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PART I—Orders and Notifications by the Governor of West Bengal, the High Court, Government Treasury, etc.

GOVERNMENT OF WEST BENGAL
DEPARTMENT OF MUNICIPAL AFFAIRS
WRITERS' BUILDINGS, KOLKATA

NOTIFICATION

No. 508/MA/O/C-4/1A-14/2013

Kolkata, the 1st November, 2013.

WHEREAS the public authorities in the Municipalities and Notified Area Authorities, constituted under the West Bengal Municipal Act, 1993 (West Ben. Act XXII of 1993); the Municipal Corporations constituted under the West Bengal Municipal Corporation Act, 2006 (West Ben. Act XXXIX of 2006); Kolkata Municipal Corporation constituted under the Kolkata Municipal Corporation Act, 1980 (West Ben. Act LIX of 1980); and Howrah Municipal Corporation constituted under the Howrah Municipal Corporation Act, 1980 (West Ben. Act LVIII of 1980) (hereinafter referred to as the said Urban Local Bodies) provide all the civic services to the citizens under their respective jurisdictions as provided in the respective Acts administering the respective Urban Local Body;

AND WHEREAS the said Urban Local Bodies provide the civic services to their citizens on the basis of their demographic, geographic, technical, socio-economic conditions, and the ground realities, which varies from one Urban Local Body to the other;

NOW, THEREFORE, the Governor, in exercise of the powers conferred by clause (2) of section 3 of the West Bengal Right to Public Services Act, 2013 (West Ben. Act XVII of 2013) (hereinafter referred to as the said Act), is pleased hereby to specify that the services provided by the public authorities in the said Urban Local Bodies, time limit of the Urban Local Bodies to provide each of the services; stipulated time limits for the functionaries in the Designated Officers, appointed by notification No. 507/MA/O/C-4/1A-14/2013 dated the 1st November, 2013 (hereinafter referred to as the said notification), under section 5 of the said Act; and the stipulated time limit for the Appellate officer appointed by the said notification, under section 6 of the said Act, shall be such as may be determined by each of the said Urban Local Bodies by an order.

By order of the Governor,

B. N. DAS
Jt. Secy. to the Govt. of West Bengal.



Right to Public Services

Government of West Bengal



Services at a glance

Sl. No.	Name of the Department	Notified Services	Designated Officer		Appellate Officer		
			Designation	Time Frame	Designation	Time F	
1	Agricultural Marketing	1	Issue of construction permission for setting up new cold storages	Director of Mktg. & Ex-Officio Addl. Dir. Of Agri (Mktg.), W.B.	45 days	Joint Secretary	30 day
		2	Issue of new License after completion and observation of Technical formalities				
		3	Renewal of Cold Storage License				
		4	Permission of Loading to the extension of capacity				
		5	Permission of Loading to the extension of chamber				
		6	Issue of New License for Warehouse				
		7	Renewal of Warehouse License				

			Means	Minorities'		
			Scholarship	Development		
		6	Post-Matric Scholarship	& Finance Corporation		
		7	Pre-Matric Scholarship			
		8	Post-Matric Stipend (Under Talent Support Programme)			
		9	Term Loan / Education Loan of NBCFDC	Administrative Officer, West Bengal Minorities' Development & Finance Corporation		
		10	Issuance of no objection certificate and Minority Status Certificate to the Minority Institution	Assistant Secretary, MA&ME Department	Deputy Secretary	
		11	Disposal of Application of Unaided Madrasahs	Deputy Director, West Bengal Madrasah Education Directorate	Joint Director	
14	Municipal Affairs	1. Water Supply				
		1.1	Sanction of new houe connection	Executive Officer for Municipality	10 days from receipt of application	Chairperson for Municipalities
		1.2	Effecting of new house connection / shifting of	Notified Area Authority; Municipal Secretarty for Kolkata Municipal	45 days from receipt of application	/ Notified Area Authorities; Municipal Commissioner for Kolkata

