

# **A Study on Sale of Commercial Properties of DDA**

Research Study No. 73

(Prepared for the Delhi Development Authority)

National Institute of Urban Affairs  
Core IV B, India Habitat Centre  
Lodhi Road, New Delhi

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## CONTENTS

- I. Introduction
- II. Status of Commercial Properties of DDA : An overview
- III. Factors Affecting Sale of DDA Commercial Properties
- IV. Conclusions and Recommendations

### Reference Tables

Appendix I

Appendix II

# I

## INTRODUCTION :

Delhi Development Authority (DDA) undertake development and sale of commercial plots and built up shopping centres in Delhi. This is the most important source of revenue for DDA and subsidise many of its welfare activities. According to the Master Plan of Delhi, 2001 (MPD), Delhi had approximately one lakh retail shops @ 18.25 shops per thousand population in 1989. These were located in more than 1600 markets of varying size and characteristics scattered all over the city.

In addition, informal sector retail units (without roof) also plays a significant role in the commercial market of Delhi which needs to be recognised. It is estimated that roughly 1.39 lakh informal sector retailers are working within various shopping areas, along with road side and other parts of public concentration. Further, Delhi has more than 5 weekly market sites occupying roughly 6000 daily shopping spaces. Occupants of these markets keep moving from one place to another on different days of the week.

Despite the fact that Delhi has sizable number of shopping areas with different characteristics, the demand for commercial spaces is expected to grow quite rapidly with the increase in population. It is estimated that Delhi would require approximately 4.42 lakhs new retail units by the turn of the century - 2001, for serving an additional population of about 28 lakhs.

The present study entitled "Sale of Commercial Properties of DDA" was undertaken on the premises that despite the shortage of shopping centres in Delhi and the consequent effort of the Delhi Development Authority (DDA) to make a dent on it through development of commercial properties, these projects have not been able to achieve the desired results. The inventory of unsold built-up commercial properties, especially community level shops, have been increasing over the past few years. The occupancy rate in many shopping areas is low even after 2-3 years of allotment. This is in contradiction to the prevailing shortage of commercial properties in the city.

## **Objectives and Scope :**

The main objectives of the study are :

- To assess the factors which influence the sale of DDA built up commercial properties (shopping centres) in Delhi;
- To identify causes for the lack of sales and non occupancy of DDA developed built up shopping centres by the allottees; and
- To suggest specific steps for DDA to make their properties competitive in the market.

Several reasons were advanced for lack of sale of commercial properties developed and built-up by the DDA such as locational disadvantages, high price, non-flexible design, lack of basic infrastructure and services, poor maintenance, development of unauthorized markets and misuse of residential complexes in the neighbourhood. This study is a systematic attempt to identify the key reasons and causes which made the commercial properties of DDA unattractive for the prospective buyers and has suggested corrective measures in order to improve the sale and occupancy of these properties in commercial market of Delhi.

The study has attempted to probe into identification of factors that had influenced the buyers to occupy the shops in different locations and categories and also the factors that prevented them to buy these properties in different shopping areas and locations.

The study is mainly confined to built up shopping centres, located in different commercial zones viz; South, West, East, North and Rohini.

## Methodology

Data for the study have been drawn from two main sources (i) from the DDA records and (ii) from the primary survey. For eliciting information from the DDA, we have prepared four sets of Data sheets. These are on :-

- Details regarding commercial properties of DDA for the last five years according to zones (as on 1.4.93);
- Distribution of DDA commercial properties according to method of sale and utilisation: zone-wise; and

- Details regarding sold and unsold properties of DDA according to zones and specific locations;

In order to identify the causes for lack of sales and non occupations by allottees of commercial properties, interviews have been conducted with the allottees, potential customers and property dealers. For this purpose, four sets of questionnaires were prepared viz;

- (i) For occupants;
- (ii) For non-occupants (those who were not in the physical possession of allotted shops at the time of survey);
- (iii) For Potential customers; and
- (iv) For property dealers.

These performas have the information on factors and causes of lack of sales/non-occupation of DDA properties, level of satisfaction associated with the location, and maintenance of DDA built shopping areas, prevailing market prices in non DDA areas as well as workable solutions to make the DDA commercial properties competitive in the market (Annex. I : a - d).

A total sample for the study was two hundred and eighty with proportional allocation of respondents in all the categories i.e. allottees, potential customers and property dealers in different zones. Whereas selection of allottee occupants and allottee non occupants were made on the basis of DDA records and discussions with the officials, potential customers and property dealers have been selected on the basis of preliminary visit of NIUA faculty in the listed zones/localities. Distribution of respondents according to commercial zones of DDA is given in Table 1.1. Table 1.2 give details of the shopping centres considered in each zone.

**Table 1.1**

**Sample Selected for the Study and Responding Cases**

Commercial zone	Total allottees in the last 5 years as per DDA records	Total sample size	Selected sample				Responding cases			
			Allottees*	Potential customers**	Property dealers	Total	Occupants	Non-occupants	Potential customers	Property dealers
South	877	56	28	14	14	42	14	-	14	14
West	1376	56	28	14	14	45	14	3	14	14
East	1190	56	28	14	14	52	14	10	14	14
North	1536	56	28	14	14	56	14	14	14	14
Rohini	1471	56	28	14	14	52	14	10	14	14
All	6450	280	140	70	70	247***	70	37	70	70

\* As records were not available separately for allottee occupants and allottee non-occupants, it is not possible to select them separately.

\*\* Shopkeepers of neighbourhood residential colonies (residential premises converted into shops/unauthorised shops).

\*\*\* Of the design sample of 280 respondents, 33 respondents were either not responded or responded inadequately. Thus these cases have been excluded from the analysis of data.

**Table 1.2**

**Distribution of Selected Sample According to Zones and Areas of Survey**

Sl. no.	Zone/ Locality (Area/Survey)	Category of the shopping centre	Total number of shops - Locality wise			Selected sample of respondents			
			Total	Sold	Unsold	Allottees occupants and non- occupants	Potential customers	Property dealers	Total
<b>South</b>									
1.	Kalkaji, A-B	CSC	46	30	16	10	2	2	14
2.	Vasant Kunj Sec.-D, Pkt.-4	CSC	49	38	11	11	2	2	15
3.	Vasant Kunj - DS Building Sec.-D., Pkt.-8	CSC	10	1	9	1	4	4	9
4.	Madangir	CSC	44	15	29	6	2	2	10
5.	Vasant Kunj Sec.-D, Pkt.-9	CSC	9	-	9	-	4	4	8
	Sub-total		158	84	74	28	14	14	56
<b>West</b>									
1.	Pashchim Puri, AI/B(384 LIG)	CSC	20	11	9	2	1	1	4
2.	Pashchim Puri, Pkt-GH10/GH17	CSC	54	35	19	5	1	1	7
3.	Pashchim Puri, Pkt-GH14/GH17 Site No.-2	CSC	15	11	4	3	1	1	5
4.	Maya Puri, Plot No.4-7, Ph-II	FC	40	24	16	3	1	1	5
5.	Vikas Puri, Block E	LSC	101	40	61	9	3	2	14
6.	Rajender Place, Block 4 & 5, DDA Build.	DC	43	10	33	5	3	3	11
7.	Pashchim Puri, GH14/GH17, 1200 Houses	CSC	16	2	14	1	4	5	10
	Sub total		296	139	157	28	14	14	56



Sl. no.	Zone/ Locality (Area/Survey)	Category of the shopping centre	Total number of shops - Locality wise			Selected sample of respondents			
			Total	Sold	Unsold	Allottees occupants and non- occupants	Potential customers	Property dealers	Total
<u>East</u>									
1.	Patparganj, Zone E	CSC-1	54	41	13	8	2	1	11
2.	Patparganj, Zone E	CSC-2	38	34	4	5	1	1	7
3.	Dilshad Garden, Pkt. B & E	LSC	39	19	20	5	2	2	9
4.	Dilshad Garden, Pkt. I	CSC	47	30	17	6	1	1	8
5.	Nand Nagari	LSC	93	7	86	2	4	5	11
6.	Nand Nagari, 1252 Houses	CSC	16	5	11	2	4	4	10
	Sub-total		287	136	151	28	14	14	56
<u>North</u>									
1.	Pitampura Q(D)	CSC	39	31	8	6	1	1	8
2.	Pitampura K(D)	CSC	44	30	14	6	2	1	9
3.	Shalimar Bagh B(H)	CSC	33	27	6	4	1	1	6
4.	Shalimar Bagh B(F)	CSC	17	11	6	3	1	2	6
5.	Shalimar Bagh A(D)	LSC	73	35	38	8	4	4	16
6.	Azadpur-Subji Mandi	S.Centre	30	4	26	1	5	5	11
	Sub-total		236	138	98	28	14	14	56
<u>Rohini</u>									
1.	Sector 5	CSC-5	44	7	37	2	5	6	13
2.	Sector 5	CSC-3	28	1	27	1	5	4	10
3.	Sector 9	CSC-6	45	43	2	13	1	1	15
4.	Sector 13	CSC-2	76	35	41	12	3	3	18
	Sub-total		193	86	107	28	14	14	56
	Grand Total		1170	583	587	140	70	70	280

Abbreviation : CSC - Convenient Shopping Centre    CC - Community Centres    FC - Facility Centres  
LSC - Local Shopping Centres    DC - District Centres    S.Centre - Service Centre

## II

### STATUS OF COMMERCIAL PROPERTIES OF DDA : AN OVERVIEW

#### I. Classification of Commercial Properties :

Commercial areas are very important for the growth of the city. These are the generator of economic activities in the city. According to the Master Plan of Delhi, Delhi has a five tier system of commercial activities viz; (i) Central Business Districts; (ii) District Centres, (iii) Community Centres; (iv) Local Shopping Centres; and (v) Convenience Shopping Centres.

#### (i) Central Business District and Sub Central Business District (CBD & SCBD) :

The Central Business District is at the top level in the hierarchy of the commercial centres working at city or regional level. Presently, following business areas are functioning as Central Business Districts in Delhi :

- a. Connaught Circus and its Extensions;**
- b. Walled City and its Extensions; and**
- c. Karol Bagh.**

In addition to above, two sub Central Business districts are proposed to be developed by the year 2001, one in Trans Yamuna Area and another in the urban extensions.

#### (ii) District Centres (DC) :

District centres act as an apex of the multi-nodal activities of the community. Each centre is supposed to serve a population 4 to 7 lakh persons. Three district centres namely, Nehru Place, Rajendra place and Bhikaji Cama Palace have been fully developed and another three, namely, Janakpuri, Laxmi Nagar and Shivaji place are in the process of development in Delhi.

So far DDA has disposed of approximately 2970 commercial plots in above district centres.<sup>1</sup> As per the MPD, in addition to existing district centres, 14 district centres are planned to be developed by the year 2001 to cater the needs of rising population, trade and commercial activities. These are : Saket, Rohtak Road, Pashchim Vihar, Wazirpur, Shalimar Bagh, Jahangirpuri, Khyber Pass, Dilshad Garden, Eastern Yamuna Canal, Shahadara, Mayur Vihar, Rohini, Mangolpuri and Auchandi Road.

(iii) Community Centres (CC) :

As per the norms laid down in the MPD, the Community Centres are designed to serve a population of approximately one lakh persons.

As against the requirements of about 125 community centres to serve a population of approximately 12.44 million by the year 2001, a provision has been made to develop 82 community centres by the turn of the century.

(iv) Local Shopping Centres (LSC) :

DDA has planned to develop a large number of LSC's based on the density of a particular area. As per the norms laid down in the Master Plan, the LSC's consist of commercial plots and built up shops, designed to serve a population of approx.15,000 persons. At this rate, more than 829 LSC's would be required in urban Delhi by the year 2001 in order to serve a population of more than 12.44 million. However, as per the Annual Administrative Report (1991-92) of DDA, only 45 LSCs have been developed so far.

