

PROPERTY REGISTRATION



Document Control No : VBHC/CRM/P/06
Revision No : Rev 1.0
Date of Revision : 1st April 2022

	Name/Designation	Signature	Date
Written By	Akanksha Roy Sinha CRM Manager		01/04/22
Reviewed By	Deepa M Manager CRM		01/04/2022
Approved By	SIDDHARTH GAUTAM HEAD - SALES, MKTH & CRM		01-04-2022

VBHC Value Homes Pvt. Ltd.
VBHC House, 74 & 75,
Millers Road, Vasanthnagar
Bengaluru, Opp. St. Anne's Pre-University College
Bangalore - 560052 | Karnataka

HISTORY OF REVISIONS

[illegible]



STANDARD OPERATING PROCEDURE			
VBHC Value Homes Pvt. Ltd.	PROPERTY REGISTRATION	DOC.NO: VBHC/CRM/P/06	

TABLE OF CONTENTS

SL No.	CONTENTS	PAGE NO.
1.	Purpose	1
2.	Process Trigger	1
3.	Scope and Application	1
4.	Process Owner	1
5.	Successor and Predecessor	1
6.	Responsibilities & Authorities	1
7.	Definitions and Abbreviations	1
8.	Process Flow Chart	2
9.	Process Description	3-4
10.	Efficiency measures and effectiveness measures	4
11.	Risk associated with the process	4
12.	Formats for maintaining records	4
13.	Records	4
14.	Annexure- 1	4

STANDARD OPERATING PROCEDURE			
VBHC Value Homes Pvt. Ltd.	PROPERTY REGISTRATION	DOC.NO: VBHC/CRM/P/06	

PROPERTY REGISTRATION

1. PURPOSE

To transfer the ownership of the flat to the customer by making her/him the legal owner.

2. PROCESS TRIGGER

Post-construction approvals/NOCs & Occupancy certificate

3. SCOPE AND APPLICATION

This process is applicable to all the customers who purchase a property at VBHC

4. PROCESS OWNER

Head - CRM

5. PREDECESSOR AND SUCCESSOR PROCESSES

Predecessor Process: Milestone Billing & Collection (CRM), Approvals for Occupancy.


Successor Process: Handover of the Units to the Customers (CRM)

6. RESPONSIBILITY AND AUTHORITY

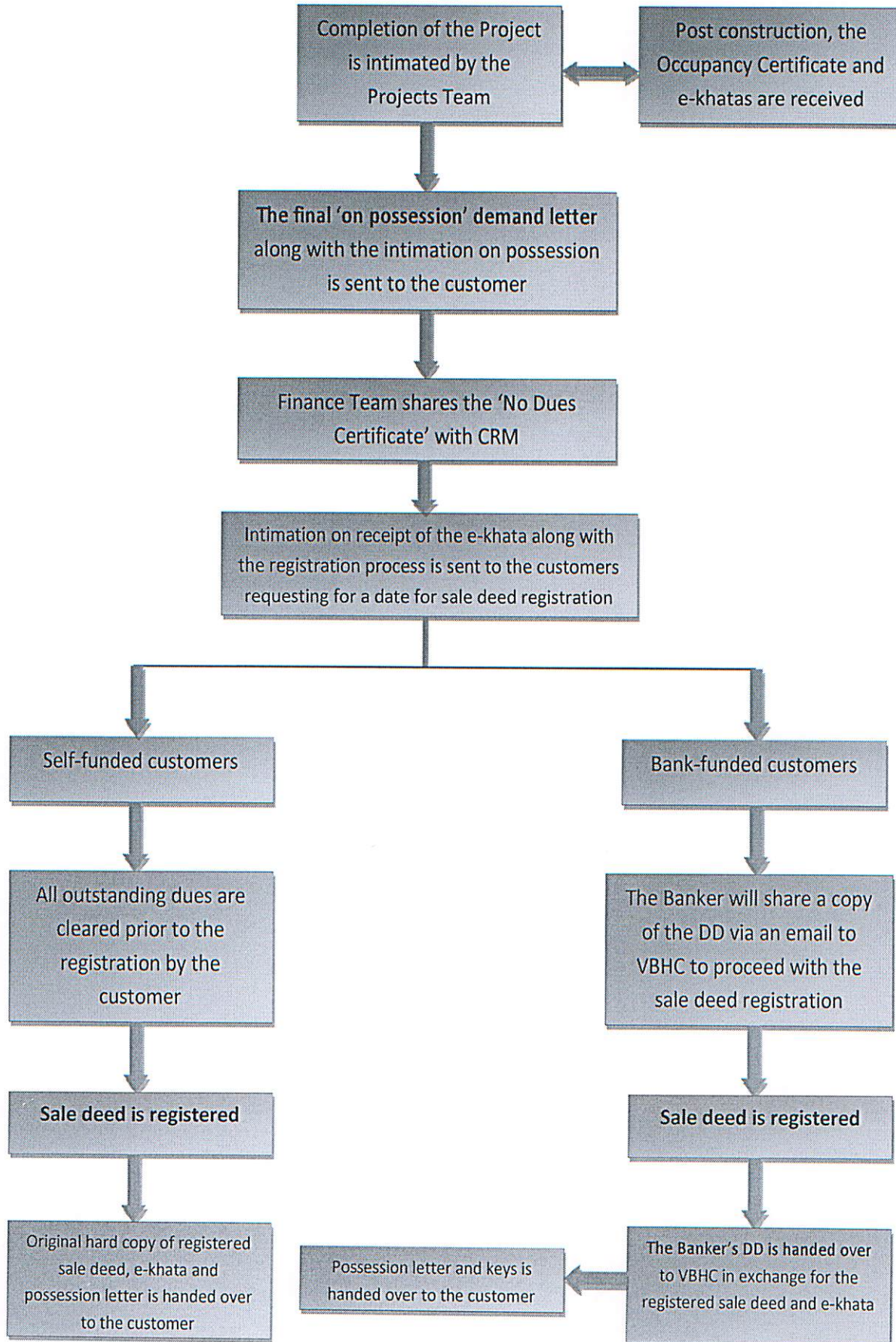
Appointment of Advocate / Authorized Signatory for each project: Head - Legal & Company Secretary


