



Citizen Charter

2011-2012

Bilaspur Municipal Corporation

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Submitted by:



Society for Participatory research in Asia (PRIA) &
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Preface

Growing urbanisation is emerging as the most patent and superseding challenge faced by our country today. Given the impetus towards urbanisation, the future of Indian cities will depend largely on how successfully the local bodies function as a system with an efficient and effective governance framework. Good urban governance is characterised by equity, efficiency, transparency, accountability, civic engagement, security of people and environment. While accepting the fact that accountability lies on both sides, i.e. citizens as well as governance institutions but the accountability of the service delivery institution is primary.

In its initiative to ensure good governance in Chhattisgarh, the Government has removed the redundant layers in government functioning by streamlining the processes, systems and departments. In Bilaspur, in line with the government's policy of keeping the number of departments to a minimum, the Bilaspur Municipal Corporation (BMC) plays a significant role, as it is the main body involved in civic governance of the city.

The municipality has been working for past few years towards establishing accountability mechanisms, which not only improves governance and service delivery but also empowers citizens. However to deliver services effectively requires a system of accountability where the citizens have access to information and platforms through which they can monitor performance and demand accountability for services they receive. In its commitment to enhance the responsiveness and effectiveness of the basic services rendered, the Municipal Corporation of Bilaspur takes immense pleasure in rededicating ourselves to serve the people by bringing out this '**Citizen Charter**' which is aimed at making the municipality more transparent, accountable and consumer friendly. I would like to thank Society for Participatory Research in Asia (PRIA) for extending their support in finalisation of this document.

This charter documents, the citizen's entitlements to municipal services, quality of services, stages to Redressal of grievances and the response time by municipality to

address the grievances. This charter document also describes, apart from what we can offer the citizens, what the citizens can to help us serve them better.

I invite citizens of Bilaspur to use this charter to ensure better standard of services and also to bring to the notice of the concerned authorities, as listed, any failure or non-compliance of citizen's charter. We invite greater participation, support and assistance from the citizens, which we value the most.

Mr. Yashwant Kumar (I.A.S.)

Commissioner

Municipal Corporation Bilaspur

BILASPUR MUNICIPAL CORPORATION

CITIZEN CHARTER

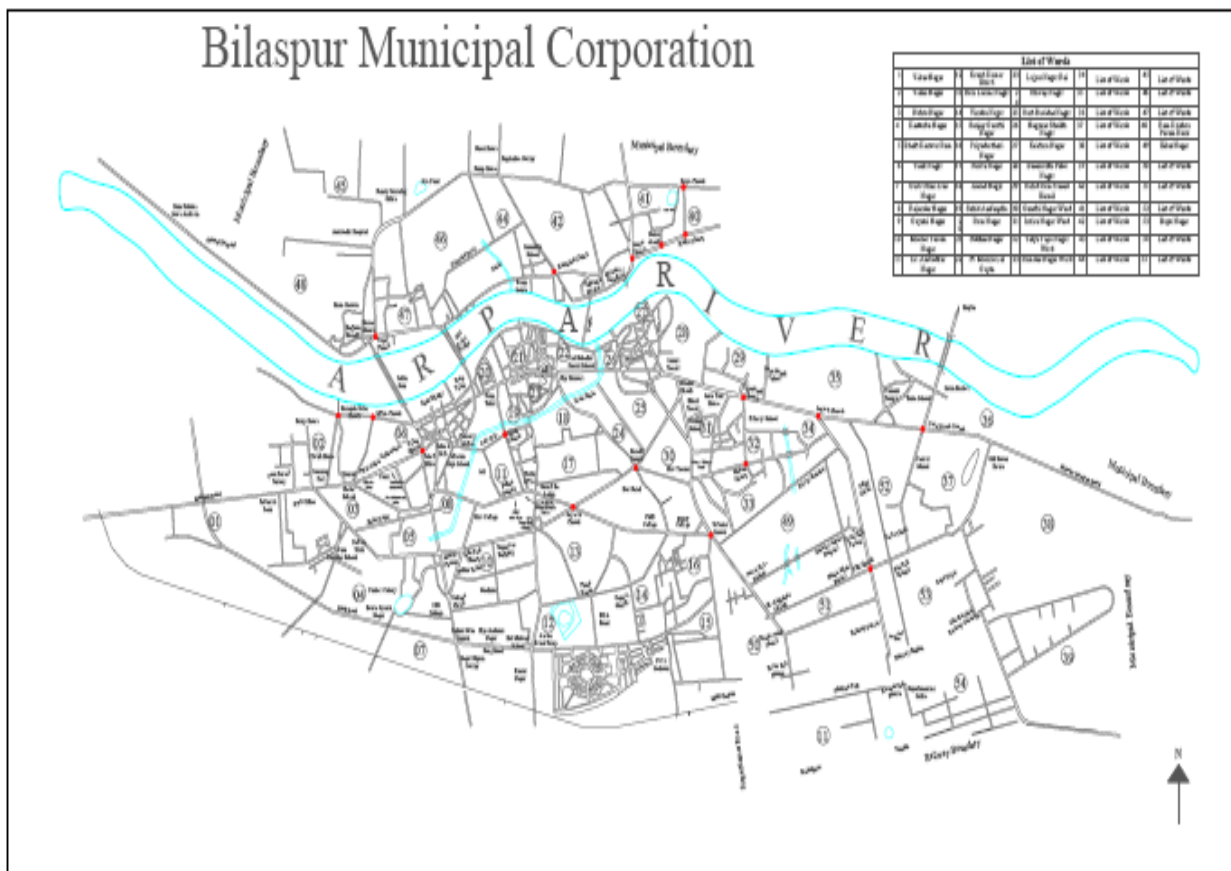
*“Keep Your City Clean, Make Your City Green,
Let Us Make Our City, A Better Place to Live”*

A. GENERAL INFORMATION

History of Bilaspur Municipal Corporation

In the year 1867 Bilaspur municipality was established and later on upgraded to Bilaspur Municipal Corporation (BMC) in 1981. The first election conducted in Bilaspur in 1995, wherein citizen elected the ward councillor and mayor. The last election of municipality had conducted in December-2009.

