

## PROCEDURES – T&R DTE

### 1. Membership

- a. Receipt of Membership Form (DHAQ Website or from Head Office/ Regional Offices).
- b. Customer submits the membership form at the front desk duly filled and signed. **(Picture, Own CNIC, NOK's CNIC or Form-B of Legal Heirs, CNICs of 2x Witnesses are mandatory)**.
- c. Customer must be in possession of Membership Fee Paid Voucher (cat wise), duly verified from Fin Dte in person or on call.
- d. Customer submits all above documents (by post or by hand). He/ She will get membership certificate by hand within 2-3 days.
- e. Membership fee is paid by Service Benefit customers at the time of allocation of property by W&R Dte. Remaining process is same like general category customers at the time of allocation/ transfer.
- f. Membership fee structure is attached as **Annexure A**.
- g. Membership becomes active as soon as membership number is issued to the customer.

### 2. Renewal of Membership

- a. Initial membership is valid for 2 years wef the date of initial membership.
- b. Membership renewal fee voucher can be downloaded from DHAQ web portal or can be received from HO/ RO or on call from CSC.
- c. Membership renewal fee structure is attached as **Annexure A**.
- d. Membership upgradation fee structure is attached as **Annexure A**.

### 3. Allocation Process

- a. **Allocation**. The process through which a property is allocated to a customer on the basis of an Intimation Letter or any other written instructions from competent authority. Documents required for Allocation are: -
  - (1) Name of Customer.
  - (2) Address of Customer.
  - (3) CNIC or unique identifier.
  - (4) Photographs and Alloc Form.
  - (5) Biometrics.
  - (6) Contact Nos.
  - (7) Update in Address (If applicable).
  - (8) CNIC photocopy.
  - (9) Payment Vouchers.
  - (10) Affidavit (If applicable).
  - (11) Special Power of Attorney (If applicable).

### 4. Types of Allocations

- a. **Regular Allocation**. Following documents will be required: -
  - (1) Allocation Form.

- (2) 1x CNIC Photocopy.
  - (3) 2x Photographs.
  - (4) Undertaking by the Buyer/Purchaser (Rs. 200/- Stamp paper Verified from court).
  - (5) FBR Paid Voucher.
  - (6) Allocation Fee paid Voucher also verified from Finance Dte.
- b. **Shared Ownership**. Allocation of property to more than one buyer. Each Shareholder will provide following documents: -
- (1) Allocation Form.
  - (2) 1x CNIC Photocopy.
  - (3) 2x Photographs.
  - (4) Undertaking by the Buyer/Purchaser (Rs. 200/- Stamp paper Verified from court).
  - (5) Partial Ownership (Rs. 200/- Stam paper Verified from Court).
  - (6) FBR Paid Voucher.
  - (7) Allocation Fee paid Voucher also verified from **Finance Dte**.
- c. **Guardian Ownership**. Allocation of property to Guardian will require following documents: -
- (1) Allocation Form.
  - (2) 1x CNIC Photocopy (Guardian)
  - (3) Form B (of Minor)
  - (4) 2x Photographs (Guardian and Minor both)
  - (5) Family Registration Certificate (FRC)
  - (6) Undertaking by the Buyer/Purchaser (Rs. 200/- Stamp paper duly verified from Court).
  - (7) FBR Paid Voucher.
  - (8) Allocation Fee paid Voucher, duly verified from **Finance Dte**.
- d. **Corporate Allocation**. Allocation of property to any Corporate Enterprise/ Organization will be required 2x Representatives and following documents: -
- (1) Allocation Form.
  - (2) 1x CNIC Photocopy (of each Representative)
  - (3) 2x Photographs (of each Representative)
  - (4) Undertaking by the Buyer/Purchaser (Rs. 200/- Stamp paper duly verified from Court) on the name of Corporate Enterprise/ Organization.
  - (5) FBR Paid Voucher.
  - (6) Allocation Fee paid voucher duly verified from **Finance Dte**.
- e. **Duplicate Allocation Letter**. In case the customer loses Allocation Letter, the following process will be followed to get Duplicate Allocation Letter: -
- (1) Customer will register a report regarding loss of the document in their local police station.
  - (2) The loss will be reported in 2x widely circulated Newspapers (1x English and 1x Urdu).

