

# CITIZEN CHARTER

## MUNICIPAL CORPORATION LUDHIANA

(The particulars of the organization, functions and duties)

### CIVIL WING

<b>Sr.No.</b>	<b>Name of Organization/ Department/ Board/ Corporation/ Institution</b>	<b>Function and duties (in brief)</b>
1.	1. Commissioner, Municipal Corporation, Ludhiana 2. Addl. Commissioner 3. Joint Commissioner 4. 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, Ludhiana. Planning of new developmental project including the preparation of estimates thereof.
	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.
	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

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## Operation & Maintenance of Water Supply & Sewerage Cell

3.	Superintending Engineer (O&M)	Execution of new works relating to Operation and Maintenance wing i.e. water supply and sewerage including the over all supervision and maintenance of the entire infrastructure of the O& M wing, in the capacity as technical in charge of the wing/ Division concerned. Monitoring of the different development related projects/ works of O&M wing.
	Corporation Engineer / Executive Engineer (O&M)  Sub-Divisional Officer (O&M)	Execution of new development works in the allotted division/ sub division including the maintenance of water supply, sewerage and storm water drains related works/ looking after the distribution of supply of water within the division under his charge.  Supervision of all O&M wing related works carried out in the sub zone.
	Junior Engineer (O&M)	Preparation of estimates including billing of all works and repair/ renovation of already laid infrastructure. Supervision of infrastructure of water supply, sewerage, storm sewer within the  beat allotted to him in the sub zone.

## HORTICULTURE

4	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.
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	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/green belts /roadside plants and plantation within the allotted division.
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### STREET LIGHT

5	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. .
	Corporation Engineer/ Executive Engineer (O&M)/(STREET LIGHT) &  Sub-Divisional Officers (O&M)/Street Light.  Junior Engineer (STREET LIGHT)	Execution of works of installation of street light points in the city including repair thereof, in the allotted Division/ sub division.  Preparation of estimates and preparing of the works bills of the contractors.  Maintenance of street light points, fountains, installed in the area under his charge. Preparation of estimates for new works/ renovation of old works including repair thereof.

### HOUSE TAX/PROPERTY TAX

6	Joint Commissioner/Assistant. Commissioner	Implementation of Government policies. Timely dispatch of the Tax bills/recovery notices. Preparation of assessment list. Bringing newly constructed rented residential/ commercial/ industrial and institutional properties in the tax net. Recovery of demand of tax.
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	<p>Superintendent Property Tax / House Tax</p>	<p>Regular monitoring of the demand and collection of the tax on lands and 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>
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### AGENDA BRANCH

7	<p>Secretary</p>  <p>Superintendent Agenda</p>	<p>To prepare agenda for the meetings of the House of Municipal Corporation, Ludhiana 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 despatch of agenda as well as its proceedings to members and Government.</p>
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### Fire Brigade

8	<p>Joint Commissioner/ Secretary</p>  <p>Assistant Divisional Fire Officer</p>  <p>F.S.O.</p>	<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 Fire fighting equipment is readily available and is in operation.</p> <p>Supervision of working of staff posted in Fire wing.</p>
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## Health Branch

9	<p>Joint Commissioner/ Secretary</p>   <p>Health Officer/ Asstt. Health Officer</p>   <p>Chief Sanitary Inspector</p>   <p>Sanitary Inspector.</p>	<p>Responsible for adequate supervision of Health, Sanitation and medical services.</p>  <p>Take measures for daily lifting of garbage from collection centres, scavenging of public streets/ roads and other lands vesting in the Municipal Corporation.</p> <p>Removal of carcasses and taking of preventive measures to check the outbreak of water borne and insanitary related diseases. Maintenance of dumping-ground.</p> <p>Implementation of provision of meat bye-laws &amp; other similar byelaws prepared under the Health chapter.</p>
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## Town Planning Branch

