



CITIZEN'S CHARTER (Draft)

**Housing & Urban Development Department
Government of Odisha**

Introduction

The Housing & Urban Development department (HUDD) is the administrative department of the Government of Odisha responsible for ensuring proper and planned growth of cities and towns across the state, with adequate infrastructure, amenities and services provided to the citizens through the Urban Local Bodies and parastatal agencies. HUDD has taken various measures for efficient management & delivery of civic services like provision of affordable housing, safe drinking water, sanitation including solid waste management, storm water drainage, sewerage, roads, public transport; and creation of livelihood opportunities by accelerating economic growth of cities/towns and building capacity of the urban poor. The Housing and Urban Development Department is headed by the Minister, HUDD. The Additional Chief Secretary, Housing and Urban Development is the administrative head of the Department.

Vision Statement of HUDD

To ensure planned and inclusive development of cities/towns into livable, economically vibrant and productive, sustainable and efficient entities with provision of adequate and durable public infrastructure and amenities, including affordable housing and livelihood opportunities for all sections of society and bringing out efficiency in the service delivery mechanisms, community participation and accountability of Urban Local Bodies and parastatal agencies towards citizens, in convergent manner.

Mission Statement of HUDD

Realizing the vision by embarking on implementing urban reforms and e-governance; strengthening urban planning with citizens' participation, enforcing municipal rules/regulations, building capacity of Urban Local Bodies (ULBs) to deliver services, creating and maintaining urban infrastructure, operationalizing effective water supply and sanitation systems including solid waste management, developing public spaces and amenities, making provision of affordable housing for urban poor, upgrading skills of the urban poor for increasing their employability and improving economic condition.

Objectives

The objectives of the HUDD are as follows:

- Improving urban planning & governance for effective enforcement of plans, rules, efficient urban management and service delivery.
- Facilitating reforms and policy interventions to improve the financial base of the ULBs and better citizen interface in service delivery.
- Enhancing service standards, transparency, accountability and simplifying process for grievance redressal.
- Encouraging PPP projects for infrastructure development, urban transport & solid waste management.
- Slum redevelopment and rehabilitation and effectively implementing housing schemes for EWS, LIG and MIG.
- Effectively implementing programmes for skill development and urban poverty reduction.
- Creation and maintenance of urban infrastructure in the areas of water supply, sewerage, solid waste management, storm water drainage, urban transport and other amenities.
- Encouraging innovations in urban development.

Functions

The key functions of HUDD include the following:

URBAN INFRASTRUCTURE PLANNING & DEVELOPMENT

- Implementation of reforms under JNNURM & 13th Finance Commission.
- Formulation & implementation of enabling policies/guidelines.
- Formulation and implementation of Affordable Housing scheme with mandatory provision for creation of housing stock.
- Implementation of Comprehensive Development Plan (CrDP), City Development Plans (CDP) & Master Plans (MP).
- Formulation & Implementation of PPP Policy on urban development.
- Facilitating PPP projects in urban infrastructure, transport & solid-waste management.
- Designing & implementation of innovative pilot projects in selective areas with community participation.

SERVICE DELIVERY PLANNING & IMPROVEMENT

- Effective implementation of e-governance programs.
- Benchmarking urban services (service level Benchmarking-SLB)
- Formulation & Implementation of Citizens' Charter, Public Disclosure Law.
- Mobilization of fund from various sources for successful implementation of flagship projects.
- Implementation of replicable models/good practice.

URBAN POVERTY ALLEVIATION

- Encouraging group productive activities of urban poor women for economic entitlement.
- According limited property rights to the slum dwellers and prevention of new slums.
- Encouraging group productive activities of urban poor women for economic entitlement

ORGANIZATIONAL DEVELOPMENT & CAPACITY BUILDING

- Capacity development of existing personnel & elected representatives.
- Creation of dedicated urban cadre.

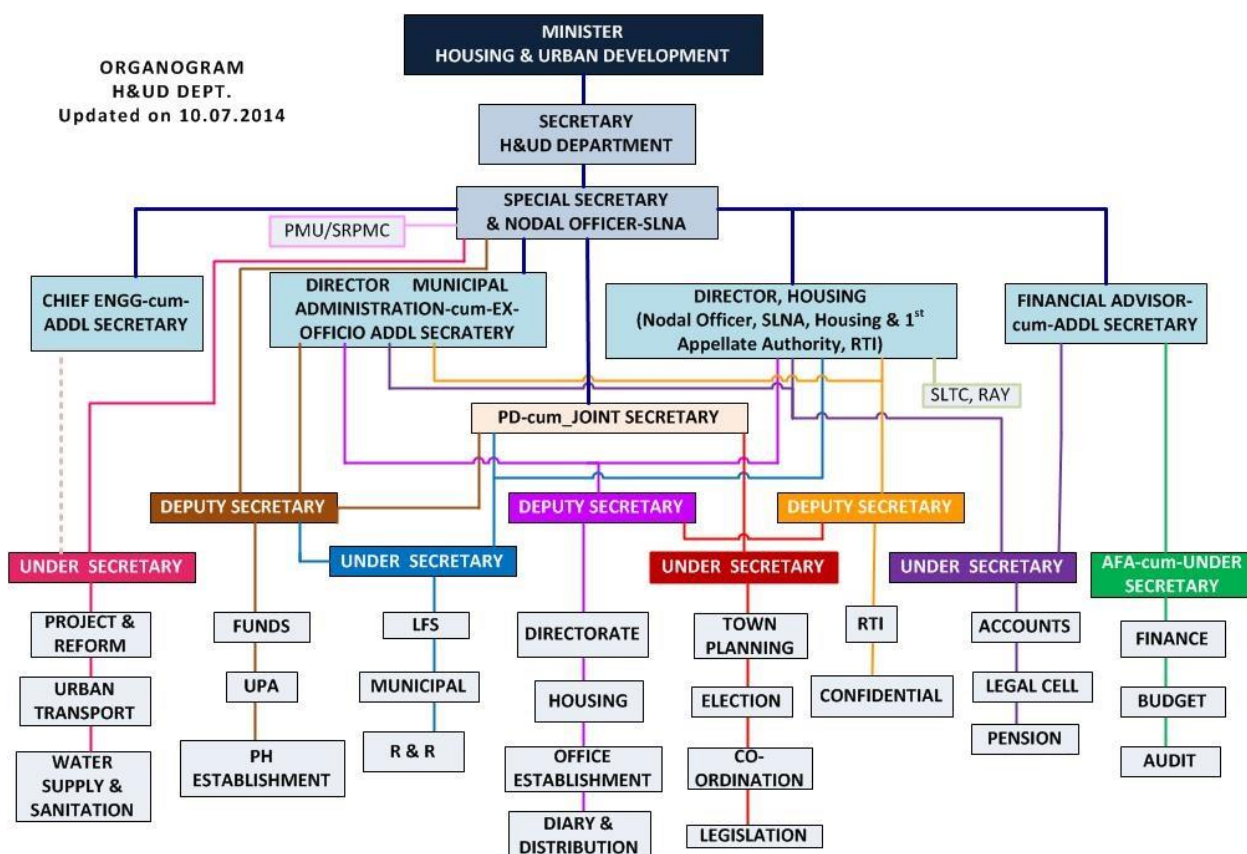
Organizational Structure¹

HUDD functions through three Directorates:

