Citizen's Charter of Estate Management Department (Chief Valuer & Surveyor Deptt.)

Sl. No.	Specific service sought for	Application procedure	Total fees payable	Documents to be submitted with application	Application submitted to	Time limit for providing the service	For inquiries contact	Contact for complaints/ suggestions
1.	Sanction of development plan	Application form is freely available and can also be downloaded from KMC web site	As per schedule available at KMC web site	As per KMC rule mentioned in the application form	Ch. Valuer & Surveyor Deptt., CMO Building 5, S.N. Banerjee Rd., Kol-13	• Verification [Incldg. Site inspection, checking of drawings & verification of documents]- 20 working days • Issue of demand notice - 5 working days • Final approval after payment - 3 working days	Assistant Engineer concerned	Chief Valuer & Surveyor
2.	Supply copy of Smart Map	In plain paper	As per schedule available at KMC web site	Current tax bill of the premises for which the application is submitted	Ch. Valuer & Surveyor Deptt., CMO Building 5, S.N. Banerjee Rd., Kol-13	• Verification - 2 working days • Issue of demand - 3 working days • Hand over the copy after payment - 1 day	Concerned Draughts Man section	Sub-Asstt. Engineer / Asstt. Engineer / Ch. Valuer & Surveyor
3.	License fees for road side garden	In plain paper	As per schedule available at KMC web site	Specific reason for such license should be mentioned along with site plan & clearance from concerned borough	Ch. Valuer & Surveyor Deptt., CMO Building 5, S.N. Banerjee Rd., Kol-13	• Verification of application - 1 working days • Inspection of site - 5 working days • Issue of demand after obtaining necessary approval of higher authority - 5 working days • Issue permission after payment - 3 working days	Assistant Engineer concerned	Chief Valuer & Surveyor
4.	Building observation fees [SOR]	Application form is freely available and can also be downloaded from KMC web site	As per schedule available at KMC web site	As per KMC rule mentioned in the application form	Building Deptt. of concerned Borough	• Clearance by the concerned borough section - 1 day • Verification of the submitted drawing with the records of KMC by draughts man section - 2 working days • Inspection of site along with the concerned LBS/ LBA , verification of records and preparation of inspection report - 4 working days	Sub-Asstt. Engineer concerned	Asstt. Engr. / Ch. Valuer & Surveyor

Sl. No.	Specific service sought for	Application procedure	Total fees payable	Documents to be submitted with application	Application submitted to	Time limit for providing the service	For inquiries contact	Contact for complaints / suggestions
						• Approval of SOR after final verification – 2 working days • Issue SOR– 1 working day on producing demand paid receipt		
5.	Demarcation fees	In plain paper	As per schedule available at KMC web site	Site plan showing the premises abutting KMC road & current tax bill	Ch. Valuer & Surveyor Deptt., CMO Building 5, S.N. Banerjee Rd., Kol-13	• Verification of drawing submitted with the records of KMC - 5 working days • Inspection of site - 7 working days • Issue of demand – 3 working days • Issue of copy after payment – 5 working days	Assistant Engineer concerned	Ch. Valuer & Surveyor
6.	Inspection of survey map/ regular line	In plain paper	As per schedule available at KMC web site	N. A.	Ch. Valuer & Surveyor Deptt., CMO Building 5, S.N. Banerjee Rd., Kol-13	• Issue of demand – 2 working days • Inspection after payment – 1 day	Concerned Draughts Man section	Asstt. Engineer / Ch. Valuer & Surveyor
7.	Issuance of copy of regular line	In plain paper	As per schedule available at KMC web site	N. A.	Ch. Valuer & Surveyor Deptt., CMO Building 5, S.N. Banerjee Rd., Kol-13	• Issue of demand after verification of records – 7 working days • Issuance of copy after payment – 3 working days	Concerned Draughts Man section	Asstt. Engineer / Ch. Valuer & Surveyor

The above time frame is applicable for normal cases along with necessary documents as mentioned in the application form and inspection of the site along with the concerned LBS / LBA within the specified time period as fixed and informed to the LBS / LBA by this department. In other cases the time frame may vary.

Sd/-
Chief Valuer & Surveyor

Sd/-
Jt. Mpl. Commissioner (Rev. & Supply)

Sd/-
Municipal Commissioner

Sd/-
Mayor