

# **CITIZEN'S CHARTER**

## **LUCKNOW CANTONMENT BOARD**

## **CANTONMENT BOARD LUCKNOW**

### **Constitution:**

The Cantonment Board, Lucknow is a category I Cantonment as per the provisions of Cantonments Act, 2006 and the constitution of the Board is as under:

- |       |                                    |   |  |
|-------|------------------------------------|---|--|
| (i)   | President (Ex-Officio)             | - | The Officer Commanding, the Station, Lucknow Cantt.  |
| (ii)  | Vice-President<br>(Elected Member) | - | Selected by Elected Members  |
| (ii)  | Member Secretary<br>(Ex-Officio)   | - | The Chief Executive Officer, Lucknow Cantt.)   |
| (iii) | 02 Ex-Officio-Members              | - | The Health Officer (SEMO) and the Executive Engineer (GE).   |
| (iv)  | 04 Nominated Members               | - | 03 Military Officers nominated by name by the Officer Commanding the Station and an Executive Magistrate nominated by the District Magistrate. |
| (v)   | 08 Elected Members                 | - | Elected from each of the 8 wards of the Cantonment.  |

### **Constitution of Cantonment Board**

- |     |                             |   |                   |
|-----|-----------------------------|---|-------------------|
| 1.  | Maj Gen Rajeev Sharma       | - | President         |
| 2.  | Smt Rupa Devi               | - | Vice-President    |
| 3.  | Brig N. Ramakrishnan, SEMO  | - | Ex-Officio-Member |
| 4.  | Shri Abhishek Dixit, GE (W) | - | Ex-Officio-Member |
| 5.  | Col RK Singh                | - | Nominated Member  |
| 6.  | Col Anand Sakle             | - | -do-              |
| 7.  | Col SS Negi, VSM            | - | -do-              |
| 8.  | Shri K.P. Singh, ADM        | - | -do-              |
| 9.  | Shri Jagdish Prasad         | - | Elected Member    |
| 10. | Shri Pramod Sharma          | - | -do-              |
| 11. | Smt Swati Yadav             | - | -do-              |
| 12. | Shri Amit Kumar Shukla      | - | -do-              |
| 13. | Smt Anjum Ara               | - | -do-              |
| 14. | Shri Sanjay Kumar Vaish     | - | -do-              |
| 15. | Smt Reena Singhaniya        | - | -do-              |

(Shri Amit Kumar Mishra, IDES, CEO & Member Secretary)

## **CANTONMENT BOARD LUCKNOW**

### **History of Lucknow**

The name of Lucknow city can be traced back to the epic 'Ramayana'. When Lord Rama returned to Ayodhya, after 14 years of exile he gifted this place to his younger brother Lakshman, who is believed to have stayed in Lakshman Teela, a high ground on the banks of the river Gomti. Later, the region was named after him as 'Lakshmanpur'. There are other stories that do the rounds; Lucknow was named after a very influential person called 'Lakhan Ahir' who built the fort 'Qila Lakhan'. The name 'Qila Lakhan' later became Lucknow. Some other sources say that one Lakhu Khan, earlier a non-Muslim having the name Laxan Singh, had lent his name to Lucknow.

The city has archaeological remains dating back to 3000 BC but Lucknow's foundations were laid in the 13<sup>th</sup> century A.D. Lakshman Teela, the central part of the city, is believed to have been the site where a fort was built by a clan from Bijnor. By the end of the 13<sup>th</sup> century, the fort had fallen into the hands of the Sharqi rulers of Jaunpur, who held it till 1476. In the 1540s, the fort was annexed by the Sultan of Delhi, Sher Shah Suri (reigned 1540-45).

The architectural contributions of the Awadh rulers include numerous mosques and palaces (many paintings of these are now maintained at the Art Gallery). Of the monuments standing today, the 'Bara Imambara', the 'Chhota Imambara' and the 'Roomi Darwaza' are notable examples.

