

# MUMBAI METROPOLITAN REGION

# DEVELOPMENT AUTHORITY

(A Government of Maharashtra Undertaking)



## CITIZENS' CHARTER

BANDRA - KURLA COMPLEX,

BANDRA (EAST), MUMBAI : 400 051.

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

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## CITIZENS' CHARTER

The Mumbai Metropolitan Region Development Authority (MMRDA) has been set up on the 26<sup>th</sup> January, 1975 under the Mumbai 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 the Regional Plan.

MMRDA's functions involve preparing and financing projects 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 Notified Area; Chatrpati Shivaji International Airport Ltd. Notified area; India United Mills No.6 (Indu Mill), Dadar, 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 has amended MMRDA Act, 1974 in accordance with Maharashtra Act No.(IV) 1974, on 9<sup>th</sup> 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 the 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 works 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 the two proposals of 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 the 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 Center, 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 Citizens under the Citizen's Charter :-**

**PLANNING DIVISION**

<b>Sr. No.</b>	<b>Particulars of Service</b>	<b>Designations of Officers/ employees providing service</b>	<b>Prescribed period of providing service</b>	<b>Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time</b>
1.	Providing NOC's and remarks to Regional Plan cases	Senior Planner Planner Dy. Planner	Within 2 months (as per the complexity of case)	Chief, Planning Division
2.	Providing Regional Plan Maps a) Black and White b) Colour	Senior Planner	Within 1 week	Chief, Planning Division
3.	Providing remarks to Regional Plan cases received from the Government and ADTP, Thane and Raigad.	Senior Planner Planner Dy. Planner	Within 2 months (as per the complexity of case)	Chief, Planning Division
4.	A) Providing copy of DCR B) Providing a copy of statistics information on population and employment	Senior Planner	A) same day B) same day	Chief, Planning Division
5.	Providing financial assistance to various ULB's within MMR under various funds available in MMRDA	Senior Planner Planner Dy. Planner	A) MMRD fund B) MUDP-RF C) MCS-RF (3 months for all of the above-After submitting complete proposal for financial assistance)	Chief, Planning Division

## MITHI RIVER'S 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.	Sanitation and Maintenance (Cleaning)	Executive Engineer & Dy. Engineer	6 months	Superintending Engineer
2.	Retaining wall and service road from Ch.0.0 m to 1280 m)	Executive Engineer	--	Superintending Engineer
3.	Retaining wall and service road, (along LBS side of Mithi River) from Ch.3500 m to 5440 m)	Executive Engineer	--	Superintending Engineer
4.	Retaining wall and service road (along Vakola Nalla) from Ch.705 m to 2450 m)	Executive Engineer	--	Superintending Engineer
5.	Cleaning of Mithi River	Executive Engineer	--	Superintending Engineer

## 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 Cases			
	a) CC up to plinth	AMC-I	60 days	Metropolitan Commissioner
	b) *CC above plinth	Chief, T&CP	60 days	Addl Metropolitan Commissioner – I
	c) Amended *CC	AMC-I	60 days	Metropolitan Commissioner
	d) Occupancy Certificate	AMC-I	60 dyas	Metropolitan Commissioner
	e) Additions & alterations / Interiors permission	AMC-I	60 days	Metropolitan Commissioner
	f) Temporary Permission	Sr.Planner	30 days	Chief, T & CP
	g) Excavation permission	Chier, T&CP	30 days	Addl. Metropolitan Commissioner – I
2.	DP Remarks	Planner / Architect	30 days	Sr.Planner

3.	Miscellaneous NOC	Chief, T& CP	30 days	Metropolitan Commissioner
4.	Miscellaneous Correspondence	Chief, T & CP	30 days	Metropolitan Commissioner
5.	Revalidation of Permission	Chief, T & CP	30 days	Metropolitan Commissioner

\* Commencement Certificate

**TRANSPORT AND COMMUNICATIONS DIVISION  
(Mumbai Metro Lines 1 And 2, Monorail, Marketing Branch & Town Planning Branch)**

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.	Superintending Engineer	60 Days	Chief, Transport and Communications Division
2.	Action on suggestions and objections pertaining to Metro Line-1 Project.	Executive Engineer.	45 days	Additional Chief, (UMMTA) Transport and Communications Division
3.	Action on suggestions and objections pertaining to Metro Line-2 Project.	Superintending Engineer.	45 days	Additional Chief, (TP) Transport and Communications Division
4.	Action on suggestions and objections pertaining to Monorail project.	Executive Engineer	45 days	Superintending Engineer
5.	Issuing No Objection Certificate for Metro and Monorail	Town Planner	45 days	Chief, Transport and Communication Division

