Government of West Bengal

USER MANUAL

For

Online Municipal Mutation with Assessment integrated with e-Nathikaran of Registration Department

in the Municipalities/Municipal Corporations

of

West Bengal

DEPARTMENT OF

URBAN DEVELOPMENT AND MUNICIPAL AFFAIRS

Government of West Bengal

Online system allows online application submission, document submission, payment and tracking of status & certificate downloading for Municipal Mutation (e-Mutation) and mandate that all applications are submitted online.

URL: wburbanservices.org

Online Single Window System : Municipal Mutation

User Manual Details:

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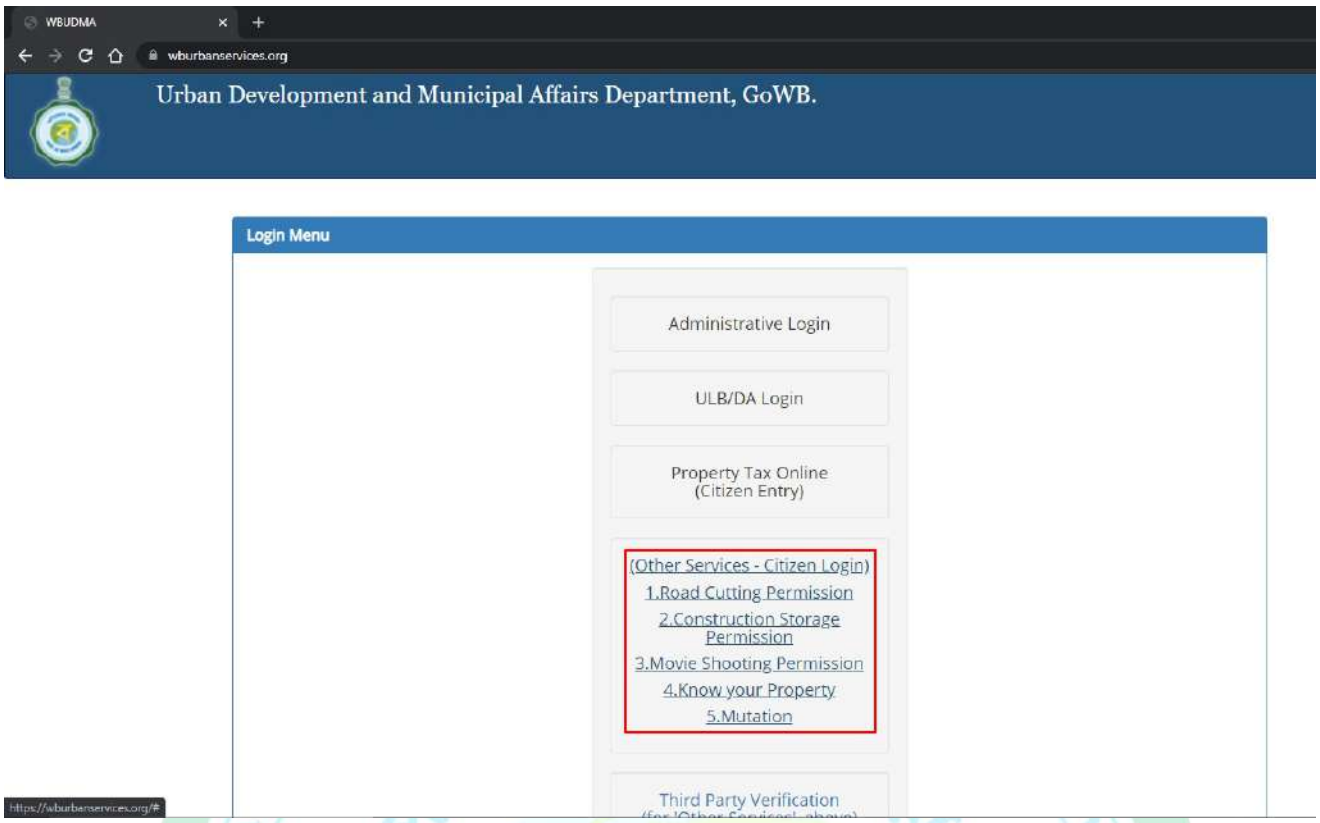
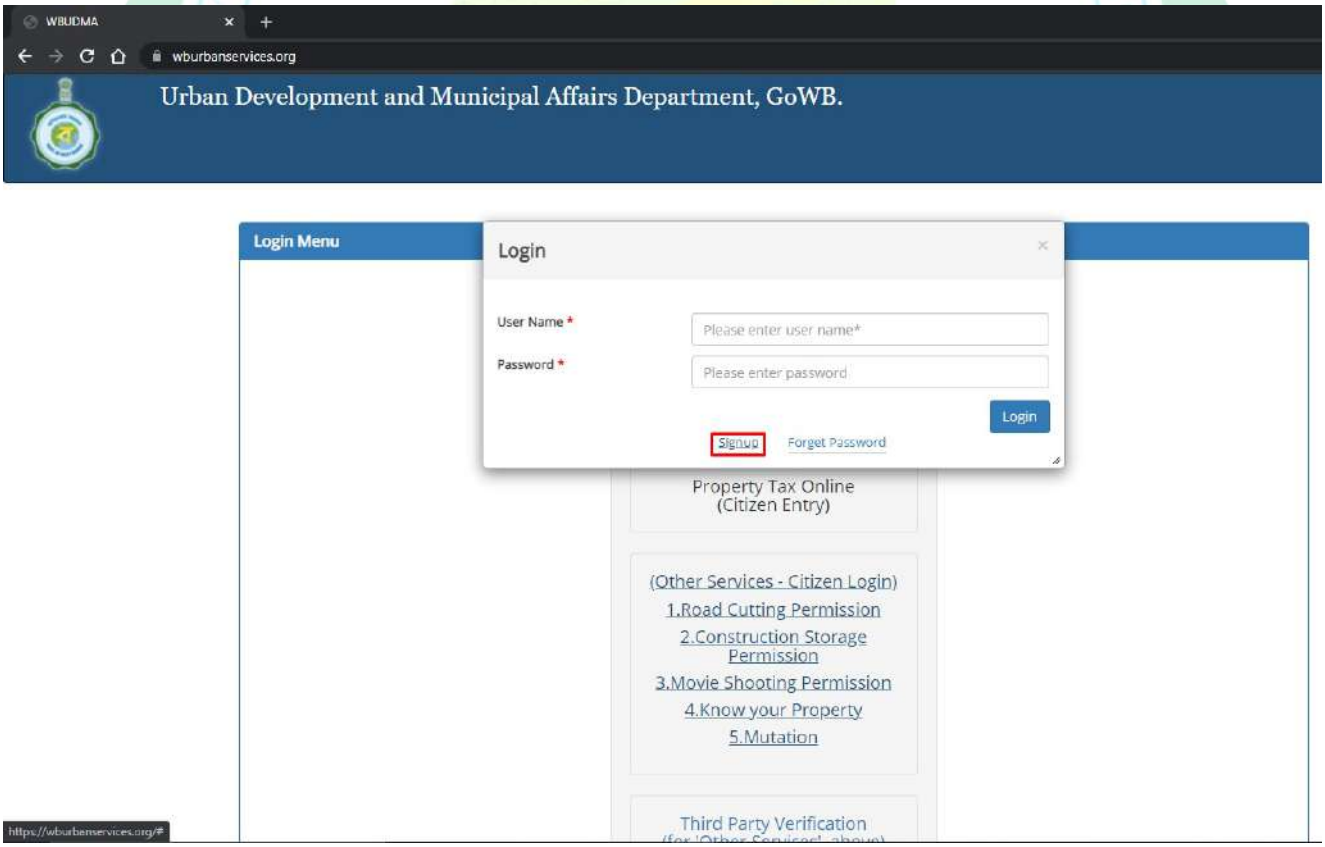
1. Login Details:

Applicant needs to visit the URL - wburbanservices.org , and click on the link tab "**Other Services – Citizen Login**"

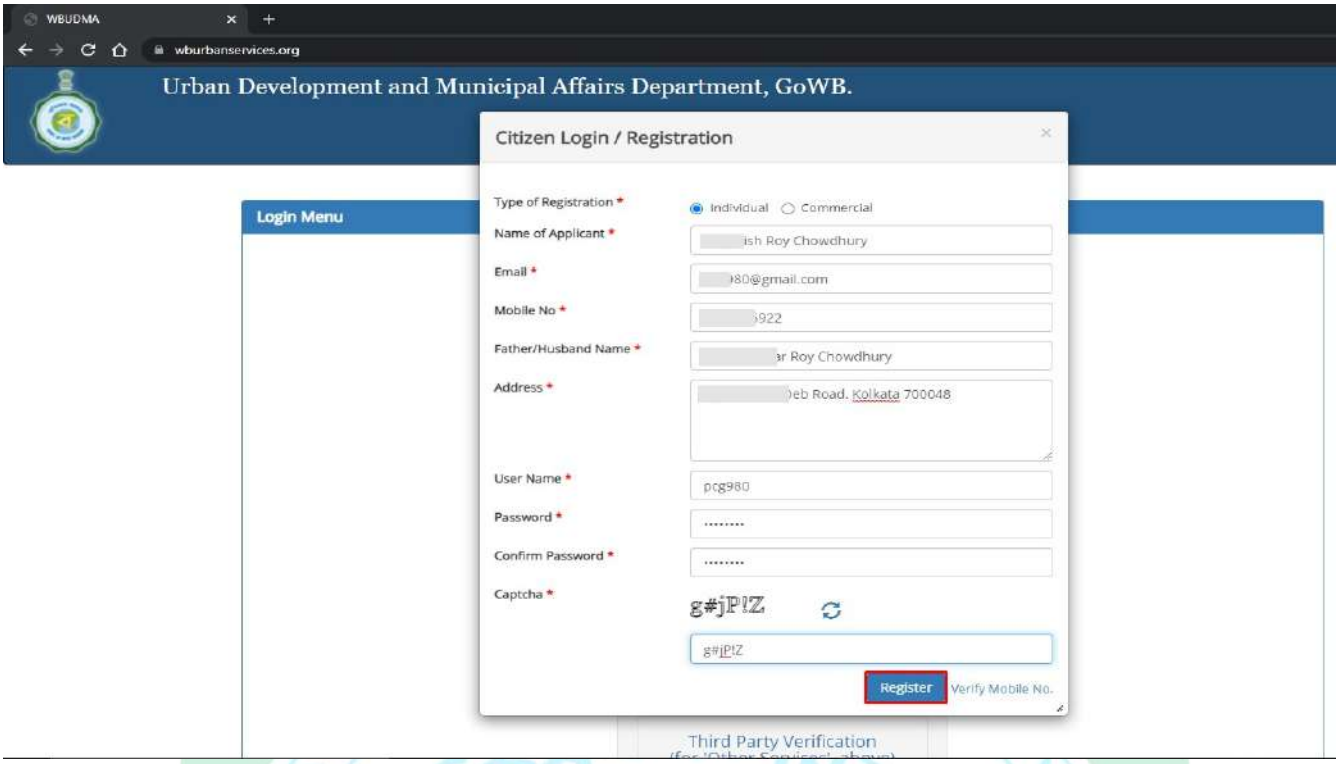


Before using the services the Applicant needs to register to use the services.

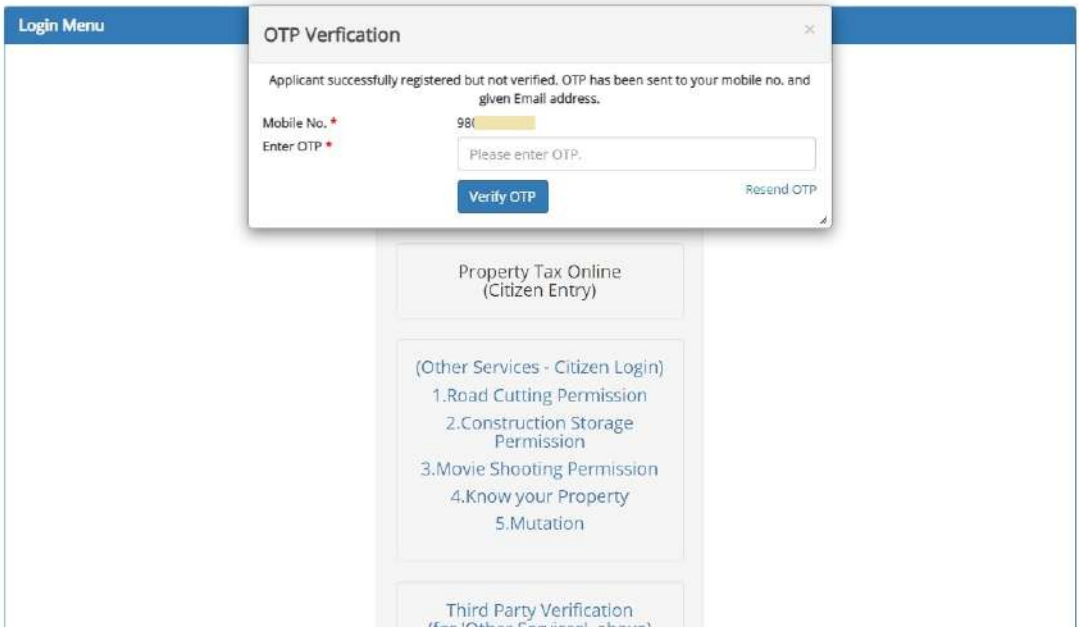


The Applicant needs to click on "**Signup**" first for Self Registration.