10	<p>Senior Town Planner Municipal Town Planner</p>          <p>Assistant Town Planner Building Inspector</p>	<p>Planning, drawing up of Town planning/ building and other development related schemes so as to check the haphazard growth. Enforcement of provisions of the PMC Act, 1976 relating to control of Building activities including the Building byelaws. Including the sanctioning of buiding plans, proceeding of change land uses cases, removal of encroachment and to redress the grivence of the public, to deal with Court Cases etc.</p>          <p>Checking of the unauthorized building activities within the city/ zone allotted especially the buildings ultimately meant for commercial/ industrial use. Issuance of statutory notices to the violators of Building control related laws/ rules and byelaws and demolition of non compoundable constructions and Other duties assigned by the Government or by the Commissioner. .</p>
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## Account Branch

11	Deputy Controller (Finance & Accounts) General  Deputy Controller (Finance & Accounts) Pension/O&M	Preparation of annual budget & finance planning. Implementation of law/ rules and Govt. instructions relating to Accounting procedure. To advance and recover the loans to employees. Deposit of surplus funds in banks and other financial institutions. Maintenance of statutory ledgers such as cash book, conciliation statement, cheque register.  To keep in safe custody the service books of the retired employees and to settle all dues of retiring employees such as payments of GPF, leave encashment, pension, family pension, fixation of pay, Timely disbursement of salary to all Municipal employees.etc. etc.
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## Establishment Branch

12	Joint Commissioner/ Assistant Commissioner 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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## Estate Office/Land Branch

13	Joint Commssioner/ Assistant Commissioner  Corporation Engineer  Superintendent Tehbazari  Naib Tehsildar/Patwari	Preparation of Immoveable property registers in accordance with the rules. To prepare plan for alienation (Sale/ Lease/ Licencing 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 Licencing rights of parking lots.  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	Joint Commissioner/ 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 Licencees
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## Police Wing

15	Joint Commissioner/ Assistant Commissioner Deputy Superintendent of Police/Inspector of Police	Incharge of the Police wing –Maintenance of law and order during encroachment removal / major demolitions of unauthorised structures. Enforce traffic related byelaws within city including challaning of violators.
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# CITIZEN CHARTER

## Law Deptt.

16	Joint Commissioner/ Assistant Commissioner  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 Ludhiana.  To render legal opinion, Vetting of written statements/ replies to be filed in the Court, vetting of agreements and monitoring of the court cases etc.
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## Birth & Death Department

17	Local Registrar  Sub Registrar	To issue Birth & Death Certificate for exercising the power of local registrar birth and death.
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## Computer Cell / I.T.wing

18	System Manager	<ol style="list-style-type: none"><li>1. To Maintenance of all computer hardware of the Municipal Corporation.</li><li>2. Maintenance of all operating system software of the Municipal Corporation.</li><li>3. Maintenance of all computer networks of the Municipal Corporation.</li><li>4. Maintenance of all client side backup of the Municipal Corporation.</li><li>5. Format preparation for any kind of data.</li><li>6. Supervising any kind of computer component replacement done by vendors.</li><li>7. To help in any kind of statistical job.</li><li>8. Assisting in all kind of designing and deployment of computer networks, hardware and software's.</li><li>9. Creation and deletion of any record from the backend of the database.</li><li>10. Helping heads of department in classifying complaints in various action taken steps.</li></ol>
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# CITIZEN CHARTER

## The powers and duties of the officers and employees

Name of the Department: Municipal Corporation, Ludhiana

Sr. No	Name of the Post	Powers and duties (In Brief)
<b>O&amp;M Cell/Civil wing</b>		
<b>1</b>	<b>Superintending Engineer(Civil) &amp; O&amp;M Cell All Executives Engineers, CIVIL and O&amp;M.</b>	<ol style="list-style-type: none"> <li>1. To prepare proposals for sanction of new projects/ development works including upgradation thereof</li> <li>2. To supervise the works executed in the Division under his charge .</li> <li>3. To issue NIT, process offers/bids &amp; seek approval of competent authority. Finalization of work bills of Contractor/suppliers.</li> </ol>
<b>2</b>	<b>All Sub Divisional Engineers CIVIL and O&amp;M</b>	To prepare estimates of the works approved by competent authority. 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.
<b>3</b>	<b>All Junior Engineers CIVIL and O&amp;M</b>	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 works executed in the Zone under his charge.
<b>Horticulture Deptt.</b>		
<b>4</b>	<b>Superintending Engineer(Civil) Executive Engineer, (Horti.)</b>	<ol style="list-style-type: none"> <li>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.</li> <li>2. To supervise the works executed in the Division under his charge .</li> <li>3. To issue NIT, process offers/bids &amp; seek approval of competent authority. Finalization of work bills of Contractors/suppliers.</li> </ol>

