

## CITIZENS CHARTER : CANTONMENT BOARD MORAR (GWALIOR)- MP.

(Approved by the Board vide its Reso No. 8, dated 24-8-2013).

- Helpline - Open to all citizens during office working hours. A complaint Cell 'Samadhan' has been set up to register the complaint of the citizens.
- Redressal of Complaints - Prompt action is being done on the complains received and regular supervision is done by the concerned Sectional Heads.

### IMPORTANT FUNCTIONARIES AND CONTACT NUMBERS

<u>Name &amp; Designation</u>	<u>Contact Number</u>
(1) Sh RS Mavlankar, Office Supdt.	8989695450
(2) Shri NS Rawat, Assistant Engineer.	8989695461
(3) Sh Ajit Sharma, Sub Engineer.	8989695462
(4) Dr. RK Yadav, Resident Medical Officer.	0751-2368441(O)
(5) Dr (Mrs) Kavita Jain, Lady Doctor.	0751-2368441(O)
(6) Sh Rakesh Khushwaha, Sanitary Inspector.	8989695458
(7) Sh Uma Shankar, Tax Clerk.	8989695460
(8) Sh VP Tiwari, Electrician.	8989695463

### ATTENDING TO COMPLAINTS

- By CEO - From 11.30 AM to 12.30 PM and from 3-30 PM to 4.30 PM (in the office) on all working days.
- By Asstt Engineer, Sub Engineer and Electrician - From 10.30 AM 11.30 AM and 3.00 PM to 5.00 PM in the office on all working days.
- By Sanitary Inspector - From 7 AM to 8 AM, from 11 AM to 12.30 PM and from 3.00 PM to 5 PM in his office.

### SANITATION :

#### OFFICER INCHARGE OF THE DEPARTMENT

Sh Rakesh Kumar Kushwaha, Sanitary Inspector.

He takes care of sanitation aspect of entire Cantonment area and providing door to door garbage collection services including cleaning of all Roads, Drains and Streets, sewerage, collection and removal of garbage from the Cantonment area and deposited the same at pre-determined places at Municipal Corporation, Gwalior

Contd.....2<sup>nd</sup>.

i. e. Land Fill Site. Other detail is as under:-

S.No.	Particulars	Timings
1	Sweeping, cleaning of roads and drains (daily).	Summer : 6.30 AM to 11.30 PM 2 PM to 5 PM Winter : 7 AM to 12 Noon. 2 PM to 5 PM
2	Removal of rubbish.	Daily
3	Removal of door to door garbage.	Daily
4	Anti larva and other spraying and fogging etc.	Periodical and as & when required.
5	Disposal of dead animals	As & when required.

### WATER SUPPLY AND STREET LIGHT

#### OFFICER INCHARGE OF THE DEPARTMENT

Shri Narendra Singh Rawat, Assistant Engineer.

He takes care of repair and maintenance of all Cantonment Board buildings, roads, streets, drains, culverts, water supply (hand pumps) and street light in the Cantonment.

S.No.	Particulars	Timings
1	Repair and Maintenance of Water Supply (Hand Pumps)	From 09 AM to 5 PM
2	Supply of Water Tanker	(a) Free of cost during scarcity of water in the Cantonment.  (b) On usual charges fixed by the Board for supply of water tanker for marriage / party functions.
2	Repair and Maintenance of Street Light	From 9 AM to 5 PM

### HOSPITALS :

#### OFFICER INCHARGE OF THE DEPARTMENT

Dr. RK Yadav, Resident Medical Officer (RMO).

He takes care for proper supply of medicines and functioning of hospital and Path Lab etc.

#### TIMINGS

O. P.D. : Summer : 8 AM to 1 PM and 5 PM to 6 PM.  
Winter : 8 AM to 1 PM and 4 PM to 5 PM.

Contd.....3rd.

**TAXES**

**OFFICER INCHARGE OF THE DEPARTMENT**

Shri Uma Shanker, Tax Clerk.

Receipt of Taxes and other Revenue  
by the tax Clerk / Cashier.

- From 10.30 AM to 5.30 PM on  
all working days.

**BIRTH / DEATH CERTIFICATES**

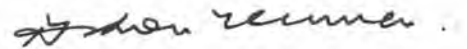
**OFFICER INCHARGE OF THE DEPARTMENT**

Sh Rakesh Kumar Kushwaha, Sanitary Inspector.

Birth and Death Certificates are issued within a period of 07 days on application.

**PUBLIC SUGGESTIONS**

Suggestions for the improvement of civic amenities are welcome from the citizens. Such suggestions may be presented either in person or through written communication to the CEO for consideration / implementation.



Dated : 3/ Aug., 2013

Chief Executive Officer,  
Morar Cantonment.  
(AK Verma)

**DISTRIBUTION:-**

- (1) Office Order Book.
- (2) All Sectional Heads.
- (3) Office Notice Board.