

# CITIZENS' CHARTER

The Cantonment Board, Ahmednagar 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, Ahmednagar 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, AHMEDNAGAR

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

OFFICE ADDRESS – Ahmednagar Cantonment Board,

AMX Chowk, Camp,

Ahmednagar - 414002

OFFICE TIMINGS – Monday to Saturday- 1000hrs to 1745hrs

(except Sunday, Holidays and 2<sup>nd</sup> & 4<sup>th</sup> Saturday )

Sr. No.	Section	Contact Person	Tele No. / Extn. No.
1.	CEO		2326008/11 2340739(Fax)
2.	Admin	Office Superintendent	2326008/-
3.	Accounts	Accountant	2326008/18
4.	Sanitation	Sr. Sanitary Inspector/ Sanitary Inspector	2326008/20
5.	Sanction of Building plan	Sr. Sectional Engineer - Sadar Bazaar & Bungalow area Sectional Engineer - Bhingar area.	2326008/19  2326008/22
6.	Repair/Maintenance of Roads, Drainage, Water Supply, Street Light, Roads, park, minor repair, Drainage, Disposal of Tree's	Sr. Sectional Engineer Sectional Engineer	2326008/19 2326008/22
7.	Mutation of Properties of Property,	Sr. Clerk (Lands)	2326008/23

	NOC for sale/Survey report	SSE/SE	2326008/19 2326008/22
8.	Payment of Water Bills, Rates/ Assessments of Taxes, Payment of Taxes, Grant of Licenses.	Sr. Clerk (Revenue)	2326008/16
9.	Registration Birth & Death, issue of GLR Extract, etc.	Jr. Clerk (Dispatch)	2326008
10.	Public School	Jr. Clerk(School)	2326008/19
11.	Public Heath	R.M.O.	2440137

## ADMIN

Following major works are carried out under the supervision of Office Supdt.

- 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 accountant :

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

## SANITATION

The Sanitation Department functions under the direct supervision of Senior Sanitary Inspector. His office is located at the AMX Chowk, Camp Bhingar.

The Sr. Sanitary Inspector/Sanitary Inspector is present at Cantonment Workshop/Civil area from 6.00am to 8.30am & at Cantonment Office from 11 am to 1.30 pm & 3.00pm to 5.45 pm except second and fourth Saturday and 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/market	6.00am to 11.00am (3.00pm to 6.00pm joint work)
2	Cleaning of public drains	6.00am to 11.00am (3.00pm to 6.00pm joint work)
3	Cleaning of public group latrines	6.00am to 11.00am & 3.00pm to 6.00pm
4	Cleaning of public dustbins	6.00am to 11.00am
5	Spraying /fogging insecticides in civil area	Ward wise
6	Door to door garbage collection	7.00am to 4.00pm