

OFFICE OF THE MUNICIPAL COUNCILLORS
ENGLISH BAZAR MUNICIPALITY, MALDA.
Netaji Subhas Road, Malda.

ORDER
No...../44.....

Dated the 16th day of November, 2013.

In pursuance of Notification No.508/MA/C-4/1A-14/2013 dated 1st November, 2013 of the 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 Bengal Act XVII of 2013) the Board of Councillors of “English Bazar Municipality” 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 the Notification No. 507/MA/C-4/1A-14/2013 dated 1st November, 2013 of the 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 Body I)	Time limit for providing service by the Urban Local Body II)	Designated Officer III)	Appellate Officer IV)	Reviewing Officer V)
(A).WATER SUPPLY				
1. Sanction of new house connection for water supply	10 (Ten) day from receipt of application	Executive Officer	Chairperson	District Magistrate
2. Effecting of new house connection / shifting of water connection	45 (Forty five) days from receipt of application	Executive Officer	Chairperson	District Magistrate
3. Repairing of water supply line (Minor repairing)	7 (Seven) days	Executive Officer	Chairperson	District Magistrate
4. Arresting the leakage of water in mains and wash of ferrule	2 (Two) days	Executive Officer	Chairperson	District Magistrate
5. Change of shifting of ferrule	15 (Fifteen) days	Executive Officer	Chairperson	District Magistrate
6. Supply of water through Tanker /Lorry	Within 24 hours of receipt of application	Executive Officer	Chairperson	District Magistrate
7. Stoppage of misuse of water due to malfunction / removal of street taps etc.	10 (Ten) days	Executive Officer	Chairperson	District Magistrate
8. Replacement of defective meter	30 (Thirty) days	Executive Officer	Chairperson	District Magistrate
9. Actions against illegal method of taking water from Municipal mains.	10 (Ten) days	Executive Officer	Chairperson	District Magistrate

Service provided by the Urban Local Body (I)	Time limit for providing Services provided by the Urban Local Body (II)	Designated Officer (III)	Appellate Officer (IV)	Reviewing Officer (V)
(B).SANCTION OF BUILDING PLAN:				
1.Approval of Site Plan and Building Plan for the Residential Buildings having height 14.5 meters or above	60 (Sixty) days	Executive Officer	Chairperson	District Magistrate
2. Sanction of Site Plan and Building Plan for the Residential Buildings having height of less than 14.5meters	60 (Sixty) days	Executive Officer	Chairperson	District Magistrate
3. Sanction of Site Plan and Building Plan for Commercial or mixed use Buildings	60 (Sixty) days	Executive Officer	Chairperson	District Magistrate
4. Sanction of Site Plan and Building Plan for Industrial Building	60 (Sixty) days	Executive Officer	Chairperson	District Magistrate
5.Sanction of plan for addition, alteration or repairing	60 (Sixty) days	Executive Officer	Chairperson	District Magistrate
6. Initiating actions against illegal Buildings / Buildings activities	15 (Fifteen) days	Executive Officer	Chairperson	District Magistrate
(C). BIRTH & DEATH REGISTRATION				
1.Issuance of Birth and Death Certificate	Within 3 (Three) days after receiving of reports from the concerned Health Centre / Hospital Nursing / Home if reported within 21 days from occurrence of Birth and Death	Executive Officer	Chairperson	District Magistrate
2.Birth or Death Certificate in case of domestic birth or death	7 (Seven) days after receiving report from the concerned Health Centre / Hospital / Nursing Home if reported within 21 days from occurrence of Birth and Death	Executive Officer	Chairperson	District Magistrate
3.Issuance of copy of Birth and Death Certificate	Within 7 (seven) days, if recorded after the birth and death	Executive Officer	Chairperson	District Magistrate
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	Executive Officer	Chairperson	District Magistrate
1. Correction of records related to Birth or Death Certificate	15 (Fifteen) days	Executive Officer	Chairperson	District Magistrate

Service provided by the Urban Local Body (I)	Time limit for providing Services provided by the Urban Local Body (II)	Designated Officer (III)	Appellate Officer (IV)	Reviewing Officer (V)
(D) ENLISTMENT OF PROFESSION, TRADE & CALLINGS AND OTHER LICENCES				
1. New Enlistment Certificate	30 (Thirty) days	Executive Officer	Chairperson	District Magistrate
2. Renewal	10 (Ten) days	Executive Officer	Chairperson	District Magistrate
3. Registration of Cart, Carriage etc.	15 (Fifteen) days	Executive Officer	Chairperson	District Magistrate
(E).ASSESSMENT				
1. Assessment of new holding, partition, change of name/ correction of records	60 (Sixty) days	Executive Officer	Chairperson	District Magistrate
2. Issuance of any type of certificate or certified copy	60 (Sixty) days	Executive Officer	Chairperson	District Magistrate
3. Licence for advertisement	45 (Forty five) days	Executive Officer	Chairperson	District Magistrate
4. Licence for Private Market	60 (Sixty) days	Executive Officer	Chairperson	District Magistrate
(F).CONSERVANCY				
1. Garbage cleaning	2 (Two) days	Executive Officer	Chairperson	District Magistrate
2. Removal of animal carcass	1 (One) day	Executive Officer	Chairperson	District Magistrate
3. Cleaning of Drains	7 (Seven) days	Executive Officer	Chairperson	District Magistrate
4. Cleaning of choked drain	2 (Two) days	Executive Officer	Chairperson	District Magistrate
5. Cesspool Tank wash	10 (Ten) days	Executive Officer	Chairperson	District Magistrate
6. Cleaning of hydrants	7 (Seven) days (except in the urgent occasions of water logging)	Executive Officer	Chairperson	District Magistrate
7. Cleaning of garbage after receipt of special cleansing charge	1 (One) day	Executive Officer	Chairperson	District Magistrate
8. Removal of materials dumped on the public thoroughfare	Within 2 (Two) days from the date of expiry of term, as determined by the Urban Local Body, of the owner of such material to remove	Executive Officer	Chairperson	District Magistrate
(G).ELECTRICITY				
1. Replacement of defective street lamp and repairing (Minor)	7 (Seven) days	Executive Officer	Chairperson	District Magistrate
2. Installation of new street light	7 (Seven) days from the completion of erection of poles and connection provided by the electric supply Agency	Executive Officer	Chairperson	District Magistrate

(H). PUBLIC WORKS				
1. Repairing works of public thoroughfare or providing temporary thoroughfare till repairing of the road to avoid any imminent danger on life and property of public	7 (Seven) days	Executive Officer	Chairperson	District Magistrate
2. Repairing of drains	2 (Two) to 7 (Seven) days depending on urgency	Executive Officer	Chairperson	District Magistrate
3. Repairing / removal of street furniture	2 (Two) to 7 (Seven) days depending on urgency	Executive Officer	Chairperson	District Magistrate
4. Repairing of Bridges / culvert or providing temporary thoroughfare over any water course till repairing of the bridge / culvert	15 (Fifteen) days	Executive Officer	Chairperson	District Magistrate
5. Restoration of roads, drains, culverts etc. after installation /repairing of water supply / electric / telephone or lines of other utilities lying under or beside such road /drain/culvert.	15 (Fifteen) days	Executive Officer	Chairperson	District Magistrate

Chairman
English Bazar Municipality
Malda