- (3) A fee of Rs. 15,000/- will be collected from the customer.
- (4) The customer will be issued a new Allocation Letter and the word "Duplicate" will not be printed on the top of the letter.

f. **Correction in Allocation Letter.** Following procedure will be applicable: -

- (1) Customer will surrender his/ her original Allocation/ Allotment letter.
- (2) Application by the customer for change of Allocation/ Allotment letter along with fee of Rs. 7000/-. Allocation/ Allotment letter will be printed as per old Allocation/ Allotment letter's date.
- (3) Old Allocation ltr will be cancelled before handing over new Allocation/ Allotment ltr to customer.

5. **Transfer Process:** Change of ownership from one person to another (from Seller to Buyer). NDC is mandatory for the process of transfers from Fin Dte. Following procedures will be followed: -

a. **Cancellation.**

- Seller can surrender his property file independent of buyer.
- In case buyer & seller are not present at the time of transfer, seller surrenders Allocation Letter in favor of specified Purchaser by providing his (purchaser) CNIC copy and contact details.
- Later, buyer applies for Allocation Letter/ Transfer.

(1) **Cancellation Process**

- (i) In order to get his/ her file cancelled seller has to submit required documents for cancellation only, at front desks of Head/ Regional Offices.
- (ii) Appointment will be given to seller for cancellation of file.
- (iii) On the day of appointment, seller will present himself in-front of Transfer officer.
- (iv) The seller is required to present original CNIC and Allocation letter for cancellation.
- (v) Seller cancels his file/ surrender his rights over the property in favor of Purchaser by completing cancellation process by fulfilling the formalities including Bio metric/ signatures etc.

(2) **Documents Required**

- (i) NDC (duly verified from Fin Dte)
- (ii) Undertaking by Seller worth Rs. 200/-
- (iii) Affidavit of 7E
- (iv) FBR (236C)
- (v) Purchaser's CNIC copy

**Note:** FBR (236 C) will not be applicable on first Allocatee.

(3) **Documents Required from Buyer**

- (i) Copy of cancelled Allocation Letter.
- (ii) Allocation Form (Purchaser) along with Picture and CNIC
- (iii) Membership Form (Purchaser) - in case of new customer only
- (iv) Transfer Fee
- (v) Membership Fee
- (vi) Undertaking by Purchaser worth Rs. 200/-
- (vii) FBR (236K)

(4) **Procedure for Transfer Completion at Buyer's End**

- (i) After cancellation, Purchaser submits req documents for completion of Transfer process.
- (ii) The Purchaser has to apply for membership (if not a member) by completing Membership process.
- (iii) The Purchaser also apply/ complete Allocation/ Transfer Form/ Fee along with required documents at Head/ Regional Offices.
- (iv) Following an appointment, the biometric of Purchaser are carried out to complete Transfer process by issuing fresh Allocation letter.

b. **Full Transfer.**

- The procedure of full Transfer can be carried out in the presence of both Seller and Purchaser.
- In this type of Transfer, seller surrenders his Allocation Letter and Purchaser gets his Allocation Letter at the same time.

(1) **Documents required**

- (i) NDC (duly verified from Finance Dte)
- (ii) Undertaking by Seller worth Rs. 200/-
- (iii) Affidavit of 7E
- (iv) FBR (236C)
- (v) Allocation Form (Purchaser) along with picture and CNIC
- (vi) M/Ship Form (Purchaser) - in case of new Customer only
- (vii) Transfer Fee
- (viii) Membership Fee
- (ix) Undertaking by Purchaser worth Rs. 200/-
- (x) FBR (236K)

c. **Outstation Transfer.**

- Same day Transfer process can only take place at Head Office.
- For all other scenarios, time at logistics will be added to processing time (Allocation ltrs are only created at Head office and dispatched to customer's addresses).

