

# CITIZEN CHARTER ukxfjd vf/kdkj lk=



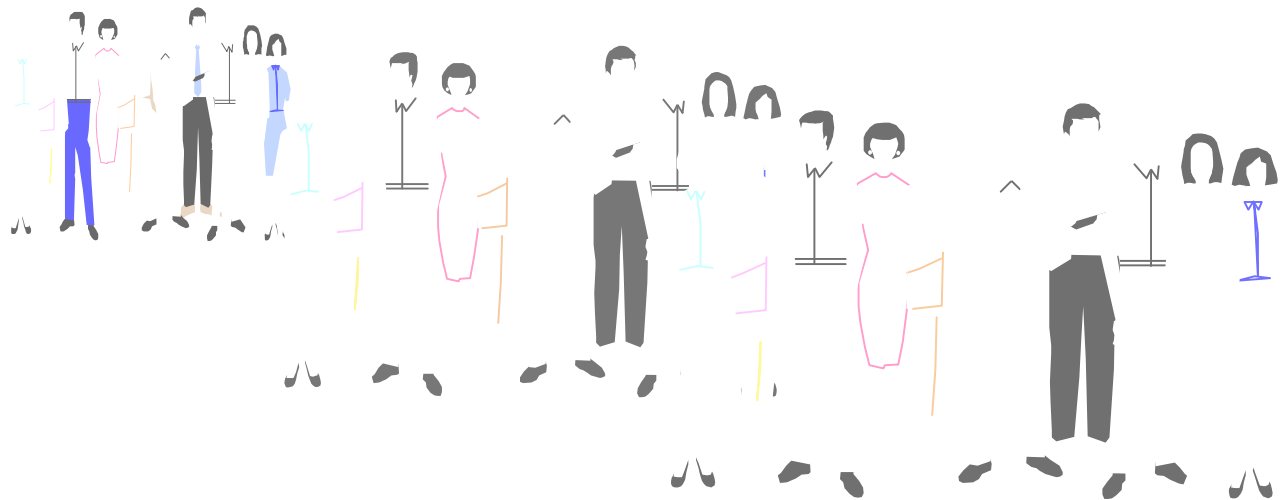
DEVELOPMENT AUTHORITIES



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 fodkxj  
mRrj inšk 'kl u  
vi&y] 2001



# OUR COMMITMENTS

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

**fo dkl i kf/kdj.k@vkokl ,oafodkl ifj"kn viusmiHkD rkl vkoVh@drk dks fuEufyf[kr vk'okl u nrk g9&**

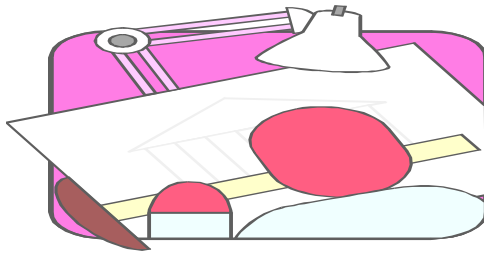
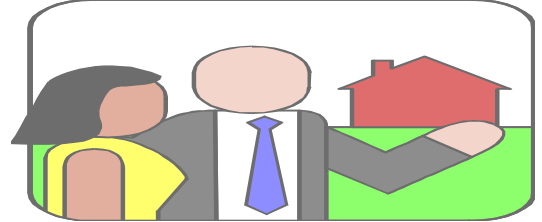
- ◆ **Unbaised, quick and cordial service] with full integrity and honesty,**
- ◆ **I R; fu"Bk ,oab&kunkjh ds I kfK fu"i {k Rofjr ,oa I kStU; i wk I okl]**
- ◆ **High quality of construction and development works at appropriate cost,**
- ◆ **mfp r eV; ij mPp dkV dk fodkl ,oafuelZk dk; }**
- ◆ **Punctuality and transparency in all transactions,**
- ◆ **I Hh ys&nsu ea i kjnf'kzk ,oa I e; c) rkl]**
- ◆ **Time-bound delivery of all services and redressal of complaints,**
- ◆ **I Hh I okv@f'kdK; 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 pkyr dk; k ds I e; c) fuLrkj.k ds I Ecl/k ea I puk I kexh Lokx d{k ea mi yC/k djlkuk]**
- ◆ **Organise regular public camps for quick disposal of pending matters**
- ◆ **yfEcr ekeyla ds Rofjr fu"i knu grqfu; fer : i I sykd f'kfoj 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'kdK; rla ds I ek/kku grq I e; & I hek ,oamRrjnkf; Ro fu/Wj.k

