

## **CITIZEN CHARTER**

### **PREAMBLE:**

This is a commitment of the Himachal Pradesh Housing & Urban Development Authority to provide every allottee/purchaser of its properties;

- Efficient, prompt and courteous service with a dedication to integrity and fairness.
- Qualitative development at reasonable costs.
- Time bound and transparent service in all transactions.

### **1. DETAIL OF BUSINESS TRANSACTED OR GENERAL SERVICES PROVIDED.**

The State of Himachal Pradesh constituted HP. Housing Board during the year,1972 which was further re-named as HP Housing & Urban Development Authority in the year 2004 by an Act known as Himachal Pradesh Housing & Urban Development Authority Act,2004( Act No.9 of 2004)with following mandate:

- Plan and develop land.
- Create infrastructure to meet housing needs of different income groups.
- Create appropriate authority and mechanism for planned development.
- Provide development schemes to mobilize public private resources for promotion of housing colonies.
- Working on No Profit No Loss basis.
- Shelter to all.

**2. NAME, ADDRESS AND PHONE NUMBERS OF KEY OFFICIALS.**

<b>Sr. No.</b>	<b>Name of Officer</b>	<b>Phone No. Office</b>	<b>Residence</b>
1.	Sh. B.B. Kalra, CEO-cum-Secretary, HIMUDA, Nigam Vihar Shimla-2	0177-2623860	0177-
2.	Sh. Gopal Sharma, Executive Director (HAS), Nigam, Vihar Shimla-2.	0177-2623156	
3.	Sh. Arun Gupta, Chief Engineer, Nigam Vihar, Shimla-2	0177-2626919	0177-2626875
4.	Smt. Ashok Gupta, Sr.Architect, Nigam Vihar ,Shimla-2	0177-2623816	
5.	Sh. Rakesh Sharma, Superintending Engineer (North), Hamirpur,	01972221972	-
6.	Sh. G.Misra, Superintending Engineer, Kasumpti, Shimla-9	0177-2621601	2626562
7.	Smt. Rama Sood, Administrative Officer, Nigam Vihar Shimla-2	0177-2623790	2673285

**3. PROCEDURE TO AVAIL SERVICES.**

Through Allotment Regulations & Brochures prepared there-under on procedure relating to submitting applications for allotment of units

and Building Plan and allied information on various schemes etc. notified from time to time.

- by making available formats of documents for various transactions.
- by keeping the public informed on major decisions like floatation of schemes i.e. residential/commercial/institutional/industrial etc. through newspapers/website.

#### **4. INFORMATION ON COST OF SERVICE PROVIDED.**

- Application form alongwith Brouchers of various schemes
- Information required under RTI Act,2005.
- Standard drawing of units of the colony and all other relevant documents related to owned house/ plot/ flat etc. .

#### **5. STANDARD OF SERVICES (TIME LIMITS ETC.).**

- By issue of acknowledgement expeditiously and time bound settlement of all correspondence and in case of any delay an intimation regarding the reasons for such delay and when a reply can be expected.
- By organizing ‘**Open Durbars**’ with allottees/ associations of the allottees periodically at notified timings, with adequate publicity to ensure speedy disposal of pending cases.
- By prescribing specific time limits for various transactions.

The time schedule for various activities will be as follows:-

<b>Sr. No.</b>	<b>Activity Time schedule</b>	
<u>1.</u>	Enquiries regarding installments/ dues.	On all working days. (to be made on Phone No.0177-2622681 with the Chief

		Accounts Officer of the Authority/concerned staff of the Accounts Section.
2.	Issue of Mortgage Permission	One week.
3.	No Dues Certificate	One week.
4.	Conveyance Deed.	One week.
<u>5.</u>	Transfer Permission	One week.
6.	Issue of possession letter.	One day provided allottee completes codal formalities and brings required documents.
7.	Sanction of building plans	3 weeks at the level of Architect Wing of Head Office and in case of observations, these shall be communicated for rectification within a period of 2 weeks.
8.	Completion Certificate	2 weeks at the level of concerned field offices.
9.	Refund.	2 weeks at the level of Head Office.
<u>10.</u>	Water/Sewerage connection	2 weeks at the level of concerned field offices.

Above schedule shall be adhered to generally provided there are no un-foreseen problems. In that case, allottee shall be informed suitably.

**6. GRIEVANCES REDRESSAL MACHANISM WITH NAME ADDRESS, PHONE NUMBERS AND EMAIL OF OFFICIALS IN CHARGE OF GRIEVANCES REDERSAL CELL.**

Through a right to approach concerned officers at various levels, if grievances are not settled at lower levels, for the work relating to Estate Management, public can contact the Chief Executive Officer-

cum-Secretary (Also Head of Grievance Cell) /Administrative Officer (**Telephone No.0177-2623860, 2623790, 2623705**) and for work relating to Engineering Wing- concerned Assistant Engineer/ Executive Engineer/Superintending Engineer and Chief Engineer can be contacted. Website [www.himuda.com](http://www.himuda.com)

Email: [info@himuda.com](mailto:info@himuda.com)

#### **7. DUTIES OF CITIZEN'S TO AVAIL THE SERVICES**

The Himachal Pradesh Housing & Urban Development Authority expects from all those who avail its various services:-

- Not to approach touts or middlemen.
- To ensure timely deposit of all dues/installments/grounds rent and other payments demanded from time to time.
- To adhere strictly to the terms and conditions of allotment and proper up-keep and maintenance of the property.