

MUMBAI METROPOLITAN REGION DEVELOPMENT AUTHORITY

Bandra-Kurla Complex,
Bandra (East), Mumbai 400 051.

(A Government of Maharashtra Undertaking)

CITIZEN'S CHARTER

The Mumbai Metropolitan Region Development Authority (MMRDA) has been set up on the 26th January, 1975 under the Metropolitan Region Development Authority Act, 1974. The Jurisdiction of the Mumbai Metropolitan Region (MMR) extends over an area of about 4355 Sq.Kms.and it includes within its area of operation the 8 Municipal Corporation namely Municipal Corporations of Greater Mumbai,Thane,Kalyan-Dombivali, Navi Mumbai, Ulhasnagar, Bhiwandi-Nizampur, Vasai-Virar and Mira- Bhayandar and 9 Municipal Councils viz., Ambernath, Kulgaon-Badlapur, Matheran, Karjat, Panvel, Khopoli, Pen,Uran, Alibaug and over 1000 villages from Thane and Raigad Districts.

The Authority has been established as a planning and coordinating body for ensuring planned development of MMR according to Regional Plan.

MMRDA's functions involve preparing and financing project of Regional significance, helping local bodies in their infrastructure projects, coordinating the development efforts in the MMR and preventing development that is likely to have adverse impact on the Region,

Government of Maharashtra has appointed MMRDA as a "Special Planning Authority" for Bandra-Kurla Complex, Ambernath, Kulgaon-Badlapur,and surrounding area, Oshiware District Center; Backbay Reclamation; Wadala Truck Terminal; Gorai-Manori-Uttan Nitified Area; Chatrpati Shivaji International Airport Ltd. Notified area; India United Mills No.6 (Indu Mill) ,Dader, 27 Villages deleted from Kalyan-Dombivali Municipal Corporation, 60 villages surrounding Bhiwandi. MMRDA has taken up major projects like Mumbai Urban Transport Project., Mumbai Urban Infrastructure Project, Mumbai Metro railway Project, SkyWalk Project, Monorail Project, MMR Nirmal Abhiyan, Mumbai Trans Harbour Link (MTHL), Multi-Modal Corridor (Virar to Alibaug) and Rental Housing Projects.

AMENDMENT TO MMRDA ACT,1974

The Government of Maharashtra amended MMRDA Act, 1974 in accordance with Maharashtra Act No.(IV) 1974, on 9th January,2003, enabling MMRDA to execute the main Infrastructure development Projects within the territorial limits of Municipal Corporation of Greater Mumbai, and to prepare and execute the projects in accordance with Maharashtra Slum Areas (Improvements, Clearance and redevelopment) Act,1971. In accordance with these amendments, MMRDA have been conferred some powers.

Infrastructure facilities include streets, roads, bridges and any other means of transport and communications and activities related or incidental for the execution of such projects or schemes.

As per these amendments, for the purpose of preparation and execution of a project or scheme, the Metropolitan Commissioner shall be deemed to be Municipal Commissioner and Slum Rehabilitation Authority. MMRDA will get Co-operation of the Mumbai Police Commissioner in accordance with the said amended Act. Prior to these amendments, MMRDA had performed only the works of planning. In accordance with these amendments, MMRDA will have to execute projects of Infrastructure developments.

The Authority does the below-mentioned work in respect of implementation of regional scheme :-

1. The Authority has activated the Mega City Scheme by revising the Development Control Rules of the Mumbai Metropolitan Region.
2. The Authority has prepared a draft of the development plan for the notified area of Gorai-Manori-Uttan.
3. It is planning to implement two the proposals for International Airport And Greater Mumbai (S.E.Z.).
4. To give subsidies for basic civic facilities in the Mumbai Metropolitan Region
5. To subsidies integrated in rural development scheme.
6. The Mumbai Metropolitan Region Development Authority co-ordinates among agencies implementing the Mumbai Urban Transport Project, undertaken with the assistance/aid of the World Bank.
7. The Government of Maharashtra, the Indian Railways and Authority are implementing Mumbai Urban Transport project (MUTP) for the purpose of improving the transport system in the Mumbai Metropolitan Region.
8. Persons, who are affected by the Project are rehabilitated.
9. It is implementing the Mumbai Metro Rail Project.
10. Mumbai city, considered as the international Financial and Commercial Centre, is being developed with various Infrastructure projects.

