

CITIZEN CHARTER ukxfjd vf/kdkj lk=



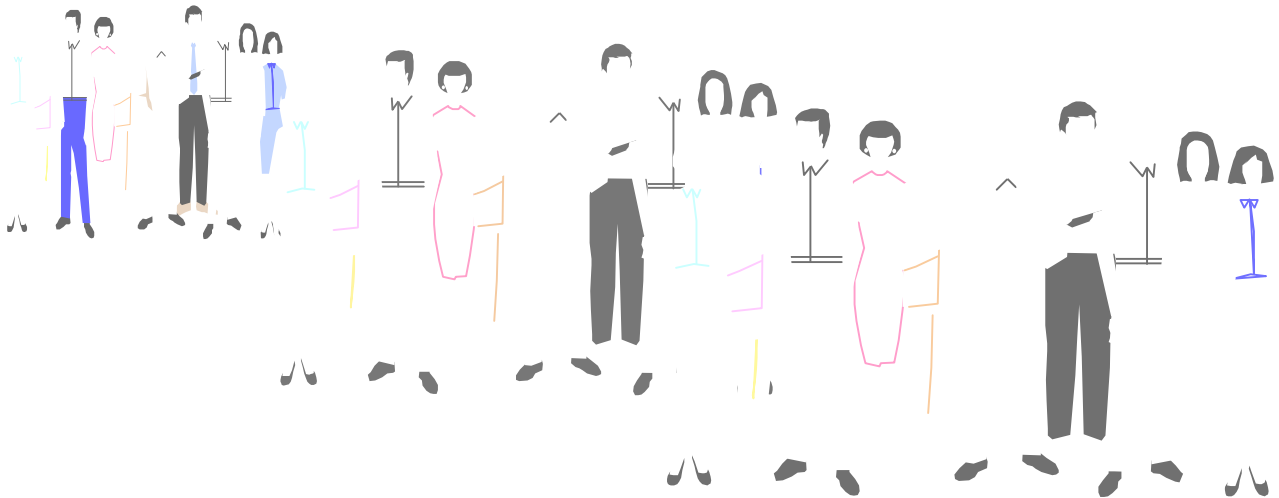
DEVELOPMENT AUTHORITIES



AND

HOUSING AND DEVELOPMENT BOARD

fodkl ikf/kdj.kj vkokl ,oafodkl ifj"kn



AWAS BANDHU
HOUSING DEPT.,
GOVT. OF UTTAR PRADESH
APRIL, 2001

vkokl cu/kq
vkokl foHkxj
mRrj inšk 'kl u
vi&y] 2001



OUR COMMITMENTS

gekjh ifrc) rk, a

DEVELOPMENT AUTHORITIES/ HOUSING AND DEVELOPMENT BOARD, OWE FOLLOWING SERVICES TO OUR CONSUMERS, ALLOTEE/ BUYERS

fodkl ikf/kdj.k@vkokl ,oafodkl ifj"kn viusmiHkDrkj vkoVh@drk dks fuEufyf[kr vk'okl u nrk g9&

- ◆ Unbaised, quick and cordial service] with full integrity and honesty,
- ◆ I R; fu"Bk ,oab&kunkjh ds I kfk fu"i {k Rofjr ,oa I kStU; iwZ I okj
- ◆ High quality of construction and development works at appropriate cost,
- ◆ mfpr eV; ij mPp dkV dk fodkl ,oafuelZk dk; }
- ◆ Punctuality and transparency in all transactions,
- ◆ I Hh ys&nsu ea ikjnf'kzk ,oa I e; c) rkj
- ◆ Time-bound delivery of all services and redressal of complaints,
- ◆ I Hh I okv@f'kd; rh&i=la dk I e; c) I ek/kku]
- ◆ To make available at reception counter, all information regarding time-bound disposal of various on-going programmes,
- ◆ fofHku I pkfyr dk; k ds I e; c) fuLrkj.k ds I Ecl/k ea I puk I kexh Lokxr d{k ea mi yC/k djlukj
- ◆ Organise regular public camps for quick disposal of pending matters
- ◆ yfEcr ekeyla ds Rofjr fu"i knu grqfu; fer : i I syk d f'foj vk; kstr djuka

Determining/Fixation of Time-Schedule and responsibilities for time-bound disposal of various Tasks and redressal of Public Grievances.