- Directorate of Municipal Administration (attached to the Department)
- Directorate of Town Planning and Chief Engineer
- Public Health Organization (Urban)

Besides, there are 4 P.H., S.E. Circles, 13 P.H. Divisions, 52 P.H. Sub-divisions, 20 District town Planning Units, 111 Urban Local Bodies (including 5 Municipal Corporations, 45 Municipalities and 61 NACs), 9 Development Authorities (including BDA, Bhubaneswar & CDA, Cuttack), 7 Regional Improvement Trusts, 36 Special Planning Authorities, Orissa State Housing Board (OSHB), Orissa Water Supply & Sewerage Board (OWSSB), Orissa Rural Housing Development Corporation (ORHDC), Valuation Organization, NIHM and State Urban development Authority (SUDA). The high level organization structure of HUDD is presented below:

¹ CITIZEN'S CHARTER (Draft) available from <http://www.urbanodisha.gov.in/>



Directorate of Municipal Administration

Municipal Administration in Odisha is managed by the Directorate of Municipal Administration (DMA), which is the apex administrative organization that regulates functioning of all Municipal Corporations, Municipalities and Notified Area Councils in performing their regulatory and enforcement activities. DMA ensures that they adhere to the policies, procedures and guidelines provided by the Govt. to achieve effective municipal administration in the state. DMA is also involved in monitoring and supervision of the development oriented functions of the Urban Local Bodies.

DMA interacts with several other Departments and Directorates such as Public Health Engineering Organization, Town Planning, Development Authorities and OWSSB etc. to enable seamless delivery of urban civic services to the citizens. The Directorate has the responsibility to supervise the function of the Urban Local Bodies, work out suitable human resource policies, exercise disciplinary control over the staff, monitor the tax collection activities, lay down policies for transparency in expenditure, hear appeals against the decisions of ULBs, release Government funds to the ULBs, as well as monitor implementation of schemes and programmes. The Directorate also inspects the activities of ULBs, interacts with both elected representatives and the employees to find out both genuine and specific problems of urban administration and urban municipal services and work out the solutions for those problems.

The Directorate of Municipal Administration is headed by the Director, Municipal Administration (D, MA) and is responsible for coordinating various activities of Municipal Corporations, Municipalities and Notified Area Councils in the field of municipal tax administration, financial management, infrastructure development, town planning, urban health and sanitation, environment management and programmes for the urban poor etc. The DMA, in his/her supervisory role, monitors the functioning of the ULBs against key parameters such as tax collection, execution of project and civic works, implementation of various schemes of the Government etc. on the basis of which performance evaluation of all ULBs is made on annual basis.

Directorate of Town Planning and Chief Engineer

Major activities of Directorate of Town Planning includes: i) Preparation of Master Plans and approval of the same on behalf of Special Planning Authorities; ii) Preparation of Project Reports for the IDSMT and monitoring of the scheme and iii) Technical guidance to Government as well as Planning Authorities with respect to regulation of Plan proposals.

Public Health Organization

Public Health Organization is the service provider that plans, executes, operates & maintains the Urban Water supply & Sewerage systems of the state. After completion of major/mega water supply and sewerage projects, OWSSB hand over then to OPHEO for operation and maintenance. At present about 776.48 million liters of drinking water is supplied per day to the 111 ULBs and 2 Census Towns benefiting a population of 45.60 Lakh (approximate). Out of which, about 12.70 Lakh urban populations are benefited through 2, 32, 186 Nos. house connections and the rest 32.90 Lakh populations are served through 21,481 Nos. public stand posts. Besides, there are 24,273 Nos. hand pump tube-wells functional in different Urban Local Bodies and Census Towns to cater to the water demand during non-supply hours and demand of population residing in areas uncovered by piped water supply systems.

The functions of Public Health Engineering Organization broadly consist of the followings:

- Operation & Maintenance of Water Supply Systems consisting of Intake arrangement, Production wells, Rising main, Water Treatment Plant, Distribution System, Storage System & Pumping System in 102 Urban Local Bodies & 2 census towns in the State to ensure supply of 774 MLD of potable drinking water through 217586 nos. of house connections & 21089 nos. of Public Stand-posts.
- Operation & Maintenance of Sewerage System of Bhubaneswar city & part sewerage of Cuttack city.
- Maintenance of PH Installations of Public Institutions Government Buildings (Residential & Non- Residential).
- Engineering supervision of water supply / sewerage projects taken up under State Plan / CSP / Drought / Flood / RLTP / AUWSP / JnNURM / UIDSSMT to complete and commission them within stipulated time.
- Repair & maintenance of about 22683 Hand Pump Tube Wells.
- Formulation of project proposals for obtaining funding from EAP / Government of India.
- Collection of water & sewerage tariff / user charges

Services Provided by HUDD

Sl. No.	Description of Service Request	Mode of Registration	Documents Required	Process	Time Limit	Fees / User charges	Designated Officer	Appellate Authority ²	Revisional Authority ³
1	Building Plan Approval	Manual Online	Documents constituting application for Building Plan Approval primarily depends on the Building Area & Location. A comprehensive list of all documents required for Building Plan approval has been given at Annexure I of this document.	1. Visit the ULB Planning cell / Development Authority / DA Application Centre and furnish the relevant documents 2. Purchase an application form as applicable for the land type & plot size and fill the respective details 3. Submit the filled in application form in the counter with photocopies of the required documents 4. Collect an acknowledgement receipt containing the application number / Note Application Form no. for tracking of Application in e-Municipality 5. Collect the permission letter and approved plan from the ULB planning cell/ Development authority/ DA Application Centre, as applicable	60 days	Application Form Fees: Form A: Rs. 100 Form B: Rs. 400 Form C: Rs. 3000 Form D: Rs. 2000 Form E: Rs. 2000 Sanction fee & Scrutiny fee vary across locations. Rates are available in the Websites of some of the Development Authorities (DAs).	Junior Town Planner/Assistant Town Planner/Town Planner concerned	Planning Member, DA concerned / Executive Officer concerned	Vice Chairman, DA concerned / ADM-cum-PD, DUDA
2	Certified copy of Building	Manual	1. Holding Number 2. Ownership Certificate	1. Visit the ULB Planning Cell/ Development	7 days	No fees	Junior Town Planner/ Assistant Town Planner/	Planning Member	Vice-Chairman

² As per ORTPS Act 2012, an applicant can apply to Appellate Authority within 30-90 days of service decision, against the Order of the Designated Officer. Appellate authority has 30 days to dispose the appeal.

