

Manual 1
Particulars of organization, functions and duties
[Section 4(1)(b)(i)]

1. Aims and objectives of the organization

As a staff welfare, measure, NDMC has developed Municipal accommodation at different location of different living area to cater to the needs of various categories of municipal employees and to facilitate other officials serving NDMC from time to time. NDMC charges license fee from the allots as fixed under rule 45 B of Fundamental Rules. Payment of house rent allowance is also stopped to the allottees of municipal accommodation. Further, in case of newly constructed staff quarters, which are always constructed by Civil Engg. Deptt., taking into account the living area of the flats. The maintenance of NDMC staff quarters is looked after by Civil Engg. Deptt. And Electricity Deptt.

2. Mission / Vision

The mission of the Deptt. is to provide the municipal accommodation to the NDMC officer/employees so as to enable them to provide the better services in the interest of NDMC.

3. Brief history and background for its establishment

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Organization Chart – See Manual-17

4. Allocation of business

Chairperson	All policy matters, allotment / Change of Type-IV, V & VI Quarter. Out of Turn Allotment.
Secretary	Allotment/change of Type-II/III Quarters. Approval of Refund in case of excess recovery, Approval of Filing the case in the Court of E.O.
Director (MH)	Allotment / Change of Type-I Quarter
Jt. Director (MH)	Issue of show cause notices, 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/her charge.
Section Officers / Head Assistant	Supervision of work pertaining to units under their charge.
Sr. Asstt/Jr. Assistant/Clerical Asstt.	Maintenance of units files, processing the case under their charge.
Data Entry Operator	Feeding data on computer
Peon	Distribution of dak inside and outside the building

6. Duties to be performed to achieve the mission

The officials discharging their duties in Municipal Housing are bound to discharge their duties as assigned to them such as Allotment/change of Mpl. accommodation, Recovery of quarter licence fee, refund of excess amount (if any) as well as to issue No Demand Certificate to the officials of NDMC. Transfer/Regularization of the quarter is also to be taken up. Removal of unauthorized occupants from the mpl. accommodation is also a function of Municipal Housing Deptt.

7. Details of services rendered

Allotment of vacant quarters on licence fee basis as decided by Directorate of Estates, Ministry of Urban Development, Govt. of India. It collects licence fee from the employees.

8. Citizens interaction

The citizens having any complaint relating the units of Municipal Housing 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 Municipal Housing 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 allottee / applicant visit the office for their problems and grievances.

13. Grievance redress mechanism

The affected allottee / applicant are free to contact JD/SO 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 (Mpl. Housing), Secretary and Chairperson during public hearing hours to redress their grievances.