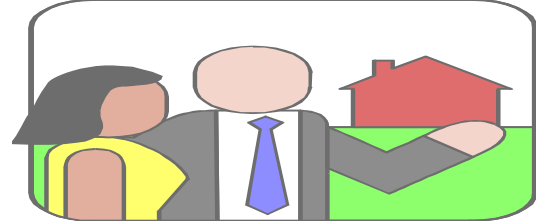
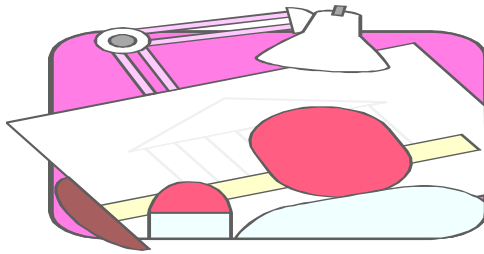
fofHku dk; k ds I e; c) fu"i knu
rFk yld f'kd; rla ds I ek/kku grq I e; & I hek ,oamRrjnkf; Ro fu/Wj.k

Expectations of Citizen Charter

Ukxfjd vf/kdkj i= dh vi\$kk, a

1- Plot/house/property Allotment

1- Hkfk.M@Hkou vko'u fo"k; d

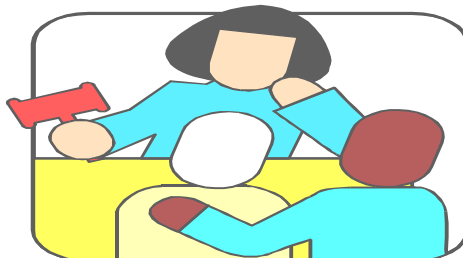
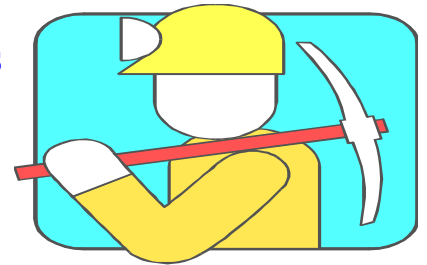


2. Building Plan Approval

2- Ekufp= Lohdfr fo"k; d

3-Land Acquisition, Development Works And Maintenance of Public Services

3-Hk&vtZj fodkl dk; k, oa
tu&l okvks ds vuqj{k.k fo"k; d

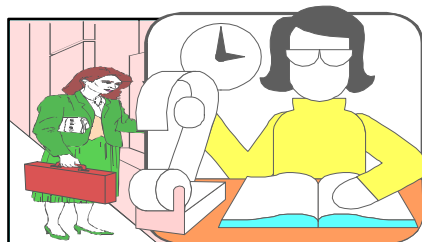
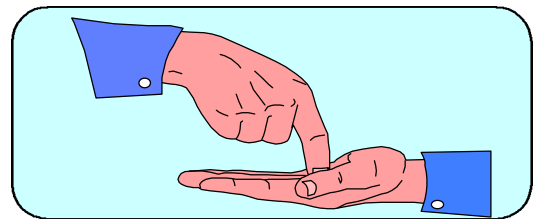


