



# Citizen Charter

2010 - 2011

## Municipal Corporation Raipur (C.G.)

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Facilitated by: - PRIA-Raipur

# **RAIPUR MUNICIPAL CORPORATION (RMC)**

## **CITIZEN CHARTER**

नगर निगम का सदैव प्रयास, सेवा सुविधा और विकास।

As part of its drive to improve the quality and promptness of service to the citizens of Raipur, the Raipur Municipal Corporation has released 'Citizen Charter' <sup>1</sup> to achieve the twin purpose of streamlining public services and informing the citizens of their rights and responsibilities.

This document is a commitment to provide efficient and prompt services to the citizens in the expectation that the citizen will reciprocate and involve themselves in the healthy growth and upkeep of the city.

### **A. GENERAL INFORMATION**

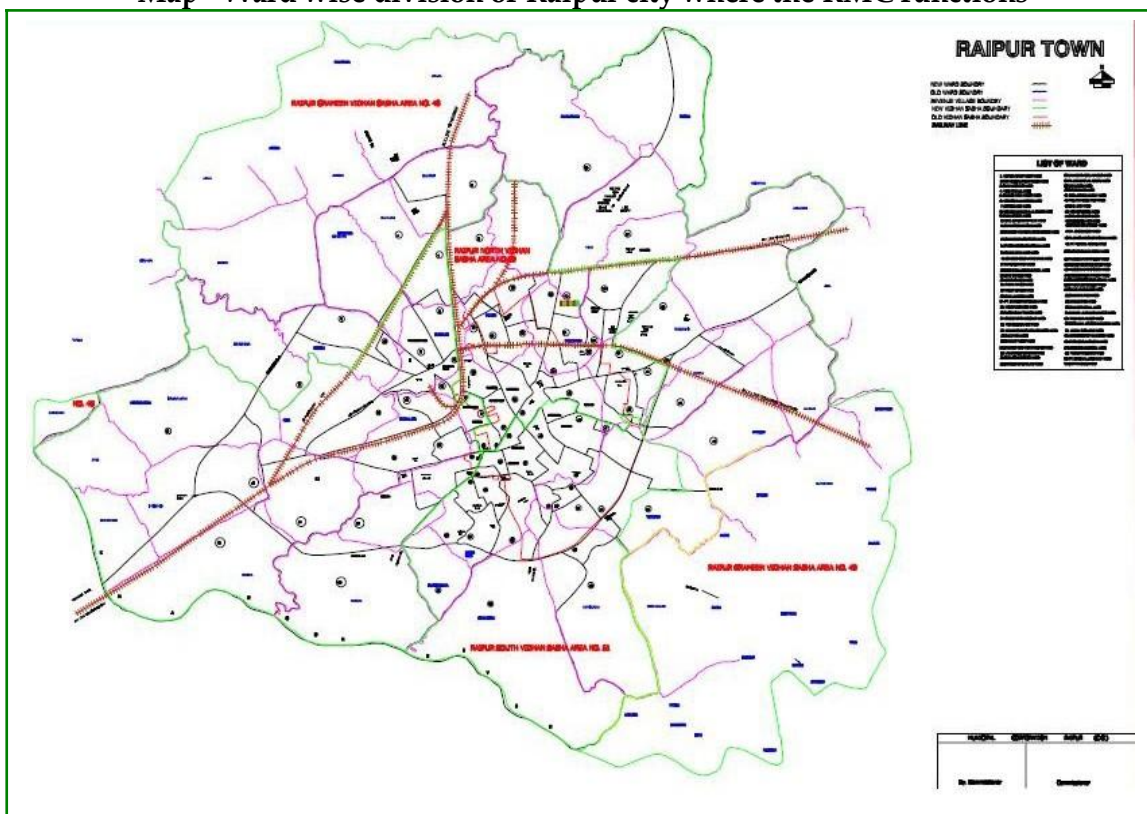
#### **HISTORY OF THE MUNICIPAL CORPORATION**

With the objective of extension of Raipur city, Raipur Municipal Council was constituted on May 17, 1867 by the British and was called 'Raipur Municipal Committee'. The district deputy commissioner was responsible for the operation of this committee. Municipal Committee was formed in the chairmanship of the Deputy Commissioner. He was also responsible for the execution work of the municipality. The British started the tradition of nominating the president for the Raipur Municipal Committee right from its foundation, and it continued till 1973. Later on other people were making these nominations and even the councillors got nominated. For the first time in 1973, elections were held in Raipur Municipal Corporation, wherein the citizens elected the ward councillors among the elite and renowned people of the city. For the citizens of Raipur it was their first opportunity to use their right to vote. The last Election has been conducted in December-2009.

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<sup>1</sup> This charter is a promise to our clients /customers that we wish to stand by. This charter may not be treated as a legal document against the Raipur Municipal Corporation.

Map - Ward wise division of Raipur city where the RMC functions



## ABOUT THE CORPORATION

The Raipur Municipal Corporation (RMC) comprises of 70 wards and their councillors, and is headed by a Mayor, who is elected by voters of the city. The councillors elect a speaker (President) of the Corporation among themselves. Mayor-In-Council is constituted by the mayor, who is an ex-officio chairperson of the Mayor-In-Council. The Mayor from among the elected councillors of the corporation nominates members of this Council. These members are made in charge of different departments of corporation. The next tier is that of zonal ward committees, headed by chairpersons who are elected by ward councillors of the respective zone.

The Commissioner heads the executive wing of the Corporation who is assisted by a team of officials namely, the Deputy Commissioners, City Health Officers, Executive Engineers, Zone commissioners and other staff. The table below lists the current (2010) key staff and ward councillor of the Corporation with their contact details for easy access by the public:

<b>Organisation Contact Point</b>				
<b>S.No.</b>	<b>Name</b>	<b>Designation</b>	<b>Office (0771 - STD code)</b>	<b>Mobile</b>
1	Mrs. Kiranmayi Nayak	Mayor	2535750	9827167398 9425535683
2	Mr. Sanjay Shrivastav	President	2535790	9301953202 9425203636
3	Mr. Awanish Kumar Sharan (IAS)	Commissioner	2535780	2535780
4	Mr. J.L. Soni (S.A.S.)	Additional Commissioner	2234508	9301953215
5				
6	Mr. L.Singrol	Deputy Commissioner (G.A.D. & Revenue)	-	
7	Mr Vinod Pandey	Deputy Commissioner (Finance )	2236295	
8	Mr. Manoj Thakur	Superintending Engineer (PWD)	2575143	9424208484
9	Mr. Rajesh Sharma	Executive Engineer (Planning )		9301953247
10	Mr. Chandra Prakash Jain	Executive Engineer (Planning )		9425213699
11	Mr. Arun kumar Sharma	Executive Engineer (Planning )	2535780	9425224145 9301953235
12	Mr. Ansul Sharma	Assistant Engineer (Planning)		9301953239
13	Mr. C. P. Soni	Sub-Engineer (Planning )	-	-
14	Mr. Anshul Sharma	Sub-Engineer (Planning )	-	9827976929
15	Mr. Lal Mahendra Pratap Singh	Sub-Engineer (Planning )	-	-
16	Mrs. Krishtmani Anukampa Bada	Sub-Engineer (Planning )	-	9827945425
17	Mr. Ashish Shukla	Sub-Engineer (Planning )	-	9406064571
18	Dr. Bhagyalaxmi Rao	Assistant Health Officer	2229189 4042764	9425207844 9301953271
19	Mr. Bhagirathi Verma	Executive Engineer (Sanitation)		8871289605 9301953206
20	Mrs. Kiranmayi Tiwari	Incharge Education officer	2533417	9301953260
21	Mr. R. K. Pandey	Executive Engineer (Electric)	2229016	9301953216 9425567824
22	Mr. Sandip Sharma	Sub-Engineer (Electric )	-	9981161999
23	Mr. Kamlesh Verma	Sub-Engineer (Electric)	-	9301953299
24	Mr. A. K. Malve	Executive Engineer (Water Supply )	4270248	9424108386 9301953213
25	Mr. U. R. Ramteke	Asst. Engineer (Water Supply )	4270248	9827118810
26	Mr. Govind Saheb Banjare	Sub- Engineer (Water Supply)	4270248	9926781512

