

Municipal Commissioner's Department

Date : 09 /09/2019

Municipal Commissioner Circular No...75... of 2019-20

Sub: Form 1 and Form 4 to be maintained under WBRTPS Act 2013 and WBRTPS Rules 2013.

After the enactment of the West Bengal Right to Public Services Act 2013 and West Bengal Right to Public Services Rules 2013 framed thereunder, Kolkata Municipal Corporation has declared the number of Civic Services with their timelines for completion in the Citizens' Charter and has ensured that the citizens get those services within the stipulated time. For compliance of the said Act, Kolkata Municipal Corporation hereby assigns

1. All Heads of Departments (HoDs) as the Designated Officers (DO).
2. All Controlling Officers (COs) as the Appellate Officers (AOs).
3. Spl. Municipal Commissioner (Revenue) as the Reviewing Officer (RO).

4. The Designated Officer on receipt of an application from the citizen shall issue an acknowledgement (Form-1) as per the format enclosed herewith. The Designate Officer may authorize an official to receive the application which shall be duly acknowledged. The Designate Officer or the Officer authorized by him shall within the prescribed time limit either provide service or reject the application and shall record the reasons for not providing service in writing and intimate to the applicant. It shall be ensured that all the requisite documents have been supplied with the application which are necessary for providing the service to the applicant.

5. Further it is mandatory to maintain the register of cases as per the format in Form-4 enclosed herewith. The register of cases shall be maintained by the Designated Officer, Appellate Officer (only in case of appeal) and Reviewing Officer (in case of review).

6. Form 1 and Form 4 will be supplied from Municipal Secretary's Department.

The above should be strictly complied with.
This has the approval of Hon'ble Mayor.

Municipal Commissioner

Encl: Four forms enclosed.

Distribution:

1. OSD to Hon'ble Mayor
2. PA to Hon'ble Dy. Mayor
3. PA to Hon'ble MMICs (All)
4. Spl. Mpl. Commissioner (Revenue)
5. Spl. Mpl. Commissioner (GD&S)
6. Mpl. Secretary
7. All DGs and Controlling Officers
8. All HoDs