

# CITIZENS' CHARTER

The Cantonment Board, Ajmer 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, Ajmer 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, AJMER

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, Ajmer and other related aspects have been listed in this brochure as under:

OFFICE ADDRESS – Cantonment Board, Ajmer

Paltan Bazar, Near Rastriya Military School

Ajmer – 305001, Rajasthan

OFFICE TIMINGS – Monday to Friday- 0930hrs to 1800hrs  
(Except Holidays)

## LAND CLASSIFICATION:

Civil area: **31.017 acres**

Sr. No.	Classification	Area in acres
1.	<b>A1</b>	<b>0.371</b>
2.	<b>B1</b>	<b>0.012</b>
3.	<b>B3</b>	<b>3.986</b>
4.	<b>B4</b>	<b>2.862</b>
5.	<b>C</b>	<b>23.786</b>
	<b>Total civil area</b>	<b>31.017 acres</b>

## **Sections:**

<b>Sr. No.</b>	<b>Section Name</b>	<b>Contact Person</b>	<b>Tele No.</b>
1.	Chief Executive Officer	-	0145-2420592 0145-2420592(Fax)
2.	Admin	Head Clerk Cum Accountant	+91-8764051267
3.	Accounts	Head Clerk Cum Accountant	+91-8764051267
4.	Sanitation	Sanitary Inspector (Contract Basis)	+91-9829401296
5.	Sanction of Building plan	Jr. Engineer	0145-2420592 0145-2420592(Fax)
6.	Repair/Maintenance of Roads, Drainage, Water Supply, Street Light, Roads, park, minor repair, Drainage, Disposal of Tree's, issue of GLR Extract,	Jr. Engineer	0145-2420592 0145-2420592(Fax)
7.	Mutation of Properties of Property, NOC for sale/Survey report		0145-2420592 0145-2420592(Fax)
8.	Rates/ Assessments of Taxes, Payment of Taxes, Grant of Licenses.	Sr. Clerk/UDC (Revenue)	+91-8764051267
9.	Registration Birth & Death, Payment of Water Bills,	Cattle Pound Mohharier	+91-9636298521
10.	O.P.D.	Contract Basis Doctor & Male Nurse Grade II for two hours Timing 0800 hrs to 1000 hrs except Sunday.	

## **ADMIN**

Following major works are carried out under the supervision of Head Clerk Cum Accountant.

- 1) Keep overall supervision on administrative work.
- 2) Prepare draft agenda of monthly / Committee meeting as per direction of CEO.
- 3) Make routine correspondence work.
- 4) Perform the duties as Central Public Information Officer for the purpose of RTI, 2005.

## **ACCOUNTS**

Following major works /function are carried out by Head Clerk Cum Accountant.:

- 1) Maintenance of Service records of Group 'C' and 'D' Staff.
- 2) Maintenance of Pensioners record.
- 3) Preparation of Annual Budget and Maintenance of all Cantonment Fund Accounts.

## SANITATION

The Sanitation Department functions under the direct supervision of Sanitary Inspector (Officiating).

The Sanitary Inspector (Officiating) is present at Cantonment office/Civil area from 07:30 A.M. to 11:30 A.M. & at Cantonment Office from 01:00 P.M. to 05:00 P.M. except public holidays.

Services Provided by the Sanitary Section:

Following services are provided by the sanitary section in Cantonment Civil area.

Sr. No.	Particulars	Monday to Saturday between in respect of all civil areas.
1	Sweeping of public roads/places	07.00 A.M. to 11.00 A.M. and 01:00P.M. to 05:00 P.M.
2	Cleaning of public drains	07.00 A.M. to 11.00 A.M. and 01:00P.M. to 05:00 P.M.
3	Cleaning of public group latrines	07.00 A.M. to 11.00 A.M. and 01:00P.M. to 05:00 P.M.
4	Cleaning of public dustbins	07.00 A.M. to 11.00 A.M. and 01:00P.M. to 05:00 P.M.
5	Spraying /fogging insecticides in civil area	07.00 A.M. to 11.00 A.M. and 01:00P.M. to 05:00 P.M.
6	Door to door garbage collection	07.00 A.M. to 11.00 A.M. and 01:00P.M. to 05:00 P.M.
7	Maintenance of Public Park	07.00 A.M. to 11.00 A.M. and 01:00P.M. to 05:00 P.M.
8	Removal of dead animals	07.00 A.M. to 11.00 A.M. and 01:00P.M. to 05:00 P.M.
9	Providing water to public by Water Tanker	Within 24 hours on receipt of application with fee. Charges (2000 litres)- In Cantt Limit- Rs.150/- per trip

The civilian can lodge their complaints orally/written to the sanitary Inspector or Samadhan Helpline number i.e. 0145-2420592. Any complaint of above mentioned work will be attended within 24 hours (excluding holidays).

