

CITIZEN/CLIENT CHARTER

Cantonment Board Roorkee



WE PROMISE to have an administration which is

1. **Accessible** to all;
2. **Fair**
 - 2.1 by being **impartial**;
 - 2.2 by being **objective** as per law;
3. **Simple**
 - 3.1 by making the process **less complicated**;
 - 3.2 by **reducing the bureaucratic level** in administration;
4. **Quick**
 - 4.1 by declaring that all the services would be rendered within a **stipulated time**;
 - 4.2 by **fixing the deadline** within which is particular service can be expected from the office;
5. **Helpful**
 - 5.1 by **being courteous**;
 - 5.2 by **displaying** names, designation, telephone numbers and location of the officials;
 - 5.3 by providing **information and facilitation counters**;
 - 5.4 by providing information regarding **procedures and legal remedies**;
6. **Efficient**
 - 6.1 by providing services **promptly and correctly**;

- 6.2 **acknowledging communication** from people on the spot or within seven days and furnishing replies within thirty days;
- 6.3 **redressing of all complaints and grievances** within thirty days;
- 7. **Responsive**
 - 7.1 by **prompt action** for solving the problems faced by the public;
 - 7.2 by reviewing this charter in every one year for inclusion or omission of services on the basis of discussion and interaction with the public;
- 8. **Transparent**
 - 8.1 by providing information on demand wherever applicable;
 - 8.2 by providing information regarding services in form of leaflets and handouts at facilitation counters or notices prominently displayed at the notice board;

We expect the people to give their support and suggestions in our service to the people.

**Sd/-
President Cantonment Board**

**Sd/-
Chief Executive Officer**

About the Cantonment

Cantonment Board, Roorkee was established in the year 1853. It was a Class III Cantonment till 1986. On the basis of 1981 census it was converted into a Class II Cantonment in 1986. The Cantonment Board has 12 members including 7 elected members. The Cantonment is spread over an area of 1176 acres, which includes a civil area of 3.9149 acres. The civil population as per 2011 census is 14356.

The board has been focusing on mechanization and modernization. As of now the Board's conservancy fleet is equipped with four tippers, one Cess-pool emptier, one refuse collector, one tractor and two 10 seater Mobile Bio-Toilet Vans.

The sanitation of the Cantonment is being maintained at a very high standard. The SHO gives his sanitary diary every month and necessary action is taken immediately.

The Board is maintaining a General Hospital consisting of 5 beds. The hospital has one RMO, one part time Lady Doctor, one Mid-Wife, one Pharmacist, one Ayurvedic Doctor, one Dentist and one Physician. The hospital also has a patient management system that provides data integrity, avoid translation slips by minimizing the risks of wrong documentation, decrease duplication of data, avoid the risk of pilferage as related information would be promptly accessible electronically, and keep records of in and out patients.

The Board has its own independent water supply for the civil population, which was established in the year 1983 and provides nearly 180 liters of water per capita, per day. With regular maintenance, the existing pump can last for the next ten years at least. But as a standby arrangement it is proposed to install an underground jet pump so that the water supply is not disrupted when repair or annual maintenance is undertaken. One underground jet pump is also proposed for the office, as the regular water supply is not sufficient to meet the demand of the office.

At present the Board is maintaining 14 km of civil roads. In the past all the main roads in the cantonment were given a facelift by the Cantonment Board. It's a matter of pride that some of the best roads in the cantonment area are managed by the board. The Board also maintains 651 street light points in civil and army areas. The procurement of Sky lift in 1999 has greatly improved the maintenance and repair of street lights and has also resulted in the saving of time in transportation.

The effort to modernize and mechanize the working environment has been very successful and has been appreciated by everybody. Good relations exist with the elected members, general public and the army authorities. The office of Cantt. Board today has good standing in the station due to all the development works to modernization efforts of this office.

