

JHANSI CANTONMENT BOARD

CITIZEN CHARTER

Helpline A complaint CELL 'Samadhan' has been setup to register the complaints of the citizen. Any citizen can file his/her complaints on telephone no 0510-2471158

Redressal of Complaint Prompt action is being done on the complaints received in 'Samadhan'. Regular supervision is being done by the Admin Officer and CEO.

Attending to Complaints (Six days a week)

By CEO From 6:30 a.m. to 7:30 am. (On field), 11 a.m. to 12 Noon (In office) 4:00 p.m. to 5:00 p.m. (In office), Round the clock on phone.

By Environment Supdt. From 6:30 a.m. to 8:00: a.m. (On field),
10.30 a.m. to 11.30 a.m. (In office)
4:00 p.m. to 5:00 p.m. (In office), Round the clock on phone.

By Chief Cantonment Engineer/Asstt Engineer From 10:00 a.m. to 11:00 a.m. (In office)
4:00 p.m. to 5:00 p.m. (In office), Round the clock on phone.

Building Plans

Sanction of fresh building plan * One month. Sanction of building plan in outside notified civil area shall depend on the NOC from DEO Bhopal Circle Bhopal and concurrence of the GOC-in-Chief the Command. Any enquiry regarding Status of plan submitted * On Spot during office working hours.

Sanitation

Sweeping/Cleaning of roads and drains (Daily) Winter 7.00 a.m. to 12 Noon, 2:00 p.m. to 5:00 p.m.
Summer 6:00 a.m. to 11:00 a.m., 3:00 p.m. to 6:00 p.m.

Removal of Rubbish (Daily) Winter 7:00 a.m. to 3:00 p.m.
Summer 6:30 a.m. to 2.30 p.m.

Disposal of Garbage & maintenance of Parks Winter 7:00 a.m. to 12 Noon, 2:00 p.m. to 5:00 p.m.
Summer 6 00 a.m. to 11:00 a.m., 3:00 p.m. to 6:00 p.m.

All Parks remain open for public use 5:00 a.m. to 9:00 a.m. & 4:00 p.m. to 9:00 p.m.

Anti-Larva & other spraying & Fogging As and when required

Disposal of Dead Animals Four hours from the receipt of information.

Street Lights

Switching on	6:30 p.m. in summer & 6:00 p.m. in winter	
Switching off	5:30 a.m. in summer & 6:00 a.m. in winter	
Minor repairs	Six hours	
Major fault in Electric line	Depends on how fast UPSEB/MES Removes the defect	

Fountains

Time of display 5:30 p m. to 8:00 p.m.

Water Supply

Supply timings	Morning 06:15 a.m. to 07:30 a.m. Evening 04.30 p.m. to 05.15 p.m.
Stoppage of leakages etc.	24 hours to two days depending upon the magnitude of defect.

Death/Birth Certificate Two days

Circulation of minutes of Board Meeting Two days after meeting is held

Disposal of Dak Within 4 hours unless any PUC needs consideration by PCB/Board or because of absence of the CEO from the station.

Taxes

Issue/Renewal of Trade One month from date of receipt of application.
License

Issue of Extracts of Two to three days
Documents like voter lists, GLR extracts and
Other documents

Receipts of Taxes and 10:00 hrs to 17:00 hrs daily
Other Revenue by
RC/Caster

Dispensary

Free consultation and supply of medicines Morning 8:00 hrs to 14:00 hrs

Water Connection

Grant of water connection One month from the date of receipt of application provided there is no encroachment on Defence land, no court case, no PPE act proceeding and also subject to payment of all outstanding dues to Cantt. Board.

Water Tanker

On payment of usual charges fixed by the Board provided tanker is booked in advance.

Community Hall

On payment of usual charges fixed by the Board on advance booking

Cleaning of Septic Tank and Soak Walls	On demand and on payment of usual charges fixed by the Board.
Cattle Pound	Functions round the clock.
Public Suggestion	Suggestions for improvement of civil amenities are welcome form citizens. Such suggestions may be either presented in person to the CEO or through written communication for consideration and implementation.