

## **CHAPTER 18 (MANUAL 17)**

### **Other useful information**

#### **18.1 Frequency Asked Question and their Answers by Public**

#### **18.2 Related to seeking Information**

- ⊕ Application form (a copy of filled application form for reference)
- ⊕ Fee
- ⊕ How to write a precise information request. Few Tips
- ⊕ Right of the Citizen in case of denial of information and procedure to appeal

#### **18.3 With relation to training imparted to public by Public Authority**

- ⊕ Name of training programme with brief description
- ⊕ Time period for Training Programme/Scheme
- ⊕ Objective of training
- ⊕ Physical and Financial Targets (Last Year)
- ⊕ Eligibility for training
- ⊕ Perquisite for training (If any)
- ⊕ Financial and other form of help (If any)
- ⊕ Description of help (Mention the amount of Financial help, if any)
- ⊕ Procedure of giving help
- ⊕ Contact Information for applying
- ⊕ Application Fee (Wherever applicable)
- ⊕ Other Fees (Wherever applicable)
- ⊕ Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- ⊕ List of enclosures/ documents
- ⊕ Format of enclosures / documents
- ⊕ Procedure of application
- ⊕ Selection Procedure
- ⊕ Time table of training programme (In case available)
- ⊕ Process to inform the trainee about the training schedule
- ⊕ Arrangement made by the Public Authority for creating public awareness about the training programmes.
- ⊕ List of Beneficiary of the training programme at various levels like district level, block level etc.

#### **18.4 With relation to Certificate, No objection certificate etc issued by the Public**

##### **Authority not included in Manual-13**

- ⊕ Name and description of the certificates and NOCs
- ⊕ Eligibility for applying
- ⊕ Contact Information for applying
- ⊕ Application Fee (Wherever applicable)
- ⊕ Other Fees (Wherever applicable)
- ⊕ Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- ⊕ List of enclosures / documents
- ⊕ Format of enclosures / documents
- ⊕ Procedure of application
- ⊕ Process followed in the Public Authority after the receipt of application
- ⊕ Normal time taken for issuance of certificate

#### **18.5 With relation to registration process**

- ⊕ Objective
- ⊕ Eligibility for registration
- ⊕ Pre-requisites (If any)
- ⊕ Contact Information for applying
- ⊕ Application Fee (Wherever applicable)
- ⊕ Other Fees (Wherever applicable)
- ⊕ Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- ⊕ List of enclosures / documents
- ⊕ Format of enclosures / documents
- ⊕ Procedure of application
- ⊕ Process followed in the Public Authority after the receipt of application
- ⊕ Validity period of registration (If applicable)
- ⊕ Process of renewal (If any)

#### **18.6 With relation to collection of tax by Public Authority (Municipal Corporation, Trade Tax, Entertainment Tax etc)**

- ⊕ Name and description of tax
- ⊕ Purpose of tax collection
- ⊕ Procedure and criteria for determination of tax rates
- ⊕ List of major defaulters

**18.7 With relation to issuing new connection electricity / water supply, temporary and permanent disconnection etc. ( This will be applicable to local bodies like Municipal Corporation / Municipalities / UPCL )**

- ⊕ Eligibility for connection
- ⊕ Pre-requisites (If any)
- ⊕ Contact Information for applying
- ⊕ Application Fee (Wherever applicable)
- ⊕ Other Fees / Charges (Wherever applicable)
- ⊕ Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- ⊕ List of enclosure / documents
- ⊕ Format of enclosures / documents
- ⊕ Procedure of application
- ⊕ Process followed in the Public Authority after the receipt of application
- ⊕ Brief description of terms used in the bills
- ⊕ Contact information in case of problems regarding Bills or service
- ⊕ Tariff and Other Charges

**18.8 Details of any other public services provided by the Public Authority**