Map - Ward wise division of Bilaspur city where the BMC functions

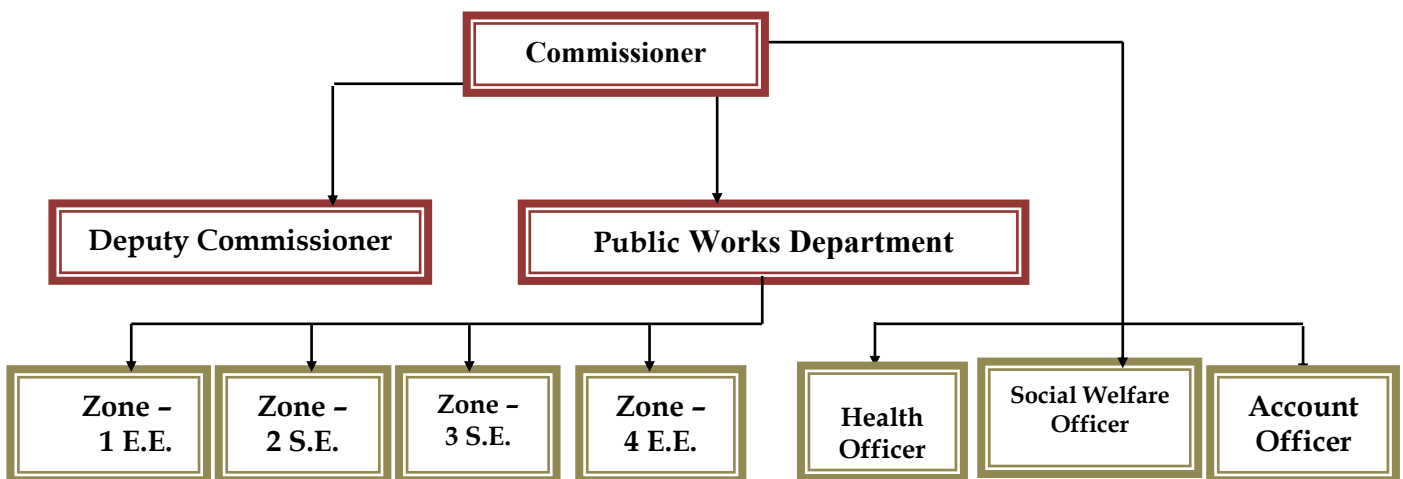


About the Corporation

A Mayor, elected by voters of the city, heads the Bilaspur Municipal Corporation (BMC). It comprises of 55 wards and one councillor is elected from each ward. The councillors elect a speaker (President) for the Corporation among themselves. Mayor-In-Council is constituted in the presidency of mayor, who is an ex-officio chairperson of the Mayor-In-Council. The Mayor among the elected councillors of the corporation nominates members of this Council. The total number of councillor in Mayor-in-council is 20% of the total number of wards. These members are in charge of different departments of the corporation. The next tier has zonal ward committees, which are headed by chairpersons elected by ward councillors of the respective zone.

The Commissioner heads the executive wing of the Corporation and is assisted by a team of officials namely, the Deputy Commissioners, City Health Officers, Superintendent of Engineer, Executive Engineers, Zonal In charge and other staff. The table below lists the existing key staff (2011) and ward councillor of the Corporation with their contact details for easy access by the public:

Organizational Structure of BMC



Organisational Contact Points

Table 1				
S. No.	Name	Designation	Office (07752 - STD code)	Mobile
1	Mrs. Vani Rao	Mayor	405835	94255-46132
2	Mr. Ashok Vidhani	President	221007	99819-97999
3	Mr. Yashwant Kumar (IAS)	Commissioner	222642	99262-82499
4	Mr. Umashankar Sharma	Deputy Commissioner	224214	96170-50215 98271-95706
5	Mr. O.P. Tiwari	Superintending Engineer & In-charge of Zone-3	-	99935-96505
6	Mr. Manoj Singh Thakur	Superintending Engineer & In-charge of Zone-2	-	94242-08484
7	Mr. Pankaj Panchayati	Executive Engineer & In-charge of Zone-1	-	99935-96535
8	Mr. M. K. Verma	Executive Engineer & In-charge of Zone-4	-	97520-95116
9	Dr. Omkar Sharma	Health Officer (Health & Sanitation Dept.)	220523	94252-20029
10	Mrs. Renuka Pingle	Social Welfare Officer	-	94064-44630
11	Mr. Avinash Bapte	Account Officer	238401	98932-99223
12	Mr. Gopal Sharan Sharma	Asst. Account Officer	-	94241-65408
13	Mr. Vijay Kumar Soni	Revenue Officer	-	94255-46788
14	Mr. Murtilal Sharma	Asst. Revenue Officer	-	98264-20857
15	Mr. Anil Singh	Incharge of Bazar Department	-	99935-96565
16	Mr. L.N. Chitrakar	In-charge of Store dept.	-	99935-96563
17	Mr. Dipak Sharma	Public Relation Officer	-	99935-96594
18	Mr. Dharendra Kumar Singh	Assistant Engineer	-	99931-63786

19	Mr. Vinod Kumar Devangan	Assistant Engineer	-	93019-53224
21	Mr. Gopal Singh Thakur	Assistant Engineer	-	98271-11915, 99935-96513
22	Mr. Suresh Sharma	Assistant Engineer	494501	94252-19300, 93003-21743, 99935-96525
23	Mr. Ramavtar Chouhan	Assistant Engineer	418830	93006-35514, 98274-63444, 99935-96514
24	Mr. K.P. Dahayat	Assistant Engineer	-	97557-10002
25	Mr. Sanjeev P. Bhopapurkar	Sub-Engineer	-	98265-41155
26	Mr. Tapan Yogi Tiwari	Sub-Engineer	-	98261-71650
27	Mr. Aseem Agarwal	Sub-Engineer	240366	99935-96512
28	Mr. Suresh Barua	Sub-Engineer	494501	94252-19724, 99935-96521
29	Mr. Uday Keshav Vaidya	Sub-Engineer	228459	99935-96522
30	Mr. Sandip Shrivastav	Sub-Engineer	224271	94255-44448, 99935-96515
31	Mr. Kumar Lahre	Sub-Engineer	418251	98936-90889, 93004-69758, 99935-96517
32	Mr. K.P. Gupta	Sub-Engineer	-	98271-51486
33	Mr. S. K. Manik	Sub-Engineer (Pump House)	-	99935-96518
34	Mr. Rajkumar Sahu	Sub-Engineer (Electric Dept.)	-	99935-96516
35	Mr. Kiran Soni	Sub-Engineer	-	99935-96524
36	Mr. Joyas Tigga	Sub-Engineer (Electric Dept.)	-	97550-91039
37	Mr. Umashankar Sharma	Secretary, Municipal Corporation of Bilaspur	224214	96170-50215, 98271-95706
38	Mr. Ballaud Kaushik	Secretary, Mayor- In-Council, BMC	-	99935-96613
39	Mr. Rajendra Awasthi	P.A. of Commissioner	222642	99935-96577
40	Mr. Ram Chandra Upadhyay	P.A. of Mayor	-	99935-96604

