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S.T.D No.-03473

Phone No.-242023/243647

Email ID:chakdahamunicipality@ymail.com

Website: www.chakdahamunicipality.com

OFFICE OF THE COUNCILLORS

Chakdaha Municipality

P.O.-Chakdaha, P.O. No. 741222, Dist.-Nadia.

Memo No. 2042(42)/C.M
From: Sri Dipak Chakraborty,
Chairman



Dated-31.12.13

(Ref: Resolution of BOC meeting dated-21.12.13)

In pursuance of Notification No. 508/MA/C-4/1A-14/2013 dated 1st November,2013 of Department of Municipal Affairs, Government of West Bengal, under sub-section (2) of section 3 of the West Bengal Right to Public Services Act, 2013 (West Ben. Act XVII of 2013) the Board of Councillor of Chakdaha Municipality is pleased is pleased hereby to specify the services, mentioned at column I in the table below (hereinafter referred to as the said table), provided by the public authorities in this Urban Local Body; time limit of the Urban Local Body to provide each of the services in Column II of the said table; and the Designated Officer, Appellate Officer, and Reviewing Officer, appointed by notification No. 507/MA/C-4/1A-14/2013 dated 1st November,2013 of Department of Municipal Affairs, Government of West Bengal, in Column III, IV, and V respectively of the said table; and to state that the time for the Designated Officer shall start from submission of the application to the Designated Officer or to a person subordinate to him:

TABLE

Services provided by the Urban Local Bodies (I)	Time limit for providing service by the Urban Local Body (II)	Designated Officer (III)	Appellate Officer (IV)	Reviewing Officer (V)
I. Water Supply:				
1.1. Sanction of new house connection	10 days from receipt of application sub. to the availability of water & water pressure	Executive Officer Chakdaha Municipality	Chairman, Chakdaha Municipality	District Magistrate , Nadia
1.2. Effecting of new house connection/ shifting of water connection.	45 days from receipt of application sub. to the Order of concern CIC / Authority			
1.3. Repairing of water supply line (Minor repairing)	10 days			
1.4. Arresting leakage of water in mains and wash of ferrule.	3 days			
1.5. Change of shifting of ferrule	15 days			
1.6. Supply of water through	Within 24 hours			

Services provided by the Urban Local Bodies (I)	Time limit for providing service by the Urban Local Body (II)	Designated Officer (III)	Appropriate Officer (IV)	Reviewing Officer (V)
tanker/ lorry	of application sub. to the availability of tank			
1.7. Stoppage of misuse of water due to malfunction/ removal of street taps etc.	10 days			
1.8. Replacement of defective meter.	N.A			
1.9. Actions against illegal method of taking water from municipal mains.	10 day			
2. Sanction of building plan:				
2.1. Approval of Site Plan and building plan for the residential buildings having height of 14.5 meters or above.	60 days			
2.2. Sanction of Site Plan and building plan of residential buildings having height of less than 14.5 meters	10 days			
2.3. Sanction of Site plan and building plan for commercial or mixed use buildings.	60 days	Executive Officer Chakdaha Municipality		
2.4. Sanction of Site plan and building plan for institutional buildings.	60 days		Chairman, Chakdaha Municipality	District Magistrate, Nadia
2.5. Sanction of plan for addition, alteration or repairing of old buildings.	30 days			
2.6. Initiating actions against illegal buildings/ building activities.	Within 24 hours of launching complain.			
3. Birth and Death Registration:				
3.1. Issuance of Birth and Death Certificate	Within 7 days after receiving report form the concerned Health Centre/ Hospital/ Nursing Home- If reported within 21 days from occurrence of Birth and Death.	Executive Officer Chakdaha Municipality		
3.2. Birth Certificate in case of domestic birth or death.	7 days after receiving report form the concerned Health Centre/ Hospital/ Nursing Home- If reported within		Chairman, Chakdaha Municipality	District Magistrate, Nadia



Services provided by the Urban Local Bodies (I)	Time limit for providing service by the Urban Local Body (II)	Designated Officer (III)	Appellate Officer (IV)	Reviewing Officer (V)
	21 days from occurrence of Birth and Death.			
3.2. Issuance of copy of Birth and Death Certificate	Within 7 days, if recorded after the birth and death.			
3.3. Issuance of Cremation Certificate	At the time of cremation from the crematorium if cremated in proposed Municipal electric crematorium			
3.4. Correction of records related to Birth or Death Certificate	7 days			
4. Enlistment of Profession Trade and Calling and other licences:				
4.1. New Enlistment Certificate	7 days			
4.2. Renewal	7 days			
4.3. Registration of cart, carriage etc.	7 days			
		Executive Officer Chakdaha Municipality	Chairman, Chakdaha Municipality	District Magistrate Nadia
5. Assessment/Mutation:				
5.1. Assessment/Mutation of new holding, partition, change of name, correction of records	30 days			
5.2. Issuance of any type of certificate or certified copy	10 days	Executive Officer Chakdaha Municipality	Chairman, Chakdaha Municipality	District Magistrate Nadia
5.3. Licence for advertisement	30 days			
6. Conservancy:				
6.1. Garbage Cleaning	3 days			
6.2. Removal of animal carcass	3 hrs.			
6.3. Cleaning of drains	7 days			
6.4. Cleaning of choked drain	2 days			
6.5. Cesspool tank wash	10 days sub to the availability of cesspool			
6.6. Cleaning of hydrants	7 days (except in the urgent occasions of water logging)	Executive Officer Chakdaha Municipality	Chairman, Chakdaha Municipality	District Magistrate Nadia
6.7. Cleaning of garbage after receipt of Special Cleansing Charge.	1 day			
6.8. Removal of materials dumped on the public thoroughfare.	Within 5 days from the date of			



Services provided by the Urban Local Bodies (I)	Time limit for providing service by the Urban Local Body (II)	Designated Officer (III)	Appellate Officer (IV)	Reviewing Officer (V)
	expiry of term, as determined by the Urban Local Body, of the owner of such material to remove.			
7. Electric: 7.1. Replacement of defective street lamp and repairing (Minor) 7.2. Installation of new street light	10 days 10 days from the date of completion of installation of poles and connection by the electric supply agency sub to the availability of lamps as per order of concern Authority	Executive Officer Chakdaha Municipality	Chairman, Chakdaha Municipality	District Magistrate, Nadia
8. Public Works: 8.1. Repairing work of public thoroughfare, or providing temporary thoroughfare till repairing of the road, to avoid any imminent danger on life and property of public. 8.2. Repairing of drains 8.3. Repairing / removal of street furniture 8.4. Repairing of bridges/ culvert or providing temporary thoroughfare over any water course till repairing of the bridge/ culvert. 8.5. Restoration of road, drain, culvert etc. after installation/ repairing of water supply/ electric/ telephone or lines of other utilities lying under or beside such road/ drain/ culvert etc.	10 days 5 to 10 days depending on urgency. 5-10 days depending on urgency. 15 days 15 days	Executive Officer Chakdaha Municipality	 Chairman, Chakdaha Municipality	District Magistrate, Nadia

Chakdaha
2-12-13
Executive Officer
Chakdaha ULB

Chakdaha
31.12.13.
Chairman
Chakdaha Municipality
Chakdaha, Nadia

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