

**CITIZEN'S CHARTER
CANTONMENT BOARD
DEOLALI**

CITIZEN'S CHARTER

CANTONMENT BOARD, DEOLALI

Deolali Cantonment is a Class I Cantonment,. It was established in the year 1869. It is situated at a plateau of 2000 ft; surrounded by the picturesque Sahyadri ranges, 200 KMs away on Central Railway from Mumbai and 556.52 mtrs. above the sea level. Deolali Cantonment falls under the District Nashik – an all India Hindu pilgrimage Centre. Deolali Cantonment is situated on the bank of river Darna, has a natural position in the Sahyadri hills ranges of Igatpuri and Trimbak ranges. Deolali is very popular as a Hill Station and a Health Resort in Maharashtra. This is mainly due to its cool and pleasant summers, moderate and healthy climate throughout the year. Deolali has numerous sanitariums, most of which were built by the Gujarati and Parsi Communities. Most of the roads of Deolali are peculiarly named after the local eminent personalities, who were either the prominent Cantonment Chief Executive Officer or local Army dignitaries. The Lam Road, the longest of all roads, main connecting road to its District Headquarters Nashik is named after its eminent citizen Lam Saheb. So also the Howson Road, the Anand Road, the Lawrence Road and the OG lines etc.

MILITARY HISTORY

Deolali Camp was opened as a Main Depot for the arrival and departure of troops in 1870 i.e. one year after it was gazetted a Cantonment. The Indian Staff College was raised here in 1904. Subsequently it was moved to Quetta, now in Pakistan. Deolali had its expansion during the First World War when a number of training camps and hospitals were added, while there was Disembarkation Centre and Rest Camp for the Army and Navy personnel already here. In 1941 during the Second World War, with the move of School of Artillery from Kakul to Deolali, it mainly became the Training Centre predominantly for the Regiment of Artillery. Though there is an Air Force Station now in Cantonment limits and has recently been contributing to Cantonments Octroi revenue.

School of Artillery is headed by an Officer of the rank of Lieutenant General of the Indian Army and imparts training in gunnery skills to the Officers, JCOs & NCOs. There is an Artillery Centre at Nashik Road commanded by a BRIG and recruits in big strength are trained and turned into Combatant Soldiers. There are several affiliated Establishments / Units to facilitate administration and training.

PICNIC POINTS

Deolali has quite a number of picnic spots to visit in its surrounding. Prominent amongst them are Nashik City 14 KMs, Trimbakeshwar 32 KMs, India Security Press/Currency Note Press, Nashik Road 7 KMs, Gangapur Dam 20 KMS, Mukti Dham Temple 7 KMs, Satpur, Ambad, Sinnar Industrial Estates and several State controlled Dams 20 to 80 KMs away etc.

The Cantonment Board Deolali has travelled a long way accepting the challenges posed by increasing pressures on civic amenities and is constantly endeavouring to enhance the facilities, upgrade the quality of services and rise up to the expectations of its citizens.

AN OVERVIEW

Area	-	10200.42 Acres.
Total Population	-	54027 (as per Census 2011)

ROADS

Single lane	-	26.00 KMs.
Double lane	-	03.00 KMs.

ELECTRICITY

Street light points	-	2125 Nos.
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WATER SUPPLY

Total supply	-	63 Lakh ltr/day
Overhead tanks	-	04
Water Wells	-	05
Water Connections	-	5382
Booster Pumps	-	09

HOSPITAL

Cantonment General Hospital - 01

SCHOOLS

Primary Schools - 06

High School - 01

PUBLIC WELFARE CENTRES/INSTITUTIONS

Multipurpose grounds

WATER SUPPLY

A. Complaints

Attend to complaints at Cantonment Board -10.00AM to 5.00 PM

Complaints regarding leakage in main Water Supply -Within 24 hours

Complaints of contaminated water/ Quality of water -Within 24 hours

Complaints of failure of Pumping System -Within 24 hours

B. Water Connection

Supply of application form	- On any working day between 10 am to 5.00 PM at Cantonment Board Office.
Acceptance of application	- Any working day at Cantonment Board Office between 10 am to 5 pm.
Acknowledgement of application	- Immediately.
Intimation to applicant in case of deficiency in application form	- Within fortnight.
Depositing prescribed fee in Cantonment Fund	- On sanction of application.
Issue of sanction letter	- Within two weeks from submission of receipt of deposits.
Road cutting permission	- Within 2 weeks.

