

***CITIZEN'S  
CHARTER***

**FOR**

**GOA HOUSING  
BOARD**

## **CITIZEN CHARTER OF THE GOA HOUSING BOARD**

### **GOVERNMENT OF GOA**

1. Goa Housing Board constituted under Goa Housing Board Act, 1968 is a Statutory Body engaged, amongst others to provide Social Housing to the poor, affordable housing to other sections of Society as also to moderate private pricing of housing in Goa.

The following Information will clarify the criteria and procedures followed by the Board.

#### **BROAD WORKING OF THE ORGANIZATION**

The Board acquires the land earmarked as settlement zone under land Acquisition Act.

After acquisition of the land, the architectural drawings of different categories of houses including layout plan of housing colony are prepared. Thereafter, project is prepared and executed and sale prices of the houses/plots are worked on the actual expenditure of the project.

Once the houses/plots are ready for allotment, on line applications are invited through press advertisement/websites from the prospective buyers of the houses/plots. List of successful applicants/waiting list is prepared by draw of lots keeping in view the number of houses / plots constructed. The registration money is refunded to the unsuccessful applicants after keeping waiting list. Simultaneously, draw of lot is held for allotment of specific tenement/plot to the successful applicant, so also auction is held for tenements/plots under auction category. The successful applicants should pay the cost of house/plot within stipulated period. On payment of full consideration , the possession of house/plot is handed over to allottee along with sale letter.

## **FUNCTIONS AND DUTIES OF GOA HOUSING BOARD**

- 1 To provide for measures to be taken to deal with and satisfy the need of housing accommodation in the State of Goa .
- 2 Acquire or Purchase of land for residential/commercial/institutional purpose.

## **CONSTITUTION OF BOARD**

According to Section 4 of the Goa Housing Board Act, 1968, the Board consists of Chairman and eight other members including one member who is an Officer of Government. The Board is constituted by the Government. Chairman is head of the Board and exercises powers as mentioned in the Act and Regulations of Business framed under Section 74 of the Act. Member Secretary/Managing Director of Board who looks after the day-to-day functioning of the Board and oversees the implementation of policies formulated by Board.

The present constitution of Board is as under:-

The Board consists of

1. Chairman

Goa Housing Board

2. Member Secretary/Managing Director, Goa Housing Board

Member

3. eight other Board of directors

**ii) ORGANIZATIONAL SET UP AND POWER & DUTIES OF VARIOUS WINGS OF GOA HOUSING BOARD.**

The Administrator of Goa Housing Board is the Secretary-cum-Managing Director of the Board. At Headquarter, the Secretary-cum-Managing Director is assisted by the Housing Engineer, Chief Accounts Officer, Office Superintendent and other supporting staff.

**a. ADMINISTRATION WING:**

1. The administration wing is headed by the Secretary-cum-Managing Director of the Board who is assisted by the Office Superintendent and other supporting staff.
2. All the matters pertaining to establishment and personnel are dealt by this branch.

**b. ENGINEERING WING:**

1. At the Headquarter, the Engineering wing is headed by Housing Engineer, who is of the rank of Superintending Engineer, assisted by a one Executive Engineer along with supporting staff.

There are three civil construction divisions in the field. Each division is headed by an Executive Engineer. The Head Quarter of divisions are at Porvorim, and Gogol Margao-Goa.

In order to bring greater efficiency in the execution of various housing projects of the Board, to manage the projects more effectively and to make the Assistant Engineers and Junior Engineers more accountable the project wise deployment of Assistant Engineers and Junior Engineers have been made.

2. They are responsible for execution of houses schemes under taken by the Board from time to time at various places.

**c. ARCHITECTURAL WING:**

1. Architectural Wing is headed by Architectural Assistant who is assisted in Head Office with other supporting staff.

2. Architectural design of different categories of houses including commercial and other buildings are prepared by this branch.

2 This branch is also looking after the work of preparation of layout, plan of housing colonies and arrangement of land for developing new housing colonies.

**e. ACCOUNTS WING:**

1. Accounts Wing is headed by a Chief Accounts Officer who is in Head Office assisted by one Accounts Officer and a Divisional Accountant along with other supporting staff.

1. This branch is looking after the financial management of the Board.

**A. ELIGIBILITY FOR CITIZENS FOR DIFFERENT CATEGORIES OF HOUSING.**

1. Applicants family income per month should be in the range for Rs.18,000/- to Rs.40,000/- per month for L.I.G. Housing. L.I.G. housing is subsidised.

