Citizen's Charter of Building Department

The Kolkata Municipal Corporation has resolved to adopt for itself, and present to the citizens at large, the following citizen's charter for the Building Department with regard to the services that the said department provides to the citizens.

The charter is having, as its integral part, a list of citizen's officers with their contact details.

The Building Department will ensure that the citizen's charter and the details of the citizen's charter officers are prominently displayed in every office of the Building Department for the citizen's benefit. They will also ensure that this is given in website of KMC.

Sl. No.	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	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
1.	Sanction for erection of new residential building up to height 15.50 m. and land area not exceeding 500 Sqm. (except buildings at the corner of two streets when at least one of the streets is more than 9.0 M. in width). U/s. 393A of KMC Act 1980 (Amended)	As per schedule available at KMC website	Verification (including site inspection, checking of drawings and verification of documents)-20 working days. Issue of demand notice – 7 working days Final approval after payment– 4 working days	Verification (including site inspection, checking of drawings and verification of documents) - 15 working days. Issue of demand notice – 5 working days. Final approval after payment – 2 working days.	As per KMC Building Rule, Chapter III (procedure for sanction) rule 4 available on the KMC website to be submitted before EE(C)/ Bldg. concerned Borough	Through KMC Web Portal (www.kmcgov.in)	Assistant Engineer concerned	Executive Engineer/ Deputy Chief Engineer concerned.

Sl. No.	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	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
2.	Addition to or alteration of an existing residential building up to height 15.50 M. and land area not exceeding 500 Sqm. (Except buildings at the corner of two streets when at least one of the streets is more than 9.0 M. in width)	As per schedule available at KMC website	Verification including site inspection, checking of drawings and verification of documents – 20 working days. Issue of demand notice – 7 working days. Final approval after payment – 4 working days.	Verification including site inspection, checking of drawings and verification of documents – 12 working days. Issue of demand notice – 5 working days. Final approval after payment – 2 working days.	As per KMC Building Rule, Chapter III (procedure for sanction) rule 4 available on the KMC website	N. A.	Assistant Engineer concerned	Executive Engineer/ Deputy Chief Engineer concerned
3.	Deviation during execution of work from sanction plan u/r 26	As per schedule available at KMC website		Verification including site inspection, checking of drawings and verification of documents – 10 working days. Issue of demand notice – 5 working days. Final approval after payment – 2 working days.			Assistant Engineer concerned	Executive Engineer/ Deputy Chief Engineer concerned

Sl. No.	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	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
4.	Reconstruction of an existing roof/ stair case or installation of lift	As per schedule available at KMC Website	Verification – 20 working days. Issue of demand notice – 7 working days Final approval after payment – 4 working days	Verification – 15 working days. Issue of demand notice – 5 working days Final approval after payment – 2 working days	As per KMC Building Rule Chapter II (prohibition of building without building permit) rule 3(2)(k) available on the KMC website	N. A.	Assisstant Engineer concerned	Executive Engineer concerned
5.	Sanction for construction of toilets, prayer room partition walls etc. an existing building not more than 25% of the total floor area (including staircase) of residential buildings upto II storied and 15% upto III storied without encroaching the rights of the neighbouring buildings and rights of the co-sharers with minimum 1.20 M. wide open space to be provided from the boundary of the property.	Rs. 100.00 (Rupees One Hundred) only		Verification (including site inspection, checking of drawings and verification of documents) -10 working days. Issue of demand notice – 5 working days Final approval after payment – 2 working days	3 Sets of plan, structural stability certificate registered deed of compliance or other legal documents, by which exclusive right of erection be proved calculation sheet of floor area of the existing building, Tax Bill NOC from Assessment Department.	N. A.	Assisstant Engineer concerned	Executive Engineer /Deputy Chief Engineer
6.	Grievance Disposal			7 days		Through K.M.C. Web portal	Executive Engineer concerned	Deputy Chief Engineer/ DG(Building)

Sl. No.	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	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
7.	To obtain a certified copy of sanctioned building plan (for all categories of buildings)	As per schedule available at KMC website	30 Working days		Documents supporting ownership of the building	N. A.	Executive Engineer (Head Quarter)	D. G. (Building)
8.	Issues of full/partial completion certificate	As per schedule available at KMC website		Verification including site inspection, checking of drawings and verification of documents – 10 working days. Issue of demand notice – 5 working days. Final approval after payment – 3 working days.	As per KMC Building Rule, Chapter IV (Execution of Work) Rule 28 (Completion Certificate) & rule 29 (Partial Completion Certificate) rule 30 (Block wise Completion Certificate for building proposal containing more than one building on a plot) available on the KMC website		Executive Engineer concerned	Deputy Chief Engineer/ D. G. (Building)

Note : Phone Number & Office Address are enclosed separately.

