

Citizen's Charter

This Charter is a commitment of the Directorate of Estates to make available information regarding

- The position in the waiting list of all Govt. officials who apply for Government accommodation and the date of priority which has been covered up to a specified date.
- The position in the waiting list of those who have applied for a change in their allotment.
- The monthly licence fee payable by all allottees of residential houses and shops, at the time of allotment.
- The subjects dealt with by the various officers of the level of Deputy Directors and above, their names, telephone numbers and location along with their visiting time.
- All letters regarding enquiries, grievances or complaints tendered at the IFCs shall be acknowledged immediately and information furnished within 30 days.
- Incomplete applications for allotment of residential accommodation shall be returned within 30 days.

The Director of Estates further commits that

- No Objection Certificate shall be given to all allottees who vacate Government accommodation, within one month of their application accompanied by Certificates from the DDOs about the Licence Fees paid by them from the date of occupation to date of vacation;
- Information about location of Holiday Homes, Guest Houses etc. and the procedure for availing of the facility shall be made available at IFCs ;
- Confirmation of reservation or non-availability of accommodation at Holiday Homes/Guests Houses will be intimated to the applicants within 15 days of the receipt of the application, by the Estate Manager/Executive Engineer-in-charge ;
- Application for regularisation of accommodation in favour of wards after the death/retirement of the Government officials concerned and retention of General Pool accommodation by persons posted in North Eastern Region will be acknowledged within 15 days of receipt and finally disposed of within one month after completion of various formalities ;
- Application for out-of-turn allotment on medical grounds shall be acknowledged within 15 days and finally disposed of within 4 months, provided all requisite information is furnished by the applicant;
- All letters from the general public shall be acknowledged within 15 days and replied/disposed of within 3 months;

The Director of Estates would expect all allottees of accommodation under its control:

- To ensure that only the allottees and their families reside in the accommodation;
- Not to let out whole or part of the accommodation allotted except by way of sharing of accommodation as permissible under the rules.
- Not to make any additions/alterations in the allotted accommodation;
- To maintain and not to tamper with any of the equipments and fittings provided in the allotted accommodation;
- To pay the licence fee and other dues such as electricity/water charges etc. to the authorities concerned promptly;
- To give vacant possession of the premises on the ceasing of the period of allotment;
- To send suggestions for further improvement of this charter to;

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