(v) Convenient Shopping Centres (CSC) :

The development of CSC's is envisaged to cater the day to day need of approximately five thousand residents of the area. It mainly consists of built up shops of varying sizes. As per the norm, urban Delhi would require by the year 2001, approximately 2488 CSC's in order to cater the needs of rising population. However, the details regarding number of existing CSC's is not available enable to work out the gaps in this sector. It is important to mention that local shopping centres and convenient shopping centres have not been marked on the land use plan of DDA, and these are basically the part of the layout plans.

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1. DDA: Annual Administrative Report, 1991-92.

The above shopping centres have been designed for different shopping provisions such as general retail, fruit and vegetable shops, repair and service shops, etc. The norms and standards for different purposes is given in the following table - 2.1.

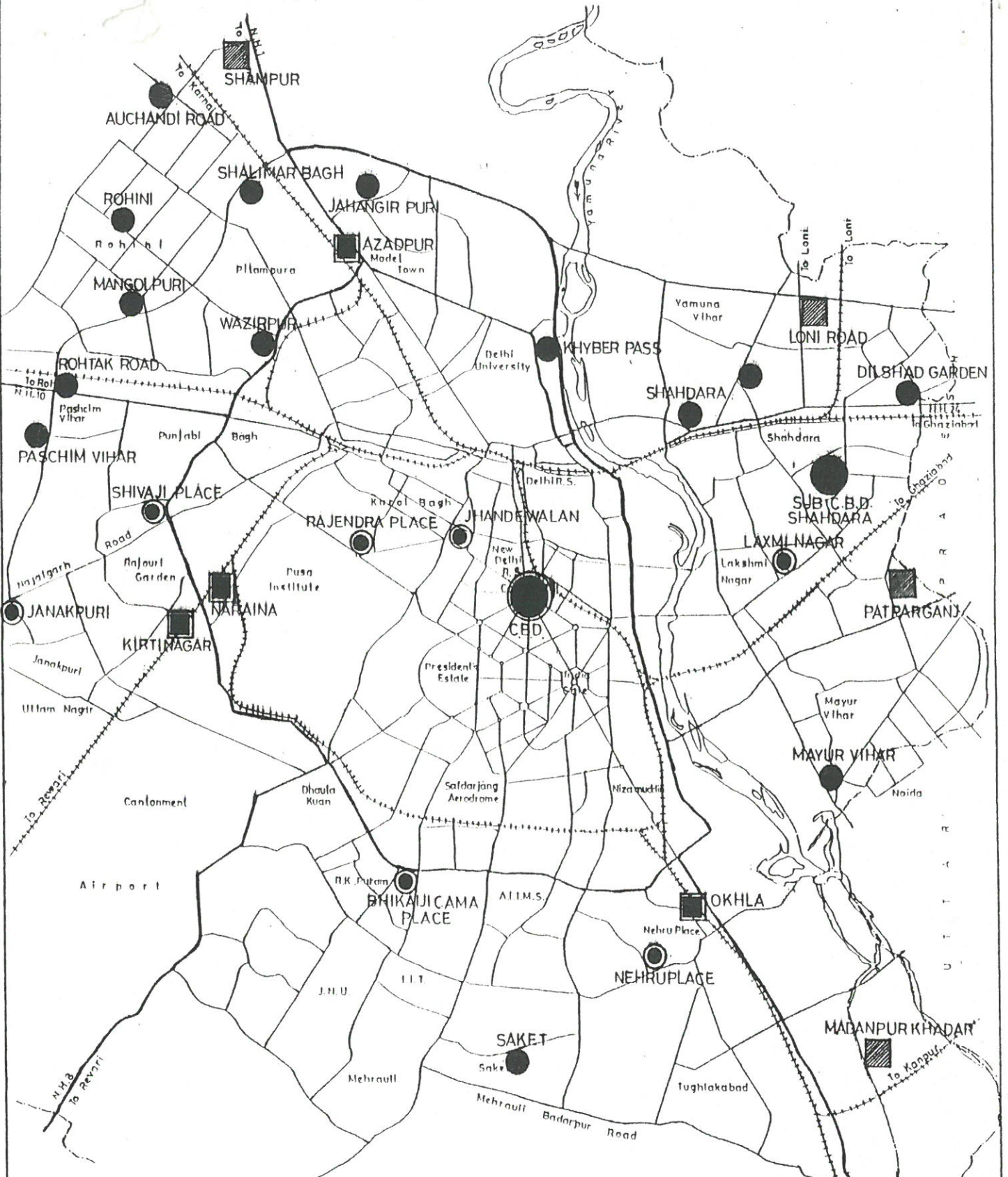
**Table 2.1**  
**Shopping Provision Norms**

Commercial centres	Formal shops				Informal shops				Total shops
	All	General	Fruit & vegetable	Service & repair	All	General	Fruit & vegetable	Service & repair	
District centre	1250 (77.17)	1200 (96.00)	Not specified	50 (4.00)	370 (22.83)	355 (95.04)	Not specified	15 (4.05)	1620
Community centre	365 (76.85)	295 (80.82)	40 (10.95)	30 (8.21)	110 (23.15)	88 (80.00)	14 (12.72)	9 (8.18)	475
Local shopping centre	55 (71.43)	35 (63.63)	6 (10.90)	4 (25.45)	22 (28.57)	14 (63.63)	3 (13.63)	5 (22.22)	77
Convenience shopping centre	24 (64.87)	16 (66.66)	3 (12.50)	5 (20.83)	13 (35.13)	8 (61.53)	2 (15.38)	3 (23.07)	37
	1694 (76.68)	1546 (91.00)	49 (2.89)	99 (5.84)	515 (23.31)	465 (90.29)	18 (3.49)	32 (6.21)	2209

Figures in brackets refer to percentages.

Although it would be worthwhile to examine the real life situation with regard to norms and standards laid down for shopping provisions and actual use of allotted/purchased shops in varying situations, but data is not available to find out the gaps in between these two variables. However, it is observed that in many cases norms are not being followed by the users strictly.

# DELHI



**LEGEND**

UNION TERRITORY OF DELHI	-----
MAJOR ROADS	=====
OTHER ROADS	-----
RIVER	~~~~~
RAILWAYS	-----

District Centre  
 PROPOSED ●  
 DEVELOPED/PARTLY DEV. ●

Whole Sale & Warehousing  
 PROPOSED ▨  
 DEVELOPED/PARTLY DEV. ▩



## II. DISPOSAL POLICY OF COMMERCIAL PROPERTIES :

The DDA has two types of commercial activities in Delhi viz.,

(i) commercial plots, and (ii) commercial estate.

(i) Commercial Plots :

Development of commercial areas is the responsibility of the engineering department of DDA which includes both external as well as internal development. These plots are disposed of by two methods (a) by auction; and (b) by inviting tenders.

a) Auction :

According to DDA rules, 1981 (Disposal of Developed Nazul Land - Rule 28), the auction of plots should be conducted by the designated officer of DDA, and usually Deputy Director (Commercial Lands) is responsible for such auctions.

The following are the basic guidelines for auction :

- Before the announcement of any auction, the terms and conditions of such auctions should be detailed out and the reserve price should be announced through public media;
- The layout plan and the architectural control/drawing prescribed for the proposed auctioned plot should be displayed in the Auction Hall;
- Highest bid offered at the auction hall may be accepted subject to approval of V.C. DDA. On acceptance of such bids the person concerned should pay 25% of his bid amount to the DDA on the same day. The balance amount may be deposited with the Authority within 15 days of acceptance of the bid or within such period as the V.C. may specify in the public notice.

b) Inviting Tenders :

The method of inviting tenders administered by the officer appointed by the V.C. shall accept the highest tender. Tenders are supposed to be opened on the specified date, place and time in the presence of the tenderers or their representatives. Again the person concerned is required to deposit the 25% of the premium offered in the tender.

(ii) Commercial Estate :

The commercial estate refers to built-up commercial properties of DDA in different commercial centres such as Central Business District, District Centres, Local Shopping Centres, Convenience Shopping Centres, etc. The disposal of these properties is governed by DDA (Management & Disposal of Housing Estates) Regulation, 1968. These built-up commercial properties disposed of through two methods : (a) Auction, and (b) allotment to certain reserved categories such as Scheduled Castes, Scheduled Tribes, Ex-serviceman, freedom fighters, land acquisition cases and physically handicapped persons.

a). Auction :

This is the most common method used by the DDA for disposal of its built-up shops. The auction procedure is similar to as in the case of commercial plots. On confirmation of the bid; four copies of the proposed conveyance deed alongwith the copy of the site plan will be issued by the DDA alongwith the demand letter. It is the sole responsibility of the auction purchaser to submit the conveyance deed papers duly stamped from the office of the collector of stamps, Govt. of Delhi, in the commercial branch of DDA. The possession of shop will be released by the DDA only after submission of these documents and proof of payment of the balance 75% of the bid amount. The other documents to be submitted by the auction purchaser duly attested by the Notary public/Gazetted officer to the DDA are :-

- Acceptance of terms and conditions of purchase on a non-judicial stamp paper;
- Four specimen signatures; and
- Four passport size photographs.

After submission of all above documents, possession will be released by the DDA. This letter will carry the date and time on which the physical possession of the shop will be handed over to the buyer at the site.

It is important that in case the purchaser fails to take possession of the auctioned shop as per the date and time prescribed in the possession letter, the DDA has a power to impose penalty on it @ Rs.1000/- per month.

Further, as per the DDA byelaws the purchaser of a shop has to start his business within 3 months from the date of taking physical possession on it. In case he fails to do so, the DDA has a power to impose a penalty @ Rs.500/- per month on such buyers. However, purchaser

could made the appeal to the V.C., DDA in this regard, and his decision will be final. One of the ground for such appeals is lack of amenities/services on the allotted/purchased site in order to start business by the purchaser.

b). Allotment Method :

DDA allots built-up shops on reserve price basis to the following categories of applicants:-

Sl.No.	Category	% Share in allotment
1.	Scheduled Castes/Scheduled Tribes	25
2.	Land Acquisition cases	10
3.	Physically handicapped	5
4.	Ex-servicemen	2
5.	Freedom Fighters	1
All Categories		43

Source: DDA; Annual Administrative Report, 1991-92.

In addition, allotments on extreme compassionate grounds are also made. According to DDA Annual report (1991-92), during the last five years i.e. from 1987-88 to 1991-92, total number of 3416 built-up shops/offices have been disposed of through various mode of disposal. Whereas 2340 (68.50%) shops were sold through auction method, 1024 (29.97%) have been allotted to various reserve categories of applicants. The remaining 52 (1.53%) shops have been disposed of through allotment under extreme compassionate grounds such as widows, etc.



### III. PRICING POLICY :

Commercial properties of DDA are being sold out on the basis of predetermined Reserve Prices. Authority has adopted the following guidelines/criteria for fixation of Reserve Price.

#### Commercial Estate :

According to DDA Resolution No.429 of August 28, 1978 (as modified upto 25.7.91), the following are the components of Reserve Price in case of built up shops/offices of DDA.

<u>Components</u>	<u>Method</u>
(i) Cost of Construction :	Actual cost of construction including construction liabilities such as anticipated expenditure on account of arbitration etc., maintenance charges, rectification of defects charges and deficiency charges, are taken into account while working out the plinth area rates of construction.
(ii) Departmental charges :	10%
(iii) Interest charges :	14% per annum during construction period of shops. (for constructed shops only)
(iv) Administrative charges :	2% per annum for a period of one year.
(v) Cost of land :	As per the revised resolution of DDA No.81/91 of 25.7.91, the cost of land will be worked out on the basis of cost of acquisition and cost of development without considering the size of shops. Prior to this notification, the cost of land was calculated on the basis of sizes of shops (plinth area).
(vi) EWS charges :	a) 1% in case of CSC shops having plinth area of less than 25 sq. mtr. b) Varied charges in different regions in case of LSC shops having plinth area 25 sq. mtr. and above : South - 10%; North and West - 7%; and Trans Yamuna - 5% .

