

## Frequently Asked Questions

### **Income Certificate**

1. What are the eligibility criteria for availing Income Certificate?

Ans. Applicant should be a resident of West Bengal.

2. What all documents are required for applying an income certificate?

Ans. Following documents are required for applying an income certificate:

- **Residential Proof:** Residential Certificate issued by S.D.O/EPIC/ Passport/ Driving License/ Ration Card/Govt. Id card/ Defence ID Card/Pan Card
- **Income Proof:** Salary Certificate, Income Proof from Gram Pradhan/ Municipality Councilor, IT Return Certificate
- **Photograph**

3. How much a citizen has to pay for this service?

Ans. This service does not require any payment.

4. For how long this certificate holds valid?

Ans. Income certificate is valid for 3 months from the date of issuance.

### **Domicile Certificate**

1. What are the eligibility criteria for availing Domicile Certificate?

Ans. Applicant should be a resident of West Bengal.

2. What all documents are required for applying a Domicile certificate?

Ans. Following documents are required for applying a domicile certificate:

- **Residential Proof:** Documentary Evidence of Rented House (Photocopy of Land Deed/Khatiyani/Rent Receipt Copy)/Documentary Evidence of Residential Land, Residential Certificate issued by S.D.O.
- **Identity Proof:** Defense ID Card/Pan Card/Govt. ID Card/Passport/Driving License/Electors Photo Identity Card (EPIC)/Ration Card, Photocopy of Gorkha certificate issued from D.G.H.C, Certificate by Gram Panchayat Pradhan/Certificate from MLA/Certificate from MP, Attested photocopy of call letter issued from Army/BSF/CRPF/CISF/SSB/ITBP/EFR.
- **Birth Proof:** Admit Card for Secondary Examination/Photocopy of Birth Certificate
- **Photograph:** One Attested Passport Colored Photograph

3. How much a citizen has to pay for this service?

Ans. This service does not require any payment.

## **Registration of Shops and Establishments**

1. What are the eligibility criteria for applying Registration of shops and establishment service?

Ans. Applicant should have a valid trade license.

2. What all supporting documents are required for the applying Registration of Shops and Establishments service?

Ans. Following documents are required for Registration of Shops and Establishments service:

1. Valid Trade License
2. If a partnership company then partnership deed
3. If a limited or private limited company then Memorandum of Association
4. List of Directors/ Partners
5. In case of Non-Banking Financial Institution- RBI Authorisation
6. In case of Insurance agency- IRDA Authorisation
7. Form-X (Appointment Letter)
8. Any Other documents to substantiate the correctness of the particulars
9. FIR Document regarding loss / Defaced original Registration Certificate ( For Duplicate Certificate Application )

3. How much a citizen has to pay for this service?

Ans. Charges are applicable as per the following criteria:

- Shop having no employee : Rs. 25.00
- Shop having one to five employees : Rs. 30.00
- Shop having six to twenty employees : Rs. 40.00
- Shop having more than twenty employees : Rs. 100.00
  
- Establishment of any class having no employee : Rs. 25.00
- Establishment of any class having one to five employees : Rs. 30.00
- Establishment of any class having six to twenty employees : Rs. 50.00
- Establishment of any class having more than twenty employees : Rs. 250.00

## **Building and Other Construction Workers Beneficiary Registration**

1. What are the eligibility criteria for applying building and other construction workers beneficiary registration service?

Ans. Applicant should meet following criteria for applying this service:

- The applicant must be a building or other construction worker engaged in construction work not less than 90 days in preceding 1 year.
- The age of the applicant must be above 18 years and less than 60 years

2. What all supporting documents are required for building and other construction workers beneficiary registration service?

Ans. Following documents are required for this service:

- **Age proof** – Attested copy of Birth Certificate from Hospital / Nursing Home / Municipality / Panchayat / School Leaving Certificate / Horoscope / Voter Identity Card / Ration Card / Driving License etc.
- **Certificate** from Employer / MP / MLA/ Shabhadhipati, Zilla Parishad/ President of Shiliguri Mahakuma Parishad / Municipal Corporation Mayor / Chairman of Boro Committee / Panchayat Samity Pradhan / Municipality Chairman or Vice Chairman / Gram Panchayat Pradhan / Minimum Wage observer / Agricultural minimal wages observer / Councilor of Darjeeling Gorkha Hill Council / President or Secretary of the Registered Trade Union to which the applicant belongs.
- **Photograph** – 1 copy for scanning.

3. How much a citizen has to pay for this service?

Ans. Following charges are applicable for the service:

- One Time registration Fee: INR 20
- Subscription Fee: INR 30

## **Transport Workers Beneficiary Registration**

1. What are the eligibility criteria for applying transport workers beneficiary registration service?

Ans. Applicant should meet following criteria for applying this service:

- The applicant must be a Transport Worker.
- The age of the applicant must be above 18 years and less than 60 years.

