

CITIZEN CHARTER IN RESPECT OF CANTT BOARD FATEHGARH

WATER SUPPLY CITIZENS RESPONSIBILITY

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 lines 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:
 - a) Washing of animals or vehicles or for any trade, manufacture or business or fountains, swimming pools etc
 - b) Construction/repair work of any kind.
 - c) Gardening/farming/irrigation or washing streets etc.
8. Citizens should switch to smaller cistern of 4 to 10 liters capacity. These are easily available in the market.
9. The leaking bib 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, same should be immediately brought to the knowledge of Cantt Board.

Water is precious, conserve every drop of water by adopting following ways:-

- a) Turn tap off while brushing teeth - save 5 to 10 liters.
- b) Fill mug and turn off the tap while shaving - save 10 to 15 liters.
- c) While taking bath rinse, turn off the tap, soap and rinse again - save 50 to 70 liters.
- d) Please repair leakage loose and save 400 to 3000 liters water per day.

COMPLAINTS

Attend to complaints at Cantt. Board office	10 AM to 5 PM
Complaints regarding leakage in main Water supply	within 1 to 24 hours
Complaints of contaminated water /Quality of water	within 1 to 24 hours
Complaints of failure of pumping system	on the same day between 6 AM to 9 PM

APPLICATION FOR WATER CONNECTION

Supply of application form	on working days between 10 AM to 4 PM at C. B. office from Revenue Collector
Acceptance of application	Any working day at C. B. office between 10 AM to 4 PM
Acknowledgement of application	Immediately
Intimation to applicant in case of deficiency in application form for connection	within fortnight
Depositing prescribed fee in Cantt. Fund.	By applicant on any working day
Issue of sanction letter	within one week from submission of receipts of deposits
Road cut permission	within 2 weeks after depositing road cutting fee

WATER SUPPLY THROUGH TANKER

Supply of water through water tanker	within three hours of complaint if there is failure of water supply
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 Junior Engineer for complaints of low water pressure, leakages and defect in distribution lines.

WATER TANKER/TROLLEYS

Water tankers are provided for marriages and other functions @ Rs. 250/- per tanker inside Cantt. area and Rs. 600/- per tanker for outside Cantt area within one kilometer of the limit of Cantt. and security deposit of Rs. 200/-. Consumers are advised to book their requirements 15 days in advance by applicant to Chief Executive Officer, Cantt. Board, Fatehgarh.

WATER QUALITY CONTROL

Complaints regarding the quality of water are handled at SHO, Military Hospital, Fatehgarh Cantt. Citizens are advised to call on 05692-236009 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 Storekeeper, Cantt Board Fatehgarh 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 form building owner), the consumer will be informed regarding sanction/refusal within one week.

COMMERCIAL BILLING

Issue of water bills	Yearly
Issue of duplicate bills	On request against payment (same day)
Complaints made on personal visit regarding billing will be sorted out	within one week
Final reply to the consumer	within 15 days

COMPLAINTS

Complaints/enquiries will be attended personally by Tax Collector	Every day between 11 AM to 1 PM
Attending to complaints by J. E	Between 3 PM to 4 PM on all working days

MISCELLANEOUS

Disconnection of water supply on request of the consumer	within 03 days of the receipt of the application after depositing disconnection fee etc
Issue of current bill	within 07 days of disconnection of supply
Issue of disconnection bill	on the day the current payment is made
Issue of "No Demand Certificate"	After 30 days of issue of disconnection slip and deposit of final bill
Refund of security	within 10 days of issue of No Dues Certificate
Restoration of water supply	within 03 days after clearing of outstanding dues and payment of restoration charges

REDRESSAL OF GRIEVANCES

Discrepancies in rates/amount	Tax Collector, Cantt. Board everyday between 11 AM to 1 PM Tel. No 05692-236009
Delay in delivery/receipt of bills	Tax Collector, Cantt. Board everyday between 11 AM to 1 PM Tel. No 05692-236009

COMPLAINTS OF BILLING

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

- a) Consumers can meet officers of Tax Department between 11 AM to 1 PM every day.
- 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.

ROAD MAINTENENCE

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

Work	Duration	Contact
Filling of pot holes	Two days	J. E.
Patch repairs	Two weeks	J. E.
Removal of obstructions on roads	One working day	J. E.
Replacement of missing main hole covers	Two working days	J. E.
Removal of malba from public land by owner	Notice to owner within 48 hours by the sanitation department	S. I.
Removal of malba by Cantt. Board, If owner fails to comply with notice	One week after issue of notice	S. I.
Decision on permission for road cut	Seven days after deposit of road cutting charges	J. E.
Total road length	12.137 km.	