4 -Redressal of Public Greivances

4- ykd f'kdk; rks ds l ek/kku gsrq; oLFk

5- Obligations of Consumers

5- miHkDrk dsnf; Ro



6- Procedure for registration of Complaints

6- f'kdk; r ntZ djkus gsrq i fdz, k

1. ALLOTMENT OF PLOT / HOUSE

Hkjk.M@Hkou vkoV/u fo"K; d

PROPERTY SECTION

I Ei fRr vutHkx

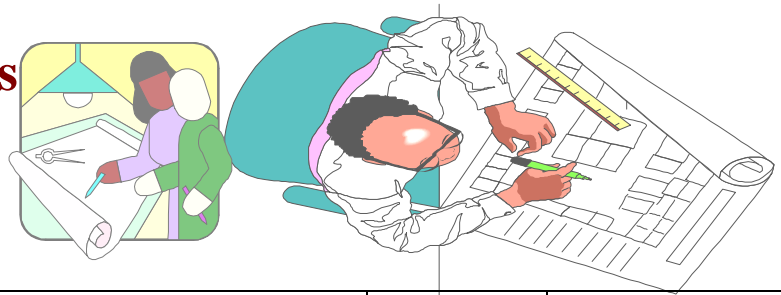


Sl.No. Ø- I a	Purpose/Enquiries iz; kt u@ft Kl k, a	Time Schedule fulRkj.k I e; & I tek	Officer Responsible mRr jnk; h vf/kdkjh
1-	To obtain information regarding availability of plots / houses in various schemes fofHku ; kt ukvla ea Hkjk.M@Hkou ka dh mi yC/krk Kkr djuk	24 hrs. 1 fnu	Property Officer LkEi fRr vf/kdkjh
2-	To obtain information regarding new schemes of Development Authority/ Housing and Development Board i k/kdj.k@ifj"kn }kjk I pkfyr u; h ; kt ukvla dh tkudkj dh djuk	24 hrs. 1 fnu	Property Officer LkEi fRr vf/kdkjh
3-	To submit application for registration of plot/house allotment Hkjk.M@Hkou ds i a t h dj.k gr qv konu & i = tek djuk	2 days 2 fnu	Property Officer LkEi fRr vf/kdkjh
4-	To obtain information regarding progress of plot/house allotment Hkjk.M@Hkou ds vkoV/u dh ixfr Kkr djuk	3 days 3 fnu	Property Officer LkEi fRr vf/kdkjh
5-	To obtain costing of plot/house Hkjk.M@Hkou dh dkfLVx djuk	5 days 5 fnu	Accounts officer y f k f / k d k j h
6-	To obtain allotment letter vkoV/u lk= i k r djuk	2 days 2 fnu	Property Officer LkEi fRr vf/kdkjh
7-	To obtain calculation memo regarding instalments of plot / house vkoVr Hkjk.M@Hkou dh fd'rka dh x.kuk I s I EcU/kr foj.k i k r djuk	7 days 7 fnu	Property Officer LkEi fRr vf/kdkjh
8-	To obtain details of interest/penal interest calculation C; kt , oan.M C; kt vlx.ku ds I EcU/k eafoj.k i k r djuk	10 days 10 fnu	Property Officer LkEi fRr vf/kdkjh
9-	To obtain Reschedule of instalments fd'rka dk i qz u / k j .k djuk	15 days 15 fnu	Chief Accounts Office e f ; y f k f / k d k j h
10	To obtain Settlement of anomalies in the deposited amount tek /kujkf'k dh fol xfr dk I ek/Hku djuk	10 days 10 fnu	Property Officer LkEi fRr vf/kdkjh
11-	To obtain Verification of file documentation i=koyh ds MMD; eB/sku dh i q V djuk	10 days 10 fnu	Property Officer LkEi fRr vf/kdkjh

12-	To obtain Reinstatement of plot/house allotment on request made within 30 days of cancellation fujLrhjdj.k ds30 fnu dsvlnj vkonu djustij Hkjk.M@Hkou vkob/u dls i qoqky djuk	3 days 3 fnu	Property Officer LkEi fRr vf/kdkjh
13-	To obtain Costing for complete payment i wkZ Hkqrku dsfy, x.kuk djuk	10 days 10 fnu	Property Officer LkEi fRr vf/kdkjh
14-	Transfer or renaming of plot/building Hkjk.M@Hkou dk ukekUrj.k ; k iR; korZu	45 days 45 fnu	Property Officer LkEi fRr vf/kdkjh
15-	Mutation of plot/house Hkjk.M@Hkou dk E; Wsku djuk	60 days 60 fnu	Property Officer LkEi fRr vf/kdkjh
16-	To obtain copy/inspection of file lk=koyh dk fujh{k.k@udy iRr djuk	5 days 5 fnu	Secretary I fpo
17-	Execution of agreement/sale deed vuqW/k@fodz; foyqk dk fu"i knu	15 days 15 fnu	Property Officer LkEi fRr vf/kdkjh
18-	Conversion of Lease hold land to free-hold i VVs dh Hke dk Yh&gkM djuk	15 days 15 fnu	Property Officer LkEi fRr vf/kdkjh
19-	To obtain possession letter after registration of sale deed fodz; &foyqk fucU/ku ds mi jkr Hkjk.M@ Hkou dk dCtk i = iRr djuk	5 days 5 fnu	Property Officer LkEi fRr vf/kdkjh
20-	To obtain refund of registration/any other due amount to unseccessful applicants after the lottery yKVjh ds mi jkr vl Qy vkondk dls i ahdj.k@vl; ns /kujk'k dh oki I h	10 days 10 fnu	Property Officer LkEi fRr vf/kdkjh
21-	To know the status of progress regarding submitted application i wZeatk i kFk&k= dh ixfr Kkr djuk	5 days 5 fnu	Property Officer LkEi fRr vf/kdkjh
22-	To obtain miscellaneous information regarding properties I Ei fRr; k ds I Ecu/k eafok tkudkj iRr djuk	15 days 15 fnu	Property Officer LkEi fRr vf/kdkjh

