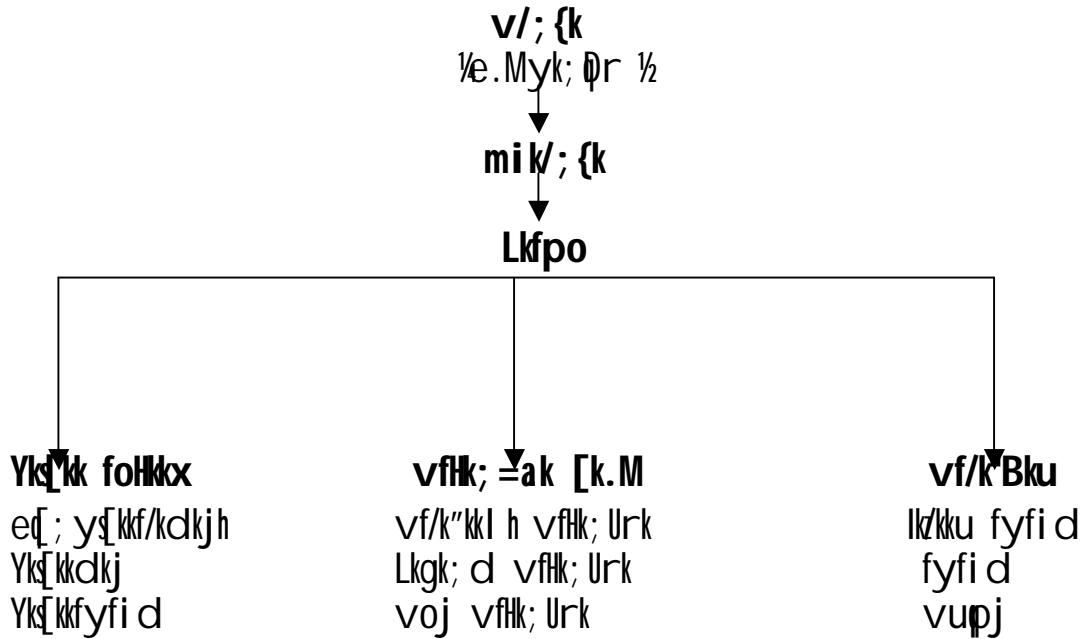


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- 3- tul keU; dks vkokl h; I fo/kk, a mi yC/k djkus grq vkokl h; dkyksu; ka dk fuekZk dk; Z djuka
- 4- 0; kol kf; d dkWi yDI ka dk fuekZk djuka
- 5- vuf/kdr vkokl h; fuekZk@0; kol kf; d fuekZk ij fu; æ.k djuka
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- 2- mfpr eW; ij mPp dksV dk fodkl @fuekZ k dk; A
- 3- I Hkh ysu nsu ea i kjnf"krk , oa l e; c) rkA
- 4- fofHku ; kst ukvka dh I ekpkj lk=ka ea foKflr djukA
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- 6- Lkožt fud I ukobZ dsfnu fofHku ekeyka dh oLrfLFkr rFk I pkyu ds I Ecu/k ea l puk mi yC/k djukA
- 7- Lkekpkj lk=ka ds ek/; e l s eq; ; kst uk@fu.kz ka tš s fjyhQ Ldhej vkokl h; ; kst uk vfn ds fo"k; ea tu l keku; dks l puk mi yC/k djukA
- 8- Tkurk ds ekxh"ku grqbUVjuš/ ij l puk mi yC/k djukA
- 9- foHkxh; dk; žkgh] vuqkkl fud dk; žkgh , oa fof/kd dkj .kka l s xks uh; lk=kpkj @l puk ds v yok l Hkh l puk, a mi yC/k djkus dh 0; OkLFk djukA

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4- The norms set by it for the discharge of its function :

- a) The Infrastruncture works such as road ,drains parks, electrification, park beautification are completed as per P.W.D Schedule and specification .
- b) The Maps of residential / commercial buildings are sanctioned as per building by- laws which are given below:-

For the sanction of building plans, and application from accompanied with four maps shall be submitted to the Authority through the License holder Architect/Engineer/Draftsman.

For plot area below 100 sq.mt. In 80 years or old areas, there is no need to get sanction for maps. However the construction work shall be carried out according to relevance by Laws.

For residential building of plot area above 100 sq.mt. and below 300 sq.mt., the building plan shall be prepared according to Authority by laws and shall by duly signed and certified by a member of council of Architecture. It shall be submitted and charges like plan fee, betterment/development charges, stacking charges & supervision charges will be paid. In such cases there will be no have formal sanction. In other case pre-sanction of plans is required.

