

## **Citizen Charter**

(a) **Introduction**

The Department of Urban Development was earlier known as the Directorate of Municipal Administration. The Director of Urban Development is appointed by the Government under Section 71 of the Goa Municipalities Act, 1968 having jurisdiction over the entire State of Goa.

(b) **Vision**

- (i) All ULBs segregate and manage the solid waste as per the Municipal Solid Waste (Management & Handling) Rules, 2016. Our vision is to ensure proper collection, storage, segregation, transportation processing and disposal of Municipal solid waste by the ULBs.
- (ii) Key Developmental Projects to be taken up by all the ULBs by fully utilizing Developmental Grants released to them.
- (iii) State of Art Burial and Crematorium Facilities made available to all ULBs as per the requirement.
- (iv) All ULBs to be E-Governance enabled leading to increased transparency and efficiency in the services delivered to citizens.
- (v) All ULBs to have sufficient open areas developed for sports and recreation purpose under the Fair Recreational Activity & Non

Competitive Involvement in Sports, Urban Connect Scheme 2013  
(F.R.A.N.C.I.S.).

(c) **Functions of Department**

This Department has been established by the Government of Goa to achieve following aims and objectives through its administrative set up.

- (i) To exercise supervisory powers over the Municipal Council and over Corporation of the City of Panaji within the framework of the provisions of Goa Municipalities Act, 1968 and the City of Panaji Corporation Act, 2002.
- (ii) To sanction grant in aid to the Urban Local Bodies for taking up various developmental projects including Solid Waste Management.
- (iii) To sanction grant in aid to the Urban Local Bodies for the payment of DA to Municipal Employees and Salary of Employees belonging to the Common Cadre staff controlled by this Department.
- (iv) To implement the Report of Central Finance Commission and to release funds to the Urban Local Bodies accordingly.
- (v) To implement the directions received from the Ministry of Urban Department, New Delhi.

- (vi) To exercise the powers conferred under Section 293, 297,298, 305 and to exercise control under Chapter XXII of the Goa Municipalities Act, 1968.