



MEESEVA-CITIZEN CHARTER FIXED BY THE COMMISSIONER ESD,ITE&C DEPARTMENT



LIST-I

S.NO	DEPARTMENT NAME	SERVICE NAME	CATEGORY	SLA TIME	SERVICE CHARGES(₹)	STUOTARY CHARGES
1	AGRICULTURE	FARM MECHANIZATION (FY 2016-2017)	B	10 days	20/-	As Stipulated
2		EDIT FARMER REGISTRATION DETAILS	A	15 Min	35/-	Nil
3	ANIMAL HUSBANDRY	FARMER REGISTRATION	A	15 Min	35/-	Nil
4		SCHEME APPLICATION	B	30 days	45/-	Nil
5		UPLOAD BILL	A	15 Min	35/-	As stipulated
6		APPLICATION FOR NEW FOOD SECURITY CARD	B	30 days	45/-	Nil
7		CONVERSION OF WHITE CARD TO PINK CARD	B	30 Days	45/-	Nil
8		CORRECTIONS IN FOOD SECURITY CARD	B	30 Days	45/-	Nil
9		DELETION OF MEMBER IN RATION CARD	B	30 days	45/-	Nil
10		FAIR PRICE SHOP RENEWAL	B	15 Days	45/-	500/-
11		FP SHOP DEALER PARENTS	A	15 Min	35/-	As Stipulated
12		GRANT OF LICENSING AND REGULATION OF SUPPLIES OF KEROSENE PRODUCTS	B	30 Days	45/-	500/-
13		GRANT OF LICENSING AND REGULATION OF SUPPLIES OF LPG GAS PRODUCTS	B	30 Days	45/-	500/-
14		GRANT OF LICENSING AND REGULATION OF SUPPLIES OF PETROLEUM PRODUCTS	B	30 Days	45/-	1000/-
15		HOUSEHOLD HEAD MODIFICATION	B	30 Days	45/-	Nil
16		ISSUE OF AUTHORIZATION OF FP SHOPS	B	30 Days	45/-	Nil
17		ISSUE OF NEW RATION CARD (PINK)	B	30 Days	45/-	Nil
18		PRINT RATION CARD	A	15 Min	35/-	Nil
19		RATION CARD DATA CORRECTIONS	B	7 Days	45/-	Nil
20		RATION CARD MEMBER ADDITION(BIRTH)	B	30 Days	45/-	Nil
21		RATION CARD MEMBER MIGRATION	B	30 Days	45/-	Nil
22		RATION CARD MISSING DETAILS IN DATABASE	B	30 Days	45/-	Nil
23		RATION CARD MODIFICATIONS (EPOS INTEGRATION)	B	30 Days	45/-	Nil
24		RATION CARD TRANSFER	B	30 Days	45/-	150
25		REGISTRATION CERTIFICATE FOR TRANSPORTING PETROLEUM PRODUCTS	B	30 Days	45/-	150
26		RENEWAL OF LICENSING AND REGULATION OF SUPPLIES OF KEROSENE PRODUCTS	B	15 Days	45/-	Nil (Nil 200/- per year (Rs. 500/- for 3 yrs. Renewal May Be 1 year or 3 year's)
27		RENEWAL OF LICENSING AND REGULATION OF SUPPLIES OF LPG GAS PRODUCTS	B	15 Days	45/-	Nil (Nil 200/- per year (Rs. 500/- for 3 yrs. Renewal May Be 1 year or 3 year's)
28		RENEWAL OF LICENSING AND REGULATION OF SUPPLIES OF PETROLEUM PRODUCTS	B	15 Days	45/-	Nil (Nil 200/- per year (Rs. 1000/- for 3 yrs. Renewal May Be 1 year or 3 year's)
29		RENEWAL OF REGISTRATION CERTIFICATE FOR TRANSPORTING PETROLEUM PRODUCTS	B	30 Days	45/-	50/-
30		REPLACEMENT OF ALL EXISTING LICENSES FOR PETROLEUM LPG AND KEROSENE PRODUCTS	B	7 Days	45/-	Nil
31		REPLACEMENT OF EXISTING FP SHOP AUTHORIZATION	B	30 Days	45/-	Nil
