

CITIZENS' CHARTER



CHANDIGARH HOUSING BOARD

let's build homes...not just houses.

The Citizens' Charter is not a legal document. Its purpose is information dissemination. Thorough care has been taken while preparing it, yet in case of any repugnancy inter-se the Citizens' Charter and the Rules/Regulations or policy documents of CHB, the later shall prevail.

PREFACE

The Citizens' Charter of Chandigarh Housing Board is a statement of objectives and guiding principles for a transparent, responsive and public friendly organization, our endeavour is:

1. To construct well designed, good quality and reasonably priced houses.
2. To float housing schemes for current requirements of the general public for best utilization of the land available.
3. To establish convenient and transparent procedures for allotment, possession, payments and transfer of property.
4. To uphold building by-laws for the safety and comfort of all residents of CHB dwelling units.
5. To ensure prompt and courteous redressal of grievances.
6. This Citizen Charter is second in the series.

This booklet spells out procedures for various services and also indicates the time frame within which allottees should expect the work to be done.

The last page of the booklet is for suggestions which can be filled up and put into the suggestion Box at the Reception Counter, or mailed to Secretary, CHB. It is assured that they shall be given due attention.

We welcome suggestions for further improvement in the functioning of the Board to make it more useful and public friendly.

Maninder Singh, IAS
Chairman

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NOTE: For details regarding procedures and Chandigarh Housing Board (Allotment, Management and Sale of Tenements) Regulations, 1979, refer the Website of CHB at www.chandigarh.gov.in

A

ABOUT THE BOARD

Chandigarh Housing Board (CHB) was established in March, 1976 by extending the Haryana Housing Board Act, 1971 with the primary object to provide good quality and economical houses for shelter-less persons residing in the U.T. of Chandigarh. The Board has been providing houses on affordable price and of the best material. To make optimum utilization of land, four storey flats have been constructed and so far 49713 dwelling units of different categories out of which 33441 (67.27%) units are for beneficiaries under the sites and services scheme, slum rehabilitation and for EWS/LIG categories. The Board also undertakes other schemes which are entrusted to it by the Administrator U.T., Chandigarh. The Board has undertaken development of parks, recarpeting of roads in Housing colonies constructed by it and has also constructed and allotted commercial booths in various housing colonies developed by in the U.T.

The Board is constituted under Section 3 of the Haryana Housing Board Act, 1971 as extended to U.T., Chandigarh for a period of three years. There are 7 officials and 2 non-official members of the Board.

CHANDIGARH HOUSING BOARD

Sh. Maninder Singh, IAS
Chairman,
27, Sector 3, Chd.
Ph. : 4601601 (O)

(BOARD MEMBERS)

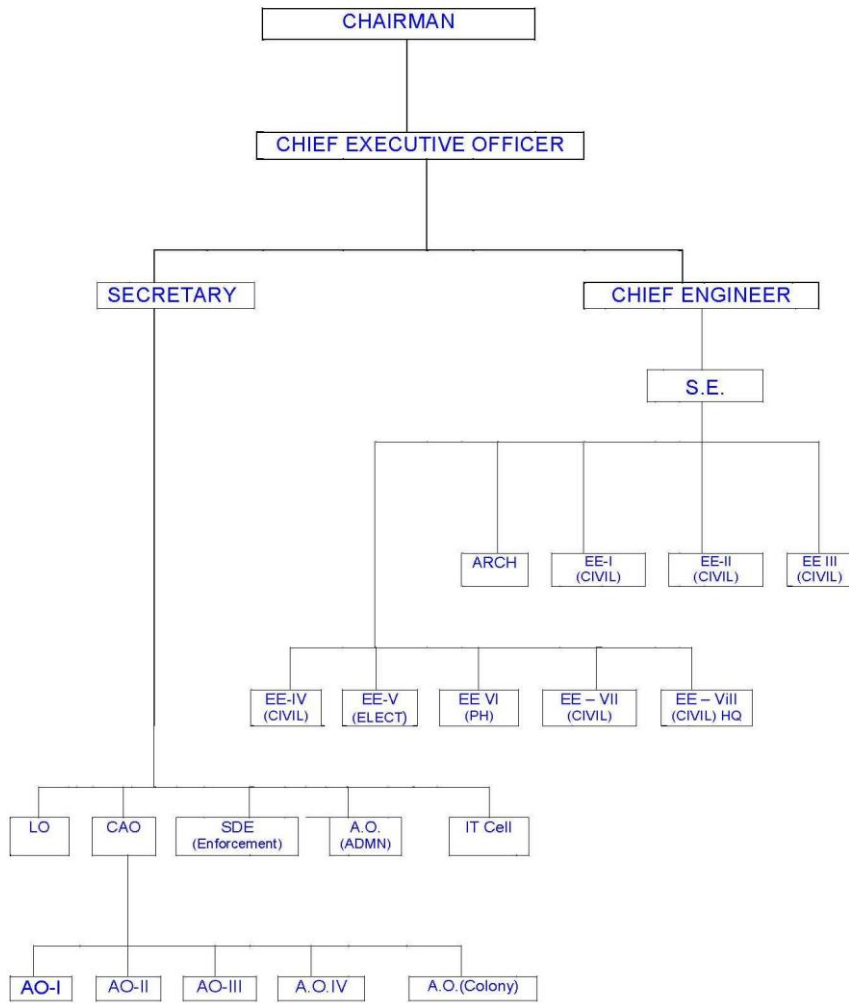
OFFICIAL MEMBERS

- | | |
|--|---|
| 1.. Finance Secretary or his nominee Chandigarh Administration | 4. Chief Architect
Deptt. Of Urban Planning, Chd.
Chandigarh Administration |
| 2. Estate Officer ,
Union Territory,
Chandigarh. | 5. Chief Engineer , U.T. ,
Chandigarh Administration
222, Sec. 22-A,Chd.
Ph. : 2740029 (O), 2708117 (R)
Mob.: 7508185401 |
| 3. Chief Executive Officer ,
Chandigarh Housing Board
Ph. : 4601602 | |