³ As per ORTPS Act 2012, an applicant can apply to Revisional Authority within 30-90 days of service decision, against the Order of the Appellate Authority. No time line for disposal of Appeal has been provided for Revisional Authority under the Act.

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	Plan approval			Authority 2. Submit an application to the Concerned Authority 3. Furnish Holding No. or Ownership Certificate 4. Collect the copy of the Building plan approval from the certifying authority			Town Planner/ concerned clerk		
3	Transfer of property in case of sale	Manual	1. Property ownership details 2. Passport size photographs of the transferor and the transferee 3. Holding tax receipt and Ground rent receipt 4. Sales tax clearance in case of commercial assets 5. Affidavit both by the transferor & the transferee 6. Affidavit by the transferee for payment of outstanding dues, if any 7. Non encumbrance certificate from DSR/SR 8. Agreement papers / lease deed	1. Visit the Allotment section of the ULB / Development Authority and enquire about the eligibility for transfer of property in case of sale 2. Fill in the details in the form for transfer permission for sale and submit it to the counter officer along with the requisite processing fees 3. Collect the acknowledgement receipt 4. Collect the Permission letter for transfer of property from the allotment section of the ULB / Development Authority 5. Execute a tripartite agreement / indenture for sale with the concerned authority in the prescribed format of	30 days	1. Processing fees prior to the grant of permission 2. Betterment fees i.e., 10 % of the differential amount between the acquiring cost of the assets paid by the transferor at the time of the allotment and the sale cost of the asset	Concerned Allotment officer/Concerned Clerk	Secretary	Vice-Chairman

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				6. Submit the indenture for sale for execution / registration within the stipulated time from the date of permission to transfer the asset along with the payment of the requisite amount of betterment fees (as decided by the concerned authority)					
4	Transfer of ownership of holding	Manual	<ol style="list-style-type: none"> 1. Ownership details of the Land (Both Buyer & Seller) 2. Holding tax details of the previous owner of the land 	<ol style="list-style-type: none"> 1. Visit the Holding tax section of the respective ULB 2. Ask for the Mutation form for the transfer of ownership of the holding along with the furnishing of the relevant documents 3. Fill up the details & submit the filled form along with the required fees 4. Wait for the notice period from the concerned authority 	60 days	Rs. 100 per mutation for Property under the jurisdiction of Municipal Corporation Rs. 6 per mutation for property under the jurisdiction of Municipality	Concerned Allotment officer/Concerned Clerk/Recovery Officer	Secretary / Deputy Commissioner	Vice-Chairman /Municipal Commissioner
5	Issue of Occupancy Certificate	Manual	<ol style="list-style-type: none"> 1. Three copies of approved plan 2. Record of rights relating to ownership 3. Evidence to the effect of all public utility services and in particular sewerage, drainage, water supply & electricity and have been linked to 	<ol style="list-style-type: none"> 1. Visit the planning cell of the concerned ULB / Development authority / DA Application centres 2. Ask for form VI (part I & II) and fill up the details regarding the completion of 	30 days	<ol style="list-style-type: none"> 1. Rs 1000 for construction upto 300 sq. mtrs. / G+2 OR Rs. 5000 for construction above 300 sq. mtrs. / G+3 and above. 	Junior Town Planner/Assistant Town Planner/Town Planner concerned	Planning Member, DA concerned / Executive Officer concerned	Vice Chairman, DA concerned / ADM-cum-PD, DUDA

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			the main public utility system 4. No objection certificate from Fire prevention officer	the construction of the building through architect / structural engineer 3. Submit the filled in application form along with the deposit fees in the DA / ULB / nearest CSC / DA Application Centre 4. Collect the acknowledgement receipt 5. Check the application status timely 6. Collect the Occupancy certificate from the CSC		2. User charges of CSC			
6	Land use information	Online	Land ownership details	1. Visit the website of the Planning cell of the respective ULB / Development Authority 2. Search for the map of the respective 'mouza' 3. Look for the land use information for the desired land	3 days	No fee	Junior Town Planner/Assistant Town Planner/Town Planner/concerned clerk	Planning Member	Vice-Chairman
		Manual		1. Visit the planning cell of the respective development Authority/ ULB 2. Go to the land use information section of the planning cell and furnish the details of the land for which the information is		Rs. 100 for the map / land use information of the respective area			

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				desired 3. Pay the requisite fees and collect and acknowledgement receipt 4. Collect the map from the same section within the stipulated time.					
7	Issuance of Conveyance Deed	Online	1. Three copies of the conveyance deed including one on stamp paper 2. Self-attested copy of allotment / re-allotment letter 3. Self-attested copy of the No Dues Certificate 4. Certified copy of the GPA / Sub Attorney (If applicable) 5. Affidavit on stamp paper as applicable 6. Passport size photographs dully attested by the Executive Magistrate or Magistrate First Class	1. Visit the sub-registrar office to execute the conveyance deed in stamp papers in consultation with the sub-registrar 2. Submit the relevant documents for conversion / tripartite agreement, as applicable, along with the requisite fees to the counter officer 3. Collect the acknowledgement receipt	30 days	Data Not available	Concerned Allotment Officer/Concerned Clerk	Secretary	Vice-Chairman
8	Issue of No Dues certificate	Manual	1. Proof of dues paid 2. Property ownership details	1. Visit the concerned section of the ULB / development authority as applicable 2. Fill up the details in the application form for No dues certificate & submit it to the counter	30 days	No fees	Concerned Allotment Officer/Concerned Branch Officer	Secretary / Deputy Commissioner	Vice-Chairman /Municipal Commissioner

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				officer along with the requisite fees and supporting documents 3. Collect the acknowledgement receipt 4. Collect the No Dues Certificate from the same section of the concerned authority					
9	Issue of permission for mortgage	Manual	1. Original Documents of the Property 2. Latest Holding Receipt 3. Ownership Details	1. Visit the Allotment section of the ULB / Development Authority 2. Fill in the details in the form for mortgage permission and submit it to the counter officer along with the requisite fees 3. Collect the acknowledgement receipt 4. Collect the Permission letter for mortgage from the allotment section of the ULB / Development Authority	30 days	Rs. 1000 for LIGs Rs. 2000 for Others	Concerned Allotment Officer/ Concerned Clerk	Secretary	Vice-Chairman
10	Assessment of Holding Tax	Online	Approved Building Plan's copy	1. Visit the website www.ulbodisha.gov.in and select your respective municipal corporation / municipality 2. Go to 'citizen services' and select 'property/holding tax'	30 days	No fees	Tax Collector / Tax Daroga	Deputy Commissioner	Municipal Commissioner

