

CITIZEN'S CHARTER:

Citizen's/Client's charter is a document which represents a systematic effort to focus on the commitment of the Cantt. Board, Dagshai towards its citizens in respect of standard of services, information, choice and consultation grievance redress etc. This also include expectations of the organization from the citizen's for fulfilling the commitment of the Cantt. Board, Dagshai.

A charter comprises of the following components:-

1. Vision and mission statement
2. Detail of business transacted by the Cantt. Board, Dagshai
3. Detail of clients/citizens
4. Statement of services provided by the Cantt. Board, Dagshai.
5. Detail of grievance redress mechanism and how to access the same
6. Expectations from the citizens/clients.

CITIZEN'S CHARTER:MODEL GUIDELINES:

The charter is framed by the officers and staff who will finally implement it.

- Began with a statement of the services being offered.
- Place against each service the entitlement of the user, service standard and remedies available to user for the non-adherence to standards.
- Procedure/cost/charges should be made available on line/display boards/booklets, inquiry counter in the Cantt. Board Office.
- Frame a structure for obtaining feedback and performance audit and fix a schedule for reviewing the charter every six months at least.

CITIZEN'S CHARTER:GENERAL STRUCTURE GUIDELINES:

- A brief statement regarding the concerned services
- Commitment to standard
- Our staff-what to expect from them. Where are they located.
- Keeping you informed-what information do you need
- How you can help us ?

INFORMATION AND FACILITATION COUNTERS:

IFC is facility, set up in Cantt. Board, Office, Cantt. Board Dispensary to provide information to the citizens about the service rendered by Cantt. Board.

FUNCTION OF IFC:

The information and facilitation counter shall provide the following services to citizens:-

- (a) Information regarding services provided and relevant rules and procedure.
- (b) Facilitating the customers/clients to obtain services of the Cantt. Board timely, efficiently and in a transparent manner.
- (c) Information regarding hierachical set up of Public Grievance Redress.

CONTENTS:

1. Water Supply
2. Sanitation
3. Conversion of old grant rights into free hold
4. Assessment of property
5. Building application
6. Trade Licence
7. Appeal under Section 274
8. Birth/Death Certificate
9. Medical services
10. Fire Fighting
11. Road maintenance
12. Street lighting
13. Library-cum-Reading Room.

1. **WATER SUPPLY:**

The Cantt. Board, Dagshai depends upon MES for supplying water to citizens. The water is being received in bulk every day and supplied through 183 private connection and 21 public stand posts. For water supply Cantt. Board is divided into following zones:

1. Bazar area
2. Bungalow area
3. Cantt. Board Office/other Mohallas.

COMPLAINTS:

- * Received at Cantt. Board Office from 10.00 AM to 5.00 PM on all working days
- * Received at Cantt. Board Office round the clock
- * Complaints of water are attended within 24 hours.

WATER CONNECTION:

The application for new water connection are received in Cantt. Board Office. The new connections are sanctioned by the Chief Executive Officer on recommendation of the concerned Elected Member keeping in view of the availability of water and other terms and conditions. The new water connection are released strictly on the basis of seniority.

FOR FURTHER INFORMATION/COMPLAINT CONTACT:

Junior Engineer

Tel. No. 266152(O), Mobile 9816633291

CITIZEN'S RESPONSIBILITIES;

1. Citizen's should not install on line booster pump
2. Citizen's should replace old, corrugated, rusted or leaking pipe lines.
3. Service pipes should be laid away from sewer lines to avoid contamination of water.
4. The over head tanks should be in proper usable condition.
5. The water tanks should have proper float-valves to avoid wastage of water.
6. The water tanks should be cleaned periodically.
7. The water should not be used for washing of animals and vehicles.
8. Any leakage/damage of pipe line should be reported to Cantt. Board Office immediately.
9. Incase of any contamination of water, same should be brought to the knowledge of Cantt. Board.
10. The citizen's should adopt all measures to save the water.

