

SERVICE QUALITY MANAGEMENT MANUAL

(As Per IS 15700:2018)



U. P. HOUSING & DEVELOPMENT BOARD


104, Mahatma Gandhi Marg, Lucknow

Toll Free No.-1800-180-5333


Website: www.upavp.in

Issued by:
Management Representative (M.R.)






Approved by:
Housing Commissioner(H.C.)

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1.1

Disclaimer Certificate

This is to certify that Service Quality Management Manual of Uttar Pradesh Housing and Development Board contains information that is confidential. The contents of this Manual are intended only for authorized use for the members of the UPHDB only. If you are not the intended user, you are directed not to read, disclose, distribute or otherwise use this document, Copying and replication in any manner is prohibited.

This document should not be copied in whole or parts by any means, without the written authorization from Management Representative of UPHDB.


(Housing Commissioner)

1.2 Issue:


This Service Quality Management Manual has been prepared in accordance with the Service Quality Management system requirements of IS 15700:2018 standard.

The Management Representative issues this Manual. It has been controlled as per Clause 4.2 and UPHDB/QP/01 of this Manual. All authorized holders (as per the distribution list) are responsible for the effective implementation of the Service Quality Management System in their respective area.

1.3 Distribution:


This Manual shall be distributed as per the following distribution list.

Copy No.	Holder	Status
1.	Management Representative	Master Copy
2.	Bureau of Indian Standard	Controlled Copy


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1.5 Abbreviations:


S. No.	Abbreviation	Expansion
1.	H.C.	Housing Commissioner
2.	Addl. H.C. & Sec.	Additional Housing Commissioner and Secretary
3.	M.R.	Management Representative
4.	Addl. H.C.	Additional Housing Commissioner
5.	Addl. H.C./A.R.	Additional Housing Commissioner/Additional Registrar
6.	F.C	Finance Controller
7.	C.E.	Chief Engineer
8.	C.A.P.	Chief Architect Planner
9.	J.H.C.	Joint Housing Commissioner
10.	D.H.C.	Deputy Housing Commissioner
11.	C.L.A.	Chief Legal Advisor
12.	A.A.O.	Assistant Account Officer
13.	A.A.P.	Assistant Architect Planner
14.	A.D.	Assistant Director
15.	A.E.	Assistant Engineer
16.	A.H.C.	Assistant Housing Commissioner
17.	A.L.O.	Assistant Law Officer
18.	A.M.R.	Additional Management Representative
19.	A.O.	Administrative Officer
20.	A.P.	Architect Planner
21.	B I S	Bureau of Indian Standard
22.	B.O.Q.	Bill of Quantity
23.	C.A.O.	Chief Administrative Office
24.	C.B.	Contract Bond
25.	C.D.	Construction Division
26.	C.D.R.	Concept Design Review
27.	C.P.W.D.	Central Public Works Department

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S. No.	Abbreviation	Expansion
28.	C.R.D.R.	Critical Design Review
29.	C.U.	Construction Unit
30.	D.(QC&D)	Director, Quality Control & Design
31.	D.D.	Deputy Director
32.	D.P.R.	Detailed Project Report
33.	E.E.	Executive Engineer
34.	E.M.	Estate Manager
35.	F.O.	Finance Officer
36.	G.C.C.C.	Global Construction & Consultancy Cell
37.	GeM	Government e-Marketplace
38.	H.A.	Head Assistant
39.	I.F.C.	Information & Facilitation Counter
40.	I.T.	Information Technology
41.	J.A.	Junior Assistant
42.	J.A.O.	Junior Account Officer
43.	J.E.	Junior Engineer
44.	J.E. (T)	Junior Engineer (Technical)
45.	M.B.	Measurement Book
46.	M.R.M.	Management Review Meeting
47.	N.A.	Not Applicable
48.	N.B.C.	National Building Code
49.	O.I.(Lab)	Officer In charge(Lab)
50.	P.A.R.	Plinth Area Rate
51.	P.D.R.	Preliminary Design Review
52.	P.G.O.	Public Grievance Officer
53.	P.I.O.	Public Information Officer
54.	P.M.	Process Manual

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S. No.	Abbreviation	Expansion
55.	P.I.O.	Public Information Officer
56.	P.M.	Process Manual
57.	P.R.W.	Piece Rate Works
58.	U.P.P.W.D.	Uttar Pradesh Public Works Department
59.	Q.C.C.	Quality Control Cell
60.	Q.C.M.	Quality Control Manual
61.	Q.P.	Quality Procedure
62.	R.O.	Reception Officer
63.	S.A.	Senior Assistant
64.	S.A.O.	Senior Administrative Officer
65.	S.A.P.	Senior Architect Planner
66.	S.E.	Superintending Engineer
67.	S.O.R.	Schedule of Rates
68.	S.Q.M.M.	Service Quality Management Manual
69.	S.T.A.	Senior Technical Assistant
70.	T.A.	Technical Assistant
71.	U.P.H.D.B	Uttar Pradesh Housing & Development Board
72.	U.P.R.N.N.	Uttar Pradesh Rajkiya Nirman Nigam
73.	W.B.	World Bank
74.	W.C.E.	Work Charge Employee
75.	W.O.	Work Order
76.		
77.		
78.		
79.		
80.		
81.		

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2.0 Organization Profile

U.P. Housing & Development Board is an autonomous organization founded under "The Uttar Pradesh Avas Evam Vikas Parishad Adhiniyam 1965" is involved in Housing & Development activities in the state since 1966. It has a vision and mission to uplift the living standards of the people by providing them well-developed townships having all basic amenities and healthy environment to ensure the over-all development & prosperity of the society.


UPHDB is capable of managing all its construction & development activities with its own resources, and has expanded its jurisdiction and notified over 66 cities for its activities with 174 projects for development of new townships in the state of Uttar Pradesh since 1966. It has acquired 10976.5554 hectares of land till Dec 2020 and developed 6574.2228 hectares of land including houses, plots and flats of different sizes suitable to the requirement of every section of the society.

UPHDB has homogeneous mix of Architects & Engineers, at Junior, Middle & Senior levels. Total executive control of the organization rests with the Housing Commissioner. Whole organization is divided in nine departments, controlled by respective HODs. The departments are-

- Administration
- Finance & Accounts
- Land Acquisition
- Architecture & Planning
- Engineering
- Properties
- Global Construction and Consultancy Cell
- Public Relation Office
- Legal
- Vigilance

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- ❖ UPHDB has in-house Architecture & Planning Units which are controlled by respective Architect Planners Headed by Chief Architect Planner.
- ❖ UPHDB has the services of a Structural and Services Design wing equipped with latest computers and softwares.
- ❖ At division level engineering projects are controlled by the Executive Engineers and headed by the Superintending Engineers at Circle.
- ❖ For registration & property disposal, whole state of Utter Pradesh is divided into Seven Zones. In each Zone, Property offices are controlled by concerned Estate Manager; Zone offices are controlled by Joint/Deputy/Assistant Housing Commissioner.
- ❖ UPHDB has four Quality Control & Design Divisions having fully equipped Laboratory with latest testing instruments for physical testing of Building Material under the control of Deputy Director, QC&D Division, headed by Director, QC&D Circle.
- ❖ Apart from regular works UPHDB takes up Deposit (Construction & Consultancy works) through Global Construction & Consultancy Cell, a wing of UPHDB, under the control of Director G.C.C. Cell


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Vision Statement of UPHDB is.....

UPAVP shall strive its best to ensure affordable housing in environmentally invigorating habitats with inclusive facilities especially for the economically weaker section, lower and middle income groups and competitive price options for the other sections of the society.

Mission Statement of UPHDB is.....

- To plan and develop state of art townships at affordable price to all sections of the society.
- To develop such townships with inclusive facilities which include modern amenities, community services, hospitals, educational institutes, neighborhood parks and playgrounds.
- To plan and develop centers of excellence at strategic locations across the state.
- To ensure utmost quality in all works including the works assigned as deposit works by other organizations.
- To sustain the land bank each year equal to the land developed in the previous year.
- To encompass newer technologies in construction works with price affordability.
- To facilitate public private partnership (PPP) to cater to the housing needs of the society in time.
- To ensure prudent financial results with appropriate accounting principles.
- To maintain and sustain a user friendly dedicated website with online facilities for the intended services.
- To maintain an effective public grievance redresses mechanism and set standards by adhering to timeframe and schedules.
- To impart quality training, capacity building and skill up-gradation for the employees of the organization.
- To promote innovative ideas and pioneering initiatives in the functioning of the system.
- To improve working conditions favorable for the employees and clientele as well. To be successful as a Total Quality Organization.

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3.0 Purpose & Scope:

The purpose of this Service Quality Management Manual is to describe the service quality system adopted by the organization. It has been prepared to outline how the organization conducts its own affairs with respect to the achievement and assurance of quality. It is also intended to serve as a document for the organization's own staff and workforce for understanding the organization's policy and procedures.


3.1 Scope of Service Quality Management System:

The Service Quality Management System is applicable to all the 22-offices located at sites listed under, with H.Q located at 104, Mahatma Gandhi Marg, Lucknow - 226001, Uttar Pradesh, INDIA. Broad scope is as follows-


- LAND ACQUISITION,
- ARCHITECTURE,
- QUALITY CONTROL & DESIGN,
- CONSTRUCTION,
- CONSULTANCY,
- MARKETING OF RESIDENTIAL COLONIES & INSTITUTIONAL /COMMERCIAL COMPLEXES,
- MANAGEMENT OF COOPERATIVE HOUSING SOCIETIES.

Our offices under the scope of SQMS are in following cities -

Sl no.	Name of office	Location
1.	Head Office, 104- M.G. Marg, Lucknow	Lucknow
2.	Chief Architect Planner	Lucknow
3.	SE, Varanasi	Varanasi
4.	SE, Meerut	Meerut
5.	SE, Kanpur	Kanpur
6.	SE, Agra	Agra

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Sl no.	Name of office	Location
7.	SE, Ruhelkhand	Moradabad
8.	SE, Ghaziabad	Ghaziabad
9.	SE, Avadh Vihar	Lucknow
10.	SE, Vrindavan	Lucknow
11.	SE, Electrical	Lucknow
12.	Director, Quality control & Design	Lucknow
13.	Director, Global Construction and Consultancy cell	Lucknow
14.	JHC, Kanpur Zone	Kanpur
15.	JHC, Agra Zone	Agra
16.	JHC, Meerut Zone	Meerut
17.	EM, Indira Nagar, Lucknow	Lucknow
18.	EM, Vrindavan, Lucknow	Lucknow
19.	EM, Shastri Nagar, Merrut	Merrut
20.	EM, Majhola, Moradabad	Moradabad
21.	EM, Vasundhra, Ghaziabad	Ghaziabad
22.	EM, Kalyanpur, Kanpur	Kanpur

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4.0 Document Requirements:

4.1 General:

UPHDB has documented the following -

- Service Quality Management Manual,
- Citizen charter,
- Other document needed by UPHDB for effective planning, operation and control of its service and service delivery processes and
- Records required by this standard.

4.2 Service Quality Management Manual:

UPHDB has established and maintained a service quality management manual which includes -

- Scope of service quality management system,
- Service quality policy,
- Service quality objectives,
- Complaints handling objectives,
- Documented Process needed by UPHDB for effective planning, operation and control of its service and service delivery processes, or reference to them,

Reference: Annex II of SQMM

- Description of service processes including service delivery processes and those needed to directly support them.


