

## Citizen's Charter

The Cantonment Board, Aurangabad presents to its citizens a path breaking CITIZENS' CHARTER in an earnest attempt to provide the highest standards of service and to make the Cantonment Board, Aurangabad area a better place to live in.

We seek the co-operation of the citizens in this endeavor. Nothing that we promise can be achieved without the people's active and constructive participation.

This Charter details the citizens' entitlement to municipal services, quality of services, access to information, stages in decision-making, and time- bound schedules of services, sanctions and approvals.

This is the first attempt to document the services we provide. It gives a sweeping idea of the promises we have made.

We hope the citizens will use this Charter as a source of reference. It would be of immense help to us if they inform us about non-compliance of any term of the Charter.

We hope to improve and revise the Charter as we go along. Although we will do our best to fulfill our commitments by providing efficient, timely and transparent services, this document is not justifiable.



## CANTONMENT BOARD, AURANGABAD

The Aim and purpose of this brochure is to provide the requisite information to the residents of Cantonment regarding the various services being provided by Cantonment Board and also to help the citizens to approach the officials concerned for lodging of complaints for redressal of grievances. The Telephone numbers at which officials are available have also been provided in this brochure. The Services provided by Cantonment Board, Aurangabad and other related aspects have been listed in this brochure as under. :

No	Section	Contact Person	Tele No./Extn. No.
1	CEO		2370806 2370644
2	Office Superintendent		2370806
3	Sanitation	Sanitary Inspector	2370806
4	Water Supply	Section Engineer-II	2370806 /25
5	Street Lighting	"	2370806 /25
6	Sanction of Building Plans	Section Engineer-I	2370806 /24
7	Repair/Maintenance of Roads	"	2370806 /24
8	Payment of Water Bills	Tax Incharge	2370806 /29
9	Assessment of Properties	"	2370806 /29
10	Payment of Taxes	"	2370806 /29
11	Grant of Licenses	"	2370806 /29
12	Mutation of Properties	Lands Clerk	2370806 /24
13	Registration of Birth &	RMO	2370717

	Death		
14	Public Health	RMO	2370717

## I. SANITATION :

The Sanitation Department functions under the direct supervision of Sanitary Inspector. His office is located at the Old Cantonment Board Office, Cantonment, Aurangabad.

The Sanitary Inspector is present at his office from 6.00am - 11.00am & 11.30a.m - 3.30pm (Monday - Saturday) except second & fourth Saturday 6.00am - 11.00am & 11.30a.m - 3.30pm and Public Holidays. Complaints received by the office.

1	Cleaning of roads and streets.	Monday to Saturday between in respect of all areas.
2	Collection and removal of garbage from rubbish bins.	Everyday between 6.00am - 11.00am & 11.30a.m. - 3.00p.m.
3	Collection/removal of garbage on receipt of complaint of non-lifting.	Within 24 hrs of complaint.

## DRAINAGE COMPLAINTS (Will be attended) :

1	Blockage of sewer line	Within 24 hours.
2	Overflowing of sewer line.	Within 24 hours.
3	Repair of damaged sewer line.	<ul style="list-style-type: none"> <li>Minor repairs - within 3 days</li> <li>Major repairs - according to time bound programme.</li> </ul>

## COMPLAINTS GENERAL (Will be attended) :

1. Un-authorized dumping of rubbish or debris.
2. Nuisance by stray Dogs.

## II. WATER SUPPLY :

The Water Supply Department functions under the direct Supervision of Junior Engineer(II) of Cantonment Board, Aurangabad. His office is located at the Cantonment Board Office, Cantonment, Aurangabad and contact number 2370806 Extn : 25.

Water supply in bulk is received by Cantonment Board, Aurangabad through Aurangabad Municipal Corporation from Jayakwadi and maintains its own pump & sump house, overhead tanks and distribution system. The per capita water supply per day is 73 liters.

Water is supplied to Cantonment area where water pipe lines have been provided by the Cantonment Board, Aurangabad.

Connections to individual houses are provided only in such cases where distribution pipelines have been laid by the Cantonment Board and water is supplied by Cantonment Board.

## COMPLAINTS :

1	Complaint regarding Leakage in main water supply line.	Shall be attended within 24 hours.
2	Complaint of contaminated water/quality of water.	Shall be attended within 24 hours.
3	Complaint of failure of pumping system.	Will be attended immediately.
4	Un-authorized connection by any resident.	Disconnected within short notice.

In case the complaints are not attended to within stipulated period any resident of Cantonment can send the complaint in writing to Junior Engineer or the CEO.

