

CITIZEN CHARTER

MUNICIPAL CORPORATION BATALA (The particulars of the organization, functions and duties)

CIVIL WING

Sr.No.	Name of Organization/Department/Board/Corporation/Institution	Function and duties (in brief)
1.	1. Commissioner, Municipal Corporation, Batala 2. Assistant Commissioner	Chief Executive Officer. To assist the Commissioner.
2.	Superintending Engineer CIVIL	Maintenance of Public roads/streets and the buildings vesting in Municipal Corporation and execution of Projects related to all civil works within the limits of Municipal Corporation, Batala. Planning of new developmental project including the preparation of estimates thereof.
3	Corporation Engineer/ Executive Engineer (CIVIL) & Sub-Divisional Officer(CIVIL)	Execution of new works and maintenance/supervision of streets and roads and other property vesting in the Corporation situated within the Division/sub division under his charge. Checking/ supervision of the work of contractors and other agencies engaged for execution of various Development (Civil) related projects/works.
4	Junior Engineer CIVIL	Preparing estimates of new works including the works in which additions/ alteration/ renovation is involved and preparing the works bills thereof and close supervision of the work of Contractors and other agencies engaged by the Municipal Corporation for Execution of the works

HORTICULTURE

1	Superintending Engineer CIVIL	To prepare the plan for maintenance of parks/ green cover in the city. Supervision of the working of the staff posted in Horticulture wing. Preparation of plans for future plantation and development of green cover of city preparation of plans for Beautification of the city.
2	Corporation Engineer/Executive Engineer (Hort.)	Technical incharge of maintenance including the up gradation of parks, green belts situated within the Division under his charge Maintenance of parks/greenbelts /road side plants and plantation with in the Allotted division.

STREETLIGHT

1	Superintending Engineer(O&M)	Responsible for maintenance of street light points and fountains and other light fittings already installed on the road/street side, parks including the preparation of plans for erecting new poles and installation/ fixing of street light points Execution of new Development works..
2	<p>Corporation Engineer/Executive Engineer (O&M)/(STREET LIGHT) &</p> <p>Sub-Divisional Officers (O&M)/Street Light.</p> <p>Junior Engineer(STREETLIGHT)</p>	<p>Execution of works of installation of street light points in the city including repair thereof, in the allotted Division/ subdivision.</p> <p>Preparation of estimates and preparing of the works bills of the contractors.</p> <p>Maintenance of street light points ,fountains, installed in the area under his charge.</p> <p>Preparation of estimates for new works/ renovation of old works including repair thereof.</p>

HOUSETAX/PROPERTYTAX

6	Assistant. Commissioner	<p>Implementation of Government policies.</p> <p>Timely dispatch of the Tax bills/recovery notices. Preparation of assessment list.</p> <p>Bringing newly constructed rented residential/ commercial/ industrial and institutional properties in the tax net.</p> <p>Recovery of demand of tax.</p>
	Superintendent House Tax/Property Tax	<p>Regular monitoring of the demand and Collection of the tax on land sand buildings In accordance with the law. Service of bills of demand and notices to defaulters. To Supervise the working of the inspectors/ assistants/clerks and other class of Employees working in the House Tax branch.</p>

AGENDA BRANCH

7	Superintendent Agenda	<p>To prepare agenda for the meetings of the House of Municipal Corporation, Batala as well as its committees/adhoc committees.</p> <p>To maintain the record of proceedings of minutes of meetings including regular monitoring of implementation of decisions . Timely dispatch of agenda as well as its proceedings to members and Government.</p>
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FireBrigade

8	Assistant Commissioner S.F.O.	<p>Overall supervision of the Fire Brigade Branch.</p> <p>To supervise the Fire Brigade wing which attends to fire calls and other accidents reported to Fire wing. Imparting training to the employees and to ensure that all Firefighting equipment is readily available and is in operation.</p> <p>Supervision of working of staff posted in Fire wing.</p>
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HealthBranch

