

CANTONMENT BOARD KASALI

Kasali Cantt was established in the year 1850. The administration of Cantt is carried out under the provision of Cantonments Act, 2006.

The average height of Kasali is 6000 ft. above sea level. Besides housing a Brigade Headquarters, Kasali also has many important organization including the Central Research Institute (a premier Medical Research Centre functioning since 1906), a TV Tower, a Microwave Station and an Akashwani FM Centre etc. Due to its proximity to the States of Haryana and Punjab and the Union Territory of Chandigarh, Kasali has all the time been a favorite tourist resort in summer months.

The Cantonment Board is responsible for an area spread over 688.0626 acres out of which 43.5607 acres from the notified civil area. The total population of Kasali as per the Census of 2011 is 3885 which excludes the Army population also.

The Cantonment area is having 87 bungalows, most of which have historic background/association and are owned by eminent national figures.

CONSTITUTION OF BOARD:

I accordance with the provisions of Cantts Act, 2006 Kasauli is Class-III Cantonment and Board consists of 12 members including O.C. the Station as Chairperson to govern the administration of the Cantt Board, 6 are ex-officio/nominated and 6 are elected by general public. At present following are the members:-

1	Brig. Naveen Mahajan, SM, President
2	Sh. Narender Kumar, Vice President
3	Ms. Jigyasa Raj, IDES, Member Secretary and the CEO
4	Sh. Kapil Tomar, Executive Magistrate
5	Col JPN Jha, OC MH, Health Officer
6	Col Suresh Kumar, Nominated Member
7	Sh. S.F.Augustine, GE,MES
8	Sh. Jaspreet Singh, Elected Member
9	Smt. Sakshi Sharma, Elected Member
10	Sh. Devinder Kumar Gupta, Elected Member
11	Smt. Krishna, Elected Member
12	Sh. Rajeev Bharti, Elected Member

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 Kasauli towards its citizens in respect of standard of services, information, choice and consultation, grievance redress etc. This also includes expectations of the organization from the citizen for fulfilling the commitment of the Cantt Board Kasauli.

A Charter comprises of the following components:-

1. Vision and mission statement.
2. Detail of business transacted by the Cantt Board Kasauli.
3. Detail of clients/citizens.
4. Statement of services provided by the Cantt Board Kasauli.
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.

- Begin 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 and 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 General Hospital and Cantt Middle School to provide information to the citizens about the services rendered by Cantt Board.

FUNCTION OF IFC:

The information and facilitation counter shell 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 hierarchical set up to Public grievances redress.

CONTENTS:

1. Water Supply.
2. Sanitation.
3. Conversion of old grant rights into free hold.
4. Assessment of Property.
5. Building application u/s 235.
6. Trade License.
7. Appeal under Section 340.
8. Birth/Death certificates.
9. Medical Services.
10. School.
11. Fire Fighting.
12. Road Maintenance.
13. Street Lighting.
14. Library-cum-Reading Room.

1. WATER SUPPLY:

Cantt Board Kasauli depends upon MES for supplying water to citizens. The water is being received in bulk every day and supplied through private connections and 39 stand posts. For water supply Cantt Board is divided into following zones:-

1. Bazar Area- Mashobra
2. Upper Mall Area
3. Lower Mall Area

COMPLAINTS:

- Received at Cantt Board Office from 10.00 AM to 5.00 PM on all working days and also on Samadhan 24x7.
- Complaints of water are attended within 24 hrs.

WATER CONNECTION:

The application for new water connection is received in Cantt Board Office. The new connections are sanctioned by the competent authority keeping in view of the availability of water and other terms and conditions. The applicant is informed immediately after the decision of the Board.

FOR FURTHER INFORMATION/COMPLAINT CONTACT:

Junior Engineer

Tel .NO.272029 (O)

Tax Inspector

Tel .No. 272029(O)

CITIZEN'S RESPONSIBILITIES:

1. Citizens should not install on line booster pump.
2. Citizens should replace old, corroded, rusted or leaking pipe lines.
3. Service pipes should be laid away from sewer lines to avoid Contamination of water.
4. The overhead 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. In case of any contamination of water, same should be brought to the knowledge of Cantt Board.
10. The citizens should adopt all measures to save the water.

