

MUNICIPAL CORPORATION, BATHINDA

Citizen Charter – Municipal Corporation Bathinda

The Citizen Charter of the Municipal Corporation Bathinda outlines the services, responsibilities, complaint mechanisms, and timelines for civic services provided to residents of Bathinda city.

Main Objectives of the Citizen Charter

- Ensure transparent and accountable municipal administration
- Provide time-bound delivery of civic services
- Improve public grievance redressal
- Inform citizens about municipal services and procedures
- Promote citizen participation in urban governance

Major Services Covered

The Municipal Corporation Bathinda provides services through different departments, including:

- Water Supply & Sewerage
- Street Lighting
- Sanitation & Solid Waste Management
- Fire Brigade Services
- Birth & Death Registration
- Property Tax Collection
- Building Plan Approval
- Licensing Services
- Horticulture & Parks Maintenance
- Engineering Works & Road Maintenance

These services are administered under the Punjab Municipal Corporation Act, 1976.

Public Grievance & Complaint System

Citizens can register complaints related to:

- Street lights
- Garbage collection
- Sewer blockage
- Water supply
- Sanitation issues
- Roads and drains

Toll-Free Complaint Number

1800-180-2626

Municipal Contact Details

- Commissioner Office: 0164-2252812
- Street Light Complaint: 0164-2252813

Online Citizen Services

Citizens can access:

- Online complaints
- Property tax services
- Pet license registration
- Advertisement booking
- Building-related services
- Suggestions/feedback system

Administrative Structure

The corporation functions under:

- Mayor
- Commissioner
- Engineering Branch
- Sanitation Department
- Water Supply & Sewerage Department
- Accounts & General Administration Branches

The Commissioner is the administrative head responsible for implementation of policies and civic administration.

Key Citizen Responsibilities

Citizens are expected to:

- Pay taxes and fees on time
- Maintain cleanliness
- Avoid encroachments
- Follow municipal by-laws
- Cooperate in waste segregation and sanitation drives

Detailed Department-wise Citizen Charter

Municipal Corporation Bathinda

The Citizen Charter of Municipal Corporation Bathinda defines the responsibilities, services, officers, grievance mechanisms, and expected timelines for delivery of civic services to citizens under the Punjab Municipal Corporation Act, 1976.

1. General Administration Department

Main Functions

- Overall administration of Municipal Corporation
- Policy implementation
- Coordination among departments
- Monitoring civic services
- Public grievance redressal
- House proceedings and agenda management

Citizen Services

- Public information

- RTI assistance
- Complaint registration
- Administrative approvals
- Coordination with elected representatives

Key Officers

- Commissioner
- Joint Commissioner
- Assistant Commissioner
- Secretary

Citizen Expectations

- Timely response to complaints
- Transparent administration
- Availability of records and information

Complaint Contact

- Toll Free: **1800-180-2626**
 - Commissioner Office: **0164-2252812**
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2. Engineering Branch Citizen Charter

Services Provided

- Construction and maintenance of roads
- Street and drain repair
- Public toilets
- Culverts and pavements
- Development works in all zones
- Tender and infrastructure management

Time-bound Services

Service	Expected Time
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Service	Expected Time
Road repair complaint	7–15 days
Drain cleaning	2–5 days
Public infrastructure maintenance	7–30 days
Emergency civil repair	Immediate/24 hrs

Officers Responsible

- Superintending Engineer
- Corporation Engineer
- Assistant Corporation Engineers (Zone-wise)
- Junior Engineers

Citizen Responsibilities

- Avoid illegal encroachments
- Prevent dumping in drains
- Report road damages promptly

3. Water Supply & Sewerage Department

Services

- Water supply connections
- Sewerage connections
- Sewer blockage removal
- Water leakage repair
- Maintenance of sewer lines
- Operation & Maintenance (O&M)

Citizen Charter Timelines

Service	Time Limit
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Service	Time Limit
New water connection	15–30 days
Sewer blockage removal	24–48 hrs
Leakage repair	24 hrs
Water complaint resolution 1–3 days	

Complaint Mechanism

Complaints are received through:

- Municipal complaint center
- Toll-free helpline
- Local area supervisors

Citizen Responsibilities

- Avoid illegal connections
- Conserve water
- Prevent waste disposal into sewers

4. Street Light Department

Services

- Installation of street lights
- Maintenance of lighting system
- Fault repair
- High mast light maintenance

