



Memo No.: DULB/ DMC-HQ/2023/ 828  
Dated: 11.12.2023

To,

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


**Subject: - Regarding the Standard Operating Procedures for determination of collector rates on the basis of colony code fixed by the ULB department in urban areas.**

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On the Subject cited above.

2. The collector rates are fixed every year for the purpose of registration of properties which helps in calculation of development charges being levied by the municipalities. The collector rates are determined using the colony codes allotted by Urban Local Bodies Department in urban areas.
3. A letter vide Memo No. DULB/DMC-HQ/2023/774 was issued requesting all the DMCs/CMCs to coordinate with the concerned Deputy Commissioners regarding the determination & notification of collector rates on the basis of colony codes fixed by the ULB department for succeeding financial year (2024-25) in respect of all the colonies falling under the jurisdiction of municipal limits.
4. In regards to the same, four SOPs are issued titled as follows:
  - Standard Operating Procedure (For Determination of Collector Rates In Urban Areas)
  - Standard Operating Procedure (For Updating Mobile Number/Owner Name Under Property Tax Management System)
  - Standard Operating Procedure (For Self-Certification of Properties Under Property Tax Management System)
  - Standard Operating Procedure (For Updating Property Details Where Single Mobile Number is Present in Multiple IDs Under Property Tax Management System)

A copy of these SOPs pertaining to the action points, responsibilities of concerned officials and timelines are attached herewith this letter. Therefore, it is requested to all the concerned officials to go through the detailed SOPs and peruse the same in determination of collector rates.

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



Endst: DULB/DMC-HQ/2023/ 829

Dated: 11.12.2023

A copy of above is forwarded to the following for kind information and necessary action please:

1. All the Mayors of Municipal Corporations in the State of Haryana.
2. All the Presidents of Municipal Councils/Committees in the State of Haryana.

11/12/23

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

CC:-

1. GM -IT with the request to upload the same on the Portal as well as on the official website.



**Directorate of Urban Local Bodies, Panchkula, Haryana.**

**STANDARD OPERATING PROCEDURE**

*(For Determination of Collector Rates in Urban Areas)*

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**STANDARD OPERATING PROCEDURE**

Department	Directorate of Urban Local Bodies, Panchkula, Haryana		
SOP Title	Standard Operating Procedure for Determination of Collector Rates in Urban Areas		
SOP Number	08		
Version Number	01		
Effective Date	07-12-2023		
	<b>Prepared by</b>	<b>Reviewed by</b>	<b>Approved by</b>
Name & Designation	1. Y S Gupta Additional Director, Urban Local Bodies Department, Haryana 2. K K Varshney, Chief Town Planner, Urban Local Bodies Department, Haryana	Dr Yashpal, IAS Director, Urban Local Bodies Department, Haryana	Vikas Gupta, IAS Commissioner & Secretary, Urban Local Bodies Department, Haryana
Date	04-12-2023		
Signature			



**Purpose of this document:**

This document comprises the process to devise collector rates on the basis of colonies & colony codes in the areas under the jurisdiction of the municipalities.

The Government determines the collector rate of properties (both land & buildings). It is observed that when these collector rates are notified some colonies are found missing in these lists. Following are few of the challenges being faced in case of current process of collector rates fixation:

- Collector rates are not updated periodically.
- Different collector rates of properties in similar areas & similar categories.
- Issues in execution of sale registration of properties.
- Complications in determination of other charges / taxes which are dependent on collector rates like Development Charges etc.

Therefore, it should be ensured that uniform collector rates on the basis of colony & property categories are determined every year for the area under the jurisdiction of all the municipalities.

**Services, Timelines and Responsibilities:**

**1. Determination of Colony Codes**

The process of providing certified colony codes shall be undertaken as follows:

No.	Activity / Action Point	Description	Responsibility	Timeline (T = Start Date)
1.	Assigning the colony codes to certified colonies	The colony codes to be assigned to the colonies duly certified by DMCs/CMCs.	GM – IT (DULB)	T1= T+7 days
2.	List to all the DMCs/CMCs	A detailed list of these certified colonies with the colony codes shall be provided to all the DMCs/CMCs.		T2 = T1+1 day
3.	Creation of a Utility for updating collector rates on NDC Portal	A utility to be created on the NDC portal for the DMCs / CMCs to update the collector rates on the NDC Portal.		T + 15 days