NON-OFFICIAL MEMBERS

- | | |
|--|---|
| 1. Sh. Prem Kaushik ,
825, Sector 38-A,
Chandigarh. | 2. Sh. Tarsem Chand Garg ,
1641, Sec. 4.
Panchkula |
| 2. Sh. Raghuvir Lal Arora
2449, Sector 23-C,
Chandigarh | |

ORGANISATIONAL CHART



B **EXISTING ALLOTTEES**

I. ALLOTMENT AND PHYSICAL POSSESSION

After the specific dwelling unit is allotted through draw of lots on their completion, allotment letter is issued for the acceptance of conditions of allotment laid therein and to deposit the requisite payment and documents within the specified time. On completion of these requirements the allottees are issued possession slip and a possession booklet for taking physical possession of site.

Physical Possession

- 1) After obtaining possession slip and booklet, allottee is required to approach the Possession Office at site.
- 2) While taking over the physical possession of the dwelling unit the allottee must check the items handed over to him/her as per inventory given in the possession booklet.
- 3) Any defect/incompletion notice by the allottee, in the flat, while taking over the physical possession, be mentioned in the register maintained in the Possession office.
- 4) Complaints, other than normal maintenance, shall be attended by CHB up to a period of **30 days** after taking over the possession of the flat.
- 5) CHB shall not be responsible for any fault which may occur due to any additions/alterations carried out by the allottee in the original work done by CHB.
- 6) The maintenance/proper usage of the common portions and services shall be the responsibility of the Registered Agency or allottees/hirers if no Registered Agency for the purpose of **Chapter IV of Chandigarh Housing Board (Allotment, Management and Sale of Tenements) Regulations, 1979**, is formed by the group of allottees/hirers.
- 7) Every allottee shall be responsible for maintenance of individual services and rectification of defect causing damage to the adjoining unit (s) to the satisfaction of the allottee whose property has been damaged. In case the allottee fails to get such defects rectified, CHB may rectify the same on receipt of a complaint by the concerned E.E. at the risk and cost of defaulting allottee and the amount spent is recoverable as arrears of land revenue.

II. PAYMENTS

All payments in respect of the dwelling units are to be made in CHB account with the Bank as specified in the Acceptance-cum-demand letter / Allotment Letter. Delay in making the payments attracts penal interest and penalty/liquidated damages at the rate as given in the Allotment Letter. For **delay beyond three months**, allotment is liable to be **cancelled**. The allottees should get their **accounts reconciled** with the Recovery Section annually in the month of **May/June** by submitting an application to the CAO giving details of payments.

III DOCUMENTS ISSUED BY THE BOARD

- i) **No objection certificate for obtaining loan for mortgaging the property (only for payment of price of the dwelling unit to the Board)**

Applications for raising loan from Govt./Scheduled Bank/ LIC/ Corporate Body is to be addressed to the concerned AO along with consent in writing from concerned Agency/Bank excluding a company or a Co-operative Society and Undertaking in the prescribed format.

Check list/Documents required :

- (1) Consent Letter from the Bank/ Organization from where the loan is to be taken.
- (2) Undertaking on Prescribed Proforma.
- (3) NOC, In Original.
- (4) Detail of Payment.

Time to be taken :

7 days from the date of receipt of complete documents

- ii) **INTEREST COMPONENT CERTIFICATE**

An allottee can apply to the concerned AO along with following documents:-

- 1) Details of payments made during the previous year ending 31st March.
- 2) Original receipt of deposit of Processing Fee of Rs 10/- at Reception Counter.

Check list/Documents required :

- (1) Detail of Payment.
- (2) Original Receipt of processing fee.

Time to be taken :

7 Days from the date of receipt of complete documents.

iii) LUMPSUM PAYMENT CERTIFICATE

Check list/Documents required:

- (1) Detail of Payment.
- (2) Attested Copy of GPA/ Sub GPA (If applicant is GPA/Sub GPA holder)
- (3) Affidavit from GPA/Sub GPA Holder.

Time to be taken:

14 days from the date of receipt of complete documents

iv) NO DUE CERTIFICATE

Check list/Documents required:

- (1) Detail of Payment.
- (2) Attested Copy of GPA/ Sub GPA (If applicant is GPA/Sub GPA holder).
- (3) Affidavit from GPA/Sub GPA Holder.

Time to be taken:

21 days from the date of receipt of complete documents

v) DUPLICATE COPY OF ALLOTMENT LETTER, POSSESSION SLIP, PHYSICAL POSSESSION FORM

Above important documents, should be preserved carefully by the allottees. Duplicate copies can be issued in exceptional cases

(For documents and procedure see CHB website)

Check list/Documents required :

- (1) Affidavit from the Applicant
- (2) Indemnity Bond from the Applicant.
- (3) Copy of DDR Registered With the Police Station.
- (4) Non-traceable Report.
- (5) One Photograph of the Applicant Duly Attested By E.M/G.O

- (6) Three Specimen Signatures of the Applicant Duly Attested By E.M./ G.O.
- (7) Detail of Payment.
- (8) Attested Copy of GPA (If the applicant is GPA holder).
- (9) Affidavit from GPA Holder.
- (10) Publication Charges.

