



दिल्ली विकास प्राधिकरण
आवास (समन्वय) शाखा
द्वितीय तल, ब्लॉक - डी, विकास सदन, नई दिल्ली

Computer No. 97754

ENG/CE/0047/2025/NCC2/-O/o SE(NARELA CIVIL CIRCLE-II)/3661

Date: 26/02/26

NOTIFICATION

Subject: Implementation of Approved Standard Operating Procedure (SOP) for Day-to-Day Maintenance of DDA Housing Pockets.

Whereas the Standard Operating Procedure (SOP) for establishing a structured mechanism to address day-to-day maintenance issues in various DDA Housing Pockets under different housing schemes has been approved by the Competent Authority;

2. And whereas it is considered necessary to operationalize the said SOP in a time-bound and coordinated manner to ensure efficient delivery of maintenance services, clarity of roles, and accountability among concerned departments;

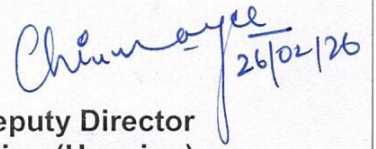
3. Now, therefore, in pursuance of the approval of the Competent Authority, it is hereby notified that the approved SOP shall be implemented with effect from 01 April 2026 in all applicable DDA Housing Pockets covered under the respective housing schemes with effective date from which service charges shall be as follows: -

- a) For Allottees of Housing Pockets where first time flats offered in the housing scheme of the year 2010 up to 2021 will be 1st April 2026 onwards or date of possession, whichever is later.
- b) For Allottees of Housing Pockets where first time flats offered in the housing scheme of the year 2023 and after will be date of possession, however, in these cases maintenance cost of one year is already collected and thereafter maintenance bill will be generated.

4. This notification shall come into force with effect from 01.04.2026.

This issues with the approval of the Competent Authority.

Encl: Standard Operating Procedure (SOP) for Day to Day Maintenance of DDA Housing Pockets.


26/02/26
Deputy Director
Coordination (Housing)

Copy to: -

1. OSD to VC
2. PS to EM/FM
3. PS to PC(Housing)/PC(Systems)
4. All CEs
5. Commissioner (Housing)
6. Commissioner (Systems)
7. CAO
8. CLA
9. DD(Systems) for uploading on DDA website.

SOP for Day-to-Day Maintenance of DDA Housing Pockets

1. **Objective of SOP:-** It is to ensure the levy, collection, and utilization of service charges for essential day to day maintenance services in DDA housing pockets.
2. **Applicability of SOP:** The SOP shall apply to all DDA housing schemes in which Flats have been offered from the pocket for the first time in 2010 and thereafter, including EWS, LIG, MIG, and HIG, Super HIG, Penthouse categories. For existing allottees to whom possession already handed over, the policy shall come into effect as per notification. For new allottees, the SOP shall be applicable from the **date of possession or as per notification whichever is later**. It is clarified that in Brochures of 2014 and 2017 housing schemes, running and capital maintenance will be carried out from corpus interest, however, allottees/RWA will contribute once interest is exhausted. It is, therefore, only capital nature maintenance will be carried out from corpus interest and for day to day maintenance, service charge will be collected as per this policy keeping in view of sustainability of corpus interest for day to day maintenance.
3. **Service Charge Framework:** Monthly service charges shall be levied per square meter of plinth area, based on flat category and building typology, with applicable GST charged separately. Rates shall be as per Annexure A for the first year till end of current financial year. While initial rates have been derived from estimated inputs received from Engineering Zones and averaged for uniformity, future revisions shall reflect realistic, pocket-specific cost data. For subsequent financial years, service charge rates shall be determined pocket-wise based on actual expenditure incurred during the preceding financial year plus pending liabilities of preceding financial due to any reason and cost inflation index notified by CBDT. The competent authority i.e. Chief Engineer(Concerned Zone), DDA shall approve these rates annually. DDA shall continue day to day maintenance until occupancy reaches 80% or until RWA is registered with DDA whichever is later. RWA will take over the maintenance after occupancy exceeds 80% and DDA, for its unsold flats, will pay service charges to RWA as decided by RWA as per Bye Laws.
4. **Collection and Compliance Mechanism:-**
 Billing Cycle: Service charges shall be billed quarterly.
 Payment Window: Payments shall be accepted within a grace period of 10 calendar days from the date of billing without interest.
 Accepted Modes: Payments may be made via digital platforms or Cash Deposit Counters in the Housing Complex.
 Delayed Payments: If payment is not received within 10 days, interest shall be levied at 12% per annum (simple). Interest shall be calculated from the date of billing, including the initial 10-day grace period. In case of the failure on the part of the Allottee to make such payment, the Authority shall have the power to recover the dues as arrears of land revenue as per Regulation 17 of Delhi Development Authority (Management and Disposal of Housing Estates) Regulations 1968.

