

MunicipalCorporationChandigarh

ANNEXURE-I

LISTOFSERVICES



S.No.	Service	Application Form	Resolution Time (days)	Designated officer	Appellate authority
Engineering– Building and Road					
1.	Rectification of potholes/ patch work	NR	5	S.D.E. (B&R)of the area concerned	S.E.(B&R)
2.	Cleaning of back service lanes	NR	12	S.D.E. (B&R) of the area concerned	S.E.(B&R)
3.	Removal of unidentified malba from MC land	NR	7	S.D.E. (B&R)of the area concerned	S.E.(B&R)
4.	Others misc. complaints such as setting right of kerbs/channels, paver blocks, cleaning of road-berms /kerbs/channels etc.	NR	10	J.E.(B&R) of the area concerned	S.E.(B&R)
5.	Road cut permission upto Rs.10000/-	BR-01	7	E.E.(B&R/PH)of the Area concerned	S.E.(B&R)
6.	Road cut permission more than Rs.10000/-	BR-01	20	E.E.(B&R/PH)of the Area concerned	C.E.
Engineering– Horticulture					
7.	Pruning of trees(Under 30cm girth)	HR-01	6	S.D.E.(Hort.)of the area concerned	E.E(Hort)
8.	Pruning of trees(More than 30 cm girth), Removal dead/dangerous/over grown trees	HR-01	45	S.D.E.(Hort.)of the area concerned	E.E(Hort)
9.	Removal of fallen trees	NR	8hrs	J.E.(Hort.)of the area concerned	E.E.(Hort)
Engineering– Electrical					
10.	Fault on street light/park lights/Individual pole street light	NR	3	S.D.E.(Electrical) of the Concerned area	E.E.(Elec)
11.	Replacement of damaged pole	NR	20	S.D.E. (Electrical)of the Concerned area	E.E.(Elec)
12.	Replacement of damaged bollards and globe lights	NR	10	S.D.E. (Electrical)of the	E.E.(Elec)



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				concerned area	
Engineering – Public Health					
13.	Temporary Water Connection	PH-01	5	E.E (PH) of the concerned area	S.E (PH)
14.	Regular Water Connection (Upto 15mm ferrule size)	PH-01	5	S.D.E (PH) of the concerned area	E.E (PH-2)
15.	Regular Water Connection (20mm to 40mm ferrule size)	PH-01	5	E.E (PH-2)	S.E (PH)
16.	Regular Water Connection (Above 40mm ferrule size)	PH-01	5	S.E (PH)	C.E
17.	Tertiary Treated Water Connection	PH-01	10	S.D.E (PH) of the concerned area	E.E (PH-2)
18.	Conversion from Commercial Water Tariff to Domestic Water Tariff	PH-02	15	E.E (PH-2)	S.E (PH)
19.	Temp/Permanent Disconnection of Water Meter	PH-03	3	S.D.E (PH) of the concerned area	E.E (PH-2)
20.	Change of Name for Water Connection	PH-04	3	S.D.E (PH) of the concerned area	E.E (PH-2)
21.	Testing of Meter (Fast or Slow)	NR	15	S.D.E (PH) of the concerned area	E.E (PH-2)
22.	Checking of Blocked/Leaking Meter	NR	2	S.D.E (PH) of the concerned area	E.E (PH-2)
23.	Refund of Water Meter Security	NR	30	E.E (PH-2)	S.E (PH)
24.	Issue of Plinth Level Certificate	NR	10	E.E (PH-2)	S.E (PH)
25.	Checking/ Challenge of Meter Reading Bill	NR	3	S.D.E (PH) of the concerned area	E.E (PH-2)
26.	New shallow water Tubewell connection for non potable purpose	PH-05	30	C.E	C.M.C



