

**Municipal Corporation  
of Greater Mumbai**

# SANKALAN

*Frequently Asked Questions*



**Municipal Corporation Head Quarter  
Mahapalika Marg, Fort,  
Mumbai - 400 001  
[www.mcgm.gov.in](http://www.mcgm.gov.in)**

2018-19



## **PREAMBLE**

**M**umbai is one of the largest metropolitan city in the world India's dominant urban centres with rich cultural values. Mumbai besides being the capital city of Maharashtra state is also India's Commercial, Economic and Entertainment centre with rich cultural heritage, world-class educational facilities and is also home to biggest community festivals.

With an area of 437.71 Sq. KM it is amongst one of the most densely populated city in the world. The geographical and physical structure of the city makes it a very complex city to manage and Municipal Corporation of Greater Mumbai has been constantly trying to keep up to the expectations of its citizens. Over one lakh employees work continuously to keep the city administration running, with may working 24x7. Most of the services offered by Municipal Corporation of Greater Mumbai is made available online through e-governance and m-governance platforms to reduce personal interface.

It is our continuous endeavour to bring more transparency in the system.

Many people may not be aware of the new initiatives taken by Municipal Corporation of Greater Mumbai and the reforms undertaken to improve the citizen experience for the various civic services offered. This compilation is an effort by Municipal Corporation of Greater Mumbai to provide for all the requisite information pertaining to various citizen services.

I wholeheartedly support this initiative of SANKALAN and congratulate all the concern official for their tremendous efforts in compiling the FAQs of all departments in this book for the benefit of citizens.

Best Wishes!!!!....

**Prin. Vishwanath Mahadeshwar,**  
**Mayor, Mumbai**



## **PREFACE**

**M**umbai is a dynamic and growing city with unique challenges having limited area and high population density along with multiple planning authorities. Municipal Corporation of Greater Mumbai is the governing body for Mumbai city with other parallel planning authorities and provides for civic amenities for the city.

It has been noted that people spend a lot of time when they visit government offices to seek information, submit applications, register complaint etc. The administration too has to cope with the overload of demand for information and grievance redressal. It was realized that there is a need for a mechanism which would save time of the administration spent in answering queries and at the same time satisfy the information needs of the citizens.

With this background the necessary information of all the departments of Municipal Corporation of Greater Mumbai was collected and presented in the form of FAQs which are published in this book – SANKALAN. The copy of SANKALAN has also been made available on web portal of Municipal Corporation of Greater Mumbai. SANKALAN has been published to provide the citizens with relevant information pertaining to functioning of the various departments which will connect the citizens with the city managers effectively.

I am very happy to publish the first edition of SANKALAN, aimed at benefiting citizens. I appreciate the efforts of all the office bearers of Municipal Corporation of Greater Mumbai for providing their valuable support for this initiative.

I acknowledge the hard work which all the Head of the Departments have put in to provide complete and up to date information which is presented to the citizens through multiple channels of SANKALAN.

Best Wishes!!!!....

**Ajoy Mehta,**  
**Municipal Commissioner**



## **FORWARDING**

There is a constant need for dissemination of information pertaining to the various services offered by the different departments of Municipal Corporation of Greater Mumbai. With the number of reforms adopted in offering various services, it is important for citizens and users to be aware of the process and functioning to avail seamless services.

The first edition of “SANKALAN” is compilation of all the FAQs of different department of Municipal Corporation of Greater Mumbai, which provides consolidated information pertaining to the civic services.

Purpose of the “SANKALAN”, is to present the complex working of Asia's biggest Civic Body at one place for easy availability of information on the civic services offered by Municipal Corporation of Greater Mumbai to common citizens and others who avail the civic services.

In future, we further wish to refine the same in line with the reforms in progress and increasing scope of services.

I am pleased with the publication of this first edition of SANKALAN of Municipal Corporation of Greater Mumbai Services and hope that citizens would benefit from this initiative.

Best Wishes!!!!....

**Vijay Singhal,**  
**Additional Municipal Commissioner (E.S.)**





## **ACKNOWLEDGMENTS**

**W**e are pleased to present the first edition of SANKALAN as a medium of information to the citizens. Municipal Corporation of Greater Mumbai over the years has evolved its working in terms of increased transparency and predictability into its working.

This publication of the compiled FAQs of all the departments of Municipal Corporation of Greater Mumbai, "SANKALAN", besides answering the general queries of citizens, tourist and business community also highlights the infrastructure of the civic body used for the welfare of citizens in line with the recent initiatives undertaken by various departments, which citizens need to be aware of.

Informed citizens can better utilize the resources and facilities at their disposal. This publication guides through the working and services of various departments, which come with citizen interface at some point in time. In spite of utmost care taken, even if any information is uncovered, one may contact on the contact details shared in the book by the concerned departments.

I am thankful to Hon. Mayor, Hon. Deputy Mayor, Hon. Committee Chairman, Hon. Group Leaders and all the respected office-bearers for their valuable guidance.

Would like to thank Hon. Municipal Commissioner, who has been a great advocate of having transparency and predictability in the entire administrative processes. This book is due to his personal interest and follow-up with equal support from D.M.C (M.C.O.) and his office to get the information of various departments compiled in one place.

A special thanks to the Hon. A.M.C. (E.S.), Hon. A.M.C. (W.S.), Hon. A.M.C. (City) and Hon. A.M.C. (P) for their time and efforts to observe the minutest details of the information recorded in the book for the departments under their administration.

I thank Jt. M.C. (Zone IV & V), Jt. M.C. (D.M.), Jt. M.C. (Education), Jt. M.C. (G.A.), Zonal D.M.C.s, D.M.C.(Special), D.M.C. (Election), D.M.C.(C.P.D.), D.M.C. (P.H.D.), D.M.C. (I), D.M.C. (S.W.M.), D.M.C. (Engg.), Director (E.S&P) for their thorough guidance in compiling the entire information.

I thank all the H.O.D.'s, Asst. Commissioners and their staff for their valuable efforts and co-operation in compiling this huge document, without whose support this SANKALAN would not have been possible.

Finally, I would also like to thank the team at Municipal printing press for their commendable efforts in designing the layout of SANKALAN in its present form.

**Sincerely,**

**Shashi Bala,**

**Chief – Business Development**



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01

## GENERAL ADMINISTRATION DEPARTMENT

**Office Address :** Office of D.M.C. (G.A.),  
Municipal Head Office, Extended Bldg., 6th floor,  
Mahapalikka Marg, Fort, Mumbai- 400 001.

**Contact No :** 022- 22620251; Extn.No.-4612

**Email ID :** dmc.ga@mcm.gov.in





**Que 01 : When did the Municipal Corporation of Greater Mumbai came in to existence?**

**Ans :** The Municipal Corporation of Greater Mumbai administers as per the provisions of Mumbai Municipal Corporation Act, 1888, which was originally described as Bombay Act No.III of 1888, was then referred to as the City of Bombay Municipal Act, 1888. The Bill embodying the provision of this Act, received the assent of the Governor General of India and was first published by the Governor of Bombay on 14th September, 1888. The name was further changed to the 'Bombay Municipal Corporation Act' in 1950, when the limits of the Corporation were extended on the north to include a part of Salsette Taluka of Thane District and the area was called 'Greater Bombay'. The area was further extended on 01.02.1957 and the Corporation is known as 'Municipal Corporation of Greater Mumbai'.

**Que 02 : What is the territorial area and population of the Municipal Corporation of Greater Mumbai?**

**Ans :** The territorial area of the Municipal Corporation of Greater Mumbai is 437.71 Sq. Kms. in which area of City zone is 68.71 Sq. Kms., area of Western Suburban zone is 210.54 Sq. Kms. and area of Eastern Suburban zone is 158.46 Sq. kms. On the basis of Census of 2011, population of Mumbai Municipal Corporation is about 1,25 crore.

**Que 03 : How many employees are there in the Municipal Corporation of Greater Mumbai?**

**Ans :** At present there are total 1,05,000 employees in the Municipal Corporation of Greater Mumbai.

**Que 04 : How did the Municipal Commissioner/Addl. Municipal Commissioners are appointed and how many Addl. Municipal Commissioners are there in the Municipal Corporation of Greater Mumbai?**

**Ans :** The Municipal Commissioner and Additional Municipal Commissioners are appointed by the State Government. At present there are 4 posts of Additional Municipal Commissioners.

**Que 05 : How many posts of Deputy Municipal Commissioners are there in the Municipal Corporation of Greater Mumbai?**

**Ans :** There are 23 posts of the Deputy Municipal Commissioners inclusive of 1 post of Director(Engineering Services and Projects). Out of remaining 22 posts, 7 are 'territorial' and 15 are 'functional'.

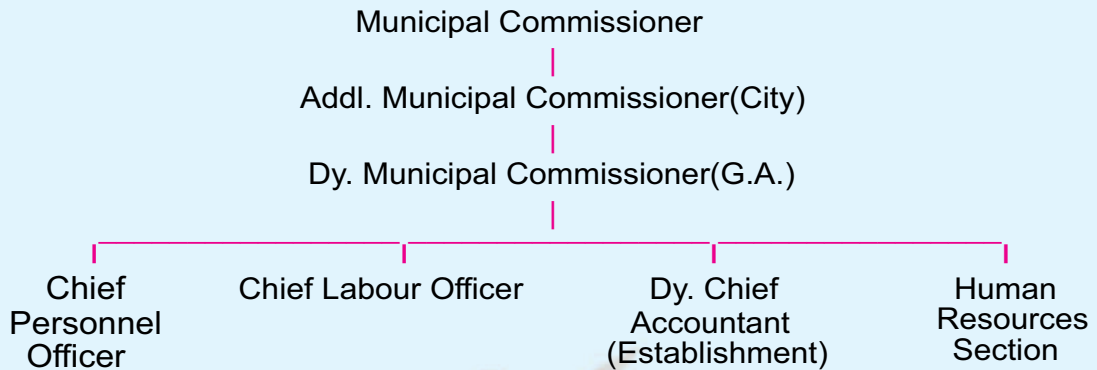
**Que 06 : How many Ward Offices and administrative zones are there in the Municipal Corporation of Greater Mumbai?**

**Ans :** The entire city of Mumbai is divided into 24 wards which are grouped in 7 administrative zones. The 7 zones are supervised by the Dy. Municipal Commissioners with 24 Assistant Municipal Commissioners working under them.