Besides above components, the common portions such as staircases, varandah, toilets, etc. form part of costing while working out plinth area cost of the shopping complexes.

It is important that Reserve Price fixed on the basis of the above formula may be increased or decreased depending upon the market behavior, auction trends and such other factors. According to the revised resolution of DDA, the Reserve Price of those shops which put on auction more than thrice without success will be reduced by 10% for the next auction. In cases where shops remained undisposed of despite of five or even more auctions, the rate of such shops will be reduced by 20% of the original Reserve Price.

### **Commercial plots :**

Likewise in the case of built up commercial properties, the reserve price of commercial plots of DDA have been fixed on the basis of preceding years average auction prizes. According to DDA sources, the commercial plots which put to auction more than thrice and still lying unsold with the authority are subject to the reduction of 10% of the original reserve price, and plots lying undisposed even after being put to auction for five or more times, rate of such plots will be reduced by 20% of the original reserve price. However, the reserve price so fixed should not be less than the cost of acquisition and development of such plots.

The plots which put on auction where multistoried buildings are allowed to be constructed, the reserve price is fixed on the basis of total floor area allowed to be constructed on such plots. The total floor space is then multiplied by the average auction rate per sq. meter of floor space, calculated on the basis of recent auctions of similar nature of plots in that area. In case, no auction has taken place in the recent past in the area, the rate of auctions in the adjacent area/comparable area will be taken into account for fixing the reserve price.

It may be mentioned that basement and terrace is not included in the total floor area, if it is used for storage, electric sub station and machine room purposes. However, if the basement is permitted for commercial use, half of the area allowed for commercial purposes will be added to the total floor area for calculating the reserve price of plot. Similarly, one-fourth of the area of basement allowed to be used for parking purposes will be added to the total floor area for computing the reserve price.

#### **IV. STATUS OF COMMERCIAL PROPERTIES :**

Despite of the fact that reserve prices of commercial plots/shops has gone down substantially during the years 1989-1992, the disposal rate of DDA commercial properties has not gone up, and in fact it is in declining trend.

It can be seen from the Table 2.2 that the disposal rate of commercial plots has gone down from 95% in 1988-89 to as low as 21.5% in 1991-92.

**Table 2.2**

**Status of Commercial Plots as on 31.12.91**

Year	No. of plots put to auction	Sold	Disposal Rate (% sold with the put on auction)
1988-89	44	42	95.0
1989-90	132	55	42.0
1990-91	107	17	16.0
1991-92	246	53	21.5

Source : DDA

In 1991-92, only 53 plots were sold as per the revised reserve price rates out of a tally of 246 advertised for sale on different auction dates. The plots available with the DDA has to be repeatedly advertised for sale through auction. For example, commercial plots located in the community centre, Block G, Vikaspuri have been advertised for sale by the DDA for eight times on even more and that too with the reduced reserve price @Rs.5914/sq.m. as against the original price of approx. Rs.7330/sq.m. But there was no response (Table 2.3). The situation is more critical in Rohini commercial zone, where the

Table 2.3

Trends in Reserve Prices of DDA Commercial Plots : Some Examples

Selected commercial centres	Total area (sq. mtr.)	Auction dates/Reserve price per sq. mtr. (Rs.)									% increase (+) or decrease (-) in foll-wing auction dates in comparison to first auction date
		I	II	III	IV	V	VI	VII	VIII	IX	
Community Centre Block G Vikas Puri	300.00	4.12.89 7330	29.3.90 73630	25.6.90 7330	26.12.90 5498	20.6.91 N.A.	7.10.91 5914	26.12.91 N.A.	30.7.92 5914	28.10.92 5914	-19.32
Community Centre Wazirpur Indl. Area	243.00	10.5.90 68305	24.12.90 60691	5.9.91 41305	4.12.91 63000	31.7.92 29160	28.10.92 29160	-	-	-	-57.30
Community Centre Pashchim Puri	144.50	28.11.89 19772	27.3.90 19772	20.6.90 23730	20.2.91 16201	5.9.91 31502	26.12.91 16201	12.3.92 14581	-	-	-26.25
Local Shopping Centre Pashchim Puri	108.00	22.2.91 32963	23.12.91 43750	6.2.92 22139	23.4.92 22500	24.8.92 19926	27.10.92 20250	-	-	-	-38.57
Community Centre Janakpuri	135.00	18.2.91 13785	13.5.91 12422	10.10.9 1	20.12.91 42000	27.4.92 12422	30.6.92 12422	23.9.92 12422	25.11.9 2	- 12422	-9.89

Source: Resolution of DDA.

proportion of unsold DDA shops is even more than 50%. Zone wise number of shops which could not be sold during the last five years despite of repeated attempts of the DDA is given in Table 2.4 Table shows that out of 6450 shops which have been advertised for sale, only 3515 of them were sold to buyers on different auction

**Table 2.4**

**DDA Builtup Shops : Sold/Unsold during  
the last 5 years (as on 1.4.93)**

Commercial zone	Shops put on auction	Sold		Unsold	
		No.	% to put on auction	No.	% to put on auction
South	877	614	70.01	263	29.99
West	1376	784	56.98	592	43.02
East	1190	616	51.76	574	48.24
North	1536	857	55.79	679	44.21
Rohini	1471	644	43.78	827	56.22
Total	6450	3515	54.50	2935	45.50

Source : DDA.

dates. The remaining 2935 (45.5%) are still lying with the DDA. Non-disposal of these plots/shops has not only resulted in blockage of huge funds which could have been utilized for other productive purposes, but there is also a loss of ground rent and hampered the speedy planned development of the city. Further, DDA is required to spend huge amount on maintenance, watch and ward of undisposed of properties in order to save them from the unauthorized encroachment. The advertisement cost spent on repeated publicity is also enormous.

The latest report of CAG<sup>2</sup> (1992-93) has mentioned about the poor performance of DDA with regard to its commercial properties. According to this report, DDA has constructed about 11,991 shops during the last 20 years, i.e. from 1974-1993. Of this, 5470 shops (45.6%) built at a cost of Rs.131.88 crore are still lying with the DDA unsold. Interestingly, of these unsold shops, 861 shops (15.5%) worth Rs.20.44 crore were lying vacant for more than five years.

Defective pricing policy is the major cause for non- disposal of commercial properties of DDA. In practice, the reserve prices for shops/plots are being fixed on the basis of the last sales and interest added for the intervening periods. The prevailing market rates were not taken into consideration while computing the reserve prices of commercial properties by the DDA.

Besides the defective pricing policy, uncomfortable locations, development of unauthorized markets in the neighborhood, misuse of residential premises, lack of infrastructure and services, non flexible design, procedural delay and legal bottlenecks are some of the factors which influence the sale of commercial properties of DDA in Delhi.

In the following section, an attempt has been made to examine the above issues in detail with a view to suggest alternatives to improve the marketability and occupancy of DDA properties in the commercial market of Delhi.

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<sup>2</sup> Comptroller and Auditor general of India, Govt. of India.

### III

#### **FACTORS AFFECTING SALE OF DDA COMMERCIAL PRPERTIES :**

With a view to examine the reasons for lack of sale of commercial properties developed and built up by the DDA, a survey of occupants, non-occupants, potential customers and property dealers was undertaken in the selected localities of Delhi.

Data given in summary Table 3.1<sup>3</sup> show that there are variety of reasons which influence the sale of DDA properties in the commercial market of Delhi. A majority of respondents (88.3%) were in the opinion that high level of reserve prices is the principle cause in this regard, followed by the lack of infrastructure and services (73.3%), unattractive design and less space to accomidate the selling material (56.7%), inconvenient locations (56.3%), and inflexible rules and regulations in case modification is required in the allotted shops (50.65). The other important factors are :

- Non availability of DDA commercial properties on Hire- purchase basis (uneasy payment plan);
- Inadequate parking spaces;
- poor quality of construction;
- Leasehold property;
- Long delays between allotment and physical possession of allotted shops.
  
- Lack of maintenance
- Less speculation gain; and
- Financial constraints.

It may be noted that usually, the high reserve price has been the issue in case of inadequate location. Many properties developed by the private builders or even by the DDA on prime locations have no problems for its disposal. For example, in south Delhi the disposal rate of DDA shops is as high as 70% as against the disposal rate of even less than 50% for the similar kind of shops in Rohini area of Delhi. As locational advantage or disadvantage has no weightage in the present pricing policy of DDA, it is suggested that this component should be taken into consideration while fixing the reserve price for any shop or a plot.

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<sup>3</sup>. For Details, please see the Reference Tables.

**Table 3.1**  
**Causes for Lack of Sale of DDA Commercial Properties (% Distribution of Respondents-Cumulative)**

Target Group	Total no. of respondents	Causes													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
Occupants	70	92.9	50.0	77.0	70.0	8.6	-	-	-	-	-	17.1	-	-	-
Non- Occupants	37	64.9	40.5	73.0	64.9	32.4	16.2	24.3	40.5	-	40.5	-	32.4	-	-
Potential customers	70	84.3	25.7	44.3	34.3	32.9	37.1	37.1	35.7	75.7	57.1	-	81.4	32.9	41.4
Property dealers	70	100.0	-	98.6	61.4	-	95.7	88.6	100.0	100.0	100.0	97.1	100.0	100.0	98.6
All	247	88.3	27.6	73.3	56.7	16.6	40.1	39.3	44.5	49.8	50.6	32.4	56.3	37.7	39.7
Rank	-	1	13	2	3	14	8	10	7	6	5	12	4	11	9

1. Unaffordable prices
2. Non-availability on Hire purchase basis
3. Lack of infrastructure and services
4. Unattractive design of shops and inadequate space
5. Inadequate parking spaces
6. Development of residential areas before sale
7. Poor construction
8. Lease hold property
9. Complicated buying procedure and long delay in possession of allotted shops
10. Inflexible rules & regulations in case modification is required in a allotted shop
11. Lack of maintenance
12. In convenient location.
13. Less speculative gain
14. Financial constraints.

Source : NIUA Survey, 1994



The target group survey has suggested variety of corrective measures in order to improve the sale and occupancy of DDA properties in commercial market of Delhi. These are :

- Market survey and proper advertising mechanism before developing commercial area;
- Fully developed area in terms of services and infrastructure before shops put on auction;
- Convenient location;
- Affordable price and easy payment plan;
- Flexible design with adequate space;
- Legal action against misuse of residential premises for commercial purposes;
- Incentives in peripheral areas such as Rohini, Vikaspuri, etc.;
- Proper maintenance of developed properties;
- Simple sale procedure; and
- Privatisation of commercial activities.

**Table 3.2**

**Remedial Measures as suggested by the Non-occupants of Commercial Properties :  
An Example (Cumulative Percentage)**

Zones	Total no. of respondents	Remedial Measures													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
West	3	66.7	100.0	-	-	-	-	-	-	33.3	100.0	-	-	-	-
East	10	90.0	80.0	90.0	50.0	-	-	-	-	-	-	-	-	-	30.3
North	14	85.7	92.9	85.7	57.1	-	-	-	35.7	-	-	-	-	64.3	-
Rohini	10	-	100.0	-	-	100.0	-	70.0	-	50.0	50.0	50.0	-	-	-
Total	37	62.2	91.2	56.8	35.1	27.0	-	18.9	13.5	16.2	21.6	13.5	-	24.3	8.1

1. Services should be provided before sale
2. Affordable price
3. Adequate design with good space
4. Easy payment plan
5. Development of residential areas before sale
6. Good construction
7. Accessibility from the main road
8. Developed surroundings
9. Sufficient parking space
10. Free hold property
11. Easy buying procedure
12. Trade change permissible
13. Flexible rules for modifications in the shops
14. Others such as Action on unauthorised markets/conversion of land use from Residential to Commercial etc.

Source: NIUA Survey, 1994.