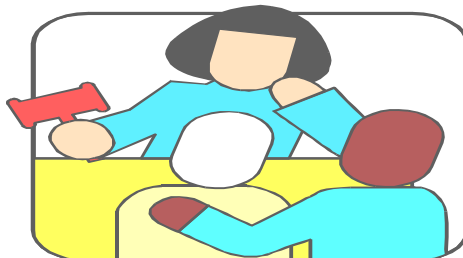
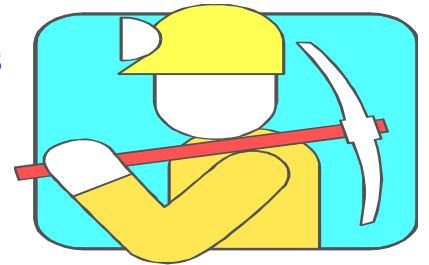
# Expectations of Citizen Charter

1- Plot/house/property Allotment  
 1- Hkfk.M@Hkou vko/vu fo"K; d



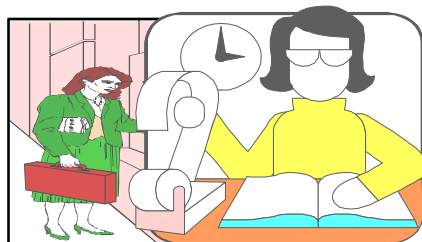
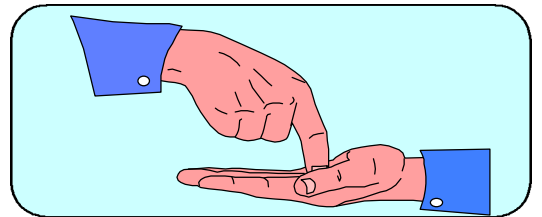
2. Building Plan Approval  
 2- Ekufp= Lohdfr fo"K; d

3-Land Acquisition, Development Works  
 And Maintenance of Public Services  
 3-Hk&vtZj fodkl dk; k, oa  
 tu&l okvka ds vuj {k.k fo"K; d



4 -Redressal of Public  
 Greivances  
 4- ykd f'kdK; rka ds l ek/kku gsrq0; oLFk

5- Obligations of Consumers  
 5- miHkDrk dsnkf; Ro



6- Procedure for registration of  
 Complaints  
 6- f'kdK; r ntZ djkus gsrq i fdz, k