**Que 07 :** What is a structure of the General Administration Department and how many total employees are there in this department?

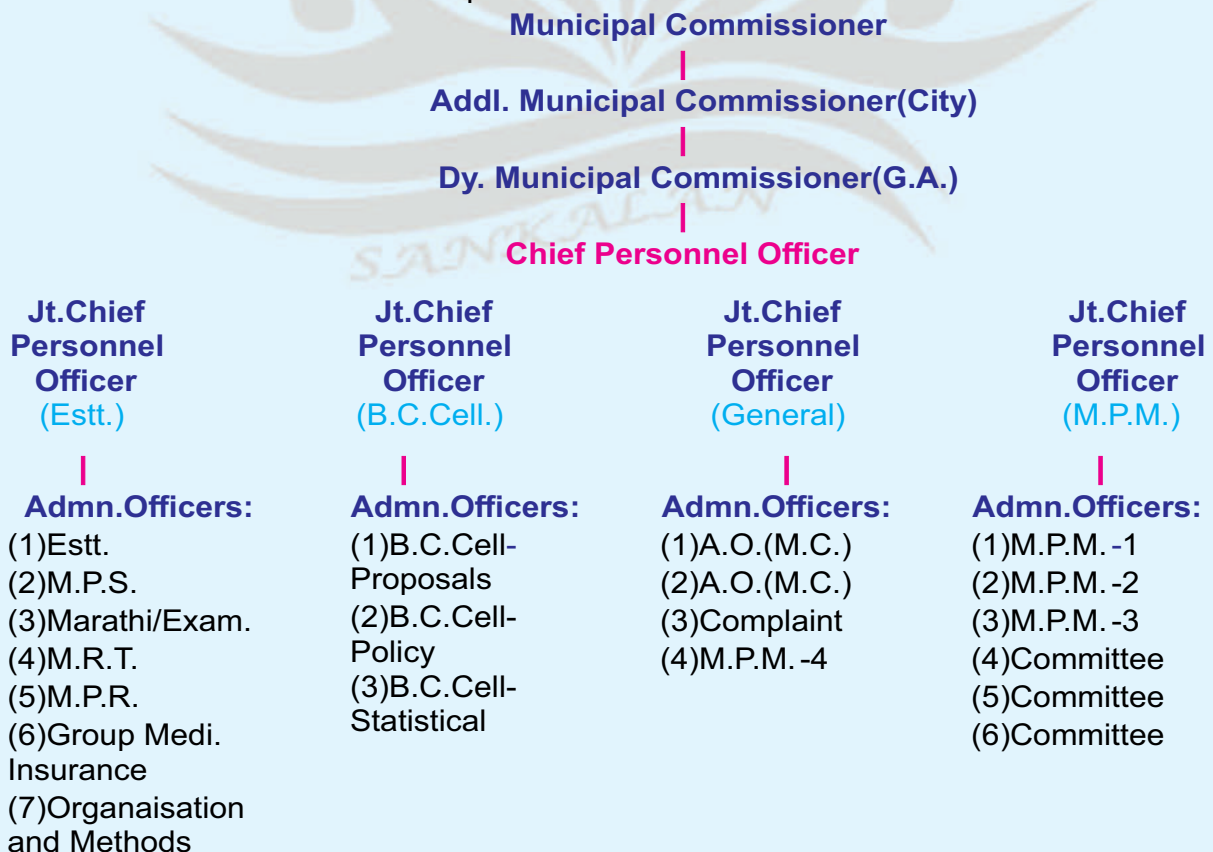
**Ans :** The General Administration Department is headed by the Deputy Municipal Commissioner (G.A.). There are total 750 employees in the General Administration Department and the structure of this department is as below:



**Que 08 :** Where is the office of the Chief Personnel Officer and what is a structure of the Department of Chief Personnel Officer?

**Ans :** Office address of the Department of Chief Personnel Officer is as below:  
Municipal Head Office, Extended Bldg., 6<sup>th</sup> floor,  
Mahapalika Marg, Fort, Mumbai- 400 001.  
Tel. - 22620251; Extn.No.- 4609 Email- chpo@mcgm.gov.in  
Website- <http://portal.mcgm.gov.in>

Structure of the Department of Chief Personnel Office is as bellow:





**Que 09 : What are the functions of the Department of Chief Personnel Officer?**

**Ans :** The following main functions are carried out by the department of Chief Personnel Officer:

- 1) To carry out recruitment, appointments, transfers of posts of Clerks, Jr. Stenographer, peons and promotions of the posts of Head Clerks, Sr. Steno, Administrative Officers and Jt. Chief Personnel Officers.
- 2) Proposals of appointment, transfer, promotion, continuation of services beyond 55 years of the posts of Asst. Commissioners, Head of Departments and Dy. Municipal Commissioners.
- 3) Sanctioning the proposals of filling the posts of 'D' Class employees by selection/promotion methods.
- 4) To standardize the qualification, recruitment rules, procedure etc., of the posts of the employees.
- 5) To represent the Selection/Promotion Committees for completing the procedure of selection and promotion.
- 6) To implement the rules of the reservation for the backward classes prescribed by the government.
- 7) To issue the circulars as regards to improve the present working method, to carry out the Daftar Inspection of the offices of various wards/departments, to follow up classification of records in various departments/wards.
- 8) To take follow up & review the implementation the 'Maharashtra Right to Services Act, 2015'.
- 9) To issue the circulars of nominating Public Information Officers & Appellate Officers of various departments as required under Right to Information Act, 2005 and to submit to government the reports of applications for information and appeal received by municipal corporation under the act.

**Que 10 : What is the procedure of recruitment of employees in the Municipal Corporation and how the policy of reservation of backwards classes and social reservations is implemented?**

**Ans :** The different posts of the employees are filled by way of direct recruitment by public advertisement, by selection through employees and by promotions. Departmental examinations are conducted for giving promotions to the employees by the separate Examination Section under the Chief Personnel Officer for this purpose. Govt. policies and instructions regarding the reservation of Backward Classes are implemented through a separate Backward Class Cell under the Chief Personnel Officer. Time to time statistical information about reservation/backlog is submitted to the State Government and to all the concerned by this cell. The posts of fourth class employees are also filled in by the Department of Chief Labour Officer by following same procedure.

**Que 11 : What record / information regarding staff is available?**

**Ans :** Service particulars of labour Staff maintained in labour establishment and officer's staff is maintained at the parent department.

**Que 12 : What are the departments in each ward?**

**Ans :** Department functions under each ward are Maintenance, Building & Factory, Water department, Strom Water Drains department, Sewerage Department, Estate Department, License Department, Colony Department, Health Department, Pest Control Department, Dispatch Department, Disaster Management Department, Assessor & Collector, Legal, Solid Waste Management, Encroachment, Shops & Establishment, Security.



**Que 13 :** What are the working hours of various departments?

**Ans :** Working hours of departments in wards are as follows:  
A.E. ( Maintenance) – 08:00 am to 04:00 pm  
A.E. (Building & Factory) - 08:00 am to 04:00 pm  
A.E. (Water Works) - 08:00 am to 04:00 pm  
Strom Water Drains - 08:00 am to 04:00 pm  
Sewerage – 07:30 am to 02:30 pm  
AO (Estate) – 07:30 am to 02:30 pm  
Estt. (Sup.) – 10:30 am to 05:30 pm

**Que 14 :** Is it compulsory to wear uniform for staff?

**Ans :** Uniform is compulsory for labourers.

### **RIGHT TO INFORMATION ACT, 2005**

**Que 01 :** What is meant by RTI Act?

**Ans :** The act passed to enable the citizens to seek information in order to bring Transparency and Accountability in the activities of each Public Authority.

**Que 02 :** From when did this act came in to force?

**Ans :** Right to Information Act, 2005 came in to force with effect from 12.10.2005.

**Que 03 :** Is MCGM a Public Authority?

**Ans :** Yes.

**Que 04 :** Which information includeds in Section 4?

**Ans :** In order to reduce the need of use of this act by the citizens for getting information, provision is made under Section 4 of the Act that, every Public Authority shall publish the information of it's all records, it's organisational chart, it's duties & responsibilitis, powers & duties of it's employees and officers, standard operation procedure, budgetary provisions, expenditure, details of all schemes, beneficiaries, grants, names & designations of RTI Officers etc. and shall update it every year.

**Que 05 :** How to call for information?

**Ans :** Application in the prescribed format with fees of Rs.10/- is required to be made to the Public Information Officer appointed by the Public Authority for concerned department. However, application can also be made on plain paper. Persons below poverty line (BPL) need not require to pay the fees. It is necessary for him to submit the proof of being BPL.

**Que 06 :** How to pay application fee?

**Ans :** Application fee can be paid in cash or by Demand Draft or Banker's Cheque or by Court Fee Stamp.

**Que 07 :** Whether information of one department can be called from Information Officer of another department?

**Ans :** Public Information Officers are appointed for each department. Hence it is expected to apply for the information to the Public Information Officer of the concerned department.





**Que 08 :** Information about how many subjects can be called for in one application and is there any word limit for subject matter of the information?

**Ans :** Vide one application, information for only one subject can be asked and subject matter of the information shall not be more than 150 words. Separate applications can be made for information on more subjects.

