

CITIZEN CHARTER

MUNICIPAL CORPORATION AMRITSAR (The particulars of the organization, functions and duties)

CIVIL WING

Sr.No.	Name of Organization/ Department/ Board/ Corporation/ Institution	Function and duties (in brief)
1.	1. Commissioner, Municipal Corporation, AMRITSAR 2. Addl. Commissioner 3. Joint Commissioner 4. Assistant Commissioner	Chief Executive Officer. To assist the Commissioner.
2.	Superintending Engineer CIVIL	Maintenance of Public roads/streets and the buildings vested in the Municipal Corporation and execution of Projects related to all civil works within the limits of the Municipal Corporation, AMRITSAR. Planning of a new developmental project, including the preparation of estimates thereof.
	Corporation Engineer/ Executive Engineer (CIVIL) & Sub-Divisional Officer (CIVIL)	Execution of new works and maintenance/supervision of streets, roads, and other property vested in the Corporation situated within the Division/subdivision under his charge. Checking/ supervision of the work of contractors and other agencies engaged for the execution of various development (Civil)related projects/ works.
	Junior Engineer CIVIL	Preparing estimates of new works, including the works in which additions/alterations/renovations are involved, and preparing the works bills thereof, and close supervision of the work of Contractors and other agencies engaged by the Municipal Corporation for execution of the works

HORTICULTURE

4	Superintending Engineer CIVIL	To prepare the plan for the maintenance of parks/ green cover in the city. Supervision of the work of the staff posted in the Horticulture wing. Preparation of plans for future plantation and development of green cover of the city. Preparation of plans for the beautification of the city.
	Corporation Engineer/ Executive Engineer (Hort.)	Technical in charge of maintenance, including the upgradation of parks and green belts situated within the Division under his charge. Maintenance of parks/green belts/roadside plants and plantations within the allotted division.

STREET LIGHT

5	Superintending Engineer (O&M)	Responsible for the maintenance of street light points, fountains, and other light fittings already installed on the road/street side, parks, including the preparation of plans for erecting new poles and installation/ fixing of street light points. Execution of the new development works.
	Corporation Engineer/ Executive Engineer (O&M)/(STREET LIGHT) & Sub-Divisional Officers (O&M)/Street Light. Junior Engineer (STREET LIGHT)	Execution of works of installation of street light points in the city, including repair thereof, in the allotted Division/sub-division. Preparation of estimates and preparation of the works bills of the contractors. Maintenance of street light points and fountains, installed in the area under his charge. Preparation of estimates for new works/ renovation of old works, including repair thereof.

HOUSE TAX/PROPERTY TAX

6	Joint Commissioner/ Assistant. Commissioner	Implementation of Government policies. Timely dispatch of the Tax bills/recovery notices. Preparation of assessment list. Bringing newly constructed rented residential/ commercial/ industrial, and institutional properties into the tax net. Recovery of the tax demand.
	Superintendent House Tax/ Property Tax	Regular monitoring of the demand and collection of the tax on lands and buildings in accordance with the law. Service of bills of demand and notices to defaulters. To Supervise the work of the inspectors/ assistants/clerks and other classes of employees working in the Property Tax branch.

AGENDA BRANCH

7	Secretary Superintendent Agenda	To prepare an agenda for the meetings of the House / F&CC / DEPARTMENTAL COMMITTEES of Municipal Corporation, AMRITSAR, as well as its committees/ad hoc committees. To maintain the record of proceedings of minutes of meetings, including regular monitoring of the implementation of decisions. Timely dispatch of the agenda as well as its proceedings to members and the Government.
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Fire Brigade

8	Joint Commissioner/ Secretary Assistant Divisional Fire Officer F.S.O.	Overall supervision of the Fire Brigade Branch. To supervise the Fire Brigade wing, which attends to fire calls and other accidents reported to the Fire wing. Imparting training to the employees and ensuring that all firefighting equipment is readily available and is in operation. Supervision of the work of staff posted in the Fire wing.
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Health Branch

9	<p>Joint Commissioner/ Add Commissioner</p> <p>Health Officer</p> <p>Chief Sanitary Inspector</p> <p>Sanitary Inspector.</p>	<p>Responsible for adequate supervision of Health, Sanitation, and medical services.</p> <p>Take measures for daily lifting of garbage from collection centers, scavenging of public streets/ roads, and other lands vested in the Municipal Corporation.</p> <p>Removal of carcasses and taking of preventive measures to check the outbreak of water-borne and insanitary-related diseases. Maintenance of the dumping-ground.</p> <p>Implementation of the provision of meat by-laws & other similar byelaws prepared under the Health chapter.</p>
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Town Planning Branch

