

INFORMATION HANDBOOK

[In pursuance of Chapter II, Section 4(1)(b) of
the Right to Information Act 2005]



RAJAMAHENDRAVARAM
MUNICIPAL CORPORATION

MUNICIPAL CORPORATION RAJAMAHENDRAVARAM

East Godavari District, Andhra Pradesh

(A Government body as defined under Andhra Pradesh Municipalities Act, 1965)

MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT DEPARTMENT
GOVERNMENT OF ANDHRA PRADESH

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PREFACE

In order to provide greater transparency and accountability in the functioning of "Public Authorities", The Right to Information Act, 2005 (RTI) has been enacted by the Government of India. This Act entitles the citizens to obtain information pertaining to public authorities, subject to compliance with prescribed procedure under RTI Act, 2005. The Act has been notified on June 15, 2005. In compliance with the provisions of Section 4(1)(b) of the Act, this information manual is published for information of the general public.

CHAPTER 1 - INTRODUCTION

1.1. BACKGROUND

In order to ensure transparency and accountability in the functioning of public authorities and with a view to confer right on citizens for obtaining information pertaining to functioning of public authorities, the Information Act, 2005 (herein after referred to as "RTI" or "Act") has been enacted. Section 4(1) (b) of the Act confers right on citizens to obtain information pertaining to functioning of public authorities and for this purpose every public authority is required to appoint Public Information Officer(s) Assistant State Public Information Officer(s), Wherever applicable, for processing of information requests from citizens. Under any circumstances if the citizen could not get the information sought for by him, he may approach the appellate authority.

1.2. OBJECTIVE OF THE HAND BOOK.

The essence of good governance is based on the premise that the laws and procedures are transparent, clearly defined & understood by those governed and the implementation is both quick and smooth. Transparency connotes the conduct of public business in a manner that affords stakeholders wide accessibility to the decision-making process and the ability to effectively influence it. In the context of urban governance, transparency assumes added significance. The Key objective behind publication of this information manual is to enable the public to understand the role played by the Department in the Urban Governance by the Government of Andhra Pradesh.

The citizens are entitled under the Act, to obtain any information prescribed under the Act from the Department. The procedure for obtaining information from the Department is prescribed in the following paragraphs.

1.3. TARGETED USERS

This manual is meant for information of citizens, civil society organizations, public representatives, officers and employees of public authorities.

1.4. NAMES AND ADDRESSES OF KEY CONTACT OFFICERS.

Table 1: Names & details of Key contact Officers

Sl. No.	Name of the Officer /Designation	Appointed as per the Act.	Cell No.
(1)	(2)	(3)	(4)
APPELLATE AUTHORITY FOR ENTIRE MUNICIPAL CORPORATION			
1)	Sri N.V.V. Satyanrayana Rao Additional Commissioner	1 st Appellate Authority	98666 57601
I) Revenue Section			
1)	Sri K.B.R. Ravi Kumar Revenue Officer-1(in-charge)	Public Information Officer	96764 15111
2)	Smt. A. Jaya Sree, Superintendent	Assistant Public Information Officer	79950 85294
II) Accounts Section			
1)	Sri N.K.V.S. Kameswara Rao Accountant (In-charge)	Public Information Officer	98665 58975
2)	Sri D. Rama Satyam Senior Assistant (B1)	Assistant Public Information Officer	85209 96729
III) Administrative Section			
1)	Sri Ch. Srinivasa Rao Manager (In-charge)	Public Information Officer	98666 57611
2)	Sri P.V.B. Ramana Rao, Senior Assistant (C1)	Assistant Public Information Officer	98666 57620
IV) U.P.A. CELL			
1)	Sri K Joga Rao Town Project Officer	Public Information Officer	98666 558977
2)	Sri B.V.Ramana Superintendent (I/c)	Assistant Public Information Officer	79950 85301
V) Engineering Section			
1)	Sri Y.V. Koteswara Rao Municipal Engineer	Public Information Officer	7093921996
2)	Smt. S. Satyavathi, Superintendent	Assistant Public Information Officer	79950 85302
VI) Public Health Section			
1)	Dr. M.V.R. Murthy, Municipal Health Officer	Public Information Officer	98499 08330
2)	Sri Md. Abdul Malik Asfar, Superintendent	Assistant Public Information Officer	98499 08344
VII) Town Planning Section			
1)	Sri V. Ram Kumar City Planner	Public Information Officer	98666 57604
2)	Smt. R. Nagamani, Superintendent	Assistant Public Information Officer	79950 85297

1.5. PROCEDURE FOR OBTAINING INFORMATION.

The information request shall be made in writing. The information request can be in one of the following three languages.