27	Mr. S.K. Yemde	Asst. Engineer (Filter Plant)	2272521	9579101000
28	Mr. Shatrughanlal Deshlahre	Sub-Engineer (Filter Plant)	2272521	-
29	Mr. Narsingh Farendra	Sub-Engineer (Filter Plant)	2272521	-
30	Mr. Sandip Bagde	Nagar Niveshak	2535790	9301953207 9425247316
31	Mr. Shibulal Patel	Asst. Engineer (Nagar Nivesh)	-	9301953250
32	Mr. Abhash Mishra	Sub-Engineer (Nagar Nivesh)	-	9907992294
33	Mr. Yogesh Kumar Kadu	Sub-Engineer (Nagar Nivesh)	-	-
34	Mr. Gaind Singh Tamrakar	Asst. Engineer (Garden Dept.)	-	9827175726
35	Mr. R. K. Sahu	Sub-Engineer (Garden Dept.)	-	-
36	Mr. B.L. Chandrakar	Asst. Engineer (Fire Brigade & Workshop)	-	9301953236
37	Mr. Pradip Yadav	Sub-Engineer (Fire Brigade)	-	-
38	Mr. Yuvraj Singh Sindar	Sub-Engineer (Workshop)	-	9179988724
39	Mr. N. S. Rathor	Executive Engineer (Public Work Dept.)	2535780	9301953214 9300440073
40	Mr. Jitendra Samaiya	Sub-Engineer (Public Work Dept.)	-	9301953255
41	Mr. Varun Patel	Sub-Engineer (Public Work Dept.)	-	-
42	Mr. Aashutosh Singh	Sub-Engineer (Public Work Dept.)	-	9827959101
43	Dr. Pritam Mishra	Incharge of Culture dept.	-	9301953230
44	Mr. Sumangal Upadhyay	Press Manager	2229917	9301953293
45	Mr. Milind Kher	Public Relation Officer	2229917	9301953292 9826879927
46	Dr. Shiv Sharma	Incharge officer of Ration Card dept.	-	9301953228
47	Mr. Dinesh Jain	IT officer	-	9301953240
48	Mr. Shankar Sharma	Finance officer	-	9301953288
49	Mr. Rajendra Sharma	O.S. General Administration Dept.	-	9301953291
50	Mr. Suman Khare	Revenue Officer	-	-
51	Mr. B.R. Agrawal	Zone Commissioner - 1	2593648	9301953225
52	Mr. Vinod Pandey	Zone Commissioner - 2	2886088	9424264100
53	Mr. M. N. Sarkar	Zone Commissioner - 3	2427965	9752014150
54	Mr. S. K. Sundarani	Zone Commissioner - 4	2229016	9302769222
55	Mr. Rakesh Jaiswal	Zone Commissioner - 5	2533836	9926942200
56	Mr. Harendra Sahu	Zone Commissioner - 6	2273284	9301953256
57	Mr. P. Rajesh Naydu	Zone Commissioner - 7	2233477	9301953267
58	Mr. Rakesh Jaiswal	Zone Commissioner - 8	2575143	9926942200

*Source: General Administration Department, RMC (2010)*

<b>Ward Councillors and their contact points (Election 2009 10)</b>			
<b>Ward. No.</b>	<b>Name of Ward</b>	<b>Name of Counsellor</b>	<b>Mobile No.</b>
1	Vir Sawarkar Nagar Ward	Mr. Manish Dhruv	90091-31980
2	Ramkrishana Pramhans Ward	Mr. Bajran Nishad	98271-79946
3	Sant Kabir Nagar Ward	Mr. Narad Koushal	94242-28616
4	Yatiyatan Lal Ward	Mr. Ghasidas Sahu	93291-18850
5	Banjari Mata Mandir Ward	Mrs. Radhika Nagbhushan	98261-24300
6	Birangana Awanti Bai Ward	Mrs. Anjali Radheshyam Vibhar	94255-01607
7	Vir Shivaji Ward	Dr. Purnaprakash Jha (Baba)	98271-33344
8	Ne. Kanhaiya Lal Bajari Ward	Mr. Babul Yadav	98266-06299
9	Thakkar Bapa Ward	Mr. Sundar Lal Rukhamani Jogi	93291-05288
10	Bal Gangadhar Tilak Nagar Ward	Mr. Purushottam Devangan	93002-95288
11	Danvir Bhamashah Ward	Mr. Dinanath Sharma	94252-07696
12	Sh. Manmohan Singh Bakhshi Ward	Mrs. Anju Chandrashekhar Tiwari	92291-10109, 9425210109
13	Sh. Bhagat Singh Ward	Mr. Sunil Chandrakar Pappu Dau	93006-67209
14	P. Ishwar Charan Shukla Ward	Mr. Niraj Katlam	94252-15456
15	Swami Aatmanand Ward	Mrs. Renuka Prasant Bakshi	94252-15984
16	Sh. Chudamani Nayak Ward	Mr. Pramod Dubai	94252-05161
17	Ramsagar Para Ward	Mr. Ritesh Pripathi	93011-15157
18	Sh. Vallabh Bhai Patel Ward	Mr. Khamlal Sahu	98261-65279
19	Sant Ramdas Ward	Mr. Chhetilal Kasharwani	94255-15254
20	Indira Gandhi Ward	Mrs. Mamta Subhash Agrawal	94252-09000
21	Raman Mandir Ward	Mrs. Nitu Ghanshyam Tiwari	94252-02259
22	Rajeev Gandhi Ward	Mr. Suryakant Rathod	94255-13003
23	Rani Laxmi Bai Ward	Mr. Jaggu Singh Thakur	93039-04555, 94252-04555
24	P. Ranishankar Shukla Ward	Mr. Lakhwant Singh Gil	94252-02522, 94252-07658
25	Mahatma Gandhi Ward	Mr. Jasbir Singh Dillo	94255-04467, 90095-00067
26	Kushbhau Thakare Ward	Mr. Madhow Prasad Sahu	93021-31362
27	Dr. Bhimrao Ambedkar Ward	Mr. Anwar Husain	98279-88509
28	Maharshi Valmiki Ward	Mrs. Bindu Maheshwari	98267-15969
29	Na. Subhash Chandra Bos Ward	Mr. Rakesh Ghotare	98261-84031



30	Kalimata Ward	Mrs. Nandawri Sahu	93291-00239
31	Shankar Nagar Ward	Mr. Sanjay Srivastav	94252-03636
32	Sh. Virnarayan Singh Ward	Mrs. Seema Santosh Sahu	98261-32085
33	Lal Bahadur Shashtri Ward	Mrs. Asha Joseph	94252-09904
34	Guru Govind Singh Ward	Mr. Chandra Behra	93008-42706
35	Sh. Hamu Kaladi Ward	Mr. Dilip Sarthi	98261-89156
36	Hawaldar Abdul Hamid Ward	Mr. Anish Ahmad (Lallu Bhai)	98268-82083
37	P. Jawahar Lal Nahru Ward	Mrs. Bharti Awtar Bagal	90989-80780
38	Tatyapara Ward	Mr. Prafull Vishwakarma	98271-92312
39	Sadar Bazar Ward	Mrs. Rani Satish Jain	94252-16454
40	Babu Jagjevan Lal Ward	Mr. Sunil Wandre	98261-99767
41	Maulana Abdul Rauph Ward	Mr. Aafroj Anjum	97558-66778
42	Civil Lines Ward	Mr. Ashok Manwani	98269-56140
43	Mother Teresa Ward	Mrs. Rekha Ramteke	94255-16521
44	Guru Ghasidas Ward	Mr. Pradeep Varma	98267-24019
45	Rani Durgawati Ward	Mr. Sahadev Vyavahar	97525-95040
46	Dr. Rajendra Prasad Ward	Mr. Govind Mishra	98933-49180
47	Lt. Aarvind Dixit Ward	Mrs. Kavita Shiv Gwalani	93026-83733
48	P. Bhagwati Charn Shukla Ward	Mrs. Nikhat Anjum (Javed)	98274-03804
49	P. Motilal Nehru Ward	Mr. Mahadev Nayak (Mannu Bhai)	93297-71799
50	Sh. Pankar Vikram Ward	Mr. Subhash Tiwari	94252-09150
51	Ravindranath Taigore Ward	Mr. Jagdish Ahuja	94252-05242
52	Chandrashekhar Aajad Ward	Mr. Pardeshi Ram Sahu	93002-63032
53	Mureshwar Ram Gadre Ward	Mr. Amit Das	99261-81008
54	Sh. Rajeev Pande Ward	Mr. Samir Akhtar	93004-30121
55	sh. Brigediyar Usman Ward	Mr. Kallu Satnam Singh Panag	98266-00025
56	Dr. Vipin Bihari Sur Ward	Mrs. Fekan Varm	94255-20113
57	Swami Vivekanand Ward	Mr. Manoj Kandoi	93099-68000
58	Bramhanpara Ward	Mrs. Anita Futan	97550-36480
59	Kankali para Ward	Mr. Prem Chand Birnani	98271-03743
60	Thakur Pyarelal Ward	Mrs. Pushpa Dharmendra Tiwari	94060-97271
61	Mahant Laxminarayan Das Ward	Mrs. Anita Arvind Yadav	98267-74555
62	Mahamaya Mandir Ward	Mrs. Sarita Varma	98261-25896
63	Dr. Shyama Prasad Mukharjee Ward	Mr. Lekhraj Sonkar	98930-98352, 99266-54443