CANTONMENT BOARD, ROORKEE

<u>NAME/VIRTUE</u>	<u>DESIGNATION</u>	<u>OFFICE</u>	<u>RESIDENCE</u>
Station Commander	President	271027	-----
C.E.O.	Member Secretary	271184	274812

CANTONMENT BOARD, ROORKEE

NAME/VIRTUE	DESIGNATION	OFFICE	RESIDENCE
Station Commander	President	271027	-----
C.E.O.	Member Secretary	271184	274812
Sh. Pradeep Agarwal	Vice President	-----	-----
S.E.M.O.	Ex-Officio Membe	-----	-----
G.E. (M.E.S.)	Ex-Officio Member	-----	-----
ADM Officer	Nominated Member	-----	-----
S.D.M.	Nominated Member	-----	-----
Sh. Deepak Arora	Elected Member	-----	-----
Sh. Vipin Kumar	Elected Member	-----	-----
Sh. Sanjay Agarwal	Elected Member	-----	-----
Sh. Rahul	Elected Member	-----	-----
Smt. Upasna Prakash	Elected Member	-----	-----
Smt. Mridula Arora	Elected Member	-----	-----

CLIENT CHARTER

Client's Name: Station Headquarters

Responsibility Area: Provision of Conservancy Services

Following Roads are cleaned on days which have tick marked against them:

Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Mess Rd.						
Stn. Rd.						
Y.P. Rd.						
Sapper Rd.						
Barrack Rd.						
Landhaura Rd.						
Brig. Rd.						
Park Rd.						
Boundary Rd.						
Bazar Rd.						
Joining Rd.						
1 T.B. & 2 T.B. Rd.						
CIW Rd.						
Lekhanagar						
Lal Kurti						

Note: - In case of Non-Compliance of the above schedule please lodge your complaint on any of the following:

- 1. Telephone Number: 271027**
- 2. Telephone Number: Civil- 271184/274813**
- 3. Roorkee Samadhan Mobile App**

Following Drains are cleaned on days which have tick marked against them:

Name of Drain	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Chattarton Rd. Nallah						
Sapper Nallah to HilcutNallah						
HilcutNallah						
Station Rd. Nallah						
Golf to HilcutNallah						
Meat shop to Lal Kurti						
Lal Kurti to Hilcut						
GMP line to Lal Kurti						
Gajni Marg to Meerut Chauraha						
1 TB to SBI						
Gurudwara near CSD canteen						
State bank of Yadavpuri						
IB to Park Rd.						
Furniture yard and HQ Rd.						
Front oil EME to Bazar Rd.						
Gazni Marg near EME to Chattarton						

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- 2. Telephone Number: Civil- 271184/274813**
- 3. Roorkee Samadhan Mobile App**

Following Drains are cleaned on days which have tick marked against them:

Name of Drain	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Yadavpuri Qr. Near dustbin						
Yadavpuriro MH Officers Mess						
Back of IB to Chattarton						
Sister Mess to Chattarton						
1 TB to Sapper Nallah						
Meerut Road Nallah						
Lal Kurti to Canal River						
511 MSL Regt. to Canal						
Link Rd. to Landhaura Rd.						
JCO's Mess to MH						
Medical Ward in MH						
Sapper Rd. to Stn. HQ office						
MES Colony to Landhaura Rd.						
Range Line to HilcutNallah						
Bde Rd. near Railway crossing						
St. Gabriels School to ChanttanNallah						
EP Hanger drain						
CIF Drain						
In front of MH Meerut Road						
Three Feathers club drain						
Signal Coy drain both sides						
Back of 9 Mech to Signal Coy						

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Following Area's dustbins are cleaned on days which have tick marks against them:

Name of Area	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Boundary Rd. 1 to 7						
Mess Rd. 8 to 12						
Willion Rd. 13						
Gardened Rd. 14 to 16						
Yadavpuri Rd. 17 to 19						
Bazar Rd. 20 to 22						
Ep Hanger 23 to 25						
Sapper Rd. 26 to 28						
Stn. HQ Rd. 29						
CIF Rd. 30						
Park Rd. 31 to 34						
IB Rd. 35 to 36						
SPG Rd. 37 to 38						
GT Rd. 39						
MH Area 40 to 43						

