Citizen's Charter of KEIIP (Kolkata Environmental Improvement Investment Programme)

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
KEIIP	All contractors' site office Complaint & Suggestion Books are to be made available for lodging any complaint. The concerned Executive Engineer of KEIIP to periodically monitor these Books and take necessary actions for redressal with intimation to the complainant. At every Borough under which works are under progress, a Public Relation & Grievance Redressal Unit, comprising of a few KEIIP staff to be established for availing detailed information of the works, registering of complaint and act as Liaison for its redressal under intimation to the complainant.	N. A.	N. A.	15 days	N. A.	N. A.	Through KMC Whats App No.8335988888 all complaints relating to KEIIP will be sent to PD, KEIIP for redressal.	Subhajit Dasgupta Dy. C.E.-I 9830060382	Subhajit Dasgupta Dy. C.E.-I 9830060382
KEIIP	Department had the scope of work to provide Under Ground House Drainage connection to each households of the words mentioned within the Project Area.	Rs.500/- for 1st connection. In KEIP, for additional HD connection a sum of Rs.561 per mtr was being charged, but, in the present project i.e. KEIIP, a sum of Rs.1438/- per mtr is charged.	15 - 20 days after the deposition of requisite fees.	N. A.	Current tax bills of the premisses or any other documents that establishes the right of occupants.	N. A.	PD - KEIIP, pdkeiip @gmail.com	In-charge of Public Information Centre of KEIIP in concerned borough offices	Smt. Manjari De Social Safeguard Specialist 9433898199

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KEIIP	Disposal of RTI applications, where PD, KEIIP is the 1st Appellate Authority w.r.t. cases relating to WS, P&S., P&D, SWM, Building, Roads, Drainage, Pumping Station, CME ©, Lighting, Electricity, Central Workshop & also disposal of RTI case where DG (P) is the SPIO w.r.t. matters dealt with by KEIIP.	Rs.10/- as postal or Money Order along with the application.	30 days	N. A.	The application made to the concerned SPIO, in case of 1st Appeal.	N. A.	PD, KEIIP, pdkeiip @gmail.com	Dola Chatterjee 2283-0544	Soumya Ganguly DG (P) as SPIO 9831080056 & Smt. Debaroti Ghosh, WBCS (Exe.) Admn. Officer, KEIIP 9830896308

Sd/-
A. O. (KEIIP)

Sd/-
D. G. (Projects)/KEIIP

Sd/-
P. D. (KEIIP)

Sd/-
Municipal Commissioner

Sd/-
Mayor