64	Waman Rao Lakhe Ward	Mrs. Vijeta Manna Yadav	93011-87760
65	Kamred Sudhir Mukharjee Ward	Mrs. Anamika Sahu	98262-49350
66	P. Sundar Lal Sharma Ward	Mr. Mityunjay Dubai	94255-01198
67	Dr. Khubchand Baghel Ward	Mrs. Minal Chhagan Choubey	98252-07635
68	Madhav Rao Sapre Ward	Mr. Dinbandhu Singh Thakur	98271-60477
69	P. Deendayal Upadhyay Ward	Mr. Gyanesh Sharma	94252-15588
70	Sant Ravidas Ward	Mrs. Dhaneshwari Dhruv	98271-13626

*Source: Secretrate , RMC (2010)*

### **DETAIL ABOUT THE ZONE OFFICES**

With the objective of providing better services to the citizens, the city has been divided into eight zones. This ensures the geographical coverage of the municipality's services and saves trips of people to the head office as their complaints can be heard at nearby Zonal offices. The table below lists the names and contact details of Zonal Commissioners for every zone. It also shows which wards fall under which zone:

#### **Municipal Zones demarcated for administrative purpose**

<b>Zone Number</b>	<b>Address</b>	<b>Total Number of wards in zone</b>	<b>Ward Number</b>	<b>Zone Commissioner</b>	<b>Contact Number</b>
<b>Zone 1</b>	Machhi Talab, Gudhiyari, Raipur	10	4, 5, 7, 8, 9, 10, 11, 12, 18, 19	Mr. B.R. Agarwal	0771-2593648, 9301932255
<b>Zone 2</b>	Shahid Smarak School, Fafadih Chowk, Raipur	08	06, 20, 21, 22, 23, 25, 26, 27	Mr. Vinod Pande	0771-2886088, 9424264100
<b>Zone 3</b>	Shankar Nagar, below water tank, Raipur	08	24, 28, 29, 30, 31, 33, 34, 42	Mr. M.N. Sarkar	0771-2427965, 752014150
<b>Zone 4</b>	Beside Veterinary hospital, Gandhi Chowk, Raipur	10	32, 41, 43, 44, 45, 46, 47, 48, 49, 50	Mr. S.K. Sundarani	0771-2229016, 9302769222
<b>Zone 5</b>	Sakharam Dubey School, Vivekanad Aashram, Raipur	08	59, 60, 61, 64, 65, 66, 67, 69	Mr. Rakesh Jayaswal	0771-2533836, 9926942200
<b>Zone 6</b>	Near Filter Plant, Bhatagaon, Raipur	10	39, 51, 52, 53, 54, 55, 56, 57, 62, 63	Mr. Harendra Sahu	0771-2273284, 9301953256
<b>Zone 7</b>	Nayapara School, Ganj Dabri, Tatyapara, Raipur	08	16, 17, 35, 36, 37, 38, 40, 58,	Mr. P. Rajesh Naydu	0771-2233477, 9301953267
<b>Zone 8</b>	Mahoba Bazar, Housing Board Colony, Raipur	08	1, 2, 3, 13, 14, 15, 68, 70	Mr. Rakesh Jayaswal	0771-2575143, 9926942200

*Source: Website of RMC (2010)*



## B. DETAILS OF CITIZENS/CLIENTS

### CITIZENS / CLIENTS

Raipur Municipal Corporation provides services to all the people who reside in the municipal area such as all men, women, children, urban poor & marginalized people. The Corporation also seeks to serve any people visiting the city temporarily. The services of the corporation are also extended to schools, hotels, hospitals, shops, private and government institutions etc.

## C. DETAILS OF SERVICES PROVIDED

### MAJOR SERVICES PROVIDED BY THE CORPORATION

- Water Supply
- Sewerage
- Drainage
- Health and Sanitation
- Education
- Roads
- Street Lights
- Fire Brigades
- Tax Administration
- Planning and Building Permission
- Trade and other License
- Registration of Birth and Death
- Ration Card
- Hoarding related service
- Public Conveniences (Community Centre, Development of Market Places, Burial ground development, etc.)
- Issuing Marriage certificates

### 1. Water Supply

Water supply department is one of the major departments under the RMC. This department is responsible for provision of drinking water to all citizens of the city through water supply connections (from filter plant -Rawabhata), tube-wells, hand-pumps and tankers (in summer season). The executive engineers along with their team (Asst. Engineers and Sub engineers) and staff (work assistant, line men and pump men) are responsible for protected drinking water supply in the city. Raipur has a population of about 10.59 lakh (*Approx 2009-2010, source- Water supply dept. RMC*) and a floating population of about 1 lakh in a daily (*2009-10, source-Water supply dept. RMC*)

The major sources of water in the city are Kharun River (127 MLD) and ground water through tube wells (22 MLD). For water supply purposes, the city is divided into 8 zones and each zone has a reservoir. The reservoir water is then supplied to distribution system by the existing pipeline network.

Details of Water Supply system (2010)		
S.No.	Parameters	Quantity
1	Total storage capacity (municipal limits)	90 MLD
2	Length of the distribution network	760 km (50mm dia-450 km and 80 - 150 mm dia-310 km).
3	Daily Requirement of City	150 MLD
4	Average per capita supply	135 LPCD

Present scenario (2010)			
Water Supply Connection (No. of household)	Total no. of Public Stand Post	Total no. of Hand pump	Total no. of Power Pump
50,000 (Approx)	7,500 (Approx)	1133	1434

Source: Water Supply department, RMC

Service Level Measures (Standards) and Benchmarks of Raipur					
Technology	Water Supply				
	Service Measures (SM)	SM serial no.	GOI Service Level Benchmark	HCI/OMI	At present Level
Direct Piped Connection	Acceptability	-	-	-	Yes
	Coverage	1	100%	HCL 60%	-
	Per capita supply	2	135 lpcd	HCL	135 lpcd
	Extent of metering of water connection	3	Nil	OMI	Under consideration
	Non-revenue water	4	20%	OMI	30%
	Continuity of water	5	24 x 7	OMI 2 to 3 hours	2.5 x 7
	Efficiency of redressal of customer complaints	6	80%	OMI	70%
	Quality of water supplied	7	100%	OMI100%	97.87%
	Cost recovery of service	8	100%	OMI100%	25.83%
Public Stand Post	Efficiency of collection of charges	9	90%	OMI 90%	88.63%
	Acceptability	-	-	-	20%
Individual Wells	Acceptability	-	-	-	10%

Source: Service Level Benchmark (SLB) Report of SUDA (State Urban Development Agency), Raipur (2009-10) and Water Department, RMC

**Note:** Officials of the water supply department take sample of water for testing on a regular basis. In order to maintain the quality of water on a daily basis, the officials mix chlorine and conduct alum bleaching in water for purification.

### Service provided/Function of the Water Department

- Supply of regular safe drinking water to the city
- Supply of water through tanker in summer days and on special demand
- Providing new water supply connections (except in summer days)
- Distribution of drinking water to households and public stand post
- Drilling of tube well & hand pumps
- Conveyance and distribution of water for private and public uses.
- Operation and maintenance of main /other pipe line of water supply
- Operation and maintenance of tube-well, power pump and hand-pump
- Operation and maintenance of house hold connection and public stand post
- Creating awareness among the people to conserve water and install Rain Water Harvesting structures

Details about Water Supply Connection	
<b>Documents required for the new connection</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Property tax receipt</li> <li><input type="checkbox"/> Site plan map of the house</li> <li><input type="checkbox"/> Declaration by house owner</li> </ul>
<b>Fees for new connection</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Rs. 10/- Application form fees</li> <li><input type="checkbox"/> Rs. 50/- Inspection charge (<i>Parvana charge</i>)</li> <li><input type="checkbox"/> Rs. 720/- Advance water tax for one year (for domestic connection)</li> <li><input type="checkbox"/> Rs. 1,500/- Security Deposit</li> <li><input type="checkbox"/> Road cutting charges (Taken as per the type of road)</li> </ul>
<b>Sanction of the connection</b>	Zone commissioner can sanction or reject the application for the new connection. It takes 7 days for the inspection and sanction /rejection the application from the date of receipt.