32		SUPPLIER OF RATION CARD	B	30 Days	45/-	Nil
33		ISSUE CERTIFICATE (FOR PASSED CANDIDATES ONLY)	B	7 Days	45/-	80/-
34		APPLICATION FOR MEMO OF MANDATE	B	7 Days	45/-	80/-
35		APPLICATION FOR RE-COUNTING ROLL MARKS	B	30 days	45/-	100/- per subject
36		MIGRATION CERTIFICATE (FOR PASSED CANDIDATES ONLY)	B	7 Days	45/-	80/-
37		APPLICATION FOR CORRECTION OF DETAILS (FORM-B)	B	30 Days	35/-	Nil
38		APPLICATION FOR TRANSPORTATION (FORM-B)	B	30 Days	35/-	Nil
39		EPIC ANDHRAH SEEDING APPLICATION	A	15 Min	35/-	Nil
40		INCLUSION OF NAME IN THE ELECTORAL ROLLS (FORM-B)	B	30 Days	35/-	Nil
41		ISSUANCE OF VOTER ID EPIC CARD	A	15 Min	30/-	Nil
42		NEW EPIC CARD (PVS/ISSUANCE OF VOTER ID)	A	15 Min	35/-	Nil
43		SRI SITA RAMACHANDRA SWAMY VIRI BHADRACHALAM	A	15 Min	Rs. 5/- (Below 100, Rs. 35/- (Above 100)	As Stipulated
44		SRI LAKSHMI NARASIMHA SEVA TICKET BOOKING	A	15 Min	Rs. 5/- (Below 100, Rs. 35/- (Above 100)	As Stipulated
45		SRI LAKSHMI NARASIMHA SWAMI ROOM BOOKING	A	15 Min	Rs. 5/- (Below 100, Rs. 35/- (Above 100)	Room Charges (Depends on the Type of Room)
46		SRI RAJA RAJESHWARA TEMPLE ROOM BOOKING	A	15 Min	Rs. 5/- (Below 100, Rs. 35/- (Above 100)	Room Charges (Depends on the Type of Room)
47		SRI RAJA RAJESWARA S.D.VENKAYANADAM,KIRIMANGAR DT	A	15 Min	Rs. 5/- (Below 100, Rs. 35/- (Above 100)	As Stipulated
48		BIRTH CERTIFICATE CORRECTIONS	A	15 Min	30/- + 5/- Per each copy	80/- per each copy
49		BIRTH CERTIFICATE	A	15 Min	20/- per each copy	80/- per each copy
50		CHILD NAME INCLUSION	A	15 Min	30/- + 5/- Per each copy	20/- per each copy
51		DEATH CERTIFICATE CORRECTIONS	A	15 Min	30/- + 5/- Per each copy	80/- per each copy
52		DEATH CERTIFICATE	A	15 Min	30/-	20/- per each copy
53		NON AVAILABILITY BIRTH	A	15 Min	30/- + 5/- Per each copy	80/- per each copy
54		NON AVAILABILITY DEATH	A	15 Min	30/- + 5/- Per each copy	80/- per each copy
55		BIRTH CERTIFICATE CORRECTIONS	B	6 Days	30/- + 5/- Per each copy	80/- per each copy
56		BIRTH CERTIFICATE	B	3 Days	30/-	20/- per each copy
57		CHILD NAME INCLUSION	B	6 Days	30/- + 5/- Per each copy	20/- per each copy
58		DEATH CERTIFICATE CORRECTIONS	B	6 Days	30/- + 5/- Per each copy	80/- per each copy
59		DEATH CERTIFICATE	B	3 Days	30/-	20/- per each copy
60		NON AVAILABILITY BIRTH	B	3 Days	30/- + 5/- Per each copy	80/- per each copy
61		NON AVAILABILITY DEATH	B	3 Days	30/- + 5/- Per each copy	80/- per each copy
62	HEALTH CARE	ALLOPATHIC PRIVATE MEDICAL CARE REGISTRATION	B	90 Days	45/-	As Stipulated
