

**CITIZEN CHARTER 2017-2018**

**CANNANORE CANTONMENT BOARD**

## **BRIEF OF CANTONMENT BOARD, CANNANORE :**

Kannur, also known as Cannanore, is a town of great antiquity in Kerala, There are many myths and legends behind the name Kannur. It is said to be derived from two Malayalam words, 'Kannan' (Krishna) and 'Ur' (Place), making it the place of lord Krishna. The anglicised name Cannanore was drawn from its ancient name "Kannur". Kannur is known as the land of looms and lores, because of its handloom industry and festivals held in temples. Kannur is famous for its pristine beaches and Theyyam, its native performing art.

There is no evidence of the Paleolithic man having lived in this region. Nevertheless, rock cut caves, dolmens, burial stone circles and menhirs, all of megalithic burial order of the neolithic age have come to it in Thaliparamba-Kannur-Thalassery area. It can be assumed that the batch of aryan immigrants entered Kannur area through the Tuluva region.

Kannur was part of Chera kingdom, which ruled most of Kerala during 800 to 1102 AD. Later Kannur was the capital of the Kolathiri Rajas of Chirakkal, whose kingdom had trading relations with Arabia and Persia in the 12<sup>th</sup> and 13<sup>th</sup> centuries. In his travelogues 1290s, Marcopolo has referred to this place as a great emporium of spice trade. By the 14<sup>th</sup> century Mooshaka Kingdom known as Kolathunad and the rulers known as Kolathiris were prominent in Kerala. The Kolathiris were a power to reckon with at the end of the 15<sup>th</sup> Century. They were political and commercial rivals of the Zamorins of Kozhikode.

Vasco-da-Gama landed at Kappakadavu beach (approx 90 Km south of Kannur) on 27 May 1498. In 1501 Joao d' Nova est a small factory at Kannur. During his sec visit in 1502 Vasco-da-Gama built a palisade next to the small factory in Kannur and stationed 200 Portuguese soldiers there. In 1505 the Portuguese Viceroy Dom Francesco d' Almeida obtained permission from the Raja to construct Fort, St. Angelo. From 1501 to 1663 the Portuguese maintained their hold on Kannur.

The Dutch captured Fort St. Angelo in 1663 and sold it to the Ali Raja of Arakkal in 1772. The British took over the Fort in 1790 when Bibi of Arakkal family surrendered to the British. In the latter half of the 18<sup>th</sup> century, Hyder Ali and Tipu Sultan, rulers of Mysore, conquered much of the dist and came into conflict with British. In 1792 at the conclusion of the third Anglo-Mysore War, the British took over Kannur and the surrounding region, which became the new Malabar district of British India's Madras Presidency.

Cannanore Cantonment came into existence on 18 Mar 1772 and Cannanore Cantonment was formed on 01 Jan 1938. During this period the British enlarged the Fort and built accomodation for one European Regiment, two native regiments, one regiment of native foot artillery, one military hospital and a jail. Since independence, Cannanore became the part of Indian Defence. It is the only Cantt in Kerala.

The old Cannanore Station comprised of the whole of old Malabar District under Madras Presidency. On formation of State of Kerala, it is covered the area of North Kerala (also called North Malabar Region) comprising districts of Cannanore, Calicut and Malappuram.

## **GENERAL INFORMATION**

❖ Classification	:	Class III as per Cantt Act, 2006
❖ Wards	:	VI
❖ Elected Member	:	VI
❖ Ex-officio Member	:	II
❖ Nominated Members	:	II
❖ Member Secretary	:	1
❖ Extent of Civil Area	:	32.17 acres
❖ Total Area	:	449.435 acres
❖ Population	:	4798
Military	:	2931
Civil	:	1867

## **LAND EXTEND OF CANNANORE CANTONMENT**

Classification	Area(in acres)
❖ A1	: 276.805
❖ A2	: 20.41
❖ B1	: 19.94
❖ B2	: 100.73
❖ B3	: 2.49
❖ B4	: 3.9
❖ C	: <u>25.16</u>
<b>Total</b>	: <b><u>449.435</u></b>