Source: Water Supply department, RMC

Procedure to Access Service Benefits				
Detail about the services of water supply	Time schedule for response	Place /office	Concerned Official	Timing (All working days)
Issue of application forms for new water supply connection with fees (Rs.10)	All working days	Zone office	Zone commissioner	10:30 a.m. to 5 p.m.
Received of filled application	All working days	Zone office	Zone commissioner	10:30 a.m. to 5 p.m.
Issue of acknowledgement	On the spot	Zone office	Zone commissioner	10:30 a.m. to 5 p.m.
Intimation to the applicant on rectification of defects in the application form	On the spot	Zone office	Zone commissioner	10:30 a.m. to 5 p.m.
Intimation for payment for connection after inspection	Within 7 days	Zone office	Zone commissioner	10:30 a.m. to 5 p.m.
Release of water supply connection	30 days	Zone office	Zone commissioner	10:30 a.m. to 5 p.m.
Supply of water tanker on special demand (fees is Rs.202@ per tanker (4,500 liters))	Immediately/as per demand	Nalghar, Near Subhash Stadium, Raipur	Executive Engineer (98271-18810, 0771-4270248)	10:30 a.m. to 5 p.m.
Conversion illegal connection into legal connection (RS. 4,920 for tax payee)	Within 24 hours	Zone office	Zone commissioner	10:30 a.m. to 5 p.m.

## 2.RainWaterHarvesting

### Detail about the security deposit for water harvesting.

The house owner needs to deposit security amount in corporation before taking the permission for building a water harvesting structure. The fees details are given below-

- |  |              |
|--|--------------|
| <input type="checkbox"/> 500 to 1000 sq. feet  | Rs. 7,000/-  |
| <input type="checkbox"/> 1001 to 2000 sq. feet | Rs. 10,000/- |
| <input type="checkbox"/> 2001 to 5000 sq. feet | Rs. 20,000/- |
| <input type="checkbox"/> Above 5001 sq. feet   | Rs. 30,000/- |

### Contact person for rain water harvesting

List of empanelled consultants registered with corporation for Rain Water Harvesting and their contact numbers:

<input type="checkbox"/> Shri K. Panigrahi, Sr. Hydrologist	94242-03408 (M)
<input type="checkbox"/> Shri Vipin Dubey, Sr. Hydrologist	98271-17242 (M)
<input type="checkbox"/> Shri Dhaneshwar Verma, Sr. Hydrologist	93026-10009 (M)
<input type="checkbox"/> Shri Chandrika Singh, Sr. Hydrologist	98271-62478 (M)
<input type="checkbox"/> Shri Yogesh Bhave, Hydrologist	91790-81141 (M)
<input type="checkbox"/> Shri Virendragiri Goswami, Hydrologist	94215-14096 (M)
<input type="checkbox"/> Shri Surendra Patle, Hydrologist	94252-06272 (M)
<input type="checkbox"/> Smt Sarita Panigrahi, Sr. Hydrologist	94242-03354 (M)

### 3. Solid Waste Management (SWM) and Sanitation

The waste management in the city is entrusted with the City Health officer, In-charge Health officer, Zonal Health officer, and the team of sanitary supervisors & ward supervisors.

Details of Service Provisions	
Function/ Service Provided	Time Schedule
Street cleaning and transportation of waste	Daily
Sweeping in bus stands and market places	Daily
Disposal of collected waste in dumpsite	Daily
Maintenance and cleaning of public toilets and urinals	Daily
Removal of debris and construction wastes	Within 24 hours after information
Removal of dead animals	Within 24 hours after information
Cleaning of Jam bridge	Within two days after information
Cleaning of sewer	3 day basis
Cleaning of drains	Weekly basis
Special conservancy arrangements	Festivals and other important occasion

Source: Health & Sanitation department, RMC

Details for Septic Tank			
Detail	Place/office	Concerned official	Time schedule
Application for cleaning of private septic tank	City Health Office of Municipal Corporation	City Health officer	All working days (3:00 to 5:00 pm)
Receipt of application & fees (Rs.800@ per tank)	City Health Office of Municipal Corporation	City Health officer	Next day of application
Cleaning of private septic tank	-	-	Within 7 days (As per availability of vehicles)

### **Monitoring Mechanism to ensure the service delivery**

- Municipal Corporation - It gives contract to contractor for field level activities. They are responsible for management of solid waste in wards.
- Sanitary supervisor - Two to three wards are distributed to the every sanitary supervisor who checks the attendance of all workers/sweepers and the work done by them in their respective wards on a daily basis.
- Zonal health officer - He / she visits the wards to monitor the efficiency of services, mostly on a daily basis.
- Incharge of health officer and city health officer visit the wards as per requirement.

### **Public Toilets in Raipur Municipal Area**

<b>Public Toilets (Sulabh Shauchalaya) in Raipur Municipal Area</b>		
<b>Sl.No.</b>	<b>Name of Public Toilet</b>	<b>Address of Public Toilet</b>
1	New Bus Stand	Sulabh Shauchalaya Complex, New Bus Stand, Raipur, Distt. Raipur (C.G.)
2	Old Bus Stand	Sulabh Shauchalaya Complex, Old Bus Stand, Raipur, Distt. Raipur (C.G.)
3	Maudhapara	Sulabh Shauchalaya Complex, Maudhapra, Raipur, Distt. Raipur (C.G.)
4	Cloth Market	Sulabh Shauchalaya Complex, Cloth Market, Raipur, Distt. Raipur (C.G.)
5	Station ward	Sulabh Shauchalaya Complex, Station Ward, Raipur, Distt. Raipur (C.G.)
6	Mekhara Hospital	Sulabh Shauchalaya Complex, Mekhara Hospital, Raipur, Distt. Raipur (C.G.)
7	Kalibari	Sulabh Shauchalaya Complex, Kalibari, Raipur, Distt. Raipur (C.G.)
8	Tatayapra	Sulabh Shauchalaya Complex, Tatayapra, Raipur, Distt. Raipur (C.G.)
9	Hundipara	Sulabh Shauchalaya Complex, Hundipra, Raipur, Distt. Raipur (C.G.)
10	Brahmanpara	Sulabh Shauchalaya Complex, Brahmanpara, Raipur, Distt. Raipur (C.G.)
11	Daganiya	Sulabh Shauchalaya Complex, Danganiya, Raipur, Distt. Raipur (C.G.)
12	Ram Nagar	Sulabh Shauchalaya Complex, Ram Nagar, Raipur, Distt. Raipur (C.G.)



13	Kelkarpara	Sulabh Shauchalaya Complex, Kelkarpara, Raipur, Distt. Raipur (C.G.)
14	Jorapara	Sulabh Shauchalaya Complex, Jorapara, Raipur, Distt. Raipur (C.G.)
15	Prabhat Takies	Sulabh Shauchalaya Complex, Prabhat Takies, Raipur, Distt. Raipur (C.G.)
16	Kankalipara	Sulabh Shauchalaya Complex, Kankalipara, Raipur, Distt. Raipur (C.G.)
17	Ashwani Nagar	Sulabh Shauchalaya Complex, Ashwani Nagar, Raipur, Distt. Raipur (C.G.)
18	Vivekanand Aashram	Sulabh Shauchalaya Complex, Vivekanand Aashram, Raipur, Distt. Raipur (C.G.)
19	Karwala Talab	Sulabh Shauchalaya Complex, Karwala Talab , Raipur, Distt. Raipur (C.G.)
20	Aamapara Sabji Mandi	Sulabh Shauchalaya Complex, Aamapara Sabji Mandi, Raipur, Distt. Raipur (C.G.)
21	Bajrang Nagar	Sulabh Shauchalaya Complex, Bajrang Nagar, Raipur, Distt. Raipur (C.G.)
22	Panchwati	Sulabh Shauchalaya Complex, Panchwati, Raipur, Distt. Raipur (C.G.)
23	Pandri	Sulabh Shauchalaya Complex, Pandri, Raipur, Distt. Raipur (C.G.)
24	Awanti Vihar	Sulabh Shauchalaya Complex, Awanti Vihar, Raipur, Distt. Raipur (C.G.)
25	Shakti Nagar	Sulabh Shauchalaya Complex, Shakti Nagar, Raipur, Distt. Raipur (C.G.)
26	Shanti Nagar	Sulabh Shauchalaya Complex, Shanti Nagar, Raipur, Distt. Raipur (C.G.)
27	Lodhipara	Sulabh Shauchalaya Complex, Lodhipara, Raipur, Distt. Raipur (C.G.)
28	Fafadih	Sulabh Shauchalaya Complex, Fafadih, Raipur, Distt. Raipur (C.G.)
29	Shastri Nagar (Fokatpara)	Sulabh Shauchalaya Complex, Shastri Nagar (Fokatpara), Raipur, Distt. Raipur (C.G.)
30	Telibhandha	Sulabh Shauchalaya Complex, Telibhandha, Raipur, Distt. Raipur (C.G.)

