

MUNICIPAL CORPORATION, GURGAON

ORDER

1. Government of Haryana has notified the following services rendered by ULB with a fixed timeline mentioned against each service for delivering of the same by the designated officer under section 3 of the Haryana Right to Service Act 2014 vide Govt. notification No. 7/31/2014-3AR dated 07.05.2015.

Sr. No.	Sr. No. as per Notification	Name of the Department	Name of service	Given time limit (working days)	Designated officer	First Appellate Authority	Second Appellate Authority
1	22	Health/Urban Local Bodies	Registration of Death and Birth Certificate (after one year of event) after submission of complete application.	60 days (20 days for Registrar, 20 days for District Registrar 20 days for Sub Divisional Magistrate (SDM) Subject to the condition:- The applicant provide complete documentary evidence regarding his case.	Concerned Registrar/ District Registrar.	Sub Divisional Magistrate /Additional Deputy Commissioner (General).	Deputy Commissioner of the concerned District.
2	23	Health/Urban Local Bodies	Birth and Death Certificate (Name Entry & New Birth Certificate)	7 days (only certified Copies)	Concerned Local/ District Registrar as applicable.	Sub Divisional Magistrate/ Additional Deputy Commissioner (General)	Deputy Commissioner of the concerned District.
3	25	Urban Local Bodies	(i) Certified Copies of Birth/ Death Certificate–Corporation Cities	7 days for current year and 15 days for previous years for already registered Birth & death	Local Registrar (Birth & Death) of the Concerned Municipal Corporation	Executive Officer of the Concerned Municipal Corporation	Deputy Commissioner of the concerned District
			(ii) Certified Copies of Birth/ Death Certificate–MC Town	7 days for current year and 15 days for previous years.	Local Registrar (Birth & Death) of the Concerned Municipal Committees.	SDM of the concerned Sub-Division.	Deputy Commissioner of the concerned District.
4	26	Urban Local Bodies	(i) Sanction of Building Plan (other than Residential) (All improvement Trusts)	60 Days.	Secretary/Superintendent of Concerned Improvement Trust.	SDM of the concerned Sub-Division.	Deputy Commissioner of the concerned District.

			(ii) Sanction of Building Plan/ revised building plan Residential) (All improvement Trust)	60 Days.	Secretary/Superintendent of Concerned Improvement Trust.	SDM of the concerned Sub-Division.	Deputy Commissioner of the concerned District.
5	27	Urban Local Bodies	Issuance of completion /Occupation Certificate for building (All Categories) (All Improvement Trust)	21 days.	Secretary/Superintendent of Concerned Improvement Trust.	SDM of the concerned Sub-Division.	Deputy Commissioner of the concerned District.
6	28	Urban Local Bodies	Issue of No objection Certificate/duplicate allotment/ re-allotment letter (All Improvement Trust)	21 days.	Secretary/Superintendent of Concerned Improvement Trust.	SDM of the concerned Sub-Division	Deputy Commissioner of the concerned District.
7	29	Urban Local Bodies	Issue of Conveyance deed (All Improvement Trust)	15 days.	Secretary/Superintendent of Concerned Improvement Trust.	SDM of the concerned Sub-Division	Deputy Commissioner of the concerned District.
8	30	Urban Local Bodies	Issue of No due Certificate (All Improvement Trust)	7 days	Secretary/Superintendent of Concerned Improvement Trust.	SDM of the concerned Sub-Division.	Deputy Commissioner of the concerned District.
9	31	Urban Local Bodies	Transfer of property in case of sale (All Improvement Trust)	15 days	Secretary/Superintendent of Concerned Improvement Trust.	SDM of the concerned Sub-Division.	Deputy Commissioner of the concerned District.
10	32	Urban Local Bodies	Transfer of property in case of death (All Improvement Trust)	45 days	Secretary/Superintendent of Concerned Improvement Trust.	SDM of the concerned Sub-Division.	Deputy Commissioner of the concerned District.
11	33	Urban Local Bodies	Issue of permission for mortgage	7 days	Secretary/Superintendent of Concerned Improvement Trust.	SDM of the concerned Sub-Division.	Deputy Commissioner of the concerned District.
12	34	Urban Local Bodies	(i) Sanction of all building plans/revised building plans (Residential) All Municipal i.e. Municipal Corporations, Municipal Councils, Municipal Committees.	60 days from the receipt of complete documents.	Chief Town Planner/E.O/Secretary as the case may be.	Sub Divisional Magistrate of concerned Sub Division in case of Municipal Councils/ Committee and Commissioner, Municipal Corporation concerned in case of Municipal Corporation.	The deputy Commissioner of concerned District in case of Municipal Council/ Committee and Principal Secretary to Government Haryana, Urban Local Bodies in case of Municipal Corporation.
13	35	Urban Local Bodies	Water Supply & Sewerage Connection (Applicable in Municipal Corporation, Gurgaon & Faridabad only)	7 days	Assistant Engineer concerned Municipal Corporation.	Executive Engineer concerned Municipal Corporation.	Superintending/Chief Engineer concerned Municipal Corporation