**PUBLIC RELATION**

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 magazines (Journals) which have accepted sponsorship, for being published.	Assistant Public Relation Officer	02 days	Joint Project Director (Public Relations)

## 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.	<p>A-1) Rehabilitating people affected by Mumbai Monorail Project, Anik-Panjarpol Link Road PGLR, Sion-Koliwada, Eastern Freeway &amp; MTHL Information &amp; Complaints Of the PAPs of above projects</p> <p>as well as Land acquisition/ transfer of land of the above projects.</p> <p>A-2) Transfer of Development Right (T.D.R.)</p>	<p>Tahsildar/ Community Development Assistant</p> <p>Tahsildar</p> <p>Tahasildar</p>	<p>within 15 days from receiving Annexure-II from the concerned Dy. Collector (E/R)</p> <p>2 yrs but no period stipulated</p> <p>Transfer of Development Right can be recommended by MMRDA to MCGM within 2 months from the date of award declare of Hon'ble Collector Mumbai Suburban District</p> <p>Two years but no period stipulated</p> <p>Transfer of Development Right can be recommended by MMRDA to MCGM within two months from the date of award declared by Hon. Collector Mumbai suburban District</p>	<p>Deputy Collector (Resettlement and Rehabilitation) / Community Development Officer / Dy. Community Development Officer</p> <p>Dy. Collector (R&amp;R) and Spl. Land Acquisition Officer</p>

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
	B) Land Acquisition of Private/ Govt.Land for rehabilitation of people affected by projects coming under MUTP/MUIP	Dy.Collector/Community Development Officer/ Dy. Community Development Officer/ Tahasildar	Two years but no period stipulated	Chief, Social Development Cell
2.	Rehabilitating of Eligible Project affected people	Dy.Collector/Community Development Officer/Dy. Community Development Officer/ Tahasildar / Community Development Asistant	Residential PAPs upto 30 days. Commercial PAPs upto 45 days	Chief, Social Development Cell
3.	Preparation of the eligibility list and obtaining sanction of competent authority after the baseline Socio economic survey report of the project affected people is received from the NGO	Community Development Officer/Dy. Collector/ Community Development Officer/ Tahasildar	30 days	Chief, Social Development Cell
4.	Preparing allotment letters of eligible project affected people	Dy. Community Development Officer / Community Development Assistant	20 days (depending on nos of PAPs)	Community Development Officer / Dy.Collector
5.	Scrutiny of allotment letters of eligible project affected persons	Dy.Collector / Community Development Officer / Tahasildar	10 days (depending on nos of PAPs)	Chief, 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
6.	Providing information to project affected people contacting the Authority	Dy.Collector/ Community Development Officer/Dy. Community Development Officer/ Tahasildar	10 days	Chief, Social Development Cell
7.	Addressing the complaints of project affected people	Dy.Collector/ Community Development Officer/Dy. Community Development Officer/Tahasildar/Community Development Assistant	15 days	Chief, Social Development Cell
8.	Planning rehabilitation and reconstruction in respect of project affected flat owners in the buildings and chawls in the layouts of MHADA and Mumbai Municipal Corporation being affected by widening of different roads under MUTP and preparing proposals regarding development and obtaining sanction for the same.	Dy.Planner	60 days	Chief, Social Development Cell
9.	Planning and implementing recognized training programs for rehabilitated project affected people	Community Development Assistant	05 days (depending on nos of PAPs)	Dy.Community Development Officer
10.	Providing information about formation of Co-op.Hsg.Society to project affected people	Community Development Assistant	05 days (depending on nos of PAPs)	Dy.Community Development Officer

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
11.	Helping project affected people in the formation of Co-op. Hsg.Societies and completing the process.	Community Development Assistant	05 days (depending on nos of PAPs)	Dy.Community Development Officer
12.	Investing the available amount of Maintenance Fund after completing the process of society registration	Dy. Community Development Officer/ Community Development Assistant	15 day	Chief, Social Development Cell
13.	To disburse the accumulated interest from the date of possession till the date of investing the Maintenance Fund.	Dy. Community Development Officer/ Community Development Assistant	15 day	Chief, Social Development Cell
14.	Addressing the complaints received from project affected people post rehabilitation (a) Giving reply to the letters received enquiring about the information available (b) Complaints about encroachments matters.	Dy. Community Development Officer  Tahasildar	15 days  90 days	Chief, Social Development Cell  Chief, Social Development Cell
15.	Providing available information on R & R under Mahatma Gandhi Pathkranti Yojana and complaints received about tenements provided to MCGM.	Spl. Land Acquisition Officer/ Community Development Assistant	15 days	Chief, Social Development Cell
16.	Mithi River Project related works – Rehabilitation of eligible project affected people	Nayab Tahasildar/ Community Development Assistant/ Draftsman	Residential PAPs upto 30 days Commercial PAPs upto 45 days	Dy.Collector

