

# CITIZEN'S CHARTER

Website : [www.siligurismc.com](http://www.siligurismc.com)

e-MAIL : [smcwb@hotmail.com](mailto:smcwb@hotmail.com)

## "SERVICES FOR THE CITIZENS OF SILIGURI MUNICIPAL CORPORATION"

The citizen's charter is an initiative to ensure more effective and quicker services to the citizens. It is a statement made by the service providers with the expectations of citizens.

Citizens have the right to expect the quality of service and that should be provided efficiently. The charter is an important document to ensure transparency and accountability for providing service to the citizens. For sustainable development both economic and social good governance is essential which depends upon transparency, accountability and responsiveness of the administration.

For preparing the citizens charter Siliguri Municipal Corporation held a series of Meetings with the Borough Chairpersons, Borough Officers and different sectional heads of Corporation. The objectives of the citizen's charter have also been discussed in the ward-wise meetings with the citizens. Finally, the citizen's charter has been prepared with the help of core committee of the citizen's charter for rendering time-bound and qualitative service to the citizens.

### Office hours & days ::

Monday to Saturday	Time	Month
Monday to Friday	10:30 am to 04:30 pm	October to March
Saturday	10:30 am to 01:30 pm	
Monday to Friday	10:00 am to 04:30 pm	April to September
Saturday	10:00 am to 01:30 pm	

### Time Schedule for different Services ::

Approval of Site Plan & Building Plan having description of Land/Building as follows:-	Time limit for Site Plan		Time limit for Building Plan		Other Services	Time limit
	Ordinary	Tatkal**	Ordinary	Tatkal**		
1 @Having a maximum height of 11.5 mtr & maximum 5 tenements	By 15 days	By 7 days	By 15 days	By 7 days	1 Trade License- (a) New, (b) Renewal	(a)By 7 days, (b)By 24 hours

2	Height between 11.5 mtr & 14.5 mtr & maximum 15 tenements	By 21 days	By 11 days	By 15 days	By 7 days	2	@Water Connection- (a) New, (b) Repairing	(a)By 7 days, (b)By 2 days
3	Height between 11.5 mtr & 14.5 mtr & above 15 tenements	By 40 days	By 20 days	By 40 days	By 20 days	3	@Electricity- (a) Replacement of bulbs, (b) repairing	(a) & (b) By 48 hours
4	Predominantly commercial building ( like Hotel, Nursing Home,Cinema Hall,IT Park,Shopping Mall etc) having floor area of following types:-  (a) Maximum 5000 square metres  (b) Above 5000 square metres	(a)By 30 days, (b) By 40 days	(a)By 15 days, (b) By 20 days	(a)By 20 days, (b) By 40 days	(a)By 10 days, (b)By 20 days	4	@Cesspool	By 7 days. By 24 hours on Tatkal # basis
						5	Birth & Death Certificate	By 48 hours
						6	Mutation	By 15 days

**Note : \*\* Thrice the Normal rate, # Twice the Normal rate, @ Services are available at Borough Offices also.**

<b>Guideline for Registration of Birth &amp; Death</b>					
	<b>Normal Registration</b>	<b>Delayed Registration</b>			<b>Registrar of Birth/Death</b>
<b>Time of reporting of Birth / Death to the Registrar</b>	Within 21 days	From 22 days to 30 days	From 31 days to 365 days	Beyond 365 days	Office: Siliguri Municipal Corporation, Baghajatin Park, Siliguri,  Tel no. 03532435282
<b>Procedure to follow to obtain certificate</b>	Application in prescribed Form available at SMC with documents*	Application in prescribed Form available at SMC with documents* plus a late fine of Rs2/- only	Application in prescribed Form available at SMC with documents* plus a late fine of Rs5/- & an affidavit as sworn before Notary/ Executive Magistrate	Application in prescribed Form available at SMC with documents* with late fine of Rs10/- & an order by Executive Magistrate	

Tel no.  
03532435282

<b>Special Provision</b>	In case of Urgent need of Birth/Death at Hospital or Nursing Home, the party may approach the SMC Authority for having Birth/Death Certificate pending the arrival of Form no.1 or 2 from Hospital/Nursing Home with the Discharge Certificate (in case of Birth) & Death Certificate (of Hospital/Nursing Home) & Crematorium/Burial Certificate( in case of Death).	
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**\* Documents to be submitted along with prescribed application in case of:-**

<b>Birth</b>	<b>Death</b>
<ul style="list-style-type: none"> <li>• Doctor's prescription,</li> <li>• Immunization Card/ Polio Card</li> </ul>	<ul style="list-style-type: none"> <li>• Death Certificate issued by a Doctor,</li> <li>• Crematorium Certificate,</li> <li>• In case of Accidental Death, Post-mortem Report &amp; Dead Body Challan</li> </ul>

