



COMPASSIONATE CITIZENSHIP PROGRAM

LECTURE ON

Public Services- Mahabubnagar

Framework Provided By Team COVA

Pilot Project By

COVA
Peace Network

In Collaboration With SCERT (Telangana State)

Public Services

Types Of Public Services



Public Services

Citizens' Charters

Services - Time Frames - Modes For Complaints

- Government of India has proposed Services Guarantee Act in 2013
- To ensure delivery of Services by all government departments within specific time frames
- Failing which the concerned officers are to be penalized
- Consequently, some State Governments have formulated Citizen's Charters binding them to prompt and efficient delivery of services.
- Most Departments of the Central and State Governments like Municipalities, Water Works,
- Electricity Boards, Police, Passport, Postal Services, and many others have framed Citizens
- Charters to list all the services provided by them and the Time Frames for providing these Services

Public Services

Mahabubnagar Municipality

S.No	Name of the Municipal Service	Document required	Time line	Officers involved in this process	Approved by	Online Link
1.	Property Tax- Property Tax Assessment holiday	Registered Document/ Court Decree/Affidavit Building Permission Number	Instant	Online	—	https://cdma.cgg.gov.in/CDMA PT/Self Assessment/Self Assessment
2.	Vacancy Permission	Assessment Copp/proof of vacancy	15 days	Online	Municipal Commissioner	https://cdma.Cgg.gov.in/CDMA PT/Vacancancy Remission/Index
3.	Revision	Application with Assessment Number details	15 days	Online	Municipal Commissioner	https://cdma.cgg.g.gov.in/CDMA PT/Revision Petition/MobileNo
4.	Appeal	Application with Review Petition orders	15 days	Online	Regional Director concerned	—

Public Services

Mahabubnagar Municipality

5.	Certified of Assessment Registered	Free download of assessment details			–	–
6.	Vacant Land Assessment	Registered Document/ Court Decree/Affidavit	Instant	Online	–	https://cdma.telanganagov.in/VacantLand
7.	Water Tap Connection	Application	14 days	Online	Mission Baghirata	https://cdma.cgg.gov.in/cdma_wt/watertap/NewWaterTapConnection
8.	Trade License	Application with self-certification	Instant	Online	–	https://cdma.cgg.gov.in/cdma_trade New Trade/Save New Trade
9.	Trade Renewal	Application with self-certification	Instant	Online	–	https://cdma.cgg.gov.in/CDMA_PG/TLMENU

Public Services

Mahabubnagar Municipality

10.	Mutation	On registration application get auto traffic from Registration Department to Municipality and males auto transfer instantly				Automatic Online
11.	Certified of Building permission	Instant developed from	Instant	Authorized person	-	https://dpms.dtop.telangana.gov.in
12.	Land use certificate as per master plan	Application	7 days	Online	Municipal Commissioner	-
13.	Birth Certificate	Application	Instant	Online	Municipal Commissioner	Through Mee Seva Centres
14.	Child name inclusion in birth Certificate	Application	7 days	Online	Municipal Commissioner	Through Mee Seva Centres
15.	Name of correction in birth Certificate	Application Self declaration	7 days	Online	Municipal Commissioner	Through Mee Seva Centres
16.	Non-availability of Birth Certificate	Application Self declaration	7 days	Online	Municipal Commissioner	Through Mee Seva Centres

Public Services

Mahabubnagar Municipality

17.	Death Certificate	Application with documents prescribed	7 days	Online	Municipal Commissioner	Through Mee Seva Centres
18.	Name correction in Death Certificate	Application Self declaration	7 days	Online	Municipal Commissioner	Through Mee Seva Centres
19.	Non-availability of Death Certificate	Application Self declaration	7 days	Online	Municipal Commissioner	Through Mee Seva Centres
20.	Sanitary Certificate Educational Institutions	Registration and recognised Certificate from school educational department Application	7 days	Authorized person	Municipal Commissioner	—
21.	Any other services as prescribed by the Government					

