

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) was established in accordance with the Mumbai Metropolitan Region Development Authority Act, 1974 on the 26th January, 1975. The Authority was established for the planning, coordinating and execution for plans and projects for proper, orderly and rapid development of Mumbai Metropolitan Region (MMR). MMRDA is engaged in execution of regionally important projects, providing financial & technical assistance to local self government & infrastructure providing Authorities.

As per the Government of Maharashtra's notification dated 19th September, the earlier 4312 sq.km Mumbai Metropolitan Region (MMR) has been extended to 6328 sq.km after adding the entire Palghar Taluka and the remaining parts of Vasai, Alibaug, Pen, Panvel, Khalapur Talukas. The 6328 sq.km. region consists of 9 Municipal Corporations namely Greater Mumbai, Thane, Kalyan-Dombivali, Vasai-Virar, Navi Mumbai, Ulhasnagar, Bhiwandi-Nizampur, Panvel and Mira-Bhayandar, 9 Municipal Councils namely Ambarnath, Kulgaon-Badlapur, Matheran, Karjat, Khopoli, Pen, Uran, Alibaug, Palghar and khalapur nagar Panchayat along with 1469 villages in Thane, Raigad and Palghar Districts.

Government of Maharashtra has appointed MMRDA as a "Special Planning Authority" in Mumbai City & Suburban District for Bandra-Kurla Complex, Backbay Reclamation Scheme (BBRS) (Block III to VI), Oshiwara District Center; Wadala Notified Area (WNA); Chatrapati Shivaji International Airport Ltd. Notified area; Indu Mill- Dadar, (Dr. Babasaheb Ambedkar Grand Memorial), Metro line-2-A & 7(Metro Car Depot & Carting Yard),and in Thane Districts for Ambarnath, Kulgaon-Badlapur and surrounding Notified area, Bhiwandi surrounding Notified area, Growth Center in Kalyan Taluka. Moreover MMRDA has taken up major project like Mumbai Urban Transport Project, Mumbai Urban Infrastructure Project, Mumbai Metro Railway Project, ShyWalk Project, Monorail Project, Mumbai Trans Harbour Link (MTHL), 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 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 project 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, and 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 project of infrastructure developments.

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

- 1) For well planned development of Mumbai Metropolitan Region, development plan prepared for assistance to Metropolitan Planning Committee is approved recently, which includes important projects like preparing layout for Development Centers, Local Development Centers & Station surrounding areas.
- 2) The Authority has activated the Mega City Scheme by revising the Development Control Rules of the Mumbai Metropolitan Region.
- 3) Indu Mill- Dadar, Dr. Babasaheb Ambedkar Grand Memorial.
- 4) Give financial assistance for basic civic facilities in the Mumbai Metropolitan Region.
- 5) Preparing 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) Rehabilitation of Project affected Persons.
- 9) Implementing the Mumbai Metro Rail Project.
- 10) Implementing the Mumbai Mono Rail Project
- 11) Mumbai city is considered as main international Financial and Commercial Hub therefore it is being developed by providing various Infrastructure projects.
- 12) The Authority is also implementing the Mumbai Trans Harbour Link the longest Sea-Bridge in India.
- 13) Draft development plan prepared for Ambarnath, Kurla-Badlapur & surrounding Notified Area, & Bhiwandi surrounding Notified Area & appointed as "Special Planning Authority"
- 14) Execution of "Mumbai-I" project for given impetus to Mumbai Tourism.
- 15) Construction of Roads & Bridges for transport management.

**METRO PROJECT IMPLEMENTATION UNIT
(Metro Line 2A, 2B, 4, 4A, 5, 6, 7, 8 & 7A, 10, 11, 12, 13 & 14 Projects)**

Sr. No	Particular of Service	Designation 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	Deputy Engineer-I,	60 days	Executive Engineer
		Deputy Engineer-II,	60 days	Executive Engineer
		Deputy Engineer-I,	60 days	Executive Engineer
2	Action on Suggestion and objection pertaining to metro (Line -2A Project)	Executive Engineer	45 days	Chief Engineer
3	Action on suggestions and objections of citizens	D.E.1 (Package-04R)	60 days	Executive Engineer (Package-04R)