10	<p>Senior Town Planner Municipal Town Planner</p> <p>Assistant Town Planner Building Inspector</p>	<p>Planning, drawing up of Town planning/ building and other development-related schemes, so as to check the haphazard growth. Enforcement of provisions of the PMC Act, 1976 relating to control of Building activities, including the Building byelaws. Including the sanctioning of building plans, proceedings of change land use cases, removal of encroachment, and to redress the grievance of the public, to deal with Court Cases, etc.</p> <p>Checking of the unauthorized building activities within the city/ zone allotted, especially the buildings ultimately meant for commercial/ industrial use. Issuance of statutory notices to the violators of Building control-related laws/ rules and byelaws, and demolition of non-compoundable structure constructions, and Other duties assigned by the Government or by the Commissioner.</p>
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Birth & Death Department

17	Local Registrar Sub Registrar	To issue the Birth & Death Certificate for exercising the power of the local registrar for births and deaths.
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Computer Cell / I.T.wing

18	System Manager / Programmer	<ol style="list-style-type: none">1. To maintain all computer hardware of the Municipal Corporation.2. Maintenance of all operating system software of the Municipal Corporation.3. Maintenance of all computer networks of the Municipal Corporation.4. Maintenance of all client-side backup of the Municipal Corporation.5. Format preparation for any kind of data.6. Supervising any kind of computer component replacement done by vendors.7. To help with any kind of statistical job.8. Assisting in all kinds of designing and deployment of computer networks, hardware, and software.9. Creation and deletion of any record from the backend of the database.10. Helping heads of department in classifying complaints in various action taken steps.
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The powers and duties of the officers and employees

Name of the Department: Municipal Corporation, AMRITSAR

Sr. No	Name of the Post	Powers and Duties (In Brief)
O&M Cell/Civil wing		
1	Superintending Engineer(Civil) & O&M Cell All Executives, Engineers, CIVIL, and O&M.	<ol style="list-style-type: none"> 1. To prepare proposals for sanction of new projects/ development works, including upgradation thereof 2. To supervise the works executed in the Division under his charge. <p>To issue NIT, process offers/bids & seek approval of the competent authority. Finalization of work bills of the Contractor/suppliers.</p>
2	All Sub Divisional Engineers CIVIL and O&M	To prepare estimates of the works approved by competent authority. Drafting of NIT, Processing of offers/bids including evaluation thereof and to prepare the works bill of contractors/ suppliers. Supervision of the work of contractors to ensure that these are executed as per approved specifications.
3	All Junior Engineers CIVIL and O&M	To prepare estimates, tender notices and process offers/ bids of contractors/ participants and submit these to Assistant Corporation Engineer for further approval. Close supervision of all works executed in the Zone under his charge.
Horticulture Deptt.		
4	Superintending Engineer(Civil) Executive Engineer, (Horti.)	<ol style="list-style-type: none"> 1. Planning for new plantation in the various parts of city including taking measures to check the mortality rate. Implementation of Government policies w.r.t. constitution of Park Management Committees. 2. To supervise the works executed in the Division under his charge . 3. To issue NIT, process offers/bids & seek approval of competent authority. Finalization of work bills of Contractors/suppliers.
5	Sub Divisional Engineer, Horti. (Vacant)	<p>Responsible for looking after the maintenance of plantation (parks/ rotaries/ open spaces and roads etc.) Supervision of works relating to Horticulture wing.</p> <p>To prepare estimates of the works approved by competent authority.</p>

