

Memo No.: DULB/ DMC-HQ/2024/ 168
Dated: 27.03.2024

To,

1. All the District Municipal Commissioners in the State of Haryana.
2. All the Commissioner of Municipal Corporations in the State of Haryana.
3. All the Executive Officers of Municipal Councils in the State of Haryana.
4. All the Secretaries of Municipal Committees in the State of Haryana.

Subject: - Regarding Self-Certification of Property Information.

On the Subject cited above.

2. As you are aware that the department is in process of getting the Property information Self-Certified. There are currently 47.74 Lakh properties available on the online Portal (<https://property.ulbharyana.gov.in>) across all municipalities of the state. Out of the total 47.74 Lakh properties, only 6.87 Lakh have been self-certified till date, this is only 14.41 % of the total properties. All the municipalities have been instructed multiple times to complete the self-certification.
3. During the last review meeting, it was discussed that the municipalities must prepare their strategies to achieve 100% of self-certification. In this regard, a detailed presentation has been prepared for guiding the municipalities to get the self-certification completed (**Annexure-A**). Following are the detailed instructions guidelines for the municipalities with respect to Self-Certification of properties:
 - i. Why are people not Self-Certifying their properties?
 - a. Lack of Trust among the property owners.
 - b. Problems in reaching out to the citizen with the benefits of Self-Certification.
 - c. No dedicated / focused strategy of the municipalities towards this initiative.
 - ii. Challenges without Self-Certification
 - a. Obstacles in payments and generation of No Dues Certificate.
 - b. Problems in identification of correct property details.
 - c. Barrier in availing the benefits of rebates.
 - iii. Benefits of Self-Certification!
 - a. The Property owner checks the property details and self-certifies the property details which takes their property out of Public View.
 - b. Record of Rights (RoR): Though Property tax information is not an ownership proof, but the department is moving towards using this data as the Record of Rights (RoR). Recording of Correct Property Details will result in achieving the RoR for Urban areas in the state.
 - c. Availing of current rebates and rebates being announced by the Government from Time-to-Time.
 - d. Updating of Mobile Numbers will allow for any Government Communication / Announcement to reach the correct person.
 - e. Since the property data is integrated with WebHalris of Revenue Department, it is important to have the correct details as the same details will reflect on the Registration Deed.
 - f. Bill Payment & No Dues Certificate generation will be easy which will result in better Revenue generation for the municipalities.
 - g. The property data so corrected post the self-certification will go a long way in building a lasting trust among the property owners.
 - iv. Current Rebates
 - a. 100% interest waiver on property tax arrears.
 - b. 15% discount on property tax arrears.
 - c. 15% discount on the property tax demand for the current year.
 - v. Things to do for getting the Self-Certification
 - a. Public outreach Strategy:

Create awareness among the property owners regarding importance of self-certification of properties through advertisement, print media, radio, hoardings, munadi etc. Encourage all property owners to self-certify their properties.

b. Rebates & Benefits:

Announcement of Rebates and creating awareness of rebates. Announcement of addition benefits / perks for RWAs, Market associations etc.

c. Organising Camps:

Announcement of Rebates and creating awareness of rebates. Announcement of addition benefits / perks for RWAs, Market associations etc.

d. Assessment Notice Distribution:

Distribution of Assessment Information Notices Door-to-Door, involve third party agencies if required. Ensure the Notices distributed are being collected back after filling of information by the property owners.

e. Involving groups / prominent personalities:

Involve Group Housing / RWAs / Market Associations / Social Charitable Organisations etc. Involve local leaders / Representatives / Ward Councilors / Social Entrepreneurs etc. Create awareness among the above would result in building a trust within the public at large.

f. Helpline / Helpdesk / Kiosks:

Ensure the Helpline created for the purpose of Property Taxation grievances is attended to all the time. Ensure the Helpdesks / Kiosks is functional at all the municipalities. Also ensure that the resources involved are trained properly and are aware about the processes and latest updates.

vi. Things to keep in mind for organising the Camps

a. Selection of Place & Date for the Camps:

The Municipalities must identify a place which is high on Population Density. The places where presence of high number of RWAs / Group Housings / Markets etc. Municipalities must keep in mind the convenience of property owners while selecting the place for organizing the camps. Organise camps on days when maximum public could attend (for ex: Weekends or holidays).

b. Overall in-charge of the Camps:

Joint Commissioners / Deputy Municipal Commissioners should be overall in charge of the camps in case of Municipal Corporations. Executive Officer should be overall in charge of the camps in case of Municipal Councils. Secretaries should be overall in charge of the camps in case of Municipal Committees.

c. Who all should be present in the Camps:

All Makers & Checkers should be present during the complete duration of the Camps. All Admins should also be present during the camps. Concerned DMCs & CMCs should also visit the camps thrice every day. The Makers / Checkers / Admins must ensure that the information is updated on the portal on the same day.

d. Publicity of the Camps:

The publicity of the Camps be conducted through Newspapers, Advertisement at prominent places, Radio, Munadi etc. All the MPs, MLAs, Mayors, Councilors, Presidents, Group Housings, RWAs, Market Associations, Social Charitable Organisations etc. should be informed in writing well before the camp dates.

e. Facilities to be provided in the Camps:

The Municipalities must ensure proper facilities are provided to the visitors of the Camps. Municipalities must ensure adequate number of Computers, Scanners, Printers are available during the Camps. The Municipalities must ensure proper Internet facility is available during the camps. The Municipalities must also ensure that proper sitting arrangements and drinking water facility is available for the visitors.

1-10
JP
27/03/24

vii. Tentative Number of Camps to be Organised:

Tentative Number of Camps to be Organised							
Phase 1							
Sr. No.	Type of Municipality	No. of Camps to be Organised	Remarks	Month 1			
				Week 1	Week 2	Week 3	Week 4
1	Municipal Corporations	2 per Ward (each in the interval of 15 days)	The MC to divided in 2 groups (50% of wards in each group)	Group 1	Group 2	Group 1	Group 2
2	Municipal Councils	2 per Ward (each in the interval of 15 days)		All Wards		All Wards	
3	Municipal Committees	2 per Municipality	Complete MC at one place - a centralised location which is easily accessible to all	MC		MC	

Phase 2					
Sr. No.	Type of Municipality	No. of Camps to be Organised	Remarks	Month 3	
				Week 1	Week 2
1	Municipal Corporations	1 per Ward	The MC to divided in 2 groups (50% of wards in each group)	Group 1	Group 2
2	Municipal Councils	1 per Ward		All Wards	
3	Municipal Committees	1 per Municipality	Complete MC at one place - a centralised location which is easily accessible to all	MC	

Note: A dedicated team (mini camp) to be deployed to each Group Housing once

viii. Self-Certification of Properties - Monitoring Format:

State Snapshot							
S.No.	District Name	MC Name	Total No. of Properties	Properties(#)			
				Municipal Properties	State Government/ Semi government	Central properties	Private properties

Self Certified Properties - Progress									
Self Certified Properties (previous Month)					Self Certified Properties as on date				
Municipal Properties	State Government/ Semi government	Central properties	Private properties	Total	Municipal Properties	State Government/ Semi government	Central properties	Private properties	Total

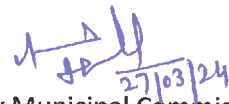
Handwritten signature and date: 27/03/24

Self Certified Properties (Category Wise)							
No. of Properties in planned colonies	No. of Properties in Planned colonies, Self Certified	No. of Industrial Properties	No. of Industrial Properties, Self Certified	No. of Institutional Properties	No. of Institutional Properties, Self Certified	No. of Commercial Properties	No. of Commercial Properties, Self Certified

Camps - Status		
Name of Month	Number of Camps to be Organised	Number of Camps Organised

Camp Number	Date of Camp	Place of Camp	No. of MC officers / officials present during the Camp	No. of Public Representatives attended the Camp	Whether DMC / CMC visited / inspected the Camp	Number of citizen visited the Camp	Total Number of Properties Self-Certified during the Camp
Camp 1							
Camp 2							

4. Keeping in view of the above, all the DMCs & CMCs are requested to direct the concerned officer / official of the respective municipality to ensure that these instructions are followed for self-certification of properties. All DMCs / CMCs must ensure that 100% of self-certification is achieved, the same will be discussed during the review meeting scheduled to be held on 29th March 2024.


