

Services Provided by the Urban Local Bodies (I)	Time limit for providing service by the Urban Local Body (II)	Designated Officer (III)	Appellate Officer (IV)	Reviewing Officer (V)
<u>Water Supply :</u>				
1. Sanction of new house connection.	10 days from receipt of application	Executive Officer, Islampur Municipality	Chairman, Islampur Municipality	District Magistrate, Uttar Dinajpur
2. Effecting of new house connection/ shifting of water connection.	45 days from receipt of application			
3. Repairing of water supply line (Minor repairing).	7 days			
4. Arresting leakage of water in mains and wash of ferrule.	2 days			
5. Change of shifting of ferrule	15 days			
6. Supply of water through tanker / lorry.	Within 24 hrs of application			
7. Stoppage of misuse of water due to malfunction / removal of street taps etc.	10 days			
8. Replacement of defective meter.	30 days			

9. Actions against illegal method of taking water from municipal mains.	10 days	Executive Officer, Islampur Municipality	Chairman, Islampur Municipality	District Magistrate, Uttar Dinajpur
<u>Sanction of Building Plan :</u>				
1. Approval of site plan and building plan for the residential buildings having height of 14.5 meters or above.	60 days			
2. Sanction of Site Plan and building plan of residential buildings having height of less than 14.5 meters	60 days			
3. Sanction of site plan and building plan for commercial or mixed use buildings.	60 days			
4. Sanction of site plan and building plan for institutional buildings.	60 days			
5. Sanction of plan for addition, alteration or repairing of old buildings.	60 days			

6. Initiating actions against illegal buildings/ buildings activities.	15 days			
<u>Birth and Death Registration :</u>				
1. Issuance of Birth and Death Certificate	Within 3 days after receiving report from the concerned Health Centre/ Hospital/Nursing Home – If reported within 21 days from the occurrence of Birth and Death.			
2. Birth Certificate in case of domestic Birth or Death.	7 days after receiving report from the concerned Health Centre/ Hospital/Nursing Home – If reported within 21 days from the occurrence of Birth and Death.			
3. Issuance of copy of Birth and Death Certificate.	Within 7 days, if recorded after the Birth and Death.			
4. Issuance of Cremation Certificate.	At the time of Cremation from the crematorium / burial ground, if cremated or buried, as the case may be, in the crematorium or the burial ground of a Urban Local body.			
		Executive Officer, Islampur Municipality	Chairman, Islampur Municipality	District Magistrate, Uttar Dinajpur

5. Correction of records related to Birth or Death Certificate.	15 days	Executive Officer, Islampur Municipality	Chairman, Islampur Municipality	District Magistrate, Uttar Dinajpur
<u>Enlistment of Profession Trade and calling and other Licenses :</u>				
1. New Enlistment Certificate.	30 days			
2. Renewal	10 days			
3. Registration of cart, carriage etc.	15 days			
<u>Assessment :</u>				
1. Assessment of new holding, partition, change of name/ correction of records.	60 days			
2. Issuance of any type of certificate or certified copy.	60 days			
3. License of advertisement.	45 days			
4. License of private market.	60 days			

<u>Conservancy :</u>				
1. Garbage cleaning	2 days	Executive Officer, Islampur Municipality	Chairman, Islampur Municipality	District Magistrate, Uttar Dinajpur
2. Removal of animal carcass.	1 day			
3. Cleaning of drains.	7 days			
4. Cleaning of choked drains.	2 days			
5. Cesspool tanks wash.	10 days			
6. Cleaning of hydrants.	7 days (except in the urgent occasions of water logging)			
7. Cleaning of garbage after receipt of Special Cleansing Charge.	1 day			
8. Removal of materials dumped on the public thoroughfare.	Within 2 days from the date of expiry of term, as determined by the Urban Local Body, of the owner of such materials to remove			

<p><u>Electric :</u></p> <p>1. Replacement of defective street lamp and repairing (Minor)</p>	<p>7 days</p>	<p>Executive Officer, Islampur Municipality</p>	<p>Chairman, Islampur Municipality</p>	<p>District Magistrate, Uttar Dinajpur</p>
<p>2. Installation of new street light.</p>	<p>7 days from the date of completion of installation of poles and connection by the electric supply agency.</p>			
<p><u>Public Works :</u></p> <p>1. Repairing work of public thoroughfare, or providing temporary thoroughfare till repairing of the road, to avoid any imminent danger on life and property of public.</p>	<p>7 days</p>	<p>Executive Officer, Islampur Municipality</p>	<p>Chairman, Islampur Municipality</p>	<p>District Magistrate, Uttar Dinajpur</p>
<p>2. Repairing of drains.</p>	<p>2 to 7 days depending on urgency</p>			
<p>3. Repairing/ removal of street furniture</p>	<p>2 to 7 days depending on urgency</p>			

4. Repairing of bridges/ culvert or providing temporary thoroughfare over any water course till repairing of the bridge/ culvert.	15 days			
5. Restoration of road, drain, culvert etc after installation / repairing of water supply/ electric/ telephone or lines of other utilities lying under or beside such road/ drain/ culvert etc.	15 days			