Time to be taken : (28 days as shown below):-

- i) **Public Notice** within **3 days** from the date of receipt of complete documents.
- ii) **Public Notice** for **15 days**.
- iii) **Processing** within **10 days** from expiry of public notice.

IV. REFUND OF EARNEST MONEY & OTHER DEPOSITS MADE

An applicant can surrender, prior to or after the allotment of D.U., to seek refund of the deposits as per terms and conditions of the Scheme/ Allotment Letter.

Check list/Documents required:

- (1) Acknowledgement in Original.

Time to be taken:

14 days from the date of receipt of complete documents.

V. ADDITION/DELETION OF NAME OF SPOUSE

is allowed subject to following conditions:-

- (a) No deed of conveyance has been executed. (Addition/ deletion will only be in respect of rights/tenancy rights in the dwelling unit.)
- (b) All outstanding dues up to the date of addition/deletion are paid.
- (c) The spouse of the allottee fulfills the eligibility conditions regarding not owning any residential property in U.T. of Chandigarh, Mohali and Panchkula as also anywhere in India at concessional rates, i.e. at fixed/reserved price, as specified under Regulation 6 of Chandigarh Housing Board (Allotment, Management and Sale of Tenements) Regulations, 1979, as amended from time to time. However, the spouse of the allottee need not be a resident of U.T., of Chandigarh for three years on the date of transfer.

- (d) The dwelling unit is free from any litigation.
- (e) Both the allottee and his/her spouse shall not be eligible for the allotment of a dwelling unit in future, after the transfer is allowed.

The present rates of processing fee for various categories of the D.U.s are as under:-

Sr.No.	Category of D.U.	Processing fee
1.	EWS D.U./Site	Rs 200/-
2.	LIG	Rs 1000/-
3.	MIG	Rs 3000/-
4.	HIG	Rs 4000/-

After acceptance of request the applicant shall execute a Tripartite Agreement with the Chandigarh Housing Board as prescribed.

Check list/Documents required:

- (1) Affidavit from the Transferor.
- (2) Affidavit from the Transferee.
- (3) Proof of Relationship.
- (4) One Photograph of the Applicant Duly Attested By G.O.
- (5) One Photograph of the Transferee Duly Attested By G.O.
- (6) Three Specimen Signatures of the Transferor Duly Attested By G.O.
- (7) Three Specimen Signatures of Transferee Duly Attested By G.O.
- (8) Detail of Payment.
- (9) Allotment letter or Transfer letter, if any.

Time to be taken :

14 days from the date of receipt of complete documents.

VI. TRANSFER OF DWELLING UNIT TO THE SPOUSE OR BLOOD RELATION

is allowed as per Regulation 16 of CHB (Allotment, Management and Sale of Tenements) Regulations 1979 subject to following conditions:-

- (a) Period of 5 years from the date of physical possession is over.
- (b) No deed of conveyance has been executed.
- (c) All outstanding dues up to the date of transfer are paid.

- (d) The transferee fulfills the eligibility condition regarding not owning any residential property in U.T. of Chandigarh, Mohali and Panchkula or as amended in Regulation from time to time.
- (e) The transferee is a major.
- (f) The dwelling unit is free from any litigation.
- (g) Transfer fee @ 2.1/2% of the price of the dwelling unit as given in the Allotment Letter is paid through Bank Demand Draft upon approval of the transfer.
- (h) Both the transferor and transferee shall not be eligible for the allotment of a dwelling unit in future.

Application for transfer of Dwelling Unit to spouse or blood relation, i.e. father, mother, sister, brother, son and daughter, should be supported by the documents as per checklist available at the Reception Counter/on Website.

The present rates of processing fee for various categories of the D.U.s are as under:-

Sr.No.	Category of D.U.	Processing fee
1	EWS D.U./Site	Rs 200/-
2.	LIG	Rs 1000/-
3.	MIG	Rs 3000/-
4.	HIG	Rs 4000/-

After acceptance of request the applicant shall execute an Agreement and Indemnity Bond, as prescribed, with the Board.

Check list/Documents required:

- (1) Application Form duly filled in.
- (2) Self Attested Photograph of Transferor
- (3) Self Attested Photograph of Transferee
- (4) Self Attested Three Specimen Signatures of the Transferor
- (5) Self Attested Three Specimen Signatures of Transferee
- (6) Self Attested Proof of Relationship
- (7) No Due Certificate/ Detail of Payment
- (8) Allotment letter or Transfer letter, if any.
- (9) Original Receipt of processing fee

Time to be taken:-

- i) **Building violation/misuse** report within **5 days** from receipt of complete documents.
- ii) **Processing** within **10 days** from the receipt of building violation report and complete documents.

VII. TRANSFER OF DWELLING UNIT IN CASE OF DEATH OF REGISTERED APPLICANT/ ALLOTTEE/ SUB LESSEE WHERE NO WILL HAS BEEN EXECUTED BY THE DECEASED ALLOTTEE IN FAVOUR OF HEIR(S).

is allowed as per Regulation 16 subject to the following conditions:-

- (a) No deed of conveyance has been executed.
- (b) All outstanding dues up to the date of transfer are paid.
- (c) The transferee is a major, i.e. above the age of 18 years, or a minor under guardianship.
- (d) The dwelling unit is free from any litigation

The present rates of processing fee for various categories of the D.U.s are as under:-

Sr.No.	Category of D.U.	Processing fee
1	EWS D.U./Site	Rs 200/-
2.	LIG	Rs 500/-
3.	MIG	Rs 1000/-
4.	HIG	Rs 3000/-
5.	HIG (Ind.)	Rs 4000/-

After acceptance of request of the applicant(s) shall execute an Agreement with the CHB and Indemnity Bond (as prescribed).