# 1. ALLOTMENT OF PLOT / HOUSE

ආදායම් මණ්ඩලයේ වෙබ් අඩවියේ



## PROPERTY SECTION

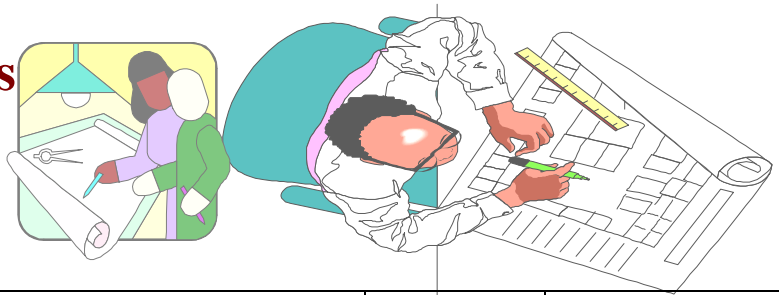
විකුණු කිරීමේ කොටස

Sl.No. අංකය	Purpose/Enquiries මෙහි ඇති විස්තරය	Time Schedule විකුණු කිරීමේ විවේකය	Officer Responsible විකුණු කිරීමේ විධායක
1-	To obtain information regarding availability of plots / houses in various schemes විවිධ ව්‍යුහයන්හි භූමි ප්‍රමාණයන් සහ නිවෙස්වල ඇති තොරතුරු ලබා ගැනීම	24 hrs. 1 fnu	Property Officer විකුණු කිරීමේ විධායක
2-	To obtain information regarding new schemes of Development Authority/ Housing and Development Board විකුණු කිරීමේ මණ්ඩලයේ/ නිවෙස් සංවර්ධන මණ්ඩලයේ නව ව්‍යුහයන් සම්බන්ධ තොරතුරු ලබා ගැනීම	24 hrs. 1 fnu	Property Officer විකුණු කිරීමේ විධායක
3-	To submit application for registration of plot/house allotment භූමි ප්‍රමාණයක් සඳහා ලේඛන කිරීමේ අයදුම්පතක් භාර දීම	2 days 2 fnu	Property Officer විකුණු කිරීමේ විධායක
4-	To obtain information regarding progress of plot/house allotment භූමි ප්‍රමාණයක් සඳහා ලේඛන කිරීමේ කටයුතු පිළිබඳව තොරතුරු ලබා ගැනීම	3 days 3 fnu	Property Officer විකුණු කිරීමේ විධායක
5-	To obtain costing of plot/house භූමි ප්‍රමාණයක් සඳහා වටිනාකම ගණනය කිරීම	5 days 5 fnu	Accounts officer ගණකාධිකාරී
6-	To obtain allotment letter විකුණු කිරීමේ ලේඛනයක් ලබා ගැනීම	2 days 2 fnu	Property Officer විකුණු කිරීමේ විධායක
7-	To obtain calculation memo regarding instalments of plot / house භූමි ප්‍රමාණයක් සඳහා ලේඛන කිරීමේ කටයුතු පිළිබඳව තොරතුරු ලබා ගැනීම	7 days 7 fnu	Property Officer විකුණු කිරීමේ විධායක
8-	To obtain details of interest/penal interest calculation උදාහරණයක් ලෙස උදාහරණයක් ලෙස උදාහරණයක් ලෙස	10 days 10 fnu	Property Officer විකුණු කිරීමේ විධායක
9-	To obtain Reschedule of instalments ලේඛන කිරීමේ කටයුතු පිළිබඳව තොරතුරු ලබා ගැනීම	15 days 15 fnu	Chief Accounts Office ගණකාධිකාරී විකුණු කිරීමේ විධායක
10	To obtain Settlement of anomalies in the deposited amount දැමූ මුදලක ඇති වැරදි සම්බන්ධව තොරතුරු ලබා ගැනීම	10 days 10 fnu	Property Officer විකුණු කිරීමේ විධායක
11-	To obtain Verification of file documentation ලේඛන කිරීමේ කටයුතු පිළිබඳව තොරතුරු ලබා ගැනීම	10 days 10 fnu	Property Officer විකුණු කිරීමේ විධායක