**2. Providing suggestions of the Collector Rates to Deputy Commissioners.**

The process of providing certified colony codes shall be coordinated as follows:

No.	Activity / Action Point	Description	Responsibility	Timelines
1.	Download the colony list for all ULBs under their jurisdiction	Download the colony lists	DMCs/CMCs	T3 = T2+ 2 days
2.	Analyze the Colonies & previous collector rates	Arrange the list of collector rates of last two years from DC office. Analyze the collector rates of last two years in connection with the categories of colonies and colony codes.		T4= T3+5 days

3.	Providing Suggestions to DCs	Detailed suggestions regarding determination of the collector rates for their respective colonies on the basis of colony codes shall be provided to concerned Deputy Commissioners (DCs). The rates to be considered category wise in each colony.		<b>T5 = T4+2 days</b>
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### 3. Determination of Collector Rates

The process of determination of collector rates as per certified colony codes shall be undertaken as follows:

No.	Activity / Action Point	Description	Responsibility	Timelines
1.	Analyzing Suggestions	DCs to analyse the suggestions provided by concerned DMCs/CMCs.	<b>Deputy Commissioners (DCs)</b>	<b>As per government schedule &amp; guidelines</b>
2.	Formulating groups	DCs to formulate small groups to study the collector rates of colonies as per colony codes.		
3.	Draft Notification	DCs to draft a notification comprising the finalized collector rates and publish the draft notification.		
4.	Public Review	Waiting Period for public review and comments.		
5.	Final Notification	DCs to analyze the public comments and issue final notification after all due approvals.		



**4. Updating Collector Rates on the NDC Portal**

The process of notifying collector rates as per certified colony codes shall be undertaken as follows:

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timelines</b>
<b>1.</b>	Updation of Collector Rates	The concerned DMCs/CMCs should update the notified collector rates on the NDC Portal category wise on the basis of colony codes.	<b>DMCs/CMCs</b>	<b>5 days after notification of collector rates</b>

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**Directorate of Urban Local Bodies, Panchkula, Haryana.**

**STANDARD OPERATING PROCEDURE**  
*(For Updating Mobile Number/Owner Name Under  
Property Tax Management System)*

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**STANDARD OPERATING PROCEDURE**

Department	Directorate of Urban Local Bodies, Panchkula, Haryana		
SOP Title	Standard Operating Procedure for Updating Mobile Number/Owner Name Under Property Tax Management System		
SOP Number	11		
Version Number	01		
Effective Date	07-12-2023		
	<b>Prepared by</b>	<b>Reviewed by</b>	<b>Approved by</b>
Name & Designation	1. Y S Gupta Additional Director, Urban Local Bodies Department, Haryana 2. K K Varshney, Chief Town Planner, Urban Local Bodies Department, Haryana	Dr Yashpal, IAS Director, Urban Local Bodies Department, Haryana	Vikas Gupta, IAS Commissioner & Secretary, Urban Local Bodies Department, Haryana
Date	04-12-2023		
Signature			



## Purpose of this document:

This document comprises the process to update the mobile number or owner name or both wherever these details are not available in property details on Property Tax Dues Payment & No Dues Certificate Management System Portal.

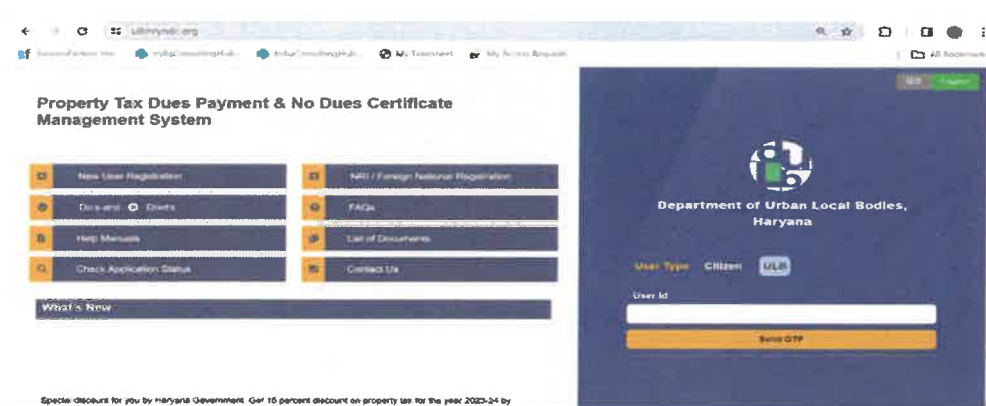
Following are the Challenges faced where such details are missing:-

- Difficulty in searching their property IDs.
- Hinders the communication to property owners.
- Unable to reach regular updates on rebates/ongoing schemes/property dues.