## **COST OF FORMS**

SL.NO	FORM NAME	COST
1	Building Application	Rs.50
2	Water Service Connection Application	Rs.30/-

3	Trade Licence Application	Rs.10/-
4	Transfer of Property Application	Rs.30/-

## **DEMAND NOTICE FEE**

Sl.No	Tax Amount From (in Rs.)	Tax Amount to(in Rs.)	Fees(in Rs.)
1	1	100	2

## **Infrastructure Facilities of the Board**

### **ROADS**

❖ Bitumen Road : 28km

### **WATER SUPPLY**

❖ Open wells : 6 Nos  
❖ Public water stand posts : 22 Nos  
❖ Private water connections : 352

### **Street lights**

❖ HPSV : 28 nos  
❖ Tube lights : sign Boards+ Bus stop boards – 111 nos  
❖ CFL : 55nos,20w  
❖ Metal haloid : 22nos, 150w  
❖ Metal haloid : 194nos, 400w

### **Motors**

❖ Mono Block : 1 nos  
❖ Sub : 4 nos

### **HORTICULTURE**

❖ Garden : 1- public garden, 1- Office garden  
❖ Trees on road side : 250

**Hospital :** Cannanore Cantonment Board does not maintain any hospital.

**School :** Cannanore Cantonment Board does not maintain any school.

### **CONSERVANCY**

❖ Drains(length) : 4.5 kms  
❖ Culverts : 12 nos  
❖ Dust bins : 68  
❖ Lorry : 1

## **Establishment Details**

Dr. Vinod Vikneswaran A, IDES  
Chief Executive Officer

Serial No	Name	Designation
1	Mr. Nikhil Dinesh	Head Clerk
2	Mr. P. Santhosh Kumar	Revenue Clerk
3	Ms. Hima Prabha KG	Accountant
4	Mr. A. Riju	Computer Programmer
5	Mr. Jiju Gheevarghese	Overseer cum Draftsman
6	Ms. N. Premavally	Clerk/Typist
7	Mr. Jayanth Kumar M	LDC
8	Mr KV Dasan	MPO
9	Ms. K. Jamila	Office Peon
10	Mr. C. Balakrishnan	Revenue Peon
11	Mr. V.S. Sajeev	Driver
12	Mr. C. Binoj	Driver
13	Mr.T. Rameshan	Chowkidar
14	Mr. N. Manmadan	SJ in-charge
15	Mr. P. Sanjay	Mali
16	Mr. K. Ramanan	Safaiwala
17	Mr. V. Karthikan	Safaiwala
18	Mr. N. Madavan	Safaiwala
19	Ms. Chellammal	Safaiwala
20	Mr. N. Rajan	Safaiwala
21	Ms. K. Kamala	Safaiwala
22	Ms. P. Pavayi	Safaiwala
23	Ms. V. Santha	Safaiwala
24	Mr. K. Thankaraj	Safaiwala
25	Mr. K. Raman	Safaiwala
26	Mr. P. Sekar	Safaiwala
27	Ms. K. Geeja	Safaiwala
28	Ms. Aarayee Alias Chinnamal	Safaiwala
29	Mr. Palanisamy	Safaiwala
30	Mr. N. Gopalan	Safaiwala
31	Mr. K. Shyju	Safaiwala
32	Mr. M. Palaniwsamy	Safaiwala
33	Mr. Babu	Safaiwala
34	Mr. Krishnan	Safaiwala
35	Mr. Arun Das	Safaiwala

## **CONSTITUTION OF THE BOARD**

The Board comprises of 12 members including President, Member Secretary and 2 Nominated member and two ex-officio members. Present Members of the Board are as follows:-

## **Board Members**

1. Col. Ajai Sharma VSM, President Cantonment Board
2. Mr. Andrews V, Vice President
3. Dr. Vinod Vikneswaran A, Member Secretary, CEO
4. Mr. Ratheesh Antony, Elected Member
5. Ms. Deepa Baiju, Elected Member
6. Ms. Sheeba Fernandez, Elected Member
7. Col. P Padmanabhan (Retd), Elected Member
8. Ms. Jisha Krishnan K, Elected Member
9. Mr. Sunil Kumar Rai, AGE(I) MES, Ex-Officio
10. Lt.Col. Prosenjit Deb, SEMO, Mil. Hospital, Kannur. Ex-Officio
11. Mr. C.M. Gopinathan, Dy. Collector, Dis. Magistrate's Nominee
12. Nominated Mil. Member (Vacant)

## **REDRESSAL OF PUBLIC GRIEVANCES (SAMADHAN)**

The complaints of public are heard in person by the CEO.