2. For M.I.G. Housing, the monthly income criteria of applicants is between Rs.40,001/- to Rs.60,000/-. For H.I.G. Housing the monthly income criteria of applicant is Rs.60,000/- and above.

3. The applicant applying for a residential plot/tenement must be a citizen of India or an Overseas Citizen of India, and must have been,- (a) born in Goa on or before the 19th day of December, 1961, or, (b) born of a parent who resided in Goa on or before the 19th day of December, 1961, or, (c) born in Goa and a resident of Goa

continuously for the last thirty years, or, (d) resident of Goa for the last thirty years, or, (e) born in Goa of parents who have been resident of Goa for the last thirty years, on the date of making application for the plot/tenement. Provided that where the applicant is an Overseas Citizen of India, he shall obtain clearance of competent regulatory authorities prior to making the application.

4. The **applicant applying for a residential plot/tenement** shall not own a residential/ commercial tenement or a residential/commercial plot or shop or office allotted by the Board in his name or in the name of any other member of his family within a period of 30 years immediately prior to the date of application, anywhere in the State of Goa and an **affidavit** to this effect shall be produced in **Form-I**.
5. The applicant shall fill in only one **e-application**, either in his/her own name or in the name of any other member of his/her family and shall apply only in one category to which he/she may belong, namely, either as a member of the general category or in any of the reserved categories. Provided that reserved category may also apply against general category, if so desired. Provided further that he/she shall not be eligible for allotment of two plots, if successful in both the categories. In case, there are no applications from any particular reserved category, the quota earmarked for such category shall be added to the general category.
6. A person applying under “local” should be residing within the jurisdiction of Panchayat/ Municipality, for atleast last 10 years or whose parents have been resident of such Panchayat/Municipality for the last 10 years on the date of making application for plot situated within the jurisdiction of such Panchayat/Municipality or the residents

of neighbouring villages/towns immediately abutting or adjoining the boundary of the area of the Panchayat/Municipality.

7. The stamp duty has been exempted for the Goa Housing Board vide Govt. order No. 17-5-81 Fin (R & C), dated 24-10-1983 in respect of the instruments of sale of tenements executed by Goa Daman and Diu Housing Board constituted under Goa Daman and Diu Housing Board Act 1968 (12 of 1968) in favour of the persons belonging to Economically Weaker Section of the society or Low Income Group has defined in clauses VII and XV respectively in Goa Daman and Diu Housing Board (Registration, Allotment and Sale of Tenements Regulation 1982).

**B. WHEN AND HOW TO APPLY FOR FLATS/TENEMENTS AND PLOTS OF GOA HOUSING BOARD.**

**Notice of registration.**— (1) The Board issue an advertisement in the form of a notice on its website and at least in two local newspapers inviting e-applications for sale of tenements, as per the procedure specified, by such date which shall not be less than 15 days from the date of issue of the advertisement.

The notice consist of all the details such as last date to apply, tenement details, initial deposit, reservations, website, etc.

**Submission of application for registration.**— (1) The applicant shall apply online in Form II hereto in pursuance of notice issued under rule 9 and make payment of non-refundable registration fees fixed by the Board from time to time, as administrative charges.

(2) In addition to above registration fees, initial deposit as specified by the Board shall be made along with the application form.

those applicants should submit the self-attested copies of the mandatory documents including original Affidavit indicated in Form I to the Board before the date of scrutiny for allotment of tenement/plot under lot, failing which, his/her application shall be liable for rejection and 5% of initial deposit shall be forfeited to the Board and the balance amount shall be refunded to the applicant without any interest.

The Board shall carry out transactions through payment gateway only.

Incomplete applications submitted by the applicants shall be summarily rejected.

No withdrawal of application shall be allowed once it is uploaded on the website. If an applicant withdraws from the scheme after depositing the initial deposit, 5% of the deposit shall be forfeited to the Board and the balance amount shall be refunded to the applicant without any interest only after the scheme is closed.