## IV

### CONCLUSIONS AND RECOMMENDATIONS

#### Planning and Designing Policy

DDA has a defective Planning Policy with regard to its commercial properties. Where as plots having the commercial advantages and usually located on prime locations are being sold by the DDA to private builders, they construct their own shopping plazas and centres on comparatively weak commercial locations. Madangir, Vikaspuri, Vasant Kunj are some of the examples in this regard where most of the plots located on the prime locations have been sold to private builders through auction method. On the other hand, a sizeable number of shops constructed by the DDA in the localities like Shalimar Bhagh, Nand Nagari, etc. are lying vacant for the last many years primarily due to locational disadvantages. Another reason for low occupancy rate in DDA built commercial properties is that the construction of planned markets in new residential areas is either delayed or if constructing is not attracting much business due to development of unauthorized markets in the neighbourhood. Usually, the need for a shop arises as soon as there is some construction or occupation of houses in the locality but planned markets used to be constructed much after the emergence of unauthorised markets in the area. The weak locations of DDA shops helped the inhabitants of many localities to use the facility of unauthorised shopping centres to cater their daily needs. These shops are usually concentrated alongwith the major roads/streets of the locality. Even many residential units having the locational advantages have been converted into shops in order to satisfy the daily needs of the local population. Therefore, it is suggested that DDA should adopt integrated area development approach for its residential projects. Further, DDA may stop constructing commercial plazas and centres by its own. This responsibility could be transferred to the private builders. They should engage themselves only in land acquisition and its development process.

It is observed that, shopping centres built by the DDA are lacking the basic infrastructure and services. Either the services like roads, water supply, sewerage, parking, etc., have not been provided or if some of these services have been provided, the maintenance is of such services is extremely poor. Thus there is a need for infrastructure development in the DDA commercial sectors with its proper maintenance.

Besides the poor maintenance or inadequate level of services, the other problems associated with the DDA shops is that they are poorly designed both in terms of physical standards as well as needs of the consumers. Therefore, it is suggested that DDA should modify its designing standards keeping in view the use and need of the potential customers/buyers.

### **Pricing Policy**

Defective pricing policy of DDA has played an important role in the negative growth of its commercial market in Delhi. It has no transparency or rational. The reserve prices fixed by the DDA for its different commercial centres have no weightage for location, design standards, use, level of services provided, market rate in the neighbourhood, etc. For example, the reserve prices for unsold DDA properties are being fixed on the basis of last auction held for similar type of property in the area concerned which needs to be modify. It is suggested that self financing scheme may be introduced to accelerate growth of sale of DDA properties in the market of Delhi. However, for this, DDA should not ask for the proof of income from the prospective buyers of its properties. For disposal of commercial properties, it would be better if DDA may identify property agents in different areas/zones and registered them as there agents for commercial property transactions. This will not only improve the salability of DDA commercial properties in the market but also reduce the unwanted paper work involve at various stages of property transactions. Survey result indicates that many people would like to buy DDA property but they don't have income certificate to show their affordability. They would like to deal through property agent in which major share of payment go as unaccounted money. This kind of transactions are usually available in the private sector, including unauthorised market.

Regarding variations in the DDA fixed reserve prices and market prices, it may be seen from the Table given below that DDA prices are quite high compared to market prices of similar type of commercial properties in the neighbourhood. This kind of situation has affected badly the sale of DDA properties in many areas of Delhi.

4.1  
Table 3.3

**A Comparative Picture of DDA Fixed Reserve Prices, its Selling Prices and Market Prices of Commercial Properties in Different Areas of Delhi, 1993**

(Rs. per sq. meter)

Zone/Locality	Reserve price		Selling price		Market price	
	MIN.	MAX.	MIN.	MIX.	MIN.	MIX.
	1.	2.	3.	4.	5.	6.
<b>South</b>						
Kalka Ji	26003	33171	29290	66519	12500	30000
Vasant Kunj	24526	24599	24626	29121	7000	15000
Madangir	14088	17532	14462	40621	7500	12000
<b>West</b>						
Paschim Puri	12307	19735	15490	87461	7000	30000
Vikas Puri	21906	25833	21940	25948	10000	15000
Rajindra Place	13187	22116	13249	22405	5000	30000
Maya Puri	12271	23782	16692	40196	7000	15000
<b>East</b>						
Patpar Ganj	11237	22258	12178	72370	6667	20833
Dilshad Garden	12207	19889	12316	26059	4000	20000
Nand Nagari	17788	15292	15707	26075	7500	16000
<b>North</b>						
Shalimar Bagh	17525	27543	23703	48807	6869	22000
Pitam Pura	17161	32391	29704	13087	7000	40850
<b>Rohini</b>	22358	27543	23106	48897	4880	32857

Source : NIUA Survey, 1994.

## Occupancy Policy

The occupancy rate in many shopping centres of DDA is extremely low even after 3-4 years of its allotment. As per the DDA byelaws, the buyer of a shop has to start business activities within three months time from the date of taking physical possession of the allotted shop. If he fails to do so, he is liable to pay penalty as per the rules frames in this regard. But in practice, nobody is paying penalty and action has not been taken in many cases by the DDA. It is observed from the survey that primary reason for non-occupancy in the allotted shops is the low business activities in the DDA shopping areas. These shopping centres as mentioned earlier are not attracting local consumers due to variety of reasons, including unauthorised development of commercial streets in the locality before construction of planned markets; conversion of a nearby residential unit into a shop; comparatively high prices of commodities in the DDA market due to high cost of shop. For example, in Vikaspuri area of Delhi, many shops constructed by the DDA have no buyers. Wherever DDA was able to sold out these shops, the occupancy rate is extremely poor. Allotment of houses in this locality was started in early eighties. But the planned shopping centres have been constructed at a much later stage, resulting many of the houses located on the main roads had been converted into shops. Experience show that markets developed alongwith the road/street are more functional than shops clustered in any part of the locality. Lukewarm attitude of the DDA/MCD towards the emergence of unauthorised markets encourages the people for such audacious misdeeds. Thus the emergence of anauthorised commercial streets in a DDA localities seems to be the major reason for failure of DDA constructed shopping centres in Delhi. Regularization of unauthorised shops or no action attitude of planning authorities may further promote such tendency among the buyers/owners of such properties. The planning distortions change the land-use pattern in the locality, which lead to mental strain, social tension and administrative problems.

Following are some suggestions to improve the occupancy - rate of DDA constructed shopping centres in Delhi:

- Demand survey should be undertaken at the regular intervals to assess the saleability of commercial properties;
- Markets may be planned alongwith the major roads passing through the residential areas and connecting other neighbourhoods instead of clustering them in any part of the residential area;
- The residential areas may be planned along both sides of commercial streets;

- Shop-cum-flat for middle class and lower class may be planned with the commercial streets;
- Nature of business of each shop must be specified in advance taking into account the needs of the local people. However, some shops could be left free to select their own business;
- The commercial street/road should be wide enough to provide parking space in front of shops. In addition, facilities like street lighting, drinking water supply, toilets, parks, restaurants, etc. should also be provided in the large Shopping Centres;
- No other shop should be allowed to function in any other part of the locality. In addition no vacant land should be left alongwith the commercial street.
- Heavy penalty may be imposed for non-occupancy/non-functioning of business activities at the allotted shop.
- Authorities must be vigilant and any incidence of planning violation should be checked immediately.
- Planning exercise may be reviewed at regular intervals - say after every five years to bring necessary changes in it keeping in view the changing life style of the users and consumers.

**REFERENCE - TABLES**



**Table 1**  
**Current Status of the Allotted Shops According to Zones**

Zone	Sample size of Allottees	% Distribution of Occupants		
		Allottee occupied	Taken on rent from allottee	Purchased from the allottee/resaled
South	14	100.0	-	-
West	14	85.7	-	14.3
East	14	92.9	-	7.1
North	14	71.4	7.1	21.4
Rohini	14	85.7	-	14.3
All	70	87.1	1.4	11.4

Source : NIUA Survey, 1994.

**Table 2****Satisfaction Level of Occupants with the Allotted Site/Shop**

Zone	Sample size	% Satisfaction level		Reasons for dissatisfaction
		Yes	No	
South	14	35.7	64.3	No planning, very less HHs, No customer market, no crowd unauthorised market
West	14	64.3	35.7	No crowd, non-occupancy, no maintenance
East	14	35.7	64.3	Unauthorised market, no crowd, no street light, Jhuggies, inadecent
North	14	35.7	64.3	Unauthorised market, no maintenance, no street light, jhuggies
Rohini	14	14.3	85.7	No crowd, unauthorised market
All	70	37.1	62.9	

Source : NIUA Survey, 1994.

**Table 3**  
**Present Status of Services/Facilities - On site**

Zone/ Services Levels	Services/Facilities (% Distribution of Service Level as reported by the Occupants)										
	1	2	3	4	5	6	7	8	9	10	11
<b>South</b>											
FP	7.1	7.1	-	-	7.1	7.1	42.9	28.6	42.9	85.7	50.0
PP	14.2	42.9	7.1	100.0	42.9	42.9	50.0	71.4	7.1	7.1	7.1
NP	78.6	50.0	92.9	-	50.0	50.0	7.1	-	50.0	7.1	42.9
IPD	-	-	-	-	-	-	-	-	-	-	-
<b>West</b>											
FP	28.6	-	-	78.6	14.3	7.1	50.0	71.4	50.0	7.1	42.9
PP	21.4	78.6	21.4	21.4	28.6	71.4	21.4	7.1	-	7.1	7.1
NP	50.0	21.4	78.6	-	57.1	21.4	28.6	21.4	50.0	85.7	50.0
IPD	-	-	-	-	-	-	-	-	-	-	-
<b>East</b>											
FP	-	-	-	42.9	35.7	7.1	35.7	50.0	21.4	92.9	78.6
PP	7.1	7.1	28.6	35.7	-	-	64.3	21.4	21.4	-	21.4
NP	92.9	92.9	71.4	21.4	64.3	92.9	-	28.6	57.1	7.1	-
IPD	-	-	-	-	-	-	-	-	-	-	-
<b>North</b>											
FP	7.1	21.4	-	100.0	85.7	-	14.3	100.0	-	78.6	64.3
PP	42.9	64.3	-	-	14.3	-	85.7	-	28.6	14.3	14.3
NP	50.0	14.3	100.0	-	-	100.0	-	-	71.4	7.1	21.4
IPD	-	-	-	-	-	-	-	-	-	-	-
<b>Rohini</b>											
FP	21.4	7.1	-	21.4	-	14.3	-	-	-	100.0	64.3
PP	-	85.7	-	78.6	-	-	-	-	92.9	-	-
NP	78.6	7.1	100.0	-	100.0	85.7	100.0	78.6	7.1	-	35.7
IPD	-	-	-	-	-	-	-	21.4	-	-	-
<b>All</b>											
FP	12.9	7.1	-	48.6	28.6	7.1	28.6	44.3	22.9	72.9	60.0
PP	17.1	55.7	11.4	47.1	17.1	22.9	44.3	20.0	30.0	5.7	10.0
NP	70.0	37.1	88.6	4.3	54.3	70.0	27.1	25.7	47.1	21.4	30.0
IPD	-	-	-	-	-	-	-	4.3	-	-	-

Services/Facilities

1. Water supply;      2. Sanitation;      3. Garbage collection;      4. Electricity;  
5. Service lanes;      6. Street light;      7. Parking space;      8. Mettalled roads;  
9. Developed consumer market      10. Sufficient movement space;      11. Summer rainy sheds

FP - Fully provided;      PP - Partly provided;      NP - Not provided;      IPD - In the process of development

Source : NIUA Survey, 1994.

