**SECUNDERABAD CANTONMENT BOARD**

**Citizens Charter**

**Vision:-**

Secunderabad Cantonment Board is mandated to look after the civic services within the Secunderabad Cantonment jurisdiction. The Board functions under the administrative Control of Government of India, Ministry of Defence, in addition to providing civic amenities the Board also is mandated to manage the land placed under its management.

**Mission:-**

The mission of the Board is to provide the best possible civic amenities to the citizens of the Cantonment in a transparent and time bound manner and to be reckoned among the best local bodies in providing citizen friendly services, clean and green environs and ensuring the benefits of urban development reach all areas of Cantonment and all sections of society.

**Duties of Cantonment Citizens:-**

For a clean, green, healthy Cantonment, the Board requests the citizens:

1. Not to make unauthorized constructions.
2. Not to encroach Govt. land.
3. Not to make deviations from the sanction plan.
4. Not to litter and to hand over domestic garbage to the designated collectors or to deposit in the designated receptacle.
5. Not to throw anything in Nalas/Manholes.
6. Keep the public toilets clean.
7. Not to waste water as water is precious.
8. To pay property tax and water bills in time.
9. Not to run any commercial activity without obtaining trade license.
10. Co-operate with the Cantonment authorities during inspection of commercial spaces in the interest of public health and hygiene.
11. Not to tamper with Cantonment Board main drain and water lines without obtaining permission.
12. To use the public property in a judicious manner and help in proper upkeep.
13. Not to do any commercial activity in residential premises.
14. To follow all the old grant terms and lease conditions wherever the property is an old grant or on lease.

**Grievance redressal procedure:-**

Citizens of the Cantonment can get their grievances addressed in the following ways.

1. Make a written complaint.
2. Use the online grievance module on Cantonment Board website <https://scb.gov.in/SCBHdfcPG/GrievanceRedressal_New.aspx>
3. Use the grievance module available in the Cantonment Board mobile app which can be downloaded here <https://play.google.com/store/apps/details?id=scb.com.scbcustomerapp>
4. Use the landline – helpline number 040-21112111.
5. Use the Cantonment Board email ceo.scb2009@gmail.com
6. Use the twitter “*@GrievanceScb”.*
7. In case of urgency officials of Cantonment Board may be contacted on phone. The phone numbers are available on website <https://scb.gov.in/SCBPortal/OfficersContacts.html>

**CITIZENS CHARTER FOR SECUNDERABAD CANTONMENT BOARD FOR VARIOUS SERVICES PROVIDED**

The following is the Citizens Charter of Demand to be followed by Secunderabad Cantonment Board. The services mentioned below will be provided to the Citizens of Secunderabad Cantonment within the specified time frame as mentioned from the date of submission of request / on completion of all formalities or submission of proper documents or after the approval of the Board as required under the Act.

| **Sl. No.** | **Charter of demands** | **Work to be completed within** | **Person In-charge** | **Person to be contacted** | **Contact No.** |
| --- | --- | --- | --- | --- | --- |
| 1 | Birth & Death Certificate | 07 days  (Subject to submission of all required documents correctly) | Birth / Death Clerk / Office Supdt. | Shri M Srinivas,  Sr. Asst. | 8333997697 |
| 2 | Mutation of Properties in GLR | Within 75 days excluding the mandatory period of 30 days meant for inviting objections through Public Notice. | Cantonment Engineer | Shri Iqbal Ahmed, | 9490611178 |
| 3 | G.L.R. Copy | 3 days | Surveyor | Smt. Saritha, Saritha | 9490611197 |
| 4 | Copy of Board Resolution | 07 days | Office Superintendent | Shri Syed Akbar Ali | 9490611193 |
| 5 | Copy of Electoral Roll | 05 days | Office Superintendent | Shri Syed Akbar Ali | 9490611193 |
| 6 | Building application form | One day | Cantonment Engineer | Shri Iqbal Ahmed, | 9490611178 |
| 7 | Sanction of Building plan | 60 days | Chief Cantonment Planner | Shri M. Ramulu, | 9490611179 |
| 8 | Certified copy of plan | 07 days | Chief Cantonment Planner | Shri M. Ramulu, | 9490611179 |
| 9 | Permission for road cutting | 07 days | Revenue Supdt. | Shri D Krishna | 8333997719 |
| 10 | Refund of Security Deposit / EMD | 30 days | Section Clerk Concerned /Accounts | Smt. Annie | 9490611185 |
| 11 | Repairs to street lights | 03 days | AEE (Electrical) | Shri Savan | 9490611192 |
| 12 | Complaints pertaining to cleanliness, garbage bins disposal, drainage chokes. | 02 days | Health Supdt./Sanitary Supdt. | Shri Afzal Mohiuddin  Shri M Devender | 9490611184  9490611186 |
| 13 | Processing cases on account of violation of health & hygiene conditions by private individuals or firms to the respective JMFC for further prosecution. | 15 days | Health Supdt./Sanitary Supdt. | Shri Afzal Mohiuddin  Shri M Devender | 9490611184  9490611186 |
| 14 | Spraying of disinfectants, fogging. | 02 days | Health Supdt./Sanitary Supdt. | Shri Afzal Mohiuddin  Shri M Devender | 9490611184  9490611186 |
| 15 | Removal of drainage chokes | 02 days | Health Supdt./Sanitary Supdt. | Shri Afzal Mohiuddin  Shri M Devender | 9490611184  9490611186 |
| 16 | Complaints pertaining to stray dogs / cattle | 03 days | Health Supdt./Sanitary Supdt. | Shri Afzal Mohiuddin  Shri M Devender | 9490611184  9490611186 |
| 17 | Permission for trimming of branches in civil area | 20 days | Horticulture Incharge/Sanitary Inspector | Shri Mahender | 9490611187 |
| 18 | Booking of Marriage Halls/Community Halls | 07 days | Revenue Supdt / Concerned Clerk | Shri D Krishna | 8333997719 |
| 19 | Applications for Assessment Certificate / Property Tax Certificate / Tax Clearance Certificate | 07 days | Tax Supdt | Shri M Narsing Rao  Shri K V Ramana Rao | 9490611189  9490611173 |
| 20 | Processing applications for permission of hoardings | 30 days | Revenue Supdt / Concerned Clerk | Shri D Krishna | 8333997719 |
| 21 | Applications for commercial banners / sign boards | 03 days | Revenue Supdt / Concerned Clerk | Shri D Krishna | 8333997719 |
| 22 | New Assessment | 30 days | Tax Supdt | Shri M Narsing Rao  Shri K V Ramana Rao | 9490611189  9490611173 |
| 23 | Applications pertaining to Triennial Revision of Assessment | 30 days | Tax Supdt | Shri M Narsing Rao  Shri K V Ramana Rao | 9490611189  9490611173 |
| 24 | Applications pertaining to correction of property tax bills | 15 days | Tax Supdt | Shri M Narsing Rao  Shri K V Ramana Rao | 9490611189  9490611173 |
| 25 | Mutation of properties in Tax register | 45 days Mandatory period of 15 days meant for inviting objections through paper advertisement. | Tax Supdt | Shri M Narsing Rao  Shri K V Ramana Rao | 9490611189  9490611173 |
| 26 | Issue of Trade License | 30 days | Sanitary Inspector | Shri Mahender | 9490611187 |
| 27 | Refund of Security Deposit of bookings of Halls | 07 days | Revenue Supdt / Concerned Clerk | Shri D Krishna | 8333997719 |