



# CHANDIGARH HOUSING BOARD

CHANDIGARH ADMINISTRATION UNDERTAKING  
8, JAN MARG, SECTOR 9, CHANDIGARH -160 009, Ph: 4601612

No. PA/CEO/2022/149

Dated, the 24th June 2022

## ORDER

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

The Chandigarh Housing Board is in the process of providing all its services through Online Mode. The main objective is to enable the applicants to apply online from their homes and get the timely services without visiting the office of Chandigarh Housing Board.

2. The NIC Chandigarh has customized the 'SERVICE PLUS' module for the following services and making similar efforts for the remaining services: -

### Residential Properties:

- NOC for Transfer Deed of Lease Hold Rights
- Transfer of leasehold Property on the basis of Registered Transfer Deed
- Transfer of Freehold property on the basis of Registered Sale Deed/ Gift Deed /Transfer Deed
- Permission to mortgage of the property
- Issuance of No Dues Certificate
- Issuance of Lump sum payment Certificate
- Issuance of Interest Component Certificate
- Finalization of payments

### Commercial Properties:

- NOC for Transfer Deed of Lease Hold Rights
- Transfer of Leasehold Property on the basis of Registered Transfer Deed
- Permission to mortgage of the property
- Issuance of No Due Certificate
- Finalization of payments

3. Considering possibility of the teething issues during the transition phase, CHB has continued with accepting physical applications also, as per the existing process. Now since the above mentioned e-Services have been successfully launched and implemented, it has been decided that with effect from 01.07.2022, applications for the above mentioned services can be submitted through e-Services only. **Hence physical applications for the above mentioned services will NOT be accepted from 01.07.2022.** However, to facilitate those applicants who do not have requisite facilities like Computer/Scanner/Internet Connectivity or having any other issue in submission of online applications, a well-equipped Help Desk has been set-up at the Reception in B- Block of the premises of Chandigarh Housing Board in Sector- 9D Chandigarh. The applicant may visit the Help- Desk with requisite documents and the officials of CHB will assist them in submission of application through e-Services.

 24/06/2022

4. The applicant of e-Services need to ensure/note the following aspects:
- a) After online submission of the application, the applicant need to take a print out of the online application and submit the same, duly signed, along with enclosures, within seven working days, at the Reception of CHB.
  - b) The applicant may avoid coming to CHB for submission of print out of the online application by requesting the **Help Line No. 7657977813** for collection of the documents from his/her residence within the UT Chandigarh. The singed printout along with enclosures will be collected by the CHB free of cost.
  - c) There is no need for submission of original documents of the property because self-attested photocopies will suffice. In case of transfer on the basis of 'Will' (Registered/Un-Registered), a notarized copy of the will may be submitted. In case requirement of the original documents for the purpose of verification, the CHB will call the applicant to produce the original documents and the same will be returned immediately after the verification.
  - d) Generally, CHB will not retain the original documents of the property. However, in exceptional cases where there is need to retain the original documents of the property, a written receipt will be issued under the signature of the concerned Account Officer/Section Officer indicating detail of each of the original document and reasons for retaining the same. Such original receipt had to be produced by the applicant at the time of return of the original documents.
  - e) Affidavits, Indemnity Bonds, self-attested photographs along with Specimen Signatures, Agreement to be executed with CHB for lease rights etc, to be submitted in original as enclosures of the duly signed print out of the application.

5. To avoid inconvenience to the applicants, CHB to ensure following:

- a) The Help Desk at the Reception to be manned by the properly briefed officials to extend proper assistance/guidance to the applicants. Sufficient number of Desktop, Scanner, internet connectivity and printer etc to be made available at the Help Desk.
- b) A monthly roster to be prepared and one of the Accounts Officer/Section Officer to be assigned the duty to supervise the functioning of the Reception with regard to acceptance/processing of the online applications. The Chief Accounts Officer to oversee the whole process with the assistance of the System Analyst and under the overall guidance of the Secretary, CHB.
- c) A workshop to be organized to educate the reputed document writers and Resident Welfare Associations about the process of e-Services.

 24/06/2022

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

- a) The Chief Liaison Officer, under the supervision and guidance of the Administrative Officer, will make a phone call to all the applicants on the very next day of submission of online application to ascertain whether the applicant want home collection of his/her duly signed printout along with enclosures. A statement/register with regard to the applicant contacted and their response to be maintained by the Chief Liaison Officer and the same is to be countersigned by the Administrative Officer.
- b) The online applications to be remained with the Reception till receipt of the duly signed print out of the application along with the documents that were uploaded with the online applications. However, the Public Notice, if required, to be immediately issued without waiting for the signed print-out of the online application.
- c) The signed printout of the online applications received at the Reception, either sent by the applicant or collected by the CHB, along with the enclosed documents to be sent to the concerned Dealing Assistant. Copy of the Public Notice shall also be sent to the concerned Dealing Assistant by the Reception.
- d) We should rely upon the statement of the applicant and documents submitted by him/her unless some discrepancy is noticed from the available record. A clear rider to be mentioned in 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 automatically.
- e) The application to be examined by the Dealing Assistant with the available record and the online application on Service Plus Module to be submitted to the concerned Accounts Officer/Section Officer with appropriate remarks.
- f) In case of any deficiency in the application the same to be immediately intimated through the 'Service Plus Portal' by the concerned AO/SO. The applications where any query/objection/deficiency has been communicated will NOT be treated as disposed off until it is either approved or rejected.
- g) 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.
- h) 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.

 24/06/2022

- i) The status of all the pending applications received through e-services to be reviewed on every Monday by the Chief Account Officer and a report to be submitted to the Secretary Chandigarh Housing Board.

7. 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 in better way, we will take appropriate view in reducing the service delivery time-lines.

8. This order will be applicable with regard to those e-Services also which may be launched in next phases.

9. This order supersedes the earlier Office Order No. PA/CEO/2022/67 dated 23.02.2022, the Office Order No. HB/PA/CEO/2022/73 dated 14.03.2022 and the Office Order No. PA/CEO/2022/137 dated 08.06.2022 issued during the transition phase of the e-Services.



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

To,

1. Chief Engineer, CHB
2. Secretary, CHB
3. Chief Accounts Officer, CHB
4. All Account Officers/Section Officers, CHB
5. Senior Law Officer, CHB
6. Administrative Officer, CHB
7. Chief Liaison Officer, CHB
8. System Analyst, CHB to upload on the website

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