- i. Telugu
- ii. English

Applicant shall pay the following prescribed fee for obtaining the information under the Act.

A request for obtaining information under sub-section (1) of section 6 shall be accompanied by an application fee of Rs. 10/- per each application by way of cash or by demand draft or by banker's cheque payable to the Accounts Officer or any other duly authorized officer of the Public Authority, against proper receipt at the following rates:

Fee to be charged for providing information:

For providing information under sub-section (1) or sub-section (5) of Section 7, a fee shall be charged by way of cash or demand draft or banker's cheque payable to the Accounts Officer or any other duly authorized officer of the Public Authority against proper receipt at the following rates:

(A) Priced Material:

Publications printed matter, text, maps, plans, floppies, CDs, samples, models or material in any other form, which are priced, the sale price thereof:

(B) Other than price material:

- i. Material in printed or text form (in A4 or A3 size paper) Rs. 2/- per each page per copy.
- ii. Material in printed or text forms in larger than A4 or A3 size paper—actual cost.
- iii. Maps and plans—actual cost.
- iv. Information in Electronic format viz., floppy, CD or DVD:
 - a. Rs. 100/- for CD of 700 MB and
 - b. Rs. 200/- for DVD.
- v. Samples and models—actual cost thereof.
- vi. Inspection of records – no fee for the first hour and a fee of Rs. 5/- for each fifteen minutes (or fraction thereof) thereafter.
- vii. Material to be sent by post- the actual postal charges in addition to the charge payable as per these rules.

Applicants belonging to Below Poverty Line (BPL) category need not pay the fee. They will pay for material charges. For the issues claiming payment of exemption of fee under BPL category, the applicant shall attach a copy of Ration card / income certificate or any other proof under the BPL category. The request for information will be generally processed within the time period mentioned under the Act.

CHAPTER-II

PARTICULARS OF ORGANISATION, FUNCTIONS AND DUTIES

Section 4(1) (b) (i)

SL. NO.	NAME OF THE ORGANISATION	ADDRESS	FUNCTIONS	DUTIES
1	Municipal Corporation, Rajahmundry	Municipal Corporation, Opp Subrahmanya Maidanam, Rajahmundry	Providing all Services like Sanitation, Roads, Drains, Water Supply, Lighting and Maintenance of Schools, Parks, Play Grounds, Registration of Birth and Death.	All Exertive duties

2.2. Functions of the Municipality:

As per the provisions of the Municipal Acts, the municipalities are entrusted broadly with the following functions.

1. Public health, sanitation, conservancy and solid waste management.
2. Provision of water supply, drainage and sewerage.
3. Construction and maintenance of roads, drains, culverts and bridges.
4. Provision of street lighting.
5. Urban poverty alleviation programmes.
6. Slum improvement and up gradation.
7. Provision of public parks and play grounds
8. Construction and maintenance of public markets, slaughter houses.
9. Urban planning including town planning.
10. Regulation of land use and construction of buildings.
11. Maintenance of secondary and elementary schools.
12. Urban development programmes.
13. Vital Statistics including Registration of Births and Deaths.
14. Maintenance of burial grounds.

2.3 Duties- Sections in Municipalities:

With reference to the functions referred to above, the following sections are provided in the municipalities. The duties of each of these sections are listed below:

S. No	SECTION	DUTIES
1.	Administration	To look after general administration, including school administration and council meetings
2.	Revenue	To assess and collect various taxes and non-taxes and collection of rents from municipal properties
3.	Accounts	To maintain accounts, prepare annual accounts, budget, and attend to audit of accounts
4.	Public Health and Sanitation	To look after sanitation, public health and solid waste management including medical and maternity services
5.	Engineering	To look after water supply and sewerage, public works like roads, drains, buildings, parks and play grounds, street lighting
6.	Town Planning	To regulate town planning activities including land uses, layouts, building constructions and encroachments
7.	Urban Poverty Alleviation (UPA)	To look after urban poverty alleviation programmes

