

CITIZEN'S CHARTER

CONSTITUTION OF BELGAUM CANTONMENT BOARD.

The Belgaum Cantonment is a Category II Cantonment as defined under Section 12 of Cantonments Act, 2006.

The Board consists of the following Members:-

- 1) The President, Cantonment Board who is the Officer Commanding the Station.
- 2) Executive Magistrate nominated by the District Magistrate.
- 3) The Health Officer.
- 4) The Executive Engineer.
- 5) Two Military Officers nominated by the Officer Commanding the Station by name.
- 6) Seven Members elected under the Cantonments Act, 2006.

An Officer of the Defence Estates Service is appointed by Govt. of India as the Executive Officer of the Cantonment. He is responsible for, amongst others, executing all works approved by the Board, controlling and supervising all Staff of the Cantonment Board, day-to-day activities of the Cantonment Board and also act as Secretary to the Board and its committees.

Board consists of the following Members under section 13 of Cantonments Act 2006.

1. Brig Rohit Choudhary, SM	President
2. Smt. Ashtekar Niranjana Pradeep	Vice-President
3. Col Padmini H Srinivas	Health Officer, SEMO, MH
4. Col BN Chetan	Nominated Member
5. Major Rashid Bin Ismail	Executive Engineer, GE
6. Lt. Col. Siby Thomas	Nominated Member
7. Vacant	D.M's Nominee
8. Shri. Vickram Babulal Purohit	Elected Member
9. Shri. Sajeed Nazirsab Shaikh	Elected Member
10. Shri. Rizwan Bepari	Elected Member
11. Ms. Dharwadkar Arbiya Mohammed Gous	Elected Member
12. Shri. Killedar Aleddin Nooruddin	Elected Member
13. Dr. Dongare Madan Amarnath	Elected Member

Sri. Barchaswa, IDES, is presently the Chief Executive Officer and Member Secretary to the Board.

OVER VIEW OF THE BELGAUM CANTONMENT

1. Area : 1704.873 Acres.
2. Population : 19411 (110921 male & 8490 female) as per 2011 Census.
3. Length of Roads : 61.64 km.

4. No. of Gardens : 04
5. No. of Trees : 2531
6. Electricity
(a) Demand : 1,90,000 (approx.) per month.
(b) Electrical connections: 35 regarding Cantonment Fund properties.
(c) Street light points : 1056
7. Water Supply
(a) Total supply : 3.65 lakh gallons per day.
(b) No. of Storage Sumps: 2 GLSR & 1 ELSR
(c) No. of Bore-wells/ : 31 Nos.
Hand Pumps.
(d) No. of water connections: 1513
8. Hospital including General: One.
& Maternity facilities.
9. Schools : (a) One Marathi Medium
from 1st Std to Std. X.
(b) One Urdu Medium
from 1st Std to Std. X.
(c) One English Medium School with CBSE Syllabus
from I to Std.X
10. Free Reading Room : One.
11. Welfare Institutions
(a) Gymnasium : One.
(b) Hockey Ground : One
(c) Cattle Shed : Three
12. Public Latrine
(a) Gents : 71
(b) Ladies : 62

The following Pages include the services rendered by the Cantonment Board, Belgaum, information about redressal of complaints, Authorities to be contacted in cases of sub-standard services, the Rights of the Citizens and expectations from the citizens.

BUILDING APPLICATIONS

Any person who intends to erect, re-erect, construct or repair, make alterations or additions, should apply to this Office through the PWD Section, Cantonment Board along with complete documents, sets of plans and prescribed fees.

Building application forms are available at the Office. Each set of forms cost Rs. 100/-. The form can also be downloaded. In such a case the requisite fees will be collected at the time of submission of the form.

WHO CAN APPLY?

- (1) Owner - in case land is owned by private person.
- (2) HOR- in case land belongs to Government.

TIME FOR PROCESSING BUILDING APPLICATION:

In case of civil area, one month from the date of submission in the Office after complying with all the requisite procedures. In case the site of construction is in the bungalow area, the time for processing cannot be defined as the application has to go to the Govt of India for their no objection from lands point of view.

