

**VALPOI MUNICIPAL
COUNCIL
CITIZEN'S CHARTER**

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A - Issuing of Construction licenses (NEW BUILDING)

Q1. I want permission for construction of new building what are the formalities, I am required to do ?

Ans. You are required to make an application as per Appendix A2 addressed to the Chief Officer of the Valpoi Municipal Council describing details of the property along with the following documents:

- i. Ownership document of the property such as sale deed copy, etc.
- ii. Conversion Sanad from the Dy. Collector
- iii. Technical Clearance Order issued by Dy. Town Planner Bicholim Goa.
- iv. Schedule II showing details of area and its utilization
- v. I & XIV form & Survey Plan of the proposed property.
- vi. Compound wall drawing if required
- vii. R.C.C Plan & Design calculations & Liability certificate
- viii. Indemnity Bond (for reasons to be stated in writing)
- ix. Questioner duly authenticated by TCP Bicholim.
- x. Certificate of conformity with regulations.
- xi. NOC from TCP in case of cutting and filling involved.
- xii. NOC from Health Department Valpoi, Electricity Department Valpoi, PWD (PHEN).
- xiii. Affidavit from owner for appointment of engineer and architect.
- xiv. NOC from fire department if applicable as per byelaws.

Q2. After making the above Application how much time it required to obtain permission?

Ans . After receiving the application the file will be scrutinized by the concerned Junior Engineer, if all documents are as per the requirements you will be issued a letter for site inspection within 7 days. After the Site inspection the report will be put up before the chief officer and after the satisfaction of the chief officer on the submitted documents by the applicant, the amount of license fees applicable will be informed to you by demand letter. On payment of the fees, license and one set of approved plans will be issued within 5 days from the payment.

Q2.1 Whether there is any time limit prescribed?

Ans Maximum 30 day's time limit has been fixed if all the documents are submitted.

Q2.2 How much time this permission is valid?

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

Q2.3 What do I have to do for renewal of my construction license ?

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

Q2.4 How much time will it take to get renewal of the license ?

After filling the application you will get a reply of your renewal within 3 days (Three days) for inspection of the site and after the approval of chief officer the same shall be renewed on payment of applicable fees.

Q2.5 Whether there are any renewal charges ?

Yes you are required to pay fess as prescribed for renewal by the council from time to time Normally for renewal within the validity period of original license 25% of the original license fee and 50 % of the original license fee in case if application is received after expiry of validity of original license.

B - Issuing reconstruction licenses / renovation licenses

Q1. I want permission for re-construction of 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 the Valpoi Municipal Council describing details of the property along with the following documents:

- i. Ownership document of the property such as sale deed copy, etc.
- ii. Conversion Sanad from the Dy. Collector
- iii. Technical Clearance Order issued by Dy. Town Planner Bicholim Goa.
- iv. Schedule II showing details of area and its utilization
- v. I & XIV form & Survey Plan of the proposed property.
- vi. Compound wall drawing if required
- vii. R.C.C Plan & Design calculations & Liability certificate
- viii. Indemnity Bond (for reasons to be stated in writing)
- ix. Questioner duly authenticated by TCP Bicholim.
- x. Certificate of conformity with regulations.
- xi. NOC from TCP in case of cutting and filling involved.
- xii. NOC from Health Department Valpoi, Electricity Department Valpoi, PWD (PHEN).
- xiii. Affidavit from owner for appointment of engineer and architect.
- xiv. NOC from fire department if applicable as per byelaws.

PERMISSION FOR MINOR REPAIRS

Q2.1 I want do minor repairs of my house like plastering Flooring etc weather I am required to take permission ?

YES.

Q2.2 What are the formalities I am required to follow ?

Ans. You are required to file simple application describing the details of repair along with paid up to date house tax receipt , survey plan, property documents, form I & XIV, photograph of existing house, estimates of repairs .

Q2.3 How much time required to get the above permission ?

Ans After the receiving your application the Municipal Engineer Jr. Engineer of the concerned ward will inspect the premises within three days and if he satisfied that the minor repairs as mentioned is required to be done, permission will be given within 7 days.

Q2.4 If my son/daughter wants to obtain a loan for the repairs works whether the permission can be issues in his/her name ?