2- 2. Approval of Plans

ekufp= Lohdfr fo"k; d



BUILDING SECTION

Hkou vuttkx

S.No.	Purpose/Enquiries i; ktu@ftKkl k, a	Time Schedule fulrkj .k l e; &l tek	Officer Responsible mRrjnk; h vf/kdkjh
1-	To obtain information at the counter regarding plan approval formalities ekufp= Lohdr dh vki pkjdrkvla dh dkm.Vj ij tkudkjh djuk	Immidiat rRdky	Incharge, Building Section i Hkj hHkou vuttkx
2-	To obtain Providing prescribed forms at the counter for submission of plans ekufp= tek djusgrqfu/kkjr ii= dkm.Vj ij ikr djuk	Immidiat rRdky	Incharge, Building Section i Hkj hHkou vuttkx
3-	To obtain information at tha counter regarding building permit fee and other related charges ekufp= 'k'd ,oa vl; ns 'k'dka dh dkm.Vj ij tkudkjh djuk	Immidiat rRdky	Incharge, Building Section i Hkj hHkou vuttkx
4-	Submission of plans for plots upto 300 sq mt. of area 300 oxZehVj rd dsHkM dk ekufp= tek djuk	Immidiat rRdky	Incharge, Building Section i Hkj hHkou vuttkx
5-	Approval of plan for unitary plots of more than 300sq.mt. of area 300 oxZehVj l scM\$, dy HkM dh ekufp= Lohdfr	30 days 30 fnu	Incharge, Building Section i Hkj hHkou vuttkx
6-	Approval of plan for group housing/commercial buildings xij gkmfl x@0; ol kf; d Hkou ekufp= dh Lohdfr	90 days 90 fnu	Incharge, Building Section i Hkj hHkou vuttkx
7-	To obtain information regarding sub-division/lay-out plan fee (including securing of NOC from concerned departments) l c&fMohtu@y&vkmV lyku grq ns 'k'dka dh tkudkjh vl EcfU/kr foHkxla l svuki fRr iek.k&i= i ikr djuk Hh l fefyr g&	45 days 45 fnu	Incharge, Building Section i Hkj hHkou vuttkx
8-	Approval of sub-division/lay-out plan l c&fMohtu@y&vkmV lyku dh Lohdfr	45 days 45 fnu	Incharge, Building Section i Hkj hHkou vuttkx
9-	Approval of plan for purchaseable F.A.R. Ø; & k; , Q-, -vkj- grqekufp= Lohdfr	30 days 30 fnu	Incharge, Building Section i Hkj hHkou vuttkx