31	Kali Mata Ward	Sulabh Shauchalaya Complex, Kali Mata Ward, Raipur, Distt. Raipur (C.G.)
32	Trimurti Nagar	Sulabh Shauchalaya Complex, Trimurti Nagar, Raipur, Distt. Raipur (C.G.)
33	Khamardih	Sulabh Shauchalaya Complex, Khamardih, Raipur, Distt. Raipur (C.G.)
34	Kusth Basti	Sulabh Shauchalaya Complex, Kusth Basti, Raipur, Distt. Raipur (C.G.)
35	Raja Talab	Sulabh Shauchalaya Complex, Raja Talab, Raipur, Distt. Raipur (C.G.)
36	Danteshwari	Sulabh Shauchalaya Complex, Danteshwari, Raipur, Distt. Raipur (C.G.)
37	Kushalpur	Sulabh Shauchalaya Complex, Kushalpur, Raipur, Distt. Raipur (C.G.)
38	Bandhwapara	Sulabh Shauchalaya Complex, Bandhwapara, Raipur, Distt. Raipur (C.G.)
39	Hanuman Nagar	Sulabh Shauchalaya Complex, Hanuman Nagar, Raipur, Distt. Raipur (C.G.)
40	Subhash Nagar	Sulabh Shauchalaya Complex, Subhash Nagar, Raipur, Distt. Raipur (C.G.)
41	Distt. Hospital	Sulabh Shauchalaya Complex, Distt. Hospital, Raipur, Distt. Raipur (C.G.)
42	Budha Talab	Sulabh Shauchalaya Complex, Budha Talab, Raipur, Distt. Raipur (C.G.)
43	Kashiram Nagar	Sulabh Shauchalaya Complex, Kashiram Nagar, Raipur, Distt. Raipur (C.G.)
44	Pensionbara	Sulabh Shauchalaya Complex, Pensionbara, Raipur, Distt. Raipur (C.G.)
45	Gol Bazar	Sulabh Shauchalaya Complex, Gol Bazar, Raipur, Distt. Raipur (C.G.)
46	Chhottapara	Sulabh Shauchalaya Complex, Chhottapara, Raipur, Distt. Raipur (C.G.)
47	Shastri Bazar	Sulabh Shauchalaya Complex, Shastri Bazar, Raipur, Distt. Raipur (C.G.)
48	Aminpara	Sulabh Shauchalaya Complex, Aminpara, Raipur, Distt. Raipur (C.G.)

49	Birbhadra Nagar	Sulabh Shauchalaya Complex, Birbhadra Nagar, Raipur, Distt. Raipur (C.G.)
50	Nehru Nagar	Sulabh Shauchalaya Complex, Nehru Nagar, Raipur, Distt. Raipur (C.G.)
51	Rajendra Nagar	Sulabh Shauchalaya Complex, Rajendra Nagar, Raipur, Distt. Raipur (C.G.)
52	Shyam Nagar	Sulabh Shauchalaya Complex, Shyam Nagar, Raipur, Distt. Raipur (C.G.)
53	Shyam Nagare - II	Sulabh Shauchalaya Complex, Shyam Nagare - II, Raipur, Distt. Raipur (C.G.)
54	Civil Line	Sulabh Shauchalaya Complex, Civil Line, Raipur, Distt. Raipur (C.G.)
55	Mahamaya	Sulabh Shauchalaya Complex, Mahamaya, Raipur, Distt. Raipur (C.G.)
56	Nandi Chowk	Sulabh Shauchalaya Complex, Nandi Chowk, Raipur, Distt. Raipur (C.G.)
57	Santoshi Nagar (Uria Basti)	Sulabh Shauchalaya Complex, Santoshi Nagar (Uria Basti), Raipur, Distt. Raipur (C.G.)
58	Durga Chowk	Sulabh Shauchalaya Complex, Durga Chowk, Raipur, Distt. Raipur (C.G.)
59	Tikrapara - II	Sulabh Shauchalaya Complex, Tikrapara - II, Raipur, Distt. Raipur (C.G.)
60	Lalpur	Sulabh Shauchalaya Complex, New Bus Stand, Raipur, Distt. Raipur (C.G.)
61	Aadarsh Nagar (Pujari Petrol Pump)	Sulabh Shauchalaya Complex, Aadarsh Nagar (Pujari Petrol Pump), Raipur, Distt. Raipur (C.G.)
62	Chiranjili Talab	Sulabh Shauchalaya Complex, Chiranjili Talab, Raipur, Distt. Raipur (C.G.)
63	Changora Bhatta	Sulabh Shauchalaya Complex, Changora Bhatta, Raipur, Distt. Raipur (C.G.)
64	Sanjay Nagar	Sulabh Shauchalaya Complex, Sanjay Nagar, Raipur, Distt. Raipur (C.G.)
65	Gokur Nagar	Sulabh Shauchalaya Complex, Gokur Nagar, Raipur, Distt. Raipur (C.G.)
66	Mathpuraina New	Sulabh Shauchalaya Complex, Mathpuraina New, Raipur, Distt. Raipur (C.G.)

67	Tikrapara - I	Sulabh Shauchalaya Complex, Tikrapara - I, Raipur, Distt. Raipur (C.G.)
68	Santoshi Nagar (Ring Road)	Sulabh Shauchalaya Complex, Santoshi Nagar (Ring Road), Raipur, Distt. Raipur (C.G.)
69	Santoshi Nagar (Sabji Mandi)	Sulabh Shauchalaya Complex, Santoshi Nagar (Sabji Mandi), Raipur, Distt. Raipur (C.G.)
70	Hirapur	Sulabh Shauchalaya Complex, Hirapur, Raipur, Distt. Raipur (C.G.)
71	Ashok Nagar	Sulabh Shauchalaya Complex, Ashok Nagar, Raipur, Distt. Raipur (C.G.)
72	Pahari chowk	Sulabh Shauchalaya Complex, Pahari chowk, Raipur, Distt. Raipur (C.G.)
73	Rawa Bhatt T.P. Nagar - I	Sulabh Shauchalaya Complex, Rawa Bhatt T.P. Nagar - I, Raipur, Distt. Raipur (C.G.)
74	Gogaon	Sulabh Shauchalaya Complex, Gogaon, Raipur, Distt. Raipur (C.G.)
75	Mahoba Bazar	Sulabh Shauchalaya Complex, Mahoba Bazar, Raipur, Distt. Raipur (C.G.)
76	Murra Bhatti	Sulabh Shauchalaya Complex, Murra Bhatti, Raipur, Distt. Raipur (C.G.)
77	Banjari Mata Mandir	Sulabh Shauchalaya Complex, Banjari Mata Mandir, Raipur, Distt. Raipur (C.G.)
78	Khamtrie	Sulabh Shauchalaya Complex, Khamtrie, Raipur, Distt. Raipur (C.G.)
79	Gurayari	Sulabh Shauchalaya Complex, Gurayari, Raipur, Distt. Raipur (C.G.)
80	Kota	Sulabh Shauchalaya Complex, Kota, Raipur, Distt. Raipur (C.G.)
81	Kaling Nagar	Sulabh Shauchalaya Complex, Kaling Nagar, Raipur, Distt. Raipur (C.G.)
82	Bhawani Nagar	Sulabh Shauchalaya Complex, Bhawani Nagar, Raipur, Distt. Raipur (C.G.)
83	Kabir Nagar	Sulabh Shauchalaya Complex, Kabir Nagar, Raipur, Distt. Raipur (C.G.)
84	Tatibandh	Sulabh Shauchalaya Complex, Tatibandh, Raipur, Distt. Raipur (C.G.)