63	HOUSING	APPLICATION FOR GRANT OF DOUBLE BED ROOM HOUSE	B	365 Days	45/-	Nil
64		APPLICATION FOR ENHANCEMENTS OF EXISTING WATER CONNECTION	B	30 Days	45/-	As Stipulated
65	HYDERABAD METROPOLITAN WATER SUPPLY&SEWERAGE BOARD	APPLICATION FOR NEW WATER CONNECTION	B	30 Days	45/-	As Stipulated
66		DISCONNECTION REQUEST	B	30 Days	45/-	As Stipulated
67		NAME CHANGE REQUEST	B	30 Days	45/-	As Stipulated
68		CLEANER PRODUCTION MEASURES	B	GM/DC (Micro/ Medium/ Large/ Mega-30 Days & Commissioner's/5 LC-60 Days)	45/- + 150/- (towards Courier Charges)	Nil
69		INVESTMENT SUBSIDY	B	GM/DC (Micro/ Medium/ Large/ Mega-30 Days & Commissioner's/5 LC-60 Days)	45/- + 150/- (towards Courier Charges)	Nil
70		ISO/RS CERTIFICATION	B	GM/DC (Micro/ Medium/ Large/ Mega-30 Days & Commissioner's/5 LC-60 Days)	45/- + 150/- (towards Courier Charges)	Nil
71		PAVLA VADDI	B	GM/DC (Micro/ Medium/ Large/ Mega-30 Days & Commissioner's/5 LC-60 Days)	45/- + 150/- (towards Courier Charges)	Nil
72		POWER COST REIMBURSEMENT	B	GM/DC (Micro/ Medium/ Large/ Mega-30 Days & Commissioner's/5 LC-60 Days)	45/- + 150/- (towards Courier Charges)	Nil
73		SALES TAX REIMBURSEMENT	B	GM/DC (Micro/ Medium/ Large/ Mega-30 Days & Commissioner's/5 LC-60 Days)	45/- + 150/- (towards Courier Charges)	Nil
74		SKILLS UPGRADATION	B	GM/DC (Micro/ Medium/ Large/ Mega-30 Days & Commissioner's/5 LC-60 Days)	45/- + 150/- (towards Courier Charges)	Nil
75		STAMP DUTY/LAND COST/LAND CONVERSION CHARGES/MORTGAGE DUTY	B	GM/DC (Micro/ Medium/ Large/ Mega-30 Days & Commissioner's/5 LC-60 Days)	45/- + 150/- (towards Courier Charges)	Nil
76		100%/50% STAMP DUTY REFUND	B	90 days	45/- + 150/- (towards Courier Charges)	Nil
77		25% POWER SUBSIDY	B	90 days	45/- + 150/- (towards Courier Charges)	Nil
78		50% EXHIBITION RENTAL REFUND	B	90 days	45/- + 150/- (towards Courier Charges)	Nil
79		ALLOTMENT OF LAND	B	90 days	45/- + 150/- (towards Courier Charges)	Nil
80		CONVERSION TO INDUSTRIAL POWER TARIFF	B	90 days	45/- + 150/- (towards Courier Charges)	Nil
81	ITC	DECLARATION OF IT PARK STATUS	B	90 days	45/- + 150/- (towards Courier Charges)	Nil
82		RECRUITMENT ASSISTANCE	B	90 days	45/- + 150/- (towards Courier Charges)	Nil
83		REIMBURSEMENT OF PATENT FILING COST	B	90 days	45/- + 150/- (towards Courier Charges)	Nil
84		SPECIFIC INCENTIVES FOR SC/ST/WOMEN	B	90 days	45/- + 150/- (towards Courier Charges)	Nil
85		INTER VIVE LOCATION ANCHOR COMPANY INCENTIVE	B	90 days	45/- + 150/- (towards Courier Charges)	Nil