	(Line-2B Project)	D.E. 1 (Package-06)	60 days	Executive Engineer (Package-06)
		D.E. 1 (Package-07)	60 days	Executive Engineer (Package-07)
		D.E. 1 (Package-14)	60 days	Executive Engineer (Package-14)
		SE	45 days	Chief Engineer
4	Action on suggestions and objections of citizens (Line -4 Project)	D.E.1 (Package-08)	60 days	Executive Engineer (Package-08)
		D.E.1 (Package-09)	60 days	Executive Engineer (Package-09)
		D.E.1 (Package-10)	60 days	Executive Engineer (Package-10)
		D.E.1 (Package-11)	60 days	Executive Engineer (Package-11)
		D.E.1 (Package-12)	60 days	Executive Engineer (Package-12)
		SE	45 days	Chief Engineer
5	Action on suggestions and objections of citizens (Line -4A Project)	D.E. 1	60 days	Executive Engineer
6	Action on suggestions and objections of citizens (Line -5 Project)	D.E. 1	60 days	Executive Engineer
		SE	45 days	Chief Engineer
7	Action on suggestions and objections of citizens (Line -6 Project)	D.E. 1	60 days	Executive Engineer
8	Action on suggestions and objections of citizens (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. -1, (Package-03)	60 days	Executive Engineer (Package-03)
9	Action on suggestions and objections of citizens (Line -8 Project)	Dy. Engineer 1	45 days	Executive Engineer
10	Action on suggestions and objections of citizens (Line -9 & 7A Project)	Dy. Engineer 1	45 days	Executive Engineer
11	Action on suggestions and objections of citizens (Line -10 Project)	Dy. Engineer 1	45 days	Executive Engineer
12	Action on suggestions and objections of citizens (Line -11 Project)	Dy. Engineer 1	45 days	Executive Engineer

13	Action on suggestions and objections of citizens (Line -12 Project)	Dy. Engineer 1	45 days	Executive Engineer
14	Action on suggestions and objections of citizens (Line -13 Project)	Dy. Engineer 1	45 days	Executive Engineer
15	Action on suggestions and objections of citizens (Line -14 Project)	Dy. Engineer 1	45 days	Executive Engineer
16	Issuing NOC's for Metro	Sr. Planner	45 days	Director (Projects) & Director (Works)

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	Concerned Executive Engineer	within 10 days	Concerned Superintending Engineer
2	Major repairs	Concerned Executive Engineer	within 1 month	Concerned Superintending Engineer
3	Special repairs	Concerned Executive Engineer	within 3 months	Concerned Superintending Engineer

LANDS & ESTATE CELL/MMRDA

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 about land owned by Authority in Bandra-Kurla Complex	Assistant Section Officer/Land Surveyor/Computer Operator-cum-Clerk	07 Days	Dy. Lands & Estate Manager/ Lands & Estate Manager
2	To take action on the complaint received owned by Authority in Bandra-Kurla Complex	Dy. Lands & Estate Manager	10 Days	Lands & Estate Manager/ Hon'ble Chief
3	To give vacant Land (Grounds for organizing Social / Entertainment / Religious events on rental basis)	Dy. Lands & Estate Manager	15 Days	Lands & Estate Manager/ Hon'ble Chief
4	To allot the land on temporary basis by charging executing License Agreement.	Assistant Lands & Estate Manager/ Section Officer (Shri. Anand Naik)	15 Days	Dy. Lands & Estate Manager/ Lands & Estate Manager
5	To allot the premises of the Authority in	Assistant Lands &	60 Days	Dy. Lands &

