

**PURASEVA CENTRE**  
**(Citizen Service Centre)**

**User Manual**

**O/o Director of  
Municipal Administration,  
Andhra Pradesh,  
Guntur.**

**GOVERNMENT OF ANDHRA PRADESH  
MUNICIPAL ADMINISTRATION DEPARTMENT**

O/o. Director of Municipal  
Administration., Gorantla,  
Guntur

**Roc. No. 14034/8/2017/K3**

**Dt.31-01-2017**

**C I R C U L A R**

Sub: Citizen Services – eMunicipal ERP – Implementing Citizen Service Centres (Puraseva Centres) under eMunicipal ERP – Certain instructions – Issued.

Ref: G.O. Ms. No.198 MA & UD (R) Dept., Dt. 15.05.2013 of MA&UD Dept.,

\*\*\*

The attention of all the Commissioners of Urban Local Bodies in the State are invited to the reference cited, wherein Government issued orders for establishment of Citizen Service Centres (CSCs) in all the ULBs of the State for implementation of Citizen Charter in providing municipal services to the community in an efficient manner within a reasonable time limit. Of late, it has come to the notice of the undersigned that the Citizen Service Centres (CSCs) are not functioning properly and thereby the service deliverance is not proper. With a view to rejuvenate, to bridge these gaps and also to develop robust middle ware and back-end office processes, it is decided to expand and deepen the operations of Citizen Service Centres (CSCs) in ULBs, by introducing e-services.

In the first instance, it is proposed to run the Citizen Service Centres (CSCs) in ULBs, with their own staff (or) outsourcing staff available within their Municipality.

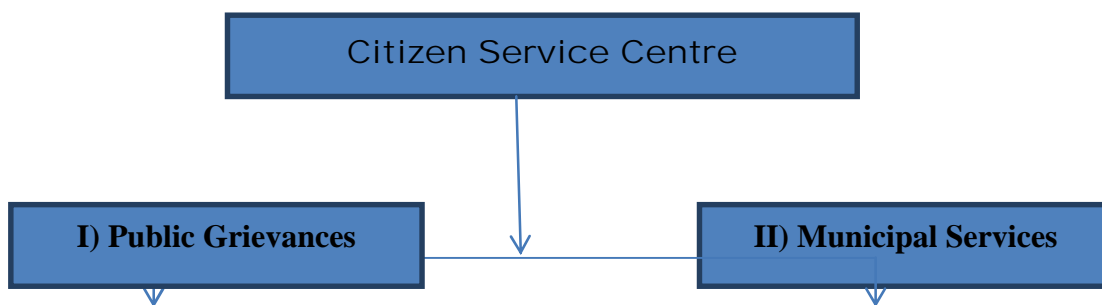
Therefore, all the Municipal Commissioners are directed to rejuvenate/re-establish these CSCs as per the following instructions, immediately. The objectives, nature of services, SOP and logistics in the CSC and other guidelines in the implementation process, are mentioned below:-

**Objectives:-**

The objectives of CSCs are:-

- a. To act as single window mechanism to cater to most of the citizen's service needs. These services could be relating to Public Grievances and Municipal Services.
- b. To provide the services in a professional and customer friendly manner, by introducing e-services.
- c. To establish, separate and exclusive citizen-interface processes to receive, attend and monitor citizen services including the delivery of the same through single window.
- d. The Citizen Service Centre **hereafter called as (Puraseva Centres)** and it will handle the TWO major components as described below:

1. Public Grievances
2. Municipal Services



An integrated Application with ERP System in this regard is developed by e-governments team and will be made available in the **Puraseva Centres** shortly. When citizen approaches the **Puraseva Centres** to register a Grievance/Service, the Operator of the Counter has to select any one of the category in the ERP Screen, and initiate the service provision.

### I) Public Grievances:

Whenever the Citizen approaches the Puraseva Centre Counter with a grievance, then the operator of the counter will choose the “Grievance” Option from the drop down list. This will take him to the relevant page where he can create a grievance. After that, an acknowledgement screen will pop up along with CRN number (Complaint Registration Number). This can be printed and handed over to the citizen.

