OFFICE MEMORANDUM

Sub: General guideline for standard procedure to be followed for issuance of Birth Certificate in Guwahati Municipal Corporation

The Guwahati Municipal Corporation has been emphasizing from time to time the need to strengthen the public service delivery and for increased interface with general public to promote responsive administration. In this regard, the Corporation has adopted standard procedures with time schedule relating to **issuance of Birth Certificates**.

Birth Certificate:- The record of birth with Municipal Corporation helps a citizen in different ways. With the help of birth certificate, one can easily get admission in School, Colleges and University. The birth certificate is an essential document to get one's name recorded in electoral roll, get a passport and can even claim the bank saving of a deceased person. Even to get a Ration Card birth certificate is an important document. In India it is mandatory under registration of Births and Deaths Act, 1969 to register every birth.

- (1) Eligibility Criteria: Birth Certificate is issued to a person whose parents are Indian Citizen and on submission of Birth Certificate from Nursing Home or Private Hospital.
- (2) **Procedure to obtain the service:-** The applicant shall submit the duly filled in application form No. 1 with a fee as notified by GMC to the following officer during office hours in any working day.

The Registrar of Births & Deaths

&

The Chief Health Officer, Guwahati Municipal Corporation, 3rd Floor, GMC Market, Fancy Bazar.

After receipt of the application an acknowledgment will be issued to the petitioner. Necessary verification will be carried out within 7 (seven) working days. Acceptance or Rejection of the petition will be informed to the petitioner within 15 (fifteen) working days after due approval of the competent authority.

- (3) Standard Application Forms: At Annexure-I
- (4) List of Documents required:-
- i) Information in the form of certificate from Nursing Home/Private Hospital, if born in Nursing Home / Private Hospital within 21 days in Form No. 1

- ii) Information to Registrar from source other than Nursing Home and Private Hospital within 21 days in form No. 1
- (5) Citizen's Charter:- At Annexure-A
- (6) Standard Certificate: As in schedule.

Sd/-Commissioner Guwahati Municipal Corporation Guwahati

Date: 7/3/2013

Memo No. GCS/ARPS/112/12/30 Copy to:

- 1. The Principal Secretary, Administrative Reforms & Training Department, for information.
- 2. The Commissioner & Secretary, GDD, Dispur for information.
- 3. The Administrator, GMC for information.
- 4. Office file.

OFFICE OF THE GUWAHATI MUNICIPAL CORPORATION

PANBAZAR :: GUWAHATI

OFFICE MEMORANDUM

Sub: General guideline for standard procedure to be followed for issuance of Delayed Birth Certificate in Guwahati Municipal Corporation

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The Guwahati Municipal Corporation has been emphasizing from time to time the need to strengthen the public service delivery and for increased interface with general public to promote responsive administration. In this regard, the Corporation has adopted standard procedures with time schedule relating to **issuance of delayed Birth Certificates.**

Delayed Birth Certificate:- The record of birth with Municipal Corporation helps a citizen in different ways. With the help of birth certificate, one can easily get admission in School, Colleges and University. The birth certificate is an essential document to get one's name recorded in electoral roll, get a passport and can even claim the bank saving of a deceased person. Even to get a Ration Card birth certificate is an important document. In India it is mandatory under registration of Births and Deaths Act, 1969 to register every birth.

- (1) Eligibility Criteria: Birth Certificate is issued to a person whose parents are Indian Citizen and on submission of Birth Certificate from Nursing Home or Private Hospital.
- (2) **Procedure to obtain the service:-** The applicant shall submit the duly filled in application form No. 1 with a fee as notified by GMC to the following officer during office hours in any working day.

The Registrar of Births & Deaths

&

The Chief Health Officer, Guwahati Municipal Corporation, 3rd Floor, GMC Market, Fancy Bazar.

After receipt of the application an acknowledgment will be issued to the petitioner. Necessary verification will be carried out within 7 (seven) working days. Acceptance or Rejection of the petition will be informed to the petitioner within 15 (fifteen) working days after due approval of the competent authority.