Check list/Documents required:

- (1) Application Form duly filled in
- (2) Affidavit from the Claimant.
- (3) Affidavit from the Remaining Legal Heirs of Right Relinquish.
- (4) One Photograph of the Applicant Duly Attested By G.O.
- (5) Three Specimen Signatures Of The applicant duly Attested by G.O.
- (6) Death Certificate, in Original of the Deceased.

- (7) Death Certificate of the Mother of the Deceased in case of male deceased allottee or Affidavit from one Govt. Employee and one in relation.
- (8) One Attested Photograph of Remaining Legal Heirs.
- (9) Three Specimen Signatures of Remaining Legal Heirs.
- (10) Allotment letter or Transfer letter, if any.
- (11) Detail of Payment.
- (12) Original Receipt of processing fee.

Time to be taken : (33 days as shown below)

- i) **Building violation/misuse** report within **5 days**.
- ii) **Public Notice** within **3 days** from the receipt of building violation/misuse report.
- iii) **Public Notice** for **15 days**.
- iv) **Processing** within **10 days** from the expiry of public notice.

VIII. TRANSFER OF DWELLING UNIT ON THE BASIS OF PROBATED WILL

is allowed as per Regulation 16 subject to following conditions:-

- (a) No deed of conveyance has been executed.
- (b) All outstanding dues up to the date of transfer are paid.
- (c) The transferee is a major, i.e. above the age of 18 years, or a minor under guardianship.
- (d) The dwelling unit is free from any litigation.

The present rates of processing fee for various categories of D.U.s. are as under:-

Sr.No.	Category of D.U.	Processing fee
1	EWS D.U./Site	Rs 200/-
2.	LIG	Rs 1000/-
3.	MIG	Rs 3000/-
4.	HIG	Rs 4000/-
5.	HIG (Ind.)	Rs 4000/-

After the acceptance of the request, the applicant shall execute an Agreement and Indemnity Bond as prescribed.

Check list/Documents required:

- (1) Probate Petition in Original.
- (2) One Photograph of the Applicant Duly Attested By G.O.
- (3) Three Specimen Signatures Of The applicant duly Attested by G.O.
- (4) Death Certificate, in Original of the Deceased.
- (5) Order of Probate Passed By Distt. Judge.
- (6) Detail of Payment.
- (7) Copy of Physical Possession.
- (8) Identity of Claimant.
- (9) Certified copy of WILL.
- (10) Allotment letter or Transfer letter, if any.
- (11) Original Receipt of processing fee.

Time to be taken :-

- i) **Building violation/misuse** report within **5 days**
- ii) **Processing** within **10 days** from the receipt of building violation report and complete documents

IX. TRANSFER OF DWELLING UNIT ON THE BASIS OF REGISTERED WILL/ UN-REGISTERED WILL (WHERE DEED OF CONVEYANCE HAS NOT BEEN EXECUTED).

is allowed subject to the following conditions:-

- (a) No deed of conveyance has been executed.
- (b) All outstanding dues up to the date of transfer are paid.
- (c) The transferee is a major, i.e. above the age of 18 years, or a minor under guardianship.
- (d) The dwelling unit is free from any litigation.

The present rates of processing fee for various categories of the D.Us are as under:-

Sr.No.	Category of D.U.	Processing fee
1	EWS D.U./Site	Rs 200/-
2.	LIG	Rs 1000/-
3.	MIG	Rs 3000/-
4.	HIG	Rs 4000/-
5.	HIG (Ind)	Rs.4000/-

After acceptance of request of the applicant(s) shall execute an Agreement with the CHB and Indemnity Bond (as prescribed).

CHECK LIST/DOCUMENTS REQUIRED OF REGISTERED WILL

- (1) Application Form duly filled in.
- (2) Attested copy of WILL.
- (3) Death Certificate of allottee in original.
- (4) Attested copy of Allotment Letter.
- (5) Detail of Payment.
- (6) Affidavit from the applicant as per Specimen.
- (7) One photograph & three specimen signature of the claimant duly attested by the G.O. or Executive Magistrate.
- (8) I.D. Proof of claimant
- (9) No Objection/No Due Certificate from the Organization if the property Mortgaged
- (10) Original Receipt of Processing fee.

CHECK LIST/DOCUMENTS REQUIRED OF UN-REGISTERED WILL

- (1) Application Form duly filled in.
- (2) Attested copy of WILL
- (3) Death Certificate of allottee in original.
- (4) Attested copy of Allotment Letter
- (5) Detail of Payment
- (6) Affidavit from the applicant as per Specimen
- (7) Affidavits from the Witness to the Unregistered WILL of the deceased allottee / transferee
- (8) One photograph & three specimen signature(s) of the claimant duly attested by the G.O. or Executive Magistrate.
- (9) I.D. Proof of claimant
- (10) No Objection/No Due Certificate from the Organization if the property Mortgaged
- (11) Origin Receipt of Processing fee.

Time to be taken : (33/39 days as shown below):-

- i) **Building violation/misuse** report within **5 days**.
- ii) **Public Notice** within **3 days** from the receipt of building violation/misuse report.
- iii) **Public Notice** for **15 days and 21 days** in Registered Will and Un-Registered will respectively.
- iv) **Processing** within **10 days** from the expiry of public notice.