Schedule for Maintenance Charge Billing & Recovery

Step	Action	Timeline
1	Issue of quarterly/annual bill	Day 0
2	Payment due date	Day 30
3	First reminder (email/SMS)	Day 35
4	First notice (with penalty)	Day 45
5	Second notice	Day 60
6	Final notice + referral to Recovery Officer	Day 75
7	Initiate legal recovery as arrears of land revenue	Day 90

5. Within the flat, all maintenance activities are the responsibility of Allottee as per Brochure and therefore not part of day to day maintenance activities under this SOP. The following activities shall be covered under the service charge framework:

List of activities for Civil Day to Day Maintenance:-

1. Security of Housing Complex which includes watch and ward of all common area installations including Community Hall etc.
2. Day to Day Repair of Sanitary Lines, attending leakages, changing various fittings and fixtures
3. Day to Day cleaning of Corridors, Staircase, Lifts, Basements, Roofs, Common Facilities such as community halls etc.
4. Day to Day minor repair and maintenance of Common area such as Staircase, Lift Lobby, Corridors.
5. Periodic Cleaning of Gully Trap
6. Periodic Cleaning of UGR, Overhead Tanks
7. Cleaning of Garbage Chute
8. Maintenance of STP treated Water Supply lines for Horticulture Purposes.
9. Engagement of Manpower for day to day activities
10. Any other work not listed here but necessary to do complete maintenance of housing pocket can be executed with the approval of VC/DDA on recommendation of concerned Chief Engineer from Corpus Interest or day to day Maintenance Fund.

List of E&M services/maintenance which comes under day to day maintenance:-

1. Monthly electricity bill of common area:-
 - a) Monthly electricity bill of lift & common area (corridor, stair case, basement) lighting.
 - b) Monthly electricity bill of firefighting system.
2. Comprehensive maintenance of lifts which is being carried out by lift OEM.
3. Maintenance & operation of DG set i/c diesel required for DG set operation.
4. Maintenance & operation of common corridor light fitting.
5. Maintenance & operation of firefighting system comprises with:-
 - a) Fire alarm system.
 - b) Wet riser & sprinkler system.
 - c) Ventilation system.
6. **Unsold Flats Adjustment Model** DDA will bear the proportionate cost of day to day maintenance for unsold flats as per conditions of SOP. Using statistical stratification, the total expenditure is apportioned based on plinth area. Each stratum (EWS/LIG/MIG/HIG, allotted/unallotted) is weighted by its area and applicable rate. This ensures proportional recovery from DDA and Allottees.
7. **Payment of Unsold Flats' service charges to RWA:-** Once RWA takes over the Maintenance, DDA on its part will pay yearly maintenance service charges to RWA subject to following conditions:-