**Table 4**  
**Present Status of Services/Facilities - off site**

Zone/ Service level	Service/Facilities (% Distribution of Service Level as reported by the Occupants)						
	1	2	3	4	5	6	7
<b>South</b>							
FP	71.4	-	-	50.0	-	-	21.4
PP	-	-	7.1	28.6	-	-	35.7
NP	28.6	100.0	92.9	21.4	100.0	100.0	-
IPD	-	-	-	-	-	-	42.9
<b>West</b>							
FP	100.0	-	-	50.0	-	-	21.4
PP	-	-	-	-	-	-	78.6
NP	-	-	-	50.0	100.0	100.0	-
IPD	-	100.0	100.0	-	-	-	-
<b>East</b>							
FP	71.4	-	-	-	-	-	21.4
PP	-	-	-	28.6	-	-	50.0
NP	28.6	100.0	100.0	71.4	100.0	100.0	28.6
IPD	-	-	-	-	-	-	-
<b>North</b>							
FP	100.0	-	-	42.9	-	-	14.3
PP	-	-	-	-	-	-	-
NP	-	100.0	100.0	57.1	100.0	100.0	85.7
IPD	-	-	-	-	-	-	-
<b>Rohini</b>							
FP	71.4	-	-	85.7	-	-	85.7
PP	28.6	-	-	14.3	-	-	14.3
NP	-	100.0	100.0	-	100.0	100.0	-
IPD	-	-	-	-	-	-	-
<b>Total</b>							
FP	82.9	-	-	45.6	-	-	32.9
PP	5.7	-	1.4	14.3	-	-	35.7
NP	11.4	100.0	98.6	4.0	100.0	100.0	22.9
IPD	-	-	-	-	-	-	8.6

Services/Facilities

- |                                     |                       |
|-------------------------------------|-----------------------|
| 1. Telephone;                       | 2. Post office;       |
| 3. Police Station;                  | 4. Public transport   |
| 5. Fire Brigade                     | 6. Health clinic;     |
| 7. Mettalled road;                  |                       |
| FP - Fully provided;                | PP - Partly provided; |
| NP - Not provided;                  |                       |
| IPD - In the process of development |                       |

Source: NIUA Survey, 1994.

**Table 5**

**Remedial Measures to Improve the Salability of DDA Properties as Suggested by the Occupants**

Zone	Total No. of Respondent	Suggestions (% Distribution of Respondents - Cumulative)													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
South	14	-	28.6	-	14.3	7.1	14.3	50.0	57.1	85.7	78.6	35.7	57.1	14.3	21.4
West	14	7.1	-	7.1	28.6	7.1	-	-	57.1	100.0	42.9	7.1	35.7	28.6	50.0
East	14	-	28.6	14.3	92.9	14.3	42.9	14.3	35.7	100.0	-	14.3	57.1	64.3	14.3
North	14	-	-	-	35.7	-	-	-	100.0	92.9	64.3	71.4	71.4	28.6	78.6
Rohini	14	57.1	42.9	14.3	64.3	-	21.4	-	57.1	92.9	28.6	50.0	35.7	28.6	7.1
All	70	12.9	20.0	7.1	47.1	5.7	15.6	12.9	61.4	94.3	42.9	35.7	51.4	32.9	34.3

Measures:

1. Adequate Parking Space
2. Accessibility from the Main Road
3. Avoid fortless type of shopping centres
4. Adequate Security Arrangements
5. Walkable Distance
6. Proper Ventilation and Cosumers movement space
7. Proper maintenance of services
8. Facilities ready before sale
9. Affordable price
10. Hire purchase
11. Regular supply of electricity and water
12. Improved planing standards in terms of design and level of services
13. Market survey before site selection
14. Others

Source: NIUA Survey, 1994.

**Table 6**  
**Remedial Measures: % Distribution of Respondents According to Surveyed Localities of Occupants in South Zone**  
**(Cumulative Percentages)**

Remedial Measures	Localities											
	Kalkaji		Madangir		Vasant Kunj		All					
	Actual	%	Actual	%	Actual	%	Actual	%				
Adequate parking space	-	-	-	-	-	-	-	-				
Accessibility from the main road	-	-	-	-	4	57.1	4	28.6				
Avoid fortress type of shopping centre	-	-	-	-	-	-	-	-				
Adequate security arrangements	-	-	1	50.0	1	14.3	2	14.3				
Walkable distance	-	-	1	50.0	-	-	1	7.1				
Proper ventilation and consumer movement space	1	20.0	-	-	1	14.3	2	14.3				
Proper maintenance of services	4	80.0	-	-	3	42.9	7	50.0				
Facilities ready before sale	5	100.0	-	-	3	42.9	8	57.1				
Affordable price	5	100.0	1	50.0	6	85.7	12	85.7				
Hire purchase	5	100.0	1	50.0	5	71.4	11	78.6				
Regular supply of electricity and water	-	-	2	100.0	3	42.9	5	35.7				
Improved planning standards in terms of design and level of services	4	80.0	1	50.0	3	42.9	8	57.1				
Market survey before site selection	1	20.0	-	-	1	14.3	2	14.3				
Others (specify)	-	-	1	50.0	2	28.6	3	21.4				
Total No. of Respondents	5	100.0	2	100.0	7	100.0	14	100.0				

Source : NIUA Survey, 1994.

Table 7

**Remedial Measures : % Distribution of Respondents according to surveyed Localities of Occupants in West Zone (Cumulative Percentage)**

Remedial Measures	Locations											
	Pashchim Vihar		Vikas-puri		Rajendra Place		Mayapuri		Total			
	Actual	%	Actual	%	Actual	%	Actual	%	Actual	%		
Adequate parking space	-	-	-	-	-	-	1	50.0	1	7.1		
Accessibility from the main road	-	-	-	-	-	-	-	-	-	-		
Avoid fortress type of shopping centre	-	-	1	25.0	-	-	-	-	1	7.1		
Adequate security arrangements	1	25.0	1	25.0	1	25.0	1	50.0	4	28.6		
Walkable distance	-	-	1	25.0	-	-	-	-	1	7.1		
Proper ventilation and consumer movement space	-	-	-	-	-	-	-	-	-	-		
Proper maintenance of services	-	-	-	-	-	-	-	-	-	-		
Facilities ready before sale	4	100.0	1	25.0	2	50.0	1	50.0	8	57.1		
Affordable price	4	100.0	4	100.0	4	100.0	2	100.0	14	100.0		
Hire purchase	2	50.0	1	25.0	2	50.0	1	50.0	6	42.9		
Regular supply of electricity and water	-	-	-	-	-	-	1	50.0	1	7.1		
Improved planning standards in terms of design and level of services	1	25.0	-	-	3	75.0	1	50.0	5	35.7		
Market survey before site selection	2	50.0	-	-	1	25.0	1	50.0	4	28.6		
Others (specify)	3	75.0	3	75.0	1	25.0	-	-	7	50.0		

Source : NIUA Survey, 1994.

**Table 8**  
**Remedial Measures : % Distribution of Respondents according to Surveyed Localities of Occupants in East Zone**  
**(Cumulative Percentages)**

Remedial Measures	Localities											
	Dilshad Garden		Nand Nagari		Patpar Ganj		Total					
	Actual	%	Actual	%	Actual	%	Actual	%				
Adequate parking space	-	-	-	-	-	-	-	-				
Accessibility from the main road	2	40.0	-	-	2	40.0	4	28.6				
Avoid fortless type of shopping centre	-	-	2	50.0	-	-	2	14.3				
Adequate security arrangements	4	80.0	4	100.0	5	100.0	13	92.9				
Walkable distance	1	20.0	-	-	1	20.0	2	14.3				
Proper ventilation and consumer movement space	3	60.0	-	-	3	60.0	6	42.9				
Proper maintenance of services	-	-	2	50.0	-	-	2	14.3				
Facilities ready before sale	1	20.0	2	50.0	2	40.0	5	35.7				
Affordable price	5	100.0	4	100.0	5	100.0	14	100.0				
Hire purchase	-	-	-	-	-	-	-	-				
Regular supply of electricity and water	-	-	-	-	2	40.0	2	14.3				
Improved planing standards in terms of design and level of services	2	40.0	2	100.0	4	80.0	8	57.1				
Market survey before site selection	5	100.0	2	100.0	2	40.0	9	64.3				
Others (specify)	2	40.0	-	-	-	-	2	14.3				
Total No. of Respondents	5	100.0	4	100.0	5	100.0	14	100.0				

Source : NIUA Survey, 1994.



**Table 9**  
**Remedial Measures : % Distribution of Respondents According to Surveyed**  
**Localities of Occupants in North Zone**  
**(Cumulative Percentages)**

Remedial Measures	Localities					
	Ptam Pura		Shalimar Bagh		Total	
	Actual	%	Actual	%	Actual	%
Adequate parking space	-	-	-	-	-	-
Accessibility from the main road	-	-	-	-	-	-
Avoid fortress type of shopping centre	-	-	-	-	-	-
Adequate security arrangements	-	-	5	71.4	5	35.7
Walkable distance	-	-	-	-	-	-
Proper ventilation and consumer movement space	-	-	-	-	-	-
Proper maintenance of services	-	-	-	-	-	-
Facilities ready before sale	7	100.0	7	100.0	14	100.0
Affordable price	6	85.7	7	100.0	13	92.9
Hire purchase	5	71.4	4	57.1	9	64.3
Regular supply of electricity and water	4	57.1	6	85.7	10	71.4
Improved planing standards in terms of design and level of services	5	71.4	5	71.4	10	71.4
Market survey before site selection	2	28.6	2	28.6	4	28.6
Others (specify)	5	71.4	6	85.7	11	78.6
Total No. of Respondents	7	100.0	7	100.0	14	100.0

Source : NIUA Survey, 1994.

**Table 10**  
**Remedial Measures : % Distribution of Respondents According to**  
**Surveyed Localities of Occupants in Rohini Zone**  
**(Cumulative Percentages)**

Remedial Measures	Sector-9		Sector-13		Sector-5		Total	
	Actual	%	Actual	%	Actual	%	Actual	%
	Adequate parking space	6	75.0	1	25.0	1	50.0	8
Accessibility from the main road	6	75.0	-	-	-	-	6	42.9
Avoid fortress type of shopping centre	-	-	2	50.0	-	-	2	14.3
Adequate security arrangements	6	75.0	2	50.0	1	50.0	9	64.3
Walkable distance	-	-	-	-	-	-	-	-
Proper ventilation and consumer movement space	-	-	3	75.0	-	-	3	21.4
Proper maintenance of services	-	-	-	-	-	-	-	-
Facilities ready before sale	5	62.5	1	25.0	2	100.0	8	57.1
Affordable price	7	87.5	4	100.0	2	100.0	13	92.9
Hire purchase	3	37.5	1	25.0	-	-	4	28.6
Regular supply of electricity and water	5	62.5	1	25.0	1	50.0	7	50.0
Improved planning standards in terms of design and level of services	2	25.0	2	50.0	1	50.0	5	35.7
Market survey before site selection	3	37.5	-	-	1	50.0	4	28.6
Others (specify)	-	-	1	25.0	-	-	1	7.1
Total No. of Respondents	8	100.0	4	100.0	2	100.0	14	100.0

Source : NIUA Survey

**Table 11**

**Economic Remedial Measures to Improve the Salability of DDA Properties as Suggested by the Property Dealers**

**(% Distribution of Respondents according to Commercial Zones - Cumulative)**

Remedial Measures	Zones					
	South	West	East	North	Rohini	Total
Affordable price	100.0	78.6	100.0	100.0	92.9	94.3
Easy payment plan	85.7	64.3	92.9	100.0	92.9	87.1
Developed market	85.7	85.7	14.3	-	64.3	50.0
Market survey before site selection	-	50.0	50.0	78.6	64.3	48.6
Others	85.7	71.4	35.7	-	85.7	55.7
Total no. of respondents	100.0	100.0	100.0	100.0	100.0	100.0

Note : No. of Respondents in each zone = 14

Source : NIUA Survey, 1994.

