

STANDING OPERATING PROCEDURE (SOP) OF TRANSFER PROCEDURES

DHA MULTAN

1. **No Demand Certificate.** No Demand Certificate is the first step for transfer in which the owner has to clear all objections and outstanding dues. **Statement summary** is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
No Demand Certificate	3 Working Days	Routine 2000 Urgent 10000	-

2. **Documents Required**

- a. Copy of Computerized National Identity Card.
- b. Copy of Site Plan for the plots (if possession is open). If not held, will apply along with No Demand Certificate.
- c. Copy of Completion Certificate (House / Building).
- d. No Objection Certificate for Armed Forces Personnel in case of Service Benefit Plots / Plots allotted out of Defence quota from GHQ AG's Branch (W&R Directorate).
- e. Photocopies of Pension Book, Discharge Certificate and Form 'B' in case of Retired Junior Commissioned Officers / Non Commission Officers and Next of Kins of Shaheed / Deceased (duly attested by District Arms Services Board).
- f. Copy of Aloc / Info / Almt Ltr, LBIL, Copy of CNIC of seller and NOC (valid) in case of Svc Benefit plot.
- g. NDC to be signed by seller alongwith thumb impression.
- h. Real Estate Agent stamp will be imposed on NDC and will be received by auth rep /CEO of the same Agency submitting NDC application.
- i. If seller directly applies for NDC then only seller is permitted to receive the NDC.
- j. NDC will not be entertained on Fwd Ltr or Intimation Ltr.
- k. NDC validation period is 1 month (30 days).
- l. NDC (normal) fees Rs 2000.00 per NDC.
- m. **Processing at Sub Office**
 - (1) NDC application may be submitted at any DHA (Multan) Sub Offices Isb/Lhr/Kci and can get NDC print out / receipt at respective stations.

- (2) NDC application form after being submitted at Front Desk/respective Sub Offices by seller / Estate Agent (through whom NDC applied) will be processed within three days of receiving of application.
- (3) Auto gen msg will be forward to seller / Estate Agent regarding collection of NDC upon final approval / rejection – NDC be collected within 3 x days after receipt of msg.

3. **Procedure.**

- a. No Demand Certificate request form is available at DHA Multan Front Desk. (Download Specimen from DHA website) attached as **Anx-“A”**.
- b. Deposit the No Demand Certificate along with the documents mentioned above at DHA Multan Front Desk.
- c. If the required documents are complete, the customer will be issued receipt of documents.
- d. Customer will come on the date provided on the receipt to collect Payment Voucher from Accounts counter, DHA Office.
- e. After paying the voucher in the bank, customer deposit the copies of Challans of all dues including Transfer Fee at Accounts counter.
- f. In case of House or Open Possession Plot, customer will have to coordinate with P & D (Building Control) Branch for Surveyor visit and dues clearance.

4. **Regular Transfer. Statement summary** is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Regular Transfer	After No Demand Certificate Clearance	Depends on the Phase, Size and Plot / Building Type.	Transfer Branch

5. **Documents Required**

- a. Transfer Documents set specimen available at DHA Multan Front Desk. (Download Specimen from DHA website) attached as **Anx-“B”**.
- b. Original Allocation / Intimation / Allotment / Transfer Letter(s) at the time of transfer.
- c. Copy of Computerized National Identity Card of Seller and Purchaser (duly attested by Oath Commissioner).
- d. Membership Fee of new owner.
- e. Membership Form.
- f. 2 x Passport size photographs of new owner (Duly attested by Oath Commissioner).

- g. Transfer Fee. (According to the Size).
- h. Affidavit of Seller and Purchaser for surrendering.
- i. 1% Stamp Duty, DC value according to the plot size (paid by Purchaser).
- j. CGT (Capital Gain Tax) will be paid by Seller, i.e Filler 1%, Non Filer 2% according to DC value of plot size.
- k. Advance Tax will be paid by purchaser according to DC value of plot size i.e Filer 1% & Non Filer 2%.
- l. Sale agreement worth rupees 1200, E-Stamp paper will be attached with Transfer set at the time of Transfer.

6. a. **Procedure**

- (1) Apply for No Demand Certificate.
- (2) Customer will bring the Transfer Set to the DHA Multan Front Desk, to obtain Transfer Appointment.
- (3) Customer will deposit Transfer Documents along with all paid Government charges and membership fee at DHA Front Desk before transfer.
- (4) Customer Relation Officer (CRO) will endorse/receive the documents and issue receipt.
- (5) Both donor and donee will come for Transfer to Transfer Officer.
- (6) Donee will bring the receipt and original Computerized National Identity Card on the given date to collect the Allocation / Intimation / Transfer Letter(s) from Transfer Officer.

b. **Urgent Fees**

- (1) Spec Urgent Tfr 24 hrs-NDC+tfr - Rs 50,000.00
- (2) Spec Urgent Tfr 24 hrs to 48 hrs-NDC+tfr- Rs 25,000.00
- (3) Within 24 hrs - tfr only - Rs 34,000.00
- (4) Within 24 hrs to 48 hrs - tfr only - Rs 17000.00
- (5) Urgent NDC (only) fees (within 24 hrs) will be Rs 10,000.00

c. **Transfer Fee Schedule**. Attached as **Anx-C**.

d. **Processing at Sub Office**

- (1) **Tfr at Sub Offices**. Svc charges for transfer at Sub Offices is Rs 2000.00.

