

The Kolkata Municipal Corporation
Central Municipal Office Buildings
Municipal Commissioner's Office
5, S.N. Banerjee Road
Kolkata-700 013

Date:- 07.07.2022

Municipal Commissioner's Circular No. 16 of 2022-23

Kolkata Municipal Corporation has simplified the process of mutation as part of Ease of Doing Business/Expeditious Delivery of Services to citizens. Most of the mutations are done as part of one day mutation. However, still few instances have come to the notice of KMC authorities including Hon'ble Mayor where citizens have complained of delay in mutation. In such cases, they have complained of no intimation to them of reasons for the delay or the stage at which the application is pending. Naturally, this leads to avoidable dissatisfaction amongst citizen/applicant.

It is, therefore, necessary that all applications for mutation/separation/amalgamation etc. are disposed of as per rules expeditiously and positively within the time frame set by the department.

All officers of the Revenue Department shall therefore follow the methodology given below:

1. Applicant should be encouraged to make online application. Where someone has made the physical application, the same should be digitized/entered into the online system by the department on the same day and an acknowledgement intimating the case number be given to him at the counter as well as through SMS on his mobile number.

2. The checklist of documents required with the application should be part of the application form and should also be displayed on our website as well as at the counter where the applications are received. The department shall promptly check that the application is complete in all respect including enclosures. In case of shortcoming of any essential document without which the application cannot be granted, a formal intimation should be sent either in writing or through SMS to the applicant to meet the deficiency.

3. On receipt of the requisite document/meeting of deficiency by the applicant, prompt disposal of the applications should be done by the department and the same be intimated to the applicant as well as be made available on the website.

4. Application should not be kept pending unattended at any level whatsoever may be the reason. In case the applicant fails to provide the essential document/meet the deficiency, a reasoned order rejecting the application may be passed and communicated to the applicant as well as uploaded in the system.

The departmental officials need to appreciate that the entire exercise is necessary to make the system transparent and accountable. Any deviation/laxity will lead to be presumption of wilful harassment to the citizen and shall be dealt departmentally as per law. Should any difficulty be faced by the departmental officer, they should promptly discuss and bring the case to the knowledge of Special Municipal Commissioner for guidance and decision.

This has the approval of Hon'ble Mayor.


Municipal Commissioner

Distribution:

1. Special Municipal Commissioner (Revenue)
2. Municipal Secretary
3. CMF&A
4. All Chief Managers (Rev.-North/South/TTD/JU/AA)
5. OSD to Hon'ble Mayor


Municipal Commissioner