Note: - In case of Non-Compliance of the above schedule please lodge your complaint on any of the following:

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- 3. Roorkee Samadhan Mobile App**

Following Area's dustbins are cleaned on days which have tick marks against them:

Name of Area	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
90 Field Rgt. 44 to 46						
948 Workshop 47						
PC Coy. 48 to 51						
GR Area 52 to 54						
Landhaura Rd. 55 to 58						
MES Colony 59 to 61						
Lal Kurti Area 62 to 68						
Range Line 69 to 84						
Bde. Rd. 85 to 86						
1 TB, 2 TB area 87 to 94						
Dogra Line 95 to 98						
Tatra Unite 99 to 100						
ASC Depo 101 to 102						
12 Mech Regt. 103 to 106						
243 WK 107						
68 Armd Bde. 108 to 112						
22 Mech Regt. 113 to 116						

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CITIZEN CHARTER

PUBLIC HEALTH

SANITATION:



1. Cleaning of roads and drains/Nallah	Monday to Saturday between 07:00 AM to 12:00 PM and 02:00 PM to 05:00 PM in respect of all area
2. Collection and removal of garbage from rubbish bins	Every day from 07:00 AM to 03:00 PM except Sunday
3. Collection/removal of garbage on receipt of complaint of non-lifting	Within 6 hours of complaint

CITIZENS RESPONSIBILITY

The citizens are responsible for disposal of garbage and wastes generated by them. The Cantt. Board take stringent action against the defaulting citizens under the provisions of Cantt. Act 2006.

No person shall in any public street or public place deface or write upon or otherwise make any building, monument, post, wall, tree or other thing. Action against the defaulter will be initiated as per rules.

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

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

No citizen shall tender or milk any animal or cause or permit the same to be tethered or milk any public street or any public place.

No citizens shall place or deposit upon any street or public place etc. Anything that causes obstruction encroachment.

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

Citizen shall take all reasonable means to prevent child under 12 yrs from easing in Public Street or Public place.

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

It is the responsibility of the Citizens to deposit the waste collected in their own receptacles at Cantt. Board dustbins, responsibility of 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 a 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 keep or allow to be kept garbage inside the premises for more than 24 hrs.

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.

HEALTH CARE DELIVERY SYSTEM:



We assure health care facilities to our employees and citizens working/residing in our jurisdiction.

Cantt. Board General Hospital Roorkee

This hospital provides four types of medical (**Allopathic, Ayurvedic, Physiotherapy and Dental**) facilities which can be availed by the staff (free of cost) and residents of the area as well as outsiders on payment of Rs. 20/- per patient only.

RMO: Dr. Sanjeev Kumar Saini (M.B.B.S.)

Facility	Timings
1. Allopathic : Dr. Virendra KumarNautiyal	08:00 AM to 12:00 PM
2. Ayurvedic: Dr. Neeraj Sharma	08:00 AM to 12:00 PM
3. Physiotherapy: Dr. Nitin Parmar	09:00 AM to 12:00 PM 03:30 PM to 05:00 PM
4. Dental: Dr. Srishty Agarwal	09:00 AM to 12:00 PM

BIRTH AND DEATH REGISTRATION:

Cantt. Board, Roorkee

Timing 10:00 AM to 05:00 PM
Certificate will be issued within
Seven-eight working days

No fee will be taken for registration of births and deaths within 21 days of birth and deaths.

A fine of Rs.10/- per year will be charged for each birth and death registrations done after one year from D.O.B and D.O.D. respectively.

A flat rate of Rs. 25/- will be charged for issuing duplicate copy of birth and death certificates.

Health Licensing:

Licenseses for water trolley ice-cream trolleys, food vendors, catering vans, food carts, eating establishments.