		Drafting of NIT, Processing of offers/bids including evaluation thereof and to prepare the works bill of contractors/suppliers. Supervision of the work of contractors to ensure that these are executed as per approved specifications.
6	Junior Engineer, M.C. (Horti.)	To supervise the working of staff (Supervisors/ Mali Beldars) working under him. Watering of plants and execution of all newly sanctioned development works relating to Horticulture wing. To prepare estimates, tender notices and process offers/ bids of contractors/ participants and submit these to Assistant Corporation Engineer for further approval. Close supervision of all works executed in the Zone under his charge.
7	Supervisor (Horti.)	Supervision of the staff (Mali Beldar) posted in his beat. Timely watering pruning and maintenance of plants.
9	Mali / Beldar	To perform field duties likewise maintenance of plants, spraying of pesticides thereon, pruning of trees etc. as per the orders of Supervisor
HOUSE TAX/PROPERTY TAX		
10	Joint Commissioner/ Assistant Commissioner/ Add Commissioner Superintendent House Tax/ PTAX Inspector Bill distributor Tax Collector	Over all Incharge of the House Tax/ Property Tax Branch. To implement the provisions of the Act, rules and byelaws relating to Tax on Lands and Buildings. Implement the Govt. Policies. Monitoring of the billing work. To distribute the House Tax bill. To collect the recovery in connection with House Tax/Property Tax Branch.
11	Secretary	Preparation of agenda of House and its committees. Recording of minutes of all meetings. Timely dispatch of agenda as well as its minutes to all members as well as Government. To ensure that decisions taken by the House and other statutory committees such as Finance & Contract Committee are duly implemented.

Fire Brigade		
12	Joint Commissioner/ Secretary Assistant Divisional Fire Officer Sub-Divisional Fire Officer leading Firemen Firemen	The Fire wing staff is “ Operational staff” and hence ADFO being well experienced supervise the Fire wing which attend to head the rescue operation in case of Fire, natural cold & accident
Health Branch		
	Joint Commissioner/Add Commissioner Health Officer Assitt. Health Officer All the Dispensaries. Pharmacists Chief Sanitary Inspector Sanitary Inspector Superintendent Health	Maintenance of general sanitation of the city, removal of garbage from the city, control and removal of carcasses, water borne disease maintenance of dumping-ground. Implementation of provision of meat bye-laws & other similar related to Health Medical bills of the Corporation employees To Supervise the working of different Dispensaries of Municipal Corporation, AMRITSAR. To issue challan against the defaulters and to supervise the work of sweepers in their respective area To supervise the work of sweepers in their respective area To supervise the establishment work of Health Branch
Street Light		
	Superintending Engineer(O&M) Executive Engineer (O&M) Sub Divisional Officer Junior Engineer	1. To send proposals for sanction of electrical work within city . 2. To supervise the works under execution. 3.To prepare estimates , tenders get approval etc. & execution of works as assigned
	Patroller Electrician Helper	Maintenance and repair of street lights within the Municipal limits.

Account Branch		
	<p>Deputy Controller (Finance & Accounts)</p> <p>Deputy Controller (Finance & Accounts) O&M/Pension</p> <p>Accountant</p> <p>CFO (O&M CELL)</p>	<p>To deal with budget & planning, loan & advances, all account matter, maintenance of cash book, register, receipts & service books of the employees.</p> <p>To deal with the retired /pensioner benefits of the retirees, like GPF, leave encashment, pension, family pension, fixation of pay, release of funds, annual increment, disbursement of salary etc. etc.</p> <p>To assist in the work of DC(FA) in all account matters related with Municipal Corporation, AMRITSAR</p> <p>Preparation of Final Accounts of company & finance planning. Maintenance of statutory ledgers such as cash book, conciliation statement, and cheque register. Deposit of surplus funds in banks and other financial institutions.</p>
SJSRY/NULM		
	<p>Joint Commissioner/ Asstt. Commissioner APO</p>	<p>To supervise & implement the Policies of the Govt. of India for upliftment of persons below the Poverty line.</p>
Establishment Branch		
	<p>Joint Commissioner/ Asstt. Commissioner</p> <p>Superintendent Establishment (General)</p>	<p>Incharge of Establishment Branch to deal with the service matters of the employees working in Municipal Corporation, AMRITSAR Incharge of Establishment Branch to deal with the service matters of the employees working in Municipal Corporation, AMRITSAR proficiency step-up / Medical reimbursement etc .</p> <p>To deal with the all establishment matters with the guidance of Assistant Commissioner, circulate the office orders passed by the Administration from time to time concerning with establishment matters. To deal with all the Departmental enquiries, Show Cause notices & other duties assigned to him by the her authority</p>

<p>Complaint and Inquiry Cell</p>	<p>To deal with all the complaints received on the Toll Free Number 18001802103 installed in the office of the Municipal Corporation, AMRITSAR.</p>
<p>Sr. Assistant/ Clerical Staff</p>	<p>To assist the Superintendent Establishment in the matter of Establishment work.</p>

Land Branch

	<p>Add Commissioner/ Joint Commissioner/ Asstt. Commissioner/Estate Officer</p> <p>Naib Tehsildar / Patwari / Land Inspector</p> <p>Estate Officer</p>	<p>Over-all Incharge Land matters .</p> <p>To deal with the Municipal Properties</p> <p>Allotment of departmental accommodations, rooms to the officials as per norms & requirements.</p>
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The procedure followed in the decision making process, including channels of supervision and accountability

Name of the Department :- Municipal Corporation , AMRITSAR .