- (2) **Tfr Set Submission**. Can be deposited at any Sub Office incl Multan. However, time line would be 15 x days for out station and if submitted at Sub Offices where tfr is intended, it will be exec within 48 – 72 hrs (Scheduled / Appointment Based).
- (3) Collection of Alloc Ltr / Tfr Alloc Ltr, being informed on auto generated SMS, after 5 working days from Multan and 7 working days from Sub Offices.

7. **Hiba Transfer**. Property gifted to the blood relatives (Parents to Children, Children to Parents, Husband to Wife, Wife to Husband). **Statement summary** is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Hiba Transfer	After No Demand Certificate Clearance	Depends on the Size and Plot / Building Type.	Transfer Branch

8. **Documents Required**

- Hiba Transfer Documents Set Specimen available at DHA Multan Reception. (Download Specimen from DHA website) attached as **Anx-“D”**.
- Original Allocation / Intimation / Allotment / Transfer Letter(s).
- Copy of Computerized National Identity Card (CNIC) of both donor and donee and 2 x Witnesses (duly attested by Oath Commissioner).
- Membership Fee of Donee.
- Membership form, along with 2 x Passport size photographs (blue background) of donee (duly attested).
- Transfer Fee according to the size of Plot.
- Original Sale Deed along with affidavits of donor and donee.
- 5% Stamp Duty DC value according to the plot size paid by Donee.
- CGT (Capital Gain Tax) will be paid by Seller, i.e. **Filler 1%, Non Filer 2%** according to DC value of plot size.

9. **Procedure**

- Apply for No Demand Certificate.
- Customer will bring the Transfer Set to the DHA Multan Front Desk, to obtain Transfer Appointment.
- Customer will deposit Transfer Documents along with all paid Government charges and membership fee at DHA Front Desk before transfer.
- Customer Relation Officer (CRO) will endorse/receive the documents and issue receipt.

- e. Both donor and donee will come for Transfer to Transfer Officer.
- f. Donee will bring the receipt and original Computerized National Identity Card on the given date to collect the Allocation / Intimation / Transfer Letter(s) from Transfer Officer.

10. **Legal Heir(s) Transfer.** After the death of the owner, property is transferred to the legal heir(s). **Statement summary** is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Legal Heir(s) Transfer	Vary case to case	Depends on size of Plot / Building	Transfer Branch

11. **Documents Required**

- a. Legal Heir(s) Transfer Documents Set available at DHA Multan Reception. (Download Specimen from DHA website) attached as **Anx-“E”**.
- b. Original Allocation / Intimation / Allotment / Transfer letter(s).
- c. Declaratory decree in respect of Legal Heir(s) issued by the Civil Judge having competent Jurisdiction.
- d. Death Certificate (duly attested).
- e. Copies of the Computerized National Identity Card / B Form of all Legal Heir(s) (duly attested).
- f. 2 x Passport Size photographs of each Legal Heir (duly attested by Gazetted Officer).
- g. Advertisement regarding death of the owner/member with photograph in 2 x National Newspapers i.e. Urdu & English (Download Specimen).
- h. Membership Form of Legal Heir(s).
- i. Membership Fee and Transfer Fee Vouchers.

12. **Procedure**

- a. Deposit the documents to DHA Reception after filling in the required information.
- b. DHA Reception will issue the receipt against the documents.
- c. Legal Branch will issue a confirmation letter.
- d. All the nominated legal heir's will come on given transfer date for Legal Heir Transfer.
- e. After receiving the confirmation letter, Legal Heir(s) along with their original Computerized National Identity Card will visit Transfer Officer to collect the Allocation / Intimation / Transfer Letter.

- f. In case any one of the Legal Heir is abroad, he/she can not authorize any other Legal Heir to receive the letter on his / her behalf. Authority Letter will not be accepted in DHA Multan. Legal Heirs will collect their original transfer allocation letter themselves.