**Que 09 :** What is the time limit for giving information by Public Information Officer?

**Ans :** Public Information Officer on confirmation of receipt of requisite fee, needs to provide information as early as possible but within 30 days from date of receipt of application.

**Que 10 :** Within how much time decision is given on first appeal?

**Ans :** It is mandatory to give decision on the first appeal within 30 days or within extended period of 45 days from date of its submission with recording reasons.

**Que 11 :** What is meant by 'First Appellate Officer'? Whether fee is applicable for First Appeal Application?

**Ans :** 'First Appellate Officer' means an officer of higher rank than the rank of Public Information Officer appointed by the Public Authority under section 19 of the act. Fee of Rs.20/- is applicable for the First Appeal Application.

**Que 12 :** Whether the First Appellate Officer can impose fine?

**Ans :** No. First Appellate Officer has no right to impose fine. All the rights to impose fine or take disciplinary action against faulty PIO are vested in the State Information Commission.

**Que 13 :** What is the time limit for taking hearing on the First Appeal?

**Ans :** It is mandatory to take hearing and give decision on First Appeal within 30 days from receipt of it or within the extended period of not more than 45 days from the date of submission.

**Que 14 :** Who are the Public Information Officers/First Appellate Officers for the MCGM?

**Ans :** MCGM has appointed the Public Information Officers and the First Appellate Officers for each department/ward. The said list is available on MCGM portal [www.portal.mcg.gov.in](http://www.portal.mcg.gov.in) on the link Home Page> Citizen> Citizen Forum(RTI)> Appellate Authority List> List of RTI PIOs & FAOs.

**Que 15 :** What is 'Second Appeal'? To whom it is to be submitted? Does it require court fee stamp and of how much amount?

**Ans :** If the decision of the first appeal is not satisfactory then second appeal can be submitted to the State Information Commissioner within 90 days. It requires court fee stamp of Rs.20/- to be affixed.

**Que 16 :** Where the office of the State Information Commissioner, Mumbai is situated?

**Ans :** The Office of the State Chief Information Commissioner, Mumbai is situated at the State Chief Information Commission, 13<sup>th</sup> floor, New Administrative Building, Madam Cama Road Hutatma Rajguru Chowk, Opp. Mantralaya, Mumbai – 400 032.



02

## CHIEF ACCOUNTANT'S DEPARTMENT

**Office Address** : Office of CA (Finance),  
Municipal Head Office, Extended Bldg., 4th Floor,  
Mahapalika Marg, Fort, Mumbai- 400 001.

**Contact No** : 022- 22620251; Extn.No.- 4411

**Email ID** : [ca.finance@mcgm.gov.in](mailto:ca.finance@mcgm.gov.in)



### **Department Overview note:**

The main functions of the Chief Accountant's Department can be broadly classified as under :

#### **A) Financial Functions**

- Financial functions include – Budgetary, Loans, Investments, Management of special funds, Control over Expenditure, Internal Audit and functions of Citizen facilitation centres.

#### **B) Treasury Functions**

- Treasury Functions include - Revenue Receipt and Payment, Maintenance of Accounts, Provident Fund and Pension Payment, Payroll management, Establishment Audit, Leave Audit, Housing Loan.

This department is only involved with Citizen Facilitation Centres, where interface with general public is involved.

### **Questions pertaining to Citizen Facilitation Centres:**

**Que 01 : What is a Citizen Facilitation Centre?**

**Ans :** Citizen Facilitation Centre is a single window facility that provides various services to the citizen (e.g. certificates of different departments/ Licenses etc.) at a single point.

**Que 02 : How many Citizen Facilitation Centers are in MCGM? Where are they located?**

**Ans :** MCGM is having total 25 Citizen Facilitation Centers. One CFC at each ward office and one CFC at Municipal Head Office. Ward Office & Head Office addresses are available on MCGM Portal. (<http://portal.mcg.gov.in> > Citizen > CFC)

**Que 03 : What is the timing of CFCs ? How are CFC operations carried out?**

**Ans :** MCGM CFCs open from 8.00 a.m. to 8.00 p.m. for 355 days in a year except 10 specified holidays in a year. (i.e. Republic Day, Holi-2<sup>nd</sup> Day, Dr. Babasaheb Ambedkar Jayanti, Maharashtra Day, Ramzan Id, Independence Day, Ganesh Chaturthi, Anant Chaturdashi, Dipawali Laxmi Poojan & Christmas) MCGM CFC operations are carried out by service provider M/s. VFS Global Services Pvt. Ltd.

**Que 04 : How many services are provided at CFCs?**

**Ans :** The CFC provides 131 type of services. The list of services is published on MCGM Portal. (<http://portal.mcg.gov.in> > Citizen > CFC)

**Que 05 : Which are the mode of depositing Fees/Charges/Taxes available at CFCs?**

**Ans :** Fees/ Charges/ Taxes are accepted in Cash/ Cheque/ DD only. In addition Property Tax & Water Charges are also accepted by Debit Card/ Credit Card through POS machines installed at CFC's.

**Que 06 : Where to lodge a complaint about CFC?**

**Ans :** CFCs are under the control of respective Ward Assistant Commissioner. Citizens can lodge the complaint to Assistant Commissioner office of respective ward. Address and e-mail IDs of Assistant Commissioners of all wards are available on MCGM Portal. (<http://portal.mcg.gov.in> > Citizen > CFC)



03

**CHIEF ACCOUNTANT  
(CENTRAL PURCHASE DEPARTMENT)**

**Vendor Registration**

**Office Address** : Office of Chief Accountant (Central Purchase Department), 566, N M Joshi Marg, Byculla (W), Mumbai 400 011.

**Contact No** : 022 23083161/ 228

**Email ID** : [ao.cpa@mcgm.gov.in](mailto:ao.cpa@mcgm.gov.in)





**Que 01 : What is Vendor Registration?**

**Ans :** As per Central/ State Government directives, 'Project of Reforms' in Budgetary and accounting system & Project of Implementation of SAP, and ERP as a part of E-Governance initiative are implemented.  
Since implementation of SAP all payments are being made through SAP system only. In order to facilitate payment through system vendor master is created.

**Que 02 : What is the procedure of MCGM Vendor Registration?**

**Ans :** Please refer online vendor registration User manual and FAQ's for Procedure for Vendor Registration attached on MCGM's portal [www.mcg.gov.in](http://www.mcg.gov.in) under Online Services > Online Vendor Registration. All the necessary instructions and related circulars are available on the home page of Online Vendor registration.

**Que 03 : What Documents required for Vendor registration?**

**Ans :** To register as vendor an applicant has to upload proof of company to be registered and bank details, i.e. Bank account number, IFSC code, Ect. Organization type wise list of documents are available on the link 'Documents required for Online vendor registration' attached on the home page of Online Vendor registration. MCGM's portal [www.mcg.gov.in](http://www.mcg.gov.in) under Online Services > Online Vendor Registration.

**Que 04 : Who can apply for Vendor Registration and SRM Link?**

**Ans :** Any Firm or individual who are entitled to receive payment through MCGM and are interested to participate for online tendering process can apply for Vendor registration and SRM Link is required in case the Firm/ Company/ Individual ect. is interested in participating in MCGM tendering process.

**Que 05 : What is the Validity of Online Vendor application transaction No for all types of vendor?**

**Ans :** 30 Days from the date of creation of vendor transition ID.

**Que 06 : What are the Charges for fresh Vendor registration?**

**Ans :** One time vendor registration charges on MCGM web portal is Rs. 100/-.

**Que 07 : What is the validity of Vendor registration number? Is it required to renew my MCGM vendor number?**

**Ans :** MCGM vendor code registration is one time activity and there is no validity for MCGM vendor code, also no renewal process at present is required once vendor code is generated.

**Que 08 : What are the Reasons for Rejection of Vendor registration Application form?**

**Ans :** Vendor application can be rejected when required documents are not attached or updated correctly along with application form .Below specified points are detected at the time of rejecting the vendor application. The reasons for rejection are communicated over email mentioned in the registration details:

- If Name of the Company mention in application does not match with uploaded papers.
- If Company Registration certificate not attached.
- If Type of company not assigned correctly.



- If Address mention in application does not match with uploaded papers.
- If Address proof of company not attached.
- If Bank details mention in application does not match with uploaded papers.
- If Cancel Cheque not attached.
- If PAN card number mention in application does not match with uploaded papers.
- If PAN card copy not attached.
- If GST number mention in application does not match with uploaded papers.
- If GST certificate not attached.
- If PAN card number and GST number does not match.
- If PAN card and DIN number of Directors not attached.
- If PAN card and Address proof of partners not attached.
- If PAN card and Address proof of proprietor not attached.
- If PAN card and Address proof of trustee not attached.
- If Vendor registration charges not deposited.
- If Others (i.e not included in above).

Hence, vendors are requested to fill up the form correctly and upload the correct documents, so as to creation of vendor without rejection of application.

**Que 09 :** What is the time frame to get Vendor registration number? Is SRM ID required for etendering purpose?

**Ans :** To get Vendor registration number system is designed as per First come first basis, hence it is advisable to submit Vendor transaction application well in advance as per your tender closing date.  
Yes, SRM ID required for etendering purpose.

**Que 10 :** What is the Procedure for Changes in Vendor details?

**Ans :** Any Changes in vendors details can be done online under the link provided on Online vendor registration home page (MCGM's portal [www.mcgm.gov.in](http://www.mcgm.gov.in) under Online Services > Online Vendor Registration>Change in Vendor master details in existing vendor details) MCGM circular no. CA/F/FAR/34 Dated 12/08/2011 and CA/CPD/12 Dated. 24/07/2018 are also attached on Home page. Please refer user manual for change in vendor details, vendor can apply online for change in vendor details by clicking on Changes in Vendor master details in existing Vendor details.  
However for any change in Name of company and PAN card Legal NOC is must and as per above mentioned circular and circular no. CA/CPD/12 Dated. 24/07/2018 department should provide Legal NOC in .pdf format to vendor.