Source: General Administration Department, BMC (2011)

Ward Councillors and their contact points (Election 2009-10)

Table 2			
Ward. No.	Name of Ward	Name of Counsellor	Mobile No.
1	Vikas Nagar	Shri. Abhishek Ram	9827719154
2	Vishnu Nagar	Smt.Shail Yadav	9907417493
3	Nehru Nagar	Shri. Bhaskar Yadav	9993599543
4	Kasturba Nagar	Ramesh Jaiswal	9827174414
5	Bhakt Kavar Ram Nagar	Shri Suresh Kumar Vadhvani	9300207544
6	Tilak Nagar	Shri. Laxminarayan Kashyap	9827172275
7	Guru Ghasidas Nagar	Shri. Anuj Kumar Tandan	9827450257
8	Rajendra Nagar	Shri. Sanjay Yadav	9301280802
9	Gayetri Nagar	Shri. Pralay Sharma	9329356566
10	Mother Teresa Nagar	Smt. Sukwanti Suryavanhi	9827171430
11	Dr. Ambedkar Nagar	Shri. Mahesh Chandrikapure	9827192420
12	Krantikumar Bharti Nagar	Smt. Santoshi Baghel	9301281028
13	Rani Luxshmibai Nagar	Smt. Asgaari Bagum	9827151701
14	Vinoba Nagar	Smt. Seema Thakur	9827112559
15	Sanjay Gandhi Nagar	Shri. Dinesh Dhruv	9827478628
16	Priyadarshani Nagar	Shri. L.N.Rao	9300311309
17	Nirala Nagar	Shri. Taiyab Husain	9907978654
18	Azad Nagar	Shri. Jitendra Rai	9425548122
19	Shahid Ashafakaulla Ward	Smt. Snehalata Sharma	9425230121
20	Ram Nagar	Smt. Rita Gulharey	9826500981

21	Subhash Nagar	Shri. Vinod Soni	9425536660
22	Pandit Munnulalshulk ward	Shri. Mukesh Gupta	9300321511
23	Lajpat Ray Nagar	Ku. Shajadi Kuraishi	9301185604
24	Shivaji Nagar	Shri. Durga Soni	9827907226
25	Sant. Ravidas Nagar	Shri. Rajkumar Pamnani	9300312255
26	Nagoraw Sesh Nagar	Shri. Omprakash Dewangan	9907902750
27	Krishna Nagar	Smt. Savitri Kaivarth	9303838918
28	Basant Bhai Patel Nagar	Shri. Sandeep Vajpai	9977988888
29	Shahid Ram Prasad Bismil Nagar	Shri. Umesh Chandra Kumar	9827116590
30	Gandhi Nagar	Shri. Ram mohan Soni	9827180804
31	Indira Gandhi	Shri. Krishna Rajak	9329653884
32	Tatya topey Nagar	Smt. Sunita Goyal	9827116430
33	Ram Das Nagar	Smt. Rakhi Ghosh	9907902535
34	Shahid Bhagat Singh Nagar	Shri. Priyanath Tiwari	9827113070
35	Maha Rana Pratap Nagar	Smt. Santosh Gangotri	9300607612
36	Swami Vivekananda Nagar	Shri. Tajmul Haq	9300761656
37	Shankar Nagar	Shri. Renuka Nagpurey	9300651516
38	Bandhuwa Para	Ashok Vidhani	9981997999
39	Ganesh Nagar	Shri. Amardas Banjare	08109143666
40	Kamla Nehru Ward	Smt. Sunita Sahu	9300616220
41	Thakur Dev Nagar	Smt. Rajni Sahu	9827191665
42	Dr. Shayam Prasad Mukherjee Nagar	Smt. Kanti Sahu	9301606129
43	Rani Durgwati Nagar	Shri. Vishnu Yadav	9827153069
44	Shahid Mangal Pandey Nagar	Smt. Anupa Mishra	9770137056

45	Maharshi Arvind Nagar	Smt. Pushalata Sidar	9589599419
46	Lal Bahadur Shastri Nagar	Shri. Rajesh Shukla	9827938444
47	Pandit Devkinandan Dixhit Nagar	Smt. Seema Duseja	9329601409
48	Swami Ram Krishna Paramhansa Nagar	Smt. Uttra Sahu	9329667793
49	Bilasa Nagar	Smt. Sangeeta Yadav	9827155930
50	Wireless Colony	Shri. V.Rama Rao	9425540909
51	Bharat Mata Nagar	Shri. Ajay Fransis	9827900959
52	Shri. Jagannath Nagar	Shri. Soupana shrinivas Rao	9926947974
53	Bapu Nagar	Shri. Azitaabh Kumar Khursail	9617566896
54	Loko Colony Nagar	Shri. Manoj Kumar Yadav	9827976412
55	Shri. Tripur Sundari Nagar	Shri. B. Kameshwar Rao	9770174717

Source: Secretariat BMC (2011)

Description of Municipal Corporation

The municipal corporation comprises of 55 wards but BMC is responsible to provide services to all citizens of 48 wards (1 - 48). Remaining seven wards (49 - 55) come under the jurisdiction of Railways and therefore Railway administration is providing services in those seven wards.

