1. **Integrated Taxation**

Guntur Municipal Corporation used to collect taxes (Property Tax, Water Charges, Drainage Tax) from house owners separately. A separate demand Notice was raised for each tax component and Bill Collectors used to go house owner’s door steps to serve and collect the demand.

Integrated Taxation System was introduced and there is one demand Notice and receipt for all the tax components pertaining to a single house owner.

House owner has to pay all the tax components in a single window. Lot of Man Power, Man Hours, Stationary was saved and citizens were also happy that they have to preserve and show only one Tax receipt instead many tax receipts.

To avoid inconvenience, the OLCS counters [Online Tax Collection System] were initiated in various Banks and E-Seva centers by introducing Metro area Network and **manual Tax collection system was discarded.**

At Present HDFC back, Lakshmi Puram, IDBI Bank Ring Road, Circle Office at Brindavan Gardens and 5 E-Seva centres (40 counters in 5 Centres) were connected using this technology.

Online payment gateway is introduced for the convenience of Citizens having property in Guntur and staying outside Guntur. They can pay the Taxes in Online using Credit/Debit Card.

2. **Information Kiosk for immediate information**

Kiosk was installed at GMC main premises for the convenience of Citizens to get latest information about the activities of Corporation. Usually public can operate the kiosk and know the tax dues of their properties before going to remit. Without manual interface information is being reached to the public directly.
3. **Spot Billing System for Non-Domestic water meter system**

To strengthen the non-domestic water meter reading system, GMC Introduced Spot Billing System with effect from 1st June 2005. This avoids unnecessary delay and discrepancy in meter reading as well as Demand Notices disbursement. Meter Readers will record metre reading and serve notices on the spot.

There are at present 1600 non-domestic Metered connections in the City. Three meter readers were deputed to look after the preparation and serving of demand notices in the Six zones of the City.

All the meter readers are given proper training on working with Spot Billing Machines. Every day Data is uploaded from SBM to Computer, thereby keeping track of the number of demand notices served.

**GMC is the First Urban Local Body to introduce this system in Andhra Pradesh.**

4. **Citizen Charter**

[http://www.gunturcorporation.org/citizen_charter/c_c_abstract.asp](http://www.gunturcorporation.org/citizen_charter/c_c_abstract.asp)

As per Government orders the Service Center was Introduced in GMC. Complaints will be received and solved as shown below

<table>
<thead>
<tr>
<th>Service</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Application Approval</td>
<td>15 Days</td>
</tr>
<tr>
<td>Title Transfer</td>
<td>07 Days</td>
</tr>
<tr>
<td>Bifurcation</td>
<td>15 Days</td>
</tr>
<tr>
<td>New House Tax / Vacant Land Tax</td>
<td>15 Days</td>
</tr>
<tr>
<td>Water Taps (OYT)</td>
<td>15 Days</td>
</tr>
<tr>
<td>Water Taps (General)</td>
<td>90 Days</td>
</tr>
<tr>
<td>Birth &amp; Death Certificate</td>
<td>05 Days</td>
</tr>
</tbody>
</table>

If GMC Failed to solve the above named services as specified, GMC Pays Rs. 50/- for the loss of each day of Citizens valuable time

Citizen Charter has been fully computerized with effect from 13th July, 2005.
5. **Website**

Website [www.gunturcorporation.org](http://www.gunturcorporation.org) [210.212.227.99] was stated for the convenience of Global community and web users to know the activities of the corporation and for lodging complaints as well as suggestions.

All most all the web pages are dynamic and the data available is latest querying through database.

**Taxation** : Tax Dues / Tax Paid Details / Demand Collection Balance Particulars Top Defaulters etc.,

**Births & Deaths** : Birth/ Death Verification :: Data is available since 1967

**Town Planning** : Registered Licensed Surveyor Details / Building Permission Guidelines / Town Planning G.O.s / Notified Non- Notified Slums List / GMC Assets Details