SANITATION:

The general cleanliness of Dagshai Cantt. is satisfactory. The place is free from epidemic and known for cleanliness. One Sanitary Inspector, 2 Sanitary Supervisor, one Driver and 26 Safaiwalas have been employed while one vehicle has been deployed for conservancy services.

- | | | |
|----|--|--|
| 1. | Cleaning of road and street | Every day between 7 AM to 12 Noon. |
| 2. | Cleaning of group latrines/urinals | Every day between 7 AM to 12 Noon. |
| 3. | Special sanitation drive(Fatigue) | Every day from 2 PM to 5 PM |
| 4. | Collection and removal of garbage from dust bins. | Every day from 7 AM to 12 Noon and 2 PM to 5 PM. |
| 5. | Collection/removal of garbage on receipt of complaint of non-lighting. | on the same day of complaint |

SEWERAGE:

- * The whole civil area of Cantt. has been covered under sewerage system.
- * Applications of sewerage connection are received in Cantt. Board Office from 10.00 AM to 5.00 PM on working day.
- * Sewerage connection is sanctioned within one week.
- * The Board has levied a sewerage fee of Rs.; 120/-P.A.

SANITATION CIRCLES:

CIRCLE NO.1 - **Jurisdiction:** Bazar area, all Mohalla & Bungalow area.

CIRCLE NO.2 - **Jurisdiction:** Military area

FOR INFORMATION AND COMPLAINT CONTACT:

Sanitary Inspector, Cantt. Board - Tel.No.266152(O), Mobile 9816492622

CITIZEN'S RESPONSIBILITIES:

- The citizens are responsible for deposit of garbage at the dust bins provided by the Board.
- The citizens shall not use or permit to be used as latrines or urinal any place not intended for the purpose.
- Citizens shall take all reasonable means to prevent child from easing in public street or public places.
- The citizens will provide receptacles of self closing type within their premises.
- The occupier of all Bungalow/Houses will keep their premises neat and clean.
- The owner/occupier of Bungalows/Houses are liable for panel action for in sanitary conditions and for use of Polythene.

3. **CONVERSION OF OLD GRANT RIGHTS INTO FREE HOLD:CIVIL AREA:**

The free hold rights of sites held on old grant and other resumable tenures which are not required for any Defence/Public purposes would be sold to the occupancy holders on payment of 40 times of the STR viz ; full market value.

PROCEDURE:

- * Applications for conversion of old grant rights into free hold may be made on proforma to the Cantt. Executive Officer, Cantt. Board, Dagshai(HP).
- * Six copies of site plan may be attached alongwith the application from.
- * 25% cost of conversion shall be deposited with the application.
- * The request for conversion will be referred to the local Military Authorities for indicating whether the site is required for any specific purpose and the local Military Authorities shall give their comments/view within two months.
- * If no reply is received within the stipulated period, the Cantt. Board will process the case for conversion without further reference to the Military Authorities.
- * 75% cost of conversion shall be deposited by the HOR on receipt of Govt. sanction.

FOR DETAILS CONTACT JE OF BOARD - TEL. NO. 266152 Mobile 9816633291

4. ASSESSMENT OF PROPERTY:

The house tax and water revenue is realized from private properties and service charges from the Govt. properties. The taxes are imposed on the “Annual Value” (Assessment).

* Rate of Tax

House Tax	-	12.5% of Annual value
Water Tax	-	12.5% of Annual value.
	-	Section 60 of Cantts Act.

The Annual Value means:-

- (a) In the case of railway station, hotels, colleges, schools, factories and any other buildings which a (Board) decides to assess under this clause, one-twentieth of the sum obtained by adding the estimated present cost of erecting the building to the estimated value of the land appertaining thereto; and
- (b) In the case of building of land not assessed under clause(a) the gross annual rent for which such building (exclusive of furniture or machinery therein) or such land is actually let or, where the building or land is not let or in the opinion of the Board is let for a sum less than its fair letting value, might reasonably be expected to let from year to year.

