies are used for pisciculture, water sports etc. The water bodies are cleaned by the Engineering Divisions of AMC. If there is encroachment on water bodies, please inform us promptly.

**Contact Officer: Executive Engineer (Div-III), AMC, Tel: 2325507**

## **9. Birth & Death Registration:-**

Birth & Death Certificate Application forms are available in Head Office, Zonal offices and Ward Offices at the Cost of Rs. 5/-. The Certificates are processed and issued by e-Suvidha Centers within 2 days of receipt of applications. All births/deaths have to be reported within 21 days of occurrence with the respective ward office in case of both institutions and non-institutions.

**Contact Officer: Health Officer, AMC : 2325507**

## **10. Trade and Food Licenses :-**

The trade licenses are issued by the Zonal Officers to any citizen doing business, establish a trade, running shop etc. in the city. The Food Licenses are issued to ensure compliance of hygienic standards prescribed by the Government. There are more than 240 trades recognized by AMC. Trade License applications are available at Zonal Offices, Ward Offices of AMC at the cost of Rs. 5/-.

**Contact Officers: Zonal Officers –East, North, South, Central**

### **Zones**

## **11. Property Tax Assessment**

The property tax is assessed and collected by Zonal Offices. Agartala Municipal council has introduced self-assessment schemes for easier evaluation and provided more outlets for paying of taxes through Computerized counter in zonal offices. The Property Tax is evaluated based on the Annual Rental Value (ARV) of the building.

**Contact Officers: Zonal Officers –East, North, South, Central**

### **Zones**

## **12. Advertisement Permissions :-**

AMC provides leasing of advertisement space, issues advertisement permissions and their renewal. The advertisement fees is levied on hoardings, kiosks, banners, wall writings, posters, festoons, on public & private land. The important areas near government buildings, historical monuments etc is declared as Hoarding Free areas.

**Contact Officers: Zonal Officers –East, North, South, Central**

### **Zones**

### **13. Building Permissions**

Agartala Municipal council ensures planned expansion of the city. A dedicated wing is engaged in each zonal offices headed by the Zonal Officers and duly assisted by Assistant Survey Officer, Surveyors & Amins. They are responsible for granting building & housing permissions, give layout plan approvals, Issue occupancy certificates, Issue certified copies of approved plans, Issue licenses to technical persons, Check unauthorized encroachments on roads and footpaths. Building Permission forms are available in Zonal Offices at the cost of Rs.10/- only

**Contact Officers: Zonal Officers –East, North, South, Central**

#### **Zones**

### **14. Carts & Carriages :**

License for Rickshaw Owners and Pullers, By-cycles, Carts & carriage are provided by Zonal Offices of AMC. Applications are available in the Zonal Offices of AMC. Form Cost-Rs. 5/- only. The licenses are given for 3 years.

**Contact Officers: Zonal Officers –East, North, South, Central**

#### **Zones**

### **15. Public Conveniences:**

The Agartala Municipal Council is responsible for provision of public conveniences like parking areas, parks and play grounds, cremation grounds and burial grounds. These are maintained by the Zonal Offices. The "NO PARKING ZONES" are regulated in coordination with traffic police and district administration.

**Contact Officers: Zonal Officers –East, North, South, Central**

#### **Zones**

### **16. Public Grievances Redressal:**

The Agartala Municipal Council has established Public Grievances Cell to receive information, suggestions and complains regarding municipal services. The Agartala Municipal Council already has launched a toll free facility(1913) for receiving public grievances. The Public Grievance Registers are maintained and the Citizens can know the status of complaint submitted by them.

**Contact Officer: Public Relation Officer, AMC, Tel:**

**2325507**

### **17. Right to Information**

Any information or queries regarding Agartala Municipal Council are given by the State Public Information Officer (SPIO) as per the norms of the RTI Act within 14 days.

**Contact Officer, Sri. Subhash Biswas, ASO,AMC, Tel:**

**2325507**

**We sincerely hope that the Citizen Charter shall serve as a link between the Citizens and Agartala Municipal Council making the interaction with the civic body easy, simple, hassle free and efficient.**

**Shri. Kiran Gitte, IAS**

**Shri. Prafullajit Sinha**

**Chief Executive Officer,**

**Hon'ble Chairperson,**

**Agartala Municipal Council**

**Agartala Municipal Council**