



**HOUSING AND URBAN DEVELOPMENT
DEPARTMENT**

**CITIZEN'S CHARTER
2015**

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Government of Tamil Nadu

2015

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HOUSING AND URBAN DEVELOPMENT DEPARTMENT

CITIZEN'S CHARTER – 2015

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, Registrar of Co-operative Societies (Housing), Tamil Nadu Co-operative Housing Federation, Director of Town and Country Planning and Chennai Metropolitan Development Authority.

2. The Tamil Nadu Housing Board caters to the housing needs of Low Income Group, Middle Income Group and High 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.

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 Rules. A Citizen Charter pertaining to various Head of the Departments functioning under this department is furnished to enable the public to utilize the services of this department in transparent and systematic manner.

CHAPTER – 2

TAMIL NADU HOUSING BOARD

Tamil Nadu Housing Board 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 sections 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 tying 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 after sales services for customer's delight.
9. Establishing Satellite Towns near major cities

2.2 WHOM TO CONTACT

The allottees may contact the Executive Engineers of concerned Division regarding any technical defects and grievances/complaints. In the event of delay, they may contact the Managing Director, Tamil Nadu Housing Board in person on all Monday between 10.00 A.M. and 1.00 P.M. Complaints can also be lodged on line

on the website of Tamil Nadu Housing Board at www.tnhb.gov.in. Further, contact details of concerned officers are available on the website.

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 sections, Lower Income Group, Middle Income Group and Higher Income Group by providing house sites / houses and flats to them at affordable cost, payable over a period 8 years for plots / 10-15

years for houses. In addition, it 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 Servant's 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 Sections	Up to Rs.12,000/- per month
Low Income Group	Rs.12,001/- to 18,000/- per month
Middle Income Group	Rs.18,001/- to 37,000/- per month
High Income Group	Rs.37,001/- to 62,000/- per month
Super High Income Group	Rs.62,001/- and above.

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.

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 Tribes	1%
iii	State Government Servants	18%
iv	Central Government Servants (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	7%

	Ex-servicemen belonging to Tamil Nadu who are recipients of the Gallantry awards such as Vir Chakra, Param Vir Chakra and Maha Vir Chakra)	
vi	Dhobis and Barbers	4%
vii	Working Journalists	3%
viii	Linguistic 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%

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.

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

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-serve basis allotments and

Outright purchase allotments are made only from 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 not eligible for outright purchase.

2.5.4 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 availed allotments, No Objection Certificate (NOC) should be obtained from the concerned Bank or Other Financial Institutions or Government from where the allottee has obtained loan.

2.5.5 NAME TRANSFER

Name Transfer between the direct blood relations will be allowed as indicated below:

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

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.

2.6.1 TAMIL NADU GOVERNMENT SERVANT'S RENTAL HOUSING SCHEME

In **Chennai City**, application for allotment of Tamil Nadu Government Servants' Rental Housing Scheme Flats / Houses are received by the Government in Housing and Urban Development Department.

The filled in application should be submitted to the Government.

The filled in application will be processed and a seniority list will be prepared. Based on the seniority list prepared, allotments are made to the eligible 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 In Mofussil areas, applications for allotment of Tamil Nadu Government Servants' Rental Housing Scheme Flats / Houses are available with the Executive Engineer and Administrative Officer of the respective unit.

The filled in applications will be registered by the Executive Engineer and a seniority list will be prepared. Based on the seniority list, the eligible applicant will be allotted 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 in Housing and Urban Development Department.

Following roaster 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.

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

SAF Games village, Taylors' Road Tower Block, Government Estate, Peters Road Colony, Lloyds Colony, NGGO Colony, R.A. Puram, R.K.Nagar, Mandavelipakkam, Tod-Hunter Nagar, Venkatapuram, Foreshore Estate, P.V.R. Salai, A.P. Patro Salai, Kodambakkam Pudur, Trust Puram, Chengalpet, C.T.O. Colony, Tiruvanmiyur, Anna Nagar 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, CIT 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.)
- 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

1. The application for allotment should be renewed every year.
2. The applicant should not own a house in the city either in his own name or in the name of spouse or minor children.

3. 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 open auction on commercial basis for running a business

2.7.4 Office accommodations belonging to Tamil Nadu Housing Board are allotted to Government Departments on monthly rental basis through advertisements published in news papers

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

2.8.1 MAINTENANCE OF GOVERNMENT SERVANTS QUARTERS

We undertake maintenance of Flats / Houses in the following categories:

1. Tamil Nadu Government Servants' Rental Housing Schemes (TNGRHS).
2. Board's Rental Scheme.
3. Hire Purchase Flats / Houses.

