Sub : Citizen's Charter – Market Department, KMC

Sl. No.	Specific Service Sought	Application Procedure	Total Fees Payable	Documents to be submitted with application	Time limit for providing the Service	For inquiries contact	Contact for complaints/ suggestions
1.	Mutation of stall / slab on inheritance ground	Application to be submitted to the Market Superintendent concerned	As per extant Schedule of Rates, Fees & Charges	a. Death Certificate of Licensee / Recorded Permit Holder b. Heirship Certificate c. Affidavit sworn before 1st Class Magistrate d. Indemnity Bond	30 working days	Deputy Manager (Market) Phone: 2286 1000 (Extn: 2705)	Senior Superintendent (Market) Phone : 2286 1000 (Extn: 2705)
2.	Mutation of stall /slab (other than inheritance)	Application to be submitted to the Market Superintendent concerned	As per extant Schedule of Rates, Fees & Charges	a. Affidavit sworn before 1st Class Magistrate b. Indemnity Bond	40 working days	Deputy Manager (Market) Phone: 2286 1000 (Extn: 2705)	Senior Superintendent (Market) Phone : 2286 1000 (Extn: 2705)
3.	Approval for change / addition of business	Application to be submitted to the Market Superintendent concerned	As per extant Schedule of Rates, Fees & Charges	Not applicable (If, however, statutory clearances / approvals are required for conduct of the proposed business, photocopy of the same must be submitted)	20 working days	Deputy Manager (Market) Phone: 2286 1000 (Extn: 2705)	Senior Superintendent (Market) Phone : 2286 1000 (Extn: 2705)

Sl. No.	Specific Service Sought	Application Procedure	Total Fees Payable	Documents to be submitted with application	Time limit for providing the Service	For inquiries contact	Contact for complaints/ suggestions
4.	Approval for amalgamation / separation of stall	Application to be submitted to the Market Superintendent concerned	As per extant Schedule of Rates, Fees & Charges	Blue Print Plan	50 working days	Deputy Manager (Market) Phone: 2286 1000 (Extn: 2705)	Senior Superintendent (Market) Phone : 2286 1000 (Extn: 2705)
5	Approval for colour wash / white wash/ Plaster of Paris / tarfelting over roof/ installation of new furniture / repair of furniture / repair of rolling shutter or collapsible gates / patch repair of floor	Application to be submitted to the Market Superintendent concerned	Not applicable (If welding machine is used, Rs 750/- must be paid per case)	Not applicable	5 days	Deputy Manager (Market) Phone: 2286 1000 (Extn: 2705)	Senior Superintendent (Market) Phone : 2286 1000 (Extn: 2705)

Sl. No.	Specific Service Sought	Application Procedure	Total Fees Payable	Documents to be submitted with application	Time limit for providing the Service	For inquiries contact	Contact for complaints/ suggestions
6	Approval for works within the stall like installation of new rolling shutter or collapsible gate, installation of AC machine, new flooring	Application to be submitted to the Market Superintendent concerned	Not applicable	Blue Print Plan required for installation of rolling shutter and AC machine only	30 days	Deputy Manager (Market) Phone: 2286 1000 (Extn: 2705)	Senior Superintendent (Market) Phone : 2286 1000 (Extn: 2705)
7	Approval for any change in structure (apart from redeveloped market)	Application to be submitted to the Market Superintendent concerned	As per extant Schedule of Rates, Fees & Charges	Blue Print Plan	50 working days	Deputy Manager (Market) Phone: 2286 1000 (Extn: 2705)	Senior Superintendent (Market) Phone : 2286 1000 (Extn: 2705)
8	Approval for any work not mentioned in 6, 7 & 8	Application to be submitted to the Market Superintendent concerned	As per extant Schedule of Rates, Fees & Charges	Not applicable	30 working days	Deputy Manager (Market) Phone: 2286 1000 (Extn: 2705)	Senior Superintendent (Market) Phone : 2286 1000 (Extn: 2705)

Timelines are subject to all required documents being submitted satisfactorily by the applicant.

Timelines are subject to the condition that approval of any application submitted by the licensees / recorded permit holders of KMC markets, especially in respect of change in structure of stalls, will be the absolute discretion of the KMC authority.

In case of any doubt about the weight of goods purchased, citizens may verify the same with the help of the electronic weighing machine kept at the office of the Market Superintendent concerned.

The citizens may record their complaint, if any, in the Complaint Register maintained at the office of the Market Superintendent concerned. If the complaint is not suitably addressed, further enquiries / complaints may be taken up with the Deputy Manager concerned at 2286 1000 (Extn: 2705).