

## **Frequently Asked Questions (FAQ's)- PMAY (URBAN) 2.0 ISS**

### **What is PMAY-U 2.0?**

Pradhan Mantri Awas Yojana-Urban 2.0 (PMAY-U 2.0) aims to provide Central Assistance to eligible families/beneficiaries through States/UTs/PLIs to construct, purchase or rent affordable houses in urban areas.

### **What would be the implementation period of PMAY-U 2.0?**

The scheme will be implemented for a period of 5 years from 2024 to 2029.

### **How can States/UTs participate in PMAY-U 2.0?**

As per Scheme guidelines, the States/UTs may participate in PMAY (U) 2.0 after signing a MoA with the Ministry of Housing and Urban Affairs (MoHUA)

### **What is the eligibility criteria for seeking benefit under the scheme?**

Families belonging to EWS/LIG/MIG segments, living in urban areas, having no pucca house either in his / her name or in the name of any member of his / her family anywhere in the country are eligible to purchase/construct or rent a house under PMAY-U 2.0.

### **Whether the curtailed beneficiary under PAMY-U, can avail the benefit under PMAY (U) 2.0?**

NO, the houses sanctioned under PMAY-U which got curtailed by CSMC after 31.12.2023 due to any reason on the recommendation of States/UTs, houses will not be sanctioned in PMAY-U 2.0 to those beneficiaries.

### **Can a beneficiary choose to get benefit from PMAY-G or PMAY-U 2.0 if the territorial extant lies in verge of Urban or Rural areas?**

Beneficiaries may avail benefits in either PMAY-G or PMAY-U 2.0, depending on their jurisdiction.

### **What happens if I have availed benefits from housing schemes in the past?**

Applicants who have availed benefits from any housing scheme of Central Govt., State Govt., or Local Self Govt. in the last 20 years will not be eligible for PMAY-U 2.0..

### **What is the definition of a pucca house under PMAY-U 2.0?**

A 'Pucca' house is defined as an all-weather dwelling unit having roof and wall are made up of sturdy, modern, and durable materials like burnt bricks, stones packed with cement or lime, cement concrete, timber, Galvanized Iron (GI) sheets, asbestos sheets, machine-made tiles etc. regardless of whether the floor is Kutcha.

### **What is the definition of beneficiary family under the scheme?**

A beneficiary is defined as a family comprising of husband, wife and unmarried children.

### **What is the definition of EWS, LIG and MIG for the purpose of the scheme?**

EWS households are defined as households with an annual income up to ₹3 lakh. LIG households are defined as households with an annual income from ₹3 lakh up to ₹6 lakh. MIG households are defined as households with an annual income from ₹6 lakh up to ₹9 lakh.

**What should be the composition of one completed pucca house?**

A new pucca house under PMAY-U 2.0 will have at least 2 rooms, kitchen and a toilet/bathroom.

**What are the basic facilities provided in a pucca house under PMAY-U 2.0?**

A pucca house under PMAY-U 2.0 will mandatorily have basic facilities such as kitchen, toilet, electricity and water connection.

**What is the coverage of PMAY-U 2.0?**

PMAY-U 2.0 covers all statutory towns as per Census 2011 and towns notified subsequently. It also includes Notified Planning Areas and areas within the jurisdiction of Industrial Development Authorities, Special Area Development Authorities, Urban Development Authorities, or any such Authority under State legislation entrusted with urban planning and regulation functions.

**Will the newly notified towns be included in PMAY-U 2.0?**

Yes, towns notified during implementation period of PMAY-U 2.0 will also be included under the scheme based on gazette notifications of States/UTs with approval from the Ministry of Housing and Urban Affairs (MoHUA).

**Is PMAY-U 2.0 focussing on any special group of beneficiaries?**

Yes, the scheme also focusses on special groups such as Safai Karmi, Street Vendors identified under Pradhan Mantri Street Vendor's AtmaNirbhar Nidhi (PMSVANidhi) Scheme and different artisans under Pradhan Mantri-Vishwakarma Scheme, Anganwadi Workers, Building and other Construction Workers (BoCW), slum dwellers/chawls and other groups identified during operation of the scheme.