Rates of Charges –

(1) Development Charges :

- (i) Muzaffarnagar, Shamli, Khatauli : Rs. 130 per sq.mt.on total plot area.
- (ii) Budhana, Kandhla, Kairana : Rs. 80 per sq.mt.on total plot area .
- (iii) Shukratal : Rs. 80 per sq.mt.on total plot area on developing areas.

(2) Betterment Charges :

- (i) Muzaffarnagar, Shamli, Khatauli, : a) Rs.60 per sqmt.on total covered in built up areas **for residential building.**
Budhana, Kandhla, Kairana : b) Rs. 120 per sqmt. on total covered area in built up areas **for commercial building.**
- (ii) Shukratal : a) Rs.32.28 per sqmt.on total covered in built up areas **for residential building.**
b) Rs. 48.24 per sqmt. on total covered area in built up areas **for commercial building.**

- (3) **Stacking Charges :** Rs.13.50 per sq.mt. on total covered area.
- (4) **Supervision Charges :** Rs. 5 per sq.mt. on total covered area .
(Not applicable on plot areas below 100 sq.mt.)
- (5) **Sub-division Charges :**
- (i) in built-up areas
 - a) 01% in residential plots of land cost
 - b) 02% in commercial plots of land cost
 - (ii) non built-up areas
 - a) 03% in residential plots of land cost
 - b) 04% in official uses of land cost
 - c) 05% in commercial plots of land cost

The front , rear and side setbacks (i.e. open spaces) & the ground floor areas to be built over for difference categories of plots, in residential areas, shall be as per table given below :-

In Rear setback, on 40% of rear open space (upto 7 m. high) construction is permissible.

MINIMUM SIZES OF DIFFERENCE UNITS IN A RESIDENTIAL BUILDING –

1. The sizes of the living room shall not be less than 9.5 sq.mt.& the shorter dimension shall not be less than 2.4 M. Ceiling height shall not be less than 2.75 M.
 2. Kitchen :- 5 M² & shorter dimension shall not be less than 1.8 M.
 3. Latrine (W.C.) :- 1.1 M² & shorter dimension shall not be less than 1.8M.
 4. Bath Room :- Min.Size 1.5 M², Min. Width 1.0M.
 5. Toilet :- Min.Size of area 2.8 M², Min Width is 1.2M.
- 5- The rules regulations, instructions, mannuals and records, held by it or under its control or used by its employees for discharging its function :
- The employees discharges the functions as per following rules regulations, instructions and manuals:
- i. The U.P urban planning & development Act 1973.
 - ii. The Building By-Lows –2008.
 - iii. P.W.D schedule and specification.
 - iv. Accounts Manual-2002 .
 - v. The Government Orders which are circulated by the U.P Govt.
- 6- A statements of categories of documents are held by it or under its control.
Accounts Manual-2002

- 7- The particulars of any arrangement that exist for consultation with or representation by the members of the public in relation to the formulation of its policy or implementation thereof;

Chairman City Board Muzaffarnagar is ex officio member of Authority Board who is a public representative.

- 8- A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice and as to whether meetings of those boards, councils, committees and other bodies are open to the public or the minutes of such meeting are accessible for public;

Not applicable

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6	Jh t0ih0fl g	voj vfhk; Urk	9412486463
7	Jh vfuy ekFkj	voj vfhk; Urk	9258056124
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9	Jh ujsk fl l ksn; k	voj vfhk; Urk	9258056126
10	Jh dey Fki j	voj vfhk; Urk	9258056127
11	Jh vkfl Q gq &	voj vfhk; Urk	9258056128
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18	Jh mešk depkj R; kxh	dfu"B fyfi d	9258056132
19	Jh gl u vkj tw	Vdd	9258056140
20	Jh ješk l kudj	vupj	9258056143
21	Jh l jnkj fl g	vupj	
22	Jh l jsk pln	vupj	
23	Jh jkdšk depkj	vupj	
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- 10- The monthly remuneration received by each of its officers and employees including the system of compensation as provide in its regulations.

The record related to information is available in the office.

- 11- The budget allocated to each of its agency, indicating the particulars of all plans proposed expenditures and reports on disbursements made.

There is no provision to allote the budget to any agency.

- 12- The manner of execution of subsidy programmes including the amounts allocated and the details of beneficiaries as such programmes.

There is no such type of progammes related to above.

- 13- Particulars of recipients of concessions, permits or authorization granted by it.