C. Water supply through tanker - Supply of water through water tanker within forty eight hours of complaint if there is failure of water supply.

Booking of water tanker for marriages / other functions subject to availability, on first come first serve basis 2 to 15 days before the date of function.

Citizens may contact the Water Supply Engineer for complaints of low water pressure, leakages and defect in distribution lines.

Water tankers/ Trolleys

- Water tankers are provided for marriages and other functions inside Cantonment area on payment. Consumers are advised to book their requirements 15 days in advance by application to the Chief Executive Office, Cantonment Board, Deolali.
 - For Household/Marriage etc. - Rs. 150/- per trip
 - For poor persons - Rs. 100/- per trip
 - For commercial purpose - Rs. 500/- per trip
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Water quality control

- Complaints regarding the quality of water are handled by the Water Supply staff under the control of the Water Supply Engineer. Citizens are advised to call on 2491206 and on 2498181 for lodging complaint relating to contamination of water or for any deficiency in the quality of water.
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Water Connection

- Consumers have to apply on plain paper for new water connection.
- The consumer will be informed about deficiencies in the application within one week from the receipt of the application.
- After receipt of complete documents, examination of feasibility and other necessary formalities (viz clearance of dues, NOC from building owner), the consumer will be informed regarding sanction / refusal within two weeks.

Water Stand Post

Total 118 Nos. Public Water Stand Posts have been provided in all the slum areas within the Cantonment for benefit of poor and needy people, those who are unable to afford the cost of individual water connection :-

CITIZENS RESPONSIBILITY

Do's & Don'ts while using potable water

1. Citizens should not install online booster pumps/appliances.
2. Citizens should replace old, corroded, rusted or leaking service lines linked with Cantonment Board main distribution 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 underground/overhead tanks should have proper ball cocks/valves to avoid wastage of water to avoid wastage of water through overflow.
6. Underground tanks/overhead tanks should be cleaned periodically.

7. Filtered water should not be used for: -
 - Washing of animals or vehicles or for any trade, manufacture or business or fountains, swimming pools etc.
 - Construction/repair work of any kind.
 - Gardening / farming / irrigation or washing streets etc.
8. Citizens should switch to smaller cistern of 4 to 10 litres capacity. These are easily available in the market.
9. The leaking bib cocks/stop cocks be got replaced to avoid wastage of water.
10. Citizens should desist from taking a shower. It consumes three times of water more than a bucket and mug bath.
11. Any leakage/damage of filtered water supply lines should be reported to Cantonment Board.
12. In case of any contamination of water, it should be immediately brought to the knowledge of Cantonment Board.

Commercial

A. Billing

Issue of water bills - Quarterly

Complaints made on personal visit regarding billing will be sorted out Within two weeks

Final reply to the consumer Within 15 days.

B. Complaints

Complaints / enquiries will be attended personally by Meter Reader -	Every day between 11AM to 1 PM
Attending to complaints by Sec.Engineer	Every day between 3PM to 4PM
Redressal of grievances of consumers by the Chief Executive Officer	Between 11AM to 12 PM on all working days subject to availability of C.E.O.
Online Complaint Redressal Centre "SAMADHAN"	Between 9.30AM to 5.30PM on working days - Tele No.2498181

C. Miscellaneous

Disconnection of water supply	On request of the consumer within 15 days of the receipt of the application.
Issue of Quarterly bill	After process of meter reading is completed.
Issue of disconnection	Letter on the day of disconnection of supply.
Refund of Security Deposit	Within 15 days from the production of Original deposit receipt with application.
Restoration of water supply	Within 03 days after clearance of outstanding dues and payment of restoration charges.

Citizens may contact the Water Supply Engineer for complaints of low water pressure, leakages and defect in distribution lines.

Redressal of Grievances

Discrepancies in rates/amount	Water Supply clerk, Cantonment Board
Delay in delivery/receipt of bills	Water Supply clerk, Cantonment Board.

Any other complaints/grievances be made to CEO, by personal appointment between 11AM to 1.30 PM on any working day subject to availability of C.E.O.

Complaints of billing

In case of excessive billing/under billing/wrong billing, a complaint alongwith copy of water bill should be sent to the Chief Executive Officer.

Consumers can meet officers of Water Supply between 11AM to 1PM every day.

The bills will be checked and rectified, if required, within one/two weeks.