Complaints General: is being attended

- 1- Unauthorized dumping of rubbish/debris
- 2- Nuisance of Animals

## SANCTION OF BUILDING PLAN:

For approval of building plans, a person may contact the Junior Engineer on any working day (except Saturday and Sunday) 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 HOR// Owner of House.
2. Whether the plan is for new construction, demolition and reconstruction or addition to an existing house / bungalows etc.
3. Area of house. Copy of current GLR extract be submitted.
4. Location of house / bungalow in the site plan.
5. Calculation of floor space and estimated construction cost.
6. The application should be duly signed by the Holder of occupancy Rights (HOR) / owner.

1	All inquiries including advice on deficiencies in application / documents will be attended by Junior Engineer of Cantonment Board, Ajmer.	On working days between 10.00 am to 5.45 PM
2	Decision on application for sanction of building plans will be communicated.	Within 30 days
3	Decision on Clarification / corrections of plans should be communicated.	Within 30 days
4	Sanction for proposed construction, addition, alteration etc.	Initial sanction period for completion is granted 02 years. Two extensions will be granted as per Cantts act 2006.
5	Decision on completion certificate / plans will be communicated.	Within 30 days

In case no intimation regarding the rejection / approval of plan is received within days mentioned above as applicant / owner / HOR may meet the CEO or sent a written letter by registered AD in favour of Chief executive officer, Cantonment Board Ajmer 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 indenture of admission deed for old grant sites/ bungalows.

While submitting the building application with plans in the office the scrutiny fees should be paid immediately. The development charges residential & commercial and land use for stacking of building materials will be pay as per Board resolution revised time to time. Undertaking will be submitted registered with Notary, Ajmer stating that the work will be executed as per sanction plan.

For regularisation / other matters is being taken as per order of Boards.

## **WATER SUPPLY**

The Water Supply Department functions under the direct Supervision of Junior Engineer of Cantonment Board, Ajmer. His office is located at the Cantonment Board Office, Ajmer and contact number 0145-2420592.

Water Supply in bulk is received by Cantonment Board, Ajmer through Public Health and Engineering Department of Govt. of Rajasthan. The Public Health and Engineering Department of Govt.

of Rajasthan having plant for water purification. The Cantonment Board, Ajmer maintains its own pump house, overhead tanks and distribution system. The per capita water supply per day is 135 lits.

Water is supplied to Cantonment area where water pipe lines been provided by the Cantonment Board Ajmer. The Public Health and Engineering Department of Govt. of Rajasthan directly laid down the pipeline from own pump house to Cantonment Board, Ajmer Pump house and whole water is collected in reservoir and same will be distributed by gravity to all publics in Cantt area.

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 / distribution water supply	Shall be attended within 24 hours after receipt of compliant & material approval from CEO.
2	Complaint regarding repairing of Hand Pumps	Shall be attended within 48 hours after receipt of compliant & material approval from CEO.
3	Complaint regarding failure of pumping system.	Will be attended immediately.
4	Unauthorised connection by any residents	Disconnected within short notice.
5	Seizing of electric motors	Shall be seized immediately if found connected to water line / taps and returned by taking fine as per Board resolution.

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

## 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:

- The house is recorded in his / her name / tenant should NOC from owner/ HOR
- There are no any tax dues of Cantonment Board.
- There is no encroachment, no unauthorized construction, no change of purpose etc in subject site.
- The prescribed form and Registration fee for applying the water connections is available in the office at the cost of Rs.6.00/-
- For construction work no water connection will be given.
- For commercial purpose, hotel, shops etc who is running as per Cantonments Act 2006 & taking a licences for business, a water connection will be provided on double normal flat rates.

1	Submission of application on plain paper	On any working days between 09.30 am to 06.00 PM
2	Acknowledgement of application	Same day at Cantonment Board, Ajmer
3	Supply of application form at Cantonment Board office, Ajmer	On any working days between 09.30 am to 06.00 PM after approval of estimates from CEO.

