



CITIZEN'S CHARTER

To ensure more effective and quicker services for the Citizens; to make administration transparent; to improve quality of services rendered and to develop friendly relation between the employees and citizens, the Board of Councillors in its meeting on 30/10/2002 adopted a series of reformatory proposals effective from 01/12/2002. Some of the services rendered within a stipulated period are in the contents to follow.

Services rendered on receipt of a complaint

Prior to 1 st January 2005	From 1 st January 2005
<ul style="list-style-type: none"> ● Garbage was removed within 7(seven) days 	<ul style="list-style-type: none"> ● It is being removed within 24 hours
<ul style="list-style-type: none"> ● Leakage in water pipe line would be repaired within 2(two)days 	<ul style="list-style-type: none"> ● It is repaired within 24 hours
<ul style="list-style-type: none"> ● Change of fused street bulbs within 5(Five)days 	<ul style="list-style-type: none"> ● It is changed within 2 (two) days
<ul style="list-style-type: none"> ● Cleaning of drains within 7(seven) days 	<ul style="list-style-type: none"> ● Drains are being cleaned within 2 (two) days
<ul style="list-style-type: none"> ● Repair of dug-pit/broken culvert within 7(seven)days 	

Other Services rendered on receipt of application

1. MUTATION

- ❖ **within 15 days in general case**
- ❖ **within 7 days in emergent case**

2. WATER LINE CONNECTION

- ❖ **within 15 days in general case**
- ❖ **within 7 days in emergent case on receipt of relevant charges**

3. ON RECEIPT OF A SITE PLAN

- ❖ **sanctioned within 15 days in general case**
- ❖ **sanctioned within 7 days in emergent case**

4. BUILDING PLANS

- ❖ **sanctioned within 15 days in general case**
- ❖ **sanctioned within 7 days in emergent case**

5. SITE PLAN FOR MULTI-STORIED BUILDINGS

- ❖ **sanctioned within 30 days in general case**
- ❖ **sanctioned within 20 days in emergent case**

6. MULTI-STORIED BUILDING PLANS

- ❖ **sanctioned within 40 days in general case**
- ❖ **sanctioned within 20 days in emergent case**

7. PERMISSION FOR SALE OR GIFT OF ANY PORTION OF LANDED PROPERTY

- ❖ **within 15 days in general case**
- ❖ **within 7 days in emergent case**

8. CERTIFICATES OF ENLISTMENT OF PROFESSION / TRADE / CALLING (Renewable Annually)

- ❖ **within 7 days in general case**
- ❖ **instantly in emergent need**

9. BIRTH/DEATH CERTIFICATES (if registered in this Municipality)

- ❖ **within 3 days in general case**
- ❖ **instantly in emergent case**

Names of the children and deceased person will have to be registered in this Municipality within 21(twenty-one) days after birth/death against requisite documents, within a month on payment of a fine and within a year on payment of a fixed fine. Beyond one year approval of S.D.O. will be necessary.

10. HOUSE TO HOUSE GARBAGE COLLECTION

- ❖ **thrice a week, segregating at sources (Bio-degradable)**
- ❖ **once a week, (Non-degradable)**

11. PESTICIDES SPRAY

- ❖ **once in every 2 months in every ward**

12. ONLINE (INTRANET) TAX COLLECTION

- ❖ **at Municipal Office w.e.f. 18th December, 2003, providing instant bill & tax status**
- ❖ **another remote centre at Ward 17, for Property Tax Collection, through Wide Area Network (WAN) is being started soon as a part of Decentralisation Policy of the State Govt.**

NB:

- **Concerned employees have to pay a fixed fine of Rs. 50/- from their pockets, to the concerned tax payers in case of violation of such time limits.**
- **Similarly a citizen who fails to furnish completion certificate within 30 (thirty) days from completion date, has to pay a fine of Rs. 300/- recoverable along with Property Tax.**

**SERVICE CENTRES OTHER
THAN MUNICIPAL HEAD OFFICE:**

1

HAU 1 (IPP VIII) at **Ward 16**

2

HAU 2 (IPP VIII) at **Ward 17**

3

Sub-health Centre at **Ward 4**

4

Ward Committee Office at **Ward 3**, (to start from 1st October, 2005)