9	Assistant Commissioner Health Superintendent Chief Sanitary Inspector Sanitary Inspector.	<p>Responsible for adequate supervision of Health, Sanitation and medical services.</p> <p>Take measures for daily lifting of garbage from collection centers, scavenging of public streets/ roads and other lands vesting in the Municipal Corporation.</p> <p>Removal of carcasses and taking of preventive measure to check the out break of water borne and insanitary related diseases. Maintenance of dumping-ground.</p> <p>Implementation of provision of meat bye-laws & other similar byelaws prepared under the Health chapter.</p>
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Establishment Branch

12	Superintendent Establishment(General)	To settle all matters relating to the service conditions of all officers/ employees of Municipal Corporation. To process the recruitment/ promotion cases including the disciplinary cases. To maintain record of posting of all employees. Timely processing of cases of grant of annual increment/proficiency step up/placement In higher scale of all employees etc.
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EstateOffice/LandBranch

13	Assistant Commissioner Superintendent Property Tax Superintendent Tehbazari Patwari	Preparation of Immoveable property registers in accordance with the rules. To prepare plan for alienation (Sale/ Lease/ Licensing rights) of Municipal property. To take measures to safeguard Municipal property from encroachment. Recovery of rent/ lease money and sale consideration of properties Removal of all types of temporary encroachments from Municipal road/streets/footpath etc.To process cases for auction of Licensing rights of parkinglots. To ensure recovery of sale consideration of municipal properties sold in installments. Recovery of lease money. Execution of sale deed of sold out properties.
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Advertisement Branch

14	Assistant Commissioner Superintendent Advertisement	To prepare plans and submit to House/ F&CC for grant of advertising rights on Municipal roads/streets/parks/structures. Implementation of Advertising policy. Recovery of advertisement tax and Licence Money from Licensees
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Law Deptt.

16	Parokar Legal Advisor Legal Assistant	Incharge of Law Branch to handle all the Court cases and cases filed before different Tribunals/ forums for or against Municipal Corporation Batala . To render legal opinion, Vetting of written statements/repliestobefiledintheCourt,vettin gofagreementsandmonitoring of the court cases etc.
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Birth&Death Department

17	Local Registrar	To issue Birth & Death Certificate for exercising the power of local registrar birth and death.
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The power and duties of the officers and employees

Name of the Department: **Municipal Corporation, BATALA**

Sr. No	Name of the Post	Powers and duties (In Brief)
O&M Cell/ Civil wing		
1	Superintending Engineer (Civil) & O&M Cell All Executive Engineers, CIVIL and O&M.	<ol style="list-style-type: none"> 1. To prepare proposals for sanction of new projects/ development works including upgradation thereof 2. To supervise the works executed in the Division under his charge . 3. To issue NIT, process offers/bids & seek approval of competent authority. Finalization of work bills of Contractor/suppliers.
2	All Sub Divisional Engineers CIVIL and O&M	To prepare estimates of the works approved by competent authority. Drafting of NIT, Processing of offers/ bid including evaluation thereof and to prepare the works bill of contractors/ suppliers. Supervision of the work of contractors to ensure that these are executed as per approved specifications.
3	All Junior Engineers CIVIL and O&M	To prepare estimates, tender notices and process offers/ bids of contractors/participants and submit these to Assistant Corporation Engineer for further approval. Close supervision of all work executed in the Zone under his charge.
Horticulture Deptt.		
4	Superintending Engineer (Civil)	<ol style="list-style-type: none"> 1. Planning for new plantation in the various parts of city including taking measures to check the mortality rate. Implementation of Government policies w.r.t. constitution of Park Management Committees. 2. To supervise the work executed in the Division under his charge . 3. To issue NIT, process offers/bids & seek approval of competent authority. Finalization of work bills of Contractors/suppliers.
5	Superintending Engineer (Civil)	<p>Responsible for looking after the maintenance of plantation (parks/ rotaries/ open spaces and roads etc.) Supervision of works relating to Horticulture wing.</p> <p>To prepare estimates of the works approved by competent authority.</p>

		Drafting of NIT, Processing of offers/bids including evaluation thereof and to prepare the works bill of contractors/suppliers. Supervision of the work of contractors to ensure that these are executed as per approved specifications.
7	Superintendent	Supervision of the staff (Mali Beldar) posted in his beat. Timely watering pruning and maintenance of plants.
9	Mali/Beldar	To perform field duties likewise maintenance of plants, spraying of pesticides thereon, pruning of trees etc. as per the orders of Supervisor