Awadh was annexed by the proclamation of 14 February 1856 and the king (Nawab Wajid Ali Shah) was deported to Calcutta, where he died on 21 September 1887. In the old settlement records of 1862, a mention is made that 2/3<sup>rd</sup> of Bhadraka village was part of the cantonment area. From the gazette vol XXXVII of 1922 (the district Gazetteers of the United Provinces of Agra and Awadh), it is gathered that the ruinous building in Dilkusha Garden was known as Dilkusha Palace, which was built by Sadat Ali Khan as a hunting box and country residence, around which he laid out an extensive park and stocked it with deer and other games. After the first war of independence, the building was occupied by the General Officer Commanding Awadh District. To the south of the ruins, are few graves of officers and men who fell during the capture of Lucknow. It was at this place, Sir Henry Havelock died on 24 November 1857. In the gazetteer referred to above, it is also stated that Lucknow Cantonment was the Headquarters of Awadh Military District.

Today, Lucknow Cantonment is the Headquarters of Central Command (looking after the States of UP, MP, Bihar, Orissa, Chattisgarh, Utaranchal, Jharkhand) and the Headquarters of Lucknow Sub Area. It is also the AMC Centre and it has several important Defence Units in Lucknow Cantt. includes civil pockets of Sadar Bazar, RA Bazar, RA Line, RBI Bazar, BC Bazar and LBI Bazar and the whole area is governed by provisions of Cantonments Act, 2006.

## **An Overview Of Cantonment Administration**

### **Introduction:**

1.	Year of Establishment	-	1862
2.	Class of Cantonment	-	I
3.	Population (2001 Census)	-	59582
4.	Population estimated 2010	-	70000 approx
5.	Density of population	-	2162 per person per sqmt.
6.	Area of the Cantonment	-	27.56 sq.kms.

### **Water Supply:**

1.	No. of bore wells	-	14
2.	No. of Overhead Tanks	-	02
3.	Storage Capacity	-	5 lakh gallons
4.	No. of submersible pumps	-	12
5.	Per capita availability of Water Supply		
	(i) Sadar / RBI Bazar	-	126 ltrs
	(ii) RA Bazar/RA Line/LBI Bazar	-	100 ltrs.
6.	Source of Water	-	(Ground Water) through Cantt. Board's own arrangements.

### **Street Lights:**

1.	High Mast Light	-	02
2.	SVL Fittings	-	812
3.	MHL Fittings	-	188
4.	Cantt. Buildings (public place security lights).	-	200
5.	CFL decorative lights	-	200

### **Hospital / Dispensaries:**

1.	Cantonment General Hospital	-	01 (42 bedded)
2.	Neeta Memorial Cantt. Board Poly Clinic.	-	01

### **Specialist Services on Contract/Revenue Sharing Basis:**

1. Dental Surgeon
2. Dermatologist
3. ENT Specialist
4. Pathologist
5. Ophthalmologist
6. Homeopathic
7. Physiotherapist
8. Gynaecologist
9. Eye Specialist

**Horticulture:**

1. Public Parks/Gardens (Dilkusha Garden, Kasturba Park, Vijaya Park, Deer Park, Ekta Park, Gurmukh Singh Park & Laughing Budha Park)
2. Walking Plaza – Kasturba Park (with a distance of 2.5 kms one side).
3. Roundabouts - 11 -

**Schools:**

- |                          |   |    |
|--------------------------|---|----|
| 1. High School           | - | 01 |
| 2. Junior High School    | - | 01 |
| 3. Primary School        | - | 04 |
| 4. English Medium School | - | 01 |

**Public Welfare Centers**

- |  |   |  |
|--|---|--|
| 1. Community Centers / multipurpose ground | - | 04 (Sadar Bazar 02, RA Bazar 01 & BC Bazar 01) |
|--|---|--|

