

MUTHOLY GRAMA PANCHAYAT

CITIZEN CHARTER 2026

English Translation

Updated date: 13 May 2026

Online Services and Useful Links

Applications for all services provided by Mutholy Grama Panchayat may be submitted through the KSMART online portal. Citizens may also access the portal by scanning the QR code provided in the original document.

The KSMART portal also provides information on how to submit applications. Instructional videos are available through the official video channel referred to in the original document.

The official website of Mutholy Grama Panchayat may also be used to obtain information about the Panchayat and its services.

A KILA handbook containing information on services provided by Grama Panchayats and the applicable conditions is also referenced in the original Citizen Charter.

Introduction

The Citizen Charter of local self-government institutions is a document that transparently publishes information about the services available to citizens and the time limits within which those services are to be provided.

Mutholy Grama Panchayat is committed to ensuring quality services to citizens in accordance with the spirit of the 73rd and 74th Constitutional Amendments and the relevant Kerala Panchayat Raj and Municipal laws.

Providing every citizen with the services to which they are entitled without unnecessary delay and in a corruption-free manner is a fundamental responsibility of the administration. This Citizen Charter has been prepared to ensure transparent administration and to provide accurate information to people approaching government offices for services.

The Charter aims to make office functioning more efficient and to create awareness among citizens about their rights, responsibilities and the procedures for obtaining services.

It also includes a grievance-redressal mechanism for cases in which services are not provided within the prescribed time. The Charter promotes participatory development and transparent administration and is intended to strengthen local democracy.

Message from the Secretary

The Citizen Charter 2026 has been published to ensure that services to the public from Mutholy Grama Panchayat are provided in a timely and quality manner. The Charter specifies the services available, the relevant conditions and the prescribed time limits.

The Charter has been prepared in accordance with the provisions of the Kerala Panchayat Raj Act, 1994, including Section 272A, and the Kerala Panchayat Raj (Preparation of Citizen Charter) Rules, 2004.

All services required by the Government to be provided to the public through the Panchayat under the existing laws are included in the Charter.

All Grama Panchayat services have been shifted to the KSMART online platform in accordance with the Government order referred to in the original document. Information regarding the submission of applications through KSMART and the Panchayat-level help desk is included in the Charter.

If there is a failure to provide a service as specified, a written complaint may be brought to the notice of the Panchayat President. In cases of deliberate failure or delay, a complaint may also be made before the Ombudsman for Local Self-Government Institutions.

The cooperation, opinions and suggestions of the public are requested to improve the quality of services and make the Panchayat more citizen-friendly.

Elected Representatives and Standing Committee Positions

The original document lists ward representatives, their official positions and contact details. It also identifies the President, Vice-President and the members/chairpersons of the Finance, Development, Welfare, and Health & Education Standing Committees.

Panchayat Office Staff

Sl. No.	Name	Designation
1	Amala Jose	Secretary
2	Sindhu B. Mattom	Assistant Secretary
3	Mathew P. C.	Accountant
4	Nisha S.	Librarian
5	Krishnakumar P. K.	Senior Clerk
6	Sreekumar M.	Senior Clerk
7	Roymon P. Joseph	Senior Clerk
8	Sachin Sivan	Clerk
9	Hirosh T. T.	Clerk
10	Remyamol K. R.	Clerk
11	Ambily	Office Attendant
12	Simi Mathew	Technical Assistant
13	Harikrishnan G. Nair	Project Assistant
14	Jitha S.	HI
15	Mary Kuriyan	PTS
16	Seenamol E. P.	PTS
17	Ratheesh	Driver

Engineering Section

Sl. No.	Name	Designation
1	Jithin Abraham	Assistant Engineer
2	Mini	Overseer, LSGD
3	Anoop B. S.	Overseer, LSGD

Village Extension Officers

Sl. No.	Name	Designation
1	Ajithkumar G.	VEO, Puliyanloor
2	Daly A. Podippara	VEO, Mutholy

Public Notices and Citizen Information

Property tax for buildings within Mutholy Grama Panchayat can be paid online through the KSMART property-tax portal.

Citizens who have complaints regarding services received from the Grama Panchayat Office may submit complaints to the Ombudsman for Local Self-Government Institutions.

All births and deaths occurring within the jurisdiction of Mutholy Grama Panchayat should be registered within 21 days.

Marriages of all religious communities should be registered in accordance with the applicable common marriage registration rules within 45 days, as stated in the original document.