Reference: Annex II of SQMM

- Documented procedures required by this standard,

Reference: Annex III of SQMM

- Responsibility and authority of personnel at relevant levels within the scope of this standard,

Reference: Annex IV of SQMM

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4.3 Control of Documents:

4.3.1 All documents required as per IS15700:2018 standard are

- Approved for adequacy prior to issue,
- Reviewed periodically, updated as necessary and re-approved. The changes made are identified and clearly stated and
- Legible and identifiable indicating their current revision status.

4.3.2 A documented procedure is established to define the controls needed for the following -


- Maintains a master list of all documents related to the scope of this standard which also identifies their current revision status,
- Maintains distribution list of all such documents,
- Ensures that the current versions of applicable documents are available at points of use,
- Ensures that obsolete documents, if retained for any purpose, are suitably identified to prevent their unintended use and
- Ensures that the documents of external origin are identified and their distribution controlled.

Reference: Quality Procedure for Control of Documents QP-01

4.4 Control of Records:

- Records (including files) are maintained to provide evidence of conformity and for the effective operation of the Service Quality Management System.
- The records are legible, readily identifiable and easily retrievable.
- The method of identification, storage, protection, disposition of each record, their retention time and responsibility for each of these activities are established in a documented procedure.

Reference: Quality Procedure for Control of Records QP-02

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5.0 Management Responsibility

5.1 Management Commitment

Steering Committee of UPHDB has -

- Established the service quality policy and citizen charter,
- Ensured that service quality objectives and complaints handling objectives are established,
- Conducted management reviews and
- Ensured the availability of resources.

5.2 Customer Focus


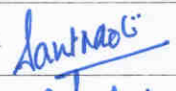



Housing Commissioner and Steering Committee has ensured that the customer requirements are determined through stakeholder participation and are met with the aim of enhancing customer satisfaction. Feedback is collected from IFC/Jan Suvidha Kendra/Jan Soochna Patal and submitted to MR in the 1st week of January & July every year.

5.3 Service Quality Policy and Citizen Charter

5.3.1 Steering Committee has ensured that service quality policy and citizen charter

- Are documented,
- Are appropriate to the purpose of the organization,
- Are made available to all personnel including customers and other stakeholders through making it available on the official website,
- Are communicated and understood within the organization through in house trainings,
- Include a commitment to comply with requirements and continually improve the effectiveness of the quality management system, and
- Are reviewed after each three year interval for continuing suitability.

5.3.2 The service quality policy provides a framework for establishing and reviewing service quality objectives and complaints handling objectives.

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Service Quality Policy

UPHDB shall strive to continually improve THE QUALITY OF LIFE through human-habitation projects by providing focused attention to the needs of customers, healthy and growth conducive environment, high quality and affordable products coupled with caring attitude to enhance the customer satisfaction.

We shall elevate our capabilities by Bench-Marking with the best practices.


गुणवत्ता नीति

उ०प्र० आवास एवं विकास परिषद आवासीय योजनाओं के माध्यम से जीवन स्तर में निरन्तर सुधार हेतु ग्राहकों की आवश्यकताओं पर ध्यान केन्द्रित करते हुये, स्वस्थ एवं विकासपरक वातावरण व संवेदनशीलता के साथ उच्च गुणवत्ता एवं क्य क्षमता के अनुरूप उत्पादों से ग्राहक-संतुष्टि में वृद्धि करेगी।

परिषद उत्कृष्ट मानकों के अनुरूप कार्यान्वयन से अपनी कार्य क्षमता में वृद्धि करेगी।

Our quality policy provides framework for setting our service quality objectives & we review the suitability of our service quality policy, achievements of our service quality objectives and implementation of our quality management system on pre-defined intervals in a planned way.

Quality Policy is communicated amongst the staff of UPHDB offices by displaying at appropriate places in Hindi language. Trainings are conducted periodically to make it understand and absorb in the working of UPHDB activities.

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5.4 Service Quality Objective

Service quality objectives and complaints handling objective are consistent with the service quality policy and are established at relevant functions and levels within the organization.

All the objectives are measurable and documented.

- To minimize time and cost over runs.**
- To reduce customer complaints.**
- To improve customer satisfaction.**

गुणवत्ता नीति के निर्धारित लक्ष्य

- कार्यों हेतु निर्धारित समय एवं उनकी लागत के विचलन में कमी लाना।
- ग्राहकों की शिकायतों/समस्याओं में कमी लाना।
- ग्राहकों की संतुष्टि में वृद्धि करना।

Complaint Handling Objectives


- Understand / accept customer complaint.**
- Grievance redressal within stipulated time frame.**
- Customer's feed back after disposal.**

शिकाएत समाधान हेतु निर्धारित लक्ष्य

- ग्राहक की शिकायत को समझना/स्वीकार करना।
- निर्धारित समय सीमा में शिकायत का निस्तारण।
- निस्तारण के उपरान्त ग्राहक का फीडबैक प्राप्त करना।

5.5 When establishing the above policy and objectives, the following factors are taken into account by the organization -

- The internal and external context of the organization,
- Input of customers and other stakeholders,
- Any relevant legal, statutory and regulatory requirements, and
- Financial, operational and organizational requirements.

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5.6 Responsibility, Authority and Communication

5.6.1 Housing Commissioner and Steering Committee has ensured that the responsibilities and authorities are established at relevant functions and levels, related to the scope of this standard, and communicated within the organization.

Reference: Annexure IV of SQMM

5.6.2 Working Group for Citizens' Charter

Top management of U.P.H.D.B has constituted a working group for formulation of the Citizen's Charter and steering committee for approving Citizen Charter.

Mr. Rajesh Mehtani, Additional Management Representative acts as a **Member Secretary** of the working group.

The working group includes representatives from top management, middle management, unions, customers and other stakeholders. The selection of team members is done in a transparent manner, the details of which are accessible to public through posting on official website.






Reference: Office Order - 84/Sevottam Pr. /Working Gr./F-12/04 dated 08.10.2020

5.6.2.1 The responsibilities of the working group includes

- Identifying all service recipients of the organization,
- Identifying all key services provided by the organization,
- Preparing a draft Citizen Charter in consultation with stakeholders,
- Formally issuing/releasing the Citizens Charter after its approval by appropriate authority, and
- Reviewing and updating the Citizens' Charter as necessary based on the feedback and continuing suitability.

5.6.3 Nodal Officer

5.6.3.1 Top Management has appointed **Additional Housing Commissioner and Secretary** as **Management Representative** and Mr. **Rajesh Mehtani**, as

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Additional Management Representative at apex level who have responsibilities and authority, which include-

- Ensuring that processes needed for the service, service delivery, Citizens' Charter and complaints handling are established, implemented and maintained,
- Acting as member-secretary of the working group for formulation of the Citizens' Charter,
- Reporting to the top management of any complaints which have a significant impact on the organization
- Reporting to the top management on the performance of the service quality management system and
- Planning and organizing internal audit .

Reference: Parishad Order of M.R. & A.M.R. at apex level.

Nodal officer at unit level


The top management has ensured the appointment of a nodal officer at unit level who irrespective of other responsibilities, shall

- Ensure that processes needed for the service, service delivery, Citizens' Charter and complaints handling are implemented and maintained,
- Report to the nodal officer at the apex level, on the performance of the service quality, Citizens' Charter and complaints handling with recommendations for improvement.

Reference: Appointment Order of Nodal Officers at unit level

5.6.4 Internal Communication

Top management has ensured that appropriate communication processes are established within the organization so that effective communication takes place for the various processes related to services, Citizens' Charter and complaints handling.

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The Internal communication in regard to the process of Service Quality Management System in various sections of UPHDB is through review meetings/informal contact meetings/Steering Committee meeting. UPHDB operates through its Circle/Zone/EMO offices at different places and accordingly internal communication between the offices is an important and crucial factor for effective implementation of its SQMS. The channels of communications between the Head Office and other locations are Phone/CUG and Parishad Message Box.

5.7 Management Review

5.7.1 Housing Commissioner and Steering Committee reviews the organization's management systems for service quality, Citizens' Charter and complaints handling every two year to ensure their continuing suitability, adequacy, efficiency and effectiveness. This review shall include assessing opportunities for improvement and the need for changes, including the service quality policy and objectives. Records of management reviews are maintained by M.R./A.M.R .

5.7.2 The input to management review includes information on


- a) Follow-up actions from previous reviews,
- b) Results of internal & external audit,
- c) Customer feedback,
- d) Changing customer requirements,
- e) Change in external environment including technological changes,
- f) Change in statutory/regulatory requirements affecting service delivery,
- g) Feedback from other stakeholders,
- h) Extent to which objectives are achieved,
- i) Status of preventive/corrective actions,
- j) Review of service outcome, and process performance,
- k) Complaints, and
- l) Recommendations for improvement.

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5.7.3 Review output includes any decisions and actions related to

- Improvement in service quality standards,
- Improvement in customer satisfaction,
- Improvement in the management systems for service quality, Citizens' Charter and complaints handling, and
- Resource needs.

Reference: Procedure for Management Review Meeting

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6 Resource Management

6.1 UPHDB has determined and provided resources for effective implementation of SQMS for service quality, Citizens' Charter and complaints handling. The resources shall include human resources, infrastructure and work environment.

6.2 UPHDB ensures that the personnel are

- a) Selected on the basis of capability to satisfy defined job specifications,
- b) Trained to ensure that they understand the tasks to be performed and the objectives to be achieved including how they contribute to the achievement of objectives,
- c) Aware of their responsibilities including promptly reporting on complaints /feedback which have a significant impact on the organization, and
- d) Aware of procedures to be followed and information to be given to the customers.

6.2.1 The training records are maintained in C.E.T.

6.2.2 UPHDB ensures that the personnel, who are in direct contact with the customers

- a) Are available and accessible, as specified
- b) Are sensitized to treat customers in a courteous manner,
- c) Respond promptly to customer's enquiry/complaint,
- d) Provide accurate, updated and complete information, and
- e) Possess good interpersonal and good communication skills.


This is achieved by conducting regular or need based trainings by C.E.T.

Reference: Trainings related correspondence/ calendar/ records

6.3 Infrastructure and Work Environment

UPHDB has determined, provided and maintained the infrastructure and work environment necessary for achieving service quality and complaints handling. Resource requirements are discussed in Management reviews meetings

Reference: Minutes of Management Review meeting.

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7 Citizen Charter, Service Provision & Complaints Handling

7.1 Citizen Charter

7.1.1 The Citizen's Charter contains

- Vision and mission statement of UPHDB,
- List of key service(s) being offered by UPHDB,
- Measurable service standards for the service(s) provided and remedies available to the customer for non-compliance to the standards,
- The name, address, telephone number and other contact detail of the PGO,
- Expectations of the organization from its customer,
- Information on the date of issue of the Citizen Charter and who all were consulted during its preparation, and
- Description to complaint handling process.

7.1.2 The citizen's charter shall






- Be documented,
- Represent a systematic effort of the organization to focus on its commitment towards its customers,
- Be simple and easily understandable and also printed in local languages,
- Be non-discriminatory,
- Be periodically reviewed for continued suitability, and
- Be updated on change in service offered, delivery mechanisms and service standards.