**Que 11 :** What is procedure for obtaining Legal NOC?

**Ans :** As per MCGM circular no. CA/F/FAR/34 Dated 12/08/2011 On Written request from Vendor, MCGM concern head of the department shall issue no objection certificate after obtaining remarks from the LAW officer about execution of contract or otherwise and same should be get in .pdf format from concern department as per circular number CA/CPD/12 Dated. 24/07/2018 and then same can be uploaded online by vendor himself at the time of change in vendor detail.



04

## **DEVELOPMENT PLANNING DEPARTMENT**

**Office Address** : Office of Chief Engineer (DP),  
Municipal Head Office, Extended Bldg., 5th floor,  
Mahapalika Marg, Fort, Mumbai- 400 001.

**Contact No** : 022- 22620251; Extn.No.- 4500

**Email ID** : che.dp@mcgm.gov.in



**Que 01 : What are D. P. Remarks?**

**Ans :** D.P. Remarks are the true extract of Sanctioned Revised Development Plan 1991 providing details of land use zoning and planning proposals including restrictions viz. CRZ, Heritage, Railway buffer etc.

**Que 02 : Who can obtain D. P. Remarks & how?**

**Ans :** Any applicant can obtain D.P. Remarks online on MCGM website

i. DP Remarks 1991:- <http://srdp1991.mcgm.gov.in/dpGis/>

&

ii. DP Remarks 2034 :-

[https://login.mcgm.gov.in:8443/auth/realms/mcgm/protocol/openid-connect/auth?response\\_type=code&client\\_id=mcgmdpr&redirect\\_uri=https%3A%2F%2Fddpr.mcgm.gov.in%2Fmcgmdpr%2F&state=380%2F45847bc5-891c-4ae0-b359-87fea1b9303a&login=true](https://login.mcgm.gov.in:8443/auth/realms/mcgm/protocol/openid-connect/auth?response_type=code&client_id=mcgmdpr&redirect_uri=https%3A%2F%2Fddpr.mcgm.gov.in%2Fmcgmdpr%2F&state=380%2F45847bc5-891c-4ae0-b359-87fea1b9303a&login=true) by payment of fees.

**Que 03 : What is Transferable Development Right (TDR)?**

**Ans. :** TDR is a certificate issued in lieu of handing over of reserved lands as per provisions of DCR, which can be utilized elsewhere, whereby financial burden of acquisition on ULB is reduced.

**Que 04 : What is Accommodation Reservation?**

**Ans :** Plot of land reserved for public purpose, where land owner has an option of handing over the part of land and/or developed amenity to MCGM, for the intended public purpose and develop the balance land with permissible Development Right (DR) for the entire plot.

**Que 05 : How can I get development permission under accommodation reservation?**

**Ans :** As per the newly laid procedures under EODB the practice of granting Development Permissions for reservations under Accommodation Reservation Policy, I to R, I to C permissions etc. by DP Department has been discontinued and now these permissions are granted by Zonal Building Proposal offices on submission of online application alongwith approval for building construction. <http://autodcr.mcgm.gov.in/BPAMCLIENT2/Login.aspx>







05

## **BUILDING PROPOSAL DEPARTMENT**

**Office Address :** Office of Dy Chief Engineer (BP),  
Municipal Head Office, Extended Bldg., 5th floor,  
Mahapalika Marg, Fort, Mumbai- 400 001.

**Contact No :** 022- 22620251; Extn.No.- 4500

**Email ID :** bpspicell2014@gmail.com



## GENERAL FAQ'S

**Que 01 : What are the key activities of the Building Proposal Department?**

**Ans :** The key activities of the department are:-

- a) To give permissions to new building construction/redevelopment as per provision of Development Control Regulation.
- b) To give permissions to addition/alteration proposed in the existing authorized building.
- c) To give approvals for Change of User as per provision of DCR.
- e) To give approvals for additional FSI eligible under various clauses of DCR 33.
- f) To give approval for the utilization of TDR as per provision of DCR.
- g) To give development permission for the reserved/designated lands as per provision of DCR.
- h) To give permission for change of Land-Use Zone.
- l) To grant permissions for structural repairs of the building.

**Que 02 : If the MCGM is the designated Planning Authority of the land, where should the applicant apply for the development permission?**

**Ans :** The entire process of granting development permission is now online. The plan is scrutinized through the Auto DCR software. Online application for development permission is to be made through appointed registered Architect/Licensed Surveyor's console on MCGM portal.

Click here <http://autodcr.mcgm.gov.in/BPAMSCCLIENT2/Login.ASPX>

**Que 03 : From where do we get the contact details of registered Structural Engineers, Architects and Licensed Surveyors to get the building permission?**

**Ans :** The list of Registered RCC Structural Engineers, Licensed Surveyors, Site Supervisors and Architects registered with the MCGM is available online.

**Que 04 : What are documents required to be submitted along with application?**

**Ans :** The required documents vary from case to case basis depending on the type of permissions sought (as listed in answer to Q. No1.). The detailed list of documents to be submitted with application is available in the online application form. Some of the mandatory documents are as follows:-

- Notice u/s 302/337/342 of MMC Act. & Notice u/s 44/69 MRTP act 1966.
- Ownership title document.
- Property Registered card (Area in words) issued by competent authority not earlier than 1 year from date of online submission.
- In case a plot is to be developed by deriving a "right of way", the registered agreement from the concerned owner.
- In case of Govt./M.C.G.M. land, NOC from Collector or concerned authority of the Govt or Estate Dept of M.C.G.M.
- NOC from MHADA in case of redevelopment of building under 33(6), 33(7), 33(9), 33(5) & for structural repairs of Cessed building.



**Que 05 : What are charges/fees to be paid along with application?**

**Ans :** Along with application, scrutiny fees is to be paid online at the following link (<http://autodcr.mcgm.gov.in/AutoDCR.Payments/pay2.aspx>) and all other fees /premiums / Development Charges etc. shall be paid as per the demand note generated at various stages of construction (I.e. IOD , Plinth CC , Further CC , OC/BCC). All fees can also be calculated through an online calculator reachable at the following link :  
(<http://autodcr.mcgm.gov.in/AutoDCR.SWC.WebUI/Calculator/Main.aspx>)

**Que 06 : What is the procedure to obtain building permission from MCGM?**

**Ans :** For obtaining building permission applicant needs to apply online alongwith all requisite documents and PreDCR drawings of proposed work through appointed Architect/Licensed Surveyor on MCGM portal :  
[www.autodcr.mcgm.gov.in](http://www.autodcr.mcgm.gov.in)

- The list of RCC Structural Engineers/Architects/Licensed Surveyors registered with MCGM is available online. Please click on :  
<http://autodcr.mcgm.gov.in/BpamsClient/ArleSearch/ArleSrc.aspx>
- For the list of documents to be submitted with application please refer to EODB (Ease of Doing Business) manual issued on 29/12/2015 available on MCGM website.
- After uploading the drawings and essential documents, on payment of scrutiny fees online the file/application will be accepted online by MCGM.
- The concerned officer at the zonal building proposal office will scrutinize the proposal and essential documents as per procedure. Uploaded PreDCR drawings will run through AutoDCR software for the verification of consumed FSI in the proposal and to check if the various parameters of the proposed building are in consonance with the provisions of DCR and policies in force.
- The building proposal office will submit the file to the competent authority online for approval of required concessions. On receipt of approval to the concessions, the IOD will be given at Zonal EE(BP) within 7 working days.

**Que 07 : What is IOD (Intimation of Disapproval) and what is the period of its validity?**

**Ans :** Intimation of Disapproval i.e. IOD is granted as per the provisions of Section 346 of MMC Act 1888. The IOD includes various conditions to be complied before requesting for further approvals. It is valid for one year and it can be revalidated up to 3 consecutive years provided there is no change in DCR provisions/policy and no material change/planning change as envisaged in section 48 of MR&TP Act 1966. If there is any change in DCR provisions/ policy OR material change / planning change, a fresh permission is required.

**Que 08 : What is the procedure from commencement to completion after availing IOD?**

**Ans :** After online submission of compliance of the conditions of IOD, the Commencement Certificate (CC) will be issued online to start the work upto the plinth level. After completion of plinth a site inspection will be conducted to verify the plinth construction is in accordance with the approved plans:



Thereafter the Further Commencement Certificate (FCC) will be granted on submission of compliance of Further CC conditions and payment as per demand note for Further CC Stage.

After completion of building the applicant shall submit the Building completion certificate (BCC) and request online for a Joint Site Inspection through 'Common Completion Request Form' along with compliance of OC/BCC conditions as per Standard Operating Procedures. Thereafter the Occupancy Certificate/BCC is granted.

**Que 09 :** **Prior to making any application for Building Permission which other Departments' remarks/NOC is required?**

**Ans :** A. There is no need to apply separately for NOCs for the required internal departments of MCGM as the same can be availed automatically through the Common Application Form (CAF) of the Single Window Clearance System.  
B. Some external government bodies are also linked to the CAF for availing online remarks/NOCs automatically.

C. Mandatory NOCs required such as MHADA NOC for proposal under DCR 33(6) in case of Cessed buildings, 33(5) / 33(7) and 33(9) or for repairs of Cessed Building or NOC from Collector if land belongs to State Govt. Same are needed to be obtained before before applying through CAF.

