

DARJEELING MUNICIPALITY
DARJEELING
CITIZEN CHARTER

SL NO	TYPES OF SERVICES	TIME FRAME	TIME FRAME EMERGENCY
1	MUTATION	15 DAYS	10 DAYS
2	SANCTION OF NEW BUILDING PLAN	21 DAYS	
	SANCTION OF SITE PLAN	12DAYS	
3	ASSESSEMENT OF BUILDING PLAN	28 DAYS	20 DAYS
4	REASSESSMENT OF BUILDING PLAN	28 Days	20 Days
5	DOMESTIC WATER CONNECTION	30 Days	
6	COMMERCIAL WATER CONNECTION	30 Days	
7	CHANGE OF FERRULE	10 Days	05 Days
8	REPAIR OF WATER LINE	05 Days	03 Days
9	REPAIRING OF STREET LIGHT	05 Days	03 Days
10	REPLACEMENT OF LAMPS/RESUMPTION OF STREET LIGHT	07 Days	04 Days
11	PERMISSION OF SALE OF GIFT IF ANY PORTION OF LANDED PROPERTY(MUNICIPAL)	25 Days	15 Days
12	S.W.M. REMOVAL OF GARBAGE	Everyday	
13	CLEANING OF ROADS &PUBLIC PLACES	Everyday	
14	REMOVAL OF GARBAGE IN RECEIPT OF COMPLAINT OF NON-LIFTING	Within 12 Hrs.	
15	BLOCKAGE OF SEWAGE & DRAINAGE	Within 12 Hrs.	
16	REPAIR OF SEWER/DRAIN	15 Days	
17	HEALTH:ISSUE OF BIRTH CERTIFICATE	05 Days	01 Day
18	ISSUE OF DEATH CERTIFICATE	05 Days	01 Day
19	CORRECTION OF RECORDS	Same Day	
20	CREMATION CERTIFICATE	05 Days	
21	TRADE LICENSE: ENLISTMENT CERTIFICATE	05 Days	03 Days
22	RENEWAL OF LICENSE	03 Days	01 Day