**(1) Procedure for Out station Transfers.**

In case seller or Purchaser is available in other cities they may visit nearest DHAQ Facilitation regional offices (Islamabad, Karachi, Lahore, Faisalabad, Peshawar and Mirpur) and proceed the cancellation / Transfer procedure.

**(2) Seller is at Outstation**

- If seller is not available at Head office for cancellation of property file, he/she can submit all documents required for cancellation at any of Regional office.
- Cancellation process will be executed at desired regional office where seller can be easily available.
- Rest of the transfer process regarding purchaser transfer formalities will be carried out in Head office or any of DHAQ Regional office, where purchaser is available.

**(3) Buyer is at Outstation**

- If purchaser is unable to appear at Head office for transfer process, he/she can submit all req documents in any of regional office and Transfer can be carried out at desired regional office.
- Allocation letter will be dispatched to customer's desired address.

**b. Types of Transfers**

**(1) Regular Transfer**

Regular Transfer is treated as a normal sale purchase/ change of ownership from one person (seller) to another (Purchaser).

**(i) Documents Required**

- Verified NDC
- Undertaking by Seller worth Rs. 200/-
- Affidavit of 7E
- FBR (236C)
- Allocation Form (Purchaser) along with picture and CNIC
- Membership Form (Purchaser) - for new Customer only
- Transfer Fee
- Membership Fee
- Undertaking by Purchaser worth Rs. 200/-

x. FBR (236K)

(2) **Hiba Transfer**

- Treated as gift between blood relations only.
- Close blood relatives (grandparents/ parents to children and vice versa, siblings and husband) can undertake a Hiba Transfer Case.
- As per Law, only FBR taxes will be exempted for Hiba Transfer.
- Undertakings by Seller & Purchaser will be replaced by Undertaking by Donor & Donee.

(i) **Documents required for Hiba Transfer**

- a) Customer will submit the following documents.
- b) Verified NDC
- c) Undertaking by Doner worth Rs. 200/-
- d) Allocation Form (Purchaser) along with picture and CNIC
- e) Membership Form (Purchaser) – for new Customer only
- f) Transfer Fee
- g) Membership Fee
- h) Undertaking by Donnée worth Rs. 200/-
- i) Family Registration Certificate

(ii) **Procedure**

- a) Doner has to apply for No Demand Certificate (NDC).
- b) Doner submits Transfer set (required document for Hiba Transfer) at front desk in Head/ Regional office to obtain Transfer appointment.
- c) Both Doner and Donnée will present themselves Infront of Transfer officer for completion of Transfer process i.e cancellation and bio metrics etc.
- d) Allocation letter will be dispatched directly to customer's given address.

(3) **Legal Heir(s) / Succession Transfer**

- After the death of the owner, property is transferred to the legal heir(s).
- Legal formalities are required to be completed by legal heirs.

(i) **Document required for Succession Transfer**

- a) Death Certificate
- b) FRC (Family Registration Certificate)
- c) Court Order/ Succession Certificate
- d) Letter of Administration
- e) Special Power of Attorney (SPA) signed by all legal heirs
- f) CNIC Copies of all legal heirs

- g) Allocation Form by legal heir along with picture and CNIC
- h) Membership Form by legal heirs - for new Customer only (**Membership Fee for Legal heirs is Rs. 5000/- each and for Widow M/Ship is Gratis**)
- i) Transfer Fee
- j) Membership Fee
- k) Undertaking by Purchaser worth Rs. 200/-