**Whether scheme will provide preferences to any social group?**

Yes, preference under the scheme will also be given to Widows, Persons with Disabilities, Transgender, persons belonging to Scheduled Castes/Scheduled Tribes, and Minorities.

**What are the different verticals under the scheme?**

The PMAY-U 2.0 will be implemented through four verticals as under:

- 1. Beneficiary Led Construction (BLC)**
- 2. Affordable Housing in Partnership (AHP)**
- 3. Affordable Rental Housing (ARH)**
- 4. Interest Subsidy Scheme (ISS)**

**How to choose a vertical to avail scheme benefits?**

The Beneficiaries can choose from any one of the four verticals of the Scheme with the help of State/UTs/ULBs/PLIs or by submitting online application through Unified Web Portal of the PMAY-U 2.0.

**How beneficiary can apply for the housing under the scheme?**

The beneficiaries meeting the eligibility criteria defined under the scheme, may submit the application in defined format through Unified Web Portal of the PMAY-U 2.0.

**What documents needs to be submitted along with the application form under the scheme?**

The beneficiary need to submit copy of their Aadhar Card, bank account details, undertaking for meeting eligibility criteria as per prescribed format etc.

**What is the admissible house size under various verticals of PMAY-U 2.0?**

Houses up to 45 sqm, 60 sqm, 120 sqm carpet area will be supported under BLC/AHP, ARH, **ISS verticals** respectively. The Scheme will support construction of houses of not less than 30 sqm carpet area along with basic infrastructure.

**What is meaning of carpet area?**

The area enclosed within the walls, actual area to lay the carpet. This area does not include the thickness of the inner walls.

**How is the housing demand assessed under PMAY-U 2.0?**

Cities will undertake a assessment of housing demand through suitable means in both online and offline modes. During the demand survey cities shall include all eligible beneficiaries including the special focus groups.

**How does PMAY-U 2.0 aim to enhance housing affordability?**

PMAY-U 2.0 aims to enhance housing affordability for EWS, LIG, and MIG segments by providing financial assistance and support, making it easier for eligible urban families to construct/purchase/rent a house.

**How Women empowerment is promoted under the scheme?**

The scheme guidelines mandate ownership of the house to be in the name of female head of the household or in joint ownership with the male member.

**What is difference in Central Sector Scheme and Centrally Sponsored Scheme?**

Central Sector Scheme are those that are implemented by a Central Agency and 100% funded by the Central Government. Centrally Sponsored Scheme (CSS) are those that are funded directly by the Central Ministries/Departments and implemented by the States/UTs or their agencies.

**Whether the Government will provide benefits under Pradhan Mantri Awas Yojana - Urban 2.0 (PMAY-U 2.0) to the beneficiaries from the weaker sections of society including slum dwellers, SCs/STs, minorities, widows and people with disabilities?**

As per the scheme guidelines of PMAY-U 2.0, preference under the Scheme is given to Widows, Single Women, Persons with Disabilities, Senior Citizens, Transgenders, persons belonging to Scheduled Castes/Scheduled Tribes, Minorities and other weaker and vulnerable sections of the society. Special focus is given to Safai Karmi, Street Vendors identified under PMSVANidhi Scheme and different artisans under Pradhan Mantri-Vishwakarma Scheme, Anganwadi workers, building and other construction workers, residents of slums/chawls and other groups identified during operation of PMAY-U 2.0. The scheme guidelines are available at <https://pmay-urban.gov.in/pmay-u-2.0-guidelines>.

**How the Government will ensure that the unified web portal is user-friendly and accessible to all stakeholders, particularly to those with limited digital literacy?**

A robust and unified web portal has been developed to monitor the scheme. This web portal is user friendly and accessible to all stakeholders and has the facility for the beneficiaries to apply online and track their application status on real-time basis. States/UTs, ULBs/Implementing Agencies, beneficiaries and all concerned stakeholders will have accessibility to upload all requisite information. A mobile-friendly interface is also developed with offline functionality and multi-lingual support with enhanced accessibility and inclusivity. The feedback from the various stakeholders is taken to improve the usability of web-portal.

