

TAMIL NADU URBAN HABITAT DEVELOPMENT BOARD

CITIZEN'S CHARTER - 2021

This charter documents the slum dwellers entitlement to housing and other services, quality of services quick access to information, stages to redress their grievances.

This charter reveals systematic effort to focus on the commitment of TNUHDB towards urban slum families in respect of services and a declaration of our mission / commitment to make the urban areas in Tamil Nadu slum free and implementation of the cherished goal of Tamil Nadu Government 'God we shall see' in the smile of poor. Besides, this charter documents apart from what TNUHDB can offer to slum families, what they can do to help us, serve them better and what can be achieved, if both join together.

1. OBJECTIVES OF THIS CHARTER:

- (i) To explain the various housing and other programmes being implemented by Tamil Nadu Urban Habitat Development Board to improve the living conditions of the urban slum families in Tamil Nadu.
- (ii) To solicit the co-operation of the slum families for the programmes of Tamil Nadu Urban Habitat Development Board especially construction of houses under BLC mode.
- (iii) To facilitate Employment oriented training, Education, Livelihood activities, job fair, etc., to the slum families by Tamil Nadu Urban Habitat Development Board.

- (iv) To create awareness among the occupants of the tenements and plots about their role in maintaining their tenements, to upkeep environment hygiene, maintaining the social and basic infrastructures.
- (v) To achieve the goal of slum free cities in Tamil Nadu as envisaged in the .

Tamil Nadu Urban Habitat Development Board set up in 1970 for the clearance and improvement of urban slums in Tamil Nadu has been implementing Housing, Slum Improvement and Rehabilitation and Resettlement schemes to ameliorate the living conditions of urban slum families. It is governed by Tamil Nadu Slum Areas (Improvement and Clearance) Act 1971.

BOARD'S COMMITMENT

MOTTO:

"We shall see God in the smile of the Poor"

VISION:

- To attain slum free status by 2023.
- To provide tenements / houses to all the urban slum families in Tamil Nadu before 2023.
- To improve the living conditions of the urban slum families.
- To reconstruct the dilapidated tenements.

2. ORGANISATION SETUP:

Tamil Nadu Urban Habitat Development Board is at present being governed by its Chairman, Managing Director, Joint Managing Director and 11 members representing various Government departments.

The various programmes of TNUHDB are being implemented by three Circles in Chennai, one Circle at Madurai, one Circle at Coimbatore and 9 Divisions in Chennai, one Division each at Kancheepuram, Cuddalore Madurai, Tiruchirapalli, Coimbatore, Tiruppur, Salem, Tirunelveli and Vellore.

3 (a). 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 contact Managing Director, Chief Engineers, Superintending Engineers, Senior Planner, Secretary, Public Relation Officer and Executive Engineers during office hours on all the working days. The telephone Numbers of the officers of Tamil Nadu Urban Habitat Development Board are furnished in the Annexure.

3 (b). GRIEVANCE REDRESSAL MECHANISM

An online Grievances Redressal Mechanism is established to facilitate the general public tenements dwellers to register their grievances for redressal. **Website address** www.portal.tnscb.org.

4. POLICIES ON SLUMS / STRATEGIES

4.1 Tamil Nadu Urban Habitat Development Board has been implementing the programmes like In-situ tenemental schemes, BLC of houses, 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.

4.2 IN-SITU HOUSING SCHEMES

TENEMENTS

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

BENEFICIARY LED CONSTRUCTION OF INDIVIDUAL HOUSES

The slum families having patta are encouraged to construct houses under BLC mode.

4.3 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 for provision of basic facilities to make the areas habitable. Later, tenurial rights are given to the occupants after getting the land transferred to Tamil Nadu Urban Habitat Development Board.

4.4 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 vacant lands nearby with necessary infrastructure under Rehabilitation and Resettlement programme. These resettlement schemes are developed as integrated townships with requisite social and basic infrastructures.

4.5 RECONSTRUCTION OF DILAPIDATED TENEMENTS

The tenements constructed by Tamil Nadu Urban Habitat Development Board in the earlier years become dilapidated due to atmospheric effects and efflux of time. The vulnerability of these tenements are studied by a technical committee and based on the committee's report tenements are reconstructed on priority, depending on the need and availability of funds. The allottees of the tenements are given Rs.8,000/- as rental allowance for their stay outside during the period of reconstruction of tenements.

4.6 REPAIR AND RENEWAL WORKS

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

4.7 MAINTENANCE OF THE SLUM TENEMENTS

The tenements constructed by Tamil Nadu Urban Habitat Development Board are being maintained by it. The allottees of houses / tenements are being motivated to maintain the tenements by themselves by forming Resident Welfare Association. As each tenemental block comprises of both rental and hire purchase tenements, TNUHDB maintains at present all the tenements.