**Other Facilities Provided to the Residents of Lucknow Cantt:**

- |                                  |   |    |
|----------------------------------|---|----|
| 1. Public Library                | - | 01 |
| 2. Slaughter House               | - | 01 |
| 3. Bus Shelters                  | - | 12 |
| 4. Cattle Pound                  | - | 01 |
| 5. Cattle Shed (for 200 animals) | - | 01 |

**Type of Land & Area:**

- |                                     |   |               |
|-------------------------------------|---|---------------|
| 1. Class 'C' Land                   | - | 191.70 acres  |
| 2. A-1 Land                         | - | 3681.09 acres |
| 3. B-4 Land under management of LCB | - | 13.33 acres   |
| 4. B-4 Land under management of DEO | - | 244.49 acres  |
| 5. B-3 Land under management of LCB | - | 41.13 acres   |
| 6. B-3 Land under management of DEO | - | 320.56 acres  |

**Water Supply****A. Complaints:**

- |  |   |  |
|--|---|--|
| (i) Receipt of complaints at Cantt. Board Office       | - | 10 a.m. to 5 p.m.                        |
| (ii) Complaints regarding leakage in main water supply | - | Will be attended to within 1 to 24 hours |
| (iii) Complaints of contaminated water/                | - | within 1 to 24 hours                     |

quality of water.

- (iv) Complaints of failure of pumping system - on the same day between 6 a.m. to 9 p.m.

**B. Water Connection:**

- (i) Supply of application form - on working days between 10 a.m. to 4 p.m. - JE (E/M).
- (ii) Acceptance of application - -do-
- (iii) Acknowledgement of application - Immediate.
- (iv) Intimation to applicant in case of deficiency in application form (for connection). - within a week.
- (v) Depositing prescribed fee in Cantt. Fund - By applicant on any working day.
- (vi) Issue of sanction letter - Within one week from submission of receipts of deposits.
- (vii) Road cut permission - Within 2 weeks.

**C. Water Supply Through Tanker:**

- (i) Supply of water through water tanker - within three hours of complaint if there is failure of water supply.
- (ii) Booking of water tanker for marriages/ other functions - On first come first serve basis 2 to 15 days before the date of function subject to availability.

Citizens may contact the JE (E/M) for complaints of low water pressure, leakages, defect in distribution lines.

**Water Tankers/Trolleys:**

Water tankers are provided for marriages and other functions @ Rs. 255/- per 5000 litres inside Cantt. area and Rs. 405/- per 5000 thousand litres for outside Cantt. area (adjacent to Cantt. limits). Consumers are advised to book their requirements 15 days in advance by applying to Chief Executive Officer, Cantt. Board, Lucknow.

**Water Quality Control:**

Complaints regarding the quality of water are handled by the JE (E/M). Citizens are advised to call on 2480037 for lodging complaint relating to contamination of water or for any deficiency in the quality of water.

**Water Connection:**

Consumers have to apply on prescribed proforma available free of cost with JE (E/M), Cantt. Board, Lucknow through the licensed Plumber of the Board.

The consumer will be informed about deficiencies in the application within one week from the receipt of the application.

After receipt of complete documents, examination of feasibility and other necessary formalities (viz clearance of dues, NOC from building owner) the consumer will be informed regarding sanction/refusal within one week.

## **CITIZENS RESPONSIBILITY**

### **Do's & Dont's using potable water**

1. Citizens should not install on line booster pumps/appliances.
  2. Citizens should replace old, corroded, rusted or leaking service lines linked with Cantonment Board main line.
  3. Server pipes should be laid away from GI's and sewer lines to avoid contamination of water.
  4. The overhead tanks should be in proper usable condition.
  5. The underground/overhead tanks should have proper ball cocks/valves to avoid wastage of water through overflow.
  6. Underground tanks/overhead tanks should be cleaned periodically.
  7. Filtered water should not be used for:
    - (i) Washing of animals or vehicles or for any trade, manufacture or business or fountains, swimming pools etc.
    - (ii) Construction / repair work of any kind.
    - (iii) Gardening/farming/irrigation or washing streets etc.
  8. Citizens should switch to smaller cistern of 4 to 10 litres capacity. They are easily available in the market.
  9. The leaking bid cocks/stop cocks be got replaced to avoid wastage of water.
  10. Any leakage / damage of filtered water supply lines should be reported to Cantonment Board.
  11. In case of any contamination of water, it should be immediately brought to the knowledge of JE Cantt. Board.
- A. **Water is precious, conserve every drop of water by adopting following ways:**
- (i) Turn tap off while brushing teeth – save 5 to 10 litres.
  - (ii) Fill mug and turn off the tap while shaving – save 10 to 15 litres.