There is no provision related to above.

- 14- Details in respect of the information available to or held by it reduced in by electronic form .

All information are available in the website of Development Authority

<http://www.mdamzn.com>

- 15- The Particulars of facilitates available to citizen for obtaining information including the working hours of a library or reading room, if maintained for public use ;

CITIZEN CHARTER

OUR COMMITMENTS : Development Authorities /Housing And Development Board, owe Following Services to its Consumers, Allotees/Buyers.

- Unbiased, quick and cordial service with full integrity and honesty.
- High quality of construction and development works at appropriate cost.
- Punctuality and transparency in all transactions.
- Time-bound delivery of all services and redressal of complaints.
- To make available at reception counter, all information regarding time-bound disposal of various on-going programmes.
- Organize regular public camps for quick disposal of pending matters.

EXPECTATIONS OF CITIZEN CHARTER

1. Plot/House/Property Allotment
2. Building Plan Approval
3. Land Acquisition, Development Works and Maintenance of Public Services
4. Redressal of Public Greivances
5. Obligations of Consumers
6. Procedure for registration of Complaints

1- ALLOTMENT OF PLOT/HOUSE

PROPERTY SECTION

Sl.No	Purpose/Enquiries	Time Schedule	Officer responsible
1	To obtain information regarding availability of plots/houses in various schemes.	24 hrs.	Property Officer
2	To obtain information regarding new schemes of Development Authority/Housing and Development Board.	24 hrs.	Property Officer
3	To submit application for registration of plot/house allotment.	2 days	Property Officer
4	To obtain information regarding progress of plot/house allotment	3 days	Property Officer
5	To obtain costing of plot /house	5 days	Account Officer
6	To obtain allotment letter	2 days	Property Officer
7	To obtain calculation memo regarding installments of plot/house	7 days	Property Officer
8	To obtain details of interest/penal interest/ calculation	10 days	Property Officer

9	To obtain Reschedule of installments	15 days	Chief Account Officer
10	To obtain Settlement of anomalies in the deposited amount.	10 days	Property Officer
11	To obtain verification of documentation	10 days	Property Officer
12	To obtain Revival of plot /house allotment on request made within 30 days of cancellation	3 days	Property Officer
13	To obtain costing for complete payment	10 days	Property Officer
14	Transfer remaining of plot/building	45 days	Property Officer
15	Mutation of plot/house	60 days	Property Officer
16	To obtain copy/inspection of file	5 days	Secretary
17	Execution of agreement/sale deed	15 days	Property Officer
18	Conversion of Lease hold land to free-hold	15 days	Property Officer
19	To obtain possession letter after registration of sale deed	5 days	Property Officer
20	To obtain refund of registration/any other due amount by unsuccessful applicants after the lottery	10 days	Property Officer
21	To know the status of progress regarding submitted application	5 days	Property Officer
22	To obtain miscellaneous information regarding properties	15 days	Property Officer

2- APPROVAL OF PLANS

BUILDING SECTION

Sl.No	Purpose/Enquiries	Time Schedule	Officer responsible
1	To obtain information at the counter regarding plan approval formalities.	Immediate	Incharge, Building Section
2	To obtain prescribed forms at the counter for submission of plans.	Immediate	Incharge, Building Section
3	To obtain information at the counter regarding building permit fee and other related charges	Immediate	Incharge, Building Section
4	Submission of plans for plots upto 300 sq mt.of area	Immediate	Incharge, Building Section
5	Approval of plan for unitary plots of more than 300 sq.mt.of area	30 days	Incharge, Building Section
6	Approval of plan for group housing/commercial building	90 days	Incharge, Building Section
7	To obtain information regarding sub-division/lay-out plan fee (including securing of NOC from concerned departments)	45 days	Incharge, Building Section
8	Approval of sub-division/lay-out plan	45 days	Incharge, Building Section
9	Approval of plan for purchaseable F.A.R.	30 days	Incharge, Building Section
10	Approval of plan for compensatory F.A.R. after	30 days	Incharge,

	policy decision		Building Section
11	Plan renewal	15 days	Incharge, Building Section
12	To obtain information at the counter regarding compounding bye-laws.	Immediate	Incharge, Building Section
13	Approval of compounding plan	90 days	Incharge, Building Section
14	Hearing of notices against unauthorized/illegal construction	02 days	Incharge, Building Section
15	Action against unauthorized /illegal construction	7 days	Incharge, Building Section
16	To obtain copy of approval plan	7 days	Incharge, Building Section
17	To obtain Land-use information as per Master Plan	7 days	Incharge, Building Section
18	Disposal of application regarding change of Land-use	90 days	Incharge, Building Section
19	To enquire about the date fixed for hearing of case from the presiding Officer.	Immediate	Incharge, Building Section
20	Issue of completion certificate	30 days	Incharge, Building Section

