HOUSING AND URBAN DEVELOPMENT DEPARTMENT

CITIZEN'S CHARTER
2017

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Government of Tamil Nadu
2017

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HOUSING AND URBAN DEVELOPMENT DEPARTMENT

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CHAPTER – 1

INTRODUCTION

The Housing and Urban Development Department of Government of Tamil Nadu is the administrative Department for Tamil Nadu Housing Board, Tamil Nadu Slum Clearance Board, Co-operative Housing Societies, Director of Town and Country Planning and Chennai Metropolitan Development Authority.

1.2 The Tamil Nadu Housing Board caters to the housing needs of Lower Income Group, Middle Income Group and Higher Income Group people through Hire Purchase, Self-Finance and Tamil Nadu Government Servants Rental Housing Schemes. The Tamil Nadu Slum Clearance Board is involved in slum development and rehabilitation activities through various schemes and provides for housing facilities to poor and downtrodden people. The Tamil Nadu Co-operative Housing Federation extends home loan facilities to poor people through Primary Co-operative Housing Societies.

1.3 The issues relating to Urban Planning and Development are addressed by the Director of Town and Country Planning and Chennai Metropolitan Development Authority which formulate various statutory plans for planned development of the cities and grant planning permissions in conformity with the Development Control Regulations. A Citizen Charter pertaining to various Heads of Departments functioning under this Department is furnished to enable the public to utilize the services of this department in transparent and systematic manner.

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CHAPTER - 2

TAMIL NADU HOUSING BOARD

Tamil Nadu Housing Board (TNHB) aims to cherish the goal of the Government of Tamil Nadu and to fulfill the housing needs of the people at an affordable price.

2.1 OUR COMMITMENT

Catering to the housing needs of various section of the people of Tamil Nadu and to assist in decongesting and regulating the growth of major cities of the State by:

1) Developing house sites (plots)
2) Building houses and flats to cater to the needs of the people of all sections of society.
3) Construction of zero defect structures, with quality materials, superior design and architecture.
4) Promote cost effectiveness and affordability in housing.
5) Provide services like tieing up for loans with Housing Financial Institutions and Nationalised Banks for Housing Finance.
6) Ensure clean, clear and marketable title.
7) Practice fair and transparent dealings.
8) Provide superior services after sales for customer's delight.
9) Establishing Satellite Towns near major cities

2.2 WHOM TO CONTACT

The allottees may contact the Executive Engineer and Administrative officer of concerned Divisions / Units regarding any grievances/complaints. In the event of delay, they may contact the Managing Director, Tamil Nadu

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Housing Board in person on all Monday between 12.00 Noon and 1.00 P.M. Further, contact details of concerned officers are available on the website www.tnhb.tn.gov.in.

2.3 BOARD'S SERVICE COMMITMENTS ARE

We strive to,

1) Issue sale deeds for the plots/houses/flats within 3 days, from the date of receipt of application along with all required documents.
2) Attend to minor repairs within 90 days from the date of inspection by the technical officers.
3) Issue 'A' & 'B' certificates to Government servants who have applied for House Building Advance within 1 month.
4) Issue certificate for the apportioned amount of principal and interest paid by allottees so as to avail Income Tax rebate within 7 days.
5) Issue 'A' & 'B' certificates to private allottees to avail loan from Housing Financial Institutions within 10 days.
6) Effect Name transfer in favour of the legal heirs in case of death of the allottee as per Rules within 1 month.
7) Conduct quality test at the quality control lab in Head Office, Chennai, for the building materials such as bricks, steel, mosaic, pressed tiles and send test report within 10 days at economical testing charges.

2.4 ACTIVITIES OF THE BOARD

Tamil Nadu Housing Board has been catering to the housing needs of various categories of people such as Economically Weaker Section, Lower Income Group, Middle Income Group and Higher Income Group by providing house sites/houses and flats to them at affordable cost and allotted under hire purchase schemes payable over a period of 8 years for plots/10-15 years for houses. Under Self-Finance Scheme, individual houses and flats in multistoried projects are provided to general public at affordable cost, payable over a period of 12 months, 18 months and 24 months. Also, outright allotment of

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plots / houses / flats is made by cost payment in single full payment. In addition, TNHB provides School Sites, Public purpose Sites, Commercial/Shop Sites, Parks and Play Ground.

Further, Tamil Nadu Housing Board has been constructing, maintaining and allotting apartments exclusively to the employees of the Government of Tamil Nadu under Tamil Nadu Government Servants Rental Housing Scheme (TNGRHS) for and on behalf of the Government of Tamil Nadu.

2.5.1 ELIGIBILITY CRITERIA FOR ALLOTMENT

Prescribed Eligible Income limit for various categories of houses:-

Economically Weaker Section	Up to Rs.12,000/- per month
Lower Income Group	Rs.12,001/- to 18,000/- per month
Middle Income Group	Rs.18,001/- to 37,000/- per month
Higher Income Group	Rs.37,001/- to 62,000/- per month
Super Higher Income Group	Rs.62,001/- and above.

For Board's special schemes the eligible annual income limit for Lower Income Group is Rs.6.00 lakh.