In case there are arrears of water bills and consumer is unable to pay in lump sum, he may request for payment on installments. However surcharge will be levied on balance amount @ 1% pm.

Jurisdiction

Saubhagya Nagar, Central Railway at Sansari gaon, Darna River - Bhagur village, South Air Force, Barnes School, Army Range Area, Wadner Dumala Shivar, Cantonment Naka No.4,

Saubhagya Nagar, Lam Road Cantonments Naka No. 6.

BUILDING PLANS

All enquiry including advice on deficiencies in application/ documents will be attended across the table by the Assistant Engineer (R&B) of Cantonment Board, Deolali.

On all working days between
12 Noon to 1 PM

Building Notice form will be supplied at Cash Counter of Cantonment Board by General Clerk on necessary payment.

On all working days between
10 AM to 12.30 PM and 3.00 PM
to 5 PM.

Payment of fees/other charges will be received -

At Cash counter of Cantonment Board between 10 AM to 12.30PM and 3 PM to 5 PM on all working days.

Decision on application for sanction of building plans will be communicated.

Within thirty days

Decision on re-valuation of plans will be communicated

Within thirty days

BUILDING PLANS

Any person who intends to construct, reconstruct, makes alterations or additions should apply to the CEO / Cantonments Board on prescribed application form, which can be purchased from the General Clerk of Cantonments Board. Building Notice form (set of 03 Nos.).

A. Who can apply ?

HOR's of the house/quarter/bungalow, Power of Attorney holder, Lessee.

B. Type of building proposals accepted.

New construction on freehold/Private plots, additions/alterations in existing/old buildings and reconstruction after demolition of part or entire building subject to fulfilment of terms and conditions of revised land policy of 1995 and building byelaws of Cantonment Board, Deolali.

C. Documents .

Application for building permission should be accompanied by :-

(1) For Lease / Old grant land :

- (i) Ownership documents, lease deed with lease plan/mutation letter from Cantonments Board.
- (ii) NOC from competent authority in case there is any deviation from the terms and conditions of the lease deed/ownership documents.
- (iii) Annexure 'A' (duly filled) to the revised land policy 1995 clearly accepting the Government title over the land.
- (iv) Plan elevation section showing the existing structure and proposed repairs on tracing cloth with 02 blue prints.

(2) For Private land:

- i) Notice under section 235 of the Cantonment Act 2006 in triplicate.
- ii) Building plan showing the details on tracing cloth + 2 ammonia prints.
- iii) Latest 7/12 extract/ GLR extract.
- iv) Valid Non agricultural order/permission from Collector of Nashik.
- v) Latest Non agricultural tax receipt.

- vi) Sanctioned lay out / site plan copy with sanction letter or copy of map from TILR Nashik showing the proposed plot / previous sanctioned building plan.
- vii) Stability certificate with copy of registration from Registered RCC Designer.
- viii) No objection certificate for use of approach road (In case of private road)
- ix) Copy of sale deed.
- x) Copy of GPA with signature of Sub-Registrar, Nashik.
- xi) Water arrangement letter for construction purpose.
- xii) Undertaking regarding construction work on Rs 100/- Court Fee Stamp Paper, duly notarised (Proforma available with the Cantonments Board Office).
- xiii) Undertaking regarding non-claiming the FSI of the area, if the area of the plot is less than that of mentioned in the 7/12 utara/TILR map/sanctioned layout and on site(whichever is less).
- xiv) Undertaking that the Owner is alive as on date.
- xv) Undertaking from the owner if the Architect is submitting the building plan on behalf of the owner.
- xvi) NOC from all the owners as mentioned in 7/12 extract.
- xvii) All photocopies should be self-attested.

Sets of plans

All sets of plans should be signed by registered Architect and HOR's, giving full name, address and telephone number. At least one set should be cloth mounted/ printed.

Normally three sets of plans to a suitable scale are required to be submitted alongwith building notice application form under section 235 of Cantonments Act, 2006.

Each such notice shall also be accompanied by the site plan on a suitable scale showing the prescribed situation of the building.

Cost of building notice form

Rs. 250/- Residential,
Rs. 300/- Residential-cum-Commercial,
& Rs. 350/- Commercial.

(Set of 3 Nos.)