1. Prescribed application forms are available at office of Cantt. Board, Roorkee between 10:00 AM to 12:00 PM on all working days.
2. Form duly filled with all required papers should be submitted in person to Licensing section.
3. Deficiencies in application/establishment will be communicated if any after inspection by Sanitary Superintendent/Sanitary Inspector/A.H.O.
4. Issue of challan for deposition of fee is given when license has been granted/renewed for the current year.
5. License is issued when the fee is deposited in the Cantt. Board office.

Role of Citizens in prevention of Water Borne Diseases:

1. Ensure that hands be washed with soap and water after defecation and before taking meals.
2. Drink water from Cantt. Board supply only. Before drinking water from other sources boil it or add crushed chlorine tablets.
3. Keep your surroundings clean. Throw garbage at dustbins only.
4. Stop open defecation.
5. Don't eat stale food. Keep food items covered. Screen your house and kitchen against flies.
6. Don't eat fruits and food that is exposed to dust and flies as they are unhygienic.
7. Sale of sugarcane juice, ice and ice products through unlicensed outlets is also banned.
8. Chlorine tablets and ORS are available free at Cantt. Board General Hospital.

****Take above precautions and ensure good health of every citizen****

WATER SUPPLY

A. WATER CONNECTION:

1. Supply of application form	On all working days between 10:00 AM to 12:00 PM at Cantt. Board office
2. Acceptance of application	Any Working day
3. Acknowledgement of application	Immediately
4. Intimation to applicant in case of deficiency in application (for connection)	Within fortnight
5. Supply of challan for depositing Connection fee	Immediately
6. Submission of fee in Cantt. Board Office	By applicant on any working day
7. Issue of sanction letter	Within one week from submission of fee
8. Road cut permission	Within one week

B. WATER TROLLEYS:

Water trolleys are provided for marriage and other functions for Rs. 500/- only. Each consumer is advised to book their requirements 15 days in advance with the Cantt. Board, Roorkee.

C. COMPLAINTS:

Lodging of complaints in Cantt.	Round the clock
Replacement of defective water meter	Within 15 days from date of request
Complaint Reg. leakage in main Water supply line	Within 24 hours
Complaint of contaminated Water/quality of water	Within 24 hours
Complaint of failure of pumping system	On the same day between 10:00 AM to 05:00 PM

SEWAGE AND DRAINAGE

A. SEWER CONNECTION:

1. Supply of application form	On all working days between 10:00 AM to 04:00 PM at Cantt. Board office
2. Acknowledgement of application	Immediately
3. Intimation to applicant in case of deficiency in application	Within fortnight
4. Supply of challan for depositing Connection fee	Within one month of receipt of application completed in all aspects
5. Submission of fee in Cantt. Board office	By applicant on any working day
6. Issue of sanction letter Office	Within one week from submission of fee
7. Road cut permission	Within one week

B. COMPLAINTS:

Complaints relating to sewage (blockage, overflow, odor and damaged lines) can be booked at office of Cantt. Board, Roorkee.

Blocking of sewer line	Within 24 hours
Overflowing of sewer line	Within 24 hours
Repair of damaged sewer line Of minor nature	Within 24 hours

C. SEWRAGE CONNECTION:

Application for sewerage connection may be made on prescribed format to Chief Executive Officer Cantonment Board, Roorkee on any working day.

Deficiencies in application will be intimated within two weeks from the date of submission of application.

Feasibility of providing connection will be checked by J.E. Cantonment Board, Roorkee within one week.

After receiving sanction letter, consumer will obtain road cutting permission from Cantt. Board.

Consumer will thereafter connect the service line through licensed plumber under intimation to Cantt. Board, Roorkee.

D.DRAINAGE:

A. De-sitting	April to June
B. Removal of blockage	Will be attended same day
C. Repair of drains	Minor- Same day Major- According to a time Bound programme

COMPLAINTS:

Complaints relating to Drainage (blockage, overflow, odor and damaged lines) can be booked at office of Cantt. Board, Roorkee.

