

Delhi Development Authority
PM-UDAY Cell, INA, Vikas Sadan
New Delhi-110023

No. LM/PM/0001/2020/UDAY/POL-O/o DY DIRECTOR (UCC)-Part(2)/173
Computer No. 8436

Dated: 8/6/22

To,
Spectrum Planning (India) Ltd.

Sub: Empanelment of agencies for carrying out documentation/facilitation work in unauthorised colonies in Delhi under PM-UDAY.

Please refer to your application for empanelment with Delhi Development Authority (DDA) for carrying out documentation/facilitation work in the 1,731 unauthorized colonies (UCs) on the request of the applicant/ resident for the purpose of filling application on DDA e-Portal of PM-UDAY.

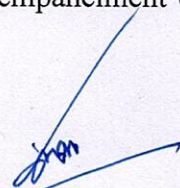
2. The Competent Authority has considered your application and has in principle agreed for your empanelment for one year subject to following conditions –
- You shall deposit a security deposit / Bank Guarantee of Rs 1.00 Lakh, valid for 1 year in favour of Delhi Development authority within 1 month of issue of this letter.
 - DDA will not pay any charges for services rendered. Your Agency is also not required to pay any premium towards this empanelment.
 - Maximum rate of charges to be collected from the applicant by agency is as follows:

Sr. No.	Service	Rate	Activities Involved
1	Registration of residents	Rs.20/- Plus GST	Filling Registration form, giving print out of filled Registration to citizen.
2	Filling application for conferment of right in Unauthorized colonies.	Rs.75/- Plus GST	Filling of form (3 parts), 13-14 Documents are to be uploaded.
3	Document preparation and Notarization Service	Rs 100/- Per Document Plus GST (Excl. Stamp charges)	Undertaking, I-bond etc, Affidavit preparation

**if citizen availing above service does not have scanned copy of documents which are to be uploaded, agency shall not charge more than Rs.5/- per page for scanning and uploading of document.*

3. The terms and conditions for above mentioned empanelled agencies for PM-UDAY documentation/facilitation are as follows:
- Registration of the applicant should be done in consultation with the applicant and mobile no. provided by the applicant should be used for registration.
 - A print out of Acknowledgement Slip/ Registration Form should be handed to the applicant as proof of registration completion.
 - The applicant form should be filled on behalf of the applicant with special attention to the details asked in application form. Effort should be made such that mistakes are minimal.

- d. Scanned copies of documents should be legible and each document should be uploaded in pdf format in the designated section in application form. Correct and complete set of document should be uploaded.
 - e. Chain of documents should be uploaded in chronological order and it could be uploaded in compressed file format if size of file is too large.
 - f. Signature of the applicant, property image and applicant image should be uploaded in JPG format.
 - g. All fields and sections should be filled, as far as possible with correct information. Requisite property documents should be uploaded.
 - h. A print out of Application Form should be handed to the applicant as a proof of final submission.
 - i. Registration and Application form filling should not be done without the knowledge of the applicant.
 - j. The agencies shall provide dedicated helpline number(s) to facilitate the general public.
 - k. The data of the resident/applicants as well as the data of the property and its documents shall be used exclusively for PM-UDAY and not any other purpose.
 - l. Outsourcing and sub-contracting by these agencies is not allowed for the work of PM-UDAY
 - m. The agencies shall issue a receipt bearing the GSTIN of the agency to the resident(s)/ applicant(s), as they are charging the public for carrying out documentation/facilitation work of the applicant.
4. Empanelled agency can provide doorstep service (by deputing persons in field) or can open PM-UDAY Documentation Service Centre at the location of their choice. The Letter of empanelment and the prescribed rates should be displayed at the Centre, and informed to the clients.
5. Bank guarantee is liable to be forfeited and empanelment may be cancelled if agency commits any fraud with the applicant/residents of the UC's or DDA, deliberately furnishes any misinformation on PM-UDAY Portal, overcharging from applicant/residents of the UC's, unsatisfactory performance or does not adhere to the terms and conditions. In case of grave infractions the agency may be blacklisted.
6. Agency shall provide a monthly return of Services provided under this empanelment by 5th of every next month.
7. You are requested to furnish the aforesaid security deposit for formal empanelment of your agency.


Harish Chand Sharma
Dy. Director (PM-UDAY/HQ-I)

Copy to:

1. OSD to VC, DDA.
2. PS to Principal Commissioner (Personnel), DDA.
3. PS to Commissioner (PM-UDAY), DDA.
4. PS to Director-I/II/III (PM-UDAY), DDA.
5. All Dy. Directors of processing centers.
6. Concerned documentation agency.


Dy. Director (PM-UDAY/HQ-I)