

## **HSVP House Allotment Portal – Comprehensive FAQ Guide**

**Disclaimer:** The information provided here is tentative and guidance-oriented. In case of discrepancies, the official HSVP policies and instructions from competent authorities shall prevail.

### **Eligibility & Application Process**

#### **Q1. Who is eligible to apply for HSVP government housing?**

The portal primarily facilitates applications from regular HSVP employees. Non-HSVP government employees may also apply after registering with Aadhaar-linked mobile verification.

#### **Q2. What is the step by step processes for application of the house**

**1. Application Window & Login:** The application form will be available from the 1st to the 20th of every month. HSVP employees can apply directly using their employee code. Non-HSVP applicants must register themselves first. Applicants will log in using an OTP sent to their registered mobile number. For HSVP employees, this mobile number is fetched from the HRMS database, so they must ensure their HRMS records have the correct number. Non-HSVP applicants must use their Aadhaar-linked mobile number.

**2. Profile Update:** After successful login, applicants must update their profile using the 'Profile' option available on the portal.

**3. Filling the Application Form:** Basic applicant information will be auto-filled from the system. Applicants are required to complete the remaining fields in the application form and submit their consent along with the declaration.

**4. House Preference:** After submitting the initial form, applicants will be directed to the next section where they must select three house preferences. The house allotment will be made based on the order of preference provided.

**5. Final Submission:** Once all details, including house preferences, are filled, the application will be locked and submitted for bidding. Since no changes can be made after final submission, applicants are advised to verify all details carefully before submitting the form.

**Q3. How does the house allotment process work?**

Eligible applicants can apply for house allotment through the portal between the 1st and 20th of every month. During the last 10 days of the month, the House Allotment Committee conducts scrutiny of the applications and allots houses based on the merit and eligibility of the applicants. Please note that the application cycle remains closed during this scrutiny period, and no new applications are accepted at that time.

**Q4. Can I reapply if my application is rejected?**

Yes, you may apply again in the next monthly cycle.

**Q5. What if I don't know my Employee ID (for HSVP staff)?**

Contact your Drawing and Disbursing Officer (DDO) to retrieve your Employee ID.

**Q6. I am not receiving the OTP. I want to update my mobile number. Whom should I contact?**

All information used for house allotment is fetched directly from the HRMS system. Therefore, you must first update your mobile number in the HRMS records. Once the mobile number is updated in HRMS, the OTP will be sent to the new number accordingly.

**Q7. How are house types classified?**

Houses are categorized from Type I to IX, based on employee grade pay and class.

**Allotment Rules & Priority****Q8. How is priority determined for allotment?**

Priority is based on:

- Date of eligibility
- Higher basic pay
- Length of service
- Age (if other factors are equal).

**Q9. Are there preferences for specific applicants?**

Yes, preference is given to:

- Applicants/dependents with chronic illnesses
- Families with children under 10 years
- Applicants/dependents with disabilities.

**Q10. Can I apply for a house one category above my entitlement?**

Yes, but only if no eligible claimant exists for that higher category at the time of allotment.

**Q11. Can I apply for a house below my entitlement?**

Yes. You will get additional preference for such requests.

**Q12. I hold additional charge in another urban estate. Can I apply for a house there?**

No. the house allotment will be done only as per your main charge.

### **Post-Allotment Rules & Retention**

#### **Q13. What happens if I refuse or fail to occupy an allotted house?**

You will be barred from fresh allotment for 1 year and may face higher license fees.

#### **Q14. How long can I retain the house after retirement/transfer?**

- Retirement: 4 months
- Transfer: 2–4 months
- Death of allottee: 1 year for dependents
- Study/Deputation: 6 months to 1 year.

#### **Q15. Can both spouses (government employees) retain separate houses?**

No. One must surrender their allotted house unless legally separated. Post-marriage, one house must be vacated within one month.

#### **Q16. What if I own a house in the same city?**

You must either:

- Pay double the license fee to retain the government house, or
- Vacate it within 2 months.

### **Transfers, Exchanges & Modifications**

#### **Q17. Can I request a change of residence?**

Yes, but only once after 1 year of occupation. No changes are allowed within 6 months of retirement.

**Q18. What is the procedure for mutual exchange of the house?**

For mutual exchange of quarters, one of the interested applicants must initiate the request by expressing their willingness to exchange their house with another individual through the House Allotment Portal. The second applicant will then receive this request and can either accept or reject it.

If the second party accepts the exchange request, it will be forwarded to the concerned Estate Officer for final approval. Upon approval by the Estate Officer, both applicants will be able to download their exchange letters from the portal.

It is important to note that mutual exchange is allowed only when the following conditions are met: (a) Both houses must be of the same type/category **AND** (b) Both applicants must be eligible for the same type of house **AND** (c) The houses must fall under the jurisdiction of the same Estate Office

**Q19. What if my workstation changes after transfer?**

Your HRMS data must be updated first. House allotment is based on your current workstation in HRMS.

**Q20. Can I apply for a house if I hold additional charge in another urban estate?**

No. Allotment is based only on your primary workstation.

**Fees, Payments & Maintenance**

**Q21. How do I pay license fees/HRA (for non-HSVP employees)?**

Payments can be made via net banking. A receipt is generated automatically.

**Q22. How are maintenance requests handled?**

Submit requests through the portal. They are routed to the HSVP Engineering Wing via the concerned Executive Engineer (XEN), who addresses them based on urgency.

**Technical & Grievance Support**

**Q23. I'm not receiving OTPs. How do I update my mobile number?**

For HSVP employees: Update your mobile number in HRMS (contact your DDO). For non-HSVP applicants: Ensure your Aadhaar-linked mobile number is active.

**Q24. Whom should I contact for grievances?**

The concerned Estate Officer will assist with application status, clarifications, or disputes.

**Q25. What are the key portal features**

The portal allows, new house applications, Mutual exchange requests , Maintenance requests, Surrender of houses, Payment of charges, Download of allotment/possession letters.