

**HARYANA GOVERNMENT**  
**ADMINISTRATIVE REFORMS DEPARTMENT**

**Notification**

The 7th May, 2015

**No.7/31/2014-3AR.**— In supersession of the letter of even No. 7/8/2011-3AR, dated the 7th June, 2011 and dated 1st December, 2011 and in exercise of the powers conferred under Section 3 of the Haryana Right to Service Act, 2014, (4 of 2014), the Governor of Haryana, on the recommendations made by the Commission hereby notifies the following services, the time frame within which these are to be provided to citizens, Designated Officer, First Grievances Redressal Authority and Second Grievances Redressal Authority as per the schedule given below:—

Sr. No.	Name of the Department	Name of Service	Given Time Limit (working days)	Designated Officer	First Appellate Authority	Second Appellate Authority
1	2	3	4	5	6	7
1.	Revenue	(i) Certified copies of all documents at Fard Centre level i.e. Record of Rights (Jamabandi), Girdawri, Mutation, etc.	1 day	Duty Patwari I	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
		(ii) Certified copies of all documents at Village level i.e. Record of Rights (Jamabandi), Girdawri, mutation, etc. (if the copies sought are manual and number of pages sought is less than 5)	2 days	Patwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
		(iii) Certified copies of all documents at Village level i.e. Record of Rights (Jamabandi), Girdawri, mutation, etc. (if the copies sought are manual and number of pages sought is more than 5 but less than 15)	3 days	Patwari	SDM of the concerned Sub-Division.	Deputy Commissioner of the Concerned District.
		(iv) Certified copies of all documents at Village level i.e. Record of Rights (Jamabandi), Girdawri, mutation, etc. (if the copies sought are manual and number of pages sought is more than 15)	7 days	Patwari	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
2.	Revenue	Demarcation of Land	45 days (Where Police help is required-within 15 days from the date of orders of concerned District Magistrate for the such police help)	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
3.	Revenue	Registration of all kinds of documents i.e. sale deed. Lease deed, GPA, Partnership Deed etc.	1 day	Sub-Registrar or Joint Sub Registrar (in case of Sub Tehsils)	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
4.	Revenue	Certified Copies of all kinds of previously registered documents	7 days	Sub-Registrar or Joint Sub Registrar (in case of Sub Tehsils)	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
5.	Revenue	Attestation of uncontested mutations	45 days	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
6.	Revenue	Private Partition of Land (Mutual Consent of landowners)	30 days	Circle Revenue Officer	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
7.	Revenue	Issue of Income Certificate	15 days	Tehsildar of the concerned Sub-Division	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District
8.	Revenue	Area/Succession/ Dependent Certificate/ Counter Signature etc.	15 days	Tehsildar of the concerned Sub-Division	SDM of the concerned Sub-Division	Deputy Commissioner of the Concerned District

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101.	HSI IDC	Sanction of Building plans/ revised building plans (Industrial/Residential)	15 days	DTP/STP concerned	CTP	MD
102.	HSI IDC	Sanction of Building plans/ revised building plans (Commercial)	30 days	DTP/STP concerned	CTP	MD
103.	HSI IDC	Issue of completion/ occupation certificate for buildings	15 days	DTP/STP concerned	CTP	MD
104.	HSI IDC	Issue of No Objection Certificate/Duplicate Allotment/Re-allotment letter	20 days	Estate Manager	HOD/ (Estate)	MD
105.	HSI IDC	Issue of conveyance deed	15 days	Estate Manager	HOD/ (Estate)	MD
106.	HSI IDC	Issue of No due certificate	15 days	Estate Manager	HOD/ (Estate)	MD
107.	HSI IDC	Transfer of plots in cases of sale etc.	30 days	Estate Manager	HOD/ (Estate)	MD
108.	HSI IDC	Transfer of plots (uncontested)	45 days	Estate Manager	HOD/ (Estate)	MD
109.	HSI IDC	Issue of permission for mortgage	30 days	Estate Manager	HOD/ (Estate)	MD
110.	HSI IDC	Attested copy of any document	3 days	Estate Manager	HOD/ (Estate)	MD
111.	HSI IDC	Change of ownership (other than death cases)	30 days	Estate Manager	HOD/ (Estate)	MD
112.	HSI IDC	Demarcation of plots	05 days	STP/DTP	CTP	MD
113.	HSI IDC	Issue of Plinth level certificate	07 days	DTP/STP	CTP	MD
114.	Food and Supplies	(i) Issue of New Ration Card on receipt of D-I form i.e. Application Form for APL Category	22 Days	Inspector Incharge/ AFSPD	District Food & Supplies Controller	Deputy Commissioner
		(ii) Issuance of new ration card on receipt of surrender Certificate (APL/ BPL/ AAY)	15 days	Inspector Incharge/ AFSPD	District Food & Supplies Controller	Deputy Commissioner
		(iii) Issuance of duplicate ration card. (APL/ BPL/ AAY)	15 days	Inspector Incharge/ AFSPD	District Food & Supplies Controller	Deputy Commissioner
		(iv) Inclusion/ Deletion of family member (APL/ BPL/ AAY)	15 days	Inspector Incharge/ AFSPD	District Food & Supplies Controller	Deputy Commissioner
		(v) Change of address within same jurisdiction (All category ration cards)	15 days	Inspector Incharge/ AFSPD	District Food & Supplies Controller	Deputy Commissioner
		(vi) Change of address including change of FPS (All category ration cards)	15 days	Inspector Incharge/ AFSPD	District Food & Supplies Controller	Deputy Commissioner
		(vii) Issuance of surrender certificate (All category ration cards)	7 days	Inspector Incharge/ AFSPD	District Food & Supplies Controller	Deputy Commissioner
115.	HUDA	Sanction of Building Plans/ Revised Building Plans	30 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
116.	HUDA	Issue of Completion/ Occupation Certificates for buildings	15 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
117.	HUDA	Issue of No objection Certificate( Transfer permission)/ duplicate allotment letter/ re-allotment letter	20 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
118.	HUDA	Issue of Conveyance deed	20 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
119.	HUDA	Issue of No due Certificate	10 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
120.	HUDA	Transfer of property in case of sale	20 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.