X (A) TRANSFER OF DWELLING UNIT ON THE BASIS OF GPA/SUB GPA AND AGREEMENT TO SELL WHERE SUCH DOCUMENTS ARE EXECUTED BEFORE 11.10.2011 AND POSSESSION OF DWELLING UNIT HAS BEEN TAKEN

is allowed as per regulation 16 on submitting the prescribed application form costing Rs 20/- along with the prescribed documents, processing fee & subject to the following conditions read with terms and conditions contained in the Brochure/Allotment letter of the respective scheme:-

- (a) Period of 5 years from the date of physical possession is over.
- (b) No deed of conveyance has been executed.
- (c) All outstanding dues up to the date of transfer are paid.
- (d) The transferee fulfills the eligibility condition regarding not owning any residential property in U.T. of Chandigarh, Mohali and Panchkula or as amended in the Regulation from time to time.
- (e) The transferee is a major.
- (f) The dwelling unit is free from any litigation.
- (g) Transfer fee @ 10% of the revised consideration of dwelling unit on the date of such transfer, to be intimated by the CHB.
- (h) Both the transferor and transferee shall not be eligible for the allotment of a dwelling unit in future.

The present rates of processing fee for various categories of the Dwelling Units are as under:-

Sr.No.	Category of D.U.	Processing fee
1	EWS D.U./Site	Rs 200/-
2.	LIG	Rs 1000/-
3.	MIG	Rs 3000/-
4.	HIG	Rs 4000/-

After the acceptance of the request, the applicant shall execute an Agreement and Indemnity Bond as prescribed.

After the documents are found to be in order the applicant is informed to deposit the transfer fee and furnish the prescribed Indemnity bond, affidavits of the sureties. He/She is to appear with the sureties, before the Committee, on the specified date and time for producing the original Allotment Letter and other documents along with the original title deed(s) in respect of property(ies) belonging to the sureties.

A Public Notice would be published in two newspapers to invite objections, if any, to the proposed transfer within 15 days of the publication. If no objection is received, the transfer is carried out and intimated to the applicant(s) within a week of the expiry of the notice period.

Check list/Documents required :

- (1) Application Form duly filled in.
- (2) Self Attested Copy of GPA.
- (3) SPA, in Original, If Any.
- (4) Affidavit of SPA.
- (5) Self Attested One Photograph of the Applicant.
- (6) Self Attested Three Specimen Signatures of the Transferee.
- (7) Attested Copy of Allotment Letter.
- (8) Self Attested Copy of No Due Certificate Issued By the Board.
- (9) Self Attested Copy of No Objection Certificate from the Mortgagee, If any.
- (10) Self Attested Copy of WILL If any.
- (11) Self Attested Copy of Subsequent GPA, If any.
- (12) Self Attested Copy of Cancellation of GPA.
- (13) Self Attested Copy of Agreement to Sell With the Original Allottee.
- (14) Self Attested Copy of Agreement to Sell with the GPA.
- (15) Self Attested Copy of Revocation of SPA, If Any

- (16) Self Attested Revocation of WILL, if Any.
- (17) Self Attested Copy of SPA, if Any.
- (18) Self Attested Copy of Proof of Possession of House.
- (19) Self Attested Copy of Allotment letter or Transfer letter.
- (20) Self Attested Copy of Sub GPA.
- (21) Processing fee in cash at Reception Counter.

Time to be taken : (38 days as shown below)

- i) **Building violation/misuse** report within **5 days**.
- ii) **Public Notice** within **3 days** from the receipt of building violation report.
- iii) **Public Notice** for **15 days**.
- iv) **Interview** within **5 days** from the expiry of public notice.
- v) **Processing** within **10 days** from the date of interview.

X(B) TRANSFER OF DWELLING UNITS ON THE MUTUAL REQUEST OF THE ALLOTTEE/HIRER AND THE PROPOSED TRANSFEREE

Is allowed as per Regulation 16 on submitting prescribed application form costing Rs 10 along with prescribed documents and processing fee subject to the following conditions:-

- (a) Period of 5 years from the date of physical possession is over.
- (b) No deed of conveyance has been executed.
- (c) All outstanding dues up to the date of transfer are paid / NDC.
- (d) The transferee fulfills the eligibility condition regarding not owning any residential property in U.T. of Chandigarh, Mohali and Panchkula or as amended in the Regulation from time to time.
- (e) The transferee is a major.
- (f) The dwelling unit is free from any litigation.
- (g) Transfer fee @ 10% of the revised consideration of dwelling unit on the date of such transfer, to be intimated by the CHB
- (h) Both the transferor and transferee shall not be eligible for the allotment of a dwelling unit in future.

The present rates of processing fee for various categories of the D.Us, are as under:-

Sr.No.	Category of D.U.	Processing fee
1	EWS D.U./Site	Rs 200/-
2.	LIG	Rs 1000/-
3.	MIG	Rs 3000/-
4.	HIG	Rs 4000/-

After the documents are found to be in order the applicants are informed to deposit the transfer fee and furnish the prescribed Indemnity Bonds and further to appear before the Committee on the specified date and time for producing the original allotment letter and other relevant documents.

Check list/Documents required:

- (1) Application Form duly filled in.
- (2) Indemnity Bond of Transferee.
- (3) Indemnity Bond of Transferor.
- (4) Self Attested One Photograph Of The Applicant.
- (5) Self Attested Three Specimen Signatures of the Transferor.
- (6) Self Attested One Photograph of the Transferee.
- (7) Self Attested Three Specimen Signatures of Transferee.
- (8) Self Attested Copy of Allotment Letter.
- (9) Self Attested Copy of No Due Certificate Issued By the Board.
- (10) No Objection Certificate from the Mortgagee, If Any.
- (11) Allotment letter or Transfer letter, If any.
- (12) Processing Fee in cash at Reception Counter.

