

### Revenue Department - Citizen Charter

Sl. No.	Service details	Period of catering the service	Procedure to Apply	Officer In charge	
				Designation	Contact number
1	Khatha application form	At all ARO's office and Citizen service centre	On the spot – on payment of Rs.10 per application.	Assistant Revenue Officer	List enclosed
2	Application forms for filing property tax returns	SAS application forms are available in all BBMP Help centres, ARO's offices and Bangalore One Centre's	On the spot – on payment of Rs.5 per application.	Assistant Revenue Officer	List enclosed
3	Khatha Certificate	One day	Khatadar to submit application form along with upto date tax paid details	Assistant Revenue Officer	List enclosed
4	Khatha Extract	One day	Submit application form	Assistant Revenue Officer	List enclosed

In respect of old BMP area Khata Certificate and Extract will be issued in respective ARO's office and BBMP- CSC centres.  
In respect of newly added areas Khata Certificate and Extract will be issued in respective ARO's office only.

Sl. No.	Service details	Period of catering the service	Procedure to Apply	Officer In charge	
				Designation	Contact number
5	<u>Others : Transfer of Khatha</u>	7 days Working days	<u>Transfer of Khatha is respect of existing khatas, through registered sale deed and other registered deed of conveyance and property allotted by BDA/KHB</u> ❖ Application in prescribed form. ❖ Copies of Registered title deed. ❖ Tax paid receipts ❖ Possession certificate <u>Revenue pockets, BDA Reconvened areas, Gramathana area.</u> ❖ Application in prescribed form. ❖ Title documents, flow chart of the title. ❖ Copies of previous tax receipts. ❖ Proof of improvement charges paid. ❖ Khatha extract issued by previous authority / local body. ❖ Sketch showing the location and measurement of the property. <u>Transfer of Khatha through succession / inheritance / gift documents / through court decrees.</u> ❖ Application in prescribed form, ❖ Title documents, flow chart of the title. ❖ Copies of previous tax receipts ❖ Affidavit regarding / inheritance	Assistant Revenue Officer	List enclosed
6	<u>Amalgamation of Khatas</u>	30 Working Days	<u>Amalgamation of Khatas</u> ❖ Application in prescribed form ❖ Copies of Registered title deed ❖ Tax paid receipts ❖ Sketch showing the location and measurements of the property	Assistant Revenue Officer	List enclosed

7	<u>Bifurcation of Khatha</u>	30 Working Days	<ul style="list-style-type: none"> <li>❖ Affidavit regarding proof of blood relationship</li> <li>❖ NOC from BDA if the property is located in BDA layout. (for vacant lands)</li> </ul> <u>Bifurcation of Khatha</u> <ul style="list-style-type: none"> <li>❖ Application in prescribed form</li> <li>❖ Copies of Registered title deed</li> <li>❖ Tax paid receipts</li> <li>❖ Sketch showing the location and measurement of the property</li> </ul> NOC from BDA if the property is located in BDA layout. (for vacant lands)	Assistant Revenue Officer	List enclosed
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❖ Documents to be enclosed with the application for Suvarna Khatha

Citizen Services & Services in Revenue Department of Bruhath Bangalore Mahanagara Palike

1. Services Available :
  - a) Issue of Khatha Certificate and Extracts of Properties.
  - b) Transfer of khath, Biufurcation and Amalgamation of Khatha
  - c) Registration of khatha of Properties
  - d) Allotment of Sub numbers and transfer of khatha in respect of Units/Flats in Commercial and Residential Apartments.
2. Quality of Services :
3. Quantity of Service :
4. Frequency of Service :
  - a) One Day for Issue of Khatha Certificate/Extract
  - b) 7 Working Days for Transfer of Khatha in respect of existing khathas, 30 working days for Bifurcation Amalgamation of Khatha
  - c) 7 Working days for Registration of Khatha if properties in BDA/KHB Layouts, 30 Working days for Registration of Khatha of properties in Revenue Layouts/Gramathanas
  - d) 7 Working days for Allotment of Sub numbers for Commercial/Residential Apartments.
5. Personnel Responsible For the Service :