Therefore, the municipalities should ensure the details of Property Owners and Mobile Owners are available in all the properties.

The detailed process of the same is mentioned below:

1. Login using ULB login ID on the portal - <https://ulbhryndc.org/>



2. Click on "ULBwise Owner/Mobile is null" under Miscellaneous Reports.
3. Properties can be searched by the following:-
  - a. Owner number is null.
  - b. Mobile number is null.
  - c. Owner name and mobile no. is null.

Based on the inputs in search tab, the properties will appear.

The screenshot shows a web application interface for "Property Tax Dues Payment & No Dues Certificate Management System". The search results are displayed in a table with the following columns: DISTRICT NAME, MUNICIPALITY NAME, RESIDENTIAL TOTAL, IS NULL, COMMERCIAL TOTAL, IS NULL, INDUSTRIAL TOTAL, IS NULL, INSTITUTIONAL TOTAL, IS NULL, VACANT PLOT TOTAL, IS NULL, SPECIAL CATEGORY, IS NULL, and MIXTURE TOTAL. The table lists data for various districts including Ambala, Bhiwani, and Panipat.

DISTRICT NAME	MUNICIPALITY NAME	RESIDENTIAL TOTAL	IS NULL	COMMERCIAL TOTAL	IS NULL	INDUSTRIAL TOTAL	IS NULL	INSTITUTIONAL TOTAL	IS NULL	VACANT PLOT TOTAL	IS NULL	SPECIAL CATEGORY	IS NULL	MIXTURE TOTAL
AMBALA	AMBALA	56239	8088	10867	3334	640	246	1229	563	42764	3638	5637	759	8096
AMBALA	AMBALA SAJAJAR	5234	980	7975	2981	583	149	1115	438	3990	34012	779	235	8071
AMBALA	BARANA	7108	2114	2879	1316	15	9	115	93	9490	6731	329	231	527
AMBALA	MAHARAJGARH	1789	347	3027	107	33	3	44	14	9936	440	250	90	979
BHIWANI	BARAN KI EDA	5093	565	479	32	1	8	119	33	3373	2727	148	67	254
BHIWANI	BHIWANI	43847	8979	1773	2987	99	797	248	10318	10398	3684	338	4754	
BHIWANI	LAD KALI	4027	791	456	34	11	1	129	22	1219	887	188	20	421
PANIPAT	BARAN	4338	779	1053	910	18	4	81	37	2571	1403	181	21	664

4. The municipalities shall separate the list of such properties downloaded from the portal on the basis of the following:-
  - a) Colony Wise.
  - b) Category Wise.

*Handwritten signature*

### Services, Timelines and Responsibilities:

#### 1. Updating Owner Name & Mobile Number in all the properties

The process of Updating Owner Name & Mobile Number in all the properties falling under the jurisdiction of respective municipalities shall be undertaken as follows:

No.	Activity / Action Point	Description	Responsibility	Timeline (T = Start Date)
1.	Identification of all the properties where Owner Name/ Mobile Number is null	The list of properties where Owner Name/ Mobile Number is null falling under jurisdiction of concerned municipalities can be downloaded district-wise through the Portal using Admin/Checker Login ID.	Admin / Checker under the supervision of DMCs / CMCs	T1=T+1 day
2.	Divide the List Category Wise	Bifurcate the list of properties category-wise i.e. <ul style="list-style-type: none"><li>• Group Housing</li><li>• HSVP/HSIIDC/Government Agencies</li><li>• Planned Schemes</li><li>• Industrial Properties</li><li>• Institutional Properties</li><li>• Commercial Properties</li><li>• Residential Properties</li></ul>		T2 = T1+2 days

a) Group Housing:

No.	Activity / Action Point	Description	Responsibility	Timeline (T = Start Date)
1.	Providing list to President/ Management committees of the societies or the RWAs	Contact the President/ Management committees of the societies or the RWAs and provide the list of properties belonging to the respective GHs to them.	Maker	T1 = T+ 1 days
2.	Updating Owner Name/ Mobile Number in properties on the Portal	<ul style="list-style-type: none"> <li>The President/ Management committees of the societies or the RWAs to contact all the Property Owners mentioned in the list and update the details in their property on the Portal.</li> </ul>	President/ Management committees of the societies or the RWAs	T2 = T1+ 7 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>Contact property owner and guide them to update the details where Owner Name/ Mobile Number is null.</li> <li>Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	



**b) HSVP/HSIIDC Sectors/Government Agencies:**

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timeline (T = Start Date)</b>
1.	Providing list to Administrator/ Department Head/ Concerned Person	Contact the Administrator/ Department Head/ Concerned Person and provide the list of properties belonging to the respective department to them.	<b>Maker</b>	<b>T1 = T+ 1 days`</b>
2.	Updating Owner Name/ Mobile Number in properties on the Portal	The Administrator/ Department Head/ Concerned Person to contact all the Property Owners / RWAs mentioned in the list and update the details where Owner Name/ Mobile Number is null on the Portal.	<b>Administrator/ Department Head/ Estate office / Concerned Person</b>	<b>T2 = T1+ 7 days</b>
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>• Contact property owner and guide them to update the details where Owner Name/ Mobile Number is null.</li> <li>• Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	<b>Admin / Checker</b>	

**c) Planned Schemes:**

No.	Activity / Action Point	Description	Responsibility	Timeline (T = Start Date)
1.	Providing list to Developers / Licensees etc. of concerned list.	Contact the Developers / Licensees etc. of the concerned district and provide the list of properties belonging to the respective office to them.	Maker	T1 = T+ 1 days
2.	Updating Owner Name/ Mobile Number in properties on the Portal	The Developers / Licensees etc. to contact all the Property Owners mentioned in the list and update the details where Owner Name/ Mobile Number is null on the Portal.	Developers / Licensees etc.	T2 = T1+ 7 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>• Contact property owner and guide them to update the details where Owner Name/ Mobile Number is null.</li> <li>• Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	

**d) Industrial Properties (categorised as Industries registered as Micro/Small/Medium enterprises):**

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timeline (T = Start Date)</b>
1.	Providing list to Industrial Association Head/Local Leader/CEO/ Chairman/ Manager/ Concerned Person	Provide the list of properties belonging to the Industrial Association Head/ Local Leader/ CEO/ Chairman/ Manager/ Concerned Person and provide the list of properties belonging to them area wise.	<b>Maker</b>	<b>T1 = T+ 1 days</b>
2.	Updating Owner Name/ Mobile Number in properties on the Portal	<ul style="list-style-type: none"> <li>Industrial Association Head/Local Leader/CEO/Chairman/ Manager/ Concerned Person to contact all the Property Owners mentioned in the list and guide them to update the details where Owner Name/ Mobile Number is null on the Portal.</li> </ul>	<b>Industrial Association Head/ Local Leader/CEO/ Chairman/ Manager/ Concerned Person</b>	<b>T2 = T1+ 7 days</b>
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>Contact property owner and guide them to update the details where Owner Name/ Mobile Number is null.</li> <li>Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	<b>Admin / Checker</b>	

**e) Institutional Properties (Commercial/Non-Commercial/Educational):**

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timeline (T = Start Date)</b>
1.	Providing list to Chairman/ Manager/ Local representative/ Concerned Person	Provide the list of properties belonging to the Chairman/ Manager/ Local representative/ Concerned Person and provide the list of properties belonging to them area wise.	Maker	T1 = T+ 1 days
2.	Updating Owner Name/ Mobile Number in properties on the Portal	<ul style="list-style-type: none"> <li>Chairman/Manager/ Local representative/ Concerned Person to contact all the Property Owners mentioned in the list and guide them to update the details where Owner Name/ Mobile Number is null on the Portal.</li> </ul>	Chairman/ Manager/ Local representative/ Concerned Person	T2 = T1+ 7 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>Contact property owner and guide them to update the details where Owner Name/ Mobile Number is null.</li> <li>Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	