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<b>5</b>	<b>Sub Divisional Engineer, Horti. (Vacant)</b>	<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>
		<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.</p>
<b>6</b>	<b>Junior Engineer, M.C. (Horti.)</b>	<p>To supervise the working of staff ( Supervisors/ Mali Beldars) working under him. Watering of plants and execution of all newly sanctioned development works relating to Horticulture wing.</p> <p>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 works executed in the Zone under his charge.</p>
<b>7</b>	<b>Supervisor (Horti.)</b>	<p>Supervision of the staff ( Mali Beldar) posted in his beat. Timely watering pruning and maintenance of plants.</p>
<b>9</b>	<b>Mali / Beldar</b>	<p>To perform field duties likewise maintenance of plants, spraying of pesticides thereon, pruning of trees etc. as per the orders of Supervisor</p>

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## HOUSE TAX/PROPERTY TAX

<b>10</b>	<p><b>Joint Commissioner/ Assistant Commissioner</b></p> <p><b>Superintendent House Tax/ PTAX</b></p> <p><b>Inspector</b></p> <p><b>Bill distributor</b></p> <p><b>Tax Collector</b></p>	<p>Over all Incharge of the House Tax/ Property Tax Branch.</p> <p>To implement the provisions of the Act, rules and byelaws relating to Tax on Lands and Buildings. Implement the Govt. Policies.</p> <p>Monitoring of the billing work.</p> <p>To distribute the House Tax bill.</p> <p>To collect the recovery in connection with House Tax/Property Tax Branch.</p>
<b>11</b>	<b>Secretary</b>	<p>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 &amp; Contract Committee are duly implemented.</p>

## Fire Brigade

<b>12</b>	<p><b>Joint Commissioner/ Secretary</b></p> <p>Assistant Divisional Fire Officer Sub-Divisional Fire Officer leading Firemen Firemen</p>	<p>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 &amp; accident</p>
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<b>Health Branch</b>		
	Joint Commissioner/Secretary Health Officer Assitt. Health Officer  All the Dispensaries. Pharmacists  Chief Sanitary Inspector (Vacant)  Sanitary Inspector  Superintendent Health	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  To Supervise the working of different Dispensaries of Municipal Corporation, Ludhiana.  To issue challan against the defaulters and to supervise the work of sweepers in their respective area  To supervise the work of sweepers in their respective area  To supervise the establishment work of Health Branch
<b>Street Light</b>		
	Superintending Engineer(O&M) Executive Engineer (O&M)  Sub Divisional Officer  Junior Engineer	1. To send proposals for sanction of electrical work within city .  2. To supervise the works under execution. 3.To prepare estimates , tenders get approval etc. & execution of works as assigned
	Patroller Electrician Helper	Maintenance and repair of street lights within the Municipal limits.

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<b>Account Branch</b>		
	<p>Deputy Controller (Finance &amp; Accounts)</p> <p>Deputy Controller (Finance &amp; Accounts) O&amp;M/Pension</p> <p>Accountant</p>	<p>To deal with budget &amp; planning, loan &amp; advances, all account matter, maintenance of cash book, register, receipts &amp; service books of the employees.</p> <p>To deal with the retired /pensioner benefits of the retirees, like GPF, leave encashment, pension, family pension, fixation of pay, release of funds, annual increment, disbursement of salary etc. etc.</p> <p>To assist in the work of DC(FA) in all account matters related with Municipal Corporation, Ludhiana</p>
<b>SJSRY/NULM</b>		
	<p>Joint Commissioner/ Asstt. Commissioner APO</p>	<p>To supervise &amp; implement the Policies of the Govt. of India for upliftment of persons below the Poverty line.</p>
<b>Establishment Branch</b>		
	<p>Joint Commissioner/ Asstt. Commissioner</p> <p>Superintendent Establishment (General)</p> <p>Complaint and Inquiry Cell</p>	<p>Incharge of Establishment Branch to deal with the service matters of the employees working in Municipal Corporation, Ludhiana Incharge of Establishment Branch to deal with the service matters of the employees working in Municipal Corporation, Ludhiana proficiency step-up / Medical reimbursement etc .</p> <p>To deal with the all establishment matters with the guidance of Assistant Commissioner, circulate the office orders passed by the Administration from time to time concerning with establishment matters. To deal with all the Departmental enquiries, Show Cause notices &amp; other duties assigned to him by the her authority</p> <p>To deal with all the complaints received on the Toll Free Number 180018000172 &amp; 0181-2242411 installed in the office of Municipal Corporation, Ludhiana.</p>