Public complaints are managed by using online complain management system, [www.cbsamadhan.org](http://www.cbsamadhan.org), Centralized Public Grievance Redress And Monitoring System (CPGRAMS) <http://pgportal.gov.in/> . Samadhan is implemented by this office and a common phone number had been intimated to public by public notice and the public are advised to register their grievances on this number on all working days between 10.00 AM to 5.00 PM. The same is forwarded and completed by the responsible person from this office within the time limit given in the Citizens Charter.

## **BIRTH & DEATH REGISTRATION**

### **WHY TO REGISTER**

Birth registration is the process by which a child's birth is recorded in the civil register by the government authority. Birth registration is a permanent and official record of a child's existence. It provides the first legal recognition of the child and is generally required for the child to obtain a birth certificate and as a result any other legal documents and rights. It is mandatory that every birth and death taking place anywhere in India must be registered with the Registrars appointed by the respective State Government as per the Registration of Births & Deaths Act, 1969.

### **WHERE TO REGISTER**

This office bound to register the birth and death occurring at District Hospital, Kannur, Military Hospital and other places within the Cannanore Cantonment Limit. This office receives the details through Hospital Kiosk and this office register the same using Sevana software. The registration shall be done by Registrar Birth, Death and Marriage taking place within Cantonment limits.

## **PROCEDURE FOR LATE REGISTRATION**

The information regarding any birth, death and still birth is to be given to the Registrar Birth and Death within 21 days from the date of occurrence. However late registration can also be done by following the procedure as given below.

- 1 Information given later than 21 days and before completion of 30 days from the date of occurrence – on payment of late fee of Rs. 10/-.
- 2 Information given later than 30 days but before completion of 1 year from the date of occurrence – with written permission from additional district registrar and late fee of Rs. 10/-.
- 3 Information given later than 1 year from the date of occurrence – registration shall be done only after order passed by the sub divisional magistrate and late fee of Rs. 10/-

## **ISSUANCE OF BIRTH/DEATH CERTIFICATES**

The certificate in respect of Birth/Death registered with Cantonment Board can be obtained in the office of Cantonment Board on request on payment by obtaining and filling a Birth/Death Extract form of fee as given below.

- Birth Certificate                      • Rs. 7 (includes search fee Rs. 2 and Copying Fee Rs.5/)
- Death Certificate                      • Rs. 7 (includes search fee Rs. 2 and Copying Fee Rs.5/)
- Non availability Certificate              • Rs.2 per year for Birth/Death

The certificates can be downloaded from [www.cannanorecantt.org.in](http://www.cannanorecantt.org.in)

## **PUBLIC WORKS DEPARTMENT:**

It maintains the land record details of the Cantt area and executes the following works.

1. Laying of new/maintenance of roads
2. Construction and repair of drains
3. Construction of new buildings (Original works )
4. Tender process for the above work
5. Sanctioning of building plans and monitoring strict adherence to FSI to prevent unauthorized construction.
6. Maintenance of Cantt properties like office building, schools shops, quarters.
7. Building plans application form - Available on all working days on payment of Rs.50/-
8. Submission of filled in application - On all working days.
9. Decision on application - within 30days (Civil area -Sanctioned by CEO).
10. For sanction of building plans - within 30 days (outside Civil area-Sanctioned by the Cantonment Board).

## **ELECTRICAL SECTION :**

It is responsible for maintenance of street lights and up-keep of electricity in Cantonment properties (Pump houses, Office premises, Shops, Staff quarters).

## **ELECTRICAL COMPLAINTS**

Complaints on street lights by public can be registered in the complaint register available in the office of the Cantonment Board and rectified within 3 days. Departmental complaint – attended to, as and when reported, by the Section Heads.