- (iii) While taking bath rinse, turn off the tap, soap and rinse again – save 50 to 70 litres.
- (iv) Please repair leakages and save 400 to 3000 litres water per day.

**B. Complaints:**

- (i) Complaints/enquiries will be Attended personally by JE's - Every day between 11 a.m. to 1 p.m.
- (ii) Redressal of grievances of consumers by CEO - Every day between 12 p.m. to 2 p.m. on all working days

**C. Complaints of billing:**

**Billing:**

- (i) Issue of water bills - Yearly
- (ii) Issue of duplicate bills - On request against payment (same day).
- (iii) Complaints regarding billing - will be resolved within one week
- (iv) Final reply to the consumer - within 15 days.

In case of excessive billing/under billing/wrong billing, a complaint alongwith copy of water bill should be sent to Executive Officer.

- (a) Consumers can meet officers of Tax Department between 11 a.m. to 1 p.m.
- (b) The bills will be checked and rectified, if required, within one/two weeks.

In case there are arrears of water bills and consumer is unable to pay in lump sum, he may request for payment in installments. However surcharge will be levied on balance amount @ 3% pm.

**Miscellaneous:**

- (i) Disconnection of water supply on Request of the consumer - within 03 days of the receipt of the application.
- (ii) Issue of current bill - within 7 days of disconnection of supply.
- (iii) Issue of disconnection bill - On the day the current payment is made.
- (iv) Issue of 'No Demand Certificate' - After 30 days of issue of

disconnection slip and deposit of final bill.

- |      |                             |   |   |
|------|-----------------------------|---|---|
| (v)  | Refund of security          | - | Within 10 days of issue of no dues certificate.                                       |
| (vi) | Restoration of water supply | - | Within 03 days after clearing of outstanding dues and payment of restoration charges. |

**Redressal of Grievances:**

- |      |                                    |   |                             |
|------|------------------------------------|---|-----------------------------|
| (i)  | Discrepancies in rates/amount      | - | Revenue Supdt. Cantt. Board |
| (ii) | Delay in delivery/receipt of bills | - | Revenue Supdt. Cantt. Board |

**D. Road Maintenance:**

On receipt of complaints from citizens, the work will be carried within:

- |       |  |   |  |
|-------|--|---|--|
| (i)   | Filling of pot holes   | - | Two days   |
| (ii)  | Patch repairs  | - | Two weeks  |
| (iii) | Removal of obstruction on roads                              | - | One working day  |
| (iv)  | Removal of malba from public land by owner                   | - | Notice to owner within 48 hours by the Sanitation Department |
| (v)   | Removal of malba by CB, if owner fails to comply with notice | - | One week after issue of notice.                              |
| (vi)  | Decision on permission for road cut                          | - | Seven days after deposit of road cutting charges.            |

**Any other complaints / grievances be made to CEO, by personal appointment between 12 to 4 p.m. on any working day.**

**C.E.O., Cantonment Board, Lucknow**

**Ph.No. 0522-2480037**

## **BUILDING PLANS**

- |    |  |   |  |
|----|--|---|--|
| 1. | All enquiry including advise on deficiencies in applications / documents will be attended across the table by A.E. of CB | - | On All working days between 12 noon to 1 p.m.                                  |
| 2. | Building notice form will be supplied at cash counter of of Cantt. Board.  | - | On all working days between 10 a.m. to 1 p.m.                                  |
| 3. | Payment of fees/other charges will be received.  | - | At cash counter of Cantt. Board between 10 a.m. to 2 p.m. on all working days. |
| 4. | Decision on application for sanction of building plan will be communicated.  | - | within 30 days/60 days as the case may be.                                     |
| 5. | Decision on re-valuation of plans will be communicated.  | - | within 30 days   |