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## III. WATER CONNECTIONS :

A resident of Cantonment area who is residing in a house, which is assessed for the purpose of property tax, can apply for water connection. For this he/she required to submit application. To avoid delay in processing the application, an applicant for a new water connection may ensure that :

a) The house is recorded in his/her own name / tenant.

b) There are no tax dues.

c) The prescribed form for applying the water connections is available in the office at the cost of Rs.50/-

1	Supply of application form at Cantonment Board office, Aurangabad.	On working days between 10.00 AM and 5.45 PM.
2	Acceptance of application.	Same day at Cantonment Board, Aurangabad.
3	Acknowledgement of application.	On the spot.
4	Intimation to applicant in case of deficiency in application form (for connection).	Within one week.
5	Supply of challan for depositing connection fees.	Within 8 days of receipt of application complete in all respects.
6	Depositing of fees in Cantonment Board office, Aurangabad.	By applicant
7	Issue of sanction letter.	Within 8 days of depositing fees.
8	Road cut permission.	Same day for issue of sanction letter.

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## PAYMENT OF WATER BILLS :

Bills for water charges are issued once in a year. The payment by cash can be made only with the cashier at Cantonment Board office who is authorised to issue '4-b' receipt which is proper receipt for payment of any revenue/tax/charge to Cantonment Board.

In case amount payable in water bill is disputed by any resident, he/she may meet the Junior Engineer and Tax Clerk between 11.00AM to 1.00PM on any

working day (Monday - Saturday).

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## STREET LIGHTING :

The Street Lighting in Cantonment area is maintained under the direct supervision of Junior Engineer. The office of supervisor for streetlight is located in Cantonment Board office. Cantonment Board has provided nearly 200 Sodium Vapour Lamps, 205 Tube Light fittings, 17 Mercury Lamps in the area of Cantonment for street lighting. Services of MSEB have been engaged for the maintenance of streetlights.

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## COMPLAINTS :

1	Non functioning of street light in the entire area.	Within 24 hrs.
2	Non functioning of certain street light points.	Within 3 days.

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## SANCTION OF BUILDING PLAN:

For approval of building plans, a person may contact the Junior Engineer on any working day (except 2nd & 4th Saturday) during working hours.

Building plan for construction of house/addition or alteration to an existing house is required to be made in quadruplicate (4 copies). One copy out of these will be on tracing cloth. In order to avoid delay in scrutiny of building application, as applicant is required to ensure that complete and correct information is provided in the prescribed proforma and on plan.

1. Name of owner of house.
2. Whether the plan is for new construction, demolition and reconstruction or addition to an existing house.
3. Area of house.
4. Location of house in the layout.
5. Calculation of floor space and estimated construction cost.(pl note- FSI for the civil area in the cantt is max 1).
6. The application should be duly signed by the Holder of Occupancy Rights (HOR).

1	All inquiries including advice on deficiencies in application/ documents will be attended by Junior Engineer.	On any working day.
2	Decision on application for sanction of Building Plans will be communicated.	Within 30 days.
3	Decision on revalidation of Plans will be communicated.	Within 30 days.
4	Decision on completion certificate / plans will communicated.	Within 6 months and extension will be given on request as per rule.

In case no intimation regarding the rejection/approval of plan is received within days mentioned above an applicant may meet the CEO or may send written letter indicating the date of submission of building application.

The building plan sanction as per Govt. Land Policy revised by time to time and execution of inducture.

No fee other than scrutiny fee is payable for approval of building plans.



#### **REPAIR / MAINTENANCE OF ROADS :**

Cantonment Board is maintaining the roads in the area of Cantonment. The Filling of pot holes, Patch repairs are carryout by the Cantonment Board according to time bound programme.

1	Removal of obstruction of roads.	Within 24 days.
2	Replacement of missing manhole covers	Within 24 days
3	Removal of malba from public land by owner Notice owner	Within 24 hrs.
4	Removal of Malba by CBA, if owner fails to comply with notice.	3 days after issue of notice (Cost will be recovered from owner).

#### **MAINTENANCE OF PARKS :**

The Cantonment Board maintains three parks. A new garden & Children's park developed with the help of corporate sector.



#### **RATES/ASSESSMENT OF TAXES :**

After a building is constructed, assessment of Annual Letting (Rental) Value (ALV) of a premises (Shop, House) is carried out by Cantonment Board for the purpose of levying House tax/ Water tax/Conservancy tax/Lighting tax. Revision of Assessment is done subsequently after every three years (called Triennial Assessment).

1	Survey of properties for inclusion in assessment list.	Will be completed before Assessment.
2	Publication of assessment list inviting objections.	In April after every 3 years.
3	Hearing of objections.	Date mentioned in the Notice.
4	Disposal of objections.	Within 30 days after hearing.
5	Finalization of Assessment cases.	In April after every 3 years.
6	Completion of assessment list.	After approval by the Board.
7	Availability of assessment list for inspection by assesses, owners and occupiers of properties.	After completion of procedure and requirement.