Time to be taken : (20 days as shown below):-

- i) **Building violation/misuse** report within **5 days**.
- ii) **Interview** within **5 days** from the receipt of building violation / misuse report.
- iii) **Processing** within **10 days** from the date of interview.

XI. NO OBJECTION/CLEARANCE CERTIFICATE FOR CONVERSION OF LAND UNDER THE DWELLING UNIT FROM LEASE-HOLD TO FREE-HOLD

is issued on submission of prescribed Application form and affidavit as per checklist enclosed with the form subject to the following conditions:-

- (a) NDC stands issued.
- (b) Up-to-date ground rent is paid.
- (c) In case applicant has raised loan from any financial institution / employer, he/she should attach with the application form a NOC from such lending institution/employer.
- (d) No litigation is pending with regard to the title of the dwelling unit or with the POA holder in any court of law.
- (e) The dwelling unit is free from any building violation/unauthorized construction or misuse.

Time to be taken : 14 Days from the date of receipt of complete documents.

XII. PROCEDURE FOR CONVERSION OF LAND UNDER DWELLING UNIT FROM LEASE-HOLD LAND TENURE TO FREE HOLD LAND TENURE

Conversion is made by Estate Officer (Secretary, CHB) under "The Chandigarh Conversion of Residential Lease-hold Land Tenure into Free-hold Land Tenure Rules, 1996" after the issuance of 'No Objection/ Clearance Certificate' by CHB, on payment of prescribed fee.

Brochure containing guidelines for conversion and the prescribed Application Form is available at the Reception Counter of CHB on payment of Rs 25/- and at Website of the Board.

Check list/Documents required:

- (1) Affidavit as Per Specimen.
- (2) Demand Draft of Conversion Fee.
- (3) Attested Copy of Allotment Letter.
- (4) Copy of Physical Possession.

- (5) Copy of No Due Certificate Issued By the Board.
- (6) Three P/Port Size Photographs Duly Attested By G.O.
- (7) No Objection Certificate from the Mortgagee, If any.
- (8) Allotment letter or Transfer letter, if any.
- (9) Detail of Payment after No Due Certificate.

Time to be taken :-

- i) **Building violation/misuse** report within **5 days**.
- ii) **Processing** within **14 days** from the receipt of building violation report and completion of documents.

XIII. PROCEDURE FOR EXECUTION OF CONVEYANCE DEED

After deposit of stamp duty intimated to the owner of the flat along with letter for conversion of land under the dwelling unit from Lease Hold to Free Hold. The owner can get the 3 Blank sets after the deposit of processing fee as per the following rates:-

Sr.No.	Category of D.U.	Processing fee
1	EWS D.U./Site	Rs 200/-
2.	LIG	Rs 1000/-
3.	MIG	Rs 3000/-
4.	HIG	Rs 4000/-

The owner shall re-submit the 3 sets of conveyance deed duly filled up, witnessed and by affixing recent passport size photographs attested by the Gazetted Officer at the Reception Counter for its execution by the Estate Officer, Union Territory, Chandigarh.

After the execution, the owner will be informed telephonically to collect 2 sets of conveyance deed from the Reception Counter personally for getting it registered with Sub Registrar, UT, Chandigarh within 120 days from its execution.

Check list/Documents required

- (1) Photocopy of Receipt of Challan Form Issued By Treasury Office U.T. Chd.
- (2) Receipt of processing fee in Original.

Time to be taken :-

- i) **Building violation/misuse** report within **5 days**.
- ii) **Processing** within **14 days** from the receipt of building violation report and completion of documents.

XIV. NOC FOR SALE AFTER CONVEYANCE DEED

The owners of dwelling unit desiring to sell the freehold dwelling unit can submit the requisite affidavit on the prescribed format to the Sub Registrar, UT, Chandigarh. The specimen of the requisite affidavits from the Vender/Transferor and from Vendee/Transferee are as under :-

AFFIDAVIT FROM THE VENDOR/TRANSFEROR

I _____ S/W/D/o _____
r/o _____ do hereby solemnly affirm and declare as under:-

- 1. That I am the genuine and absolute owner of the property
i.e. _____.

No proceeding/litigation with regard to my title/ownership qua the above site/building/property or otherwise is pending before any revenue authority or the Court of Law.

- 2. That the allotment of abovementioned site/building neither stands cancelled / resumed nor are any such proceedings pending before any revenue authority or the Court of Law.
- 3. That there are neither any building violations at the abovementioned site/ Building nor the site is under any misuse. There is no notice/proceedings pending on account of misuse/building violations of the above site/building
- 4. That there are no dues/amount of any kind payable by me to the any of the authorities/Chandigarh Administration. I undertake to pay, if any dues, pertaining to the period of my ownership, are found payable at any point of time.
- 5. That the Completion Certificate/Sewerage Connection stand issued in Respect of the above site/building. Copies of the documents in this regard are attached herewith.
- 6. I undertake to indemnify the Estate Office, Chandigarh against any

claim, suit, legal proceedings, damages, initiated against the Estate Officer or any other authority of the Chandigarh Administration; and also to make good the loss/damages caused to them, by any person (S), for taking action/passing orders based on my this affidavit.

