

KIRKEE CANTONMENT BOARD

CHARTER OF DUTIES						
Sr. No.	Services	Complaint to Section/ Dealing Hands	Nature of Complaints	Reasonable Time/Period for Redressal	Mode of Intimation	Remark
1	Water Supply	Engineering Section	a)KCB Water connection leakage	3 days	Telephone	Since Water Supply is through PMC
			b) PMC water lineleakage complaint to PMC	1 day	Telephone	
2	Street Light		a) Replacement of Choke/Bulb/Tube etc.	3 days	Telephone/SMS/ Complaint Register	
			b) Cantt. Board School/ Garden/Hospital/Office/Quarters/ Complex	2 days	Telephone/SMS/ Complaint Register	
			c) Line Fault Damage	5 days	Telephone/SMS	
3	Building Activities		a) New Building proposal	1 month after NOC from DEO/ Admission Deed from Lands Clerk	Telephone	
			b) Compounding Building plans	2 months from receipt of request	Telephone	
			c) Illegal/un-authorized constructions detection & notice	07 days		
4	Roads /Streets		a) Pot hole/damages	7 days	Telephone	
			b) Repairing minor	1 month	Telephone/SMS	
		c) Repairing major	3 to 5 months	Telephone		
		d) Damage of Culverts	1 month	Telephone		
5	Lands	Lands Clerk	a) Application + process+legal formalities	1+2 months after receipt before Board	Telephone	
			b) GLR Extract	a) Regular GLR 7 days, b) Under RTI within 30 days	Telephone	

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6	Stray Cattle	Security Incharge	a) Cattle	2 days	Telephone/SMS		
		Sanitary	b) Dogs	2 days	Telephone/SMS		
7	Sanitation	Sanitary Section	a) Rubbish Removal	2 days	Telephone/SMS		
			b) Wild Growth Cutting	3 days	Telephone/SMS		
			c) Fallen Tree/Branches Cutting/ Removal	5 days	Telephone/SMS		
			d) Dead Animals	1 day	Telephone/SMS		
8	Cleaning		a) Nallah Cleaning	4 days	Telephone/SMS		
			b) Small Drain Cleaning	2 days	Telephone/SMS		
			c) Septic tank/sewage/seawer line cleaning	2 days	Telephone/SMS		
			d) Water stagnation clearance	1 day	Telephone/SMS		
9	Sweeping					Telephone/SMS	
			a) Roads/Grounds/Streets sweeping	2 days	Telephone/SMS		
10	Mosquitos/ Flies		a) Spray of anti-flies	2 days	Telephone/SMS		
			b) Spray of anti-mosquito	Once in 3 months	Telephone/SMS		
11	Birth & Death Registration	Birth & Death Section	a) Certificate Issuance	4 days	Telephone/SMS		
			b) Entry of Name	4 days	Telephone/SMS		
			c) Entry of Date	10 days	Telephone/SMS		

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12	Marriage Registration	Record Section (Daftari)	a) Certificate Issuance	20 days	Telephone/SMS			
			b) Entry of Name		Telephone/SMS			
			c) Entry of Date		Telephone/SMS			
13	Revenue Section	Revenue Section (CRS)	a) Mutation in Revenue records	3 months	Telephone/SMS			
			b) Representation on Assessment	15 days	Telephone/SMS			
			c) Representation on Bills	7 days	Telephone/SMS			
14	Hospital	Hospital (RMO)	<b>1)a) Calling of Ambulance</b>	Within 15-20 min.	Telephone			
			b) Nutritious Food (Poisoning)	Within 1 day	Telephone			
			<b>2) Providing of Medicines -</b>					
			a) available medicines	immediately (working hrs)	Telephone/SMS			
			b) unavailable medicine (Generic/Branded)	2-3 days (Local Purchase)	Telephone/SMS			
			<b>3) Issue of certificate-</b>					
			a) Birth Certificate	Provisional Certificate on discharge card	Telephone/SMS			
			b) Death Certificate	Death Certificate is issued on Form 1,2,4 & 4A	Telephone/SMS			
	c) Medical Certificate	1 day during working hours	Telephone/SMS					
15	Schools	HM of Concern school	a) Proposal of scholarship	7 days	Telephone/SMS			
			b) Scholarship not received	7 days	Telephone/SMS			
			c) Admission denied	2 days	Telephone/SMS			
			d) TC/Admission or Certificate not issued/delayed	3 days	Telephone/SMS			
			e) Nutritious Food (Administrative)	3 days	Telephone/SMS			

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16	General Administration	OS/AS	a) Absence from duty	2 days	Telephone/SMS	
			b) Unruly behaviour with public	2 days	Telephone/SMS	

Sd/-  
 CHIEF EXECUTIVE OFFICER  
 KIRKEE CANTONMENT BOARD  
 ( K.J.S. CHAUHAN )

Copy to:

All Section Heads, RMO &  
 HMs of all schools,  
 Stenographer