-----Section 64 of Cantts Act.

- * The assessment list for the tax purposes is prepared by the CEO

-----Section 66 of Cantts Act.

- * Revision of assessment list

-

- * Objection to assessment

-

- * Inquiry into objections and personnel hearing to objections, authentication of assessment list and open to public inspection - Section 68 & 69 of Cantts Act

- * Amendment of assessment list ----- Section 71 of Cantts Act

- * Preparation of new assessment list once -----Section 72 of Cantts Act in every three years.

WHOM TO CONTACT FOR INFORMATION:

Persons to be contacted:-

TAX CLERK:

1. All matter connected to assessment -Tel.No.266152 Mobile 9459241530
2. Mutation case(civil area)
3. Demand collection, Issue of bills, payment of taxes, rates, vacancy remission etc.

5. **BUILDING APPLICATION:**

- * No person shall erect or re-erect a building on any land in a Cantonment.
 - (a) In an area other than civil area, except with the previous sanction of the Board;
 - (b) In a civil area, except with the previous sanction of the Executive Officer.

Nor otherwise than in accordance with the provisions of Cantts Act, and building bye-laws made there-under

-----Section 178-A

- * Whoever intends to erect/re-erect, make addition/alteration should apply to the Board for area other than the civil area and to Executive Officer for area inside Civil area

-----Section 179

- * The building application should be on form 'A' & 'B' available in Cantt. Board Office on payment of Rs. 2/-
- * Building plans should be submitted in quadruplicate (one on tracing cloth and three on blue print).
- * NOC of Defence Estates Officer is required from the land point of view for the area other than the notified civil area.
- * Decision on building application/plan - within 30 days pertaining to land under the management of Cantt. Board.

CITIZEN'S RESPONSIBILITIES.

- * Any construction be carried out strictly in accordance with the sanctioned plans, any un-authorized construction, disregard or deviations to the sanctioned plan are liable to be demolished.
- * The citizens should not carry out the un-authorized construction at any cost.

FOR DETAILS Contact, J.E. CANTT. BOARD - TEL. NO.266152. 9816633291

6. **TRADE LICENCES:**

* No person of any of the following classes namely

- (a) butchers and vendors of poultry, game or fish;
- (b) persons keeping pigs for profit, and dealers in the flesh or pigs which have been slaughtered in India.
- (c) Persons keeping milch cattle or milch goats for profit;
- (d) Persons keeping for profit any animals other than pigs, milch cattle or milch goats;
- (e) Dairy men, butter men and makers and vendors of ghee;
- (f) Makers of bread, biscuits or cake, and vendors of bread, biscuits or cake made in India;
- (g) Vendors of fruit or vegetables;
- (h) Manufactures of aerated or other potable waters or of ice or ice-cream and vendors of the same;
- (i) Vendors of any medicines, drugs or articles of food or drink for human consumption (other than the flesh of pigs, milk, butter, bread, biscuits, cake, fruit, vegetables, aerated or other potable waters or ice or ice-cream) which are of a perishable nature;
- (i-a) Vendors of spirituous liquor);
- (j) Vendors of water to be used for drinking purposes
- (k) Washer men;
- (l) Dealers in hay, straw, wood, charcoal or other inflammable material;
- (m) Dealers in fire-works, kerosene oil, petroleum or any other inflammable oil or spirit;
- (n) Tanners and dyers;
- (o) Persons carrying on any trade or occupations from which offensive or unwholesome smells arise;
- (p) Vendors of wheat; rice and other grain or of flour
- (q) Makers and vendors of sugar or sweetmeats;
- (r) Barbers and keepers of shaving salons
- (s) Any other persons carrying on such other trade, calling or occupation as the Central Govt. may, by notification in the Official Gazette, specify in this behalf)