12-	<b>To obtain Reinstatement of plot/house allotment on request made within 30 days of cancellation</b> fujLrhjdj.k ds30 fnu dsvlnj vkonu djusij Hkjk.M@Hkou vkob/u dls i qoqky djuk	<b>3 days</b> 3 fnu	<b>Property Officer</b> LkEi fRr vf/kdkjh
13-	<b>To obtain Costing for complete payment</b> i wkZ Hkqrku dsfy, x.kuk djuk	<b>10 days</b> 10 fnu	<b>Property Officer</b> LkEi fRr vf/kdkjh
14-	<b>Transfer or renaming of plot/building</b> Hkjk.M@Hkou dk ukekUrj.k ; k iR; koru	<b>45 days</b> 45 fnu	<b>Property Officer</b> LkEi fRr vf/kdkjh
15-	<b>Mutation of plot/house</b> Hkjk.M@Hkou dk E; Wsku djuk	<b>60 days</b> 60 fnu	<b>Property Officer</b> LkEi fRr vf/kdkjh
16-	<b>To obtain copy/inspection of file</b> lk=koyh dk fujh{k.k@udy iRr djuk	<b>5 days</b> 5 fnu	<b>Secretary</b> I fpo
17-	<b>Execution of agreement/sale deed</b> vuqW/k@fodz; foyqk dk fu"i knu	<b>15 days</b> 15 fnu	<b>Property Officer</b> LkEi fRr vf/kdkjh
18-	<b>Conversion of Lease hold land to free-hold</b> i VVs dh Hke dk Yh&gkM djuk	<b>15 days</b> 15 fnu	<b>Property Officer</b> LkEi fRr vf/kdkjh
19-	<b>To obtain possession letter after registration of sale deed</b> fodz; &foyqk fucU/ku ds mi jkR Hkjk.M@ Hkou dk dCtk i = iRr djuk	<b>5 days</b> 5 fnu	<b>Property Officer</b> LkEi fRr vf/kdkjh
20-	<b>To obtain refund of registration/any other due amount to unseccessful applicants after the lottery</b> yKVjh ds mi jkR vl Qy vkondk dls i ahdj.k@vl; ns /kujk'k dh oki I h	<b>10 days</b> 10 fnu	<b>Property Officer</b> LkEi fRr vf/kdkjh
21-	<b>To know the status of progress regarding submitted application</b> i wZeatk i kFk&k= dh ixfr Kkr djuk	<b>5 days</b> 5 fnu	<b>Property Officer</b> LkEi fRr vf/kdkjh
22-	<b>To obtain miscellaneous information regarding properties</b> I Ei fRr; k ds I Ecu/k eafoko/k tkudkj iRr djuk	<b>15 days</b> 15 fnu	<b>Property Officer</b> 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 djustgrqfu/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-	<b>Approval of plan for compensatory F.A.R after policy decision</b> DEiul Vjh , Q-, -vkj grqufrxr fu.kz dsmijWr ekufp= Lohdfr	<b>30 days</b> 30 fnu	<b>Incharge, Building Section</b> i HkjHkou vutKx
11-	<b>Plan renewal</b> ekufp= uohudj.k	<b>15 days</b> 15 fnu	<b>Incharge, Building Section</b> i HkjHkou vutKx
12-	<b>To obtain information at the counter regarding Compounding bye-laws</b> 'keu mifof/k dsckjseadkm.Vj ij tkudkjH	<b>Immidiata</b> rRdky	<b>Incharge, Building Section</b> i HkjHkou vutKx
13-	<b>Approval of compounding plan</b> dEikmf.Max ekufp= dh Lohdfr	<b>90 days</b> 90 fnu	<b>Incharge, Building Section</b> i HkjHkou vutKx
14-	<b>Hearing of notices against unauthorised/illegal construction</b> vfrØe.k@voKk fuelkz dsfo: ) i klr ukVI dh l quokbz	<b>2 days</b> 2 fnu	<b>Incharge, Building Section</b> i HkjHkou vutKx
15-	<b>Action against unauthorised/illegal construction</b> vfrØe.k@ voKk fuelkz dsfo: ) dk; bkgH	<b>7 days</b> 7 fnu	<b>Incharge, Enforcement</b> i HkjH buQk ÆBV
16-	<b>To obtain copy of approved plan</b> Lohdfr ekufp= dh udy i klr djuk	<b>7 days</b> 7 fnu	<b>Incharge, Building Section</b> i HkjHkou vutKx
17-	<b>To obtain Land-use information as per Master Plan</b> egk; kstuk dsvuq kj Hk&mi ; lK dh tkudkjH i klr djuk	<b>7 days</b> 7 fnu	<b>Incharge, Planning Section</b> i HkjHkou vutKx
18-	<b>Disposal of application regarding change of Land-use</b> Hk&i; lK ifjorZu i kFkuk&i= dk fuLrkj.k	<b>90 days</b> 90 fnu	<b>Incharge Planning</b> i HkjHkou vutKx
19-	<b>To enquire about the date fixed for hearing of case from the Presiding Officer</b> okn ds l EclU/k ea l EcfU/kr i Hkkl hu vf/kdkjH l sfrfK dh tkudkjH djuk	<b>Immidiata</b> rRdky	<b>Incharge, Building Section</b> i HkjHkou vutKx
20-	<b>Issue of Completion Certificate</b> i wkzk i ek.k&i = dk fuxZu	<b>30 days</b> 30 fnu	<b>Incharge, Building Section</b> i HkjHkou vutKx