7. DEFINITIONS & ABBREVIATIONS

1. TAT : Turn Around Time
2. CRM : Customer Relationship Management
3. SF : Sales Force

STANDARD OPERATING PROCEDURE			
VBHC Value Homes Pvt. Ltd.	PROPERTY REGISTRATION	DOC.NO: VBHC/CRM/P/06	


8. PROCESS FLOW CHART:



STANDARD OPERATING PROCEDURE			
VBHC Value Homes Pvt. Ltd.	PROPERTY REGISTRATION	DOC.NO: VBHC/CRM/P/06	

9. PROCESS DESCRIPTION

- 9.1. Intimation about Quality Clearance for Handover is sent across by the Projects Team to the Finance Team.
- 9.2. Occupancy Certificate of the Project is received from the Government Approval Authority.
- 9.3. The final 'on possession' demand is raised by the Finance Team and a soft copy of the same is shared by mail.
- 9.4. A 'No Due Certificate' is issued by the Finance Team to the CRM Team to proceed with the sale deed registration.
- 9.5. The intimation on receipt of the e-khata along with the registration process is sent to the customers by email along with a request for the date of registration.
- 9.6. The customer confirms a date for the sale deed registration.
- 9.7. The VBHC advocate, the VBHC SPA Holder authorized personnel (listed in Board Resolution for Authorized Signatories to sign Customer sale deeds) meets the customer at the registrar office.
- 9.8. If the customer has self-funded his payments, all dues are to be cleared prior to the sale deed registration.
- 9.9. Upon execution of the registration of the sale deed, the registered sale deed, e-khata and the possession letter along with 3 sets of the unit keys is handed over to the customer.
- 9.10. In case of bank-funded customers, a copy of the banker's DD towards the final demand is shared with VBHC by the Banker, based on which the sale deed is registered.

STANDARD OPERATING PROCEDURE			
VBHC Value Homes Pvt. Ltd.	PROPERTY REGISTRATION	DOC.NO: VBHC/CRM/P/06	

9.11. Post sale deed registration, the registered sale deed and e-khata is handed over to the banker in exchange of the final banker's DD.

9.12. Post receipt of the banker's DD, the possession letter and 3 sets of the unit keys is handed over to the customer.

10. EFFECIENCY MEASURES AND EFFECTIVENESS MEASURES

Efficiency Measures: Average TAT for registration

Effectiveness Measures: Delay in receipt of the Occupancy certificate or e-khatas

11. RISK ASSOCIATED WITH THE PROCESS

Delay in registration could impact projected cash flows.

12. FORMATS FOR MAINTAINING RECORDS GENERATED IN THE PROCESS

Possession demand note generated in the sales force

Possession letter - Manual

13. RECORDS

Board Resolution for Authorized Signatories to sign Customer Agreements and Project Development

ANNEXURE I

<u>Name of Format</u>	<u>Code</u>
Possession letter	