2. SANITATION:

The general cleanliness of Kasauli Cantt is satisfactory. The place is free from epidemic and known for cleanliness. One Sanitary Inspector, Three Sanitary Supervisors, One Driver and 34 Safaiwalas have been employed while one vehicle has been deployed for conservancy service.

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| 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) | Everyday from 2 PM to 5 PM |
| 4. | Collection and removal of garbage from Dustbins. | Everyday from 7 AM to 12 noon and 2 PM to 5 PM |
| 5. | Collection/removal of garbage on Receipt of complaint of non.littering. | On the same day of complaint. |

SEWERAGE:

- The whole civil area of CanttBoard has been covered under sewerage system.
- Applications of sewerage connection are received in Cantt BoardOffice from 10 AM to 5 PM on working day.
- Sewerage connection is sanctioned within one week.
- The Board has levied sewerage fees of 240/- P.A.
- Door to Door garbage collection is carried out of CB staff in civil as well as Army Area.

SANITATION CIRCLES:

CIRCLE NO.1- Jurisdiction: Market Bazar, Sadar Bazar, Arhat Bazar,
Mashobra, Slaughter House Area.

CIRCLE NO.2- Jurisdiction: Bungalow Area, Lower Mall Area, Upper Mall
Area, Cart Road Area and Ettawa Area.

CIRCLE NO.2- jurisdiction; Military Area.

FOR INFORMATION AND COMPLAINT CONTACT:

Sanitary Inspector, Cantt Board – Tel.NO.272029 (O) 273033 (R)

CITIZEN'S RESPONSIBILITIES:

- The citizens are responsible for deposit of garbage at the dustbins provided by the Board.
- The citizens shall not use or permit to be used as latrines or urinals any place not intended for that purpose.
- Citizens shall take all reasonable means to prevent child from edging 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 bungalow/houses are liable for penal action for insanitary condition.

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 holder on payment of 40 times of the STR viz. full market value.

PROCEDURE:

- Applications for conversion of old grants right into free hold may be made on Proforma to the Chief Executive Officer, Cantt Board Kasauli (H.P).
- Six copies of site plan may be attached along with the application form.
- 25% cost of conversion shall be deposited with the application.
- The request for conversion will be referred to the local Military Authority for indicating whether the site is required for any specific purpose and the local Military Authority 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 Authority.
- 75% cost of conversion shall be deposited by the HOR on receipt of Govt sanction.

FOR DETAILS CONTACTS J.E. OF BOARD- TEL. NO.272029

4. ASSESSMENT OF PROPERTY:

The house tax and water tax 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 - 10% of Annual Value
- Section 66 of Cantts Act

The Annual Value means:-

(a) In the case of railway stations, 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 or land not assessed under CI. (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 75 of Cantts Act.

- Revision of assessment list
- Objection to assessment list
- Inquiry into objections and personnel hearing to objections, authentication of assessment list and open to public Inspection.

Section 76 & 77 of Cantts Act.

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| • | Amendment of assessment list- | Section 79 of Cantt Act. |
| • | Preparation of new assessment List once in every three years - | Section 80 of Cantt Act. |

WHOM TO CONTACT FOR INFORMATION:

Person to be contacted:-

Tax Inspector 1. All matter connected
To assessment - Tel. NO.272029

And

Tax Clerk	2.	Mutation cases (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 civil area, except with the previous sanction of the Chief Executive Officer,

Nor otherwise than in accordance with the provision of Cantts Act, and building Bye-Laws made there under.

Section 234 of Cantts Act.

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

Section 235 of Cantts, Act.

- 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 (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.

FOR DETAILS CONTACT J.E. CANTT BOARD; TEL NO.272029

CITIZEN'S RESPONSIBILITES:

- 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.