DOCUMENTS REQUIRED TO BE SUBMITTED:

1. Plan in triplicate drawn by licensed Engineer/Architect for Notified Civil Area and for outside N.C.A. in quadruplicate one drawn on tracing cloth.
2. F.S.I. Statement of existing and proposed.
3. Last sanctioned plan.
4. GLR extract.
5. Building application in prescribed format.
6. Annexure A signed and registered.

SETS OF PLANS;

All sets of plans should be signed by Registered. Architect and applicant giving full name, address and Telephone number.

4 Sets of plans are required to be submitted along with the application form.

SANCTIONING AUTHORITY.

The sanctioning authority for properties within N.C.A. is the C.E.O. and for areas outside the N.C.A. the sanctioning authority is the Board. However, the concurrence of the D.E.O. Karnataka & Goa Circle, Bangalore is obtained before sanctioning for certain classes of lands.

UNAUTHORISED CONSTRUCTION

Any erection, re-erection, alterations or repairs carried out without the permission of the CEO or the Cantonment Board in writing, are deemed to be unauthorised construction. The

Cantonment Board or the CEO have been vested with the authority to seek demolition of these unauthorised constructions under Section 248 of the Cantonments Act, 2006.

The citizens, therefore, have to obtain a written sanction from the concerned Authority before going for erection, re-erection, alterations or repairs to their buildings.

WATER SUPPLY

The Cantonment Board supplies a total of 3.65 lakh gallons water per day to the residents of Cantonment. The following are the water tariffs imposed by the Cantonment Board :-

HOW TO APPLY FOR A NEW CONNECTION?

Application is to be submitted in the standard format available with the Office on payment of Rs. 50/- and Rs. 6000/- towards deposit including Meter charges. The form can also be downloaded. In such a case the requisite fees will be collected at the time of submission of the form. The application needs to be made through Plumber registered with the Cantonment Board.

TIME OF PROCESSING THE APPLICATION:

Ten days from the date of application.

WHOM TO CONTACT IN CASE OF DELAY?

After 10 days to 15 days after submission of application, the Assistant Engineer, Cantonment Board may be contacted. Beyond 15 days of delay, the CEO may be contacted.

WHO CAN APPLY?

1. HOR can apply.
2. Occupant can apply after taking No Objection Certificate from the HOR.

COMPLAINTS:

Complaints may be forwarded to the Asstt. Engineer, Cantonment Board regarding non-supply of water, defective meters, leakage in supply line, contaminated water etc., on all working days from 10 a.m. to 5-30 p.m.

WATER THROUGH TANKER

Water supply through tankers is provided wherever there is failure of water supply on the very same day. If private parties need water tankers, they have to submit an application 3 to 7 days in advance along with the necessary payment as under.

1.	Water Supply within Cantonment Area	300=00 per tanker
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2.	Water supply outside Cantonment Area within the Corporation limits of Belgaum, Ganeshpur and BUDA developed colonies within 5 Kms from the Cantonment Limits	500=00 per tanker (For every additional KM distance from Cantonment, an amount of Rs. 50=00 may be collected)
3.	For staff of Cantonment Board	200=00 per tanker

CITIZENS' RESPONSIBILITIES:

1. 1. Citizens should not install Booster Pumps, appliances etc.
2. 2. Citizens should replace old rusted leaking service lines linked to Cantonment Board Main lines.
3. 3. Service Pipe lines should be laid so as not to interfere with drainage & sewerage lines to avoid contamination.
4. 4. Overhead/underground tanks should be properly maintained.
5. 5. Treated water should not be used for washing of animals, vehicles, business, fountain, swimming pools, construction, repair works of any kind, farming etc.
6. 6. Internal water lines within the premises should be maintained properly to avoid leakages.
7. 7. In case of contamination or leakages, the same should be brought immediately to the knowledge of Cantonment Board.

