

1. Aims and objectives of the organization

Estate Department deals with allotment of stalls, shops, kiosks, office spaces and commercial premises like Hotels, Restaurants. The department is managing about 3608 commercial units which cater to the daily needs of its residents. The allotment of these units is made on monthly licence basis.

2. Mission / Vision

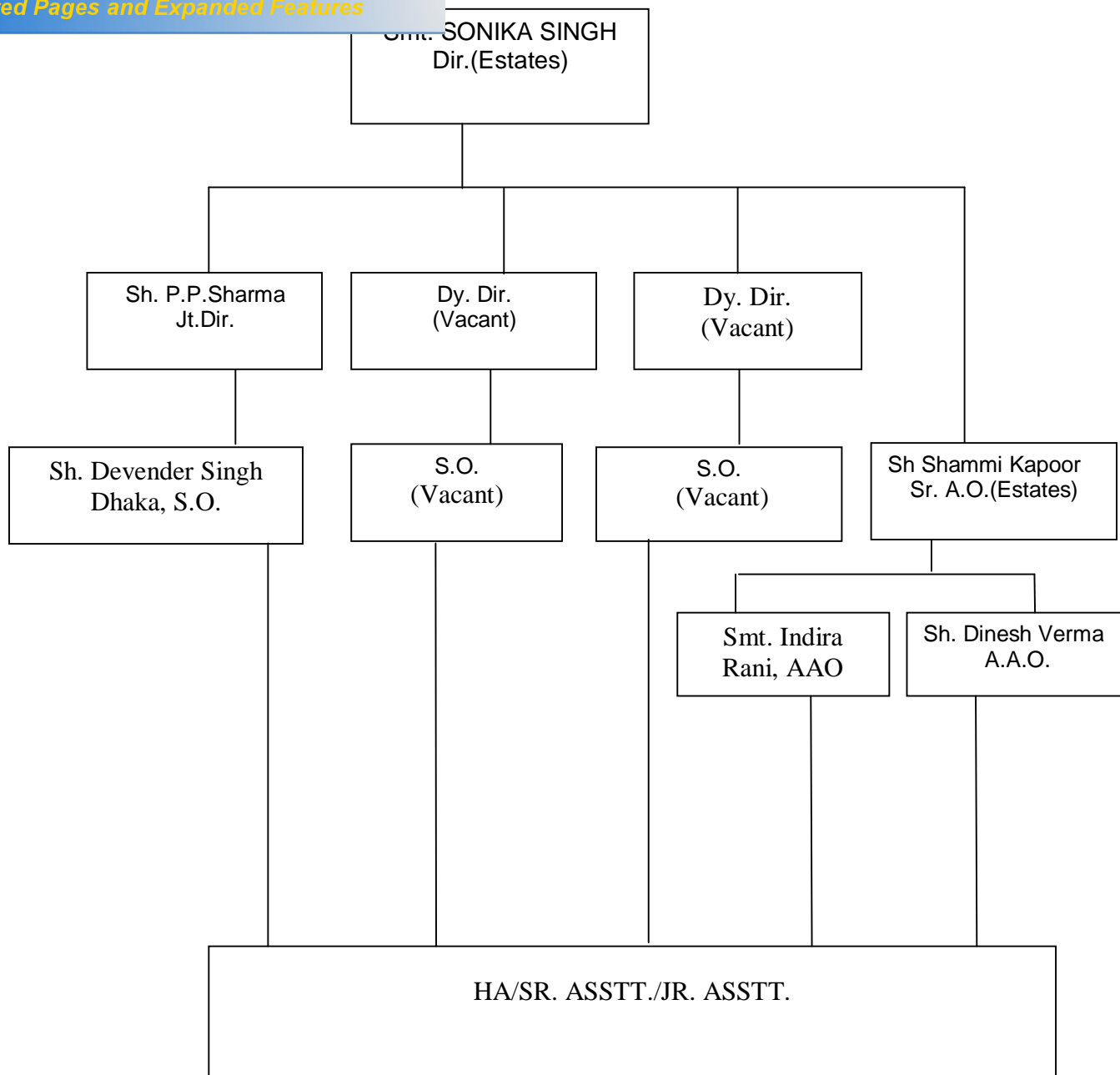
The mission of the Deptt. is to provide to citizens of the NDMC area, the facility of markets and other commercial units to meet their daily needs.