4	Supply of receipt for depositing connection fees.	Same day at Cantonment Board, Ajmer
5	Road cutting charges	Recovered with application procedure.

## PAYMENT OF WATER BILLS:

Bills for water charges are issued once for every two months. The payment by cash can be made only with the cashier/Tax Collector at Cantonment Board Office, Ajmer who is authorized to issue Cantt. 4B receipt which is proper receipt for payment of any revenue / tax / charge to Cantonment Board.

In case the cheque submitted in Chief Executive Officer, Ajmer Cantt. only after clearances the Cantt. 4B receipt will be issued.

In case amount payable in water bill is disputed by any resident, he/ she may meet the dealing clerk between 11.00AM to 1.00 PM on any working day.

## STREET LIGHTING:

The Street Lighting in Cantonment area is maintained under the direct supervision of Junior Engineer. Cantonment Board has provided nearly **46 Nos of 250 watt Sodium Vapour Lamps and 17 Nos of Tube Light 40 watts** in the area of Cantonment for street lighting. The Board is maintaining the same. The 250 watt Sodium Vapour Lamps is to be replaced by 85 watt C.F.L. vide authority C.B. Res. No. 17 dated 17.04.2015.

1.	Non functioning of street light in the civil area	Maintained within 05 days
----	---------------------------------------------------	---------------------------

## DISPOSAL OF TREES:

Action is being taken after approval of St.HQ Ajmer for green trees and for dry / fallen trees action has been taken within 20 days from receipt of compliant / site inspection in Civil area.

For ARMY area action is being taken by DEO, Jodhpur circle, Jodhpur as per rules position.

## 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 Transfer of Notice form giving U/S 81 of Cantt. Act 2006 with other relevant documents.
- 2 N.O.C. From the Cantonment Board office is required for sale-purchase transactions & required for mutation Cases also.
- 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 For Partition Cases, lease & old Grant Cases.
- 8 For Execution of Admission Deed Submit Blank Stamp paper with two Photographs
- 9 No dues certificate regarding taxes from the Cantonment Board.
- 10 For any type of mutation, if there is any encroachment/un-authorized Construction, of the party must have to remove the same.

(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 & Communications there of to the party	i) After Complition of required documents. ii) Payment of dues iii) Nil report of encroachment/unauthorised construction iv) After recomnded by CAC & Confirmed by Board.

If any Private litigation arise, the party is held responsible for this.

## RATES/ASSESSMENT OF TAXES:

After a building is constructed, assessment of Annual (Rental) Value (ARV) of premises (shop, House) is carried out by Cantonment Board for the purpose of levying Consolidated Property 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	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.	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 & 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:

The bills for taxes are issued in a year 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 Cantt. 4B receipt.

## REGISTRATION OF BIRTH AND DEATH:

Cantonment Board Chief 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 Board Office.

Birth and 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 and Death	1000hrs to 1745hrs in Cantonment Board Office Ajmer.
----	-------------------------------------	------------------------------------------------------

## POPULATION:

Total population-**3804** (As per Census 2011)

## COMPLAINTS:

**E-samadhan** for public grievances has been implemented in Ajmer Cantonment. General public can lodge their complaints through e-mail and on land line phone and written application format for quick disposal of complaints.

**E-Suvidha** for Cantonment Board employees' grievances and information system has been implemented.

Help line number-0145-2420592

## SCANNING, DIGITISATION OF OFFICE RECORDS:

As per the directions of the higher authorities, this office has scanned and digitized important files. However the scanning and digitization of some more important documents is under process.

Computerized Record management system is also adopted by this office so that speedy obtaining of records of a particular department with a click of a mouse.

## VOCATIONAL TRAINING:

Cantonment Board, Ajmer is also considering Basic Computer, Beauty Parlor, Sewing Machine vocational courses with the Help of Jan Sikshan Sansthan, Ajmer in the Cantonment area so that the residents of Ajmer Cantonment can avail of this opportunity and prosper in their life for their future.



## **PUBLIC HEALTH:**

A small outdoor dispensary is run by the Cantonment Board, Ajmer.

- 1) No. of Part time doctors – One.
- 2) OPD Services – Daily Monday - Saturday - 8.00AM to 10.00AM

*Citizen Charter Cantonment Board Ajmer*