

JUTOGH CANTONMENT BOARD.

Jutogh Cantonment is situated at a distance of 8 Kms from Shimla. This is located on the height of 2042 meters form sea level. The Cantonment was set up in 1843 by the British. The land for the Cantonment was taken from the Maharaja of Patila in exchange for two villages Dhurrai and Thol. The Cantonment was originally occupied by Gorkha troops but after mutiny mountain was quartered. A detachment of British infantry was subsequently stationed. The total area of the Cantonment is 349.62 acres out of which the civil area comprising of 9 acres. The civil and Military population of Jutogh Cantt. is 2062 as per Census 2011.

The Cantonment Board is providing civic amenities like health care, sanitation, maintenance of road, maintenance of green lungs etc. The total expenditure being incurred by the Cantonment Board in maintaining these civic amenities is much higher than its income thus the Cantonment Board has to depend heavily on grants from the Govt. to sustain itself.

Jutogh Cantonment Board is category –IV Cantt. having two Elected members of whome one is Vice President and the Station Commander being the Ex-Officio President.

AN OVERVIEW.

Area : 349.62 Acres.
Population : 2062.

ROADS

Single Lane With-3,12 Kms

HORTICULTURE

Total Green Area :112.13 acres

Trees on Roadsides -275 Nos.

ELECTRICITY

Street Light Points -40 Points

OTHER HEALTH FACILITIES

Birth & Death Reg. Centers -1 (Office of Cantt.
Board, Jutogh)

WELAFATE INSTITUTIONS CENTERS

Balwadis – 02 Nos.

SCHOOLS

Central School – 1 No.
Cantt. Board Middle School -1 No.
New Model Public School – 1 No.

WATER SUPPLY & SEWERAGE.

Total Supply—11,645 Gallons.

Filtered Water Lines—Yes.

Underground Tanks –02 Nos.

Boosting Stations –Nil.

Hand Pumps – One

Water Connections – 35 Nos.(Private)

Mard-11 Deep Well -- Nil.
Hand Pumps -- one.

Sewer Lines – 1 (One).

HOSPITALS.

General Hospital – Nil
Veterinary Hospital – Nil
laboratory – Nil.

DISPENSARIES.

Allopathic - 1(one)

LIBRARIES.

Reading Room - 1(one).

CITIZEN'S CHARTER.

Citizen's/Client's Charter is a document which represents systematic effort to focus on the commitment of the Organisation towards its Clients/Citizens in respect of Standard of Services, information, choice and consultation, non-discrimination and accessibility, grievance redress, courtesy and value for money. This also includes expectations of the Organisation from the Client/Citizen for fulfilling the commitment for the Organisation.

A Charter comprises of the; following components:-

- i) Vision and Mission statement;
- ii) Details of Business transacted by the Organisation;
- iii) Details of Clients/Customers;
- iv) Statement of services provided to each client/citizen group separately;
- v) Details of grievance redress mechanism and how to access the same; and
- vi) Expectations from the client/citizen.

Citizen's Charter –Model Guidelines.

- The Charter arises from the dissatisfaction of citizen/consumer/customer with the quality for service we offer.
- To be useful, the Charter must be simple.
- The Charter must be framed not only by senior experts, but by interaction with the cutting edge staff who will finally implement it and with the users (individual organisations).
- Merely announcing the Charter will not change the way we function. Create conditions through interaction and training for generating a responsive climate.
- Being with a statement for the service (s) being offered.
- Place against each service the entitlement of the user, service standards and remedies available to the user for the non-adherence to standards.
- Procedures/cost/charges should be made available on line/display boards/booklets inquiry counters etc. at places specified in the Charter.
- Indicate clearly, that while these are not justifiable, the commitments enshrined in the Charter are in the nature of a promise to be fulfilled with oneself and with the user.
- Frame a structure for obtaining feedback and performance audit and fix a schedule for reviewing the charter every six months at least.
- Separate charters can be framed for distinct services and for organizations/agencies attached or subordinate to a Ministry/Department.

Citizen's Charter General Structure Guidelines.

- A brief statement regarding the concerned service.
- Public interface of the concerned service to be addressed.
- Commitment to Standards (time frame, quality of service)
- Our Staff: What to expect from them?
Where they are located?
- Keeping you informed: What information do you need?
- If things go wrong: What could go wrong;
Whom to contact:
What to expect to set it right
- How you can help us?