Plan Scrutiny Fee

Residential	Rs. 5/- per Sq.Mt. of Built up area
Commercial	Rs. 9.50 per Sq.Mt. of Built up area
Legal Opinion Fee	Rs. 200/-
Tree Deposit	Rs. 50/- Per 250 Sq.Mtr of Plot area.
Compound wall fee	Rs. 10/- per running mtr.
Development of land/ sub-division of land	Rs. 7/- per sq.mtr. of plot area.
<u>Betterment charges</u>	
Residential	Rs. 95/- Per Sq.Mtr. of Built up area.
Commercial	Rs.185/- Per Sq. Mtr. of Built up area.

How to deposit fees/other charges

Deposit the amount by cash /DD/ Cheque between 10 AM to 12.30PM and 3 PM to 5PM at cash counter of Cantonments Board office.

Clarification/removal of doubts/redresses of grievances

Meet CEO/Asstt. Engineer between 11 AM to 12 PM and 04 PM to 05 PM on all working days.

CITIZENS RESPONSIBILITIES

1. Any erection or re-erection/construction be carried out strictly in accordance with the sanctioned plans, any unauthorised construction disregard of the sanctioned plan or infringement to section 235 of the Cantonments Act, 2006. Persons purchasing or taking such properties on hire will be doing the same at their own risk.

2. (i) Every person who intends to erect a building that is to say:

(a) Makes any material alteration or enlargement of any building.

(b) Converts into a place for human habitation any building not originally constructed for that purpose.

(c) Converts into more than one place got human habitation a building originally constructed as one such place.

(d) Converts two or more place of human habitation into a greater number of such places.

(e) Converts into a stable, cattle shed or cow house any building originally constructed for human habitation.

(f) Converts into a dispensary, stall, shop, warehouse, godown, factory or garage any building constructed for human habitation.

(g) Makes any alteration, which there is reason to believe is likely to affect prejudicially the stability on safety of any building or the condition of any building in respect of drainage, sanitation or hygiene.

(h) Makes any alteration to any building, which increases or diminished the height of, or area covered by or the cubic capacity of the building or which reduces the cubic capacity of any room in the building below the minimum prescribed by the any byelaws made under this Act; shall apply for sanction by giving notice in writing of his intention to CEO in such terms and containing such information as may be prescribed by Cantonments Act, 2006 and byelaws made on this behalf.

(ii) Every such notice shall be accompanied by such documents a plan as may be so prescribed.

Failure to give notice of intention to erect a building is liable a fine which, may extend to Rs. 5000/- under section 247 of Cantonments Act, 2006.

ENCROACHMENT

The Cantonment Board deals with removal of unauthorized encroachment on Govt./Defence land in its area. In addition to this, hoardings, banners, stray cattles and unauthorized parked vehicles on Govt./Defence land are also removed.

The allotments made as a rehabilitation measure on daily license fees are regulated as per Cantonments Act, 2006. The allotments/transfer in respect of stalls/shops etc. are regulated in terms of Cantonments Act 2006.

Parking lots identified and categorised are allotted for 11 months by call of auction through newspaper or Standard Table of Rent basis.

Approval for banners, posters etc. for temporary functions.
Hoardings charges.

Not allowed in Cantonment area.

Hoarding charges @ Rs. 2/- (Two Rupees) per Sq.ft. per day and sandwich board on electric poles is charged @ Rs. 0.50 paise (Fifty paise) per sq.ft. per day. Further, Rs. 3/- per sq.ft. per day for digital electrical boards and Rs. 04/- per sq.ft. per day with Video Screen whenever applied for by applicants subject to the conditions and on case to case basis are chargeable.

Allotment of parking lot for eleven months After the auction is approved by Cantonments Board.

Removal of encroachments Fresh encroachment demolished immediately.

BOOKING OF SCHOOL PREMISES IN HOLIDAYS FOR SOCIAL FUNCTIONS / MARRIAGES

On receipt of application - 15 days in advance on first come first serve basis

Confirmation of availability

- (a) Telephonically - Within 05 minutes
- (b) Communication - 07 days of receipt of request

Confirmatory letters of bookings - Within 03 days of deposit of prescribed charge

PROPERTY TAX

The Cantonment Board, Deolali collects property tax from private buildings/Old Grant / Lease properties and service charges from the Central Govt. properties. It is on all lands and buildings situated within the limits of Cantonment and is charged as a percentage of annual value of lands and buildings prevailing. The rates of taxes of cases are revised triennially by the Cantonment Board.