2.5.2 ALLOTMENT PROCEDURE

The allotment will be made in the name of the individuals or in joint names. The allotment will be made to the eligible applicants by conducting lot, observing category-wise reservation. The lot will be conducted by the Allotment Committee constituted by the Government. After conducting lot, the remaining plots / houses / flats will be allotted on "First-come-first served" basis, during every year.

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2.5.3 CATEGORY-WISE RESERVATION

As per the orders of Government, the following category-wise reservation shall be followed:-

i	Scheduled Caste including Adi-Dravidar	18%
ii	Scheduled Tribe	1%
iii	State Government Servants	18%
iv	Central Government Servant (including Employees of Electricity Board and Local Bodies)	8%
v	Defence Personnel including Ex-Servicemen and widows of defence personnel, Territorial Army personnel, the member of General Reserve Engineer Force and I.N.A. personnel and Coast Guard personnel (out of this 1% is reserved for allotment of Ex-servicemen belonging to Tamil Nadu who are recipients of the Gallantry awards such as Vir Chakra, Param Vir Chakra and Maha Vir Chakra)	7%
vi	Dhobis and Barber	4%
vii	Working Journalist	3%
viii	Language Crusaders and participants in State Border Agitations (with the qualification that in respect of persons involved in Language Crusade, the persons who come under the category of Tamil Scholars under the "Tamil Nadu Payment of Pension to Tamil Scholars and Miscellaneous Provisions Act, 1983" alone)	1%
ix	Employees of Tamil Nadu Housing Board	2%
x	General Public	38%

From out of the categories in items (i), (vi) and (x) 5% for Artists and 1% for political sufferers will be allotted on priority basis.

Further, 3% of the total units in each category shall be reserved for differently abled persons.

Based on the number of Plots, Flats and Houses, the number of reserved units for differently abled persons works out to less than one, then the same can be kept as one.

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2% of the units out of the 18% units reserved for the State Government Employees will be reserved for Judicial Officers serving in the State of Tamil Nadu.

The above reservation is not applicable in case of,

1) Outright purchase allotments,
2) First-come-first-served basis allotments.

Outright purchase allotments are made only among the following categories:-

(i) 1) General Public.
2) Central Government Servants.
3) Ex-servicemen
4) State Government servants who will not apply for House Building Advance

(ii) Other categories are not eligible for outright purchase.

In Self-Finance Schemes which is implemented using allottees' money, the above category-wise reservation is followed for the first lot and balance unallotted units are allotted based on the demand in the subsequent lots as per G.O.(Ms.)No.286, Housing and Urban Development Department, dated 09.12.2010.

2.5.4 NAME TRANSFER

Name Transfer between the direct blood relations is made by the Board's Head Office after due verification as indicated below in case of alive allottee:-

- Father
- Mother
- Husband
- Wife
- Son
- Daughter

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In the event of death of allottee, the transfer can be effected in favour of one of the surviving legal heirs with the consent of other Legal heirs. Also, in exceptional cases where married sons/daughters are no more, transfer can be made in favour of the eligible grand children after due verification at the concerned Division / Unit.

2.5.5 CHANGE OF ALLOTTED PLOT / FLAT / HOUSE

Change of allotted flat/house is made on recommendations by the respective division/unit on the genuine request of allottee to the concerned Superintending Engineer. After due verification, Superintending Engineers can allot alternate flat/house in case of the same remains unallotted.

Change of allotted plot is made at the Board's Head Office after due verification of the request of the allottee, if the requested alternate plot remains un-allotted.

2.5.6 ISSUE OF SALE DEED

The allottees are required to satisfy the following conditions for getting absolute sale deed:

1) Full final cost should have been paid.
2) Scrutiny fee should be paid.
3) In case of 'A' & 'B' Certificates obtained by the allottee for availing loan. No Objection Certificate (NOC) should be obtained from the concerned Bank or other Financial Institutions or Government from where the allottee has obtained loan.
4) The relevant original allotment documents, allottee residential address proof and prescribed photo identity proof in original should be shown for verification.

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2.6.1 TAMIL NADU GOVERNMENT SERVANTS RENTAL HOUSING SCHEME

In Chennai City, application for allotment of TNGRHS Flats/Houses are made available at Housing and Urban Development Department of Tamil Nadu Government. The filled application should be submitted to the Government through the concerned Department Head of the applicant.

The filled in application will be processed and a seniority list will be prepared. Based on the seniority list prepared, allotments are made based on the pay eligibility of the Government Servants by an order of the Government. On receipt of Government Order, Tamil Nadu Housing Board will take immediate action to hand over the apartments to the allottees.

2.6.2 MOFUSSIL AREAS EXCEPT CHENNAI

In Mofussil areas, applications for allotment of Tamil Nadu Government Servants Rental Housing Scheme Flats/Houses are available with the Executive Engineer & Administrative Officer of the respective unit or the respective Collectorate. The filled in applications will be registered by the Executive Engineer / Collector and a seniority list will be prepared.

Based on the seniority list, the eligible applicant will be allotted in Tamil Nadu Government Servants Rental Housing Scheme flats according to their income range. In certain deserving cases, out-of-turn-allotment orders will be issued by the Government.