CHAPTER III: POWERS, DUTIES OF ITS OFFICERS / EMPLOYEES

Section 4 (1) (b) (ii) of RTI Act

SL.NO.	NAME OF THE OFFICER / EMPLOYEE	DESIGNATION	DUTIES ALLOTTED	POWERS
1	Commissioner	Statutory :	Entire Administration	To discharge all Powers under Corporation Act
		Administrative :	Executive Authority	Administrative, Appointing and Disciplinary Authority
		Financial	All Financial Powers with in provision of Corporation Act.	Cheque Power
		Other :	-	-
2	Additional Commissioner	Statutory:	Administration and Public Health Section	Administration and Public Health Section
		Administrative :	-	-
		Financial	-	-
		Other :	-	-
3	Deputy Commissioner	Statutory :	Tax Collection	Assessment of Taxes as fixed by Executive Authority and Collection.
		Administrative :	-	-
		Financial	-	-
		Other	-	-
4	City Planner	Statutory :	Town Planning	Plan releases, Processing for Layouts, Enforcing Master Plan.
		Administrative	-	-
		Financial	-	-
		Other	-	-

5	Superintending Engineer	Statutory :	Monitoring entire Engineering Works	Technical Sanction Powers upto 50.00 Lakhs, Processing all works related files.
		Administrative	-	-
		Financial	-	-
		Other	-	-
6	Municipal Engineer	Statutory :	Monitoring Engineering Works	Technical Sanction Powers upto 10.00 Lakhs and Processing all works related files.
		Administrative	-	-
		Financial	-	-
		Other	-	-
7	Municipal Health Officer	Statutory :	Health, Sanitation	Local Health Authority.
		Administrative	-	-
		Financial	-	-
		Other	-	-

CHAPTER IV: PROCEDURE FOLLOWED IN DECISION MAKING PROCESS

(including Channels of Supervision and Accountability)

Section4(1) (b) (iii) of RTI Act

ACTIVITY	DESCRIPTION	DECISION - MAKING PROCESS	DESIGNATION OF FINAL DECISION MAKING AUTHORITY
Goal-Setting and Planning	Each department will prepare its action plan	Field Officers will give remarks, Departmental Heads will scrutiny and submit to Executive Authority	Commissioner
Budgeting	Preparation of annual Receipts and Expenditure Statements	Commissioner will put financial statement to standing committee which prepares budget.	Council
Formulation of Programmes, Schemes and Projects	Different Programmes Schemes of State and Central Government	Commissioner in consultation with concerned departments and Municipal Council	Council
Recruitment / hiring of personnel	Permanent Employees, Society Workers, Contract Workers	Commissioner, Standing Committee, Council	Commissioner, Standing Committee, Council
Release of Funds	Payments to Works, Salaries and Other Expenditure	Commissioner will finalize on the basis of bills submitted by different departments after pre audit by Examiner of Accounts	Commissioner
Implementation /delivery of service / utilization of funds	Execution of Different Works	On the basis of Council / Standing Committee Resolutions execution is taken up by Commissioner	Commissioner
Monitoring and Evaluation	Supervision	Commissioner with the help of field staff.	Commissioner
Gathering feedback from public	By making visits in Wards.	-	Commissioner
Under taking improvements	Regular Planning of all requirements	-	Commissioner

Citizen can avail all the Municipal Services & raise Grievances regarding Municipal Service Delivery through Citizen Service Centers (CSC) located within the ULB. On receipt of the same the Unique ID will be generated by the system and the system automatically sends to the Officers concerned.

The concerned official will scrutinize the file and write his remarks, and pass on the file to the next higher authority and finally to the Municipal Commissioner who is the final decision making authority.

The entire workflow of ULB functions & functionaries are be digitised through a chain of innovative e-Governance initiatives of the Urban Development Department. Through this, all the varied modes of governance namely,

- i) Government to Government
- ii) Citizen to Government
- iii) Government to Citizen

Gets automated, digitized and processed without physical transfer of files.

Upon completion of the Service requested by the citizen, he/she gets a mobile sms notifying the completion of service & the signed document may be collected from any CSC.

Channels of Supervision and Accountability:

1. Urban Development Department has developed ERP Module to facilitate citizen services to the public through Citizen Service Centres set up in all Urban Local Bodies (ULBs), Puraseva Mobile application & ULB website portal.
2. Service Level Agreement (SLA) has been entered into by the Municipality clearly stating the no. of days for providing each of the Municipal Services.
3. Separate provisions for registering of Public grievance has been provided through Citizen Service Centres set up in all Urban Local Bodies (ULBs), Puraseva Mobile application & ULB website portal. Live tracking of the status of the Grievance raised is also provided to the citizen through the mobile application.