**Table 12****Physical Measures as Suggested by the Property Dealers to Improve the Salability of DDA Properties****(% Distribution of Respondents according to Commercial Zones - Cumulative)**

Measures	Zones					
	South	West	East	North	Rohini	All
Good environment	7.1	7.1	92.9	100.0	50.0	51.4
Density survey before planning/construction of service roads & parking spaces	7.1	14.3	-	100.0	57.1	35.7
Good design with inside flexibility	14.3	-	85.7	-	78.6	35.7
Adequate space	35.7	21.4	85.7	71.4	21.4	47.1
Good quality of construction	7.1	-	14.3	-	7.1	5.7
Avoid fortless type of market	21.4	100.0	21.4	-	42.9	37.1
Fully developed in side infrastructure before allotment	57.1	85.7	7.1	78.6	21.4	50.0
Fully developed off side infrastructure before allotment	21.4	42.9	35.7	71.4	21.4	38.6
Convenient location	78.6	85.7	64.3	-	78.6	64.3
Accessibility from main road	71.4	21.4	42.9	57.1	64.3	51.4
Summer/Rainy sheds & proper movement space	28.6	-	35.7	-	28.6	18.6
Others	7.1	-	-	-	7.1	2.9

No. of Respondents in each zone = 14

Source : NIUA Survey, 1994.

**Table 13****Legal Measures to improve the Salability of DDA Properties as Suggested by the Property Dealers****(% Distribution of Respondents According to Commercial Zones - Cumulative)**

Measures	Zones					
	South	West	East	North	Rohini	All
Adequate security arrangement	-	7.1	100.0	100.0	42.9	50.0
Flexibility in modification/additional construction	71.4	42.9	7.1	-	78.6	40.0
Remove long delays between construction/allotment and occupancy	35.7	21.4	35.7	85.7	64.3	48.6
Easy sale condition	78.6	64.3	64.3	-	64.3	54.3
Free hold property	-	35.7	35.7	28.6	42.9	28.6
Proper maintenance of services/facilities provided	100.0	64.3	57.1	85.7	64.3	74.3

No. of Respondents : 14

Source : NIUA Survey, 1994.

**Table 14**

**Location of flat/private Houses of Potential Customers**

Zones	% Distribution of Sample		Total sample Size
	On main road	Inside	
South	0.00	100.00	14
West	33.33	66.67	14
East	50.00	50.00	14
North	90.91	9.09	14
Rohini	50.00	50.00	14
All	56.76	43.24	70

Source : NIUA Survey, 1994.

**Table 15****Legal Status of Non-DDA Shops in the Surveyed Zones  
(Potential Customers)**

Zones	Authorised		Unauthorised		Others		All	
	No.	%	No.	%	No.	%	No.	%
South	2	14.3	9	64.3	3	21.4	14	100.0
West	9	64.3	5	35.7	-	-	14	100.0
East	5	35.7	9	64.3	-	-	14	100.0
North	-	-	14	100.0	-	-	14	100.0
Rohini	5	35.7	9	64.3	-	-	14	100.0
All	21	30.0	46	65.7	3	4.3	70	100.0

Source : NIUA Survey, 1994.

**Table 16****Distance of Non-DDA Shop from DDA Commercial Centres  
(Distribution of Potential Customers According to Zones)**

Zones	Walkable		Upto 1 Kms.		1 - 2 Kms.		More than 2 Kms.		All	
	No.	%	No.	%	No.	%	No.	%	No.	%
South	6	42.9	6	42.9	-	-	2	14.2	14	100.0
West	12	85.7	2	14.3	-	-	-	-	14	100.0
East	5	35.7	6	42.9	3	21.4	-	-	14	100.0
North	7	50.0	7	50.0	-	-	-	-	14	100.0
Rohini	3	21.4	8	57.1	3	21.4	-	-	14	100.0
All	33	47.1	29	41.4	6	8.6	2	2.9	70	100.0

Source : NIUA Survey, 1994.



**Table 17**

**Development Status of Nearby DDA Shopping Centres  
(% Distribution of Potential Customers according to Zones)**

Zones	Level of Development			Total sample
	Fully developed	Partly developed	Not developed	
South	50.00	50.00	0.00	100.00
West	0.00	100.00	0.00	100.00
East	43.75	56.25	0.00	100.00
North	100.00	0.00	0.00	100.00
Rohini	28.57	35.71	35.71	100.00
All	42.86	50.00	7.14	100.00

Source : NIUA Survey, 1994.

**Table 18**

**Economic Factors for not Selecting DDA Shops by the Potential Customers  
(% Distribution of Respondent According to Zones - Cumulative)**

Factors	Zone					
	South	West	East	North	Rohini	All
Unaffordable price	71.4	71.4	100.0	85.7	78.6	81.4
Higher to market price	35.7	14.3	42.9	85.7	42.9	44.3
Prices are significantly low in unauthorised sector	78.6	42.9	64.3	7.1	78.6	54.3
Tough payment plan	21.4	35.7	50.0	7.1	14.3	25.7
Less speculative gain	50.0	-	14.3	85.7	14.3	32.9
Finance constraints	42.9	50.0	21.4	57.1	35.7	41.4
Lack of potential customers	28.6	7.1	78.6	50.0	21.4	37.1
Others	-	-	-	-	28.6	5.7
Total no. of respondents	14	14	14	14	14	70
No. of responses	46	31	52	53	44	226

Source : NIUA Survey, 1994.

**Table 19**

**Physical Factors for Not Selecting DDA Shops by the Potential Customers  
(% Distribution of Respondents - Cumulative)**

Factors	Zones					
	South	West	East	North	Rohini	All
Inconvenient location	64.3	57.0	100.0	85.7	85.7	85.7
Lack of services	14.3	21.4	78.6	85.7	21.4	21.4
Lack of space	71.4	21.4	21.4	14.6	35.7	35.7
Alteration not permissible	71.4	57.1	57.1	28.6	71.4	71.4
Poor construction	21.4	0.0	64.3	64.3	35.7	35.7
Defective design	0.0	50.0	78.6	28.6	14.3	14.3
Others	0.0	0.0	0.0	0.0	7.1	7.1
Total no. of respondents	14	14	14	14	14	70
Total no. of responses	34	29	56	43	38	200

Source : NIUA Survey, 1994.

**Table 20****Legal Factors for Not Selecting DDA Shops by the Potential Customers  
(% Distribution of Respondents According to Zones - Cumulative)**

Factors	Zones					
	South	West	East	North	Rohini	All
Complicated sale procedure	78.6	57.1	100.0	85.7	57.1	75.7
Lease hold property	-	7.1	78.6	71.4	21.4	35.7
Change in profession not allowed	7.1	-	-	7.1	57.1	14.3
Payment plan	71.4	57.1	100.0	78.6	64.3	74.3
Red tapism	64.3	7.1	14.3	-	-	17.1
Long delays between allotment and occupancy	42.9	50.0	71.4	50.0	21.4	47.1
Others	-	-	-	-	-	-
Total no. of respondents	14	14	14	14	14	70
Total no. of responses	37	25	51	41	31	185

Source : NIUA Survey, 1994.

**Table 21****Potential Customers Suggestions and Choices in Order to buy  
DDA Developed Commercial Properties**

Suggestions/Choices	Zone					
	South	West	East	North	Rohini	All
Will buy only plot	7.1	-	-	-	-	1.4
Flexible design	14.3	14.3	35.7	14.3	-	15.7
Affordable price	100.0	92.9	35.7	7.1	64.3	60.0
Simplified sale procedure	21.4	-	-	-	14.3	7.1
Hire purchase	78.6	92.9	-	14.3	64.3	50.0
Good quality of construction	14.3	7.1	21.4	7.1	-	10.0
Good maintenance of services	7.1	14.3	14.3	14.3	21.4	14.3
Convenient location	50.0	100.0	28.6	-	50.0	45.7
Close to residence	-	14.3	-	-	14.3	5.7
Developed surroundings	71.4	71.4	100.0	14.3	28.6	54.3
Total no. of respondents	14	14	14	14	14	70

Source : MIUA Survey, 1994.

**APPENDIX 'A'**

**Commercial Estate (Built-up Shops/Offices):  
Disposal Through Allotments**

I. Allotment of the SC/ST Categories :

25% of the shops are reserved for SC/ST categories. The allotments are made as per instructions of (s-1) the Ministry of Urban Development, Government of India issued from time to time. As per subsisting policy guidelines, the allotment is made through computerised draw after inviting applications. The applicants are required to indicate their preference for localities in the application form. The amount of Rs.2,000/- is deposited by each applicant along with application form as earnest money. The allotment is made on reserve price. The successful allottees are required to pay 25% of the premium of the shop within 60 days from the date of issue of demand letter. After payment of 25%, the possession of the unit is released in favour of the allottee. The balance 75% is recovered in 24 equal monthly installments along with interest @ 6% per annum. A shop so purchased by a SC/ST candidate cannot be sold for 10 years.

II. Allotment to Physically Handicapped Persons :

The Department of Personnel & Administrative Reforms Ministry of Home Affairs vide Memo No. 39016/77 Estt. (C) dated 4.11.77, defined "Handicapped Persons", for purposes of reservation of posts for such persons under the Central Government as follows :-

The Blind

The blind are those who suffer from either of the following conditions :-

- (a) Total absence of sight;
- (b) Visual acuity not exceeding 6/60 or 20/200 (soellen) in the better eye with correcting lenses;
- (c) Limitations of the field of vision subtending an angle of 20 degrees or worse.

## The Deaf

The deaf are those in whom sense of hearing is non-functional for ordinary purposes of life. They do not hear and understand sound at all events within amplified speech. The cases included in this category will be those having hearing loss more than 90 decibels in the better ear (profound impairment), or, total loss of hearing in both ears).

### III. The Orthopaedically Handicapped :

The orthopaedically handicapped are those who have a physical defect or deformity which causes an interference with the normal functioning of the bones, muscles and joints.

The same definitions have been adopted (s-2) for allotment of shops to handicapped persons by DDA. A reservation of 1% of built up shops to physically handicapped persons was made vide Resolution No. 69 dated 21.8.79 which was subsequently increased to 5% vide Resolution No. 130 dated 22.9.80. This Resolution also provides that mode of allotment was to be decided by V.C., DDA. 5% of the reservation of shops/stalls/kiosks in each category has been provided under Resolution No. 64 dated 13.6.88. Persons carrying a physical disability of 50% and above and resident of the Union Territory of Delhi are eligible for allotment. The allotment is to be made by draw of lots after inviting applications and Vice-Chairman, DDA is empowered to approve allotment to those persons under Resolution No. 76 dated 14.7.80. The applicants have to submit a certificate from a Government Hospital showing their physical disability and proof of residence within Delhi for the last 5 years. As per Resolution No. 64 dated 13.6.88 the applicants have the option of allotment either on licence fee basis or on lease hold basis. However, generally the allotment is made on lease hold basis. The allotment is made on pre-determined rates on the formula enunciated in Resolution No. 76 dated 14.7.80. As per this formula the premium is worked out after adding 10% of the reserve price to the reserve price for the shops in CSCs, 25% to the reserve price for the shops in LSCs and 50% to the reserve price for the shops in Community Centres.

### IV. Allotment to Freedom Fighters :

As per Resolution No. 103 dated 11.8.80 1% built up shops are to be allotted to Freedom Fighters. Preference is given to a needy freedom fighter whose age exceeds 55 years and whose monthly income does not exceed Rs. 500/- and allotment is made as per criteria laid down by Vice-Chairman. The allotment is made through draw of lots after inviting applications. As per the existing eligibility conditions, the applicant must be a freedom fighter



drawing pension from the Govt. He must be a holder of Tamrapatra and a resident of Delhi. Allotment is made subject to the condition that he/she or his/her, wife/husband has not been allotted shops/stalls/kioshks by the DDA under the freedom fighter category already.

V. Allotment to Persons Whose Land has been Acquired :

As per Resolution No. 118 dated 22.9.80, 10% shops have been reserved for allotment on reserve price to the individuals whose land has been acquired. Allotment is made to a person in the same area/zone where the land has been acquired. This concession is not given to the persons who have been given employment in the Authority in pursuance of the Authority's earlier Resolution No. 112 dated 22.8.73. Allotment is to be made after verification of payment of compensation by the L.A.C. In case the applicants are more than the quota of shops for the category, allotment is made by draw of lots.