2.8.2 Tamil Nadu Government Servants' Rental Housing Schemes

The regular maintenance of Tamil Nadu Government Servants' Rental Housing Schemes 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.

2.8.3 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.

2.8.4 HIRE PURCHASE FLATS / HOUSES

For the houses/flats under 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.

2.8.5 FUTURE MAINTENANCE

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

2.9 FEES COLLECTED FOR VARIOUS SERVICES

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

Economically Weaker Section	Rs.150/-
Low Income Group	Rs.300/-
Middle Income Group	Rs.600/-
High Income Group	Rs.900/-
Commercial	Rs.3,000/-
Artisan Plot	Rs.150/-
Plots 1 to 1.5 ground	Rs.200/-
Plot above 1.5 ground	Rs.300/-

- (b) Issue of No Objection Certificate on lands: Rs.1,000/- per Survey number.
- (c) Issue of No Objection Certificate to get Planning permission from Local authorities:-

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

- (d) Issue of A & B Certificate: No fees
- (e) Issue of certificate for I.T Purpose: Rs.100/-

(f) Name Transfer in favour of the legal heirs of a live allottee:

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

(g) Name Transfer in favour of legal heirs in case of Death of an allottee: Rs.500/-

(h) Fees for Testing of Building Materials:

Sl. No.	Name of Materials and Nature of Tests conducted	Fee
01	Concrete Cubes – Compressive Strength (3 x 75 = 225)	Rs.225.00 + Service Tax
02	(a) Charge for testing of mild steel or RTS @ section weight	Rs.750.00 + Service Tax
	(b) % of elongation and Tensile Strength	
	(c) % of proof stress (3 x 250 = 750)	
03	Testing charges for one set of bricks (15 No's)	Rs.2000.00 + Service Tax
	(a) Water absorption test	
	(b) Compression strength	
	(c) Efflorescence test	
04	Hydraulically pressed clay burnt tiles (1 set of 12 No's)	Rs.2500.00 + Service Tax
	(a) Water absorption test	
	(b) Flexural strength	
05	Course Aggregate	Rs.200.00 + Service Tax
	(a) Sleeve Analysis (sample 6 Kg)	
06	Mosaic Tiles (1 set of 18 No's)	Rs.2500.00 + Service Tax
	(a) Water absorption test	
	(b) Wet transverse test	
	(c) Abrasive test (wear)	

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

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

CHAPTER – 3
TAMIL NADU SLUM CLEARANCE BOARD
CITIZEN'S CHARTER

This charter is a declaration of our mission / commitment to make Tamil Nadu cities/towns and other urban areas, slum free, provide the requisite services to the urban slum families within a time frame and implementation of the cherished goal of Tamil Nadu Government to improve the living conditions of the urban slum households / poor.

3.1 OBJECTIVES

- (i) To explain the urban slum families about the policies and programmes implemented by Tamil Nadu Slum Clearance Board for the welfare of the urban slum families.
- (ii) To inform the slum families about the Employment oriented training, Education and Livelihood activities being carried out by Tamil Nadu Slum Clearance Board.
- (iii) To enlist co-operation of the slum families for the implementation of the various programmes of Tamil Nadu Slum Clearance Board.
- (iv) Create awareness among the occupants of the tenements and plots regarding value of environmental sustainability and hygiene.

Tamil Nadu Slum Clearance Board was set up in 1970 for the clearance and improvement of urban slum areas in Tamil Nadu. It has been implementing the Housing, Slum Improvement and Rehabilitation and Resettlement schemes mentioned below to ameliorate the living conditions of the urban slum dwellers in

Tamil Nadu. Tamil Nadu Slum Clearance Board is governed by Tamil Nadu Slum Areas (Improvement and Clearance) Act 1971.

Its activities were initially confined to Chennai city and subsequently have been extended to all Cities, Municipal Towns and Town Panchayats in Tamil Nadu. Tamil Nadu is the most urbanized states in the country with 48.45% of its population living in urban areas. The census 2011 report has indicated that there are 14.63 lakh urban slum households in Tamil Nadu.

3.2 MOTTO

“We shall see God in the smile of the Poor”

3.3 VISION

Slum Free Cities before 2023.

3.4 ORGANISATION SETUP

Tamil Nadu Slum Clearance Board is at present being governed by its Board consisting of a Chairman, Managing Director and 10 members representing 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, Tiruchirapalli, Salem and Tirunelveli.

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 personally contact the Managing Director, the Chief Engineer and the 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 the Annexure.

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 SCHEMES

The slums located in unobjectionable urban areas, wherein equitable distribution of space to all is not feasible, are cleared and tenemental schemes implemented.

