Citizen's Charter of Water Supply Department

Specific Service Sought	Application Procedure	Total fees Payable	Documents needed	Submit application to	Time limit for providing the service	For enquiries contact	For complaints/ suggestions contact
New connections - Industrial Commercial and Institutional (ICI)	Form available at KMC website	As per budget schedule	• Trade licence • KMC property tax clearance certificate • 'No Objection Certificate from the owner of the property (if the applicant is a tenant)	Assisstant Engineer concerned (Water Supply)	4 working days from deposition of necessary charges	Zonal Executive Engineer concerned	Zonal Executive Engineer concerned
New connection for bulk meter for ICI use or domestic use	Plain paper application stating the per day consumption, reservoir capacity and present scenario	As per budget schedule	• Departmental inspection is done after submission of application	Director General, Water Supply	30 working days from deposition of necessary charges	Zonal Executive Engineer concerned	Zonal Executive Engineer concerned
New domestic connections	Form available at KMC website	As per budget schedule	• Property tax clearance certificate • Occupancy certificate for new buildings	Ward office / Assisstant Engineer concerned	4 working days from deposition of necessary charges	Zonal Executive Engineer concerned	Zonal Executive Engineer concerned
New building construction connections	Form available at KMC website	As per budget schedule	• Photocopy of building sanction plan • Photocopy of the receipt of the payment of building sanction fees • Plumber "Niyog Patra"/letter of authorization to KMC licensed plumber	Ward office / Assisstant Engineer concerned	4 working days from deposition of necessary charges	Zonal Executive Engineer concerned	Zonal Executive Engineer concerned
Conversion of water connection for building construction into water connection for domestic use	Form available at KMC website	As per schedule	• Property tax clearance certificate • Occupancy certificate	Zonal Executive Engineer concerned	4 working days from deposition of necessary charges	Zonal Executive Engineer concerned	Zonal Executive Engineer concerned

Specific Service Sought	Application Procedure	Total fees Payable	Documents needed	Submit application to	Time limit for providing the service	For enquiries contact	For complaints/ suggestions contact
Reconnection of water supply	Form available at KMC website	As per schedule	• Property tax clearance certificate • No dues in the respective water connection (for ICI only)	Ward office concerned	24 hours from deposition of necessary charges	Zonal Executive Engineer concerned	Zonal Executive Engineer concerned
Change of pipe or change of ferrule size	Form available at KMC website	As per schedule	• Property tax bill • No dues in the respective water connection (for ICI only)	Ward office concerned	4 working days from deposition of necessary charges	Zonal Executive Engineer concerned	Zonal Executive Engineer concerned
Water tanker supply	Request letter from applicant	As per schedule	None	Executive Engineer concerned	24 hours	Zonal Executive Engineer concerned	Zonal Executive Engineer concerned
Installation of new tube-wells or repair of damaged tube-wells	Application form for permit available at State Water Investigation Directorate (SWID), Govt. West Bengal Address-Bikash Bhavan, 5th Floor, Salt Lake, Kol-91 After receiving permit from SWID, KMC will issue the details for license fee	As per the rate fixed by SWID and KMC license fee is as per schedule	• Property Tax bill • Plan of premises	West Bengal Ground Water Resource, Supdt. Geologist, State Water Investigation Directorate, West Bengal Govt.	After receiving permit from SWID details regarding license fee will be issued within 2 working days. License fee receipt is considered as Tube well license	Executive Engineer (Tube well)	Executive Engineer (Tube well)

Sd/-
D. G. (Water Supply)

Sd/-
Dy. C. E. - I (Water Supply)

Additional Information of Water Supply Department

Information sheet for how to get water supply connection in premises

Different steps for getting water supply connection

- Contact to Assistant Engineer of the Local Office of Water Supply Department.
- List of Plumbers will be available from them.
- Select a plumber and the plumbers prepare the estimate. The user apply in the prescribed format and placed before Assistant Engineer for sanction.
- After sanction deposit the amount and get connection.

Fees includes Deposit money, Water charges, Connection fees, Road opening fees, Road restoration fees etc.

One premises entitled to get one Water Supply Connection.

If any premises wants to take more water they may contact Executive Engineer (Water Supply) of the respective Zone for water supply through Bulk Meter.

Present Rate for Bulk Meter :

Rs 7/ Kilo Litre for Domestic Purpose
Rs15/Kilo Litre for Industrial Commercial & Institutional Purpose

Fees Structure for commercial water supply

If any Commercial consumer take Connection through ferrule connection, the rates according to the sizes are given below :

Ferrule Size	Building-Business/Non-domestic (Per month) in Rs.
10.00 mm	525/-
15.00 mm	1200/-
20.00 mm	2000/-
25.00 mm	3000/-

1. **For not getting water - Complaint is required to contact the corresponding office of his/ her locality as mentioned below :-**

Name of local water supply	Ward No.	Officers concerned	Time
Cossipore Section 10, B.T. Road,Kolkata-700002 Ph : 2558 8553	1, 2, 3, 4, 5 & 6	Asstt. Engineers	From 7-30 A.M. to 11-00 A.M.
Hatibagan Section, 79, Bidhan Sarani, Kolkata-700006 Ph : 2543 1602	7, 8, 9, 10, 11, 12 & 15	Do	Do
Brindaban Bose Section, 28, Brindaban Bose Lane, Kolkata-700006, KMC Building	16,17,18, 19 & 20	Do	Do
B. K. Pal Section, 105, B. K. Pal Avenue (Near the B.K. Pal Park), Kolkata-700005	21, 22, 23, 24 & 25	Do	Do
Hedua Section, 6, Azad Hind Bagh, Hedua Square, Kolkata-700006	26, 27, 28, 38 & 39	Do	Do