11. The Authority is also implementing the Mumbai Trans Harbour Link the longest sea-bridge in india.
12. Bhiwandi & surrounding notified area & 27 villages deleted from Kalyan-Dombivali, Municipal council Draft development plan was prepared.

**Services being provided by the Divisions/Cells of MMRDA to Citizen's Under the
Citizen's Charter:-
METRO PROJECT IMPLEMENTATION UNIT
(Metro Line 2A and 2B, 7 & 4 Project)**

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Action on suggestions and objections of citizens.	D.E.-1, (package-01)	60 days	Executive Engineer (package-01)
		D.E.-2, (package-02)	60 days	Executive Engineer (package-02)
		D.E.-3, (package-03)	60 days	Executive Engineer (package-03)
2	Action on suggestions and objections pertaining to Metro line -7 Project.	D.E.-1, (package-01)	60 days	Executive Engineer (package-01)
		D.E.-2, (package-02)	60 days	Executive Engineer (package-02)
		D.E.-3, (package-03)	60 days	Executive Engineer (package-03)
3	Action on suggestions and objections pertaining to Metro line -7 (Devied) Project	Dy. 1 Engineer	45 days	Executive Engineer
4	Action on suggestions and objections pertaining to Metro line -2A Project.	Executive Engineer	45 days	Chief Engineer
5	Action on suggestions and objections pertaining to Metro line -2B Project.	Superintending Engineer	45 days	Chief, Engineer
6	Issuing NOC's for Metro	Sr. Planner	45 days	Director (Project)
7	Action on suggestions and objections pertaining to Metro line - 5 Project.	Superintending Engineer	45 days	Chief, Engineer
8	Action on suggestions and objections pertaining to Metro line - 4 Project.	Superintending Engineer	45 days	Chief, Engineer

TRANSPORT & COMMUNICATIONS DIVISION

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Actions on suggestions and objections of citizens.	Suptdg. Engineer (Shri M.S.Devaru)	60 days	Chief, Transport & Communications Division
2	Actions on suggestions and objections pertaining to monorail project.	Trans.Planner/ Exec.Engineer (Shri S.Wagh)	45 days	Superintending Engineer, T & C Division
3	Issuing NOC's for Metro Line-1 & Monorail(Gadge maharaj chowk to Chembur)	Senior Planner (Shri N.W.Gaikwad)	45 days	Chief, Transport & Communications Division

PLANNING DIVISION

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Providing NOCs and remarks on matters pertaining to the Regional Plan	Sr. Planner,	Within 2 months (as per the complexity of the case)	Chief, Planning Division
2	Providing black & white/coloured Regional Plan maps (full and part maps)	Sr. Planner	Within 1 week	Chief, Planning Division
3	Providing remarks on matters pertaining to the Regional Plan received from the Government, ADTP Thane, Raigad and Palghar	Sr. Planner	Within 2 months (as per the complexity of the case)	Chief, Planning Division
4	(A) Providing copy of DCRs (B) CD of the regional plan report (C) Providing copy of published statistical information on population and employment in MMR	Sr. Planner	Same day	Chief, Planning Division
5	Processing requests for sanction of loans/grants under the following funds: A) MMRD fund B) MUDP-RF C) MCS-RF D) IVDS	Sr. Planner,	2 months after receipt of complete proposal for financial assistance. The actual approval of proposal depends on the holding of meetings of approving authority	Chief, Planning Division
6	Processing claims for release of funds under the following funds A) MMRD fund B) MUDP-RF C) MCS-RF D) IVDS	Sr. Planner,	4 weeks	Chief, Planning Division

