



Directorate of Urban Local Bodies, Panchkula, Haryana.

STANDARD OPERATING PROCEDURE – 7

“Creation of Split ID”

*(For Proactive Service Delivery of Services Under
Property Tax Management System)*

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Standard Operating Procedure - Proactive Service Delivery of Services Under Property Tax Management System

STANDARD OPERATING PROCEDURE			
Department	Directorate of Urban Local Bodies, Panchkula, Haryana		
SOP Title	Standard Operating Procedure for proactive service delivery of Property Tax Management System		
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Date	10-05-2023		
Signature			

Purpose of the Document: This document comprises the processes that shall be followed for proactive service delivery of Property Tax Management System.

1. Services:

- a) Splitting of Property ID,

2. Stakeholders:

- i. Property Owner
- ii. All Municipalities in the state of Haryana
- iii. Directorate of Urban Local Bodies (Town Planning Cell)
- iv. Directorate of Urban Local Bodies (I.T. Cell)

3. Pre-requisite:

Sr. No.	Description	Action By
1	Creation of Login for District Municipal Commissioner (DMC) and Commissioner Municipal Corporation (CMC)	Directorate of Urban Local Bodies, Haryana
2	Creation of ULB Admin ID	District Municipal Commissioner (DMC) and Commissioner Municipal Corporation (CMC)
3	Creation of Maker /Checker	ULB Admin
4	Assignment of Colonies to Maker/Checker	ULB Admin Please note that the objections will be auto-forwarded by the system in the login of the concerned maker/checker who has been assigned the colony / objection type. Colony-wise and Objection-Type wise assignment of Maker/Checker is required to be done through Admin User ID. Detailed user manual for assignment of colonies is already uploaded on the portal.

Services, Timelines, and Responsibilities:

3.1. Service: Split PID: To split an existing PID and create a sub-Property ID

The property can be split in two ways:

- a) Horizontally i.e. where plot area is sub-divided
- b) Vertically i.e. where the floor-wise sub-division takes place.

An existing PID is to be split in following cases only:

- a. Where area of an existing property id is to sub-divided
- b. Where the property id earlier created is for more than one floor but now floor wise sub-division is required
- c. Where the property id earlier created shows two or more Plots/Floors merged together whereas in actual the Plots/Floors belong to different owners

Timeline:

- a) **Normal Case:** timeline to dispose-off the case is 10 days
- b) **Tatkal Case:** timeline to dispose-off the case is 02 days

The processing of splitting a Property ID detail shall be undertaken as follows:

T = the date of receipt of the application

S. No.	Activity /Action Point	Description	Responsibility	Timeline	
				Normal Case	Tatkal Case
1.	Splitting an existing Property ID	Document Verification: All the documents uploaded by citizen pertaining to "splitting of Property ID" shall be verified and acknowledged as per the listed required documents.	Maker Maker shall examine the documents uploaded by the Citizen and acknowledge all uploaded documents	T + 01 day	T + 01 day

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S. No.	Activity /Action Point	Description	Responsibility	Timeline	
				Normal Case	Tatkal Case
		Further Maker shall visit the site for ascertaining the property location, verification of the category of building (e.g. Residential, Commercial, Institutional etc.) and upload the site report along with property Photographs on the portal.	Maker Maker shall also visit the site and the report to be uploaded within 2 days' time.	T + 03 days	
		On splitting a Property, the Property tax and Fire tax for current year will be system calculated. But development charges and any other applicable arrears will be added/updated by the Maker on the basis of the applicable notifications.	Maker Maker shall cross-check the payment status from 'Accounts' pertaining to the Applicable Property Tax, Fire tax, and Development Charges (if any)	T + 03 days	
		After scrutiny of documents and updating dues, authorized status, Maker can either Recommend for Approval/Rejection OR Revert to Citizen: a) In case of any discrepancy observed in the document, the case to be marked as " Revert	Maker Maker shall revert the Citizen (in case of any discrepancy found in the document) Maker to make sure that all the observations are sent at once.	T + 03 days	

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S. No.	Activity /Action Point	Description	Responsibility	Timeline	
				Normal Case	Tatkal Case
		<p>to Citizen” with clear description of the observation for compliance.</p> <p>‘Or’</p>			
		b) Forward the case to Checker with a recommendation to “approve”.	<p align="center">Maker</p> <p>Post verification of all the uploaded documents of the Citizen, the Maker shall submit the documents to Checker for approval/rejection</p>	T + 05 days = T1	
		<p>Approval Or Rejection: Upon recommendation of the Maker, Checker shall scrutinize the documents provided by the owner with the listed requisite documents.</p> <p>Reverting to maker a) If checker is not satisfied with the scrutiny of the Maker, he can revert the case back to Maker. Maker shall have to respond on the checker’s query ‘Or’</p>	<p align="center">Checker</p> <p>The checker shall examine and acknowledge all the documents verified by the Maker. Further, the Checker shall revert to Maker.</p>	T1 + 01 day	T + 01 day
		b) “Approve” or “Reject” as the case may be.	<p align="center">Checker</p> <p>The checker either approves or rejects the Maker’s submitted documents as the case may be.</p>	T1 + 03 days	

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S. No.	Activity /Action Point	Description	Responsibility	Timeline	
				Normal Case	Tatkal Case
		REVERSION REASON	Reasons for reversion : <ol style="list-style-type: none"> i. Compliance with the Haryana Building Code 2017 and Section 231 of Haryana Municipal Corporation Act 1994 in case of Corporations. ii. ID proof not uploaded. iii. Ownership Proof not uploaded. iv. Site plan showing location of the site not uploaded v. Building photograph not uploaded vi. Document not legible (readable) vii. ID proof are not legible (readable) viii. Ownership proof not legible (readable) ix. Site Plan showing location of the site not legible (readable) x. Building photograph not legible (readable) xi. Variation observed in site details during site visit vis-à-vis the details uploaded on the portal. <ol style="list-style-type: none"> a. Variation in Property Size b. Variation in Floor Details c. Variation in Category xii. Any other reason, please mention in detail 		

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S. No.	Activity /Action Point	Description	Responsibility	Timeline	
				Normal Case	Tatkal Case
		REJECTION REASON	i. PID already exists ii. Variation observed in site details during site visit vis-à-vis the details uploaded on the portal. a. Variation in Property Size b. Variation in Floor Details c. Variation in Category iii. Any other reason, please mention in detail in the comment box		
		a) All application reverted by Checker to Maker are to be resubmitted to Checker after re-examination of the application.	Maker	T1 + 02 days	Within 4 hours of receipt of application
		b) After receiving maker's reply, Checker will dispose-off the application	Checker	T1 + 03 days	Within 4 hours of receipt of application from the maker

Auto-generated SMS from portal will be forwarded to the citizen in case of 'Revert to Citizen'.

Documents, Do's & Don'ts pertaining to splitting a Property ID

Documents Involved

1. Identity Proof of Applicant (any one of the following):
 - a. Aadhar Card,
 - b. Pan Card,
 - c. Parivar Pehchaan Patra,
 - d. Passport,
 - e. Driving Licenses
 - f. Voter ID
2. Any one of the below documents for proof of ownership:
 - a. Sale deed/conveyance deed
 - b. Transfer deed/Relinquishment deed/release deed/Jamabandi/Farad,
 - c. Allotment letter, re-allotment letter from any Govt. or semi-Govt. Dept. or Developer of licensed colony or Developer of approved Group Housing
 - d. Court decree (An affidavit or declaration regarding court decree no court case is pending in any court)
3. Site Plan showing location of the site
4. Building Photograph
5. Additional for properties under Lal – Dora Areas (any one of the following):
 - a. Where Owner details are Null or NA, the required details to be updated based on the ULBs old Property data record (Property Register) or Panchayat record
 - b. In death case, legal heir certificate issued from the competent revenue authority / civil court
 - c. Court Decree registered with the revenue authorities
 - d. Registry / Sale Deed

Do verify and ensure that all the required documents are complete and valid.

Don't use any manual or offline mode of processing, as all processes must be updated online.