**11. The Allotment Committee.**—The Board shall form Allotment Committee consisting of following:

- (a) Chairman of the Board or  
his nominee .....Chairman
- (b) The Collector of the concerned District or  
his nominee not below  
the rank of Deputy Collector..... Member
- (c) Managing Director of the Board or  
in his absence Housing Engineer of the Board.....Member
- (d) Chief Accounts Officer/



Assistant Accounts Officer..... Member –  
Secretary

(2) The Allotment Committee may co-opt any one member from the Board/Government official not below the rank of Section Officer.

**Disposal of plot and tenements..—** (1) The disposal of plots and tenements shall be on outright sale (either by open auction/e-auction or a lot) or by any such manner as specified by the Board from time to time; with prior approval of the Government:

The Board shall reserve not less than 25% of plots which are for residential purpose, for sale by auction:

The Government may direct the Board to allot an institutional plot to any eligible applicant or to itself, for any public purpose.

**Allotment of plot and tenement on outright sale under lot.—** (1) Every online application shall be generated with a computerized serial number.

(2) Online draw shall be held within 10 days after the expiry of the last date of online registration.

(3) All applications received from the reserved category, shall be kept separate, category wise. Where, there are no applications from any reserved category, the quota earmarked for such category shall be added to the general category.

(4) In case of allotment of plots/tenements by lot, only those applicants who have been qualified from the 1<sup>st</sup> draw for the allotment of plot shall submit the self-attested copies of the documents including original Affidavit indicated in Form I hereto to the Board before the date of scrutiny for allotment of plot under lot, failing which, his/her application shall be liable for rejection and 5% of initial deposit shall be forfeited to the Board and the balance amount shall be refunded to the applicant without any interest.

(5) If the applicant applies for auction, the applicant shall submit the self-attested copies of the documents including original Affidavit indicated in Form I to the Board before the date of scrutiny to participate in auction proceedings, failing which, his/her application shall be liable for rejection and 5% of initial deposit shall be forfeited to the Board and the balance amount shall be refunded to the applicant without any interest.

(6) The Board shall carry out the transactions through payment gateway only.

(7) Incomplete applications submitted by the applicants shall be summarily rejected.

(8) No withdrawal of application shall be allowed once it is uploaded on the website. If an applicant withdraws from the Scheme after depositing the initial deposit, 5% of such deposit shall be forfeited to the Board in case of a residential plot and 10% of such deposit shall be forfeited to the Board in case of institutional and commercial plot. The balance amount shall be refunded to the applicant without any interest.

(9) A draw shall be held of the eligible registered applicants of the respective categories separately, for the allotment of tenements including equal number of applicants to be kept as "Wait List" to cover the possibility of applications in the "Main List" being rejected on scrutiny.

(10) A separate list in a sequential manner of draw, category wise (Reserved and General) of the successful applicants shall be prepared and displayed on the website/notice Board.

(11) The Allotment Committee shall scrutinize the applications in a sequential manner as shown in the displayed list and the final eligibility list shall be prepared and displayed. If any applicant is found to be ineligible, he/she shall be liable for rejection and 5% initial deposit shall be forfeited to the Board and the balance amount shall be refunded to the applicant without any interest.

(12) The final eligibility list of the General and Reserved Category shall be merged and a single eligibility list shall be displayed.

(13) An online draw for the allotment of tenements shall be held on the day and time fixed.

(14) The final allotment list indicating serial number of application form and the tenements number shall be displayed on the website/notice board.

(15) On display of final allotment list, initial deposit of the applicants who did not get the tenement, shall be refunded within 10 working days. The decision of the Managing Director of the Board in the matter of allotment of the tenement shall be final and binding on the allottees and no appeal thereon shall be entertained.

(16) The tenement/plot offered shall be on as is where is basis and the allottee shall not have any right to complain or raise any objection about nature, condition or planning, etc., or to claim any damage or compensation on any account from the Board.

**Fixation of price.**— The Board shall fix the consideration of a plots/tenements including the minimum price per sq. mt. for auction category, from time to time. Such consideration shall be final and binding on the allottee.

**Conditions of payments of consideration.**— (1) The order of allotment of tenement shall be issued to the allottee in Form III as per the final allotment list.

(2) The allottee shall convey his/her acceptance of order of allotment of in Form IV within three working days, to the Board.