RESIDENTS OF AN AREA MAY APPROACH OFFICE OF CANTONMENT BOARD FATEHGARH FOR FOLLOWING COMPLAINTS

- a) Patch repairs
- b) Removal of any obstructions on road
- c) Replacement of missing manhole covers, gully gratings
- d) Malba on public road
- e) Public conveniences
- f) Replacement of missing/broken fixtures

COMPLAINTS/ENQUIRES WILL BE ATTENDED PERSONALLY BY

J.E	Between 3 pm to 4 pm on all working days	Tel no. 05692 236009
S.I	Every day between 11 am to 1 pm	Tel no. 05692 236009

JURIDICTION-

RaniGhat Road, Awasthi Marg, Krashi Marg, Rajput Road, Post Office Road, Rai Sahab Prithvinath Road, Dispensary Road.

BUILDING PLAN

Any erection or re-erection/construction be carried out strictly in accordance with the sanctioned plans, any unauthorized construction disregard of the sanctioned plan or infringement to section 248 of the Cantt. Act 2006 are liable to be sealed/demolished under the provisions of P.P.E. Act 1971/Cantonments Act 2006. Persons purchasing or taking such properties on hire will be doing the same at their own risk

1. 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 such 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 area 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 prescribed by Cantt. Act 2006 and bye laws made on this behalf.

2. Every such notice shall be accompanied by such documents and plan as may be so prescribed.

Failure to given notice of intention to erect a building is liable a fine which, may extend to Rs. 50000/- and the cost of sealing the illegal construction and its demolition under section 247 of Cantt Act 2006.

All enquiries including advise on deficiencies in applications/documents will be attended across the table by Cantt. Board Junior Engineer	On all working days between 12 noon to 1 PM
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Building notice form will be supplied at cash counter of Cantt. Board by Storekeeper on payment	On all working days between 12 noon to 1 PM
Payment of fees/other charges will be received	At cash counter of Cantt. Board between 10 AM to 2 PM on all working days
Decision on application for sanction of building plan will be communicated	within 30 days
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 Storekeeper of Cantt. Board. Building notice form costing Rs. 10/- each.

A. Who can apply

HOR's of the house/quarter/bungalow, Power of Attorney holder Lessee.

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 as per building byelaws of Cantt Board Fatehgarh.

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 and 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 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 had 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:-

Cost of building notice form	Rs. 50/- each
Plan submission/processing fee for sanctioning of plans for repair of houses in civil area/bazar area	Rs. 100/-
Processing fee for repairs of bungalows in civil area and houses/bungalows outside civil area	Rs. 1000/-
Plan submission/processing fee for sanctioning of plans for fresh construction or re-erection within civil area	Rs. 1000/-
Plan submission/processing fee for sanctioning of plans for fresh construction re-erection outside civil area (including bungalows in civil area)	Rs. 20,000/- or 3% of the construction cost whichever is higher
Stacking charges	Rs. 4/- per 100 sqmtr. per day

HOW TO DEPOSIT FEES/OTHER CHARGES

Deposit the amount by cash between 10 AM to 1 PM at cash counter of Cantt Board office.

CLARIFICATION/REMOVAL OF DOUBTS/REDRESSAL OF GRIEVANCES

Meet CEO/JE between 3 PM to 4 PM all working days.

ENFORCEMENT

The Cantt. Board deals with removal of unauthorized 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.

Approval for banners, posters etc. for temporary functions	Not allowed in Cantt. area
Allotment of space for Hoardings for eleven months	Not allowed in Cantt. area

Removal of encroachments	Encroachment by unauthorized offenders will be removed immediately
	Other encroachment of pucca nature after following the laid down procedure
Allotment made as rehabilitation means on daily license fees (Tahbazari) are regulated as per Cantt. Act 2006	They are asked to paint the kiosks/shops/stalls/ rickshaw in a prescribed color
Parking zones	Parking zones/lots have been identified. Vehicles parked other than these areas are liable to be removed
Unauthorized parked vehicles	Unauthorised vehicles on Govt. defence land/ward will be removed
Sanitation	It is expected from shopkeepers /residents to keep dust bins.
	Fine up to Rs. 500/- will be Imposed for creating insanitation or creating nuisance in Cantt. area
Polythene	Use of polythene banned in Cantt. area
Liquor/drug	Sale of spirited liquor and intoxicating drug is banned in Cantt. area

STRAY CATTLE

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

Stray cattle catching squad of Cantonment Board is empowered to impound the animals in the cattle pound situated in Sheeshambagh, Fatehgarh Cantt.