INFORMATION AND FACILITATION COUNTERS:

DEFINATION.

IFC is facility, normally set up outside the security zone of the Ministries/Departments/Organisations, to provide information to the citizen/clients about the programs, schemes etc. as well as status of cases, applications etc. IFCs are also called ‘May I Help You’ Counters in certain organization.

FUNCTION OF IFC.

The Information and Facilitation Counter shall provide the following services to the clients/customers of the organization;

- a) Information regarding services provided and programs, schemes etc. supported by the organization and the relevant rules and procedures, through brochures, folders etc.
- b) Facilitating the customer client to obtain the services on the organization optimally, timely, efficiently and in a transparent manner and providing forms etc, of public usage;
- c) Information regarding the standards of quality of service, time norms etc. evolved by the Organisation with reference to the service/schemes/functioning of the Organisation;
- d) Information regarding hierarchical set up of Public Grievance Redress Machinery of the Organisation; and
- e) Receiving acknowledging and forwarding the grievance/application/request/form etc. (related to the services provided by the Organisation) to the concerned authority in the Organisation and providing information on their status/disposal.

BUILDING MAINTENANCE.

A. OFFICE BUILDING, STAFF QUARTERS, HEALTH CENTERS, HOSPITALS, COMMUNITY HALLS ETC.

Registration of complaint on phone Or on personal visit to service center.	---
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MINOR WORKS:

- | | | |
|---|-----|-----------------------|
| a). No Water, Water leakage, sewer blockage. | --- | Within 1 to 24 hours. |
| b). Repair of cement, plaster, flooring,
wood work, renewing of glass panes. | --- | Within 1 to 7 days. |
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MAJOR REPAIRS:

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|--|-----|----------------|
| a). Replacement of doors/windows, shutters
Renewing of large size glass panes, seepage
From roof, major repairs to flooring etc. | --- | Within 7 days. |
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Special repairs.	---	Will be given within one month.
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Complaints regarding day to day maintenance of buildings/complexes are handled by following divisions.

BUILDING PLANS

All inquiries including advice on deficiencies applications/documents will be attached across the table by Cantt Act, 2006 - 12:00 Noon & 5.00 P.M. on all working days.

Form will be supplied at information and facilitation center and by Tax Clerk on payment challans for fees/other charges will be issued by the Clerk. - 10:00 A.M. to 5:00 P.M.
- On all working days.

Payment of fees/other charges through Challans will be received - 10:00 A.M. to 2:00 P.M. on working days.

Decision on application for sanction of Building Plans will be communicated. - within 30 days.

Decision on re-validation of Plans will be communicated. - -do-

Decision on completion certificate/plans will be communicated. - -do-

BUILDING PLANS

Any person who intends to construct, reconstruct, make alteration or additions should apply to the Cantt. Board Office on prescribed application form which can be purchased from office of the Cantt. Board along-with complete documents, sets of plans and prescribed fees/taxes.

A. WHO CAN APPLY

HOR's power of attorney holder, lessee (in case of lease hold property).

B. TYPE OF BUILDING PROPOSALS ACCEPTED

Addition/alteration proposals in existing/old buildings and reconstruction after demolition of part of entire old building.

C. DOCUMENTS

Application for building permission should be accompanied by:

- a) Site Plan of land on which it is intended to erect or re-erect the Building.
- b) A plan of the Building which it is proposed to erect or re-erect together with Plan of the existing building showing tharas, balconies and projects.
- c) Form A and B.
- d) The specifications detailed in Form 'B'.
- e) The applicant may prefer an appeal to the Competent Authority under Sec 340 of the Cantts Act, 2006 on refusal to sanction Building Application within 30 days.

CITIZEN'S RESPONSIBILITIES

1. Any construction by carried out strictly in accordance with the sanctioned plans, any unauthorized construction disregard of the sanctioned plans are liable to be demolished under the provisions of Cantts 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 shall apply for sanction by giving notice in writing of his intention to the Cantt. Board and containing such information as may be prescribed by By-Laws made on this behalf.