Zone offices

With the objective of providing better services to the citizens, the city has been divided into four zones. This segregation ensures the geographical coverage of the whole city by municipality's services. Every zonal officer sits at the head office of corporation. The table below lists the names and contact details of zonal officer for every zone. It also represents zone wise ward location:

Municipal Zones demarcated for administrative purpose

Table 3					
Zone No.	Address	Total No. of wards in zone	Ward No.	Zone Commissioner	Contact No.
Zone 1	Vikas Bhawan, Municipal Corporation, Bilaspur	12	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12	Mr. P.K. Panchayati	9993596535
Zone 2	Vikas Bhawan, Municipal Corporation, Bilaspur	12	13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24	Mr. M. S. Thakur	9424208484
Zone 3	Vikas Bhawan, Municipal Corporation, Bilaspur	12	25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36	Mr. O.P. Tiwari	9993596505
Zone 4	Vikas Bhawan, Municipal Corporation, Bilaspur	12	37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48,	Mr. M.K. Verma	9752094116

Source: BMC (2011)

B. DETAILS OF CITIZENS / CLINTES

Citizens / Clients

Bilaspur Municipal Corporation provides services to all the people who reside in 48 wards (1-48) of the municipal area such as all men, women, children, and 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 services
- 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 BMC. This department is responsible for provision of drinking water to all citizens of the city through water supply connections, tube-wells, hand-pumps and tankers (in summer season). The executive engineers along with their team (Asst. Engineers and Sub engineers) and staff (Timekeeper, plumber, linemen and pump men) are responsible for protected drinking water supply in the city.

The major source of water in the city is underground water through power pumps, tube-wells etc. For water supply purposes, the city is divided into 4 zones and there are 19 reservoirs (overhead tank) in the city. The reservoir water is then supplied to distribution system by the existing pipeline network.

Details of Water Supply system (2010-11)

S. No.	Parameters	Quantity
1.	Total storage capacity (municipal limits)	16.35 M.L.D
2.	Length of the distribution network	350 kms
3.	Daily Requirement of City	55 M.L.D
4.	Average per capita supply	32.4 L.P.C.D

Source: Water Supply department, BMC

Present scenario of Water Supply (2010-11)

Water Supply Connection (No. of household)	Total no. of Public Stand Post	Total no. of Hand pump	Total no. of Power Pump
22,405	3,030	178	351

Source: Water Supply department, BMC

Service Level Measures (Standards) and Benchmarks of Bilaspur Water Supply

Table 6			
S. No	Indicators	Proposed benchmarks by GOI	Existing benchmarks (2010-11)
1.	Coverage of water supply connections	100%	27.3%
2.	Per capita supply of water	135 LPCD	32.4LPCD
3.	Extent of metering of water connections	100%	-
4.	Extent of non-revenue water (NRW)	20%	79.7%
5.	Continuity of water supply	daily 24 hours	daily five hours
6.	Quality of water supplied	100%	91.4%
7.	Efficiency in redressal of customer complaints	80%	92.3%
8.	Cost recovery in water supply services	100%	56.5%
9.	Efficiency in collection of water supply-related charges	90%	21.0%

Source: - Chhattisgarh Gazettes - 21 March 2011 (Declaration of Service Level Standards Notification)

Note: Officials of the water supply department use test kit for chlorine and bacteria test to purify water in the overhead tanks of BMC, once in a week.

Service provided/functions 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
- 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 pipeline of water supply
- Operation and maintenance of tube-wells, power pumps and hand-pumps
- Operation and maintenance of household connections and public stand posts
- Creating awareness among people to conserve water and install Rain Water Harvesting structures

Details about Water Supply Connections

Table 7	
Documents required for the new connection	<ul style="list-style-type: none"> • Application form • Property tax receipt (receipt for the month in which connection is applied) • Site plan map (Prepared by plumber) • Copy of permission letter for the construction of house/building • Declaration by house owner
Fees for new connection	<ul style="list-style-type: none"> • Rs. 1215/- Connection fees • Road cutting charges (Taken as per the type of road) • For WBM road - Rs.300/- • For C.C. Road – Rs. 500/- • For Bitumen Road (Pucca Road) – Rs. 700/-
Sanction of the connection	Assistant Engineer of water supply department can sanction or reject the application for the new connection. It takes 15 days for the inspection and sanction /rejection the application from the date of receipt

Source: Water Supply department, BMC

Water User Charges in Bilaspur

Table 8		
Sl. No.	Type of Water Connection	User charge in per month (Rs.)
1	Domestic Connection	Rs.200/- per month (for Property Tax Payer)
		Rs. 60/- per month (for non-property tax payer)
2	Residence cum commercial connection	Rs.350 /- per month
3	Commercial connection	Rs. 800/- per month
4	Hotel	Upto 5 rooms
		Extra for per room
5	Restaurant	Up to 10 tables
		Above 10 & up to 15 tables
		Above 15 tables

6	Industrial Connection	Rs. 1000/-
7	Governmental Institution	Rs. 800/-
8	Private Institution	Rs. 800/-

Source: - *Chhattisgarh Gazettes- 12 January 2011 (Amendment in Water User Charges)*

Details about grievance redressal for Water Supply

Table 9				
Nature of Grievances	Redressal Time	Place /office	Concerned Official	Timing (All working days)
Polluted drinking water	Within 24 hours	Pump House of BMC, Near Sanjay Pushkar, Bilaspur	Mr. S.K. Manik, Sub-Engineer, Ph. 9993596518	11:00 a.m. - 5:30 p.m.
Irregular supply of water	Within 24 hours	Pump House of BMC, Near Sanjay Pushkar, Bilaspur	Mr. S.K. Manik, Sub-Engineer, Ph. 9993596518	11:00 a.m. - 5:30 p.m.
Leakage in main pipe line	Within 24 hours	Pump House of BMC, Near Sanjay Pushkar, Bilaspur	Mr. S.K. Manik, Sub-Engineer, Ph. 9993596518	11:00 a.m. - 5:30 p.m.
Leakage in other pipe lines	3 days	Pump House of BMC, Near Sanjay Pushkar, Bilaspur	Mr. S.K. Manik, Sub-Engineer, Ph. 9993596518	11:00 a.m. - 5:30 p.m.
Issues related to functioning of Hand-Pump	2 days	Pump House of BMC, Near Sanjay Pushkar, Bilaspur	Mr. S.K. Manik, Sub-Engineer, Ph. 9993596518	11:00 a.m. - 5:30 p.m.
Issues related to functioning tube well power pump	2 days	Pump House of BMC, Near Sanjay Pushkar, Bilaspur	Mr. S.K. Manik, Sub-Engineer, Ph. 9993596518	11:00 a.m. - 5:30 p.m.
Low pressure of water	3 days	Pump House of BMC, Near Sanjay Pushkar, Bilaspur	Mr. S.K. Manik, Sub-Engineer, Ph. 9993596518	11:00 a.m. - 5:30 p.m.