FINES

- a) Cattle pound fine for the cattle impounded in the cattle pound Rs. 500/- per day for cows and Buffalows and 200/- for calves and small animals (Kids).
- b) Feeding charges for small cattle (goat etc)- Rs. 10/- per day

c) Feeding charges for big cattle (cow, horse, buffalo etc.) - Rs. 25/- per day

d) Rs. 25/- composition fee for 24 hours extra.

GENERAL ORDER

Visitors entering in restricted/security area are liable to be checked. It is therefore requested from the visitors entering the restricted/security area to show and establish an identity.

COMMUNITY HALL/MARRIAGE HALL

Cantonment Board maintains one Community Hall. It is given on request for marriages/social functions.

RENT OF COMMUNITY HALL

Allotment charges	Rs. 5000/- per day for outside cantt and 2500/- per day residing in Cantonment area.
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THE CHARTER FOR BOOKING IS AS BELOW

On receipt of application	07 days in advance on first come first serve basis	
Confirmation of availability	Telephonically	within 05 minutes
	Communication	07 days of receipt of request
Confirmatory letters of bookings	within 03 days of deposit of	

For any doubt you can contact on phone No.05692-236009.

PROPERTY TAX

The Cantonment Board Fatehgarh collects property tax from private buildings/ Central Govt. 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 buildings prevailing. The rates of taxes of cases are revised triennially by the Cantt. Board

- House tax 13.5% of rateable value
- Water Tax 5% of rateable value where no water connection

ANNUAL VALUE

It is fixed in accordance with section 73(a) and (b) of Cantt. Act 2006. It is annual rent at which a property is expected to let or actually let from year to year or 1/20th. 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 Chief Executive Officer and after giving an opportunity of hearing by Chief Executive Officer, Fatehgarh Cantt., the assessment list is finalized.

Increase in rental value is done triennially by the Cantonment Board. The information call upon 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 upto 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:-

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

NOTICE OF COMPLETION OF NEW BUILDING:

A notice under section 82 of Cantt Act should be given to the Chief Executive Officer within 30 days of completion or occupation whichever is earlier failing which fine upto 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, it is mandatory to intimate the transfer of property in the Cantt. area within 3 months of such transfer to the Chief Executive Officer and within 6 months in case of a death.

Any other complaint with regard to the above, Office Superintendent and Revenue Collector may be contacted on any working day between 3 PM to 4 PM.

PAYMENT OF PROPERTY TAX:

Property tax should be paid within 30 days from the receipt of bill under section 99 Cantt. Act 2006. If tax is not paid within the time limit demand notice is issued under section 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 1% interest per month under section 102 of Cantt. Act 2006 or by attach must 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 refusal 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.

ESTATE

Allotment of shops on license:-

Through public auction, Notice will be published in news papers. License for shops will be given for 5 years only as per Section 267 of the Cantt Act 2006.

Issue of tender/opening of tender	As specified in tender notice
Decision on allotment	within 30 days of opening of tenders
Issue of letter	within 07 days after approval by the Cantonment Board.
Completion of formalities	within 10 days from the date of issue of offer
Redressal of grievances	Between 4 to 5 PM by CEO on any working day except Saturday. This can be subject to change

The reservation quota for shops is 15% for Ex-servicemen, war widows and war disabled persons.

DOCUMENTS REQUIRED TO BE SUBMITTED FOR COMPLETION OF FORMALITIES:-

- a) Character certificate
- b) Proof of residence
- c) Non judicial stamp paper

CANCELATION AND EVICTION

If any licensee violates the terms and conditions of agreement or defaults in payment, notice is given to him for the same. However, on failure to rectify the same, license is cancelled and necessary action for eviction is initiated and other penal action as deemed fit will be initiated by the Board.