The Applicant needs to fill up the Registration details. In case of Corporate Registrations "**Company Name**", "**Designation**" & "**Signature**" Upload is required.

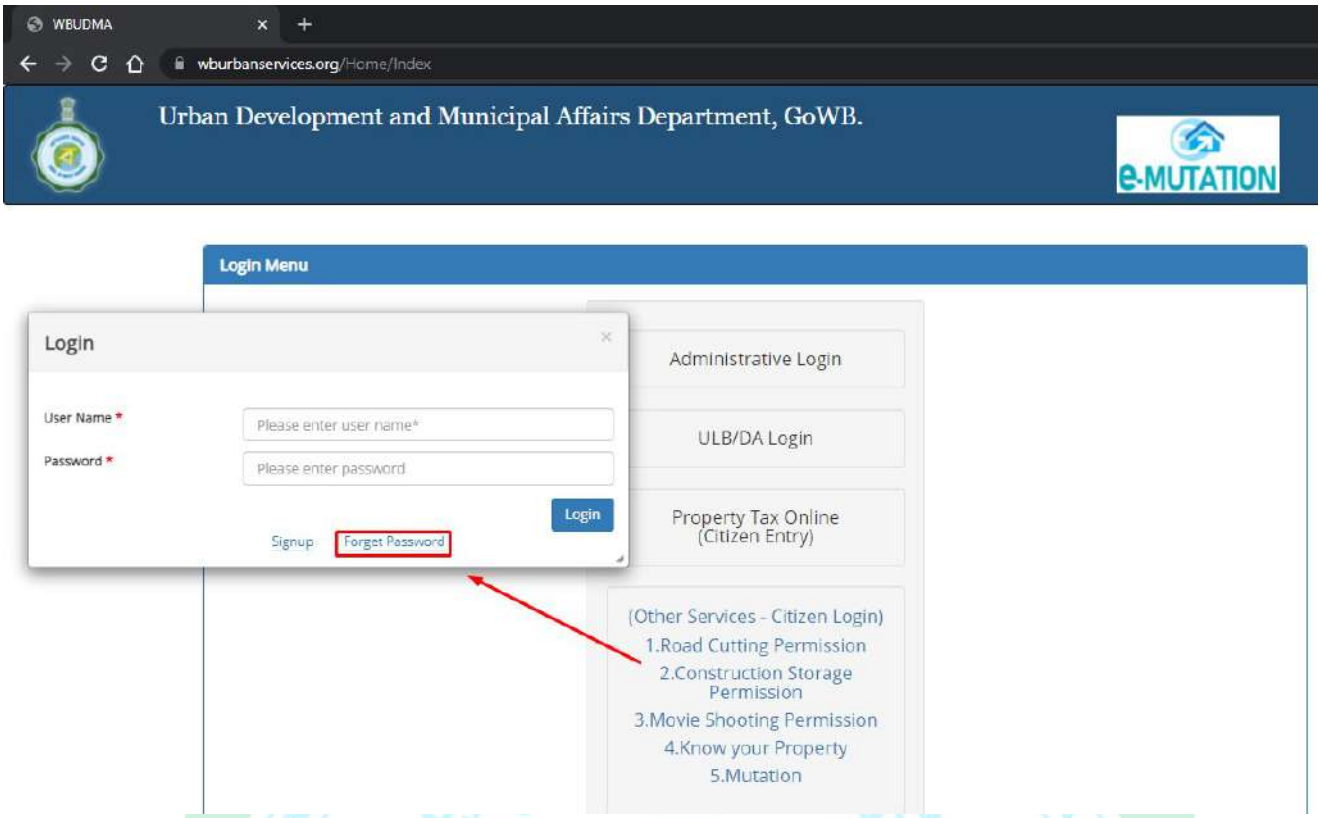


After fill up registration details,the applicant needs to click on "**Register**" button below.

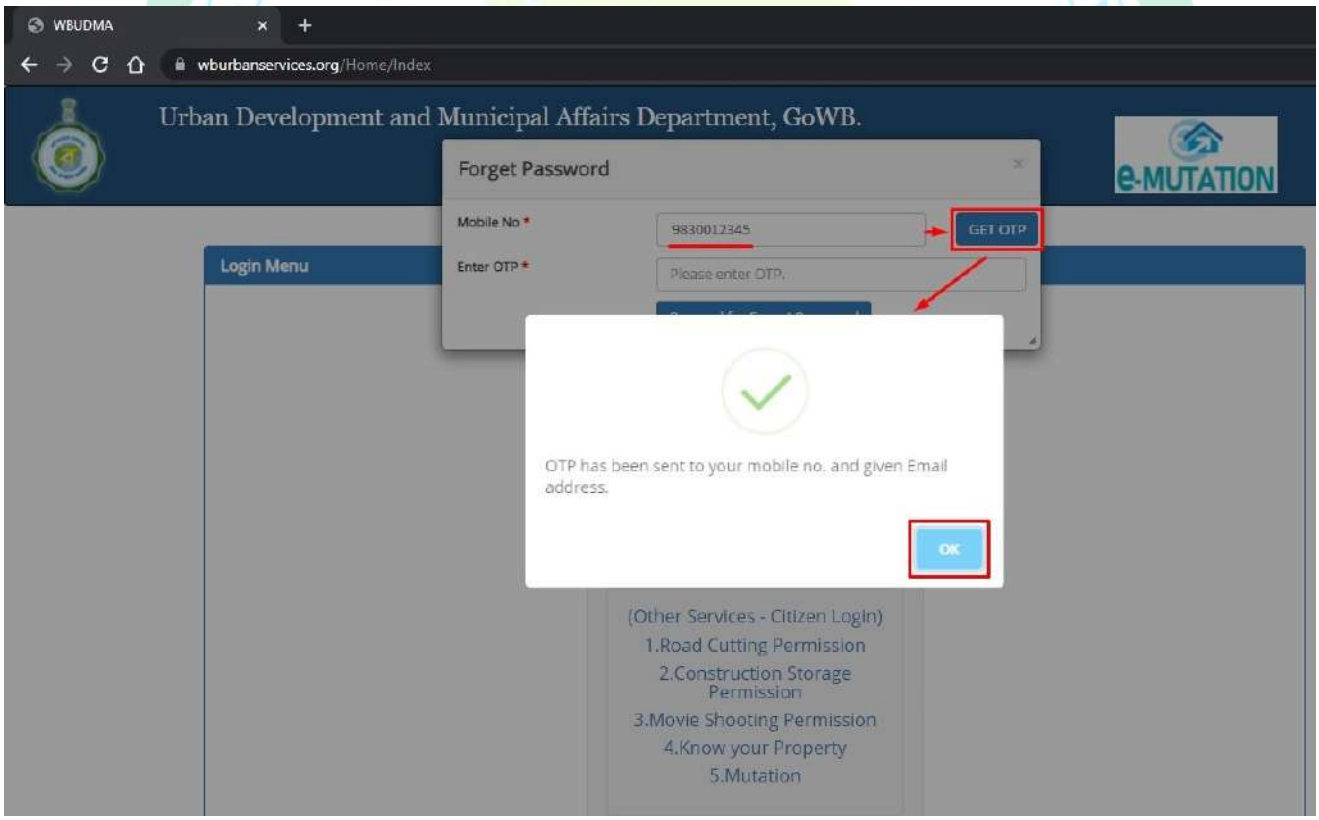


After the Registration is complete the system will verify the Mobile Number through OTP. Enter the OTP from mobile and click on "**Verify OTP**". Once Mobile No is verified the registration is complete and the system will go back to the login page.

If the applicant do not remember the password and wants to create a new password then the applicant needs to click "**Forget Password**" in the Login window.

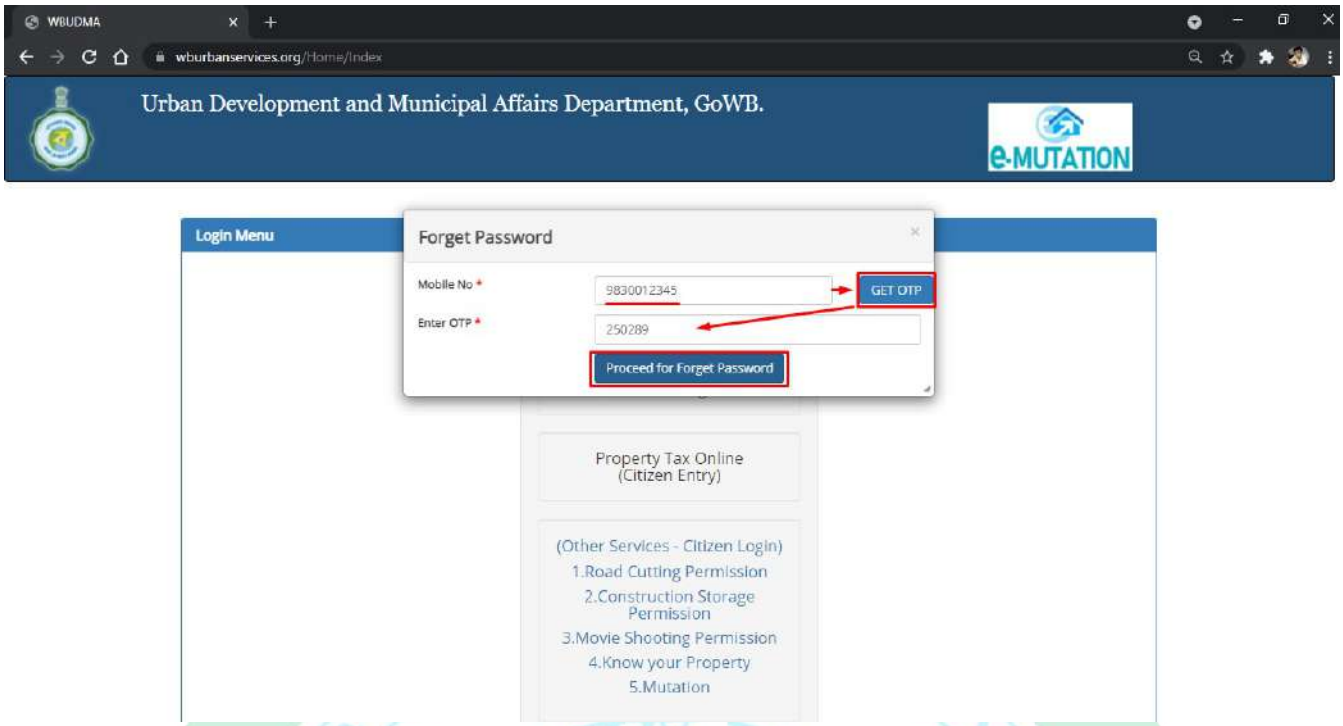


In the Forget Password window, the applicant needs to enter the Mobile Number used in self registration and click on "**GET OTP**" button.

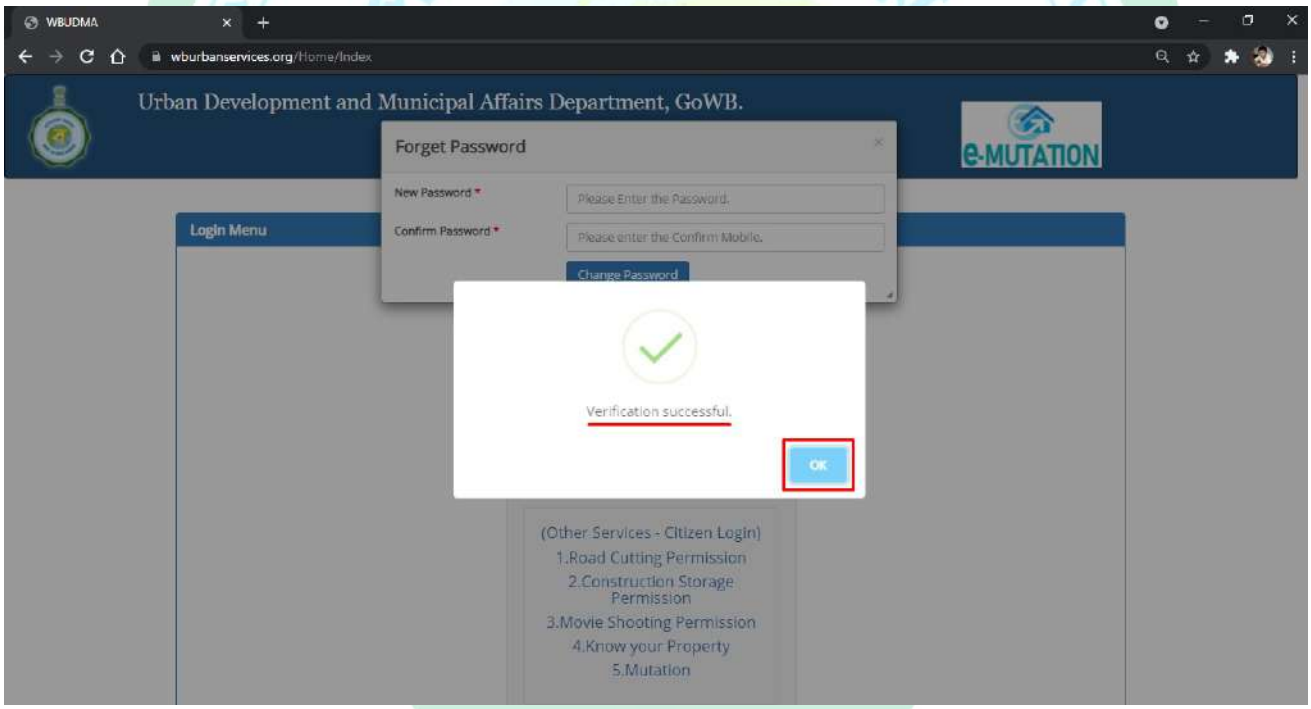


The system will send the OTP to that mobile number (If Registered) immediately.