CHAPTER-V – Norms for discharge of functions
Section 4 (1) (b) (iv)

SL.NO.	FUNCTION / SERVICE	NORMS / STANDARDS OF PERFORMANCE SET	TIME FRAME	REFERENCE DOCUMENT PRESCRIBING THE NORMS (CITIZEN'S CHARTER, SERVICE CHARTER ETC.)
1	A	Assessment of House Tax / Vacant land tax, Allotment of Door Number and Division of Property Tax	15 Days	Citizen Charter
	B	Title Transfer of House Tax / VLT	15 Days	Citizen Charter
	C	Sanction of solvency certificate	3 Days	Citizen Charter
	D	Demand Extract	15 Days	Citizen Charter
	E	Revision petition of Property Tax	15 Days	Citizen Charter
2	A	Permission of General Buildings Constructions	15 Days	Citizen Charter
	B	Sub-Division of Plots	15 Days	Citizen Charter
	C	Extract of Town Survey	15 Days	Citizen Charter
3	A	Sanction of Domestic Water Tap		
		i) General	30 Days	Citizen Charter
		ii) Rs.200/-	30 Days	Citizen Charter
	B	Repairs to domestic Water Tap Connection	3 Days	Citizen Charter
4	A	Sanction of Birth and Death Certificates	7 Days	Citizen Charter
	B	Sanction of License for D & O Trade Business	15 Days	Citizen Charter
	C	Santions of No Objection Certificates for private schools and other trades	2 Days	Citizen Charter

5.1 THE NORMS SET BY THE DEPARTMENT FOR THE DISCHARGE OF ITS FUNCTIONS.

The usual office hours are from 10-30 a.m. to 5.00 p.m. After punching at Biometric system / signing in the Attendance Register all staff must be in their seats and start work not later than the prescribed hour. They will however be allowed grace time of ten minutes when there is real need. The _____ concerned will monitor the daily attendance.

The Service delivery time frame for the services rendered by the Department are given below.

Citizen Related: Complaints on civic amenities and other grievances

Routine matters - 15 days

Other than routine matters - 30 days

(Ex. Policy decision files)

For more details regarding Service Level Agreement for delivering Municipal Services, please refer Citizen Charter in the ULB website.([www. _____](http://www._____))

CHAPTER-VI – STATUTORY GUIDELINES

Section 4 (i) (b) (v)

The Rules, Regulations, Instructions, Manuals And Records Held By The Department Or Under Its Control Or Used By Its Employees For Discharging Its Functions.

In discharging functions of the Department, the following Manuals and the Records are being used.

1. A.P.Municipalities Act, 1965
2. Hyderabad Municipal Corporation Act, 1955
3. Andhra Pradesh Municipal Corporation Act,1994
4. A.P.Ministerial Sub-Ordinate Service Rules, 1996
5. A.P.CCA Rules,1991
6. A.P.Municipal Ministerial Sub-ordinate Service Rules (APMMSS), 1992
7. A.P. Municipal Health (Municipalities) Subordinate Service Rules, 2012
8. A.P.Revised Pension Rules,1980.
9. A.P.Municipal Commissioners sub-ordinate service Rules,1963
10. A.P.Municipal Administration Rules 1990
11. A.P. Municipal Accounts Subordinate Service Rules, 2012.

CHAPTER-VII – CATEGORIES OF DOCUMENTS
Section 4 (1) (b) (vi)

Sl. No.	Category of document	Title of the document	Designation and address of the custodian (held by / under the control of whom)
1	ENQUIRIES	a) At the beginning of the year	MANAGER
		b) Received during the year	
		c) Completed and reported during the year	
		d) Balances	
2	TAX APPEALS	a) At the beginning of the year	REVENUE OFFICER
		b) Received during the year	
		c) Disposed during the year	
		d) Balances	
3	SERVICE APPEALS	a) At the beginning of the year	MANAGER
		b) Received during the year	
		c) Disposed during the year	
		d) Balances	
2.17 Number and nature of scheme works physically in specter and instructions issued to the Municipal Corporation			
1	CASH	i) Pay Bill Register	ACCOUNTANT
		ii) Establishment Acquaintance Register	
		iii) Cash Book	
		iv) Undisguised Pay Register	
		v) T.A Bill Register	
		vi) GPF Register	
		vii) Tour advance Register	
		viii) Festival advance Register	
		ix) Special Festival advance Register	
		x) Marriage Advance Register	
		xi) House Building Advance Register	
		xii) Office Expenses Register	