Reference: UPHDB Citizen charter

7.2 Service Provision

UPHDB shall

- Devise a suitable method to ensure that services being provided by the organization take into account expectations of the customer and regulatory requirements, **Reference: Service Standards**

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- b) Ensures that the service delivery processes are in line with the service norms declared in the Citizens' charter, Service Quality Policy & Objectives defined by the organization,

Reference: Section 4.0 of SQMM

- c) Ensure that the quality of product and/or services purchased or outsourced meet requirements, which affects its service quality,

Reference: Process UPHDB/PM/ENG/03 & GEM Portal

- d) Where the service delivery involves other public service organizations, develop effective service level agreements and channels of communication with them to ensure seamless and uninterrupted flow of service,

- e) Ensure availability of SQMS/Procedures/Process/Work Instructions, wherever necessary, and their implementation so that service delivery processes are carried out as designed and specified,

Reference: List of Procedure/Process/Work Instructions & SQMS

- f) Ensure availability and use of suitable equipment, monitoring and measuring devices are calibrated time to time or verification of measuring equipment at specified intervals, or prior to use, wherever necessary,

Reference: Process manual for calibration (UPHDB/PM/ENG/09)

- g) Ensure suitable infrastructure in line with the service delivery requirements






Reference: Minutes of Management Review Meeting

- h) Identifies relevant verification activities in the service delivery process flow and at the service delivery interface and ensure that verification is carried out by responsible person.

Reference: Annex IV of SQMM

- i) Identifies, verifies, protect and safeguard the customer property and information, whenever provided by the customer for its use in services.

Reference: Section 4.0 of SQMM

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j) Ensure implementation of monitoring and measuring mechanisms for service norms as specified in the citizens' charter.

Reference: Minutes of Management Review Meeting & Annual Report)

k) Ensure availability of clear and precise information and/or instruction to customer for effective service and service delivery process as specified in the Citizens' Charter.

Reference: Citizens' Charter

l) Ensure professional, honest and courteous behavior of the service delivery personnel.

Reference: Section 6.2.2 of SQMM about Training.

m) Review the changes to regulatory and policy changes for their impact to service delivery processes, and provide timely information in this regard to existing and potential customers,

n) Make a provision for emergency preparedness to ensure essential service levels to customer in the event or a crisis.

7.3 Complaints Handling

UPHDB has established a documented procedure UPHDB/QP/09 for complaint handling. Various steps in the complaints handling process includes the following-






a) Identification of complaint prone areas in a systematic manner and determine the time norms for their redress,

Reference: Grievance Redress Mechanism in Citizens' Charter

b) Establishing complaint handling objective,

Reference: Section 4.2 of SQMM

c) Providing information concerning complaints handling process in clear language and formats accessible to all. Such information includes:

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- i) Where and how the complaints can be made,
- ii) Minimum information to be provided by complainant, and
- iii) Time limits within which the complaint will be closed.

Reference: Form for Registration of Complaint in Citizens' Charter

- d) Widely publicizing the information about complaints handling process through print, web and other media. The name, address, telephone number and other contact details of the public grievance officer of UPHDB is also displayed prominently at the IFC s and other convenient places,

Reference: Citizens' Charter on Parishad site/Toll Free Number






- e) Unique identification of the complaint is issued and recording necessary information including relevant details of complaint, remedy requested, due date of redress, relevant data related to the complaint and immediate action to be taken,

Reference: Toll Free Number/Parishad Diwas

- f) Scrutiny of the type and nature of complaint is done and its prioritization depending upon its seriousness and gravity,

Reference: Jan Suvidha Kendra (Toll Free Number-1800-180-5333)

- g) Acknowledgement is made of each complaint promptly giving the complaint number along with an indication of the redress time and the contact details of the employee to be contacted for all future correspondence.
- h) Investigation of relevant circumstances and information related to the complaint. The level of investigation shall be commensurate with the seriousness and severity of the complaint. If the complaint cannot be immediately resolved, it shall be dealt in a manner which would lead to its effective redress as soon as possible and the complainant be intimated,
- h) Communication of the decision is made to the complainant regarding his complaint immediately after the decision is taken and getting his feedback.


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In case the decision is not in line with the remedy requested by the complainant, the justification for the decision taken along with alternative internal and external recourse available for appeal shall also be intimated, after which the complaint shall be closed, and

- j) Nominating 'Ombudsman' who could be approached if normal service delivery mechanism does not respond. **Mr. Bhuvanesh Kumar, Principal Secretary**, U.P. Government, Lucknow has been nominated as Ombudsman.

Reference: Order No. 179/Sevottam Pr.-2015/File No.-13/02

dt. 30-09-2015

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8 Implementation, Monitoring, Measurement & Improvement

8.1 Implementation

UPHDB has

- Established single-window system at points of public contact (Head office & Office Complexes) to facilitate disposal of applications,
- Set up Information and Facilitation Counters (IFC) and help-lines at Head office & circle Offices for information on procedures, application status,
- Widely publicized the citizen's charter through organization's website, media and sending copies to all stakeholders,
- Prominently displayed the Citizens' Charter in the organization, and
- Taken the decision to publish annually the data relating to performance viz-a- viz commitment relating to citizens' charter in the annual report or by reviewing it in MRMs.

Reference: Minutes of Management Review Meeting

8.2 Monitoring and Measurement






8.2.1 UPHDB monitors and measures

- The characteristics of the service and service delivery processes to verify that the service quality objectives and service standards have been met. This has also been carried out at all stages and locations where UPHDB has an interface with the customer,
- The performance viz-a-viz commitment made in the Citizens' Charter and Complaints handling procedure on a regular basis and report to top management with recommendations for improvement,

Reference: Minutes of Management Review Meeting,

- The working of the complaints handling machinery through random checks.

8.2.1.1 Records of the evidence of conformity shall be maintained by the MR.

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8.2.2 Customer Satisfaction

UPHDB has established and implemented a system for measuring customer satisfaction through taking feedback of clients once in six months via client feedback format UPHDB/MR/FOR/19. This information shall be used for establishing the service norms, quality objective and for continual improvement.

Reference: Quality Procedure for Customer feedback UPHDB/QP/09.

8.3 Internal Audit

UPHDB conducts internal audits at six monthly interval to determine whether the management system for service quality conforms to the requirements of this standard and to the documents established by UPHDB .


An audit plan is made & documented indicating the scope, frequency of audit, auditor(s), auditee and audit date(s)/time. The objectives of audit may include recommendation for further improvement. Selection of auditors and conduct of audits ensure objectivity and impartiality of the audit process. Auditors do not audit their own work. The auditee ensures that actions are taken without undue delay to eliminate detected non-conformities and their causes. Follow-up activities include the verification of the actions taken and reporting of verification results. Records of the audits are maintained.

Reference: Quality Procedure for Internal audit QP-03.

8.4 Analysis of Data

UPHDB analyzes the data collected during monitoring and measurement including complaint received and customer satisfaction to determine current level of performance and opportunities for continual improvement, particularly where nonconformities are recurring.

Reference: Process for Data updating

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8.5 Improvement

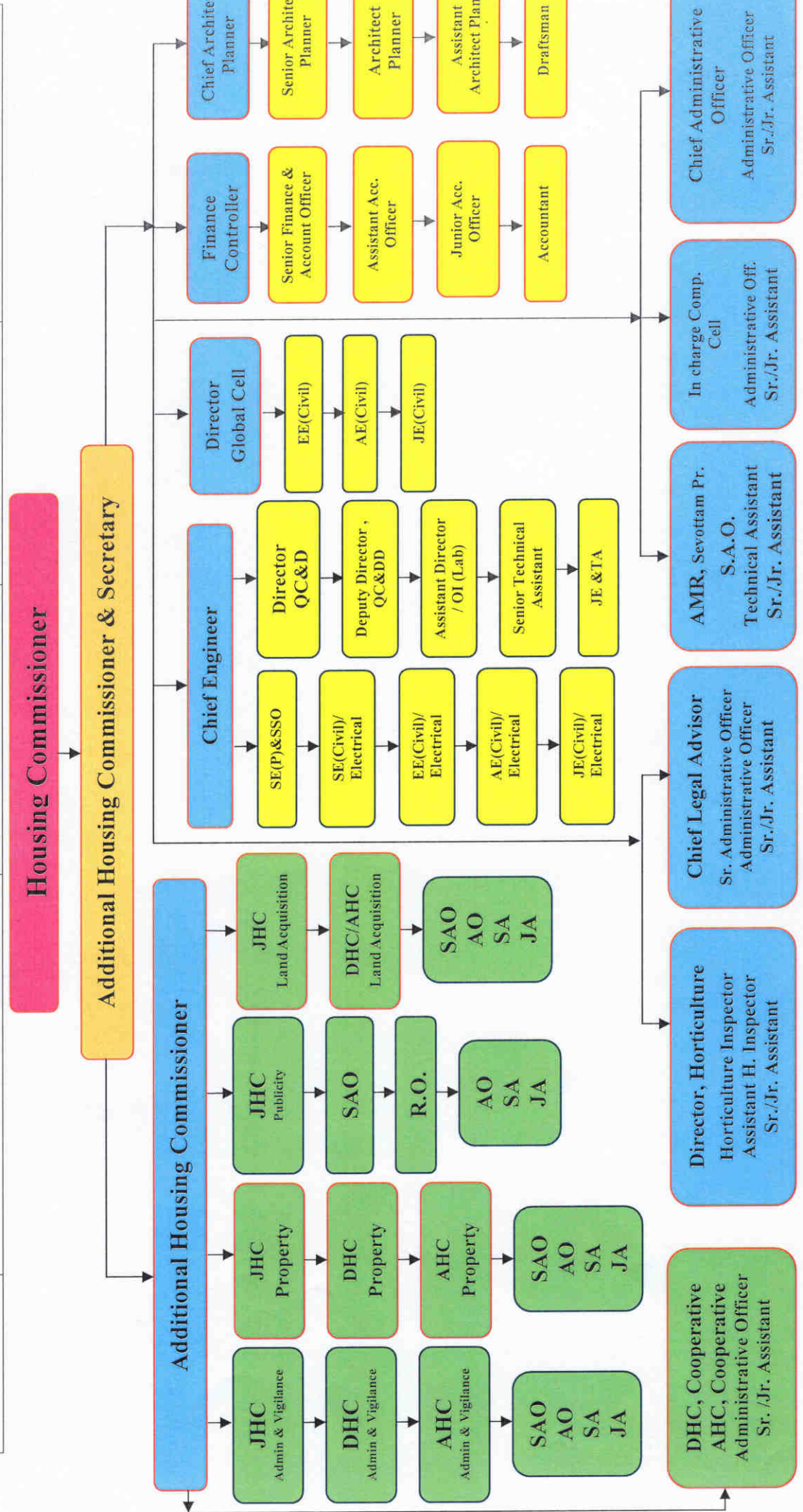
8.5.1 Corrective and Preventive Actions

UPHDB has adopted a procedure to deal with the non-conformances observed in the service quality management system requirements and to take the required corrective & preventive action takes action to eliminate the cause(s) of non-conformities and potential cause(s) in order to prevent recurrence and occurrence respectively. These are appropriate to the effects of the nonconformities encountered and potential problems. Records of action taken and improvements effected are maintained.