86		ADMINISTRATION (NOTICE OF CHANGE)	B	7 days	45/-	As Stipulated
87	LABOUR	REGISTRATION OF NEW SHOPS/ESTABLISHMENT	B	7 days	45/-	As Stipulated
88		RENEWAL OF EXISTING SHOPS/ESTABLISHMENT	B	7 days	45/-	As Stipulated
89		APPLICATION FOR REGISTRATION AS MANUFACTURER/EXPORTER	B	30 Days	45/-	500/-
90		APPLICATION FOR SKILLED WORKER CERTIFICATE	B	30 Days	45/-	Nil
91	LEGAL METROLOGY	APPLICATION FOR GRANT/RENEWAL OF DEALER LICENSE	B	30 Days	45/-	2,000/-
92		APPLICATION FOR REGISTRATION AS MANUFACTURER/EXPORTER	B	30 Days	45/-	10,000/-
93		APPLICATION FOR GRANT/RENEWAL OF REPAIRING LICENSE	B	30 Days	45/-	5,000/-
94		GRANITE QUARRY LEASE	B	180 days	45/- + 150/- (towards Courier Charges)	Nil
95		MARBLE QUARRY LEASE	B	180 days	45/- + 150/- (towards Courier Charges)	Nil
96		MINERAL DEALER LICENSE	B	30 days	45/- + 150/- (towards Courier Charges)	Nil
97	MINES AND GEOLOGY	MINING LEASE	B	1 year	45/- + 150/- (towards Courier Charges)	Nil
98		OTHER QUARRY LEASE	B	120 days	45/- + 150/- (towards Courier Charges)	Nil
99		PROSPECTING LICENSE	B	270 days	45/- + 150/- (towards Courier Charges)	Nil
100		RECONNAISSANCE PERMIT	B	180 days	45/- + 150/- (towards Courier Charges)	Nil
101		APPLICATION FOR BUILDING PERMISSION	B	15 Days	45/-	Nil
102	MUNICIPAL ADMINISTRATION	APPLICATION FOR FEE PAYMENT	A	15 Min	35/-	Nil
103		BIRTH CERTIFICATE - CDMA	A	15 Min	35/-	Each copy 50/- (Up to 4 copied From 5th onwards 100/-)
104		BUILDING PERMISSIONS RETURN SUBMISSIONS	A	15 Min	35/-	Each copy 50/- (Up to 4 copied From 5th onwards 100/-)
105		CHILD NAME INCLUSION - CDMA	A	15 Days	45/-	Nil
106		CORRECTIONS IN BIRTH CERTIFICATE - CDMA	B	5 days	45/-	Each copy 50/- (Up to 4 copied From 5th onwards 100/-)
107	MUNICIPAL ADMINISTRATION	CORRECTIONS IN DEATH CERTIFICATE - CDMA	B	5 days	45/-	Each copy 50/- (Up to 4 copied From 5th onwards 100/-)
108		DEATH CERTIFICATE - CDMA	A	15 Min	35/-	Each copy 50/- (Up to 4 copied From 5th onwards 100/-)
109		EXEMPTION REQUEST	B	15 Days	45/-	Nil
110		NEW ASSESSMENT REQUEST	B	15 Days	45/-	Nil
111		NON AVAILABILITY BIRTH APPLICATION - CDMA	B	First time 5 days, 2nd time onwards 15 min	45/- + Postal Charges*	50/- (Up to 4 copied From 5th onwards 100/-)
112		NON AVAILABILITY DEATH APPLICATION - CDMA	B	First time 5 days, 2nd time onwards 15 min	45/- + Postal Charges*	50/- (Up to 4 copied From 5th onwards 100/-)
113		PERMISSION FOR WATER CONNECTIONS	B	15 Days	45/-	Nil
