

**GOVERNMENT OF MIZORAM**

**CITIZEN'S CHARTER**

**for**

**AIZAWL MUNICIPAL CORPORATION**

**For the year 2020**

**Address : CCBT Building, Thuampui, Aizawl – 796017, Mizoram**

**Website : <https://amcmizoram.com>**

**Date of issue : 16<sup>th</sup> July, 2020**

**CITIZEN'S CHARTER FOR DEPARTMENT/OFFICE OF  
AIZAWL MUNICIPAL CORPORATION (2020)**

**VISION AND MISSION**

**VISION**

A modern, dynamic and citizen-focussed Municipal Authority working for better communities with a commitment to service.

**MISSION**

The mission of Aizawl Municipal Corporation is:

- ❖ To provide basic civic amenities in the jurisdiction of Aizawl Municipality.
- ❖ To collect Tax and Non- Tax revenues.
- ❖ Issue of Shop Licenses.
- ❖ Maintenance of Public Places like, Parks / Gardens, etc.
- ❖ To provide access to Socio-Economic databases.
- ❖ To provide Citizen Centric (Govt. to Citizen) services, E-Governance applications.
- ❖ Market access and E-commerce
- ❖ Generation of employment.
- ❖ To use IT tools for sustainable regional development

**CITIZEN'S CHARTER FOR DEPARTMENT / OFFICE OF  
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**MAIN SERVICES**

Sl. No.	Services delivered by the office to the citizens or other departments/organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	Amendment of Act / Rules / Regulations	H. Lalruatlina Superintendent	<a href="mailto:ruatlina15@gmail.com">ruatlina15@gmail.com</a> Mb: 9436196820	1) Obtaining approval of the Board of Councillors 2) Obtaining approval of the State Govt. 3) Notification in Mizoram Gazette	Minutes of BOC meeting	Not Applicable
2	Issue of Building Permission	Ralthuama Ralte Town Planner	<a href="mailto:ralthuama64@gmail.com">ralthuama64@gmail.com</a> Mb: 9862555743	1. Application form to be downloaded from AMC website - <a href="https://amcmizoram.com">https://amcmizoram.com</a> 2. Submission of applications: <i>(a) For Ordinary Buildings:</i> To approach registered technical personnel for submission of application online, <i>OR</i> To approach the AMC office (building wing)	Application form and supporting documents as per the AMC Building Regulations which is available on the Office Website.	Fees as prescribed in the Regulations

				<p><i>(b) For Semi-Permanent and Permanent (RCC) buildings:</i></p> <p>To approach registered technical personnel for submission of application online</p> <p>3. Verification of Site by AMC officials, technical person and applicant</p> <p>4. Approval of application by Municipal Commissioner</p>		
3	Structural safety of buildings	Veronica Vanlalhriatpuii Colney Assistant Architect	veronicacolney@gmail.com Mb: 9862172746	Spot verification by the AMC Decision by the Commissioner	Written/ Verbal Complaint	Not Applicable
4	Technical Support on OBPAS	K. Vanlalruata, Asst. Municipal Commissioner (IT)	vlruata@gmail.com Mb: 9862666072	Written/verbal inquiry form the IT Section	Written/ Verbal Complaint	Not Applicable

5	Registration of Technical Personnel under AMC Building Regulations.	H. Lalruatlina Superintendent	ruatlina15@gmail.com Mb: 9436196820	<ol style="list-style-type: none"> <li>1. Application to be submitted in plain paper with supporting documents.</li> <li>2. Obtaining approval of Municipal Commissioner.</li> <li>3. Orientation Training to be conducted.</li> </ol>	Eligibility Certificates from recognised Institutions as provided under Regulation 5(12) with Annexure B.	<p><i>A. License fees for Structural Engineer/ Engineer/ Town Planner/ Supervisor/ Group/ Firm:</i></p> <p>(i) For individual Structural Engineer/ Engineer/ Town Planner : Rs. 1,000/-</p> <p>(ii) For Supervisor: Rs.500/-</p> <p>(iii) For Group/Firm: Rs. 2,000/-</p> <p><i>B. Renewal fees per annum for individual/ Group/ Firm:</i></p> <p>(i) For individual Structural Engineer/ Engineer/ Town Planner: Rs. 500/-</p> <p>(ii) For Supervisor: Rs.250/-</p> <p>(iii) For Group/Firm: Rs.1,000/-</p>
6	Matters relating to Local Councils	H Lalruatlina Superintendent	ruatlina15@gmail.com Mb: 9436196820	<ol style="list-style-type: none"> <li>1. Information/ Report verified by AMC</li> <li>2. Final decision by Municipal Commissioner</li> </ol>	Written information/ report to be submitted	Not Applicable