Demanding or accepting money or gratification from members of the public by officers of Government or semi-Government institutions is an offence. Such information may be reported to the appropriate Vigilance and Anti-Corruption authorities.

Right to Information Act, 2005

The Charter identifies the State Public Information Officer, Assistant Public Information Officer and the Appellate Authority for matters relating to the Right to Information Act.

Services and Time Limits

At present, services from the Grama Panchayat Office are provided through the KSMART software platform. Citizens may make use of the Citizen Facilitation Centre functioning under the leadership of the Technical Assistant for matters relating to KSMART services.

The prescribed time limits apply to complete and accurate applications. Detailed information on services available from the Grama Panchayat Office is included below.

1. Birth and Death Registration

No.	Service	Statutory limit	Citizen Charter limit
1	Registration of births/deaths/stillbirths reported within 30 days	7 days	5 days
2	Registration of births/deaths reported after 30 days and within one year, after required approval	7 days	3 days
3	Registration of births/deaths reported after one year, after required approval	7 days	3 days
4	Registration of a birth that occurred abroad when reported within 60 days of the child's arrival in India	30 days	15 days
5	Registration of a birth that occurred abroad when reported after 60 days, after required approval	7 days	3 days
6	Birth registration of abandoned children received through recognised institutions	7 days	3 days
7	Birth registration of legally adopted children	10 days	3 days
8	Birth registration of children not legally adopted	15 days	3 days
9	Non-availability certificate for birth/death registration	7 days	3 days
10	Issue of birth/death certificate	7 days	3 days
11	Additions and corrections in birth/death registration	7 days	5 days
12	Additions and corrections requiring approval of the competent registrar, after approval	7/15 days	3 days

2. Marriage Registration

No.	Service	Statutory limit	Citizen Charter limit
1	Marriage registration under the Common Marriage Rules, where registration is within five years of the marriage	7 days	3 days
2	Marriage registration under the Common Marriage Rules after five years, after required approval	7 days	3 days
3	Non-substantive corrections in marriage registration	15 days	3 days
4	Substantive corrections in marriage registration, after required approval	7 days	3 days
5	Marriage registration under the Hindu Marriage Act within 30 days of marriage	15 days	3 days
6	Marriage registration under the Hindu Marriage Act after 30 days, after required approval	15 days	3 days
7	Corrections in Hindu marriage registration, where approval is required	7 days	3 days
8	Issue of Hindu marriage registration certificate	7 days	3 days
9	Marriage registration under the Anand Marriage Act	7 days	3 days
10	Corrections under the Anand Marriage Act, after required approval	5 days	3 days

3. Social Security Pensions

No.	Service	Statutory limit	Citizen Charter limit
1	Indira Gandhi National Old Age Pension	40 days	35 days
2	Widow Pension	40 days	35 days
3	Pension for Persons with Disabilities	40 days	35 days
4	Pension for unmarried women above 50 years of age	40 days	35 days
5	Agricultural Labour Pension	40 days	35 days
6	Women Protection Scheme	—	30 days
7	Financial assistance for nuns	—	30 days
8	Unemployment allowance	45 days	15 days
9	Marriage assistance for daughters of indigent widows	30 days	10 days

4. Building Construction / Land Development Permits

No.	Service	Statutory limit	Citizen Charter limit
1	Building permits for new construction, change of use and regularisation	15 days	14 days
2	Permits for low-risk buildings and medium-risk industrial buildings	5 days	4 days
3	Permits for Central/State/Local Government development or construction works	15 days	14 days
4	Permits for buildings constructed through Government-approved schemes	15 days	12 days
5	Land development permit for plot subdivision only	15 days	14 days
6	Occupancy certificate	15 days	14 days
7	Permit for temporary sheds and specified temporary structures	15 days	14 days
8	Permit for open well/tube well/bore well	15 days	12 days
9	Permission for walls/fences on specified boundaries	15 days	14 days
10	Transfer of permit	15 days	7 days
11	Extension/renewal of permit validity	15 days	10 days
12	Construction level inspection	7 days	6 days