PUBLIC HEALTH-CITIZENS RESPONSIBILITY

- a) The citizen’s are responsible for disposal of garbage and wastages generated by them. Cantonment Board Fatehgarh take stringent action against the defaulting citizens under the provisions of Cantonment Act 2006.
- b) No person shall in any public street or pubic place deface or write upon or otherwise mark any building, monument, post, wall, tree or other thing.
- c) No citizens shall use or permit to be used as latrine or urinal any place not intended for the purpose.
- d) 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.
- e) No citizens shall allow their animals to stray in a public street or public place without a keeper.
- f) No citizens shall deposit any building material in any public street and public place.
- g) No citizen shall tether or milk any animals or cause or permit the same to be tethered or milked in any public street or any public place.
- h) No citizen shall place or deposit upon any street or public place etc. Anything that cause obstruction or encroachment.
- i) No person shall without previous disinfection will dispose of any article or thing exposed to contamination by any dangerous disease.
- j) 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.
- k) 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.
- l) The citizen will provide receptacles of self closing type within their premises for their waste collection.
- m) No citizen shall place or caused to be placed in a dustbin any matter, which has been exposed to infection from a dangerous disease.
- n) 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.
- o) 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.

SANITATION

Cleaning of roads and streets	Monday to Saturday 6 AM to 11 AM and 2 PM to 5 PM in respect of all areas. Skeleton services on Sundays
	Night cleaning in case of emergency
Collection and removal of garbage from Cantonment rubbish bins	Every day between 6 AM to 2 PM

Collection/removal of garbage on receipt of complaints of non lifting

Within 03 hours of complaint

SANITATION CIRCLES

Circle No. 1

(Phone No. 05692 236009), Jurisdiction: - Naugawan, Kashimbagh, Cantt primary School, Cantt Junior High School, Cantt General Hospital, Harijan Quarters, Cantt Dispensary.

Circle No. 2

(Phone No. 05692 236009), Jurisdiction: - Sheeshambagh, Colonelganj, Reading Room, Class-III staff quarter,

Circle No. 3

(Phone No. 05692 236009), Jurisdiction :- Army area, Family lines, MES colony, Officer's Mess, Officers colony, Military Hospital, Station Headquarters, Kendriya Vidyalaya, Bungalow area.

Health care delivery system

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

O.P.D.	8 AM to 2 PM
Pathology/X-Ray/Ultrasound	8 AM to 11 AM, Maintain from outsource on 50% concessional rate.
Specialist service	Physician- Daily OPD, Gynecologist - Saturday (Once in a week)(MD, Medicine)

Birth and death registration

Cantonment Board Office, Fatehgarh Cantt.

Timings

10 AM to 5 PM. Certificate will be issued within 07 days after due verification

HEALTH LICENSING

License for water trolleys, ice cream trolleys, food vendors, catering vans, food carts, eating establishments.

- a) Prescribed application forms are available at Cantonment Board office between 10 AM to 5 PM at any working day.

- b) Form duly filled with all required papers should be submitted in person to Revenue section Cantonment Board.
- c) Deficiencies in application/establishment will be communicated if any, after inspection by Sanitary Inspector/SEMO, M.H.
- d) Deposition of fee is permitted when license has been granted/renewed for the current year.
- e) 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 Phone No. 05692 236009
Stray dogs	Cantonment Board Office Phone No. 05692 236009
Anti Malaria operations	Cantonment Board Office Phone No. 05692 236009

EDUCATION

- The Cantonment Board is maintaining one Cantt Junior High School and one Cantt Primary School, Naugawan. There are 23 trained teachers including contractual teachers.
- Computer education is given to the students from the 4th Standard. Free Books distributed to all students and free uniforms being distributed to girl students.
- Admission to the schools are generally carried out during the month of July every year through interview/written test.

Following tasks are decided to be completed in the current academic year:-

- a) To upgrade Jr. High School as Kanya Uchhtar Madhyamik Vidhyalaya as a comprehensive school.
- b) Improving physical training , dance, music, yoga/pranayam training to the students
- c) Vocation training in certain fields during the vacation including computer education to the youth.
- d) Organizing sports camp/career counseling during summer vacation

A-SUPPLY OF COPIES OF RESOLUTIONS AND GLR's

The prescribed form is available with the Storekeeper of the Cantt Board office free of cost. Application for copy of GLR should be accompanied by 0.50 paise 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	Double the usual charges
Inspection/copying fee	As prescribed by the Board from time to time

B-TREES

Cutting of trees 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 unauthorised felling/cutting of trees is punishable under law.

C-VIP REFERENCE

Response of 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 benefit 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 co-operation and understanding. Help us to achieve excellence in public service and serve you better.

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