TOWN AND COUNTRY PLANNING DIVISION

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Building approvals			
	(a) Commencement Certificate (up to Plinth)	Planner/Architect	30+7+8	Metropolitan Commissioner
	Amended Commencement Certificate (up to plinth with additional concession)	Planner/Architect		Metropolitan Commissioner
	Amended Commencement Certificate (up to plinth without additional concession)	Planner/Architect		Addl. Metropolitan Commissioner
	(b) Commencement Certificate (above Plinth- without any additional concession)	Planner/Architect		Addl. Metropolitan Commissioner
	Commencement Certificate (above Plinth- with additional concession)	Planner/Architect		Metropolitan Commissioner
	Amended Commencement Certificate (above Plinth- without additional concession)	Planner/Architect		Addl. Metropolitan Commissioner
	(c) Occupation Certificate	Planner/Architect		Metropolitan Commissioner
	(d) Revalidation permission	Planner/Architect	7 Day	Sioner Planner
2	(a) Addn. & Altn. Permission (involving change in BUA)	Planner/Architect	30 Day	Metropolitan Commissioner
	Addn. & Altn. Permission (involving no change in BUA)	Dy. Planner/ Jr. Planner/Jr. Architect		Planner/Architect
	(b) Addn. & Altn. Permission (Interiors Permission)	Dy. Planner/ Jr. Planner/Jr. Architect		Planner/Architect
3	D. P.Remarks	Dy. Planner/ Jr. Planner/Jr. Architect	7 Day	Planner/Architect
4	(a) Miscellaneous letters (involving policy decision)	Planner/Architect	45 Day	Metropolitan Commissioner
	(b) Miscellaneous letters (involving no policy decision)	Planner/Architect	30 Day	Addl. Metropolitan Commissioner

FINANCE AND ACCOUNT DIVISION

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Payments and deposit amounts	Assistant Chief Accounts Officer	From 11 am to 1 pm & From 2 pm to 4 pm (Monday to Friday)	Deputy Chief Account Officer

ENGINEERING DIVISION

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Current repairs	within 10 days	Concerned Executive Engineer	Superintending Engineer
2	Major repairs	within 1 month	Concerned Executive Engineer	Superintending Engineer
3	Special repairs	within 3 months	Concerned Executive Engineer	Superintending Engineer

SOCIAL DEVELOPMENT CELL

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Rehabilitation of PAPs included in survey, affected by project and held eligible subject to availability of suitable residential and commercial tenements			
	Action to be taken after eligibility is decided by any other competent authority or MMRDA			
	a) New cases – cases where actual work of project on site is in progress. Cases where affected structures have been not demolished or recently demolished	Related Asst. CDO, Dy. CDO, CDO, Naib Tahsildar, Tahsildar, Dy. Collector	Residential – 30 Days Non-Residential – 45 Days	Chief, SDC
b) Old cases – Cases where actual work of project on the site is completed. Cases where affected structures have been demolished for the project in the past	Related Asst. CDO, Dy. CDO, CDO Naib Tahsildar, Tahsildar, Dy. Collector,	Residential – 60 Days Non-Residential – 90 Days	Chief, SDC	
2	To deposit compensation amount to competent authority / to pay compensation / recommend release of TDR in land acquisition cases where award is passed / negotiated settlement reached and possession of land is received			
	a) New Cases – Cases where implementation of actual work of project on the site is in progress. Cases where possession of land is taken in the past	Related Asst. CDO, Dy. CDO, CDO Naib Tahsildar, Tahsildar, Dy. Collector,	60 Days	Chief, SDC
	b) Old Cases – Cases where implementation of project work at site is completed and possession of affected lands is taken in the past.	Related Asst. CDO, Dy. CDO, CDO Naib Tahsildar, Tahsildar, Dy. Collector,	90 Days	Chief, SDC
3	To give compensation / recommend TDR in pending land acquisition cases where prescribed procedure is not	Related Tahsildar , Dy. Collector,	1 Year	Chief, SDC