HOUSE TAX / PROPERTY TAX

10	Assistant Commissioner Superintendent House Tax / PTAX Inspector Bill distributor Tax Collector	Over all Incharge of the House Tax/Property Tax Branch. To implement the provisions of the Act, rules and byelaws relating to Tax on Lands and Buildings. Implement the Govt. Policies. Monitoring of the billing work. To distribute the House Tax bill. To collect the recovery in connection with House Tax/Property Tax Branch.
11	Agenda Inspector	Preparation of agenda of House and its committees. Recording of minutes of all meetings. Timely dispatch of agenda as well as its minutes to all members as well as Government. To ensure that decisions taken by the House and other statutory committees such as Finance & Contract Committee are duly implemented.

Fire Brigade

12	Assistant Commissioner Sub Fire Officer leading Firemen Firemen	The Fire wing staff is “ Operational staff” and hence ADFO being well experienced supervise the Fire wing which attend to head the rescue operation in case of Fire, natural cold & accident
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Health Branch

	Assistant Commissioner Health Superintendent	Maintenance of general sanitation of the city, removal of garbage from the city, control and removal of carcasses, water borne disease maintenance of dumping-ground. Implementation of provision of meat bye-laws & other similar related to Health Medical bills of the Corporation employees
	All the Dispensaries. Pharmacists	To Supervise the working of different Dispensaries of Municipal Corporation, Jalandhar.
	Health Superintendent	To issue challan against the defaulters and to supervise the work of sweepers in their respective area
	Sanitary Inspector	To supervise the work of sweepers in their respective area
	Superintendent Health	To supervise the establishment work of Health Branch

Street Light

	Superintending Engineer (O&M) Executive Engineer (O&M)	1. To send proposals for sanction of electrical work within city .
	Sub Divisional Officer	2. To supervise the works under execution.
	Junior Engineer	3. To prepare estimates , tenders get approval etc. & execution of works as assigned
	Patroller Electrician Helper	Maintenance and repair of streetlights within the Municipal limits.

AccountBranch

	<p>Accountant Grade-I (Finance&Accounts)</p>	<p>To deal with budget & planning, loan& advances, all account matter, maintenance of cash book, register, receipts & service books of theemployees.</p>
	<p>Accountant Grade-I (Finance&Accounts)O&M /Pension</p>	<p>To deal with the retired /pensioner benefits of the retirees, like GPF,leave encashment, pension, family pension, fixation of pay, release offunds, annual increment,disbursement of salary etc. etc.</p>
	<p>Accountant</p>	<p>To assist in the work of Accountant grafde-I in all account matters related withMunicipal Corporation, Batala</p>

Establishment Branch

	<p>Asstt.Commissioner</p>	<p>Incharge of Establishment Branch to deal with the service matters of the employees working in Municipal Corporation, Batala Incharge of Establishment Branch to deal with the service matters of the employees working in Municipal Corporation, Batala proficiency step-up / Medical reimbursement etc .</p>
	<p>SuperintendentEstablishment(Gen eral)</p>	<p>To deal with the all establishment matters with the guidance of Assistant Commissioner, circulatethe office orders passed by the Administration from time to time concerning with establishment matters. To deal with all the Departmental enquiries, Show Cause notices & other duties assigned to him by the her authority</p>
	<p>Complaint and InquiryCell</p>	<p>To deal with all the complaints received on the Toll Free Number 180018000172&0181-2242411 installed in the office of Municipal Corporation, Jalandhar.</p>
	<p>Sr.Assistant/ClericalStaff</p>	<p>To assist the Superintendent Establishment in the matter of Establishment work.</p>

LandBranch

	Asstt. Commissioner	Over-all Incharge Land matters.
	Patwari	To deal with the Municipal Properties
	Assistant Commissioner	Allotment of departmental accommodations, rooms to the officials as per norms & requirements.

The procedure followed in the decision making process, including channels of supervision and accountability

Name of the Department :- Municipal Corporation, Batala .