Upon successful registration, the citizen and grass root level functionary will get the message (SMS) with CRN Number. Once the SMS reaches the Functionary he shall act as per the SLA. When complaint is redressed, the citizen gets a sms stating that his complaint is redressed. In case of unhappy redressal the citizen can reopen the grievance.

Citizen can quote CRN number or acknowledgement no for the future reference to know the status of the complaint / grievance.

The following 91 types of grievances are available in the PGR Module. If any of the grievance is not attended by the field functionary, within the SLA period as mentioned below, the same will automatically be escalated to his next level of higher authority as per the work flow configured in the ULB system.

### Grievance-wise SLA Period:-

S. No.	Service Name	Total No. of days (SLA)
1	Non Burning of Street Lights	1
2	Electric Shock due to street light	1
3	Pot hole fill up/Repairs to the damage surface	7
4	Repairs to existing footpath	7
5	Removal of shops in the footpath	3
6	Repairs to the SWD	7
7	Desilting of Drain	1

8	Obstruction of water flow	1
9	Stagnation of water	1
10	Disposal of removed silt on the Road	1
11	Removal of fallen trees	1
12	Unauthorised tree Cutting	1
13	Parking Issue	1
14	Stoppage of Civil Works	2
15	Poor quality of work	1
16	Over head cable Wires running in Hapazard manner	1
17	Removal of garbage	1
18	Over flowing of garbage bins	1
19	Shifting of garbage bin	1
20	Provision of garbage bin	1
21	Request for Anti Larval operations - to prevent Dengue /Malaria etc	2
22	Mosquito menace	2
23	Dog menace	1
24	Burning of garbage	1
25	Unsanitary conditions on the road	1
26	Unhygeinic conditions because of Slaughter House	1
27	Unauthorised sale of meat and meat product	1
28	Stray cattle	1
29	Illegal slaughtering	1
30	Stray Pigs	1
31	Death of Stray Animals	½ day
32	Unhygienic and improper transport of meat and livestock	½ day
33	Food adulteration: Road Side Eateries	1
34	Issues relating to Vacant lands	3
35	New Property Tax Fixation	5
36	New Vacant Land tax Fixation	5
37	Property Tax Bifurcation	5
38	Revision Petition on Property Tax	30
39	Transfer of Title of property	7
40	Vacancy Remission	30

41	Issues relating to Advertisement Boards	7
42	Hanging of Streetlight Wires	1
43	Unauthorised Road cutting	1
44	Complaints regarding function Halls	1
45	Unclaimed Dead Bodies	½ day
46	Double Assessments	7
47	Replacement of Cover for Manholes	7
48	Unauthorised / Illegal construction	15
49	Violation of DCR/Building bye laws	15
50	Encroachment on the public property	2
50	Illegal draining of sewage to SWD/Open site	2
52	Misuse of Community Hall	1
53	Maintenance of Parks	7
54	Maintenance of Playground	7
55	Repairs to Flyovers/ bridges/ Culverts	7
56	Repairs to Centre Median	7
57	Repairs to Traffic Island	7
58	Absenteesim of sweepers	1
59	Absenteesim of door to door garbage collector	1
60	Removal of Debris	3
61	Bio Medical waste/Health hazard waste removal	1
62	Obstruction of road by Trees branches	1
63	Complaints regarding burial ground	1
64	Complaints regarding public toilets	1
65	Complaints regarding restaurants / Function halls	1
66	Complaints regarding Dispensary	1
67	Improper Sweeping	1
68	Broken Bin	1
69	Garbage lorry with out Net	1
70	Transfer Station Smell	1
71	Spilling of Garbage from lorry	1
72	Complaints related to property tax	5

73	Complaints related to issue of Trade License	5
74	Complaints regarding Voter list	6
75	Inclusion, deletion of correction in the Voter list	6
76	Complaints regarding Schools	3
77	Unauthorised Advt. Boards	3
78	Fevers - Dengue/Malaria/ Gastro-enteritis	2
79	Vaddi Leni Runalu	3
80	Non Receipt of Pensions (Disabled/ Old age/ Widow)	3
81	Sanction of Gas Connection Under Deepam Scheme	7
82	Complaints regarding all Sanctioned loans	7
83	Contamination of Water	1
84	Issues Related to Drinking Water Supply	2
85	Repair Bore wells	2
86	Water pipe leakage	2
87	UGD Over Flow	1
88	Non Sanction of Bank Linkage to the group	7
89	Provision of Placement after Training under ESTP	7
90	Disputes in SSG / SLF / TLF	7
91	Errors in demand Notice	7