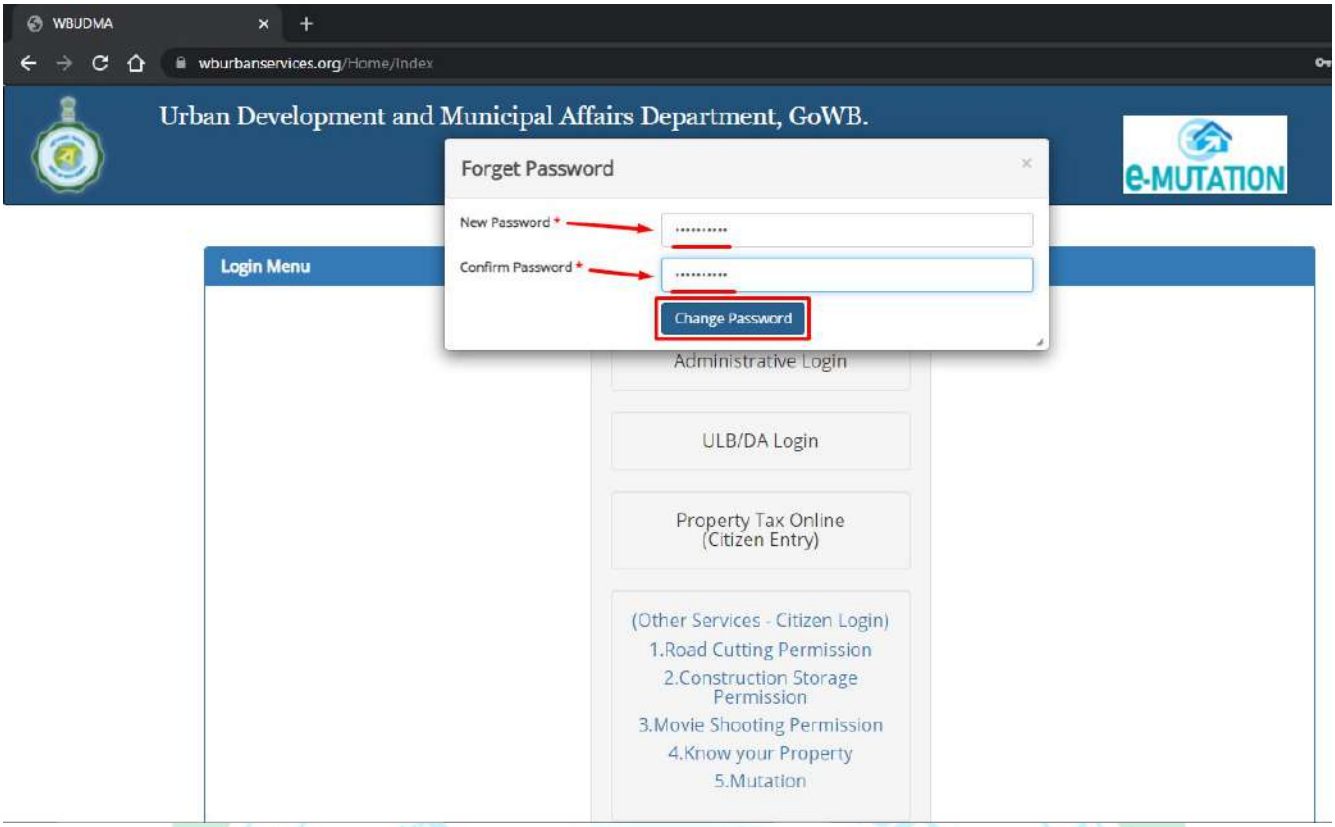
The applicant needs to type the OTP as below and click on "**Proceed for Forget Password**" button.



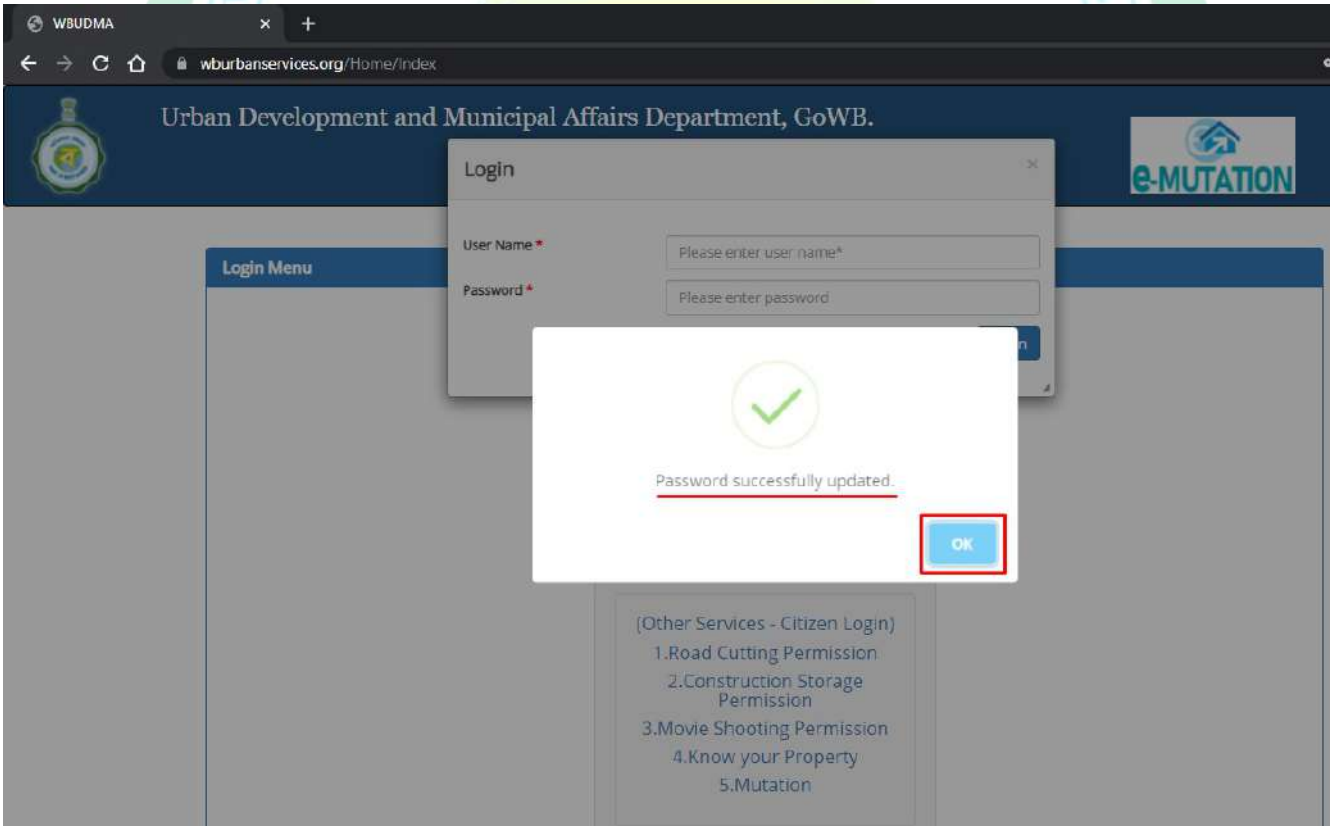
After successful OTP Verification, the system will show alert with "**Verification Successful**" and direct to new password creation window.



Now the applicant needs to enter a new desired password for login and re-type that same password in the Confirm Password box and next click on "**Change Password**".

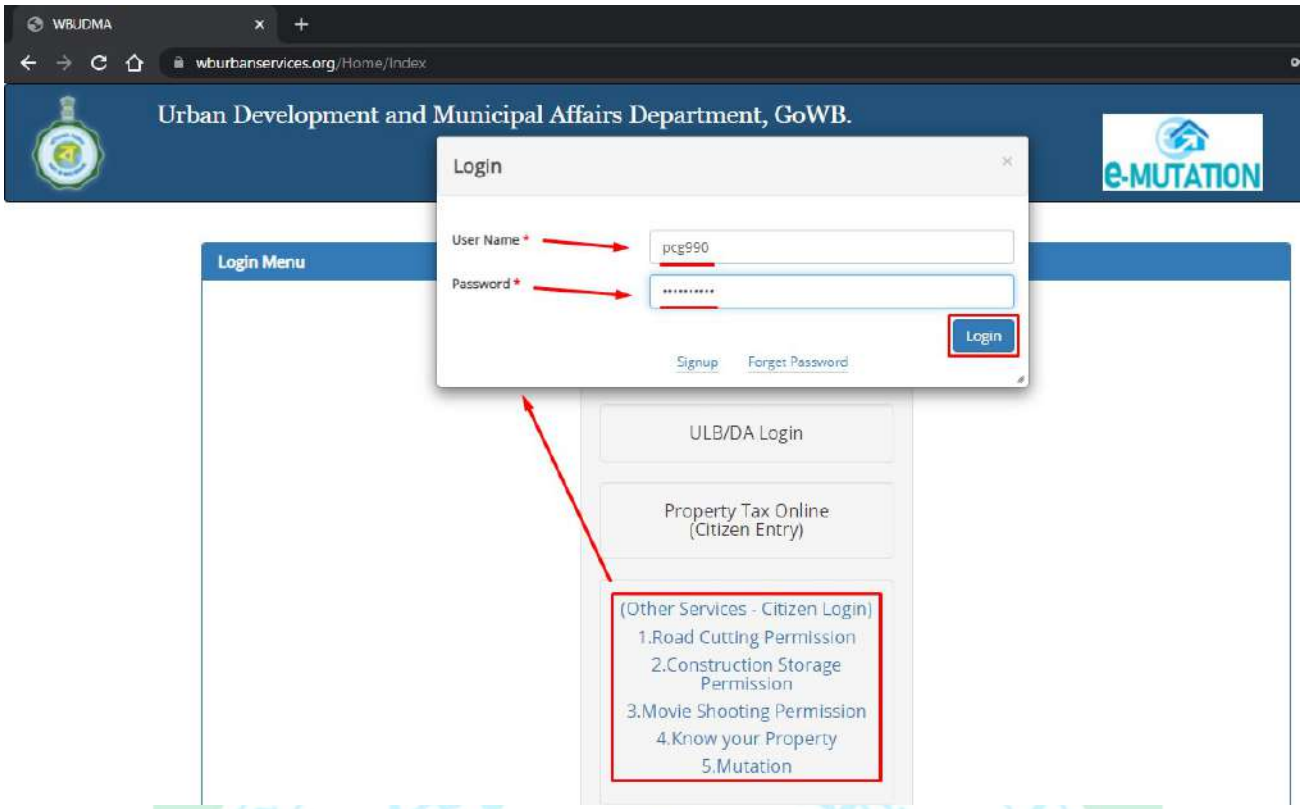


The password will be changed and the system will show alert with "**Password Successfully updated**" and redirect to Login window.

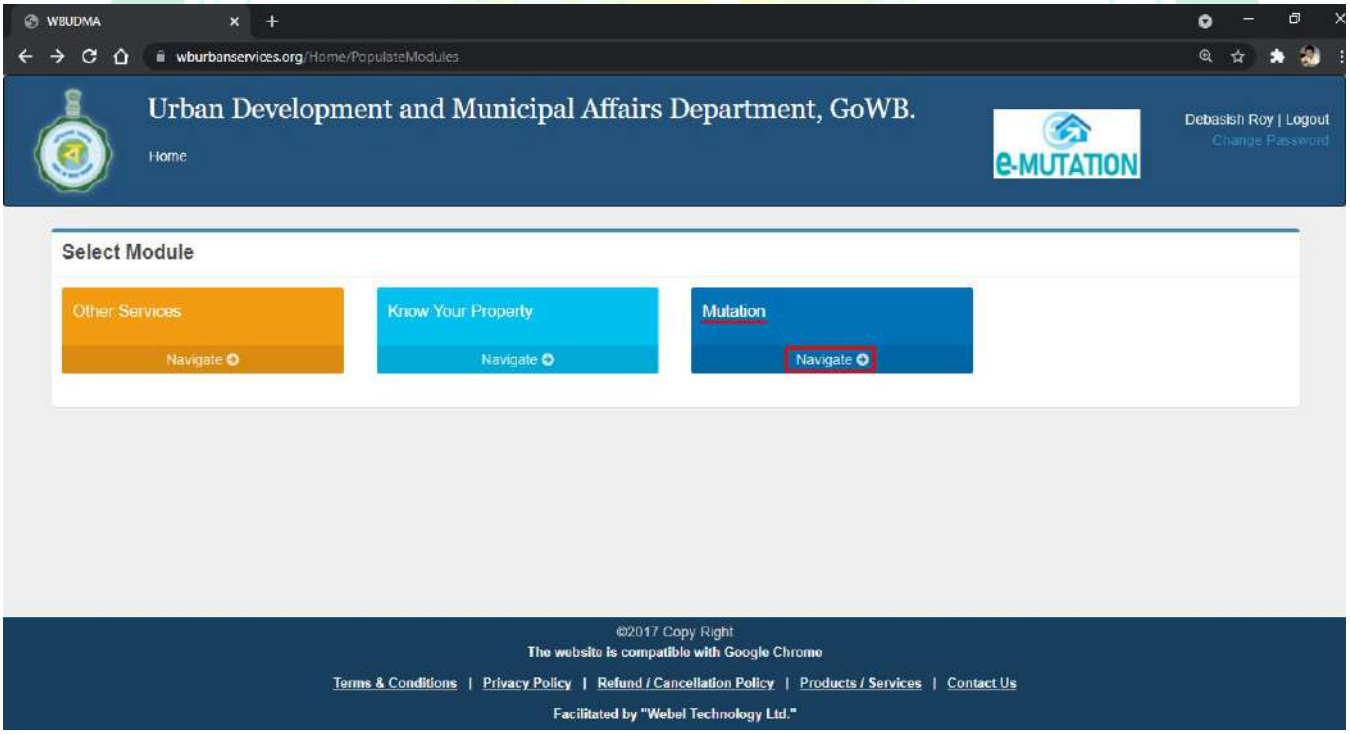


After creating a new password, the applicant needs to type the newly created password as Login Credential in the login window.