### **Building Plans**

Any person who intends to construct, re-construct, makes alterations or additions should apply to the CEO, Cantt. Board on prescribed application form which can be purchased from the Office of Cantt. Board. Building notice form costing Rs. 100/- each.

#### **A. Who can apply:**

HOR's of the house/quarter/bungalow, Power of Attorney holder, Lessee/Occupier with NOC from the owner.

#### **B. Type of building proposals accepted.**

New construction on free hold plots, additions/alterations in existing/old buildings and re-construction after demolition of part or entire building subject to fulfillment of terms and conditions of Revised Land Policy of 1995 and Building Byelaws of Cantt. Board, Lucknow – both in the civil area and outside civil area.

#### **C. Documents:**

Application for building permission should be accompanied by:

- (a) Ownership documents, lease deed with lease plan/mutation letter from Cantt. Board.

- (b) NOC from Competent Authority in case there is any deviation from the terms & conditions of lease deed/ownership documents.
- (c) Annexure –A (duly filled) to the Revised Land Policy 1995 clearly accepting the Govt. title over the land.

### **Sets of Plans:**

All sets of plans should be signed by registered Architect / Engineers and HOR's, giving full name, address and telephone number. At least one set should be cloth mounted.

Normally two sets of plans for civil area and three sets of plans for bungalow area drawn to a scale not less than 8 feet to the inch are required to be submitted alongwith building notice and application form.

Each such notice shall also be accompanied by the site plan on a scale not less than 110 feet to the inch showing the prescribed situation of the building.

### **Fees Charges for Sanctioning of:**

- |      |  |   |           |
|------|--|---|-----------|
| (i)  | Cost of building notice form   | - | Rs. 100/- |
| (ii) | Fee for sanctioning of building plans<br>Of bungalows in outside civil area. | - | Rs. 500/- |

### **How to deposit fees / other charges**

Deposit the amount by cash between 10 a.m. to 1 p.m. at cash counter of Cantonment Board office.

### **Clarification/removal of doubts/redressal of grievances**

Any person can meet CEO between 1200 hours to 1600 hours every Tuesday and Thursday for redressal of grievances related to Cantonment Administration.

### **Citizens Responsibilities**

1. All the citizens must comply with all the relevant provisions of Cantonments Act, 2006 and all the Rules made thereunder:

- (i) Building
- (ii) Schools
- (iii) Hospital
- (iv) Roads
- (v) Sanitation

2. Any erection or re-erection/construction be carried out strictly in accordance with the sanctioned plans. Any unauthorized construction disregarding the sanctioned plan or infringement to section 235 of the Cantonments Act, 2006 are liable to be sealed/demolished under the provisions of PP Act, 1924 / Cantonments Act, 2006. Persons purchasing or taking such properties on hire will be doing the same at their own risk.

3. Regarding building activities.

- (i) Every person who intends to erect a building that is to say:
  - (a) Makes any material alteration or enlargement of any building.
  - (b) Converts into a place for human habitation any building not originally constructed for that purpose.
  - (c) Converts into more than one place for human habitation a building originally constructed as one such place.
  - (d) Converts two or more place of human habitation into a greater number of much places.
  - (e) Converts into a stable, cattle shed or cow house any building originally constructed for human habitation.
  - (f) Converts into a dispensary, stall, shop, warehouse, godown, factory or garage any building constructed for human habitation.
  - (g) Makes any alteration which there is reason to believe is likely to effect prejudicially the stability or safety of any building or the condition of any building in respect of drainage, sanitation or hygiene.
  - (h) Makes any alteration to any building which increases or diminished the height of or are covered by or the cubic capacity of the building or which reduces the cubic capacity of any room in the building below the minimum prescribed by the any byelaw made under this Act.