(ii) **Procedure for Legal Heir Transfer**

- a) After completing all legal formalities customer/ legal heir (s) has/ have to submit all required documents along with legal documents for succession transfer at front desk and obtain appointment.
- b) On appointment day, Legal heir(s) along with their original CNIC cards will visit transfer branch for live interview, biometric process, collection of Allocation letter and membership certificate.
- c) Physical presence at Head/ Regional offices is mandatory for all legal heirs.
- d) In case any of legal heir is unable to present himself/ herself at DHA office, video call will be applicable.
- e) In case nominated legal heir is abroad, he /she can authorize any other legal heir to receive the letter on his/her behalf. Authority letter has to be attested by the Pakistan Embassy and counter attested by Foreign Office of Pakistan.

(4) **Minor/ Guardian Case Transfer.**

- In Minor/ Guardian case Transfer, the first requirement is the completion of Allocation/ Allotment as a Minor/ Guardian.
- In such case, the customer only has to present a Minor at DHA Qta for Allocation/ Allotment and declare himself/ herself as the Guardian.
- The details of customer along with Guardian's picture name, CNIC, address and phone number should be added in the Allocation/ Allotment letter.
- The details of Guardian will also be mentioned on undertaking of purchaser/seller (Guardianship is established on the Allocation/ Allotment Letters).
- Transfer can only take place under following provisions: -
  - The Minor has turned 18 years old on the date of applying for NDC.
  - A **Court Decree** has been awarded to the Guardian for transferring the property in favour of the Minor.

(i) **Documents Required for Minor Guardian Transfer**

- a) Verified NDC
- b) Undertaking by Seller worth Rs. 200/-
- c) Affidavit of 7E
- d) FBR (236C)
- e) Allocation Form (Purchaser) along with picture and CNIC Copy
- f) Membership Form (Purchaser) - for new Customer only
- g) CNIC of Guardian (Copy)
- h) Mentioning details of Guardian on Allocation / Membership/ undertaking by purchaser
- i) Transfer Fee
- j) Membership Fee
- k) Undertaking by Purchaser worth Rs. 200/-
- l) FBR (236K)
- m) Family Registration Certificate

(ii) **Procedure for Minor Guardian Transfer**

a) **Minor as a Purchaser**

- If a Minor purchases a property file, he /she submits all documents required for Minor Guardian transfer at front desk and gets appointment for obtaining Allocation letter and membership certificate.
- On the day of Transfer, Minor along with guardian present themselves in front of Transfer officer for carrying out Transfer procedure i.e bio metric / pictures and also receives Allocation letter in presence of his/her guardian.

b) **Minor as a Seller**

- Minor can only sale his/ her property after attaining the age of 18 years
- If Minor wants to sell property before attaining age of 18, a Court Decree will be required for guardian in order to transfer the property file.

(5) **Corporate Transfer**

The process of selling/ purchasing of DHAQ property by an organization public/ private is called as corporate transfer.

(i) **Documents required for Corporate Transfer**

- a) Verified NDC
- b) Undertaking by Seller worth Rs. 200/-

- c) Affidavit of 7E
- d) FBR (236C)
- e) Allocation Form (Corporate) picture and CNIC copy of Representative,
- f) M/Ship From (Corporate) – for new Customer only
- g) Application on Company/ Organization Letter Head stating Reps
- h) NTN Number
- i) Transfer Fee
- j) Membership Fee
- k) Undertaking by Purchaser worth Rs. 200/-
- l) FBR (236K)

**(ii) Procedure for corporate Transfer**

- (a) After submission of req documents relevant to corporate transfers at front desk, representative of company has to present on the day of transfer for carrying out transfer procedure.
- (b) On completion of process, the concerned Representatives receive Allocation letter and membership certificate on behalf of corporation.