**Complaints/ Suggestions** : Complaint Registration / Complaint Status / See Statistics

**Engineering Works** : Registered Contractors / Administration / ILCS / Rs 1200 Taps Details etc

**UPA** : Rajiv Yuvashakti Group, Individual, Petty / Deepam

**Contact** : Commissioner / Mayor / Corporator contact Details /

**Information** : Photo Gallery / Organization Chart

**Horticulture** : Parks Information

**Education** : Elementary , High Schools information / Results

**Help Desk** : Application forms down loads

**Links** : Links other important organizations

**IT** : Information Technology initiatives

**Tenders** : Tender Notices

**General** : General Information about GMC / Train Timings / Emergency Information / Bus Timings

This website is considered as most informative and visited by 3.43 lakhs People. Besides the web site is useful as the MIS to the Executive body of the GMC. D & O Trade Licenses, Assets of Corporation, Rents of Shopping Complexes owned by GMC, 1200 Taps Information with beneficiaries’ photographs, ILCS beneficiaries list also placed the Website for Public information and transparency.
6. **Grievances**

Two toll free telephones arranged at Main office [2345103, 2345104, 2345105] to receive the grievances from citizens of Guntur and facility is also provided in the corporation website www.gunturcorporation.org to record grievances.

Top Priority is given to dispose the grievances by organizing meetings with section heads twice in a week.

7. **E-Procurement**

The Government envisions providing good governance. E-Procurement is one of the vehicles that can be gainfully used in reaching the goal of CARING governance.

To full fill the above Government concept, GMC registered with www.eprocurement.gov.in obtained the digital certification.

8. **Corporation Assets in the Web Site**

[http://www.gunturcorporation.org/TownPlanning/assets.asp]

All Corporation Assets information was placed in the Web site with required parameters like nature of usage, ward, extent, location, block diagram and photograph. Each Asset was given an Asset ID.

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**PARTICULARS OF ASSET ID 01001**

<table>
<thead>
<tr>
<th>WARD #</th>
<th>DL</th>
<th>EXTENT [IN ACRE]</th>
<th>STATUS</th>
<th>LOCATION</th>
<th>USAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>0.24</td>
<td></td>
<td>TURFAN NAGAR</td>
<td>URBAN HEALTH CENTRE</td>
</tr>
</tbody>
</table>

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Back
9. **Dangerous & Offensive Trade License Fee And Shop Room Rents & Market Leases.**

All the non-taxes demand particulars and collections made on line and published in the web site. Update of data is being taken up time to time.

MIS reports are being developed to monitor the collections, performance of the collection staff.

10. **Rs 1200/- Tap Connections.**

In order to avoid ground level complications in the implementation, 3 teams have been constituted with Additional Commissioner, Deputy Commissioner and Municipal Engineer respectively to supervise the program and to reach the benefit to the poorest of poor.

Beneficiaries photographs were published in the GMC website www.gunturcorporation.org for more transparency in the process.

11. **Preservation of Water Bodies**

Another task taken up by GMC is preservation of water bodies which facilitate clean environment as well as stabilization of Ground water level in surrounding areas. Initially the tasks taken up at important water storage tanks like

1. Chakaligunta, Etukuru Road
2. Nallacheruvu
3. Stambalagaruvu
4. Netaji Nagar
5. Koretepadu
6. Gujjanagundla
7. Vengalayapalem

As a part of the process the above water bunds are being provided.

A. Bunding all around
B. Formation Walking track
C. Plantation
D. Turfing on the slopes.
12. **Development of Burial Grounds**

There are 16 burial Grounds in Guntur City. GMC have taken up action plan for the improvement of these grave yards with PPP.

**Improvements:**

- Development of Greenery
- Water Facility
- Construction of compound Walls
- Electricity facility

![Image](image1.png)

13. **Street Naming & Direction Boards**

Floating Population is more in Guntur City. Identification of Required Address is very Difficult without Street Naming & Direction Boards. To help the people in locating address, Guntur Municipal Corporation initiated the process of erection of Street Naming & Direction Boards in co-ordination with the Private Agencies in Municipal Corporation at free of Cost. For this purpose the said agencies are being permitted to have their Advertisement on these Boards. This concept is highly successful and Appreciation is being received from the Public.

![Image](image2.png)
14. **Traffic Management**

As a part of the Traffic Management GMC initiated the following measures in co-ordination with Traffic Advisory Committee

A. Identification of Street Vending and Hawking zones  
B. Junction Improvements  
C. Formation of Free Lefts  
D. Removal of unauthorized cellar constructions

15. **Beautification of Roads**

The Central divider with Greenery in G.N.T road from Zinnah Tower to Ponnur Road, in Ring Road  HLR Junction to Gujjangundala were constructed with private participation includes schools & Colleges, Sangam dairy and ITC Ltd.