**Is it mandatory to submit caste certificate in SC and ST Category?**

PMAY-U 2.0 is providing housing for all eligible beneficiaries. Further Preference under the Scheme will be given to Widows, single women, Persons with Disabilities, Senior Citizens, Transgenders, persons belonging to Scheduled Castes/ Scheduled Tribes, Minorities and other weaker and vulnerable sections of the society. However, the proof of persons belonging to the preference group is required for records.

**Whether woman ownership is mandatory in case of construction cases, i.e. land has already been purchased in the name of male member before implementation of PMAY-U 2.0 ?**

The houses constructed/acquired/purchased with Central Assistance under the Scheme should be in the name of the female head of the household or in the joint name of the male head of the household and his wife and only in cases when there is no adult female member in the family, the house can be in the name of male member of the household. In cases where the applicant is a widower, unmarried, separated person, or transgender, the house will be made in the individual's name. In case of death of beneficiary(s), the legal heir of the beneficiary will get the benefit under the scheme.

**Is there a mechanism to monitor the quality of the houses at regular intervals once the houses are completed or under construction?**

Yes, to ensure the quality of houses being constructed under PMAY-U 2.0 will be monitored by the Third Party Quality Monitoring Agencies (TPQMA) on regular basis. Any issue related to construction will be addressed by the concerned States/UTs.

**What measures will be taken to ensure that houses under the PMAY-U 2.0 are not sub-leased/rented out by the beneficiaries?**

House constructed under PMAY-U 2.0 Scheme only for residential purpose and shall not be used for any other activities. The Beneficiaries shall not sell-out/transfer/sub leased/rented out the house constructed under PMAY-U 2.0 Scheme for a period of five years from the date of completion of house.

**What is the objective of Interest Subsidy Scheme (ISS)?**

The ISS vertical of PMAY-U 2.0 scheme will provide benefit of subsidy on home loans for EWS/LIG/MIG families.

**What is the cut-off date for eligibility of interest subsidy under ISS vertical?**

Subsidy will be provided on home loans sanctioned and disbursed on 01.09.2024 or after to eligible beneficiaries of EWS/LIG and MIG for purchase/ re-purchase/construction of houses.

**How much subsidy is permissible under this vertical?**

A maximum of ₹1.80 lakh subsidy will be given to eligible beneficiaries under ISS.

**Who is eligible to apply for the availing benefit under ISS vertical?**

The beneficiaries from EWS (Economically Weaker Section) categories having annual household income up to 3 lakh, beneficiaries of LIG (Lower Income Group) with ₹ 3 lakh to 6 lakh and MIG (Middle Income Group) beneficiaries with income limit of ₹ 6 lakh to 9 Lakh will be eligible for ISS scheme.

**How shall the beneficiary get benefited by getting the subsidy under ISS vertical?**

The subsidy under ISS will be credited upfront into the home loan account of the beneficiary and the principal outstanding shall be reduced proportionately to the subsidy amount credited. This shall result in reduced EMI/loan tenure of the eligible beneficiaries.

**What documents are required to apply for the Interest Subsidy Scheme?**

Documents for availing ISS benefit may include Proof of identity (Aadhaar card & PAN card), Proof of address, Income certificate, any other documents as specified by MoHUA or PLIs.

**How will the beneficiary apply for availing the benefit of interest subsidy under the scheme?**

The beneficiary interested to avail subsidy will be required to register their demand and provide the PLI details for home loan through Unified Web Portal.

**How will I know if I am eligible for ISS?**

The beneficiary can find out their eligibility based on the following eligibility parameters under ISS at unified web portal:

- i. Undertaking on not owning a house anywhere in India except for the one being acquired/constructed
- ii. Declaration on not availing benefit under any housing schemes in last 20 years
- iii. Household income is not exceeding ₹9 lakh per annum
- iv. Home loan is not more than ₹25 lakh
- v. House value is not more than ₹35 lakh
- vi. Carpet area of the house is not more than 120sqm

**How Interest subsidy will be released to the beneficiary?**

Subsidy will be released in 5 yearly instalments through DBT in loan accounts provided loan is standard and live at the time of release of subsidy and more than 50% principal is outstanding.

**What is the maximum amount of loan and maximum house price allowed to be purchased for qualifying for subsidy?**

Only loans up to ₹25 lakh and house value up to ₹35 lakh will be eligible for subsidy under this vertical. This is applicable for Metro and Non-Metro cities.