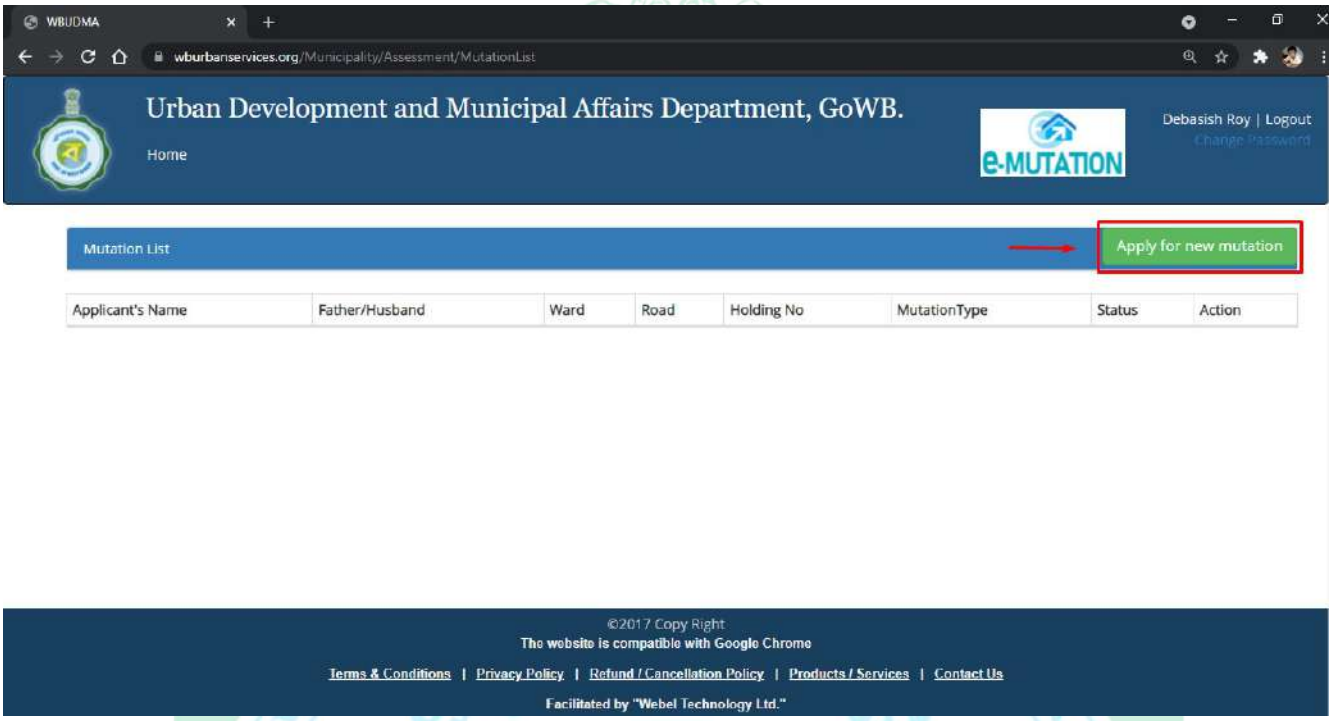
The Applicant needs to click on the "**Other Services – Citizen Login**" Tab to login to the page with thenewly created UserID and Password.



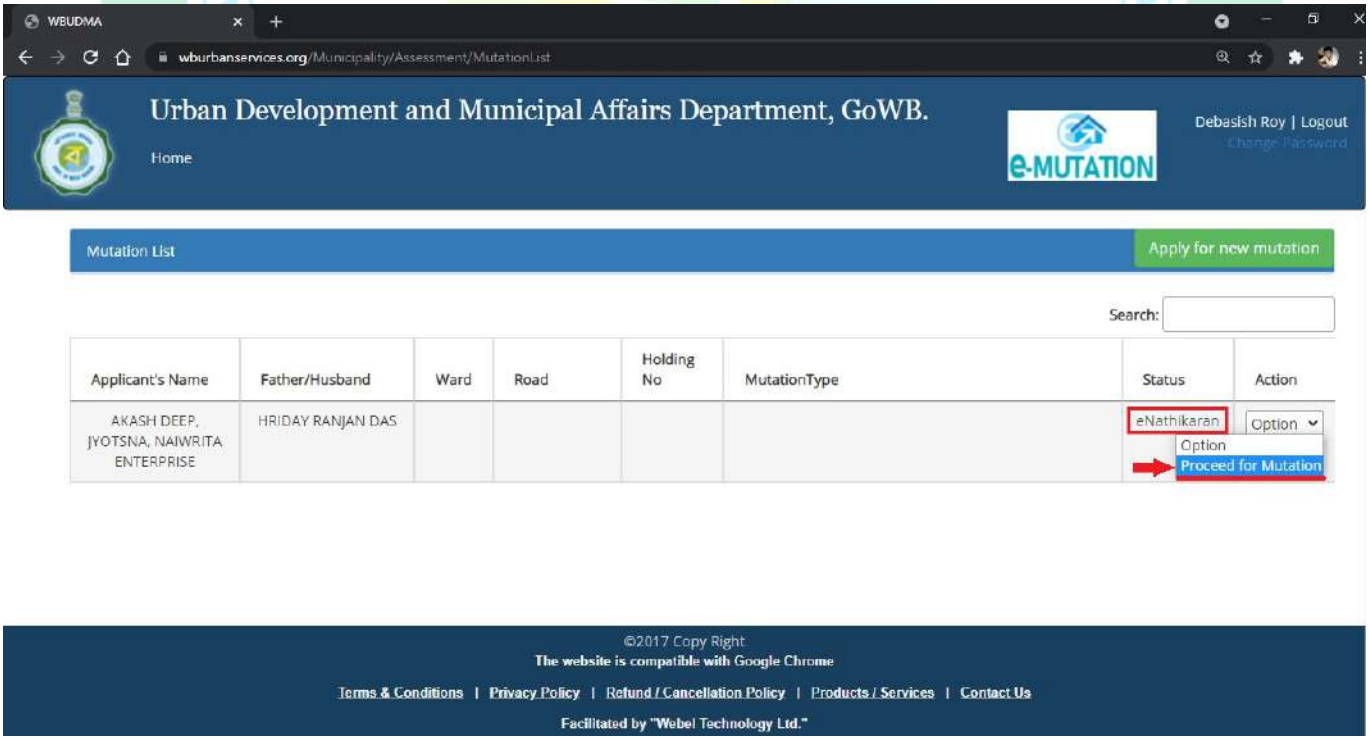
Once the Login process is complete the system will direct to the Module Selection Page where theApplicant needs find "**Mutation**" module marked in deep blue colourand click on the "**Navigate**" link of mutation module to proceed forward.



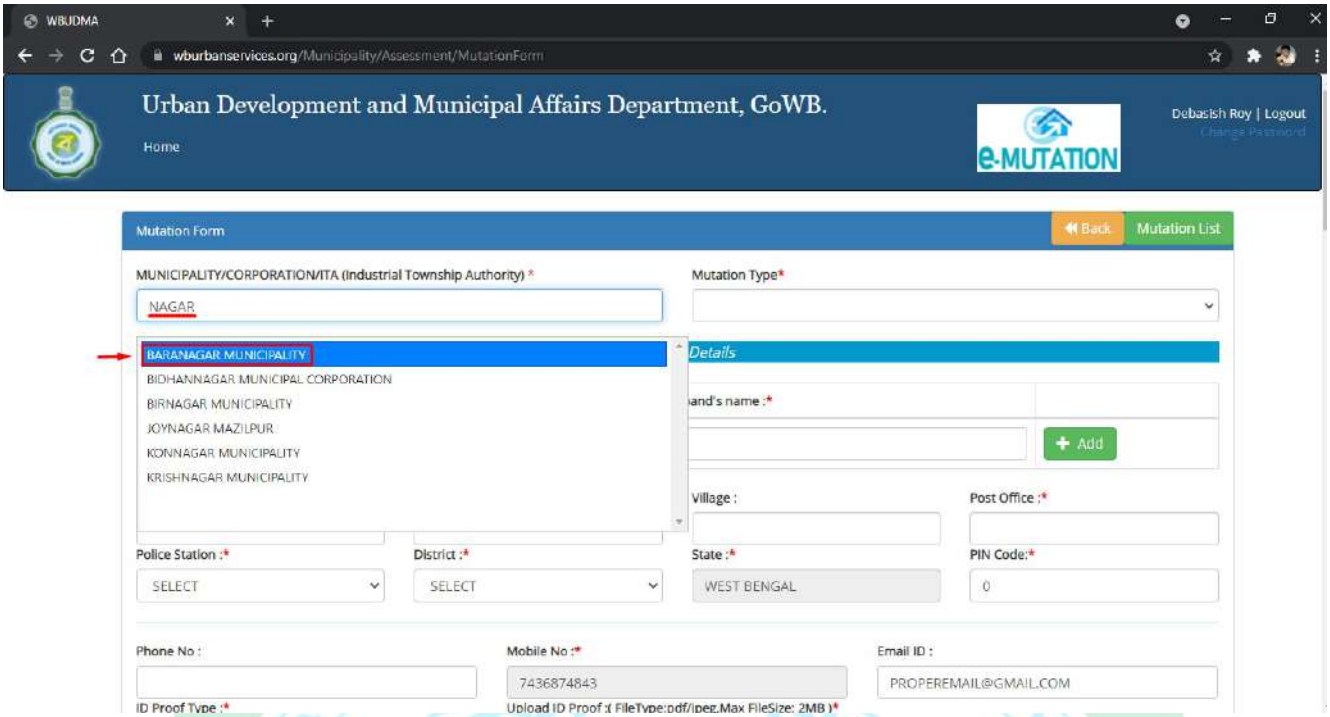
Once the "**Navigate**" link is clicked the Dashboard for the Applicant will openwhich would show all the Mutation Applications made by the applicant till date for All Municipality& Municipal Corporationsand their status. For the first time a Blank Dashboard will show. The Applicant needsto click on "**Apply for new mutation**" button marked in green colour to create a fresh newMutation Application.



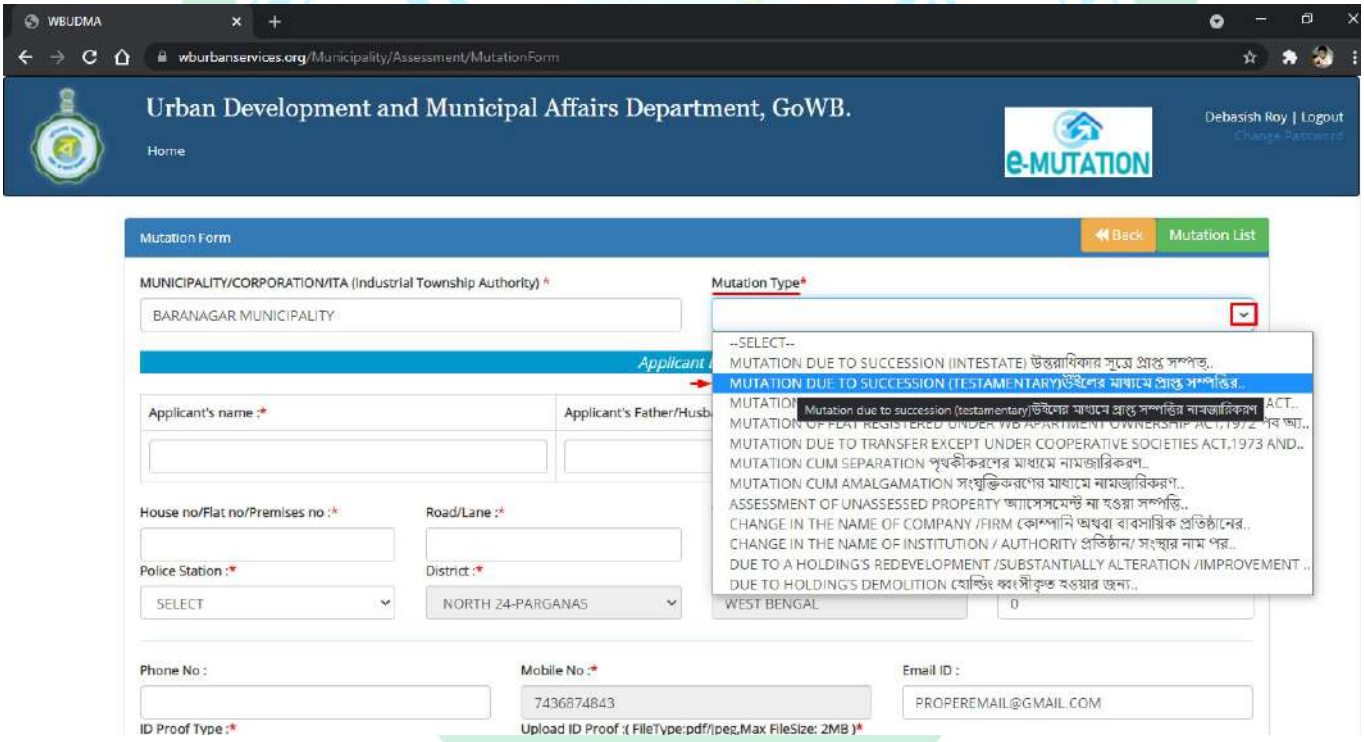
● **NOTE** ●If the applicant uses the same mobile number in Self Account Registration (PG-4) which was previously used in Property Deed Registration, a trigger will be received from the web portal of Registration Department to the web portal of Online Mutation through API integration and the applicant(buyer of the property) will find arow with some pre-filled Data received from the web portal of Registration Department identified by status showing - "**eNathikaran**". The applicant needs to click on "**Proceed for Mutation**" from the option dropdown list in "Action" column to apply for mutation with the pre-filled data.