10-	Approval of plan for compensatory F.A.R after policy decision DEiul Vjh , Q-, -vkj grqufrxr fu.kz dsmijWr ekufp= Lohdfr	30 days 30 fnu	Incharge, Building Section i HkjHkou vutKx
11-	Plan renewal ekufp= uohudj.k	15 days 15 fnu	Incharge, Building Section i HkjHkou vutKx
12-	To obtain information at the counter regarding Compounding bye-laws 'keu mifof/k dsckjseadkm.Vj ij tkudkjH	Immidiata rRdky	Incharge, Building Section i HkjHkou vutKx
13-	Approval of compounding plan dEikmf.Max ekufp= dh Lohdfr	90 days 90 fnu	Incharge, Building Section i HkjHkou vutKx
14-	Hearing of notices against unauthorised/illegal construction vfrØe.k@voKk fuelkz dsfo:) i klr ukVI dh l quokbz	2 days 2 fnu	Incharge, Building Section i HkjHkou vutKx
15-	Action against unauthorised/illegal construction vfrØe.k@ voKk fuelkz dsfo:) dk; bkgH	7 days 7 fnu	Incharge, Enforcement i HkjH buQk ÆBV
16-	To obtain copy of approved plan Lohdfr ekufp= dh udy i klr djuk	7 days 7 fnu	Incharge, Building Section i HkjHkou vutKx
17-	To obtain Land-use information as per Master Plan egk; kstuk dsvuq kj Hk&mi ; lK dh tkudkjH i klr djuk	7 days 7 fnu	Incharge, Planning Section i HkjHkou vutKx
18-	Disposal of application regarding change of Land-use Hk&i; lK ifjorZu i kFkuk&i= dk fuLrkj.k	90 days 90 fnu	Incharge Planning i HkjHkou vutKx
19-	To enquire about the date fixed for hearing of case from the Presiding Officer okn ds l EclU/k ea l EcfU/kr i Hkkl hu vf/kdkjH l sfrfK dh tkudkjH djuk	Immidiata rRdky	Incharge, Building Section i HkjHkou vutKx
20-	Issue of Completion Certificate i wkzk i ek.k&i = dk fuxZu	30 days 30 fnu	Incharge, Building Section i HkjHkou vutKx

4. ARRANGEMENTS FOR REDRESSAL OF PUBLIC GRIEVANCES

yk d f'kdk; rlad s l ek/kku grq0; oLFk

QUICK SERVICES THROUGH INDIPENDENT AGENCY

LorU= l hFk dsek/; e l srofjr l ok



- Independent agency to be deployed for registration of complaints
- f'kdk; rlad s i ahdj.k grqLorU= l hFk yxkbZ tk, xhA
- All complaints will be registered through above mentioned agency
- l eLr f'kdk; ramijkr l hFk dsek/; e l sntZ djkbZ tk, xhA
- Complainant will submit complaint in the prescribed form at the Authority's Counter
- f'kdk; rdrkZ fu/kZjr ii= ij i k/kdj.k ds dkmUVj ij f'kdk; r iLr djxkA
- Complainant will have to deposit prescribed fee alongwith application form to register the complaint
- dkmUVj ij f'kdk; r ntZ djkus grqvkonu&i= ds l kFk fu/kZjr 'k d tek djuk glxkA
- Agency will issue a complaint number and date for communicating Action Taken Report
- l hFk }kjk f'kdk; rdrkZ dks dEiy ufcj fn; k tk, xk vlg i q% l E idZ djus grqfrffk nh tk, xhA
- Agency will forward all complaints to the Secretary, Development Authority on day to day basis
- ifrfnu tks h h f'kdk; r a ikr glxk ij l hFk }kjk i k/kdj.k ds l fpo dks ml h fnu iLr dh tk, xhA
- Authority after processing all complaints within 4 to 5 days will provide Action Taken Report (ATR) to the Agency for onward transmission to the complainant.
- i k/kdj.k }kjk i kr l eLr f'kdk; rlad h pkj ; k i k fnu ea i k s l x dj l hFk dks Action Taken Report (ATR) miyCk dj; h tk, xh rkd mi h h r k dks v l r fje mRrj fn; k tk l dA



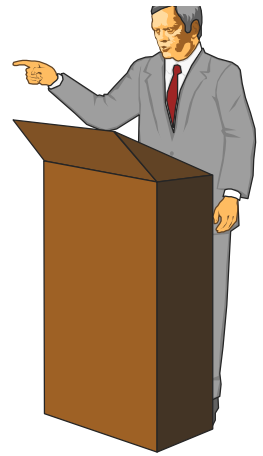
- The Agency will provide the ATR to the complainant on due date. The Government shall Monitor the System By Exception and penal action would be taken against the Officer responsible for negligence.