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

Section 235 (2) of Cant. Act., 2006

Every person who intend to execute any of following works that is to say:-

- (a). Makes any material alteration or enlargement of any building , or
- (b). Converts into a place for human habitation any building not originally constructed for human habitation or
- (c). Converts into more than one place for human habitation a building originally constructed as one such place, or
- (d). Converts two or more places of human habitation into a greater number of such places, or
- (e). Converts into a stable, cattle-shed or cow-house any building originally constructed for human habitation, or
- (f). Converts into a dispensary, stall, shop, warehouse, godwon, factory or garage any building originally constructed for human habitation, or
- (g). Makes any alteration which there is reason to believe is likely to affect prejudicially the stability or safety of any building or the conditions of any building in respect of drainage, sanitation or hygiene, or
- (h). Make any alteration to any building which increases or diminishes 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 any by-laws made under this Act.

ESTATE

1.	Allotments of shops/other commercial properties on license fee.	-	Tenders, Notice inviting tenders are Published in newspapers/public notice
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2.	Issue of tender documents/ opening of tenders.	-	As specified in tender notice.
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3.	Decision on allotment and subsequent issue of allotment letter.	-	Within 7 days on the approval of the Board.
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	Issue of letter	-	Within 7 days after approval of the Minutes of the competent authority.
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4.	Completion of formalities	-	Within 10 days from date of issue of Offer letter.
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5.	Refund of earnest money to unsuccessful parties	-	Within 10 days from the receipt of Request.
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6.	Transfer of allotment		
	• Acknowledgement of application/ letter pointing out deficiencies.	-	Within 15 days.
	• Final communication on application for transfer.	-	With 3 months on completion of Formalities by the Sublette.
	• Cancellation of allotment.	-	As per terms & conditions of license deed.
	• Eviction of the unit	-	As per law.
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7.	Renewal of license (if permitted under policy)	-	Within 45 days on completion of formalities.
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8.	Miscellaneous:		

OPEN TENDER BASIS

A part from the category of rehabilitation, all other units are allotted after inviting open tenders through publication of tender notice in local and national dailies. Applications are invited from general public on a prescribed form containing all details and other related information regarding terms and conditions. These tenders are opened on the date, time at the place decided by the competent authority in presence of tenderers. Tenderers are required to enclose prescribed earnest money in the form of Bank Draft. These tendered documents are made available to general public for Rs.500/-

CITIZEN’S RESPONSIBILITIES.

1. They should strictly adhere to terms & conditions of the license deed, to avoid litigation as far as possible.
2. They should cooperate in implementation of the orders/decisions taken by the department from time to time.
3. They should ensure clearance of the municipal dues.
4. They should see or contact CEO in person to seek clarification in case of any problem/discrepancy.
5. They should also keep their premises spick and span and don't misuse the premises.
6. If they feel something is happened unwanted they should inform the CEO.

CONVERSION OF OLD GRANT RIGHTS INTO FREE HOLD.

Any House Owner who intends to convert his old grant site into free hold can apply to the CEO in the prescribed application form available with this office is septuplicate along with plans.

The application will be perused by this office and submitted to the Higher Authorities.

Whom to contact : JE, Cantt. Board, Jutogh. Phone No. 0177-2837598.

HORTICULTURE

1.	All parks and gardens will remain Open to public	--	8.00 A.M. to 8.00 P.M.
2.	Removal of uprooted trees (due to heavy rain/storm)	--	Immediately.
3.	Replacement of broken tree guards	--	within 1 days on receipt of complaint
4.	Gap plantation	--	within 15 days.
5.	Cleaning of water channels	--	daily routine work.
6.	Plugging of leakage of unfiltered Water hydrants.	-	within same day.
7.	Removal of horticulture waste/dry	--	daily routine work.
8.	Pruning of bushes.	--	as and when required.
9.	Removal of weeds/wild grass from road side, lanes/by lanes.	--	daily routine works.
10.	Seasonal flowers	--	in September & October during Winter and during summer in April & May .

CITIZEN'S RESPONSIBILITIES.

1. Citizen's responsibility to cooperate with Cantt. Baord in keeping park neat and clean
2. Not to scatter garbage in parks/gardens. It pollutes environments.
3. Empty containers/packets and peals of eatables should be dropped in litter bins provided in the park/gardens.
4. Uprooting of plants and plucking of flowers in the park/garden is prohibited.
5. Cycling, playing football and cricket are not allowed in the park/garden.
6. Carrying of drugs/liquor and its consumption is strictly prohibited.
7. Pets are not allowed in the parks and gardens.
8. Do not disturb the calm environment of the garden.
9. Use pedestrian tracks while walking in the parks/gardens. Do not roam in the banned area.
10. Stop the persons damaging grass and plants of the parks/gardens. Inform civic body immediately if anyone found doing so.
11. Cooperate in tree plantation programs launched in the area time to time. Adopt at least a tree in a year.
12. Only use pairing space for the vehicles outside the parks/gardens.
13. Do not allow anyone to damage tree guards and inform the civic body about the violators.
14. Citizen's are required to cooperate horticulture staff in carrying their works in the gardens and parks.
15. Citizen's can seek Police assistance in prohibition of those harming gardens and parks.