**Can a beneficiary take loan for less than 12 years and still be eligible for taking the subsidy?**

Yes, but the tenure of the loan should be at least 5 years to be eligible for taking the subsidy.

**Will processing fee be charged from beneficiaries while applying under ISS vertical?**

PLIs will not take any processing charge from the beneficiary for housing loans up to the eligible loan amount under the Scheme.

**Can I check my application status/subsidy release after applying for the benefit under the ISS vertical?**

The applicant can check their application status such as registration, due-diligence, approval of claim and subsidy release date and amount etc by using their unique user code/Application ID/registered mobile number by visiting the unified web portal or through mobile application.

**Under what circumstances a subsidy be denied to an active loan account of the beneficiary?**

The subsidy for a beneficiary shall not be released if the beneficiary Loan account is NPA or principal loan amount outstanding is less than 50%.

**Is the subsidy amount fixed or is it dependent on Loan Amount?**

Subsidy amount is not fixed, and it is depended on the loan amount. However, maximum Interest Subsidy limit is permissible upto ₹ 1.80 lakh only for loan amount of ₹8 lakh given for a tenure of 12 years. In case if the loan amount is below ₹8 lakh or tenure is below 12 years then the subsidy amount shall be reduced and calculated on pro-rate basis. A beneficiary may take loan above ₹8 lakh to maximum ₹25 lakh, but the subsidy will not be granted for loans above ₹8 lakh.

**What is the maximum permissible carpet area of the house under ISS vertical?**

The carpet area of houses under this component shall be up to 120 sqm for EWS/LIG and MIG.

**Who are the Primary Lending Institutions (PLIs)?**

Financial Institutions extending individual home loans to borrowers who have signed MoU with any one of the CNAs are termed as PLIs for the purpose of the scheme.

**Will a beneficiary get loan for purchasing a land for building house for claiming subsidy under ISS?**

No, subsidy will not be provided for purchasing a land.

**If the beneficiary of EWS/LIG and MIG willing to construct house on their land, is he/she eligible for subsidy under ISS?**

Yes, but the carpet area of the house should be less than 120 sqm as per the scheme guidelines.

**Can a beneficiary apply for getting subsidy under ISS directly through Primary Lending Institutions (PLIs)?**

No, the beneficiary will have to apply through unified web portal of PMAY-U 2.0 only for getting the benefit of ISS vertical.

**Will the subsidy under ISS be applicable for repair work or incremental construction activity such as addition of kitchen, bathroom etc on an existing house?**

No

**Will the beneficiary of informal sector be eligible to get the subsidy under ISS?**

Yes, informal workers such as street vendor, small shop owners, service providers, drivers, watch man etc meeting the eligibility criteria of the scheme, will be eligible for loan subsidy.

**Do PLIs need to store and mask the Aadhaar UID of sellers in resale cases for database reference ?**

Yes, Aadhaar data can be stored in a masked form and can be shared in the Unified Web Portal by PLIs to check that subsidy benefit is not taken by the previous owner, before initiating the claim of the current occupant.

**Is Aadhaar collection mandatory for unmarried or minor children of the beneficiary ?**

Yes, A beneficiary family will comprise of husband, wife, unmarried sons and/or unmarried daughters. Families belonging to EWS/LIG/MIG segments, living in urban areas, should not own a pucca house [(an all-weather dwelling unit)] either in his/her name or in the name of any member of his/her family in any part of India.

**How should PLIs handle Aadhaar-related discrepancies during deduplication ?**

In case of discrepancy, the PLIs should ask for updated Aadhaar of beneficiary, to check on the portal. Applicants who have availed benefits from any housing scheme of Central Govt., State Govt., or Local Self Govt. in the last 20 years will not be eligible for PMAY-U 2.0.

**What is the process for maintaining and sharing Aadhaar details for deceased individuals?**

There is no requirement of Aadhaar in case of a deceased individual.

**How should beneficiaries apply for subsidies through the Unified Web Portal, and what are the steps if they miss the 30-day registration timeline?**

For availing the benefit under ISS vertical, the PLI shall make the claim the subsidy amount through a proper channel within thirty (30) days from the date of disbursement of home loan to the beneficiary; otherwise, it shall be responsibility of the PLI.