Sr. No. & Designation of Head of the Deptt.	Nature/Type of Work	level at which the case is initiated (Name of the post)	Name of the post, which deal with the case before the decision making authority	Level at which decision is made (Name of the Post)
Civil Engineering Branch				
1. Superintending Engineer civil	Maintenance of Roads/Streets/Buildings Civil Work	Junior Engineer	Sub-Divisional Officer Executive Engineer Superintending Engineer	House and Finance and Contract Committee or the Commissioner (as per pecuniary limits)
2. Executive Engineer (civil)	Preparation of estimates Road/Street Civil Work	Junior Engineer	Sub-Divisional Officer Executive Engineer Superintending Engineer	Commissioner Expenditure upto Rs 1,00,000----- F&CC and House – If expenditure is above Rs 1,00,000 only
Health Section				
Assistant Commissioner	All matters touching the Health (Sanitation and Medical) matters.	Health Superintendent	Health Superintendent	Commissioner Expenditure upto Rs 25,000/-- F&CC and House – If expenditure is above Rs 25,000/- only

HouseTax/PropertyTaxBranch				
Assistant Commissioner/ Superintendent, HouseTax./Ptax Deptt.	To comply with theGovt.policies / order /byelaws & directionsissued fromtimetotime	Inspector	Superintendent Asstt.Commissioner Commissioner	AssistantCommissioner as delegatedauthority of Commissioner.Joint Commissioner as delegatedauthority ofCommissionerto chairHouse Tax SubCommittee.
AgendaBranch				
Superintendent	Toprepare agenda and recordminutes ofmeetingsof Houseandits committees	Inspector	Superintenden	Commissioner/ Mayor/Govt.
FireBrigade				
Sub Fire Officer	Toattendtoall firecalls.	SubFire Officer Leading Firemen Firemen	AssistantDivisional FireOfficer&Secretar y.	Commissioner expenditureupto Rs. 25,000/- F&CCorHouseif expenditureis aboveRs.25,000/-
StreetLight				
Superintending Engineer(Civil)/ Executive Engineer,Street Light	Maintennanceof Street Light points & new installation of Street Lightpoints.	Executive Engineer	Sub Divisional Officer (SDO)Junior Engineer(JE)	Supdt.EngineerC / ommissioner
AccountBranch				
Accountant Grade-I Commissioner	AccountBranch	Clerk	Sr. Assistant/Account ant/ Commissioner	
Pension&ProvidentFund				
Asstt. Commissioner Accountant Grade I	Pension & ProvidentFund Wing	Clerk	Sr. Assistant Accountant	Asstt.Commissioner / Commissioner



Establishment Branch

Assistant Commissioner/ Superintendent.	To handle and settle with all matters relating to the establishment of MCA	Clerk/Sr. Assistant	Superintendent/Asst. Commissioner	Commissioner
Asstt. Comm	Alienation of Including the grant of lease/licencing rights thereof		Superintendent	Commissioner Commissioner

The norms set for the discharge of its functions

Sr.No	Item of Work	Norms set by the department (no. of days taken for decision making)
Civil Branch		
	Construction of Roads / Streets within the jurisdiction of MC Batala	As per the terms & conditions of the work order / agreement
Horticulture Branch		
	Development of parks / greenbelts / roadsides / plantation & maintenance of above mentioned sites	As per the terms & condition of the work order / agreement
House Tax / Property Tax Branch		
	To issue the bill of demand and recover the tax amount - assessment of all rented residential, commercial and industrial including institutional buildings.	A continuing process - without any time frame
Agenda Branch		
	To prepare the agenda and minutes of the house and its committees - Follow up of the decisions and placing the progress report before the House	As per requirement of work, Non norms fixed.
Fire Brigade		
	Fire Rescue / Fire Fighting	Immediately without any loss of time
Health Officer		
	Sanitation Work	As per Rules & Bye-laws.
Street Light		
	Execution of maintenance of street lights & electrical work	Fourty eight hours after the registration of the complaint.