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 mulch cattle or mulch goats for profit.
- (d) Persons keeping for profit any animals other than pigs, mulch cattle or mulchgoats:
- (e) Dairyman, buttermilk maker 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) Manufacturers of aerated or other potable water 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 man
- (l) Dealers in hay, straw, wood, charcoal or other inflammable material.
- (m) Dealers in fireworks, kerosene oil, petroleum or any other inflammable oil or spirit.
- (n) Tanners and dyers.
- (o) Persons carrying on any trade or occupation from which offensive or unwholesome smells arise:

- (p) Vendors of wheat, rice and other grain or flour.
- (q) Makers and vendors of sugar or sweetmeats.
- (r) Barbers and keepers of shaving saloons.
- (s) Any other person carrying on such other trade, calling or occupation as the Central Govt may be notification in the official Gazette, specify in this behalf.

FOR DETAIL CONTACT T.I.: TEL .NO.272029

7. APPLICATION UNDER SECTION 340 OF CANTTS ACT, 2006:

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

S.No.	Section	Executive Order	Appellate Authority	Time allowed for appeal
1	2	3	4	5
1.	2 (2c)	Declaring inhabitant	District Magistrate	Fifteen days
2.	137	Notice to fill up well,tank,etc. or to drain off or remove water	Principal Director	Thirty days from the service of notice
3.	138	Notice requiring the owner to provide latrine, urinal, cesspool dustbin or other receptacles.	Board	Fifteen days from service of notice.
4.	139	Notice requiring provision of sanitary facilities in market, school, theatre or other place of public resort.	Board	Fifteen day from service of notice.
5.	142	Notice for removal of congested building	General Officer Commanding-in-Chief, Command.	Thirty days from service of notice.
6.	144	Notice requiring a building to be repaired or altered so as to	Director	Thirty days from service of notice
7.	147	Notice prohibiting owner or occupier to use a building or part of a building for human habitation.	Principal Director	Twenty one days from service of notice.
8.	183	Order directing a person to remove from the Cantonment and prohibiting him from re-entering it without permission.	General Officer Commanding-in –Chief Command.	Thirty days from service of notice.
9.	190	Notice requiring maintenance or closing of private source of public drinking water supply.	Board	Fifteen days from service of notice.
10.	192	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.

11.	195	Notice for cutting off the connection between any source of public water supply and any building or land to which water is supplied.	Board	Fifteen days from service of notice.
12.	238	(a) Refusal to sanction the erection or re-erection of a building in a civil area. (b) Refusal to sanction the erection or re-erection of a building in a Cantonment (other than a civil area).	Principal Director General Officer Commanding-in-Chief, the Command	Thirty days from service of communication Thirty days from service of communication
13.	239	Order of stoppage of building or works in certain cases.	Board	Thirty days from service of Communication
14.	248	(a) Notice to stop erection or re-erection of, or to alter or demolish, a building in a civil area. (b) Notice to stop erection or re-erection of, or to alter or demolish, a building in a Cantonment (other than a civil area)	Principal Director General Officer Commanding-in –Chief, the Command.	Thirty days from service or communication Thirty days from service of communication
15.	252	Notice requiring the owner or the occupier to alter or remove any projection or encroachment	Board	Thirty days from service of notice.
16.	253	Notice to pull down or otherwise deal with a building newly erected or re-built without permission of over a sewer, drain, culvert, water-course or water pipe line.	Board	Thirty days from service of notice.
17.	273	Notice prohibiting or restricting the use of a slaughter house.	Board	Twenty one days from service of notice.
18.	297.	Notice to remove, repair, protect, or enclose a building, wall or anything affixed thereto , or well, tank, reservoir, pool, depression, or excavation.	Board	Thirty days from service of notice.
19.	302	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 KasauliCantt.
- The Chief Executive Officer has been appointed as Registrar of Births and Deaths within the jurisdiction of KasauliCantt.
- One copy of certificate is issued free of cost at the time of Registration.
- No Charge for Registration.

TO WHOM CONTACT:

Sanitary Inspector - Tel.No. 272029

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 Death in Hospital, Health Centre etc. the Medical officer- in- Charge or any person authorized by him.
 - (iii) In respect of Births and Deaths in jail, the Jailor Incharge.
 - (iv) 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.