	Bandra-Kurla Concerned Executive Engineer Complex by inviting tenders on License basis / Lease basis and its related work (Restaurant/ Food Court/Parking Lots /Offices, etc.)	Estate Manager/ Section Officer (Shri. Anand Naik)		Estate Manager/ Lands & Estate Manager
6	To recover the lease rent about Authority's Land.	Assistant Chief Account Officer, Lands & Estate Cell	03 Days	Lands & Estate Manager/ Hon'ble Chief
7	To grant the consent for assignment of unit of premises in the building constructed on the plot of land allotted on lease basis in Bandra-Kurla Complex on payment of processing fee.	Assistant Section Officer/Land Surveyor/Computer Operator-cum-Clerk	21 Days	Dy. Lands & Estate Manager/ Lands & Estate Manager
8	To grant the consent for assignment of unit of premises in the building constructed on the plot of land allotted on lease basis in Wadala Truck Terminal on payment of processing fee.	Assistant Section Officer/Land Surveyor/ Computer Operator-cum-Clerk	21 Days	Dy. Lands & Estate Manager/ Lands & Estate Manager
9	To Recover the charges in respect of Sr. No. (7).	Assistant Section Officer/Land Surveyor/ Computer Operator-cum-Clerk	03 Days	Dy. Lands & Estate Manager/ Lands & Estate Manager
10	To grant the extension in completion of the construction on the plot of land allotted on lease basis in Bandra-Kurla Complex by charging additional premium, if the construction could not be completed in the stipulated period in Bandra-Kurla Complex.	Assistant Section Officer	15 Days	Dy. Lands & Estate Manager/ Lands & Estate Manager
11	To acquire the land in Oshiwara District Centre on the request of land owner through Collector, Mumbai Suburban District or on consent of land owner by Conveyance Deed.	Assistant Lands & Estate Manager/ Land Surveyor	Approximat ely - 3 years (As per the Land Acquition Rules)06 Months (Agreement and Transfer Agreement)	Dy. Lands & Estate Manager/ Lands & Estate Manager
12	To recover the Rent / Maintenance Chrages from the unit holders who have been allotted units of premises in the premises owned by Authority on lease basis / license basis (Building No. A-1,B-1,B-2, D-2 & Amenity Building in Wadala Truck Terminal).	Assistant Lands & Estate Manager/ Land Surveyor	30 Days	Dy. Lands & Estate Manager/ Lands & Estate Manager
13	To allotment the stalls in E-Block of Bandra-Kurla Complex on license basis, grant extension and recovery of rent.	Assistant Lands & Estate Manager/ Section Officer (Shri. Anand Naik)	60 Days	Dy. Lands & Estate Manager/ Lands & Estate Manager
14	To allotment the parking lot having capacity of 250, commercial premises on license / lease basis by inviting tenders in CR-2, Nariman Point, Mumbai and recovery of the rent.	Assistant Lands & Estate Manager/ Land Surveyor	30 Days	Dy. Lands & Estate Manager/ Lands & Estate Manager

15	To give information about the land in Powai Area Development Scheme and reply to the complaints received in this respect from the public.	Assistant Lands & Estate Manager	30 Days	Dy. Lands & Estate Manager/ Lands & Estate Manager
16	To take action on the encroachers in respect of the encroachment made on the land allotted under various projects implemented by the Authority.	Assistant Lands & Estate Manager/ Dy. Controller (Unauthorised Construction)	30 Days	Controller (Unauthorised Construction)/ Hon'ble Chief
17	To take action about eviction on the persons un-authorisely residing in the rehabilitation colonies of the Authority and action about un-authorised construction in such colonies.	Assistant Controller (Unauthorised Construction)	21 Days	Hon'ble Chief
18	To give possession of the tenements in rehabilitation of the colonies of the Authority.	Assistant Lands & Estate Manager	05 Days	Controller (Unauthorised Construction)/ Hon'ble Chief
19	To take action of demolition on the un-authorised construction in the Special Planning Authority Area of the Authority.	Assistant 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) / Hon'ble Chief
20	To acquire the land for the projects implemented by the Authority.	Assistant Lands & Estate Manager	06 Months	Lands & Estate Manager/ Hon'ble Chief
21	To take action about land at Thane-Kalyan.	Assistant Lands & Estate Manager	15 Days	Lands & Estate Manager/ Hon'ble Chief
22	To appointment the Agencies for management of the Estate Properties of the MMRDA.	Dy. Lands & Estate Manager/ Assistant Lands & Estate Manager/Assistant Section Officer	02 Months	Lands & Estate Manager/ Hon'ble Chief
23	To make payment to the Agencies appointed for management Estate Properties and take action on the complaint received in this respect.	Dy. Lands & Estate Manager/ Assistant Lands & Estate Manager/Assistant Section Officer	15 Days	Lands & Estate Manager/ Hon'ble Chief