2. What all supporting documents are required for transport workers beneficiary registration service?

Ans. Following documents are required for this service:

1. Age proof – Attested copy of Birth Certificate from Hospital / Nursing Home / Municipality / Panchayat / School Leaving Certificate / Voter Identity Card / Ration Card / Driving Licence etc.
2. Certificate from Employer / MP / MLA/ Shabhadhipati, Zila Parishad of the concerned district/ Commissioner / Councilor of concerned Municipality or concerned Corporation / Member of concerned Zila Parishad or concerned Panchayat Samity / Concerned Gram Panchayat Pradhan / Officer of State Government not below the rank of Inspector / President or Secretary of the Registered Trade Union to which the applicant belongs.
3. Photograph – 1 copy for scanning.
4. Photograph – 1 copy for each dependent member (optional).

3. How much a citizen has to pay for this service?

Ans. Following charges are applicable for the service:

- Registration Fees INR 30.

## **Registration of Societies**

1. What are the eligibility criteria for applying registration of societies?

Ans. Applicant should be a resident of India.

2. What all supporting documents are required for registration of societies?

Ans. Following documents are required for this service:

- Photo Identity Proof for 1st Governing Body Members (all)
  - Ownership Proof for Private cases
  - NOC from the Premises owner or from appropriate Authority – Mandatory for Govt. Premises
3. How much a citizen has to pay for this service?

Ans. Following charges are applicable for the service:

- Registration Fees INR 150.

## **Building and Other Construction Workers Subscription Collection**

1. What are the eligibility criteria for applying building and other construction workers subscription collection?

Ans. The applicant must have a valid Registration no.

2. What all supporting documents are required for applying building and other construction workers subscription collection?

Ans. No supporting document is required for this service.

3. How much a citizen has to pay for this service?

Ans. Following charges are applicable for the service:

- Subscription Fees INR 30.

## **Renewal of Registration of Shops and Establishments**

1. What are the eligibility criteria for applying renewal of registration of shops and establishments?

Ans. The applicant must have a valid Registration no.

2. What all supporting documents are required for applying renewal of registration of shops and establishments?

Ans. Following documents are required for this service:

- Original Registration Certificate
- Valid Trade License
- Employee Declaration
- Any Other documents to substantiate the correctness of the particulars

3. How much a citizen has to pay for this service?

Ans. Charges are applicable as per the following criteria:

- Shop having no employee : Rs. 25.00
- Shop having one to five employees : Rs. 30.00
- Shop having six to twenty employees : Rs. 40.00
- Shop having more than twenty employees : Rs. 100.00
  
- Establishment of any class having no employee : Rs. 25.00
- Establishment of any class having one to five employees : Rs. 30.00
- Establishment of any class having six to twenty employees : Rs. 50.00
- Establishment of any class having more than twenty employees : Rs. 250.00

### **Amendment of Memorandum and Regulations**

1. What are the eligibility criteria for applying Amendment of Memorandum and Regulations?

Ans. The Applicant should be a resident of West Bengal.

2. What all supporting documents are required for applying Amendment of Memorandum and Regulations?

Ans. Following documents are required for this service:

- For permission letter for amendment of memorandum:
  1. Self-attested photocopy of the latest annual return money receipt
  2. Form V
  
- For confirmation letter for amendment of memorandum / regulations:
  1. Self-attested photocopy of the latest annual return money receipt
  2. Self-attested photocopy of the minutes of the meeting of AGM
  3. Completed Form VI

3. How much a citizen has to pay for this service?

Ans. Following charges are applicable for the service:

- Government Fees: Rs.50 /-

## **Annual filing of returns**

1. What are the eligibility criteria for applying Annual filing of returns?

Ans. The Applicant should be a resident of West Bengal.

2. What all supporting documents are required for annual filing of returns?

Ans. Following documents are required for this service:

- Audited accounts duly signed by the President & Secretary of the society (for the concerned financial year) by a certified Chartered Accountant mentioning his/her membership no.
- Annual Report (for the concerned financial year) of the Society
- List of the names, addresses, occupations and Signature of the members of the governing body or executive committee (for the next financial year)
- Completed Form VI

3. How much a citizen has to pay for this service?

Ans. Following charges are applicable for the service:

Government Fees: Rs.25 and Penalty (if any)

## **Notice of Change in Registration of Shops and Establishments**

1. What are the eligibility criteria for applying Notice of Change in Registration of Shops and Establishments?

Ans. Applicant should be a Valid Registration holder of Shops and Establishments.

2. What all supporting documents are required for applying this service?

Ans. Following documents are required for this service:

- Valid Registration Certificate
- Valid Trade License
- If a partnership company then partnership deed
- If a limited or private limited company then Memorandum of Association
- List of Directors/ Partners
- In case of Non-Banking Financial Institution- RBI Authorisation
- In case of Insurance agency- IRDA Authorisation
- Form-X(Appointment Letter)
- Full and Final Settlement copy of the employees
- Any Other documents to substantiate the correctness of the particulars

3. How much a citizen has to pay for this service?

Ans. Following charges are applicable for the service:

- Shop having no employee : Rs. 10.00
- Shop having one to five employees : Rs. 20.00

- Shop having six to twenty employees : Rs. 25.00
- Shop having more than twenty employees : Rs. 50.00
- Establishment of any class having no employee : Rs. 10.00
- Establishment of any class having one to five employees : Rs. 20.00
- Establishment of any class having six to twenty employees : Rs. 25.00
- Establishment of any class having more than twenty employees : Rs. 50.00

### **Certified Copy of RoR**

1. What are the eligibility criteria for applying certified copy of deed?

Ans. Applicant should have the valid Mouza No. and RoR No.