13. **Foreign Transfer (Seller Abroad).** If the Seller is abroad and can not appear for transfer. **Statement summary** is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Foreign Transfer	On completion of requirements / documentation	Depends on the Size and Plot / Building Type.	Transfer Branch

14. **Procedure / Documents Required**

- a. Complete Transfer Document Set along with No Demand Certificate Request Form and Site Plan (if required). (Download Specimen from DHA website)
- b. In case of Foreign Transfer (seller abroad) transfer papers are sent to the owner by the authority holder. Seller signs the transfer papers in Pakistan Embassy and returns the transfers papers to authority holder. Upon receipt of papers, authority holder submits the transfer papers at DHA Multan. DHA office sends the transfer papers to concerned Embassy for verification and meantime seeks the confirmation from seller. After receiving the Embassy and seller confirmation, transfer is executed.

15. **Foreign Transfer (Purchaser Abroad).** If the Purchaser is abroad and cannot appear for transfer. **Statement summary** is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Foreign Transfer	On completion of requirements / documentation	Depends on the Size and Plot / Building Type.	Transfer Branch

16. **Documents Required**

- a. **Foreign Transfer / Transfer on Behalf (Purchaser Abroad).** For those overseas Pakistani nationals and personals on visit abroad who desire to buy property in DHA Multan can do so while being abroad. Following documents are required:-
- (1) Attested copy of purchaser's CNIC/NICOP/POC.
 - (2) Attested copy of Passport and visa with exit and entry stamps.
 - (3) 2 x attested passport size photographs.

- b. Undertaking on Rs. 100/- Stamp Paper by the purchaser's representative in Pakistan. (Download Specimen from DHA website) attached as **Anx-“F”**

17. **Tfr on Behalf**

- (1) If for any of the fol reasons purchaser cannot appear in person for tfr:-
- Medical reasons.
 - Out of Country.
 - Exigencies of the svc.
- (2) **Procedure**. Purchaser may auth a person on his behalf on an affidavit of Rs 100.00 to include the date, detail of the person who has been auth, reason for his unavailability, duration of the authorization letter, scope of authorization and action to be done.

18. **Procedure**. As per Regular Transfer.

19. **Out Station Transfer**. If owner is unable to appear at DHA Multan for transfer due to Illness / Disability. **Statement summary** is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Out Station Transfer	On completion of requirements.	Rs. 12000/-	Transfer Branch

20. **Documents Required**

- Application from the Seller / purchaser for Outstation Transfer along with Medical Certificate.
- All Documents required in types of Transfer i.e Regular Transfer, Hiba Transfer, Legal Heir's & Allocation Letter receiving.

21. **Procedure**

- The Owner will submit an application requesting for Outstation Transfer along with Medical Officer / Doctor's Certificate clearly mentioning the medical reason for inability to travel and VVIPs. Out Station fee challan for Rs. 12000/- will be paid by the applicant.
- After approval by the Competent Authority, the Seller / purchaser will adopt procedure mentioned in Transfers.
- Transfer will be executed at the station as requested
- Transfer formalities will be carried out in DHA Office.

22. **Power of Attorney**. Important check points to judge the authority of a General Power of Attorney executed abroad area:-

- Overseas plot owner will appear in person in the concerned embassy or consulate along with:-

- (1) General Power of Attorney deed.
 - (2) His original NICOP.
 - (3) Two Pakistani witness with their NICOPs.
- b. Plot owner and the two witnesses shall sign the General Power of Attorney in embassy / consulate before the concerned officer who will authenticate this execution by this seal and signatures.
- c. On receipt of General Power of Attorney, the Attorney will get it verified from office of foreign affairs in Pakistan.
- d. The General Power of Attorney shall be registered in the office of concerned Registrar.
- e. General Power of Attorney executed in Pakistan:-
- (1) Overseas plot owner can also execute GPA in Pakistan in favour of Attorney whenever he is in Pakistan. It will be a registered deed and its certified copy shall be produced in DHA at the time of transfer / sale.
- f. Procedure in DHA are:-
- (1) The Attorney shall appear in person in DHA along with his CNIC and certified copy of GPA to further alienate the plot.
 - (2) Concerned DHA authorities will check all the above mentioned parameters minutely.
 - (3) Opinion of Legal branch may be an additional safety measure.
 - (4) Ownership should be changed if all the requirements are duly fulfilled.
- g. For new allottee the procedure will be the same as mention in para 2 above. However, biometrics will be done at DHA Multan on visit to Pakistan before sale of the plot / file.

23. **Issuance of Allotment Letter.** Statement summary is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Issuance of Allotment Letter	Vary case to case	Nil	Transfer Branch

24. **Documents Required**

- a. Application to DHA Secretary or Director Transfer & Record for the issuance of Allotment Letter.
- b. Original Intimation / Allocation letter(s).
- c. Allotment, Intimation letter(s).
- d. DHA Membership Form.
- e. DHA Membership Fee.
- f. Clearance of outstanding dues (If any).
- g. Copy of Computerized National Identity Card.
- h. 2 x Passport size photographs.