Rate of taxes - Consolidated House tax at 22%

Annual value -

It is fixed in accordance with Section 73(a) and (b) of Cantonments Act, 2006. It is annual rent at which a property is expected to let or actually let from year to year or 1/20th of sum obtained by adding the estimates cost of erecting the building to the estimated value of land pertaining thereto as decided by the Board.

Revision of Assessment list

The assessment of properties is revised triennially. A 30 days notice is given to consider the valuation of assessments entered in the assessment list. Any objection to the assessment shall be made in writing to the Chief Executive Officer and after giving an opportunity of hearing, the assessment list is finalized.

Issue of bills and cases of non-receipt of bills: -

1. Bills are issued yearly.

2. In case of non-receipt of bill, duplicate bills are issued from the Office on request.

Notice to complete of new building - A notice under Section 82 of Cantonments Act should be given to the Chief Executive Officer within 30 days of completion or occupation whichever is earlier, failing which fine which may extend to Rs. 5000/- or ten times the amount of the tax payable on the said building, as erected or re-erected, as the case may be, in respect of a period of three months, whichever is greater, is recoverable from the person.

Notice of transfer of property -Under Section 81 of Cantonments Act, it is mandatory to intimate the transfer of property in the Cantonment area within 3 months of such transfer to the Chief Executive Officer and within 6 months in case of a death.

Any other complaint with regard to the above, Administrative Officer and Revenue Superintendent may be contacted on any working day between 3 PM to 4 PM.

Payment of Property Tax

Property Tax should be paid within 30 days from the receipt of bill under section 99 of Cantonments Act, 2006. If tax is not paid within the time limit demand notice is issued under section 100 of Cantonments Act, 2006. If the payment is not made within 30 days of the issue of the notice of demand, the tax is recoverable 1% interest shall be charged on the sum due every month in respect of property tax.

Remission

If any building is wholly or partly demolished or destroyed or otherwise deprived of value of Board may on the application in writing of the owner or occupier remit or refusal such portion of any tax assessed on the annual value thereof as it think fit (but no remission or refusal shall take effect in respect of any period commencing more than two months before the delay of such application) under section 83 of the Cantonments Act, 2006.

ESTATE

Allotment of open space on license

Through public auction .Notice will be published in news paper.

License for open spaces will be given for one year only as per Section 200 of the Cantonments Act.

Issue of tender/opening of tender

As specified in tender notice.

Decision of allotment	Within 30 days of opening of tenders.
Issue of letter	Within 07 days after approval by the Cantonment Board.
Completion of formalities	Within 10 days from the date of issue of offer.
Redressal of grievances	Between 11AM to 12 Noon by CEO on any working day subject to availability of CEO.

Cancellation & eviction

If any licensee violates the terms and conditions of agreement or defaults in payment, notice is given to him for the same. However, on failure to rectify the same, license is cancelled and necessary action for eviction is initiated and other penal action as seemed fit will be initiated by the Board.

STRAY CATTLES

Stray cattles are banned in Cantonment area. No one is permitted to keep cattles in the Cantonment area without prior written permission from the Cantonment Board. General public may bring it to the notice of Cantonment Board if someone is keeping animals in their houses/bungalows/premises unauthorisedly giving the names of owners of cattle, their premises with name of the road/street and locality, such person keeping cattle unauthorisedly are liable for prosecution under relevant provisions of Cantonments Act and Byelaws made thereunder.

Stray cattle catching squad of Cantonment Board is empowered to impound the animals in the cattle pound situated in Sadar Bazar.

Fines

- | | |
|---|-------------------------------|
| (a) Cattle pound fine for the cattle impounded. | - Rs. 650/- |
| Cattle pound fine for small animals. | - Rs 300/- |
| (b) Incentive for depositing stray cattle. | - Rs. 100/- per animal. |
| Incentive for depositing stray cattle. | - Rs. 50/- for small animals. |

(c) In addition to above, following fees are charged per day .

