

Government of West Bengal  
Urban Development & Municipal Affairs Department  
Municipal Affairs Branch  
Poura Prasashan Bhawan  
DD – 1, Salt Lake, Kolkata - 700064

No. 440/MA/O/C-4/1M-31/2015 (Pt – 1)

Dated: 4<sup>th</sup> July, 2017

MEMORANDUM

**Subject: Roadmap to the on line services for water supply connection through e-district Portal under e-district Mission Mode Programme.**

The need of providing various civic services in municipal areas through the on-line mode, in view of implementation of 'Business Reforms Action Plan under Ease of Doing Business' for the purpose of easing business operation in the State was under active consideration of the State Government for some time and in view of above, State Government has decided to introduce **on line services for water supply connection** in municipal areas for this purpose. Accordingly it has been decided that all the applications for **water supply connection** in municipal areas will be submitted by the applicant online through *e-district* portal under e-district Mission Mode Programme (<https://edistrict.wb.gov.in>), administered by P&AR and e-Governance Department, Government of West Bengal.

For successful implementation of the initiative and in order to place a regulatory mechanism for this purpose, the guidelines for **on line services for water supply connection** which shall be followed by all the Urban Local Bodies in the State of West Bengal except Kolkata Municipal Corporation is detailed below:

**GUIDELINES**

**Step-1** : Intending applicant, willing for **water supply connection** shall apply in e-District portal (<https://edistrict.wb.gov.in>) along with the requisite supporting documents as per list available in the e-district portal as well as in the website of Municipal Affairs Department ([www.wbdma.gov.in](http://www.wbdma.gov.in)) and shall upload the same. Upon submission, the applicant and concerned Municipal Authority will get a notification through SMS and over e-mail.

**Step-2**: On receipt of the notification through SMS and over e-mail, the concerned Municipal Authority shall make a preliminary check within 2 days whether the application along with necessary supporting documents have been properly uploaded. All the supporting documents shall be checked conforming to the checklist.

**Step -3**: If every document is found satisfactory, then ULB shall fix up a date of Inspection, which shall not be later than 5 days from the date of receipt of all the documents. Intimation will reach to the applicant through SMS & over e-mail through e-district portal.

**Step-4**: After holding inspection in presence of officials of the concerned Department of the ULB and applicant; a report shall be uploaded with signature of all concerned Authority of the ULB within 48(forty eight) hours from the date of joint inspection in the e-district web portal and an intimation will be sent to the applicant through SMS and over e-mail along with intimation for making payment within 7(seven) days.

**Step-5**: ULB upon receipt of such payment shall within two days intimate the applicant the date for water connection at site, not beyond seven days from the date of receipt of payment. In case of any due regarding

payment the applicant shall be intimated through notification for payment of balance amount and upon after receipt of payment of the same, necessary sanction shall be issued.

**Step-6:** upon intimation about the date for water connection on site, the concerned department of the ULB shall execute the work within due date and after completion of the work the Concerned Authority shall issue the Completion Certificate of water connection to the applicant within one(1) day in prescribed Form.

If any of the scheduled date is a Government holiday then the immediate next working day will be the timeline for this purpose.

Urban Local Body in line with the notification issued by them already under RTPS Act, 2013 defining timeline and Designated Authority for providing water supply connection to the holdings/ premises in their respective jurisdiction, shall comply with for this purpose. For any breach in service delivery mechanism, applicant may approach Appellate Authority of Reviewing Authority, as the case may be, indicated in the RTPS Notification for this purpose

A process map and procedure and checklist for this purpose have also been uploaded in the departmental website at [www.wbdma.gov.in](http://www.wbdma.gov.in), for the citizens & particularly to the new and/ or existing entrepreneurs in the area and outside by the Municipal authority for their information.

This order is issued with the approval of appropriate authority.

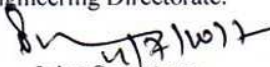
  
Joint Secretary

No. 440/1(150)/MA/O/C-4/1M-31/2015 (Pt - 1)

Dated: 4<sup>th</sup> July, 2017

**Copy forwarded for information and necessary action to, the:-**

- (1) Principal Secretary/Secretary, \_\_\_\_\_ Department, Govt. of West Bengal.
- (2) Executive Director, WBIDC
- (3) Commissioner, \_\_\_\_\_ Municipal Corporation,  
P.O. \_\_\_\_\_, Dist. \_\_\_\_\_.
- (4) Chief Engineer, Municipal Engineering Directorate.
- (5) Executive Officer, Nabadiganta Industrial Township Authority.
- (6) Executive Officer, \_\_\_\_\_ Municipality / Notified Area Authority,  
P.O. \_\_\_\_\_, Dist. \_\_\_\_\_.
- (7) P.S to MIC, UD & MA Department, Govt. of West Bengal.
- (8) Superintending Engineer (Planning), South Circle, Municipal Engineering Directorate.

  
Joint Secretary