Citizen's Charter of Solid Waste Management Department

Service No.	Specific Service Sought	Application Procedure	Total Payable Fee	Documents needed	Submit application to	Time limit for providing the service	For inquiries contact	For complaints/ suggestions contact
1	Clearance of garbage, rubbish etc. from footpath & public roadways.	Verbal/telephoni intimation (Control Room : 2286-1212/1313/ 1414)	Nil	Not Applicable	Not Applicable	1 working day after receiving the intimation	Nearest Ward Office	Assistant Director, SWM of the borough concerned
2	Clearance of carcass from footpath/roads/ open land etc.	Verbal / intimation over phone (Control Room : 2286-1212/1313/1414)	Nil	None	Not Applicable	12 working hours	Nearest Ward Office	Assistant Director (SWM) of the Borough concerned
3	Clearance of carcass from private premises.	Application on plain paper	As per schedule (available on KMC website*)	None	Assisstant Director (SWM) of the borough concerned	12 working hours on submission of fees.	Nearest Ward Office	Assistant Director (SWM) of the Borough concerned
4	Clearance of night soil from septic tank.	Application on plain paper	As per schedule (available on KMC website*)	None	Assisstant Director (SWM) of the borough concerned	7 working days from submission of fees	Nearest Ward Office	Assistant Director (SWM) of the Borough concerned
5	Erection of scaffolding, temporary structure stalls	Application on plain paper	As per schedule (available on KMC website*)	NOC from Borough Executive Engineer (building) is required in case of repairing or any addition / alteration of Building for which scaffolding/ occupation of KMC space is necessary.	Assisstant Director (SWM) of the borough concerned	3 working days on submission of fees	Nearest Ward Office (SWM)	Assistant Director (SWM) of the Borough concerned

Service No.	Specific Service Sought	Application Procedure	Total Payable Fee	Documents needed	Submit application to	Time limit for providing the service	For inquiries contact	For complaints/ suggestions contact
6	Allowing disposal at dhapa of non hazardous waste material (e.g. food products, garden waste and construction debris) by different agencies/ households	Application on plain paper	As per schedule (available on KMC website*)	None	Assisstant Director (SWM) of the borough concerned	3 working days on submission of fees.	Assistant Director (SWM) of the Borough concerned	Assistant Director, SWM of the borough concerned

* KMC website - www.kolkatamycity.com

Sd/-
MMIC (SWM & TN Project)

Sd/-
Director General (SWM - I & II)

CONTACT DETAILS OF SWM OFFICERS

Sl. No.	Name	Designation	Office Phone No. & Mobile No.
01.	SRI SUBHASISH CHATTOPADHYAY	D. G. (SWM - I & II) ACTG	2252-2753 [2252-0566(FAX)] EXTN.2649 (9836536419)
02.	SRI SUBHASISH CHATTOPADHYAY	DY. CH. ENGINEER (SWM - I)	2252-2753 [2252-0566(FAX)] EXTN.2649 (9836536419)
03.	SRI BISWA RANJAN RAKSHIT	DY. C.E. (SWM - II)	2252-5595 EXTN.2602 (9830582716)
04.	SRI BIJAN DAS	DY. DIRECTOR - I (SWM - I)	EXTN.2782(9831013816)
05.	SRI SUBRATA ROY	DY. DIRECTOR - II / SWM - I	94326523866
05A	BIPLAB MAITRA	EE (C)/DY. DIRECTOR-VI/SWM - I	9831315171
06.	SRI SURESH CH. MONDAL	EX. ENGR.(C-I)/SWM - I	(9830378108)