7. **APPEAL UNDER SECTION 274 OF CANTTS ACT, 1924:**

Any person aggrieved by any Executive orders may appeal to the Appellate Authority within the time as under:-

S.No.	Section	Executive order	Appellate Authority	Time allowed for appeal
1.	126	Notice to remove, repair, protect or enclose a Building wall or anything Affixed thereto or well, Tank, reservoir pool, Depression or excavation.	Officer Commanding-in-Chief, the Command, or authority authorized in this behalf by the Central Government.	Thirty days from service of notice.
2.	134	Notice to fill up well, tank etc.or to drain off or remove water	Officer Commanding-in-Chief, the Command or other authority authorised in this behalf by the Central Government	Thirty days from service of notice.
3.	135	Notice requiring the owner to provide latrine, urinal, Cesspool, dust-bin or other receptacle.	Board	15 days from service of notice.
4.	136	Notice requiring provision of Sanitary facilities in market, school, theatre or other place public resort.	Board	15 days from service of notice
5.	138	Notice for removal of of congested building.	Officer Commanding-in-Chief, the Command, or other authority, authorized in this behalf by the Central Government.	Thirty days from service of notice
6.	140	Notice requiring a building to be repaired or altered so as to remove sanitary defects	Officer Commanding-in-Chief, the Command, or other authority authorized in this behalf by the Central Government.	Thirty days from service of notice
7.	142.	Notice prohibiting owner or occupier to use a building or a part of a building For human habitation.	Officer Commanding-in-Chief, the Command, or other authority authorised In this behalf by the Central Government.	Twenty-one days from service of notice.
8.	176	Order directing a person to remove from the Cantonment and Prohibiting him from re-entering it without permission	Officer Commanding-in-Chief, the Command, or other authority authorized in this behalf by the Central Government.	Thirty days from service of communication.

9.	181	(a)	Refusal to sanction the erection or re-erection of a building in a civil area	Board	Thirty days from service of communication.
		(b)	Refusal to sanction the erection or re-erection of a building in Cantonment (other than a civil area).	Officer Commanding-in-Chief, the Command or other authority authorized In this behalf by the Central Government.	Thirty days from service of communication.
10.	185	(a)	Notice to stop erection or re-erection of, or to alter Or demolish a building In a civil area.	Board	Thirty days from service of notice.
		(b)	Notice to stop erection or re-erection, or to alter or demolish a building in a building in a Cantt. (other than a civil area).	Officer Commanding-in-Chief, the Command, or authority authorized in this behalf by the Central Government.	Thirty days from service of notice.
11.	187		Notice required the owner or occupier to alter or remove any projection or encroachment.	Officer Commanding-in-Chief, the Command, or other authority authorized in this behalf by the Central Government.	Thirty days from service of notice.
12.	188		Notice to pull down or otherwise deal with a building newly erected or re-built without permission over a sewer, drain culvert, water course or water pipe.	Officer Commanding-in-Chief, the Command, or other authority authorized in this behalf by the Central Government.	Thirty days from service of notice
13.	206		Notice prohibiting or restricting the use of a slaughter house.	Officer Commanding-in-Chief, the Command, or other authority authorized In this behalf by the Central Government.	Twenty one days from service of notice.
14.	219		Notice requiring maintenance or closing or private source of public drinking water supply.	Board	Fifteen days from service of notice.
15.	221		Notice requiring the owner lessee or occupier of a building or land to obtain water from a source of public water supply.	Board	Fifteen days from service of notice.

16.	224	Notice for cutting off the connection between any source of public water supply and any building or land which water is supplied.	Board	Fifteen days from service of notice
-----	-----	---	-------	-------------------------------------

17.	238	Notice directing disorderly person to remove from Cantonment and prohibiting him from re-entering it without permission.	District Magistrate	Thirty days from service of notice.
-----	-----	--	---------------------	-------------------------------------

8. BIRTH/DEATH CERTIFICATE:

- * The Registration of Births and Deaths Act, 1969 is applicable in Dagshai Cantt.
- * The Cantonment Executive Officer has been appointed as Registrar of Births and Deaths within the jurisdiction of Dagshai Cantt.
- * One copy of certificate is issued free of cost at the time of registration.
- * No charge for registration.