Procedure to Access Service Benefits

Table 10				
Details 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	Water Supply dept. of BMC	Sub-Engineer of water supply dept. of BMC	11:00 a.m. to 5:30 p.m.
Receiving of filled application	All working days	Water Supply dept. of BMC	Sub-Engineer of water supply dept. of BMC	11:00 a.m. to 5:30 p.m.
Acknowledgement of receipt of the application	On the spot	Water Supply dept. of BMC	Sub-Engineer of water supply dept. of BMC	11:00 a.m. to 5:30 p.m.
Intimation to the applicant on rectification of defects in the application form	On the spot	Water Supply dept. of BMC	Sub-Engineer of water supply dept. of BMC	11:00 a.m. to 5:30 p.m.
Intimation of payment for connection after inspection	On the inquiry by applicant	Water Supply dept. of BMC	Sub-Engineer of water supply dept. of BMC	11:00 a.m. to 5:30 p.m.
Release of water supply connection	30 days	Water Supply dept. of BMC	Sub-Engineer of water supply dept. of BMC	11:00 a.m. to 5:30 p.m.
Supply of water tanker on special demand (fees is Rs. 400@ per tanker (3,000 litres)	Within 3 days	Water Supply dept. of BMC	Sub-Engineer of water supply dept. of BMC	11:00 a.m. to 5:30 p.m.
Conversion illegal connection into legal connection (Rs. 1,515)	Within 24 hours	Water Supply dept. of BMC	Sub-Engineer of water supply dept. of BMC	11:00 a.m. to 5:30 p.m.

2. Solid Waste Management (SWM) and Sanitation

The responsibility for waste management in the city is entrusted to this department comprising City Health officer, Assistant Health officer and the team of sanitary Inspector, ward supervisors & Labours.

Details of Waste Management 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 dump site	Daily
Maintenance and cleaning of public toilets and urinals	Daily
Removal of debris and construction wastes	Within 2-3 days of receiving information
Removal of dead animals	Within 24 hours of receiving information
Cleaning of Jam bridge	Within 24 hours of receiving information
Cleaning of sewer	Once in every 2 days
Cleaning of Drains (Small)	Within 2 - 3 days
Cleaning of drains (Large)	Within 10 - 12 days
Special conservancy arrangements	Festivals and other important occasion

Source: Health & Sanitation department, BMC

Details for Septic Tank

Table 12			
Detail	Place/office	Concerned official	Time schedule
Application for cleaning of private septic tank	Health & Sanitation Office of Municipal Corporation	City Health officer	All working days (11:00 am to 5:00 pm)
Receipt of application & fees (Rs. 300 per 3000 litre tank)	Health & Sanitation Office of Municipal Corporation	City Health officer	On the spot
Cleaning of private septic tank	-	-	Within 7 days (As per availability of vehicles)

Service Level Measures (Standards) and Benchmarks of Bilaspur Solid Waste Management

Table 13			
S. No	Indicators	Proposed benchmarks by GOI	Existing benchmarks
1	Household level coverage of solid waste management services	100%	1.4%
2	Efficiency of collection of municipal solid waste	100%	62.7%
3	Extent of segregation of municipal solid waste	100%	----
4	Extent of municipal solid waste recovered	80%	----
5	Extent of scientific disposal of municipal solid waste	100%	----
6	Efficiency in redressal of customer complaints	80%	60.0%
7	Extent of cost recovery in SWM services	100%	----
8	Efficiency in collection of SWM charges	90%	----

Source: - Chhattisgarh Gazettes- 21 March 2011 (Declaration of Service Level Standards Notification)

Monitoring Mechanism to ensure service delivery

- **Municipal Corporation** - The municipality has outsourced the field level activities of solid waste management to a contractor. The contractor is responsible for management of solid waste in every ward.
- **Ward supervisor** - One ward supervisor is appointed for every ward of the city who is responsible for checking the attendance of all workers/sweepers and the work done by them in their respective wards on a daily basis.
- **Sanitary Inspector** - He / she visits the wards to monitor the efficiency of services, almost on a daily basis.
- **Health officer** - Visits the wards as and when needed.

Public Toilets (Sulabh Shouchalaya) in Bilaspur Municipal Area

Table 14		
S. No.	Name of Public Toilet	Address of Public Toilet
1	Collectorate Parisar	Sulabh Shouchalaya Complex, in the opposite side of Collectorate Parisar Bilaspur (C.G)
2	Bhakt Kavar Ram Gate	Sulabh Shouchalaya Complex, ne Bhakt Kavar Ram Gate near Bilaspur (C.G)
3	Brihaspati Bazar	Sulabh Shouchalaya Complex, Brihaspati Bazar Bilaspur (C.G)
4	Home guard	Sulabh Shouchalaya Complex, near Home Guard Bilaspur (C.G)
5	Bachpai Ground	Sulabh Shouchalaya Complex, near Bachpai Ground Bilaspur (C.G)
6	Mangal Bhawan	Sulabh Shouchalaya Complex ,near Mangal Bhawan Bilaspur (C.G)
7	Chandela Colony	Sulabh Shouchalaya Complex, opposite or in front of Chandela Colony Bilaspur (C.G)
8	Vyapar Vihar	Sulabh Shouchalaya Complex, Vyapar Vihar Bilaspur (C.G)