Please refer EODB (Ease Of Doing Business) manual issued dated 29/12/2015 available here:

[http://autodcr.mcg.gov.in/irj/go/km/docs/documents/EODB/Construction%20Permit/Related%20Circulars/Manual%20of%20EODB-Building%20permission 29.12.2015.pdf](http://autodcr.mcg.gov.in/irj/go/km/docs/documents/EODB/Construction%20Permit/Related%20Circulars/Manual%20of%20EODB-Building%20permission%2029.12.2015.pdf).

**Que 10 :** **Which external departments are linked through the CAF for availing their NOCs/Remarks?**

**Ans :** Airports Authority of India, National Monuments Authority, Collector office, City Survey Office.

**Que 11 :** **Whether separate applications is required to be made for getting the NOC from Sewerage Projects, Storm Water Drains, Hydraulic Engineer, Traffic & Co-ordination, Solid Waste Management and Chief Fire Officer?**

**Ans :** There is no need to apply separately to get these NOCs. The submitted data will be communicated to the concerned department by the system as per the input data filled in Common Application Form by Architect/LS and response will be received in console.

**Que 12 :** **How to obtain Development Plan (DP) Remarks?**

**Ans :** The DP remarks can be obtained online by payment of stipulated charges online on MCGM website.

**Que 13 :** **What is a tenantable repair? Is it required to submit a proposal for tenantable repairs?**

**Ans :** Tenantable repair refers to a repair which will render a premise fit for habitation. There is NO necessity to apply for enlisted tenantable repairs mentioned in the Clause 342-B of MMC Act-1888.





Tenantable repairs in the said section shall mean only:

- (i) Plastering, painting, pointing;
- (ii) Changing floor tiles;
- (iii) Repairing W.C., bath or washing places;
- (iv) Repairing or replacing drainage pipes, taps, manholes and other fittings;
- (v) Repairing or replacing sanitary water plumbing, or electrical fitting; and
- (vi) Replacement of roof with the same material but, shall not include:-
  - (a) change in horizontal and vertical existing dimensions of the structure,
  - (b) replacement or removal of any structural members of load bearing walls,
  - (c) lowering of plinth, foundations or floors,
  - (d) addition or extension of mezzanine floor or loft, and
  - (e) flattening of roof or repairing roof with different material.

However for guniting/structural repairs a regular proposal shall be submitted.

**Que 14 : How and where can I Apply to get a license for a) Structural Engineer b) Licensed Surveyor c) Site Supervisor (Grade-I/ II & III)?**

**Ans :** As per qualifications criteria mentioned in the circular, an applicant needs to apply to the Dy.Ch.E.(BP)City's office. The applications are scrutinized and eligible candidates are invited for interviews. Depending upon the result of the interview and payment of prescribed fees, the license is issued to the qualified and eligible candidate. (This licensing process will soon be available online).

**Que 15 : What is the procedure for regularization? What are the regularization charges that can be imposed for the work without approval?**

**Ans :** The building constructed to be regularised shall be approvable in nature. On receipt of the online application through CAF, along with requisite documents viz. notice under section 44/69 of MR&TP act and 337/342 of MMC Act request for regularization with valid reasons for executing the work without approval/beyond approval/CC, the regularization proposal will be processed and penalty as prescribed in the circular under number CHE/2052/DP/Gen dated 04/02/2011 or prevailing circular at the time of regularization will be imposed depending upon the category & type of the regularization.

**Que 16 : How many days are required to get the IOD/CC/OC/BCC?**

**Ans :** On Submission of online application through CAF by Architect/LS, the IOD is issued within 29.5 working days. On Submission of compliance of Plinth CC Conditions online by Architect/LS, the Plinth CC is issued in 3 working days. On submission of OC/BCC application by Architect/LS, Part/Full- OCC/BCC is granted within 7 working days. Subject to submission of all the required documents and execution of work as per approval.

**Que 17 : Can the applicant apply for OC and BCC simultaneously?**

**Ans :** Yes, in order to ease out the processes, MCGM has already started issuance of OC and BCC simultaneously.

**Que 18 : Can the payments for IOD/CC be made in installments?**

**Ans :** As per policy Circular issued vide No.CHE/DP/19248/GEN dated 11.10.2017 such facility of payment in installments is allowed for various premiums stipulated in the said circular.





**Que 19 : What are the common mistakes which lead to rejection of an application?**

**Ans :** The common reasons observed for rejection of applications are as follows:-

- 1 All mandatory documents mentioned in Common Application Form are not uploaded and saved.
- 2 The plans submitted are not in conformity with the provisions of DC Regulations 1991 and not in consonance with SRDP-1991.
- 3 The mandatory NOCs such as MHADA NOC wherever applicable, Landowners NOC such as Estate NOC, Collector's NOC etc. are not uploaded along with online application
- 4 The access to the plot is not as per provision of DCR OR In case of a landlocked plot (i.e. not abutting to any access road) registered 'Right of Way' agreement from the concerned owner is not uploaded with application
- 5 The valid ownership documents are not uploaded in order in favor of applicant.
- 6 The drawing submitted shows deviation in Auto-Scrutiny report
- 7 The document showing the authenticity of structure proposed to be retained/where an extension to the structure either vertical or horizontal is proposed are not uploaded etc.
- 8 The documents uploaded are not properly scanned and are not visible.

**Que 20 : Is site inspection required for the issuance of IOD?**

**Ans :** The site inspection by the Building Proposal Staff is not required for issue of IOD.

**Que 21 : If the Architect/LS finds any difficulty in online filling the building plans applications then where can they contact to resolve the problem?**

**Ans :** The Architect/LS can contact through the following channels:

- email: mcgmhelpdesk@gmail.com (email could also be sent directly to the concerned officer through the console)
- Telephone: Che DP – 022-22620075 , Eastern Suburb (Vikhroli) – 022-25782182 , Western Suburb I (Bandra) - 022- 26421272 Western Suburb II (Kandivali) - 022- 28543407 Island City (Wadala)–022-24143861, Special Cell (Powai)–022-28476081
- SMS (to the concerned officer through the console)
- By being a member in the EODB WhatsApp group one could raise queries
- In the helpdesk though the AutoDCR console of the applicant by generating a token.

**Que 22 : Can the applicant start the construction work without obtaining the concessions approval after submission of online proposal?**

**Ans :** As per EODB circular, the applicant may request for Zero FSI IOD/CC and can start the work of plinth without waiting for concession approval from competent authority.

**Que 23 : Is the applicant required to approach individual MCGM department for site inspection to get the Occupancy Certificate / Building Completion Certificate?**

**Ans :** No. On receipt of online request for completion, common site visit of all concerned department will be arranged through system generated date and communication of the same will be made by email /SMS. The completion certificate is granted within 7 working days of application.



**Que 24 :** Can the Architect grant approval to the building proposal?

**Ans :** Yes, the architect can grant approval to Low Risk and Moderate Risk Buildings as per the notification.

## ONLINE APPLICATION FAQ'S

**Que 01 :** How do I apply for a Building permission as a new architect?

**Ans :** **Step 1:** For accessing the online system you need to register yourself with required detail like your education, license no and other general information to MCGM.

**Step 2:** After registration architect will get login credential from MCGM.

**Step 3:** After successful registration with MCGM you will able to create proposal & submit along with requisite documents & proposed Drawings.

**Que 02 :** How do I get NOC required for Online submission for Building Permission?

**Ans :** **Step 1:** Go to 'Apply NOC' tab in proposal details listed in draft proposal on dashboard

**Step 2:** Check NOCs which you want to apply for

**Step 3:** If you already have NOC simply attach by clicking attach button.

**Que 03 :** Where to view my NOC /remarks?

**Ans :** You may track the status of NOC .

**Step 1:** Go to 'View NOC' tab in proposal details view in dashboard

**Step 2:** Here you can trace your proposal, status of proposal if approved you can view Certificate also.

**Que 04 :** How should I view the status of proposal submitted?

**Ans :** **Step 1:** Go to 'Annexure Details', In 'Common Application Form' fill up the details.

The system is automatically assigning the proposal to Sub Engineer of respective zone under randomization.

**Que 05 :** How to attach multiple documents in concerned head?

**Ans :** **Step 1:** Open Document Checklist, select the concerned head and click on attach symbol as shown in front of concerned head.

**Step 2:** Attachment window will appear.

**Step 3:** Select files for attachment

**Step 4:** Click on 'Select' to browse file.

**Step 5:** Attach file & freeze the document.

**Step 6:** Submit file.

**Que 06 :** How to view IOD?

**Ans :** **Step 1:** Click on 'Approved' link from IOD proposals and select the file to view the certificate.

**Step 2:** Go to 'Application Summary', click on Proposal Stages.

**Step 3:** Here you can able to view certificate in against IOD proposal in certificate column.



**Que 07 : How to view CC (Commencement Certificate)?**

- Ans** : **Step 1:** Go to First CC, click on 'Approved' and select the file to view the certificate.  
**Step 2:** Go to 'Application Summary' click on Proposal Stages.  
**Step 3:** Here you can able to view certificate against first CC proposal in certificate column.

**Que 08 : How to view FCC (Further /Full Commencement Certificate)?**

- Ans** : **Step 1:** Go to FCC, click on 'Approved' and select the file to view the certificate.  
**Step 2:** Go to 'Application Summary' click on Proposal Stages.  
**Step 3:** Here you will be able to view certificate against FCC proposal in certificate column.

**Que 09 : How to view OCC/BCC?**

- Ans** : **Step 1:** Go to OCC/BCC, click on 'Approved' and select the file to view the certificate.  
**Step 2:** Go to 'Application Summary' click on Proposal Stages.  
**Step 3:** Here you will be able to view certificate against FCC proposal in certificate column.

**Que 10 : How to view Auto scrutiny report in my (Applicant) console?**

- Ans** : **Step 1:** Open the approved application.  
**Step 2:** Go to 'Application Summary', click on 'Drawing Scrutiny Report'

**Que 11 : How to download approved drawing?**

- Ans** : **Step 1:** Choose the application for which you want to see the approved drawing.  
**Step 2:** Go to 'Drawing (Concession)', to view the approved drawing.