## II) Municipal Services:

Similarly, whenever the Citizen approaches the Puraseva Centre Counter for any Municipal Services, then the operator of the counter will choose the appropriate service option from the drop down list. This will take him to the specific service creation screen.

After that he is supposed to enter the application details and scan the relevant documents and issue acknowledgement which will be generated in duplicate from the system with acknowledgement number for future reference.

### **(A) Services through ERP:**

Applications on the following 36 Municipal Services under **ERP system** can be submitted by the Citizens in the Puraseva Centres;-

SL No	Sec.	Municipal Service	Category	SL No	Sec.	Municipal Service	Category
1	Rev.	Property Tax	New Assessment	19	Rev.	Land Tax	Conversion of House Tax to Land Tax (VLT)

2	Rev.	Property Tax	Addition / Alteration	20	Rev.	Land Tax	Collection of Land Tax (VLT)
3	Rev.	Property Tax	Revision Petition	21	Engg	Water Charges Management	New Connection
4	Rev.	Property Tax	General Revision Petition	22	Engg	Water Charges Management	Additional Connection
5	Rev.	Property Tax	Title Transfer - Full Transfer (Registration not done)	23	Engg	Water Charges Management	Change of Usage
6	Rev.	Property Tax	Title Transfer - Registration Already Done	24	Engg	Water Charges Management	Closure of connection
7	Rev.	Property Tax	Mutation / Tittle Transfer Fee	25	Engg	Water Charges Management	Reconnection
8	Rev.	Property Tax	Tax Exemption	26	Rev.	Water Charges Management	Collection of Water Charges
9	Rev.	Property Tax	Tax Exemption ( Cancellation of Exemption )	27	PH	Trade License	New Trade
10	Rev.	Property Tax	Conversion of VLT to House Tax	28	PH	Trade License	Renewal of Trade
11	Rev.	Property Tax	Sub Division ( Bifurcation )	29	PH	Trade License	Closure of Trade
12	Rev.	Property Tax	Vacancy Remission	30	PH	Trade License	Trade Title Change
13	Rev.	Property tax	Amalgamation	31	PH	Trade License	Collection of Trade Lic.Fee.
14	Rev.	Property Tax	Demolition	32	PH	Marriage Registration	New Registration
15	Rev.	Property Tax	Ownership Certificate	33	T.P	Advertisement	New Advertisement
16	Rev.	Property Tax	Valuation Certificate	34	T.P	Advertisement	Renewal of Advertisement
17	Rev.	Property Tax	Collection of Property tax	35	T.P	Advertisement	Closure of Advertisement
18	Rev.	Land Tax	Vacant Land New Assessment	36	T.P	Advertisement	Collection of Advertisement Tax

After that, the Operator of the Counter, shall forward the application to the Jr. Asst/Sr.Asst of the concerned section, from whom the work-flow will begins under **ERP** and

the service shall be delivered to the Citizen as per the following SLA. Citizen gets sms at various levels.

**(B) Services through CRS:**

After logged into <http://crsorgi.gov.in> portal, by the Puraseva Counter Operator, he can:-