114		SUB-DIVISION REQUEST	B	15 Days	45/-	Nil
115		TRANSFER OF TITLE DEEDS	B	15 Days	45/-	0.1% of Value of Property
116		BIRTH CERTIFICATE - CDMA	B	5 days	45/-	Each copy 50/- (Up to 4 copied From 5th onwards 100/-)
117		DEATH CERTIFICATE - CDMA	B	5 days	45/-	Each copy 50/- (Up to 4 copied From 5th onwards 100/-)
118		VACANCY REMISSION REQUEST	B	15 Day	45/-	Nil
119		CATEGORY CHANGE - NPCL	B	7 days	45/-	Nil
120		CATEGORY (LOAD CHANGE) - NPCL	B	7 days	45/-	Nil
121		LOAD CHANGE - NPCL	B	30 Days	45/-	Nil
122		NAME CHANGE - NPCL	B	7 days	45/-	Nil
123		NEW CONNECTION - GA - STREET LIGHTS - NPCL	B	30 Days	45/-	Nil
124		NEW CONNECTION - GB - PUBLIC WATER METERS - NPCL	B	30 Days	45/-	Nil
125		NEW CONNECTION - GENERAL PURPOSE - NPCL	B	30 Days	45/-	Nil
126		NEW CONNECTION - RELIGIOUS PLACES (TEMPLES, CHURCH, MOSQUE, GOWDS/SCHOOLS ETC) - NPCL	B	30 Days	45/-	Nil
127	NPCL	NEW CONNECTION COMMERCIAL - NPCL	B	30 Days	45/-	Nil
128		NEW CONNECTION DOMESTIC - NPCL	B	30 Days	45/-	Nil
129		NEW CONNECTION FOR COTTAGE INDUSTRIES	B	37 Days	45/-	As Stipulated
130		ARMS DEALER	B	45 Days	45/-	200/-
131		FRESH LICENCES/ RENEWAL	B	45 Days	45/-	750/-
132		ISSUANCE OF CERTIFICATES	B	7 Days	45/-	As Stipulated
133		ISSUE OF FRESH/RENEWAL OF ARM LICENCE	B	45 Days	45/-	750/-
134		ISSUE OF TEMPORARY BLASTING PERMISSION	B	30 days	45/-	1000/-
135		M/N/G LETTER FOR INSTALLATION OF PETROL BUNKS/LPG GAS	B	21 Days	45/-	As Stipulated
136		ANNOUNCEMENT OF SOCIETY (UNDER SECTIONS: 8, 9, 10, 21, 24, 26)	B	7 Days	45/-	As Stipulated
137		REGISTRATION AND STAMPS	B	3 Days	45/-	300/-
138		CERTIFIED COPY OF BYE LAW	A	3 Days	35/-	300/-
139		CERTIFIED COPY OF FIRM REGISTRATION DOCUMENT	A	15 Min	35/-	300/-
140		CERTIFIED COPY OF REGISTRATION DOCUMENT	B	15 Min	35/-	300/-
141		CERTIFIED COPY OF SOCIETY REGISTRATION DOCUMENT	A	15 Min	35/-	200/- + Rs. 2/- for each Paper
142	REGISTRATION AND STAMPS	CHANGE IN CONSTITUTION OF FIRM (UNDER SECTION: 63)	B	30 days	45/-	300/-
143		CHANGING / ALTERATIONS IN FIRM (UNDER SECTIONS: 60,61,62)	B	30 days	45/-	300/-
144		ENCUMBRANCE CERTIFICATE	A	15 Min	35/-	200/- for Below 30 Years and 500/- for Above 30 years
145		ENCUMBRANCE CERTIFICATE	B	3 Days	45/-	200/- for Below 30 Years and 500/- for Above 30 years
146		PINK REGISTRATION SLOT BOOKING	B	3 Days	45/-	300/-
147		REGISTRATION OF FIRMS (UNDER SECTION: 58)	B	3 Days	45/-	500/-
148		REGISTRATION OF SOCIETY (UNDER SECTION: 3)	B	3 Days	45/-	500/-
149		PURMISSION OF APPEAL OF SOCIETY (UNDER SECTION: 6)	B	3 Days	45/-	300/-