Shall apply for sanction by giving notice in writing of his intention to the CEO in such terms and containing such information as may be

(ii) Every such notice shall be accompanied by such documents and plan as may be so prescribed.

Failure to give notice of intention to erect a building is liable a fine which, may extend to Rs. 5000/- under section 247 of Cantonments Act, 2006.

### **ENFORCEMENT**

The Cantonment Board deals with removal of unauthorized construction / encroachment on Govt. / Defence land in its area. In addition to this, hoardings, banners, stray cattle's and unauthorized parked vehicles on Govt. / Defence land are also removed.

The allotments made as a rehabilitation measure on daily license fee (Tabhazari) are regulated as per Cantt. Act, 2006. The allotments/transfer in respect of stalls/shops etc are regulated in terms of Cantt. Act, 2006.

Parking lots identified and categorized are allotted for 11 months by call of auction through newspapers or Standard Table of Rent basis.

Approval for banners, posters etc. for temporary functions.	-	Not allowed in Cantt. area.
Allotment of space for hoardings	-	On application to CEO @ Rs. 50/- per sqft. Allotment is at the discretion of the Board.
Allotment for parking lot for 11 months.	-	After the auction is approved by Cantt. Board.
Removal of encroachments	-	Encroachments by unauthorized offenders removed immediately.  Other encroachment of pucca nature after follow was the laid down in procedure.

### **BOOKING OF COMMUNITY CENTERS FOR SOCIAL FUNCTIONS**

On receipt of application	-	On first come first served basis.
Rates of Community Centers	-	
(i) Usman Road Community Centre	-	Rs. 11010/- (Rs. 3000/- security refundable).

(ii)	Gurmukh Singh Park Community Centre	-	Rs. 6510/- (Rs. 2500/- security refundable).
(iii)	BC Bazar Community Centre	-	Rs. 5010/- (Rs. 2000/- security refundable).
(iv)	R.A Bazar (one room with ground	-	Rs. 2010/- (Rs. 1000/- security refundable).
	Confirmation of availability	-	
	(i) Personally	-	Within 05 minutes
	(ii) Communication	-	07 days of receipt of request.

## **PROPERTY TAX**

The Cantonment Board Lucknow collects property tax from private buildings/old grant lease properties and service charges from the Central Govt. properties. It is on all lands and buildings situated within the limits of Cantt. and is charged as a percentage of annual value of lands and building prevailing. The rates of taxes of cases are revised triennially by the Cantt. Board.

Rate of tax - House Tax 12 ½ % of rateable value.  
Water Tax 2 ½ % of rateable value where no water connection.  
Water Tax 3% of rateable value having water connection.

Annual Value - It is fixed in accordance with section 73 of Cantt. Act, 2006. It is annual rent at which a property is expected to let or actually let from year to year or 1/20<sup>th</sup> of sum obtained by adding the estimates cost of erecting the building to the estimated value of land pertaining thereto as decided by the Board.

## **Revision of Assessment List:**

The assessment of properties is revised triennially. A 30 days notice is given to consider the valuation of assessments entered in the assessment list. Any objection to the assessment shall be made in writing to the Executive Officer and after giving an opportunity of hearing by an Assessment Committee constituted by the Board, the assessment list is finalized.

Increase in rental value is done triennially by the Cantonment Board. The information being talked for under section 116 by the CEO has to be furnished by the inhabitant true to the best of his knowledge failing which he shall be punishable with fine which may extend to Rs. 5000/- and shall also be liable to be assessed at such amount as the Board may deem fit for the purpose of taxation.

