



No. PA/CEG/2022/67

Dated, the 23rd February 2022

**ORDER**

**Subject: e- Services of the Chandigarh Housing Board**

It has been decided that the services provided by the Chandigarh Housing Board are to be made available Online Mode. The main objective is that the Allottee/Person should be able to apply online from their homes and get the services and they need not to visit the office of Chandigarh Housing Board.

2. The NIC Chandigarh has customized the 'SERVICE PLUS' module for the following services and remaining are in the process of finalization: -

- a) NOC for Transfer Deed of Lease Hold Rights
- b) Transfer of leasehold Property on the basis of Registered Transfer Deed
- c) Transfer of Freehold property on the basis of Registered Sale Deed/ Gift Deed /Transfer Deed
- d) Permission to mortgage of the property
- e) Issuance of No Dues Certificate
- f) Issuance of Lump sum payment Certificate
- g) Issuance of Interest Component Certificate
- h) Finalization of payments

3. As a trial phase, the applications for above services can be submitted online now. Considering possibility of the teething issues during the transition phase, we may continue accepting physical applications also, as per the existing process till formal launch of these e-services at the appropriate higher level. For smooth switch over to total online mode, we need to make following arrangements:


- a) A Help Desk to be set-up at the Reception where one can apply through the online mode. The official on the Help Desk should be properly briefed to reply the queries and resolve the issues. Desktop, Scanner, internet connectivity and printer etc should be made available at the Help Desk.
- b) A weekly roster to be prepared and one of the Accounts Officers to be assigned to supervise the functioning of the Reception with regard to processing of the online application. The Chief Accounts Officer to oversee the whole process with the assistance of the System Analyst and under the guidance of the Secretary, CHB.
- c) A workshop may be organized to educate the reputed document writers in Chandigarh about the online applicable process.

4. The following Standing Operating Procedure (SOP) to be followed for processing of the online applications: -

- a) The online applications received at the Reception to be kept there till receipt of the physical application along with the documents that were attached with the online applications. However, the Public Notice, if required, to be immediately issued without waiting for the physical application.


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- b) The applicant to submit physical application along with enclosure within seven working days of submission of the online application. In case of inability of the applicant to submit the application at the Reception, CHB to collect the physical application from the given address in the Chandigarh, free of cost. Such facility to contact the Help Line for collection of the application form from the residence of the allottee may be provided.
- c) There is no need for submission of original documents of the property by the applicant. In case of transfer on the basis of 'Will' (Registered/Un-Registered), a notarized copy may be submitted along with the physical application. In case of need for original documents, the applicant may be called and after required verification the original documents to be returned immediately.
- d) The Affidavits, Indemnity Bonds, self-attested photographs along with and Specimen Signatures, Agreement to be executed with CHB for lease rights etc to be submitted in original along with the physical application. Here physical application means a duly signed print out of the application submitted online.
- e) The physical application received at the Reception, either sent by the applicant or collected by the CHB, along with the online application to be sent to the concerned Dealing Assistant. Copy of the Public Notice to be also sent to the concerned Dealing Assistant by the Reception.
- f) The application to be examined by the Dealing Assistant with the available record and the online application on Service Plus Module to be sent to the concerned Accounts Officer with appropriate remarks.
- g) We should rely upon the statement of the applicant and documents submitted by him unless some discrepancy is noticed from the available record. A clear rider to be mentioned on the Permission/NOC/Order that if the applicant has submitted any false/wrong information, forged/fabricated document or has concealed any material information/fact, then the NOC/Permission/Order/Letter stands withdrawn.
- h) In absence of any record about building violations/pending SCN on the property file in Recovery Branch, the statement of the applicant and the documents submitted to be taken on its face value. There is no need to send every file to Enforcement Branch for any certification about SCN issue and the computerized record of the Enforcement Branch should be accessible to the officers/officials of the Recovery Branch for cross-check.
- i) In case of any deficiency in the application and documents or in case of any pending SCN/building violations/misuse, the same to be intimated through the 'Service Plus Portal'.
- j) In case, the application and the documents are found in order then the approval to be given on the 'Service Plus Portal' at the appropriate level. A scanned copy of the signed permission/order be also sent through the 'Service Plus Portal' and the original physical copy to be sent through Reception, as per the existing system.
- k) During the whole process, the applicant should not be asked to visit the CHB Office unless there is some unavoidable and genuine reasons. However, prior approval of the Secretary will be required, with specific reasons, before asking the applicant to visit the Chandigarh Housing Board.

 23/07/2022

5. The online process will reduce the processing time and we should be able to provide the services much earlier than the time prescribed in the Citizen Charter/Right to Service Act. Once the e-service system is established, we will take appropriate view in reducing the service delivery time-lines.

6. As mentioned above, these e-services are presently functional in the trial phase only and after further improvements, to take care the teething issues in the transitional phase, the formal launch will take place after few days.

  
(Yashpal Garg, IAS)  
Chief Executive Officer,  
Chandigarh Housing Board,

To,

1. Chief Engineer, CHB
2. Secretary, CHB
3. Chief Accounts Officer, CHB
4. Enforcement Officer, CHB
5. All Account Officers, CHB
6. Senior Law Officer, CHB
7. Administrative Officer, CHB
8. System Analyst, CHB
9. Chief Liason Officer, CHB

Copy to:

1. SIO, NIC Chandigarh with the request to ensure smooth functioning of the module.
2. PA to Chairman, Chandigarh Housing Board for kind information of the worthy Chairman

C1/CHB/ 540  
Dated 23/02/2024