\_\_\_\_\_ / Mayor  
Revenue Inspectors /Assessors and Asst Revenue Officers are responsible for issue of above services within the stipulated period.
6. Cost of Service :
  - a) Rs. 25/- for the Khatha Certificate Rs. 100/- for khatha Extract 2% on Stamp Value for transfer/Registration of Khathas.
7. Service without Cost :
8. Process Availing the Service :
  - a) How to Apply/Where to Apply/When to Apply : Application for Khatha Certificate & Extract is to be made in the Office of the Assistant Revenue Officers Concerned or in Citizen Service Centers of Bruhath Bangalore Mahanagara Palike on all working days Application for Transfer/Registration/Bifurcation/ Amalgamation is to be made in the respective Office of the Assistant Revenue Officers on all working days
  - b) How to Pay the Fees/To Whom & Where : Khatha Extract and Certificate fees can be paid in cash at AROs/CS Centers. 2% Khatha transfer fees can be paid by Bank Demand Draft at AROs Office.
9. Time lines in Availing Services : As explained in Serial No. 4

#### 10. Grievances redressal Mechanism

Adopted Kinds of Grievances and  
Time lines for solving them responsible  
offices etc.

If any delay is caused in providing the services  
Grievances can be filed to the higher officers right from Revenue Officers to  
Commissioner, Bruhath Bangalore Mahanagara Palike. All these officers are responsible  
for solving the Grievances.

#### 11. Concern Officers Contact list with Phone numbers

# **BRUHATH BANGALORE MAHANAGARA PALIKE**

## ***Citizen Charters & Services in Revenue Department***

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|---|---------------------------------------|--|
| 1 | Services Available :                  | a) Issue of Khatha Certificates and Khatha Extracts of Properties.<br>b) Transfer of khatha, Biufurcation and Amalgamation of Khatha<br>c) Registration of khatha of Properties<br>d) Allotment of Sub numbers and transfer of khatha in respect of Units / Flats in Non residential Complexes and Residential Apartments  |
| 2 | Quality of Services :                 | Normally Satisfactory  |
| 3 | Quantity of Service :                 | As requested by the general public/Tax payers  |
| 4 | Frequency of Service :                | a) One Day for Issue of Khatha Certificate/Extract<br>b) 7 Working Days for Transfer of Khatha in respect of existing khathas, 30 working days for Bifurcation Amalgamation of Khatha<br>c) 7 Working days for Registration of Khatha if properties in BDA/KHB Layouts, 30 Working days for Registration of Khatha of properties in Revenue Layouts/Gramathanas<br>d) 7 Working days for Allotment of Sub numbers for Commercial/Residential Apartments. |
| 5 | Personnel Responsible for the Service | Revenue Inspectors /Assessors and Assistant Revenue Officers are responsible for issue of above services within the stipulated period.   |
| 6 | Cost of Service                       | Rs. 25/- for the Khatha Certificate Rs. 100/- for khatha Extract, 2% on Stamp Value of the registered documents (Instrument of Transfer of title) for transfer/Registration of Khathas.  |

- 7 Service without Cost :
- 8 Process Availing the Service : a) How to Apply/Where to Apply/When to Apply : Application for Khatha Certificate & Extract is to be made in the Office of the Assistant Revenue Officers Concerned or in Citizen Service Centers of Bruhath Bangalore Mahanagara Palike on all working days Application for Transfer /Registration/Bifurcation/Amalgamation is to be made in the respective Office of the Assistant Revenue Officers on all working days
- b) How to Pay the Fees/To Whom & Where Khatha Extract and Certificate fees can be paid in cash at AROs/CS Centers. 2% Khatha transfer fees can be paid by Bank Demand Draft at AROs Office.
- 9 Time lines in Availing Services As explained in Serial No. 4
- 10 Grievances redressal Mechanism Adopted Kinds of Grievances and time lines for solving them responsible offices etc. If any delay is caused in providing the services Grievances can be filed to the concerned Revenue Officers/ Deputy Commissioners, Bruhath Bangalore Mahanagara Palike. All these officers are responsible for solving the Grievances.
- 11 Concern Officers Contact list with Phone numbers