7	Sale of Solar Appliances	Lalthantluanga Project Director, Solar City Cell	Mb: 9436144306	To approach Solar City Cell personally	Not Applicable	Subsidized rates as may be decided by ZEDA
8	Registration of Birth & Deaths occurring within the Municipal area (August 2016 onwards)	Baby Zohmingliani Asst. District Registrar (Births & Deaths)	raltebaby0@gmail.com Mb: 9862359308	1. Application form and documents to be submitted as per Regulations 2. Approved by Assistant District Registrar.	As per Rules (available in AMC website)	As prescribed in the Rules
9	Applications for display of Advertisement & Hoarding	Veronica Vanlalhriatpuii Colney Assistant Architect	veronicacolney@ gmail.com Mb: 9862172746	Application form and documents to be submitted as per Regulations	As per Regulations (available in AMC website)	As prescribed in the Regulations
10	Registration of Advertisers	Veronica Vanlalhriatpuii Colney Assistant Architect	veronicacolney@ gmail.com Mb: 9862172746	Application form and documents to be submitted as per Regulations	As per Regulations (available in AMC website)	As prescribed in the Regulations
11	Transit facilities for Trucks and Buses	K. Vanlalruata, Asst. Municipal Commissioner (IT)	vlruata@gmail.com Mb: 9862666072	Parking space provided as per availability	Not Applicable	As prescribed by AMC from time to time
12	Development of infrastructure	Zohmingthanga Executive Engineer	hmingpuia12@gmail. com Mb: 9615024210	As per proposals submitted by concerned Ward Committee	Not Applicable	Not Applicable
13	Collection and management of Solid Waste	R. Vanlaltlana LDC	matlana7348@gmail. com Mb: 9862035535	SWM done in PPP mode by both the AMC and Local Councils	Token system is practised	As prescribed by AMC from time to time

14	Management of Sanitation Matters	Vanlalthuama Sanitary Inspector	thumteakhalhang@gmail.com Mb: 8575561415	Applications/ complaints verified by the AMC	Written/verbal application or complaints.	Not Applicable
15	Control of Parking and collection of Parking fees	C. Lalmuanawma Asst. Town Planner	muanawmastephenapa@yahoo.com Mb: 9862386442	1. Proposals made by the Committee on Control of Parking 2. Proposals approved by the BOC	Parking Tender floated for selection of parking contractors	As may be decided by BOC from time to time.
16	Protection of livelihood of Street Vendors and Preparation of Vending Plan	Baby Zohmingliani Assistant Architect	raltebaby0@gmail.com Mb: 9862359308	Application form and documents to be submitted as per Regulations	As per Rules (available in AMC website)	Not Applicable
17	Property Tax: Owners request for Structural Changes	K. Vanlalruata, Asst. Municipal Commissioner (IT) & Assessing Officer	vlruata@gmail.com Mb: 9862666072	It is the duty of each owner of the property to notify any change or changes in the covered area, type of structure, or use of property within 30 days of such change to the Municipality using Form PTMR 2	Attested copy of LSC	Not Applicable
18	Property Tax: Transfer of Title and Mutation	K. Vanlalruata, Asst. Municipal Commissioner (IT) and Assessing Officer	vlruata@gmail.com Mb: 9862666072	In the event of transfer of property by way of sale or gift, the transferor and the transferee are individually required to inform the Executive Officer of the transfer using Form 4: Notice of Transfer of Title and Mutation within 90 days of completion of the transfer.	1. Attested copy of LSC 2. Sale/ Gift Deed 3. NOC from concerned Local Council	Not Applicable

19	Property Tax: Separation/ Amalgamation of Ownership	K. Vanlalruata, Asst. Municipal Commissioner (IT) & Assessing Officer	vluata@gmail.com 9862666072	If the ownership of any land or building or portion thereof is subdivided into separate shares or if more than one land or building or portions thereof by amalgamation come under single ownership, the Owner should submit Form PTMR 7: Form for Requesting Amalgamation/ Separation of Ownership.	1. Attested copy of LSC 2. Sale/ Gift Deed 3. NOC from concerned Local Council	Not Applicable
20	Property Tax: Filing of Return	K. Vanlalruata, Asst. Municipal Commissioner (IT) & Assessing Officer	vluata@gmail.com Mb: 9862666072	The owner of any property, whether actually occupying or using or otherwise, and irrespective whether the property is in the exempted category or not, shall furnish to the Executive Officer of the Municipality, before 30 June of every "Assessment year for Property Taxation", a return to be named as Self-Assessment Return of Annual Property Value and Property Taxes in Form PTMR 8: Self Assessment Return of Annual Property Value and Property Taxes.	Not Applicable	Not Applicable



21	Property Tax: Payment of Property Tax	K. Vanlalruata, Asst. Municipal Commissioner (IT) & Assessing Officer	vluata@gmail.com Mb: 9862666072	Property owner can pay property tax anytime during the year at Aizawl Municipal Corporation (AMC) office or the concerned Local Council.	Not Applicable	Not Applicable
22	Payment of Works Bill	Dr. Lalthanthuami FAO	thapuii2@gmail.com Mb: 9436153435	1. Obtaining sanction from Municipal Commissioner. 2. Bill passed by D.D.O 3. Issue of cheques by D.D.O	1. No Due Certificate from Taxation Dept. (works bill between Rs.2.5 lakhs-10 lakhs) 2. GST Regn Certificate (Above Rs.10 lakh for works & above Rs.20 lakh for supply of goods)	Not Applicable
23	Financial Assistance to Local Councils	Dr. Lalthanthuami FAO	thapuii2@gmail.com Mb: 9436153435	1. Obtaining sanction from Municipal Commissioner. 2. Bill passed by D.D.O 3. Issue of cheques by D.D.O	Not Applicable	Not Applicable