2	RECORDS	I) Record issue Register	MANAGER
		ii) Stationary Receipt / issue Register	
		iii) Cash Book Register	
		iv) Library Register	
		v) Library issue Register	
3	TAPPAL	i) Grievances Register	MANAGER
		ii) CMP Cases Register	
		iii) L.A.Q / L.S.Q Register	
		iv) Assurance Register	
		v) Public Account Committee Reference Register	
		vi) Register of Suits	
		vii) Register of Lok-Ayukta Cases	
		viii) Register Post Register (in Ward)	
4	ROUTINE	i) M.P's / MLA's / Ministers References Register	MANAGER MHO
		ii) Station Register of Municipal Commissioners. APMMS Members. Sanitary Supervisions and Sanitary Inspectors	
5	ESTABLISHMENT	i) Attendance Register	MANAGER ACCOUNTANT
		ii) Casual Leave Register	
		iii) Establishment Register (Temporary / Permanent)	
		iv) L.P.C Register (In Ward / Out ward)	
		v) Treasury Bill Register	
		vi) Budget Control Register	
6	DEPARTMENTAL MANUAL	vii) Contingent Bill Register	ACCOUNTANT ENGINEER MANAGER
		viii) Vehicle Log Book	
		ix) Register of Punishments	
		x) Service Register	

7	ROUTINE	i) Late Attendance Register	
		ii) Turn duty Register	
		iii) Movement Register of staff and officers	
		iv) Trunk Call Register	
8	PROCESSING	i) Personal Register	MANAGER ENGINEER ACCOUNTANT
		ii) Periodical Register	
		iii) Tools and Plant Register	
		iv) Loans Register	
9	DESPATCH	i) Local Delivery Register	MANAGER
		ii) Postal Dispatch Register	
		iii) Registered Post Dispatch Register	
		iv) Stamp Account / Service Postage Register	
		v) Fair copy Register	

A Statement of the Categories of documents that are held by Rajamahendravaram Municipal Corporation or under its control.

1. Government G.Os
2. Election related data like ward division etc

CHAPTER-VIII – Public consultation for policy formulation
Section 4 (1) (b) (vii)

8.1 Describe arrangements by the public authority to seek consultation / participation of public or its representatives for formulation and implementation of policies?

SL.NO.	FUNCTION / SERVICE	ARRANGEMENTS FOR CONSULTATION WITH OR REPRESENTATION OF PUBLIC IN RELATIONS WITH POLICY FORMULATION	ARRANGEMENTS FOR CONSULTATION WITH OR REPRESENTATION OF PUBLIC IN RELATIONS WITH POLICY IMPLEMENTATION
1	Budget related, Administrative Sanctions and Policy Decisions	Wards Committee, Standing Council	Fortnightly Meeting of Wards Committee Weekly Meetings of Standing Committee Regular Meeting of Council

8. 1 the particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy or implementation thereof.

An Expert In-House Committee will be constituted as and when required for suggesting policy decisions.

CHAPTER-IX
Section 4 (1) (b) (viii)

9.2 If minutes of meetings are accessible to the public, describe the procedure as to how to access the minutes: contact point, hours of access, fee structure /cost of access and officer to be contacted.

Name of Board Council, Committee etc.	Composition	Powers and Functions	Whether its Meetings open to Public / Minutes of its Meetings accessible for Public
Council	50 Ward Members Co-Opted Members MLA's and MLC as Ex-Officio Members	Budget Policy discussions	Yes (Minutes book will be available with Secretary during office hours)
Standing Committee	Mayor + 5 Nos. Wards Committee Chairpersons	Budget Preparation Administrative and Financial Sanctions Finalisation of leases, tenders Recruitment Scrutiny of accounts	NO

A statement of boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice and as to whether meetings of those boards council's committees and other bodies are open to the public or the minutes of such meetings are accessible for public.