On clicking the "**Apply for new mutation**" button the system will open the screen to make a new application. The Applicant needs to fill up all the details. Firstly the applicant needs to type and select the name of **MUNICIPALITY/CORPORATION** from the drop-down list in which the applicant wants to submit the mutation application form.



Next the applicant needs to select "**Mutation Type**" carefully from the drop down list as below.



• **NOTE** •Before filling up the entire application, the applicant needs to select the "**Mutation Type**" and find out all the relevant documents required to be uploaded depending upon the selected type of mutation to submit the application form properly. **The applicant is suggested to list up all required documents and scan those documents properly (100 dpi to 200 dpi) ineither PDF or JPEG format, before starting to fill up the application form**.

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• DIFFERENT TYPES OF MUTATION •

(1) CHANGE OF OWNERSHIP -

♦MUTATION DUE TO SUCCESSION (INTESTATE).

♦MUTATION DUE TO SUCCESSION (TESTAMENTARY).

♦MUTATION OF FLAT REGISTERED UNDER COOPERATIVE SOCIETIES REGISTRATION ACT, 1973.

♦ MUTATION OF FLAT REGISTERED UNDER WB APARTMENT OWNERSHIP ACT, 1972.

♦ MUTATION OF ANY PROPERTY DUE TO TRANSFER EXCEPT UNDER COOPERATIVE SOCIETIES REGISTRATION ACT, 1973 AND WB APARTMENT OWNERSHIP ACT, 1972.

♦CHANGE IN THE NAME OF COMPANY /FIRM.

♦CHANGE IN THE NAME OF INSTITUTION / AUTHORITY.

The above seven types of mutation can be selected if the applicant wants just to change the Ownership of Property. By selecting any one of the above mutation types,the previous Owner's name of property can be changed/replaced with the Applicant's Name/Names filled up in the Mutation Application Form.

(2) SEPARATION OF PROPERTY -

♦MUTATION CUM SEPARATION.

The above type "Mutation Cum Separation" can be selected if theapplicant is the Buyer /Owner of a property through Separation Deed which was previously included with another Holding and presently being separatedfrom that parent holding with a newly created Holding.

(3) AMALGAMATION OF MORE THAN ONE PROPERTY -

♦MUTATION CUM AMALGAMATION.

The above type "Mutation Cum Amalgamation" can be selected if the applicant isapplying for ownership of more than one holding selected separately in application form and the applicant wants amalgamation of those multiple holdings together based on the Deed of Amalgamation andwhich will be identified as a single holding number only.

(4) ASSESSMENT OF UNASSESSED PROPERTY -

♦ASSESSMENT OF UNASSESSED PROPERTY.

The above type "Assessment of Unassessed Property" can be selected if the applicant is applying mutation for a property which is not assessed by Municipality / Municipal Corporation till date and not yet included in the records of Municipality and will be assessed with a newly created Holding Number.

(5) REDEVELOPMENT/SUBSTANTIALLY ALTERATION/ IMPROVEMENT OF PROPERTY -

♦DUE TO A HOLDING'S EDEVELOPMENT/SUBSTANTIALLY ALTERATION/IMPROVEMENT.

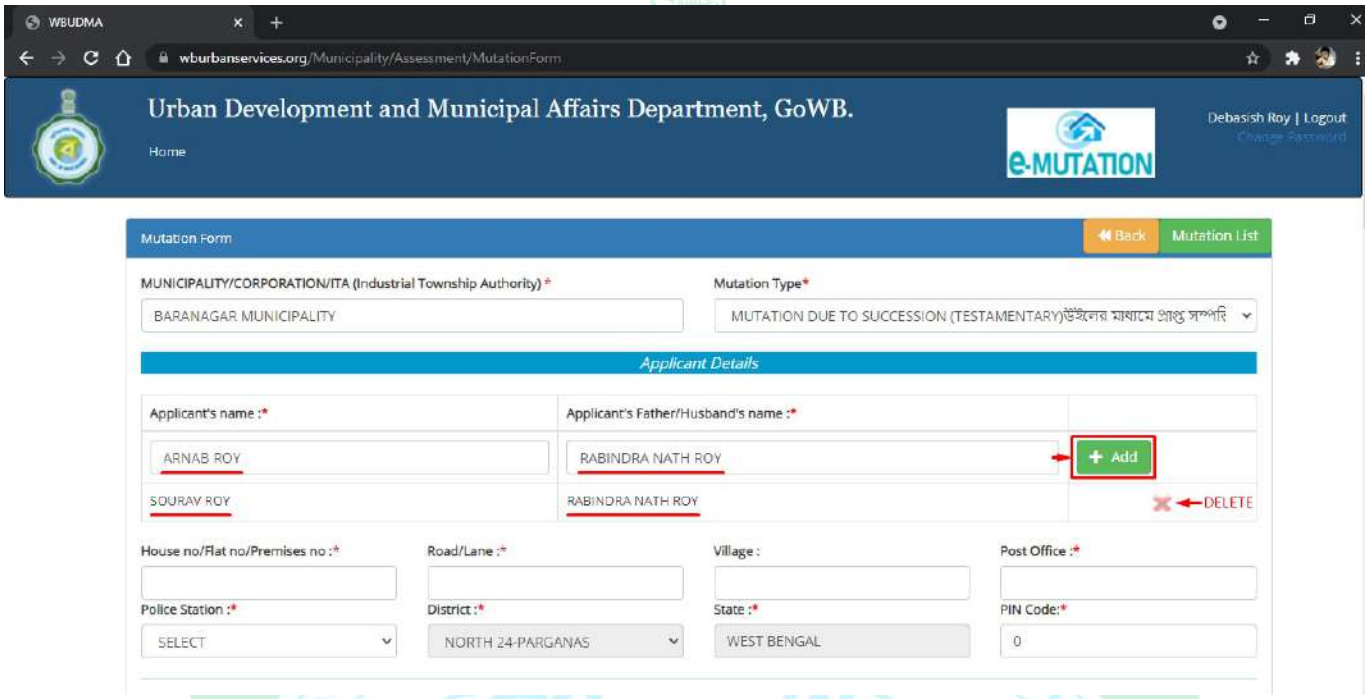
The above type of mutation can be selected if the applicant is applying for mutation for a holding's Redevelopment/Substantially Alteration/Improvement and any other applicable type of modifications.

(6) DEMOLITION OF HOLDING -

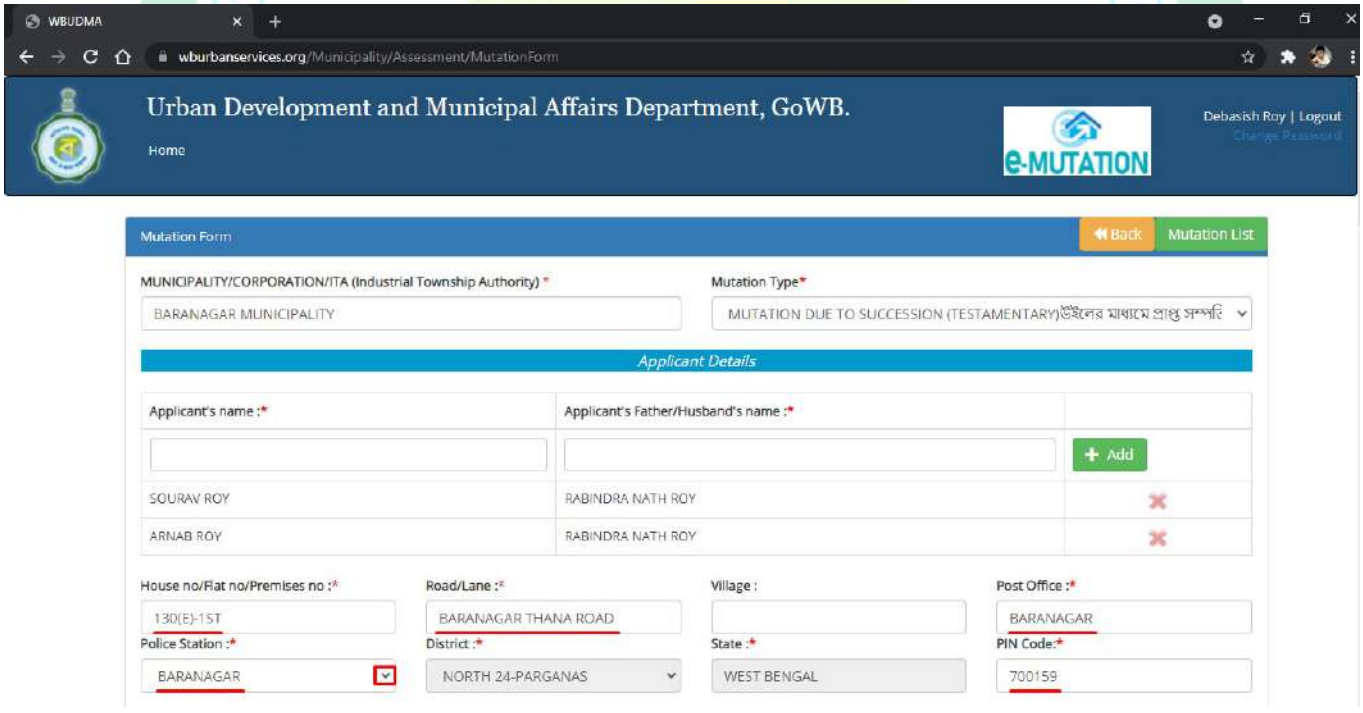
♦DUE TO HOLDING'S DEMOLITION.

The above type can be selected if a holding is Destroyed/Demolished by any reason.

The applicant needs to type the "**Applicant's name**", "**Applicant's Father/Husband's name**" asbelow and click on the "**+Add**" button marked in green colour to add/include the record. Multiple applicant's name with father's/husband's name can be added in similar way if needed. For any mistake, DELETE button '**X**' is provided to remove any row of records.



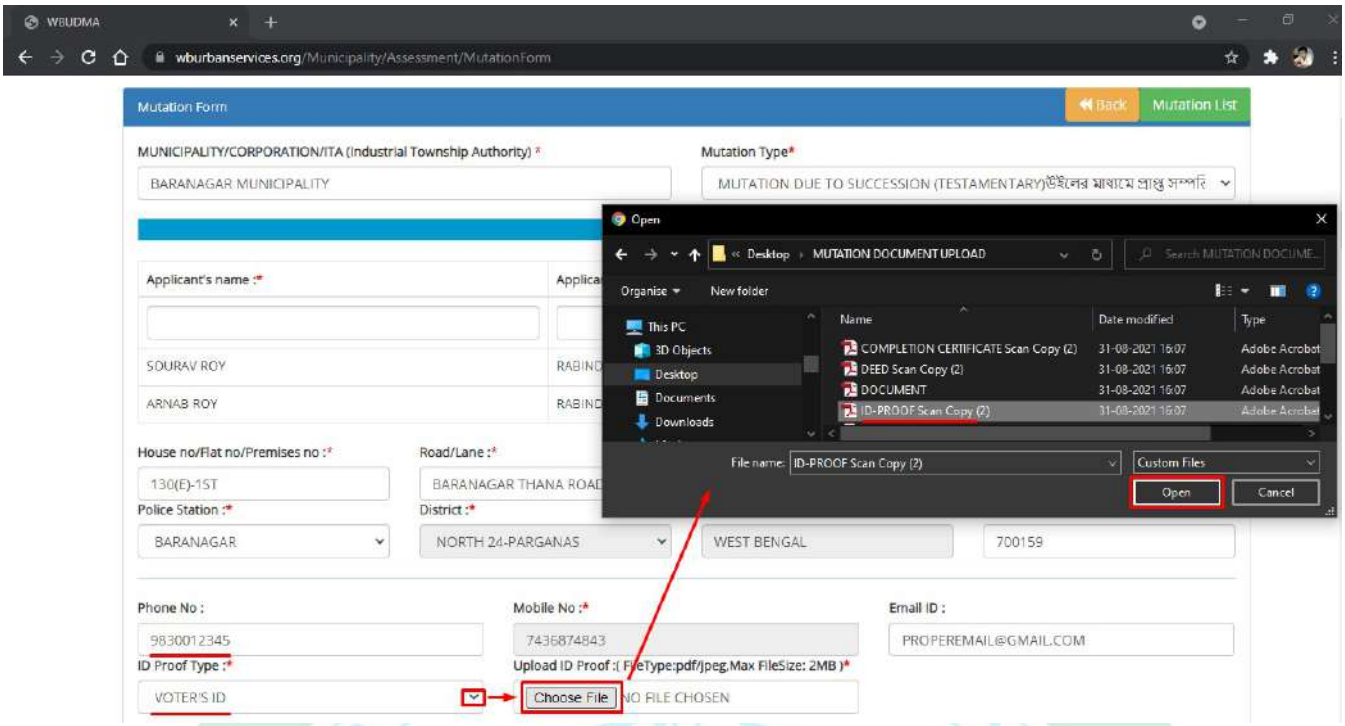
Next, the applicant needs to enter the "**House no/Flat no/Premises no**", "**Road/Lane**", "**Village**","**Post Office**", "**Police Station**"(select from Dropdown List) & "**PIN Code**" of the property applying for mutation as below.