Reference: Quality Procedure for control of Non Conformance & Corrective Action



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IS 15700:2018



सेवात्मक प्रमाणित

Clause
4.2

Service Quality
Management Manual
as per IS 15700:2018

ORGANIZATION CHART
(Engineering)

Doc. No:

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Reviewed By

Approved By

Issued by

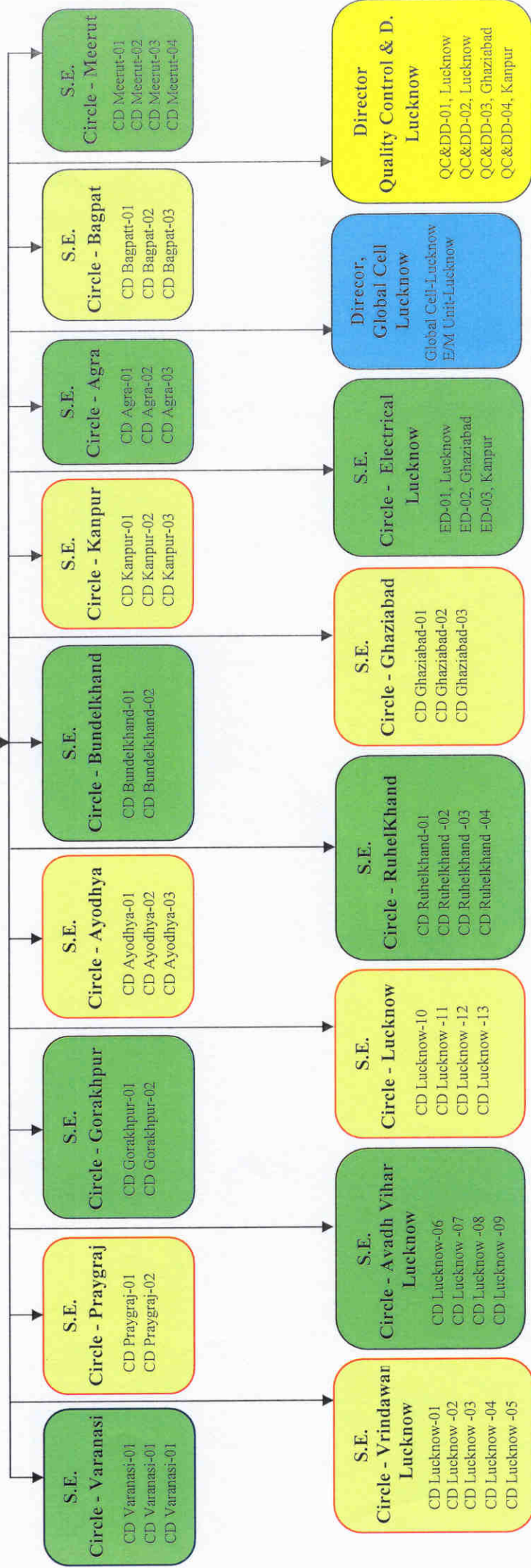
TA

AMR

HC

MR

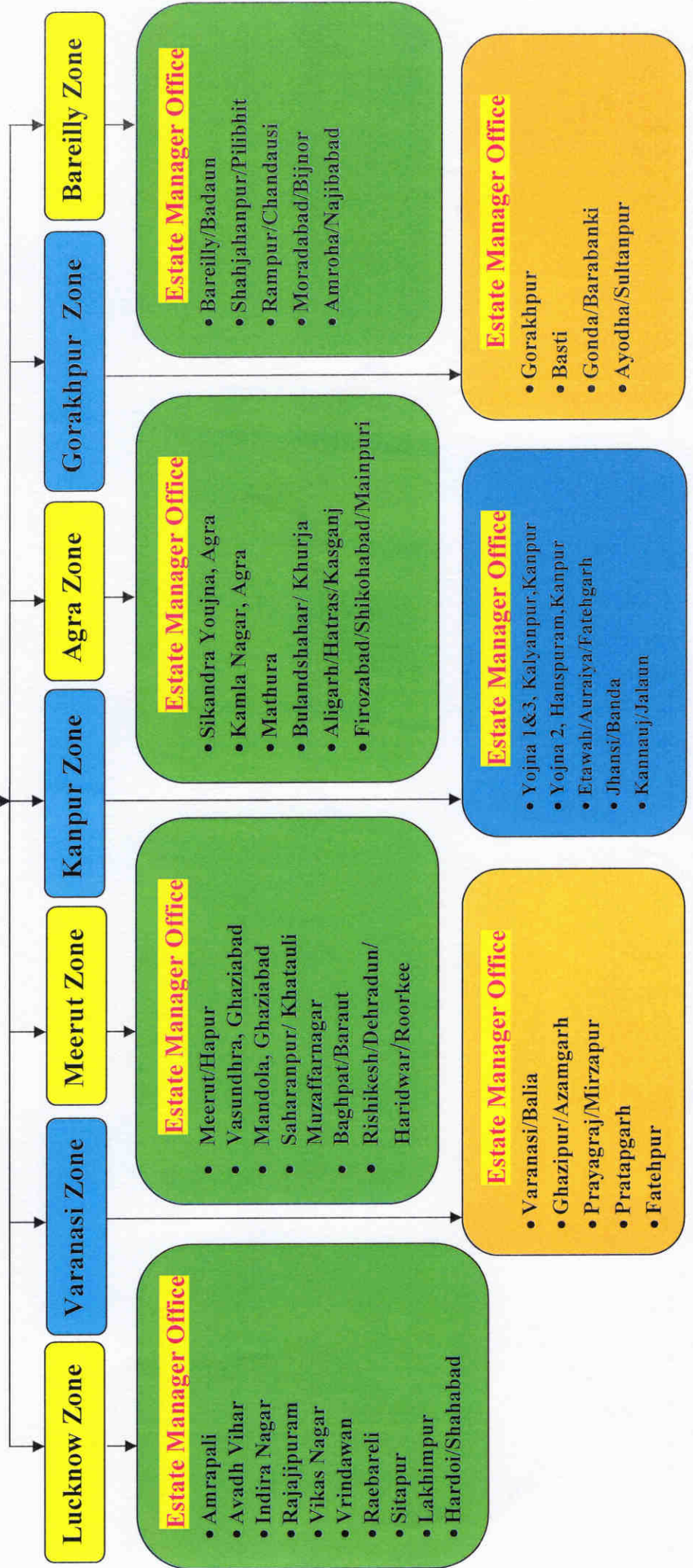
Chief Engineer




S.E. → Superintending Engineer

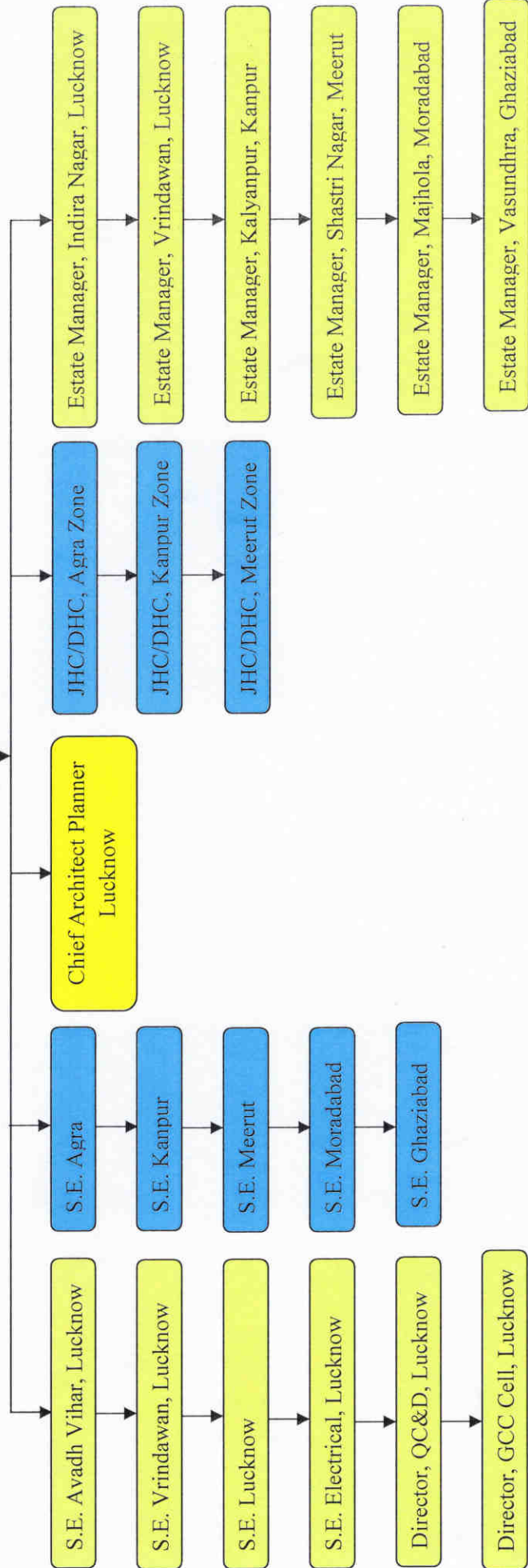
ORGANIZATION CHART
(Property)


Additional/Joint Housing Commissioner




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Head Office, 104 Mahatma Gandhi Marg, Lucknow
(Administration, Finance & Account, Land Acquisition, Engineering, Property, Coordination, Public Relation, Law, Vigilance, Cooperative Section)




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Administration Section				
1.	Process for Annual Increment	UPHDB/PM/ADM/01	00	01.07.2019
2.	Process for Confirmation	UPHDB/PM/ADM/02	00	01.07.2019
3.	Process for Departmental Promotion	UPHDB/PM/ADM/03	00	01.07.2019
4.	Process for Selection Grade/Time Scale/ACP	UPHDB/PM/ADM/04	00	01.07.2019
5.	Process for Interim Pension	UPHDB/PM/ADM/05	00	01.07.2019
6.	Process for Recruitment of Dependent of Govt. Servant Dying in Harness	UPHDB/PM/ADM/06	00	01.07.2019
Finance & Account Section				
1.	Process for Preparation & Allotment of Budget	UPHDB/PM/F&A/01	00	01.10.2018
2.	Process for Release of Funds for Land Acquisition	UPHDB/PM/F&A/02	00	01.10.2018
3.	Process for Release of Funds for Development/ Construction/ Maintenance.	UPHDB/PM/F&A/03	00	01.10.2018
4.	Process for Pension	UPHDB/PM/F&A/04	00	01.10.2018
5.	Process for Settlement of Retirement Benefit (CPF/GPF)	UPHDB/PM/F&A/05	00	01.10.2018
6.	Process for Settlement of Retirement Benefit (GRATUITY)	UPHDB/PM/F&A/06	00	01.10.2018
7.	Process for Settlement of Retirement Benefit (GIS)	UPHDB/PM/F&A/07	00	01.10.2018
8.	Process for Costing & Pricing of Property	UPHDB/PM/F&A/08	00	01.10.2018
9.	Process for Salary of Officers/Employees	UPHDB/PM/F&A/09	00	01.10.2018
10.	Process for Contingency Payment	UPHDB/PM/F&A/10	00	01.10.2018
11.	Process for Open & Operation of Separate Account for Parishad Project	UPHDB/PM/F&A/11	00	01.03.2019
Land Acquisition Section				
1.	Process for Land Acquisition	UPHDB/PM/LA/01	00	01.09.2019
2.	Process for Acquiring Land by Direct purchase to Land owners	UPHDB/PM/LA/02	00	01.09.2019
3.	Process for Abandonment and modification of scheme.	UPHDB/PM/LA/03	00	01.09.2019
4.	Process to settle Land related dispute	UPHDB/PM/LA/04	00	01.09.2019
5.	Process for transfer of Building or land vested in Local Authority to Board	UPHDB/PM/LA/05	00	01.09.2019
6.	Process for adjustment (Samayojan) of Land	UPHDB/PM/LA/06	00	28.04.2021

