



New Barrackpore Municipality

CITIZEN'S CHARTER

At a Glance

w.e.f. 1st Dec, 2002

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
Multistoried Building Plan	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