CITIZEN'S RESPONSIBILITIES:

- * It shall be the duty of the person specified below to give orally or in writing the information regarding births and deaths to the Registrar(C.E.O).
 - (i) Head of the house, nearest relative of the head or in their absence any oldest adult male person present in respect of birth & death in a house.
 - (ii) In respect of birth and deaths in hospital, Health Centre etc. the Medical Officer-incharge or any person authorized by him.
 - (iii) In respect of any new-born child or dead body found deserted in a public place, the headman or other corresponding officer in-charge of the local police station.
 - (iv) In respect of births and deaths in Jail, the Jailor Incharge.

TIME PRESCRIBED FOR INFORMATION OF BIRTHS AND DEATHS:

For Births - 14 days

For Deaths - 07 days

Delayed information of births and deaths will be registered with the sanction of Registrar upto 30 days (late fee Rs.1/-).

- with the sanction of CMO upto one year (late fee Rs.3/-)
- and after one year with the orders of Executive Magistrate(late fee Rs. 5/-)

TWO WHOM CONTACT

Sanitary Inspector - Tel.No.266152. Mobile 9816492622

9. **MEDICAL SERVICES:**

The Cantt. Board maintains one Dispensary for general public with RMO (presently vacant) one compounder and one trained Dai staff. Approximately 5000 outdoor patients are treated every year.

DISPENSARY TIMINGS:

9.30 AM to 1.30 PM

2.00 PM to 4.00 PM

Emergency cases are treated round the clock.

PERSON TO WHOM CONTACT:

R.M.O. -Tel. No. 266178 Mobile 9418022124

10. FIRE FIGHTING:

The Board has well equipped fire fighting jeep with four firemen on its strength.

PERSON TO WHOM CONTACT DURING OUT BREAK OR FIRE:

Fire Incharge - Tel. No. 266152(O) Mobile 9816492622

11. **ROAD MAINTENANCE:**

The roads in Dagshai Cantt. are maintained by the Cantt. Board GE, MES, Kasauli. The following be contacted for maintenance of roads:-

<u>ROADS:</u>	<u>PERSON WHOM TO CONTACT</u>
1. Circular Road	GE, MES, Kasauli.
2. Road from Workshop to Principal Chowk.	-do-
3. Road from Kumarhatti to Charring Cross.	-do-
4. Road from Charring Cross to Village – Anhech.	-do-
5. Club road	Cantt. Board, Dagshai.
6. Wright Road	-do-
7. Dharampur Road	-do-
8. Road from MES Office to Punjab National Bank and all roads In Civil area.	-do-

CITIZEN;S RESPONSIBILITIES:

1. There should not be any encroachment on public roads
2. No person should deposit rubbish etc. on public roads
3. No person damages any public road/street
4. No building material should be stacked on road sides.

12. **STREET LIGHTING:**

The electricity is being supplied by the H.P.State Electricity Board. The Cantt. Board has provided 110 street light points in the Cantt. which are maintained by the H.P.S.E.B.

- * Any complaint regarding street lighting be made in the Cantt. Board Office between 10.00 AM to 5.00 PM on working day.

CITIZEN'S RESPONSIBILITIES:

- * To keep watch on miscreants against any damage to the street light points.
- * The report of damage be given to Police/ Cantt. Board.

13. **GYM/FITNESS CENTRE**

Gents

Summer

Winter

April to September
5 AM to 7:30 AM

October to March
6 AM to 8:30 AM

Ladies

5 PM to 7:30 PM

4 PM to 6:30 PM

PERSON TO WHOM CONTACT:

Sh. Rahul Kumar, Tel. No. 266152 (O)