Public Services Electricity Department

SERVICE REQUIRED	TIM
Normal Fuse-off Cities and Towns Rural Areas	4 Hours 12 Hours
Overhead Line/Cable breakdowns Cities and Towns Rural Areas	6 Hours 12 Hours
Underground Cable breakdowns Cities and Towns Rural Areas	12 Hours 48 Hours
Distribution Transformer failure Cities and Towns Rural Areas	24 Hours 48 Hours
Period of Scheduled Outages Maximum duration in a single stretch Restoration of supply	Not to exceed 12 Hours By not later than 6:00 PM
Voltage Fluctuations No expansion/enhancement of network involved Up-gradation of distribution system required Erection of Sub-station	10 Days 120 Days Within the time Period as approved By the Commission

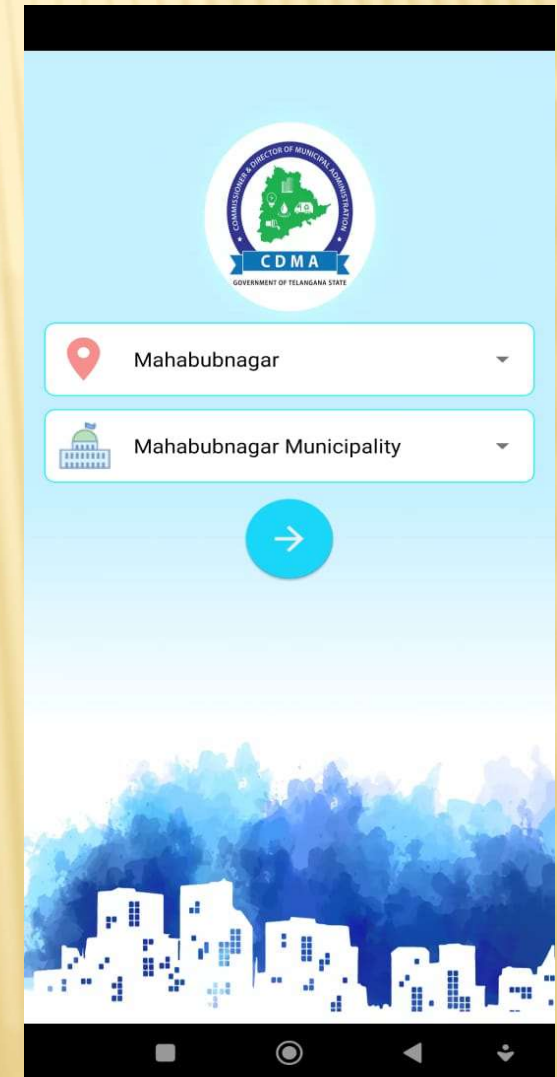
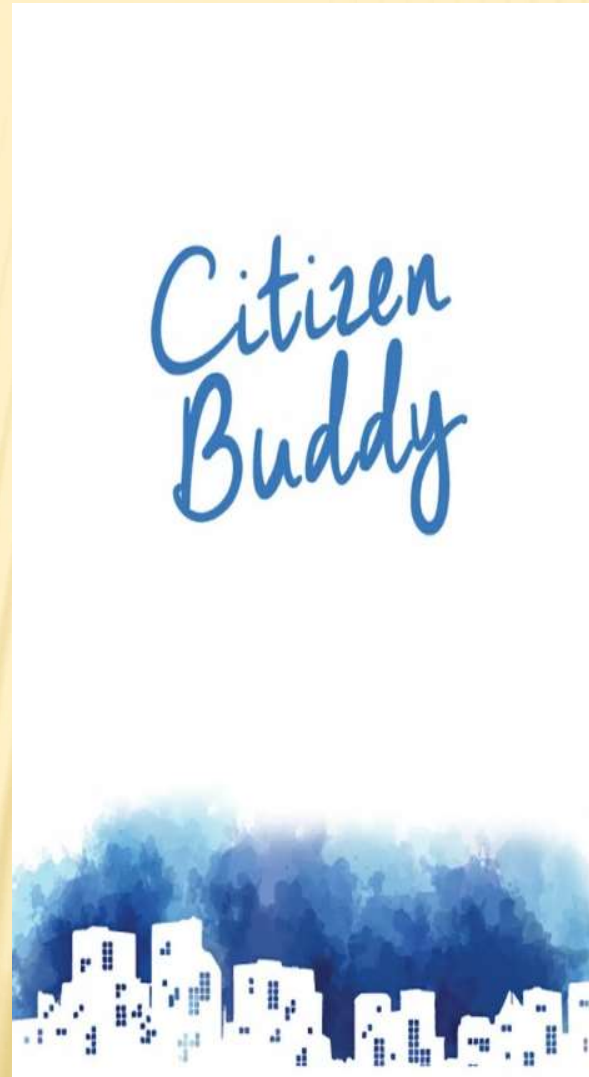
Meter Complaints Inspection and replacement of slow, Fast/creeping, Struck up meters	Within 7 Days in Towns and Cities and within 15 days in rural areas and Replacement Within 15 days there after
Replacement of burnt meter If cause attributable to licensee Replacement of burnt meter If cause attributable to consumer	7 Days Within 7 Days of receiving payments from Consumer
Application of New Connection/additional load Connection feasible from existing Network Release of supply	Within 30 Days of Receipt of application

