Citizen's Charter of Health Department

Name of the Depart-ment	Service to the citizens including employees and Ex-employees	Total fees payable (as applicable)	Duration Present	Duration reduced (suggested)	Documents to be submitted with application	(Suggested) Further suggest the number of paper formalities which can be done away with	On-line application and E-mail address- to whom the application to be submitted	Contact person for inquiries with telephone number/Contact person for complaints and suggestions with telephone number
Health	1. Birth Certificate 2. Death Certificate 3. Burning Ghats 4. Burial Grounds 5. Mortuary 6. Slaughter House 7. Public Safety (Stray Dog) 8. Ambulance 9. Food Safety	1) For first copy of Birth Certificate within a period of one Year from the date of birth Free of cost 2) Additional copies of birth certificates Rs. 100/- each copy 3) For first 2 copies of Death certificates issued from Crematorium or Burial Ground Free of cost 4) Additional copies of Death certificates Rs. 100/- each copyAdditional copies of Death	Birth : If records are available on the same day Death : 1) at the place of disposal on the spot 2) If records are available on the same day		**Birth/Death Registration** **I. IMPORTANT GENERAL INFORMATION** 1) Birth or Death certificates can be obtained only if the event of birth or death is registered with the KMC. 2) Under the existing rules any event of the birth or death is to be compulsorily registered within 1 year of its occurrence. 3) Delayed registration beyond one year of occurrence of birth or death can only be done on the basis of orders of Executive/1st Class Magistrate of the KMC area. 4) Births or deaths occurring in places within the area under KMC jurisdiction can only be registered by the KMC. 5) The entire KMC area is divided into 16 boroughs for administration and the office of the Executive Health Officer of each borough is the Registration Unit for all births occurring within the respective Borough area. **II. PROCEDURE TO OBTAIN BIRTH CERTIFICATES** **A. For Birth events occurring in Private Hospitals/Nursing Homes in Kolkata** 1) Birth certificates can be obtained from the concerned office of the Borough Ex. Health Officer usually after 6 weeks from the date of		1. Head Quarters - CMHO Email : cmho@kmcgov.in 2. Borough Level - Executive Health Officers Email : eho_bri@kmcgov.in eho_brii@kmcgov.in eho_briii@kmcgov.in eho_briv@kmcgov.in eho_brv@kmcgov.in eho_brvi@kmcgov.in eho_brvii@kmcgov.in eho_brviii@kmcgov.in eho_brix@kmcgov.in eho_brx@kmcgov.in eho_brxi@kmcgov.in eho_brxii@kmcgov.in eho_brxiii@kmcgov.in eho_brxiv@kmcgov.in eho_brxv@kmcgov.in eho_brxvi@kmcgov.in	CMHO: 2286-1238, Extn. 2503 Dy CMHO - I & OSD : 2286-1240, Extn : 2816 Dy CMHO - II to Dy CMHO - V : 2286-1238, Extn : 2930, 2216 & 2215 S.O. (H.P.): 2286-1238, Extn : 2215 Nodal Officer (Health) : 2286-1238, Extn : 2214 Chief Vector Control Officer : 2286-0050 D O (F. S. S. A. I) : Extn : 2657 BEHO - I : 2546-0846 BEHO - II : 2555-9143 BEHO - III : 2364-8404 BEHO - IV : 2272-4560 BEHO - V : 2241-4802 BEHO - VI : 2286-1043 BEHO - VII : 2265-1020 BEHO- VIII : 2464-9518 BEHO - IX : 2479-1434 BEHO- X : 2422-6622 BEHO - XI : 2435-5968 BEHO - XII : 2418-1970 BEHO - XIII : 2447-1649 BEHO - XIV : 2468-1034 BEHO- XV : 2489-3997

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		certificates Rs. 100/- each copy 5) Non-Availability Certificate Rs. 500/- And others as per KMC Website and Rates, Taxes, Fees & Charges for the year 2015 - 2016. of KMC.			birth, subject to the condition that all birth events are reported in prescribed registration format by the private hospitals/nursing homes within 21 days from the date of occurrence to concerned borough Ex. Health Officer as a mandatory requirement. 2) Name of child can be inserted at the time of taking birth certificates by the parents or a relative authorised by the parents in writing. **B. For birth occurring in Govt. Hospitals in Kolkata** 1) Birth certificates can be obtained from the concerned Borough Health Office upto a period of 1 (one) year from the date of birth on production of medical certificate of birth issued by the hospital. 2) Name of child can be inserted at the time of taking birth certificate by the parents or a relative authorised by the parents in writing. **C. For Domiciliary birth events :** 1) Domiciliary events of birth shall be reported by the Head of family to the concerned Ward Health Unit for registration within a month but not later than 1 year along with production of medical certificate of birth issued by a Medical Practitionar/Midwife/Traditional Birth Attendant. Birth certificate can be obtained on the spot from the Ward Health Unit. 2) Birth certificates in respect of domiciliary events not reported within one year can be obtained on delayed registration on the basis			**BURNING GHATS** Keoratala Mahasamsan : 24666602 Cossipore Burning Ghat : 25583484 Garia Adi Mahasmasan: 24357317 Kashi Mitra Burning Ghat : 25542967 Nimtala Burning Ghat: 22691955 G.R. Unit (Birjunala Burning Ghat) : 24893997 Sirity Burning Ghat : 24032013 **BURIAL GROUNDS** Bagmari (Mohammedan) Burial Ground : 23206867 Gobra (Mohammedan) Burial Ground : 23280290 Muraripukur (Hindu) Burial Ground : 23592100 Solo-Ana(Mohammedan) Burial Ground : 24490142 Topisa Hindu Burial Ground : 23434312 **MORTUARY** : 23434312 **TANGRA SLAUGHTER HOUSE** : 23291547

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					of orders of First Class Magistrate of KMC area from the concerned borough Ex. Health Officer [up to 20 years] and KMC Main Office [beyond 20 years]. **III. PROCEDURE TO OBTAIN DEATH CERTIFICATES :** 1) In cases when dead bodies are brought to Crematorium or Burial Ground under KMC for disposal - Death events only in the KMC area are registered in the Crematorium or Burial Ground and death certificates are issued from there on the spot. 2) In cases when dead bodies, death events of which have taken place in KMC area are disposed of in place outside KMC area-Death events are registered in the KMC Main Office, Health Department at 5, S.N. Banerjee Road, Kolkata - 700 013 and death certificate can be obtained from there on the spot on production of copy of certificate of death issued by institution or physician and original cremation certificate. **IV. NON AVAILABILITY CERTIFICATE :** If an event of birth is found not registered, a Non-availability certificate can be obtained from KMC Main Office, Health Department at 5, S.N. Banerjee Road, Kolkata - 700 013 on production of supporting documents like Voter ID card, Educational Record, Ration Card etc.			**FOOD SAFETY** 2286-1000, **Extn** 2657 **AMBULANCE HEAD QUARTERS** 2219-7202 / 7201 **PUBLIC SAFETY (STRAY DOG)** 22520290

Sd/-
MMIC (Health) / KMC

Sd/-
C. M. H. O.