	water connection	/Corporation, Secretary of the other Municipal Corporation		Municipal Corporation; and Commissioner for the other Municipal Corporations
1.3	Repairing of water supply line (Minor repairing)		7 days	
1.4	Arresting leakage of water in mains and wash of ferrule		2 days	
1.5	Change of shifting of ferrule		15 days	
1.6	supply of water through taker / lorry		Within 24 hours of application	
1.7	Stoppage of misuse of water due to malfunction / removal of street taps etc.		10 days	
1.8	Replacement of defective metter		30 days	
1.9	Actions against illegal method of taking water from municipal mains		10 days	
2. Sanction of building plan :				
2.1	Approval of Site plan and building plan for the		60 days	

	residential buildings having height of 14.5 meters or above	
2.2	Sanction of Site plan and building plan for the residential buildings having height of 14.5 meters or above	
2.3	Sanction of Site Plan and building plan for commercial or mixed use buildings	
2.4	Sanction of Site Plan and building plan for Institutional buildings	
2.5	Sanction of plan for addition, alteration or repairing of old buildings	
2.6	Initiating actions against illegal buildings / building activities.	15 days
3. Birth & Death Registration		
3.1	Issuance of	Within 3 days

	Birth and Death Certificate	after receiving report from the concerned Health Centre / Hospital / Nursing Home - if reported within 21 days from occurrence of Birth and Death
3.2	Birth Certificate in case of domestic birth or death	7 days after receiving report from the concerned Health Centre / Hospital / Nursing Home - if reported within 21 days from occurrence of Birth and Death
3.3	Issuance of copy of Birth and Death Certificate	Within 7 days, if recorded after the birth and death
3.4	Issuance of Cremation certificate	At the time of cremation from the crematorium / burial ground, if cremated or buried, as the case may be, in a crematorium /

		burial gound of a Urban Local Body.
3.5	Correction of records related to Birth or Death Certificate	15 days
4. Enlistment of Profession Trade and Calling and other licences		
4.1	New Enlistment Certificate	30 days
4.2	Renewal	10 days
4.3	Registration of cart, carriage, etc.	15 days
5. Assessment		
5.1	Assessment of new holding, partition, change of name / correction of records	60 days
5.2	Issuance of any type of certificate or certified copy	
5.3	Licence for advertisement	45 days
5.4	Licence of private market	60 days
6. Conservancy		
6.1	Garbage Cleaning	2 days
6.2	Removal of	1 day

	animal carcass	
6.3	Cleaning of drains	7 days
6.4	Cleaning choked dran	2 days
6.5	Cesspool tank was	10 days
6.6	Cleaning of hydrants	7 days (except in the urgent occasions of water logging)
6.7	Cleaning of garbage after receipt of Special Cleansing Charge	1 day
6.8	Removal of materials dumped on the public thoroughfare	Within 2 days from the date of expiry of term, as determined byu the Urban Local Body of the ower of such material to remove
7. Electric		
7.1	Replacement of defective street lamp and repairing (Minor)	7 days
7.2	Installation of new street light	7 days from the date of completion of installation of poles and

connection by
the electric
supply
agency.

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	7 days
8.2	Repairing of drains	2 to 7 days depending on urgency.
8.3	Repairing / removal of street furniture	
8.4	Repairing of bridges / culvert or providing temporary thorough fare over any water course till repairing of the bridge / culvert	15 days
8.5	Restoration of road, drain, culvert, etc. after installation / repairing of	15 days

			water supply / electric / telephone or lines of other utilities lying under or beside such road / drain / culvert, etc.				
15	Panchayats & Rural Development	1	Registration of vehicles & issue of registration certificate to the owner of a vehicle not registered under the Motor Vehicles Act or otherwise [under Section 47(1) (i) of West Bengal Panchayat Act,1973]	Pradhan of the Gram Panchayat concerned	30 days	Joint Executive Officer of the Panchayat Samiti	30 day
		2	Issue of Provisional certificate for running trade, wholesale or retail within the area of a Gram Panchayat [under section 47(1) (vii) of the West Bengal Panchayat Act,1973]				
		3	Granting		60 days	Executive	