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	Sr. Assistant/ Clerical Staff	To assist the Superintendent Establishment in the matter of Establishment work.
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### Land Branch

	Joint Commissioner/ Asstt. Commissioner/Estate Officer	Over-all Incharge Land matters .
	Naib Tehsildar / Patwari	To deal with the Municipal Properties
	S.E ( Civil)	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 , Ludhiana .**

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)
<b>Civil Engineering Branch</b>				
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 up to Rs 1,00,000-----  F& CC and House – If expenditure is above Rs 1,00,000 only

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<b>Operation &amp; Maintenance Cell</b>				
1. Superintending Engineer	Water & Sewer System	Executive Engineer / Sub Divisional Officer (O & M )	Sub-Divisional Officer Executive Engineer Superintending Engineer	House and Finance and Contract Committee or the Commissioner (as per pecuniary limits)
2. Executive Engineer (O & M)	Preparation of estimates relates with the water & sewer works (O & M )	Junior Engineer	Sub-Divisional Officer Executive Engineer Superintending Engineer	Commissioner Expenditure up to Rs 1,00,000  F& CC and House – If expenditure is above Rs 1,00,000 only
<b>Health Section</b>				
JC/ Secretary/ HO/ Asstt. Health Officer	All matters touching the Health (Sanitation and Medical) matters.	A.H.O.	A.H.O. Asstt. Commissioner Commissioner	<b>Commissioner</b> Expenditure up to Rs 25,000/--  <b>F&amp; CC and House</b> – If expenditure is above Rs 25,000/- only
<b>House Tax/ Property Tax Branch</b>				
JC/ Assistant Commissioner/ Superintendent , House Tax./Ptax Deptt.	To comply with the Govt. policies / order / byelaws & directions issued from time to time	Inspector	Superintendent Asstt. Commissioner Commissioner	Assistant Commissioner as delegated authority of Commissioner. Joint Commissiooenr as delegated authority of Commissioner to chair House Tax Sub Committee.
<b>Agenda Branch</b>				
Secretary	To prepare agenda and record minutes of meetings of House and its committees	Assistant	Secretary	Commissioner / Mayor / Govt.

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<b>Fire Brigade</b>				
JC/ Secretary ADFO	To attend to all fire calls .	Sub Fire Officer Leading Firemen Firemen	Assistant Divisional Fire Officer & Secretary.	Commissioner expenditure upto Rs. 25,000/- F&CC or House if expenditure is above Rs. 25,000/-
<b>Street Light</b>				
Superintending Engineer(Civil)/ Executive Engineer, Street Light	Maintennance of Street Light points & new installation of Street Light points.	Executiv e Engineer	Sub Divisional Officer (SDO) Junior Engineer (JE)	Supdt. / Engineer Commissioner
<b>Account Branch</b>				
Deputy Controller (F&A) Commissioner	Account Branch	Clerk	Sr. Assistant/ Accountant/DCFA	
<b>Pension &amp; Provident Fund</b>				
JC/Asstt. Commissioner Deputy Controller(F&A)	Pension & Provident Fund Wing	Clerk	Sr. Assistant Accountant / DC (F & A)	Asstt.Commissioner / Commissioner
<b>SJSRY</b>				
JC/ Assistant Commissioner/ APO	Sanctioning of funds under various components of Govt. Schemes	Project officer	Assistant project Officer	Assistant Commissioner/ Commissioner