- Report a Birth / Death to the Registrar and provide digital acknowledgement to the citizen.
- They can even receive a delayed event application from the citizen, generate payment receipt and provide a digital acknowledgement after reporting the event to the registrar.
- In both the cases, it is the responsibility of the registrar to verify the correctness in the events reported, and then approve / reject the event based on the facts of the case submitted / received.
- Receive Add Child Name requests from the Citizen, digitize the same in the CRS portal duly verifying the proofs regarding the claim of authority to include the name and can provide a manual acknowledgement stating the time bound of the service delivery, payment details, etc.,.
- Receive Add Corrections / Modification to the birth events request from the citizen, digitize the same in CRS portal based on the facts in the proofs / documents submitted and can provide a manual acknowledgement stating the time bound of the service delivery, payment details, etc.,.
- In the above cases, based on the facts of the case submitted, attaining satisfaction over the supporting documents, the registrar may accept / reject the application submitted.
- Receive applications from the citizen regarding death corrections and forward the same to the registrar physically and provide a manual acknowledgement to the citizen, as add corrections to the death events provision is not available with the DEO.
- Receive application for Birth / Death search, if the event is registered, he / she can issue certificate from the Counter itself duly collecting the amount from the citizen.
- Non - Availability birth / death cannot be issued from the DEO login, but search can be made, and if no record pertaining to the search criteria available, a manual request may be done with the registrar and certificate can be received from the registrar. For this purpose, a manual acknowledgement may be issued to the citizen pertaining to this request from the DEO.

As a whole, the following services pertains to Birth & Death registration and issue of Certificates under **CRS system**, can be submitted by the Citizens in the Puraseva Centres:-

<b>Section</b>	<b>Municipal Service</b>
Public Health (Vital Statistics)	I. Issuance of Birth Certificate
	a) in case of digitization of records (already registered)
	b) in case of other than (a) (to be registered)
	Child name inclusion in Birth Certificate



	Name correction in Birth Certificate
	Non-availability certificate for Birth Entry
	II.Issuance of death certificate
	a) in case of digitization of records (already registered)
	b) in case of other than (a) (to be registered)
	Name correction in Death Certificate
	Non-availability certificate for death entry

**(C) Services through e-Office:**

Also the following service pertains to various sections of the ULB, which are being run manually can be submitted by the Citizens in the Puraseva Centres. These applications can be processed through **e-office** system, by giving an acknowledgement to the citizen, which is available in e-office.

<b>Section</b>	<b>Municipal Service</b>
<b>Revenue (or) Town Planning</b>	Temporary Use of Parks/Community Halls/Play ground
<b>Engineering</b>	Road cutting permission for individuals
<b>Public Health</b>	Sanitation Certificate
<b>Public Health</b>	Registration of Pet Dogs
<b>Town Planning</b>	Occupancy Certificate
<b>Town Planning</b>	Certified copy of Building Permission
<b>Town Planning</b>	Land use certificate as per Master Plan
<b>All Sections</b>	Other Services if any , which are delivering manually

**SLA period of various Municipal Services at each level under ERP:**

The following Services have to be delivered through the CSCs within the SLA (or) time line given below [excluding public holidays]:-

S. No.	Service Name	Total No. of days (SLA)	SLA for 1 <sup>st</sup> level emp.	SLA for 2 <sup>nd</sup> level emp.	SLA for 3 <sup>rd</sup> level emp.	SLA for 4 <sup>th</sup> level emp.	Zonal Commissioner, Dy. Commr (or) Commissioner
<b>I. Revenue Section</b>							
<b>(a) Property Tax</b>							
1.	New Assessment	15 days	3 days	3 days	3 days	3 days	3 days
2.	Addition / Alteration	15 days	3 days	3 days	3 days	3 days	3 days
3.	Revision Petition	30 days	6 days	6 days	6 days	6 days	6 days
4.	General Revision Petition	15 days	3 days	3 days	3 days	3 days	3 days
5.	Title Transfer – Full Transfer (Registration not done)	3 days	1 day	½ day	½ day	½ day	½ day
6.	Title Transfer – Registration Already Done	15 days	3 days	3 days	3 days	3 days	3 days
7.	Mutation / Title Transfer Fee	-	-	-	-	-	-
8.	Tax Exemption	15 days	3 days	3 days	3 days	3 days	3 days
9.	Tax Exemption (Cancellation of Exemption)	15 days	3 days	3 days	3 days	3 days	3 days
10.	Conversion of VLT to House Tax	15 days	3 days	3 days	3 days	3 days	3 days
11.	Sub Division (Bifurcation)	15 days	3 days	3 days	3 days	3 days	3 days
12.	Vacancy Remission	15 days	3 days	3 days	3 days	3 days	3 days
13.	Amalgamation	15 days	3 days	3 days	3 days	3 days	3 days
14.	Demolition	15 days	3 days	3 days	3 days	3 days	3 days
15.	Ownership Certificate	3 days	1 day	½ day	½ day	½ day	½ day
16.	Valuation Certificate	3 days	1 day	½ day	½ day	½ day	½ day
17.	Collection of Property tax	-	-	-	-	-	-
<b>(b) Land Tax</b>							
18.	Vacant Land New Assessment	15 days	3 days	3 days	3 days	3 days	3 days
19.	Conversion of House Tax to Land Tax (VLT)	15 days	3 days	3 days	3 days	3 days	3 days
20.	Collection of Land Tax	-	-	-	-	-	-