(3) Standard Application Forms: - At Annexure-II

(4) List of Documents required:-

- i) For registration of any birth after 21 days but within 30 days of its occurrence: on payment of late fee of Rupees Two.
- ii) For registration of any birth after 30 days but within one year of its occurrence :

Written permission from local revenue authority not below the rank of Circle officer, Late fee of Rupee Five and the production of an affidavit made before a notary public or any other officer authorized in this behalf by the State Government.

- iii) Any Birth which has not been registered within one year of its occurrence: Written order from Executive Magistrate not below the rank of Circle officer, late fee of Rupee Ten and the production of an affidavit made before a notary public or any other officer authorized in this behalf by the State Government.
- (5) Citizen's Charter:- At Annexure-B
- (6) Standard Certificate: As in schedule.

Sd/-Commissioner Guwahati Municipal Corporation Guwahati

Date: 7/3/2013

Memo No. GCS/ARPS/112/12/31 Copy to:

- 1. The Principal Secretary, Administrative Reforms & Training Department, for information.
- 2. The Commissioner & Secretary, GDD, Dispur for information.
- 3. The Administrator, GMC for information.
- 4. Office file.

OFFICE OF THE GUWAHATI MUNICIPAL CORPORATION

PANBAZAR :: GUWAHAT

OFFICE MEMORANDUM

Sub: General guideline for standard procedure to be followed for issuance of Death Certificate in Guwahati Municipal Corporation

The Guwahati Municipal Corporation has been emphasizing from time to time the need to strengthen the public service delivery and for increased interface with general public to promote responsive administration. In this regard the Corporation has adopted standard procedures with time schedule relating to **issuance of Death Certificates**

Death Certificate:- A Death Certificate is a document issued by the authority to the nearest relatives of the deceased stating the date, fact and cause of death. It is essential to register death to prove the time and date of death, to establish the fact of death, to use it as a legal instrument enabling settlement of property, inheritance, pension and to authorize the family to collect insurance and other benefits. In India it is mandatory under registration of Births and Deaths Act, 1969 to register every death.

- (1) Eligibility Criteria: Production of Death Certificate issued by Nursing Home / Private Hospital and burial certificate.
- (2) **Procedure to obtain the service:-** The applicant shall submit the duly filled in application form No. 2 with a fee as notified by GMC the following officer during office hour in any working day.

The Registrar of Births & Deaths

&

The Chief Health Officer, Guwahati Municipal Corporation, 3rd Floor, GMC Market, Fancy Bazar.

After receipt of the application an acknowledgement will be issued and verification will be carried out within a week and acceptance or rejection after due approval of the competent authority will be communicated to the petitioner within 15(fifteen) working days.

(3) Standard Application Forms: - At Annexure-III

(4) List of Documents required:-

- i) Information in the form of certificate from Nursing Home/Private Hospital, if expired in Nursing Home / Private Hospital within 21 days in Form No. 2, 4 & 4-A
- ii) Information to Registrar from sources other than Nursing Home and Private Hospital within 21 days in form No. 2, 4 & 4A
- (5) Citizen's Charter:- At Annexure-A.
- (6) Standard Certificate: As in schedule.

Sd/-Commissioner Guwahati Municipal Corporation Guwahati

Date: 7/3/2013

Memo No. GCS/ARPS/112/12/32

Copy to:

- 1. The Principal Secretary, Administrative Reforms & Training Department, for information.
- 2. The Commissioner & Secretary, GDD, Dispur for information.
- 3. The Administrator, GMC for information.
- 4. Office file.

Commissioner

Guwahati Municipal Corporation Guwahati

OFFICE OF THE GUWAHATI MUNICIPAL CORPORATION

PANBAZAR :: GUWAHATI

OFFICE MEMORANDUM

Sub: General guideline for standard procedure to be followed for issuance of Delayed Death Certificate in Guwahati Municipal Corporation

The Guwahati Municipal Corporation has been emphasizing from time to time the need to strengthen the public service delivery and for increased interface with general public to promote responsive administration. In this regard the Corporation has adopted standard procedures with time schedule relating to **issuance of Delayed Death Certificates**

Delayed Death Certificate:- A Death Certificate is a document issued by the authority to the nearest relatives of the deceased stating the date, fact and cause of death. It is essential to register death to prove the time and date of death, to establish the fact of death, to use it as a legal instrument enabling settlement of property, inheritance, pension and to authorize the family to collect insurance and other benefits. In India it is mandatory under registration of Births and Deaths Act, 1969 to register every death.