5

Ward Committee Office at **Ward 8**, (to start from 1st October, 2005)

6

Ward Committee Office at **Ward 10**, (to start from 1st October, 2005)

How to avail the prompt service facilities:

✚ TO GET WATER-LINE CONNECTION –

- i. A duly filled-in form **costing Rs. 50/- affixed with a 15 Ps. Stamp supported by an attested Xerox** copy of up-dated tax receipt is required to be deposited in between **12 Noon** and **2 PM** from **Monday to Thursday**.
- ii. In case of emergent case the word **“Emergent”** should be written at the top of the form.
- iii. Relevant quotation is required to be collected within above mentioned time, on the date intimated to the applicant on the very date of submission of application.
- iv. The quoted money is required to be deposited within 5 days from the date of receipt.
- v. An extended time of 5 days with a fine @ Rs. 10/- per day is allowed.
- vi. Beyond the extended period, the relevant application is treated as cancelled.

✚ TO GET BUILDING PLAN SANCTIONED –

- i. **Relevant forms are required to be collected** by paying fixed fees for each form.
- ii. **Two authentic copies of Building Plan** along with the **duly filled-in forms and an attested copy of the deed, supported by an authentic copy of Site Plan are required to be deposited** after clearing the charge fixed.
- iii. The applicant will get it sanctioned in the same manner as already mentioned above.

The concerned employee too has to pay a fine of Rs. 50/- per day for delay from his side.

Items	Prior to 01/12/02	At present (in general)	At present (in emergent need) *
Mutation	45 days	15 days	7 days
Water line connection	180 days	15 days	7 days
Site Plan	60 days	15 days	7 days
Site Plan for Multistoried Building	-	30 days	20 days
Building Plan	60 days	15 days	7 days
Building plan for Multistoried Building	120 days	40 days	20 days
Birth/Death Certificate	30 days	3 days	instantly
Enlistment Certificate	30 days	7 days	instantly
Permission for sale or gift of any portion of landed property	30 days	15 days	7 days

* An additional charge of Rs. 200/- is required to be deposited in emergent case other than Multistoried Building, for which the additional charge for Building Plan is Rs. 10,000/- and for Site Plan it is Rs. 5000/-

SERVICE RENDERED ON COMPLAINT:

Complaint	Action
Garbage removal	Within 24 hrs.
Water Pipe-line leakage	Within 24 hrs.
Street Fused Bulb change	Within 2 days
Cleaning of Drains	Within 2 days
Dug-pit repair	Within 7 days
Broken culvert repair	Within 7 days

OTHER IMPORTANT SERVICES:

House to House Garbage collection	Thrice a week (Bio-degradable) Once a week (Non-degradable)
Pest control	Once in every 2 months in every ward

A Brief Report on
Services rendered to the Citizen
from 1st December, 2002 to 31st August, 2005

Water Connection application:

Received	Disposed
716 nos. of application	711 nos.

Site plan, Building plan, Mutation & Land Development sanctioned within the period:

Category	Appl./cases received	Cases Sanctioned
SITE PLAN	1373 nos.	1367 nos.
BUILDING PLAN	1251 nos.	1248 nos.
MUTATION	1777 nos.	1770 nos.
LAND DEVELOPMENT (SALE/TRANSFER) PERMISSION	1662 nos.	1660 nos.

Complaint received from citizen:

Complaint received	Attended
38 nos.	All

EXPECTATION FROM THE CITIZENS

- a) **Timely payment of Municipal Taxes / Water Cess;**
 - b) **Maintenance of clean environment;**
 - c) **Stopping misuse of water;**
 - d) **Making construction as per sanctioned plans**
- And**
- e) **Extending help in resisting illegal activities;**

Feed back:

Sincere observation of the Citizen's Charter has:

- **brought Transparency in Administration;**
- **strengthened Administration with people's greater participation**
- **added momentum to work culture;**
- **lessened public grievance amazingly;**
- **sweetened relation between the Administration and Citizens;**

1st January, 2005

Chairman
New Barrackpore Municipality