TIME PRESCRIBED FOR INFORMATION OF BIRTHS AND DEATHS:

For Births	-	21 days
For Deaths	-	21 days

Delayed information of Births and Deaths will be registered with the sanction of Registrar upto 30 days (Late Fee Rs.2/-)

- With the sanction of CMO upto one year (Late Fee Rs 5/-).
- And after one year with the orders of Executive Magistrate (Late Fee Rs.10/-).

9. **MEDICAL SERVICES:**

The Cantt Board maintains one 19 bedded General Hospital for general public with two doctors and 12 para medical and other staff. Approximately 25000 outdoor and 400 indoor patients are treated every year.

FACILITIES AVAILABLE IN CANTT HOSPITAL:

- Separate male, female and private ward.
- X-Ray.
- E.C.G
- Pathological Lab
- Maternity Ward
- Ambulance
- Operation Theatre
- Dental Services
- Free Medical Facilities to senior Citizens
- Free HIV/AID camps
- Immunization camps
- Services under NHM Schemes

HOSPITAL TIMING:

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. 272036 and 272670

10. SCHOOL:

- The Cantt Board runs one Middle School to assure primary education to all Children living in Cantt.Area.
- The Board has appointed seven trained teachers and one peon.
- Approximately, 130 students in School every year.

PERSON TO WHOM CONTACT:

The Headmistress Cantt Middle School, Kasauli.

Tel.No.01792-273255

CITIZEN'S RESPONSIBILITY:

To send all children of 6-14 years age group to the Cantt Middle School.

11. FIRE FIGHTING:

The Cantt Board has well equipped fire fighting jeep with two Firemen on its strength. Two Firemen and two Fire watchers are also employed from April to June and September to October.

PERSON TO WHOM CONTACT DURING OUTBREAK OF FIRE:

Fire Incharge

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Tel.No.272029 (O)

Tel .No. 101 or 272026

12. ROAD MAINTENANCE:

The roads in Kasauli Cantt are maintained by the Cantt Board, HP, PWD, GE MES, and GE Air Force. The following be contacted for maintenance of roads.-

<u>ROADS</u>	<u>PERSON TO WHOM CONTACT</u>
1. Upper Mall Road	GE, MES Kasauli
2. Lower Mall	AGE, Air Force Kasauli
3. Cart Road from Inspection Bungalow to Market Bazar	Executive Engineer, HP PWD Kasauli Jangeshu Road.
4. Circular Road, Hospital Road, Mashobra Road and all roads in civil area.	Cantt Board Kasauli

PERSON TO WHOM CONTACT:

J.E. - Tel. No. 272029

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 should damages any public road/street.
4. No building material should be stacked on road sides.

13. STREET LIGHTING:

- The electricity is being supplied by the HP State Electricity Board. The Cantt Board has provided 365 streets light points in the Cantt area which are maintained by the HPSEB. All streets lights have been converted into LED.
- Any complaint regarding street lighting be made in Cantt Board Office between 10.00 AM to 5.00 PM on working days & on Samadhan 24x7.

TO WHOM CONTACT:

J.E. - TEL.NO.272029

CITIZEN'S RESPONSIBILITIES:

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

14. LIBRARY-CUM-READING ROOM:

- The Board has provided one small library-cum-reading room at the Bus Stand.
- Hindi/English/Urdu/Punjabi books are available in the library for members only from 4.30 PM to 5.30 PM.
- Hindi/English/Urdu News papers and magazines are available for readers.

PERSON TO WHOM CONTACT:

Tax Clerk (Library Incharge) - Tel.NO.272029

READERS RESPONSIBILITIES:

1. The books can be renewed only when book is presented at library.
2. The book lost, defaced shall have to be replaced by the borrower.
3. News papers and magazines books are not issued.
4. Pets are not allowed in the library/reading room.
5. Spitting and smoking are strictly prohibited.
6. The members shall have to deposit Rs.25/- and security Rs.1/- per month as library subscription.

15. GYM/FITNESS CENTRE

Summer

April to September 5 AM to 7:30 AM

Winter

October to March 6 AM to 8:30 AM

PERSON TO WHOM CONTACT:

Sh. Satish Kumar, JE – 01792 - 273029