

Sr No.	Charter of demands	Work to be completed within	Person In-charge	Person to be contacted	Contact No.
	<i>REQUIRED SERVICE</i>				
1	Birth & Death Certificate	Birth-15 days* Death-10 days*	Pharmacist		9832043747
2	Mutation of Properties	Within 75 days* excluding the mandatory period of 30 days meant for inviting objections through Public Notice.	Overseer	Shri A.K. Roy	9593284179
3	Sale Permission	30 days*			
	1. NOC for sale of occupancy rights / properties in respect of Old Grants & Leases.		Overseer	--do--	
4	Public Grievance				
	Online Registration	01 day*	Computer Programmer	Shri Kushal Subba	9800339862
5	Engineering Branch				
	Building application form / Freehold forms	01 day*	Overseer	Shri A.K. Roy	9593284179
6	(a) Sanction of Building plan in Civil area	30 days*	Overseer	Shri A.K. Roy	
	(b) Sanction of building plans in respect of Old Grant / Leases outside Civil area.	60 days*	-do--	-do--	
	(c) Sanction for building plans in respect of Leases in Civil Area		Overseer	--do--	
7	Permission for road cutting for water connection	One day*	--do--	-do-	
8	Refund of Security Deposit / EMD	30 days*	L.D.C.	Shri. T. Bhutia	7602568160
9	Applications received from general public	15 days*	--do--	--do--	
	<i>ELECTRICAL</i>				
10	Repairs to street lights	05 days*	Overseer	Shri. A. K. Roy	
	<i>HEALTH DEPARTMENT</i>				
11	Complaints pertaining to cleanliness, garbage bins disposal, drainage chokes.	03 days*	L.D.C	R. Lama	
12	Processing cases on account of violation of health & hygiene conditions by private individuals or firms.	15 days*	R.M.O.	Dr. Daripa	9832043747
13	Spraying of disinfectants.	03 days*	--do--	--do--	
14	Removal of drainage chokes	02 days	L.D.C.	R. Lama	9733010319
15	Complaints pertaining to stray dogs / cattle	02 days*	--do--	--do--	

	REVENUE DEPARTMENT				
16	Applications for Assessment Certificate / Property Tax Certificate / Tax Clearance Certificate	03 days*	Tax Collector	Shri D. Gurung	8116243258
17	Processing of Complaints pertaining to Rateable Value of properties	07 days*	--do-	--do--	--do--
18	Applications pertaining to new assessment.	15 days*	--do--	---do---	--do--
19	Applications pertaining to Triennial Revision of Assessment	90 days*	---do---	--do---	--do--
20	Applications pertaining to correction of property tax bills	05 days	---do---	--do---	--do--
20	Issue of Trade License	07 days*	---do---	--do---	--do--
	Applications / Complaint received from general public pertaining to Revenue Branch	07 days*	---do---	--do---	--do--
21	Right to Information	30 days*	C.P.I.O.	Shri. S. Pradhan	9800812687

*Provided relevant documents are deposited along with the application on time.