

QUEPEM MUNICIPAL COUNCIL

QUEPEM- GOA

CITIZEN CHARTER



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Category “B” class....

Population _____(as per 1991 census)

Area _____ sq. kms

CITIZENS CHARTER

INTRODUCTION

The Municipality during the Erstwhile Portuguese regime was known as “Camara de Quepem” . The Municipality became constitutional bodies after the 74th amendment in constitution of India. These institutes are dealing with day to day work of Citizen from the Birth till Death a Citizen required assistance of this institution.

The following information will enlighten the citizen as to one has to approach the office of the Municipality in order to get the work done.

The Municipalities deal with the following important official procedures pertaining to the public. How to deal with each work is given in detail in a separate section.

- A- Construction Licence
- B- Occupancy Certificate
- C- NOC for Water/ Electric Connection.
- D- House / Property tax Transfer
- E- Income Certificate
- F- Trade Licence
- G- Advertisement Permission
- H- TAXES----a) House tax
- I- Certificate of Birth/Death
- J- Permission for repair of house
- K- Information under Right to Information
- L- Permission to use Municipal Premises/ Garden square/Hearse Van

CONSTRUCTION LICENCE

a) New BUILDING/house/Bungalow

1) I want a permission for the construction of a new building, what are the formalities, I am required to do ?

Ans: You are required to make an application addressed to the Chief Officer of Quepem Municipal Council along with the following documents:-

- 1) Town Planning NOC.
- 2) Plan and site plan in triplicate.
- 3) Schedule II (New) and questionere in triplicate.
- 4) Survey Plan
- 5) Conversion Sanad.
- 6) NOC from electricity Department, Health Department and Water Supply Department.
- 7) RCC design and drawing.
- 8) Liability Certificate
- 9) Ownership Documents.

2) After making the above application how much time is required to obtain permission?

Ans:-. After receiving the above application site will be inspected by Municipal Engineer & thereafter you will be directed to deposit construction licence fees. Once you deposit the fees within 3(three) days you will get construction licence .

3) Whether there is any time limit prescribed?

Ans:- Yes Maximum 60 days time limit is fixed if all the documents are in order.

4) How much time this permission is valid?

Ans: Initially this permission is valid for one year, however the same can be renewed further on justification of delay for a similar period.

5) What I have to do for renewal of my construction licence?

Ans: You are required to file a simple application explaining the facts and circumstances in which you could not complete the proposed building alongwith original construction licence before expiry of prescribed limit.

6) How much time will it take to get renewal of the licence?

Ans: After receiving the above application site will be inspected by Municipal Engineer & thereafter you will be directed to deposit renewal fees. Once you deposit the fees within 7(seven) days you will get construction licence renewed.

7) Whether there are any renewal charges?

Ans: Yes, you are required to pay the fees as prescribed for renewal by the Council from time to time.

b) RE-CONSTRUCTION OF BUILDING

All the formalities as mentioned in para (1) above except that you are not required to produce conversion sanad and ownership documents, instead you are required to produce house tax receipt

c) PERMISSION FOR MINOR – REPAIR

8) I want to do Minor Repair to my house like- Plastering, Flooring, Roofing, etc. Whether I required to take permission?

Ans: Yes.

9) What are the formalities I required to do so?

Ans: You are required to file a simple application along with house tax receipt , sketch indicating the proposed repairs, NOC from owner by way of affidavit if applicant is not a owner.

10) How much time is required to get the above permission?

Ans: After receiving your application the Municipal Engineer will inspect the premises within 3(three) days and if he satisfied that the minor repair as mentioned is required to be done permission will be given within 7 days.

11) If my son/daughter want to obtain the loan for the repair of house, whether the permission can be issued in his/ her name?

Ans: Yes, same can be given provided he/she attach the NOC by way of affidavit from the owner of the house that he/she has authorized by him for said repairs and he is not having any objection. The son/daughter shall also give undertaking to the council that on the basis of the said permission he/she will not claim ownership right on the said property.

12) In case I could not get construction licence in the prescribed time, whether I can assume that the licence is deemed to be granted?

Ans: Yes, it will be presumed that permission is deemed to be granted subject to all the relevant documents and plans being in order.

B= OCCUPANCY CERTIFICATE

13) After construction of house I want to obtain occupancy certificate what I have to do ?

Ans: For occupancy certificate you have to apply to the Chief Officer of the council in a simple application after completion of building in all respect as per the building plan.

14) How much time is required to obtain the occupancy certificate?

Ans: After the premises are inspected by the Municipal Engineer and being satisfied about fulfillment of condition governing the licence, the party will be asked for payment of occupancy fees, house tax, infrastructure tax(in case the area of building is more than 100 m²) and sase. After payment of all the fees the occupancy certificate will be issued within 15 days.

15) Whether there is a time limit prescribed to issue occupancy certificate?