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
	followed in the past			
4	Post Rehabilitation Tasks			
	a) To allot social amenity tenements (subject to availability) to registered CHSs of PAPs after receipt of their appropriate application	Related Asst. CDO, Dy. CDO, CDO,	45 Days	Chief, SDC
	b) Investment of available maintenance funds for CHSs of PAPs in concerned banks	Related Asst. CDO Dy. CDO	60 Days	Chief, SDC
	c) To disburse amount of interest from the date of OC till the date of investment of maintenance funds for CHSs of PAPs	Related Asst. CDO Dy. CDO	60 Days	Chief, SDC
	d) To transfer maintenance funds to CHSs of PAPs after completion of stipulated 10 year period	Related Asst. CDO Dy. CDO	120 Days	Chief, SDC
	e) To take appropriate action on applications for installation of mobile towers / advertisement boards	Related Asst. CDO Dy. CDO	45 Days	Chief, SDC
	f) To prepare and forward, to concerned authority, the proposals for lease of the land of rehabilitation colony to registered association	Related Asst. CDO, Dy. CDO, CDO,	90 Days	Chief, SDC
	g) To give NOC for erection of temporary stage for social functions in R & R colonies based on receipt of duly completed proposals	Related Asst. CDO, Dy. CDO, CDO,	15 Days	Chief, SDC
5	To provide clarification / present status / information on action taken on request applications / complaints about cases of illegal transfer / changes in tenements / galas in R & R Colonies	Related Asst. CDO, Dy. CDO, CDO	90 Days	Chief, SDC
6	Provide clarification / present status / information on action taken on general request applications / complaints received about Rehabilitation and Post Rehabilitation tasks			
	a) New Cases – Cases where project implementation is in progress			
	a-i) Cases where all necessary information is available with SDC	Related Asst. CDO, Dy. CDO, CDO Naib Tahsildar, Tahsildar, Dy. Collector,	30 Days	Chief, SDC
	a-ii) Cases where necessary information is required to be obtained from other	Related Asst. CDO, Dy. CDO, CDO Naib Tahsildar	90 Days	Chief, SDC

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
	Dept./Agency	Tahsildar, Dy. Collector,		
	b) Cases where project implementation is completed			
	b-i) Cases where all necessary information is available with SDC	Related Asst. CDO, Dy. CDO, CDO Naib Tahsildar, Tahsildar, Dy. Collector,	60 Days	Chief, SDC
	b-ii) Cases where necessary information is required to be obtained from other Dept./Agency	Related Asst. CDO, Dy. CDO, CDO Naib Tahsildar Tahsildar, Dy. Collector,	120 Days	Chief, SDC
7	To provide clarification / present status / information on action taken on request applications / complaints received about controversial cases (court cases / cases requiring policy decisions / appeals / grievances redressal committees etc) related to R & R and Post R & R Tasks	Related Asst. CDO, Dy. CDO, CDO Naib Tahsildar, Tahsildar, Dy. Collector,	30 Days after receipt of decision of Concerned Authority	Chief, SDC
8	To provide clarification / present status / information on action taken on request applications / complaints received in miscellaneous cases	Related Asst. CDO, Dy. CDO, CDO Naib Tahsildar, Tahsildar, Dy. Collector	60 Days	Chief, SDC

