

# Tirunelveli Corporation

(<https://www.tnurbantree.tn.gov.in/tirunelveli/>)

## Citizen Charter

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#### AIMS OF THE CHARTER

- To render expeditious and quality service
- Fixing time schedule for rendering Civic Services
- To Improve the transparency and efficiency of administration

#### STIPULATING TIME LIMITS FOR PROMPT DISCHARGE OF DUTIES

##### 1. A) HOUSESERVICE CONNECTION

Issue of Application	At the Information counter whenever demanded on payment of Application cost Rs.100/-
Receipt of application	Immediately at the Information counter
Intimation to remit the estimated connection charges	15 days
Sanction Order for house service connection and execution of work	30 days
Drinking water supply through lorry	within 24 hours
Repairs to House service Connection	3 Days
Leakage or Repair in Main Pumping	Within 2 Days
Complaints about pollution of drinking water	5 days
Repair to Public Tap	2 Days
Replacement of Defective Water supply meters	15 Days

##### 1. RECTIFICATION OF DEFECTS

<b>Repair or Block in Main Drainage Pipe</b>	<b>3 Days</b>
<b>Repair in the Huge Drain's Connection of Darinage</b>	<b>3 Days`</b>
<b>Septic Tank Cleaning</b>	<b>3 Days</b>

#### **1. MAINTANANACE OF ROADS AND PAVEMENTS**

<b>Replacements of manhole covers</b>	<b>3Days</b>
<b>Decision on application of Road cutting</b>	<b>7 Days</b>

#### **D.STREET LIGHTS**

<b>Replacing or Repairing Bulbs/Tube inthe main Roads</b>	<b>2 Days</b>
<b>In the interior Street</b>	<b>2 Days</b>

#### **E.LICENCE UNDER PUBLIC HEALTH ACT**

<b>Issue of application and Receipt of application with fees then&amp;there</b>	<b>Information Centre</b>
<b>Issue of Licence</b>	<b>30 DAYS</b>
<b>Issue of Renuel Applications and Receipt of Applications with Fees</b>	<b>information Centre</b>

#### **F.PUBLIC HEALTH**

<b>Complaints on Cleaning of Public Places and roads</b>	<b>2 Days</b>
<b>Complaints about non clearence of rubbish from dust bins</b>	<b>1 Day</b>
<b>Information about cholera and other Communicable diseases</b>	<b>with in 24 days</b>
<b>Issue of Birth &amp; Death Certificates</b>	<b>7 Days</b>

#### **F.BUILDING LICENSE**

<b>Issue of applications and Receipt of Fees then&amp;there</b>	<b>Information Centre</b>
<b>Acknowledgement for Receipt of application</b>	<b>Information Centre</b>
<b>Issue of Building License</b>	<b>30 days</b>

**1. PROPERTY TAX**

<b>To gather Particulars regarding assesment</b>	<b>In the Information Centre</b>
<b>Receipt of application for inclusion in the monthly list of assesment</b>	<b>In the Information Centre</b>
<b>Orders of Levying Tax</b>	<b>within 30 days</b>