2.6.3 ALLOTMENT TO JUDICIAL STAFF

As per G.O.(Ms.) No.202, Housing and Urban Development Department, dated 23.12.2016, 15% of the Tamil Nadu Government Servants Rental Housing Scheme rental accommodations in each type in each scheme should be allotted to Judicial Staff.

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2.6.4 MODE OF ALLOTMENT FOR GOVERNMENT SERVANTS OTHER THAN JUDICIAL STAFF

The following rotation is being followed for allotment of Government Rental Quarters to the Government Servants:

1	The Discretionary allotment of Government	4
2	Concerned District Employees	3
3	Better accommodation	1
4	Transferee	1
5	Newly married	1
	Total	10

Out of the above, in the third and sixth rotation, the 9th vacancy should be allotted to the differently abled and widows.

2.6.5 IN CHENNAI CITY, THE TAMIL NADU GOVERNMENT SERVANTS RENTAL HOUSING SCHEME QUARTERS ARE AVAILABLE IN THE FOLLOWING PLACES:

SAF Games village, Taylor's Road Tower Block, Government Estate, Peters Road Colony, Lloyds Colony, R.A. Puram, Tod-Hunter Nagar, Venkatapuram, Foreshore Estate, P.V.R. Salai, A.P. Patro Salai, Kodambakkam-Pudur, Trust Puram, C.T.O. Colony in Tiruvanmiyur, Annanagar Western Extension, Thirumangalam, M.K.B. Nagar, Mogappair East, Shanthi Colony, Shenoy Nagar, Kilpauk Garden Colony and Ayanavaram.

2.7.1 BOARD'S RENTAL HOUSING SCHEME IN CHENNAI CITY

Board's Rental Flats / Houses / Single Person Quarters are available in Foreshore Estate, Lloyds Colony, Nandanam, C.I.T. Nagar, Oliver Road, Mandavelippakkam, Cox Square, Annanagar, Besant Nagar, Ganga Colony, etc.

- 30% of the rental units are reserved for Government Servants and allotted by the Government under Government Discretionary Quota (G.D.Q.)

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- 20% of the rental units are allotted by the Government under its Discretionary Quota to the public
- 1% of the rental unit is reserved for retired Tamil Nadu Government Servants and allotted by the Government
- Balance 49% is allotted to public on seniority basis.

The filled in application should be submitted to the Government.

2.7.2 CONDITIONS FOR ALLOTMENT OF BOARD'S RENTAL

- The application for allotment should be renewed every year.
- The applicant should not own a house in the city in which allotment is required, either in his own name or in the name of spouse or minor children.
- The allottees of both Tamil Nadu Government Servants Rental Housing Scheme and Board's Rental Scheme should immediately vacate the premises on acquiring a residential flat / house of their own.

2.7.3 Shops are allotted to the public through sealed offer-cum-open auction on commercial basis for running a business, on monthly rental basis.

2.7.4 Office accommodations belongs to Tamil Nadu Housing Board are allotted to Government Departments / Public Sector Undertakings on monthly rental basis through advertisements published in newspapers.

2.7.5 Community Halls are leased out to public on daily rental basis for social function by contacting concerned Executive Engineer & Administrative Officer.

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2.8 MAINTENANCE WORKS

TNHB undertakes maintenance of Flats/Houses in the following categories:

- Tamil Nadu Government Servants Rental Housing Scheme (TNGRHS).
- Board's Rental Scheme.
- Hire Purchase Flats/Houses.
- Future Maintenance.

2.8.1 TAMIL NADU GOVERNMENT SERVANTS RENTAL HOUSING SCHEME

The regular maintenance of the Tamil Nadu Government Servants Rental Housing Scheme flats are being carried out from the funds allotted by Government for that purpose. In case of major repairs, it would be carried out by getting sanction of funds from the Government under Special Repairs depending on the nature of complaints.

2.8.2 BOARD'S RENTAL SCHEME

Maintenance of the Board's Rental flats are being carried out from the Board's funds sanctioned under Annual Maintenance Works.

2.8.3 HIRE PURCHASE FLATS/HOUSES

For the houses/flats under the Hire purchase scheme, the maintenance is being carried out from the amount collected from the allottees for maintenance. The regular maintenance are carried out not exceeding the amount collected from the allottees. This service will be done, till allottees association is formed and maintenance taken over by them or upto six month of ready for occupation, whichever is earlier.

2.8.4. FUTURE MAINTENANCE

The completed schemes with all the infrastructure facilities will ultimately be handed over to the respective Local Bodies for future maintenance.