Name of local water supply	Ward No.	Officers concerned	Time
Maniktala Section 109, Narkeldanga Main Road, Kolkata-700011 Ph : 2364 9252	13,14,29,30,31,32,33,34 & 35	Asstt. Engineers	From 7.30 A.M. to 11.00 A.M.
Section 'E' 1, Neel Madhab Sen Lane(Near Md. Ali Park), Kolkata-700011	41,42,43, 44 & 45	Do	Do
Section 'F' 22, Surya Sen Street, Kolkata-700012 (Near Borough V office) Ph : 2219 2399	36,37,40, 48,49 & 50	Do	Do
Section 'G', 23, Princep Street, Kolkata-700072	46, 47 & 51	Do	Do
Section 'H' Hazi Md. Mohsin Square (Goltalab), Kolkata-700016	52, 53, 61, 62 & 63	Do	Do
Section 'I', 13,Dilkhusha Street (Near Park Circus Tram Depot), Kolkata-700017	64 & 65	Do	Do
Section 'J', P-65, Dr. Sundari Mohan Avenue, Kolkata-700014, KMC Office	54,55,56,57, 58,59 & 60	Do	Do
Picnic Garden, 105/2, Prasanna Naskar Lane (Near Colony Bazar), Kolkata-700039 Ph : 2334 3900	66 & 67	Do	Do
Section 'K', 212, Rashbehari Avenue (Gariahat Market, 3rd Floor), Kolkata-700025	68,69,72,84,85,86,87 & 90	Do	Do
Section 'L', 125, Hazra Road (At Hazra Road and Harish Mukherjee Road Crossing), Kolkata-700026 Ph : 2455 7978	70,71,73,74,82,83 & 88	Do	Do
Section 'M', 39, Circular Garden Reach Road (At Sudhi Bose Road and C.G.R.D. Road Junction), Kolkata-700024	75,76,77,78, 79 & 80	Do	Do
Section 'Tollygunge', Opposite Golf Green Daily Market, Uday Sankar Sarani, Kolkata-700045 Ph : 2483 6604	81, 89, 91, 92, 93, 94, 95, 96, 97, 98, 99 & 100	Do	Do
97 & 98, Garfa Main Road, Borough - XII Office, Kolkata - 700 075	103, 104, 105, 106, 107, 108 & 109	Do	Do
Baghajatin Market Complex, Unit-III, Baghajatin Station Road, Kolkata - 700 086	101, 102, 110, 111, 112, 113 & 114	Do	Do
S. S. Unit, Behala, 516, D.H. Road, Borough-XIII and XIV Office, Kolkata - 700 034	115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131 & 132	Do	Do

Name of local water supply	Ward No.	Officers concerned	Time
G.R. Unit, E/3, Circular Garden Reach Road, Borough - XV Office, Kolkata - 700 024	133, 134, 135, 136, 137, 138, 139, 140 & 141	Do	Do
Joka-I & Joka-II	142, 143 & 144	Executive Engineer	Do

2. Special supply by water tanker.

Party is required to contact concerned H.P.L. office between 7 A.M. to 5 P.M. For each tanker of 3600 litre capacity the party has to deposit Rs. 450/- to get supply within Ward 1 - 144.

Contact person	Contact No.	For supply at
Assistant Engineer (W/S)	9434438930	North Kolkata
Assistant Engineer (W/S)	9433067220	Central Kolkata
Assistant Engineer (W/S)	9903739403	Bhawanipore, Gariahat, Kalighat area
Assistant Engineer (W/S)	9831427815	Jadavpur, Tollygunge area
Assistant Engineer (W/S)	9830839760	Behala area
Executive Engineer (W/S)	9432441553	Garden Reach area

3. Any other complaint on water supply including contamination.

Report may be lodged at the local water supply office mentioned above or K.M.C. Control Room during odd hrs. :-

Tel. Numbers and address of the K.M.C. water supply zonal offices.

Name of Zonal water supply office	Address	Ph. No.	Ward No.	Officer concerned
North	79, Bidhan Sarani, Kolkata-700006	2543-1602	1-12,15-28 38-39	Executive Engineer
Central	5, S.N. Banerjee Rd. Kolkata-700013	2286-1000 - 08, Ext. 2524	13-14,29-37 40-65	Do
South	Poddar Nagar, 135,Prince Anwar Shah Rd., Kolkata-700068	2413-2232	81-89, 91-100	Do
West	212 Rash Bihari Avenue, Kolkata-700025	2440-2793	66-80, 82-88,90	Do
Jadavpur Unit	97, 98 Garfa Main Rd, Kolkata-700075	2418-0645	101-114	Do
S. S. Unit	516 D.H. Rd. Near S. B. I, Kolkata-700034	2397-0135 (Extn Water Supply)	115-132	Do
Garden Reach Unit	E-3, C. G. R. Road, (Near Hindusthan Liver), Kolkata-700024	2469-3283	133-141	Do

4. For Tubewell contact Executive Engineer Tubewell at 5, S. N. Banerjee Road, Kolkata-700013, Phone - 22861000, Ext. 2567