Ans YES the same can be given provided he/her shall attach the NOC by way of affidavit from the owner of the house authorizing him to carry out the said repairs and he/she does not have any objections.

Q2.5 In case I could not get construction license in the prescribed time whether I can assume that the license is deemed to be granted ?

Ans YES it will be presumed that permission is deemed to be granted subjected to all the relevant documents and plans being in order.

C - Occupancy Certificate

Q.1. After construction of my house I want to obtain occupancy certificate what I have to do?

Ans: You have to apply to the Chief Officer of the Council in a simple application as per Appendix A6, along with a N.O.C. from the Health Officer, and completion certificate of T&CP Bicholim.

Q.2. How much time is required to obtain the occupancy certificate?

Ans: On receiving your application the Municipal Engineer will inspect the premises and if the premise is complete in all respects as per the approved building plan, the chief officer after receiving the report of Engineer will direct you to deposit applicable fees. After depositing the fees you will get the occupancy certificate within 7 days provided prescribed house tax details forms are duly filled and returned to concerned clerk who will detailed check the area released for occupation and allotted to purchases or retained with the developer and also site inspection shall be carried out for allotting the house numbers for the units.

Q.3. Whether there is a time prescribed to issue occupancy certificate?

Ans: Yes - 30 days (subjected to the submission of required documents)

Q.4. In case I have made some changes in the plans during the construction whether I can get occupancy certificate?

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

Q.5. If I could not get occupancy certificate within the prescribed time whether the occupancy is deemed to be granted?

Ans: Yes. But subject to the submission of required documents and deposition of all the necessary charges/fees.

D - HOUSE TAX

E - Issue of NOC for electricity / water / sewerage connection

Q1. I want the NOC for water / electric / sewerage connection what do, I have to do ?

Ans. You are required to apply in the prescribed form (See Annexure III) along with a copy of house tax receipt.

The Chief Officer after verifying the record will issue the NOC within in 2 days

F - Issue of Trader license

Pay license fees and property taxes regularly.

Ensure that license renewals are obtained in time.

Conduct only the business for which license is obtained from the Municipal Council.

Q 1. I want to start some trade to obtain license what I have to do?

Ans You will have to apply in prescribed form (see Annexure VI) along with the following documents

1. NOC of the owner of the property / lease agreement (in case of application is other than the owner).
2. Certificate of Health officer in case trade is connected with food articles.
3. NOC from Fire and Emergency Services Wherever applicable.

On receiving applications the field staffs of the Municipality inspects the premises and submit the report of feasibility of trade. Thereafter your application will be decided by the Chief Officer within 15 days.

Q 2. What have I to do to renewal of my Trade License?

Ans . You are requested to produce original trade license along with last payment receipt, advertisement receipt / rent receipt in case of Municipal premises, house tax receipt etc. Thereafter payment will be accepted receipt issued and license will be returned duly after 4 days.

G - Mutation transfer of house / property tax

Report your property details to the concerned staff and obtain property tax identification number. Clear long pending arrears number.

Q 1. I acquired a right in some property and want to include my name in the house tax register what do I have to do ?

Ans . You are required to make application in the prescribed form (see Annexure IV) along with the certified copy of the registered documents by which rights are acquired. The Chief Officer after issuing notice to the interested party and having examined all the documents will dispose off the application. Agreement for Sale before a notary is not acceptable.

Q 2. How many days are required to complete the above formalities?

Ans Minimum 30 days

H - Issuing income certificate

Q1 . I want a certificate of Income what I have to do ?

Ans You have to apply in the prescribed application form (see Annexure V) along with an affidavit, copy of ration card proof of income if any (in the case of salaried employees a salary certificate and in case of tax payers-income tax returns). The Chief Officer after conducting the local inquiry will issue the certificate within 7 days

I - Permission for advertisement

Q1. I want to put my board Hoarding for advertisement of my business what I have to do ?

Ans . You have to apply in prescribed form (see Annexure VII) along with NOC of the owner of the land (in case applicant is other than the owner) The Chief Officer on receiving the application call for the report of the field staff as well as Traffic Police. After Receipt of the above report within 7 days application will be disposed off. The council however will not entertain such request along Highways and Bus Stands and No hoarding Zone declared by Government.

Q2. What are the rates to be charged for advertisement?

