



## FORWARD BY CHIEF EXECUTIVE OFFICER

Citizen charter in your hand reconfirms our commitment to provide efficient and prompt services to our allottees and the citizens, with the hope that on their part, they would earnestly respond and reciprocate in a positive way to help us make noida special. The objective of the '**citizen charter**' is to achieve a **STAR administration** i.e. **Simple, Transparent, Accountable and Responsive administration** in fulfilling the needs of the allottees/ citizens.

Citizen Charter has been **revised** making it more user/citizen friendly by giving relevant information about officers responsible for various works/ functions. **Timelines** for various approvals/ works have been fixed. We invite allottees / citizens to use this charter to ensure timely execution and better standards of service. People are requested to contact the concerned authorities, in case of any non-compliance of charter.

We invite greater participation, support and assistance from the Allotees / citizens, so as to provide better services and to make the city clean, green & a better place to live in.

Balvinder Kumar

Chairman & Chief executive officer

October 01, 2011

## TIMELINE FOR INDUSTRIAL PLOTS/ SHEDS

Name Of the Head of Department (H.O.D) :

Mr. Santosh Kumar (OSD) for Phase I & Phase III (Sector-57 to 60)

& Mr. N.K. Singh (AGM) for Phase II & Phase III remaining

*All applications should be addressed to concerned HOD. Days means working days but does not include day of submission of application along with all required documents. In case the work is not done within stipulated period, visitors are requested to meet the H.O.D of the concerned department*

S No	Activity	Time Limit (in days)	Issuing Authority
1	Calculation for deposit of various due amounts	3	Account Officer, Mr A.K. Dhamija
2	Issue of No Dues Certificate	3	.do.
3	Change in Constituion	7	Manager, Mr Mukesh Srivastava & OS, Mr Shiv Lal
4	Transfer of Plot/ Shed	7	.do.
5	Issue of Functional Certificate	7	.do.
6	Renting Permission	3	.do.
7	Grant of Mortgage permission	5	.do.
8	Extension of time period for implementing the project	5	.do.
10	Acceptance of Transfer Deed	3	.do.
11	Extension of time period for execution of lease deed	5	.do.
12	Acceptance of Power Of Attorney given by the Allottee for performance of various functions	7	.do.
14	Rejection/Acceptance of restoration of allotment	7	.do.
15	Permission for amalgamation/ Deamalgamation of industrial plots	15	.do.
19	Conversion of industrial plot from industrial use to industrial facilities	30	.do.
20	Execution of lease deed	As mentioned in the Allotment Letter	.do.

## TIMELINE FOR HOUSES/ FLATS BUILT BY NOIDA

**Name Of the Head of Department (H.O.D) : Mr. N P Jaiswal (Dy. General Manager)**

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S.no.	Activity	Time Limit (in days)	Issuing Authority
1	Execution of lease deed	within 3 days from submission of document	Desk Officer, Mr A K Sarin
2	Mortgage permission for purchase of the flat/house	5	Desk Officer, Mr A K Sarin
3	Transfer of flat/house	7	Desk Officer, Mr A K Sarin
4	Transfer of flat/house amongst blood relation as defined	7	Desk Officer, Mr A K Sarin
5	Transfer of flat/house on death of the allottee	7	Desk Officer, Mr A K Sarin
6	Issue of No dues certificate	7	Account Officer, Mr Vijay Singh
7	issue of mutaton letter after receipt of copy of the transfer deed	3	Desk Officer, Mr A K Sarin
8	Extension of time period for execution of lease deed	7	Desk Officer, Mr A K Sarin
9	Rejection / Acceptance of restoration of allotment	7	Desk Officer, Mr A K Sarin
10	Issue of duplicate papers	3	Desk Officer, Mr A K Sarin
11	Acceptance of power of attorney given by the allottee for performance of various functions	7	Desk Officer, Mr A K Sarin
12	Calculation for deposit of various due amounts	3	Account Officer, Mr Vijay Singh
13	Permission for Co-allotteeship	7	Desk Officer, Mr A K Sarin
14	Surrender of flat/house	7	Desk Officer, Mr A K Sarin
15	Mortgage permission as Collateral Security	7	Desk Officer, Mr A K Sarin

## TIMELINE FOR GROUP HOUSING PLOTS

Name Of the Head of Department (H.O.D) : Mr. Bipin Gaur (Dy. General Manager)

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S.no.	Activity	Time Limit (in days)	Issuing Authority
1	Execution of lease deed	within 3 days from submission of document	Manager Mr S C Gupta /Office Suptd. Mr Shiv Lal & Mr Hari Babu
2	Issue of No dues certificate by Accounts Deptt.	3	Account Officer, Mr Dharam Pal
3	Calculation for deposit of various due amounts	3	.do.
4	Extension of time period for construction on plot	3	Manager Mr S C Gupta /Office Suptd. Mr Shiv Lal & Mr Hari Babu
5	Transfer of plots/premises on death of the allottee	7	.do.
6	Issue of duplicate papers	3	.do.
7	Transfer of plots/premises including blood relatives	7	.do.
8	Permission for Co-allotteeship	7	.do.
9	Mortgage permission for construction purpose	3	.do.
10	Rejection / Acceptance of restoration of allotment	7	.do.
11	Issue of mutaton letter after receipt of copy of the transfer deed	3	.do.
12	Acceptance of power of attorney given by the allottee for performance of various functions	7	.do.