Sl. No.	Name	Designation	Office Phone No. & Mobile No.
07.	SRI KALYAN GHOSHDASTIDER	EX. ENGR.(C-II)/SWM I	(9434643284)
08.	SRI RATHIN BISWAS	EX. ENGR.(C-III)/SWM - I	9433167412
09.	SRI TAPAN DHAR	EX. ENGR.(C-IV)/SWM - I	(9433130465)
10.	SRI MALAY GHOSH	EX. ENGR. (M)/SWM-II	2284-7112 (9433386267)
11.	SRI BISWAJIT BISWAS	EX. ENGR. (M)/SWM - II	9830591330
12.	SRI ASHIS KR. DEY	EX. ENGR. (M)/SWM - II [Actg.]	9732208755
12 A	TAPAN KR CHOWDHURY	EX. ENGR. (M)/SWM - II	9231648631
13.	SRI KALYAN SAMAJDAR	IN-CHARGE (GARAGE - I)	2555-4758 (9433459482)
14.	SRI SUBARNA MUKHERJEE	IN-CHARGE (GARAGE - II)	2352-0092 (9830407392)
15.	SRI KAJOL HALDER	IN-CHARGE (GARAGE - III)	2284-7112 (9088220632)
16.	SRI UTTAM KUMAR MONDAL	IN-CHARGE (GARAGE - IV) & S.S.U.	2401-4464 (8017088789)
17.	SRI BIBEK MONDAL	IN-CHARGE (GARAGE - DHAPA)	2328-2622 (7890468742)
18.	SRI DIBYENDU SEN	IN-CHARGE (GARAGE CHWS)	2329-7012 (9830473358)
19.	SRI SUBAL KUMAR	IN-CHARGE (GARAQGE-G.R.U.)	2469-5318 (9002039716)
20.	SRI DEBASHIS ROYCHOWDHURI	IN-CHARGE (JADAVPUR UNIT)	(9830179379) 2329-5532
21.	SRI TAPOJYOTI BAG	A.E.(M)/SWM - II / HQ	8017359005
22.	SRI TAPAS KUMAR NEOGI	IN-CHARGE (GARAGE POOL)	2284-7112 (9831718792)
23.	SRI ARUN KR. SINGH	DY. DIRECTOR-III/ Asstt. Director(SWM-I)/BR.-I	2546-3052 (9831237926)
24.	SRI DEBATOSH DUTTA	ASSTT. DIRECTOR(SWM-I)/BR.-II	2555-9158 (9432642040)
25.	SRI PARIMAL ADHIKARY	ASSTT. DIRECTOR(SWM-I)/BR.-III	9163921241
25A	SRI ANIRBAN BISWAS	ASSTT. DIRECTOR (SWM-I)/ BR.-IV	9804216604
26.	SRI SANATAN BISWAS	DY. DIRECTOR-IV(SWM - I)	9836485503
27.	SRI GAUTAM SARKAR	ASSTT. ENGINEER(SWM - I)/BR.-V	9433476709
28.	SRI TAPAS BHATTACHARJEE	ASSISTANT DIRECTOR(SWM-I)/BR.-VI	9007541469

Sl. No.	Name	Designation	Office Phone No. & Mobile No.
29.	SRI SANTANU PURKAYASTHA	ASSTT. ENGINEER/BR.-VII	9883615213
30.	SRI PRABIR KUMAR SARDAR	ASSTT. DIRECTOR (SWM-I)/BR.-VIII	9830759041
31.	SRI SHYAMAL KARMAKAR	ASSTT. DIRECTOR(SWM-I)/BR.-IX	9432513104
32.	SRI BISWANATH NARU	DY. DIRECTOR-V/ ASSTT. DIRECTOR(SWM-I)/BR.-X	9433369114
33.	SRI DEBSADHAN MONDAL	ASSTT. DIRECTOR(SWM-I)/BR.-XI	9830484752
34.	SAMIR NASKAR	ASSTT. DIRECTOR(SWM-I)/BR.-XII	9433106068
35.	SRI PRAKASH CHANDRA MOHANTI	ASSISTANT DIRECTOR/BR.XIV/JOKA-I&II	9163507914
36.	SRI ASHIM KR BALA	ASSTT. DIRECTOR (SWM-I)/BR.-XV	9830426548
37.	SRI SWAPAN MAHAPATRA	ADVISOR / SWM - I	9831095622