Citizen Charter Standards

Service	Time
Non-functional light repair	24–72 hrs

Service	Time
Pole damage repair	3–7 days
New light installation request Subject to approval	

Complaint Number

- 0164-2252813

Citizen Responsibilities

- Report faulty lights promptly
- Avoid damaging poles/cables

5. Sanitation Department Citizen Charter

Services

- Door-to-door garbage collection
- Solid waste management
- Cleaning of streets and drains
- Public sanitation
- Removal of dead animals
- Anti-mosquito/fogging operations

Time-bound Delivery

Service	Timeline
Garbage lifting complaint	Same day/24 hrs
Drain sanitation	1–3 days
Dead animal removal	Within 24 hrs
Public toilet cleaning	Daily

Responsible Officers

- Chief Sanitary Inspector
- Sanitary Inspectors
- Sanitary Supervisors

Citizen Duties

- Segregate waste
- Avoid littering
- Use dustbins
- Support Swachh Bharat initiatives

6. Fire Brigade Department

Services

- Fire emergency response
- Rescue operations
- Fire safety awareness
- Assistance during disasters

Response Standards

Service	Response Time
Urban fire emergency	Immediate
Rescue operation	Immediate
Fire NOC processing As per rules	

Officers

- Assistant Divisional Fire Officer
- Fire Station Officer

Citizen Responsibilities

- Follow fire safety norms
- Maintain fire extinguishers

- Avoid hazardous storage
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7. Horticulture Department Citizen Charter

Services

- Maintenance of parks and gardens
- Green belt development
- Landscaping of roads/roundabouts
- Fountain maintenance
- Beautification projects

Service Timelines

Service	Timeline
Park maintenance complaint	2–7 days
Tree trimming	3–10 days
Plantation work	Seasonal

Citizen Responsibilities

- Protect public parks
 - Avoid damaging plants
 - Promote cleanliness in parks
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8. Birth & Death Registration Department

Services

- Registration of births
- Registration of deaths

- Issuance of certificates
- Correction of records

Citizen Charter Timelines

Service	Timeline
Birth certificate issue	3–7 days
Death certificate issue	3–7 days
Record correction	7–15 days

Required Documents

- Hospital certificate
- Identity proof
- Address proof

Citizen Responsibilities

- Register events within prescribed time
- Provide correct information

9. Building Branch & Town Planning

Services

- Building plan approval
- Building completion certificates
- Construction regulation enforcement
- Illegal construction monitoring

Service Standards

Service	Timeline
Building plan scrutiny	15–30 days
Completion certificate	15 days

Service	Timeline
NOC processing	As per rules

Citizen Responsibilities

- Follow approved building plans
- Obtain permissions before construction
- Avoid encroachments

10. House Tax / Property Tax Department

Services

- Property tax assessment
- Tax collection
- Tax correction requests
- Demand notices

Citizen Charter

Service	Timeline
Tax assessment correction	15–30 days
Receipt issuance	Immediate
Mutation-related updates	As per verification

Citizen Responsibilities

- Pay taxes on time
- Maintain property records

11. Licence Department

Services

- Trade licenses
- Commercial establishment permissions
- Renewal of licenses

Timelines

Service	Timeline
New licence issuance	7–15 days
Renewal	3–7 days

Citizen Responsibilities

- Follow municipal by-laws
 - Renew licenses timely
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12. Advertisement & Tehbazari Branch

Services

- Advertisement permissions
- Hoarding approvals
- Temporary vending permissions
- Tehbazari fee collection

Citizen Charter

Service	Timeline
Advertisement approval	7–15 days
Tehbazari permission	As per policy

13. GIS, Accounts, Rent & General Branches

GIS Branch

- Geographic mapping
- Property identification
- Urban planning support

Accounts Branch

- Municipal accounting
- Payments and auditing
- Budget management

Rent Branch

- Management of municipal properties
- Rent collection

General Branch

- Administrative support
- File management
- Coordination work

Online Citizen Services

Citizens can access:

- Online complaint system
- Property tax services
- Pet license portal
- Garbage collection charges
- Advertisement booking

- Suggestions and feedback

Common Citizen Grievance Mechanism

Mode	Details
Toll-Free Complaint	1800-180-2626
Office Address	Near Railway Station, Bathinda
Email	cmcbathinda@gmail.com
Fax	0164-2235246