

The Kolkata Municipal Corporation  
CMO Buildings  
5, S.N. Banerjee Road  
Kolkata 700 016

Municipal Commissioner's Department  
Date: 19 / 10 / 2019

**Municipal Commissioner Circular No. 90..... of 2019-20**

**Sub: Nodal Officer for implementation of WBRTPS Act 2013 in KMC.**

In continuation to the Municipal Commissioner Circular No. 75 of 2019-20, Dated : 09.09.2019, Shri Shahzad Shibli, IAS, Special Municipal Commissioner (Revenue) is hereby nominated as the Nodal Officer to implement and monitor the cases registered under the West Bengal Right to Public Services Act 2013.

Special Municipal Commissioner (Revenue) shall review the status of compliance to the WBRTPS Act 2013 and WBRTPS Rules 2013 framed thereunder. A weekly compliance report may be submitted to the Municipal Commissioner.

All Heads of Departments and Controlling Officers are requested to follow the guidelines of the statute meticulously and send the compliance report to the Nodal Officer every week without fail.

This has the approval of Hon'ble Mayor.

  
Municipal Commissioner

Encl: M C's Circular No. 75 of 2019-20 dated: 09.09.2019 (5 pages).

**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 (G,D&S)
6. Mpl. Secretary
7. All DGs and Controlling Officers
8. All HoDs

**Municipal Commissioner**  
**The Kolkata Municipal Corporation**

The Kolkata Municipal Corporation  
CMO Buildings  
5, S.N. Banerjee Road  
Kolkata 700 013

Municipal Commissioner's Department  
Date : 09 /09/2019

Municipal Commissioner Circular No...<sup>75</sup>..... 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

**Form I**

[see rule 4]

**ACKNOWLEDGEMENT**

From

.....

..... *(The Designated Officer/ Authorised Officer)*

To

.....

..... *(Name and address of the Applicant)*

Sub. — The West Bengal Right to Public Services Act, 2013 — Acknowledgement of application

Ref.— Your application dated .....

I hereby acknowledge your application cited. Due date of service to be provided is \_\_\_\_\_

OR

The following defects in the application may be rectified, urgently:

(Specify defects, if any)

(1) .....

(2) .....

Yours faithfully,

Place:

Date:

Designated Officer/Authorised Officer  
(Office Seal)

## Form IV

[see rule 16]

## REGISTER OF CASES

## A. To be maintained by the Designated Officer

Sl. No.	Date of receipt of application	Name and address of the applicant	Nature of service requested	Date on which application is disposed of. If rejected the reasons there of	Whether service provided in time Yes/No
(1)	(2)	(3)	(4)	(5)	(6)

**B. To be maintained by the Appellate Officer**

Sl. No.	Date of receipt of first appeal	Date of acknowledgement of first appeal	Name and address of the applicant	Nature of service requested	Date on which appeal is disposed of. Rejection of the appeal and	Details of fine, if any, imposed / collected its reasons
(1)	(2)	(3)	(4)	(5)	(6)	(7)

**C. To be maintained by Reviewing Officer**

Sl. No.	Date of receipt of first appeal	Date of acknowledgement of first appeal	Name and address of the applicant	Nature of service requested	Date on which appeal is disposed of. Rejection of the appeal and	Details of fine, if any, imposed / collected its reasons
(1)	(2)	(3)	(4)	(5)	(6)	(7)