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2.9 FEES COLLECTED FOR SERVICES

a) Scrutiny fees for issue of sale deed for Plot/Flat/House:-

Economically Weaker Section	Rs.150/-
Lower Income Group	Rs.300/-
Middle Income Group	Rs.600/-
Higher Income Group	Rs.900/-
Commercial	Rs.3,000/-
Artisan Plot	Rs.150/-
Plot having area 1 to 1.50 ground	Rs.200/-
Plot having area above 1.50 ground	Rs.900/-

b) Issue of No Objection Certificate on lands:- Rs.1000/- per survey number.

c) Issue of No Objection Certificate to get Planning Permission from Local Authorities:-

Economically Weaker Section	Rs.150/-
Lower Income Group -I	Rs.150/-
Lower Income Group-II	Rs.200/-
Middle Income Group	Rs.250/-
Higher Income Group	Rs.300/-
Commercial	Rs.250/-

d) Issue of 'A' & 'B' Certificate:- No fees

e) For issue of certificate for Income Tax Purpose:- Rs.100/-

f) Name Transfer in favour of the legal heirs of alive allottee :-

Economically Weaker Section	Rs.10,000/-
Lower Income Group	Rs.15,000/-
Middle Income Group	Rs.25,000/-
Higher Income Group	Rs.50,000/-

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g) Name Transfer in favour of the legal heirs in case of death of an allottee: Rs.1,000/-

h) Fees for Testing of Building Materials:-

Sl. No.	Name of Materials and Nature of Tests conducted	Fee
1	Concrete Cubes – Compressive Strength (3 x 75 = 225)	Rs.225.00 + Service Tax
2	(a) Charge for testing of mild steel or RTS @ section weight (b) % of elongation and Tensile Strength (c) % of proof stress (per metre) (3 x 250 = 750)	Rs.750.00 + Service Tax
3	Testing charges for one set of bricks (15 Nos.) (a) Water absorption test (b) Compression strength (c) Efflorescence test	Rs.2,000.00 + Service Tax
4	Hydraulically pressed clay burnt tiles (1 set of 12 Nos.) (a) Water absorption test (b) Flexural strength	Rs.2,500.00 + Service Tax
5	Course Aggregate Sleeve Analysis (sample 6 Kg)	Rs.200.00 + Service Tax
6	Mosaic Tiles (1 set of 18 Nos.) (a) Water absorption test (b) Wet transverse test (c) Abrasive test (wear)	Rs.2,500.00 + Service Tax

i) Fees for Balance Cost working Sheet:- Rs.25/-

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j) Fees for revocation of cancelled allotment:-

Economically Weaker Section	Rs.1,500/-
Lower Income Group	Rs.3,000/-
Middle Income Group	Rs.4,500/-
Higher Income Group	Rs.6,000/-
Commercial Plots	Rs.6,000/-
Artisan Plots	Rs.1,500/-
Bigger Plots Measuring 1.5 Grounds and above	Rs.6,000/-

k) Fees for change of allotted Plot / House / Flat :-

Economically Weaker Section	Rs.300/-
Lower Income Group	Rs.900/-
Middle Income Group	Rs.1,800/-
Higher Income Group	Rs.3,000/-

N.B: Above mentioned fees are subject to variation from time to time.

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CHAPTER - 3

TAMIL NADU SLUM CLEARANCE BOARD

This charter is a declaration of our mission/commitment to make the cities/towns and other urban areas in Tamil Nadu slum free and implementation of the cherished goal of Tamil Nadu Government to improve the living conditions of the urban slum households/poor. This charter documents the slum dwellers entitlement to housing and other services, quality of services quick access to information, stages to redress the grievances. This charter also documents apart from what Tamil Nadu Slum Clearance Board (TNSCB) can offer to slum families, what they can do to help us, serve them better and what can be achieved if both join together.

3.1 OBJECTIVES OF THIS CHARTER:

- To explain the various housing and other programmes being implemented by Tamil Nadu Slum Clearance Board to improve the living condition of the urban slum families in Tamil Nadu.
- To facilitate Employment oriented training, Education and Livelihood activities to the slum families by Tamil Nadu Slum Clearance Board.
- To solicit the co-operation of the slum families for the programmes of Tamil Nadu Slum Clearance Board especially construction of houses under Beneficiary Led Construction mode.
- To create awareness among the occupants of the tenements and plots about their role in maintaining their tenements, to upkeep their environment hygiene, maintaining the social and basic infrastructures.
- To achieve the goal of slum free cities in Tamil Nadu as envisaged in the Vision 2023.

Tamil Nadu Slum Clearance Board set up in 1970 for the clearance and improvement of urban slums in Tamil Nadu has been implementing Housing,

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Slum Improvement and Rehabilitation and Resettlement schemes to ameliorate the living conditions of urban slum families. Tamil Nadu Slum Clearance Board is governed by Tamil Nadu Slum Areas (Improvement and Clearance) Act, 1971.

Tamil Nadu is one among the most urbanized states in the country with 48.45% of urban population. The Census 2011 report has indicated the urban slum households in Tamil Nadu as 14.63 lakh. Its activities were initially confined to Chennai City and subsequently have been extended to all Cities, Municipal Towns and Town Panchayats in Tamil Nadu.

3.2 BOARD'S MOTTO:

"We shall see God in the smile of the Poor"

3.3 VISION:

- To provide houses to all the urban slum families in Tamil Nadu before 2023.
- To improve the living conditions of the urban slum families.
- To reconstruct the dilapidated tenements.

3.4 ORGANISATION SETUP:

Tamil Nadu Slum Clearance Board is at present being governed by its Chairman, Managing Director and 10 members representing from various Government Departments.

The various programmes of Tamil Nadu Slum Clearance Board are being implemented by three Circles in Chennai, one Circle at Madurai, one Circle at Coimbatore and fifteen Divisions in Chennai, two Divisions at Coimbatore and one Division each at Madurai, Tiruchirappalli, Salem, Tirunelveli.