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2.	Process for Issuing Commencement certificate for Building/Layout Plan	UPHDB/PM/APD/02	00	01.08.2019
3.	Process for Town Notification	UPHDB/PM/APD/03	00	26.12.2019
4.	Process for Transportation-Zonal Plan Preparation	UPHDB/PM/APD/04	00	26.12.2019
5.	Process for preparation of Layput plan.	UPHDB/PM/APD/05	00	26.12.2019
6.	Process for preparation of Numbering & Development Control plan.	UPHDB/PM/APD/06	00	26.12.2019
Engineering Section				
1.	Process for Budget Planning and Provision of Financial Resources	UPHDB/PM/ENG/01	00	01.07.2019
2.	Process for Administrative & Financial Approval and Technical Sanction	UPHDB/PM/ENG/02	00	01-07-2019
3.	Process for Purchase of materials through Quotations & Tenders	UPHDB/PM/ENG/03	00	01-07-2019
4.	Process for E-tendering & Execution of Works	UPHDB/PM/ENG/04	00	01-07-2019
5.	Process for Designing of Sectorial Development Services	UPHDB/PM/ENG-QC&D/05	00	14.08.2019
6.	Process for Designing of Trunk Development Services	UPHDB/PM/ENG-QC&D/06	00	14.08.2019
7.	Process for Site Inspection for the Quality of Works	UPHDB/PM/ENG-QC&D/07	00	14.08.2019
8.	Process for Material Testing by the Quality Control & Design Lab	UPHDB/PM/ENG-QC&D/08	00	14.08.2019
9.	Process for Calibration of Equipment	UPHDB/PM/ENG-QC&D/09	00	01.04.2019
10.	Process for Approval of Design of External Electrification from UPPCL	UPHDB/PM/ENG-ELE/10	00	11.07.2019
11.	Process for Inspection, handing over and energization of external electrification work	UPHDB/PM/ENG-ELE/11	00	11.07.2019
12.	Process for Removal of Encroachment in Parishad Premises	UPHDB/PM/ENG/12	00	01-06-2019
13.	Process for Demolition of Unauthorized Construction.	UPHDB/PM/ENG/13	00	01-06-2019
14.	Process For Maintenance of Computer Software	UPHDB/PM/ENG-COC/14	00	01.07.2019
15.	Process For Procurement of Computer Software	UPHDB/PM/ENG-COC/15	00	01.07.2019

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S. No.	Name of Process	Document No.	Revision No.	Effective Date
Property Section				
1.	Process for decision of opening registration of property	UPHDB/PM/PRP/01	00	14.10.2019
2.	Process for registration eligibility numbering draw refund	UPHDB/PM/PRP/02	00	14.10.2019
3.	Process for allotment of properties through Auction	UPHDB/PM/PRP/03	00	14.10.2019
4.	Process for recovery of individual allotted properties	UPHDB/PM/PRP/04	00	14.10.2019
5.	Process for issuance of possession letter agreement deed	UPHDB/PM/PRP/05	00	14.10.2019
6.	Process for customers requests regarding mutation of properties	UPHDB/PM/PRP/07	00	14.10.2019
7.	Process for decision of opening registration of property	UPHDB/PM/PRP/01	00	14.10.2019
Publicity Section				
1.	Process for the release of Advertisement & Publication	UPHDB/PM/PR/01	00	01.09.2018
2.	Process for the Empanelment of Advertising Agencies	UPHDB/PM/PR/02	00	01.09.2018
Coordination Section				
1.	Process for Provision of Uniform	UPHDB/PM/CO/01	00	01-09-2018
2.	Process for Medical Advance	UPHDB/PM/CO/02	00	01-09-2018
3.	Process for Medical Reimbursement Against Claim Adjustment bill	UPHDB/PM/CO/03	00	01-09-2018
Cooperative Section				
1.	Process for Registration of Cooperative Housing Societies (Urban)	UPHDB/PM/COH/01	00	01.09.2018
Law Section				
1.	Process for Seeking Legal Opinion	UPHDB/PM/LEG/01	00	01.09.2018
2.	Process for Empanelling Advocates	UPHDB/PM/LEG/02	00	01.09.2018
3.	Process for monitoring the bills of Advocate	UPHDB/PM/LEG/03	00	01.09.2018
4.	Process for handling court cases and filling of counter Affidavit	UPHDB/PM/LEG/04	00	01.09.2018
5.	Process for Compliance of interim or stay order of the Court	UPHDB/PM/LEG/05	00	01.09.2018
6.	Process for Compliance of Final decision of the Court	UPHDB/PM/LEG/06	00	01.09.2018

IS 15700:2018  सेवोत्तम प्रमाणित	Service Quality Management Manual as per IS 15700:2018	Doc. No: Annexure - II	Prepared By TA <i>Sanjiv Koli</i>
		Issue No.: 02 Rev. No.: 01	Reviewed By AMR <i>AMR</i>
Clause 4.2	List of Process	Dt.: 01.05.2021	Approved By HC <i>HC</i>
		Page: 4 of 4	Issued by MR <i>MR</i>

S. No.	Name of Process	Document No.	Revision No.	Effective Date
Vigilance Section				
1.	Process for Annual Confidential Report	UPHDB/PM/VIG/01	00	01.02.2021
2.	Process for Handling of Preliminary Enquires	UPHDB/PM/VIG/02	00	01.02.2021
3.	Process for Handling of Disciplinary Proceedings	UPHDB/PM/VIG/03	00	01.02.2021

IS 15700:2018  सेवोत्तम प्रमाणित Clause 4.2	Service Quality Management Manual as per IS 15700:2018	Doc. No: Annexure - III	Prepared By	TA <i>[Signature]</i>
		Issue No.:02 Rev. No.:01	Reviewed By	AMR <i>[Signature]</i>
	List of Procedures	Dt.: 01.05.2021	Approved By	HC <i>[Signature]</i>
		Page: 1 of 1	Issued by	MR <i>[Signature]</i>

S. No	Name of Procedures	Document No.	Revision No.	Effective Date
1.	Control of Document (Responsibility-MR & Section Head)	UPHDB/QP/01	00	01.08.2020
2.	Control of Record (Responsibility-MR & Section Head)	UPHDB/QP/02	00	01.08.2020
3.	Internal Quality Audit (Responsibility-MR)	UPHDB/QP/03	00	01.08.2020
4.	Control of Non-Conforming Process (Responsibility-MR & Section Head)	UPHDB/QP/04	00	01.08.2020
5.	Corrective Actions (Responsibility-MR & Section Head)	UPHDB/QP/05	00	01.08.2020
6.	Preventive Actions (Responsibility-MR & Section Head)	UPHDB/QP/06	00	01.08.2020
7.	Management Review Meeting (Responsibility-MR & Section Head)	UPHDB/QP/07	00	01.08.2020
8.	Training (Responsibility-Section Head & Director- CET)	UPHDB/QP/08	00	01.08.2020
9.	Customer Feedback & Complaint Handling (Responsibility-MR & Section Head)	UPHDB/QP/09	00	01.08.2020
10.	Maintenance (Responsibility-Maintenance Head)	UPHDB/QP/10	00	01.08.2020

IS 15700:2018  सेवोत्तम प्रमाणित	Service Quality Management Manual as per IS 15700:2018	Doc. No: Annexure - IV	Prepared By	TA <i>Santoshi</i>
		Issue No.:02 Rev. No.:01	Reviewed By	AMR <i>Prakash</i>
Clause 4.2	Roles & Responsibilities For Key Persons	Dt.: 01.05.2021	Approved By	HC <i>My</i>
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Housing Commissioner

- ◆ Executive Head of UPHDB.
- ◆ To establish and approve the Quality Policy.
- ◆ To establish and approve Quality Objectives & Complaint Handling Objectives.
- ◆ To approve the Quality Manual and Process Manual.
- ◆ To approve the resources.
- ◆ To chair the Management Review Meeting.
- ◆ To approve the UPHDB Projects.
- ◆ To identify, and approve training plan.
- ◆ To identify and approve continual improvement projects.
- ◆ To determine, approve Corrective Action and Preventive Action.
- ◆ To manage, discuss & finalize MOU's.
- ◆ To accord approval for Tendering for other department works.
- ◆ To Transfer Staff within the jurisdiction of UPHDB.

Additional Housing Commissioner and Secretary/M.R.


- ◆ To ensure that processes needed for the SQMS are established, implemented and maintained.
- ◆ To report to Top Management on the performance of the SQMS and any need for improvement.
- ◆ To ensure the promotion of awareness of quality requirements throughout the Organization.
- ◆ To make liaison with the Certification Body and other external agencies on matters related with SQMS.
- ◆ To take appropriate CA & PA on the identified Non -Conformities.

Additional/ Joint Housing Commissioner

- ◆ To ensure the timely fixing of allotment/auction date & advertisement.
- ◆ To ensure proper staffing in Estate Management Department.
- ◆ To ensure timely approval of all indemnity bond refund cases.
- ◆ To ensure timely approval of tour programs & T.A. Bills of Estate Managers/ Assistants/Deputy Housing Commissioners.
- ◆ To ensure timely decisions on all references from Estate Management Offices.
- ◆ To ensure timely sanction of all auction bids.
- ◆ To ensure timely decision on all property change application.

Chief Engineer

- ◆ To exercise Duties & Responsibility as defined in UPRNN Working Manual.
- ◆ To negotiate, approve and execute MOU's.
- ◆ To approve DPR/Bids as per financial powers.
- ◆ To attend meeting regarding Project Monitoring.
- ◆ To communicate the importance of meeting all statutory and regulatory requirements.
- ◆ Inspection of sites at periodic intervals.
- ◆ Other responsibilities assigned by HC.

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Clause 4.2	Roles & Responsibilities For Key Persons	Dt.: 01.05.2021	Approved By	HC <i>HC</i>
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S.E (Project)

- ◆ To attend meeting regarding Project Monitoring.
- ◆ To determine and implement Corrective Action and Preventive Action.
- ◆ To identification of training needs for employees.
- ◆ To discharge the duties and responsibilities as defined in UPRNN Working Manual.
- ◆ Other responsibilities assign by H.C. /C.E.

S.S.O. (Senior Staff Officer to CE)






- ◆ To prepare MPR & Monitoring of Construction Activities in UPHDB.
- ◆ To put up note of Justification for Tenders/Bids received from field for approval.
- ◆ To attend meeting regarding Project Monitoring.
- ◆ To determine and implement CA & PA.
- ◆ To identify and arrange the I.T. resources requirement.
- ◆ To interact with customer on matter relating to Project.
- ◆ To discharge the duties and responsibilities as defined in UPRNN Working Manual.
- ◆ Other responsibilities assign by H.C. /C.E.

Executive Engineer

- ◆ To manage, execute, inspect & monitor of the Project and works.
- ◆ To discharge duties and responsibilities as defined in UPRNN Working Manual.
- ◆ To approve DPR/Tender/Bid as per financial power.
- ◆ To place the SO/WO as per approval of PCR.
- ◆ To identify & approve the manpower, T&P, equipment & other materials required for the Project.
- ◆ To allocate the works to A.E. and J.E.
- ◆ To implement and maintain process.
- ◆ To evaluate the performance of the Supplier /Contractor /Sub-Contractor/PRW.
- ◆ To identify and implement statutory and regulatory requirement.
- ◆ To identify and implement necessary safety method in execution of Project.
- ◆ To control inventory.
- ◆ To ensure disposal of unserviceable material, T&P, equipment.
- ◆ To place Staff as per requirement of Projects within Unit.
- ◆ Any other duties and responsibilities as assign by Senior Officers.