Sr. No. & Designation of Head of the Deptt.	Nature/Type of Work	Level at which the case is initiated (Name of the post)	Name of the post, which deal with the case before the decision making authority	Level at which decision is made (Name of the Post)
Civil Engineering Branch				
1. Superintending Engineer civil	Maintenance of Roads / Streets/ Buildings Civil Work	Junior Engineer	Sub-Divisional Officer Executive Engineer Superintending Engineer	House and Finance and Contract Committee or the Commissioner (as per pecuniary limits)
2. Executive Engineer (civil)	Preparation of estimates Road / Street Civil Work	Junior Engineer	Sub-Divisional Officer Executive Engineer Superintending Engineer	Commissioner Expenditure up to Rs 1,00,000----- F& CC and House – If expenditure is above Rs 1,00,000 only
Operation & Maintenance Cell				
1. Superintending Engineer	Water & Sewer System	Executive Engineer / Sub Divisional Officer (O & M)	Sub-Divisional Officer Executive Engineer Superintending Engineer	House and Finance and Contract Committee or the Commissioner (as per pecuniary limits)
2. Executive Engineer (O & M)	Preparation of estimates relates with the water & sewer works (O & M)	Junior Engineer	Sub-Divisional Officer Executive Engineer Superintending Engineer	Commissioner Expenditure up to Rs 1,00,000 F& CC and House – If expenditure is above Rs 1,00,000 only
Health Section				
JC/ Secretary/ HO/ Asstt. Health Officer	All matters touching the Health (Sanitation and Medical) matters.	C.S.I	C.S.I Asstt. Commissioner Commissioner	Commissioner Expenditure up to Rs 1,00,000/-- F& CC and House – If expenditure is above Rs1,00,000/- only

House Tax/ Property Tax Branch				
Add Commissioner / JC/ Assistant Commissioner/ Superintendent, House Tax./Ptax Deptt.	To comply with the Govt. policies / order / byelaws & directions issued from time to time	Inspector	Superintendent Asstt.Commissioner Commissioner	Assistant Commissioner as delegated authority of Commissioner. Joint Commissiooenr as delegated authority of Commissioner to chair House Tax Sub Committee.
Agenda Branch				
Secretary	To prepare agenda and record minutes of meetings of House and its committees	Assistant	Secretary	Commissioner / Mayor / Govt.
Fire Brigade				
JC/ Add Commissioner ADFO	To attend to all fire calls .	Sub Fire Officer Leading Firemen Firemen	Assistant Divisional Fire Officer & Secretary.	Commissioner expenditure upto Rs. 25,000/- F&CC or House if expenditure is above Rs. 25,000/-
Street Light				
Superintending Engineer(Civil)/ Executive Engineer, Street Light	Maintennance of Street Light points & new installation of Street Light points.	Executive Engineer	Sub Divisional Officer (SDO) Junior Engineer (JE)	Supdt. Engineer / Commissioner
Account Branch				
Deputy Controller (F&A) Commissioner	Account Branch	Clerk	Sr. Assistant/ Accountant/DCFA	
Pension & Provident Fund				
Add Commissioner / JC/Asstt. Commissioner Deputy Controller(F&A)	Pension & Provident Fund Wing	Clerk	Sr. Assistant Accountant / DC (F & A)	Asstt.Commissioner / Commissioner

SJSRY				
JC/ Assistant Commissioner/ APO	Sanctioning of funds under various components of Govt. Schemes	Project officer	Assistant project Officer	Assistant Commissioner/ Commissioner
Establishment Branch				
JC/ Assistant Commissioner/ Superintendent.	To handle and settle with all matters relating to the establishment of MCA	Clerk / Sr. Assistant	Superintendent / Asstt. Commissioner	Commissioner
Estate Branch				
JC/Asstt. Commissioner/ Estate officer/Land Superintendent	Alienation of Municipal properties including the grant of lease/ licencing rights thereof	Land Inspector / Inspector	Ass Commissioner	Commissioner Committee constituted by the Commissioner