### VIGILANCE 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	Check the works and issue report	Superintending Engineer	30 days from the date of checking	Director (Vigilance)
2	Check the estimate received from the departments of MMRDA		15 days after the requisite correction is made	
3	Carrying out inquiries of technical complaints received to Authority and submit report		Executive Engineer	

### 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 informations in respect of land owned by MMRDA in BKC Area	Lands & Estate Manager	07 days	Dy. Metropolitan Commissioner (Lands and Estate)
2.	Allotment of the vacant places (Grounds) owned by MMRDA in BKC on rental basis for Social Recreation/ Religious Purposes	Lands & Estate Manager	07 days	Dy. Metropolitan Commissioner (Lands and Estate)
3.	Acquisition of Land under the MMRDA's SPA Oshiwara District Centre Area with request received from Land Owners	Officer on Special Duty	06 Months	Dy. Metropolitan Commissioner (Lands and Estate)
4.	To give information in respect of the land owned by MMRDA in Pawai Area Development Scheme and to give information about applications received. Also to give reply to applications/ letters received from the public and provide information	Lands & Estate Manager	30 days	Dy. Metropolitan Commissioner (Lands and Estate)

<b>Sr. No.</b>	<b>Particulars of Service</b>	<b>Designations of Officers/ employees providing service</b>	<b>Prescribed period of providing service</b>	<b>Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time</b>
5.	To recover the rent of MMRDA's land allotted on lease	Lands & Estate Manager	01 day	Dy. Metropolitan Commissioner (Lands and Estate)
6.	Taking action against occupants of the encroachments on the land allotted under the project being implemented by the Authority	Head Surveyor / Asstt. Lands & Estate Manager	05 days	Dy. Metropolitan Commissioner (Lands and Estate)
7.	Taking action of eviction against the unauthorized residents in the Authority's Rehabilitation Colonies	Consultant Eviction Officer / Asstt. Demolition Officer	07 days	Dy. Metropolitan Commissioner (Lands and Estate)

**LAND CELL / Marketing Cell (Wadala Truck Terminal)**

<b>Sr. No.</b>	<b>Particulars of Service</b>	<b>Designations of Officers/ employees providing service</b>	<b>Prescribed period of providing service</b>	<b>Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time</b>
1.	A) Recovery of Ground Lease Rent/Maintenance/Property tax, interest on delayed payment from the allotted units (A-1,B-1,B-2,D-2 & Amenity Building) at Wadala Truck Terminal  B) Allotment of stall at Bandra-Kurla Complex/ Wadala Truck Terminal on leave & Licence basis. Recovery of rent from stalls allotted at BKC/ Wadala Truck Terminal	Lands Manager	30 days	Deputy Metropolitan Commissioner (Lands and Estate)

## S.R.A. 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.	Scrutinized the proposals received by the S. R. A. Cell office, checking the same under the provisions of Rules 33 (10) of the Development Control Rules and issuing Letter of Intent.	Officer on Special Duty	30 days	Deputy Metropolitan Commissioner (Lands / Estate / S.R.A. Cell)
2.	Approving Layout	Officer on Special Duty	08 days	Deputy Metropolitan Commissioner (Lands / Estate / S.R.A. Cell)
3.	Issuing Intimation of approval.	Officer on Special Duty	08 days	Deputy Metropolitan Commissioner (Lands / Estate / S.R.A. Cell)
4.	Issuing Commencement Certificate.	Officer on Special Duty	08 days	Deputy Metropolitan Commissioner (Lands / Estate / S.R.A. Cell)
5.	Issuing Occupation Certificate.	Officer on Special Duty	08 days	Deputy Metropolitan Commissioner (Lands / Estate / S.R.A. Cell)
6.	Issuing Letter to Municipal Corporation of Greater Mumbai recommending to grant of TDR in respect of construction and lands	Officer on Special Duty	10 days	Deputy Metropolitan Commissioner (Lands / Estate / S.R.A. Cell)

## 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 Account Officer (Cash)	From 11 am to 1 pm and from 2 pm to 4 pm (Monday to Friday)	Deputy Chief Account Officer

## 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 days (discontd. as per Govt. notice dt.30/11/2013)	Chief, Rental Housing Division
2.	Layout approval	Planner Dy. Planner	30 days	Chief, Rental Housing Division
3.	No Objection Certificate for C.C./O.C.	Planner Dy. Planner	30 days	Chief, Rental Housing Division
4.	No Objection Certificate for Mortgage of free sale component	Planner Dy. Planner	10 days	Chief, Rental Housing Division