**f) Commercial Properties (shopping malls, multiplexes or commercial office space etc.):**

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timeline (T = Start Date)</b>
1.	Providing list to Market Association Head/ Local Leader/ Concerned Person.	Provide the list of properties belonging to the Market Association Head/ Local Leader/ Concerned Person and provide the list of properties belonging to the respective Agency.	Maker	T1 = T+ 1 days
2.	Updating Owner Name/ Mobile Number in properties on the Portal	<ul style="list-style-type: none"> <li>Market Association Head/ Local Leader/Concerned Person to contact all the Property Owners mentioned in the list and guide them to update the details where Owner Name/ Mobile Number is null on the Portal.</li> </ul>	Market Association Head/ Local Leader/ Concerned Person	T2 = T1+ 7 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>Contact property owner and guide them to update the details where Owner Name/ Mobile Number is null.</li> <li>Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	

**g) Residential Properties:**

No.	Activity / Action Point	Description	Responsibility	Timeline (T = Start Date)
1.	Providing list to Local counsellor/RWAs/Any prominent person.	<ul style="list-style-type: none"> <li>• Provide the list of properties belonging to the Local counsellor/RWAs/Any prominent person and provide the list of properties area wise along with the Door-to-Door distribution of assessment information notices.</li> <li>• Ensure updating of property details on the portal by using the Admin / Checker User ID</li> </ul>	Admin / Checker	T1 = T+ 1 days
2.	Updating Owner Name/ Mobile Number in properties on the Portal	<ul style="list-style-type: none"> <li>• Local counsellor/RWAs/Any prominent person to contact all the Property Owners mentioned in the list and guide them to update the details where Owner Name/ Mobile Number is null on the Portal.</li> </ul>	Local counsellor/ RWAs/ Any prominent person	T2 = T1+ 15 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>• Collect the filled-up assessment information notices for getting the required details updated against each property.</li> <li>• Contact property owner and guide them to update the details where Owner Name/ Mobile Number is null.</li> <li>• Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	

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**Directorate of Urban Local Bodies, Panchkula, Haryana.**

**STANDARD OPERATING PROCEDURE**  
*(For Self-Certification of Properties Under  
Property Tax Management System)*

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**STANDARD OPERATING PROCEDURE**

Department	Directorate of Urban Local Bodies, Panchkula, Haryana		
SOP Title	Standard Operating Procedure for Self-Certification of Properties Under Property Tax Management System		
SOP Number	09		
Version Number	01		
Effective Date	07-12-2023		
	<b>Prepared by</b>	<b>Reviewed by</b>	<b>Approved by</b>
Name & Designation	1. Y S Gupta Additional Director, Urban Local Bodies Department, Haryana 2. K K Varshney, Chief Town Planner, Urban Local Bodies Department, Haryana	Dr Yashpal, IAS Director, Urban Local Bodies Department, Haryana	Vikas Gupta, IAS Commissioner & Secretary, Urban Local Bodies Department, Haryana
Date	04-12-2023		
Signature			

**Purpose of this document:**

This document comprises of the process to self-certify all the properties on Property Tax Dues Payment & No Dues Certificate Management System Portal.

Following Challenges are faced in case properties are not self-certified:-

- Obstacles in transactions and generation of No Dues Certificate.
- Problems in identification of correct property details.
- Barrier in availing the benefits of rebates.

Therefore, the municipalities should ensure that 100% properties are self-certified by the respective Property Owners to ensure the correctness of property data and avail the benefits of the following rebates (available till 31<sup>st</sup> December, 2023) for the property owners who self-certify their properties:-

- 100% on interest on property tax arrears.
- 15% on property tax arrears.
- 15% of property tax demand of current year.

## Services, Timelines and Responsibilities:

### 1. Self-Certification of all the properties in Haryana

The process of self-certification of all the properties falling under the jurisdiction of respective municipalities shall be undertaken as follows:-