READING ROOM.

Reading room- it is situated in bazaar area.

Readers responsibilities:-

1. Not to cause damage or defrock the books/newspapers.
2. Not to misuse the electricity in the reading room.

PROPERTY TAX

Revenue is realised in the shape of the property tax from about 64 private properties and service charges from the Govt. properties those situated within the Cantt. area.

Property tax is an obligatory tax levied on all lands and buildings in Jutogh Cantt. It is a percentage of the ratable value of lands and building's the rate of taxes is fixed by the Cantt. Board on year to year basis.

1. Rate of Tax:-

Percentage of ratable value.

2. Assessment List:- The Cantt Baord is maintaining as assessment list of all lands and building in Cantt Board area. This list is the basis for issue of property tax bills. Once every three year objections are invited against the ratable value as appearing in the assessment list. Objections can be filed against the ratable value shown in the assessment list. Where the objections have been filed these are investigated and if any reduction in the ratable value is possible, the property tax bills in respect of such properties are sent after re-determining the ratable values.

3. Vacancy remission of refund.

If land or building have fallen vacant and are unproductive of rent, give notice of vacancy and occupancy within 15 days of such vacancy and pre-occupancy and avail vacancy remission. No vacancy remission will be granted if notice not given. Vacancy remission is permissible only between two tenancies when the owner is not getting a tenant.

4. WHOM TO CONTACT FOR INFORMATION

Person to be contacted:- OS/TC
Telephone No. -- 0177-2837598

PUBLIC HEALTH

SANITATION:-

1.	Cleaning of roads and streets	--	daily
2.	Collection and removal of garbage from municipal rubbish bin/dalaos.	--	daily
3.	Collection and removal of garbage On receipt of complaint of non-lifting.	--	within one day.

CITIZEN'S RESPONSIBILITIES-

Citizens are responsible for disposal of garbage and wastes generated by them. The Cantt Board take stringent action against the defaulting citizens under the provisions of Cantt. Act, 2006.

As per directions of Supreme Court the Cantt Board challans its citizens who violate the instructions issued by the Cantt Board to keep city neat, clean and beautiful otherwise a spot fine of Rs. 2500/- of imposed for waste generation on public streets, parks and places. The Cantt Board Jutogh seeks cooperation of the citizens. That:-

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

No citizen shall keep or allow to be kept garbage inside the premises for more than 24 hrs.

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.

Cantt. Board Dispensary	-	Casualty – round the Clock
	-	indoor treatment-round-the clock
	-	OPD—9 A.M. -1 P.M. & 3 P.M.--5 P.M.

BIRTH AND DEATH REGISTRATION:

Cantt. Board Office, Juthogh	---	Citizens are requested to immediately Intimate the CEO, in prescribed forms and apply to this office about any births or deaths occurring inside the Cantt.
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Timings:- 10:00 A.M. to 5.00 P.M. Certificate will be issued within 7 days.

HEALTH LICENCING

1. Applications can be made to CEO, Jutogh.
2. Deficiencies in application/establishment will be communicated if any, after inspection by Sanitary Inspector.
3. Issue of challan for deposition of fee is given when licence has been granted/renewed for the current year.
4. Licence is issued when the fee is deposited in the Cantt Board Office.

CITIZEN'S RESPONSIBILITIES IN PREVENTION OF DENGUE/MALARIA.

1. Keep all the overhead water tanks on the roof top tightly fitted with mosquito proof lids.
2. Remove all waste articles like in, bottles, tyres, drums, jug, pots and other containers lying in open courtyard and rooftop to avoid stagnation of water.

ROLE OF CITIZEN'S IN PREVENTION OF WATER BORNE DISEASE.

