

DIU MUNICIPAL COUNCIL, DIU.

CITIZEN CHARTER

CONSTRUCTION SECTION

SR. NO.	SERVICE FACILITIES	PROCEDURE	TIME LIMIT	CONTACT PERSON	
1.	FOR OBTAINING PERMISSION FOR CONSTRUCTION ACTIVITIES	(1)	Notice u/s 184(2) of the Municipal Regulation in the prescribed forms.	60 Days	Municipal Engineer & Chief Officer
		(2)	Details of construction in form of plan as per the building bye-laws in metric units.		
		(3)	Copy of confirmed site plan and confirmation order proposal for Development / construction issued by the Enquiry Officer, City Survey, Municipal.		
		(4)	Schedule II form for Building statistics.		
		(5)	In terms of provision of Section 184 of the Daman and Municipal Municipalities (Amendment) Regulation, 1994, the licence will be issued within 60 days.		
		(6)	Ownership documents.		
		(7)	N.A. permission and sub-division order, if required.		
(2)	REPAIRING PERMISSION	(1)	Application in prescribed form with Municipal House number and details of minor repairs.	30 Days	Municipal Engineer & Chief Officer
		(2)	Clearance of House tax.		
		(3)	Confirmed Order		
		(4)	Approved Plan of existing structure.		
(3)	COMPLETION CERTIFICATE	(1)	Application in plain paper.	30 Days	Municipal Engineer & Chief Officer
		(2)	Construction Permission.		
		(3)	Approved plan		
(4)	ELECTRICITY N.O.C. / WATER N.O.C.:	(1)	Application in prescribed form with Municipal House number.	7 Days	Municipal Engineer & Chief Officer
		(2)	Clearance of House tax.		

REGISTRATION OF BIRTH AND DEATH SECTION

Particulars of Birth & death in the prescribed forms in terms of Births & Deaths Rules within 21 days of occurrence of the event.

SR. NO.	SERVICE FACILITIES	PROCEDURE	TIME LIMIT	CONTACT PERSON
(1)	REGARDING ISSUE OF BIRTHS & DEATHS EXTRACT	(1) The application in the prescribed form for issue of Births & Deaths to be submitted to the Clerk of Births & Deaths directly upto 4.00p.m.	5 Days	Registrar of Births & Deaths Cum Chief Officer
		(2) The Clerk receiving the application has to pass a receipt of Rs. 5.00 towards supply of extract of Births & Deaths as per records and to put remark on the application when the certificate is ready for despatch. The said application to be forwarded to the Clerk preparing Births & Deaths Certificates.		
		(3) The Clerk receiving application and passing receipts has to maintain receipt register. The amount so collected to be remitted to the Treasurer, Diu Municipal Council, Diu every day at 4.00 p.m. through the challan as used for remittance of house tax.		
(2)	REGARDING CORRECTION OF BIRTHS & DEATHS RECORDS	(1) Application in prescribed form along with two Affidavits and other relevant documentary proof to be submitted to be the inward Clerk as per present practice.	15 Days	Registrar of Births & Deaths Cum Chief Officer
		(2) The applicant may contact the concerned clerk of Births & Deaths after a week of submission of application (excluding the Holidays).		
		(3) The application received for correction of records to be scrutinized properly by the concerned clerk and individual file thereof be put-up for decision as usual.		
(3)	FOR NON-AVAILABILITY CERTIFICATE	(1) Application alongwith Affidavits, Medical Certificate, Leaving Certificate of School, Horoscope or other documentary evidence thereof.	15 Days	Registrar of Births & Deaths Cum Chief Officer

FEE PAYABLE FOR A SEARCH TO BE MADE. AN EXTRACT OR A NON-AVAILABILITY CERTIFICATE TO BE ISSUED UNDER SECTION 17 SHALL BE AS FOLLOWS :-

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| (a) Search for a single entry in the first year for which the search is made. | Rs. 2.00 |
| (b) For every additional year for which the search is continued. | Rs. 2.00 |
| (c) For granting extract relating to each birth and death. | Rs. 5.00 |
| (d) For granting Non-Availability certificate of Birth & Deaths. | Rs. 2.00 |

TAXATION

SR. NO.	SERVICE FACILITIES	PROCEDURE	TIME LIMIT	CONTACT PERSON
(1)	RENEWAL OF COMMERCIAL LICENCES	(1) As per the provision of the Bye-laws the application for renewal of Licence is compulsory before the expiry of licence. However for the benefit of the Licence, the licence can be renewed directly upto 15 th of May without filling application for renewal.	15 Days	Chief Officer
		(2) Revalidation / Renewal of Licence after 15 th May should be entertained on submission of application giving all particulars and on recovery of penalty thereof as decided by the Chief Officer case to case base.		
		(3) Amount of Licence fees to be received during morning session only. A separately receipt is to be passed by the concerned clerk and have to maintain receipt register separately.		
(2)	COMMERCIAL ACTIVITIES	(1) Application in prescribed form containing details of commercial activities with Municipal house Number.	15 Days	Chief Officer
		(2) N.O.C. from the Health Department whenever applicable.		
		(3) Copy of lease Agreement or N.O.C. of the owner of the premises.		
		(4) Clearance of House Tax.		
(3)	<u>TRANSFER OF PROPERTY</u>	(1) Prescribed application cum notice in terms of section 126 of the Municipal Regulation.	15 Days	Chief Officer
		(2) Copies of legal valid documents such as Property card, Deeds, etc.		

(4)	PERMISSIONS FOR MOBILE HAND CARTS AND STALLS	(1)	Prescribed application in terms of section 182 & 183 of the Municipal Regulation.	15 Days	Chief Officer
		(2)	Details of description of goods to be kept.		
		(3)	Copy of Ration Card.		
(5)	<u>REMITTANCE OF RENT FOR MUNICIPAL PROPERTIES</u>	(1)	The rent of the shops / stalls premises to be recovered only during morning session.		Chief Officer
		(2)	Separate receipt to be passed and accordingly receipt register to be maintained.		
		(3)	The amount to be remitted to the Municipal Treasury at 3.00 p.m. through challan as per the procedure of remittance of house tax.		

**THE COMPLAINT / OBJECTION / SUGGESTION IN THIS REGARDS MAY PLEASE
BE COMMUNICATED TO THE CHIEF OFFICER OR PRESIDENT OF THIS
MUNICIPAL COUNCIL.**