



THE KOLKATA MUNICIPAL CORPORATION
Central Municipal Office Buildings,
5, S. N. Banerjee Road, Kolkata-700 013

Municipal Commissioner's Office

MUNICIPAL COMMISSIONER CIRCULAR NO. 71 , Dt.28th November, 2013

In pursuance of Notification No 508/MA/C-4/1A-14/2013 dt. 01.11.2013 of Department of Municipal Affairs, Government of West Bengal, under Sub Sec (2) of Sec-3 of West Bengal Right to Public Services Act, 2013 (W. B. Act XVII of 2013), the Kolkata Municipal Corporation is hereby specify the services, mentioned in the column-1 in the table as enclosed herewith, the time limit of the Kolkata Municipal Corporation to provide each of the services in coloumn-II of the said table and the Designated officer, Appellate officer and Reviewing officer, appointed vide notification no- 507/MA/C-4/1A-14/2013 dt. 01.11.2013 of Department of Municipal Affairs, Government of West Bengal in Column III, IV and V respectively. This notification/order supersedes all previous order.

Earmarked website is <https://www.kmcgov.in> for digital communication of KMC.


Municipal Commissioner

TABLE

Services provided by the Kolkata Municipal Corporation	Time limit for providing service by the Kolkata Municipal Corporation	Designated Officer for the Kolkata Municipal Corporation	Appellate Officer for the Kolkata Municipal Corporation	Reviewing Officer for the Kolkata Municipal Corporation
(i)	(ii)	(iii)	(iv)	(v)
1. Water Supply:				
1.1. Sanction of new domestic house connection	7 working days for eligible applicant through KMC licensed plumber subject to availability of water supply			
1.2. Effecting of new domestic house connection/ shifting of water connection.	4 working days from deposition of charges / fees subject to permission of other authorities whenever required			
1.3. Repairing of water supply line of house connection (Minor repairing)	4 working days from deposition of charges / fees			
1.4. (i) Arresting leakage of water in mains (ii) Ferrule wash	4 working days subject to permission of other authorities whenever required (ii) 4 working days (Applicant should inform concerned Asst. Engineer with no.of owner/ occupant of the premises.) subject to permission of other authorities whenever required	Municipal Secretary	Municipal Commissioner	Mayor
1.5. (i) sanctioning of shifting/ enlargement Change of ferrule (iii) Change of shifting / enlargement / change of ferrule	7 days for eligible applicant through KMC licensed plumber 4 working days from deposition of charges / fees. subject to permission of other authorities whenever required			

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1.6. Supply of water through tanker / lorry on payment	Within 24 hours of application.			
1.7. Attending complaint of misuse of water due to malfunction/ removal of street taps etc.	15 working days			
1.8. Replacement of defective meter.	30 working Days			
1.9. Actions against illegal method of taking water from municipal mains.	10 working Days			
1.10 (i) Sanction of new Industrial Commercial & Institutional connections (ii) Effecting of new connections –ICI	7 working days subject to availability of water for eligible applicant through KMC licensed plumber 4 working days from deposition of charges subject to permission of other authorities whenever required			
1.11 Reconnection of water supply	24 hrs from deposition of charges			
1.12 Installation of new tube wells or repair of damaged tube wells	After receiving permit from SWID details regarding license fee will be issued within 4 working days .License fee receipt is considered as tube well license. Which is available deposition of fees, after that tubewell can be sunk			

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<p>2.Sanction of Building Plan:</p> <p>2.1. Sanction of Building Plan for MBC cases. (MBC case means the proposal</p> <ul style="list-style-type: none"> • Having land area more than 500 sq.m • For all non residential buildings • Situated at the corner of two roads having width of the any one road more than 9 meter and land area above 300 sq.m) 	<p>90 working days (excluding the days taken by the applicant for submission of shortfall as per requisition by the Deptt.)</p> <p>subject to submission of fees /charges</p>	Municipal Secretary	Municipal Commissioner	Mayor
2.2. Sanction of building plan of residential buildings having height of less than 15.5 meters	60 working days (excluding the days taken by the applicant for submission of shortfall as per requisition by the Deptt.) subject to submission of fees /charges			
2.3. Sanction of building plan of residential buildings having height 15.5 meters or more	90 working days (excluding the days taken by the applicant for submission of shortfall as per requisition by the Deptt.) subject to submission of fees /charges			
2.4. Sanction of building plan for non residential building of any height.	90 working days (excluding the days taken by the applicant for submission of shortfall as per requisition by the			

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	Deptt.) subject to submission of fees /charges			
2.5. Sanction of plan for addition, alteration of an existing building.(Non MBC case)	60 working days (excluding the days taken by the applicant for submission of shortfall as per requisition by the Deptt.) subject to submission of fees /charges			
2.6 Sanction of plan for addition, alteration of an existing building. (MBC case)	90 working days (excluding the days taken by the applicant for submission of shortfall as per requisition by the Deptt.) subject to submission of fees /charges			
2.7. After receipt of plan case application under section 393 or 394 of KMC Act, 1980 applicant has to be informed regarding shortfall of the documents or drawing with a copy to LBS / Architect.	15 Working days (excluding the days taken by the applicant for submission of shortfall as per requisition by the Deptt.) subject to submission of fees /charges			
2.8. After deposition of sanction fees and submission of the plan free from all corrections along with structural design and drawings, sanction plan has to be handed over to the applicant	7 working days subject to submission of fees /charges			