## **WATER SUPPLY SECTION**

Cannanore Cantonment has the its own water supply system with capacity 1 lakh gallon. Water is distributed through pipe line to the residents of the Cantonment area and the maintenance of the water supply system is done by this Department.

## **WATER SUPPLY COMPLAINTS:**

1. Attends to the complaints on water flow from main line - within 1 hour to 24hours
2. Leakage in main water pipe line - within 1 hour to 24hours
3. Complaints on contamination (or) Quality of water supplies - within 2 days
4. Complaints of failure from source line or failure in the pumping station - within 2 days
5. Acute water shortage - water supplied through water tankers.
6. Complaints on duration and frequency of supply - within 2 days.

## **WATER CONNECTION**

1. Time of application form - on all working days
2. Acceptance of filled in application - on all working days
3. Acknowledgement of application - on all working days
4. Intimation to applicant in case of deficiency - within 15 days mentioning deficiency in application form
5. Intimation to applicant prior to giving - within 90 days of receipt of water connection application (Depends upon the availability of water).
6. Time of sanction letter to provide water -subject to availability of water.

## **CHARGES**

Domestic – Rs. 40/- per month(10,000 ltrs)

Commercial – Rs. 125/- per month(12,000 ltrs)

Deposit – Rs. 500 (Domestic) & Rs. 1000 ( Commercial )

## **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 04972731086 for lodging complaint



relating to contamination of water or for any deficiency in the quality of water.

### **WATER CONNECTION**

- Consumers have to apply on prescribed proforma available free of cost with the Water Supply section.
- 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.

### **CITIZENS RESPONSIBILITIES**

- Citizens should ensure timely payment of taxes to enable the Board to provide better services.
- Citizens should keep their surroundings litter free and clean to ensure a clean and hygienic environment.
- Citizens should not install online booster pumps/appliances.
- Service pipes should be laid away from GI' and sewer lines to avoid contamination of water.
- Underground tanks/overhead tanks should be cleaned periodically.
- In case of any contamination of water, it should be immediately brought to the knowledge of Cantonment Board.

### **COMMERCIAL**

#### **A. Billing**

1. Issue of duplicate bills On request against payment (same day)
2. Complaints made on personal visit regarding billing will be sorted out within two weeks.
3. Final reply to the consumer Within 15 days.

#### **B. COMPLAINTS**

1. Complaints / enquiries will be attended personally by Meter Reader
2. Every day between 11AM to 1 PM
3. Attending to complaints by Cantonment overseer, Every day between 4PM to 5PM
4. Redressal of grievances of consumers by Chief Executive Officer on all working days subject to availability of C.E.O.

#### **C. MISCELLANEOUS**

1. Disconnection of water supply - on request of the consumer within 15 days of the receipt of the application.
2. Issue of current bill within 07 days from application.
3. Issue of disconnection letter on the day of disconnection of supply
4. Refund of Security Deposit: within 15 days from the production of Original deposit receipt with application.

5. Restoration of water supply: within 03 days after clearance of outstanding dues and payment of restoration charges.

6. Citizens may contact the Engineering Section for complaints of low water pressure, leakages and defect in distribution lines.

### **REDRESSAL OF GRIEVANCES**

1. Discrepancies in rates/amount : Revenue clerk, Cantonment Board
2. Delay in delivery/receipt of bills : Revenue clerk, Cantonment Board.
3. Any other complaints/grievances be made to CEO, which is conducted on the first and third Tuesdays of every month to redress the grievances of public and employee.

### **COMPLAINTS OF BILLING**

1. In case of excessive billing/under billing/wrong billing, a complaint along with copy of water bill should be sent to the Chief Executive Officer.
2. Consumers can meet officers of Water Supply between 11AM to 1PM every day.
3. 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 @ 2% p m.

### **BUILDING PLANS**

All enquiry including advice on deficiencies in application/ documents will be attended across the table by the Cantonment Board Engineering Section.