4.8 SLUM FREE CITIES PROGRAMME

As part of Slum Free Cities Programme, Tamil Nadu Urban Habitat Development Board has programmed to provide tenements/houses for all the

Urban Poor / Urban Slum families before 2023 and identified that 13.91 lakh families require tenements / houses to realize the dream of Slum Free Cities before 2023. This programme is being implemented utilizing State Grants, Government of India grants under the Housing For All programme, institutional financing and beneficiary contribution. The details of required tenements/houses in four verticals identified through various modes are as follows:-

**SLUM FREE CITIES PROGRAMME –
REQUIREMENT OF TENEMENTS / HOUSES IDENTIFIED**

vertical		Identified Through				Sanction accorded so far 31.03.2019
		Demand Survey	Online Regis- tration	Common Service Center (CSC)	Total	
I	In-situ Slum Redevelopment (ISSR)	16479	4669	26161	47309	0.00
II	Credit Linked Subsidy Scheme (CLSS)	176630	156114	151361	484105	24725
III	Affordable Housing in Partnership (AHP)	266586	6895	68351	341832	129273
IV	Beneficiary Led Construction (BLC)	431987	11546	74830	518363	467752
Total		891682	179224	320703	1391609	621750

4.9 EMPLOYMENT AND TRAINING

To ensure holistic development and economic upliftment of the poor, the Board has spearheaded community development activities in the slums under which it imparts vocational training and livelihood support, especially skill development for the youth and women and to facilitate slum households to access the benefits extended.

5. ELIGIBILITY CRITERIA

All the slum families living in the urban slum areas are eligible to get the allotment of slum tenements. The tenements are allotted in the name of the female head of the household/joint name.

6. ALLOTMENT OF PLOTS / TENEMENTS

The plots in the slums developed on “as is where is” conditions under MUDP and TNUDP are allotted to the occupants of the plots through Lease cum sale agreements and on transfer of land in favour of TNUHDB and payment of land cost and development charges, sale deeds for the developed plots are issued to the Lease cum sale holders.

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 objectionable locations like road margins, river margins places required for public purposes etc, based on the beneficiaries list furnished by the urban local bodies/land

owning departments. The shifting process is done by land owning Department / Urban local body and TNUHDB provides tenements / houses.

The differently abled persons are allotted Ground Floor tenements as far as possible.

The prospective allottees are given Rs.5000/- as one time shifting allowance. Subsistence allowance of Rs.30,000/- at Rs.2500/- per month is disbursed to the families shifted from Cooum and Adyar river banks.

7. SALE DEEDS FOR TENEMENTS

Sale deeds are given for the tenemental structures (without undivided share of land for the tenements) to the allottee of the tenements / after payment of monthly installments for 20 years.

8. OTHER SERVICES

The Name of the allottees of the tenements are transferred to their legal heirs on production of legal heir certificates.

No objection certificates for Electricity connection, water supply, sewerage connections for plots are given.

No objection certificates for Electricity connection for tenements are also given.

9. ELIGIBILITY CRITERIA FOR ALLOTMENT OF TENEMENTS:

- The applicant should have resided in the slum for atleast 5 years (as per Voters list and family Ration card)

- He / She 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 TNUHDB are allotted to the eligible slum households and others.
- The office space constructed by TNUHDB are allotted to the Government departments and others.

10. MAINTENANCE OF SERVICES

- The solid waste management in tenemental schemes and slum improvement schemes are taken care by the urban local body.
- The infrastructures like roads, street lights, storm water drains, open spaces 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 and use the infrastructures properly.

11. 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.1500+100 = 1600/-

S.No	Description	Amount Rs. p.m.
1	Rent for rental tenements	250.00
2	Monthly installment for Hire purchase tenements	250.00
3	Tenements – Maintenance Charges	250 / 750.00

12. TNUHDB – SERVICES - COMMITMENT

Sl. No	Request / Grievance	Action of the Board	Duration
1	Allotment of Houses	Allotment made only for erstwhile slum dwellers after the tenements are ready in all respects.	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 on outright sale/completion of hire purchase	Sale deed issued after verification of full payment of dues	50 days
4	Allotment of space for bunks	Bunks are allotted on request only to the local resident of the particular TNUHDB scheme area subject to availability of funds and technical report	30 days
5	Functioning of existing basic amenities in scheme areas	Maintenance/repair works are attended to on receipt of complaints	15 days
6	Construction of tenements / houses	Tenements are constructed within 18 months from the date of work order. The grants for construction of houses on BLC mode are disbursed within 7 days of receipt of communication from the beneficiary subject to availability of funds. The houses on BLC mode are constructed in 12 months.	Tenements – 18 months Individual houses – 6 -12 months

7	Eviction of the Encroachments	Encroachments are removed after issuing notice to the encroachers	30 days
8	Survey works etc.	Survey, planting of survey stones done after remittance of survey fee.	30 days
9	NOC for internal electrification	NOC issued by the Estate Officer after verification of the dues to the Board.	15 days
10	Minor Repairs	Repairs & Renewal works are carried out periodically and also on priority depending on the nature of repairs, technical report and availability of funds	60 days
11	Employment oriented training for urban slum youth	The training courses are conducted regularly for urban slum youth,	Referred to institutions in two months. Subject to funds allotment.

13. TELEPHONE NUMBERS / EMAIL ID OF THE OFFICERS OF TNUHDB

Designation	Name of the official Thiru / Tmt	Telephone No.	Email id
Managing Director	M. Govinda Rao, IAS	2986 2107	mdtnscb@gmail.com
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PA to SE (CBE)	S.Jeganathan		
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