5. Property Tax, Service Tax and Certificates

No.	Service	Statutory limit	Citizen Charter limit
1	Reassessment of property tax for an existing building; split numbering	15 days	12 days
2	Assignment of number and levy of property tax for a new building	15 days	12 days
3	Tax concession for vacant buildings	15 days	12 days
4	Property tax exemption for eligible ex-servicemen and related categories	15 days	12 days
5	Property tax exemption for demolished buildings	15 days	12 days
6	Tax concession for self-occupied residential buildings up to 60 sq. m.	30 days	12 days
7	Other property tax exemptions	15 days	12 days
8	Appeal relating to tax	60 days	30 days
9	Transfer of ownership of buildings	30 days	15 days
10	Building-related certificates, including building/ownership certificates	7 days	2 days
11	Permanent residence certificate	7 days	5 days
12	Link My Building application	—	1 day

6. Licences

No.	Service	Statutory limit	Citizen Charter limit
1	Panchayat approval for establishment of Category I enterprises	30 days	20 days
2	Issue of new licence for Category I enterprises	5 days	5 days
3	Renewal of Category I enterprise licence	1 day	1 day
4	New registration for Category I enterprises	3 days	3 days
5	Issue of new licence for Category II enterprises	5 days	3 days
6	Renewal of Category II enterprise licence	1 day	1 day
7	Panchayat approval for establishing a stone crusher	30 days	30 days
8	Licences for quarries	30 days	30 days
9	Licence to operate a livestock farm	14 days	12 days
10	Licence for establishing/expanding a private burial or cremation ground	30 days	15 days
11	New/renewed licences for private markets	—	15 days
12	Licence to establish/renew private slaughterhouses and meat shops	—	15 days
13	Licence for private parking areas and vehicle stands	30 days	15 days
14	Licence under the PPR Act	7/10/21 days	7 days

7. Miscellaneous Complaints

Various complaints for which required reports, notices and related documents are received in a timely manner may be submitted through KSMART. The Citizen Charter time limit stated in the document is 45 days.

Additional Services from Panchayat Institutions

Family Health Centre

No.	Service	How to apply / condition	Time limit
1	Sanitation certificate	Apply directly to the Medical Officer	15 days
2	Licence-related NOC and complaints regarding public health nuisance	Apply directly to the Medical Officer	15 days
3	Medical certificate	Apply directly to the Medical Officer	1 day
4	Fitness/health certificate	Personal application with identity card	1 day
5	Character certificate	Apply in person	1 day
6	Photo attestation	Application with identity card	1 day
7	Life certificate	Personal application with identity card	1 day
8	Age certification certificate	Personal application with identity card	1 day
9	Attestation of copy of certificate	Original certificate and clear copy required	1 day

Ayurveda Hospital

No.	Service	How to apply / condition	Time limit
1	Medical certificate	Apply directly to Medical Officer with treatment record from the institution	1 day
2	Character certificate	Apply in person	1 day
3	Photo attestation	Application with identity card	1 day
4	Life certificate	Personal application with identity card	1 day
5	Age certification certificate	Personal application with identity card	1 day
6	Attestation of copy of certificate	Original certificate and clear copy required	1 day

ICDS Supervisor Services (through Anganwadis)

The Charter lists the following services for eligible beneficiaries within the Anganwadi service area. Services are generally free and become available upon registration and attendance, subject to the conditions specified in the original document.

No.	Service
1	Pre-school education for children aged 3 to 6 years
2	Anganwadi supplementary nutrition programme
3	Referral service
4	Non-formal education, supplementary nutrition, growth monitoring, immunisation, health check-ups and referral services for children aged 3 to 6 years
5	Health check-ups, supplementary nutrition and health/nutrition education for pregnant and lactating mothers
6	Health and nutrition education and supplementary nutrition for women aged 11 to 45 years
7	Nutrition programme for pre-school children aged 3 to 6 years; the original Charter specifies milk on three days and eggs on three days per week
8	Varna-koodu Club system and related activities for adolescent children

Veterinary Hospital Services

Service	How to apply	Time limit
Treatment of birds and animals	Direct visit and OP registration	1 day
Preventive vaccination for birds and animals	Direct visit and OP registration	1 day
Artificial insemination for cattle, buffalo and goats	Direct visit and OP registration	1 day
Health assessment certificate for insurance purposes	Direct visit and OP registration	3 days
Death certificate	Direct visit and OP registration	3 days
Permanent disability certificate / preliminary report for insurance	Direct visit and OP registration	3 days

Agriculture Office Services

The Charter continues with agriculture-related advisory services, availability of production inputs, financial assistance under approved schemes and certificates for eligible farmers, followed by further institution-wise service details in the source document.

End of English translation compiled from the accessible source content processed for this PDF.