Place: Chandigarh

Deponent

Dated:

VERIFICATION:-

Verified that the contents mentioned above are correct to the best of my knowledge and belief and that nothing has been concealed by me. In case of any concealment or misrepresentation legal action may be taken against me under Section 182 IPC, Section 415 read with Section 417 and 420 as the case may be.

Place: Chandigarh

Deponent

Dated:

AFFIDAVIT FROM THE VENDEE/TRANSFeree

I _____ S/W/D/o _____
r/o _____ do hereby solemnly affirm and declare as under:-

1. That by all possible means, I have made myself satisfied and aware that Sh./Smt. _____ S/W/D/o _____ r/o _____ is the genuine and absolute owner of the property i.e. _____ and that no proceeding/litigation with regard to his title/ownership qua the above site/building/property or otherwise is pending before any revenue authority or the Court of law.
2. That I also made myself satisfied that, the allotment of abovementioned site/building neither stands cancelled/resumed nor are any such proceedings pending before any revenue authority or the Court of Law.
3. That there are neither any building violations at the abovementioned site/building nor the site is under any misuse. There is no notice/proceedings pending on account of misuse/building violations of the above site/building, Even if, any such misuse/building violation is detected at any subsequent stage, I undertake to remove such misuse/building violation at my cost and also to face the consequential proceedings.

4. That there are no dues/amount of any kind payable by Sh._____ to any of the authorities/Chandigarh Administration. I undertake to pay, if any dues, pertaining to the period of ownership of Sh. _____ or my ownership, are found payable at any point of time, irrespective of the fact as to whether Sh. _____ pays them or not. I further undertake that in such circumstances I shall settle my claim with the previous owner at my own cost and shall not involve the Estate Officer/ Chandigarh Administration in such settlement.
5. That the Completion Certificate/Sewerage Connection stand issued in respect of the above site/building. Copies of the documents in this regard are attached herewith.
6. That I will get the mutation of the above said property carried out immediately with the Estate Office.
7. I undertake to indemnify the Estate Office, Chandigarh against any claim, suit, legal proceedings, damages, initiated against the Estate Officer or any other authority of the Chandigarh Administration; and also to make good the loss/damages caused to them, by any person(s), for taking action/passing orders based on my this affidavit.

Place: Chandigarh

Deponent

Dated:

VERIFICATION:-

Verified that the contents mentioned above are correct to the best of my knowledge and belief and that nothing has been concealed by me. In case of any concealment or misrepresentation legal action may be taken against me under Section 182 IPC, Section 415 read with Section 417 and 420 as the case may be.

Place: Chandigarh

Deponent

Dated:

XV. TRANSFER OF OWNERSHIP ON THE BASIS OF SALE DEED/TRANSFER DEED/GIFT DEED.

The person in whose favour sale/ gift/ transfer deed executed by the owner and registered with Sub-Registrar, Union Territory, Chandigarh can submit to Chandigarh Housing Board for transfer of ownership of the flat in his/her favour along with enclosures available at the Reception Counter.

Request to be supported by the documents as per checklist available at Reception Counter/on Website.

The present rates of processing fee for various categories of the D.U.s are as under:-

Sr.No.	Category of D.U.	Processing fee
1	EWS D.U./Site	Rs 200/-
2.	LIG	Rs 1000/-
3.	MIG	Rs 3000/-
4.	HIG	Rs 4000/-

Check list/Documents required :

- (1) Indemnity Bond From of the Applicant.
- (2) Attested Copy of Sale Deed.
- (3) Original Receipt of processing fee.
- (4) Attested copy of the affidavit submitted by the Vender/Transferor or Vendee/ Transferee to the Sub Registrar, UT, Chandigarh for the purpose of Sale Deed.

Time to be taken :-

- i) Building violation/misuse report within 5 days.
- ii) Processing within 14 days from the receipt of building violation report and completion of documents.

XVI. ADDITIONS/ALTERATIONS :

1. Prior permission is necessary before making any additions/alterations in the dwelling units.
2. Some need based changes have been allowed which are available on the website of CHB at [www.chandigarh.gov.in./chb_index.htm](http://www.chandigarh.gov.in/chb_index.htm)
3. No encroachment on Govt./common Land and no construction of extra floor is permissible.
4. Unauthorized construction invites :
 - i) Cancellation of allotment and eviction.
 - ii) Demolition of unauthorized construction at the cost of the allottee.

Time to be taken : 60 Days

XVII CANCELLATION OF ALLOTMENT :

is attracted on :

- i) Breach of terms and conditions of Allotment.
- ii) Furnishing of false information/suppression of facts.
- iii) Misuse of dwelling unit.
- iv) Unauthorized Construction.

XVIII APPEAL:

- i) Under Section 72A of Haryana Housing Board Act, 1971, as extended to U.T. Chandigarh, lies within 30 days.
- a) Against the order passed by the CEO and any officer to the Chairman.
- b) Against the orders of Chairman, to the Board.
- ii) Under Sector 54 appeal against the order of eviction passed by the Competent Authority who is the Secretary of Board, under Section 51 lies before the District Judge, Chandigarh within 30 days.

XIX. REVISION

Under Section 72B against any order passed by the Board, Chairman and Chief Executive Officer lies to the Administrator, U.T., Chandigarh.

C FOR PROSPECTIVE ALLOTTEES

Applications for registration and allotment of dwelling units are invited Under various Housing Schemes through wide publicity in leading newspapers. The information with regard to the scope of the scheme, specifications, tentative cost and terms and conditions of allotment is available in the brochure of the scheme available with the application form. The applicants are required to adhere to the terms and conditions as given in the brochure. The eligibility is determined by the Property Allotment Committee of the Board on the basis of the information supplied by the applicants and the ineligible applicants are informed accordingly. They can file an appeal under Regulation 23 before the Board within 30 days of the decision of the Committee.