(3) The allottee shall pay the full consideration of the tenement/plot allotted under lot within a period of 60 days of receipt of the order of allotment failing which the order of allotment of tenement shall stand cancelled without any further notice and the entire initial deposit of the applicant shall be forfeited to the Board:

Provided that before the expiry of the said period, if an application is made to the Board for extension by stating reasons for non-payment, the Board may extend the said period by 25 days for payment of full consideration subject to payment of penal interest of 2% on the entire amount and may further extend by another 25 days by charging 5% penal interest on entire amount. No further extension shall be granted beyond 110 days and the tenement shall revert to the Board forfeiting the entire initial deposit without further reference to the applicant and no appeal shall be entertained thereon.

(4) In case the applicant effects only part payment of the consideration within the extended period then the allotted tenement shall be reverted to the Board thereby forfeiting the entire initial deposit in favour of the Board and the part payment made shall be refunded to the applicant without any interest and no appeal thereon shall be entertained.

(5) A sale letter shall be issued in Form V hereto only on full payment of consideration and the physical possession of the tenement shall be handed over to the allottee.

(6) The Scheme may be declared closed by the Managing Director of the Board as soon as the entire allotment process is over.

**14. Allotment of tenement/plot on outright sale under auction.—** (1) Every online application shall be generated with a computerized serial number.

(2) The Allotment Committee shall scrutinize all the applications within 20 days after the expiry of the last date for submission of online application and the list of the applicants who are eligible to participate in the auction shall be displayed. If any applicant is found to be ineligible, his application shall be liable for rejection and 5% initial deposit shall be forfeited to the

Board and the balance amount shall be refunded to the applicant without any interest.

(3) Auction/ e- auction shall be held amongst eligible applicants in the presence of Managing Director of the Board at the place, date and time mentioned in the notice of advertisement on website and the plan showing tenement/plot number, area, etc. shall be displayed.

(5) The particular bidder shall increase the bid price per sq. mt. as specified by the Board from time to time.

(6) There shall be at least 2 applicant bidders present for the auction proceedings for each tenement/plot, failing which, the bidding shall defer.

(7) The Managing Director of the Board may postpone/cancel/defer the auction proceedings of any particular tenement/tenements, as the case may be, at any time without assigning reasons thereof.

(8) The decision of the Managing Director of the Board in the matter of allotment of tenement/plot by auction to the highest bidder shall be final and binding on the allottees and no appeal thereon shall be entertained.

(9) The tenement/plots offered shall be on as is where is basis and the allottee shall not have any right to complain or raise any objection about nature, condition or planning, etc., or to claim any damage or compensation on any account from the Board.

**15. Conditions for payments of auction consideration.—** (1) The highest bidder shall be declared as successful and order of allotment shall be issued in Form III hereto to the successful bidder of a tenement. The allottee shall pay the full consideration of the tenement/plot allotted within a period of 60 days of receipt of the order of allotment failing which order shall stand cancelled without any further notice and the entire initial deposit of the applicant shall be forfeited to the Board.

(2) The allottee shall convey his/her acceptance of order of allotment of tenement in Form IV hereto within three working days, to the Board.

(3) A sale letter shall be issued in Form V hereto only on full payment of consideration and the physical possession of the tenement shall be handed over to the allottee.

(4) The scheme may be declared closed by the Managing Director as soon as the entire allotment process is over.

**16. Execution of Conveyance deed of tenement.**— (1) On payment of full consideration of the tenement/plot, the allottee shall apply to the Board for execution of Conveyance Deed towards transfer of tenement within the period of 60 days from the date of taking over possession, failing which, a penalty shall be imposed as specified by the Board from time to time.

(2) The Board shall execute a Conveyance Deed after inspecting the tenement/plot and the allottee shall get it registered with the concerned Sub-Registrar. The stamp duty and registration charges shall be borne by the allottee.

**17. Penalty for misrepresentation, suppression of facts or for contravention of any of the provisions of these rules or terms and conditions of allotment.**— If it is found at any stage that the applicant has given false information or has suppressed any material facts or has contravened any of the provisions of these rules or terms and conditions of allotment, the application shall be rejected or the allotment of tenement/plot, if already made, shall stand cancelled without prejudice to the right of the Board to take any other action under the law in force.

**18. Formation of Housing Society.**—(1) The allottee shall form a society under the Goa Co-operative Societies Act, 2001(Goa Act 36 of

2001) for the proper maintenance, running, up keeping and keeping in good repair common areas and for carrying out current as well as urgent repairs towards common services.

(2) The Society shall produce a certified copy of the registration to the Board.

