

Date: July 3, 2019


Municipal Commissioner's Circular No. 28 of 2019-20

Sub.: Action against complaints received in regard to certain civic amenities.

Of late it has been observed that citizens have voiced their grievances against some Departments of KMC. Certain measures are required to be taken to mitigate such grievances. The following departments and the nature of complaints are as follows:

- 1. Car Parking Department:** Complaints have been received regarding charging extra for parking of vehicles by the certain agencies. Further, the personnel deployed are threatening the citizens and behaving in an unruly manner. Ch. Manager (Parking) shall take stern action against the offenders and may lodge an FIR and can even terminate the contract of the offending agency. Ch. Manger (Parking) is requested to organize an orientation workshop for the co-operatives and agencies with the Kolkata Police.
- 2. Water Supply Department:** It has been reported that certain enlisted plumbers are charging exorbitant rates. D.G.(WS-I) is requested to take stern action against the reported offender. Further, a rate of plumbing charges for the enlisted plumber may be fixed and displayed in the website for the information of the public.
- 3. CME (Civil) Department:** Complaints of charging exorbitant rate have also been received for the drainage connection works. D.G.(Civil) is requested to take stern action against the reported offender.
- 4. Licence Department:** Complaint has been received regarding the operation of touts in the departmental works. CCTV camera should be installed in the department and should be monitored. KMC Vigilance Cell shall monitor the visitors' log book and shall ascertain the identity of outsiders in and around the department and prevent unauthorized entry. Ch. Manger (Licence) is requested to maximise the work flow through the online mode with minimum intervention of the agents. Ch. Manager (Licence) is further requested to determine the list of authorized representative required to do the necessary formalities for the applicant.

This is issued as per the approval of Hon'ble Mayor.


Municipal Commissioner

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