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				<ol style="list-style-type: none"> 3. Click on self-assessment of holding if you want to assess by yourself / click on calculate property or holding tax, if you want the system to calculate it for you 4. Cross check with the Annual Rental Value method for assessment of Holding tax 					
		Manual		<ol style="list-style-type: none"> 1. Go to your respective ULB and contact the holding tax wing 2. Furnish your approved building plan's copy for facilitating assessment along with filled up application form. 3. Cross Check your Assessed property tax with the Annual Rental Value Method 					
11	Payment of Holding Tax	Online	1. Valid Holding Number	<ol style="list-style-type: none"> 1. If the property is assessed and holding number is available, then proceed to 3 2. If the holding number is not available, visit www.ulbodisha.gov.in, select your municipality, go to 'property/holding tax' under 'citizen services' tab and 	Spot Payment	Payment gateway charges	Tax Collector / Tax Daroga	Deputy Commissioner	Municipal Commissioner

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				<p>click 'Apply Online for Holding Number', fill up the details and click 'submit' (application status can be checked by visiting the same link, till the holding number is received)</p> <p>3. Go to www.odishaonline.gov.in and click 'holding tax' under 'current services' (login to your account else register as a citizen if you are a first time visitor)</p> <p>4. Click 'holding tax' under 'Urban Services', and select your respective Municipal corporation</p> <p>5. Fill up the details and the portal shows the payable amount which can be paid through debit/credit card or internet banking</p> <p>6. Collect the acknowledgement receipt</p>					
		Manual	<ol style="list-style-type: none"> Approved Building plan's copy Holding Number Holding Tax Bill 	<ol style="list-style-type: none"> Go to your respective ULB and contact the holding tax wing for payment & Furnish your approved building plan's copy 		Appropriate User charges of Rs. 10/- for Holding Tax (Service charge at CSC centers).			

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				and Holding tax Bill for payment of your holding tax 2. A citizen can pay fees of Holding Tax in cash mode at CSC centers available at various places in urban and rural areas. This is useful for people who do not have Debit/Credit card and Internet Banking facility. 3. Collect the acknowledgement receipt					
12	Trade license	Online	1. Scanned Proof of identity 2. Scanned Proof of address 3. Scanned Photo of applicant 4. Holding tax receipt / tax paid receipt	1. Visit the website www.ulbodisha.gov.in and select your respective municipal corporation / municipality 2. Go to 'citizen services' and select 'Trade License' 3. Click 'Apply online for trade license' and fill up all the details in the application form and application no. is generated after submission of application 4. Check status of application online and once available, pay the requisite license fees (online/counter) & collect Trade	15 days	No fee	Misc. Sarkar / Clerk Concerned	Deputy Commissioner/ Executive Officer concerned	Municipal Commissioner/ ADM-cum-PD, DUDA

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				License Certificate (print for online/submit payment receipt and collect from concerned dept.)					
		Manual	<ol style="list-style-type: none"> Tax paid receipt Three copies of blue print (if any place for the purpose of storing or selling explosives, timber or other combustible material shall contain a statement showing the boundaries and measurements of such place) Owner/Neighbor consent letter. 	<ol style="list-style-type: none"> Visit your respective ULB and contact the Trade License wing Collect Prescribed Application Form 353 & Application form 354 (if Motive power is used) from the Municipal Office Fill up the form, contact the concerned ward Health Inspector for details of License fees for that particular trade and get his signature Pay the license fee at the Municipal office and submit the application to the concerned ward Health Inspector and collect payment receipt which serves as acknowledgment The license will be issued after inspecting the place of trade, regarding suitability of the trade 		Form 353 & Application form 354 (if Motive power is used) from the Municipal Office which costs Rs 2/- each.			
13	Marriage certificate	Manual	<ol style="list-style-type: none"> Voter Id/PAN card/DL of the <ol style="list-style-type: none"> Bride and Bridegroom for Age proof and 	<ol style="list-style-type: none"> The parties to the marriage have to apply in Form 'B' to the concerned 	7 days	<ol style="list-style-type: none"> Within 1month of marriage, treasury challan of Rs. 	Dealing Assistant concerned	Deputy Commissioner/ Executive Officer	Municipal Commissioner / ADM-cum-PD,

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			identity. b. Guardian / Father / Mother for Identity proof. c. Two witnesses. 2. Current Holding Tax Receipt. 3. Invitation card of both bride & bridegroom. 4. Joint Photograph on marriage Pandal (faces should be visible). 5. Joint or individual affidavit stating date & venue of marriage as per Hindu rites and customs sworn before Executive Magistrate.	authority in whose jurisdiction the marriage is solemnized or either party to the marriage has been residing. 2. The Form 'B' is to be taken from the Municipal Corporation / municipality/NAC/Block office either before marriage or after marriage. 3. Visit the treasury for depositing the specified challan for the purpose. 4. Apply to the concerned person in-charge. <ul style="list-style-type: none"> • For municipal corporations, apply to The Deputy commissioner / officer in charge. • For municipalities/NACs apply to The Executive Officer. • For Block, apply to the BDO 		7/- 2. After 1 month of marriage, treasury challan of Rs. 7/- + fine Rs.25/-		concerned	DUDA
14	Pipe water connection	Online	1. Patta / pauti / kabala / Holding receipt 2. Agreement between the Applicant & PHEO on Rs. 10 Non judicial paper (available in PHEO)	1. Visit the website www.ulbodisha.gov.in and select your respective municipal corporation / municipality 2. Go to 'citizen services' and select 'Water Connection'	45 days	Security Fee - Rs. 60/- & Scrutiny Fee – As applicable for the type of connection	1. Junior Engineer concerned	Assistant Engineer concerned	Executive Engineer concerned

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				& Charges' 3. Click 'Online Application for new connection' and fill up all the details in the application form and click 'submit' button 4. Collect the acknowledgement receipt					
		Manual	1. A set of blue print of plans in duplicate 2. Holding number 3. Layout of the premises 4. Proposed point of connection 5. Fixtures and future extension if any 6. Licensed plumber or contractor	1. Deposit the filled in application form to the maintenance division / sub-division of the Public Health department along with the security fee 2. After the plan gets verified by the concerned division, deposit the requisite scrutiny fees, and collect the acknowledgement receipt from the cash counter 3. Collect the Sanctioned letter from the respective maintenance division / sub-division.					
15	Payment of Water Bill	Online	1. Valid Consumer No. 2. Monthly water Bill	1. Go to www.odishaonline.gov.in and click 'Pay your water bill' under 'current services' (login to your account else register as a citizen if you are a first time visitor)	Spot Payment	No fees from citizens.	Junior Engineer Concerned	Assistant Engineer concerned	Executive Engineer concerned