No.	Activity / Action Point	Description	Responsibility	Timeline (T = Start Date)
1.	Identification of all the non self-certified properties	The list of properties which are not self-certified falling under jurisdiction of concerned municipalities to be downloaded district-wise through the Portal using Admin/Checker Login ID.	Admin / Checker under the supervision of DMCs / CMCs	T1=T+1 day
2.	Divide the List Category Wise	Bifurcate the list of properties category-wise i.e. Government Properties <ul style="list-style-type: none"><li>• Municipal &amp; Government Properties</li><li>• Group Housing</li><li>• HSVP/HSIIDC/Government Agencies</li><li>• Planned Schemes</li><li>• Industrial Properties</li><li>• Institutional Properties</li><li>• Commercial Properties</li><li>• Residential Properties</li><li>• Others</li></ul>		T2 = T1+2 days
3.	Wide Publicity of Self-certification	Wide publicity of the rebates among the property owners regarding self-certification of properties through advertisement, print media, radio, hoardings, munadi etc to encourage all property owners to self-certify their properties and take the benefit of the rebates given by the government.		T2 = T1+2days

**a. Municipal & Government Properties:**

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timeline (T = Start Date)</b>
1.	Providing list to Concerned Department Head/ Concerned Person	Contact the Department Head/Concerned Person and provide the list of properties which are not self-certified.	Admin / Checker under the supervision of DMCs / CMCs	T1 = T+ 1 days
2.	Self-Certification of Properties	The Concerned Department Head/ Concerned Person to self-certify their properties on the Portal.	Municipal/ Government Department	T2 = T1+ 7 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>• Contact the concerned and guide the departments to self-certify their property on the Portal.</li> <li>• Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	

**b. Group Housing:**

No.	Activity / Action Point	Description	Responsibility	Timeline (T = Start Date)
1.	Providing list to President/ Management committees of the societies or the RWAs	Contact the President/ Management committees of the societies or the RWAs and provide the list of properties belonging to the respective GHs which are not self-certified by the property owner.	Admin / Checker under the supervision of DMCs / CMCs	T1 = T+ 1 days
2.	Self-Certification of Properties	The President/ Management committees of the societies or the RWAs to contact all the Property Owners mentioned in the list and get the properties self-certified on the Portal.	President/ Management committees of the societies or the RWAs	T2 = T1+ 7 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>• Contact and guide the RWAs to self-certify their property on the Portal.</li> <li>• Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	

**c. HSVP/HSIIDC Sectors/Government Agencies:**

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timeline (T = Start Date)</b>
1.	Providing list to Administrator/Department Head/Concerned Person	Contact the Administrator/ Department Head/ Estate officer / Concerned Person and provide the list of properties belonging to areas of the respective Agency which are not self-certified by the property owner.	<b>Admin / Checker under the supervision of DMCs / CMCs</b>	<b>T1 = T+ 1 days</b>
2.	Self-Certification of Properties	The Administrator/ Department Head/ Estate officer / Concerned Person to contact all the Property Owners mentioned in the list by sending direct SMSs to the owners / RWAs explaining about the rebates and mentioning the need for self-certification.	<b>Administrator/ Department Head/ Estate officer / Concerned Person</b>	<b>T2 = T1+ 7 days</b>
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>• Municipalities to also deploy their teams to contact all property owners and get the properties self-certified on the Portal.</li> <li>• Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	<b>Admin / Checker</b>	

**d. Planned Schemes:**

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timeline (T = Start Date)</b>
1.	Providing list to Developers / Licensees etc.	Provide the list of properties belonging to the respective Developers / Licensees etc. which are not self-certified by the property owner.	Admin / Checker	T1 = T+ 1 days
2.	Self-Certification of Properties	The Developers / Licensees etc. to contact all the Property Owners mentioned in the list and get the properties self-certify on the Portal.	Developers / Licensees etc.	T2 = T1+ 7 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>• Contact and guide the property owner to self-certify their property on the Portal.</li> <li>• Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	

**e. Industrial Properties (categorised as Industries registered as Micro/Small/Medium enterprises):**

No.	Activity / Action Point	Description	Responsibility	Timeline (T = Start Date)
1.	Providing list	Provide the list of properties belonging to the Industrial Association Head/ Local Leader/CEO/ Chairman/ Manager/ Concerned Person which are not self-certified by the property owner.	Admin / Checker	T1 = T+ 1 days
2.	Self-Certification of Properties	Industrial Association Head/Local Leader/CEO/Chairman/ Manager/ Concerned Person to contact all the Property Owners mentioned in the list and self-certify their property on the Portal.	Industrial Association Head/ Local Leader/CEO/ Chairman/ Manager/ Concerned Person	T2 = T1+ 7 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>Contact and guide the property owner to self-certify their property on the Portal.</li> <li>Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	