	First Day	For Subsequent days
(i) Horse, Bullock & Cow	Rs. 140/-	Rs. 100/- per day
(ii) Buffalo	Rs. 140/-	Rs. 100/- ”
(iii) Donkey	Rs. 100/-	Rs. 100/- ”
(iv) Calf	Rs. 100/-	Rs. 60/- ”
(v) Goat	Rs. 80/-	Rs. 50/- ”
(vi) Pigs	Rs. 150/-	Rs. 60/- ”
(vii) Others	Rs. 120/-	Rs. 60/- ”

PUBLIC HEALTH

SANITATION

Cleaning of roads and streets	Monday to Saturday 6AM to 11 AM and 2.30 PM to 5.30 PM in respect of all areas Skeleton services on Sundays
Cleaning of Group latrines	Every day in the morning
Collection and removal of garbage from Cantonment rubbish bins.	Every day between 6 AM to 2 PM
Collection and removal of garbage on receipt of complaint of non-lifting.	on the same day before 5.30 PM`
Lifting/removal of dead animals on	within 8 hours from intimation.

Sanitation Circles/Areas .

1. Area / Locations:

Sadar Bazar area, Lam Road, Sansari lanes, Old/New Stationwadi, Trenching ground, Rest Camp Road upto Bhagur Bus stand, Vijay Nagar area, Shigwa, Sonewadi area.

OG lines, EME work shop, AC Supply Depot, MES area, Umrao Plaza, Sushil Enclave, DC Power house, Cathey Colony, Jozila Marg, KV No:1, Milan line, Perumal Marg, Rajasthan colony, Ashoka Marg, Sata Battery and Light Battery, Cannaught Road.

2. Area / Locations:

Military Hospital, Mistry Marg, Sushil Marg, Alpha Mess, B & D Mess, THI Club, MES IB, Cassino Marg, Rajendra Singh Marg, Temple Hill Road, THI Road, Dairy Farm Road, 116 TA Regiment, 202 Sata & 1881 Light Battery, ORS; family line, Welmen line, Headquarters, School of Artillery area, 169 Field Regiment, Adm. Battery, Adm. Regiment, Sata Wing, Field Wing, Tactical Wing, D.B. Road, Golf view, AC Power House colony, MT Battery, ORS, JCOS & Officers family lines at Haig line area, PAOs quarters, Old/New Haig Line with all units. Dhondy Road, Sonewadi, Shigwe Bahula and Charanwadi area.

3. Area/Locations

Artillery Centre area, ADGM Centre, Air OP area.

4. Sewerage And Drainage :-

Due to non availability of Underground Sewerage system, the Cantonment Board has provided public group latrines in each of the specified civil areas, which are being maintained in clean by the Cantonment Board during daily routine work.

SN	Location	No. of seats
1	Gawali Wada	48
2	Gurudwara Road	48
3	Anand Road	20
4	6 Chawl	24
5	New Stationwadi	16
6	Old Stationwadi	16
7	Shigwe Bahulla	06
8	Medhe Mala	04
9	Bhilati Area	06
10	TA Nulla Corner	10
11	Palde Mala	16
12	Rest Camp Road	08
13	Cathay Colony	04
14	Sathe Nagar	10

Further the Cantonment Board has provided open drains for disposing the waste water.

Citizen's Responsibilities

The citizen's are responsible for disposal of garbage and wastages generated by them. Cantonment Board Deolali takes stringent action against the defaulting citizens under the provisions of Cantonments Act, 2006.

No person shall in any public street or public place deface or write upon or otherwise make any building, monument, post, wall, tree or other things.

No citizens shall use or permit to be used as latrine or urinal any place not intended for the purpose.

No citizens shall let loose their animal so as to cause or negligently allow any animal to cause injury, danger, alarm or annoyance to any person.

No citizens shall allow their animals to stray in a public street or public place without a keeper.

No citizen shall deposit any building material in any public street and public place.

No citizen shall tether or milk any animals or cause or permit the same to be tethered or milked in any public street or any public place.

No citizen shall place or deposit upon any street or public place etc. anything that cause obstruction or encroachment.

No person shall without previous disinfections will dispose of any article or thing exposed to contamination by any dangerous disease.

The citizen will not litter the public streets, parks, public places and unoccupied land, urinates, defecate in public places, throw garbage in public places except in garbage bins so provided.

It is the responsibility of the citizen to deposit the waste collected in their own receptacles at Cantonment Board dustbins, responsibility or owner to have their own premises swept and cleaned.

The citizen will provide receptacles of self-closing type within their premises for their waste collection.

No citizen shall place or caused to be placed in a dustbin any matter, which has been exposed to infection from a dangerous disease.

No person shall use or permit to be used their premises for any trade which is dangerous to life, property or likely to create a nuisance.

No citizen shall allow from their premises the water of any sink, drain, latrine or urinal to run down on any street or into any drain.