CONSOLIDATED TAX

Consolidated Tax is one of the biggest revenue sources of the Belgaum Cantonment Board. Revenue is realised in the form of Consolidated Tax from 1284 No. of properties.

Consolidated Tax is the Tax levied on all buildings and lands in Belgaum. It is the percentage of Annual Letting Value of the Property concerned. The present rate of tax being levied is 22% of the Annual Letting Value for residential and commercial purposes.

Assessment of the Property is done by this Office and an opportunity is given to the Assesseees to make appeal to the Assessment Committee of the Cantonment Board if it is felt by the Assesseees that the tax is on a higher side.

RESPONSIBILITY OF THE CITIZENS:

The Cantonment Board expects the citizens to pay the Consolidated Tax in time.

HOSPITALS

The Cantonment Board runs a Cantonment General Hospital which has got 40 beds. The Hospital contains a General Ward and also Maternity Ward.

FEE STRUCTURE:

Rs. 10/- is charged per day for outpatients.

For In-patients, following fees are charged: -

- a) For persons whose monthly income is below - Rs. 20/- per day.
Rs. 2500/-.
- b) - do - from Rs. 2500 to 5000 : Rs. 25/- per day
- c) - do - Rs. 5000/- and above : Rs. 30/- per day

Maternity Fees - Rs. 175/- per delivery.

Rs. 20/- towards deposit if they are coming for the third delivery and that will be refunded after undergoing tubectomy operation and they have to produce a certificate to that effect.

Ambulance Facility :

Ambulance facility is provided to the needy on written application and in cases of urgency on oral request. The fee charged is Rs. 100/- upto 20 Kms and Rs. 10/- per Km for the area above 20 Kms.

GRIEVANCE REDRESSAL :

In case of any complaints in the working of the Hospital like insensitivity of the Doctors/Staff, non-availability of essential items like saline etc., the RMO of the Hospital may be approached. In case the grievance is not addressed to properly to the satisfaction of the citizens, the CEO may be approached.

TIMINGS :

Casualty: : Round the clock. for In-door treatment.

O.P.D. : 9 a.m. to 1 p.m.

3 p.m. to 6 p.m.

Facilities like blood routine examination, urine routine examination, stool routine test, typhoid test, HIV testing, Blood Group testing, Pregnancy test, VDRL testing, Blood Sugar test, are also provided.

SANITATION ;

The Cantonment Board takes care of sanitation aspect of entire Cantonment area. This includes cleaning of all Roads and Streets, collection and removal of garbage from the Municipal Rubbish Bins placed at pre-determined places all over the Cantonment.

OFFICER INCHARGE OF THE DEPARTMENT :

Sanitary Inspector, Cantonment Board.

COMPLAINTS:

Complaints regarding non-sweeping/cleaning of Streets/Roads and regarding non-collection/removal of garbage will be attended to on the very same day.

GRIEVANCES REDRESSAL MECHANISM :

In case the complaint is not attended to within 24 Hours of the registration of the Complaint, the Sanitary Superintendent may be approached. If the problem persists beyond 2 days, the CEO may be approached directly.

CITIZENS' RESPONSIBILITY :

1. No citizen shall throw garbage or waste anywhere in the Cantonment except in the dust-bins/receptacles specially provided for throwing of garbage.
2. The citizen shall not urinate or defecate on Streets/Roads/open places.
3. Citizens should not allow their animals to let loose on the Roads or Streets.
4. Citizens shall not deposit any building materials on the Roads or Streets or any public place.
5. Citizens shall not place anything on the Roads/Streets that obstructs public from enjoying the full benefit of the Road/Street.
6. Citizen shall not hawk or expose for sale in any place any article what-so-ever without the permission of the Cantonment Board.
7. The Citizen shall restrict the use of plastics and other non-bio degradable materials as far as possible.

