

## CITIZEN CHARTER

### DELHI URBAN SHELTER IMPROVEMENT BOARD

1. Delhi Urban Shelter Improvement Board (DUSIB) was established under the Delhi Urban Shelter Improvement Board Act, 2010, passed by the Legislative Assembly of NCT of Delhi and came into effect on 01.07.2010. DUSIB is primarily responsible for improving the living conditions of the slum dwellers; to meet their shelter requirement, to provide shelter to shelter less population of Delhi and for providing additional facilities and environmental improvement in resettlement areas and urban slum areas.

#### **MANDATE**

- Survey of Jhuggi Jhopri Basti.
  - Removal and rehabilitation of JJ Bastis.
  - Improvement of JJ Bastis through provision of civic amenities.
  - Redevelopment of JJ Bastis through community rehabilitation, relocation and in-situ redevelopment.
  - Structural improvement for slum katras.
  - Housing for economically weaker sections including lower income group and urban poor
  - Make temporary use of any vacant site for Public convenience and drainage.
2. **VISION:-**To make Delhi Slum free, Clean, Green and Environmental Friendly.
  3. **MISSION:-** The main mission of DUSIB is rehabilitation, resettlement or in-situ up-gradation of Jhuggi Jhopri dwellers and to improve the quality of life of Slum Dwellers by implementing approved schemes on behalf of Govt. of NCT of Delhi.

#### 4. **OUR CLIENTS**

The DUSIB caters primarily to the requirement of jhuggi jhopri dwellers who are the main stakeholders. During the course of resettlement of jhuggi jhopri dwellers in the past, DUSIB (erstwhile Slum & JJ Department) has established several resettlement colonies. Although services in many of these colonies have colonies remains a major stakeholders for DUSIB. The primary stakeholders are:-

- I. Slum/JJ dwellers
- II. Residents of JJR colonies, Relocation pockets, Slum katras & Slum tenements
- III. Shelter less population of Delhi
- IV. Various Government Departments/ NGOs
- V. Dairy owners of Gazipur, Masood pur, Madanpur Khaadar
- VI. Allottee of Shops/ Stalls/ Tharas/ flats/plots of DUSIB under various schemes.
- VII. Vendors of OCM.

**5. The details of the activities performed by various branches of DUSIB**

S. No.	Section/Branch	Services provided
1.	Housing Section (B-3, Vikas Kutir, I.T.O.)	Special Registration Scheme 1985- Grant of free hold rights, mutation, refund of registration money, change of address etc.
2.	Allotment Branch, (C-11 Vikas Kutir, I.T.O.)	Allotment of flats/tenements/plots to eligible persons as per policy; Grant of free hold rights, mutation, etc.
3.	L&L Branch, (C-10 Vikas Kutir, I.T.O.)	Grant of freehold rights & mutation of Slum Tenements/flats.
4.	Jhuggi Jhopri Resettlement Branch, (Room No. 51, Punerwas Bhawan (HQ), and of Zonal offices)	Grant of freehold rights to the residents of 45 JJR colonies.
5.	Remunerative Project Cell (R.P. Cell), (Vikas Kutir, I.T.O.)	Auction of plots (residential / commercial), commercial exploitation of vacant spaces of DUSIB, Mutation/transfer of allotted plots/stalls/shops in the name of legal heirs of allottee, execution of lease hold rights to the allottees of plot/stalls/shop allotted through auction/tender, execution of the freehold rights to the allottees of residential plots allotted through auction/tender, grant of mortgage permission, grant of extension of time for completing the construction.
6.	Property Section, (Vikas Kutir, I.T.O.)	Mutation/transfer of name of licensee and damage payee of properties/ Katras situated in walled city. Recovery of levy of damage charges/licence fee.
7.	Special Component Plan (Vikas Kutir, I.T.O.)	Regularisation/mutation of Shop/ stalls/ tharas allotted under Special Component Plan.