Health care delivery system

We assure health care facilities to our employees and citizens' working/ residing in our jurisdiction.

Casualty	Round the clock.
Indoor treatment	Round the clock.
OPD / Radiology	9.30 AM to 12 Noon and 4.30PM to 5 PM
Pathology	9 AM to 1.30 PM and 4 PM to 6 PM
Specialist services	Surgeon – Wednesday & Saturday Orthopedics – Tuesday & Saturday

Maternity and child welfare centers

Working hours – Monday to Saturday between 8 AM to 12 Noon and 4 PM to 5 PM.

Admission facilities

Cantonment General Hospital, Deolali.

Family planning center

Cantonment General Hospital, Deolali

Specialized medical services/facilities

Skin Specialist	Tuesday & Friday
General Surgeon	Wednesday
Psychiatrist	Wednesday
General Physician	Wednesday & Friday
Orthopedic	Wednesday, Thursday & Friday
Gynecologist	Tuesday to Friday
ENT	Saturday
Sonography	Tuesday

Birth and Death & Marriage Registration

Cantonment Board Office, Cannaught Road, Deolali.

Timings - 10AM to 5 PM. Certificate will be issued within 07 days after due verification

Food handlers unit

Medical fitness certificate/ Inoculation Certificate	- Issued within 72 hours of Medical check-up/ Inoculation.	/
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Health licensing

License for water trolleys, ice cream trolleys, food vendors, carting vans, food carts, eating establishments.

1. Prescribed application forms are available at Cantonment Board Office between 10 AM to 5 PM at any working day.
2. Form duly filled with all required papers should be submitted in person to Licensing section Cantonment Board.
3. Deficiencies in application/establishment will be communicated if any, after

inspection by Health Superintendent/SEMO, M.H,

4. Deposition of fee is permitted when license has been granted/renewed for the current year.

5. License is issued when the fee is deposited in the Cantonment Fund Account under intimation to the concerned person.

Other services

School Health Service	All Cantonment Board Schools
Removal of dead animals	Cantonment Board Office Phone No: 2491206
Stray dogs	Cantonment Board Office Phone No: 2491206
Anti Malaria operations	Cantonment Board Office Phone No: 2491206.

EDUCATION

The Cantonment Board is maintaining three Marathi medium Primary Schools, one Hindi medium Primary School, one Urdu medium Primary School, one English medium Primary School and one High School. Admissions to the schools are generally carried out during the month of June every year.

For details please contact following officials during school working days;

1. Shri. K. T. Patole
In-charge,
Cantonment Board High School &
English medium Pry. School, Deolali
Phone Number: 2491276.
 2. Smt. Urmila Deshmukh
In-charge,
Cantonment Board Marathi Primary
School, Howson Road, Deolali.
 3. Shri. B.P. Deshmukh
In-charge,
Cantonment Board Marathi Primary
School, Anand Road, Deolali.
 4. Smt. Shamshad Khan
In-Charge,
Cantonment Board Hindi/Urdu Primary
School, Anand Road, Deolali.
 5. Smt. Sambre
In-Charge,
Cantonment Board Marathi Primary
School, Old Stationwadi, Deolali.
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GENERAL

A - Supply of copies of resolutions and GLR's (General Land Register Extract)

On an application in writing on plain paper and after depositing charges, as detailed below, abstract of GLR will be issued only in respect of properties under the management of Cantonment Board.

Ordinary (within seven days period)	Rs. 30/- per GLR abstract.
Urgent (within three days)	Rs. 75/- per GLR abstract.
Copy of Board Resolution	Rs. 3/- per page.

B - Trees

Cutting of green trees is totally prohibited. Person who intends to get the dangerous trees removed and cut may required in writing to the CEO who after fulfilling requisite formalities will dispose off the said trees as per the laid down Govt. Policy.

Please note that any unauthorised felling / cutting of trees is punishable under Law.

C - VIP reference

Response to letters from VIPs, recognized residents, welfare associations, public bodies.

Acknowledgement - Within 03 days after receipt of letter.

Final reply - Within 15 days.

Cantonment Board always strives for excellence and discipline in the provision of services to its citizens and is making sincere efforts to fulfill the commitments made and follow the time limits for the benefit of citizens. However, due to administrative difficulties, at times it is not possible to adhere to them and in this respect we request for citizens' co-operation and understanding.