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 Regional Plan maps (full and part maps). A) Black & White B) Coloured	Draftsman	3 Days	Planner, Planning Division
2	Sale : A. Providing copy of DCRs. B. Providing CD of the RP report.	Draftsman	3 Days	Planner, 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	Planner	30 + 7 + 8 days	Metropolitan Commissioner
	a) Commencement Certificate (up to Plinth)	Planner		Metropolitan Commissioner
	Amended Commencement Certificate (up to plinth with additional concession)	Planner		Metropolitan Commissioner
	Amended Commencement Certificate (up to plinth without additional concession)	Planner		Metropolitan Commissioner
	b) Commencement Certificate (above Plinth – without any additional concession)	Planner		Metropolitan Commissioner
	Commencement Certificate (above Plinth – with additional concession)	Planner		Metropolitan Commissioner
	Amended Commencement Certificate (above Plinth – without additional concession)	Planner		Metropolitan Commissioner
	c) Occupation Certificate	Planner	Metropolitan Commissioner	
d) Revalidation permission	Planner	07 days	Senior Planner	
2	a) Addn. & Altn. Permission (involving changes in BUA)	Planner	30 days	Metropolitan Commissioner
	Addn. & Altn. Permission (involving no change in BUA)	Dy. Planner / Jr. Architect		Senior Planner
	b) Addn. & Altn. Permission (Interiors Permission)	Dy. Planner / Jr. Architect		Senior Planner

3	D. P. Remarks	Dy. Planner / Jr. Architect	7 days	Planner
4	a) Miscellaneous letters (involving policy decision)	Planner	45 days	Metropolitan Commissioner
	b) Miscellaneous letters (involving no policy decision)	Planner	30 days	Metropolitan Commissioner

TRANSPORT & COMMUNICATIONS DIVISION

Sr.No.	Particulars of service	Designations of officers/employees providing service	Prescribed period of providing service	Designations of officers to whom complaint is to be submitted if service is not provided with in the period
1	Actions on suggestions and objections of citizens.	Concerned Transportation Engineer	45 days	Chief, T&C Division

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 the period
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 followed in the past	Related Tahsildar Dy. Collector	1 Year	Chief, SDC
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	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 maintains 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	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	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	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 Dept./Agency	Related Asst. CDO Dy. CDO, CDO Naib Tahsildar Tahsildar Dy. Collector	90 Days	Chief, SDC
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

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

MONO-PIU

Sr. No.	Particular of Services	Designation of officers/Employees providing Services	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 Suggestion & Objection of Citizens/ Passenger	Asst. Manager Station Operations	7 days	Chief Operating Officer
2	Issuance of NOC to Development along Monorail	Sr. Planner	45 Days	Chief Operating Officer

TOWN AND COUNTRY PLANNING DIVISION

Sr. No.	Particular of Services	Designation of officers/Employees providing Services	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	30 + 7 + 8 days	Metropolitan Commissioner	
	Amended Commencement Certificate (up to plinth with additional concession)	Planner		Metropolitan Commissioner	
	Amended Commencement Certificate (up to plinth without additional concession)	Planner		Metropolitan Commissioner	
	b) Commencement Certificate (above Plinth – without any additional concession)	Planner		Metropolitan Commissioner	
	Commencement Certificate (above Plinth – with additional concession)	Planner		Metropolitan Commissioner	
	Amended Commencement Certificate (above Plinth – without additional concession)	Planner		Metropolitan Commissioner	
	c) Occupation Certificate	Planner		Metropolitan Commissioner	
	d) Revalidation permission	Planner		07 days	Senior Planner
	a) Addn. & Altn. Permission (involving changes in BUA)	Planner		30 days	Metropolitan Commissioner
2	Addn. & Altn. Permission (involving no change in BUA)	Dy. Planner / Jr. Architect	Senior Planner		
	b) Addn. & Altn. Permission (Interiors Permission)	Dy. Planner / Jr. Architect		Senior Planner	
3	D. P. Remarks	Dy. Planner / Jr. Architect	7 days	Planner	
4	a) Miscellaneous letters (involving policy decision)	Planner	45 days	Metropolitan Commissioner	
	b) Miscellaneous letters (involving no policy decision)	Planner	30 days	Metropolitan Commissioner	