14	36	Urban Local Bodies	Issue of conveyance deed in Municipal Corporation, Municipal Councils and Municipal Committees.	15 days.	Zonal taxation Officer in Municipal Corporation Executive Officer in concerned Municipal Council and Secretary in concerned Municipal Committees.	Executive Officer/ Deputy Municipal Commissioner in Municipal Corporation, Sub Divisional Magistrate of concerned Sub Division in case of Councils and Committees.	Joint Commissioner in case of Corporation, Deputy Commissioner of Concerned District of case of Councils and Committees.
15	37	Urban Local Bodies	Issue of new trade license by Municipal Corporation.	15 days	Zonal taxation Officer in Municipal Corporation.	Executive Officer/ Deputy Municipal Commissioner in Municipal Corporation	Joint Commissioner in case of Corporation.
16	38	Urban Local Bodies	Renewal of trade license by municipal corporations.	12 days.	Zonal taxation Officer in Municipal Corporation.	Executive Officer/ Deputy Municipal Commissioner in Municipal Corporation	Joint Commissioner in case of Corporation
17	39	Urban Local Bodies	Removal of solid waste from streets/Roads.	2 days	Chief Sanitary Inspector in Municipal Corporation Chief Sanitary Inspector in concerned Municipal Councils and sanitary Inspector in concerned Municipal Committee.	Executive Officer/ Deputy Municipal Commissioner in case of Corporation Cities, Executive Officer in case of Municipal Council and Secretary in case of Municipal committee.	Joint Commissioner in case Corporation city, Sub Division Officer of Concerned Sub Division in case of Municipal Towns.
18	40	Urban Local Bodies	Replacement of street lights.	10 days subject to availability of material in stores.	Assistant Engineer in Corporation Cities, Junior Engineer concerned Municipal Council and committees	Executive Engineer in case of Corporation Cities, Municipal Engineer in concerned Municipal Councils and Committees.	Superintending Engineer/ Chief Engineer in case of Corporation city, Sub Division Officer of concerned sub division in concerned Municipal Councils and committee.
19	41	Urban Local Bodies	Water leakages/sewerage blocked/over flow (In case of Municipal Corporation, Gurgaon and Faridabad.	2 days	Assistant Engineer in Corporation Cities, Junior Engineer concerned Municipal Council and committees.	Executive Engineer in case of Corporation Cities, Municipal Engineer in concerned Municipal Councils and Committees.	Superintending Engineer/ Chief Engineer in case of Corporation city, Sub Division Officer of concerned sub division in concerned Municipal Councils and committee