The norms set for the discharge of its functions

Sr.No	Item of Work	Norms set by the department (no. of days taken for decision making)
Civil Branch		
	Construction of Roads / Streets within the jurisdiction of MC AMRITSAR	As per the terms & conditions of the work order / agreement
Horticulture Branch		
	Development of parks / green belts/road sides / plantation & maintenance of above mentioned sites	As per the terms & condition of the work order / agreement
House Tax/ Property Tax Branch		
	To issue the bill of demand and recover the tax amount- assessment of all rented residential, commercial and industrial including institutional buildings.	A continuing process -without any time frame
Agenda Branch		
	To prepare the agenda and minutes of the house and its committees – Follow up of the decisions and placing the progress report before the House	As per requirement of work, No norms fixed.
Fire Brigade		
	Fire Rescue /Fire Fighting	Immediately without any loss of time
Health Officer		
	Sanitation Work	As per Rules & Bye-laws.
Street Light		
	Execution of maintenance of street lights & electrical work	Fourty eight hours after the registration of the complaint.

Pension & Provident Fund		
	Considering and deciding the cases of grant of pension / Final payment of GP Funds of the retirees / expired employees	<ol style="list-style-type: none"> 1. The pension cases of the retired employees are considered six months prior to retirement. 2. In death cases, the process is initiated immediately.
Account Branch		
	To deal with the account matter	As prescribed in the Punjab Municipal Account Code, 1930
SJSRY/NULM		
	Accordinging approvals, sanctions release of subsidy etc. under various components	Norms- not fixed- Fresh receipt / request for release of funds / grant /subsidy to be finanlized within 5-7 days More time is taken if it requires pre audit .
Establishment Branch		
	To deal with the service conditions related matter of all employees	As prescribed in the Punjab Municipal Account Code, 1930.

The rule, regulations, instructions, manuals and record, held by it or under control or used by employees for discharging functions

Name of the Department :- Municipal Corporation , AMRITSAR

S.No	Name of the Act	Name of Rules	Name of the Manuals	Instructions (Write Circular No./Date	Any other record/document
Civil Engineering					
1	PMC Act, 1976	Punjab Municipal Account Code 1930 Punjab Municipal Works Rules		As received from time to time from the Local Govt.	All tendered documents & agreements.
2	P.M.C. Act, 1976		-----		-----
Horticulture Deptt.					
3	PMC Act, 1976 (As extended to Punjab State	Punjab Municipal Account Code-1930		Instructions/ Rules of Local Govt.	Instruction/or der issued from time to time by the Local Govt.
Health Branch					
4	Punjab Municipal Corporation Act 1976	Govt. Empl.conduct Rules ,1966/ Model Rules which has been adopted by the MC AMRITSAR and Bye laws and guidelines issued by the Govt. from time to time.	-----	-	-
HOUSE Tax/Property Tax Branch-					
5	The PMC Act, 1976 as extended to the Punjab Municipal Corporation Act, 1976	Tax on Commercial , Industrial & Institutional lands&buildings Byelaws	--	As issued by the Local Govt Deptt. from time to time	---

Agenda Branch

6	The Punjab Municipal Corporation Act, 1976	Business Bye-Laws.		As issued by the Local Govt. Deptt from time to time	-----
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Fire Brigade

7	The Punjab Municipal Corporation Act, 1976	Punjab Municipal Fire Brigade Rules, 1977. Standing orders of the Fire Brigade.	National Building Code (Part-IV)		
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Health Branch

8	P.M.C Act, 1976	As issued by the Local Govt. Deptt from time to time.	Municipal Account Code 1930		
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Street Light Branch					
	The Punjab Municipal Corporation Act, 1976	1. As issued by the Local Govt. Deptt from time to time. 2. Agreement made with the Contractors for maintenance of Street Light.			
Pension & Provident Fund Branch					
	PMC Act-1976	The Punjab Civil Services Rules. Punjab Municipal Account Code-1930. Punjab Municipal Employee Pension Rules-1994.	Relevant to Punjab C.S.R	As issued by the Local Govt. Pb	The instructions & circular issued by the Accountant Gen. (A&E) Punjab/ Govt. of Pb. Department of Accounts & Finance.
Account Branch					
	Punjab Municipal Corporation Act, 1976. Punjab Municipal Account Code-1930	The Punjab Civil Services Rules	Relevant to Punjab CSR	As issued by the Local Govt. from time to time	The instructions and circulars issued by Local Govt. Department.