Assistant Engineer

- ◆ To discharge the duties as defined in the UPRNN working Manual.
- ◆ To assist the E.E. in executing the Project.
- ◆ To execute, inspect, monitor & manage the Project.
- ◆ To communicate the importance of meeting customer, statutory and regulatory requirements
- ◆ To check DPR, PRW, Supply Order
- ◆ To carryout the inspection of purchased material.
- ◆ To carryout assessment of work and his quality and passing the bill for payment.
- ◆ To prepare bid document, agreement, supply order.

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- ◆ To Identify and rectify the defect/changes in works noticed during the inspection of superiors or client.
- ◆ To exercise all power & responsibilities of Assistant Engineer as prescribed in U.P.Avas Evam Vikas Parishad.
- ◆ To maintain contract limit store and preparing Balance Sheet of store yearly.
- ◆ To Assist and supervise customer property.
- ◆ To determine and implement CA & PA.
- ◆ To ensure periodical calibration of equipment.
- ◆ Any other duties and responsibilities as assigned by the Senior Officers.

Junior Engineer

- ◆ To discharge the duties as defined in the UPRNN Working Manual.
- ◆ Preparing of DPR, Survey Plans, Supply Order, PRW.
- ◆ Supervision of works and taking measurement of satisfactory work as per specification and preparation of bills.
- ◆ Put up the bill to AE timely for payment.
- ◆ To exercise all power & responsibilities of Junior Engineer Prevailing in U.P.A.V.P.
- ◆ To maintain Unit Store and MAS Account.
- ◆ To act as custodian of materials & works under his control.
- ◆ To communicate the importance of meeting customer, statutory and regulatory requirements.
- ◆ To maintain customer property.
- ◆ Any other duties and responsibilities as assigned by P.M/ Senior Officers.

Chief Architect Planner

- ◆ To assess Housing Shortage and apprise the Housing Commissioner.
- ◆ To Frame Planning and Design Norms.
- ◆ To approve Schemes not involving Land use Change.
- ◆ To inspect and monitor schemes and projects of UPHDB.
- ◆ To approve Building Working Drawings and Numbering and Control Plans.
- ◆ To work out characteristics of environment to be provided in schemes of UPHDB.
- ◆ To decide specifications.
- ◆ To frame Building Bye Laws and other norms as directed by the Board.
- ◆ To identify & approve the manpower, T&P, equipment & other materials required for the planning and design Project/Scheme.
- ◆ To allocate the works to SAP/ A.P.
- ◆ To implement and maintain process.
- ◆ To identification of training needs for employees.
- ◆ To identify and implement statutory and regulatory requirement.
- ◆ To ensure disposal of unserviceable material, T&P, equipment & Control Inventory.
- ◆ To place Staff as per requirement of Projects/ Scheme within Architecture and Planning Department.
- ◆ Other responsibilities assigned by the Housing Commissioner.

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		Issue No.:02 Rev. No.:01	Reviewed By	AMR <i>AMR</i>
Clause 4.2	Roles & Responsibilities For Key Persons	Dt.: 01.05.2021	Approved By	HC <i>HC</i>
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Senior Architect Planner

- ◆ To coordinate Works of APD Units.
- ◆ To Monitor Planning and design processes.
- ◆ To look after the Establishment of APD.
- ◆ To ensure disposal of unserviceable material, T&P, equipment.
- ◆ Other responsibilities assign by H.C. /C.A.P.

Architect Planner


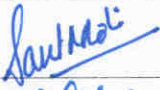



- ◆ Preparation of TLP, LOP and Numbering/Development Control plans of schemes.
- ◆ To coordinate Architectural and Planning works at Circle Level.
- ◆ Preparation of building designs and working drawings.
- ◆ To allocate works to AAP and Arch. Assistants.
- ◆ To approve proposed residential construction maps which are on plot area of more than 200 Sqm.
- ◆ To approve proposed non-residential construction map on any size of the plot.
- ◆ To prepare compounding report and present it to the compounding committee .
- ◆ To implement and maintain process.
- ◆ To head APD Unit.
- ◆ To ensure disposal of unserviceable material, T&P, equipment.
- ◆ To look after the establishment of the Unit.
- ◆ Other responsibilities assign by the Senior Officers.

Assistant Architect Planner

- ◆ General supervision of drawing studio
- ◆ To supervise drafting of TLP, LOP, Numbering & Development Control Plans and Building Drawings
- ◆ To prepare analysis and notes for approval of maps
- ◆ To prepare analysis and notes for compounding
- ◆ To look after the establishment of the drawing studio
- ◆ Other responsibilities assign by the Senior Officers.

Director, GCC Cell

- ◆ To plan for provision of the resources.
- ◆ To communicate the importance of meeting customer, statutory and regulatory requirements.
- ◆ To investigate and analyze customer complaints.
- ◆ To approve the GCC Projects.
- ◆ To identify and approve continual improvement projects.
- ◆ To determine & approve corrective action and preventive action.
- ◆ To manage, discuss & finalize MOU's.
- ◆ To accord approval for tendering for other department.
- ◆ To identification of training needs for employees.
- ◆ Other responsibility as assigned by Housing Commissioner from time to time and as described in GCC Working Manual.

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Additional Management Representative






- ◆ To ensure that processes needed for the SQMS are established, implemented and maintained.
- ◆ To report to Top Management on the performance of the SQMS & any need for improvement.
- ◆ To ensure the promotion of awareness of SQMS throughout the Organization.
- ◆ To make liaison with the Certification Body and other external agencies on matters related with SQMS.
- ◆ To take appropriate CA & PA on the identified Non -Conformities.
- ◆ To communicate the importance of meeting all statutory and regulatory requirements.
- ◆ To determine and implement Corrective Action and Preventive Action.
- ◆ To determine and implement CA & PA.
- ◆ Other responsibilities assigned by the M.R./H.C.

Deputy Housing Commissioner/ Assistant Housing Commissioner/Estate Manager

- ◆ To ensure Registration for upcoming projects.
- ◆ To ensure timely issue of registration certificate.
- ◆ To identification of training needs for employees.
- ◆ To ensure timely authorization of refunds.
- ◆ Signing of refund checks where entrusted.
- ◆ Convener for allotment/auction of properties through allotment/ Auction Committee.
- ◆ To ensure proper Bank facility to customers.
- ◆ To insure timely issue of allotment letter/ Sale Deed/ Possession Letter.
- ◆ To ensure follow-up of all legal cases on behalf of the Board regarding registration, allotments etc.
- ◆ To ensure timely recovery of the cost of property sold.
- ◆ To ensure timely redress of grievances of allottees/registered persons.
- ◆ To ensure timely disposal of mutation and other application of allottees.
- ◆ To ensure timely remittance of money collected through Banks.
- ◆ Issue of Non-Encumbrance Certificates.
- ◆ Issue of mutation certificate.
- ◆ Issue of Tripartite Agreement.
- ◆ Overall responsibility for excellent performance of all activities of Estate Management Offices.

Reception Officer

- ◆ To receive applications for grievance redress at IFCs (Information & Facilitation Counters).
- ◆ Send these applications to concerned officers.
- ◆ Monitor progress of the redress of the grievances/applications received.
- ◆ Convey the decisions to the applicants.
- ◆ Attend, help, facilitate & provide information to the Visitors/Costumers.
- ◆ Head Mahila Help desk.
- ◆ Monitor customer feedback & submit report to JHC (Publicity).
- ◆ Other job entrusted by the Senior Officers.

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Assistant Accounts Officer

- ◆ Monitoring all refund applications
- ◆ Signing of cheques related to refund
- ◆ Issue of Registration Certificates where entrusted
- ◆ Other jobs entrusted by the Senior Officers.

Junior Accounts Officer

- ◆ Checking and supervision of the job done by J.A./ S.A./ Accountants.
- ◆ Getting Bank Statements.
- ◆ Distribution of deposit slips to J.A./ S.A./ Accountants.
- ◆ Remittance of amounts deposited in Banks to their Lucknow Branches.
- ◆ Preparation and sending of MPR's and other periodical reports.
- ◆ Preparing details of 2% additional Stamp Duty from District Registrar.
- ◆ Other jobs entrusted by the Senior Officers.

Accountant

- ◆ Maintenance of Ledgers of allottees.
- ◆ Maintenance of files of allottees.
- ◆ Processing of applications of allottees for lottery draw/ Auction.
- ◆ Processing of Allotment Letters and Sale Deeds.
- ◆ Processing of Possession Letters.
- ◆ Issue of notice/ Recovery certificates for recovery of arrears from allottees.
- ◆ Pursuance of Public Premises Act cases & other cases against allottees.
- ◆ All other matters related to allottees.

O.I.(Lab)


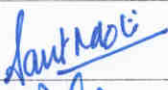



- ◆ To execute, inspect, monitor & manage the Quality Control Lab.
- ◆ To ensure periodical calibration of equipment.
- ◆ Any other duties and responsibilities as assigned by Dy. Director/Director

Senior Technical Assistant

- ◆ To ensure the testing of building material collected from site by CE/ Director / SCs/ EEs/DDs.
- ◆ To identify and inform statutory and regulatory requirement.
- ◆ Submitting results to CE/ Director / SCs/ EEs/ DDs
- ◆ To determine and implement CA & PA.
- ◆ Any other duties and responsibilities as assigned by Dy. Director/Director.

Technical Assistant

- ◆ To ensure the testing of building material collected from site by CE/ Director / SCs/ EEs/DDs.
- ◆ Submitting results to CE/ Director / SCs/ EEs/ DDs.
- ◆ Any other duties and responsibilities as assigned by Dy. Director/Director.

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Chief Administrative Officer


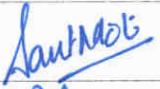



- ◆ Supervisory responsibility for work related to office / section.
- ◆ The right to purchase goods worth up to Rs. 25,000.00 is given.
- ◆ Responsibility for compiling the proposals submitted for the convening of the board meeting and executing the proceedings related to the decision taken by the board.
- ◆ Authorized for the disposal of all works to be executed by the coordination section.
- ◆ Authorized to take action on issuance of orders after approval from competent level and to pass payment order.

Senior Administrative Officer

- ◆ Supervisory responsibility for work related to office / section
- ◆ Functions of Presence Control.
- ◆ Work division among subordinate employees.
- ◆ Correspondence related to daily normal tasks after obtaining approval from the competent officer.
- ◆ Sanction of increments to Group-C and D personnel working in the office.
- ◆ Permission for buying vehicle to Group-C and D personnel working in the office.
- ◆ Permission for higher education to Group-C and D personnel working in the office.
- ◆ Forwarding of applications for employment to Group-C and D personnel working in the office.
- ◆ Entry of service books and dispatch of service books to Group C and D personnel working in the office.
- ◆ Work related to sending / reporting / sending and receiving reminders on general letters.

Administrative Officer

- ◆ Submission of letters to the higher authorities after examining the received letters and other work assigned from time to time.
- ◆ Work of attendance control at the division level.
- ◆ Work distribution among subordinate employees at office level.
- ◆ Correspondence related to daily normal tasks after obtaining approval from competent officer at division level.
- ◆ Approval of salary increments to Group-C and D personnel working in the office at the division level.
- ◆ Entry of service books and recommending service books to Group C and D personnel working in the office.


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Senior Assistant

- ◆ Maintenance of service records of staff.
- ◆ Maintenance of registration papers.
- ◆ Preparation for pay bills of staff.
- ◆ Maintenance of Cash Book.
- ◆ Payment of Bills.
- ◆ Preparation of trial Balance.
- ◆ Issue of Cheques to refund application.

