

Chapter-18 (Manual -17)
Other Useful Information

18.1 Frequently Asked Questions and their Answers by Public
18.2 Related to seeking Information

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

18.3 With relation to training imparted to public by Public Authority

- 0 Name of training programme with brief description
- 0 Time period for Training Programme/Scheme
- 0 Objective of Training
- 0 Physical and Financial Targets (last Year)
- 0 Eligibility for training
- 0 Pre-requisite for training (if any)
- 0 Financial and other form of help (if any)
- 0 Description of help (Mention the amount of Financial help, if any)
- 0 Procedure of giving help
- 0 Contact Information for applying
- 0 Application Fee (Where ever applicable)
- 0 Other Fees (Where ever applicable)
- 0 Application Form (In case the application is made on plain paper, please mention the Details which the applicant has to provide)
- 0 List of enclosures/ documents
- 0 Format of enclosures/ documents
- 0 Procedure of application
- 0 Selection Procedure
- 0 Time table of training programme (In case available)
- 0 Process to inform the trainee about the training schedule
- 0 Arrangement made by the Public Authority for creating public awareness about the training programmes.
- 0 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

- 0 Name and description of the certificate and NGOs
- 0 Eligibility of applying
- 0 Contact Information for applying
- 0 Application Fee (Where ever applicable)
- 0 Other fees (Where ever applicable)
- 0 Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- 0 List of enclosures/ documents
- 0 Format of enclosures/documents

- 0 Procedure of application
- 0 Process followed in the Public Authority after the receipt of application
- 0 Normal time taken for issuance of certificate
- 18.5 With relation to registration process
 - 0 Objectives
 - 0 Eligibility for registration
 - 0 Pre-requisite (if any)
 - 0 Contact Information for applying
 - 0 Application Fee (Where ever applicable)
 - 0 Other fees (Where ever applicable)
 - 0 Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
 - 0 List of enclosures/ documents
 - 0 Format of enclosures/documents
 - 0 Procedure of application
 - 0 Process followed in the Public Authority after the receipt of application
 - 0 Validity period of registration (if applicable)
 - 0 Process of renewal (if any)

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

- 0 Name and designation of tax
- 0 Purpose of tax collection
- 0 Procedure and criteria for determination of tax rates
- 0 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)

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

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