Pension&ProvidentFund

	Considering and deciding the cases of grant of pension/Final payment of GP Funds of the retirees / expired employees	1. The pension cases of the retired employees are considered six months prior to retirement. 2. In death cases, the process is initiated immediately.
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AccountBranch

	To deal with the account matter	As prescribed in the Punjab Municipal Account Code, 1930
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SJSRY/NULM

	Accordinging approvals, sanctions release of subsidy etc. under various components	Norms- not fixed- Fresh receipt / request for release of funds / grant /subsidy to be finalized within 5-7 days More time is taken if it requires pre audit .
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EstablishmentBranch

	To deal with the service conditions related matter of all employees	No Norms fixed.
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The rule, regulations, instructions, manuals and record, held by it or under control or used by employees for discharging functions

Name of the Department: - Municipal Corporation, Batala

S.No	Name of the Act	Name of Rules	Name of the Manuals	Instructions (Write Circular No./Date)	Any other record/document
Civil Engineering					
1	PMCA Act, 1976	Punjab Municipal Account Code 1930 Punjab Municipal Works Rules		As received from time to time from the Local Govt.	All tendered documents & agreements.
2	P.M.C. Act, 1976		-----		_____
Horticulture Deptt.					
3	PMC Act, 1976 (As extended To Punjab State)	Punjab Municipal Account Code-1930		Instructions/Rules Of Local Govt.	Instruction/order issued from time to Time by the Local Govt.
Health Branch					
4	Punjab Municipal Corporation Act 1976	1. Govt. Empl. conduct Rules, 1966/Model Rules which has been adopted by the MC Batala 2. Bye-laws for the regulation & control of stables and Cow Houses in Batala 3. Byelaws for the registration & control of Dog in Batala 4. Byelaws for the control and regulation of Burial and burning at Batala 5. Byelaws for the	_____	-	-

		<p>Inspection & control of Bakeries at Batala</p> <p>6. Byelaws for the regulation of Import and Sale of fish and licensing of premises therefore in Batala</p> <p>7. Byelaws for the regulation of piggery at Batala.</p> <p>8. Byelaws for the regulation & control of sale of ice and aerated water in Batala .</p> <p>9. Byelaws for the regulation & Control of Ice factories in Batala</p> <p>11. Sanitation& Public Health Byelaws 2003.</p> <p>12. Ban on manufacturing of usage of polythene Bags and containers, Byelaws 2002</p> <p>13. Stray Cattle Bye-Laws.</p> <p>14. Solid Waste Management Rules.2000.</p> <p>15. Conservancy Tax Bye-Laws.</p>			
HOUSE Tax/Property Tax Branch-					
5	The PMC Act,1976 As extended to the Punjab Municipal Corporation Act,1976	Taxon Commercial, Industrial & Institutional lands & buildings Byelaws	--	As issued by the Local Govt Deptt. from time to time	---



Agenda Branch

6	The Punjab Municipal Corporation Act, 1976	Business Bye-Laws.		As issued by the Local Govt. Deptt from time to time	-----
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Fire Brigade

7	The Punjab Municipal Corporation Act, 1976	Punjab Municipal Fire Brigade Rules, 1977. Standing orders of the Fire Brigade.	National Building Code (Part-IV)		
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Health Branch

8	P.M.C Act, 1976	<p>1. Govt. Empl. conduct Rules, 1966/Model Rules which has been adopted by the MC Batala</p> <p>2. Bye-laws for the regulation & control of stables and Cow Houses in Batala</p> <p>3. Bye laws for the registration & control of Dog in Batala</p> <p>4. Byelaws for the control and regulation of Burial and burning at Batala</p> <p>5. Byelaws for the Inspection & control of Bakeries at Batala</p> <p>6. Byelaws for the regulation of Import and Sale of fish and licensing of premises therefore in Batala</p> <p>7. Byelaws for the regulation of piggery at Batala</p> <p>8. Bye laws for the</p>	Municipal Account Code 1930		
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		<p>regulation&control of sale of ice and aerated water inJALANDHAR.</p> <p>9. Byelaws for the regulation & Control of Ice factories in Batala .</p> <p>11.Sanitation& Public Health Byelaws 2003.</p> <p>12. Ban on manufacturing of usage of polythene Bag sand containers, Byelaws2002</p>			
StreetLightBranch					
	The Punjab Municipal Corporation Act,1976	<p>1. Agreements mede with the PSEB for maintenance of Street Lights.</p> <p>2. Agreement made with the Contractors for maintenance of Street Light.</p>			
Pension & Provident Fund Branch					
	PMCAct-1976	The Punjab Civil Services Rules. Punjab Municipal AccountCode-1930. Punjab Municipal Employee PensionRules-1994.	Relevant toPunjab C.S.R	As issued by the Local Govt. Pb	The instructions & circular issued by the Accountant Gen.(A&E)Punjab/Govt. of Pb. Department of Accounts &Finance.
Account Branch					
	Punjab Municipal Corporation Act,1976. Punjab Municipal Account Code-1930.	The Punjab Civil Services Rules	Relevant to Punjab CSR	As issued by the Local Govt. from time to time	The instructions and circulars issued by Local Govt. Department.