85	Khabhara	Sulabh Shauchalaya Complex, Khabhara, Raipur, Distt. Raipur (C.G.)
86	Kukurbera	Sulabh Shauchalaya Complex, Kukurbera, Raipur, Distt. Raipur (C.G.)
87	Rawan bhatta T.P. Nagar - II	Sulabh Shauchalaya Complex, Rawan bhatta T.P. Nagar - II, Raipur, Distt. Raipur (C.G.)
88	Sarona	Sulabh Shauchalaya Complex, Sarona, Raipur, Distt. Raipur (C.G.)
89	Laxhuman Nagar	Sulabh Shauchalaya Complex, Laxhuman Nagar, Raipur, Distt. Raipur (C.G.)
90	Ram Sagar Para	Sulabh Shauchalaya Complex, Ram Sagar Para, Raipur, Distt. Raipur (C.G.)
91	Mangal Bazar	Sulabh Shauchalaya Complex, Mangal Bazar, Raipur, Distt. Raipur (C.G.)
92	Aama Talab	Sulabh Shauchalaya Complex, Aama Talab, Raipur, Distt. Raipur (C.G.)
93	Badhie Para	Sulabh Shauchalaya Complex, Badhie Para, Raipur, Distt. Raipur (C.G.)
94	Bhatagaon	Sulabh Shauchalaya Complex, Bhatagaon, Raipur, Distt. Raipur (C.G.)
95	Chhattisgarh Nagar	Sulabh Shauchalaya Complex, Chhattisgarh Nagar, Raipur, Distt. Raipur (C.G.)
96	Mathpuraina (Purena)	Sulabh Shauchalaya Complex, Mathpuraina (Purena), Raipur, Distt. Raipur (C.G.)
97	Bhanpuri	Sulabh Shauchalaya Complex, Bhanpuri, Raipur, Distt. Raipur (C.G.)
98	Collectriate	Sulabh Shauchalaya Complex, Collectriate, Raipur, Distt. Raipur (C.G.)
99	Jagarnath Nagar	Sulabh Shauchalaya Complex, Jagarnath Nagar, Raipur, Distt. Raipur (C.G.)
100	Rawa Bhatt T.P. Nagar - III	Sulabh Shauchalaya Complex, Rawa Bhatt T.P. Nagar - III, Raipur, Distt. Raipur (C.G.)

Source: - Sulabh International Social Service Organization, Raipur (2010)

#### 4. Birth Death and Marriage Registration

CHOiCE (Chhattisgarh Online Information for Citizen Empowerment) centre has been established to provide efficient services to citizen especially related to registration of Birth, Death and Marriage. It works online for registration of birth-death and marriage. The CHOiCE centre in Raipur works under the guidance of city health & sanitation department of RMC.

#### Services/Function of CHOiCE Centre :

- Birth registration
- Death registration
- Issuing birth certificate
- Issuing death certificate
- Marriage registration
- Issuing marriage certificate

#### Timing for services of CHOiCE centre

10:00 am to 8:00 pm (All working Days)

Detail about Birth-Death and Marriage registration services of CHOiCE centre				
Where citizen can apply	Detail	Registration Fees	Time Schedule	Required Documents
<b>Birth Registration</b>				
Nearest CHOiCE centre	within 30 days from the day of Birth	Registration fees -- 15/- Certificate printing fees -- 5/- Document scanning fees -- 10/- <b>Total Fees - 30/-</b>	3 days	<input type="checkbox"/> Hospital Certificate
Nearest CHOiCE centre	From 31 <sup>st</sup> day of birth to 12 Months	Registration fees -- 15/- Certificate printing fees -- 5/- Document scanning fees -- 10/- Late fees - 5/- <b>Total Fees - 35/-</b>	7 days	<input type="checkbox"/> Hospital Certificate <input type="checkbox"/> Ordered copy of district statistical
CHOiCE centre's head office Guru Nanak Market, R.D.A. Building, Sharda chowk, Raipur	Above one year	Registration fees -- 15/- Certificate printing fees -- 5/- Document scanning fees -- 10/- Late fees - 10/- <b>Total Fees - 40/-</b>	7 days after verification	<input type="checkbox"/> Hospital Certificate <input type="checkbox"/> Ordered copy of district Magistrate



<b>Death Registration</b>				
Nearest CHOICE centre	within 30 days from the day of death	Registration fees -- 15/- Certificate printing fees – 5/- Document scanning fees – 10/- <b>Total Fees - 30/-</b>	7 days	<input type="checkbox"/> Hospital Certificate or receipt of burial ground
Nearest CHOICE centre	From 31 <sup>st</sup> day of death to 12 Months	Registration fees -- 15/- Certificate printing fees – 5/- Document scanning fees – 10/- Late fees - 5/- <b>Total Fees - 35/-</b>	30 days	<input type="checkbox"/> Hospital Certificate or receipt of burial ground <input type="checkbox"/> Ordered copy of district statistical officer
CHOICE centre's head office Guru Nanak Market, R.D.A. Building, Sharda Chowk, Raipur	Above one year	Registration fees -- 15/- Certificate printing fees – 5/- Document scanning fees – 10/- Late fees - 10/- <b>Total Fees - 40/-</b>	30 days after verification	<input type="checkbox"/> Hospital Certificate or receipt of burial ground Ordered copy of district Magistrate
<b>Marriage Registration</b>				
Nearest CHOICE centre	Marriage Registration	Registration fees -- 15/- Certificate printing fees – 5/- Document scanning fees – 10/- (Rs.10@per page scanning charge)	7 days	<input type="checkbox"/> Marriage Card <input type="checkbox"/> Joint photographs of the couple <input type="checkbox"/> Age certificate <input type="checkbox"/> Affidavit by notary

Source: - CHOICE Centre, Raipur

- Note: - 1) If birth/death occurs in house then certificate will be issued on the basis of certified by respective ward councillor.  
2) If death occurs in accidental death/incidental death then death certificate will be issued on the basis on F.I.R. copy.

<b>List of CHOiCE centres in Raipur Municipal Area</b>					
<b>Sl. No.</b>	<b>Agent of CHOiCE centre</b>	<b>CHOiCE Centre</b>	<b>Address of CHOiCE Centre</b>	<b>Mobile no.</b>	<b>Phone no.</b>
1	Ashish Pandey	Satyam Cyber Cafe	Kachari Chawk, Raipur	9301042900	4044624
2	Tanwir Mirza	The Pub Net	Bajnath Para, Raipur	9329674000	--
3	Deepak Sahu	Milan Infosys	In Front Of Pili Building,Fafadih, Raipur	9826339261	--
4	Sanat Kumar Mahobey	Cyber And Cyber	E-103,104, Main Road, Debendra Nagar, Sector - 1, Raipur	--	4057283, 2888202
5	Sadeep Bais	Sun City Cyber Zone	K.K.Road Moudha Para,Raipur	9425511777	--
6	Masum Rahi	Moon Light Computer	Near Jhanda Chowk, Sanjay Nagar Dhal, Sanjay Nagar, Raipur	9893836051	--
7	Atul Dhurde	Nexus Software	Dagania Square,Near Sudar Nagar,Raipur	9926190977	--
8	Ajay Bhattacharya	Pragati Computer	New Mandi Gate,Pandari Tarai,Raipur	9827480822	--
9	Shekhar Patel	Patel Computer Job Work	Lodhi Para,Near G.T.Shopping Plaza,Awanty Bai Chowke Raipur	9827197054	--
10	Sunil Kumar Shakya	Narayani Std	Ashwani Nagar,Mahadeo Ghat Road,Raipur	9827409110	--
11	Nilesh Kumar Sao	Shree Ram Computer'S	Gol Chowk,Rihinipuram,Raipur	9300202466	--
12	Girish Kumar Sahu	Sainath Computers	Opp.Khalsa School,Shop No.35 Nagar Nigam Complex,Pandari Road,Raipur	9424215401	4044337, 4072229
13	Pankaj Kumar Chandrakar	Jan Manas Vikas Shikshan Samiti	Adil Building Maitri Nagar,Mahadeo Ghat Road,Raipur	--	2241547
14	Sanjay Jaiswal	Sansoft Infotech	C/193 Shailendra Nagar,Raipur	9425506434	2426204