**Que 12 : How do you make online challan payment?**

- Ans** : Open online portal and go to 'Online Payment' tab.





06



## HYDRAULIC ENGINEER'S DEPARTMENT

**Office Address** : 1<sup>st</sup> floor Worli Engineering Hub Building,  
Worli Naka, Dr. E. Moses Road,  
Worli , Mumbai - 400 018.

**Contact No** : 022 2495 5268

**Email ID** : [he@mcgm.gov.in](mailto:he@mcgm.gov.in)/[hmcgm1@gmail.com](mailto:hmcgm1@gmail.com)





## A. GENERAL INFORMATION

**Que 01 :** Who is the head of Water Works Department?

**Ans :** 'Hydraulic Engineer' is the head of Water Works Department. He looks after entire management of water supply i.e. abstraction from sources, conveyance to Water Treatment Plants, treatment, storages at reservoirs and further distribution to citizens in Mumbai.

**Que 02 :** Who is the head of Water Works department in my Ward?

**Ans :** Municipal corporation is divided in 24 wards. Assistant Engineer Water Works is the head of Water Works department at each Ward Level. He / She provides services such as water distribution, operation and maintenance of water supply system, billing & redressal of complaints related to water supply etc. in his / her ward.

**Que 03 :** What are the different facilities for Bill payment?

**Ans :** Payments for water bills can be made by following modes-

- Payment through Mobile App "MCGM 24x7" – My Water Bills – Registered CCN – Pay Now.
- Payment through NEFT (Consumer can pay from any of their bank account through NEFT, NEFT Account No. is mentioned on Water Bill).
- Payment through MCGM Website:

[www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) <https://aquaptax.mcgm.gov.in/aqua/citizenportal/index.jsp> through registered CCN.

- A) Payment Gateway Facility.
- B) Net Banking Facility.
- C) Through Vendor/Agent Facility.

**Que 04 :** What are the email addresses & Telephone Nos. of Water Works Department at wards level?

**Ans :** Email Ids and Telephone Nos. Of Assistant Engineer Water Works are as follows:

Sr. No.	Ward	MCGM Email ID	Ward Landline Number	Water Works Department's Extension No.
<b>Island City</b>				
1	A	aeww.a@mcgm.gov.in	22661353	7016,7056
2	B	aeww.b@mcgm.gov.in	23736622	137,138
3	C	aeww.c@mcgm.gov.in	22014022	232
4	D	aeww.d@mcgm.gov.in	23861426	321
5	E	aeww.e@mcgm.gov.in	23081471	208,205
6	F/North	aeww.fn@mcgm.gov.in	24024353	143
7	F/South	ae01ww.fs@mcgm.gov.in	24134560	106,105





8	G/North	aeww.gn@mcgm.gov.in	24397800	890
9	G/South	aeww.gs@mcgm.gov.in	24309890	303,302
<b>Western Suburbs</b>				
10	H / East	aeest.he@mcgm.gov.in	26182217	913
11	H / West	aeww.hw@mcgm.gov.in	26422311	407
12	K / East	aeww.ke@mcgm.gov.in	26837104	778
13	K / West	aeww.kw@mcgm.gov.in	26237932	370
14	P / South	aeww.ps@mcgm.gov.in	28737000	105
15	P / North	aeww02.pn@mcgm.gov.in aeww01.pn@mcgm.gov.in	28824625, 28823266	243
16	R / South	aeww.rs@mcgm.gov.in	28054697	117
17	R / Central	aeww.rc@mcgm.gov.in	28946000	225
18	R / North	eeeww01.rn@mcgm.gov.in	28920254	259,260
<b>Eastern Suburbs</b>				
19	L	aeww.l@mcgm.gov.in	26505103	403,405
20	M / East	aeesme.he@mcgm.gov.in	25502274	405
21	M / West	aewwmw.he@mcgm.gov.in	25225000	110
22	N	aeww.n@mcgm.gov.in	25010161	405
23	S	aeess.he@mcgm.gov.in	25947571	283
24	T	aeww.t@mcgm.gov.in	25645289	354



## B. GENERAL ADMINISTRATIVE INFORMATION

**Que 01 : What are my rights as a Connection Holder/Customer?**

**Ans :** To receive potable water in adequate quantities i.e. as prescribed in Central Public Health and Environmental Engineering Organisation (CPHEEO) 2003.

- 225 Litres / Hutment / Day for slum Area.
- 675 Litres / Flat / Day for Residential Building.
- 450 Litres / Room / Day for Chawl and Gaothan Area.

**Que 02 : Does MCGM staff have the right to enter my property without my permission?**

**Ans :** Yes, MCGM staff can enter the premises of connection holder for various purposes related to water supply, however, for entering into a house issuance of prior notice is necessary.

**Que 03 : Where can one apply for change of ownership of water connection; temporary or permanent disconnection of water connection and address correction in water bill?**

**Ans :** For all the water bill and connection related services, application can be submitted to A.E. Water Works at ward office along with copy of Property tax bill.

**Que 04 : How can I get information about my complaint about the water supply from the Water Works Dept. / staff?**

**Ans :** On visit to your local ward office or calling at local ward office you can get the information about your complaint regarding the water supply. For contacting concerned officer please refer the list of email addresses at Serial Number 'A-5'.

**Que 05 : How can I get contact details of Licensed Plumber?**

**Ans :** Licensed plumber details are available on MCGM portal. Path for it is - Search MCGM portal (<http://portal.mcgm.gov.in>)-Wards and Department- Hydraulic Engineer Docs-Plumbing License renewal list (2017-18) Or you can click on following link :

[http://portal1.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydraulic%20Engineer/Docs/Plumbing%20Licence%20Renewal%20List%20\(2017-18\).pdf](http://portal1.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydraulic%20Engineer/Docs/Plumbing%20Licence%20Renewal%20List%20(2017-18).pdf)

**Que 06 : Where to apply for new water connection/ additional / enlargement water connection?**

**Ans :** Application for new / additional / enlargement water connection is to be submitted online on website "portal.mcgm.gov.in". List of supporting documents to be attached are available on the portal.

**Que 07 : How many days are required after application with complete set of required documents?**

**Ans :** 15 days time is required.

**Que 08 : Where can I get duplicate bill copy?**

**Ans :** Copy of duplicate water bill can be obtained on MCGM website – portal.mcgm.gov.in, from the ward office and through mobile app. "MCGM24x7".



**Que 09 :** How can I restore my cut off water connection?

**Ans :** Pay all outstanding dues and contact A.E. Water Works at ward office.

### **C. ON WATER SUPPLY**

**Que 01 :** Where does the water that MCGM distributes come from?

**Ans :** There are 7 Drinking Water Sources for MCGM i.e. Bhatsa, Upper Vaitrana, Middle Vaitrana, Modak Sagar, Tansa, Vihar and Tulsi. Out of these sources only Tulsi and Vihar are located within the city and contribute just about 2.5 % of the total water supply to Mumbai. Rest of sources are located at about more than 100 km away from the city & contribute 97.5% of total supply.

**Que 02 :** Where can I find the water supply schedule for my area?

**Ans :** By visiting Assistance Engineer Water Works' office located in the ward office of your locality or calling his office, you can find the schedule of water supply in your area. For contact, please refer details at serial number 'A-5'.

**Que 03 :** Water supply timings in our locality are inconvenient, is it possible to change it?

**Ans :** Usually the water supply timings are fixed with due consideration to Reservoir levels, topography of the locality and water demand of the locality. It is not always possible to change the supply time without disturbing other zones. However, possibility can always be explored by visiting or calling Assistant Engineer Water Works of your ward.

**Que 04 :** Where can I complaint about water theft?

**Ans :** Complaint about water theft can be lodged on MCGM website – [portal.mcgm.gov.in](http://portal.mcgm.gov.in), from the ward office and through mobile app. "MCGM24x7".

**Que 05 :** How can I get No dues pending of water charges?

**Ans :** Application is to be submitted to A.E. Water Works at ward office along with copy of water bill. No dues pending certificate is issued after clearance of outstanding water charges.

**Que 06 :** Where to complain about faulty water meter?

**Ans :** Upto 25 mm (15,20 & 25mm) water meter, consumer can replace directly and intimate the ward office along water charges bill and test certificate available with new meter within seven days of installation. Above 25 mm, contact A.O. (meter) for payment of testing, removing and fixing charges.

**Que 07 :** Where can I get information about change of timing of water supply?

**Ans :** Information regarding change of timing of water supply can be obtained from A.E. Water Works.

**Que 08 :** Where can apply for replacement of service pipe of water connection?

**Ans :** Within Municipal limits, application is to be submitted to A.E. Water Works of the ward. For areas in private limits, pipes can be replaced through licensed plumber after intimation to A.E. Water Works of the ward.



**Que 09 : How can I get borwell permission?**

**Ans :** Application for borwell permission is to be submitted to Pest Control Office (PCO). Water works department issues NOC to PCO department.

**Que 10 : Whom to complain regarding change of pipe fitting of down take lines?**

**Ans :** Same size of pipe can be replaced through licensed plumber after intimation to A.E. Water works.

**Que 11 : Where can I lodge complaints regarding addition/ alteration of size of connection/ service pipe in private limits?**

**Ans :** Contact A.E. Water Works along with water charges bill.

#### **D. ON WATER TANKER**

**Que 01 : In case of short supply or no supply of water in my area, does MCGM has the facility to deliver water on demand?**

**Ans :** Yes, if you are a connection holder you can avail municipal Water through Municipal / Private Tanker with a written request along with Water Charges Bill / Water Tax Receipt to Assistant Engineer Water Works for your locality / ward.