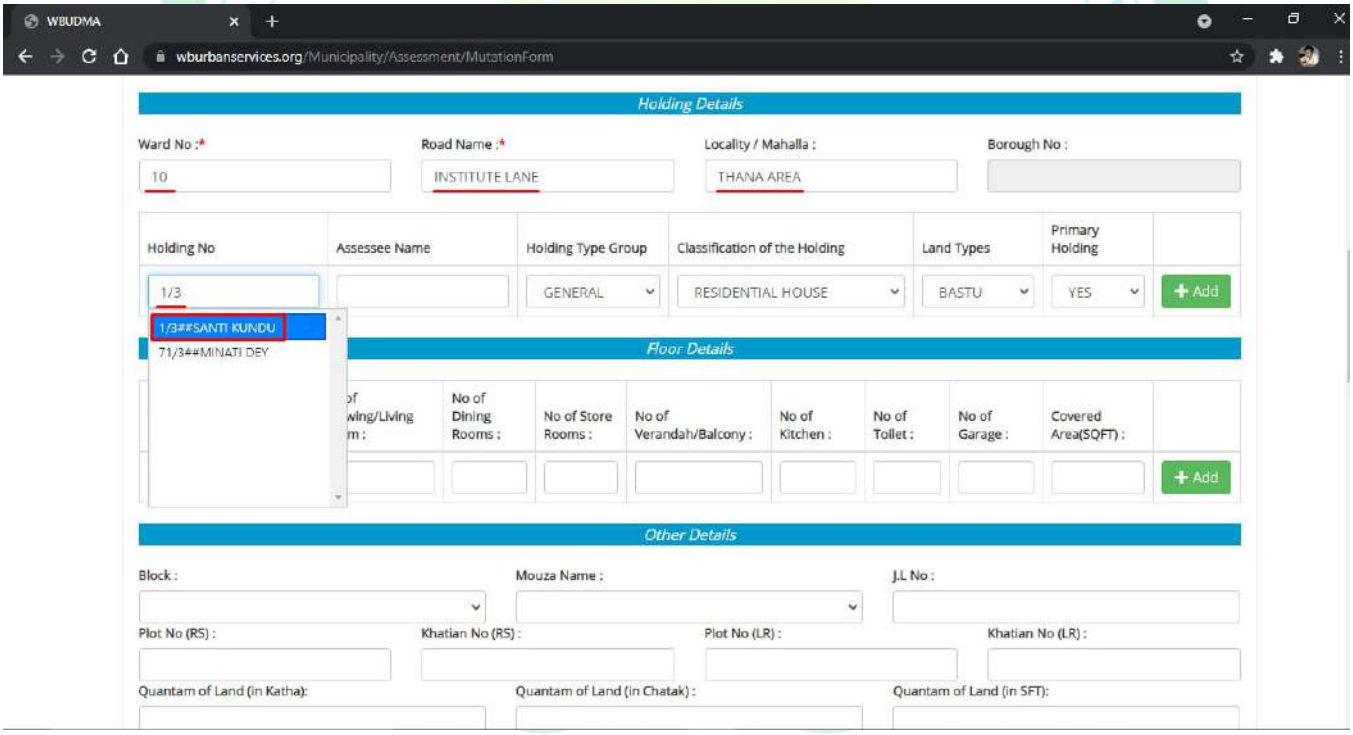
- **NOTE** - District Name & State is mapped with the name of Municipality/Corporation selected by the applicant at the top of application form.

Applicant needs to enter alternate contact number, can change the email id if needed.

Next, click and select "**ID Proof Type**" from the drop down list and Upload the Scan Copy of the selected Id Proof by clicking on "**Chose File**" button as shown below.

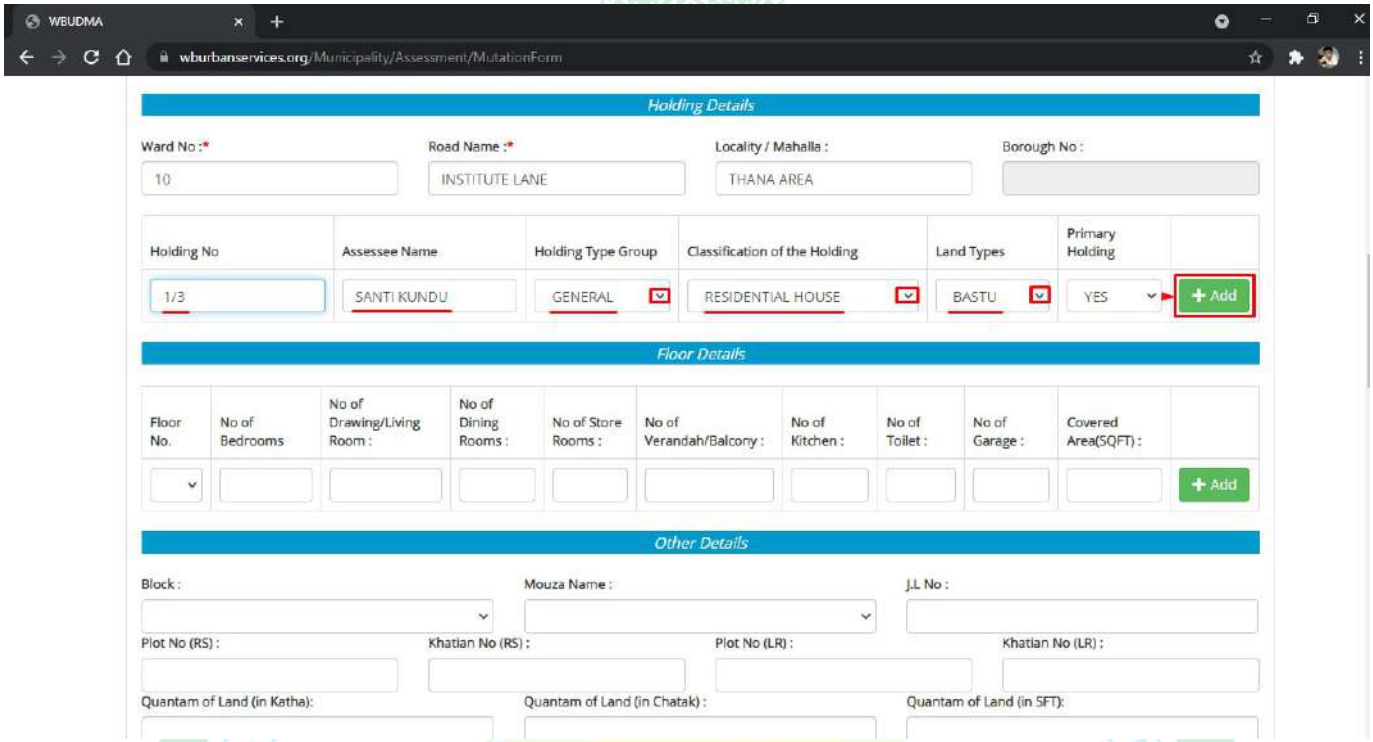


Next, the applicant needs to type and select the "**Ward No.**", "**Road Name**"(according to selection of Ward No.), "**Holding No**."(according to selection of Ward No & Road/Location name) from the drop down list against which the applicant wants to submit the application form of Mutation as shown below.

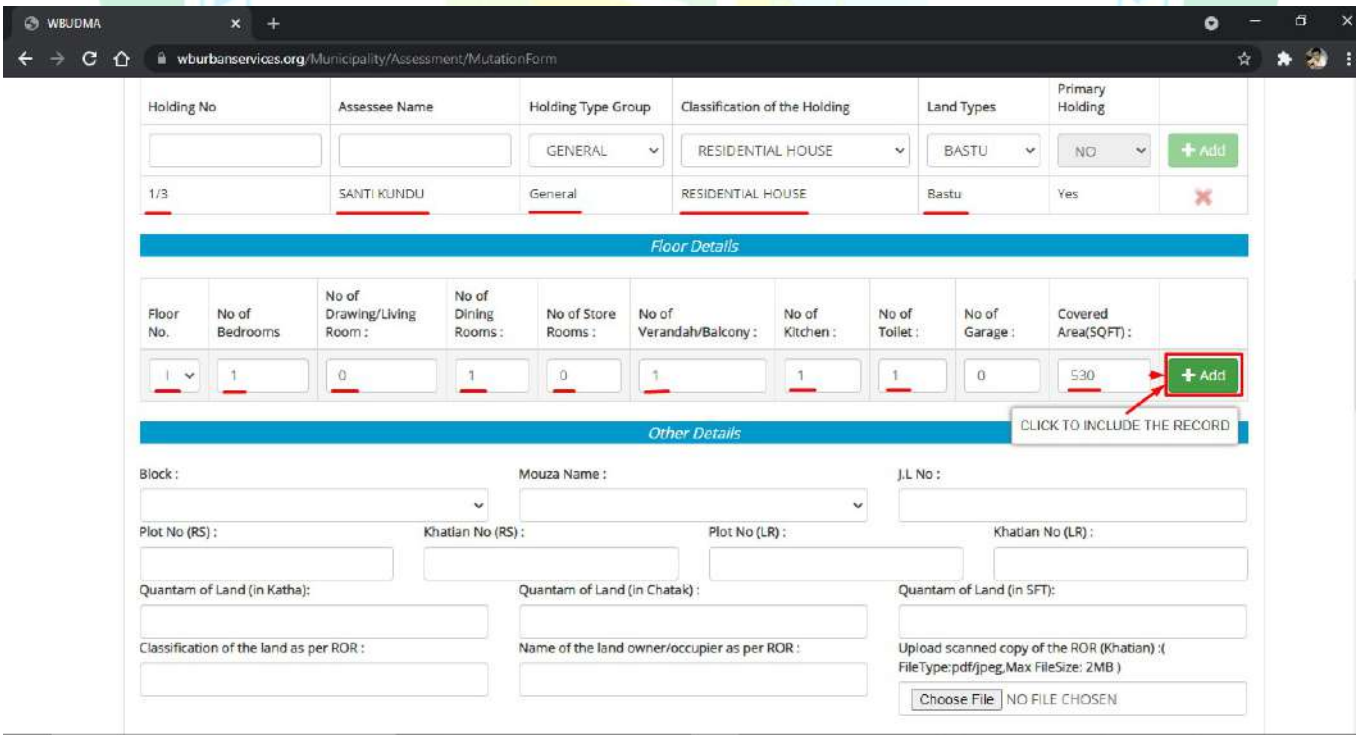


After selecting the holding number, existing recorded details against that holding number as like – Assessee Name , Holding type Group, Classification of the Holding, Land Type etc. will appear on the boxes beside. Some of the appeared existing records can be changed/modified by the applicant before adding the holding details. Next, click on the "**+Add**" button marked in green colour to add/include the row of holding details. For any mistake, DELETE button '**X**' is provided to remove any row of records.

• **NOTE** • Holding No. selection is not required only for **Assessment of Unassessed Property**.

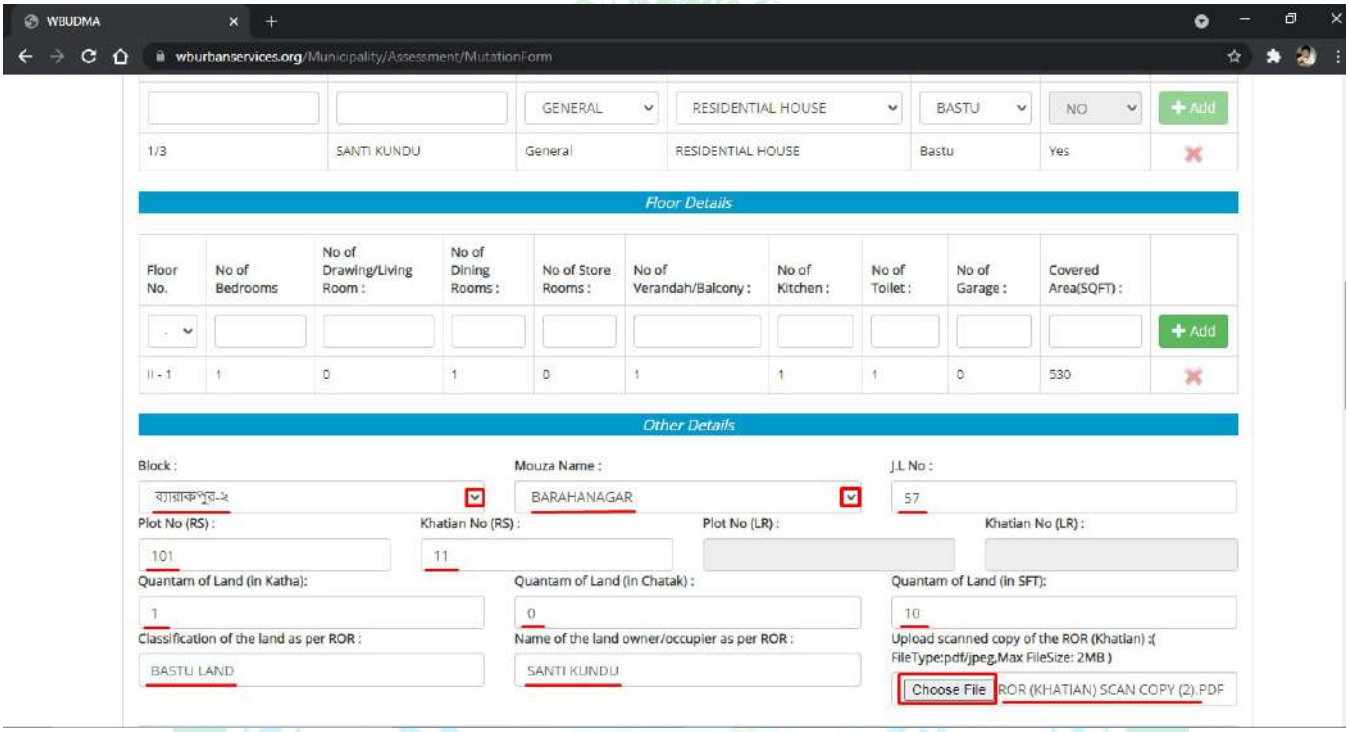


Next, enter the Floor Details(If the property is not vacant land)includingCoveredArea(SQFT) as shown below and click on the "**+Add**" button marked in green colour to add/include the record. Multiple rows of floor details can be added in similar way if required. For any mistake, DELETE button '**X**' is provided to remove any row of records.