1. RWA must be formally registered and recognized by DDA.
 2. The collected fund from Allottees as well as DDA, will be managed by a Committee from RWA in which DDA will be represented by the Executive Engineer (Civil) and (Electrical) of the concerned zone. Committee shall consist of President, Secretary, Treasure, one Nominated Executive Member by RWA.
 3. RWA must maintain common areas to the satisfaction of EE(Civil) and EE(Electrical).
 4. RWA must operate in accordance with its approved bye -laws.
 5. Audited accounts must be submitted annually to DDA.
 6. Competent Authority to release service charges is concerned Chief Engineer.
8. **Deposit and Management of Maintenance Funds by DDA**
- **Deposit into Designated Savings Account** DDA shall deposit the collected service charges into a **dedicated savings account** maintained for each housing pocket. This account shall be operated under the supervision of the Finance Department and linked to the Maintenance Budget Code of the Pocket until the RWA takes over.
 - **Segregation from Corpus Funds** The service charge account shall be **distinct from long-term corpus accounts**(e.g., 30-year or 10-year maintenance funds). Corpus funds are earmarked for capital repairs and will not be intermingled with day to day maintenance fund.
 - **Audit and Transparency** The account shall be subject to **annual audit** by DDA's internal audit wing. A statement of receipts, expenditures, and interest earned shall be made available to residents upon request or during handing over to RWA.
9. **Arbitration, Legal Disputes, and Financial Closure Prior to RWA Fund Transfer**
1. **Arbitration and Court Cases**
If any contractual disputes related to maintenance, infrastructure, or vendor payments are under arbitration or litigation, the corresponding funds shall be withheld until resolution.
 2. **Pending Final Bills**
All final bills of contractors—whether for AMC, housekeeping, civil works, or other services—must be certified and settled prior to fund transfer. If bills are pending due to measurement disputes or non-submission, DDA shall retain an equivalent. A No Dues Certificate from the Engineering Wing shall be mandatory before any financial handover.
 3. **Account Settlement and Audit**
Before transferring funds, a final audit of the maintenance account must be conducted by Internal Audit. This includes calculation of interest accrued on maintenance funds. RWAs shall be provided with a complete ledger summary, bank reconciliation statement, and a list of any outstanding liabilities.
 4. Timelines for Handover to RWA

Stage	Activity	Responsible	Timeline
1	Confirmation of 80% occupancy OR RWA registration whichever is later	Housing Department- To issue letter to Engineering, Finance, RWA	Within 7 days of occurrence
2	Preparation of preliminary handover dossier which includes preparing all check list documents	Engineering	15 days from stage 1
3	Final maintenance fund audit (Internal)	Finance	30 days from stage 1

4	Joint inspection of common areas	Engg + RWA representative	Within 45 days of Stage 1
5	Settlement of pending liabilities	Finance/Engg.	15 days from stage 4
6	Transfer of balance maintenance funds & Signing of Handover Certificates	DDA + RWA	Within 15 days from Stage 5

5. Checklist of documents for smooth handing over :-

- Financial Records
 - Statement of maintenance collections (period-wise)
 - Statement of expenditure (verified)
 - Interest accrued on maintenance fund
 - Pending liabilities statement
 - Audited financial statement of maintenance fund
- Technical & Infrastructure Records
 - Layout plans of all services (civil, electrical)
 - Inventory of common area assets (lifts, electrical panels, pumps, STP, DG sets, fire systems, etc.) and warranty certificates
 - Last service reports of all equipment
 - AMC contracts with up to date measurements and payments
- Administrative Records
 - List of allottees with contact details
- Documents to Be Signed at Handover
 - Joint inspection report
 - Handover certificate mentioning all records handed over (financial + technical & Infrastructure+ Administrative)

10. Contractual Clauses for Future RWA Transfer.

• **Standard Clause in DDA Contracts**

All contracts executed for housing maintenance shall include a clause stating:

- "Upon formation and registration of a Resident Welfare Association (RWA), and subject to DDA's approval, the operational control and financial responsibility for common area maintenance shall be transferred to the RWA. The contractor shall cooperate in the transition process and provide all documents to the RWA or its designated representative. Further payments shall be made by RWA to the contractor"

Annexure A

Sl. No.	Category of Building	Category of Flat	Rates per month per sqm of Plinth Area
1.	With Lift	EWS	25
2.	Without Lift	EWS	20
3.	With Lift	LIG	25
4.	Without lift	LIG	20
5.	With Lift	MIG	35
6.	With Lift	HIG/Super HIG	35
7.	With Lift	Pent House	35
8.	Shops located within	Shops	25

	Housing Complex at stilt or as part of separate Building		
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