Citizen's Charter of Roads Department

Name of the Depart-ment	Specific Service sought	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
Roads	Repairs of road including pot holes & worn out surface and also damaged (more than 30.0 mtr.) by P. U. Cos.	N. A.	Engaging departmental gang from Asphaltum department within 24 to 72 hrs. or engaging contractor after obtaining necessary approval from the appropriate authority within 1 to 3 months.	N. A.	N. A.	N. A.	Executive Engineer(C)/ R/N or Executive Engineer (C)/ R/S	1) Sri Soumitra Bhattacharya, D.G.(Roads) 2252-2590 & 9830043982 2) Sri Dipankar Pal, Dy.C.E(C)/Roads 2252-2590 & 9830324327 3) Sri Priyotosh Ghosh Dy.C.E(C)/Rds/South 2252-2590 & 9830831488 4) Sri Tamal Sengupta, E.E.(C)/Roads/North 2252-2590 & 9830241919 5) Sri Sanat Ray E.E. (C)/Roads 2252-2590 & 98312898212	Same as previous Column
	Improvement of Road surface	N. A.	After obtaining necessary approval from the appropriate authority within 3 to 6 months.	Expedite the sanction procedure	N. A.	N. A.	D. G. (Roads)		
	Widening of Road	N.A.	- Do -	- Do -	N.A.	N.A.	D.G.(Roads)		
	Mastic Road surface	N.A.	- Do -	- Do -	N.A.	N.A.	D.G.(Roads)		

Sd/-
Ex. Engineer (R)/N

Sd/-
Ex. Engineer (C) (R)

Sd/-
MMIC (Roads)

Sd/-
Dy.C.E (Civil)/Roads/S

Sd/-
DG(Roads)

Sd/-
Dy.C.E (Civil)/Roads

Citizen's Charter of Roads (Mechanical) Department

Name of the Depart-ment	Specific Service sought	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
Roads (Mecha nical)	Repairs of roads of whole KMC area (pot holes & worn out surface by departmental Gang)	N. A.	Engaging departmental gang from Asphaltum Department & Rollers from Road Roller Department within 24 to 72 hrs. after approval of higher authority of KMC.	N. A.	N. A.	N. A.	Executive Engineer (M)/ Asphaltum or Executive Engineer (M)/ Road Roller or O.S.D. (M) Roads	1) Sri Asoke Kumar Dhar, DG (M)/Rds. Mob : 9830324347 2) Sri Debasis Sadhukhan, O.S.D. (M), Roads Mob : 9830324344 3) Sri Manoj Samaddar Ex. Engr.(M)/Asph. P. B. Mob : 9433147668 4) Sri Tapan Purkait Ex. Engr.(M)/Asph. G.G. Mob : 9433359412 5) Sri Biswanath Das Ex. Engr.(M)/R.R. Mob : 9830109712	Same as previous Column

Sd/-
DG (Mechanical/Roads)

Sd/-
Ex. Engr. (Mechanical)