

A Model Citizen Charter has been setup for the convenience of General Public.

FOR THE INFORMATION OF GENERAL PUBLIC OF NAHAN CITY

A. (i) Building

a)	Issue of Bill	ANNUALY
b)	Deposit of Bill	Within 10 days from the date of receipt of bill
c)	Mode of Payment	In Cash or By Cheque.

(ii) Complaints

a)	Lodging of complaint	In the Municipal Council Office on telephone No. 01702-222235, 01702-222416
b)	Attending /disposal of complaint	Within 2 days from the receipt of complaint
c)	Mode of Payment	In cash or by Cheque.

B (i) Sewerage Connection

a)	Supply of application form	All working days between 10:00 A.M. to 5:00 P.M.
b)	Acceptance of application	All working days between 10:00 A.M. to 5:00 P.M.
c)	Acknowledgement of application	On the spot
d)	Intimation to applicant in case of deficiency in application	Within 7 days from the receipt of application
e)	Supply of challan for depositing connection fees	On any working days between 10:00 A.M. to 5:00 P.M.
f)	Depositing of fees	From 10:00AM to 5:00P.M. in the Municipal Office on any working day
g)	Mode of Payment	In cash or by Cheque

C-TAXES

General Information:

Municipal Council Nahan is charging following taxes:-

a)	House Tax	@12.5%
b)	Water Tax	@6%
c)	Conservancy Tax	@12%
d)	Servant Tax	@Rs. 1/-P.A
e)	Dog Tax	@Rs. 50/-P.A

- Annual ratable Value is determined and finalized after service of proposed assessment notice to the individual owners/occupiers.
- Public Notice is also given to the assessee before adopting the assessment list for the next year.
- The Assessee at liberty to file an objection with the Municipality against proposed assessment notice within one month.
- Every objection against assessment or amendment of assessment is heard after affording reasonable opportunities of being heard.

D BILLING

a)	Issue of Bill	ANNUALY
b)	Deposit of Bill	Within 10 days from the date of receipt of bill
c)	Mode of Payment	In Cash or By Cheque.
A REBATE ON THE CURRENT YEAR TAX AMOUNT @20% WILL BE ALLOWED IN THE AMOUNT SHOWN IN THE BILL PAID WITHIN 10 DAYS THEREAFTER 10% SURCHARGE IS LEVIABLE.		

E SANITATION & SOLID WASTE MANAGEMENT

a)	Cleaning of roads and Public Places	Everyday
b)	Collection and removal of garbage from Municipal Rubbish bins	Every day
c)	Collection & Removal of Garbage on receipt of non-Lifting	Within 24 Hours
d)	Removal of Carcass	Within 12 Hours

F BIRTH & DEATH REGISTRATION

a)	Registration from 1 to 21 days after birth/death	Free in Municipality Office
b)	Registration from 21 to 30 days after birth/death	Late Rs.1/- in Municipality Office
c)	Registration from 1month to 1 Years after birth/death	Late feeRs.3/-with an affidavit of Rs 3/- in Municipality Office.
d)	Registration After 1 Year after birth /Death	Late fee Rs. 5/- with 1st class Magistrate order on stamp paper worth Rs. 3/- in Municipality Office.

G BUILDING PLANS

a)	Arability of application	On any working Day between 11:00Am to 2:00PM
b)	Submission of Building Plan	On any working Day between 11:00Am to 2:00PM
c)	Acknowledgement	On the spot Diaries and receipt is given.
d)	Deposit of fee/other charges	On any working Day between 11:00Am to 2:00PM
e)	Communication of Deficiencies	Within 30 days.
f)	Final disposal of building Plan if completed in all respect	Two Months

PUBLIC AUTHORITY UNDER THE RIGHT TO INFORMATION ACT, 2005

1	Public Information Officer	The Executive Officer, Municipal Council Nahan
2	Assistant Public Information Officer	Junior Engineer, Municipal Council, Nahan
3	Appellants Authority	Sub Divisional Officer (c) Nahan