(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 with provision for basic facilities to make the areas habitable. Later, tenurial rights are given to the occupants after getting the land transferred in favour of Tamil Nadu Slum Clearance Board.

(c) REHABILITATION AND RESETTLEMENT SCHEME

Wherever neither tenemental nor insitu development is feasible, (as in the case of objectionable porambokes like water ways etc.,) tenements are constructed on available nearby vacant lands with necessary infrastructure under Rehabilitation and Resettlement programme. These resettlement schemes are developed as

integrated townships with requisite physical and social 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 pose dangers to the lives and properties of the occupants of the tenements. The vulnerability of these tenements are studied by a technical committee for reconstruction, depending upon the availability of funds.

(e) REPAIR AND RENEWAL WORKS

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

(f) MAINTENANCE OF THE SLUM TENEMENTS

The rental slum tenements constructed by Tamil Nadu Slum Clearance Board are being maintained by it. The hire purchase allottees are being motivated to maintain the tenements by themselves forming Resident Welfare Association.

(g) EMPLOYMENT AND TRAINING

To ensure holistic development and economic uplift of the poor, the Board has spear headed community development activities in the slums under which it imparts vocational training and livelihood support, especially for the youth and women.

3.7 ELIGIBILITY CRITERIA – CUT OFF DATE

Under “Housing for All” scheme announced by Government of India all the slum families who are living in urban slum areas as on 23.05.2015 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” condition under Madras Urban Development Programme and Tamil Nadu Urban Development Programme are being allotted to the occupants of the plots.

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 the road margins, river margins, places required for public purposes etc. based on urban local bodies/land owning department’s recommendation.

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 and plots to the allottee of the tenements / plots after the transfer of lands in favour of Tamil Nadu Slum Clearance Board and on payment of monthly installments for 15 years.

3.10 OTHER SERVICES

- Name transfer to the legal heirs of the allottees of the tenements on production of legal heir certificates.
- No objection certificates for Electricity connection, water supply, sewerage connections for plots.

- No objection certificates for Electricity connection for tenements.

3.11 ELIGIBILITY CRITERIA FOR ALLOTMENT OF TENEMENTS

- The applicant should be a slum-dweller.
- Should have resided in the city for atleast 5 years (as per Voters list and family Ration card)
- 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 TNSCB are allotted to the eligible slum households and others.
- The office space constructed by TNSCB are allotted to the Government departments and others.
- 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, 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.

3.12 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.500/-.

3.13 SERVICES

Sl. No	Request / Grievance	Action of the Board	Duration
1	Allotment of Houses	Allotment made only for erstwhile slum dwellers	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	Sale deed issued after verification of full payment of dues	50 days
4	Allotment of space for bunks	Bunk 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	Basic Amenities	Maintenance of repairs attended to on receipt of complaints	15 days
6	Eviction of the Encroachments	Encroachments are removed after issuing notice to the encroacher	30 days
7	Survey works etc.	Survey and Planting of survey stones done after remittance of survey fee on requested	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 training scheme	The training courses for the slum youth are conducted regularly for urban slum youth,	Referred to institutions in two months, subject to availability of funds.

3.14 TELEPHONE NUMBERS/EMAIL ID OF THE OFFICERS OF TNSCB

Designation	Telephone Nos.	email id
Chairman	2844 1059	tnscb@yahoo.com
Managing Director	2844 0618	tnscb@yahoo.com
Chief Engineer	2844 0572	tnscb@yahoo.com
Secretary	2844 1430	tnscb@yahoo.com
Financial Adviser	2844 7047	tnscb@yahoo.com
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 2474075	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
E.E. Dn.V	2432 2322	eedn5tnscb@yahoo.co.in
E.E. Dn.VI	2834 1856	eedn6tnscb@yahoo.co.in
E.E. Special Dn.	2834 2085	eednfapttnscb@yahoo.co.in
E.E Marina Reconstruction Dn.	2844 2467	eemarina@gmail.com
E.E Reconstruction North Dn.	2664 0858	etrpnorth@gmail.com
E.E Chennai Spl.Dn.I	2978 2650	eejnnurmdntscb@yahoo.com
E.E Chennai Spl.Dn.II	2902 0221	etrpcentral2@gmail.com
E.E Chennai Spl.Dn.III	2434 0099	eeetrpcentral@yahoo.in
E.E. (Planning)	2844 4530	tnscb@yahoo.com
E.E. (RAY)	2844 2784	raytnscb@gmail.com
E.E. (Quality Control)	2844 1105	sgcttnscb@gmail.com
Deputy Planner	2844 2264	dp_tnscb@yahoo.com
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		
E.E. Madurai Dn.	0452 -2530480	eemdutnscb@yahoo.co.in
E.E. Trichy Dn.	0431- 2705772	eetrynscb@yahoo.co.in
E.E. Tirunelveli Dn.	0462 -2554182	eeotytnscb@yahoo.co.in
E.E. Coimbatore Dn.	0422- 2470064	eebetnscb@yahoo.co.in
E.E. Coimbatore Special Dn.	0422- 2474064	eeootynscb@yahoo.com
E.E. Salem Dn.	0427 -2318002	eeslmtnscb@yahoo.co.in

