

Charter of Duties

Services	Nature of Complaints	Reasonable Time/Period of Redressal	Mode of Intimation
(1)Water Supply	(a) Damage of Line(CBJ)	3 days	Telephone/SMS
	(b) Leakages	2 days	Telephone/SMS
	(c) New Water Connection	04 days(after Survey,estimate &approval ,Deposit of money)	Telephone/SMS
	(d) Laying of WaterSupplyline	Feasibility and Estimates 10 Days	
	(e) Repairs of Handpump	3 Days	Telephone/SMS
	(f) Repairs to Public Stand Post	2 Days	Telephone/SMS
	(g) Water chock on connection / pressure	2 Days	Telephone/SMS
(2)Street Light	(a) Replacement of Choke/Bulb/ Tube etc.	3 Days	Telephone/SMS
	(b) Cantt Board School/ Garden/ Hospital/Office/Complex Problems	2 Days	Telephone/SMS
	(c) Line fault damage	5 Days	Telephone/SMS
(3)Building Activities	(a) New Building Proposal	1 month after NOC from DEO	Telephone
	(b)Compounding Building Plans	2 months	Telephone
	(c)Illegal/unauthorised constructions detection & notice	07 days	
(4) Lands	(a) Application +process+legal formalities	1+2 months after reciept before board	Telephone
(5)Road / 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
(6) Stray Cattle	(a) Cattle	2 days	Telephone/SMS
	(b)Dogs	2 days	Telephone/SMS

(7) Sanitation	(a) Rubbish Removal	2 days	Telephone/SMS
	(b) Wild Growth Cutting	3 days	Telephone/SMS
	(c) Fallen Tree/Branches cutting or removal	5 days	Telephone/SMS
	(d) Dead Animals	1 day	Telephone/SMS
(8) Cleaning	(a) Nallah Cleaning	4 days	Telephone/SMS
	(b) Small Drains 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	(a) Roads/Grounds/Streets Sweeping	2 days	Telephone/SMS
(10) Mosquitos/Flies	Spray of anti-flies	2 days	Telephone/SMS
	Spray of Anti Mosquito	Once in a three months	Telephone/SMS
(11) Birth/Death Registration	(a) Certificate Issuance	10 days	Telephone/SMS
	(b) Entry of Name	10 days	Telephone/SMS
	(c) Entry of Date	10 days	Telephone/SMS
Marriage Registration	(a) Certificate Issuance	20 days	Telephone/SMS
	(b) Entry of Name	20 days	Telephone/SMS
	(c) Entry of Date	20 days	Telephone/SMS
(12) Revenue	(a) Mutation in Revenue Records	3 months	Telephone/SMS
	(b) Representation on Assessment Bills	1) 15 Days 2) 7 Days	Telephone/SMS
(13) Schools	(a) Name not registered for scholarship	5 days	Telephone/SMS
	(b) Scholarship not recieved	5 days	Telephone/SMS
	(c) Admission denied	2 days	Telephone/SMS
	(d) TC/Admission No. Certificate not issued / Delayed	10 days	Telephone/SMS
(14) Hospital	(a) Calling Ambulance / 108	Within 15 Min/Earliest on availability	Telephone/SMS
	(b) Providing of Medicines	Available medicines Immediately during working hours / 1 or 3 Days for Unavailable / for local purchase	Telephone/SMS

	(c) Issuance of Certificates :					
	i) Birth		i) Provisional Certificate issued On discharge	Telephone/SMS		
	ii) Death		i) Provisional Certificate issued On discharge	Telephone/SMS		
	ii) Medical		1 Days During scheduled working hours of the office / On discharge	Telephone/SMS		
(15) General Administration	(a) Absence from duty		2 days	Telephone/SMS		
	(b) Unruly behaviour with public		2 days	Telephone/SMS		