Ans: yes 30 days.

16) In case I made some changes in the plan during the construction , whether I can get occupancy certificate?

Ans: In case of change in plan of building, you are required to submit revised plan approved by TCP. In case the revised plan is found fit technically you will get occupancy certificate.

17) If I could not get occupancy certificate within the prescribed time whether the occupancy is deemed to be granted?

Ans: Yes. But you have to deposit all the necessary charges.

C – NOC FOR WATER & ELECTRICITY CONNECTION..... 15 DAYS

18) I want the N O C for water/electricity connection what I have to do?

Ans: you are required to apply in the prescribed form(Annexure-) alongwith the following documents.

- 1) House tax receipt for the current year.
- 2) NOC of owner of the premises or from legal heirs if the owner is dead or premises or house is not on applicant name.
- 3) Death certificate of owner if required.
- 4) Undertaking in way of affidavit from applicant if required.

The party should produce the attested copies of all documents attested by competent authority.

D - MUTATION/TRANSFER OF HOUSE/PROPERTY TAX. 15 DAYS

19) I acquired a right in some property and want to include my name in the house tax register what I have to do?

Ans: You are required to make an application in prescribed form(see Annexure) along with the following documents.

- 1) In case of Society is formed the party has to produce true copy of the Share certificate and NOC from the Society.
- 2) Party has to produce true copy of the Deed of Sale or of the Agreement for and NOC from the Builder/Owner.
- 3) Party has to produce succession Deed, Gift Deed in case house is an

The following are the Plinth area rates:

1. Office Building /Commercial Building.....Rs. 11,000/- per sq.mt.
2. Bungalow/Residential Building.....Rs.9,500/- Per sq.mts.
3. Load bearing structure.....Rs.7000/- Per sq.mts.
4. Compound wall.....Rs.2000/- Per sq.mts.
5. License fees for well.....Rs.2000/- per sq.mts.
6. License fees for swimming pool.....Rs.10,000/-

Revised Licence fees for :

- a) Repair/ Internal charges of residential house..Rs. 150/- per sq. mts.
- b) Repair/Internal Charges of commercial house Rs. 500/- per sq.mts.
- c) Change of useRs.1000/-per sq.mt.

The above rates have been fixed by taking into consideration the plinth area rates 2009 circulated by PWD Panaji-Goa. Vide O.M. No.85/1/97/SSW-PWD/83 dated 5/5/2009. The revised rates as such comes into effect from 5/5/2009. It was further decided that usual practice of calculating 1% of the plinth area at the time of issue of occupancy certificate to be stopped hence forth and Rs.1000/- to be charged as Occupancy certificate fee per unit i.e. for Bungalow/house/flat/shop/garage and other constructions.

The following are the fees:

1) For issue of Construction License

- a) Plan approval fee
 - i) For residential house/Residential Bungalow=1.5% of cost of Construction.
 - ii) For residential / Commercial Building = 2% of cost of Construction.
- b) Septic Tank fee = Rs. 500/-
- c) Inspection Fees = Rs. 500/-

2) For Renewal of Construction License

- a) If Licensee applied before validity of Construction License = 1 % of cost of Construction x 50%.
- b) If Licensee applied after validity of Construction license = 1 % of cost of Construction x 100%.

3) For issue of Occupancy Certificate

- a) Occupancy Fee
 - i) For residential house/ Residential Bungalow..... Rs. 5,000/-
 - ii) For residential flat each..... Rs. 5,000/-
 - iii) Commercial..... Rs. 7,000/-.
- b) Inspection Fee = Rs. 500/-
- c) Water Connection = 1) Rs. 200/- (Residential).
2) Rs. 500/- (Commercial).
- d) Power Connection = 1) Rs. 200/- (Residential).
2) Rs. 500/- (Commercial).

4) Issue of Repair permission fees

- a) Permission Fees (Minor Repair) ----- Rs. 2,000/-
- b) Inspection fee – Rs. 500/-

5) Assessment of House Tax

- a) Residential House of Mangalore Tiles roofing-- Rs. 5/- per sq. mt.
- b) Residential House RCC framed----- Rs. 8/- per sq. mt.
- c) Commercial shop/office----- Rs.40 /- per sq. mt.

E - INCOME CERTIFICATE...5 DAYS

20) I want a certificate of income what have I to do?

Ans: You have to apply in prescribed form (see annexure) along with an Affidavit, copy of Ration Card, Proof of residence(domicile),latest house tax receipt, Proof of Income(In case of Government servant to attach a salary certificate) and (In case of income tax payers to attach Income tax Returns) or Form No.16.

The Chief Officer after conducting the local inquiry will issue the Income Certificate within 5 days.

F- TRADE AND OCCUPATION LICENCE.....60 DAYS

21) I want to start some trade to obtain licence what have I to do?

Ans: You have to apply in prescribed form (See annexure) along with the following documents.