➤ l hFk }kjk ATR dh l uk f'kdk; rdrkZ dks nh x; h frffk ij miyCk djkbZ tk, xhA ftu f'kdk; rlad k fu/kZjr l e; l hek ds v l h j l ek/kku l fuf'pr ugha glxk ij dh Monitoring by exception 'kkl u }kjk dh tk, xh vlg mRrjnk; h vf/kdkjh ds fo:) fu; ekuq kj n. MRed dk; bkgh dh tk, xhA



5. RESPONSIBILITIES OF ALLOTTEE / APPLICANT

mi HkDrk dk nkf; Ro



- 1. Do not purchase plots or buildings with disputed ownership title**
; d s Hk[k.M@Hkou dz u djaf tuck Lokfero Li"V u gl\$
- 2. Plot or building should be purchase only in such scheme where lay-out plan has been sanctioned by the Competent Authority**
doy , d h ; kstuk ea Hk[k.M@Hkou dz djaf tI dk y&vkmV lyku I {ke i k/kdkjh }kjk Lohdr gl\$
- 3. Do not purchase plot or building falling within undeveloped land or unauthorised colony**
vfodfl r Hkie vFkok vuf/kdr : i I sfufeR dkykuh ea Hk[k.M@Hkou dk dz u dj\$
- 4. Do not purchase house or building whose construction is illegal.**
vo\$: i I sfufeR Hkou dz u dj\$
- 5. Comply with formalities relating to plan approval and pay all prescribed fees/charges.**
ekufp= Lohdr I Ecl/h I eLr v\$ pkjdrkvd dk vuqkyu djarFk n\$ I Hk 'ky'dkadk Hkrku dja
- 6. Construct your house after approval of the building plan and in accordance with the approved plan.**
Hkou dk fuekzk ekufp= Lohdr ds mi jkr djav\$ fuekzk Lohdr ekufp= ds vuq kj gh dj\$
- 7. Complete construction of the building within validity of the building permit.**
ekufp= Lohdr dh o\$krk vof/k ds vlnj gh fuekzk dk; Z i wkZ dj\$
- 8. Use your land or building as per land-use prescribed in the Master Plan.**
Hkie@Hk[k.M dk mi ; kx egk; kstuk eafu/kZj r mi ; kx ds vuq kj gh dj\$
- 9. Do not encroach upon road, drain, park, public land, etc.**
I koZt fud Hkie] I Med] ukyh] ikdZ vkn ij vfrde.k u dj\$
- 10. Do not choke/plug the drain abutting your plot or building by covering it with earth or any other material.**
vi us Hk[k.M@Hkou ds I keus I Med@Qv i kFk ij feVvh Mkydj ukyh vo:) u dj\$
- 11. Do not encroach upon others land or property.**
fdl h vl; dh Hkie ij vo\$: i I sdcTk u dj\$
- 12. Do not carry out illegal construction on your land or plot.**
futh Hkie@Hk[k.M ij vo\$ fuekzk u dj\$
- 13. Do not continue construction in case it is sealed.**
fuekzk dk; Z I hyclh gkus dh fLFkr eavkxsfuekzk u dja
- 14. Pay all installments by due date relating to plot or building allotted by Development Authority/ Housing And Development Board.**
fodkl i k/kdj.k@vkokl , oafodkl ifj"kn }kjk vkofvR Hk[k.M@Hkou dh fd'rka dk Hkrku I e;c) dj\$

- 15. Pay all charges by due date related to maintenance of civic amenities.
tu&l f0/kvkggrqns vuj{k.k 'k/dka dk fu;fer ,oal e;c) Hkxrkudj
- 16. Extend full cooperation in the maintenance of civic amenities.
tul f0/kvkgds vuj{k.k ,oaj [k&j [kko eaiwkz l g; kx inku dj
- 17. Do not install motor pump on water supply main.
ikuh dh llykbzykbu ij l h/sek/vj iEi u yxk, b
- 18. Do not purchase plot/building or get any other work done through the mediators/dalals.
fcpky; k@nykyladsek/;e l sh/k.k.M@kou dz, u dj u gh dkbz dk; Zdjok, b
- 19. Extend the full cooperation to the field staff of the Authority/ Housing Board in discharging their responsibilities.
ikf/kdj.k@ifj"kn ds QHYM LVkQ dks mudsnkf; Ro fuozu eaiwkz l g; kx inku dj

IMMEDIATE ACTION ON COMPLAINTS REGISTERED BY THE APPLICANTS TO BE ENSURED ONLY IF NO DEFAULT OF RESPONSIBILITIES FOUND ON THEIR PART.