LAND & ESTATE CELL

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	To give information in respect of the land, owned by the MMRDA in Bandra-Kurla Complex Area.	Dy. Lands & Estate Manager	07 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands& Estate Cell]
2	To take action on the complaint received in respect of Lands owned by MMRDA in Bandra-Kurla Complex. (Government/ Representatives of Public/ Public).	Dy. Lands & Estate Manager	10 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
3	Allotment of the vacant plot of Land [Grounds] owned by the MMRDA in Bandra-Kurla Complex - on rental/hire basis for Social Recreation/Religious Activities, etc.	Dy. Lands & Estate Manager	07 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
4	To allot land in Bandra-Kurla Complex on temporary basis by charging rent.	Dy. Lands & Estate Manager	15 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
5	To allot Plot of land on License basis by inviting tenders and other related activities.	Dy. Lands & Estate Manager	30 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
6	To recover the rent from MMRDA's land allotted on the lease basis.	Dy. Lands & Estate Manager	01 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
7	To grant Consent to assign/transfer mortgage of demished premises constructed on the plots, allotted in Bandra-Kurla Complex by charging processing fee.	Dy. Lands & Estate Manager	15 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
8	To Charge/Recovery assisgment charges towards the consent granted to assign transfer/mortgage of the demished premises constructed on the plots allotted in Bandra-Kurla Complex.	Dy. Lands & Estate Manager	01 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
9	To grant extension in completing the construction of building intended to be constructed on the plot allotted to the Lessee in Bandra-Kurla Complex; if the construction of the building is not completed within the stipulated period. By charging additional premium as decided by the Authority.	Dy. Lands & Estate Manager	10 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
10	Acquisition of Land falls under Oshiwara District Centre as per the request of Land Owners by Collector by Land Acqition Act, 1894. OR Acqition of Land falls under Oshiwara District Centre as	Dy. Lands & Estate Manager	Approximately - 3 years (As per the Land Acqition Rules)	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
	per Planning Proposal, by Conveyance Deed & Lease Deed.			
11	Recovery of Ground Lease Rent/Maintenance/Rent allotted on Lease, Leave & License (A-1, B-1, B-2, D-2 & Amenity Building) of Wadala Truck Terminal.	Dy. Lands & Estate Manager	30 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
12	Allotment of stalls on Leave & License basis and Recovery of rent from stalls holders at the Bandra-Kurla Complex.	Dy. Lands & Estate Manager	30 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
13	Allotment of 250 – multistoried Car – Parking (P1 to P4 Level) at Cr2, Airman Point, Mumbai and Allotment of Commercial Area (Food Court Lease basis and Leave & License basis. Recovery of Rent.	Dy. Lands & Estate Manager	30 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
14	To give information in respect by inviting Tender on the land owned by MMRDA in Powai Area Development Scheme & to give information about applications received. Also to give reply to applications / letters received from the public & provide information.	Dy. Lands & Estate Manager	30 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner [Lands & Estate Cell]
15	Taking action against occupants of the encroachments on the land allotted under the project being implemented by the Authority.	Dy. Lands & Estate Manager/ Dy. Controller (Unauthorised Construction)	15 Days	Controller (Unauthorised Construction) Dy. Metropolitan Commissioner [Lands & Estate Cell]
16	Taking action of eviction against the unauthorized residents in the Authority's Rehabilitation Colony.	Dy. Controller (Unauthorised Construction)	15 Days	Dy. Metropolitan Commissioner [Lands & Estate Cell]
17	To give possession of MMRDA's Rehabilitation tenements.	Dy. Lands & Estate Manager	05 Days	Controller (Unauthorised Construction) Dy. Metropolitan Commissioner [Lands & Estate Cell]

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
18	To take action of demolition on the un-authorized construction in the Special Planning Authority Area of the Authority.	Assitant Controller (Unauthorised Construction)	15 days from the date of receipt of the Town and Country Planning Department Or After receiving the police protection.	Controller (Unauthorised Construction) Dy. Metropolitan Commissioner (Lands & Estate Cell)
19	To acquire the land for the projects implemented by the Authority.	Assistant Lands & Estate Manager	06 Months	Lands & Estate Manager/ Dy. Metropolitan Commissioner Lands & Estate Cell)
20	To take action about land at Thane-Kalyan.	Assistant Lands & Estate Manager	15 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner (Lands & Estate Cell)
21	To appointment the Agencies for management of the Estate Properties of the MMRDA.	Dy. Lands & Estate Manager	02 Months	Lands & Estate Manager/ Dy. Metropolitan Commissioner (Lands & Estate Cell)
22	To make payment to the Agencies appointed for management Estate Properties and take action on the complaint received in this respect.	Assistant Lands & Estate Manager	15 Days	Lands & Estate Manager/ Dy. Metropolitan Commissioner (Lands & Estate Cell)

**JT. PROJECT DIRECTOR (TOWN PLANNING) UNIT
INFORMATION & TECHNOLOGY CELL :**

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Providing IT and support services to MMRDA's officers and employees.	Dy. Engineer (I) IT Cell	15 Days	Chief IT Cell
2	Providing information regarding Procurement of e-Buses for BKC.	Dy. Planner	30 Days	Planner

