



☎ 2664 3326

## Bally Municipality

384 Grand Trunk Road, Bally, Howrah – 711 201.

The Board of Councillors of Bally Municipality during its meeting dated 30.12.2004 resolved to adopt the following Citizen's Charter. The same is being displayed at prominent places of the municipality.



### *Citizens' Charter*

- |    |   |           |
|----|---|-----------|
| 1  | Mutation of land and property                     | 30 days   |
| 2  | Split up / Amalgamation of land and property      | 30 days   |
| 3  | Site Plan approval                                | 30 days   |
| 4  | Building Plan approval                            | 30 days   |
| 5  | Multi-storied Building Plan approval              | 45 days   |
| 6  | Issuance of Birth Certificate                     | 25 days   |
| 7  | Issuance of Death Certificate                     | 10 days   |
| 8  | Issuance of Cremation Certificate                 | 10 days   |
| 9  | Domestic water supply connection                  | 05 days   |
| 10 | Repairing of major Pipe-lines                     | 02 days   |
| 11 | Enlistment of Trade / Profession                  |           |
|    | (a) Issuance of new Trade / Profession License    | 15 days   |
|    | (b) Issuance of new Manufacturing License         | 15 days   |
|    | (c) Renewal                                       | 07 days   |
| 12 | Cleaning of Septic Tank                           | 02 months |
| 13 | Garbage Cleaning                                  | 02 days   |
| 14 | Repairing of Street Lights                        |           |
|    | (a) Under Municipal Control                       | 05 days   |
|    | (b) Under CESC / WSEB Control                     | 07 days   |
| 15 | Cleaning of drains                                | 07 days   |
| 16 | Appeal against Unauthorized Construction          | 05 days   |
| 17 | Other matters relating to Public Works Department | 07 days   |
| 18 | Remission of Property Tax on Hardship ground      | 30 days   |