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				<ol style="list-style-type: none"> 2. Click 'Water tax' under 'Urban Services', and select your respective Municipal corporation 3. Fill up the details and the portal shows the payable amount which can be paid through debit/credit card or internet banking and then go to 5 4. If you don't have debit/credit card or internet banking, go to CSC centers and pay in cash mode. 5. Collect the acknowledgement receipt of the bill paid 					
		Manual	Original copy of the monthly water bill.	<ol style="list-style-type: none"> 1. Go to your nearest PHD office (of the concerned district) along with the bill 2. Pay the respective fees (the amount mentioned in the bill) 3. Collect the receipt for the bill paid 4. It must be remembered that the bill has to be paid within the stipulated period of time etc. 		No fees			
16	Correction of water bill	Manual	Water bill of last month	<ol style="list-style-type: none"> 1. Visit the PH division and contact the concerned wing for water bill collection 	30 days	No fees	Junior Engineer Concerned	Assistant Engineer concerned	Executive Engineer concerned

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				2. Submit application form along with last month bill as supportive documents 3. Collect the acknowledgement number and receipt					
17	Repair of Tube wells	Manual	None	1. Visit the circle office/ division office/ section office and place a request for the repair of tube well(s) 2. Collect the request receipt containing the request no and the unique tube well number	7 days for minor repair / 14 days for major repair	No fee	Junior Engineer Tube Wells	Assistant Engineer-in-Charge, Tube Wells	Executive Engineer concerned
18	Repairing of WS pipelines (Minor leakage/sew erage overflow/ Blockage)	Manual	None	1. Visit the circle office/ division office/ section office and place a request for the repair of WS pipelines 2. Collect the request receipt containing the request no	2 days	No fee	Concerned Junior Engineer / Assistant Engineer	Concerned AEE / Dy. Executive Engineer	Executive Engineer
19	Lifting of Municipal solid waste from roads / street	Online	Identity Proof	1. Visit www.cmgorissa.gov.in / www.ulborissa.gov.in / the grievance redressal website for respective website (e.g., www.mycitymypride.org for BMC) OR Call the toll free number for grievance redressal regarding the lifting	3 days	No fees	Sanitary Inspector	City Health Officer	Municipal Commissioner

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				of the waste OR Lodge a grievance in the android mobile application for the solid waste management (as applicable) 2. Lodge a grievance for lifting of the municipal solid waste by filling up the details of the locality/ ward & phone number of the complainant 3. Collect the acknowledgement receipt 4. Cross check the status of the complaint and its redressal					
		Manual		1. Visit the solid waste management division of the respective ULB & contact the concerned authority OR Contact the concerned ward officers / sanitary inspectors for the lifting of the solid waste 2. Lodge a grievance, stating the details of the locality/ ward along with the phone number of the complainant 3. Collect and acknowledgment					

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				receipt 4. Cross check the status of the complaint and its redressal					
20	Replacement of Damaged street light	Online	Identity Proof	1. Visit www.cmgorissa.gov.in / www.ulborissa.gov.in / the grievance redressal website for respective website (e.g., www.mycitymypride.org for BMC) 2. Lodge a grievance by filling up the details of the locality / Pole number & phone number of the complainant 3. Collect the acknowledgement receipt	10 days	No Fees	Concerned Junior Engineer	Concerned Executive Engineer	City Engineer
		Manual		1. Visit the ULB's street light office of the engineering division & contact the Junior engineer for street lighting 2. Lodge a grievance, stating the details of the locality / pole number along with the phone number of the complainant 3. Collect and acknowledgment receipt 4. Cross check with the concerned authority regarding the repair /					

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Sl. No.	Description of Service Request	Mode of Registration	Documents Required	Process	Time Limit	Fees / User charges	Designated Officer	Appellate Authority ²	Revisional Authority ³
				replacement of the damaged street light, as applicable					
21	Road cutting permission	Manual	None	<ol style="list-style-type: none"> 1. Visit the concerned engineering section of the respective ULB 2. Submit an application to the 'City Engineer' of the ULB stating the purpose of road cutting, Locality details, applicant details etc 3. After the verification by the Junior engineer, collect the estimate of the restoration charges as applicable in the case 4. Submit the restoration fees along with an application for the road cutting permission to the 'counter officer' of the concerned section 5. Collect the acknowledgement receipt 6. Collect the permission letter from the concerned authority 	7 days	Restoration charges as estimated by the Junior engineer considering the proposed type of the road cutting	Concerned Junior Engineer	Executive Engineer Concerned	City Engineer

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Sl. No.	Description of Service Request	Mode of Registration	Documents Required	Process	Time Limit	Fees / User charges	Designated Officer	Appellate Authority ²	Revisional Authority ³
22	Road restoration from date of issue of permission	Manual	None	<ol style="list-style-type: none"> 1. Visit the concerned engineering section of the respective ULB after the completion of the desired work OR Intimate the city engineer/ concerned junior engineer of the ULB regarding the completion of the work, requesting for the restoration of the road 2. Cross check the status of the restoration work within the stipulated time. 	15 days	No fee (restoration fee already collected during the road cutting permission)	Concerned Junior Engineer	Concerned Executive Engineer	City Engineer
23	Issue of birth certificate / duplicate birth certificate	Online	<ol style="list-style-type: none"> 1. Date & Place of Birth Report (if domiciliary birth) / Discharge Report of Hospital (if Institutional birth) 2. Name of the Father and Mother along with their Identity proof 3. Registration No. & Date (if institutional birth) 4. Affidavit from executive magistrate (if domiciliary birth) 	<ol style="list-style-type: none"> 1. After the delivery of the child <ol style="list-style-type: none"> a) For birth in institutions, the authorities have to register the birth reports to the registrar of the birth and death of the concerned jurisdictions b) For domiciliary births, first the registration has to be done individually by submitting an affidavit from executive magistrate and a report from the representative of the locality 	7 days	<ol style="list-style-type: none"> 1. Use Form 91 (if the birth is within 21 days) – Rs. 2/- 2. Use Form 92 (if the birth is within 30 -1 year) – Rs.5/- 3. Use Form 93 (if the birth is beyond 1 year) – Rs.10/- 4. Use Form 10 1A (Naming the child)— Rs.5/- 5. Use Form 10 1B (Naming the child)— Rs.5/- 6. Use Form 13 	Concerned clerk	City health Officer	Municipal Commissioner

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Sl. No.	Description of Service Request	Mode of Registration	Documents Required	Process	Time Limit	Fees / User charges	Designated Officer	Appellate Authority ²	Revisional Authority ³
				(Sarpanch/MP/MLA), to the city health office 2. Visit the website http://www.ulbodisha.gov.in and select your municipal corporation/municipality 3. Go to the 'citizen services' menu and click on 'birth & death' 4. Click 'Apply for birth certificate' 5. Search with Registration No. / Institutional Request no. / Child Details and from the displayed results click on 'Apply for Certificate' button 6. Submit supporting documents by visiting the CHO counter/Upload of supporting documents is also possible during online application 7. Receive SMS once certificate is generated 8. Use the password received in SMS to open the certificate from portal/e-mail and print		1A (for Verifying the Records— Rs.2/- 7. Use Form 13 1C (for Issuance of Certificate)— Rs 5/- 8. Use Form 14 1C (for Issuance of Non-availability of certificates/where records of events are not available)— Rs. 5/-			
		Manual	1. Date & Place of Birth Report. 2. Name of the Father and Mother. 3. Registration No. & Date.	1. After delivery of the child in case of institutions i.e., hospitals, nursing homes, clinics, etc.					

