

CITIZEN CHARTER

The citizen of Saugor Cantonment Board is as under which following by all concern section of the Board:

Helpline - Open to all citizen from 10:30 To 17:30 hrs on all working days.

Redressed of complaints - Prompt action is being done on the complaints received in samadhan Regular supervision is being done by the Admin Officer and CEO.

IMPORTANT FUNCTIONARLES AND OTHER TELEPHONE NOS.

Shri Rajeev Kumar (IDES), Chife Executive Officer	07582-226222 (o) 07582-226333 (R) 9630600888
Shri Sandeep Chhabda, Office Supdt.	9109958661
Shri Snanjay Mishra, Account	9109958668
Shri P K Patel, Sub-Engineer (E&M)	9109958663
Shri -----, Sanitary Supdt.	-----
Shri Krishna Kumar Kori, Revenue Incharge	9109958675
Shri Sohiti Pyasi, Sanitary Inspector	9109958667
Attending to Comlanints (six days a week)	By CEO, from 6:30 a.m to 7:30 a.m (on field). 11 a.m. to 12 Noon (In office) 4.00 p.m to 5:00 p.m (In officer), Round the clock on phone. Sub- Engineer (Civil), 10:30 a.m. to 11:00 a.m. (In Officer) Sub-Engineer (E&M), 4:00 p.m. to 5:00 p.m. (In officer), Round the clock on phone.

1.Bulding plans

Sanction of fresh building plan one month. Sanction of building plan in outside notified Civil area Shall depend on the NOC form DEO Bhopal and concurrence of the Goc- in- Chife the Command Any enquiry regarding Status of plan submitted on spot during office working hour.

2. Issue of GLR extracts- three days from the date of tax and other clearance.

3. NOC Site inspection report on NOC for water Connection and electric connection seven days from the date of clearance of due.

Sanitation	
Sweeping/cleaning	6:30 a.m. to 11:30 a.m. & 2:00 p.m. to 5:00p.m.
Drain cleaning	6:30 a.m. to 11:30 a.m. & 2:00 p.m. to 5:00p.m.
Removal of refuse daily	7:00 a.m. to 3:00 p.m.
Maintenance of park	6:30 a.m. to 11:30 a.m. & 2:00 p.m. to 6:00p.m.
All parks remain open	5:00 am to 9:00 a.m. to & 4:00 p.m. for public use.
Anti larva & other Spraying & fogging	As and when required
Death/Birth Certificate	Three days 11:00 a.m. to 1:00 p.m.
Marriage certificate	30 days 11:30 a.m. to 1:00 p.m.
Street light Switching on	6:30 p.m. in summer& 6:00 p.m. in winter
Street light Switching off	5:30 p.m. in summer& 6:00 p.m. in winter
Minor repairs	Six hours
Major fault in electric line	Depends on how fast MPSEB sagar
Fountains Time of display	5:30 p.m. to 9:00 p.m. winter.
Water supply	Morning 06:15 a.m. to 07:30 a.m.
Supply trimmings	Evening 04:30 to 05:15 p.m.
Stoppage of leakages etc.	24 hours to two days depending upon the magnitude of default.
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 License	- One month from date of receipt of application
Issue of Extracts of	- Three day from date of receipt of application.
Assessment Copies and other Document	Subject to payment of all outstanding dues to cantt. Board, Sagar.
Cattle Pound	- Function from 10:30 a.m. to 12:00 Noon and 04:00 p.m. to 05:30 p.m.
Dispensary Free consultation with -distribution medicines Water	- Morning 08:00 hrs to 12:00 hrs Noon

connection	
Grant of Water connection	- Application provided of 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 charge fixed by the Board provided tanker is booked in advance
Cleaning of septic tank and Soak wells	- On demand and on payment of usual charge fixed by the Board.
Cattle pound	- Function from 10:30 a.m. to 12:00 Noon & 04:00 p.m. to 05:00 p.m.
Public Suggestions	- Suggestions for improvement of civil Amenities are welcome from citizens. Such Person to the CEO or through written Communication for consideration and Implementation.

Chief Executive officer, Saugor