 Deputy Municipal Commissioner (HQ),
 Director Urban Local Bodies,
 Haryana, Panchkula.

CC :-

1. PS to C&S (ULB)
2. PA/DULB
3. ADULB (HQ)
4. CTP-II (HQ)



हरियाणा सरकार
Government of Haryana



DIRECTORATE OF URBAN
LOCAL BODIES
HARYANA



शहरी स्थानीय
निकाय निदेशालय
हरियाणा

Self – Certification

Why are people not Self-Certifying their properties?



Lack of Trust among the property owners



Problems in reaching out to the citizen with the benefits of Self-Certification.



No dedicated / focused strategy of the municipalities towards this initiative

Challenges without Self-Certification



Obstacles in payments and generation of No Dues Certificate.



Problems in identification of correct property details.



Barrier in availing the benefits of rebates.

Benefits of Self-Certification!



1

The Property owner checks the property details and self-certifies the property details which takes their property out of Public View.

2

Record of Rights (RoR): Though Property tax information is not an ownership proof, but the department is moving towards using this data as the Record of Rights (RoR). Recording of Correct Property Details will result in achieving the RoR for Urban areas in the state.

3

Availing of current **rebates** and rebates being announced by the Government from Time-to-Time

4

Updating of **Mobile Numbers** will allow for any Government Communication / Announcement to reach the correct person

5

Since the property data is integrated with WebHalris of Revenue Department, it is important to have the correct details as the same details will reflect on the **Registration Deed**.

6

Bill Payment & No Dues Certificate generation will be easy which will result in better **Revenue generation** for the municipalities.

7

The property data so corrected post the self-certification will go a long way in **building a lasting trust** among the property owners

Current Rebates



Self-certification ensures the accuracy of property data and allows you to access exclusive rebates offered by the government. It's your ticket to smoother transactions and financial benefits.

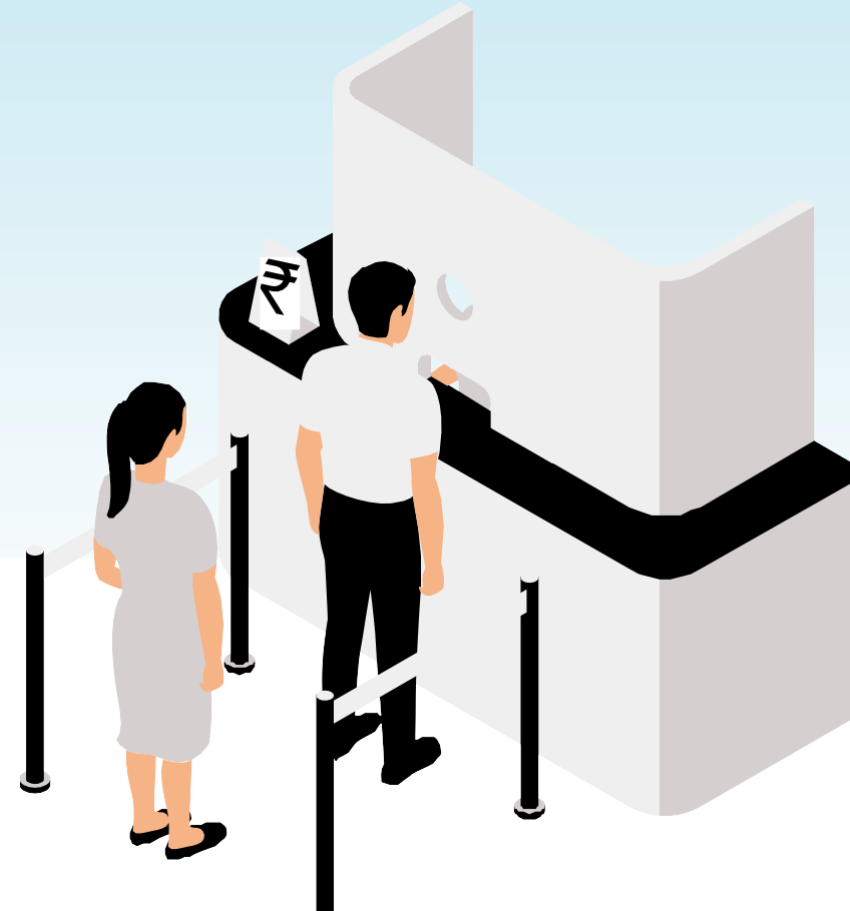
Avail a 100% interest waiver on property tax arrears.