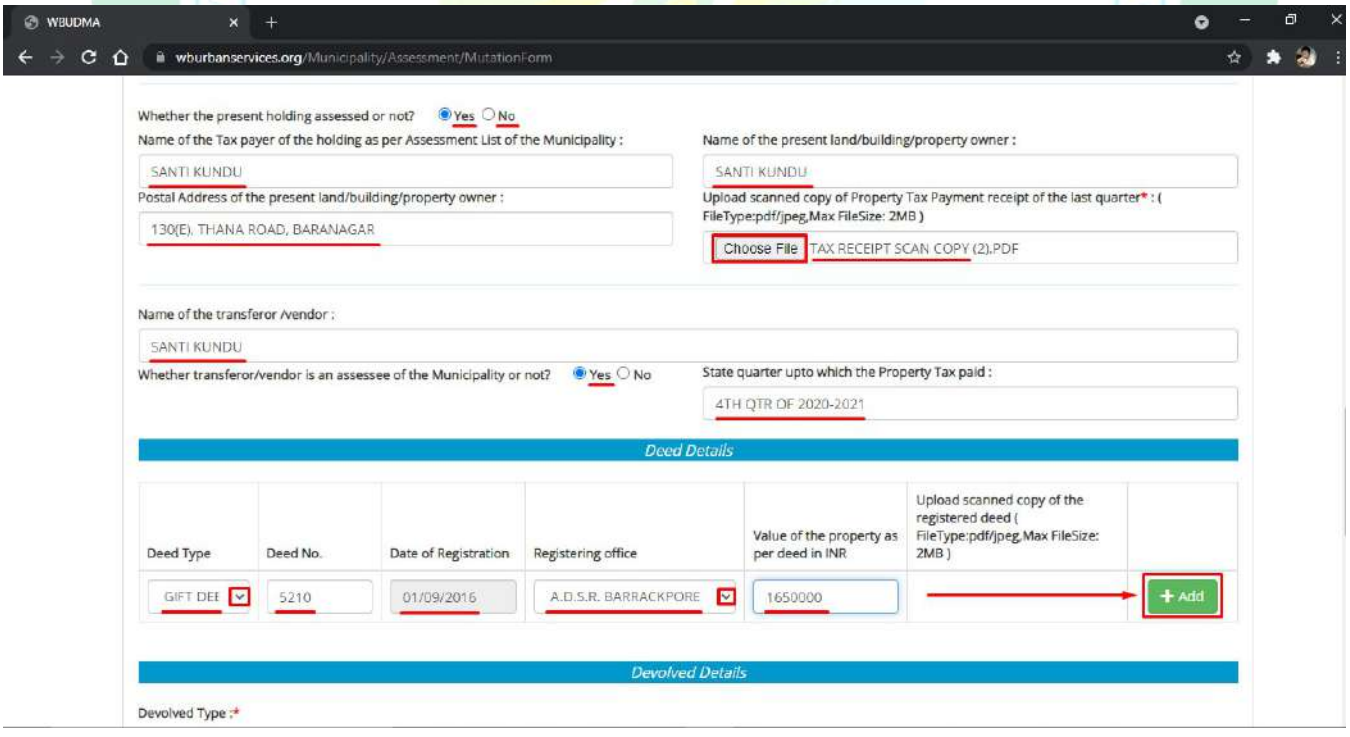


Next, the applicant needs to select "**Block**" & "**Mouza Name**" from selectable drop down list,

type and enter "**J.L. No**", "**Plot No**", "**KhatianNo**" (Plot No. & Khatian No. can be either selected as LR or RS or both), "**Quantum of Land**" – in Katha, in Chatak, in Sq.Ft. and Decimal for the property related land records , "**Classification of the land as per ROR**", "**Name of theland owner/occupier as per ROR**" and next the applicant needs to click on "**Choose File**"button and upload scanned copy of **ROR(Khatian).**

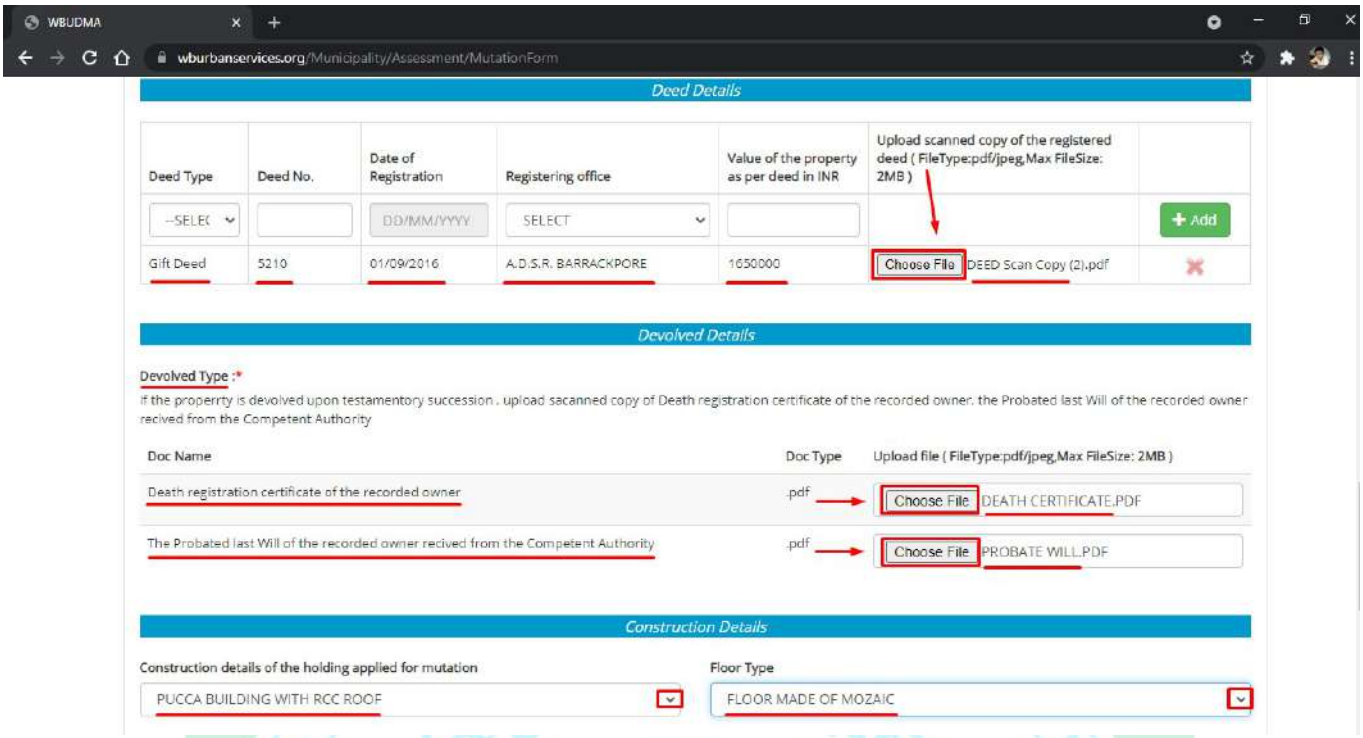


Next, select whether the present holding **Assessed or Not**, if Assessed – the applicant needs to add the present tax payer's name, present property owner's name, postal address of the present owner and click on "**Choose File**" button to upload scan copy of the Tax Payment Receipt of last quarter. Next, the applicant needs to enter the name of transferor/vendor, select YES or NO – whether the transferor/vendor is an assessee of the municipality or not, and last tax payment records as shown below.



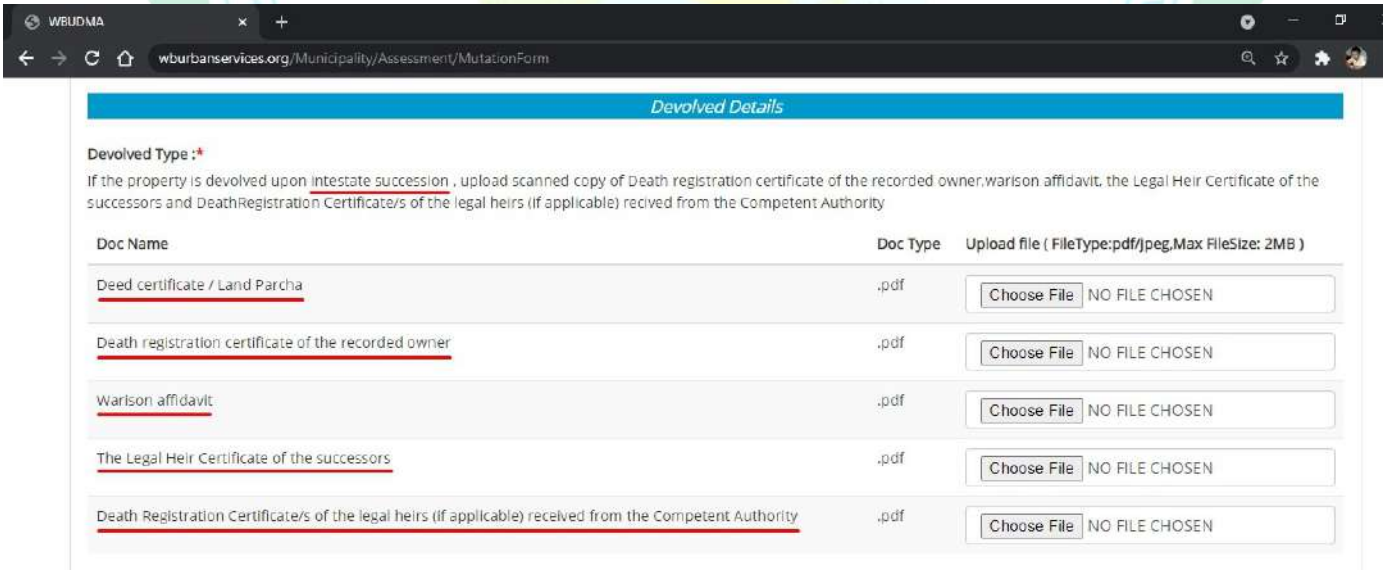
Next, the applicant needs to select and add "**Deed type**", "**Registering Office**" from drop

down list, add "**Deed No**", select "**Date of Registration**", "**MarketValue of the property as perdeed in INR"** and click on "**+Add**" button marked in green colour to add/include the record. **Multiple rows with Deed Details** can be added in similar way if required. For any mistake, DELETE button '**X**' is provided to remove any row of records.



