

**GOVERNMENT OF WEST BENGAL**  
**Department of Urban Development & Municipal Affairs**  
**"Nagarayan", DF-8, Sector-I, Salt Lake, Kolkata: 700 064**

No. 634/MA/O/C-4/1M-31/2015 (Pt-V)

Date: 23<sup>rd</sup> August, 2023

**MEMORANDUM**

Various services in Urban areas are being provided through online mode in the context of the project of "Ease of Doing Business" (EoDB) and adding more online service has been under active consideration of the State Govt. for sometime past and in view of the requirements of EoDB, the State Govt. has decided to introduce the online service of "**Name change in Water Connection**" as soon as the property is registered. Through the system of 'auto-triggering' data will be received from the "e-Nathikaran portal" of Finance Department to the "Online Building Plan Approval System" of this Department. It has been decided that for all activities of the change of name in the Water Connection shall be done through online mode only.

For successful implementation of this initiative and in order to place regulatory mechanism for the purpose, the following mandate shall be followed by the Urban Local Bodies while effecting the change of name in the Water Connection system.

1. The name change in Water Connection will be done through accepting the trigger from "e-Nathikaran" online.
2. On receipt of the data from "e-Nathikaran portal", a message will be auto-generated from our online system and will be auto sent to the concerned citizen requesting him / her to submit necessary application online.
3. Concerned Urban Local Body shall make necessary changes in their database of Water Connection and shall issue e-intimation to the concerned citizen about such change of name.
4. Online verification of the genuineness of the change name in the Water Connection system by any 3rd party.
5. The concerned Urban Local Body shall provide the aforesaid online service to the concerned citizen from the date of submission of the application completed in all respect **within 15 days** observing necessary formalities.

**This shall take immediate effect.**

Sd/-

**Additional Secretary**

No. 634/1(10) /MA/O/C-4/1M-31/2015(Pt-V)

Date: 23<sup>rd</sup> August, 2023

Copy forwarded for information and necessary action to :

1. Mayor, .....Municipal Corporation.
2. Chairman / Chairperson / Board of Administrator..... Municipality / NAA.
3. Principal Secretary, MSME&T Department, Govt. of West Bengal.
4. Commissioner..... Municipal Corporation.
5. Special Secretary, UD & MA Department.
6. Chief Engineer, MED.
7. Executive Officer.....Municipality.
8. State EoDB Team, MSME&T Department, Govt. of West Bengal.
9. S.O., IT & eGov Cell, UD & MA Department – with the request to upload the same in official website.
10. P.S to Principal Secretary, UD & MA Department.

  
**Additional Secretary**