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3.5 WHOM TO CONTACT:

The urban slum families may contact the Executive Engineers and Estate Officers concerned in their respective offices to redress their grievances. They may also contact Principal Secretary/Managing Director, from 3 p.m. to 4 p.m. and Secretary on every Monday between 10.30 a.m to 12.30 p.m. The Telephone Numbers of the officers of Tamil Nadu Slum Clearance Board are furnished in Sl.No.3.15 hereunder.

3.6 POLICIES ON SLUMS / STRATEGIES

Tamil Nadu Slum Clearance Board has been implementing the programmes like In-situ tenemental schemes, In-situ plotted and infrastructure development and Rehabilitation and Resettlement schemes to improve the environs of the slums and the living standards of the urban slum families adopting the following policies.

(a) IN-SITU TENEMENTAL HOUSING SCHEMES

The slums located in unobjectionable urban areas, wherein equitable distribution of space to all is not feasible, are cleared and tenemental schemes implemented. The slum families having patta are encouraged to construct houses under Beneficiary Led Construction(BLC) mode.

(b) IN-SITU PLOTTED DEVELOPMENT AND INFRASTRUCTURE IMPROVEMENT

Wherever in-situ development is feasible on, "as is where is" basis, slums are identified and taken up for in-situ improvement for provision of basic facilities to make the areas habitable. Later, tenurial rights are given to the occupants after getting the land transferred to Tamil Nadu Slum Clearance Board.

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(c) REHABILITATION AND RESETTLEMENT SCHEME

Wherever neither tenemental nor in-situ development is feasible, (as in the case of objectionable porambokes like waterways etc.,) tenements are constructed on available vacant lands nearby with necessary infrastructure under Rehabilitation and Resettlement programme. These resettlement schemes are developed as integrated townships with requisite social and basic infrastructures. The cleared site is then restored to the land owning department for its original use.

(d) RECONSTRUCTION OF DILAPIDATED TENEMENTS

The tenements constructed by Tamil Nadu Slum Clearance Board in the earlier years become dilapidated due to atmospheric effects and efflux of time. The vulnerability of these tenements are studied by a Technical Committee and based on the Committee Report tenements are reconstructed on priority, depending on the need and availability of funds.

(e) REPAIR AND RENEWAL WORKS

The repair and renewal works like plastering, flooring, re-roofing, repairs to staircases, repairs to Balcony, sewer network lines and replacement of water closets, etc., are being carried out at regular intervals, based on field technical report and availability of funds.

(f) MAINTENANCE OF THE SLUM TENEMENTS

The tenements constructed by Tamil Nadu Slum Clearance Board are being maintained by it. The allottees of houses / tenements are being motivated to maintain the tenements by themselves by forming Resident Welfare Association. As each tenemental block comprises of both rental and hire purchase tenements, Tamil Nadu Slum Clearance Board maintains at present all the tenements.

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(g) EMPLOYMENT AND TRAINING

To ensure holistic development and economic upliftment of the poor, the Board has spear headed Community Development activities in the slums under which it imparts vocational training and livelihood support, especially skill development for the youth and women and to facilitate slum households to access the benefits extended.

3.7 ELIGIBILITY CRITERIA

All the slum families who are living in urban slum areas are eligible to get the allotment of slum tenements. The tenements will be allotted in the name of the female head of the household/joint name.

3.8 ALLOTMENT

The plots in the slums developed on "as is where is" conditions under Madras Urban Development Programme (MUDP) and Tamil Nadu Urban Development Programme (TNUDP) are allotted to the occupants of the plots through Lease-cum-sale agreements and on transfer of land in favour of TNSCB and on payment of land cost and development charges, sale deeds for the developed plots are issued to the Lease-cum-sale holders.

The tenements constructed under in-situ development are allotted to the erstwhile slum families who lived in that area.

The tenements constructed under Rehabilitation and Resettlement programmes are allotted to the slum families who are living in objectionable locations like road margins, river margins places required for public purposes etc. Based on the beneficiaries list furnished by the urban local bodies/land owning departments, Tamil Nadu Slum Clearance Board provides tenements/houses. The shifting process is done by land owning Department/ Urban local body.

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The differently abled persons are allotted Ground Floor tenements as far as possible.

3.9 SALE DEEDS FOR PLOTS / TENEMENTS

Tamil Nadu Slum Clearance Board is giving sale deeds for the tenemental structures without undivided share of land for the tenements to the allottee of the tenements / after payment of monthly installments for 20 years.

3.10 OTHER SERVICES

The name of the allottees of the tenements are transferred to their legal heirs on production of legal heir certificates.

- No objection certificates(NOC) for electricity connection, water supply and sewerage connections for plots are given.
- No objection certificates for electricity connection for tenements are also given.