Establishment Branch

	Punjab Municipal Corporation Act, 1976	The Punjab Civil Services Rules. Punjab Municipal Corporation Employees (Recruitment & conditions of service) Rules-1978.	Relevant to Punjab CSR	As issued by the Local Govt Pb..from time to time	-----
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Land Branch

	----- --	Punjab capital (Development & Regulation Building Rules 1952) & Bye-laws. Jalandhar Municipal Corporation Building Bye-laws-1997.	Nil	As issued by the Local Govt.Pb.from time to time	-----
	Public Premises (Eviction of unauthorized occupants) Act, 1971	-	-	-	The powers provided in this Act is not being exercised by the Officer of M.C. J but it is exercised by District Collector or duly prescribed authority M.C. files applications under this Act before the Prescribed authority for adjudication

Statement of the categories of documents that are held or under control

Sr. No	Category of Documents
Civil Engineering	
1	General correspondence files relating to Road Works
2	Estimates of Roads as well as Civil Works
3	Sanction of works/allotment of Works Register.
4	Passed vouchers of work sand general vouchers
5	Tender Register.
6	Enlistment of Contractors Register.
7	Roads History Register
8	Stock Register of Material.
9	Main/Subcash books
10	Agreement of allotment of works
11	Service books of employees MB`s, Ledgers
12	Secuirty Deposit Register.
HorticultureWing	
1	Estimates
2	Agreements
3	Cash Books
4	Service record of the Employees
O&MCell	
1	Tenders
2	Accounts
3	Drawing
4	M.B`s / M.R`ss
5	Stock

6	Enlistment of Contractors Register.
7	Information regarding grant of water connections(copy encl)
8	Security deposits by the contractors
9	Agreement executed by the contractor agencies
10	Maintenance of Works Register.
11	Works History Register
Agenda Branch	
1	Agenda/Minutes of the meetings of General House of the Corp.
2	Agenda/Minutes of the Finance / Contract Committee
Fire Brigade	
1	Fire Stations I) N.D.C., ii) Punjab Fire Prevention & Safety Act 1986 iii) National Building Code
Street Light	
1	General correspondence files relating to Street Light works
2	Estimates of Street Light Works .
3	Sanction of works/allotment of works
4	Passed vouchers of works and general vouchers
5	Sub cashbook
6	Agreement of allotment of works
7	Service books of employees MB`s
Account Branch	
1	Cash books, Classified Abstracts ,Budget Document ,Service Books, Cheque Books , Vouchers etc. etc.
Pension and Provident Fund	
1	Cash Book
2	Cheque Book

3	E.C.R.(Estt.Check Register)/Pension Payment Register
4	Broad Sheet of GPF Account
5	P.P.O`s files
6	Vouchers
7	Daily receipt/Dispatch Register etc.
Establishment Branch	
1	Office Order Registers
2	Govt Letters/Instructions issued by the Local Govt.Deptt .From Time to time
3	Correspondence made with the Local Govt.
EstateBranch	
1	Municipal Property Register
2	Allotment file of each plot/built up shops are maintained separately
3	Payment Ledger Accounts are also being introduced

The particulars of any arrangement that exists for consultation with or representation by members of the public in relation to the formulation of policy or implementation thereof.

Sr. No.	Details/Type of arrangements made
1.	Listing house fixed to consult the concerned officer in charge .
2.	The Competent Officers interact with the press in respect of Information related to Public are: i) Commissioner ii) Assistant. Commissioner
3.	The officers who have been appointed for giving information to General Public. 1. COMMISSIONER iii) Assistant. Commissioner
4.	Head of the Department has been appointed as Public Information Officer to provide information to General Public under RTI Act.