3- LAND ACQUISITION , DEVELOPMENT WORKS AND MAINTENANCE OF SERVICES

ENGINEERING SECTION

Sl.No	Purpose/Enquiries	Time Schedule	Officer responsible
1	To know the boundaries of land proposed for acquisition	5 days	Engineer Acquisition
2	Disposal of application regarding readjustment of land in the Authority's scheme	90 days	Incharge Planning
3	To secure approach to private land from Authority's scheme	90 days	Incharge Planning
4	Starting repair of drains, parks and roads etc. in the Authority's colonies.	30 days	Incharge Engineer
5	Repair of street light in the Authority's colonies	7 days	Incharge Engineer
6	Restoration of water supply in the authority's colonies	1 day	Incharge Engineer
7	Completion of large development /construction (incomplete) works	45 days	Incharge Engineer
8	Completion of small development /construction (incomplete) works	30 days	Incharge Engineer
9	To obtain physical possession of plot	7 days	Incharge Engineer
10	To obtain physical possession of building	15 days	Incharge Engineer

4- RESPONSIBILITIES OF ALLOTTEE /APPLICANT

- Do not purchase plots or buildings with disputed ownership title.
- Plot or building should be purchased only in such scheme where lay-out plan has been sanctioned by the Competent Authority.
- Do not purchase plot or building falling within undeveloped land or unauthorized colony.
- Do not purchase house or building whose construction is illegal.
- Comply with formalities relating to plan approval and pay all prescribed fees/charges.
- Construct your house after approval of the building plan and in accordance with the approved plan.
- Complete construction of the building within validity of the building permit.
- Use your land or building as per land-use prescribed in Master Plan.
- Do not encroach upon road, drain, park , public land etc.
- Do not choke/plug the drain abutting your plot or building by covering it with earth or any other material.
- Do not encroach upon others land or property.
- Do not carry out illegal construction your land or plot.
- Do not continue construction in case it is sealed.
- Pay all installments by due date relating to plot or building allotted by Development Authority/Housing and Development Board.
- Pay all charges by due date related to maintenance of civic amenities.
- Extend full cooperation in the maintenance of civic amenities.
- Do not install motor pump on water supply mains.
- Do not purchase plot/building or get any other work done through the mediators / dalals .
- Extend the full cooperation to the field staff of the Authority/Housing Board in discharging their responsibilities.

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

5- PROCEDURE FOR REGISTRATION OF COMPLAINTS

COMPLAINTS CAN BE OF FOLLOWING TYPES.

- Complaint against encroachment or unauthorised construction.
- Complaint against unauthorised use of land or building.
- Complaint against unauthorised possession of land or building.
- Complaint against non-compliance of various responsibilities within the prescribed time-frame.
- Complaint regarding repair /maintenance of civic amenities viz., water supply, sewerage, drainage, electricity etc.
- Complaint against payment of land acquisition compensation.
- Other complaints.

IF THERE IS ANY COMPLAINT AGAINST DEVELOPMENT AUTHORITY /HOUSING BOARD OR ITS OFFICER /STAFF OR IN CASE OF NON-COMPLIANCE OF THEIR COOMITMENTS WITHIN PRECRIBED TIME SCHEDULE, THE COMPLAINT MAY APPLY FOR REDRESSAL IN THE PRESCRIBED FORM GIVEN AT ANNEXURE-1 AND SUBMIT THE SAME AT THE COUNTER OF THE AUTHORITY / HOUSING BOARD.

FORM FOR REGISTRATION OF COMPLAINT

- 1. Name of complaint-----
- 2. Address -----
- 3. Telephone No.-----
- 4. Date of complaint-----
- 5. Subject of complaint-----
- 6. Dept./Section/Officer/,against which the complaint is made-----
- 7. Mode of complaint Mark -----
 - 7.1 Written -----
 - 7.2 Personal-----
 - 7.3 By Telephone-----
 - 7.4 By Fax-----
 - 7.5 By E-Mail-----
- 8- First registered complaint No.-----
- 9-
- 10- Progress of action taken -----
- 11-

Status of progress	Name of Officer and designation to whom complaint submitted	Date of complaint

16- The names, designations and others particulars of the Public Information Officers;

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