

SLA period of various Municipal Services

The following Municipal Services can be had by the citizens through Citizen Service Centres (PuraSeva centres) available in each of the ULB, MeeSevaCenters available under the jurisdiction of the respective ULBs, CDMA portal and ULB portals through ERP System:-

S.No.	Service Name	SLA Period
	I. Revenue Section	
	(a) Property Tax	
1.	New Assessment	15 days
2.	Addition / Alteration	15 days
3.	Revision Petition	30 days
4.	General Revision Petition	15 days
5.	Title Transfer – Full Transfer (Registration not done)	3 days
6.	Title Transfer – Registration Already Done	15 days
7.	Mutation / Title Transfer Fee	-
8.	Tax Exemption	15 days
9.	Tax Exemption (Cancellation of Exemption)	15 days
10.	Conversion of VLT to House Tax	15 days
11.	Sub Division (Bifurcation)	15 days
12.	Vacancy Remission	15 days
13.	Amalgamation	15 days
14.	Demolition	15 days
15.	Ownership Certificate	3 days
16.	Valuation Certificate	3 days
17.	Collection of Property tax	-
	(b) Land Tax	
18.	Vacant Land New Assessment	15 days
19.	Conversion of House Tax to Land Tax (VLT)	15 days
20.	Collection of Land Tax (VLT)	-
	II.Engineering Section	
	Water Taps & Charges	
21.	Sanction of New Tap Connection	15 days
22.	Sanction of Additional Tap Connection	15 days
23.	Execution of Tap after sanction	6 days
24.	Change of Usage	15 days
25.	Closure of connection	7 days
26.	Reconnection	15 days
27.	Collection of Water Charges	-
	III.Public Health Section	
	Trade License	
28.	New Trade (Provisional)	Across the counter/online
29.	Renewal of Trade (Provisional)	Across the counter/online
30.	New Trade (Permanent after post verification)	15 days
31.	Renewal of Trade (Permanent after post verification)	7 days

32.	Closure of Trade	7 days
33.	Collection of Trade License Fee.	-
34.	Marriage Registration	7 days
	IV.Town Planning Section	
	Advertisement Tax	
35.	New Advertisement	15 days
36.	Renewal of Advertisement	7 days
37.	Closure of Advertisement	7 days
38.	Collection of Advertisement Tax	-

SLA period for issue of Building Permissions/Layouts through DPMS System:-

Section	SI. No	Service Name	SLA Period
Town Planning	39	Issue of Building permissions	Across online (DPMS Site)
	40	Issue of Building permission (Post verification)	15 days
	41	Issue of Layout approvals	Across online (DPMS Site)
	42	Issue of tentative layout approval (Post verification)	17 days
	43	Issue of final layout approval (Post verification)	17 days

SLA period for Birth & Death registration and issue of Certificates at each level through CRSPortal:-

Section	SI. No	Service Name	SLA Period
Public Health (Vital Statistics)	44	I. Issuance of Birth Certificate	
	45	a) in case of digitization of records (already registered)	Across the Counter
	46	b) in case of other than (a) (to be registered)	5 days
	47	Child name inclusion in Birth Certificate	5 days
	48	Name correction in Birth Certificate	5 days
	49	Non-availability certificate for Birth Entry	5 days
	50	II.Issuance of death certificate	

	51	a) in case of digitization of records(already registered)	Across the Counter
	52	b) in case of other than (a)(to be registered)	5 days
	53	Name correction in Death Certificate	5 days
	54	Non-availability certificate for death entry	5 days

SLA period forOther services at each level which are delivering manually in the ULBs:-

Section	Sl. No.	Service Name	SLA Period
Revenue (or) Town Planning	55	Temporary Use of Parks/Community Halls/Play ground	5
Engineering	56	Road cutting permission for individuals	5
Public Health	57	Sanitation Certificate	5
Public Health	58	Registration of Pet Dogs	5
Town Planning	59	Occupancy Certificate	5
Town Planning	60	Certified copy of Building Permission	5
Town Planning	61	Land use certificate as per Master Plan	5
All Sections	62	Other Services if any , which are delivering manually	5