9	Jarhaa Bhata	Sulabh Shouchalaya Complex, Jarhaa Bhata , near Rajiv Gandhi Chouk Bilaspur (C.G)
10	Minimata Nagar	Sulabh Shouchalaya Complex , Minimata Nagar Bilaspur (C.G)
11	Talapara	Sulabh Shouchalaya Complex, Talapara near Rajiv Gandhi School Bilaspur (C.G)
12	Magarpara Chouk	Sulabh Shouchalaya Complex, Magarpara Chouk Bilaspur (C.G)
13	Tarbahar	Sulabh Shouchalaya Complex, Tarbahar Bilaspur (C.G)
14	Darbar lodge	Sulabh Shouchalaya Complex, Behind Darbar lodge Bilaspur (C.G)
15	Lal bahadur shastri school	Sulabh Shouchalaya Complex, opposite to Lal Bahadur Shastri school Bilaspur (C.G)
16	Sanichari Bazar	Sulabh Shouchalaya Complex, inside Sanichari Bazar Bilaspur (C.G)
17	Valmiki Chauk	Sulabh Shouchalaya Complex, near Valmiki Chauk Bilaspur (C.G)
18	Bus stand	Sulabh Shouchalaya Complex, in Bus Stand Parisar Bilaspur (C.G)
19	Sant. Ravidas Chouk	Sulabh Shouchalaya Complex, Sant. Ravidas Chouk Bilaspur (C.G)
20	Pachrighat Chouk	Sulabh Shouchalaya Complex , Pachrighat Chouk, Choupati place Bilaspur (C.G)
21	Katyapara Udai Chauk	Sulabh Shouchalaya Complex, Katyapara Udai Chauk Bilaspur (C.G)
22	Katyapara near Hanuman mandir	Sulabh Shouchalaya Complex, Katyapara near Hanuman Mandir Bilaspur (C.G)
23	Madhuban	Sulabh Shouchalaya Complex, Madhuban Bilaspur (C.G)
24	Behind Highcourt	Sulabh Shouchalaya Complex, Behind Highcourt Bilaspur (C.G)
25	Diprapara	Sulabh Shouchalaya Complex, Diprapara Bilaspur (C.G)

26	Kansaa Chauk	Sulabh Shouchalaya Complex, Kansaa Chauk Bilaspur (C.G)
27	Torwa Santoshi Mandir	Sulabh Shouchalaya Complex, Torwa Santoshi Mandir Bilaspur (C.G)
28	Near Torwa School	Sulabh Shouchalaya Complex, Near Torwa School Bilaspur (C.G)
29	Shankar Nagar	Sulabh Shouchalaya Complex, Shankar Nagar Bilaspur (C.G)
30	Ganesh Nagar-1	Sulabh Shouchalaya Complex, Ganesh Nagar-1 Bilaspur (C.G)
31	Ganesh Nagar-2	Sulabh Shouchalaya Complex, Ganesh Nagar-2 Bilaspur (C.G)
32	Laxmi Chouk Chingrajpara	Sulabh Shouchalaya Complex, Laxmi Chouk Chingrajpara Bilaspur (C.G)
33	Prabhat Chouk, Chingrajpara	Sulabh Shouchalaya Complex, Prabhat Chouk, Chingrajpara Bilaspur (C.G)
34	Near Chingrajpara school	Sulabh Shouchalaya Complex, Near Chingrajpara school Bilaspur (C.G)
35	Chatidih Sabji Market	Sulabh Shouchalaya Complex, Chatidih Sabji Market Bilaspur (C.G)
36	Nutan Chouk Sarkanda	Sulabh Shouchalaya Complex, Nutan Chouk Sarkanda Bilaspur (C.G)
37	Dabripara	Sulabh Shouchalaya Complex, Dabripara Bilaspur (C.G)
38	Chatidih School	Sulabh Shouchalaya Complex, Chatidih School Bilaspur (C.G)
39	Erani Chouk	Sulabh Shouchalaya Complex, Erani Chouk Bilaspur (C.G)
40	Imlibhata-1	Sulabh Shouchalaya Complex Imlibhata-1 Bilaspur (C.G)
41	Imlibhata-2	Sulabh Shouchalaya Complex, Imlibhata-2 Bilaspur (C.G)

42	Imlibhata-3	Sulabh Shouchalaya Complex, Imlibhata-3 Bilaspur (C.G)
43	Sarkanda Uddiya Maholla	Sulabh Shouchalaya Complex, Sarkanda Uddiya Maholla Bilaspur (C.G)
44	Transport Nagar-1	Sulabh Shouchalaya Complex, Transport Nagar-1 Bilaspur (C.G)
45	Transport Nagar -2	Sulabh Shouchalaya Complex, Transport Nagar - 2 Bilaspur (C.G)
46	Gokul Nagar	Sulabh Shouchalaya Complex, Gokul Nagar Bilaspur (C.G)
47	Smritivan Rajkishore Nagar	Sulabh Shouchalaya Complex, Smritivan Rajkishore Nagar Bilaspur (C.G)
48	Rajkishore Nagar Chouk	Sulabh Shouchalaya Complex, Rajkishore Nagar Bilaspur (C.G)
List of Public Toilets those are under construction		
49	Gurunanak School	Sulabh Shouchalaya Complex, near Gurunanak School on the side of new bridge Bilaspur (C.G)
50	Burgess School	Sulabh Shouchalaya Complex, Near Burgess School Bilaspur (C.G)
51	Bandhwa para	Sulabh Shouchalaya Complex, near Bandhwapara talab Bilaspur (C.G)
52	Umreya Nala	Sulabh Shouchalaya Complex, near Umreya nala Bilaspur (C.G)
53	Vivekanand Garden Auditorium	Sulabh Shouchalaya Complex, on the side of Vivekanand Garden Auditorium Bilaspur (C.G)
54	Ashok Nagar	Sulabh Shouchalaya Complex, Ashok Nagar Bilaspur (C.G)

Source: - Health & Sanitation Department, Municipal Corporation Bilaspur (2011)

Details about grievance redressal for Solid Waste Management

Table 15				
Nature of Grievances	Redressal Time	Place /office	Concerned Official	Timing (All working days)
Cleaning of street & roads	24 hours	Health & Sanitation department of BMC , Gol Bazar, near city kotwali, Bilaspur	Mr. Omkar Sharma Health Officer, Ph. 9993596556	11:00 a.m. - 5:30 p.m.
Cleaning of sewer	2 days	Health & Sanitation department of BMC, Gol Bazar, near city kotwali, Bilaspur	Mr. Omkar Sharma Health Officer, Ph. 9993596556	11:00 a.m. - 5:30 p.m.
Cleaning of drain (Small)	2-3 days	Health & Sanitation department of BMC, Gol Bazar, near city kotwali, Bilaspur	Mr. Omkar Sharma Health Officer, Ph. 9993596556	11:00 a.m. - 5:30 p.m.
Cleaning of drain (Large)	10-12 days	Health & Sanitation department of BMC, Gol Bazar, near city kotwali, Bilaspur	Mr. Omkar Sharma Health Officer, Ph. 9993596556	11:00 a.m. - 5:30 p.m.
Collection and removal of garbage	2-3 days	Health & Sanitation department of BMC, Gol Bazar, near city kotwali, Bilaspur	Mr. Omkar Sharma Health Officer, Ph. 9993596556	11:00 a.m. - 5:30 p.m.
Cleaning of Jam bridge	Within 24 hours	Health & Sanitation department of BMC, Gol Bazar, near city kotwali, Bilaspur	Mr. Omkar Sharma Health Officer, Ph. 9993596556	11:00 a.m. - 5:30 p.m.
Removal of dead animals	Within 24 hours	Health & Sanitation department of	Mr. Omkar Sharma Health Officer, Ph. 9993596556	11:00 a.m. - 5:30 p.m.

