

**Dhupguri Municipality**  
Dhupguri, Jalpaiguri



**ORDER**

No. 105 Dated, Dhupguri the 26th day of November 2013.

In pursuance of Notification No. 508/MA/C-4/1A-14/2013 dated 1<sup>st</sup> 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 Service Act, 2013 (Wet Ben. Act XVII of 2013) the Board of Councillors of Dhupguri Municipality is pleased hereby to specify the services, mentioned at column I in the table below (herein 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 1<sup>st</sup> 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. <b>Water Supply:</b> 1.1. Repairing of water supply line (Minor repairing)	7 days	<b>Executive Officer</b>	<b>Chairperson Dhupguri Municipality</b>	<b>District Magistrate Jalpaiguri</b>
1.2. Arresting leakage of Water in mains and wash of ferrule.	2 days			
1.3. Change of shifting of ferrule	15 days			
1.4. Supply of water through tanker / lorry	Within 24 hours of application.			
1.5. Stoppage of misuse of water due to malfunction/removal of street taps etc.	10 days			

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)
2. <b>Sanction of building plan:</b> 2.1. Approval of site plan and building plan for the residential buildings having height of 14.5 meters or above.	60 days	<b>Executive Officer</b>	<b>Chairperson Dhuppuri Municipality</b>	<b>District Magistrate Jalpaiguri</b>
2.2. Sanction of site Plan and building plan of residential building 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, alteration or repairing of old buildings.	60 days			
2.6. Initiating actions against illegal buildings/ building activities.	15 days			
3. <b>Birth and Death Registration:</b> 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.	<b>Executive Officer</b>	<b>Chairperson Dhuppuri Municipality</b>	<b>District Magistrate Jalpaiguri</b>
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. Correction of records related to Birth or Death Certificate	15 days			

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)
<b>4. <u>Enlistment of Profession Trade and Calling and other licences:</u></b>	30 days	<b>Executive Officer</b>	<b>Chairperson Dhuggari Municipality</b>	<b>District Magistrate Jalpaiguri</b>
4.1. New Enlistment Certificate	10 days			
4.2. Renewal	15 days			
4.3. Registration of cart, carriage etc.	60 days	<b>Executive Officer</b>	<b>Chairperson Dhuggari Municipality</b>	<b>District Magistrate Jalpaiguri</b>
<b>5. Assessment:</b>	60 days			
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	45 days			
5.3. Licence for advertisement	60 days			
5.4. Licence of private market	House to house with Twelve hours.			
5.5. Collection of property tax from citizen of Municipality	2 days	<b>Executive Officer</b>	<b>Chairperson Dhuggari Municipality</b>	<b>District Magistrate Jalpaiguri</b>
<b>6. Conservancy:</b>	1 day			
6.1. Garbage Cleaning	7 days			
6.2. Removal of animal carcass	2 days			
6.3. Cleaning of drains	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.			
6.4. Cleaning of choked drain				
6.5. Removal of materials dumped on the public thoroughfare.				

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)
<b>7. Electric:</b> 7.1. Replacement of defective street lamp and repairing (Minor)	7 days	<b>Executive Officer</b>	<b>Chairperson Dhupguri Municipality</b>	<b>District Magistrate Jalpaiguri</b>
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.			
<b>8. Public Works:</b> 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	<b>Executive Officer</b>	<b>Chairperson Dhupguri Municipality</b>	<b>District Magistrate Jalpaiguri</b>
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 of beside such road/drain/ culvert etc.	15 days			
<b>9. Special Services :</b> 9.1. Service of Ambulance to the patients	Within One hour	<b>Executive Officer</b>	<b>Chairperson Dhupguri Municipality</b>	<b>District Magistrate Jalpaiguri</b>
9.2. Service of Mortuary-van / Shanti Jan to the General Public free of cost.	Within Two hours			

  
 26/11/23  
 Chairman  
 Dhupguri Municipality  
 Chairman  
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 Dhupguri, Jalpaiguri