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<b>Establishment Branch</b>				
JC/ Assistant Commissioner/ Superintendent.	To handle and settle with all matters relating to the establishment of MCL	Clerk / Sr. Assistant	Superintendent / Asstt. Commissioner	Commissioner
<b>Estate Branch</b>				
JC/Asstt. Commissioner/ Estate officer/Land Superintendent	Alienation of Municipal properties including the grant of lease/ licensing rights thereof	Naib Tehsildar	Secretary	Commissioner Committee constituted by the 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 )
<b>Civil Branch</b>		
	Construction of Roads / Streets within the jurisdiction of MC Ludhiana	As per the terms & conditions of the work order / agreement
<b>Horticulture Branch</b>		
	Development of parks / green belts/road sides / plantation & maintenance of above mentioned sites	As per the terms & condition of the work order / agreement
<b>House Tax/ Property Tax Branch</b>		
	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

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<b>Agenda Branch</b>		
	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, No norms fixed.
<b>Fire Brigade</b>		
	Fire Rescue /Fire Fighting	Immediately without any loss of time
<b>Health Officer</b>		
	Sanitation Work	As per Rules & Bye-laws.
<b>Street Light</b>		
	Execution of maintenance of street lights & electrical work	Fourty eight hours after the registration of the complaint.
<b>Pension &amp; Provident Fund</b>		
	Considering and deciding the cases of grant of pension / Final payment of GP Funds of the retirees / expired employees	<ol style="list-style-type: none"> <li>1. The pension cases of the retired employees are considered six months prior to retirement.</li> <li>2. In death cases, the process is initiated immediately.</li> </ol>
<b>Account Branch</b>		
	To deal with the account matter	As prescribed in the Punjab Municipal Account Code, 1930
<b>SJSRY/NULM</b>		
	Accordinging approvals, sanctions release of subsidy etc. under various components	Norms- not fixed- Fresh receipt / request for release of funds / grant /subsidy to be finanlized within 5-7 days More time is taken if it requires pre audit .

## CITIZEN CHARTER

Establishment Branch		
	To deal with the service conditions related matter of all employees	No Norms fixed.

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 , Ludhiana**

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	PMC 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/or der issued from time to time by the Local Govt.

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Health Branch					
<b>4</b>	Punjab Municipal Corporation Act 1976	<p>1. Govt. Empl.conduct Rules , 1966/ Model Rules which has been adopted by the MCLudhiana</p> <p>2. Bye-laws for the regulation &amp; control of stables and Cow Houses in JALAH DAR</p> <p>3. Byelaws for the registration &amp; control of Dog in Ludhiana</p> <p>4. Byelaws for the control and regulation of Burial and burning at Ludhiana</p> <p>5. Byelaws for the</p>		-	-

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		<p>Inspection &amp; control of Bakeries at Ludhiana</p> <p>6. Byelaws for the regulation of Import and Sale of fish and licensing of premises therefore in Ludhiana</p> <p>7. Byelaws for the regulation of piggery at Ludhiana.</p> <p>8. Byelaws for the regulation &amp; control of sale of ice and aerated water in Ludhiana.</p> <p>9. Byelaws for the regulation &amp; Control of Ice factories in Ludhiana</p> <p>-</p> <p>11. Sanitation &amp; 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>			
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<b>HOUSE Tax/Property Tax Branch-</b>					
<b>5</b>	The PMC Act, 1976 as extended to the Punjab Municipal Corporatio n Act, 1976	Tax on Commercial , Industrial & Institutional lands&buildings Byelaws	--	As issued by the Local Govt Deptt. from time to time	---

