

Government of West Bengal
Department of Urban Development and Municipal Affairs
Nagarayan, DF-8, Sector-I, Salt Lake, Kolkata -700064

No. 20-IT & eGov/UDMA/E 105183

Dated, Kolkata, the 4th February, 2025

NOTIFICATION

WHEREAS, Department for Promotion of Industry and Internal Trade (DPIIT), Government of India, in Business Reform Action Plan 2024 under 'Ease of Doing Business' has mandated introduction of a dispute redressal mechanism in the Building Regulation / code which will act as a platform for an aggrieved applicant to challenge and dispute decisions taken by local authorities for satisfactory resolution, to improve investor and buyer confidence.

AND WHEREAS, since, for implementation of the above-mentioned reform, it is required that designated officials be nominated to examine the grievances of the applicants in respect of challenges raised in dispute of decisions taken by local authorities, in the Building Regulation / code, carry out inspection and analyze the veracity of the dispute raised by the applicant, compile a report based on the inspection and analysis and report to the concerned Urban Local Body (ULB) within the stipulated timeline.

NOW THEREFORE, it is notified by the Department of Urban Development & Municipal Affairs, Government of West Bengal that the Designated Officer, the Appellate Officer and the Reviewing Officer to act under the above stated dispute redressal mechanism, for the purpose of time bound redressal of disputes raised by the applicants raised is as appended below:-

I. Municipal Corporations area:

Service	Designated officer & stipulated time limit	Appellate Officer & stipulated time limit	Reviewing Officer & stipulated time limit
Resolution of grievances of the applicants in respect of challenges raised in dispute of decisions taken by local authorities, in the Building Regulation / code.	Concerned Circle Superintendent Engineer of the Municipal Engineering Directorate (MED) 15 (fifteen) days from the date of receiving details from the applicants	Concerned Additional Chief Engineer of the Municipal Engineering Directorate (MED) 15 (fifteen) days from the date of appeal	Concerned Chief Engineer of the Municipal Engineering Directorate (MED) 15 (fifteen) days from the date of appeal

II. Municipalities / Notified Area Authorities area:

Service	Designated officer & stipulated time limit	Appellate Officer & stipulated time limit	Reviewing Officer & stipulated time limit
Resolution of grievances of the applicants in respect of challenges raised in dispute of decisions taken by local authorities, in the Building Regulation / code.	Concerned Divisional Executive Engineer of the Municipal Engineering Directorate (MED) 15 (fifteen) days from the date of receiving details from the applicants	Concerned Circle Superintendent Engineer of the Municipal Engineering Directorate (MED) 15 (fifteen) days from the date of appeal	Concerned Additional Chief Engineer of the Municipal Engineering Directorate (MED) 15 (fifteen) days from the date of appeal

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

This Order will take immediate effect.

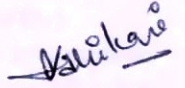
Sd/-

Principal Secretary
to the Govt. of West Bengal

No. 20/1(12)-IT & eGov/UDMA/E 105183**Dated, Kolkata, the 4th February, 2025**

Copy forwarded for information and necessary action to:

1. Mayor/ Chairman / Chairperson / Administrator Municipal Corporation/
Municipality/ NAA;
2. Municipal Commissioner / Commissioner Municipal Corporation;
3. Executive Officer Municipality/ NAA;
4. Chief Engineer, Municipal Engineering Directorate, North Zone;
5. Chief Engineer, Municipal Engineering Directorate, South Zone;
6. Additional Chief Engineer, Municipal Engineering Directorate, Zone;
7. Circle Superintendent Engineer, Municipal Engineering Directorate, Zone;
8. Divisional Executive Engineer, Municipal Engineering Directorate, Zone;
9. State EoDB Cell, MSME & T Department;
10. P.S. to the Hon'ble MIC, UD & MA Department;
11. Sr. P.S. to the Secretary, UD & MA Department;
12. SO (IT & e-Gov Cell), UD & MA Department with the request to upload this in the
Departmental website.

**Joint Secretary
to the Govt. of West Bengal**