24	Shop License	H. Lalruatlina Superintendent	ruatlina15@gmail.com Mb: 9436196820	1. Submission of written application 2. Obtaining approval of Municipal Commissioner/ Joint Municipal Commissioner.	(i) Prescribed application form (ii) Passport size photo (iii) NOC from concerned Local Council (iv) NOC from house owner, if any. (v) EPIC (vi) Residential Certificate (vii) License from Food License Authority (for selling eatable items)	(i) Application Form: Rs. 50 (ii) Fees as per Schedule I&II of the AMC Licensing Regulations, 2012
25	Information under RTI Act	H. Lalhmingthanga Jt. Municipal Commr (SPIO)	hmingtea.mcs@gmail.com Mb: 9612494868	Written application to be submitted to SPIO	Not Applicable	Fees Rs. 10 (for BPL: Nil)
26	Naming of Streets and Numbering of Houses	Veronica Vanlalhriatpuii Colney Assistant Architect	veronicacolney@gmail.com Mb: 9862172746	1. Proposals for names of streets from Local Councils 2. Approval of BOC	Not Applicable	Not Applicable
27	Landslide mitigation	Zohmingthanga Executive Engineer	hmingpuia12@gmail.com Mb: 9615024210	To be done as per provisions of the AMC (Site Development and Slope Modification) Regulations, 2017	Not Applicable	Not Applicable

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**SERVICE DELIVERY STANDARD**

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months) <sup>2</sup>	Remarks, if any
1	Amendment of Act/Rules/ Regulations	Cannot be specified	-
2	Applications for Building Permission	30 days	-
3	Structural safety of buildings	Cannot be specified	-
4	Technical Support on OBPAS	2 days	-
5	Registration of Technical Personnel under AMC Building Regulations	1 week	For OBPAS, password will be issued only after completion of required training
6	Matters relating to Local Councils	Cannot be specified	-
7	Sale of Solar Appliances	2 days	Subject to availability of stock
8	Registration of Birth & Deaths occurring within the Municipal area ( Aug 2016 onwards)	5 days	Subject to submission of complete application/ documents
9	Applications for display of Advertisement & Hoarding	2 weeks	Subject to submission of complete application/ documents

10	Registration of Advertisers	1 week	Subject to submission of complete application/ documents
11	Transit facilities for Truck and Bus	Not specified	-
12	Development of Infrastructure	As per Contractual Agreement	-
13	Collection and Management of Solid Waste	As scheduled from time to time	-
14	Management of Sanitation Matters	Not specified	-
15	Control of Parking and collection of Parking fees	Not specified	-
16	Protection of livelihood of street vendors and Preparation of Vending Plan	1 month	-
17	Property Tax: Owners request for Structural Changes	1 month	-
18	Property Tax: Transfer of Title and Mutation	1 month	-
19	Property Tax: Separation/Amalgamation of Ownership	1 month	-
20	Property Tax: Filing of Return	Not specified	-
21	Property Tax: Payment of Property Tax	Not specified	-
22	Payment of Works Bill	2 weeks	Subject to availability of funds
23	Financial Assistance to Local Councils	Not specified	Subject to availability of funds
24	Shop License	1 week	-
25	Information under RTI Act	30 days	-

26	Naming of streets and numbering of house	Not specified	Subject to approval of BOC
27	Landslide mitigation	Not specified	-

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**GRIEVANCE REDRESS MECHANISM**

Website address to lodge grievance [pgportal.gov.in](http://pgportal.gov.in)

<b>Sl. No.</b>	<b>Name of the responsible officer to handle public grievance in the department/office</b>	<b>Contact number</b>	<b>Email</b>	<b>Time limit for redress of grievances</b>
1	H Lalruatlina Superintendent	9436196820	ruatlina15@gmail.com	1 week

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**LIST OF STAKEHOLDERS/CLIENTS**

Sl. No.	Stakeholders / Clients
1	Various Government Departments/Statutory Bodies/Boards/PSUs
2	Local Registrar (Births & Deaths), Registered Street Vendors, Registered Advertisers, Registered Technical Personnel, Consultants, Professional Firms and Associations
3	Non-Government Organisations / Community Based Organisations
4	Various Banking Institutions within Aizawl Municipal area
5	Local Councils under Aizawl Municipality.

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**EXPECTATIONS OF THE DEPARTMENT/ OFFICE FROM CITIZENS/ SERVICE RECIPIENTS**

<b>Sl. No.</b>	<b>Expectations of the department / office from citizens/ service recipients</b>
1	Submission of applications complete in all respects as stated in relevant Act/Rules/Regulations
2	Satisfactory fulfilment of Duties and Responsibility as per Contractual Agreements and Requirements under relevant Rules and Regulations
3	Submission of bills along with all relevant documents