SOLID WASTE MANAGEMENT CELL

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Providing information regarding development of Regional Integrated Municipal Solid Waste Management facility at Taloja for eastern sub regional ULB's in MMR.	Dy. Planner	15 Days	Planner
2	Providing information regarding development of e-waste processing & disposal facility for MMR.	Dy. Planner	15 Days	Planner

MITHI RIVER DEVELOPMENT AND PROTECTION AUTHORITY (MRDPA)

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	MRDPA acts as a co-ordinating agency between the implementing Agencies i.e. MMRDA and MCGM and other institutions such as CWPRS, IIT, NEERI, UDD.	Dy. Planner / Dy . Engineer	30 Days	Planner

BUS QUEUE SHELTER, LAND SCAPPING, IFSC, STREET FURNITURE, 26TH JANUARY PROGRAM, MISC. WORKS, ADMINISTRATIVE WORKS

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Providing information regarding erection of Bus-Queue Shelter.	Dy. Planner	30 Days	Planner
2	Providing information regarding Beautification and maintenance of Stretches in BKC.	Dy. Planner	30 Days	Planner
3	Providing information regarding erection of Street Furniture in			Planner

	Bandra-Kurla Complex.	Dy. Planner	30 Days	
4	Providing information regarding IFSC in Bandra-Kurla Complex.	Dy. Planner	30 Days	Planner
5	26 Jan Celebration	Dy. Planner	30 Days	Planner
6	Miscellaneous work	Dy. Planner	30 Days	Planner
7	Administrative Works	Dy. Planner	30 Days	Planner

SALT PAN LAND

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Providing information regarding preparation of Master Plan of Salt Pan Lands in Mumbai.	Dy. Planner	30 Days	Planner

HYDROLOGY

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Providing information regarding Collection of data for preparation of flood zoning maps such as contour plan, photogrammetric survey.	Superintend Engineer	30 Days	Joint Project Director (T.P.), MMRDA

WATER SUPPLY RESOURCES MANAGEMENT CELL

Sr. No.	Particular of Service	Designations of Officers/employees providing service	Prescribed period of providing service	Designation of officer to whom complaint is to be submitted if service is not provided within the period
1	Providing information regarding 403 MLD Surya Regional Water Supply Scheme for MMR.	Executive Engineer WSRM Cell	15 Days	Jt. Project Director (TP)

LEGAL CELL

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	<p>The Legal Cell of MMRDA handles court litigations on behalf of MMRDA as well as against the Authority with respect to the action taken under various provisions of the MMRDA Act, 1974, Maharashtra Regional and Town Planning Act, 1948, MUTP Act, 1948, etc.</p> <p>The Legal Cell of MMRDA is mainly entrusted with the work of giving opinion on various legal issues pertaining to loan disbursement, tenders, contract agreements, Memorandum of Understandings, etc. and various other works which are required to be performed under the provisions of the MMRDA Act, 1974, Maharashtra Regional and Town Planning Act, 1948, MUTP Act, 1948, etc.</p> <p>Functions and Duties :-</p> <ol style="list-style-type: none"> 1) To prepare noting pertains to the matters filed in various Court against MMRDA 2) To assign the matter to the Panel Advocate to defend on behalf of MMRDA 3) To obtain para-wise comments from the concerned department and forward the same to Advocates. 4) To forward the Orders of Hon'ble Court to concerned division for implementation. 5) Vetting of affidavits in replies, written statements, counter affidavits etc. 6) Giving legal advice/opinion to concerned division. 			
2	To handle issues relating to Right to Information Act-2005	Asst. Legal Officer and Public Information Officer	30 days	Law Officer and Appellate Authority.

ADMINISTRARION DIVISION/PUBLIC RELATIONS CELL

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Updating advertisements of various projects of the Authority and giving the same to magazing (Journals) which have accepted sponsorship, for being published.	Public Reactions Officer	5 Day	Joint Project Director (Public Reactions)

RENTAL HOUSING DIVISION

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Location Clearance	Planner Dy.Planner	60 Day (discontd. As per Govt. notification dated 07/8/2014& 26/8/2014)	Chief, Rental Housing Division