**JT. PROJECT DIRECTOR (TOWN PLANNING) UNIT
INFORMATION & TECHNOLOGY CELL, E-BUSES, VEHICLE RECYCLING PLANT IN
MMR**

Sr. No.	Particular of Services	Designation of officers/Employees providing Services	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	Sr. Planner (Addl. Charge)
2	MMRDA War Room	Dy. Engineer (I) IT Cell	15 Days	Sr. Planner (Addl. Charge)
3	Providing information regarding Procurement of e-Buses for BKC.	Dy. Planner	30 Days	Sr. Planner (Addl. Charge)
4	Vehicle Recycling Plant in MMR	Dy. Planner	30 Days	Sr. Planner (Addl. Charge)

SOLID WASTE MANAGEMENT CELL

Sr. No.	Particular of Services	Designation of officers/Employees providing Services	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	Sr. Planner (Addl. Charge)
2	Providing information regarding development of e-waste processing & disposal facility for MMR.	Dy. Planner	15 Days	Sr. Planner (Addl. Charge)
3	Policy of for Disposal of C & D Waste	Dy. Planner	15 Days	Sr. Planner (Addl. Charge)

IFSC + BULLET TRAIN

Sr. No.	Particular of Services	Designation of officers/Employees providing Services	Prescribed period of providing service	Designation of Officer to whom complaint is to be submitted if service is not provided within stipulated time
1	International Finance Service Centre + Bullet Train	Dy. Planner/ Planner	30 Days	Sr. Planner (Addl. Charge)

MITHI RIVER DEVELOPMENT AND PROTECTION AUTHORITY (MRDPA)

Sr. No.	Particular of Services	Designation of officers/Employees providing Services	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	Sr. Planner (Addl. Charge)

MUMBAI UNIVERSITY KALINA, ADMINISTRATIVE WORKS

Sr. No.	Particular of Services	Designation of officers/Employees providing Services	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 Kalina Campus, University of Mumbai	Dy. Planner	30 Days	Sr. Planner (Addl. Charge)
2	Administrative Works	Dy. Planner	30 Days	Sr. Planner (Addl. Charge)

SALT PAN LAND

Sr. No.	Particular of Services	Designation of officers/Employees providing Services	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	Sr. Planner (Addl. Charge)

HYDROLOGY

Sr. No.	Particular of Services	Designation of officers/Employees providing Services	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.	Superintending Engineer	30 Days	Joint Project Director (T.P.), MMRDA

ADMINISTRATION DIVISION/PR 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	Preparing Press Release and Posting news and events on Social Media	PR Agency	1 Day	Joint Metropolitan Commissioner
2	Providing information to Media	PR Agency	1 Day	Joint Metropolitan Commissioner
3	Give required clarification to Media	Joint Metropolitan Commissioner	1 Day	Joint Metropolitan Commissioner
4	Releasing of advertisement in newspapers (Tender/ Notification/ Bhoomi poojan/ Inauguration etc.)	Public Relations Officer	2 Days	Joint Metropolitan Commissioner
5	Updating advertisement of MMRDA Projects and releasing it to Magazines accepted for Sponsorship	Public Relations Officer	2 Days	Joint Metropolitan Commissioner
6	Providing information to public approaching his office.	Public Relations Officer	1 Day	Joint Metropolitan Commissioner
7	Providing information to various organisations in their prescribed format.	Public Relations Officer	5 Days	Joint Metropolitan Commissioner
8	Forwarding complaints to respective divisions received on MMRDA Web-Portal.	Public Relations Officer	2 Days	Joint Metropolitan Commissioner
9	Providing Information under RTI Information Act, 2005.	Assistant Section Officer	30 Days	Public Relations Officer

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. 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.</p> <p>Functions and Duties :-</p> <ol style="list-style-type: none"> 1. To prepare noting pertaining to the matters filed in various Court against MMRDA. 2. To assign the matter to the Panel Advocate to defend on behalf of/against 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. 			

	Giving legal advice/opinion to concerned division.			
2	To handle issues relating to Right to Information Act-2005	Deputy Law Officer and Public Information Officer	30 days	Law Officer and Appellate Authority.