1. Ensure that hands be washed with soap and water after defecation and before taking meals.
2. Drink water from Cantt Board supply only. Before drinking water from other sources boil it or add crushed chlorine tablets.
3. Keep you surrounding clean. Throw garbage at dust-bins only.
4. Stop open defecation.
5. Don't eat stale food. Keep food items covered. Screen your house and kitchen against flies.
6. Don't eat cut fruits, as sale of cut fruits and food exposed to dust and flies are banned.
7. Sale of sugar cane juice, ice and ice products through unlicensed outlets is also banned.
8. In case of diarrhea and vomiting; take plenty of oral fluids i.e. Lassi, rice water and ORS.
9. Chlorine tablets and ORS are available free of cost at Cantt. Board Dispensary.

Take above precautions and ensure good health of every citizen.

ROAD MAINTENANCE

On receipt of complaints from citizens at Cantt. Board Office, the work will be completed within :-

Filling of pot holes	--	One day
Patch repairs	--	One day
Removal of obstruction on Roads	--	within one day
Replacement of missing manhole covers	--	within one day
Removal of Malba from public land by Owner	--	Notice to owner is given to remove the same within 24 hrs.
Removal of Malba by Cantt. Board if owner Fails to comply with notice.	--	Within a week after issue of notice.
Decision on permission for road cut	--	Within 2 days.

Residents of an area may approach JE/SI for following complaints:-

1. Patch repairs.
2. Removal of any obstruction on road.
3. Replacement of missing manhole covers, gully gratings.
4. Malba on public land.
5. Public conveniences.
6. Replacement of missing/broken fixtures.

Road Maintenance Division - J.E Cantt. Board, Jutogh.
Phone No. – 0177-2837598

EDUCATION

Cantt Board Jutogh is maintaining one co-educational Middle School for imparting the education to all children living in Cantt. area. Approximately 300 children are studying in the school.

1.	Application for admission will be received by	Head of School from 20 th February onwards every year
2.	Confirmation/rejection of admission	No rejection under 'Servevyapee Abhiyan'.
3.	Facilities	Free textbooks/uniforms to poor/deserving students.
4.	Cultural Activities	Cultural activities is also given to students on occasional days i.e. on Independence Day, Teacher's day etc.

CITIZEN'S RESPONSIBILITIES:-

1. Parents of the children studying in CBMS should associate themselves more effectively in the activities of the individual school.
2. There should be sense of involvement of the parents in the education of their own children.
3. Parents should attend 'Parent Teacher Association Meeting' regularly.

WATER SUPPLY

A. COMPLAINTS:

Attend to complaints:

(a)	Cantt. Board Office	--	Round the Clock.
	Replacement of defective water meter	--	Within a week
	Complaint regarding leakage in main Water Supply line	--	Immediately
	Complaint of contaminated water/ Quality of water.	--	Immediately
	Complaints of failure of pumping system	--	N.A.

B. WATER CONNECTION

1.	Supply of application form	--	On working days between 10 A.M. to 5 P.M.
2.	Acceptance of application	--	-do-
3.	Acknowledgement of application	--	Within 2 days.
4.	Intimation to applicant in case of deficiency in application form (for connection)	--	Within a week
5.	Supply of challan for depositing connection fees.	--	On approval of Bard within a week.
6.	Deposit of fees in Cantt. Board	--	Within a week on receipt of intimation
7.	Issue of sanction letter	--	Within a week or receipt of fee
8.	Road cut permission	--	-do-

C. WATER SUPPLY THROUGH TANKERS/TROLLEYS:-

	Supply of water through water tanker	--	Immediately on receipt of information regarding failure of water supply.
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SEWAGE & DRAINAGE

SEWER CONNECTION:-

a)	Supply of application form	--	Immediately on demand
b)	Acknowledgement of application	--	Immediately after receipt of application
c)	Intimation to applicant in case of deficiency in application	--	Within two weeks.
d)	Supply of challan for depositing connection fee	--	Within one month of receipt of application complete in all respects
e)	Deposit fees in Cantt. Board	--	By applicant
f)	Issue of sanction letter	--	Within one week of depositing fees
g)	Road cut permission	--	Within two weeks.

COMPLAINTS (WILL BE ATTENDED)

a)	Blockage of sewer line	--	Immediately
b)	Overflowing of sewer line	--	-do-
c)	Repair of damaged sewer line of minor nature	--	-do-

COMPLAINTS:

Complaints relating to sewerage (blockage, overflow, odour and damaged lines) can be booked at Cantt. Board Office, Jutogh.

CHIEF EXECUTIVE OFFICER, JUTOGH