VI. Allotment to Ex-Servicemen :

2% of the shops/kiosks have been reserved for allotment to ex-servicemen as per Resolution No.130 dated 22.9.80. The mode of allotment is decided by the V.C., DDA. 1% of the shops so reserved are disposed of through tender in which any ex-servicemen, irrespects of their ranks, can participate. the tenders are invited through advertisement and the allotment is made to the highest tenderers. The other half percent of shops/kiosks reserved for this category is disposed of after inviting applications restricted to officers upto the rank of NCO.

The eligibility conditions (s-16) are :-

- (a) The applicant must be bonafide resident of Union Territory of Delhi;
- (b) He should not have any other immovable property in his/her name or in the name of his family any where in India.
- (c) The income of the applicant and his family should not exceed Rs. 24,000/- per annum.
- (d) His case should have been sponsored by Dte. General of Resettlement, Ministry of Defence.

VII. Allotment to Widows to Cases of Extreme Compassion :

Lt. Governor/Chairman of DDA has been authorised as per Resolution No. 117 dated 21.9.87 to allot shops/kiosks/stalls in deserving cases on reserve price to :-

- (a) Widows of ex-servicemen who died in harness;
- (b) Widows of service personnel who died in harness;
- (c) To individuals in extreme compassionate grounds;

VIII. Allotment of Shops to Unauthorised Occupants of Govt. Land:

As per Resolution No. 49 dated 4.3.77, the allotment of shops/stalls/kiosks to persons who were in Unauthorised occupation of public land and were removed through clearance operation is made at market rates.

IX. Allotment of Shops to Persons Paying Damages :

As per Resolution No. 211 dated 11.10.77, allotment of shops to persons who were occupying DDA land and were paying damages for the last 10 years prior to eviction/removal, is made on reserve price. No percentage has been fixed for this category. As per Resolution No.74 dated 21.8.83 shops are allotted on market rate to those persons who were occupying public land but were not paying damages to DDA.

X. Allotment of Shops to War Widows on Reserve Price :

As per Resolution No.7 dated 13.3.86, allotment of shops/showrooms to war widows for running of gas agency only on reserve price is made, Past cases of allotment made on market rate prior to this resolution were not to be reopened.

XI. Allotment to Super Bazar :

As per Resolution No.385 30.7.78, the cost of the shop to be allotted to the Super Bazar is to be calculated on the basis of actual cost including overheads charges and 10% thereon. The ground rent at the rate of 2 1/2 of the cost of the land is payable. The premium is recovered in eight half yearly installments on payment of 14% interest per annum. The possession is to be handed over after realising the first installment.

The revised guidelines for allotment of shops to all the reserved categories were approved by the Authority vide its Resolution No.105 dated 19.9.91.

XII. Restoration Charges in Case of DDA Shops :

After Cancellation, in case the allottee comes forward with the request for restoration within 6 months from the date of cancellation, restoration charges are levied as follows :-

1. 10% of the total premium in case the application is received within 30 days of the date of cancellation.
2. 15% of the total premium of the shop if the application is received after 30 days but within 60 days after the date of cancellation.
3. 20% of the total premium of the shop in case the request for restoration is made after 60 days but before expire of 90 days after the date of cancellation.
4. 25% of the total premium of the shop in case the request for restoration is received after 90 days but before expire of 180 days from the date of cancellation.

Above penalties are charged in case of addition/alteration, misuse, encroachment thereby resulting in violation of terms & conditions of allotment. (File No. 100 16)86/Impl./CI/Pt.I).

### Suggestions in Terms of Design

	Suggestions
South	Proper infrastructure, parking space, convenient location, adequate design, water supply, electricity, street light, pucca roads
West	Parking space, water supply, street light, Boundary wall, security arrangement, convenient location, developed market, proper infrastructure
East	Design, maintenance, ground rent, unauthorised market-price,
North	Design, unauthorised shops, maintenance, ground rent, low price
Rohini	Parking space, construction street light, roads price, adequate space, lesser no. of shops, sanitation, maintenance, post office, police station.

**APPENDIX 'B'**

A STUDY OF SALE OF COMMERCIAL PROPERTIES OF DDA  
I. SURVEY OF OCCUPANTS

Survey Record				
Schedule No.	<input type="text"/>			
Date of Interview	D	M	Y	
Name of the Investigator	<input type="text"/>			
Specific Location Address (Scheme)	<input type="text"/>			
Zone (please give code)	<input type="text"/>			
Zone Code				
East	West	South	North	Rohini
1	2	3	4	5
Allottee Record				
Name of the Allottee (Original)	<input type="text"/>			
Residential Address	<input type="text"/>			
(For Official use to be taken from DDA Records)				

NATIONAL INSTITUTE OF URBAN AFFAIRS  
11, NYAYA MARG, CHANAKYAPURI  
NEW DELHI - 110021

1.1 Name of the Occupant of shop/plot \_\_\_\_\_

1.2 Area of the shop/plot (m<sup>2</sup>) \_\_\_\_\_

1.3 Shop/plot Allotted through (please give code)

1. Auction
2. Inviting tenders
3. Draw from Registrants
4. Other method (Specify)

1.4 If plot was allotted to you, then please give year of construction of shop on it \_\_\_\_\_

1.4.1. Construction cost (Rs.) \_\_\_\_\_

1.4.2. Type of structure (please give code)

1. Pucca
2. Semi pucca
3. Kutcha

1.5 No. of floors (please give code)

1. Single
2. Double
3. Multi

1.6 Your shop is on which Floor (incase of shop was allotted) (please give code)

1. Single Story (No other Floor)
2. 1st Floor
3. 2nd Floor
4. Others (specify)

1.7 Specific purpose for which shop/plot was allotted to you  
(please give code)

1. Atta chakki
2. Fruit & Vegetable shop
3. General Merchant shop
4. Repair & Maintenance  
(automobile/electric  
appliances, building  
material, etc.)
5. Medical store
6. Doctor clinic
7. Grocessary
8. Others (specify)

1.3 Residential address of the occupant

-----  
-----

1.9 Distance of your shop/plot from your residence  
(km.) \_\_\_\_\_

1.10 Mode of conveyance which you are using (please give  
code)

1. Public Transport
2. Own transport
3. Others (specify)

1.11 Former occupation of the Occupant (please give code)

1. Business
2. Service
3. Unemployed
4. Others (specify)



2.0 Current status of the occupied shop/plot

Shop status	Code Yes - 1 No - 2	Date of allotment/ agreement	Date of taken possess- ion	Date of starting activities	Amount paid (Rs.)	Payment schedule
Allottee occupied						
Taken on rent from the Allottee						
Purchased from the Allottee						

2.1 If occupied by the allottee himself then please give the following details.

Steps/stages	Particulars
i.	Date of advertisement/Auction/ inviting tenders for the shop
ii.	Date of Auction/opening tenders/draw
iii.	Reserve Price (Base Price)
iv.	Difficulties faced by you between allotment of shop/plot and its final occupancy

03. What factors prompted you to move to this place (please give your answers for first four preferences)

_____	_____	_____	_____
-------	-------	-------	-------

Preferences (codes)

Adequate Design	= 1	Affordable cost	= 2
Lower than market rate	= 3	Better services and facilities	= 4
Better environment	= 5	Good consumer market	= 6
Fast development of surrounding areas	= 7	Accessibility of transport	= 8
No choice except this	= 9	Others (specify)	= 10

04. Status of services/facilities at the allotted site  
(please give code)

Services/Facilities	At the time of allotment	At the time of taken possession	At the time of starting business activities
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- A. On site  
(Within the Enclosure to the Shopping centre)
- i. Water Supply
  - ii. Sanitation
  - iii. Garbage collection
  - iv. Electricity
  - v. Service lanes
  - vi. Street light
  - vii. Parking space
  - viii. Metalled Roads/Street
  - ix. Developed Consumer Market
  - x. Sufficient Movement space
  - xi. Summer/Rainy sheds
  - xii. Others (specify)

- B. Off site  
(At the Neighbourhood level)
- i. Telephone line
  - ii. Post-office
  - iii. Police station
  - iv. Public transport
  - v. Fire Brigade
  - vi. Health clinic
  - vii. Metalled Roads
  - viii. Others (specify)

Codes :

Fully Provided = 1; Partly Provided = 2; Not Provided = 3;  
In the process of development = 4

05 Present arrangement for maintenance of services/facilities (please give code)

Services/Facilities	Degrees of satisfaction	Reasons for not satisfaction
Water Supply		
Sanitation		
Garbage collection		
Electricity		
Street light		
Parking space		
Roads		
Security arrangements		
Fire services		
Telephone		
Others (specify)		

Codes :

Satisfied = 1; Partly satisfied = 2; Not satisfied = 3

06. Socio-economic status of surrounding areas in terms of consumers dominance (please give code)

1. Service class
2. Business class
3. Mixed class
4. EWS section
5. Others (specify)

07. Are you satisfied with your business activities at the present location (please give code)

1. Yes
2. No

7.1 If no, please give specific reasons for your non satisfaction

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08. Remedial Measures

(Please give your suggestions in order of priority)

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Remedial Measures (Codes)

Adequate Parking space = 1	Affordable price	
Accessibility from the Main Road = 2	(Comparative lower than market price)	= 9
Avoid Fortless type shopping centre = 3	Hire-purchase	= 10
Adequate security arrangements = 4	Plan with partial down payment	
Walkable distance from residential areas = 5	Regular supply of electricity and water	= 11
Proper ventilation & Consumer movement space = 6	Improved Planning standards in terms of Design and level of services	= 12
Proper maintenance of services = 7	Market Survey before site selection for commercial purposes	= 13
Facilities should be ready before sale = 8	Others (specify)	= 14

A STUDY OF SALE OF COMMERCIAL PROPERTIES OF DDA

II. SURVEY OF NON-OCCUPANT ALLOTTEES

Survey Record				
Schedule No.	<input type="text"/>			
Date of Interview	D	M	Y	
	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Name of the Investigator	<input type="text"/>			
Specific Location Address (Scheme)	<input type="text"/>			
Zone (please give code)	<input type="text"/>			
Zone Code.				
East	West	South	North	Rohini
1	2	3	4	5
Allottee Record				
Name of the Allottee (Original)				
Residential Address				
(For Official use to be taken from DDA Records)				

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NEW DELHI - 110021

11/11/81

1.1 Area of the shop/plot (m<sup>2</sup>) \_\_\_\_\_

1.2 Shop/plot Allotted through (please give code)

- 1. Auction
- 2. Inviting tenders
- 3. Draw from Registrants
- 4. Other method (Specify)

1.3 No. of Floors (in case of shop was allotted)  
(please give code)

- 1. Single
- 2. Double
- 3. Multi

1.4 Your shop is on which Floor (please give code)

1.5 Specific purpose for which shop/plot was allotted to you  
(please give code)

- 1. Atta chakki
- 2. Fruit & Vegetable shop
- 3. General Merchant shop
- 4. Repair & Maintenance shop
- 5. Medical store
- 6. Doctor clinic
- 7. Grocessary shop
- 8. Others (specify) --

1.6 Distance of allotted site from your  
residence (km.) \_\_\_\_\_

1908-20

1.7 Socio-economic profile of Neighbourhood where shop/plot is allotted to you (please give code)

1. Service class
2. Business class.
3. Mixed \_\_\_\_\_
4. EWS | |
5. Others (specify) -- -----

1.8 What is your present occupation? (please give code)

1. Business
2. Service \_\_\_\_\_
3. Unemployed | |
4. Others (specify) -----

02. Allotment details

Steps/stages	Particulars
i.	Date of advertisement/Auction/ inviting tenders
ii.	Date of Auction/opening tenders/draw
iii.	Date of allotment
iv.	Reserve Price (Base Price)
v.	Time given for possession
vi.	Amount Paid
vii.	Payment schedule
viii.	Others (specify) --