8. Citizen shall not allow the exit from their premises, water from any sink, drain, urinal or latrine.

9. Citizen shall inform the Cantonment Board if they find any unattended garbage, wastes, corpses of animals etc.

EDUCATION

Cantonment Board runs 3 Schools - One in Marathi Medium and another in Urdu Medium both up to Std. X One English Medium School with CBSE Syllabus from I to Std.X

FEES :

Fees charged is nominal.

WHO CAN APPLY?

Anybody can apply for admission to these Schools.

WHERE TO APPLY?

Application forms may be had from the respective Head Mistresses

Computer education and Cultural activities are encouraged in these Schools

COMPLAINTS:

Complaint regarding functioning of the School may be addressed to the respective Head Mistresses. If not attended properly to the satisfaction of the citizens, the CEO may be approached.

CITIZENS' RESPONSIBILITY:

Parents of children studying in the Cantonment Board Schools should associate themselves in the activities of the School. They should show more involvement in the progress of the child and give regular feed back to the School authorities.

DRAINS & SEWERAGE :

OFFICIALS CONCERNED:

Sanitary Inspector.

COMPLAINTS:

All complaints regarding blockage of drains/sewerage line, will be attended within 2 days of the receipt of the complaint.

APPLICATION FOR SEWERAGE CONNECTION:

Application may be submitted in the prescribed form on working days between 10 a.m. and 4 p.m. Permission will be given within 2 weeks of the receipt of application provided the application is in order. The applicant has to pay the required Road cutting charges.

CITIZENS' RESPONSIBILITIES:

1. 1. The citizens are expected to maintain their service line in proper condition.
2. 2. The citizens are expected not to throw garbage and plastics directly into the sewerage lines/drains.
3. 3. In case of over-flowing drains, leakage in the sewerage lines, contamination of drinking water lines, absence of man-hole covers etc, the citizens may inform the Cantonment Board at the earliest.

MUTATION IN GENERAL LAND REGISTER:

Application for mutation of property in Civil area should be submitted in the form available in the Office on any working day during office hours on payment of Rs. 100/-.

Mutation in General Land Register is done by the Cantonment Board on fulfillment of the following conditions:-

1. There is no encroachment on the adjoining Govt. land.
2. There is no un-sanctioned sub-division of the property.
3. There is no unauthorised construction.
4. There is no change of purpose for which the usage of that property was originally meant for.

In case of mutation by inheritance i.e. after decease of HOR, the following documents are required :-

1. Legal heirship certificate issued by Tahsildar of the HOR in case of mutation by inheritance along with Death Certificate of the HOR.
2. Affidavit signed by all legal heirs stating that they are the legal heirs of the deceased HOR/lessee.
3. Certificate in prescribed format signed by two responsible persons who own immoveable property in Belgaum Cantonment regarding legal heirs of the deceased.

In case of Sale deed/Release deed/Will deed, the following documents are required :-

1. Intimation of Sale to the Office before execution of Sale deed.
2. No objection from the Seller regarding sale.
3. Original copy of Registered Sale deed/Release deed/Will deed and xerox copy of the same.
4. Probate of Will issued by Court in case of unregistered Will.

If the above conditions are fulfilled, the applicants will have to give a statement in the newspaper as per the specifications of the Cantonment Board and also sign an Admission Deed admitting the rights of the Govt. of India on the land.

Any other requirements as per the proforma in this regard, may be provided.

If all the conditions are fulfilled, mutation can be effected within 3 months from the date of submission of application. After approval of the Board, the concerned party has to pay an amount of Rs.500 as mutation fees.

GENERAL

SUPPLY OF GLR EXTRACTS:

Within one week from the date of submission of application. For ordinary case on payment of Rs.100/- within three days and in urgent cases Rs. 200/-.

OTHER INFORMATION:

Cantonment Board, Belgaum holds records and registers regarding taxation, lands within Civil Area, rents and leases of properties held by it, water supply connections and demand of charges, proceedings of Board meetings and Committee meetings, service books and other official details of Cantt Fund servants, byelaws of the Boards, Notifications in regard of Cantt Board, Cantt Board budgets, development works, accounts etc.