	(VLT)						
	<b>II.Engineering Section</b>						
	<b>Water Taps &amp; Charges</b>						
21.	New Connection	15 days	3 days	3 days	3 days	3 days	3 days
22.	Additional Connection	15 days	3 days	3 days	3 days	3 days	3 days
23.	Change of Usage	15 days	3 days	3 days	3 days	3 days	3 days
24.	Closure of connection	7 days	2 days	2 days	1 day	1 day	1 day
25.	Reconnection	15 days	3 days	3 days	3 days	3 days	3 days
26.	Collection of Water Charges	-	-	-	-	-	-
	<b>III.Public Health Section</b>						
	<b>Trade License</b>						
27.	New Trade	15 days	3 days	3 days	3 days	3 days	3 days
28.	Renewal of Trade	7 days	2 days	2 days	1 day	1 day	1 day
29.	Closure of Trade	7 days	2 days	2 days	1 day	1 day	1 day
30.	Trade Title Change	7 days	2 days	2 days	1 day	1 day	1 day
31.	Collection of Trade License Fee.	-	-	-	-	-	-
32.	Marriage Registration	7 days	2 days	2 days	1 day	1 day	1 day
	<b>IV.Town Planning Section</b>						
	<b>Advertisement Tax</b>						
33.	New Advertisement	15 days	3 days	3 days	3 days	3 days	3 days
34.	Renewal of Advertisement	7 days	2 days	2 days	1 day	1 day	1 day
35.	Closure of Advertisement	7 days	2 days	2 days	1 day	1 day	1 day
36.	Collection of Advertisement Tax	-	-	-	-	-	-

**Note:**

Wherever the 4<sup>th</sup> level employee is not there, his time lines may be availed by the 1<sup>st</sup> level employee. Similarly, wherever, 3<sup>rd</sup> and 4<sup>th</sup> level employees are not there, their time lines can be availed by the 1<sup>st</sup> and 2<sup>nd</sup> level employees. Also wherever the 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> level employees are not there, their time lines, may be availed by the 1<sup>st</sup> level employee.

**SLA period of Birth & Death registration and issue of Certificates at each level under CRS:-**

Section	Municipal Service	Total No. of days (SLA)	SLA for 1 <sup>st</sup> level emp.	SLA for 2 <sup>nd</sup> level emp.	SLA for 3 <sup>rd</sup> level emp.	SLA for 4 <sup>th</sup> level emp.	Zonal Commissioner, Dy. Commr (or) Commissioner
Public Health (Vital Statistics)	<b>I. Issuance of Birth Certificate</b>						

	a) in case of digitization of records (already registered)	Across the Counter					
	b) in case of other than (a) (to be registered)	5 days	1 day`	1 day	1 day`	1 day	1 day
	Child name inclusion in Birth Certificate	5 days	1 day`	1 day	1 day`	1 day	1 day
	Name correction in Birth Certificate	5 days	1 day`	1 day	1 day`	1 day	1 day
	Non-availability certificate for Birth Entry	5 days	1 day`	1 day	1 day`	1 day	1 day
	<b>II.Issuance of death certificate</b>						
	a) in case of digitization of records (already registered)	Across the Counter					
	b) in case of other than (a) (to be registered)	5 days	1 day`	1 day	1 day`	1 day	1 day
	Name correction in Death Certificate	5 days	1 day`	1 day	1 day`	1 day	1 day
	Non-availability certificate for death entry	5 days	1 day`	1 day	1 day`	1 day	1 day