**Can a borrower apply on the UWP after receiving subsequent disbursements? Will they still receive the initial instalment of the subsidy?**

No, the PLI shall make the claim the subsidy amount through a proper channel within thirty (30) days from the date of disbursement of home loan to the beneficiary; otherwise, it shall be responsibility of the PLI.

**Is it possible for a customer to change their selected PLI on the portal post-application? Under what conditions?**

Yes.

**What is the procedure for geo-tagging beneficiary houses, and what formats are required for uploading this data?**

Geo-tagging through Bhuvan/Bharat HFA/PMAY mobile application, of houses along with their geo-spatial location is required to be done by the respective PLI/Beneficiary as per the payment plan. Geo-tagging of houses to be done after release of 1st instalment, in case of purchase of completed house. In case of construction/under construction house, Geo-tagging is to be done before release of each instalment. It is to be ensured by PLI that before releasing 4th instalment to the beneficiary the geo-tagging of house at completed level is captured in MIS.

**Will PLIs receive automated notifications for claim rejection/approval through the UWP?**

Yes

**Can a customer reapply on the UWP if their earlier demand is rejected?**

Yes. The customers can edit their application.

**In cases of resale or transfer of properties before the lock-in period, should credited subsidies be refunded?**

Yes.

**If a borrower closes their loan early or through an insurance settlement, is the credited subsidy recoverable?**

No. The subsequent subsidy will be cancelled.

Are "land purchase + construction" loans eligible for subsidies under the ISS scheme? Yes, provided, a loan given for land purchase and construction shall be limited to ₹25 lakh only and the cost of land plus construction cost shall not exceed ₹35 lakh and the size of the house constructed shall not exceed 120 sqm.

**How are subsidies calculated for loans with partial disbursement or construction in multiple tranches?**

Subsidy will be calculated on partial disbursement only. A maximum subsidy of upto 1,80,000/- shall be released in 5 yearly instalments. PLIs are required to raise request for subsidy annually after checking the status of loan account and house completion status.

**Does joint ownership with a woman satisfy the eligibility criteria, or must the ownership be solely in her name?**

It should be as per the scheme guidelines.

**Will any single unmarried (woman/man) be eligible for subsidy?**

Yes, only if the beneficiary is sole owner of the house and he/she should have taken loan alone. In case if the borrower is unmarried and earning, then he/she can take loan with parents/siblings.

**Are dependent parents of the borrower or spouse included in the definition of "beneficiary family"?**

Yes.

If a family member owns a vacant plot, does this disqualify them from availing of the scheme?



No.

**Can NRIs apply for the scheme, if they meet all other eligibility criteria?**

No, the scheme is available for citizens of India.

**Is it mandatory to collect cast certificate in SC, ST, OBC Category?**

Self-declaration is allowed.

**If a customer regularizes their loan post-NPA, will they become eligible for subsequent subsidy instalments?**

Yes, the PLI can complete the compliances and claim the subsidy.

**Are declarations required to be collected on notarized stamp paper, or will self-attested copies suffice?**

A self-declaration can be done by beneficiary. However, the credit appraisal on income of beneficiary family done by PLIs shall be considered as final for assessing the income eligibility of beneficiary family.

**Is it mandatory to collect layout plans for all properties, or are exemptions applicable in some states/UTs?**

The subsidy will be provided to those beneficiaries who have submitted the approved layout plan to the PLIs as per guidelines of States/UTs. However, the layout plan may not be insisted by PLIs where States/UTs have provided the exemption for construction of houses having provision of deemed approval or pre-approved building plan.

**Should PLIs include a clause in declarations that administrative charges collected from borrowers will not be refunded?**

No, PLIs will not take any processing charge (including any hidden charges) from the beneficiary for housing loans up to the eligible loan amount of 8 lakh.

**Will PLIs be notified of subsidies disbursed by CNA for each beneficiary?**

Yes.

**What are the timelines and processes for submitting utilization and end-use certificates to CNAs?**

The PLIs is required to claim the first subsidy within 30 days of disbursement of loan to the beneficiary. The subsequent subsidy can be claimed on annual basis for the loan account. PLI shall be required to submit a UC/ end use certificate providing details of credit of subsidy into the beneficiary/s account.