CITIZENS RESPONSIBILITY

UNAUTHORIZED SQUATTING/ENCROACHMENT: Any unauthorized squatter seen by the general public may be brought to notice of Cantt. Board through written complaints pointing out the location, name of squatter and trade being carried, so as to verify the same and remove him from the site.

GENERAL:

SUPPLY OF COPIES OF RESOLUTIONS:

1. Receipt of application	Between 10:00 AM to 12:00 AM every working day at Cantt. Board Office
2. Supply of copy of resolution	Within 7 days (case by case basis)
3. Inspection for each hour or thereof	As per rate of bye-laws

EDUCATION



Cantonment Board Roorkee is running one co-ed school from **Class LKG to XII** which is situated in civil area of Roorkee Cantonment. It was established in 1930. Since then, it is fulfilling educational requirement of citizens of Roorkee Cantonment and nearby places. School is managed by Cantonment Board, Roorkee which is an autonomous body under Min. of Defence, Govt. of India.

In 2003 school was upgraded to Secondary level and got **affiliation with CBSE** and now today emerged as a Senior Secondary School with **1116** enrollments.

School is providing quality education to the children's of socially deprived families at a nominal fee from IX to XII. However, any type of fee is exempted from **Class LKG to VIII** under the provision of **RTE Act 2009**.

Admission : 1st Apr to 15th Apr

School Timing : 08:00 AM to 01:50 PM (SUMMER)
09:00 AM to 02:50 PM (WINTER)

Principal: Sh. Narendra Kumar

School has a vast play ground with Volley ball court, Basket Ball court, Badminton Court and for other games and sports. School also has a Gymnasium.

School has a well equipped Computer lab with latest configuration. Various co-curricular activities are conducted in school regularly. Students take part in various competition seminar /Exhibition/ Olympiad/Sports events/Martial Arts events/ NCC camps and Scouts & Guides camps conducted by CBSE, Govt. of India, Min. of Defence and other agencies time to time.

Cantonment Board Sr. Sec. School also provide vocational training in various trades i.e. Electrical, Electronics, I.T Fundamentals & Tailoring, Home and Décor (Handicraft) & Beauty Culture and Hairstyle etc under NCVT.

Smart class has been introduced in Secondary wing of Cantonment Board Senior Secondary school for making learning process more interactive.

Atal Tinkering Lab under Atal Innovation Mission, NITI Aayog is started in Cantonment Board Senior Secondary School Roorkee.

BUILDING MAINTENANCE



A. COMMERCIAL PROPERTIES:

Minor repairs:

- | | |
|---|-----------------|
| a) No water, water leakage, sewer blockage | Within 24 hours |
| b) Repair of cement, plaster, flooring work,
Renewing of glass panes | Within 7 days |
-

Major repairs:

- | | |
|--|----------------------|
| a) Replacement of doors/windows, shutters,
Renewing of large size glass panes, seepage
from roof, major repairs to flooring etc. | Within 3 to 4 months |
|--|----------------------|
-

Special repairs

Time scheduled for
completion to be given
within one month

B. OFFICE BUILDING, STAFF QUARTERS, SCHOOL BUILDING, HOSPITALS:

Registration of complaint on phone or on
personal visit to service center

Immediately

Minor repairs:

- | | |
|---|-----------------|
| a) No water, water leakage, sewer blockage | Within 24 hours |
| b) Repair of cement, plaster, flooring work,
Renewing of glass panes | Within 7 days |
-

Major repairs:

- | | |
|--|----------------------|
| a) Replacement of doors/windows, shutters,
Renewing of large size glass panes, seepage
from roof, major repairs to flooring etc. | Within 5 to 6 months |
|--|----------------------|
-

Special repairs

Time scheduled for completion to be given within one month

Complaints regarding day to day maintenance of buildings/complexes are handled by Cantt. Board, Roorkee.