15	Poonam Sharma	Rajiv Loachan Choice Center	Ganpati Std Pco,Netaji Chowk,Telibandha,Raipur	9827985509	--
16	Syed Riyaz Ali	Famous Printers & Staioners	Pandri,Raipur	9300223038	2583038
17	Devendra Kumar Sahu	Sahara Computers	Opp.Chattisgarh Bunkar Sangh,Amapara,Raipur	9425206424	4031511
18	Anupran Chandrakar	Vikram Computers	B-19/5,Sector-3,Udaya Colony,Tatibandh,Raipur	9425517105	2572805
19	Kamalkant Chandrakar	Shri Choice Center	Maina Bar Complex, Ring Road No-1,Changora Bhata Chowk,Raipur	9926121516	2242646
20	Rajesh Panjwani	Key 2 Net	Ratan Palace,Katora Talab ,Raipur	9893134977	--
21	Samidha Chandrakar	Chandrakar Choice Center	Vikas Vihar Colony Mahadevghat Road Raipura, Raipur	9754750043	2242435,
22	Ghanshyam sahu	Sahu Typing Institute	Pahadi Chowk Gudiyari , Raipur Pin :492009	9425522462	2593046
23	Amit Soni	Ajay Travels	Sharda Chouk Near Surana Sports Banjari Road Raipur	9893122044	4080203
24	NARESH KUMAR BAFNA	Bafna Choice Center	21 Mahila Samridhi Bazar,Budheshwar Chowk,Bhudapara,Raipur	9329408125	--
25	Mohd. Tariq Ashrafi	K G N Computers	Near Hotel Mezbaan,Opp. Kazi Complex,Dhobigali Baijnath Para,Raipur(Cg)	9300780300	
26	Veerendra Kumar Dubey	Raghu Choice Center	Brahman Para,Raipur (C.G.)	9827480700	2233994
27	Puja Sahu	Brij Choice Center	Shop No.10,Near Police Thana,Bajaj Complex,New Rajendra Nagar,Raipur(C.G.)	9826105522	4270662
28	Sandeep Uparkar	Maa Bhagwati Choice Center	Shrinagar,Gudyari Road,Khamtarai,Raipur(C. G.)	9329814345	4024346
29	Bhupendra Tarak	Tarak Computers	Lalpur,Mmi Hospotal,Gali No 1,Raipur(C.G.)	9827166059	2543058

30	Ratnesh Kumar Tiwari	Raj-Ratn Choice Center	Raj-Ratn Veriety, Kota Stadim Road, Dr. Das Complex, Raipur (C.G)	9039777709	2575120
31	Syed Shadab Ali	Zeba Choice Center	Infront Horizan, Beside Astha Hospital, Malviya Road, Baijnath Para, Raipur	9300972000	--

Source: - <http://www.choice.gov.in>

## 5. Other Basic Amenities (Road & Street Lights)

### Road

The Superintendent of Engineers, Executive Engineers, the team of Engineers and staff responsible for the related activities of the department head the Public Works Department.

#### Services provided by the Road Department

- Planning and designing of Road, Storm Water Drain, Office, Garden, Store, Garage etc.
- Construction and maintenance of roads, storm water drainage and of bridges and culverts
- Construction of gardens/parks
- Repair of pot holes and bad patches
- Resurfacing of the road
- Widening and improvement of existing roads
- Repair and maintenance of foot paths
- Provision of parking facilities
- Maintenance of traffic islands

Road Network Available in Raipur	
Category of roads	Length of roads (km)
B.T. Road (paved)	342.4
CC Road (paved)	212.45
W.B.M. Road (unpaved)	25.8
Motorable (unpaved)	79.9
Non motorable (unpaved)	319.65
<b>Total Road Length</b>	<b>980.2</b>

Source: P.W.D. department, RMC (2010)

## Street Light

Executive engineers, team of engineers (SDO, sub-engineers) and staff (Time Keepers, work asst., electrician, helper) are responsible to maintain the service of streetlights within the municipal limits.

Corporation Maintained Services	
Street Lights	In Number
No. of Tube Light	1,9563
No. of sodium Light	7,987
No. Metal Lights	203
No. of CFL lamp	1,009
High-Mast Light	22
T-5 (4x24 watt)	270
Juno (250 watt)	323
<b>Total</b>	<b>29,377</b>

Source: Electric department, RMC (2010)

### Timing for streetlights\_

#### For summer period:

Switch on Timing: - between 6:45 p.m. to 7:00 p.m. (Daily)

Switch off Timing: - between 5:15 a.m. to 5:30 a.m. (Daily)

#### For winter and monsoon period:

Switch on Timing: - between 6:00 p.m. to 6:15 p.m. (Daily)

Switch off Timing: - between 6:00 a.m. to 6:15 a.m. (Daily)

## D. DETAILS OF GRIEVANCE REDRESSAL MECHANISM AND HOW CAN THE PUBLIC ACCESS IT

The Raipur Municipal Corporation introduced the following public grievance redressal Mechanisms in 2009 within the municipal limits in order to enhance and improve the service delivery and serve its citizens in a better manner.

### CITIZEN CHARTER

The Raipur Municipal Corporation loaded a citizen charter on their website in August -2009. It mainly contained details about the existing grievance redressal system, the time schedules for complaint redressal and the complaint application format. However, the corporation decided to revise this document and load a full- fledged citizen charter in 2010. The main objective to have a Citizen's Charter for an organisation is to improve the quality of public services. This is done by letting people know the mandate of the concerned departments, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong. The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights.

क्र.	विभाग	विषय	समय सीमा
1.	P.W.-1	सड़क की कारवाहीक गड़बड़ी की मरम्मत	7 दिन
	P.W.-2	दुदी नाली, पुलिया के मरम्मत	30 दिन
2.	R.U.-1	समावेश्य आवेदन प्रतिक्रमण	30 दिन
	R.U.-2	समावेश्य कर व रज विवरणी के आधार पर कलरोपण की कार्यवाही	30 दिन
	R.U.-3	विपणन सूचनाएं / दुकान फिलहाल अनुपम का नवीनीकरण / नवाधारण	60 दिन
3.	H.O.-1	नाली सफाई	3 दिन
	H.O.-2	बड़े नाली की सफाई	15 दिन
	H.O.-3	सड़क सफाई	3 दिन
	H.O.-4	कचरा सफाई	3 दिन
	H.O.-5	घास बुझाने की सफाई	3 दिन
	H.O.-6	पिछी सोप्टिक टैंक की सफाई	2 दिन
4.	T.P.-1	आवासीय भवनविज स्वीकृति / अस्वीकृत को आवेदक को सूचना देना	7 दिन
	T.P.-2	भवन अनुज्ञा प्रकरणों का स्थल निरीक्षण करना एवं दस्तावेज/अन्य कृपियों के संबंध में आवेदक को लिखित में सूचित करना (एक ही बार में)	30 दिन
	T.P.-3	कला भवन पर पंजीयन	7 दिन
	T.P.-4	कार्यालय विकास अनुपम	80 दिन
	T.P.-5	अवेच डीजिंग पर कार्यवाही	60 दिन
	T.P.-6	अधिकरण पर कार्यवाही	7 दिन
	T.P.-7	सड़क पर बाधा के विरुद्ध कार्यवाही	7 दिन
	T.P.-8	मोबाइल टेलर लगाने की अनुपम	3 दिन
5.	W.S.-1	सूचना पार्किंग कार्ययोजना/मरम्मत	18 दिन
	W.S.-2	अन्य पार्किंग जार्निंग विवरण/मरम्मत	28 दिने
	W.S.-3	कलेक्शन में पाती गरी जाना	7 दिन
	W.S.-4	अधीन नल कलेक्शन आवेदन प्रतिक्रमण	7 दिन
	W.S.-5	दुपुत्रवेज पावर ग्रुप सुधार	30 दिन
6.	W.S.-6	सूचना ग्रुप सुधार	5 दिन
	F.L.-1	भारत रोज़गार सार्वसे स	7 दिन
	F.L.-2	समावेश्य सार्वसे स	30 दिन
	F.L.-3	समावेश्य सार्वसे स	30 दिन
	F.L.-4	सिक्का सार्वसे स	7 दिन
	F.L.-5	सिक्का सार्वसे स	7 दिन
7.	F.L.-6	समावेश्य सार्वसे स जारी करना	7 दिन
	S.L.-1	सड़क प्रमाण	30 दिन
8.	S.L.-2	अन्य/विशेष	7 दिन

टीप - एक आवेदन मात्र पर एक ही विषय में संबंधित आवेदन/प्रिकायत स्वीकार किये जायेंगे।  
आयुध

The existing board of RMC with details about the present grievance redressal timings, which has been placed in the form of a Citizen Charter

### SINGLE WINDOW SYSTEM

Raipur Municipal Corporation currently has only one formal grievance redressal system, which is the 'Single Window System' for registration and redressal of grievances related to service delivery. The corporation has developed a format for both, registration of the grievance and its acknowledgement, which are available to citizens at the zonal offices.