20	42	Urban Local Bodies	(i) Sanction of building plans in the original municipal limits for all uses and sizes except commercial/ institutional uses for the sites 1000 sq.mtrs and above.	60 days from receipt of complete documents.	Chief Town Planner, Urban Local Bodies Department.	Sub Divisional Magistrate of concerned Sub Division in case of Municipal Councils/ Committee and Commissioner, Municipal Corporation concerned in case of Municipal Corporation.	The Deputy Commissioner of concerned District in case of Municipal Council/ Committee and Principal Secretary to Government Haryana, Urban Local Bodies in case of Municipal Corporation.
			(ii) Sanction of building plans in the original municipal limits for commercial/ institutional uses for the sites 1000 sq. mtrs. To 5000 sq. mtrs.	60 days from receipt of complete documents.	Chief Town Planner, Urban Local Bodies Department.	Director, Urban Local Bodies Department	Principal Secretary to Government Haryana
			(iii) Sanction of building plans in the original municipal limits for commercial/ institutional uses for the sites 5000 sq. mtrs. and above	60 days from receipt of complete documents.	Chief Town Planner, Urban Local Bodies Department.	Director, Urban Local Bodies Department	Principal Secretary to Government Haryana
			(iv) Approval of building plans (up to 5 acres) of permission for change of land use cases in MC Gurgaon and Faridabad.	60 days from receipt of complete documents.	Chief Town Planner Municipal Corporation Gurgaon/Faridabad.	Commissioner Municipal Corporation Gurgaon/ Faridabad.	Principal Secretary to Government Haryana
			(v) Approval of building plans of permission for change of land use cases in Gurgaon & Faridabad for the site more than 5 acres, and in other municipal corporations/ councils/ committee.	60 days from receipt of complete documents.	Chief Town Planner, Urban Local Bodies Department.	Director, Urban Local Bodies Department	Principal Secretary to Government Haryana
21	43	Urban Local Bodies	Change of land use permission for the sites situated within various controlled areas falling with the municipal limits	60 working days from the receipt of complete documents in all cases except in cases where competency is of the Government.	Chief Town Planner, Urban Local Bodies Department.	Director, Urban Local Bodies Department	Principal Secretary to Government Haryana

2. This time limit is to be complied with by the designated officers . In case of non compliance within the stipulated period the designated officer shall be liable to be penalized @ Rs. Two Hundred Fifty to Rs. Five Thousand in each case for not providing of services without sufficient and reasonable cause under section 9 (1) of the Act and Rs. Two Hundred Fifty per day with a ceiling of Rs. Five Thousand for undue delay under section 9 (2) of the Act .

3. Provision for compensation up to Rs. One Thousand has also been made under section 9(3) of the Act . This amount would be paid to the appellants by the designated officer responsible for delivering the services .
These orders should be implemented in letter and spirit.

-Sd/-

(Vikas Gupta, IAS)

Commissioner,
Municipal Corporation, GGN.

Dated 17.07.2015

Dated: 17.07.2015

Endst. No. MCG/JC (HQ)/2015/**689-693**

A copy is forwarded to the following for information & necessary action please:-

1. Principal Secretary to Government of Haryana, Urban Local Bodies Department, Chandigarh.
2. Director, Urban Local Bodies Department, Panchkula w.r.t. their letter No. DULB/XEN-IV/2015/28831-929 dated 28.05.2015.
3. Deputy Commissioner, Gurgaon.
4. Additional Deputy Commissioner, Gurgaon
5. SDO (C), North / South, Gurgaon.

-Sd/-

Joint Commissioner (HQ),
for Commissioner,
Municipal Corporation, GGN.

Dated 17.07.2015

Endst. No. MCG/JC (HQ)/2015/**694-708**

1. Mayor/Senior Deputy Mayor/Deputy Mayor, Municipal Corporation, Gurgaon.
2. Joint Commissioner – I, II, III, IV & HQ, Municipal Corporation, Gurgaon.
3. Chief Engineer/Superintending Engineer, Municipal Corporation, Gurgaon.
4. Chief Town Planner/Senior Town Planner/Deputy Town Planner, Municipal Corporation, Gurgaon.
5. Chief Accounts Officer, Municipal Corporation, Gurgaon.
6. Deputy Director (Local Audit), Municipal Corporation, Gurgaon.
7. District Attorney, Municipal Corporation, Gurgaon.
8. All Executive Engineers, Municipal Corporation, Gurgaon.
9. Accounts Officer (Estt.), Municipal Corporation, Gurgaon.
10. Senior Fire Station Officer, Municipal Corporation, Gurgaon
11. All Zonal Taxation Officer, Municipal Corporation, Gurgaon.
12. City Project Officer, Municipal Corporation, Gurgaon.
13. Tehsildar, Municipal Corporation, Gurgaon.
14. Purchase Officer, Municipal Corporation, Gurgaon.
15. PRO, Municipal Corporation, Gurgaon.
16. P.A to Commissioner for information of Worthy CMC.
17. Incharge CFC, Municipal Corporation, Gurgaon.

-Sd/-

Joint Commissioner (HQ),
for Commissioner,
Municipal Corporation, GGN.