BUILDING PLANS

All inquiries advice on deficiencies in application/documents will be attended by Cantt. Board, Roorkee

On all working days between 12:00 PM to 01:00 PM

Forms will be supplied at information by Cantt. Board, Roorkee

On all working days between 10:00 AM to 01:00 PM

Challans for fee/other charges will be issued by Cantt. Board, Roorkee

On all working days between 10:00 AM to 01:00 PM

Payment of fees/other charges through Challans will be received

At Cantt. Board, Roorkee between 10:00 AM to 01:00 PM on all working days

Decision on application for sanction of Building plans will be communicated

Within 60 days

Decision on re-validation of plans will be communicated

Within 30 days

Decision on completion certificate/plans will be communicated

Within 30 days

In case of excessive billing/under-billing/wrong billing, a complaint along with copy/copies of electricity bill/bills should be sent to Chief Executive Officer, Cantonment Board, Roorkee.

Consumers can meet officers of Commercial Department between 11:00 AM to 01:00 PM every working day.

The bills will be checked and rectified, if required, within one/two weeks.

In case bills need amendments/corrections, the due date will be extended suitably.

Documents required are as follows:

Application

Three copies of site plans as per Building Bye-Laws

- 1) Copy on tracing paper
- 2) Copy of Ammonia print
- 3) Copy of register executive in venture

ROAD MAINTENANCE



On receipt of complaints from citizens at service centers or control room, the work will be completed within:

Filling of potholes	Four days
Patch repairs	One to two weeks
Removal of obstruction on road	One working day
Replacement of missing manhole covers	Two working days
Removal of malba from public land by owner	Notice to owner within 48 hours by Cantt. Board, Roorkee
Decision on permission for road cut	Ten days after depositing R.C. charges

CITIZENS RESPONSIBILITY

There should not be any encroachment on public roads.

No person should deposit any malba/building rubbish on public roads.

No person should tether any animal on any public road/street.

Any citizen should not remove Barrication provided by Cantt. Board, Roorkee while repairing any road/street.

No person damages any public road/street.

No building material should be stacked/placed.

All the roads in the private premises should be leveled, paved with adequate drainage provision.

HORTICULTURE



1. All Parks and gardens will remain open to public	From 06:00 AM to 08:00 PM in winter and 05:00 AM to 09:00 PM in summer
2. Amusement for children	One children Park
3. Removal of uprooted trees (due to heavy rain/storm)	Clearance of road in two days
4. Replacement of broken tree guards	Within one day after receiving Complaint
5. Plugging of leakage of unfiltered water hydrants	Same day
6. Removal of horticulture waste/dry leaves	Daily routine work
7. Pruning of bushes	Four times in a year
8. Removal of weed/wild grass from road Side, lanes/by-lanes	Every 20 days during rainy season and bi-monthly every other season
9. Seasons flowers	Sowing in September and October and sowing of summer flowers in April & May of every year

TREE PLANTATION:

2000 trees of various kinds are planted every year. The use of proper tree guards, watering and after care have resulted in survival of near 80% trees. Various army units in the station were assisted by Cantt. Board, Roorkee in their tree plantation drive.

CITIZENS RESPONSIBILITY

It is citizen's responsibility to co-operate Cantt. Board, Roorkee in keeping parks and gardens neat and clean.

Not to scatter garbage in parks/gardens as it pollute environment.

Empty containers/packets and peels of eatables should be dropped in litterbins provided in the parks/gardens.

Uprooting of plants and plucking of flowers in the parks/gardens should be avoided.

Cycling, playing football, cricket etc. are allowed in parks/gardens.

Carrying of drugs/liquor and its consumption in parks/gardens should be avoided.

Pets are not allowed in the parks/gardens.

Do not disturb the calm environment of the parks/gardens.

Stop the person damaging grass and plants of the parks/gardens. Inform civic body immediately if anyone found doing so.

Do not allow anyone to damage tree guards and inform the civic body about the violators.

Citizens are required to co-operate horticulture staff in carrying their works in the parks/gardens.

Citizens can seek police assistance in prohibition of those harming gardens and parks.

