

## CITIZEN CHARTER

### OFFICE OF THE CANTONMENT BOARD, BABINA OFFICE ORDER (PART-I)

No. 42

Dated: - 04 June, 2016.

The citizen charter of Babina Cantonment is as under which followed by the all concerned of the Board:-

**Helpline** : Open to all citizens round the clock. A complaint CELL in the name of "SAMADHAN" has been setup to register the complaints of the citizen.

\_\_\_\_\_  
Helpline No.  
\_\_\_\_\_  
**0510-2740194**

**Redressal of Complaint** : Prompt action is being done on the complaints received in "Samadhan" regular supervision is being done by the CEO.

### IMPORTANT FUNCTIONARIES AND OTHER TELEPHONE NOS.

Shri Abhishek Azad (IDES)	Chief Executive Officer	<b>0510-2740194</b> <b>07084483333</b>
Shri Suresh Kumar Kushwaha	Office Superintendent	<b>07309036882</b>
Shri Santosh Kumar Sahu	Accountant	<b>07617019838</b>
Dr. Ashok Kumar Tiwari	Resident Medical Officer	<b>07309036890</b>
Shri L.L.Vishwkarma	Junior Engineer	<b>07309036884</b>
Shri Ravi Kant Sharma	Sanitary Inspector (Civil)	<b>07309036885</b>
Shri Pankaj Kumar Dixit	Sanitary Inspector (Mil)	<b>07309036886</b>
Shri Rajvir Singh	Head Master	<b>08935033468</b>

### ATTENDING TO COMPLAINTS (SIX DAYS A WEEK EXCEPT HOLIDAY)

	<b>From</b>	<b>To</b>	
By Chief Executive Officer	11:00 AM	02:00 PM	In office
	04:00 PM	05:00 PM	In office
By Junior Engineer	10:00 AM	11:00 AM	Round the clock on phone
	04:00 PM	05:00 PM	In office
			In office
By Sanitary Inspectors (Civil & Military)	05:30 AM	08:00 AM	Round the clock on phone
	10:30 AM	11:30 AM	In filed
	04:00 PM	05:00 PM	In office
			In office
			Round the clock on phone

## GENERAL

- Disposal of Dak : Within 4 hours unless PUC needs consideration by PCB/Board or because of absence of the CEO from the station.
- Circulation of minutes of Board Meeting : Within three-four Days after meeting is held.
- Issue of Birth & Death certificate : Within three days from the receipt of request/application and online facilities is also available.

## SANCTION OF BUILDING PLANS

- : Within a period of one month subject to submission of requisite document, fees and taxes etc.

## WATER SUPPLY

- Supply of timing : **Morning Time** From 04:00 AM To 07:30 AM  
**Evening Time** From 02:30 PM To 06:00 PM
- Stoppage of leakages etc. : 24 hours to three days depending upon the magnitude of defect.
- Grant of Water Connection : Within 15 days subject to submission of requisite document, connection fees and taxes etc.

## STREET LIGHT

- Switching on : **Summer** 07:00 PM  
**Winter** 06:00 PM

## COLLECTION OF TAXES & OTHERS

- Taxes : Receipt of taxes and other revenue by Revenue Collector/Cashier -From 10:00 hours to 17:00 hours
- : Issue/ Renewal Trade Licence -One month from the date of receipt of application.
- : Issue of Extracts of document like Voter list, assessment and other documents. -Two to three days

## SANITATION

- Sweeping/Cleaning of roads & drains : **Winter** Morning Time 06:00 AM To 11:00 AM  
Evening Time 03:00 PM To 06:00 PM  
**Summer** Morning Time 05:00 AM To 11:00 AM  
Evening Time 04:00 PM To 07:00 PM
- Cleaning of Nullah : Daily
- Removal of Rubbish : **Winter** Morning Time 06:00 AM To 11:00 AM  
Evening Time 05:00 PM To 06:00 PM  
**Summer** Morning Time 05:00 AM To 11:00 AM  
Evening Time 04:00 PM To 07:00 PM