## TIMELINE FOR RESIDENTIAL PLOTS

Name Of the Head of Department (H.O.D) : Mr. Bipin Gaur (Dy. General Manager)

*All applications should be addressed to concerned HOD. Days means working days but does not include day of submission of application along with all required documents. In case the work is not done within stipulated period, visitors are requested to meet the H.O.D of the concerned department*

S.no.	Activity	Time Limit (in days)	Issuing Authority
1	Execution of lease deed	within 3 days from submission of document	Manager Mr S C Gupta /Office Suptd. Mr Shiv Lal & Mr Hari Babu
2	Issue of No dues certificate by Accounts Deptt.	3	Account Officer, Mr Dharam Pal
3	Calculation for deposit of various due amounts	3	.do.
4	Extension of time period for construction on plot	3	Manager Mr S C Gupta /Office Suptd. Mr Shiv Lal & Mr Hari Babu
5	Transfer of plots/premises on death of the allottee	7	.do.
6	Issue of duplicate papers	3	.do.
7	Transfer of plots/premises including blood relatives	7	.do.
8	Permission for Co-allotteeship	7	.do.
9	Mortgage permission for construction purpose	3	.do.
10	Rejection / Acceptance of restoration of allotment	7	.do.
11	Issue of mutaton letter after receipt of copy of the transfer deed	3	.do.
12	Acceptance of power of attorney given by the allottee for performance of various functions	7	.do.

## TIMLINE FOR COMMERCIAL PLOTS AND SHOP

**Name Of the Head of Department (H.O.D) : Mr Bipin Gaur (Dy. General Manager)**

*All applications should be addressed to concerned HOD. Days means working days but does not include day of submission of application along with all required documents. In case the work is not done within stipulated period, visitors are requested to meet the H.O.D of the concerned departmen. No rent permission is required from the authority in case of Commercial Premises*

S No	Activity	Time Limit (in days)	Issuing Authority
1	Execution of lease deed	within 3 days from submission of document	Manager, Mr S C Gupta/ Desk Officer, Mrs Nirmal Sharma
2	Issue of No Dues Certificate	3	Account Officer, Mr Vijay Singh
6	calculation for deposit of various due amounts	3	.do.
3	Extension of time period for raising construction or functioning of shop	5	Manager, Mr S C Gupta/ Desk Officer, Mrs Nirmal Sharma
4	Transfer of plot/shop on death of the allottee	7	.do.
5	Issue of duplicate papers	3	.do.
7	Transfer of plot/ shops	7	.do.
8	Change in Constituion	7	.do.
9	Issue of Functional Certificate	7	.do.
10	Mortgage permission	3	.do.
11	Rejection/Acceptance of restoration of allotment	7	.do.
12	Extension of time period for execution of lease deed	7	.do.
13	Issue of Mutation letter after receipt of copy of the Trasfer Deed	3	.do.
14	Acceptance of Power of Attorney given by the Allottee for performance of various functions	7	.do.
15	Acceptance of allotment money before cancellation alongwith interest as per terms and conditions of allotment	7	.do.

## TIMELINE FOR INSTITUTIONAL PLOTS

Name Of the Head of Department (H.O.D) : Mr S C Pabreja (Asstt. General Manager)

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S.No.	Activity	Time Limit (in days)	Issuing Authority
1	Grant of Mortgage permission	3	Desk Officer, Mr P D Sharma
2	Acceptance of Power of Attorney given by the allottee for performance of various functions	3	Desk Officer, Mr P D Sharma
3	Execution of lease deed	3	Desk Officer, Mr P D Sharma
4	Grant of extension for implementation of the project	5	Desk Officer, Mr P D Sharma
5	Issue of functional certificate	7	Desk Officer, Mr P D Sharma
6	Change in Constitution	7	Desk Officer, Mr P D Sharma
7	Renting of Institutional permises	5	Desk Officer, Mr P D Sharma
8	Transfer of Institutional plot/permises	7	Desk Officer, Mr P D Sharma
9	Rejection /Acceptance of Restoration of allotment	7	Desk Officer, Mr P D Sharma
10	Extension of time period for execution of lease deed	3	Desk Officer, Mr P D Sharma
11	Calculation for deposit of various due amounts	3	Account Officer, Hukumat Rai
12	Issue of No Dues Certificate by Account Deptt	3	Account Officer, Hukumat Rai
13	Issue of Mutation letter after receipt of copy of the Transfer Deed	3	Desk Officer, Mr P D Sharma
14	Acceptance of allotment money before cancellation alongwith interest as per terms and conditions of allotment	7	Desk Officer, Mr P D Sharma