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Sl. No.	Description of Service Request	Mode of Registration	Documents Required	Process	Time Limit	Fees / User charges	Designated Officer	Appellate Authority ²	Revisional Authority ³
				<p>the authorities have to register the birth reports to the registrar of birth and death of the concerned jurisdictions.</p> <p>2. In case of domiciliary births the household is entitled to submit the reports to the concerned authority for registering the birth event.</p> <p><u>If Birth Occurred at Hospital or Nursing Home and Applying within 21 days of Birth</u></p> <p>a) Use Form 91 b) Discharge Certificate of Hospital / Nursing Home c) Application Form for request of Certificate d) Copy of Identity & Address Proof</p> <p><u>If Birth Occurred at Hospital or nursing Home and Applying after 30 days of Birth and within one Year</u></p> <p>a) Use Form 92 b) LBR along with Application form for request of Certificate</p> <p>3. The form is</p>					

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Sl. No.	Description of Service Request	Mode of Registration	Documents Required	Process	Time Limit	Fees / User charges	Designated Officer	Appellate Authority ²	Revisional Authority ³
				<p>available in the office of the local bodies.</p> <p>4. Visit CHO office/ CSCs with filled up application form & supporting documents for application</p> <p>5. Receive acknowledgement from the application counter (possible service delivery date is not available always in the acknowledgment)</p> <p>6. Visit the CHO office/CSCs for collection of certificate after the stipulated period of 15 days.</p> <p>7. In case of delays, enquire at the counter for possible date of delivery & visit accordingly</p>					
24	Issue of death certificate / duplicate death certificate	Online	Certificate issued by any registered medical practitioner/doctor stating the name, date, time, place, cause of death of the deceased.	<p>1. After the death of the person</p> <p>a) For death in institutions, the authorities have to register the death reports to the registrar of the birth and death of the concerned jurisdictions</p> <p>b) For domiciliary deaths, first the registration has to be done individually by submitting an</p>	7 days	<p>If the death is within 21 days – No fee</p> <p>If the death is within 30 days to - 1 year – Rs.7/-</p> <p>If the death is after 1 year – Rs.10/-</p>	<p>In urban areas - Registrar (Birth and death)-cum-Health Officer for Municipal Corporations - Executive Officer for Municipalities/ NACs</p> <p>In rural areas - Medical Officer in charge UGPHC (Upgraded Primary Health Centre),</p>	City health Officer	Municipal Commissioner

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Sl. No.	Description of Service Request	Mode of Registration	Documents Required	Process	Time Limit	Fees / User charges	Designated Officer	Appellate Authority ²	Revisional Authority ³
				<p>affidavit from executive magistrate and a report from the representative of the locality (Sarpanch/MP/MLA), to the city health office</p> <ol style="list-style-type: none"> 2. Visit the website http://www.ulbodisha.gov.in and select your municipal corporation/municipality 3. Go to the 'citizen services' menu and click on 'birth & death' 4. Click 'Apply for death certificate' 5. Search with Registration No. / Institutional Request no. / Deceased Details and from the displayed results click on 'Apply for Certificate' button 6. Submit supporting documents by visiting the CHO counter/Upload of supporting documents is also possible during online application 7. Receive SMS once certificate is generated 1. Use the password received in SMS to open the certificate 			CHC (Community Health Centre), PHC (Primary health Centre)		

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Sl. No.	Description of Service Request	Mode of Registration	Documents Required	Process	Time Limit	Fees / User charges	Designated Officer	Appellate Authority ²	Revisional Authority ³
		Manual		<p>from portal/e-mail and print</p> <p>1. A death can be reported and registered by the head/guardian of the family to the concerned authority in case the death occurs in the house</p> <ul style="list-style-type: none"> • Death can be registered by the medical in charge if it occurs in hospital • Death can be registered by the head man of the village or in charge of the local police if the body is found deserted in that area. <p>2. While applying for death certificate, death has to be registered first to the concerned authority of the locality and form is available in the offices of the local bodies</p>					
25	Booking of parks	Manual	Identity proof	<p>1. Go to the booking counter/ chief horticulturist office of the Municipal Corporation / Municipality / Development Authority OR One can also meet the officer in charge</p>	2 days	As applicable for the respective ULB/ type of park	Chief Horticulturist / Concerned Clerk	Chief Engineer cum-Engineer Member / Dy. Commissioner	Vice-Chairman / Chairman Municipal Commissioner

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Sl. No.	Description of Service Request	Mode of Registration	Documents Required	Process	Time Limit	Fees / User charges	Designated Officer	Appellate Authority ²	Revisional Authority ³
				of each park at the office of the park 2. Enquire about the availability of the park on the required date. 3. Submit application (if available) to the concerned office 4. Receive approval letter					
26	Reservation of Kalyan Mandap & community Halls	Manual	Identity proof	1. Go to the booking counter of the office of the Municipal Corporation/Municipality OR One can also meet the officer in charge of each Kalyan mandap / Community Hall at the office of the Kalyan mandap/community hall/municipal corporation 2. Enquire about the availability of the mandap /hall on the required date. 3. If available, fill up the application form and submit the required fees & get the receipt.	2 days	As applicable for the respective ULB / type of Kalyan mandap / community hall	Officer In-charge of booking of Kalyan Mandap in the office of the concerned ULBs	Chief Engineer cum-Engineer Member / Dy. Commissioner	Vice-Chairman / Chairman Municipal Commissioner
		Online		1. Visit the website for booking of kalyan mandap as applicable (e.g., www.as.ori.nic.in for BMC) 2. Fill up the details in					

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Sl. No.	Description of Service Request	Mode of Registration	Documents Required	Process	Time Limit	Fees / User charges	Designated Officer	Appellate Authority ²	Revisional Authority ³
				the application form 3. Make advance payment 4. Collect the acknowledgement receipt containing the booking number					