Receive a 15% discount on property tax arrears.



Get a 15% discount on the property tax demand for the current year.



Things to do for getting the Self-Certification



Create Awareness



Public outreach Strategy

- ▶ Create awareness among the property owners regarding importance of self-certification of properties through advertisement, print media, radio, hoardings, munadi etc.
- ▶ Encourage all property owners to self-certify their properties



Assessment Notice Distribution

- ▶ Distribution of Assessment Information Notices Door-to-Door, involve third party agencies if required
- ▶ Ensure the Notices distributed are being collected back after filling of information by the property owners

Rebates



Rebates & Benefits

- ▶ Announcement of Rebates and creating awareness of rebates
- ▶ Announcement of addition benefits / perks for RWAs, Market associations etc.



Involving groups / prominent personalities

- ▶ Involve Group Housing / RWAs / Market Associations / Social Charitable Organisations etc.
- ▶ Involve local leaders / Representatives / Ward Councillors / Social Entrepreneurs etc.
- ▶ Create awareness among the above would result in building a trust within the public at large.

Camps



Organising Camps

- ▶ Organise Camps at areas with high density which is convenient for the public to visit
- ▶ Clearly display the benefits & process of Self-Certification in the camps
- ▶ Organise camps of days when maximum public could attend (for ex: Weekends or holidays)



Helpline / Helpdesk / Kiosks

- ▶ Ensure the Helpline created for the purpose of Property Taxation grievances is attended to all the time.
- ▶ Ensure the Helpdesks / Kiosks is functional at all the municipalities
- ▶ Also ensure that the resources involved are trained properly and are aware about the processes and latest updates.



Organising the Camps

The Camps to be organised by all the municipalities in order to get the properties Self-Certified by the property owners

Selection of Place & Date for the Camps

- The Municipalities must identify a place which is high on Population Density
- Presence of high number of RWAs / Group Housings / Markets etc.
- Municipalities must keep in mind the convenience of property owners while selecting the place for organizing the camps
- Organise camps on days when maximum public could attend (for ex: Weekends or holidays)

Overall in-charge of the Camps

- Joint Commissioners / Deputy Municipal Commissioners should be overall in charge of the camps in case of Municipal Corporations
- Executive Officer should be overall in charge of the camps in case of Municipal Councils
- Secretaries should be overall in charge of the camps in case of Municipal Committees

Who all should be present in the camps

- All Makers & Checkers should be present during the complete duration of the Camps
- All Admins should also be present during the camps
- Concerned DMCs & CMCs should also visit the camps thrice every day
- The Makers / Checkers / Admins must ensure that the information is updated on the portal on the same day

Publicity of the Camps

- The publicity of the Camps be conducted through Newspapers, Advertisement at prominent places, Radio, Munadi etc.
- All the MPs, MLAs, Mayors, Councillors, Presidents, Group Housings, RWAs, Market Associations, Social Charitable Organisations etc. should be informed in writing well before the camp dates.

Facilities to be provided in the Camps

- The Municipalities must ensure proper facilities are provided to the visitors of the Camps.
- Municipalities must ensure adequate number of Computers, Scanners, Printers are available during the Camps.
- The Municipalities must ensure proper Internet facility is available during the camps
- The Municipalities must also ensure that proper sitting arrangements and drinking water facility is available for the visitors.