3.11 ELIGIBILITY CRITERIA FOR ALLOTMENT OF TENEMENTS:

- The applicant should be a slum-dweller.
- He / She should have resided in the city for atleast 5 years (as per Voters List and Family Ration Card).
- He / She should be more than 25 years old and should be the head of the family.
- The applicant's husband/wife, Children, Father & Mother should not own any house/site anywhere in the State of Tamil Nadu.
- The shops constructed by Tamil Nadu Slum Clearance Board are allotted to the eligible slum households and others.
- The office space constructed by Tamil Nadu Slum Clearance Board are allotted to the Government departments and others.

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3.12 MAINTENANCE OF SERVICES

- The solid waste in tenemental schemes and slum improvement schemes are cleared by the urban local body.
- The infrastructures like roads, street lights, storm water drains, open spaces etc., in tenemental and slum improvement schemes are being maintained by urban local bodies.
- The occupants of the tenements are requested to keep the tenements and environment in neat and tidy conditions. The infrastructure provided by Tamil Nadu Slum Clearance Board may be utilized by the urban slum families properly.

3.13 FEES COLLECTED FOR SERVICES

Name Transfer for the legal heirs of the allottees of the tenements on production of legal heir certificates – Rs.500/-.

Scrutiny fees to survey the plot – Rs.1,600/-

3.14 TNSCB – SERVICES - COMMITMENT

Sl. No.	Request / Grievance	Action of the Board	Duration
1	Allotment of Houses	Allotment made only for erstwhile slum dwellers after the tenements are ready in all respects.	40 days
2	Legal heir transfer of tenements/plots	Orders issued after verifying genuineness of the claimant through death/legal heir certificate	30 days
3	Sale deed for tenements/plots on outright sale/ completion of hire purchase	Sale deed issued after verification of full payment of dues	50 days

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Sl. No.	Request / Grievance	Action of the Board	Duration
4	Allotment of space for bunks	Bunks are allotted on request only to the local resident of the particular TNSCB scheme area subject to availability of funds and technical report	30 days
5	Functioning of existing basic amenities in scheme areas	Maintenance of repairs attended to, on receipt of complaints	15 days
6	Eviction of the Encroachments	Encroachments are removed after issuing notice to the encroachers	30 days
7	Survey works etc.	Survey and planting of survey stones done after remittance of survey fee	30 days
8	NOC for internal electrification	NOC issued by the Estate Officer after verification of the dues to the Board	15 days
9	Minor Repairs	Repairs are done on periodical basis and also on priority depending on the nature of the repairs, technical report and availability of funds	60 days
10	Employment oriented training for urban slum youth	The training courses are conducted regularly for urban slum youth	Referred to Institutions in two months, subject to funds allotment.

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3.15 TELEPHONE NUMBERS/EMAIL ID OF THE OFFICERS OF TNSCB:

Designation	Telephone Nos.	email id
Chairman	2844 1059	tnscb@yahoo.com
Managing Director	2844 0618	
Chief Engineer	2844 0572	
Secretary	2844 1430	
Financial Adviser	2844 7047	
S.E. (Chennai Circle I)	2844 3277	tnscbcc1@yahoo.com
S.E. (Chennai Circle II)	2844 1300	tnsecc2@yahoo.com
S.E. (Reconstruction)	2844 1101	sereconstruction@gmail.com
S.E. Coimbatore Circle	0422 - 2343075	tnscbcbecircle@gmail.com
S.E. (Madurai Circle)	0452 - 2534212	tnscbmducle@dataone.in
Chennai Divisions / Offices		
E.E. Dn.I	2664 6025	eedn1tnscb@yahoo.co.in
E.E. Dn.II	2366 2849	eedn2tnscb@yahoo.co.in
E.E. Dn.III	2673 4721	eedn3tnscb@yahoo.co.in
E.E. Dn.IV	2664 5328	eedn4tnscb@yahoo.co.in
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E.E Chennai Spl.Dn.I	2978 2650	eejnnurmdntscb@yahoo.com
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E.E. (Planning)	2844 4530	tnscb@yahoo.com
E.E. (RAY)	2844 2784	raytnscb@gmail.com
E.E. (Quality Control)	2844 1105	sqctnscb@gmail.com
Deputy Planner	2844 2264	dp_tnscb@yahoo.com

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Designation	Telephone Nos.	email id
C.C.D.O.	2844 0745	
Estate Office - I	2522 7328	
Estate Office – II	2673 9799	
Estate Office – III	2615 1882	
Estate Office – IV	2432 0595	
Estate Office – V	2664 2135	
Estate Office – VI	2461 7943	
Estate Office – VII	2366 1665	
Estate Office - VIII	2366 2857	
Estate Office – IX	2978 0235	
Estate Office - X	--	
Mofussil Divisions		
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E.E. Trichy Division	0431- 2705772	eetrytnscb@yahoo.co.in
E.E. Tirunelveli Division	0462 -2554182	eetlytnscb@yahoo.co.in
E.E. Coimbatore Division	0422- 2343076	eecbetnscb@yahoo.co.in
E.E. Coimbatore Special Division	0422- 2343074	eeootytnscb@yahoo.com
E.E. Salem Division	0427 -2318002	eeslmtnscb@yahoo.co.in

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CHAPTER – 4

CO-OPERATIVE HOUSING SOCIETIES

Co-operative Housing Department has at its command a vast network of Housing Co-operatives both in Rural and Urban centres for providing housing finance for improving housing stock in Tamil Nadu. As many as 197 Taluk Co-operative Housing Societies are catering to the demands of rural people, while a network of 628 Urban Co-operative Housing Societies are meeting the housing needs in Urban areas, with all such Societies affiliated to the Tamil Nadu Co-operative Housing Federation Ltd.

