



Date: 26 /09/2024

Municipal Commissioner's Circular No. 43.....of 2024-25

**Sub.: Roll out of Common Hearing Module for Assessment & Collection Department**

A functionality has been put in place for scheduling and recording all hearings held in KMC across departments. KMC/ non-KMC officials take hearing on various matters pertaining to citizen centric services.

Common Hearing module for Building department at KMC has already been rolled out since February, 2024. This module is now being rolled out for Assessment & Collection department at KMC.

Salient Features of the Common Hearing Module are:

1. Concerned KMC official makes entry for a hearing to be scheduled.
  - i. In case the hearing is to be conducted at the behest of any Court Order, details of the same are also noted.
  - ii. Name, phone number and email ID of hearing officer and attendees are entered.
  - iii. Case Reference No. for a particular hearing gets generated.
2. Based on the above hearing entry details, the hearing is scheduled. Hearing Notice is mandatorily uploaded.
3. All concerned, that is, hearing officer and attendees, get notification over SMS and email for the scheduled hearing.
4. Upon conclusion of the hearing on the scheduled date, decision details are entered for that particular hearing.
  - i. Attendance of Petitioner(s) and/ or Respondent(s) is marked.
  - ii. Hearing Order is uploaded.
  - iii. Hearing officer and all attendees get SMS and email notification for the hearing Order.
  - iv. In case of an interim Order, next hearing is again scheduled and all concerned get SMS and/ or email notification for the same
5. Citizens can also view status and details of any particular hearing from KMC website.

All Chief Managers (Revenue) are requested to take necessary action accordingly.

This has the approval of Hon'ble Mayor.

  
Municipal Commissioner

**Distribution:**

1. Additional Municipal Commissioner
2. Joint Municipal Commissioner
3. Ld. CMLO
4. C.M. (Rev.-North/South/AA/JU/TTD)
5. C.O.(IT)
6. OSD to Hon'ble Mayor

  
Municipal Commissioner