



DELHI DEVELOPMENT AUTHORITY

CITIZEN'S 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 costs.
- 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 to or rejecting any request in comparable cases.

The DDA further commits itself to the following.

QUALITY OF SERVICE

- 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 dealing with the public.
- by making available printed information 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 presenting 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.
- 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 payments 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 of the following address their comments and suggestions for further improvement of the charter:

Director (Public Relations) Vikas Sadan, New Delhi-110023

Information, in brief giving guidance for time bound disposal of various transactions with DDA

S. No.	Activity	TimeSchedule
1.	Possession Letter of flats	Within 60 days of completion of Formalities.
2.	Transfer/Mutation of flats	Within 60 days of submission of all Documents.
3.	Restoration of flats	Within 60 days (subject to availability & 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.

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| 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 B-1(work upto plinth level(completion)) | Within 30 days from the date of receipt Of such notice and subject to work conforms To sanctioned building plans and building By-laws |
| 11. | Completion certificate | Within 60 days from the date of receipt Of notice of completion & Subject to completion of All formalities |
| 12. | Handingover the physical Possession of flat | Within 21 days after issue of Possession. |