2	Layout approval	Planner Dy.Planner	30 Day	Chief, Rental Housing Division
3	No Objection Certificate for C.C./O.C	Planner Dy.Planner	30 Day	Chief, Rental Housing Division
4	No Objection Certificate for Mortgage of free sale component	Planner Dy.Planner	10 Day	Chief, Rental Housing Division

AIRPORT SLUM REHABILITATION PROJECT

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	To assist Mumbai International airport Pvt.Ltd for the Rehabilitation of Slum dwellers at the airport Land	Tahsildar		Dy.M.C. (Project Co-ordinartor)
2	To Co-Ordinate with Mumbai International airport Pvt. & Additional Collector (Enc/Rem) of East & West suburban & to rehabilitate the slum dwellers offer Receiving Annexure-II from Dy. Collector (Enc/Rem)	Tahsildar	90 day	Dy.M.C. (Project Co-ordinartor)

ADMINISTRARION DIVISION UNIT – 1,2,3,&4

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Submit the proposal for appointment of officers/Employees Submit the proposal for promotions of officers/Employees on	Staff Officer, (1)	90 Day	Administrative Officer
2	To appoint permanent/ Contractual employees as per the requirement	Staff Officer, (1)	90 Day	Administrative Officer
3	To handle issues reated to Right to Information Act -2005	Public Information Officer/Staff Officer, (1)	30 Day to 45 Days	Appeal Officer/ Administrative Officer
4	Accepting letters and other General Tapal received from Government, Semi Government, Post Office and General Public etc. and forwarded for subject relevant department to necessary actions.	Section Officer, Unite- 3	90 Day 1 day (Urgent)	Administrative Officer

SLUM REHABILITATION AUTHORITY CELL

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	After receipt of all the required documents, to scrutinize the proposals received by the S.R.A. Cell office, under the provisions of Regulation no. 33(10) of Development Control Rules and submit a report to M. C. for approval. After receipt of approval, Letter of intent to be issued.	Officer on Special Duty, SRA Cell	30 days	Deputy Metropolitan Commissioner (Lands & Estate/SRA Cell)
2	After receipt of all the required documents, layout approval to be issued.	Officer on Special Duty, SRA Cell	8 days	Deputy Metropolitan Commissioner (Lands & Estate/SRA Cell)
3	After receipt of all the required documents, Intimation of approval to be issued.	Officer on Special Duty, SRA Cell	8 days	Deputy Metropolitan Commissioner (Lands & Estate/SRA Cell)
4	After receipt of all the required documents, Commencement Certificate to be issued.	Officer on Special Duty, SRA Cell	8 days	Deputy Metropolitan Commissioner (Lands & Estate/SRA Cell)
5	After receipt of all the required documents, Occupation Certificate to be issued.	Officer on Special Duty	8 days	Deputy Metropolitan Commissioner (Lands & Estate/SRA Cell)
6	Issuing Recommendation Letter to Municipal Commissioner, Municipal Corporation of Greater Mumbai for grant of TDR in respect of construction and lands, after receipt of required documents.	Officer on Special Duty	10 days	Deputy Metropolitan Commissioner (Lands & Estate/SRA Cell)

DEPUTY REGISTRAR, CO-OPERATIVE SOCIETY

Sr.No.	Particulars of Service	Designations of Officers/ employees providing service	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time.
1	Giving final replies regarding complaints received from the public.	Co-operative officer (Grade-1/2)	30 days	Deputy Registrar, Co-operative Societies
2	Registration of Co-operative Societies by the Mumbai Metropolitan Region Development Authority Mumbai with the Dy. Registrar of Co-operative Societies	Co-operative officer (Grade-1/2)	30 days	Deputy Registrar, Co-operative Societies
3	Amending Bye-laws of Co-operative Societies	Co-operative officer (Grade-1/2)	60 days	Deputy Registrar, Co-operative Societies
4	Deciding appeals on the	Head Clerk	10 days	Deputy Registrar,

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	applications filed on the Nomination papers under section 151 of the Maharashtra Co-operative Societies Act. 1960			Co-operative Societies
5	Inspecting the document from the Registrar's office under Rule 30 of the Maharashtra Co-operative Societies Rules. 1961	Head Clerk	01 day	Deputy Registrar, Co-operative Societies