S.No.	Service	Application Form	Resolution Time (days)	Designated officer	Appellate authority
27.	Complaint of low pressure due to leakage in the service pipe/blockage from ferrule	NR	7	J.E. (PH) of the area concerned	E.E.(P.H) of the concerned area
* 28.	Complaints about muddy / contaminated water.	NR	2	E.E. (PH) of the concerned area	S.E.(P.H.)
29.	New sewerage connection without road cut permission	PH-06	7	E.E. (PH) of the concerned area	S.E.(P.H.)
30.	New sewerage connection with road cut permission	PH-06	28	E.E. (PH) of the concerned area	S.E.(P.H.)
* 31.	Supply of water tanker	NR	1	S.D.E. (PH) of the concerned area	S.E.(P.H.)
* 32.	Blockage/overflowing sewer line	NR	3	J.E. (PH) of the concerned area	S.E.(P.H.)
33.	Repair of damaged sewer line	NR	8	S.D.E. (PH) of the concerned area	S.E.(P.H.)
34.	Removal of blockage in storm water drainage system	NR	2	J.E. (PH) of the concerned area	S.E.(P.H.)
35.	Repair of storm water drains/replacement of broken/missing road gullies and manhole covers	NR	5	J.E./S.D.E. (PH) of the concerned area	S.E.(P.H.)
Medical Officer of Health					
36.	Issue of Birth Certificate	MOH-01	7	Registrar(B&D)	MOH
37.	Issue of Death Certificate	MOH-02	7	Registrar(B&D)	MOH
38.	Addition of child Name	MOH-03	10	Registrar(B&D)	MOH
39.	Correction in Birth certificate	MOH-04	14	Registrar(B&D)	MOH



S.No.	Service	Application Form	Resolution Time (days)	Designated officer	Appellate authority
40.	Correction in Death Certificate	MOH-05	14	Registrar(B&D)	MOH
41.	Non Availability certificate	MOH-06	30	Registrar(B&D)	MOH
42.	Cremation Certificate	MOH-07	10	Registrar(B&D)	MOH
43.	Permission for keeping Pets	MOH-08	3	SI(HQ)	MOH
44.	Permission for slaughterhouses	MOH-09	16	Suptd(SH)	MOH
45.	Clearing of Garbage from Bins	NR	2	Concerned SI	MOH
46.	Sweeping of road	NR	2	Concerned SI	MOH
Manimajra Branch					
47.	Entry of properties on the basis Sale Deed/Gift Deed/Transfer Deed/Exchange Deed	MM-01	31	Suptd(MM)	Jt. CMC
48.	Entry of properties on the basis Intestate death	MM-02	31	Suptd(MM)	Officer In-charge
49.	Entry of properties on the basis Regd./Un-Regd. Will	MM-03	31	Suptd(MM)	Officer In-charge
50.	Entry of properties on the basis Court Decree/Family Settlement/Partition Deed	MM-04	31	Suptd(MM)	Officer In-charge
51.	Conversion of property from residential to commercial	MM-05	31	Suptd(MM)	Officer In-charge
52.	Allotment of New H.No. /Shop No.	MM-06	31	Suptd(MM)	Officer In-charge
53.	No Objection Certificate for Water/Electricity & Sewerage connections/No Dues Certificate/Ownership	MM-07	31	Suptd(MM)	Officer In-charge



S.No.	Service	Application Form	Resolution Time (days)	Designated officer	Appellate authority
Certificate					
Booking Branch					
54.	Permission to stack building material	BB-01	1	OSD-II	JC-II
55.	Booking of water tanker	BB-02	1	OSD-II	JC-II
56.	Booking of Community Centres/ parks (upto sector 47)	BB-03	1	OSD-II	JC-II
57.	Booking of parks (sec 47 onwards & villages)	BB-03	1	OSD-II	Officer In-charge
58.	Booking of open spaces under the jurisdiction of MC, Chd.	BB-03	1	OSD-II	Officer In-charge
59.	Refund cases of Community Centres/ Parks/ Open Space	BB-04	25	OSD-II	Officer In-charge
60.	Booking of ground for commercial purpose in Sector 17 circus ground, Sector 34 and Manimajra.	BB-05	3	OSD-II	Officer In-charge
61.	Permission for Advertisement	BB-06	15	OSD-II	Officer In-charge
Estates Branch					
62.	No Objection Certificate for transfer of lease rights by way of sale/gift/family transfer deed/exchange deed	EB 01	31	SO (Estate) or AC(F&A)	Estate Officer, MCC
63.	Transfer of ownership on the basis of Registered Sale/gift/ exchange/family transfer deed	EB 02	28	SO (Estate) or AC(F&A)	Estate Officer, MCC
64.	Transfer on the basis of registered Will	EB 03	31	SO (Estate) or AC(F&A)	Estate Officer, MCC
65.	Transfer on the basis of Unregistered Will	EB 04	31	SO (Estate) or AC(F&A)	Estate Officer, MCC