In case of partly unauthorized buildings/fully unauthorized buildings may take time. No time frame for consideration of such cases is fixed.



#### **PAYMENTS OF TAXES :**

Taxes are calculated on the basis of Annual Letting Value (ALV) on properties. At present Cantonment board levies the following taxes.

- a) House tax
- b) Conservancy Tax
- c) Lighting tax
- d) Water tax

The Cantonment Board, Aurangabad is proposed to combine all the taxes and called as "Property Tax" at the same rate.

The bills for taxes are issued half yearly for a period April to September and October to March. The payment can be done in the form of Cash/Cheque/Demand Draft. A person making payment in cash will issued receipt by Cashier/Tax collector. This receipt is called 4-B receipt.

In case of any dispute regarding areas, the house owner can contact the Tax Clerk at Cantonment Board office.

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#### **GRANT OF LICENSES:**

Applications for trade licenses in the Cantonment area are processed and the NOC & licenses are issued by the Cantonment Board on recommendation of the Senior Executive Medical Officer.

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#### **MUTATION OF PROPERTIES :**

After a person has purchased a property in the Cantonment area he/she is required to submit application to Cantonment Board office for mutation of his/her name in tax record. Please note that NOC of the Cantonment Board is mandatory for sale/purchase of any property in the Cantonment area.

Check list for the documents to be submitted along with the detail application :

- 1 Application giving the full details of the case.
- 2 Transfer Notice under section 73 in required/relevant form.
- 3 NOC from the Cantonment Board office is required.
- 4 If transfer is by sale or other instruments, the certified copy of Sale deed/Gift deed and other necessary documents to be submitted.
- 5 If transfer is by inheritance, the necessary documents in this regard.
- 6 Settlement deed/Family settlement deed.
- 7 Site plan in quadruplicate (4 copies) on GSM 90 paper.
- 8 Admission deed in duplicate executed on Non-Judicial Stamp paper of worth Rs.100/-
- 9 No dues certificate regarding taxes from the Cantonment Board.
- 10 Say regarding encroachment or unauthorized construction on the site.

(Please note that the above check list is not conclusive, since the requirements of documents may vary from case to case)

1	Acknowledgement of application.	i) On the spot, if delivered in person.
2	Communication of deficiencies in application.	i) On the spot, if delivered in person ii) Within 8 days, if received by post.
3	Verification of payment tax dues.	Within 3 days.
4	Submission of report by Tax Clerk	Within 3 days.

5	Final orders and communication there of to the party.	Within 15 days after receipt of application complete in all respects.
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## REGISTRATION OF BIRTH AND DEATH :

Cantonment Board Executive Officer is appointed as Registrar of Birth and Death for the residents of Cantonment area. The Birth and Death record of the entire Cantonment area is maintained by Cantonment General Hospital.

Birth & Death certificate shall be issued within three working days from the date of receipt of duly completed application for cases which are current and are not more than one year old.

1	For registration of Birth & Death	8.30AM to 12.30 PM in Cantonment General Hospital, Cantonment, Aurangabad.
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## PUBLIC HEALTH :

The Cantonment Board assure health care facilities to citizens and our employees residing/working in our jurisdiction.

The Cantonment Board maintains one 20 bedded non-dieted indoor hospital and maintaining an Operation Theatre.

Services of two full time Doctors viz one Gynecologist and the other General Surgeon and Six Specialists on honorarium basis in the following fields are available in the Cantonment Board General Hospital viz :-

S. No.	Specialist	Visiting Days (1.30 pm to 4.00 pm)
1	Orthopedics	Friday
2	Ophthalmologist	Friday
3	Pediatrician	Saturday
4	Cardiologist	Wednesday
5	ENT Surgeon	Tuesday
6	Dermatologist	Monday

1	OPD Services	Daily from 8.30am to 2.30pm
2	Indoor Treatment	Round the clock (24 hrs)
3	Maternity Treatment & Emergency Treatment	Round the clock (24 hrs)
4	Antenatal Clinic	Every Wednesday & Friday from 9.30am to 12.30pm.
5	Laboratory Service	Daily during OPD hrs.
6	Immunization	1st and 3rd Saturday of every month during OPD hrs.
7	DOT for Tuberculosis	Daily during OPD hrs.
8	Leprosy clinic	Every 4th Saturday during OPD hrs.
9	Family Welfare Programme :	

IVCD (Cut)	Daily during OPD.
Oral contraceptive pills distribution	Daily during OPD hrs.
Family Planning Operations	Tuesday & Friday & depending upon patients need.
Minor Operations	As & when required during OPD hrs.