Tentative Number of Camps to be Organised



Tentative Number of Camps to be Organised							
Phase 1							
Sr. No.	Type of Municipality	No. of Camps to be Organised	Remarks	Month 1			
				Week 1	Week 2	Week 3	Week 4
1	Municipal Corporations	2 per Ward (each in the interval of 15 days)	The MC to divided in 2 groups (50% of wards in each group)	Group 1	Group 2	Group 1	Group 2
2	Municipal Councils	2 per Ward (each in the interval of 15 days)		All Wards		All Wards	
3	Municipal Committees	2 per Municipality	Complete MC at one place - a centralised location which is easily accessible to all	MC		MC	

Phase 2							
Sr. No.	Type of Municipality	No. of Camps to be Organised	Remarks	Month 3			
				Week 1	Week 2		
1	Municipal Corporations	1 per Ward	The MC to divided in 2 groups (50% of wards in each group)	Group 1	Group 2		
2	Municipal Councils	1 per Ward		All Wards			
3	Municipal Committees	1 per Municipality	Complete MC at one place - a centralised location which is easily accessible to all	MC			

Note: A dedicated team (mini camp) to be deployed to each Group Housing once

Self-Certification of Properties - Monitoring Format



Self Certification of Properties - Monitoring Format										
State Snapshot										
S.No.	District Name	MC Name	Total No. of Properties	Properties(#)						
				Municipal Properties	State Government/ Semi government	Central properties	Private properties			
Self Certified Properties - Progress										
Self Cetified Properties (previous Month)					Self Cetified Properties as on date					
Municipal Properties	State Government/ Semi government	Central properties	Private properties	Total	Municipal Properties	State Government/ Semi government	Central properties	Private properties	Total	
Self Certified Properties (Category Wise)										
No. of Properties in planned colonies	No. of Properties in Planned colonies, Self Certified	No. of Industrial Properties	No. of Industrial Properties, Self Certified	No. of Institutional Properties	No. of Institutional Properties, Self Certified	No. of Commercial Properties	No. of Commercial Properties, Self Certified			
Camps - Status										
Name of Month	Number of Camps to be Organised	Number of Camps Organised								
Camp Number	Date of Camp	Place of Camp	No. of MC officers / officials present during the Camp	No. of Public Representatives attended the Camp	Whether DMC / CMC visited / inspected the Camp	Number of citizen visited the Camp	Total Number of Properties Self-Certified during the Camp			
Camp 1										
Camp 2										

Process of Self-Certification



1. Open the Website: [Login \(ulbharyana.gov.in\)](http://ulbharyana.gov.in)
2. Login: Log in to the portal using your credentials.
3. View Linked Properties: Once logged in, the system will display properties linked with the logged-in mobile number/email-id.
4. Self-Certify: To self-certify, click on "View Details/Self Certify."
5. No Linked Property: If no property is linked, the system will prompt you to search and link your property.
6. Search and Link Property: Click on "Click Here" to search for your property using Owner Name, Mobile Number, Plot (Unit) Number, PID, etc.
7. View Details/Self-Certify: Once your property is found, click on "View Details/Self Certify."
8. Review Property Details: Review the property details displayed in four sections: Property Details, Mobile Number, Owner Details, Outstanding Dues.
9. Certify Details: Under each section, certify whether the data shown is correct or not by selecting Yes or No.
10. Family ID or Aadhar Number:
 - If all details are correct and Yes is selected, enter your Family (Parivar Pehchan Patra) ID or Aadhar Number.
 - An OTP will be sent to your registered mobile number.
 - Enter OTP and click on Verify Details to self-certify your property.
11. No Family ID or Aadhar Number:
 - If you do not have a Family ID or Aadhar Number, select No and certify.
 - An OTP will be sent to your property's registered mobile number.
 - Enter OTP and click on Verify Details to self-certify your property.



हरियाणा सरकार
Government of Haryana



DIRECTORATE OF URBAN
LOCAL BODIES
HARYANA



शहरी स्थानीय
निकाय निदेशालय
हरियाणा

Thanks