**SLA period of Other services at each level which are delivering manually in the ULBs:-**

Section	Municipal Service	Total No. of days (SLA)	SLA for 1 <sup>st</sup> level emp.	SLA for 2 <sup>nd</sup> level emp.	SLA for 3 <sup>rd</sup> level emp.	SLA for 4 <sup>th</sup> level emp.	Zonal Commissioner, Dy. Commr (or) Commissioner
<b>Revenue (or) Town Planning</b>	Temporary Use of Parks/Community Halls/Play ground	5	1	1	1	1	1
<b>Engineering</b>	Road cutting permission for individuals	5	1	1	1	1	1

<b>Public Health</b>	Sanitation Certificate	5	1	1	1	1	1
<b>Public Health</b>	Registration of Pet Dogs	5	1	1	1	1	1
<b>Town Planning</b>	Occupancy Certificate	5	1	1	1	1	1
<b>Town Planning</b>	Certified copy of Building Permission	5	1	1	1	1	1
<b>Town Planning</b>	Land use certificate as per Master Plan	5	1	1	1	1	1
<b>All Sections</b>	Other Services if any , which are delivering manually	5	1	1	1	1	1

#### **Processing Charges applicable for the Services:-**

It works unlike as “Mee-seva” center, where the services will be delivered to the citizens by collecting the processing charges as mentioned below:-

- No processing charges for registering Public grievances in the ERP System.
- Rs.35/- per application will be collected in respect of Municipal Services in the ERP System
- No processing charges for applications processed through e-office system at the time of initiating services. But once the services are processed and approved by the competent authority, then the specified amount will be collected through NTR Module of ERP system.
- In regard to Birth & Death services, the specified fee can be collected through CRS system, across the Counter.

#### **Standard Operating Procedures:-**

- PURASEVA Centre shall function during 9.00 AM to 6.00 PM in all working days.
- Citizen need not enter the sections of the Municipal Offices / Zonal Offices and make enquiries about their applications as a time frame is prescribed for each service
- Citizen who wish to avail the CSC services have to submit an application at the CSC duly enclosing the required documents
- The PURASEVA Centre operator after taking the application along with its enclosures, shall inform the Citizen the fee prescribed for delivery of the Service and outstanding Property Tax/ Water Charges if any, in respect of the services like Mutation, Trade License, Revision Petition for Property Tax, Additional Water Tap connection etc.,
- The PURASEVA Centre operator shall ensure that the applications are received in complete shape only. Income applications shall not be received, as they lead to delays and protracted correspondence, which is difficult to monitor.
- The PURASEVA Centre Operator shall ensure that the outstanding arrears of Property tax/Water Charges are paid by the applicant, while receiving application. If any such arrears are there, the applicant may be directed to clear off the same and submit application.

- After collection of the amount, he shall enter the complete application details in the relevant screen in the ERP system and shall forward the same to the concerned clerk who is dealing the services, by uploading the same along with it's enclosures.
- After that, acknowledgement will be generated in duplicate from the ERP system which will indicate the date and time on which the citizen can obtain Permission/License/ Certificate/Order/Proceedings etc., from the Service Centre according to the mandated time frame. One copy of the same should be handed over to the Citizen and another is an internal copy which will also contain the employee to whom the application is being forwarded. Citizen will also be given access to get the Permission/License/Certificate/Order/Proceedings etc., through ULB portal, in respect of some services wherever practicable, apart from PURASEVA Centre
- The PURASEVA Centre Operator bunches the documents submitted by the citizen along with the internal copy of acknowledgement printout, with its enclosures and shall handover the same to the concerned functionary in the next day morning without fail.
- The application is forwarded to the concerned functionary's Inbox and the application goes through its regular life cycle
- The delivery of services ie., issue of permission/Licenses/Certificates and Orders shall be issued from the PURASEVA Centre during 2.00 PM to 5.00 PM every day.