CHAPTER – 4

REGISTRAR OF CO-OPERATIVE SOCIETIES (HOUSING),

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. All such societies affiliated to the Tamil Nadu Co-operative Housing Federation Limited.

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

The citizen charter hereby details the following timelines for disbursement of loans from the date of application for loan for the knowledge of the public who approach Co-operative Housing Societies for obtaining loan for construction of a new house.

S.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 Tamil Nadu Co-operative Housing Federation	Amount should released within 15 days of sanction subject to availability of funds or atleast NOC should be issued to Primary Co-operative Housing Societies to disburse the loan from their own 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 the Primary Co-operative Housing societies.

CHAPTER - 5

DEPARTMENT OF TOWN AND COUNTRY PLANNING

Planning authorities of the Department of Town and Country Planning prepare and implement 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 and 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 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 news papers. 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, permission will be issued by the Director himself.

5.4 Time Frame

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

I.	Ordinary Building	-	30 days
II.	Special Building	-	45 days
III.	Industrial Building	-	45 days
IV.	Institutional Building	-	45 days
V.	Multi-storied Building	-	90 days
VI.	Layout	-	60 days
VII.	Time for forwarding to Government for change of land use of Master Plan	-	60 days
VIII.	Approval of change of land use of Detailed Development Plan	-	60 days

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 Area (CMA) through this charter.

1. Encouraging public consultation in the process of formulating the Master Plan and Detailed Development Plans for urban planning and development of Chennai Metropolitan Area.
2. Introduction of transparency and openness in all its dealings.
3. Making available the eligible information on rules and norms followed by it.
4. Prescribing the achieving fixed time limit 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 Chennai Metropolitan Area, 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 CHENNAI METROPOLITAN DEVELOPMENT AUTHORITY CONSTITUTION, ROLE AND RESPONSIBILITIES

Chennai Metropolitan Development Authority is a (Town) Planning Authority constituted under the Tamil Nadu Town and Country Planning Act, 1971.

It is headed presently by the Hon'ble Minister for Housing, Urban Development and Agriculture as its Chairman.

It prepares Development Plan viz., Master Plan / Detailed Development Plans for spatial development of Chennai Metropolitan Area, with a public consultation process.

It identifies, formulates and implements projects including those envisaged in the plans. It also regulates developmental activity in accordance with the rules.

It co-ordinates and monitors projects executed through Government Agencies, Non-Governmental Organizations and Community based Organizations.

6.2 MISSION

Improving environmental quality as well as quality of life in Chennai Metropolitan Area through the planning process and implementation of plans and urban development projects.

6.3 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.
- Innovative design of Projects to upgrade the living conditions.
- Transparency in our operation.
- Care and courtesy towards Citizens.

6.4 OBJECTIVES

- To provide and maintain an effective system of Counseling and Consultancy service for the benefit of Citizens of Metro Chennai.
- To answer all queries and questions raised by Public and Associations to all 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)
- 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 & 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.

6.5 OUR EXPECTATIONS

6.5.1 Chennai Metropolitan Development Authority expects the applicants to provide

- All information as required in the Checklist 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.
- Security deposit as and when called for to ensure compliance of Development Control Rules.
- A display board at site giving all information about the development as specified in the Planning Permission accorded.
- Information to local body as well as Chennai Metropolitan Development Authority regarding any unauthorized development to take penal action.
- The applicant should also adhere to the approved plan when executing the development.

6.5.2. Chennai Metropolitan Development Authority also expects the public to participate constructively in the consultative process.

6.6 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.

I	Return for remedying the defects	21 working days
II	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
	Industrial & Institutional Buildings	45 working days
	Layout	45 working days
	Multi-storeyed Buildings – to make recommendation to Government.	75 working days
	Reply for compliant / grievance petitions	30 working days
	Clarification and land use zoning and information on Development Control Regulations parameters	10 working days
	Issuance of No Due Certificate and No Objection Certificate (NOC)	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 (PP) Applications on ordinary buildings vide Proc. No. RT/6398/09 dated 23-06-2009.