25. **Procedure**

- a. Customer submit / deposit the required documents to the DHA Multan / Reception at DHA Office.
- b. If the documents are complete, the Reception Officer after endorsing will give a receipt to the customer.
- c. Customer will receive the allotment letter at the given date.

26. **Issuance of Duplicate Allocation /Intimation /Allotment/Transfer**

Letter(s). Statement summary is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Duplicate Allocation /Intimation /Allotment/Transfer Letter(s)	-	10850	Transfer Branch

27. **Documents Required**

- a. Affidavit duly attested by Oath Commissioner. (Download Specimen from DHA website)
- b. Copy of Computerized National Identity Card (Duly attested).
- c. First Information Report Regarding Loss of Allotment / Transfer letter (in original).
- d. Advertisement in two news papers (English & Urdu). The advertisement should be in two columns. (Download Specimen from DHA website)

- e. Application to Project Secretary DHA Multan for requesting for issuance of Duplicate Letter.
- f. Paid Voucher of Duplicate Issue Charges for Rs. 10500/-.
- g. 2 x Passport size photographs (blue background) (duly attested).
- h. Registration Form is available for Rs. 350/- at DHA Reception.
- i. Photocopies of Pension Book, Discharge Certificate and Form 'B' in case of Retired Junior Commissioned Officers/Non Commissioned Officers and Next Of Kins of Shaheed / Deceased (duly attested by District Arms Services Board).

29. **Procedure**

- a. Customer deposit the required documents to the Reception DHA office.
- b. If the documents are complete in all respect, the Reception Officer will give a receipt to the customer.
- c. Customer will receive the Duplicate Allocation / Intimation / Allotment / Transfer Letter(s) at the given date.

30. **Change of Name. Statement summary** is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Change of Name	-	Nil	Transfer Branch

31. **Documents Required**

- a. Application to Director Transfer & Record for the change of name. ([Download Specimen from DHA website](#))
- b. Copy of old and new Computerized National Identity Card.
- c. Declaratory Decree (if complete name changed).
- d. Affidavit for the change of name.
- e. Copy of Husband / Father Computerized National Identity Card.
- f. Copy of Nikkah nama / Divorce Certificate.
- g. Advertisement in 2 x National Newspapers (English & Urdu).
- h. Copy of Allocation / Intimation / Allotment / Transfer Letter(s).
- i. In case of Armed Forces Personnel, verification from CORO GHQ.

32. **Procedure**

- a. Customer will deposit the required documents to DHA Multan / Reception at DHA office.
- b. If the documents are complete, the Reception Officer will give receipt to the customer.
- c. Documents will be sent to the DHA Multan / Reception for processing.
- d. Original Allocation / Intimation / Allotment / Transfer Letter(s) will be brought at the given date for Correction of name.

33. **Dispute / Complaints.** Statement summary is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Dispute	3 Weeks	10000/-	Transfer Branch Dispute Cell

34. **Documents Required.**

- a. Dispute Resolution Committee to accept complaint on Rs 500 E-stamp paper. Complainant to auth DHA and narrate nature of grievance / complaint.
 - (1) Committee to give 3 x dates to complainant and other parties for hearing, if they do not attend hearing, decision may be given ex parte. Complaints be disposed off / finalized within max 3 x weeks period.
 - (2) Rs 10000.00 complaint processing fees to be deposited by complainant.
- b. Apply for No Demand Certificate.
- c. Customer will bring the Transfer Set to the DHA Multan Reception for transfer appointment.
- d. DHA Multan Reception will give the transfer appointment according to SOPs of DHA Multan.
- e. Customer will deposit Transfer Documents along with all paid Government charges and Membership fee at DHA Reception before Transfer.
- f. DHA Reception will endorse/receive the documents and issue receipt.
- g. Both Seller and Purchaser will visit Transfer Officer for transfer on given Transfer date.
- h. Customer will bring the receipt and original Computerized National Identity Card on the given date, to collect the Allocation / Intimation / Transfer Letter(s) from Transfer officer, DHA Office.

35. **Duplicate LBIL**. Statement summary is as under:-

SERVICE	TIMELINE	CHARGES	DELIVERY
Duplicate Location Ballot Information Letter	1 Week	1000/-	Transfer Branch

- a.. In case of loss / missing of Location Ballot Information Letter (Original) following procedure may be adopted by concerned individual:-
- b. **Documents Required**
- (1) Hand written / Typed application in the Name of Dir Tfr& Rec Branch DHA Multan requesting for issuance of Duplicate Location Ballot Information Letter.
 - (2) An Undertaking on Rs. 100/- Stamp Paper as per attached specimen duly attested by Oath Commissioner.
 - (3) Paid Voucher or Pay Order / Demand Draft in the name of DHA Multan for Duplicate Location Ballot Information Letter charges for Rs. 1000/-