

HARYANA GOVERNMENT
ADMINISTRATIVE REFORMS DEPARTMENT

Notification

The 7th May, 2015

No.7/31/2014-3AR.— In supersession of the letter of even No. 7/8/2011-3AR, dated the 7th June, 2011 and dated 1st December, 2011 and in exercise of the powers conferred under Section 3 of the Haryana Right to Service Act, 2014, (4 of 2014), the Governor of Haryana, on the recommendations made by the Commission hereby notifies the following services, the time frame within which these are to be provided to citizens, Designated Officer, First Grievances Redressal Authority and Second Grievances Redressal Authority as per the schedule given below:—

Sr.No.	Name of Service	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
1	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	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	(i) Certified Copies of Birth/Death Certificate	7 days for current year and 15 days for previous years for already registered	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	7 days for current year and 15 days for previous years	Local Registrar (Birth & Death) of the Concerned Municipal Corporation	Executive Officer of the Concerned Municipal Corporation	Deputy Commissioner of the Concerned District
4	(i) Sanction of all building Plans (other than Residential) (All Improvement trusts)	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/Committees 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 all building Plans /revised building plan (Residential) (All Improvement trusts)	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

Sr.No.	Name of Service	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
5	Issuance of Completion/Occupation Certificate for building (All Categories) (All Improvement Trust)	21 days	Secretary/ Superintendent of Concerned Improvement Trust	Sub Divisional Magistrate of the concerned Sub Division	Deputy Commissioner of Concerned District
6	Issue of No objection Certificate/duplicate allotment/ reallocation letter (All Improvement Trust)	21 days	Secretary/Superintendent of Concerned Improvement Trust	Sub Divisional Magistrate of the concerned Sub Division	Deputy Commissioner of Concerned District
7	Issue of Conveyance deed (All Improvement Trust)	15 days	Secretary/Superintendent of Concerned Improvement Trust	Sub Divisional Magistrate of the concerned Sub Division	Deputy Commissioner of Concerned District
8	Issue of No due Certificate (All Improvement Trust)	7 days	Secretary/Superintendent of Concerned Improvement Trust	Sub Divisional Magistrate of the concerned Sub Division	Deputy Commissioner of Concerned District
9	Transfer of property in case of sale (All Improvement Trust)	15 days	Secretary/Superintendent of Concerned Improvement Trust	Sub Divisional Magistrate of the concerned Sub Division	Deputy Commissioner of Concerned District
10	Transfer of property in case of death (All Improvement Trust)	45 days	Secretary/Superintendent of Concerned Improvement Trust	Sub Divisional Magistrate of the concerned Sub Division	Deputy Commissioner of Concerned District
11	Issue of permission for mortgage	7 days	Secretary/Superintendent of Concerned Improvement Trust	Sub Divisional Magistrate of the concerned Sub Division	Deputy Commissioner of Concerned District
12	(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/Committees 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 all building plans/revised building plans (other than Residential) All Municipal i.e. Municipalities 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	Water Supply & Sewerage Connection (Applicable in Municipal Corporation, Gurgaon & Faridabad only)	7 days	Assistant Engineer in Concerned Municipal Corporation	Executive engineer in concerned Municipal Corporation	Superintending Engineer/Chief Engineer in concerned Municipal Corporation

Sr.No.	Name of Service	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
14	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	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	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	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	Replacement of street lights	10 days subject to availability of material in stores	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	Water leakages/ sewerage blocked/over flow (In case of Municipal Corporation, Gurgaon and Faridabad)	2 days	Assistant Engineer in Corporation Cities in Municipal Corporation Faridabad or Gurgaon concerned	Executive Engineer in case of Municipal Corporation Faridabad and Gurgaon	Superintending Engineer/ Chief Engineer in case of Municipal Corporation Faridabad and Gurgaon

Sr.No.	Name of Service	Given time limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
20	(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.	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 the receipt of complete documents	Chief Town Planner/ Urban Local Bodies	Director, Urban Local Bodies Department	Principal Secretary to Govt. 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 the receipt of complete documents	Chief Town Planner/ Urban Local Bodies	Director, Urban Local Bodies Department	Principal Secretary to Govt. 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 Govt. 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 Govt. Haryana
21	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

D.S.DHESI

Chief Secretary to Government Haryana