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## Agenda Branch

<b>6</b>	The Punjab Municipal Corporation Act, 1976	Business Bye-Laws.		As issued by the Local Govt. Deptt from time to time	-----
<b>Fire Brigade</b>					
<b>7</b>	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				
<b>8</b>	P.M.C Act, 1976	<p>1. Govt. Empl.conduct Rules , 1966/ Model Rules which has been adopted by the MCLudhiana</p> <p>2. Bye-laws for the regulation &amp; control of stables and Cow Houses in Ludhiana</p> <p>3. Byelaws for the registration &amp; control of Dog in Ludhiana</p> <p>4. Byelaws for the control and regulation of Burial and burning at Ludhiana</p> <p>5. Byelaws for the Inspection &amp; control of Bakeries at Ludhiana</p> <p>6. Byelaws for the regulation of Import and Sale of fish and licensing of premises therefore in Ludhiana</p> <p>7. Byelaws for the regulation of piggery at Ludhiana.</p> <p>8. Byelaws for the</p>	Municipal Account Code 1930	



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		<p>regulation &amp; control of sale of ice and aerated water in Ludhiana.</p> <p>9. Byelaws for the regulation &amp; Control of Ice factories in Ludhiana</p> <p>11. Sanitation &amp; Public Health Byelaws 2003.</p> <p>12. Ban on manufacturing of usage of polythene Bags and containers, Byelaws 2002</p>			
<b>Street Light Branch</b>					
	The Punjab Municipal Corporation Act, 1976	<p>1. Agreements made with the PSEB for maintenance of Street Lights.</p> <p>2. Agreement made with the Contractors for maintenance of Street Light.</p>			
<b>Pension &amp; Provident Fund Branch</b>					
	PMC Act-1976	The Punjab Civil Services Rules. Punjab Municipal Account Code-1930. Punjab Municipal Employee Pension Rules-1994.	Relevant to Punjab 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.

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<b>Account Branch</b>					
	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.

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<b>SJSRY/NULM</b>					
	SWARAN JYANTI SHAHARI ROZGAR (SJSRY) Guidelines from Govt. of India	SJSRY Guidelines	-	-	-
<b>Establishment Branch</b>					
	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	-

## CITIZEN CHARTER

Land Branch					
		<p>Punjab capital (Development &amp; Regulation Building Rules 1952) &amp; Bye- laws.</p> <p>Ludhiana Municipal Corporation Building Bye-laws-1997.</p>	Nil	As issued by the Local Govt. Pb. from time to time	
	Public Premises (Eviction of un-authorized occupants ) Act , 1971	-	-	-	<p>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</p> <p>M.C. files applications under this Act before the prescribed authority for adjudication</p>

## CITIZEN CHARTER

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

Sr. No	Category of Documents
<b>Civil Engineering</b>	
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 works and general vouchers
5	Tender Register.
6	Enlistment of Contractors Register.
7	Roads History Register
8	Stock Register of Material.
9	Main / Sub cash books
10	Agreement of allotment of works
11	Service books of employees MB`s, Ledgers
12	Secuirty Deposit Register.
<b>Horticulture Wing</b>	
1	Estimates
2	Agreements
3	Cash Books
4	Service record of the Employees
<b>O&amp;M Cell</b>	
1	Tenders
2	Accounts

## CITIZEN CHARTER

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	Agreements executed by the contractors agencies
10	Maintenance of Works Register.
11	Works History Register
<b>Agenda Branch</b>	
1	Agenda /Minutes of the meetings of General House of the Corp.
2	Agenda/Minutes of the Finance / Contract Committee
<b>Fire Brigade</b>	
1	Fire Stations I)N.D.C.,ii) Punjab Fire Prevention & Safety Act 1986 iii) National Building Code
<b>Street Light</b>	
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 cash book
6	Agreement of allotment of works
7	Service books of employees MB`s

## CITIZEN CHARTER

<b>Account Branch</b>	
1	Cash books , Classified Abstracts, Budget Document, Service Books, Cheque Books , Vouchers etc. etc.
<b>SJSRY</b>	
1	List of House-to-House Survey conducted for identification of BPL families in Rehabilitation and Slum Abadies /unauthorized colonies
2	SJSRY – Guidelines & Policies of Govt. of India.
<b>Pension and Provident Fund</b>	
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 / Despatch Register etc.
<b>Establishment Branch</b>	
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.
<b>Estate Branch</b>	
1	Municipal Property Register
2	Allotment file of each plot / built up shops are maintained separately
3	Payment Ledger Accounts are also being introduced

## CITIZEN CHARTER

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

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