(3) The Society and each of its constituent members shall be responsible for ensuring that:-

(a) No damage or deterioration to the property handed over in terms of agreement under these rules is caused;

(b) No installation or equipment connected with, as provided as part of water supply, sewerage, storm water drainage, electricity or other service shall be tampered with;

(c) No obstruction to common areas shall be carried or misuse of the property shall be made such as:-

(i) occupying common passage, staircase, approaches and like;

(ii) throwing garbage or refuse within the precincts of the property or outside it;

(iii) keeping a vehicle so as to obstruct the free movement; and

(iv) creating insanitary or nuisance;

**19. Other conditions.**— (1) The power to amend any of the provisions of these rules shall vest with the Government.

(2) The Board may impose any terms and conditions not specifically covered under these rules as may be decided in this behalf from time to time, with the approval of the Government.

(3) Every allottee shall deposit an amount with the Board specified from time to time towards maintenance fund till such time the society is formed.

The balance amount, if any, shall be transferred to the Society on its formation.

(4) The allottee/society shall have the proportionate share of the undivided land of the respective Scheme/project subject to condition that there shall not be any objection for carrying out any development by the Board on the balance area of the sector as per the permissible FAR as and when required and also the allottee shall not cause any obstruction to an official duly authorized by the Board, in discharging his/her duties in connection with the matter arising out of the management of the property.

**Institutional plot.**— (1) Any institution applying for an institutional plot should have registered itself at least 3 years prior to the date of making of an application.

(2) The Certificate of Registration of an Institution shall be attached with the application.

(3) The applicant shall be entitled to fill in only one e-application in Form III hereto.

(4) No institution shall be eligible for a plot, if it has already been allotted a plot for institutional purpose under any scheme of Board.

(5) The institution shall file an Affidavit in Form I hereto declaring that institution does not own, hold or possess any tenement or shop or office or plot under any scheme of the Board anywhere in the State of Goa.

(6) The institution shall produce income tax return of last three preceding years and in case of a registered firm/company, it shall produce a copy of Registration Certificate from Registrar of Firms or Certificate of Incorporation issued by the Registrar of Companies, as the case may be, and copy of last 3 years audited statement of accounts.



**(C) Commercial Plot.**— Commercial plots shall be allotted only by public auction. The applicant applying for a plot for commercial purpose shall be an Indian citizen or a Society/firm/company registered under the Societies Registration Act, 1860 (Central Act No.21 of 1860), Goa Co-operative Societies Act, 2001 (Act No.36 of 2001) or the Indian Partnership Act, 1932 (Act No.9 of 1932) or the Companies Act, 1956 (Act No.1 of 1956) for at least 3 years prior to the date of submission of the application.

(2) In case of a firm/company, a certificate of registration of a firm/company shall be attached with the e-application.

(3) The applicant shall be entitled to fill in only one e-application in Form IV hereto.

(4) In case of an individual person, the applicant should have completed 18 years of age at the time of submission of an application and shall produce the copy of age proof, income tax return of last three preceding years and in case of a registered Firm/Company, it shall produce a copy of last 3 years audited statement of accounts.

(5) No individual or society or firm or company shall be eligible for a plot if he/it is already been allotted a plot or shop or office or tenement under any Scheme of the Board.

(6) The applicant shall file an Affidavit in Form I hereto declaring that the applicant does not own a plot or shop or office or tenement under any Scheme of the Board anywhere in the State of Goa.

PURCHASE OF ADDITIONAL LEFT-OVER LAND ADJOINING TO PROPERTIES OF APPLICANTS.

Applicants should contact the Executive Engineer with detailed site plan and survey numbers and area indicated in their applications.

The applicants are also advised to contact the Architect Planner of the Board for his N.O.C. in the offer of purchase.

Price offered by the Board for proposed land should be accepted and thereafter paid in one lumpsum before seeking execution of sale deed in this respect.

COMPLAINTS REGARDING QUALITY OF ON-GOING WORK AND ALSO OF MAINTENANCE.

Complaints of maintenance within six months of possession of built premises, are entertained by Executive Engineer of respective Divisions. The complaints as regards defects in construction pointed out by the allottee at the time of taking possession of the premises will be entertained by the Executive Engineer of respective divisions.

Allottees of Housing Board Colonies are advised to form Co-operative Societies amongst themselves, for carrying out maintenance of the building.