<b>Guide line for Approval of Site Plan</b>	<b>Building Plan</b>	<b>Guideline for water connection</b>
<p>Application in prescribed form along with following documents to be submitted:-</p> <ul style="list-style-type: none"> <li>• LUCC-original copy &amp; one Xeroxed copy duly approved by SJDA &amp; money receipt, if any</li> <li>• Documents for Right/title of interest of property/land in following manner:-               <ol style="list-style-type: none"> <li>1. certified copy of khatian or information slip,</li> <li>2.(a) mutation certificate or in absence of mutation certificate, chain deed in case of acquiring the land on purchase basis,</li> <li>(b) affidavit as sworn before the Notary Public or Ex. Magistrate in case of holding the land on inheritance</li> </ol> </li> <li>• Indemnity Bond in prescribed format or in case of non-mutated land, affidavit in prescribed format to be submitted referring the way of acquiring the applied land,</li> <li>• Upto date payment receipt of Land Tax &amp; Holding Tax (copy only),</li> <li>• LBS declaration,</li> <li>• Three copies of Site Plan,</li> </ul>	<p>Application in prescribed form along with following documents to be submitted:-</p> <ul style="list-style-type: none"> <li>• LUCC-original copy &amp; one Xeroxed copy duly approved by SJDA &amp; money receipt, if any</li> <li>• Site plan duly approved by SMC,</li> <li>• Current Holding tax (copy only), if there is pre-existing structure on the plot,</li> <li>• Four copies of proposed Building Plan,</li> <li>• In case of revised plan, original copy of previous approved plan,</li> <li>• In case of building height above 11.5 mtrs, Structural Design to submit,</li> <li>• Structural Design plus Soil Test report to submit in cases of:- (a) buildings having height above 13.00 mtr, (b) building with basement,</li> <li>• For Hotel/lodge, project report, prepared by CA to submit,</li> <li>• For Commercial Building, NOC from WB Fire Service &amp; from WB Pollution Control Board to submit,</li> <li>• For Residential Building with eight and above blocks, NOC from WB</li> </ul>	<p>Application in prescribed form at a nominal cost as available at SMC along with copy of current holding tax receipt (in case of pre-existing building) or copy of money receipt for water connection as deposited at the time of approval of building plan( in case of new construction).</p> <p>In case of pre-existing building, an amount to be deposited at prescribed bank.</p>

<p>Detailed calculation sheet of land area &amp; proposed building area,</p> <p>In case of construction of building by the Authorized firm, documents viz memorandum of articles &amp; association of the firm along with an extract copy of resolution of Board's meeting authorizing an individual to sign on behalf of the firm.</p> <p>Tatkal service on payment of thrice the fees of normal fees, is available.</p>	<p>Fire Service to submit,</p> <p>Detailed calculation sheet for land area &amp; proposed building to submit.</p> <p>Tatkal service on payment of thrice the fees of normal fees, is available.</p>	
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<b>Guidelines for</b>		
<b>Cesspool service</b>	<b>Mutation</b>	<b>Certificate of Enlistment (Trade Licence)</b>
<ol style="list-style-type: none"> <li>Application form in prescribed proforma as available at SMC at a nominal cost to be submitted to the Sanitary Inspector (SI) for registration,</li> <li>Fees for cleaning by Cesspool to be deposited at Cash Counter &amp; the money receipt to be preserved by the applicant,</li> <li>Option as to possible date of cleaning to be given by applicant to the SI, will be registered in the book,</li> <li>Tatkal service on payment of twice the fee of normal fee, is available.</li> </ol>	<ol style="list-style-type: none"> <li>Application in prescribed form along with following documents to submit:- <ul style="list-style-type: none"> <li>Copy of sale/gift/partition/patta deed/probate of will, Copy of Death certificate &amp; Affidavit in case of inheritance, Copy of holding tax receipt,</li> <li>If available, copy of site plan/building plan &amp; copy of land revenue receipt/land mutation certificate,</li> </ul> </li> <li>The owner or his/her authorized representative shall then be heard by the CEO, SMC or any other Authorized Officer on a pre-assigned date.</li> <li>On fixation of the mutation fee on the basis of valuation of property &amp; on determining merit of the case in the hearing as in step 2, an order will be passed.</li> <li>On deposition of requisite fees, mutation will be effected on the basis of the order in step 3,</li> <li>Finally mutation will be recorded in the Assessment Register &amp; Collection Demand Register.</li> </ol>	<p>Application in prescribed form as available at SMC at a nominal cost to be submitted with following documents:-</p> <ol style="list-style-type: none"> <li>Copy of holding tax in case of owner or rent receipt in case of tenant,</li> <li>In case of residential premises, conversion of premises from residential to commercial to be done for new cases of enlistment issued wef 01.01.2006,</li> <li>In case of hazardous business, hotels, restaurants etc, Fire License /NOC to submit,</li> <li>For renewal of license for Hotel &amp; Restaurant, updated payment receipt of water, fire &amp; garbage to submit,</li> </ol> <p>For Industrial License, NOC/License from Fire Service, Pollution Control Board, Electricity Development Authority, District Industries Centre &amp; NOC from concerned Councillor to submit.</p>

### EXPECTATIONS FROM THE CITIZENS

1. Timely payment of Municipal Taxes.
2. Keeping the city clean.
3. Not using plastics.
4. Stopping misuse of water.
5. Plantation of trees / saplings.
6. Making construction as per sanctioned plan.
7. Cooperation for the development of Corporation.
8. Participation in the programme of Solid Waste Management and Health Awareness

**MAYOR**  
SILIGURI MUNICIPAL CORPORATION  
SILIGURI