

CITIZENS' CHARTER
BASIRHAT MUNICIPALITY

SL. No.	Type of Services	Present Time Frame	After Publication of Charter
1	Assessment & Tax Department		
1.i.	Mutation (New)	Within 7 days	Within 3 days
1.ii.	Mutation (Holding)	Within 3 months	Within 1 month
1.iii.	Amalgamation	Within 3 months	Within 1 month
1.iv.	Interim Assessment	Depends on Valuation Board	Depends on Valuation Board
1.v.	Review	As per quarter	As per quarter
1.vi.	Certified copy of Assessment Register	Within 3 days	Within 2 days
1.vii.	Correction of description of Assessment Register	Within 3 months	Within 1 month
1.viii.	Collection of Tax from Holding	Daily	Daily
1.ix.	Collection of Tax at Municipal Office	Daily	Daily
1.x.	Issue of Demand Notice	Quarterly	Quarterly
2	P.W.D. (Land & Building)		
2.i.	Sanction of Building Plan		
2.i.a.	Approval of Building Plan (up to 8 meters height)	Within 7 days	Within 4 days
2.i.b.	Sanction or Refusal of Building plan including multi storied building	Within 7 days	Within 4 days
2.i.c.	Renewal of Building plan	Within 3 days	Within 2 days
2. ii.	Action against complaint received		
2.ii.a	Regarding illegal construction	Within 3 days	Within 24 hours
2.ii.b	Regarding filling of water	Within 3 days	Within 24 hours

	bodies		
2.ii.c	All type of complaints	Within 3 days	Within 24 hours
3. Water Supply			
3.i	Domestic/ Commercial Water Supply Connection	Within 10 days	Within 7 days
3.ii	Ferrule Wash	Within 3 days	Within 2 days
3.iii	Ferrule Change	Within 2 days	Within 1 day
3.iv	Ferrule Shifting	Within 3 days	Within 2 days
4. Birth & Death Registration			
4.i	Issue of Birth Certificate	Within 7 days	Within 5 days
4.ii	Issue of Death Certificate	Within 7 days	Within 5 days
4.iii	Correction of records	Within 5 days	Within 3 days
4.iv	Cremation Certificate	Within 3 days	Within 2 days
4.v	Birth Certificate (in case of Domestic Birth)	Within 15 days	Within 10 days
5. Electric Department			
Street Lighting			
5.i	Replacement of Lamp	Within 3 days	Within 2 days
6. License			
6.i.	Enlistment Certificate	Within 2 days	Within 1 day
6.ii	License u/s 201, W.B. Municipal Act.	Within 2 days	Within 1 day
6.iii	Food License	Within 9 days	Within 7 days
6.iv	License for Rickshaws	Within 2 days	Within 1 day
6.v.	Hoarding Tax	Within 2 days	Within 1 day
7. Sanitation Department			
7.i.	Garbage Collection	Within 7 days	Within 3 days