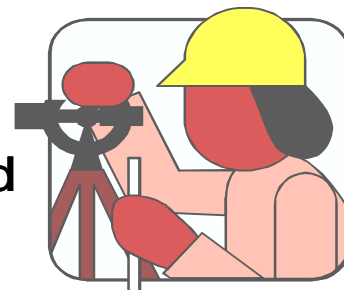
### 3.Land Acquisition, Development works and Maintenance of Services

ආර්ථික සේවා කොටස, පළාත් සභා සේවා කොටස, පළාත් සභා සේවා කොටස



#### Engineering Section

විද්‍යා මණ්ඩල



අංකය	මෙහෙයුම/සැලකිල්ල අරමුණු, විස්තර	විද්‍යා මණ්ඩල විස්තරය	විද්‍යා මණ්ඩල විස්තරය
1-	To know the boundaries of land proposed for acquisition ව්‍යුහගත කිරීමට නිර්දේශිත භූමි ප්‍රදේශවල මාපිලි කිරීම	5 days 5 දින	Engineer Aquisition විද්‍යා මණ්ඩල
2-	Disposal of application regarding readjustment of land in the Authority's scheme සලකුණු කිරීමේදී භූමි ප්‍රදේශවල වෙනස්කිරීම් සම්බන්ධයෙන් යොමු කළ යුතු ක්‍රියාමාර්ග	90 days 90 දින	Incharge Planning විද්‍යා මණ්ඩල
3-	To secure approach to private land from Authority's scheme විද්‍යා මණ්ඩලයේ සමාජ භූමි ප්‍රදේශවලට පුද්ගලික භූමි ප්‍රදේශවලට ප්‍රවේශයක් සහතික කිරීම	90 days 90 දින	Incharge Planning විද්‍යා මණ්ඩල
4-	Starting repair of drains, parks and roads etc. in the Authority's colonies විද්‍යා මණ්ඩලයේ නිවෙස් ප්‍රදේශවල දොරටු, වතුර මාරු මාර්ග, පාර සහ වනාන්තර වැනි ස්ථානවල නිවැරදි කිරීම්	30 days 30 දින	Incharge Engineer විද්‍යා මණ්ඩල
5--	Repaire of street-light in the Authority's colonies විද්‍යා මණ්ඩලයේ නිවෙස් ප්‍රදේශවල පාරේ පිහිටි ආලෝක පටුන් නිවැරදි කිරීම	7 days 7 දින	Incharge Engineer විද්‍යා මණ්ඩල
6-	Restoration of water supply in the Authority's colonies විද්‍යා මණ්ඩලයේ නිවෙස් ප්‍රදේශවල ජල සැපයුම නිවැරදි කිරීම	1 day 1 දින	Incharge Engineer විද්‍යා මණ්ඩල
7-	Completion of large development / construction (incomplete) works විශාල පරාසයක සංවර්ධන / සාදන කටයුතු (අසම්පූර්ණ) කිරීම	45 days 45 දින	Incharge Engineer විද්‍යා මණ්ඩල
8-	Completion of small development / construction (incomplete) works මුද්‍රාස්ථාන සංවර්ධන / සාදන කටයුතු (අසම්පූර්ණ) කිරීම	30 days 30 දින	Incharge Engineer විද්‍යා මණ්ඩල
9-	To obtain physical possession of plot භූමි ප්‍රදේශයකට භෞතික සම්පූර්ණ කිරීම	7 days 7 දින	Incharge Engineer විද්‍යා මණ්ඩල
10-	To obtain physical possession of building භූමි ප්‍රදේශයකට භෞතික සම්පූර්ණ කිරීම	15 days 15 දින	Incharge Engineer විද්‍යා මණ්ඩල