- (1) Eligibility Criteria: Production of Death Certificate issued by Nursing Home / Private Hospital and burial certificate.
- (2) **Procedure to obtain the service:-** The applicant shall submit the duly filled in application form No. 2 with a fee as notified by GMC the following officer during office hour in any working day.

The Registrar of Births & Deaths

&

The Chief Health Officer, Guwahati Municipal Corporation, 3rd Floor, GMC Market, Fancy Bazar.

After receipt of the application an acknowledgement will be issued and after due verification acceptance or rejection after due approval of the competent authority will be communicated to the petitioner within 15(fifteen) working days.

(3) Standard Application Forms: - At Annexure-IV

(4) List of Documents required:-

- i) For registration of any death after 21 days but within 30 days of its occurrence: on payment of late fee of Rupees Two.
- ii) For registration of any death after 30 days but within one year of its occurrence: Written permission from local revenue authority not below the rank of Circle officer, Late fee of Rupee Five and the production of an affidavit made before a notary public or any other officer authorized in this behalf by the State Government.

- iii) Any death which has not been registered within one year of its occurrence: Written order from Executive Magistrate not below the rank of Circle officer, late fee of Rupee Ten and the production of an affidavit made before a notary public or any other officer authorized in this behalf by the State Government.
- (5) Citizen's Charter:- At Annexure-A.
- (6) Standard Certificate: As in schedule.

Sd/-

Date: 7/3/2013

Commissioner Guwahati Municipal Corporation Guwahati

Memo No. GCS/ARPS/112/12/33 Copy to:

- 1. The Principal Secretary, Administrative Reforms & Training Department, for information.
- 2. The Commissioner & Secretary, GDD, Dispur for information.
- 3. The Administrator, GMC for information.
- 4. Office file.

OFFICE MEMORANDUM

Sub: General guideline for standard procedure to be followed for issuance of NOC for Building Permission upto Ground $+ 2^{nd}$ floor in Guwahati Municipal Corporation

The Guwahati Municipal Corporation has been emphasizing from time to time the need to strengthen the public service delivery and for increased interface with general public to promote responsive administration. In this regard the Corporation has adopted standard procedures with time schedule relating to **issuance of NOC for Building Permission upto Ground** $+ 2^{nd}$ **floor**

Building Permission upto G+2:- As per GMC Act, 1971 and its Building Bye laws, 2006 one as to take permission for construction of a new building, addition or alteration of an existing building. Re-erection of any building where structure has been pull down, burned or destroyed; any structural change and change of use of an existing building in conformity with zoning regulation for ensuring a plan development, promoting healthy urban environment, reducing congestion and preventing development of conflicting land use etc. Construction upto G+2 is not considered as high rise building and therefore not referred to Common Technical Committee.

- (1) Eligibility Criteria:- The applicant must have right, title and undisputed possession over the plot of land and the plan must be prepared by a registered technical person.
- (2) Procedure to obtain the service:- The applicant shall submit the duly filled in application form with requisite fees taking into consideration the area of construction to the following officer during office hour in any working day.

The Associate Planner Guwahati Municipal Corporation, Uzanbazar

After receipt of the format along with plan and other documents an acknowledgement will be issued to the petitioner and verification including side verification by concerned Zonal Engineer will be carried out within 15 (fifteen) days. Objection, if any, during a site inspection for scrutiny of documents will be duly informed to the applicant. Acceptance or rejection will be communicated after due approval of the competent authority within 30 (thirty) working days. However, if any legal dispute and objection regarding the land, zoning regulation, proposed use and construction crops up then disposal of the petition will not fall within the ambit of the time limit.