1. On all working days between 12 Noon to 1 PM
2. Building Notice form will be supplied at cash counter of Cantonment Board by Cashier /Revenue Section 10.00AM to 4.00 PM Clerk on payment .
3. On all working days between 10 AM to 12.30 PM and 3.00 PM to 4PM
4. Payment of fees/other charges will be received
5. At Cash counter of Cantonment Board between 10 AM to 12.30PM and 3 PM to 4 PM on all working days.
6. Decision on application for sanction of building plans will be communicated within thirty days.
7. Decision on re-valuation of plans will be communicated within thirty days.
8. Construction/Reconstruction require CRZ clearance as Cannanore Cantonment comes under CRZ II zone.

## **BUILDING PLANS**

Any person who intends to construct, reconstruct, makes alterations or additions should apply to the CEO / Cantt. Board on prescribed application form, which can be purchased from the Oversser/Revenue Section of Cantt. Board.

Building Notice form (set of 02 Nos.) costing Rs. 100/- each set.

Out side civil area (set of 02 Nos.): Rs. 150/- each set.

### **A. Who can apply ?**

HOR's of the house/quarter/bungalow, 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 fulfillment of terms and conditions of revised land policy of 1995 and building byelaws of Cantonment Board, Cannanore.

### **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 Cantt. 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 03 blue prints.

(2) For Private land:

- i) Notice under section 243 of the Cantonment Act 2006 in triplicate.
- ii) Building plan showing the details on tracing cloth + 3 blue prints.
- iii) Latest Non agricultural tax receipt.
- v) Sanctioned lay out copy with sanction letter or copy of map from State Government showing the proposed plot.
- vi) Stability certificate with copy of registration from Registered RCC Designer.
- vii) No objection certificate for use of approach road (In case of private road)
- viii) Copy of sale deed.
- ix) Copy of GPA with signature of Sub-Registrar, Kannur
- x) Water arrangement letter for construction purpose.

- xi) Undertaking that the GPA Holder is alive as on date.
- xii) Undertaking from the owner if the Licenced Civil Engineer is submitting the building plan on behalf of the owner.
- xiii) Copy of the old sanctioned plan
- xiv) Tax paid receipt of revenue authorities and Cantonment Board

### **Sets of plans**

- i) All sets of plans should be signed by registered Licenced Civil Engineer and HOR's, giving full name, address and telephone number. At least one set should be cloth mounted.
- ii) Normally three sets of plans to a scale not less than 8 feet to the inch are required to be submitted along with building notice application form under section 235 of Cantt. Act 2006.
- iii) Each such notice shall also be accompanied by the site plan on a scale not less than 110 feet to the inch showing the prescribed situation of the building.

**How to deposit fees/other charges :**Deposit the amount by cash between 10 AM to 12.30 PM and 3 PM to 4PM at cash counter of Cantt. Board Office.

### **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 234 of the Cantt. 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 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 Cantt. 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.

- a. Failure to given notice of intention to erect a building is liable a fine which, may extend to Rs. 50,000/- under section 247 of Cantt. Act, 2006.

### **OFFICE ADMINISTRATION**

The following meeting are held regularly:-

1. Board Meeting (one meeting is held per month )
2. Civil Area Committee Meeting.

### **REVENUE SECTION -**

Its primary duty is to demand and collect taxes like Property Tax, Profession tax, Advertisement tax, Entertainment tax, Tax on transfer of Immovable property and collecting rent from Cantonment properties.

### **SERVICES RENDERED & COMPLAINTS :**

- |  |                                      |
|--|--------------------------------------|
| 1. New Assessment for levying Property tax | - 60 Days                            |
| 2. Name transfer and mutation of property  | - 60 days if case is clear           |
| 3. Objection on revision of tax            | - 30 days                            |
| 4. Discrepancy in payment of tax           | - within 2 days                      |
| 5. Allotment of shops                      | - Periodically done as per agreement |
| 6. Renewal of licence period               | - Annually                           |

### **ENFORCEMENT :**

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

2. The allotments made as a rehabilitation measure on daily license fees are regulated as per Cantt. Act 2006. The allotments/transfer in respect of stalls/shops etc. are regulated in terms of Cantt. Act.2006.
3. Approval for banners, posters etc. for temporary functions.
4. Not allowed in Cantonment area. Allotment of space for Hoardings
5. On application to CEO @ Rs. 20/- per Sq.ft. Allotment is at the discretion of the Board.
6. Removal of encroachments
7. Fresh encroachment demolished immediately.