S.No.	Service	Application Form	Resolution Time (days)	Designated officer	Appellate authority
66.	Transfer of ownership on the basis of intestate death (without will)	EB 05	31	SO (Estate) or AC(F&A)	Estate Officer, MCC
67.	Permission to mortgage	EB 06	21	SO (Estate) or AC(F&A)	Estate Officer, MCC
68.	No Dues Certificate	EB 07	28	SO (Estate) or AC(F&A)	Estate Officer, MCC
69.	Execution of lease deed/Deed of conveyance	EB 08	21	SO (Estate) or AC(F&A)	Estate Officer, MCC
70.	Transfer of property in case of partnership Deed/Dissolution Deed/Change of Directors in case of Private Limited Company.	EB 09	31	SO (Estate) or AC(F&A)	Estate Officer, MCC
71.	Transfer of property on the basis of court decree and family settlement	EB 10	31	SO (Estate) or AC(F&A)	Estate Officer, MCC
72.	Conversion from lease hold to freehold	EB-11	60	SO (Estate) or AC(F&A)	Estate Officer, MCC
Colony Branch					
73.	Supply of Duplicate Allotment letter/possession letter	CB-01	45	Suptd(Colony)	Officer In-charge
74.	Transfer of ownership rights, if any in Death Cases in respect of T-Sites in Vikas Nagar, Mauli Jagran & Sector 52-53	CB-02	45	Suptd(Colony)	Officer In-charge
75.	Issuance of permission to mortgage T-Sites against Loan	CB-03	25	Suptd(Colony)	Officer In-charge
Licensing Branch					
76.	Issuance of New Registration Certificate/Renewal of Registration Certificate of Pedal Rickshaw/Loading Rehri	LB-01	10	Suptd(Licensing)	Officer In-charge
77.	Issuance/Renewal of Driving Licence for Pedal Rickshaw/Loading Rehri	LB-02	10	Suptd(Licensing)	Officer In-charge



S.No.	Service	Application Form	Resolution Time (days)	Designated officer	Appellate authority
78.	Issuance of New Licence/Renewal of Licence for Dhobi Ghat	LB-03	10	Suptd(Licensing)	Officer In-charge
79.	Renewal of Rent Deed of Old Book Market	LB-04	10	Suptd(Licensing)	Officer In-charge
80.	Issuance/Renewal of Hawkers/Hand Cart Licence	LB-05	10	Suptd(Licensing)	Officer In-charge
81.	Disposal of Traffic Challan of Pedal Rickshaw/Rehri etc.	NR	10	Suptd(Licensing)	Officer In-charge
82.	Transfer of Licenses in Death Cases	LB-06	20	Suptd(Licensing)	Officer In-charge
Tax Branch					
83.	NDC - Clearance Certificate	TB-01	30	Chief Accounts Officer	Jt. CMC
Fire Branch					
* 84.	Fire rescue/ emergency call	NR		Station Fire Officer	Chief Fire Officer
85.	Issuance of Fire incident/occurrence report	FB-01	10	Station Fire Officer	Chief Fire Officer
86.	Issuance of Fire NOC	FB-02	30	Chief Fire Officer	Officer In-charge
87.	Approval of building plan/drawings	FB-03	30	Station Fire Officer	Officer In-charge
Building Branch					
88.	Sanctioning of Building Plan	BLD-01 FORM-A FORM-C FORM-J	40	SDE (B)	Officer In-charge
89.	D.P.C Certificate	BLD-02	15	SDE (B)	Officer In-charge



S.No.	Service	Application Form	Resolution Time (days)	Designated officer	Appellate authority
90.	Completion/Occupation Certificate	BLD3 FORM-D FORM-E FORM-I FORM-K	15	SDE(B)	Officer In-charge
Medical Officer of Health					
91.	Removal of Dead Animal	NR	2	S.I (HQ)	MOH

Note:

- The days referred in 'Resolution Time' column mean working days. However, the service mentioned as * and noted at Sr. No.28,31,32 and 84. The resolution on time will mean total days and not working days.
- The time period given in the citizen charter shall be applicable subject to submission of all required documents/information by the applicant and subject to the period required for publication of public notice (if any).
- NR in the 'Application Form' column means that the Application is not required to avail the service. Such service can be availed by registering a complaint through any of the channels mentioned in the Grievance Redressal section of the Citizen's Charter