**4. ARRANGEMENTS FOR REDRESSAL OF PUBLIC GRIEVANCES**

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

**QUICK SERVICES THROUGH INDIPENDENT AGENCY**

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



- Independent agency to be deployed for registration of complaints
- f'kdk; rlad s i d h d j .k grq LorU= I hFk yxkbz tk, xhA
- All complaints will be registered through above mentioned agency
- l eLr f'kdk; ramijkr I hFk dsek/; e l sntZ djkbz tk, xhA
- Complainant will submit complaint in the prescribed form at the Authority's Counter
- f'kdk; r drkZ fu/kZjr ii= ij i kf/kdj.k ds d kmUVj ij f'kdk; r iLr djxkA
- Complainant will have to deposit prescribed fee alongwith application form to register the complaint
- d kmUVj ij f'kdk; r ntZ djkus grqvkonu&i= ds l kf fu/kZjr 'k d tek djuk glxkA
- Agency will issue a complaint number and date for communicating Action Taken Report
- I hFk }kjk f'kdk; r drkZ 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
- i frfnu tks h h f'kdk; r a ikr glxk ij I hFk }kjk i kf/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 kf/kdj.k }kjk ikr l eLr f'kdk; rlad h pkj ; k i k fnu ea i k s l x dj I hFk dks Action Taken Report (ATR) miyCk dj; h tk, xh rkd mi h h d r k dks v l r fje mRrj fn; k tk l dA



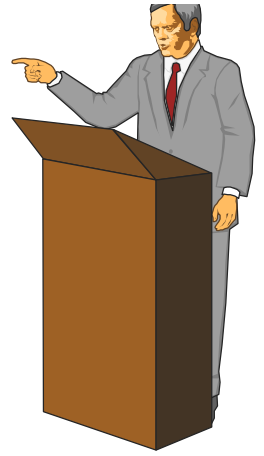
- The Agency will provide the ATR to the complainant on due date. The Government shall Monitor the System By Exception and penal action would be taken against the Officer responsible for negligence.

➤ I hFk }kjk ATR dh l p u k f'kdk; r drkZ 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 f u' p r ugha glxk ij dh Monitoring by exception 'kkl u }kjk dh tk, xh vlg mRrjnk; h v f/kdkjh ds fo: ) fu; ekuq kj n. M k Red dk; bkg h 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 }kj k 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\$ pkjdrkvk adk 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 hycln gksudh 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 }kj k 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/kvkg rns vuj{k.k 'k/dk dk fu;fer ,oal e;c) Hkrku djh
- 16. Extend full cooperation in the maintenance of civic amenities.  
tul f0/kvkg ds vuj{k.k ,oaj [k&j [ko eaiwkz l g; kx inku djh
- 17. Do not install motor pump on water supply main.  
ikuh dh llykbz ykbu ij l h/sek/vj iEi u yxk, h
- 18. Do not purchase plot/building or get any other work done through the mediators/dalals.  
fcpky; k@nykyladsek/;e l sh/k.M@kou dz; u djh u gh dkbz dk; Zdjok, h
- 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 muds nkf; Ro fuozu eaiwkz l g; kx inku djh

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

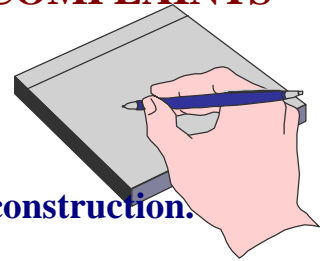
miHDrkvla }jkk ntZ djkbz xbf'kdk; rla ij ml h n'kk eaRofjr dk; bkg h l fuf'pr dh tk, xh ; fn muds Lrj ij nkf; Rola dk mYyaku u ik; k tk, A

## 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/kvka ; Fkk tyki fir l hojst] M&st] fo|q& vki fir] vkfn ds vuj{k.k@ej&er ds l Ecu/k eaf'kdk; r
- **Complaint against payment of land acquisition compensation.**
- Hkie vtU ds ifrdj H&rkku ds l Ecu/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 -----  
 ftI 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 regestered complaint No.** -----  
 igyh ckj ntZf'kdk; r dk uEcj -----
- 9. Progress of action taken** -----  
 dkjbbZ dh ixfR % -----

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