**How should PLIs communicate claim rejections or discrepancies to customers?**

An error report will be generated with reason for rejection through UWP.

**What is the process for uploading multiple claims simultaneously at Unified Web Portal?**

Upload of claims will be done case to case basis on Unified Web Portal.

**What period and stages of construction should be completed for applying claims on portal?**

The house should be completed and UC is submitted before the claim of 4th instalment of subsidy.

**If loans sanctioned before September 1, 2024, are revised post this date, will they be eligible for ISS benefits?**

No.

**How will PLIs ensure a single subsidy per property when verifying through the Unified Portal?**

The subsidy under the scheme will be provided only once for a property. If it is sold to someone else, the purchaser can't take benefit of ISS on this property. PLIs are to ensure that subsidy benefit is not taken by the previous owner by checking on the unified web portal, before initiating the claim of the current occupant.

**Does PMAY-U 2.0 impact previous scheme guidelines or its core principles?**

ISS vertical is implemented as per the scheme guidelines of PMAY-U 2.0.

**What is the criteria for availing subsidy of ₹1.80 lakh under the ISS vertical of PMAY-U 2.0**

As per the scheme guidelines, under ISS vertical, a maximum interest subsidy of ₹1.80 lakh is provided to eligible beneficiaries having annual family income up to ₹9 lakh. Home loan value up to ₹25 lakh for property value up to ₹35 lakh with carpet area of houses up to 120 sqm. are eligible for a subsidy at 4.0% on first ₹8 lakh for a tenure up to 12 years.

**Can one User ID of a PLI be functional for multiple users?**

No. However, the PLI admin has the provision to create multiple sub-users.

**Will branch-level access be provided to PLIs for better management?**

Yes. The PLIs are permitted to create users up to branch level as per their convenience.

**Is the PLI responsible for claiming for subsidy on behalf of the beneficiary, after disbursing the home loan?**

Yes. PLI is responsible for claiming subsidy through Unified Web Portal within 30 days from the date of disbursement of loan to the beneficiaries, otherwise PLI shall be responsible for non-claim of the subsidy (page 53 of scheme guidelines)

**Can a beneficiary change/modify a wrongly selected vertical after submission of application form, in case when loan is disbursed?**

Under the ISS vertical of PMAY-U 2.0, the claim of subsidy is permissible after the loan disbursement to the beneficiaries. So request for claim has to be raised by the PLI, therefore the change/modify of the application does not arise.

**If a beneficiary select 5 PLIs & one of the PLIs has given the home loan, what will happen?**

Once a home loan is sanctioned by any of the 5 PLIs based on the applicant's choice, the application form will be disabled from the portal for seeking the home loan.

**Whether the Gross income without deductions or Net income after deductions should be considered in the annual Household income calculation?**

Gross income of the household will be considered as annual household income.

**Can customer close the loan within 5 years of his completed house through own source of payment, in that scenario partial subsidy credited is to be recovered from customer?**

Subsidy shall discontinue in the event of pre-closure of loan within lock in period (5 years) and partial subsidy credited will be recovered from the beneficiary.

**In case of demise of customer and insurance is settled for closure of loan, do PLI need to recover subsidy as loan is closed within 5 years.**

In case of demise, the subsidy may not be recovered from the family members of the deceased. However, the case may be closed along with all necessary documents under intimation to the CNAs.

**How is the subsidy calculated for partially disbursed loans?**

Subsidy will be calculated on pro-rata basis on the disbursed loan amount only.

**How can PLIs verify whether a beneficiary or their family has availed scheme benefits earlier?**

The PLIs shall follow their due diligence process before loan disbursement and the necessary provisions have been made in the Unified Web Portal.

**Is subsidy recovery mandatory if loans are pre-closed or properties are sold within the lock-in period?**

Yes

**What are the implications if a property is used for non-residential purposes?**

The houses under PMAY-U 2.0 will be used only for residential purpose and shall not use for any other activities and the same will be self-certified by the beneficiaries. Otherwise, the Subsidy will be discontinued and recovery of already leased amount shall be recovered.

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