Issue of bills and cases of non receipt of bills:

1. Bills are issued yearly.
2. In case of non receipt of bill duplicate bills issued are from the office on request.

Notice of completion of new building - A notice u/s 82 of Cantonments Act, 2006 should be given to the Executive Officer within 30 days of completion or occupation whichever is earlier failing which fine which may extend to Rs. 5000- or ten times the tax payable for a period of 3 months whichever is greater is recoverable from the person.

Notice of transfer of property - Under section 81 of Cantt. Act, 2006 it is mandatory to intimate the transfer of property in the Cantt area within 3 months of such transfer to the Executive Officer and within 6 months incase of a death.

Any other complaint with regard to the above, Office Supdt. and Revenue Supdt. may be contacted on any working day between 12 Noon to 4 p.m.

### **Payment of Property Tax**

Property tax should be paid within 30 days from the receipt of bill u/s 99 of Cantt. Act, 12006. It tax is not paid within the time limit demand notice is issued u/s 100 of Cantt. Act, 2006. If the payment is not receipt within 30 days of the issue of notice of demand, the tax is recoverable not exceeding Rs. 200/- as shall in each case be fixed by the CEO under section 100 of Cantt. Act, 2006 or by attachment and sale of immovable property under section 105 of Cantt. Act, 2006.

### **Remission:**

If any building is wholly or partly demolished or destroyed or otherwise deprived of value the Board may on the application in writing of the owner or occupier remit or frefusal such portions of any tax assessed on the annual value thereof as it thinks fit (but no remission or refusal shall take effect in respect of any period commencing more than two months before the delay of such applicants) under section 83 of Cantt. Act, 2006.



## **Stray Cattles**

Stray cattles are banned in Cantonment area. No one is permitted to keep cattles in the Cantonment area without prior written permission from the Cantonment Board. General public bring it to the notice of Cantonment Board if someone is keeping animals in their houses/bungalows/premises unauthorizedly giving the names of owners of cattle, their premises with name of the road/street and locality. Such persons keeping cattle unauthorizedly are liable for prosecution under relevant provisions of Cantt. Act, 2006 and Byelaws made there under.

Revenue Supdt. of Cantt. Board is empowered to impound the animals in the cattle pound situated in Sadar Bazar.

### **Fines:**

- (i) Cattle pound fine for the cattles impounded in the cattle pound. - Rs. 400/-
- (ii) Feeding charges for cattles - Rs. 15/- per day.

## **PUBLIC HEALTH**

### **Sanitation:**

- |   |   |   |
|---|---|---|
| Cleaning of roads and streets   | - | Every day 6 am to 11 am<br>and 2 pm to 5 pm.<br><br>Night cleaning in case of<br>emergency. |
| Collection and removal of garbage                                     | - | Everyday between 6 am to<br>2 pm.   |
| Collection/removal of garbage on receipt of complaint of non-lifting. | - | Within 03 hours of complaint.   |

### **Citizen's Responsibility Under Various Heads**

The citizen's are responsible for disposal of garbage and wastages generated by them. Cantonment Board, Lucknow take stringent action against the defaulting citizens under the provisions of Cantt. Act.

No person shall in any public street or public place deface or write upon or otherwise mark any building, monuments, post, wall, tree or other thing.

No citizens shall use or permit to be used as latrine or urinal any place not intended for the purpose.

No citizens shall let loose their animal so as to cause or negligently allow any animal to cause injury, danger, alarm or annoyance to any person.

No citizens shall allow their animals to stray in a public street or public place without a keeper.

No citizens shall deposit any building material in any public street and public place.

No citizens shall tether or milk any animals or cause or permit the same to be lethered or milked in any public street or any public place.

No citizens shall place or deposit upon any street or public place tc. Anything that cause obstruction or encroachment.

No person shall without previous disinfection will dispose of any article or thing exposed to contamination by any dangerous disease.

The citizen will not litter the public streets, parks public places and unoccupied land, urinate, defecate in public places, throw garbage in public places except in garbage bins so provided.

It is the responsibility of the citizen to deposit the waste collected in their own receptacles at Cantonment Board dust bins, responsibility or owner to have their own premises swept and cleaned.