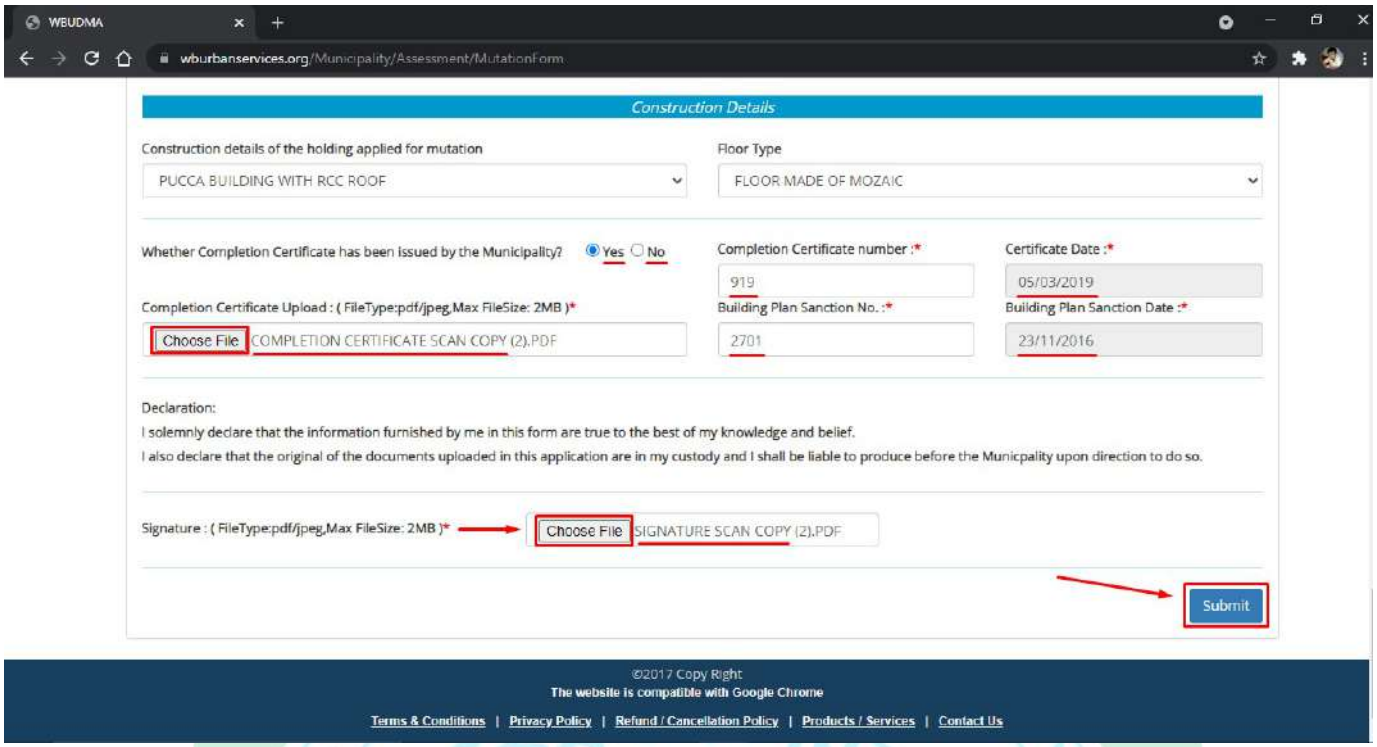
Next the applicant needs to upload required supporting document under "**Devolved Type**" by clicking on "**Choose File**" button next to each Document's name as shown above. After that applicant needs to select "**Construction details of the holding applied for mutation**" & "**Floor Type**" from the dropdown list (if the property is has any type of construction).

• **NOTE** • **Requirement of documents under Devolved Type is depending upon the selection of Mutation Type at the starting of the application form**. For an example, in the below image – these are the list of required documents to be uploaded if the applicant selects - **MUTATION DUE TO SUCCESSION (INTESTATE)**as the Type of Mutation.

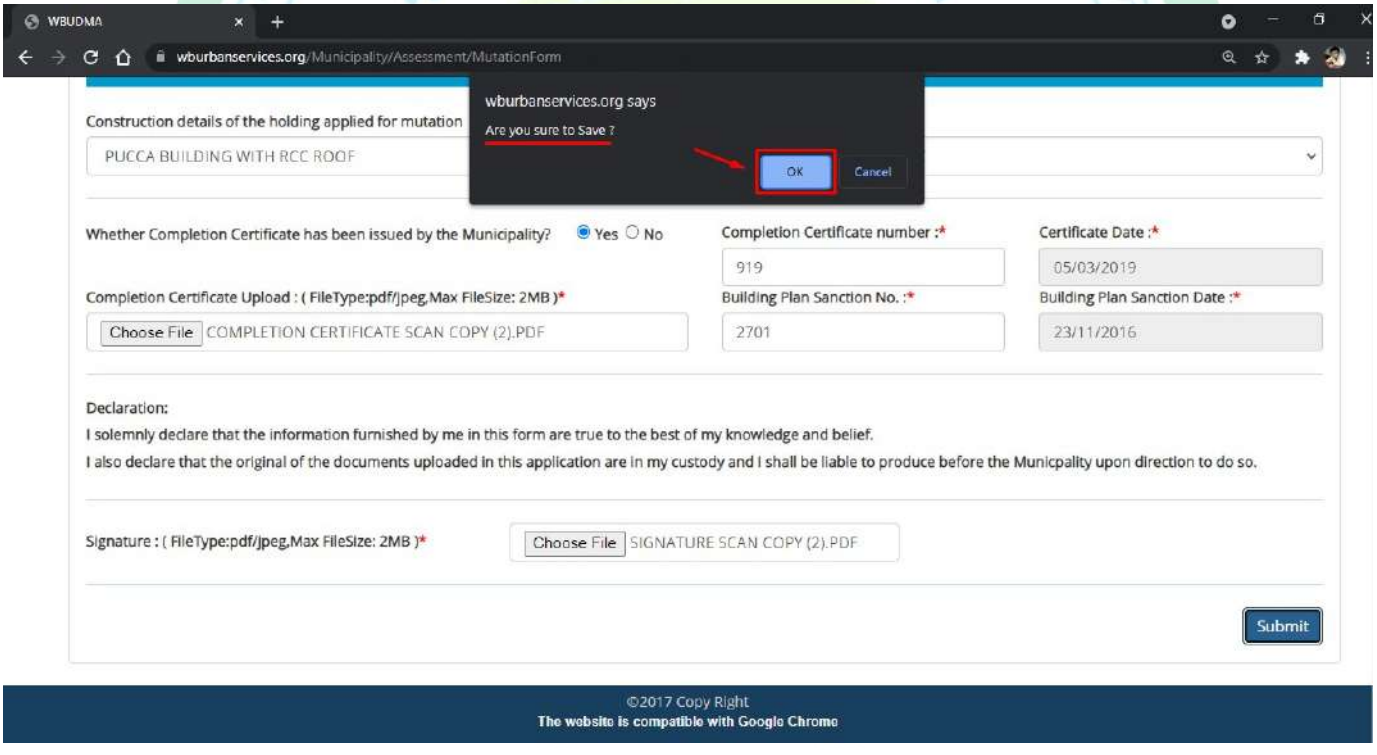


Next, the applicant needs to select "**Whether Completion Certificate has been issued by the municipality**". If **Yes** – then the applicant must enter "**Completion Certificate**

Number", select "**Certificate Date**" and upload the scan copy of Completion Certificate by clicking on "**Choose File**" button. If **No** is selected then the applicant may add "**Building Plan Sanction No.**" & "**Building Plan Sanction Date**" (If any/If available).



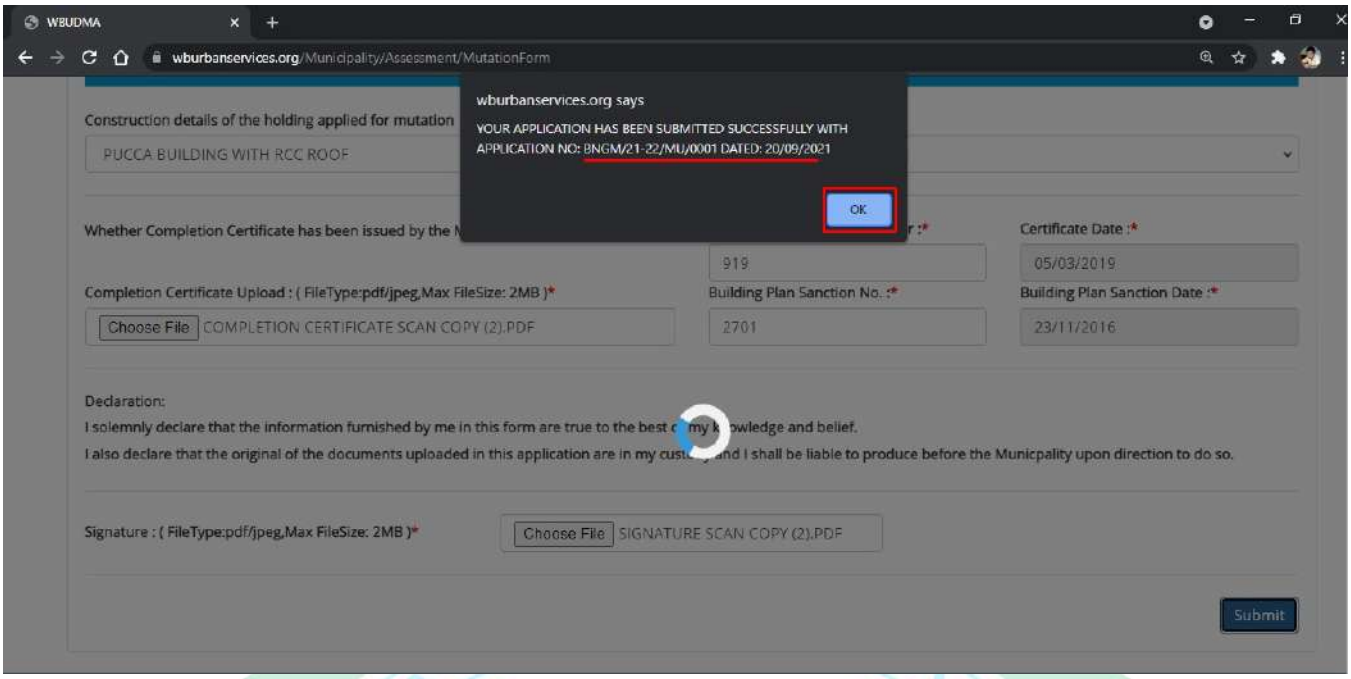
Next, the applicant needs to upload the scan copy of **Applicant's Signature** by clicking on "**Choose File**" button and finally click on the "**Submit**" button marked in blue colour – to submit the Mutation Application Form.

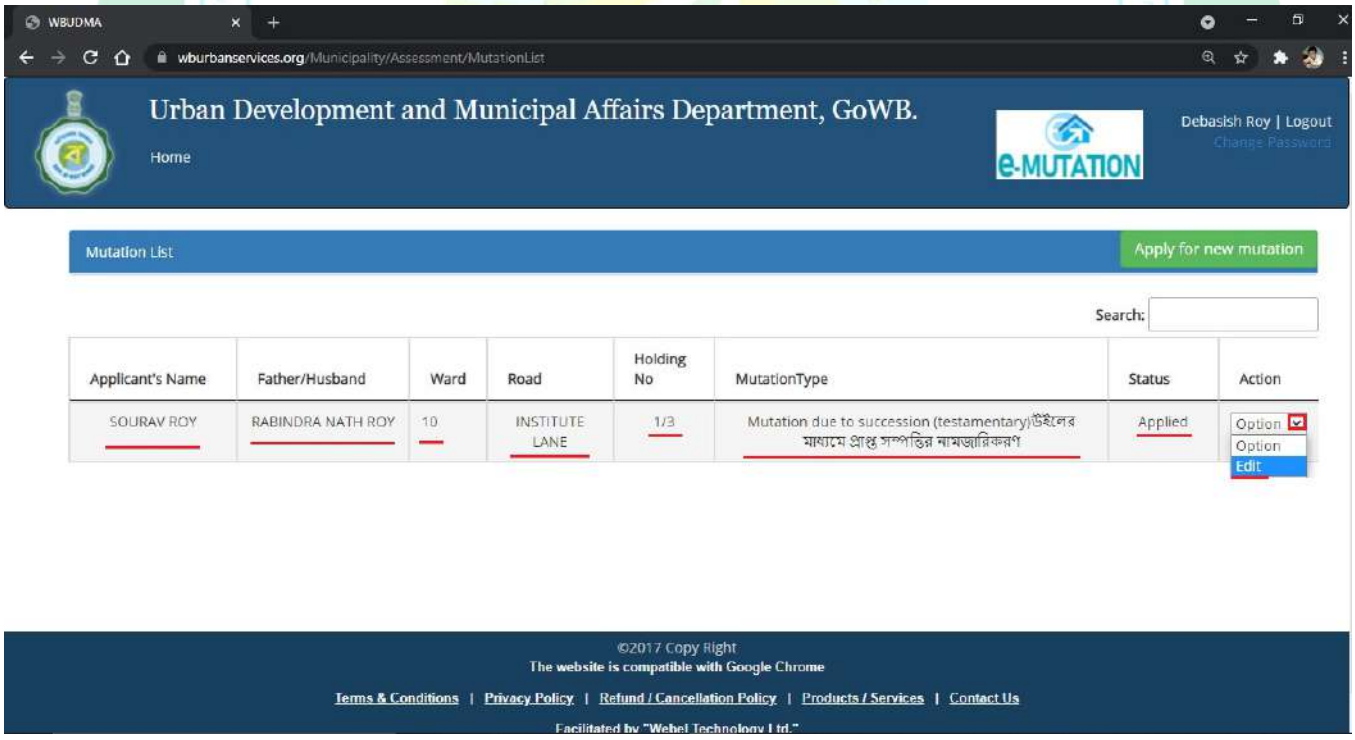


The website will show a dropdown alert "**Are you sure to Save ?**", Click on "**OK**" button beside the alert to Accept the submission of the Mutation Application Form.

After selecting OK button, the application form will be submitted and the website will show successful submission alert with newly generated **Application Number**&**Application Date**

as shown in the below image. Clicking on "**OK**" button the website will redirect to the Applicant's Dash-Board page.



After submitting the Mutation Application form, the applicant can find a new row with a few records of the submitted application form with status – "**Applied**". The applicant can also do modification/correction on the records/data of the submitted application by clicking on the "**Edit**" option below action dropdown list and re-submit the same application form with modified data.

• **NOTE** • The applicant can only edit the application form and re-submit till the status of that application shows – "**Applied**". If the application form once verified/approved by the Authorised Users of Municipality/Corporation, the "**Edit**" option will be no longer available for the applicant and the status will show – "**Under Process**".