**f. Institutional Properties (Commercial/Non-Commercial/Educational):**

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timeline (T = Start Date)</b>
<b>1.</b>	Providing list	Provide the list of properties belonging to the Chairman/ Manager/ Local representative/ Concerned Person which are not self-certified by the property owner.	<b>Admin / Checker</b>	<b>T1 = T+ 1 days</b>
<b>2.</b>	Self-Certification of Properties	Chairman/Manager/ Local representative/ Concerned Person to contact all the Property Owners mentioned in the list and self-certify their property on the Portal.	<b>Chairman/ Manager/ Local representative/ Concerned Person</b>	<b>T2 = T1+ 7 days</b>
<b>3.</b>	Contacting the Property Owners	<ul style="list-style-type: none"> <li>• Contact and guide the property owner to self-certify their property on the Portal.</li> <li>• Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	<b>Admin / Checker</b>	

**g. Commercial Properties (shopping malls, multiplexes or commercial office space etc.)**

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timeline (T = Start Date)</b>
1.	Providing list	Provide the list of properties belonging to the Market Association Head/ Local Leader/ Concerned Person which are not self-certified by the property owner.	Admin / Checker	T1 = T+ 1 days
2.	Self-Certification of Properties	Market Association Head/ Local Leader/Concerned Person to contact all the Property Owners mentioned in the list and self-certify their property on the Portal.	Market Association Head/ Local Leader/ Concerned Person	T2 = T1+ 7 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>• Contact and guide the property owner to self-certify their property on the Portal.</li> <li>• Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	

**h. Residential Properties:**

<b>No.</b>	<b>Activity / Action Point</b>	<b>Description</b>	<b>Responsibility</b>	<b>Timeline (T = Start Date)</b>
1.	Providing list to Local counsellor/RWAs/Any prominent person.	Provide the list of properties belonging to the Local counsellor/RWAs/Any prominent person which are not self-certified by the property owner.	Admin / Checker	T1 = T+ 1 days
2.	Self-Certification of Properties	Market Association Head/ Local Leader/Concerned Person to contact all the Property Owners mentioned in the list and self-certify their property on the Portal.	Local counsellor/ RWAs/ Any prominent person	T2 = T1+ 15 days
3.	Contacting the Property Owners	<ul style="list-style-type: none"> <li>• Contact and guide the property owner to self-certify their property on the Portal.</li> <li>• Update the property details from the backend after collecting the required documents in case there is a correction required in the property details.</li> </ul>	Admin / Checker	

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**Directorate of Urban Local Bodies, Panchkula, Haryana.**

**STANDARD OPERATING PROCEDURE**

*(For Updating Property Details Where Single Mobile Number is Present in Multiple IDs Under Property Tax Management System)*

## Contents

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**STANDARD OPERATING PROCEDURE**

Department	Directorate of Urban Local Bodies, Panchkula, Haryana		
SOP Title	Standard Operating Procedure for Updating Property Details where Single Mobile Number is Present in Multiple IDs Under Property Tax Management System		
SOP Number	10		
Version Number	01		
Effective Date	07-12-2023		
	<b>Prepared by</b>	<b>Reviewed by</b>	<b>Approved by</b>
Name & Designation	<ol style="list-style-type: none"><li>Y S Gupta Additional Director, Urban Local Bodies Department, Haryana</li><li>K K Varshney, Chief Town Planner, Urban Local Bodies Department, Haryana</li></ol>	Dr Yashpal, IAS Director, Urban Local Bodies Department, Haryana	Vikas Gupta, IAS Commissioner & Secretary, Urban Local Bodies Department, Haryana
Date	04-12-2023		
Signature			



## Purpose of this document:

This document comprises the process to update the details of multiple Property IDs where single mobile number is provided on Property Tax Dues Payment & No Dues Certificate Management System Portal.

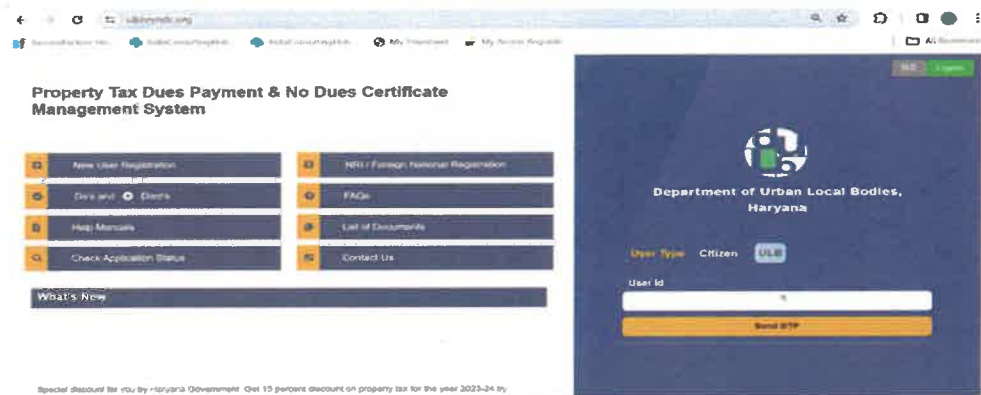
Following are the Challenges faced where multiple properties are mapped with single mobile number:-

- Difficulty in searching the correct owner of property.
- Hinders the communication to property owners.
- Unable to reach regular updates on rebates/ongoing schemes/property dues to the correct person.

Therefore, the municipalities should ensure the Mobile number should belong to their respective Property Owners and Mobile Owners are accurately updated in all the properties.

The detailed process of the same is mentioned below:-

1. Login using ULB login ID on the portal - <https://ulbhryndc.org/>



2. The municipalities shall separate the list of such properties downloaded from the portal on the basis of the following:-
  - a) Colony Wise
  - b) Category Wise
3. The municipalities should prioritize updating of property details where single mobile number is present by coordinating with the relevant stakeholders of the concerned entity in the following order:
  - a) **Mobile numbers of CSC operators:**

- The list of such properties where the mobile number of CSC operator is mapped with multiple properties to be provided by the IT cell of the Directorate to all the concerned municipalities.
- The municipalities to ensure that the list is provided to the concerned CSC officers and the CSC operator whose number if mapped.
- Coordinate with them for getting the mobile numbers updated against each property.
- The municipalities must ensure updating of property details on the portal by using the Admin / Checker User ID.

**Services, Timelines and Responsibilities:**

**1. List of Properties where single mobile number is mapped with multiple properties**

The process of providing the list of properties where single mobile number is present in multiple properties shall be undertaken as follows:

No.	Activity / Action Point	Description	Responsibility	Timeline (T = Start Date)
1.	Creation of the properties list where single mobile number is mapped with multiple properties	The list of properties where single mobile number is mapped with multiple properties to be downloaded	GM – IT (DULB)	T1= T+2 days
2.	Providing the list of concerned municipalities	The list of properties where single mobile number is mapped with multiple properties to be provided to all the municipalities		T2 = T1+1 day



## 2. Updating Property Details where Single Mobile Number is Present in Multiple IDs

The process of Updating Property Details where Single Mobile Number is Present in Multiple IDs shall be undertaken as follows:

No.	Activity / Action Point	Description	Responsibility	Timeline (T = Start Date)
1.	Analyzing & bifurcating the list of properties provided by the IT Cell – HQ	The list of properties where single mobile number is Present in Multiple IDs falling under jurisdiction of concerned municipalities as shared by the IT Cell – HQ to be analysed.	<b>Admin / Checker under the supervision of DMCs / CMCs</b>	<b>T1=T+1 day</b>
2.	Divide the List Category Wise	Bifurcate the list of properties category-wise i.e. <ul style="list-style-type: none"> <li>• Group Housing</li> <li>• HSVP/HSIIDC/Government Agencies</li> <li>• Planned Schemes</li> <li>• Others</li> </ul>		<b>T2 = T1+2 days</b>
3.	Updating the Mobile Numbers / Owner Names	<ul style="list-style-type: none"> <li>• Contact the President/ Management committees of the societies or the RWAs in case of Group Housing</li> <li>• Contact the Administrator/ Department Head/ Estate Officer /Concerned Person in case of HSVP / HSIIDC / Government Agencies</li> <li>• Contact the Developers / Licensees etc. in case of Planned Schemes</li> <li>• Collect the mobile numbers &amp; owner names of all the properties under their purview.</li> <li>• Update the property details from the backend after collecting the required information.</li> </ul>	<b>Admin / Checker</b>	

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