**Que 02 : How can I order water to be delivered ?**

**Ans :** For avoiding the misuses of potable water, only genuine requests are accepted by AEWW and following procedure is followed –

In case of Non-Slum Consumers (All types of Residential and Non-Residential Users) – written request has to be made with the copy of water charges Bill / Water Tax Receipt submitted to respective AEWW( Assistance Engineer Water Works) office.

In case of Slum consumers (All types of Residential and Non-Residential Users) - In slum, mostly water supply is provided to localities with large population; in such particular area no single applicant comes forward. Therefore, a written request from elected representative is accepted or the request from a connection holder with copy of water charges bill can be accepted.

**Que 03 : How long does it take to deliver the water after I order it from MCGM ?**

**Ans :** Time required to avail tanker water supply depends on the availability of Municipal Tanker. However, if the applicant arranges a private tanker same can be availed earlier.

**Que 04 : Can water be delivered by a private company not operated by MCGM ?**

**Ans :** In Mumbai City and Suburbs water supply is managed by MCGM only.

**Que 05 : What is the cost for water tanker from MCGM ?**

**Ans :** For financial year 2018-19, tanker hiring charges for municipal tanker are ₹ 970/- and tanker filling charges are ₹130/- per tanker trip respectively plus Water charges for water tanker capacity 12000/10000 litres which depends on types of users and varies from ₹ 195/- to ₹ 2731/-(for 10000 litres tanker), & ₹ 208/- to 3251/- (for 12000 litres) .





## E. ON WATER QUALITY

**Que 01 :** Is the municipal water safe to drink and other household works?

**Ans :** Yes, MCGM always supplies pure water which is treated as per IS 10500: 2012 before distribution. It is safe for drinking and other household works.

**Que 02 :** Are there national standards on the quality of drinking water in India?

**Ans :** Yes, in India; municipal authorities are required to treat and supply drinking water conforming to IS 10500: 2012 i.e. Indian Standard for Drinking Water Specification. MCGM is very careful in maintaining quality of drinking water supplied to its citizens.

### **Quality Monitoring at Water Treatment Plants :**

- Labs are open 24 x 7 x 365 days (*Bhandup Complex & Panjarapur*)
- Every day 600 samples are collected from different treatment units and analyzed for various parameters. (**Hourly Monitoring** – Turbidity, PH, Cl<sub>2</sub>, Temp., Colour, **Once a day** – Alkalinity, Hardness, Ca, Total Fe, Mg, Dissolved Solids, Dissolved Oxygen, Conductivity, Coliform, E-coli)
- Calibration of instruments / equipment's is carried out every year.

### **Field Quality Monitoring :** (Bacteriological Tests) (Coliform & E-Coli)

- Every Day department collects 50 to 55 field samples randomly and gets tested at G / N lab.

### **Peer Review by Executive Officer Health Department :**

- Randomly collect 60 to 70 samples everyday from the field and test at G / N lab.
- Bacteriological analysis is done at MCGM's State of the Art lab at G North Ward.
- Analysis as per BIS and WHO guidelines.

**Que 03 :** What chemicals / minerals are added / found in the water?

**Ans :** During Water Treatment Poly Aluminium Chloride is used for coagulation and Chlorine is used for disinfection. No minerals are added in water externally.

## F. ON CUSTOMER WATER METERS

**Que 01 :** What is a water meter?

**Ans :** The device which is fixed on water connection to measure the volume (quantity) of water supplied to the connection holder through that connection.

**Que 02 :** Who owns the meter?

**Ans :** Water Meters supplied by MCGM are owned by MCGM and the water meters provided by connection holders are private meters. In the water bills issued to connection holders if 'A' or 'M' is written in the column 'Ownership of Water Meter' then you can consider it as Municipal Meter. However, if 'P' is written in this column then you can consider it as a private meter.

**Que 03 :** Are there different types of water meters?

**Ans :** Yes, the list of approved brands of water Meter is displayed on MCGM portal. Go to Search MCGM portal (<http://portal.mcg.gov.in><http://portal.mcg.gov.in>) wards and department- Hydraulic Engineer Docs-list for approved brands for class B domestic water meter (15mm to 50 mm) and bulk meter (50mm to 500 mm) or you can click on link :





[http://portal.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydraulic%20Engineer/Docs/List%20of%20approved%20brands%20for%20class%20B%20Domestic%20water%20meters%20\(15mm%20to%2050mm\)%20and%20bulk%20water%20meters\(50mm%20to%20500mm\)\(.pdf](http://portal.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydraulic%20Engineer/Docs/List%20of%20approved%20brands%20for%20class%20B%20Domestic%20water%20meters%20(15mm%20to%2050mm)%20and%20bulk%20water%20meters(50mm%20to%20500mm)(.pdf)

**Que 04 : Who can replace faulty water meter?**

**Ans :** If the private water Meter is of 25 mm size is not functioning, then Consumer can replace Water Meter on his own with same size of authorised water meter through skilled labour according to Sr. No. 3 in 'Annexure C' in Water Charges Rule. It is mandatory to Consumer to produce details of old and new Water Meter & Manufacturers Test Certificate of New Water Meter within 7 days of installation to AEW of ward through written application.

If 40 mm and above size Water Meter is to be replaced on connection, connection holder shall purchase MCGM approved Water Meter from open market and contact concern Assistant Engineer Water Works for the payment of meter Testing fess, Old Meter removal fees and installation of New Meter fees. This information is made available in the Appendix C at Sr. No. 1 (a) of Water Charges rules.

For refereeing to Water Charges Rules you can click following link :

[http://portal.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydraulic%20Engineer/Docs/Water%20Charges%20Rules%20effective%20from%2001.04.2015\\_English.pdf](http://portal.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydraulic%20Engineer/Docs/Water%20Charges%20Rules%20effective%20from%2001.04.2015_English.pdf)

**Que 05 : Is it mandatory to install the type of meter recommended by MCGM or can I install any other meter available?**

**Ans :** No. Water Meters approved by MCGM can only be used.

**Que 06 : Which meter is recommended by MCGM ?**

**Ans :** List of MCGM approved Water Meters is provided on MCGM portal. Go to Search MCGM portal (<http://portal.mcgm.gov.in> )-wards and department-Hydraulic Engineer Docs-list for approved brands for class B domestic water meter (15mm to 50 mm) and bulk meter (50mm to 500 mm) or you can click on link :

[http://portal.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydraulic%20Engineer/Docs/List%20of%20approved%20brands%20for%20class%20B%20Domestic%20water%20meters%20\(15mm%20to%2050mm\)%20and%20bulk%20water%20meters\(50mm%20to%20500mm\)\(.pdf](http://portal.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydraulic%20Engineer/Docs/List%20of%20approved%20brands%20for%20class%20B%20Domestic%20water%20meters%20(15mm%20to%2050mm)%20and%20bulk%20water%20meters(50mm%20to%20500mm)(.pdf)

**Que 07 : Which meter vendor is recommended by MCGM?**

**Ans :** MCGM doesn't recommend any vendor. MCGM approved water meters can be purchased from any of the vendors.

**Que 08 : Can I decide the size of the water meter?**

**Ans :** No. Meter Size is decided / recommended by Assistant Engineer Water Works which depends upon the communication pipe serving to your premises.

**Que 09 : When I am supposed to change Water Meter fixed on my water connection?**

**Ans :** Meter functional status of your Water Meter is mentioned in your Water Bill. Immediately change Water meter if you find the meter status mentioned as



EXM, RVS, MMR, TPR in your water bill. For above mentioned status AEWV of ward also gives notice to consumer regarding replacement of water meter. If consumer refuses to change water meter in spite of receiving notice, then 25% additional charges are levied in water bill according to Water Charges rule no. 3.1 (D) in case of Non Slum & Water Charges Rule No. 3.1(F) in case of Slum.

**Que 10 :** I am not charged for consumption which I used. What should I do for it?

**Ans :** Please check the water meter status, if the water meter status is NAT, NAP then please make your water meter available to Meter Inspector for reading according to reading date mentioned in your Water Bills.

**Que 11 :** I prefer being billed without a water meter can I remove my meter and receive a fixed price bill?

**Ans :** No. To remove water meter without intimation to MCGM is objectionable and penal offence. If you maintain the water meter on your water connection in working condition you will receive water bills according to your usage only.

**Que 12 :** Who is responsible for maintaining the meter and making sure that it works properly?

**Ans :** Irrespective of ownership of water Meter, connection holder / consumer is responsible for safety, maintenance and keeping the same in good condition.

**Que 13 :** Who is responsible for the meter repair and replacement?

**Ans :** For MCGM owned water meters, MCGM is responsible for its repair and replacement whereas for privately owned water meters connection holder / consumer is responsible for its repair and replacement.

**Que 14 :** Is it necessary to pay for the replacement of Water Meter?

**Ans :** Yes, You must have to pay for repair and replacement of water meter, if it is owned by you.

**Que 15 :** What do I need to do if I want to have a meter tested?

**Ans :** You will have to contact Assistant Engineer Water Works of your locality for further guidance.

**Que 16 :** What is the cost for meter testing?

**Ans :** It varies from size to size of water meter, for this; please refer 'Annexure C' of Water Charges Rule which are displayed on MCGM Website. Go to Search MCGM portal (<http://portal.mcgm.gov.in>) - wards and department- Hydraulic Engineer Docs- Water Charges Rules effective from 01.04.15.

The link for water charges rule is :

[http://portal.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydraulic%20Engineer/Docs/Water%20Charges%20Rules%20effective%20from%2001.04.2015\\_English.pdf](http://portal.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydraulic%20Engineer/Docs/Water%20Charges%20Rules%20effective%20from%2001.04.2015_English.pdf)

**Que 17 :** How can I check if my meter reading is correct?

**Ans :** By maintaining daily records of your water consumption you can compare the consumption recorded in your water bill. On receipt of your water bill, you can crosscheck both i.e. the meter reading date and reading considered for billing.