8.	Cattle Dairy Farm, ( I-10, Vikas Kutir, I.T.O.)	Mutation of Cattle Dairy Farm of Gazipur, Masoodpur & Madanpur Khadar.
9.	Old Cloth Seller Market, (Raghubir Nagar)	Operation and Management of OCM.
10.	E&M Section, (A- Block, Vikas Kutir, I.T.O.)	Booking of Mobile Toilet Vans for social/religious/national functions.
11.	Engineering Divisions	Maintenance of Community Halls, implementation of various plan schemes for providing various amenities in JJ Basties.
12.	Basti Vikas Kendra/Community Hall Section, Vikas Kutir, I.T.O.	Management of Basti Vikas Kendras and Community Halls. Allotment of BVKs to various NGOs/Voluntary Organisations/ Govt. Departments.
13.	Institutional Allotment	Allotment of space to Govt. Organisations
14.	Rehabilitation Section	Relocation of eligible jhuggi jhopri dwellers
15.	DRIA/PGDMz	Redressal of public grievances
16.	Administration, (Vikas Bhawan – II, Civil Lines, New Delhi)	Recruitments, promotions, and other administrative works. Board Meeting of DUSIB, High level committee meetings and work related to establishment of DUSIB.
17.	Law, (Vikas Bhawan – II, Civil Lines, New Delhi.)	All type of courts cases/ Legal matters related to DUSIB
18.	Vigilance Section	Inquiry and vigilance cases related to DUSIB
19.	P&M Division, (G-9, Vikas Kutir, I.T.O.)	All plan schemes related works
20.	Sociology Section, (D-Block, Vikas Kutir, I.T.O.)	Survey of JJ Basties.
21.	Night Shelter Section, (H-Block, Vikas Kutir, I.T.O)	Operation and Management of Night Shelters.
22.	Sur Section, (H-Block, Vikas Kutir, I.T.O)	Deals with plots allotted in Squatter Resettlement Scheme (SRS).
23.	Horticulture Division	Horticulture works in various assets/ offices/JJ Bastis under the control of DUSIB.
24.	Town Planning Section	To assist DUSIB in physical planning i.e. Lay Out Plans for Housing/Community Halls/BVK's JSC etc.

Visit our web site at [www. delhishelterboard.in](http://www.delhishelterboard.in) for detail of activities and services provided by DUSIB.

**6. Services having direct interface with Citizens:-**

<b>S. No</b>	<b>Services Provided</b>	<b>Time Frame (subject to completion of codal formalities)</b>	<b>Officer Responsible</b>
1	Execution of the free hold rights to the allottees of flats under Registration Scheme 1985.	90 days	Dy. Director (Housing)
2	Mutation transfer of registration / allotted flats in the name of legal heirs of the registrant / allottee.	30 days	Dy. Director (Housing)
3	Refund of registration money to who have withdrawn their applications due to their any reason.	30 days	Dy. Director (Housing)
4	Entertain the request of the applicants such as change of address.	15 days	Dy. Director (Housing)
5	Allotment of flats tenements and plots to eligible persons as per policy.	120 days	Dy. Director (Allotment)
6	Grant of free hold rights.	120 days	DD (Allot) /L&L /JJR/RP Cell
7	Mutation of properties.	30 days	Dy. Director (Allotment)/L&L
8	Mutation/ transfer of allotted plot/ shop/ stall in the name of legal heirs of the allottee.	120 days	DD RP Cell
9	Execution of lease holds right to the allottees of plot/ shop/ stall allotted through auction/tender.	45 days	DD RP Cell
10	Grant of mortgage permission	30 days.	DD RP Cell
11	Grant of extension of time for completing the construction.	30 days.	DD RP Cell
12	Mutation of cattle dairy farms	60 days.	DD CDF Branch
13	Regularization of shop/ stall/ thara	45 days	DD SCP Branch
14	Mutation of shop/ stall/ thara	60 days.	DD SCP Branch
15	Mutation/transfer of name of licencee or damage payee properties situated at walled city	75 days	DD SCP Branch
16	Recovery of licence fee/damage charges	60 days	DD Property Branch
17	Buying/selling of old clothes in old	Daily operation	DD Property

18	Booking of Community Hall.	Instant (Online)	Dy. Dir.(System)/ Ex.Ens (Civil) Concerned
19	Booking of MTVs.	7 days	Ex.Ens (Elect) Concerned

**7. Following Plan Schemes are being implemented in DUSIB.**

- i. Night Shelters including mobile shelters.
- ii. In-situ Slum Rehabilitation Plan.
- iii. Houses for weaker sections (JNNURM).
- iv. Housing for All (MMAY).
- v. Construction of Community Halls/ Basti Vikas Kendras.
- vi. Environmental Improvement in Urban Slum.
- vii. Structural Improvement and Rehabilitation of Slum Katras.
- viii. Construction of Pay & Use Jan Suvidha Complexes.
- ix. Shishu Vatika and Common Spaces in JJ Clusters/ Relocation pockets / notified slums.
- x. Swachh Bharat Mission.
- xi. Trans Yamuna Area Development Board.
- xii. Infrastructural Development/ Staff Quarters.

For further details of above mentioned schemes, please visit web-site of Planning Department of Govt of NCT of Delhi.

- 8.** In the context of Citizen Charter the aim is to enthuse the spirit of awareness in the citizens specifically the slum/ jhuggi dwellers, to target population - about the environment and urban basic civic amenities and better living conditions and quality of life for them and the neighbourhood population, and,

To provide services-infrastructure facilities in a coordinated, efficient, result oriented, transparent manner and ensuring that the working of DUSIB is responsive, accountable, and people friendly.

**9. Complaint Redressal System.**

**A.** If the clients have any complaint with respect to the delivery of above services, the person can register complaint at our Customer Care Centre located at Punarvas Bhawan ITO, New Delhi 110002 or

**B .** Register your grievances on the portal [delhishelter@gmail.com](mailto:delhishelter@gmail.com)