Land Acquisition, Rehabilitation and Resettlement

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 decided eligibility of PAP's in Metro and rehabilitate them.	Deputy Collector	Approx. 90 Days after proposal received	Officer on Special Duty
2	Acquisition of land which is needed for Metro, on permanent /temporary basis	Deputy Collector	Approx. 90 Days after proposal received	Officer on Special Duty

(Planning Division) SUB-REGIONAL OFFICE, THANE

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	Planner	30 days	Senior Planner
	a) CC up to Plinth	Planner	07 days	Senior Planner
	b) *CC above Plinth	Planner	30 days	Senior Planner
	c) Amended *CC	Planner	08 days	Senior Planner
	d) Occupancy Certificate	Planner	30 days	Senior Planner
	e) Addition & alterations/ Interiors permission	Planner	30 days	Senior Planner
	f) Temporary Permission	Planner	30 days	Senior Planner
2	DP Remarks	Planner	30 days	Senior Planner
			(As per complexity of case)	
3	Miscellaneous NOC	Deputy Planner	30 days	Senior Planner
4	Miscellaneous Correspondence	Deputy Planner	30 days	Senior Planner
5	Revalidation of Permission	Planner	30 days	Senior Planner

RENTAL HOUSING DIVISION

Sr. No.	Particulars of Service	Designations of Officers/employees providing service	Prescribed period of providing service	Designation of Officer to whom complain is to be submitted if service is not provided within stipulated time.
1	Location Clearance	Planner	60 days (discontd as per Govt. notification dated 07/08/2014 & 26/08/2014)	Chief Rental Housing Division
2	Layout approval	Planner	30 Days	Chief Rental Housing Division
3	No Objection Certificate for C.C./O.C.	Planner	30 Days	Chief Rental Housing Division
4	No Objection Certificate for Mortgage of free sale component	Planner	10 Days	Chief Rental Housing Division

WATER SUPPLY RESOURCES 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 ongoing work of 403 MLD Surya Regional Water Supply Scheme for MMR.	Executive Engineer WSRM Cell	15 Days	Principal Advisor WSRM Cell

ADMINISTRATION DIVISION SECTION (1)

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	Tahsildar (Establishment)
2	To appoint permanent / Contractual employees as per the requirement	Staff Officer (1)	30 days	Tahsildar (Establishment)
3	To handle issues related to Right to Information Act - 2005	Public Information Officer / Staff Officer (1)	30 days to 45 days	Appeal Officer / Tahsildar (Establishment)

ADMINISTRATION DIVISION SECTION (3)

Sr.No.	Particulars of service	Designations of officers/employees providing service	Prescribed period of providing service	Designations of officers to whom complaint is to be submitted if service is not provided within the period
1	Letter received from Government, Semi Government, General Public and also from Post office, forwarding them as per subject to respective departments of MMRDA Office for further necessary action.	Desk Officer, Administration Division Section (3)	1 Day Immediate	Secretary, Executive Committee, Administration Division

SRA 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	Officer on Special Duty, SRA Cell
2	After receipt of all the required documents, layout approval to be issued.	Officer on Special Duty, SRA Cell	8 days	Officer on Special Duty
3	After receipt of all the required documents, Intimation of approval to be issued.	Officer on Special Duty, SRA Cell	8 days	Officer on Special Duty
4	After receipt of all the required documents, Commencement Certificate to be issued.	Officer on Special Duty, SRA Cell	8 days	Officer on Special Duty

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	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)	30 days	Deputy Registrar, Co- operative Societies
3	Amending Bye-laws of Co-operative Societies	Co-operative officer (Grade-1)	30 days	Deputy Registrar, Co- operative Societies
4	Deciding appeals on the applications filed on the Nomination papers under section 152-A of	Co-operative officer (Grade-1)	30 days	Deputy Registrar, Co- operative Societies

	the Maharashtra Co-operative Societies Act. 1960			
5	Inspecting the document from the Registrars office under Rule 30 of the Maharashtra Co-operative Societies Rules. 1961	Co-operative officer (Grade-1)	30 days	Deputy Registrar, Co-operative Societies

METRO LINE-6 (SWAMI SAMARTH NAGAR –JOGESHWARI- VIKHROLI)

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 decided eligibility of PAP's in Metro Line-6 (Swami Samarth Nagar-Jogeshwari-Vikhroli) and rehabilitate them. To acquired land which is needed for Metro line -6 on permanent /temporary basis	Deputy Collector Tahsildar	90 Days	Officer on Special Duty