SERVICE DELIVERED TO THE CITIZENS DIRECTLY BY THE CENTRAL GOVERNMENT MINISTRIES/DEPARTMENTS

e-Chhawani Portal

1. **Name** : **D/o DEFENCE**

2. **List of Services (comma (,) separated):** Information portal – CB Website, Trade License, Public Grievances Redressal, Miscellaneous Collection, Lease renewal/Extension, Birth and death certificates download, Online OPD registration, GIS based Water Connection (SWAJAL) and Sewerage Connection, Online Property Tax payment facility, Booking of community hall and water Tanker, Mobile toilet locator facility, Online Building Plan Approval, Mutation of names in Property Tax records, Rent collection module

3. Number of Application received against the Services provided for the period

Name of Services	Financial Year (FY 2021-2022)
Trade License	8,900
Public Grievances Redressal	36,600
Miscellaneous Collection	2,15,875
Lease renewal/Extension	212
Birth and death certificates download	15,614
Online OPD registration	23,140
GIS based Water Connection (SWAJAL) and Sewerage Connection	1,619
Online Property Tax payment facility	98,526
Booking of community hall and Water Tanker	4,866

4. Nature of Delivery of Services : **Online**

5. Total Number of Services (inclusive of offline and online service) : **4,05,353**

7. Number of Services under Citizen Charter :

   Apart from this, other services offered by Cantonment Boards are as follows:

   a. Sanitation conservancy & solid waste management.
   b. Medical services through Cantonment Board Hospitals & Dispensaries.
   c. Providing education through Cantonment Board Schools.
   d. Fire services.
   e. Other municipal services including provision of cremation/burial ground, libraries, parking, street light, parks & recreation, storm water drainage etc.

Lands: The services pertaining to the Lands, delivered to residents by the Defence Estates Organization are as follows:

    a. Transfer/Mutation of Old Grant site.
    b. Extension/Renewal & transfer/mutation of Lease hold sites.
    c. Conversion of existing rights into freehold in civil areas.

8. Online Services (out of total services)   :   4,05,353

Multi Modal Interface (inclusive of offline and online services)
(Meeting the breakup for method of service delivery in term of)

6. Mobile   :   **15216**

7. Desktop   :   **130476**

8. Helpdesks   :   **259661**

9. Others   :   **0**

10. Unified platforms (Mention the details of the SI / Software Development Agency)

Bharat Electronics Ltd.

11. Indicate the presence of dashboards which is in public domain and public discloser of abstracts of applications disposed of with affirmation or otherwise.

The Performance Smart Board "CARE — Cantonment Areas Real-time Executive" is a kind of Dashboard available in the public domain so that the public can see the detailed abstracts of various modules under e-Chhawani Portal for a particular Cantonment Board.

Overview of the Dashboard shows the details of the total number of applications received, number of requests processed and number of citizens registered for a particular Cantonment Board. Public can see the details of number of applications received and number of applications disposed off under e-Chhawani modules. Further, Public can also view top 03 and bottom 03 performing Cantonment Boards.

The link of Performance Smart is also given on the websites of Cantonment Boards.

12. Real Time updates / alerts provide to citizen
Yes

13. Integrated With
SMS, Email and Payment Gateway, GIS

14. Do you want to upload Standardized Application form?
No

15. Methodology followed in case of rejection or refusal of services (like auto appeal to higher level / appeal)

Workflow based methodology is used for online processing of applications. The application is rejected or refused if the applicant is not eligible or have provided incomplete or wrong information. The applicant can resubmit the application after rectifying the shortcomings.

16. Entitlement based delivery of services (please mention how are they identified and how many are they identified and how many are given voluntarily)

Not applicable

17. Home Delivery of Services

The Mobile Helpdesk services have also been provided by the Cantonment Boards to provide door step services to elderly people residing in Cantonment areas who may not be conversant or have access to a computer or cell phone.

18. Mechanism of delivery of services during the failure of online system, internet etc.

In any unforeseeable circumstance a citizen may visit cantonment office for obtaining service, however, the service request will be maintained online on e-Chhawani Portal by cantonment board official.

19. Feedback Mechanism

In respect of services provided by Cantonment Board, citizen can lodge his grievance / feedback online on e-Chhawani Portal. The grievance will automatically be forwarded to concerned cantonment for redressal. The cantonment board is mandated to address the grievance of citizen in a time bound manner. At any point of time citizen can check the status of his grievance. The citizen is provided response by means of SMS and email regarding status of grievance at each stage.

20. Remarks / Way Forward

Online modules covering services in cantonments are being continuously developed to make available all services via e-Chhawani. Responsiveness and

sensitivity to the needs of the residents are being ensured with adherence to timelines stipulated. Measures such as door-to-door services for elderly people, mobile service desk, help line numbers have been started. To increase trust and instill sense of transparency.