

MANNUAL – 1

Particulars of Organization, function and duties (Section 4(1) (b) (I)

1.	Aims and objective of the Organization	Case processing of properties of 10 Markets transferred from L&DO for Mutation, Substitution, Conversion from Leasehold into Freehold, Sale Permission etc. and Recovery of Government dues i.e. Misuse Charges, Damage Charges, Conversion Charges etc. and Levy of charges for violation of building norms.
2.	Mission/Vision	To provide speedy delivery of facilities
3.	Brief History and Background for its establishment	The office of Director, Estate – II is to coordinate the disposal of cases of Substitution, Mutation, Mortgage, Sale Permission, Gift Permission, Conversion from Leasehold into Freehold and Recovery of Charges etc.
4.	Organization Charts.	As available in Manual – 17
5.	Allocation of Business	As described above.
6.	Duties to be performed to achieve the mission	Follow-up through issue of breach notice and processing the cases of Mutation, Substitution, Sale Permission, Conversion of properties from Leasehold into Freehold and also the Recovery of Charges for above work.
7.	Details of services rendered	As mention in Column No. 6
8.	Citizens interaction	Everyday 12:00 to 1:00 Noon
9.	Postal address of the main officer attached/subordinate office/field units etc.	Director, Estate – II, N.D.M.C., Room No. 7014, 7 th Floor, Palika Kendra, Parliament Street, New Delhi – 110001
10.	Map of office location	--
11.	Working hours both for office and public	9:00 AM to 5:30 PM
12.	Public interaction, if any	Everyday 12:00 to 1:00 Noon
13.	Grievance redress mechanism	The cases referred by the Department are taken up for settlement and citizen can contact the Director, Estate – II everyday.