Public Services Electricity Department

Network expansion/enhancement required to release supply Release of Supply-Low tension Release of Supply-High tension 11kv Release of Supply-High tension 33kv Release of Supply-Extra High tension Erection of Su-station required For release of supply	30 Days 60 Days 90 Days 180 Days With the time period by the commissioner
Transfer of ownership and conversion of services Title transfer of ownership Change of Category Conversion from LT Single phase to 3-phase from & Vice-versa Conversation from LT to HT & Cice-verse	7 Days 7 Days 30 Days 60 Days
Resolution of Complaints on consumer's bill If additional information is required If no additional information required	7 Days 24 Hours

Reconnection of supply following charges Due to non-payments of bills Cities and Towns Rural Areas	4 Hours 12 Hours
*on receipt of prescribed charges **with necessary documents and prescribe fee, if any ***On production of proof of payment by consumer	
Reconnection of supply following charges Due to non-payments of bills Cities and Towns Rural Areas	4 Hours 12 Hours

Public Services Government services Applications



Public Services

Project Works

Possible Issues- Subjects for interviews - Questions

Subjects for Interviews: community members in slums, colonies and neighborhoods, resident welfare associations, businessmen, shop keepers and students, Officers, Elected Representatives

Issue: Citizens Charters and Services Offered

Subjects for Interviews: Citizens, Students, Teachers

Possible Questions:

Have they heard about Citizens Charters

Number of services they can list that are offered

By the Municipal Corporation / Municipality

Are they satisfied by the services being provided by Municipality, Water works and electricity departments

Issue: Knowledge of Modes for Accessing Services

Have you heard about Call Centers and App of Municipal Services

Have they used the App or called the Helpline Number

Was their complaint solved



Public Services

Project Works

Possible Issues- Subjects for interviews – Questions

Issue: Garbage Lifting

Subjects for Interviews: Citizens, Garbage Lifters, Officials

Possible Questions: Is the garbage in their locality lifted regularly

Do they make complaints. How

Is the problem solved

Do they approach Ward Member or Corporator with complaints

What is the result

Issue: Responsibility of Officers and Elected Representatives

Subjects for Interviews: Municipal Officers at different levels and Corporators and Ward Committee Members

Possible Questions: Why is so much garbage lying on streets

How do you follow up the complaints received

Is any action against workers / officers who do not work properly

Start thinking of Issue you will select, Subjects you will interview, Questions you will ask and one action you will take to address the Problem.

Experts will help you with your Project Work.

Time to Act

Think of one thing you can and will do to spread awareness among people about Public Services and how to access them successfully

Thank You