		BMC, Gol Bazar, near city kotwali, Bilaspur		
Cleaning of public toilets and urinals	Within 24 hours	Health & Sanitation department of BMC, Gol Bazar, near city kotwali, Bilaspur	Mr. Omkar Sharma Health Officer, Ph. 9993596556	11:00 a.m. to 5:30 p.m.
Cleaning of septic tank of public toilets	7 days	Health & Sanitation department of BMC, Gol Bazar, near city kotwali, Bilaspur	Mr. Omkar Sharma Health Officer, Ph. 9993596556	11:00 a.m. - 5:30 p.m.
Removal of debris and construction waste	2-3 days	Health & Sanitation department of BMC, Gol Bazar, near city kotwali, Bilaspur	Mr. Omkar Sharma Health Officer, Ph. 9993596556	11:00 a.m. - 5:30 p.m.

3. 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 Bilaspur works under the guidance of city health & sanitation department of BMC.

I. Services/functions of CHOiCE Centre

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

II. Timing for services of CHOiCE Centre

10:00 am to 6:00 pm (All working Days)

Details about Birth-Death and Marriage registration services of CHOiCE Centre

Table 16				
Where citizen can apply	Detail	Registration Fees	Time Schedule	Required Documents
Birth Registration				
Nearest CHOiCE centre	Within 21 days from the day of Birth	Registration fees - 15/- Certificate printing fee - 5/- Document scanning fees -10/- Total Fees - 30/-	2 days	<ul style="list-style-type: none"> ▪ Hospital Certificate/ discharge slip
Nearest CHOiCE centre	From 21 st day of birth to 31 day	Registration fees - 15/- Certificate printing fees - 5/- Document scanning fees - 10/- (Extra scanning fee @Rs.2per page) Total Fees - 30/-	4 days	<ul style="list-style-type: none"> ▪ Hospital Certificate/ discharge slip ▪ Ordered copy of district magistrate /receipt from BMC
Nearest CHOiCE centre	From 31 st day of birth to 12 Months	Registration fees - 15/- Certificate printing fees - 5/- Document scanning fees - 10/- (Extra scanning fee @Rs.2per page) Late fees - 5/- Total Fees - 35/-	7 days	<ul style="list-style-type: none"> ▪ Hospital Certificate/ discharge slip ▪ Ordered copy of Tahsildar / letter from ward councillor ▪ Identity proof of parents
Nearest CHOiCE centre	Above one year	Registration fees - 15/- Certificate printing fees - 5/- Document scanning fees - 10/- (Extra scanning fee @Rs.2per page) Late fees - 10/- Total Fees - 40/-	7 days after verification	<ul style="list-style-type: none"> ▪ Hospital Certificate/ discharge slip ▪ Ordered copy of Tehsildar/ letter from ward councillor ▪ Identity proof of parents/guardians
Death Registration				
Nearest CHOiCE centre	Within 30 days from the day of death	Registration fees - 15/- Certificate printing fees - 5/- Document scanning fees - 10/- (Extra scanning fees @Rs.2per page) Total Fees - 30/-	7 days	<ul style="list-style-type: none"> ▪ Hospital Certificate ▪ receipt of burial ground ▪ Ordered copy of district magistrate

Nearest CHOICE centre	From 31 st day of death to 12 Months	Registration fees - 15/- Certificate printing fees - 5/- Document scanning fees - 10/- Extra scanning fees @Rs.2per page) Late fees - 5/- Total Fees - 35/-	30 days	<ul style="list-style-type: none"> ▪ Hospital Certificate ▪ receipt of burial ground ▪ Ordered copy of district Magistrate ▪ Letter of ward councillor or Tehsildar
Nearest CHOICE centre	Above one year	Registration fees - 15/- Certificate printing fees -5/- Document scanning fees -10/- Late fees - 10/- Total Fees - 40/-	30 days after verification	<ul style="list-style-type: none"> ▪ Hospital Certificate ▪ receipt of burial ground ▪ Ordered copy of district Magistrate ▪ Letter of ward councillor or Tehsildar
Marriage Registration				
Nearest CHOICE centre	Marriage Registration	Registration fees - 15/- Certificate printing fees - 5/- Document scanning fees - 10/- (@ Rs. 2per page scanning charge) Total Fees - 30/-	7 days	<ul style="list-style-type: none"> ▪ Marriage Card ▪ Joint photographs of the couple ▪ Separate photographs of couple ▪ Age/Birth certificate of couple ▪ Receipt issued by pandit ▪ Receipt of paid late fees (Rs.500/-) in BMC ▪ Affidavit by notary ▪ Photographs & identity proof of evidence

Source: - CHOICE Centre, Bilaspur

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

List of CHOiCE centres in Bilaspur Municipal Area

Table 17				
S. No.	Agent/Representative of CHOiCE Centre	CHOiCE Centre	Address of CHOiCE Centre	Mobile no.
1	Shri. Deepak Pendhakar	Maateshwari Copiers	Tilak Nagar, Maateshwari Copiers opposite to the house of Balram Singh Thakur	9827181860
2	Shri. Jyotibhusan gaur	Garima Press Choice Centre	Garima Press Chatapara Choice Centre	9229167521
3	Shri. Ravindra Singh	Shivam Computers	Shivam Computers Rukhmani Complex Near Manohar Talkies	9300280150
4	Shri. Abhishek Pandey	Sai Enterprises	Rajendra Nagar, Sai Enterprises Near Vedant School	9300322055
5	Shri. Parvesh Ali	Super Computers	Talapara Super Computers Near Sunni-Hussani Masjid	9300627030
6	Shri. Narayan Tolwani	Sharda Photocopy	Sindhi Colony Sharda Photocopy Near IDBI Bank	9826523434
7	Shri. Purushottam lalbani	Sai Sahara Centre	Sai Sahara Centre Dipu Para Agrahari Nivas	9826529669
8	Shri. Vijendra Gaiyakwar	Sai Computers	Kududand Near PWD Office	9755386222
9	Shiv Kumar Sahu	Shri Computers	Shri Computers Sipat Road Sarkanda	9827947435
10	Shri. Nayak Kumar Kesarwani	Hotline Cyber Café	Sindhi Colony Hotline Cyber Cafe Near IDBI Bank	9300635557