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2.9 Initiating actions against illegal building/building activities after receipt of complain	15 working days (excluding the days taken by the applicant for submission of shortfall as per requisition by the Deptt.) subject to submission of fees /charges			
2.10. Reconstruction of an existing roof / staircase or installation of lift	<ul style="list-style-type: none"> • Verification of Documents- 20 days • Issue of demand notice- 7 working days • Final approval after payments- 4 working days (excluding the days taken by the applicant for submission of shortfall as per requisition by the Deptt.) subject to submission of fees /charges 			
2.11 To obtain a certified copy of sanctioned building plan (for all categories of building s) if it is available in Building Deptt	30 working days (excluding the days taken by the applicant for submission of shortfall as per requisition by the Deptt.) subject to submission of fees /charges			
<u>3. Birth and Death Registration:</u> 3.1. Issuance of Birth and Death Certificate	Within 3 days after receiving report form the concerned Health Centre/ Hospital/ Nursing Home- on the basis of application. If reported within 21 days from occurrence of Birth and Death.	Municipal Secretary	Municipal Commissioner	Mayor

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3.2. Birth Certificate in case of domestic birth or death.	7 days after receiving report form the concerned Health Centre/ Hospital/ Nursing Home- on the basis of application. If reported within 21 days from occurrence of Birth and Death.			
3.3. Issuance of copy of Birth and Death Certificate	Within 3 days, on the basis of application if recorded after the birth and death.			
3.4. Issuance of Cremation Certificate	At the time of crematorium/ burial ground, if cremated or buried, as the case may be, in a crematorium/ burial ground of an Urban Local Body.			
3.5. Correction of records related to Birth or Death Certificate	7 working days on the basis of application			
3.6 Where the birth details is available in KMC's computerised records	1 working day on the basis of application			
3.7 Where the birth details is not available in KMC's computerised records but is available in KMC's manual records at the Head Quarter	3 working days on the basis of application			
3.8 Where the birth records are not available with KMC	15 working days on the basis of application			
3.9 Registration of birth at issuance of Birth Certificate in case of adoption	3 working days on the basis of application			

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3.10 Issuance of non-availability of certificate in case where records of birth registration are not available with KMC	1 working day on the basis of application			
3.11 Inclusion of name in the birth certificate	1 working day on the basis of application			
3.12 For the first 2 copies issued at KMC burning ghats / KMC burial ground	instantly on the basis of application			
3.13 For third & subsequent copies (after 3 months of issuance of first 2 copies)	2 working days on the basis of application			
3.14 In case the application is made within one year of death	2 working days on the basis of application			
3.15 In case the application is made after lapse of one year from the date of death	2 working days on the basis of application			
3.16 Registration of death & issuance of death certificate for a missing person(in case the person is missing for more than 7 years)	5 working days on the basis of application			
3.17 Registration of death & issuance of death certificate for a person who has donated his /her body	1 working day on the basis of application			
3.18 In case of unnatural death on	5 working days on the basis of application			

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production of relevant documents				
4. Enlistment of Profession Trade and Calling and other licences:				
4.1. New Enlistment Certificate	30 days provided all requisite papers / documents are submitted	Municipal Secretary	Municipal Commissioner	Mayor
4.2. Renewal	10 days (presently done online)			
4.3. Registration of cart, carriage etc.	30 days from the date of Public Notification by KMC/ other Authority provided all requisite papers/ documents are submitted.			
4.4 Changes/ corrections /closure of existing licence	15 working days			
5. Assessment:				
5.1. Issuance of any type of certificate or certified copy	30 days	Municipal Secretary	Municipal Commissioner	Mayor
5.2 Mutation of flats registered under Cooperative Societies Registration Act 1973 under section 178 (2) (III) of KMC ACT 1980	15 working days (if already assessed under Co-operative Society)			
5.3 Mutation of flats registered under WB Apartment Ownership Act 1972 under section 178 (2) (IV) of KMC ACT 1980	15 working days (if already assessed under Apartment Ownership Act)			
5.4 Mutation cum amalgamation	70 working days (provided all required			