## **PROPERTY TAX**

The Cantonment Board, Cannanore collects property tax from private buildings/Old Grant / Lease properties and service charges from the Central Govt. properties. Property tax is charged as a percentage of annual rental value (ARV) of lands and buildings prevailing. The rates of taxes of cases are revised triennially by the Cantonment Board.

### ***Rate of taxes –***

House Tax : 13%

Water Tax : 2%

Conservancy tax : 3%

Lighting Tax: 3%

Edu. Cess : 1%

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 Executive Officer and after giving an opportunity of hearing by an assessment committee constituted by the Board, the assessment list is finalized.

Increase in rental value is done triennially by the Cantonment Board. The information being called for under section 103 by the Chief Executive Officer has to be furnished by the inhabitant failing which he shall be punishable with fine upto Rs. 500/- and also be liable to be assessed at such amount as the Board may deem fit for the purpose of taxation.

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 and payment fixed for duplicate bill.

**Notice of completion of new building** - A notice under section 74 of Cantonments Act should be given to the Chief Executive Officer within 30 days of completion or occupation whichever is earlier, failing which fine upto Rs. 250/- or ten times the tax payable for a period of 3 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 by instrument to the Executive Officer and within 6 months in case of a death.

Any other complaint with regard to the above, Head Clerk and Overseer may be contacted on any working day.

### **Payment of property tax**

Property tax should be paid within 30 days from the receipt of bill under section 99 of Cantonments Act. 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 of the sum due for each completed month from the date of expiry of the period of thirty days as aforesaid.

Water charges on all assessments will be collected subject to remittance of Property tax. The Board reserves the right to disconnect the water supply to properties with arrears of property taxes.

### **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 84 of Cantonments Act,2006.

### **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.

## **PUBLIC HEALTH**

### **Sanitation**

Cleaning of roads and streets

All working days 6.30AM to 2.30 PM in respect of all areas

Cleaning of Group latrines : Every day in the morning

Collection and removal of garbage

from Cantonment rubbish bins : Every day between 6.30 AM to 2.30 PM.

Collection and removal of garbage on - within 24 hours of complaint receipt of complaint of non-lifting, if any, during working hours.

Lifting/removal of dead animals : within 5 hours of intimation/Complaints.

There are no insanitary latrines exists in Cannanore Cantonment. There are 3 public group latrines in Cantonment with 35 seats for males and 35 for females.

### **SOLID WASTE MANAGEMENT**

- ⇒ Cannanore Cantonment is strictly implementing ban on polythene.
- ⇒ Door to door garbage collection in civil areas being carried out as per norms of Municipal Solid Waste Management (Handling) rules 2000.
- ⇒ Segregation into biodegradable and non-biodegradable waste being done at source.
- ⇒ Dumping of non-biodegradable waste in the trenching ground.

### **CITIZEN'S RESPONSIBILITIES :**

The citizen's are responsible for disposal of garbage and wastages generated by them. Cantonment Board Cannanore 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 ilk 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 ppublic 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 and to hand over to the employees of Mission Zero Garbage who visit the houses daily for door to door collection of garbage, responsibility or owner to have their own premises swept and cleaned.

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 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 4 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 Sanitary Inspector/SEMO, M.H,
4. Deposition of fee is permitted along with licence application when they are submitting for processing.
5. Licenece are being issued with the approval of Cantonment Board, Meeting

### **Other services**

Removal of dead animals	Cantonment Board Office	Phone No: 0497-2731086
Stray dogs	Cantonment Board Office	Phone No: 0497-2731086
Anti Malaria operations	Cantonment Board Office	Phone No: 0497-2731086

## **GENERAL**

### **A - Supply of copies of resolutions**

- Receipt of application - Between 10 AM to 5 PM at any working day.  
Supply of copy of resolution - within 3 days

### **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 association, 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' cooperation and understanding.

**HELP US TO ACHIEVE EXCELLENCE IN PUBLIC SERVICE AND SERVE YOU  
BETTER AND BETTER.**

Revised on 30-05-2017

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