SJSRY/NULM					
	SWARAN JYANTI SHAHARI ROZGAR (SJSRY) Guidelines from Govt. of India	SJSRY Guidelines	-	-	-
Establishment Branch					
	Punjab Municipal Corporation Act, 1976	The Punjab Civil Services Rules. Punjab Municipal Corporation Employees(Recruitment & conditions of service) Rules-1978.	Relevant to Punjab CSR	As issued by the Local Govt Pb. from time to time	-----
Land Branch					
	----- --	Punjab capital (Development & Regulation Building Rules 1952) & Bye-laws. AMRITSAR Municipal Corporation Building Bye-laws-1997.	Nil	As issued by the Local Govt. Pb. from time to time	-----
	Public Premises (Eviction of unauthorized occupants) Act , 1971	-	-	-	The powers provided in this Act is not being exercised by the Officer of M.C. Amritsar but it is exercised by District Collector or duly prescribed authority M.C. files applications under this Act before the prescribed authority for adjudication

Statement of the categories of documents that are held or under control

Sr. No	Category of Documents
Civil Engineering	
1	General correspondence files relating to Road Works
2	Estimates of Roads as well as Civil Works
3	Sanction of works/allotment of Works Register.
4	Passed vouchers of works and general vouchers
5	Tender Register.
6	Enlistment of Contractors Register.
7	Roads History Register
8	Stock Register of Material.
9	Main / Sub cash books
10	Agreement of allotment of works
11	Service books of employees MB`s, Ledgers
12	Secuirty Deposit Register.
Horticulture Wing	
1	Estimates
2	Agreements
3	Cash Books
4	Service record of the Employees
O&M Cell	
1	Tenders
2	Accounts
3	Drawing
4	M.B`s / M.R`ss
5	Stock

6	Enlistment of Contractors Register.
7	Information regarding grant of water connections (copy encl)
8	Security deposits by the contractors
9	Agreements executed by the contractors agencies
10	Maintenance of Works Register.
11	Works History Register
Agenda Branch	
1	Agenda /Minutes of the meetings of General House of the Corp.
2	Agenda/Minutes of the Finance / Contract Committee
Fire Brigade	
1	Fire Stations I)N.D.C.,ii) Punjab Fire Prevention & Safety Act 1986 iii) National Building Code
Street Light	
1	General correspondence files relating to Street Light works
2	Estimates of Street Light Works .
3	Sanction of works / allotment of works
4	Passed vouchers of works and general vouchers
5	Sub cash book
6	Agreement of allotment of works
7	Service books of employees MB's
Account Branch	
1	Cash books , Classified Abstracts, Budget Document, Service Books, Cheque Books , Vouchers etc. etc.
SJSRY	
1	List of House-to-House Survey conducted for identification of BPL families in Rehabilitation and Slum Abadies /unauthorized colonies
2	SJSRY – Guidelines & Policies of Govt. of India.

Pension and Provident Fund	
1	Cash Book
2	Cheque Book
3	E.C.R. (Estt. Check Register)/Pension Payment Register
4	Broad Sheet of GPF Account
5	P.P.O`s files
6	Vouchers
7	Daily receipt / Despatch Register etc.
Establishment Branch	
1	Office Order Registers
2	Govt Letters/ Instructions issued by the Local Govt. Deptt. From time to time
3	Correspondence made with the Local Govt.
Estate Branch	
1	Municipal Property Register
2	Allotment file of each plot / built up shops are maintained separately
3	Payment Ledger Accounts are also being introduced

The particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of.

Sr. No.	Details/ Type of arrangements made
1.	Listing house fixed to consult the concerned officer incharge .
2.	The Competent Officers interact with the press in respect of Information related to Public are: i) Commissioner ii) Addl. Commissioner iii) Joint Commissioner
3.	The officers who have been appointed for giving information to General Public. 1. COMMISSIONER 2. Addl. Commissioner 3. Joint Commissioner
4.	Head of the Department has been appointed as Public Information Officer to provide information to General Public under RTI Act.