3. Brief history and background for its establishment

The Deptt. came into existence before independence with the object to provide the facility of markets to the public and after independence, it rehabilitated a large number of refugees and after that Estate Deptt. is going forward to cater the needs of Citizens.



Location of business





Chairperson With Sanction of Council	All policy matters, allotment of shops, office spaces etc. through open bids, transfer of licence on subletting basis, clubbing of shops, mutual exchange of shops, change of trade from non-licensable to licensable, cancellation of allotment, revocation of cancellation orders.
Secretary	Refund of security and all matters which need approval of the Chairperson are routed through the Secretary.
Director (Estate) As approved by Council	Renewal of licence, transfer on legal heir basis, deletion of name of any other existing partner from allotment as per policy of the Council, signing of licence deed on allotment of a unit or of the unit transferred on account of subletting/legal heir etc., addition of name of spouse, son or daughter in allotment as per policy of the Council.
<u>EXECUTION SIDE</u>	
Jt./Dy. Director (Estate)	Issue of show cause notices, letters for completion of formalities, letter for confirmation of documents submitted by outgoing partners, signing of licence deed, filing of affidavits in court cases, EO Court and to appear as witness in the court case wherever required, to have inspection carried out of the premises for ascertaining violations etc. and to supervise the work of area under his charge.
Section Officers	Supervision of work pertaining to units under their charge.
Head Assistant/Sr. Asstt/Jr. Assistant	Maintenance of units files, processing of allotment of shops through open bids and to deal with issues pertaining to units in his charge.

Accounts Officer	To supervise accounts matters and to furnish advise in financial and accounts related matters and to accept or refuse the payments.
A.A.O/J.A.O.	To deal with all accounts relating files in their charge expedite only.
Head Assistant/Sr. Asstt/Jr. Assistant	To maintain accounts of all Estate units and to provide information regarding outstanding arrears against each unit and to check revision of licence fee on account of subletting/term expiry/cancellation etc.
Jr. Assistant/ Clerical Assistant	Diary dispatch and typing work or work assigned
Personal Assistant	To provide secretarial assistance to the H.O.D with whom attached.
Stenographer/Jr. Stenographer	Dictation work, typing and general assistance to the officer with whom attached.
Data Entry Operator	Feeding data on computer
Baliff/Bill Collector	Distribution of bills, notices, dak etc.
Peon/Driver	Distribution of dak inside and outside the building

6. Duties to be performed to achieve the mission

The Administrative Wing of the Estate Deptt. deals with allotment of shops, office places etc. on open bid basis, renewals and transfer of licence, mutual exchange, clubbing etc. This wing is divided in 3 units each headed by JD/DD and assisted by SO. (vacant) Accounts wing deals with preparation and issuance of monthly licence bills, collection of licence fee and maintenance of accounts of each unit is headed by an Account Officer assisted by two A.A.Os.

7. Details of services rendered

Allotment of vacant units on licence basis. It collects licence fee from the units allotted. To deal with the cases of transfer on partnership, legal heir basis and also renewal of licence of licenced units from time to time etc. It also helps the licensees in accounts matters such as issuing monthly bills, proper maintenance of their accounts and providing them necessary information.

The citizens having any complaint relating the units of Estate Department are free to visit the office from 300 PM to 4.00 PM on all working days for redressal of their grievances.

9 & 10. Postal address and location

The Estate Department,
5th Floor,
New Delhi Municipal Council,
Palika Kendra, Parliament Street,
New Delhi-110 001

(The Palika Kendra is located at the crossing of Sansad Marg and Jai Singh Marg and opposite to the Jantar Mantar.)

11. Working hours both for office and public

Office working hours are from 9.00 AM to 5.30 PM on all working days whereas visiting hours for public in general are from 3.00 PM to 4.00PM.

12. Public interaction, if any

The licensees visit the office for their problems and grievances.

13. Grievance redress mechanism

The affected parties are free to contact JD/DD/AO at 5th floor of Palika Kendra. If their problem cannot be solved immediately, they are instructed to submit the same in writing and thereafter the cases are processed on the relevant files in accordance with the policy of the council and the decision arrived at is conveyed to them. However, they can also visit Director (Estate), Secretary and Chairperson during public hearing hours to redress their grievances.