(3) Standard Application Forms: - At Annexure-V

(4) List of Documents required:-

- i) Three copies of site plan and building plan as required by Building Byelaws, GMC, and drawn by Registered Technical Personnel of the GMC.
- ii) Self attested photostat Copy of land document (Such as land deed, Mutation order or Patta).
- iii) Structural Certificate (as per Building Byelaws, 2006) issued by Technical Personnel/Group Agency Registered in GMC.
- iv) Service plan for building when the proposed building is above 12.00 m high.
- v) For boundary wall permission; an undertaking through affidavit will be required particularly for road side wall
- vi) Key plan of the location.
- vii) Soil Test Report (Geo-Technical Report) in case of building above 12.00 m high.
- viii) Trace Map
- ix) Receipt Copy of up-to-date property tax
- (5) Citizen's Charter:- At Annexure-A
- (6) Standard Certificate: As in schedule.

Sd/-

Commissioner Guwahati Municipal Corporation Guwahati

Date: 7/3/2013

Memo No. GCS/ARPS/112/12/34 Copy to:

- 1. The Principal Secretary, Administrative Reforms & Training Department, for information.
- 2. The Commissioner & Secretary, GDD, Dispur for information.
- 3. The Administrator, GMC for information.
- 4. Office file.

OFFICE MEMORANDUM

Sub: General guideline for standard procedure to be followed for issuance of **Holding** Certificate in Guwahati Municipal Corporation.

The Guwahati Municipal Corporation has been emphasizing from time to time the need to strengthen the public service delivery and for increased interface with general public to promote responsive administration. In this regard the Corporation has adopted standard procedures with time schedule relating to **issuance of Holding Certificate**

Holding Certificate:- Holding Certificate is issued to a person who owns and possess a property and who has documents such as land documents, sale deeds/record of inheritance in his name. Whenever such a owner of a property expires or transfers property by executing a registered sale deed a holding mutation is allowed in favour of the transferor. Tatkal services shall be provided on payment of specific fees.

- (1) Eligibility Criteria: The applicant must be the owner / buyer / inheritor of the property.
- (2) **Procedure to obtain the service:-**The applicant shall submit application on plain paper indicating the Zone, Ward No. Holding No., Road/Lane where the property is situated along with the requisite fees as notified by GMC to the following officer during office hour in any working day.
- 1) Deputy Commissioner, Central Zone, For Ward No. 23, 27 to 31 & 34
- 2) Deputy Commissioner, East Zone, For Ward No. 39 to 49 & 52
- 3) Deputy Commissioner, West Zone, For Ward No. 11 3 to 9, 11, 12, 14, 15, 18 to 21
- 4) Deputy Commissioner, South Zone, For Ward No. 31, 33, 35 to 38, 25, 26
- 5) Deputy Commissioner, Dispur Zone, For Ward No. 24, 50, 51, 53 to 60
- 6) Deputy Commissioner, Lakhra Zone, For Ward No. 2, 10, 13, 16, 17, 22

After receipt of the application an acknowledgment will be issued to the petitioner. After verification, objection or rejection shall be communicated within 15 (fifteen) working days.

(3) Standard Application Forms: - At Annexure- VI

(4) List of Documents required:-

- i) Self attested copy of Sale Deed, Revenue Mutation order, Jamabandi, Patta
- ii) Upto date Property Tax paid receipt
- iii) Death Certificate if property has devolved by succession from predecessor
- iv) NOC from the Seller
- v) Development Agreement with Landlord in case of Flat purchase
- (5) Citizen's Charter:- At Annexure-A
- (6) Standard Certificate: As in schedule.

Sd/-

Commissioner Guwahati Municipal Corporation Guwahati

Date: 7/3/2013

Memo No. GCS/ARPS/112/12/35 Copy to:

- 1. The Principal Secretary, Administrative Reforms & Training Department, for information.
- 2. The Commissioner & Secretary, GDD, Dispur for information.
- 3. The Administrator, GMC for information.
- 4. Office file.

OFFICE MEMORANDUM

Sub: General guideline for standard procedure to be followed for issuance of **Holding Mutation Certificate in** Guwahati Municipal Corporation.

The Guwahati Municipal Corporation has been emphasizing from time to time the need to strengthen the public service delivery and for increased interface with general public to promote responsive administration. In this regard the Corporation has adopted standard procedures with time schedule relating to **issue of Holding Mutation Certificate** which have been incorporated in the Citizens' Charter.

