

COOCH BEHAR MUNICIPALITY

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ORDER

No. 7949 , Dated, Cooch Behar, the 25th day of November, 2013.

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 Cooch Behar Municipality is pleased hereby to specify the services, mentioned at column I in the below (here in after 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)
1. <u>Water Supply :</u>		Executive Officer , Cooch Behar Municipality	Chairman , Cooch Behar Municipality	District Magistrate, Cooch Behar
1.1. Sanction of new house connection	10 days from receipt of application.			
1.2. Effecting of new house connection / shifting of water connection.	45 days from receipt of application.			
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 tanker / 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 meter.	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 residential buildings having height of 14.5 meters or above.	60 days	Executive Officer , Cooch Behar Municipality	Chairman , Cooch Behar Municipality	District Magistrate, Cooch Behar
2.2. Sanction of Site Plan and building plan of residential buildings having height of less than 14.5 meters.	60 days			
2.3. Sanction of Site Plan and building plan for commercial or mixed use buildings.	60 days			
2.4. Sanction of Site Plan and building plan for institutional buildings.	60 days			
2.5. Sanction of plan for addition, alternation or repairing of old buildings.	60 days			
2.6. Initiating actions against illegal buildings / building activities.	15 days			
3. Birth and Death Registration:		Executive Officer , Cooch Behar Municipality	Chairman , Cooch Behar Municipality	District Magistrate, Cooch Behar
3.1. Issuance of Birth and Death Certificate	Within 3 days 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 ground 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 licenses:		Executive Officer , Cooch Behar Municipality	Chairman , Cooch Behar Municipality	District Magistrate, Cooch Behar
4.1. New Enlistment Certificate	30 days			
4.2. Renewal	10 days			
4.3. Registration of cart, carriage etc.	15 days			
5. Assessment:		Executive Officer , Cooch Behar Municipality	Chairman , Cooch Behar Municipality	District Magistrate, Cooch Behar
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.	60 days			
5.3. License for advertisement.	45 days			
5.4. License of private market.	60 days			
6. Conservancy :		Executive Officer , Cooch Behar Municipality	Chairman , Cooch Behar Municipality	District Magistrate, Cooch Behar
6.1. Garbage cleaning	2 days			
6.2. Removal of animal carcass	1 day			
6.3. Cleaning of drain	7 days			
6.4. Cleaning of chocked drain	2 days			
6.5. Cesspool tank wash	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 by the Urban Local Body, of the owner of such material to remove			
7. Electric :		Executive Officer , Cooch Behar Municipality	Chairman , Cooch Behar Municipality	District Magistrate, Cooch Behar
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:		Executive Officer Cooch Behar Municipality	Chairman Cooch Behar Municipality	District Magistrate, Cooch Behar
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	2 - 7 days depending on urgency			
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 water supply/ electric / telephone or lines of other utilities lying under or beside such road / drain / culvert etc.	15 days			


 25/11/13
 Chairman
 Cooch Behar Municipality
 Cooch Behar