**Note:** Tax exemption certificate will be required from public organization in case of tax exemption.

**(6) Transfer of Property for Shareholders**

- (a) A property may be owned by multiple owners, both of the owners have to present themselves at time of transfer at DHAQ or any of its Regional Office.
- (b) If only 1x owner wants to transfer their rights then the following procedures will be followed.
  - i. All other owners will submit an affidavit stating that they do not have any objection to partial transfer of property.
  - ii. Full Allocation Fee will be charged for such cases.
  - iii. Taxes will be applicable on seller / Purchaser according to percentage of share.
  - iv. Submission of Undertaking by purchaser for shared property by both purchasers.
- (c) If a customer having 100% share in property & wants to sell 50% of his property/ share. The following procedure applies: -
  - i. 50% Share Transfer Should be mentioned on Undertaking by Seller.
  - ii. Indemnity Bond for Partial Ownership by both (old and new Purchaser).
  - iii. Full fee of Transfer will be paid.

iv. FBR 50% 236C by Seller and 50% 236K by New Purchaser

(7) **Transfer on Behalf of Seller or Buyer.**

Special power of Attorney/ Special Authority letter is required when seller or Purchaser are abroad or cannot be present at time of Transfer Process.

a) **For Seller** Rights of cancellation can be shifted through Special Power of Attorney by Seller to attorney holder.

(i) **Transfers on Special Power of Attorney (SPOA)**

Two scenarios are possible in a SPOA case: -

i. **Customer within Pakistan.** The following procedures applies: -

- Special Power of Attorney worth Rs. 1200 (for seller) /Special Authority Letter worth Rs. 1000/- for collection of Allocation Letter (for purchaser) by the customer.
- Attestation from Magistrate.
- Customer (the “Executor”) presents himself/herself at DHA Qta Head Office or Regional Office.
- Upon satisfaction that SPOA is given under genuine reasons it is made live with the words “**SPOA is live**”, signed and stamped by Dir/ Mngr and filed in Property File.
- At this point, the Attorney Holder can execute Transfer of property as per procedure.
- Name and picture will remain the same of the “Executor” of SPOA on Transfer Letter, while picture on biometrics sheet and biometrics impression will be recorded of the “Holder” of SPOA.

ii. **Customer is Overseas.** The procedure is: -

- A statement by the customer on a Rs. 1,200/- stamp paper.
- The executor of the SPOA signs it at an Embassy of Pakistan and the Embassy attests the SPOA.
- The holder gets the SPOA attested from Foreign Office of Pakistan.
- The “Holder” presents himself/ herself at DHA Qta Head Office or Regional Office and submits the SPOA along with the latest WhatsApp phone no of the Executor.
- Dir/ Mngr checks the Record File of the Property mentioned in SPOA and locates the last known phone number of the Executor. Primary attempt is made through this number to video call the customer and verify the SPOA.

- During the video call, Director/ Manager verifies the authenticity of SPOA, requests the customer to display their Identification Card and upon satisfaction makes the SPOA live and files it in Property File.
- At this point, the Attorney Holder can execute Transfer of the property through the process.

**b) For Purchaser.** Rights for collection of Allocation can be shifted to Authority holder through Special Authority Letter for collection of Allocation Letter.

(i) **Special Authority Letter (SAL)**

- In case the customer of an Allocation/ Allotment Case is not able to visit DHA Qta office to give his biometrics, a Special Authority Let may be provided to an authorized person on Rs. 1,000/- Stamp Paper.
- The authorized person will visit DHA Qta on customer's behalf, submit their biometrics and take responsibility to deliver the document to the rightful owner.

(8) **Service and Staff Benefits Transfers.**

- In addn to documents required for normal transfer, SB Customers have to bring an NOC (No Objection Certificate) from W&R Dte, AG's Branch, GHQ before transfer can proceed.
- An additional affidavit "Fair Price Desk" is required to proceed Cancellation/Transfer, it requires presence of both parties at same station for verification of market rates by Sales Dte.
- Once SB file is Transferred, revised payment schedule which contains 12x instl with the time frame of 3x years issued with Allocation Ltr to the new purchaser and file will be treated as General Public File.