The citizen will provide receptacles of self closing type within their premises for their waste collection.

No citizen shall place or caused to be placed in ad dustbin any matter, which has been exposed to infection from a dangerous disease.

No person shall use or permit to be used their premises for any trade which is dangerous to life, property or likely to create a nuisance.

No citizen shall allow from their premises the water of any sink, drain, latrine or urinal to run down on any street or into any drain.

### **Healthcare:**

Casualty	-	Round the clock
OPD/Pathology/Specialist Services	-	9 AM to 1 PM
Maternity and child welfare centres	-	Working hours 9 AM to 1 PM
Admission Facilities	-	Cantonment General Hospital
Family Planning Center	-	Cantonment General Hospital

### **Birth and Death Registration:**

Citizens are required to intimate any birth & death in their family within 07 days in Cantonment Board Office, 31, Nehru Road, Lucknow Cantt. in the prescribed form available in the office.

Timings	-	10 AM to 5 PM
Issue of Certificate	-	Urgent Rs. 100/- within 03 days after due verification.  Ordinary Rs. 74/- within 07 days after due verification.

**Chief Executive Officer is the Birth & Death Registrar for the Cantonment as per the Birth & Death Registration Act, 1969.**

### **Health Licensing:**

License for food vendors, catering vans, food carts, eating establishments.

1. Prescribed application forms are available at Cantonment Board office between 10 AM to 5 PM at any working day.
2. Form duly filled with all required papers should be submitted in persons to Revenue / Sanitation Section Cantt. Board, Lucknow
3. Deficiencies in application / establishment will be communicated if any, after inspection by Sanitary Supdt / SHO.
4. Deposition of fee is permitted when license has been granted/renewed for the current year.
5. License is issued when the fee is deposited in the Cantt. Fund Account under intimation to the concerned person.

**Other Services:**

School health services	-	All Cantt. Board Schools.
Removal of dead animals	-	Cantonment Board Office Ph.No. 2480037
Stray Dogs/Cattles	-	Cantonment Board Office Ph.No. 2480037

**EDUCATION**

The Cantonment Board is maintaining one High School, one Junior High School, 04 Primary Schools and 01 English Medium School. Admissions to the schools are generally carried out during the month of July every year through interview/written test.

**GENERAL****Supply of Copies of Resolutions & GLR's (General Land Register)**

Application for copy of GLR / Board Resolution should be accompanied by Rs. 3/- Court Fee Stamp and Non Judicial Stamp Paper of Rs. 10/-. Extract of GLR will be issued only in respect of properties under the management of Cantonment Board.

Receipt of Application	-	Between 10 AM to 5 PM at any working day.
Verification of application as to Court Fee stamp and the amount deposited.	-	Across the table at same day.
Supply of copy of resolution	-	Within 07 days.
Urgent charges	-	Rs. 100/-
Copying Fee	-	As prescribed by the Board from time to time.

**Trees:**

Cutting of green tress is totally prohibited. Person who intends to get the dangerous trees removed and cut may request in writing to the CEO who after fulfilling requisite formalities will dispose off the said trees as per the laid down Govt. Policy. Please note that any unauthorized felling/cutting of trees is punishable under Law.

**VIP References:**

Response to letters from VIP's recognized residents welfare association, public bodies:

- |                 |   |   |
|-----------------|---|---|
| Acknowledgement | - | Within 03 days after receipt of letter. |
| Final Reply     | - | Within 15 days.                         |

Cantonment Board always strives for excellence and discipline in the provision of services to its citizens and is making sincere efforts to fulfill the commitments made and follow the time limits for the benefits of citizens. However due to administrative difficulties, at times it is not possible to adhere to them and in this respect we request for citizen's cooperation and understanding. Help us to achieve excellence in public service and serve you better.

**THANK YOU**

# **CITIZEN'S CHARTER**

## **LUCKNOW CANTONMENT BOARD**