Junior Assistant:-

- ◆ Sending applications to respective officials as marked.
- ◆ Diary of applications.
- ◆ Dispatching of Orders and letters.
- ◆ Sending letters by post.
- ◆ Typing related tasks.

IS 15700:2018  सेवोत्तम प्रमाणित Ref. Clause 7	Title: CITIZEN CHARTER & GRIEVANCE REDRESS MECHANISM	Doc. No: UPHDB/CC-GRM	Prepared By TA <i>Jainrao</i>
		Issue No.: 02 Rev. No.: 00	Reviewed By AMR <i>Rehman</i>
		Eff. Date: 01.01.2021	Approved By HC <i>Ag</i>
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नागरिक अधिकार पत्र CITIZEN CHARTER




उ०प्र० आवास एवं विकास परिषद U.P. HOUSING AND DEVELOPMENT BOARD

Housing Commissioner
U.P. Housing & Development Board
104-M. G. Road, Lucknow.

आवास आयुक्त
 उ०प्र० आवास एवं विकास परिषद,
 104-महात्मा गांधी मार्ग, लखनऊ।

website: <http://www.upavp.com>

01-जनवरी-2021 से लागू
Next review of the Charter- 01 Jan 2023


IS 15700:2018  सेवोत्तम प्रमाणित Ref. Clause 7	Title: CITIZEN CHARTER & GRIEVANCE REDRESS MECHANISM	Doc. No: UPHDB/CC-GRM	Prepared By TA <i>Lawrao</i>
		Issue No.: 02 Rev. No.: 00	Reviewed By AMR <i>[Signature]</i>
		Eff. Date: 01.01.2021	Approved By HC <i>[Signature]</i>
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Vision Statement

UPAVP shall strive its best to ensure affordable housing in environmentally invigorating habitats with inclusive facilities especially for the economically weaker section, low and middle income groups and competitive price options for the other sections of the society.

Mission Statement

- To plan and develop state of art townships at affordable price to all sections of the society.
- To develop such townships with inclusive facilities which include modern amenities, community services, hospitals, educational institutes, neighborhood parks and playgrounds.
- To plan and develop centers of excellence at strategic locations across the state.
- To ensure utmost quality in all works including the works assigned as deposit works by other organisations.
- To sustain the land bank each year equal to the land developed in the previous year.
- To encompass newer technologies in construction works with price affordability.
- To facilitate public private partnership (PPP) to cater to the housing needs of the society in time.
- To ensure prudent financial results with appropriate accounting principles.
- To maintain and sustain a user friendly dedicated website with online facilities for the intended services.
- To maintain an effective public grievance redressal mechanism and set standards by adhering to timeframe and schedules.
- To impart quality training, capacity building and skill up-gradation for the employees of the organisation.
- To promote innovative ideas and pioneering initiatives in the functioning of the system.
- To improve working conditions favorable for the employees and clientele as well. To be successful as a total quality organisation.

IS 15700:2018  सेवोत्तम प्रमाणित Ref. Clause 7	Title: CITIZEN CHARTER & GRIEVANCE REDRESS MECHANISM	Doc. No: UPHDB/CC-GRM	Prepared By	TA <i>hantmoli</i>
		Issue No.: 02 Rev. No.: 00	Reviewed By	AMR <i>AMR</i>
		Eff. Date: 01.01.2021	Approved By	HC <i>HC</i>
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हमारी प्रतिबद्धताएं

OUR COMMITMENTS


उ०प्र० आवास एवं विकास परिषद अपने उपभोक्ता, आवंटी/क्रेता को निम्नलिखित आश्वासन देता है –

U.P. HOUSING AND DEVELOPMENT BOARD, OWE FOLLOWING SERVICES TO OUR CONSUMERS, ALLOTEE/ BUYERS -

- ◆ सत्य निष्ठा एवं ईमानदारी के साथ निष्पक्ष त्वरित एवं सौजन्यपूर्ण सेवाएं,
Unbiased, quick and cordial service with full integrity and honesty,
- ◆ उचित मूल्य पर उच्च कोटि का विकास एवं निर्माण कार्य,
High quality of construction and development works at appropriate cost,
- ◆ सभी लेन-देन में पारदर्शिता एवं समयबद्धता,
Punctuality and transparency in all transactions,
- ◆ सभी सेवाओं/शिकायती-पत्रों का समयबद्ध समाधान,
Time-bound delivery of all services and redressal of complaints,
- ◆ विभिन्न संचालित कार्यों के सम्बन्ध में सूचना सामग्री सूचना एवं सुविधा पटल पर उपलब्ध कराना,
To make available all information at I.F.C, regarding various on-going programme,
- ◆ "उ०प्र० जनहित गारण्टी अधिनियम-2011" से अच्छादित सेवाओं हेतु अपील की प्रक्रिया अधिनियम के अनुसार किया जाना।
Disposal of appeal for services under "U.P. Janhit Guarantee Adhinium-2011" as per the Act.


विभिन्न कार्यों के समयबद्ध निष्पादन तथा लोक शिकायतों के समाधान हेतु
समय-सीमा एवं उत्तरदायित्व निर्धारण

Determining/Fixation of Time-Schedule and responsibilities for time-bound disposal of various tasks and redress of public grievances.

IS 15700:2018  सेवोत्तम प्रमाणित Ref. Clause 7	Title: CITIZEN CHARTER & GRIEVANCE REDRESS MECHANISM	Doc. No: UPHDB/CC-GRM	Prepared By	TA. <i>Janak Mohi</i>
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नागरिक अधिकार पत्र की अपेक्षाएं Expectations of Citizen Charter


- ◆ भूखण्ड/भवन आवंटन विषयक
Plot/house/property Allotment
- ◆ विकास कार्यों एवं जन-सेवाओं के अनुरक्षण विषयक
Development Works and Maintenance of Public Services
- ◆ भू-अर्जन विषयक
Land Acquisition
- ◆ मानचित्र स्वीकृति विषयक
Building Plan Approval
- ◆ उपभोक्ता के दायित्व
Obligations of Consumers
- ◆ शिकायत दर्ज कराने हेतु प्रपत्र
Form for registration of Complaints
- ◆ लोक शिकायत समाधान
Grievance Redress Mechanism

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भूखण्ड/भवन आवंटन विषयक (सम्पत्ति अनुभाग)
Allotment of Plot/Houses (Property Section)

क्र० सं० S. No.	प्रयोजन/जिज्ञासाएं Purpose/Enquiries	निस्तारण समय सीमा Time Schedule	उत्तरदायी अधिकारी Officer Responsible
1.	सम्पत्तियों के नामान्तरण पर निर्णय* Decision of mutation of properties	60 दिन 60	स० प्रबन्धक E. Manager
2.	सम्पत्तियों के निबन्धन पर निर्णय* Decision of registration of properties	15 दिन 15 Days	स० प्रबन्धक E. Manager
3.	भूखण्ड/भवन को फ्री-होल्ड किये जाने पर निर्णय*(नजूल भूमि को छोड़कर) Decision of rendering plot/house into free hold (Exclude Najool Land)	15 दिन 15 Days	स० प्रबन्धक E. Manager
4.	लाटरी के उपरांत असफल आवेदकों की पंजीकरण हेतु जमा धनराशि की वापसी पर निर्णय* Refund of registration amount to unsuccessful applicants after the lottery/decision on the refund deposit of Allottee	10 दिन 10 Days	स० प्रबन्धक E. Manager
5.	आदेशों की नकल प्राप्त करने पर निर्णय * Decision on getting duplicate copy of orders	7 दिन 7 Days	स० प्रबन्धक E. Manager
6.	निरस्तीकरण के पश्चात आवेदन करने पर भूखण्ड/भवन आवंटन को पुनर्वहाल पर निर्णय To obtain Reinstatement of plot/house allotment on request made within 30 days of cancellation	10 दिन 10 Days	स० प्रबन्धक E. Manager
7.	ब्याज/दण्ड ब्याज आगणन के सम्बन्ध में विवरण प्राप्त करना To obtain details of interest/penal interest calculation	15 दिन 15 Days	स० प्रबन्धक E. Manager
8.	किश्तों का पुनर्निर्धारण कराना To obtain reschedule of installments	15 दिन 15 Days	स० प्रबन्धक E. Manager
9.	जमा धनराशि की विसंगति का समाधान कराना To obtain settlement of anomalies in the deposited amount	15 दिन 15 Days	स० प्रबन्धक E. Manager
10.	आवंटित भूखण्ड/भवन की किश्तों की गणना से सम्बन्धित विवरण प्राप्त करना To obtain calculation memo regarding installments of plot/house	10 दिन 10 Days	स० प्रबन्धक E. Manager
11.	पूर्ण भुगतान के लिए गणना कराना To obtain costing for complete payment	7 दिन 7 Days	स० प्रबन्धक E. Manager
12.	विक्रय-विलेख निबन्धन के उपरान्त भूखण्ड/भवन का कब्जा पत्र प्राप्त करना To obtain possession letter of plot/house after registration of sale deed	7 दिन 7 Days	स० प्रबन्धक E. Manager

(*) क्रम सं०- 1,2,3,4 एवं 5 पर दर्शायी गयी सेवाएं "उ० प्र० जनहित गारण्टी अधिनियम- 2011" से आच्छादित हैं।






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विकास कार्यों एवं जन सेवाओं के अनुरक्षण विषयक (अभियन्त्रण अनुभाग)
Development / Maintenance work and other Public services
(Engineering Section)

क्र० सं० S. No.	प्रयोजन/जिज्ञासाएं Purpose/Enquiries	निस्तारण समय सीमा Time Schedule	उत्तरदायी अधिकारी Officer Responsible
1.	छोटे विकास एवं निर्माण कार्यों (अधूरे) को पूर्ण कराना Completion of small development / construction (incomplete) works	30 दिन 30 Days	अधि० अभि० E.E.
2.	परिषद की कालोनियों में नाली, पार्क व सड़क, आदि की मरम्मत कराना Repair of drains, parks and roads etc. in the Parishad colonies	30 दिन 30 Days	अधि० अभि० E.E.
3.	पूर्णता प्रमाण-पत्र का निर्गमन (परिषद प्रोजेक्ट) Issue of Completion Certificate(Parishad Project)	7 दिन 7 Days	अधि०अभि० E.E.
4.	भूखण्ड का भौतिक कब्जा प्राप्त करना To obtain physical possession of plot	7 दिन 7 Days	अधि० अभि० E.E.
5.	भवन का भौतिक कब्जा प्राप्त करना To obtain physical possession of building	7 दिन 7 Days	अधि० अभि० E.E.
6.	भूखण्ड/भवन की कास्टिंग कराना To obtain costing of plot/house	5 दिन 5 Days	अधि०अभि० S.E.
7.	परिषद की कालोनी में समुचित जलापूर्ति बहाल कराना Restoration of water supply in the Parishad colonies	1 दिन 1 Days	अधि० अभि० E.E.
8.	परिषद की कालोनी में स्ट्रीट लाईट की मरम्मत कराना Repair of street-light in the Parishad colonies	7 दिन 7 Days	अधि० अभि० E.E.(Ele.)