ESTATES

1. Allotments of shops/office space/other Commercial properties on license fee	On open tender/notice inviting tender published in News papers
2. Issue of tender documents/opening of tender	As specified in tender notice
3. Decision on allotment and subsequent issue of allotment letter	Within 60 days of opening of tender
4. Issue of letter	Within 7 days after approval of allotment by Competent Authority
5. Completion of formalities	Within 10 days from date of issue of offer letter (license fee commencing from 11 th day of issue of offer letter)
6. Refund of earnest money to unsuccessful parties	Within 3 days of opening of tender except 2 nd highest tender
7. Transfer of allotment: a) Acknowledgement of application b) Final communication on application transfer c) Cancellation of allotment d) Eviction of the unit	Within 15 days Within 3 months on for completion of formalities by the subtle As per the norms of the deed As per the law
8. Renewal of license (if permitted under policy)	Within 45 days of completion of formalities
9. Miscellaneous: Change of trade	Within 30 days of completion of formalities

The reservation quota for shops is:

1. 10% for war widows
2. 10% for Ex-servicemen

The Cantonment Board evaluates and examines the tendered documents and considers the allotment. Allotment is normally done to highest bidder if he fulfils required criteria. The tenderer is required to deposit 3 months license fee in advance and deposit Rs. 15,000/- as security deposit. After allotted party completes these formalities, he is handed over possession of unit/premise. Thereafter he is required to complete following formalities:

1. Proof of residence
2. Income tax clearance certificate
3. Tenders should not be defaulter of the board

TRANSFER OF ALLOTMENTS:

The shop may be transferred on payment of transfer fee, approved by the board and sanctioned by the PDDE Central Command, Lucknow.

CITIZENS RESPONSIBILITY

They should strictly adhere to terms and conditions of the licensed deed, to avoid litigation as far as possible.

They should co-operate in implementation of the orders/decisions taken by the competent from time to time.

They should ensure clearance of the Cantonment dues.

They should see or contact C.E.O. in person to seek clarification in case of any problem/discrepancy.

They should also keep their premises spick and span and don't misuse the premises.

TAXES AND OTHER CHARGES

PROPERTY TAXES:

The property tax department is one of the tax revenue earning department of Cantt. Board, Roorkee. Revenue is realized in the shape of property tax from about private properties and service charges from the defense prosperities.

Property tax is an obligatory tax levied in all lands and buildings in Roorkee Cantt. It is a 10% of the Annual Rent Value (ARV) of lands and buildings. The rate of taxes is fixed on year to year basis.

EXEMPTION:

Exemption of property tax is given to owners on grounds of poverty as per provision of Cantonment Act 2006.

ASSESMENT LIST AND OBJECTIONS:

Assessment of properties in Roorkee Cantt. is revised after every three years and objections received from the owners/occupies are finalized by the assessment committee constituted by the Board as per Cantonment Act 2006.

AMENDMENT IN ASSESSMENT LIST:

The board may amend the assessment of any property at any time under section 71 of the Cantonment Act 2006.

PAYMENT OF BILLS OF TAXES ETC. IF NOT RECEIVED IN TIME:

If payment of bills of taxes etc. is not received within time, action as per provision of Cantonment Act 2006 and byelaws of Roorkee Cantt. is initiated for its recovery.

PAYMENT BY ACCOUNT PAYEE CHEQUE/DRAFT:

Pay property tax through an account payee cheque/draft under proper receipt. Don't issue cheque without having adequate bank balance.

ONLINE TAX MANAGEMENT SYSTEM:

Consumer can pay their various taxes/dues/fees online via Online Tax Management System by accessing the portal <https://cbroorkee.in/property/>

CONSERVANCY CHARGES:

Conservancy charges are calculated 12.5% of the Annual Rent Value (ARV) of the property. Conservancy charges are required to be paid quarterly.

WATER TAX:

Water tax is calculated at the rate of 10% of the Annual Rent Value (ARV) of the property. Water tax is to be paid quarterly.