**Logistics and Infrastructure to be provided in the PURASEVA Centres-**

- The minimum number of counters in CSCs is to be assessed based on the size of the ULB as follows:-

GVMC	One counter in each Zonal Offices and One counter at Head Office
VMC	One counter in each Circle Offices and One counter at Head Office
GMC	One counter in each Circle Offices and One counter at Head Office
Other Municipal Corporations	3 Counters
Selection , Special and First Grade Municipalities	2 Counters
IInd, III rd and Nagar Panchayats	1 Counter

- The prescribed Application forms for each of the service are attached to this Circular and these shall be made available in the Puraseva Centres. Sufficient copies should be got printed locally.
- Application forms are to be issued free of cost.
- Computers with LAN facility along with Printers shall be made available in the Puraseva Centre as per requirement.
- High-end Scanners should be made available.
- Proper furniture (service counters, almarahs and chairs of good quality) shall be provided.
- Writing Desk and feedback box shall also be provided.

- Signage and display boards within the Centre which pertains to the Services offered along with SLA, Processing charges if any, shall be displayed at conspicuous places both in English and Telugu languages.

#### **Personnel in the Puraseva Centre:-**

- Puraseva Centre shall be manned by sufficient staff and their selection shall be based on qualifications, competences, disposition, temperament and attitude towards citizen services. Preferably, two DEO and one Collection Assistant (from the category of Bill Collector, Record Assistant, Junior Assistant etc.,) for each counter shall be made available.
- Service Counters, can be manned by trained outsourced personnel (or) Municipal employees, but cash collection shall only be manned by Municipal regular employees.

#### **Training:-**

- Induction Training shall be provided to the Puraseva Centre staff so that they are aware and alert to all municipal services and Public Grievance Redressal Module (PGR Module) and rules. Orientation training is to be given to the Officers and staff concerned in the section for prompt and timely attending of the services.
- Information handouts and citizen feedback forms with drop boxes are to be made available for citizen information. Drop boxes will be opened by the Municipal Manager once in a week and analyzed by the Commissioner.

#### **Publicity:-**

- Wide publicity has to be arranged duly informing that the applications should be submitted only through PURASEVA Centre /Mee-seva/Online and not directly to the ULB Officials. The acknowledgement to the applications shall be obtained and the applications submitted by the citizens can be tracked online or through the PuraSeva App.

#### **Layout:-**

- Five types of Layout Models are herewith attached with this circular for ready reference. Please select a model as per the space available in your office premises and establish the Puraseva Centre.

#### **Compensation for delay in service:-**

- As per G.O. cited, if the above timeframes fixed, is not adhered to, compensation is to be paid to the Applicant @ Rs. 50/- per day, towards loss of valuable time of the applicant, in case of services of Revenue, Engineering and Health Sections and @ Rs.100/- per day, in case of services of Town Planning Section. This compensation will be recovered from the person who delayed the service delivery. Disciplinary action will be initiated against the defaulting employee, who has paid fine atleast 3 times in a year. Similar disciplinary action would be initiated against the persons responsible who failed to pay fines imposed.
- MIS reports are to be generated through ERP system/CRS every month by 20<sup>th</sup> instant. Besides that an online challan will be generated from the system and will be issued to the employee (with respect to name/code) respectively by the concerned authorities. The challan amount will be shown as outstanding, till the same is remitted by the defaulting employee, in whose favour it was generated. The challan revenue for such income can also be tracked in the system.



- Not withstanding the recovery of the challan amount from the defaulting employee, the said amount has to be paid to the Applicant, by way of a cheque which should be prepared and handed over to the PURASEVA Centre counter, along with the delayed Permission/License/Certificate/ Order/Proceedings etc., as a compensation to the citizen.

Sd/- K. Kanna Babu  
Director

To

All the Commissioners of Urban Local Bodies in the State.

All the RDMAs in the State

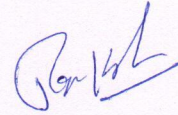
Copy to the Director, e-seva for use of the prescribed application forms in the Mee-seva counters

Copy to the Engineer-in-Chief, Public Health, A.P., Guntur

Copy to the Director of Town & Country Planning, A.P., Guntur

Copy to the S.F.

//t.c.f.b.o.//



**SUPERINTENDENT**