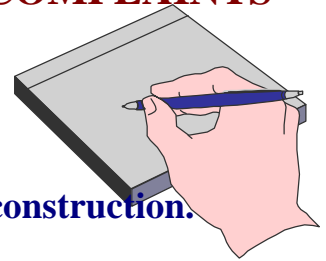
miHkDrkvlk }jkk ntZ djkbz xbf'kdk; rla ij ml h n'kk eaRofjr dk; bkg h l fuf'pr dh tk, xh ; fn mudsLrj ij nkf; Roladk mYyaku u ik; k tk, A

5. 6. PROCEDURE FOR REGISTRATION OF COMPLAINTS

f'kdk; r ntZ djkus grq i fØ; k

Complaints can be of following types:-

f'kdk; rafuEu izfr dh gks l drh g&



- **Complaint against encroachment or unauthorised construction.**
- vfrØe.k@vo&k fuekZk dsfo:) f'kdk; r
- **Complaint against unauthorised use of land or building.**
- Hkie@Hkou dsvo&k mi ; l& dsfo:) f'kdk; r
- **Complaint against unauthorised possession of land or building**
- Hkie@Hkou ds vuf/kdr d&ts dsfo:) f'kdk; r
- **Complaint against non-compliance of various responsibilities within the prescribed time-frame.**
- fofHku dk; k& grq fu/kkZjr l e; l hek ds vthj fuLrkj.k u gks ds fo:) f'kdk; r
- **Complaint regarding repair / maintenance of civic amenities viz., water supply, sewerage, drainage, electricity, etc.**
- tu&l fo/kkvla ; Fkk tyki fir l hojst] M&st] fo|q& vki fir] vkfn ds vuj{k.k@ejEr ds l Ecl/k eaf'kdk; r
- **Complaint against payment of land acquisition compensation.**
- Hkie vtU ds ifrdj H&rkku ds l Ecl/k eaf'kdk; r
- **Other Complaints**
- vU; f'kdk; r

IF THERE IS ANY COMPLAINT AGAINST DEVELOPMENT AUTHORITY / HOUSIN BOARD OR THEIR OFFICER / STAFF OR IN CASE OF NON-COMPLIANCE OF THEIR COMMITMENTS WITHIN PRECRIBE TIME SCHEDULE, THE COMPLAINANT MAY APPLY FOR REDRESSAL IN THE PRESCRIBED FORM GIVEN AT ANNEXURE-1 AND SUBMIT THE SAME AT THE COUNTER OF THE AUTHORITY/ HOUSINBOARD.

; fn fd l h mi H&rk dks i kf/kdj.k@ifj"kn vFkok muds vf/kdkfj; k&depkfj; k& dsfo:)
vFkok fu/kkZjr l e; kof/k eadk; ZfuLrkj.k u gks ds dh n'k eadk Zf'kdk; r g& rks ml ds
l ek/kku grquhpsfn; sx; si i = dks Hkj dj i kf/kdj.k@ifj"kn ds f'kdk; r dkmUVj ij
tek dj l drsg&

FORM FOR REGISTRATION OF COMPLAINT

f'kdk; r ntZdjksgrqii =

- 1- Name of Complainant** -----
 f'kdk; r drlZ dk uke -----
- 2. Address** -----
 irk -----

- 3. Telephone No.** -----
 njHk'k l ; k -----
- 4. Date of complaint** -----
 f'kdk; r dk frukd -----
- 5. Subject of complaint** -----
 f'kdk; r dk fo"k; -----
- 6. Dept./Section/Officer,** -----
against which the complaint is made -----
 foHkx@vutHkx@vf/kdkjh -----
 ftl dsfo:) f'kdk; r dh x; h -----
- 7. Mode of complaint: mark √**
 f'kdk; r dk ek/; e%√ dk fplg yxk, %
- 7.1 fyf[kr** **Written**
- 7-2 0; fDrxr** **Personal**
- 7-3 njHk'k ij** **By telephone**
- 7-4 QDI }kjk** **By fax**
- 7-5 b&ey** **By e-mail**
- 8. First registered complaint No.** -----
 igyh ckj ntZf'kdk; r dk uEcj -----
- 9. Progress of action taken** -----
 dkjbbZ dh ixf r % -----

Status of progress ixfr dh fLFkr	Name of Officer and designation to whom complaint submitted vf/kdkjh dk uke , oai nuke ftl sf'kdk; r iLr dh xbZ	Date of complaint f'kdk; r dh frfFk
1-		
2-		
3-		