Format fee for Citizens  
Timing for registering complaints

Rs.2/-  
10:30a.m. to 2:00 pm  
(At each zone office)



After the complaint has been registered, it is forwarded to the concerned section/department of zone for redressing. At Corporation level, Public Grievance Redressal cell has been formed.



Citizens of Raipur gathered at the RMC to use the Single Window System in order to register their complaints

### **CALL OR VISIT THE ZONE COMMISSIONER & WARD COUNCILLOR**

Citizens could also make personal calls or visit the zone commissioner and their respective ward councillor for redressal of their complaints. These complaints are then directed to in-charge of concerned section in the zone. However, complaints that come from this route are not properly recorded or maintained. \_

### **REVIEW OF THE COMPLAINTS**

- **At Zone Level:** Zone Commissioners review all registered complaints on a fortnightly basis (twice every month) with all section in-charges.
- **At Corporation Level:** The Municipal Commissioner reviews the complaints on a monthly basis. All the Zone Commissioners report to the commissioner during the 'Time Line (TL) meeting' with a record of complaints that have been redressed and those still pending. A discussion on the status of the filed complaints through the single window system is also done. An excel format has also been prepared to keep a systematic record of the complaints (redressed and pending complaints) that have been registered at the zonal levels.

- The following table elaborates about the existing complaints filed by the citizens for various services and their respective redressal details and time schedules.

<b>DETAILS ABOUT THE GRIEVANCE REDRESSAL</b>				
<b>Water Supply Services*</b>				
<b>Nature of Grievances</b>	<b>Redressal Time</b>	<b>Place /office</b>	<b>Concerned Official</b>	<b>Timing (All working days)</b>
Rectification of pollution in drinking water	Within 24 hours	Single Window system at zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
No water supply in the connection	7 days	Single Window system at zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Repair of leakages of main pipe line	Within 24 hours	Single Window system at zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Repair of leakages of other pipe line	7 days	Single Window system at zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Repair to Hand-Pump	7 days	Single Window system at zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Repair to tube well power pump	5 days	Single Window system at zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Use of illegal motor pump on corporation connection	Within 24 hours	Single Window system at zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
<b>Solid Waste Management</b>				
Cleaning of street & roads	3 days	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Cleaning of sewer	3 days	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Cleaning of drain	15 days	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Collection and removal of garbage	3 days	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Cleaning of Jam bridge	2 days	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Removal of dead animals	Within 48 hours	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Cleaning of public toilets and urinals	Within 24 hours	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.

Complaint regarding cleaning of septic tank of public toilets	7 days	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
<b>Other Basic Amenities (including Roads and Street Lights)</b>				
Repair of potholes on the road	7 days	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Repair of storm water drain	30 days	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Repair of bridge and culverts	30 days	Single Window system at concern zone office	Concerned zone commissioner	10:30 a.m. to 2 p.m.
Repair to non-burning of street light at main road/street	Within 48 hours	Electric department of RMC	Mr. R. K. Pandey (Executive Engineer) Ph - 09301-53216	10:30 a.m. to 2 p.m.
Repair of street light at inner road/street	7 days	Single Window system at concern zone off	Concerned zone commissioner	10:30 a.m. to 2 p.m.

**Note\*:**

- i. After the redressal of complaint, concerned field employee takes the signature of the complainant as a proof.
- ii. If the complaint is not redressed, there is a provision to inform the complainant about the reason behind the same by zone commissioner.
- iii. If the complaints do not get redressed and the zone commissioner does not inform the complainant, then the complainant can directly contact with the municipal commissioner.

## E. EXPECTATION FROM CITIZENS

### PROCEDURE FOR INVITING SUGGESTIONS/INPUTS

- The RMC organizes meetings with the members of City Technical Advisory Group (CTAG) on a regular basis for taking suggestions and inputs on the ongoing activities and various plans under the Jawaharlal Nehru National Urban Renewal Mission (JnNURM).
- Information / notices are published on the website whenever the corporation feels the need to take suggestions from citizens.
- Suggestion box and complaint box have been placed at the municipal corporation's head office.

The Raipur Municipal Corporation values and encourages greater participation, support and assistance from the citizens, to help the corporation to deliver best services to its citizens. It strives each day to improve the quality of life of its citizens. The co-operation of the citizens is solicited broadly in the following aspects:

## **EXPECTATION FROM THE CITIZENS RELATED TO VARIOUS SERVICES**

### **Water Supply Services**

- Water is life. Do not waste water unnecessarily
- Do not use drinking water for gardening or other domestic purposes.
- Do not draw water in an unauthorised manner like through installation of pumps in municipal connection
- Get the repair after proper intimation to corporation and under the supervision of corporation engineering staff.
- Pay water charges/ bills and other dues regularly
- Conserve rainwater by installing rainwater-harvesting structures in buildings/ houses, which would also contribute in increasing the ground water table.
- Keep the house taps and public stand posts closed to avoid any wastage.
- Inform about water leakages and theft of public stand posts.
- Inform about using illegal motor pumps to the corporation.
- Do not tamper with water supply connection.
- Do not take illegal connections

### **Solid Waste Management**

- Keep the environment clean and adopt cleanliness friendly practices like not dumping garbage and debris in the street or in open drains.
- Keep your premises clean and deposit waste in the designated points / garbage bins in order to keep your neighbourhood clean.
- Segregate household wastes into biodegradable and non-biodegradable waste before disposing it off.
- Report non-clearance of garbage / debris to the designated authority.
- Use public toilet/ urinals properly.
- Avoid nuisance in open spaces.
- Inform about the dead animals.
- Avoid the usage of thin and coloured polybags / polythenes.

### **Other Basic Amenities (including Roads and Street Lights)**

- Do not damage public property like roads, public fountain etc.
- Avoid encroaching roads/street.
- Avoid cutting roads without permission.
- Do not allow household wastewater to flow into the streets.
- Pay your taxes regularly.
- Do not damage streetlights.
- Inform about damaged road, damaged lights, light poles etc.
- Maintain avenue trees on front of your premises.
- Help to keep the city clean and green by planting atleast five trees.
- Avoid leaving animals on road and public places
- Inform about violation of rules

## F. OTHER INFORMATION

### INFORMATION ABOUT THE RIGHT TO INFORMATION ACT

- Municipal Corporation follows the all provisions of the Right To Information Act (RTI) and it provides information under the RTI Act.
- The information about the self-disclosure of Municipal Corporation under section 4 (1) of RTI act is as follows is available on the website (<http://nagarnigamraipur.com>).
- The following information is displayed at the corporation office with regard to this Act:

Assistant Public Information Officer	Public Information Officer	First Appellate Authority
<b>Mr. Rajendra Sharma</b> Incharge of superintendent of General Administration Department, Municipal Corporation, Raipur Ph. 93019-53291	<b>Mr. G. S. Chatriya</b> Deputy Commissioner, Municipal Corporation, Raipur Ph. 93019-53204	<b>Mr. O.P. Choudhary (IAS)</b> Commissioner Municipal Corporation, Raipur, Ph. 93019-53300

- The information about the schedule 12<sup>th</sup> of the 74<sup>th</sup> constitutional amendment act has been displayed on the notice board of corporation.

### INSTALLATION OF A SOFTWARE FOR COMPLAINTS HANDLING

The corporation is in the process of installation of an Online Grievance Redressal Tracking System (OGRTS). It is a web based communication system/application, which would help in effectively resolving the grievances of the citizens in a friendly and qualitative manner. The Centre for Good Governance (CGG) has helped to design this system.