CHAPTER-X - Directory of Officers and Employees
Section 4 (1) (b) (ix)

S. No.	Designation	Cell No.
1	Commissioner	9866657600
2	Addl. Commissioner	9866657601
3	Depty Commissioner	98499 08358
4	Superintending Engineer	98666 57627
5	Executive Engineer-1	98764 15111
6	Executive Engineer-2	98666 57607
7	Executive Engineer-3	7093921996
7	Dy.Executive Engineer	98666 58523
8	Dy.Executive Engineer	98666 57606
9	Dy.Executive Engineer	98499 00688
10	Dy.Executive Engineer	98665 58976
11	City Planner.	98666 57604
12	Assistant City Planner-2	98666 50733
13	Assistant City Planner-1	98666 57622
14	Municipal Health Officer.	98499 08348
15	Revenue Officer-1	98665 58975
16	Revenue Officer-2	98666 57611
17	Examiner of Accounts.	
18	Manager.	98666 57611
19	Accountant.	98499 08349
20	Assistant Engineer	98666 57609
21	Assistant Engineer	96764 16111
22	Assistant Engineer - Electrical	98499 08355
23	Town Planning Supervisor	98666 57621
24	Town Planning Building Overseer	98666 57625
25	Town Planning Building Overseer	98666 57620
26	Town Planning Building Overseer	98499 00644
27	Town Surveyor	98666 57615
28	Revenue Inspector - I	98764 15111
29	Revenue Inspector – II	98499 08323
30	Revenue Inspector - III	98665 58971
31	Revenue Inspector - IV	98499 08344
32	Revenue Inspector – IV	98499 08345
33	CC to Commissioner	98666 57612
34	CC to Commissioner	98666 57620
37	Town Project Officer	98665 58977
38	Tap Inspector	99899 95446

39	Tap Inspector		99899 95447
40	Sanitary Supervisor - I		98499 08336
41	Sanitary Supervisor - II		98499 08325
42	K. Rajanidevi, Sanitary Inspector	2	8790222992
42		18	98499 08330
43	M.K. Nabudripad, Sanitary Inspector	1	98499 08341
44	Sd. Khasim, Sanitary Inspector	6	98499 08334
45	Vasurumarthi Rama Rao, Sanitary Inspector	20	98499 08332
46	Vaska Rama Rao, Sanitary Inspector	10	98499 08335
47	A. Satyanarayana, Sanitary Inspector	24	98499 08327
48	I Srinivas, Sanitary Inspector	5	99890 27508
49	K. Maniraju, Sanitary Inspector	13	98499 08343
50	P Durga Srinivas	14	9963473993
51	K.R.L. Reddy, Sanitary Inspector	7	98499 08328
52	K. Perumalla Raju, Sanitary Inspector	16	98499 08329
53	D. Ramesh, Sanitary Inspector	9	98499 08333
54	K.L.S. Prasad, Sanitary Inspector	8	98499 08339
55	I Srinivas, Sanitary Inspector	12	98499 08337
56	D Danavai, Sanitary Inspector	11	99898 76763

Section 4 (1) (b) (x)

Monthly Remuneration Received by Each Officer and Employees, including the System of Compensation as Provided in Its Regulation.

CHAPTER-XII – Budget Allocation

Section 4 (1) (b) (xi)

The Budget Allocated to each Agency, Indicating the Particulars of all Plans, Proposed Expenditure and Reports on Disbursements Made.

CHAPTER-XIII – Subsidy Programme

Section 4 (1) (b) (xii)

13. 1 THE MANNER OF EXECUTION OF SUBSIDY PROGRAMMES INCLUDING

THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES.

As per the guidelines of the scheme beneficiaries will be identified and disbursed by the Municipal Commissioner.

CHAPTER-XIV – Recipients of Concessions

Section 4 (1) (b) (xiii)

14. 1 PARTICULARS OF RECIPIENTS OF CONCESSIONS PERMITS OR AUTHORISATIONS GRANTED BY IT.

- NIL -

CHAPTER-XV – Electronic Information

Section 4 (1) (b) (xiv)

15.1 Please provide the details of information related to the various scheme of the department which are available in electronic formats (Floppy, CD, VCD, Web Site, Internet etc.,)

Electronic format	Description (site address / location where available etc.,)	Contents or title	Designation and address of the custodian of information (held by whom?)
Website, Internet	www.ourrmc.com	RTI ACT	-

15.2 Regarding the particulars of facilities available to Citizens the following information is given to them through Citizen Charter counters as noted in the proforma.