150		AGRICULTURAL LAND VALUE APPLICATION	B	30 days	45/- + postal charges*	Nil
151		AGRICULTURE INCOME CERTIFICATE	A	15 Min	45/-	Nil
152		AGRICULTURE INCOME CERTIFICATE	B	7 Days	45/-	Nil
153		APATHANDHUM SCHEME	B	1 year	45/-	Nil
154		APPEALS ON DEMANDATION	B	45 days	45/-	1500/-
155		APPLICATION FOR REGULARISATION OF SURPLUS LANDS UNDER ULI (CAR) ACT, 1976	B	30 days	45/-	2000/-
156		APPLICATION FOR REGULARIZATION OF SALAMNANAMA	B	30 days	45/-	Nil
157		CC OF ROOM	B	15 Days	45/-	1200/-
158		CERTIFIED COPIES ISSUED BY AD	B	15 Days	45/-	500/- per certificate
159		CERTIFIED COPIES BY RDO	B	15 Days	45/-	Nil
160		CERTIFIED COPIES OF TSLR	B	7 Days	45/- + postal charges*	As Stipulated
161		CERTIFIED COPIES OF PANCHANAMA	B	15 Days	45/-	Nil
162		CERTIFIED COPIES OF PT	B	15 Days	45/-	Nil
163		CHANGE OF NAME APPLICATION	B	15 Days	45/- + postal charges*	Nil
164		CHESALA PRAHARI	B	15 Days	45/-	500/- per certificate
165		COMMUNITY AND DATE OF BIRTH-BC	B	30 days	45/- + postal charges*	Nil
166		COMMUNITY AND DATE OF BIRTH-SC	B	30 days	45/- + postal charges*	Nil
167		CHECKING LICENSE FOR DWAJI	B	30 days	45/-	1000/-
168		CURRENT ADANGAL / BHANI	B	15 Min	35/-	Nil
169		CURRENT ADANGAL / BHANI	B	3 Days	35/-	Nil
170		DEMARCATION	B	30 days	45/-	1200/-
171		IBC CERTIFICATE	B	7 Days	45/-	Nil
172		EXTRACT OF FORM PATA	B	7 Days	45/- + postal charges*	Nil
173		EXTRACT OF HOUSE SITE PATA	B	7 Days	45/- + postal charges*	Nil
174		EXTRACT OF NUC UNDER EXPLOSIVE ACT	B	15 Days	45/-	Nil
175		EXTRACT OF HOD UNDER PETROLEUM ACT	B	15 Days	45/-	Nil
176		EXTRACT OF ORC	B	15 Days	45/- + postal charges*	Nil
177		FASAL PATTI	B	15 Days	45/-	500/- per certificate
178		FAMILY MEMBER CERTIFICATE	A	15 Min	45/- + postal charges*	Nil
179		INCOME CERTIFICATE	B	7 Days	45/- + postal charges*	Nil
180		FAMILY MEMBER CERTIFICATE	A	15 Min	45/- + postal charges*	Nil
181		INCOME CERTIFICATE	B	7 Days	45/- + postal charges*	Nil
182		INTEGRATED CERTIFICATE	B	30 Days	45/-	Nil
183		ISSUE OF ARM LICENCE (RENEWAL)	B	45 days	45/-	300/-
184		ISSUE OF ARM LICENCE (RENEWAL)	B	45 days	45/-	300/-
185		ISSUE OF OCCUPANCY RIGHTS CERT FOR INHABITANTS	A	15 Min	45/-	NIL
186		ISSUE OF NDC FOR STORING OF PETROLEUM PRODUCTS	B	45 days	45/-	NIL
187		ISSUE OF OCCUPANCY RIGHTS CERT FOR INHABITANTS	B	90 days	45/-	NIL
188		ISSUE OF SMALL AND MARGINAL FARMER CERTIFICATE	B	7 days	45/-	Nil
189		ISSUE OF TOUCH MAP	B	7 days	45/-	50/-
190		KHARATA PRAHARI	B	15 Days	45/-</	