Holding Mutation:- Holding Certificate is issued to a person who owns and possess a property and who has documents such as land documents, sale deeds/record of inheritance in his name. Whenever such a owner of a property expires or transfers property by executing a registered sale deed a holding mutation is allowed in favour of the transferor.

- (1) Eligibility Criteria: The applicant must be the owner / buyer / inheritor of the property.
- (2) Procedure to obtain the service:-The applicant shall submit application on plain paper indicating the Zone, Ward No. Holding No., Road/Lane where the property is situated along with the requisite fees as notified by GMC to the following officer during office hour in any working day.
- 1) Deputy Commissioner, Central Zone, For Ward No. 23, 27 to 31 & 34
- 2) Deputy Commissioner, East Zone, For Ward No. 39 to 49 & 52
- 3) Deputy Commissioner, West Zone, For Ward No. 11 3 to 9, 11, 12, 14, 15, 18 to 21
- 4) Deputy Commissioner, South Zone, For Ward No. 31, 33, 35 to 38, 25, 26
- 5) Deputy Commissioner, Dispur Zone, For Ward No. 24, 50, 51, 53 to 60
- 6) Deputy Commissioner, Lakhra Zone, For Ward No. 2, 10, 13, 16, 17, 22

After receipt of the application an acknowledgement will be issued to the petitioner and the Deputy Commissioners will send the petitions to the Mutation Branch within two working days. After verification the petition will be placed before the Joint Commissioner by the branch within 7 (seven) working days and notice signed by him will be issued to all concerned within 12 (twelve) working days. Hearing will be completed within 20 working days. Mutation order of acceptance or rejection will be

passed within 30 (thirty) working days and communicated to the petitioner, if otherwise not contested with objection by opposite party. In case of legal dispute and objection/counter objection regarding the holding then disposal of such petition will not fall within the ambit of the time limit.

- (3) Standard Application Forms: At Annexure- VII
- (4) List of Documents required:-
- i) Self attested copy of Sale Deed, Revenue Mutation order, Jamabandi, Patta
- ii) Upto date Property Tax paid receipt
- iii) Death Certificate if property has devolved by succession from predecessor
- iv) NOC from the Seller
- v) Development Agreement with Landlord in case of Flat purchase
- (5) Citizen's Charter:- At Annexure-A
- (6) Standard Certificate: As in schedule.

Sd/-

Commissioner Guwahati Municipal Corporation Guwahati

Date: 7/3/2013

Memo No. GCS/ARPS/112/12/36 Copy to:

- 1. The Principal Secretary, Administrative Reforms & Training Department, for information.
- 2. The Commissioner & Secretary, GDD, Dispur for information.
- 3. The Administrator, GMC for information.
- 4. Office file.

OFFICE MEMORANDUM

Sub: General guideline for standard procedure to be followed for issuance of **certified copy of public documents in** Guwahati Municipal Corporation.

The Guwahati Municipal Corporation has been emphasizing from time to time the need to strengthen the public service delivery and for increased interface with general public to promote responsive administration. In this regard the Corporation has adopted standard procedures with time schedule relating to **issuance of certified copy of public documents**.

- **(F) Certified copy of Public Documents:-** Certified copy of documents like holding certificate, mutation certificate, assessment sheet or any other public document sought by citizens are issued from respective branches / zones of the Corporation.
- (1) Eligibility Criteria: No bar on eligibility.
- (2) **Procedure to obtain the service:-** The applicant shall submit application on plain paper with particulars of documents sought for specifying the Branch to which it is related with a fee as notified by GMC to the following officers during office hour in any working day. Tatkal service will be provided within 3 (three) days with a fees as notified by GMC.
- 1) Deputy Commissioner, Central Zone, For Ward No. 23, 27 to 31 & 34
- 2) Deputy Commissioner, East Zone, For Ward No. 39 to 49 & 52
- 3) Deputy Commissioner, West Zone, For Ward No. 11 3 to 9, 11, 12, 14, 15, 18 to 21
- 4) Deputy Commissioner, South Zone, For Ward No. 31, 33, 35 to 38, 25, 26
- 5) Deputy Commissioner, Dispur Zone, For Ward No. 24, 50, 51, 53 to 60
- 6) Deputy Commissioner, Lakhra Zone, For Ward No. 2, 10, 13, 16, 17, 22

On receipt of the application an acknowledgement will be given to the petitioner. After verification, objection or rejection will be communicated to the petitioner within 15 (fifteen) working days.