## 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.	To handle issues related to Right to Information Act-2005	Asst. Legal Officer & Public Information Officer		Joint Project Director (Legal) & Appeal Officer

## ADMINISTRATION 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 proposal for promotions of officers/Employees on	Staff Officer, (1)	90 days	Administrative Officer
2.	To appoint permanent/ Contractual employees as per the requirement	Staff Officer, (1)	30 days	Administrative Officer
3.	To handle issues related to Right to Information Act-2005	Public Information Officer/Staff Officer (1)	30 days to 45 days	Appeal Officer /Administrative Officer
1.	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 Unit - 3	01 day (Urgent)	Secretary, Executive Committee

### 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

### 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	Jt. Project Director (TP)

### WATER SUPPLY RESOURCE 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 403 MLD Surya Regional Water Supply Scheme for MMR.	Principal Advisor WSRM Cell	15 Days	Jt. Project Director (TP)



### SOLID WASTE MANAGEMENT PROJECT 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.	Principal Advisor SWM Project Cell	15 Days	Jt. Project Director (TP)
2.	Providing information regarding development of e-waste processing & disposal facility for MMR.	Principal Advisor SWM Project Cell	15 Days	Jt. Project Director (TP)

### MITHI RIVER DEVELOPMENT & 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.	Planner (Addl.Charge), Dy. Planner	30 Days	Joint Project Director (T.P.), MMRDA & Member Secretary & Project Director, MRDPA

**A) MARINE DRIVE WORKS, B) STREET FURNITURE, C) BUS QUEUE SHELTER**

<b>Sr. No.</b>	<b>Particulars of Service</b>	<b>Designations of Officers/ employees providing service</b>	<b>Prescribed period of providing service</b>	<b>Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time</b>
1.	<b>A) Marine Drive Works -</b> Providing information regarding refurbishment of Marine Drive – Phase II works.	Dy. Planner	30 Days	Joint Project Director (T.P.), MMRDA
	<b>B) Street Furniture -</b> Providing information regarding erection of Street Furniture in Bandra-Kurla Complex.			
	<b>C) Bus-Queue Shelter - MUTP</b> Providing information regarding erection of Bus-Queue Shelter.			

**HYDROLOGY UNIT**

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

**A) SALT PAN LAND, B) LAND SCAPING & BEAUTIFICATION, C) E-BUSES,  
D) HOTEL NOC**

<b>Sr. No.</b>	<b>Particulars of Service</b>	<b>Designations of Officers/ employees providing service</b>	<b>Prescribed period of providing service</b>	<b>Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time</b>
1.	<b>A) Salt Pan Land -</b> Providing information regarding Management and Development of Salt Pan Lands in Mumbai.	Dy. Planner	30 Days	Joint Project Director (T.P.), MMRDA
	<b>B) Land Scaping &amp; Beautification -</b> Providing information regarding Beautification and maintenance of Stretches in MMR.			
	<b>C) E-Buses -</b> Providing information regarding Procurement of e-Buses for BKC.			
	<b>D) Hotel NOC -</b> Providing information regarding No Objection Certificate for construction of star category Hotels.			

**AIRPORT SLUMS REHABILITATION PROJECT**

<b>Sr. No.</b>	<b>Particulars of Service</b>	<b>Designations of Officers/ employees providing service</b>	<b>Prescribed period of providing service</b>	<b>Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time</b>
1.	Carrying out Survey of project affected peoples and determining eligibility and on the basis thereof preparing a list through the Additional Collector (Encr/Evict)	Offices of the Deputy Collectors (Encr./Evict) at Bandra, Andheri, Borivali, Kurla, Bhandup, Mulund	15 days	Project Director, Airport Rehabilitation Project

## DEPUTY REGISTRAR, CO-OPERATIVE SOCIETIES

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)	30 days	Dy.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)	30 days	Dy.Registrar, Co-operative Societies
3.	Amending Bye-Laws of Co-operative Societies	Co-operative officer (Grade-1)	30 days	Dy.Registrar, Co-operative Societies
4.	Deciding appeals on the applications filed on the Nomination papers under section 151 of the Maharashtra Co-operative Societies Act.1960.	Co-operative officer (Grade-1)	30 days	Dy.Registrar, Co-operative Societies
5.	Inspecting the document from the Registrars office under Rules 30 of the Maharashtra Co-operative Societies Rules 1961.	Head Clerk	30 days	Dy.Registrar, Co-operative Societies