

(c) if so, the reasons therefor especially when the very objective of the scheme is generation of employment?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT AND POVERTY ALLEVIATION (SHRI BANDARU DATTATRAYA): (a) Yes, Sir.

(b) and (c) It had come to the notice of the Government that a few States/UTs viz. Dadra & Nagar Haveli, Gujarat, Haryana, Madhya Pradesh, Manipur, Rajasthan and Sikkim had incurred the administrative expenses in excess of norms (of 5% of total allocation). All the States/UTs have been advised to strictly adhere to the norms/guidelines laid down under Swarna Jayanti Shahari Rozgar Yojana (SJSRY) scheme.

Citizen's Charter of DDA

120. SHRI LAJPAT RAI: Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVIATION be pleased to state:

(a) whether Delhi Development Authority has Citizen's Charter promising efficient, prompt and courteous service;

(b) if so, the details thereof;

(c) the extent of relief the Charter has or ought to the public;

(d) when was the last periodic review of the Charter was undertaken; and

(e) if no review has been undertaken, the reasons therefor and how effective it has been for time-bound disposal of various transactions?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT AND POVERTY ALLEVIATION (SHRI BANDARU DATTATRAYA): (a) and (b) Yes, Sir. A copy of the Citizen's Charter is given in the Statement (See below).

(c) The Charter gives time schedule for disposal of various public transaction with Delhi Development Authority for regular review.

(d) and (e) The DDA has reported that the Citizen's Charter, which was adopted in September, 1997, has been useful in enforcing better monitoring of transactions in DDA. The Heads of the Departments personally review the

disposal of various transactions and monitor the time taken for disposal, which is an ongoing process.

Statement

DELHI DEVELOPMENT AUTHORITY CITIZENS CHARTER PREAMBLE

This is a commitment of the Delhi Development Authority to provide every allottee/purchaser/of its properties.

- efficient, prompt and courteous service with a dedication to integrity and fairness.
- quality product at reasonable cost.
- time bound and transparent service in all transactions.
- a periodic independent scrutiny report of its performance.
- information including where necessary, the reasons for adopting a policy and the basis for accepting or rejecting any request in comparable cases.
- The DDA further commits itself to the following:

QUALITY OF SERVICES

- by issue of acknowledgement within 15 days 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 display of the names of officials alongwith their designation, telephone number and location in various Departments and the wearing of name badges by officials who have dealings with the public.
- by making available printed information on time bound disposal of various transactions at the Reception.
- by organising Lok Shivirs periodically and at notified timings, with adequate publicity to ensure speedy disposal of pending cases.
- by prescribing specific time limits for various transactions (please see box below for details).

ACCESS TO INFORMATION

- through guidebooks on procedure relating to Land, Housing and Building Plan Sanction etc. and on various schemes etc. notified from time to time.
- by making available formats of documents for various transactions at nominal cost.
- by providing information on movement and status of the various cases on Public Hearing Days.
- by keeping the public informed on major decisions like Relief Schemes, Housing Schemes, etc. through newspapers etc.
- by appointing Counselors in all Departments and locating them at the Reception for providing information and guidance to the public.

GRIEVANCE REDRESSAL

- through a right to approach concerned officers at various levels, if grievances are not settled at lower levels.
- through a right to ask for a Public Grievance Redressal Card at the reception or from any officer of the rank of Director or above for timely redressal.

CONSUMERS OBLIGATIONS

The DDA expects from all those who avail its various services

- not to approach touts or middlemen
- to ensure timely deposit of all dues/instalments/ground rent (and other payment demanded from time to time).
- to adhere strictly to the terms and conditions of allotment and proper upkeep and maintenance of the property.
- to feel free to write to the following address their comments and suggestions for further improvement of the charter.

Director (Public Relations)
Vikas Sadan, New Delhi-23.

**INFORMATION, IN BRIEF GIVING GUIDANCE FOR TIME BOUND
DISPOSAL OF VARIOUS TRANSACTIONS WITH DDA.**

ACTIVITY	TIME SCHEDULE
1. Possession Letter	Within 60 days of completion of all formalities.
2. Transfer/Mutation	Within 60 days of submission of all documents.
3. Restoration of flats	Within 60 days (subject to availability and entitlement).
4. Refunds	Within 28 days.
5. Conversion of lease hold to free hold	Within 90 days of receipt of application from the concerned bank.
6. Extension of time	Within 4 weeks depending on period of default.
7. Possession of plots	Within 15 days of receipt of full premium and submission of all documents.
8. Mutation of plots	Within 1 month of submission of all documents.
9. Sanction of Building Plan	Within 60 days from the date of submission of building permit and subject to completion of all formalities.
10. Issuance of 'C' Form	Within 15 days from the date of receipt of such notice.
11. Issuance of 'D' Form	Within 15 days from the date of receipt of such notice.
12. Completion Certificate	Within 60 days from the date of receipt of notice of completion and subject to completion of all formalities.

Inconvenience due to increasing activities of hawkers in Delhi

121. **SHRI RAJU PARMAR:** Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVIATION be pleased to state: