

Project Report on Chandigarh Estate Office Services

1. Introduction

The Chandigarh Estate Office functions under the Department of Urban Planning, Chandigarh Administration. It plays a pivotal role in the management, regulation, and administration of properties across the Union Territory of Chandigarh. Its responsibilities include property allotment, ownership transfer, rent collection, enforcement of building laws, and the issuance of critical documents like NOCs, occupation certificates, and allotment letters.

2. Objectives of the Estate Office

- To manage and maintain accurate property records for Chandigarh. - To facilitate transparent property transactions. - To ensure compliance with building bylaws and land use regulations. - To streamline revenue collection such as rent, lease dues, and taxes. - To provide efficient citizen services through digitalization and e-Governance initiatives.

3. Key Functions and Services

The Chandigarh Estate Office provides multiple essential property management and citizen-centric services, including Change of Ownership, Rent Collection, Court Proceedings, Enforcement & Survey, Issue of NOC, Mortgage Permissions, Building Plan Approvals, and many others.

4. Digital Initiatives

The Estate Office has adopted e-Governance systems to make its services more efficient and citizen-friendly: - Online applications for ownership change, NOC, and mortgage permission. - e-Payment gateway for rent, lease, and GST. - Digital property records to ensure transparency. - e-Auction platform for site sales.

5. Challenges

- Lengthy approval processes. - Delays in mutation and NOC issuance. - Court cases related to property ownership and building violations. - Need for greater digital integration among departments.

6. Future Vision

- Complete digitization of property records. - One-stop portal for all Estate Office services. - Integration with GIS for real-time property mapping. - Citizen dashboard for application tracking.

7. Conclusion

The Chandigarh Estate Office plays a crucial role in urban governance by regulating property transactions, enforcing bylaws, and facilitating transparent services. Through modernization and digitization, the department is progressively transforming into a more efficient, accountable, and citizen-centric system—essential for the

sustainable growth of Chandigarh as a model city.