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	documents are submitted)			
5.5 Mutation & apportionment of consolidated rate	60 working days (provided all required documents are submitted)			
5.6 Change of mailing address (if proper address proof is given)	15 working days			
5.7 Refund /adjustment cases	3 months (provided all requisite papers/ documents are submitted and audit verification is done)			
5.8 Issue of No-Outstanding certificate	5 working days (if all the dues are paid) Available online also			
5.9 Issue of Mutation certificate	7 working days			
5.10 Transfer from minor to major	7 working days			
5.11 Mutation due to succession (intestate / testamentary)	15 working days			
5.12 Mutation due to transfer (except under Cooperative Societies Registration Act & WB Apartment Ownership Act)	15 working days			
5.13 Mutation of Wakf property	6 months (if confirmation is provided by Board of Wakf)			
5.14 Mutation of Thika / Bustee	6 months (if confirmation is provided by CKTT)			
5.15 Mutation of Colony	5 months			
5.16 Mutation cum Separation	70 working days (provided all requisite documents are submitted & clearance			

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	from PMU Deptt, KMC is available, wherever necessary)			
5.17 Fixation of percentage of liability of Taxes	15 working days			
5.18 Reconsideration of valuation due to change in occupancy	90 working days (provided all requisite documents are submitted as per latest Circular of Municipal Commissioner)			
5.19 Correction of book and preparation of fresh bills and cancellation of old bills	15 working days			
5.20 Cancellation of old bills and preparation of fresh bills after book correction on receipt of order from Municipal Assessment Tribunal (MAT)	60 working days upon application (if no appeal is preferred by KMC)			
5.21 Cancellation of bills and issue of fresh bills in any other cases	45 working days			
5.22 Preparation of bills after GR / IR hearing and issue of rate card	7 working days			
5.23 Transfer of property from colony to non- colony (other than amalgamation / apportionment / separation)	60 days			
5.24 Assessment of unassessed property (in case where clearance of KIT/ KMDA/ LA Collector are not involved)	3 months (provided proper clearance from appropriate Govt Deptts are obtained)			

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5.25 Assessment of unassessed property (in case where clearance of KIT/ KMDA/ LA Collector are involved)	6 months (provided proper clearance from appropriate Govt Deptts are obtained)			
5.26 Conversion of character of premises eg. tank to land, factory to nonfactory /dwelling house, Bustee to Pucca etc.	3 months (provided proper clearance from appropriate Govt Deptts are obtained. Latest circular of MC to be followed)			
5.27 Issue of duplicate bill / rate card	5 working days			
5.28 Changes of wards of the premises	3 months (provided all conditions as stated in prevailing Circular are fulfilled)			
5.29 Certificate of detail of non residential surcharge	30 working days			
5.30 Change in Companies name	15 working days			
5.31 Scheme of Amalgamation (with respect to several Companies)	60 working days (provided scheme of amalgamation is approved by any competent Court of Law & vetted by Law deptt ,KMC)			
5.32 Suspense account intimation / transfer/ adjustment	60 working days			
5.33 Certificate for commercial surcharge /percentage	30 working days			

Note: All relevant circulars relating to Assessment Collection Deptt. KMC will be available in KMC's official website.

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6. <u>Conservancy:</u>	Within 24 hours	Municipal Secretary	Municipal Commissioner	Mayor
6.1. Garbage Cleaning				
6.2. Removal of animal carcass	Within 24 hours			
6.3. Cleaning of drains	Within 24 hours			
6.4. Cleaning of choked drain	Within 3 working days after receiving intimation from the concerned deptt. Who generates the silt/rubbish/road spoils.			
6.5. Clearance of i) small carcass from footpath/road/open land ii) big carcass from footpath/road/open land	Within 12 hrs after receiving intimation Within 24 hrs after receiving intimation			
6.6. Clearance of carcass from private premises	Within 21 working days after receiving required fees			
6.7. Clearance of night soil from septic tank	2 working days			
6.8. Removal of garbage as silt /rubbish/road spoils from private premises	Within 7working days after receiving intimation & payment of fees / charges			
6.9 Allowing disposal at Dhapa of non hazardous waste material (e.g food products, garden waste and construction debris) by different agencies/househol	Within 7working days on application and after receiving required fees/charges.			

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ds				
7. <u>Electric:</u> 7.1. Replacement of defective street lamp and repairing (Minor)	7 working days depending on urgency	Municipal Secretary	Municipal Commissioner	Mayor
7.2. Installation of new street light	21 working days from the date of completion of installation of poles and connection by the electric supply agency.			
7.3 Lighting in parks & square	Minor repair -3 days depending on urgency Major Repair- 21 days depending on urgency			
8. <u>Public Works:</u> 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.	5 working days after rectification of cause of collapsed and restoration of subsidence/collapsed on KMC road	Municipal Secretary	Municipal Commissioner	
8.2. Repairing of drains- (i) Chokage (i) Collapsed	2-7 working days considering the volume and urgency of the work on KMC road.			
8.3. Repairing / removal of street furniture	Most of the guardrail belongs to Kolkata Police, however, removal of broken			

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	street furniture will be made within 2 to 7 working days.			
8.4. Repairing of bridges/ culvert or providing temporary thorough fare over any water course till repairing of the bridge/ culvert.	Minimum 15 working days considering the volume of work, if it is belongs to KMC			
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.	Minimum 15 working days considering the volume of work on KMC roads.			