2. What all supporting documents are required for applying this service?

Ans. Following document is required for this service:

- Tax receipt of the requested RoR

3. How much a citizen has to pay for this service?

Ans. Following charges are applicable for the service:

➤ For RoR:

- Rs. 10/- for application fees
- Rs. 10/- for authentication fees
- Rs. 10/- for every extra page of RoR

➤ For Map:

- Rs. 10/- for application fees
- Rs. 10/- for authentication fees
- Rs. 10/- for every extra page of Map

### **Issuance of Plot Information**

1. What are the eligibility criteria for applying certified copy of Plot?

Ans. Applicant should have the valid Mouza No. and Plot No.

2. What all supporting documents are required for applying Issuance of Plot information service?

Ans. Following document is required for this service:

- Tax receipt of the requested Plot

3. How much a citizen has to pay for this service?

Ans. Following charges are applicable for the service:

- For Plot Information:
  - Rs. 10/- for application fees
  - Rs. 10/- for authentication fees
- For Map (If opted):
  - Rs. 10/- for application fees
  - Rs. 10/- for authentication fees

### **Certified copy of Deed**

1. What are the eligibility criteria for applying certified copy of Deed?

Ans. Applicant should have the valid Deed No.

2. What all supporting documents are required for applying Issuance of certified copy of Deed?

Ans. No document is required for this service.

3. How much a citizen has to pay for this service?

Ans. As applicable based in the no. of pages of copy of Deed generated by the departmental application. The fee details are like below:

- Searching fee – Rs. 2/-
- Estimation fee – Rs. 2/-
- Urgent fee – Rs. 4/- (optional)
- Copying fee – No. of page of the deed \* Rs. 7.50/-

### **Building and Other Construction and Transport Workers Benefit Disbursement**

1. What are the eligibility criteria for availing Building and Other Construction and Transport Workers Benefit Disbursement?

Ans. Applicant should have the valid Registration No.

2. What all supporting documents are required for availing Building and Other Construction and Transport Workers Benefit Disbursement?

Ans. Following document is required for this service:

- i. Accounts Statement with Registration Details for all application
- ii. The Money Accrued in Beneficiary account
  - Death Certificate, in case of death of Registered Worker.
- iii. Purchase of spectacles



- Cash memo/Voucher/Receipt of Spectacles in Original
- Doctor's Prescription
- iv. Purchase of Instruments
  - Cash memo / Voucher/Receipt in Original
- v. Pension of Husband / Wife
  - Death Certificate of Registered Pensioned worker
- vi. Purchase of Cycle
  - Original Estimate from Registered Dealer
- vii. Physical Disability
  - Doctor's Certificate for Disability Proof
  - Photograph of beneficiary showing the wounded part
- viii. Funeral Expenses
  - Death Certificate of Registered Worker
  - Burial or Cremation Certificate from Panchayat /Municipality
- ix. Maternity Cases
  - Medical Proof, Doctor's Certificate
  - Discharge Certificate
- x. Educational Assistance for Children / Self
  - Proof of student (Certificate given by Headmaster/Principal of the Institution)
  - Copy of Mark-sheet / Result of the last examination passed.
- xi. Accident Cases
  - Discharge Certificate
- xii. Medical Cases
  - Medical Proof, Doctor's Certificate
  - Discharge Certificate
  - Original Bill/Voucher
- xiii. Death Cases

- Death Certificate
  - Doctor Certificate to show Cause of Death in case of natural death
  - Post Mortem report and copy of FIR in case of Accidental death
- xiv. Marriage Assistance
- Marriage Certificate given by Registrar/Municipality / Panchayat
- xv. Eye Checkup for Drivers
- Doctor's Prescription
  - Driving License
- xvi. Any Other Document

3. How much a citizen has to pay for this service?

Ans. Not Applicable

### **Issuance of Fire Arm License**

1. What are the eligibility criteria for issuance of fire arm license?

Ans.

- Applicant should have minimum age of 21 years.
- Applicant should be resident of West Bengal.

2. What all supporting documents are required for issuance of fire arm license?

Ans. Following document is required for this service:

- i. Identity proof (EPIC/Passport/PAN card/Driving License/Ration card/Govt. ID card/Defence ID card)
- ii. Age Proof (EPIC/ Passport/PAN card/Driving License/Ration card/Admit card of matriculation exam/Birth Certificate)
- iii. Residential Certificate issued by SDO
- iv. One colored passport sized photograph
- v. Army Service Certificate (In case of army personnel)
- vi. Income tax proof for civilians
- vii. Medical Fitness Certificate

viii. NOC from DFO (if there is a forest within 10kms)

ix. Certificate from BDO that there is no forest within 10kms

3. How much a citizen has to pay for this service?

Ans. Following charges are applicable for the service:

- Revolver and Pistol - Rs.250/- per year
- Gun License - Rs.100/- per year