- a) Ownership documents such as Deed of Sale/Sale Agreement/Possession letter issued by the Builder, or
- b) NOC from the owner of premises of shop/House, Lease Agreement duly signed before the Notary or any other competent Authorities i.e. in case the Applicant is other than Owner.
- c) Copy of the Partnership Deed (attested copy) if the business conducted is partnership firm.
- d) NOC from Health Officer.
- e) NOC from Fire and Emergency Services.
- f) Copy of the Occupancy Certificate of the premises/up to date tax paid details.
- g) Copy of the location plan marking the location of shop

On receiving the application, the Municipal Engineer of the council will inspect the premises and submit the report of feasibility or otherwise of trade. Thereafter the application will be decided by the Chief Officer within 15 day.

22) What have I to do to renew my trade licence?

Ans: Apply for renewal on plain paper addressing to the Chief Officer before expiry of the respective licence duly enclosing the original licence along with previous years receipt, renewal copys of the permission issued by the Food & Drug Authorities ,NOC from Fire & Emergency Services, up to date house tax paid receipt, therefore the payment will be accepted and receipt will be issued and the original licence will be returned duly renewed.

G – ADVERTISEMENT PERMISSION.....15 DAYS

23) I want put my Board/ Hoarding for advertisement of my business what I have to do?

Ans: You have to apply in prescribed form (See Annexure) along with the following documents

- a) NOC from owner of the land if the applicant is other than the owner.
- b) Location/Site plan
- c) Copy of trade licence issued by Quepem Municipal Council whenever necessary.
- d) NOC from collector office if it is hoarding or site is on road side.

The Chief Officer on receiving your application along with the above documents call the report of field staff after receiving the above report the licence/permission is issued for a period of one year, thereafter permission/licence has to be renewed every year in the month of April.

24) I want to pay tax of my house/Establishment Advertisement what I have to do?

Ans: You are required to contact Taxation Section Clerk along with previous year receipt who after verifying the tax register will collect the tax from you on the same day.

H - CERTIFICATE OF DEATH/ BIRTH

25) I want to register the birth of my child what I have to do?

Ans: You have to apply in prescribed form (see Annexure) along with proof of birth(In case application is made within 20 days only certificate of hospital or Doctor is sufficient)

In case the Birth/Death is registered after 1 month of its occurrence following documents are required to be attached.

- a) Birth/Death order from concerned Taluka BDO
- b) Fees of Rs. 10/- is payable as registration fee in such case.

In case the Birth/Death is registered after 1 year the following documents are required to be attached.

- a) Birth/Death order from the Hon'ble Court.
- b) The applicant has to pay Rs. 15/- as fees
- c) The certificate will be issue within 4 days after the registration.
- d) Naming of the child shall be by the parents or any other person authorized by the parents of the child

Regarding correction/cancellation of birth and death entry section 15 of the registration of births and deaths Act 1969 is applicable.

Obtaining Negative Certificate of Birth/Death you have to apply in the prescribed form along with the following documents

- a) Affidavit executed before Notary/Executive Magistrate.
- b) Baptism(Burial certificate/ doctor's certificate)or School leaving Certificate
- c) Applicant has to pay search charge of Rs. 2/- per year.

Registration of Birth/Death occurred to Indian Citizen resident outside India under section 20(1) of RBD Act, 1969

Have to apply in the prescribe form enclosing attested copies of the following documents(see Annexure)

- a) Certificate of Birth/Baptism Certificate
 - b) Passport
 - c) Attested copies of the passport of parents.
 - d) Residence Certificate
 - e) Affidavit (to the effect that parents have returned to Goa/India to settle down)
- The fees payable for registration in such cases will be Rs. 10/-or Rs. 15/- as may be applicable.

I - USE OF MUNICIPAL – PROPERTY

26) I want to occupy Municipal land/hall/hearse van which is normally allotted to the public for their private function what have I to do ?

Ans: You have to make a simple application for land/hall a week in advance giving the details of time, date purpose for which you require. Use of Municipal Hall/Garden Square for commercial activity is strictly prohibited. After scrutiny permission will be granted on merit provided that hall/Garden Square is not already booked & after depositing the prescribed fees.

J – PUBLIC GRIEVANCES

STREET LIGHT

In case a street light in your area is not working, you have to make a simple complaint describing the pole No. on which the street light is not working. On receiving the complaint the same will be attended within -----

DISPOSAL OF DEAD ANIMAL

The Municipal Officer or Chief Officer may be informed either in person or by dialing telephone No. 2662207/2662811. About the location of the dead animals, such as stray dogs, cat, pigs, cattle etc. Same will be removed immediately.

GARBAGE

In case if the garbage dust-bin is not cleared which is full and stinking, the Supervisor of the Municipal Council may be informed of the location, who will ensure that it is cleared as early as possible