Index of Services of HUDD Covered Under ORTPS

Delivery of important services in a time bound manner is the hallmark of Good Governance. Government of Odisha has time and again initiated steps for improving the service delivery to its citizen. “**Odisha Right to Public Services Act, 2012**”, that guarantees delivery of public services in a time bound manner and its subsequent amendments has mandated the Housing & Urban Development Department to provide the following services to its citizens along with notifying the stipulated timeline for delivery of such services and the responsible appellate authority & reviewing authority for each of the notified services:

Sl. No.	Type of Service	Time Limit	Designated Officer	Appellate Authority	Reviewing Authority	Concerned Office
1	Building Plan Approval	60 Days	Counter Assistant / Dealing Assistant Concerned	Planning Member, DA concerned / Executive Officer concerned	Vice Chairman, DA concerned / ADM-cum-PD, DUDA	BDA
2	Issue of Occupancy Certificate	30 Days	Counter Assistant / Dealing Assistant Concerned	Planning Member, DA concerned / Executive Officer concerned	Vice Chairman, DA concerned / ADM-cum-PD, DUDA	BDA
3	Marriage Certificate	7 Days	Dealing Assistant concerned	Deputy Commissioner/ Executive Officer concerned	Municipal Commissioner / ADM-cum-PD, DUDA	BMC
4	Trade License	15 Days	Misc. Sarkar/ Clerk concerned	Deputy Commissioner/ Executive Officer concerned	Municipal Commissioner/ ADM-cum-PD, DUDA	BMC
5	Pipe Water Connection	45 Days	Junior Engineer concerned	Assistant Engineer concerned	Executive Engineer concerned	PH-Rent Office
6	Correction of Water Bill	30 Days	Junior Engineer concerned	Assistant Engineer concerned	Executive Engineer concerned	PH-Rent Office
7	Repair of Tube Wells (Minor & Major Repair)	7 days & 14 days	Junior Engineer Tube Wells	Assistant Engineer-in-Charge, Tube Wells	Executive Engineer concerned	PH-Division III
8	Certified Copy of Building Plan Approval	7 days	JTP / ATP/ TP/ Concerned Clerk	Planning Member	Vice-Chairman	BDA/BMC
9	Booking of Parks/Community Hall	2 Days	Chief Horticulturist / Concerned Clerk	Chief Engineer cum-Engineer Member / Dy. Commissioner	Vice-Chairman / Chairman Municipal Commissioner	BDA/BMC
10	Land Use information	3 Days	JTP / ATP/ TP/ Concerned Clerk	Planning Member	Vice-Chairman	BDA
11	Issue of Conveyance	30	Concerned	Secretary	Vice-Chairman	BDA

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Sl. No.	Type of Service	Time Limit	Designated Officer	Appellate Authority	Reviewing Authority	Concerned Office
	Deed	Days	Allotment Officer /Concerned Clerk			
12	Issue of No Due Certificate	30 days	Concerned Allotment Officer / Concerned Branch Officer	Secretary / Deputy Commissioner	Vice-Chairman /Municipal Commissioner	BDA
13	Transfer of Property in case of Sale	30 Days	Concerned Allotment Officer / Concerned Clerk	Secretary	Vice-Chairman	BDA
14	Issue of Permission for Mortgage	30 days	Concerned Allotment Officer / Concerned Clerk	Secretary	Vice-Chairman	BDA
15	Transfer of Ownership of Holding	60 Days	Concerned Allotment Officer / Concerned Clerk / Recovery Officer	Secretary/Deputy Commissioner	Vice-Chairman /Municipal Commissioner	BMC
16	Lifting of Municipal Solid Waste from roads / Street	3 Days	Sanitary Inspector	City Health Officer	Municipal Commissioner	BMC
17	Replacement of Damaged Street Light	10 days	Concerned Junior Engineer	Concerned Executive Engineer	City Engineer	BMC
18	Assessment of Holding Tax	30 Days	Tax Collector / Tax Daroga	Deputy Commissioner	Municipal Commissioner	BMC
19	Road cutting permission	7 Days	Concerned Junior Engineer	Executive Engineer Concern	City Engineer	BMC
20	Road restoration from date of issue of Permission	15 days	Concerned Junior Engineer	Concerned Executive Engineer	City Engineer	BMC
21	Birth & Death Certificate	15 Days	VS Clerk	City health Officer / Executive Officer Concerned	Municipal Commissioner / ADM-cum-PD, DUDA	BMC-CHO
22	Repairing of WS pipelines (Minor leakage / Sewerage Over flow / Blockage	2 Days(4 8 hours)	Concerned JE / AE	Concerned AEE / Dy. Executive Engineer	Executive Engineer	PH Division I,II & III

Service Level Benchmarking

The citizens are entitled to quality and standard services on the recognition of the fact that all public services are paid for by the citizens, either directly or indirectly. The citizens must have more choice and should be able to secure better value for their money. On top of these, the main aim of Service Level Benchmarking (SLB) is to make services more responsive and the service providers more accountable to the service users.

SLB is used as a tool to measure service standards and performance level. It helps tracking performance on a continuous basis. It supports effective decision making. It helps in strategic planning and prioritizing investment in urban services. The outcomes of SLB in short are enhanced performance level, value for tax payer's money, 100% responsive service and 100% accountability to service users.

GoI has developed a common SLB framework for monitoring & reporting on service level indicators along with the guidelines on how to operationalize the framework covering four key service sectors i.e. Water Supply, Sewerage, Solid Waste Management and Storm Water Drainage. GoO has successfully piloted SLB on water supply in Bhubaneswar & Berhampur and has rolled out to 12 more cities/ towns: Puri, Cuttack, Sambalpur, Rourkela, Bolangir, Sonepur, Keonjhar, Koraput, Balasore, Baripada, Jatni.

Expectations from Citizens

Housing & Urban Development Department always aims at delivering all services to the citizens within the timeframe prescribed for each of the services. In return, the citizens have to be more cautious during applying for any services to the Department, ULBs or sub-ordinate organizations. Some important points they have to be careful during applying of any of the above mentioned services. These are as follows:

- Applications are to be submitted in the formats prescribed, if any. Prescribed formats for services relating to payments can be accessed through proper communication with the concerned officials in-charge;
- Relevant documents/enclosures (duly attested, where required) if any, are to be submitted along with the application;
- Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to;
- Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance;

Suggestions / Inputs

The Housing & Urban Development Department invites suggestions about its activities and functioning. The department invites suggestions on: for retaining or changing the provisions/scope/coverage of the programs or schemes, on the ways to improve the functioning of the department and for brightening its transparency. The autonomous bodies, R&D institutions, Multilateral/Bilateral donors, state government departments, public institutions & civil society groups are also requested to suggest on improving the effectiveness of the services.