Ans Rates are charged as per Annexure VII

Q3. You are required to pay tax at the cash counter of the council provided the council has issued the house tax bills. ?

Ans In case premises is not assessed for house tax you should apply to the Chief Officer along with the documents such as Registration Sale Deed Occupancy Certificate, Construction License etc. The Premises will be inspected by the technical section and same will be assessed to tax within 30 days. In respect of illegal premises the matter will be decided as per instruction issued by GOVT from time to time.

J - CERTIFICATE OF BIRTH/DEATH

Q.1. I want to register, the birth of my child what have I to do?

Ans: You have to apply in the prescribed form (see Annexure IX) along with proof of Birth and certificate will be issued after 1 days from the date of birth.

- In case application is made within 30 days ,only certificate of Hospital Doctor is sufficient
- In case you have applied after a month but within a year you have to obtain a permission from the Add. Dist. Registrar i.e. B.D.O.
- In case you have applied after one year you have to obtain an order from the Executive Magistrate and copy of the said order is required to be attached with the prescribed application form.

Q.2. I want to register death of my relatives what have I to do?

Ans: You have to apply in prescribed form (Annexure IX) along with the proof of death form No. 4 and 4A respectively (As regards the time of submission of application, the same condition and at a), b), c) of this previous par will apply).

Q.3. I want to obtain a certificate of death/birth what have I to do?

Ans: You have to furnish details of the concerned i.e. dated of Birth/Death and the name of the person concerned and the certificate will be issued on the same day on payment of Rs. 10/- per certificate.

Q.4. I fail to notify to the registrar within the prescribed time for registration of birth/death. In order to obtain permission from the Add. Dist. Registrar(B.D.O) or Executive Magistrate, I want a certificate that birth/death is not yet registered how can I get such a certificate?

Ans: You have to apply on simple application with details of Birth/Death. The officer after going through the record will issue such non availability certificate within 7 days.

Q.5. What is the fees charged for the registration of Birth/Death & for issue of the certificate?

Ans: The following fees prescribed

a. For registration of Birth/Death within a month after 21 days for Birth & after 14 days for Death	Rs. 10/-
b. For registration of Birth/Death after a month but within a year	Rs. 10/-
c. For registration of Birth/Death after one year	Rs. 10/- + 10/-
d. Issue of Non availability Birth & Death certificate	Rs. 10/-
e. Issue of certificate of Birth/Death	Rs. 10/- each)
f. Searching Charges	Nil

K - GARBAGE

Q.1. If the Council fails to lift the garbage of a particular residence?

Ans: You have to make a phone call to the office of the valpoi municipal council and the matter will be attended immediately. Phone No: 0832-2374222.

L - DEAD ANIMALS

Q.1. A dead animal dog/cow is lying on the road no one has come to remove the same, what I have to do?

Ans: Complain/Orally or make a phone call to the Council Officer and , same will be removed immediately.

M - BUILDING

Q.1. A building adjoining to the road of my house is in dilapidated condition, which is likely to fall any time causing loss of life, the owner of building is not taking any care.

What can I do in such situations?

Ans: You can make an application to the Chief officer who after examining the building/site with the technical staff will issue the necessary orders.

N - Approach to superiors

Q1. In case municipality fails to perform, whom Can I approach ?

Ans . You can approach the office of the Director of Municipal Administration at Panjim in collectorate Building who is satisfied about failure of Municipality to perform its duties will issue direction under section 297

O - Information under right to Information Act

Q1. I want some information under the right to information act What I have to do ?

Ans: Apply to the Chief Officer under RTI with process fee of Rs . 10/- and Rs 2/- Per page of information

Q2. Whether there is any time limit fixed to dispose of my application ?

Ans: YES , 30 days.

P - Permission to use Municipal Property

Q1. I want occupy Municipal Property which is normally allotted to the Public for their function what I have to do ?

Ans You have to make a simple application giving the details of period for which you require, if the property is not already booked permission will be granted after depositing the necessary fees. Request for the Hearse van be made in the form at (see Annexure X)

Q - Attending Public Grievances concerning Municipality

Q1. A street light in my area is not working for the last few days what I have to do & whom I have to contact ?

Ans. You have to make a phone call to Electricity department describing the pole no, on which the street is not working. On receiving the complaint the same will be attended to by the above Dept.