The registration of floors is made through public draw of lots and waiting List is drawn equal to 20% of the number of the dwelling units which remains valid for a period of one year from the date of draw of lots. The registered applicants are issued **Acceptance-cum-demand** letters calling upon them to make payments as per the schedule given there under. Non-payment/delay beyond 3 months invites cancellation of registration.

D COMMERCIAL PROPERTIES ALLOTTED BY THE CHB

Commercial properties allotted by CHB through Public Auction/allotment are governed by the general terms and conditions of sale/allotment on Lease hold basis/free hold basis.

Procedure for the issue of certificate regarding No Objection for obtaining loan by mortgaging the property, Interest Component, Lump sum Payment and No dues as also for issue of copies of allotment letter/possession slip /physical possession form and for transfer in death cases is the same as in the case of dwelling unit and the same is available at the Reception Counter and CHB Website.

Any breach of terms of auction/allotment, including non-payment of installments, misuse of premises, unauthorized construction, addition and alteration in the buildings, invites cancellation and resumption of the premises and forfeiture of whole or part of the amount deposited.

E.

APPENDIX 2

CITIZEN'S CHARTER FEEDBACK FORM

Your Suggestions and Comments are important to us

Department :

Address :

Telephone Number: :

e-Mail :

We are committed to give you good service and also constantly improve our services. However, at times our best intentions and efforts may not be good enough.

Your feedback will help us in our efforts.

We thank you for your response.(Please tick mark on your choice)

1. Overall, how do you rate our service?
a) Excellent b) Very good c) Good d) Fair e) Poor
2. How do you rate our service delivery standards in the Citizen's Charter?
a) Excellent b) Very good c) Good d) Fair e) Poor
3. Against these standards how die we perform?
a) Excellent b) Very good c) Good d) Fair e) Poor
4. How do you rate the service standard at "MAY I HLP YOU" counters?
a) Excellent b) Very good c) Good d) Fair e) Poor
5. How do you rate our billing and accounts service?
a) Excellent b) Very good c) Good d) Fair e) Poor
6. How do you rate the staff in respect of :
 - i) Courtesy:
a) Excellent b) Very good c) Good d) Fair e) Poor
 - ii) Promptness :
a) Excellent b) Very good c) Good d) Fair e) Poor

7. Please provide positive or negative feedback on the staff manning the counters (Please mention their names and designations)

If you have comments or suggestions, please send them to the address below :-

Signature

Your Name

Telephone No. and E-mail

Address of the Department

OFFICERS TO BE CONTACTED

Sr. No.	Designation	Telephone No.	Room No.
1.	Chairman	2714442	3
2.	Chief Executive Officer	2742176	4
3.	Secretary	2741945	10
4.	Chief Engineer/Superintending Engg.	2741042	42
5.	Chief Accounts Officer	4601801	Block-A, 44
6.	Accounts Officer-I	4601814	Block-C
7.	Accounts Officer-II	4601807	Block-C
8.	Accounts Officer-III	4601805	Block-C
9.	Accounts Officer-IV	4601810	Block-C
10.	Accounts Officer-V (Colony)	4601880	Block-A-17
11.	Chief Liaison Officer (For General Enquires)	-	Block-C
12.	Executive Engineer-cum-enf.I	4601702	Block-A, 25
13.	Executive Engineer-cum-enf.II	4601703	Block-A, 31
14.	Executive Engineer-cum-enf.III	4601712	Block-A,-29
15.	Executive Engineer-cum-enf.IV	4601705	Block-A, 27
16.	Executive Engineer-Elect.-cum-enf.	4601706	Block-C, 1
17.	Executive Engineer-PH-cum-enf.	4601707	Block-A-23
18.	Architect	4601727	Block-A-33
19.	Reception Counter	4601822-828	Block-C

SUGGESTIONS /COMPLANTS

Please put your complaints /suggestions in the suggestion box at the reception counter or mail to the Secretary CHB, along with your name and address.

VISITING HOURS

Reception Counter	:	Application to obtain various documents can be submitted by the allottees at the Reception Counter on any working day from 9.00 A.M. to 1.00 P.M. and from 1.30 P.M. to 4.30 P.M. on all working days (Monday to Friday)
To meet Chairman / Chief Executive Officer Secretary & Chief Engineer	:	12.00 Noon to 1.00 P.M. on all working days except Wednesday
To meet other Officers	:	11.00 A.M. to 1.00 P.M. on all working days.

CHANDIGARH HOUSING BOARD 8, JAN MARG, SECTOR 9-D CHANDIGARH

Reception Counter	:	0172-4601822-828 (Block-C)
Web e-mail	:	chandigarh.gov.in chb_chd@yahoo.com

VISITING HOURS

- Reception Counter : Applications to obtain various documents can be submitted by the allottees at the Reception Counter on any working day from 9.00 A.M. to 1.00 P.M. and from 1.30 P.M. to 4.30 P.M. on all working days (Monday to Friday)
- To meet Chairman/
Chief Executive Office
Secretary &
Chief Engineer : 12.00 Noon to 1.00 P.M.
on all working days
except Wednesday
- To meet other Officers : 11.00 A.M. to 1.00 P.M.
on all working days.

CHANDIGARH HOUSING BOARD 8, JAN MARG, SECTOR 9-D CHANDIGARH

- Reception Counter : 0172-4601822-828
(Block-C)
- Web: : chandigarh.gov.in
- e-mail : chb_chd@yahoo.com