Each ULB should have a 'contact officer for suggestion', preferably a senior person in the organization, who is familiar with the functioning of the ULB at various levels and is in a position to take up the suggestions to the concerned authority for implementation. The contact officer can be elected from among the staff of the ULB for a tenure of 2 years. The modes of giving suggestions are:

- Drop Boxes
The suggestion drop boxes can be found at the entrance of all the ULBs.
- Online

The suggestions can be mailed to the concerned contact officer, whose email address can be availed from the website of the ULB.

The suggestions given in either of the modes will reach the ‘contact officer for suggestions’ in the respective ULB. The contact officer is responsible for acknowledgement of suggestions received by both the drop box and online mode of suggestion. S/he is responsible for letting the suggestion maker know whether his suggestion has been accepted or rejected and if rejected, the reasons for rejection. For suggestions received online, replies/responses shall be provided online. For the suggestions received from the drop boxes, the contact officer that the suggestion boxes are emptied on a weekly basis and are diarized in a separate register that has columns to indicate disposal of each suggestion and the number and date of the letter by which the suggestion-maker was informed of the acceptance or rejection of his suggestion.

Monitoring & Review

The objective of the monitoring mechanism is to ensure that the Charter does not remain merely a superficial document, with little capacity to ensure its own implementation. The stakeholders of the Department have the right to ensure that the citizen charter is followed in the ULBs. The escalation matrix for not adhering to the citizens’ charter is presented below:

Sr.	Type of ULB	1st Level	2nd Level	3rd Level	4th Level
1	Corporations	Addl. Municipal Commissioner / EO (7 days response time)	Municipal Commissioner (7 days response time)	DMA(15 days response time)	Commissioner-cum- Secretary, HUDD (30 days response time)
2	Councils / Panchayats	City Manager (7 days response time)	Section Head (7 days response time)	Executive Officer (7 days response time)	DMA(15 days response time)

The next review of the citizen charter is scheduled on **July 2016**.

Relevant Information

Citizens can visit the website of the Housing and Urban Development Department from the following URL: <http://www.urbanorissa.gov.in>

All the forms prescribed by the “Odisha Right to Public Services Act, 2012”, can be found in the annexure section of this document.

Feedback

Constant feedback/suggestions from the recipients/stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback/suggestions on the charter can be sent to

The Commissioner-cum-secretary,
Housing & Urban Development Department,
Government of Odisha

The feedback can also be given online by visiting the following website:
[http://www.urbanorissa.gov.in/\(S\(snrz3rn1j0jld2buplydv355\)\)/Feedback.aspx](http://www.urbanorissa.gov.in/(S(snrz3rn1j0jld2buplydv355))/Feedback.aspx)

Annexures

Annexure – I: Supporting Documents for Building Plan Approval

S. No.	Supporting Documents required	Type of Application Form			
		Form A	Form B	Form C	Form D
1.	Four copies of lay out plan				
a.	Sub division plan with road pattern & Open space/infrastructure /social facilities and plantation				✓
b.	Site plan of adjoining areas, existing road, drains, structure if any burial ground, power lines, level of land				✓
c.	Part Revenue site Plan with Plot no. and four side	✓	✓	✓	
d.	Layout Plan with road(s)	✓	✓	✓	
e.	Plans for all Floors	✓	✓	✓	
f.	Plan of Vehicle Parking (wherever applicable)	✓	✓	✓	
g.	Terrace plan with solar water heating system & rooftop system (wherever applicable)	✓	✓	✓	
h.	Front Elevation, sections with height of the building, rooms and parapet	✓	✓	✓	
i.	Services Plan	✓	✓	✓	
j.	Plan for Sewerage / drainage disposal	✓	✓	✓	
k.	Plan & section of ground water recharging pit (in case of plot area is more than 300 sq. mtrs.)		✓	✓	
l.	Area Statement	✓	✓	✓	
m.	An affidavit to be furnished both by applicant and concerned architect stating all information (including ownership documents, approach road nature & status, land use and building plan). They need to mention that all the information are true and in conformity with the land use envisaged in comprehensive development plan & norms of BDA (planning & building standards) Regulation 2008 (amended-2013) documents. As well as mentioning that in case any dispute / discrepancy arises the applicant / architect will be solely responsible and the approval so obtained shall be revoked	✓ (Only for Green channel scheme)	✓ (Only for Green channel Scheme)		
n.	Self-Attested photographs of both the applicants and architect shall be affixed in the body of the application form.	✓ (Only for Green channel scheme)	✓ (Only for Green channel scheme)		
o.	Two clear photographs of the site showing the location of plot and approach road from two angles are to be enclosed	✓ (Only for Green channel scheme)	✓ (Only for Green channel scheme)		
2.	Ownership Document: Self-Attested copies of the ROR/patta & Sale Deed Lease Deed in case of a lease / allotment letter &	✓	✓	✓	✓

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S. No.	Supporting Documents required	Type of Application Form			
		Form A	Form B	Form C	Form D
	letter of possession / lease cum sale agreement along with no-due certificate				
3.	Correspondence address proof & photo if proof of owner	✓	✓	✓	✓
4.	Sub divisions plot schedule as per the following format: Sl.No; Sub Plot No.; revenue Plot; Khata No.; Mouza; Size; Area; Proposed; Remark; use				✓
5.	Area Statement of Land Use				✓
6.	Drain Plans & others Infrastructure plan				✓
7.	Affidavit for Peaceful Possession	✓	✓	✓	✓
8.	Empanelment Certificate of Architect and/or Builder and/or structural Engineer (as applicable)	✓	✓	✓	✓
9.	Affidavit of Non-Deviation from Architect & Owner			✓	✓
10.	Structural stability certificate (for G+2 and above)		✓	✓	
11.	Form of supervision by Architect	✓	✓	✓	
12.	Submit affidavit regarding development of infrastructure like construction of sewerage/drainage/water supply and road as per the specification of BMC/BDA before site inspection of site by BMC/BDA			✓	
13.	Submit the structural vetting from the recognized reputed technical institutions identified by the authority (if the building is more than 30 mtrs)			✓	
14.	Design and Calculation sheet for STP installation from the PH consultant of repute			✓	
15.	Drainage plan & affidavit to construct at own cost			✓	
16.	NOC from A.S.I, if plot is in Zone of A.S.I Monuments*	Optional			
17.	NOC from BMC/BDA regarding development of infrastructure*	Optional			
18.	NOC from PHED with regards to water supply & sewerage*	Optional			
19.	Environmental clearance from the Ministry of Environment & Forest, if the built-up area exceeds 20,000 sq. mtrs.	Optional			
20.	Clearance from NAAI if height Exceeds 30 mtrs.	Optional			
21.	Submit clearance with regard to tapping the ground water source from Central Ground Water Board	Optional			