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

4. Other Basic Amenities (Road & Street Lights)

I. Road

The Public Work Department of BMC have been divided in four zones. The Superintendent of Engineers, Executive Engineers, the team of Engineers and staff responsible for the related activities of the 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, bridges, culverts and storm water drainage
- Construction of gardens/parks
- Resurfacing of the road & repairing of pot holes and bad patches
- Widening and improvement of existing roads
- Repair and maintenance of foot paths
- Provision of parking facilities
- Maintenance of traffic islands

Road Network Available in Bilaspur

Table 18	
Category of roads	Length of roads (km)
B.T. Road	99.85
CC Road	126.34
W.B.M. Road	19.13
Kuccha Road	24.21
Total Road Length	269.53

Source: P.W.D. department, BMC (2011)

II. Street Light

Executive engineers, team of engineers Assistant Engineers, Sub-Engineer (SDO, sub-engineers) and staff (Time Keepers, work asst., electricians, helpers) are responsible to maintain the service of streetlights within the municipal limits.

Corporation Maintained Services

Table 19	
Street Lights	In Number
No. of Tube Lights	5,629
No. of sodium Lights	1569
No. Metal Lights	1534
No. of CFL lamps	1800
High-Mast Lights	26
Commercial Lights	253
Juno (250 watt)	50
Total	10,861

Source: Electric department, BMC (2011)

Timing for streetlights

For summer period:

Switch on Timing - 7:00 p.m. (Daily)

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

For winter and monsoon period:

Switch on Timing - 6:30 p.m. (Daily)

Switch off Timing - 6:30 a.m. (Daily)

Details of grievance redressal for other basic amenities (including Roads and Street Lights)

Table 20				
Nature of Grievances	Redressal Time	Place /office	Concerned Official	Timing (All working days)
Repairing of potholes on the road	4 days	Concern Zonal office of BMC	Zonal In-charge of concern Zone	10:30 a.m. - 5:30 p.m.
Repairing of storm water drain	30 days	Concern Zonal office of BMC	Zonal In-charge of Concern Zone	10:30 a.m. - 5:30 p.m.
Repairing of bridge and culverts	30 days	Concern Zonal office of BMC	Zonal In-charge of Concern Zone	10:30 a.m. - 5:30 p.m.
Repairing to non-burning of street light at main road/street	Within 24 hours	Sub-Division/Sub-Station , Gol bazar, Opp. City Kotwali, Bilaspur	Sub-Engineer Ph. - 9993596516/ 9755091039	10:30 a.m. - 5:30 p.m.
Repairing of street light at inner road/street	7 days	Sub-Division/Sub-Station , Gol bazar, Opp. City Kotwali, Bilaspur	Sub-Engineer Ph. - 9993596516/ 9755091039	10:30 a.m. - 5:30 p.m.

Note*:

- i. If the complaints are not redressed and the concern department does not inform the complainant, then the complainant can directly contact the municipal commissioner (between 11.00 am to 01.30 pm)**

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

At present, Bilaspur Municipal Corporation (BMC) doesn't have proper/formal grievance redressal system. But if any citizen is dissatisfied with any service or has any issue related to any service provided by the municipality can lodge his/her complaint by the following way. All sub-departments of BMC maintain complaint register for registration of complaints.

▪ Visit to the concern sub-department of BMC & Ward Councillor

Citizens can make personal visit to the concern sub-departments of the BMC and their respective ward councillor for redressal of their complaints. These complaints are then directed to in-charge of concerned section/sub-department in the BMC. The complaints are then registered in the complaint register of the concern section for redressal.

▪ Call to concern sub-department of BMC

Citizens who have a telephone number of concern sub-department office or in-charge of concern section can make personal call for redressal of their complaints. These complaints are also then registered in the complaint register of the concern section for redressal. Post registration it is forwarded to the ground level staff for redressal.

▪ Review of the complaints

All sub-department heads share the status/record of complaints (received in their section/registered in complaint register) in the 'Time Line (TL) meeting' that are redressed and those which are still pending. The municipal commissioner reviews all the complaints with every sub-department's head.

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

E. EXPECTATION FROM CITIZENS

Procedure for inviting suggestions/inputs

- Information / notices are published on the website, newspaper & notice board whenever corporation needs to solicit suggestions from citizens.
- Suggestion box and complaint box have been placed at the municipal corporation's head office.

The Bilaspur Municipal Corporation values and encourages greater participation, support and assistance from the citizens, to enable the corporation for delivering 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:

Expectations from the citizens related to various services

Table 21
Water Supply Services
<ul style="list-style-type: none"> ▪ 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 ▪ To do the repairing of pipes 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 after usage to avoid any wastage ▪ Inform immediately 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
<ul style="list-style-type: none"> ▪ Keep the environment clean and adopt environmental 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 in case of 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 / polythene
Other Basic Amenities (including Roads and Street Lights)
<ul style="list-style-type: none"> ▪ 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 in front of your premises ▪ Help to keep the city clean and green by planting at least five trees ▪ Avoid leaving animals on road and public places ▪ Inform about violation of rules ▪ The citizen must do the registration of birth, death & marriage from nearest CHOiCE Center

F. OTHER INFORMATION

Information about the Right to Information Act

- Bilaspur Municipal Corporation follows all provisions of the Right To Information Act (RTI) and it provides information under the RTI Act.
- The following information is displayed at the corporation office with regard to this Act:

Assistant Public Information Officer	Public Information Officer	First Appellate Authority
Mr. L. N. Chitrakar In-charge of Store Department, Municipal Corporation, Bilaspur Ph. 99935-96563	Mr. Umashankar Sharma Deputy Commissioner, Municipal Corporation, Bilaspur Ph. 73899-224214 96170-50215, 98271-95706	Mr. Yashwant Kumar (IAS) Commissioner Municipal Corporation, Bilaspur, Ph. 99262-82499, 73899-02999

Installation of software for complaints handling

The corporation is in the process of installing 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.