भूमि अर्जन विषयक (भूमि अर्जन अनुभाग)
Land Acquisition(Land Acquisition Section)






क्र० सं० S. No.	प्रयोजन/जिज्ञासाएं Purpose/Enquiries	निस्तारण समय सीमा Time Schedule	उत्तरदायी अधिकारी Officer Responsible
1.	दिये गये खसरा नं० के अर्जन की स्थिति ज्ञात कराना Acquisition status of given Khasra No.	10 दिन 10 Days	सं०आ०आ० (भू०अर्जन) JHC(L.A.)
2.	परिषद योजना में भूमि के समायोजन से सम्बन्धित 500 वर्ग मी० तक के भूखण्ड के वर्तमान दर पर आवंटन पर निर्णय Decision on application regarding adjustment of land in the Parishad scheme for Allotment of 500 sq.m. plot on current rate.	90 दिन 90 Days	सं०आ०आ० (भू०अर्जन) JHC(L.A.)

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मानचित्र स्वीकृति विषयक (वास्तुकला अनुभाग)
Approval of plans (Architecture Section)

क्र० सं० S. No.	प्रयोजन/जिज्ञासाएं Purpose/Enquiries	निस्तारण समय सीमा Time Schedule	उत्तरदायी अधिकारी Officer Responsible
1.	भवनों के शमन पर निर्णय Decision on compounding of houses	60 दिन 60 Days	मु०वा० नियोजक S.E.
2.	पूर्णता प्रमाण-पत्र का निर्गमन (परिषद से बाहर के प्रोजेक्ट) Issue of Completion Certificate (Other than Parishad project)	7 दिन 7 Days	वास्तुविद् नियोजक A.P.
3.	ले-आउट प्लान की स्वीकृति पर निर्णय Decision on approval of Layout plan	45 दिन 45 Days	वास्तुविद् नियोजक A.P.
4.	स्वीकृत मानचित्र की नकल प्राप्त करना To obtain copy of approved Plan	10 दिन 10 Days	वास्तुविद् नियोजक A.P.
5.	ग्रुप हाउसिंग/कार्यालय/व्यवसायिक तथा अन्य के निर्माण अनुज्ञा हेतु प्रस्तुत मानचित्र की स्वीकृति पर निर्णय* Decision on acceptance of submitted map for building permission for group housing/Office/commercial & other property.	30 दिन 30 Days	वास्तुविद् नियोजक A.P.
6.	एकल आवासीय भवन मानचित्र की स्वीकृति पर निर्णय* Decision on approval of map for single housing residential building	30 दिन 30 Days	वास्तुविद् नियोजक A.P.


(*) कम सं०- 5 एवं 6 पर दर्शायी गयी सेवाएं "उ० प्र० जनहित गारण्टी अधिनियम- 2011" से आच्छादित हैं।

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उपभोक्ता के दायित्व

RESPONSIBILITIES OF ALLOTTEE/APPLICANT

- ऐसे भूखण्ड/भवन कय न करें जिनका स्वामित्व स्पष्ट न हो,
Do not purchase plots or buildings with disputed ownership title
- केवल ऐसी योजना में भूखण्ड/भवन कय करें जिसका ले-आउट प्लान सक्षम प्राधिकारी द्वारा स्वीकृत हो,
Plot or building should be purchased only in such scheme where lay-out plan has been sanctioned by the Competent Authority
- अविकसित भूमि अथवा अनधिकृत रूप से निर्मित कालोनी में भूखण्ड/भवन का कय न करें,
Do not purchase plot or building falling within undeveloped land or unauthorised colony
- अवैध रूप से निर्मित भवन कय न करें,
Do not purchase house or building whose construction is illegal.
- मानचित्र स्वीकृति सम्बन्धी समस्त औपचारिकताओं का अनुपालन करें तथा देय सभी शुल्कों का ससमय भुगतान करें।
Comply with formalities relating to plan approval and pay all prescribed fees/charges on time.
- भवन का निर्माण मानचित्र स्वीकृति के उपरान्त करें और निर्माण स्वीकृत मानचित्र के अनुसार ही करें,
Construct your house after approval of the building plan and in accordance with the approved plan.
- मानचित्र स्वीकृति की वैधता अवधि के अन्दर ही निर्माण कार्य पूर्ण करें,
Complete construction of the building within validity of the building permit.
- भूमि/भूखण्ड का उपयोग महायोजना में निर्धारित उपयोग के अनुसार ही करें,
Use your land or building as per land-use prescribed in the Master Plan.
- सार्वजनिक भूमि, सड़क, नाली, पार्क, आदि पर अतिक्रमण न करें,
Do not encroach upon road, drain, park, public land, etc.
- अपने भूखण्ड/भवन के सामने सड़क/फुटपाथ पर मिट्टी डालकर नाली अवरुद्ध न करें,
Do not choke/plug the drain abutting your plot or building by covering it with earth or any other material.
- घरों का कूड़ा निर्धारित स्थान पर ही डालें,
Dump solid waste at the proper place.
- किसी अन्य भूमि पर अवैध रूप से कब्जा न करें,
Do not encroach upon others land or property.


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- निजी भूमि/भूखण्ड पर अवैध निर्माण न करें,
Do not carry out illegal construction on your land or plot.
- निर्माण कार्य सीलबन्द होने की स्थिति में आगे निर्माण न करें
Do not continue construction in case it is sealed.
- आवास एवं विकास परिषद द्वारा आवंटित भूखण्ड/भवन की किश्तों का भुगतान समयबद्ध करें।
Pay all installments by due date relating to plot or building allotted by U.P. Housing And Development Board.
- जन-सुविधाओं हेतु देय अनुरक्षण शुल्कों का नियमित एवं समयबद्ध भुगतान करें,
Pay all charges by due date related to maintenance of civic amenities.
- जनसुविधाओं के अनुरक्षण एवं रख-रखाव में पूर्ण सहयोग प्रदान करें,
Extend full cooperation in the maintenance of civic amenities.
- पानी की सप्लाई लाइन पर सीधे मोटर पम्प न लगाएं,
Do not install motor pump on water supply main.
- बिचौलियों/दलालों के माध्यम से भूखण्ड/भवन क़य न करें, न ही कोई कार्य करवाएं,
Do not purchase plot/building or get any other work done through the mediators/dalals.
- परिषद के फ़ील्ड स्टाफ़ को उनके दायित्व निर्वहन में पूर्ण सहयोग प्रदान करें।
Extend the full cooperation to the field staff of the Authority/ Housing Board in discharging their responsibilities.

उपभोक्ताओं द्वारा दर्ज कराई गई शिकायतों पर उसी दशा में त्वरित कार्यवाही सुनिश्चित की जाएगी जब उनके स्तर पर दायित्वों का उल्लंघन न पाया जाए।

IMMEDIATE ACTION ON COMPLAINTS REGISTERED BY THE APPLICANTS TO BE ENSURED ONLY IF NO DEFAULT IS FOUND ON THE PART OF THE CITIZEN.


यदि उपभोक्ता को नागरिक अधिकार पत्र में दी गयी समय सीमा में कार्य का निस्तारण जन शिकायत अधिकारी के स्तर से नहीं होता तो अपील हेतु नीचे दिये गये प्रपत्र को भरकर परिषद के प्रशासनिक भवन स्थित सूचना एवं सुविधा पटल, उ०प्र० आवास एवं विकास परिषद, 104-महात्मा गाँधी मार्ग, लखनऊ पर जमा किया जा सकता है। कार्य से सम्बन्धित कार्यालय के **उत्तरदायी अधिकारी/Responsible Officer** का नाम व मोबाइल नं० परिषद के टोल फ़्री नम्बर **1800-180-5333** से प्राप्त किया जा सकता है।

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शिकायत दर्ज करने हेतु प्रपत्र

FORM FOR REGISTRATION OF COMPLAINT

1-	शिकायत कर्ता का नाम— Name of Complaint
2-	पता Address
3-	दूरभाष सं० Telephone No.
4-	शिकायत का दिनांक Date of complaint
5-	शिकायत का विषय एवं नागरिक अधिकार पत्र में क्रम Sl. No. & Subject of complaint in Citizen Charter
6-	अधिकारी/अनुभाग/कार्यालय जिसके विरुद्ध शिकायत की गयी। Officer/Office/Section against which the complaint is made.
7-	शिकायत का माध्यम Mode of Complaint	व्यक्तिगत / लिखित / डाक द्वारा Personal/Written/By Post

IS 15700:2018  सेवोत्तम प्रमाणित Ref. Clause 7	Title: CITIZEN CHARTER & GRIEVANCE REDRESS MECHANISM	Doc. No: UPHDB/CC-GRM	Prepared By TA <i>Aant Mili</i>
		Issue No.: 02 Rev. No.: 00	Reviewed By AMR <i>Rishi</i>
		Eff. Date: 01.01.2021	Approved By HC <i>Ay</i>
		Page: 11 of 12	Issued by MR <i>h</i>

लोक शिकायत समाधान Grievance Redress Mechanism

(A)- Name & contact details of Public Grievance Officer -

- All Public Information Officers are nominated as Public Grievance Officer. The name & contact detail of PGO's are mentioned in Parishad web site <http://www.upavp.com> or asked from Parishad Toll Free No.1800-180-5333.

Grievance Lodging

- Personal/Written/By Fax

Time Line for Grievance Redress

- Acknowledge and communication for additional Information if needed **03 days**
- Grievance Redress **Within 03 days**

(B)- Process for Appeal-


- If the grievance is not replied to the PGO's the following 04 level of appeal is proposed to pursued with the higher level.
- Copy of appeal is also send to Additional Management Representative, Sevottam Prakostha, 104-M.G. Marg, Lucknow.

First Level Appeal-

अपर/संयुक्त आवास आयुक्त (अनुशासनिक) उ०प्र० आवास एवं विकास परिषद 104-महात्मा गाँधी मार्ग, लखनऊ - 226001। Add./Joint Housing Comm. (Anushasnik) U.P. Housing & Development Board 104-M. G. Road, Lucknow-226001.	Grievance Redress Within 07 days
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Second Level Appeal-

अपर आवास आयुक्त एवं सचिव/एम०आर० उ०प्र० आवास एवं विकास परिषद 104-महात्मा गाँधी मार्ग, लखनऊ - 226001। Add. Housing Commissioner & Sec./M.R. U.P. Housing & Development Board 104-M. G. Road, Lucknow - 226001.	Grievance Redress Within 07 days
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IS 15700:2018  सेवोत्तम प्रमाणित Ref. Clause 7	Title: CITIZEN CHARTER & GRIEVANCE REDRESS MECHANISM	Doc. No: UPHDB/CC-GRM	Prepared By TA <i>[Signature]</i>
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		Eff. Date: 01.01.2021	Approved By HC <i>[Signature]</i>
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Third Level Appeal-

आवास आयुक्त उ०प्र० आवास एवं विकास परिषद 104-महात्मा गाँधी मार्ग, लखनऊ - 226001। फोन न०- 0522-2238593, 2237609 Housing Commissioner U.P. Housing & Development Board 104-M. G. Road, Lucknow - 226001. Phone.- 0522-2238593, 2237609	Grievance Redress Within 15 days
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Forth Level Appeal-

Ombudsman श्री भुवनेश कुमार, प्रमुख सचिव उ०प्र० शासन, लखनऊ - 226001। द्वारा- सेवोत्तम प्रकोष्ठ उ०प्र० आवास एवं विकास परिषद 104-महात्मा गाँधी मार्ग, लखनऊ - 226001। Ombudsman Sri. Bhuvnesh Kumar, Principal Secretary U.P. Government, Lucknow-226001. C/O Sevottam Prakoshtha U.P. Housing & Development Board 104-M. G. Road, Lucknow - 226001.	Grievance Redress Within 30 days
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Stakeholders/Client-

- 1- Top Management & Middle Management of UPHDB.
- 2- Representatives of Unions.
- 3- Representatives of Costumers.

★ -END- ★