03. Reasons for not occupancy of shop/plot after allotment from the DDA  
(Please give your answers in order of priority codes)

i. Economic 

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ii. Physical 

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iii. Legal 

--	--	--	--	--	--

Codes

Economic	Physical	Legal
Unaffordable high price = 1	Isolated location = 1	Legal bottle-necks = 1
Lack of finance = 2	Defective design = 2	Delays in gen. development = 2
Lack of potential customers = 3	Lack of sufficient space = 3	Property lease hold = 3
Less speculative gain = 4	Poor quality of construction = 4	Problematic Sale condition = 4
Shops/plots are cheaper in Neighbourhood unauthorised market = 5	Absence of Essential services (water, electricity, roads) = 5	Property title disputed = 5
Undeveloped Residential Areas = 6	Lack of public Transport = 6	Others (Specify)-- = 6
Others (specify) = 7	Inaccessible from Main Road = 7	
	Lack of Parking space = 8	
	Others (Specify)-- = 9	



04. Status of services/facilities at the time allotment of shop/plot  
(please give code)\*

Services/Facilities	Status
A. <u>On Site</u> (Withing Endosure to the shopping centre)	
i. Water Supply	
ii. Sanitation	
iii. Electricity	
iv. Street light	
v. Service lanes	
vi. Parking space	
vii. Accessibility from Jeepable Road/ Main road	on
viii. Others (specify)--	sh
B. <u>Off Site</u> (At the Neighbourhood level)	
i. Telephone line	
ii. Post-office	
iii. Police station	
iv. Public transport	
v. Fire Brigade	
vi. Metalled Roads	
vii. Others (specify)	

\* Codes

1. Fully Provided
2. Partly Provided
3. In the process of Development
4. Not provided yet
5. No idea

05. Remedial measures  
 (Please give your suggestions in order of priority codes)

--	--	--	--	--	--	--	--	--	--

Remedial Measures (Codes)

Services should be provided before sale	= 1	Sufficient parking space	= 9
Affordable price	= 2	Free hold property	= 10
Adequate design with good space	= 3	Easy buying procedure	= 11
Easy payment plan	= 4	Trade change permissible	= 12
Development of Residential areas before sale	= 5	Flexible Rules for Modifications in the shops	= 13
Good construction	= 6	Others (specify) --	= 14
Accessibility from the main road	= 7		
Developed surroundings	= 8		

07. What is your future plan for the allotted shop?  
 (please give code)

1. Will occupy soon/  
will construct soon
2. Will not occupy till  
the important service  
and facilities are  
not there
3. Will wait for full  
development
4. Will not occupy and  
use this for  
speculation
5. Planning to sale/give  
on rent
6. No Plan yet
7. Others (specify) --

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A STUDY OF SALE OF COMMERCIAL PROPERTIES OF DDA  
 III. SURVEY OF POTENTIAL CUSTOMERS

Survey Record										
Schedule No.		<table border="1"> <tr> <td> </td> <td> </td> <td> </td> </tr> </table>								
Date of Interview		<table border="1"> <tr> <td>D</td> <td>M</td> <td>Y</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </table>			D	M	Y			
D	M	Y								
Name of the Investigator		<table border="1"> <tr> <td colspan="3"> </td> </tr> </table>								
Specific Location Address (Scheme)		<table border="1"> <tr> <td colspan="3"> </td> </tr> </table>								
Zone (please give code)		<table border="1"> <tr> <td> </td> </tr> </table>								
Zone Code										
East	West	South	North	Rohini						
1	2	3	4	5						
Potential Customers Record										
Name of the Respondent (Owner of shop)										
Address with Shop No.										

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01. Size of your shop (m ) \_\_\_\_\_

02. Structure of your shop (please give code)

- 1. Pucca \_\_\_\_\_
- 2. Semi pucca
- 3. Kutcha \_\_\_\_\_

03. Legal status of the settlement in which your shop is located (please give code)

- 1. Authorised
- 2. Unauthorised

04. Type of settlement (please give code)

- 1. Residential \_\_\_\_\_
- 2. Commercial
- 3. Mixed \_\_\_\_\_

05. Nature of goods sold

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06. Type of property converted into shop (please give code)

- 1. DDA Flats
- 2. Private houses
- 3. None \_\_\_\_\_
- 4. Others (specify) \_\_\_\_\_

88-2400

6.1 If DDA Flats/pvt. houses converted into shops then please specify the location of your shop within the building... (Please give code)

1. On main road

2. Inside

6.2. Distance of your shop from the nearby DDA commercial centre (Pl. give code)

1. Walkable

2. Upto 1 km.

3. 1-2 km.

4. More than 2 kms.

6.3 Category of commercial centre with location address (Please give code for category)

1. District Centre

2. Community Centre

3. Local Shopping Centre

4. Convenience Shopping Centre

5. Others (specify)

6.4 Status of nearby DDA commercial centre (in terms of occupancy) (Please give code)

1. Fully developed

2. Partly Developed

3. Not developed

6.5. Socio-economic status of your neighbourhood (consumers)  
(Please give code)

1. Service class
2. Business class
3. Mixed
4. EWS
5. Others (specify)

07. Are you the owner of the shop (Please give code)

1. Yes
2. No

7.1 If yes, then please furnish the following details

- 7.1.1 Year of purchase/construction \_\_\_\_\_
- 7.1.2 Year of starting activities \_\_\_\_\_
- 7.1.3 Purchase price/construction cost \_\_\_\_\_
- 7.1.4 Prevailing market price of the shop (Rs.) \_\_\_\_\_

7.2 If you are not the owner but tenant, then please furnish the following details

- 7.2.1 Since when \_\_\_\_\_
- 7.2.2 Monthly rent (Rs.) \_\_\_\_\_
- 7.2.3 Good will/pagri paid (if any) (Rs.) \_\_\_\_\_

08. Have you ever tried to buy a DDA shop/plot (Please give code)

1. Yes
2. No
3. Don't know about the scheme

- 3.1 If yes, when (year) \_\_\_\_\_
- 3.2 Is the shop/plot is allotted to you (Please give code)
1. Yes
  2. No | |  
-----
  3. Allotment has not taken place yet
- 8.2.1. If allotted, please give the following details :
- 8.2.1.1 Year of allotment \_\_\_\_\_
- 8.2.1.2 Method of allotment (Please give code)
1. Draw
  2. Tender | |  
-----
  3. Auction
- 8.2.1.3 Purpose (trade for which it was allotted to you)
- -----
- 8.2.1.4 What was the Reserve price (Rs.) \_\_\_\_\_
- 8.2.1.5 How much you have paid (Rs.) \_\_\_\_\_
- 8.2.1.6 What was the payment procedure \_\_\_\_\_
- 8.2.1.7 Present status of the allotted shop/plot (Please give code)
1. Self occupied
  2. Rented out
  3. Sold out | |  
-----
  4. Not occupied
  5. Not constructed (plot)
  6. Others (specify)

9.2.2. If not allotted yet, please give reasons

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99. If the answer of question no. 08 is no then please give reasons for not selecting DDA commercial properties (please give your answers in order of sequence)

9.1 Economic Factors

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9.2 Physical Factors

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 -----

9.3 Legal Factors

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Factors (Codes)

Economic	Physical	Legal
Unaffordable Price = 1	Inconvenient location = 1	Complicated sale procedure = 1
Higher to market price = 2	Lack of service & facilities = 2	Leasehold property = 2
Prices are significantly low in unauthorised sector = 3	Lack of space = 3	Change in profession not allowed = 3
Tough Payment Plan = 4	Additional construction is not permissible = 4	Uneasy Payment plan = 4
Less speculative gain = 5	Poor construction quality = 5	Red tapism = 5
Financial constraints = 6	Defective design = 6	Long delays between allotment and occupancy = 6
Lack of potential customers = 7	Others (sp.) = 7	Others (sp.) = 7
Others (specify) = 8		

10. In future would you planning to purchase a DDA shop/plot (Please give code)

1. Yes

-----

2. No

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11. If yes, what would be your priorities (in order of preferences)

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Priority/Choice (Codes)

Will purchase only plot	= 1	Convenient location	= 8
adequate Design	= 2	Availability of potential customers	= 9
Affordable Price	= 3	Close to residence	= 10
Simplified legal procedure	= 4	Proper linkages with city transport network	= 11
Easy payment plan/hire purchase	= 5	Developed Neighbourhood	= 12
Good quality of construction	= 6	Developed Market	= 13
Availability of services before allotment/possession	= 7	Others (specify)	= 14

A STUDY OF SALE OF COMMERCIAL PROPERTIES OF DDA

IV. SURVEY OF PROPERTY DEALERS

Survey Record				
Schedule No.				
Date of Interview	D	M	Y	
Name of the Investigator				
Specific Location Address (Scheme)				
Zone (please give code)				
Zone Code				
East	West	South	North	Rohini
1	2	3	4	5
Respondent Record				
Name of the Property Dealer				
Address				
Area Served				

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NEW DELHI - 110021

JUNE - 93

01. Property profile in the area(s) where you are serving

Particulars	DDA Developed Areas		Non-DDA Developed Areas	
	Authorised	Un-authorised (Misuse of Residential premises etc.)	Authorised	Unauthorised (Misuse of Residential areas, illegal construction on public land etc.)
i. Estimated no. of shops/plots				
ii. Estimated no. of commercial plots				
iii. Average area of the shop/plot (sq. feet)				
iv. Price/sq. feet				
a. shops				
b. plots				
v. No. of shops/plots sold with full white money				
vi. No. of shops/plots sold with partial white money				
vii. Proportion of black money in dealing with the commercial properties				

02. Please give your opinion regarding the basic difference in between DDA developed/built commercial properties and non-DDA commercial properties? (please ✓ the appropriate answers).

Components	DDA properties	Non-DDA properties	Remarks if any
<u>A. Economic</u>			
i. Unaffordable Price			
ii. Less expensive than the market price			
iii. Less speculative gain			
iv. Lack of potential customers			
v. Developed vicinity			
vi. Difficulty in arranging finance			
vii. Other (specify) --			
<u>B. Physical</u>			
i. Inadequate area			
ii. Defective design			
iii. Poor quality of construction			
iv. Absence of important services such as, water, electricity, service lanes			
v. Expensive wood work/glass work			
vi. In convenient location			
vii. Lack of public conveniences			
viii. Poor maintenance after occupancy			
ix. Others (specify) --			
<u>C. Legal</u>			
i. Problematic sale conditions			
ii. Lease hold property			
iii. Trade change is not permissible			
iv. Difficult to modify as per our needs			
v. Long delays between construction, allotment and actual possession			
vi. Others (specify) --			

03. Remedial measures by DDA in order to attract potential customers (please give your suggestions in order of priorities).

Economic

--	--	--	--	--	--

Physical

--	--	--	--	--	--

Legal & others

--	--	--	--	--	--

Remedial Measures (codes)

Economic	Physical	Legal & Others
Affordable price = 1	Good environment = 1	Adequate security arrangements = 1
Easy payment plan = 2	Density survey before planning/ construction of service roads and parking spaces = 2	Flexibility in modification/ additional construction = 2
Developed market = 3	Good design with inside flexibility = 3	Remove long delays between construction/ allotment and occupancy = 3
Market survey before site selection = 4	Adequate space = 4	Easy sale conditions = 4
Others (sp.) = 5	Good quality of construction = 5	Free hold property = 5
	Avoid fortress type of market = 6	Proper maintenance of services/ facilities provided = 6
	Fully developed inside infra-structure before allotment = 7	Enforcement of Rules for unauthorised commercial development = 7
	Fully developed offside infra-structure before allotment = 8	Others (sp.) = 8
	Convenient location = 9	
	Accessibility form main road = 10	
	Summer/Rainy sheds and proper movement space for customers = 11	
	Others (specify) = 12	

04. What would be your specific suggestions in terms of Design of Commercial Centres in order to attract the potential customers

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05. What would be your specific suggestions in terms of Planning Standards for the Commercial Centres in order to attract the potential customers.

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