- (3) Standard Application Forms: At Annexure- VIII
- (4) List of Documents required: Does not arise.

- (5) Citizen's Charter:- At Annexure-A
- (6) Standard Certificate: Does not arise.

Sd/-

Commissioner Guwahati Municipal Corporation Guwahati

Date: 7/3/2013

Memo No. GCS/ARPS/112/12/37 Copy to:

- 1. The Principal Secretary, Administrative Reforms & Training Department, for information.
- 2. The Commissioner & Secretary, GDD, Dispur for information.
- 3. The Administrator, GMC for information.
- 4. Office file.

OFFICE MEMORANDUM

Sub: General guideline for standard procedure to be followed for issuance of **Trade Licence in** Guwahati Municipal Corporation

The Guwahati Municipal Corporation has been emphasizing from time to time the need to strengthen the public service delivery and for increased interface with general public to promote responsive administration. In this regard the Corporation has adopted standard procedures with time schedule relating to **issuance of Trade Licence**

Trade Licence:- Trade License is a license issued by Municipal Corporation which gives permission to carry on the particular trade or business for which it is issued. It does not grant ownership of property or permission for any other activities than for which it is issued. All eating establishments like hotels, restaurants, refreshments, sale of coffee and tea, lodging houses, bakeries, sweetmeat stall, sale of mutton, fish, chicken and provision stores, all trades which use power to run and to manufacture like Industries, Factories, Workshops, Flour Mill, Cyber Cafe and offensive and dangerous trades like charcoal depot, sale of fire wood, dry clean shops, sale of edible oil, storage of ammunitions, breweries, candles are different times of trades which require licence.

It is important for trade within the city to be regulated to ensure that the citizen is not adversely affected by health hazard and nuisance by improper carrying of a trade. The trade licence is a means to ensure that the manner in which the business is being carried is according to be relevant rules, standers and safety guidelines

- (1) Eligibility Criteria: Anyone who carries a trade or business.
- (2) Procedure to obtain the service:-The applicant shall submit the duly filled in application form with a fee as specified by GMC to the following officer during office hour in any working day.
- 1) Deputy Commissioner, Central Zone, For Ward No. 23, 27 to 31 & 34
- 2) Deputy Commissioner, East Zone, For Ward No. 39 to 49 & 52
- 3) Deputy Commissioner, West Zone, For Ward No. 11 3 to 9, 11, 12, 14, 15, 18 to 21
- 4) Deputy Commissioner, South Zone, For Ward No. 31, 33, 35 to 38, 25, 26
- 5) Deputy Commissioner, Dispur Zone, For Ward No. 24, 50, 51, 53 to 60
- 6) Deputy Commissioner, Lokhra Zone, For Ward No. 2, 10, 13, 16, 17, 22
- 7) Chief Health Officer / Veterinary Officer, Fancy Bazar for NOC for Restaurants, Hotels, Banquet Halls, Meat Shops etc.

After receipt of the application an acknowledgement will be given to the petitioner. Necessary verification will be carried out within 7 (seven) working days and objection or rejection after due approval of the competent authority will be communicated to the petitioner within 21 (twenty one) working days.

(3) Standard Application Forms: - At Annexure- IX

- (4) List of Documents required:-
- i) Registration Certificate / Deed of the land.
- ii) Rent agreement, if rented premises are used
- iii) Upto date Property Tax paid receipt
- iv) Building Permission
- v) Agreement with GWMCPL
- vi) Report of SP (SB)/ SP (Traffic) for trades as per Annexure-B
- (5) Citizen's Charter:- At Annexure-A
- (6) Standard Certificate: As in schedule.

Sd/-

Commissioner Guwahati Municipal Corporation Guwahati

Date: 7/3/2013

Memo No. GCS/ARPS/112/12/38 Copy to:

- 1. The Principal Secretary, Administrative Reforms & Training Department, for information
- 2. The Commissioner & Secretary, GDD, Dispur for information.
- 3. The Administrator, GMC for information.
- 4. Office file.