

## **CITIZEN CHARTER**

### **ENGINEERING-DRAINAGE DEPARTMENT**

#### **1. To get Drainage Connection Contact should be made of Drainage Division of Engineering Department of respective zone.**

a. X Chawls, Streets slums and Buildings of City proper

Printed Application Form is administrative branch of Engineering Department of respective zone Application form Giving complete information along with Receipt of payment of complete Municipal Property Tax is to be submitted in the Drainage Division of Engineering Department. Permission for drainage connection will e given within seven days from the date of application. Then Drainage charge as decided by department is to be paid in cash in Administrative office of drainage division of concerned zonal engineering department Drainage connection will be given within seven days.

b. For Housing Societies

Printed Application Form is to be obtained free of cost form administrative Branch of Engineering department of Concerned zone Giving complete information in the Application Form along with society construction Plan, Drainage Connection decided by licensed Plumber, B U Permission Of Building are to be submitted in Drainage Division. Drainage division will inform about permission of drainage connection within seven days. After such permission plumbing work can be started Applicant and licensed Plumber have to submit completion Report of the work after that Drainage division will prepare Drainage line inspection Report and shall inform to pay charge of gutter connection. After payment of decided Gutter connection charge in the administrative branch connection will be given within seven days.

#### **2. To get Relief in Toilet Construction**

Drainage Division of Engineering Department of concerned zone is to be contacted. Yearly income of joint family of Building Owner or Tenant who want to construct Toilet himself claiming relief must no exceed Rs. 10.000 Application has to get Application Form Costing Rs. 51 from administrative Branch of Engineering department Rs. 50 will be refunded after contraction of Toilet But those Applicants who did not construct toilet after make application or claim relief for already constructed Toilet of Rs.50 /- will be for giving complete information mentioned in Application Form along with evidence of Residence is to be submitted as under zerox copy of municipal Tax Bill or Electricity Bill Or Ration Card, 4 Application is serving a service certificate, duty signed and cealed by Municipal Corporation M.L.A, Government gazetted officer are to be submitted Application Form is to be returned within 15 days with necessary information's. After receipt of application Responsible officer will visit the place. After That Applicant has to construct Toilet according to Municipal corporation plan, by approved contractor. Procedure of disbursement of subsidy will start after receiving completion Report of

Construction in Engineering Department information about sanction of subsidy will be given amount of subsidy can be received from the Accounts Department during accounts working hours of 11 .00 AM To 14.00 PM

**3. To remove Blockage of Drainage line to stop overflowing of main Holes and for all complaints of Drained lines**

For all these complaints drainage division of Engineering department is to be contacted. Complaints can be made to complaint supervisor in sub zonal / ward office situated at concerned ward, during working days and time by Telephone in person or in writing applicant must give his/her name, Address, Telephone No. Together with complete information of place and complaint He can also get complaint No. given by complaint supervisor This complaint can also be made to control Room of Control office of Municipal Corporation on Telephone No 5353858, 5353717 during 10.30 AM To 18.10 PM This complaint will be disposed of within two days.