The housing co-operatives are providing housing finance under several programmes such as Rural Housing Scheme for Economically Weaker Section, Lower Income Group, Middle Income Group, Urban Housing Scheme, Urban Economically Weaker Section, etc.

Citizen's Charter is furnished hereunder to enable the public to come to know of the time limit prescribed by the department for processing the loan applications up to the stage of disbursement of loan.

Sl. No.	Sanction of Housing Loans	Time Limit
1.	At the level of Primary Co-operative Housing Societies	Loan applications are processed and forwarded to the Tamil Nadu Co-operative Housing Federation within 21 days from the date of receipt of loan applications for sanction, subject to availability of funds.
2.	At the level of Apex body – Tamil Nadu Co-operative Housing Federation	Amount is released within 15 days of sanction, subject to availability of funds.
3.	Return of Documents by the Federation	Return of Documents to affiliated Societies within 10 days from the date of receipt of loan Clearance Certificate from Societies.

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CHAPTER – 5

DIRECTORATE OF TOWN AND COUNTRY PLANNING

Directorate of Town and Country Planning looks after the subject of planning and development in urban and rural areas. It prepares and implements Master Plan, New Town Development Plan and Detailed Development Plan for the planning areas under the provisions of the Tamil Nadu Town and Country Planning Act, 1971. The said Act envisages preparation of Regional Plan also. Master Plan, New Town Development Plan prepared by the planning authorities are approved by the Government. Proposals received by this department for change of land use in Master Plan are submitted to Government for orders. In respect of Detailed Development Plans, approval and change of land use are accorded by the Director himself. The Department also accords Planning Permission/Technical concurrence for layout and building proposals.

The following are the three types of applications submitted for approval of this department:-

1) Form to obtain Technical concurrence for layouts.
2) Form to obtain Planning Permission under Section 49 of Town and Country Planning Act, 1971.
3) Form for change of land use in the Master Plan.

5.1 PROCEDURE FOR APPROVAL OF LAYOUT

Applicant should submit all the documents as prescribed in the check-list. After scrutiny of the records, if the application and enclosures are in order, the drawing showing the road and public open space reservation like park and play fields pattern for layout is issued and the applicant is directed to form the roads to the standards prescribed by the local body and hand over the space for roads, park and play fields to the concerned local body through gift deed. After receiving the certificate from the local body to this effect, the Technical

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concurrence / Planning Permission for the layout is accorded after receipt of the necessary Centage Charges from the applicant at the rate of Rs.300/- per plot in the Government Head of Account.

5.2 PROCEDURE TO OBTAIN TECHNICAL CONCURRENCE / PLANNING PERMISSION FOR BUILDING PLAN

Applicant should submit all the documents as prescribed in the check-list along with building plans. After scrutiny of the records, if the application and enclosures are in order, the applicant will be directed to remit the necessary charges including Infrastructure and Amenities Charges in the Government Head of Account and Development Charges to the Planning Authority. Technical concurrence / Planning Permission is issued after remittance of the necessary charges.

5.3 PROCEDURE FOR CHANGE OF LAND USE IN THE MASTER PLAN AND DETAILED DEVELOPMENT PLAN

The applicant should submit application addressed to the Secretary, Housing and Urban Development through the concerned Planning Authority/ Regional office. The same will be forwarded to the Director of Town and Country Planning with the recommendations of the field office. Applicant should also remit the publication charges for publishing the notice calling for objections and suggestions in the Tamil Nadu Government Gazette and in local Tamil and English daily newspapers. After scrutiny, the Planning Authority forwards the application along with resolution of the Planning Authority to the Director. The Director in turn forward the proposal to the Government with specific recommendation for orders of Government. The same procedure is followed for change of land use of Detailed Development Plan also, however, the orders will be issued by the Director himself.

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5.4 PROCEDURE FOR REGULARIZATION OF UNAPPROVED LAYOUT AND PLOTS

It shall be compulsory for all the individual plot owners and layout promoters to file an application on-line (www.tnlayoutreg.in) in Form-I for regularization to the Competent Authority concerned along with the fees. The application for individual plot regularization in a layout shall be considered for regularization only after in principle approval of the layout framework is issued by the Competent Authority. Only those unapproved layouts where a part or full number of plots have been sold through a registered sale deed as on 20th October,2016 shall be considered for regularization under these Rules.

5.5 PROCEDURE FOR CHANGE OF LAND USE FROM AGRICULTURE TO NON-AGRICULTURE IN NON-PLANNED AREAS

Any person intending to carry out any development in the non-planning area shall apply to the local authority. The Director, after the receipt of the application from the local authority, shall obtain the prior concurrence of the Collector in the case of wet lands and a report from the Joint Director of Agriculture in case of dry lands.