Location	Address	Services available	Timings
Citizen Charter, Municipal Office	Municipal Corporation, Rajahmundry	Applying for Title Transfers for property tax, applying new tap connection, information of tax dues, paid details, applying Building Plans, complaints registration	10.30 AM to 5.00 PM
Call Center, Municipal Office Ph. 2449990	Municipal Corporation, Rajahmundry	All types complaints received	10.30 AM to 5.00 PM
Online Property Tax collection Centers (Mee-Seva)		Receiving Property Tax collection	
1	Municipal Office		9.00 AM to 7.00 PM

15. 1 DETAILS IN RESPECT OF THE INFORMATION, AVAILABLE TO OR HELD BY IT REDUCED IN AN ELECTRONIC FORM.

The information is available in the following website <http://www.aponline.gov.in/> (Please refer to the Municipal Administration Department)

CHAPTER -XVI – Public Facilities
Section 4 (1) (b) (xv)

16.1 Describe the particulars of information dissemination mechanisms in place / facilities available to the public for accessing of information.

Facility	Description (Location of Facility / Name etc.)	Details of Information made available
Notice Board	Main Office, Commissioner Chamber and Citizen Charter	Different types Services, Procedure, fees, Notices etc.
News Paper Reports	All News Papers	Tender, Lease Notices
Public Announcements	Myke Announcements	Health, Hygiene, Tax Payments
Information Counter	Call Centre	All data
Publications	-	-
Office Library	-	-
Websites	www.ourrmc.com	-
Other Facilities (Name)	RMCAPP	-

16.1 THE PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION INCLUDING THE WORKING HOURS OF A LIBRARY OR READING ROOM, IF MAINTAINED FOR PUBLIC USE.

Whatever information is available with the Government in Electronic format, has been hosted on the website <http://www.aponline.gov.in>. This information can be downloaded by the citizens from this website at free of cost. In addition to the above, visitors with any problems are welcome between 3 PM To 5 PM every day to meet any of the designated officials i.e Additional Director, Joint Directors and Deputy Director.

CHAPTER-XVII - Public Information Officers
Section 4 (i) (b) (xvi)

Sl. No.	Name of the Officer /Designation	Appointed as per the Act.	Cell No.
(1)	(2)	(3)	(4)
APPELLATE AUTHORITY FOR ENTIRE MUNICIPAL CORPORATION			
1)	Sri N.V.V. Satyanrayana Rao Additional Commissioner	1 st Appellate Authority	98666 57601
I) Revenue Section			
1)	Sri K.B.R. Ravi Kumar Revenue Officer-1(in-charge)	Public Information Officer	96764 15111
2)	Smt. A. Jaya Sree, Superintendent	Assistant Public Information Officer	79950 85294
II) Accounts Section			
1)	Sri N.K.V.S. Kameswara Rao Accountant (In-charge)	Public Information Officer	98665 58975
2)	Sri D. Rama Satyam Senior Assistant (B1)	Assistant Public Information Officer	85209 96729
III) Administrative Section			
1)	Sri Ch. Srinivasa Rao Manager (In-charge)	Public Information Officer	98666 57611
2)	Sri P.V.B. Ramana Rao, Senior Assistant (C1)	Assistant Public Information Officer	98666 57620
IV) U.P.A. CELL			
1)	Sri K Joga Rao Town Project Officer	Public Information Officer	98666 558977
2)	Sri B.V.Ramana Superintendent (I/c)	Assistant Public Information Officer	79950 85301
V) Engineering Section			
1)	Sri Y.V. Koteswara Rao Municipal Engineer	Public Information Officer	7093921996
2)	Smt. S. Satyavathi, Superintendent	Assistant Public Information Officer	79950 85302
VI) Public Health Section			
1)	Dr. M.V.R. Murthy, Municipal Health Officer	Public Information Officer	98499 08330
2)	Sri Md. Abdul Malik Asfar, Superintendent	Assistant Public Information Officer	98499 08344
VII) Town Planning Section			
1)	Sri V. Ram Kumar City Planner	Public Information Officer	98666 57604
2)	Smt. R. Nagamani, Superintendent	Assistant Public Information Officer	79950 85297

CHAPTER-XII – Other Information

Section 4 (1) (b) (xvii)

**SUCH OTHER INFORMATION AS MAY BE PRESCRIBED AND THEREAFTER
UPDATE THESE PUBLICATIONS EVERY YEAR**

- NIL -