

CITIZEN CHARTER CANTONMENT BOARD, RANIKHET

Services	Nature of Request/Complaints	Reasonable time/period of Redressal	Mode of Information	Document if required
OFFICE SUPDT.	Entry on GLR in respect of mutation, lease renewal, free holds.	Within 15 days, after approval of board & fulfillment of all formalities.	Application	Board Resolution/sanction from higher authorities with complete file.
REVENUE	Issuing copy of various documents	07 days after receiving of application, and depositing of required fee.	Application	Name of require document
	Issuing copy of Electoral of different ward.	07 days after receiving of application, and depositing of required fee.	Application	Name of Ward, Year and Individual name.
	Issuing copy of Assessment of Building or tenement.	07 days after receiving of application, and depositing of required fee.	Application	Name of location and House No.
	Allotment of Rangoli for various functions.	07 days after receiving of application, and depositing of required fee.	Application	Date of function etc.
	Release of Security money deposited by individual.	Application forward to concern branch.	Application	Name of Work, Application and copy of deposited money.
TOLL	Issuing of annual toll passes to private vehicle owners/school buses and commercial vehicles engages by Govt. Depts. through	2 days after depositing fee.	Application.	1) Registration Certificate of vehicle (Form 23) 2) Proof of existing/correspondence address. 3) One PP size photograph.

	contract/agreement			
FOREST	Issuance of firewood	1 week after payment of fee	Application.	Written Application
	Permission for lopping	1 week after payment of fee	Application.	Written Application
	Disposal of dangerous trees under management of Cantt Board.	Letter D.F.O within 3 days After NOC from D.F.O.	Application.	Written Application
	Disposal of dangerous trees under management of Defence Estate Officer.	Letter D.E.O within 3 days After NOC from D.E.O.	Application.	Written Application
	Issuance of firewood for cremation ground	Same day after payment of fee on cremation ground only.	Verbal/Telephone	No
	Allotment of Spring Water	After board resolution ,execution of agreement with the applicant & after payment of fee.	Application.	Site Map of spring water, Written Application
	Issue of pass for collecting of dry fallen tree branches	3 day after fee payment (Only Nov. to Jan.)	Application	Written Application
	Grass Pass	3 day after fee payment (Only July to Sept.)	Application	Written Application
	Issuance of grazing pass	Same day after payment of fee	Application	Written Application
SANITATION	Rubbish Removal	2 days	Telephone/ Application	Written Application
	Wild grass cutting	5 days	Telephone/ Application	Written Application
	Removal of dead animal	1 day	Telephone/ Application	Written Application
	Nallah Cleaning	5 days	Telephone/	Written Application

			Application	
	Small Drains Cleaning	3 days	Telephone/ Application	Written Application
	Water Stagnation clearance	2 days	Telephone/ Application	Written Application
	Road/Ground/Street Sweeping	1 day	Telephone/ Application	Written Application
	Spray for Vector Control	3 days	Telephone/ Application	Written Application
	Food License	2 Month Maximum (forward to MH in 10 days ,site visit of MH and recommendation after Rec Approved ,refer to board in 3 days then approval of board.)	Telephone/ Application	Written application, Challan form.
	Shop License		Telephone/ Application	Written application
RECORD	Indexing of received application & forward to CEO.	On same day	Application	Written Application
	Application forward to related section	Next day of receiving	Application	-
	forward the letter from various sections to various address (Command, Other Depts., & in local area)	On same day	Application	-
	Issue copy of G.L.R.	Within 5 days of application & after payment of fee	Application	Written application

P.W.D. (Building Activities)	Repairing/Renovation of Building	1 month in civil area & 15 day after board resolution. 1 month after NOC from DEO in outside civil area & 15 days after Board resolution.	Application	(i) Application (ii) Current copy of GLR (iii) Building application form 'A' (iv) Plan one in tracing paper & three in blue print (existing shown in yellow & proposed in red) (v) Site plan in scale (vi) NOC from fire authorities. (vii) If there are more than on H.O.R. holders NOC from other co-sharers
	Compounding building plan	3 months after approval of competent authority	Application	(i) Plan one in tracing paper & 3 in blue print (ii) Cost of unauthorized construction (iii) Application
	Illegal & unauthorized construction detection & notice	7 days	Application	Report of concern sanitary hawaldar, Sanitary Inspector & Junior Engineer
P.W.D. (Land)	Application process & legal formalities for mutation cases	(i) Within 45 days the matter be put up to the Board (if board meeting is held) after submission of all documents publication for inviting objection, in case of non receiving any objection. (ii) Entry will be made in GLR within 1 months after the approval of Board and fulfillment of all formalities by applicant and office side.	Application	(i) Application (ii) GLR form filled up to date (iii) Sale deed, if applicable (in sale case) (iv) Affidavit, if applicant is legal heir of H.O.R. (v) NOC of Cantt Boad in sale matter (vi) Death Certificate in case of legal heir. (vii)No dues certificate from Cantt Board against the property to be mutated (viii) Copy of family partition, if more then one legal heir involved. (ix)Affidavit regarding not transfer and mortgage the property in question by the legal heirs.

P.W.D. (Water Supply)	Damage of line	3 days	Application	
	Water leakages	3 days	Application	
	New water connection	15 days after survey estimate & approval of competent authority & deposit money	Application	Application
	Laying of water supply lines	Feasibility & approval of board– 30 days	Application	Application
	Repair of hand pumps	15 days After approval of competent authority	Application	Application
	Repair of Public Stand post	5 days	Application	Application
	Water check on connection pressure	2 days	Application	Application
P.W.D. (Street Light)	Replacement of Choke/Bulb/Tube etc.	2 days	Application	Application
	Cantt Board Schools, Gardens, Hospital Office complex problems	3 days	Application	Application
	Line fault damage	7 days	Application	
ACCOUNTS	Payment of bills suppliers & contractors	07 days after receiving of bills.	Application.	Bill with sanction by concerning section & supply order, M.B, measurement book & work order.
	Issuing copy of pay slip, salary & Pension certificate.	After receiving of application.	Application.	Application.
	Casual and earned leave.	03 days after receiving of application.	Application.	Application.
	Release of Security	03 days after receiving of	Application.	Application.

	money deposited by individual.	application.		
	Issue of TDS form to contractor.	03 days after receiving of application.	Application.	Application.
	G.P.F. Cheques to Cantt. Employees.	On 15 th of every month.	Application.	Application form.
DISPENSARY	Providing medicines, injections, dressing etc.	Available medicines & other immediately during working hours.	Application/ OPD Slip.	OPD slip
	Issuance of Medical Certificates	1 day during scheduled working hrs.	Application	Physical checkup.
VACCINATOR MID-WIFE	Issuance of Birth/Death Certificates	Certificate issued within 7 days	Application	Application, Affidavit, Birth/Death Form.
	Vaccination T.T./Typhoid	Immediate during working hours	Application	
	Child Immunization/Vaccination	Weekly on Wednesday	Application	
SCHOOLS	Name not registered for scholarship	1 to 3 days	Application	Student's Bank A/c No, Cast Certificate, Income Certificate
	Scholarship not received	1 to 3 days	Application	Student's Bank A/c No, Cast Certificate, Income Certificate
	Admission denied	1 to 3 days	Application	Written Application
	Transfer Certificate	1 to 3 days	Application	Written Application

*Condition Apply for providing services**

**Availability/Support of manpower, resources & physical-environmental conditions*

** days means working days.*