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121.	HUDA	Transfer of property in case of death (Uncontested)	20 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
122.	HUDA	Issue of permission for mortgage	07 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
123.	HUDA	Attested copy of any documents	04 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
124.	HUDA	Change of ownership (other than death cases)	07days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
125.	HUDA	Demarcation of plots	05 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
126.	HUDA	Issue of Plinth (DPC) Certificate	05 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
127.	HUDA	Water Supply and Sewerage Connection	10 days	Concerned Executive Engineer, HUDA/SDE HUDA.	Concerned Superintendent Engineer	Superintendent Engineer Headquarters.
128.	HUDA	Sanction of Water supply and Sewerage Connection (industrial)	10 days	Concerned Executive Engineer, HUDA/SDE HUDA.	Concerned Superintendent Engineer	Superintendent Engineer Headquarters.
129.	HUDA	Mortgage 1 <sup>st</sup> Charge (Industrial)	07 days	Estate Officer	Concerned Zonal Administrator, HUDA	Administrator HUDA HQs.
130.	Town & Country Planning	Change of land use permission for the units situated within various controlled areas of State within final published development plan of the controlled area and conforming zone (except competency of the Govt)	60 from the date of receipt of complete documents	Director General, Town & Country Planning	Additional Chief Secretary, Town & Country Planning	-
131.	Town & Country Planning	NOC for the units falling outside controlled area but within urban areas	30 from the date of receipt of complete documents	Senior Town Planner	Chief Town Planner	Director General, Town & Country Planning
132.	Town & Country Planning	NOC for the units falling outside controlled area and urban area	10 from the date of receipt of complete documents	District Town Planner	Senior Town Planner	Chief Town Planner
133.	Town & Country Planning	Licence for the brick kilns, charcoal kilns, stone crushers	30 from the date of receipt of complete documents	Senior Town Planner	Chief Town Planner	Director General, Town & Country Planning
134.	Town & Country Planning	Sanction of building plans of site up to 2.0 acres (8093.70 sqm)	45 from the date of receipt of complete documents	District Town Planner	Senior Town Planner	Chief Town Planner
135.	Town & Country Planning	Sanction of building plans of site more than 2.0 acres (8093.70 sqm) and up to 5.0 acres (20234.25 sqm)	60 from the date of receipt of complete documents	Senior Town Planner	Chief Town Planner	Director General, Town & Country Planning
136.	Town & Country Planning	Sanction of building plans of site above 5.0 acres (20234.25 sqm)	90 from the date of receipt of complete documents	Chief Town Planner	Director General, Town & Country Planning	Additional Chief Secretary, Town & Country Planning
137.	Town & Country Planning	Issue of occupation certificate up to plot area of 500 sqm having no composition of offence	45 from the date of receipt of complete documents	Senior Town Planner	Chief Town Planner	Director General, Town & Country Planning
138.	Town & Country Planning	Issue of occupation certificate for plot area from 500 sqm to 5.0 acres (20234.25 sqm) in cases of CLU granted area and community sites in licenced plotted colonies. Commercial site in plotted colonies up to 2.0 acres having no composition of offence.	60 from the date of receipt of complete documents	Senior Town Planner	Chief Town Planner	Director General, Town & Country Planning