Sd/-
Dy. Chief Engineer (North)

Sd/-
Dy. Chief Engineer (South)

Sd/-
Director General (Building) – II

Sd/-
Director General (Building)

Sd/-
Municipal Commissioner

Sd/-
Mayor

CITIZEN'S CHARTER OFFICERS, BUILDING DEPARTMENT, KMC : CONTACT DETAILS

Sl. No.	Name	Designation	Phone (office)	Mobile No.	e-mail Id
1	Sri Anindya Karforma	Director General (Building)	22861277(Dir); 22861000, Extn.-2451, Intercom – 277	9830324310	dg_bldg@kmcgov.in
2	Sri Debasish Chakraborty	Director General (Building) - II	22861000 (Dir); 22861090; Extn – 2891, Intercom – 206	9836886508	dg_bldg@kmcgov.in
3	Sri Sukanta Das	Deputy Chief Engineer Building (North)	22861000 (Dir); 22861214, Extn.-2449	9836127236	dyce_bldg_n@kmcgov.in
4	Sri Somnath Boral	Deputy Chief Engineer Building (South)	22861214(Dir); 22861000, Extn.-2689	9433357150	dyce_bldg_s@kmcgov.in
5	Sri Biswanath Das	Executive Engineer; Borough - I	2554 – 1466	9836542713	ee_bldg_1@kmcgov.in
6	Sri Monotosh Dev	Deputy Chief Engineer; Borough - II	2528 – 4501	9432104269	ee_bldg_2@kmcgov.in
7	Sri Krishna Bhattacharya	Deputy Chief Engineer; Borough - III	2364 – 9298	9433393979	ee_bldg_3@kmcgov.in
8	Sri Ujjal Sarkar	Executive Engineer Borough - IV & V	2219 – 1772	9831014687	ee_bldg_4@kmcgov.in ee_bldg_5@kmcgov.in
9	Sri Tamal Bhattacharjee	Executive Engineer; Borough - VI	2286 – 1277	9239023598	ee_bldg_6@kmcgov.in
10	Sri Nishikanta Bhowmick	Deputy Chief Engineer; Borough - VII	2286 – 1277	9433453470	ee_bldg_7@kmcgov.in
11	Sri Asit Mondal	Technical Advisor; Borough - VIII	2440 – 1467	9830615433	ee_bldg_8@kmcgov.in
12	Sri Amit Sengupta	Deputy Chief Engineer; Borough - IX	2479 – 1833	9830499130	ee_bldg_9@kmcgov.in
13	Sri Tarun Paul	Executive Engineer Borough – X	2483 – 0684	9830615433	ee_bldg_10@kmcgov.in
14	Sri Shyamal Pal	Executive Engineer Borough - XI	2425 – 8136	9831454386	ee_bldg_11@kmcgov.in
15	Sri Pranab Ghosh	Executive Engineer, Borough - XII	2416 – 5914	9433474871	ee_bldg_12@kmcgov.in
16	Sri Arunangshu Sarkar	Executive Engineer, Borough - XIII & XIV	2416 – 5914	9831147898	ee_bldg_13@kmcgov.in ee_bldg_14@kmcgov.in
17	Sri Amit Sengupta	Executive Engineer, Borough - XV	2412 – 6766	9830499130	ee_bldg_15@kmcgov.in
18	Sri Arunangshu Sarkar	Executive Engineer, Borough - XVI		9831147898	ee_bldg_16@kmcgov.in
19	Sri Ashok Guha	Thika Cell		9433263585	
20	Swapan Mahato	Deputy Manager (System)		9674080066	swapan.km@kmcgov.in

CITIZEN'S CHARTER, BUILDING DEPARTMENT : OFFICE DETAILS

Sl. No.	Borough Office	Address
1.	Borough I	10, B.T. Road, Cossipore, Kolkata – 700 002
2.	Borough II	79, Bidhan Sarani, Hatibagan, Kolkata – 700 006
3.	Borough III	109, Narkeldanga Road, Fulbagan , Kolkata – 700 011
4.	Borough IV	22, Surya Sen Street, College Square. , Kolkata – 700 012
5.	Borough V	22, Surya Sen Street, College Square. , Kolkata – 700 012
6.	Borough VI	5, S.N. Banerjee Road, CMO Building, Kolkata – 700 013
7.	Borough VII	5, S.N. Banerjee Road, CMO Building, Kolkata – 700 013
8.	Borough VIII	Gariahat Market Complex, 212 Rash Behari Avenue , Kolkata – 700 019
9.	Borough IX	11, Belvedere Road, Alipore. , Kolkata – 700 027
10.	Borough X	37A, Prince Anwar Shah Road, Kolkata – 700 033
11.	Borough XI	Baghajatin Market Complex (Unit III), Baghajatin Station Road. , Kolkata – 700 086
12.	Borough XII	Santoshpur Market Complex, Santoshpur , Kolkata – 700 075
13.	Borough XIII	516, D.H. Road, Br. Office, Behala , Kolkata – 700 034
14.	Borough XIV	516, D.H. Road, Br. Office, Behala , Kolkata – 700 034
15.	Borough - XV	E/3 Circular Garden Reach Road , Kolkata – 700 024
16.	Borough - XVI	5, Diamond Park, Joka, Kolkata – 700 104