Citizen's Charter of Licence Department

Name of the Department	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
Licence	Following services are provided to the traders/ businessmen on receipt of application and after observing extant norms and procedures:-	As per Budget Schedule of Licence Deptt. so passed by the Corporation in its Budget Meeting Posted in KMC web-portal https://www.kmcgov.in			As listed clearly in KMC web portal https://www.kmcgov.in	Self declaration may be accepted in letter head under the hand and seal of traders/ businessmen in lieu of Affidavits/ Undertakings	• Fully online at present. • New Application can be submitted in KMC web Portal • CEs are also issued through portal • Renewal Demands are available at KMC's web portal and also can be paid online.	DLO (HQ) 2286-1000, Ext.-2404/2582/ 2779. DLO (Hatibagan) 2530-2419. DLO (Cossipore) 2528-9450. DLO (Gariahat) 2440-3925. DLO (Baghajatin) 2425-8135. DLO (Santoshpur) 2416-2263. DLO (SSU, Behala) 2398-2449. DLO (Garden Reach) 8646846386. Manager (Tax & Non-Tax Revenue, Joka) 9830402944	Chief Manager (Licence) 2286-1036. Licence Officer (HQ) 2286-1028. Licence Officer (O/L) 2416-2263. Manager ((Tax & Non-Tax Revenue, Joka) 9830402944. Online Payment Issues Manager (System) Licence. 2286-1000, Extn.- 2738/2660.

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
	1) Issuance of new CE		7 days	No change i.e. 7 days					
	2) Renewal of CE		Immedi-ately on submis-sion of fees	Will remain same					
	3) Minor change and correction of CE		15 working days	No change i.e. 15 working days					
	4) Major change i.e. Closure on change of CE		15 working days	No change i.e. 15 working days					
	5) Permanent closure of CEs		15 working days	No change i.e. 15 working days					

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

Sd/-
Chief Manager (Licence)

Sd/-
Licence Officer (HQ)

Sd/-
Dy. Licence Officer (HQ)

Sd/-
Mayor