5.6 TIME FRAME

From the date of receipt of application in complete shape the time limit for approval are as follows:

Ordinary Building	30 days
Special Building	45 days
Industrial Building	45 days
Institution Building	45 days
Multi Storied Building	90 days
Layout	60 days
Time for forwarding to Government for change of land use of Master Plan	60 days
Approval of change of land use of Detailed Development Plan	60 days

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CHAPTER – 6

CHENNAI METROPOLITAN DEVELOPMENT AUTHORITY

Chennai Metropolitan Development Authority (CMDA) hereby makes known its commitment in delivering services to the Citizens of Chennai Metropolitan Planning Area (CMA) which is spread over an area of 1,189 Sq. Km. comprising entire Chennai District and part of Kancheepuram and Thiruvallur district through this charter.

1) Encouraging public consultation in the process of formulating Development Plans like Master Plan and Detailed Development Plans for urban planning and development of CMA.

2) Maintaining transparency and openness in all its functioning.

3) Making available the eligible information to the Public on rules and norms followed by it.

4) Prescribing and achieving the time limits for its services to the Citizens of Chennai, on the basis of fully complete requests.

5) Providing easy access to eligible information to the Citizens of CMA, and others.

6) Decentralizing powers of Chennai Metropolitan Development Authority for speeding up the decision-making process.

7) Giving accent on people friendly administration.

6.1 CMDA CONSTITUTION, ROLE AND RESPONSIBILITIES

- CMDA is a (Metropolitan) Planning and Development Authority constituted under the Tamil Nadu Town and Country Planning Act, 1971.
- It is headed presently by the Hon'ble Minister for Housing and Urban Development as its Chairman.

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- It prepares Development Plan viz., Master Plan / Detailed Development Plans for spatial development of CMA, following public consultation process.
- It identifies, formulates and implements projects including those envisaged in the plans. It regulates construction and layout activity in accordance with the rules and regulations framed as part of Master Plan.
- It co-ordinates and monitors infrastructure projects executed through Government Agencies.
- As part of Master Plan, policies and strategies to every sector is prepared in consultation with concerned agencies.

6.2 OUR MISSION

Improving of life in CMA through the planning process and implementation of plans and urban development projects.

6.3 OUR MOTTO

To make Chennai a prime Metropolis which will become more livable, economically vibrant, and environmentally sustainable with better assets for future generation.

6.4 OUR AIMS

- Plan for the future.
- Implement plans and projects to achieve the desired pattern of urban development.
- Co-ordination with various Agencies in implementing the designated projects.
- Control and regulate the developments and thus promote better living conditions.

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- Innovative design of Projects to upgrade the living conditions.
- Transparency in our operation.
- Care and courtesy towards Citizens.

6.5 OUR OBJECTIVES

- To provide and maintain an effective system of Counseling and Consultancy service for the benefit of Citizens of Chennai Metropolis.
- To answer all queries and questions raised by Public on eligible aspects of Plans and Projects both orally and in writing.
- To approve proposals received in complete shape within a stipulated time (See the time frame chart at Sl.No.6.7).
- To ask for information and details from applicant regarding missing details and documents so far furnished in one stroke, to process the applications.
- To provide a system of enforcement to monitor the developments to be in compliance with the rules.
- To caution the public about the likely dangers and damages in transacting business involving unauthorized developments.
- To publish copies of relevant circulars and instructions on norms and procedures regarding issue of Planning Permissions thus making our operations transparent to the public.
- To respond to all grievance and compliant petitions and reply to them.
- To encourage the members of public to express their views freely on the difficulties faced by them in getting their works done in office which could enable us to effect suitable changes in our system.

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6.6 OUR EXPECTATIONS

CMDA expects the applicants to provide

- CMDA expects the public to participate constructively in the consultative process.
- All information as required in the Check-list and Form A or B in full, while applying for Planning Permission.
- Further information as called for in full without any omissions and to avoid piecemeal information within the stipulated time.
- Information to local body as well as CMDA regarding any unauthorized development to take penal action.
- The applicant should also adhere to the approved plan when executing the development.

6.7 OUR TIME FRAME

We shall strive to dispose off the applications and to furnish replies in a stipulated time frame.

From the date of admission of Planning Permission application in the Special Building Counter or in the case of an application forwarded by Local Body from the date of remittance of scrutiny fee, the following will be the time limits.

Sl. No.	Details of Applications	Time frame
1	Return for remedying the defects	21 working days
2	From the date of receipt of applications in complete shape, the time limit for communicating the firm decision are as follows:	
	Ordinary Buildings *	45 working days
	Special Buildings	45 working days

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	Industrial & Institutional Buildings	45 working days
	Layout	45 working days
	Multi-storied Buildings – to make recommendation to Government.	75 working days
	Reply for compliant/grievance petition	30 working days
	Clarification and land use zoning and information on Development Regulations parameters	10 working days
	Issuance of No Due Certificate and No Objection Certificate.	10 working days
	Handing over the site/Housing units	30 working days
	Execution of Sale Deed	20 working days
	Issue of Allotment Orders	30 working days
	Details about arrears, etc., pertaining to cost recovery schedule	10 working days

* Powers have been delegated to all local bodies in CMA to process and dispose all Planning Permission Applications on ordinary buildings vide proceedings No.RT/6398/09, dated 23.06.2009.

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