**Que 18 : When Water Meter is read?**

**Ans :** If your billing cycle is monthly / quarterly then your meter reading is being taken around a date which comes after a month or three months later than the date mentioned in your bill. For additional information about this you may please contact Assistant Engineer Water Works of your locality. Whose addresses and contact details are mentioned at Serial Number 'A-5' above.

**Que 19 : Who is responsible for the damaged water meters ?**

**Ans :** Connection holders / consumers are responsible for the damaged water meters. In case of privately owned Water Meters all the expenses towards repairs, maintenance / replacement of the meters shall be borne by the connection holders / consumers.

In case of municipal meters located in the premises of connection holder / consumer is found to be damaged, in addition to the charges of repairs; charges at the rates mentioned in the clause '(1) a' are also recovered from the connection holders / consumers.

When the municipal water meter is found to be damaged / tampered etc. purposely by the consumer, then the charges towards removing, repairing, sealing and re-fixing of the water meter are recovered from the connection holders / consumers. On such occasions these charges are at double the scheduled rates mentioned in Water Charges Rules.

Water Charges Rules can be referred by clicking following link :

[http://portal.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydrallic%20Engineer/Docs/Water%20Charges%20Rules%20effective%20from%2001.04.2015\\_English.pdf](http://portal.mcgm.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Hydrallic%20Engineer/Docs/Water%20Charges%20Rules%20effective%20from%2001.04.2015_English.pdf)

## **G. ON WATER BILL DISPUTES / GRAVENESS**

**Que 01 : What is meant by water charges bill dispute?**

**Ans :** When the consumer / connection holder raises an issue about the correctness of water consumption Bill amount indicated in the Water Bill, then it is termed as Dispute.

**Que 02 : What are the reasons for water charges bill dispute?**

**Ans :** Following are the reasons for dispute :

- i) Abnormal consumption shown in water bill.
- ii) Wrong rate is levied for the calculation of water charges.
- iii) Water bill is issued with incorrect water meter reading.
- iv) Wrong bill issued through the computerised system.

**Que 03 : When the water bill dispute can be registered?**

**Ans :** The water bill dispute is required to be registered in ward AEWV's office on or before the due date of water bill.

**Que 04 : How the water bill dispute is registered?**

**Ans :** Connection holder is required to contact ward Assistant Engineer Water Works (AEVV) in person and raise a water bill dispute with a written request.

**Que 05 : What documents are required for registration of water bill dispute?**

**Ans :** For registration of water bill dispute a copy of latest water bill and written application are required.



**Que 06 : Who is the officer in charge for registration of dispute?**

**Ans :** Ward AEWW or Meter Supervisor (M.S.) at ward level is responsible for registration of dispute. Address of the respective AEWW can be referred at A4 above.

**Que 07: While raising the water bill dispute is it necessary to clear the dues of non disputed water bills?**

**Ans :** Yes, before raising the water bill dispute it is necessary to clear the dues of non disputed water bills till the date of disputed bill is received.

**Que 08 : On submission of the dispute application along with document; what action is taken by the concerned officer?**

**Ans :** On receipt of the dispute application along with required documents, meter supervisor makes registration of dispute in the computerised Aqua Super Water Billing System through AQ6 and give a challan to applicant for the payment of certain amount through cash, demand draft, pay order before due date.

**Que 09 : Why it is necessary to register the water bill in the computerised system?**

**Ans :** On registering water bill dispute in the computerised Aqua Super Water Billing System, when the applicant deposits 50 % payment of the disputed water bill, 2 % additional penalty charges are not levied on the remaining disputed water bill.

**Que 10 : How the water bill dispute is settled?**

**Ans :** The water bill dispute is settled on its merit considering the reason/s for dispute, daily requirement of connection holder, discharging capacity of the connection, test report of existing water meter on the connection. Dispute is settled on its merit by competent authority such as Assistant Engineer Water Works or Executive Engineer Water Works or Dy. Hydraulic Engineer. If the consumer is not satisfied with the decision taken by these authorities and valid reasons for dissatisfaction are put forth by the consumer, dispute is reopened and settled at Dy Hydraulic Engineer (Planning & Control)'s level.







07

## EDUCATION DEPARTMENT

**Office Address** : Office of the Education Officer,  
Lakhamshi Nappu Road, Hindu Colony,  
Dadar (E), Mumbai – 400014.

**Contact No** : 022-24142342/44, 24146338, 24145922

**E-mail ID** : eomcgm@gmail.com







### (D) Unaided Primary School

SN	Medium	No. of schools	No. of Students	No. of Teachers
1	Private Primary Unaided Schools	713	325853	7442

**Que 05 :** In which year did MCGM start semi English classes and how many such classes are presently there in MCGM schools?

**Ans :** Semi English classes were started in 287 MCGM schools in the year 2013-14. From the year 2018-19, English is also started as first language in 732 MCGM schools along with first language Marathi.

**Que 06 :** Which standards of private primary schools come under the governance of MCGM Education department?

**Ans :** Std. 1st to std.4th of private primary schools are under the governance of MCGM Education department. However, admissions to these schools are done by the Headmaster and school management only as per the rules and regulations prescribed by the private / aided primary schools.

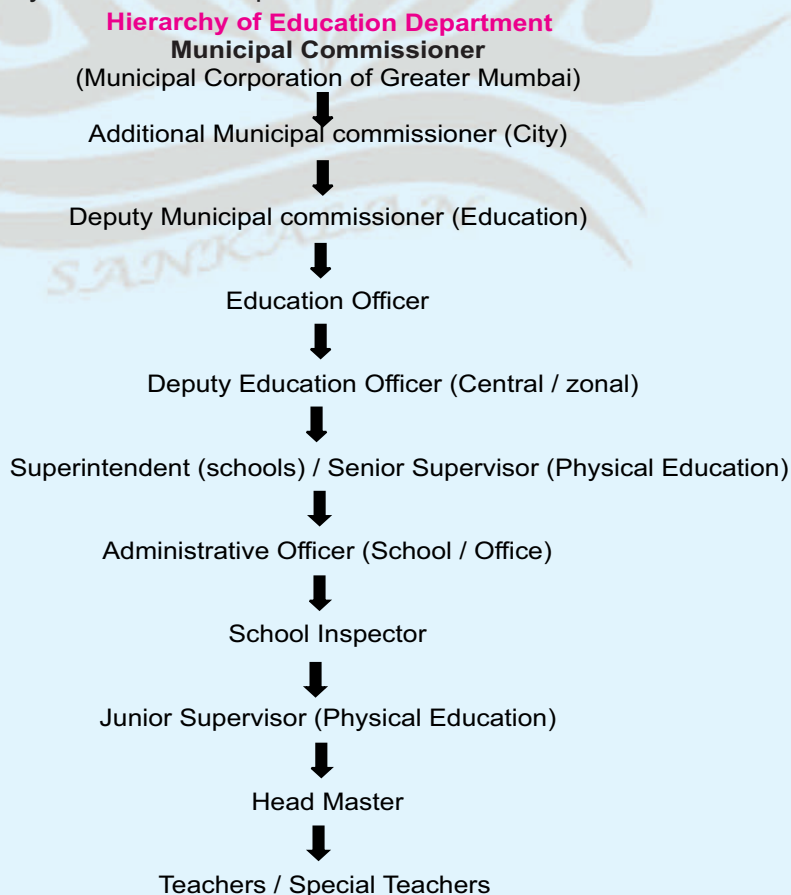
**Que 07 :** What is the total number of MCGM school buildings?

**Ans :** The total number of MCGM school buildings are as below:

1. MCGM owned school buildings	:	417
2. MCGM schools in rented premises	:	227
3. Rent free premises	:	24
4. Assistant commissioner (Estate)	:	33
Total	:	701

**Que 08 :** What is the hierarchy of Education department?

**Ans :** The hierarchy of Education department is as follows: -





**Que 09 : What are the procedures for admission to primary schools?**

**Ans :** Every child is given admission in primary schools. Admissions are given in place of vacant seats on first come first basis.  
If number of applications received are less, then all students are admitted without conducting any screening test.  
If number of applications received for admission is more than the available seats then in the presence of applicant parents, admissions shall be made by draw of lots.

**Que 10 : What are the necessary documents required for new admission to Std. I in MCGM and Private Primary schools?**

**Ans :** Any of the below documents, can be submitted for a new admission in primary schools:

1. Register or record maintained by the hospital or Auxiliary Nurse and Midwife (ANM) in respect of the birth place of the child.
2. Anganwadi Record.
3. In case the record is not available, a declaration by either father or mother of the child stating the date of birth in case of a child belonging to disadvantage group or weaker section, declaration of the age of the child by the parent of guardian, certified by the Sarpanch of the village or the Headmaster of the local school, or in case of urban or semi-urban area, by an officer notified by the government in that behalf.

**Que 11 : Is it necessary for the students to get Aadhaar card made? What documents are needed for the same?**

**Ans :** To avail the benefits of various Government Scholarships and other Welfare schemes, Aadhaar card number is a must. Children above 3 years of age can get Aadhaar card made. Bonafide certificate issued by school Headmaster with child's photograph, residential proof (ration card) etc. should be attached along with the application form for Aadhaar card.

**Que 12 : What fee is charged for admission into MCGM primary and secondary schools?**

**Ans :** No fee is charged for admission in MCGM schools. All facilities are provided free of cost.

**Que 13 : How is the fixation of fees done in a private primary school?**

**Ans :**

1. In Aided primary school's fees are charged as per the government resolution which are Std. 1st, std. 2nd Rs.= 15/- and std. 3rd and std.4th =Rs. 20/-
2. In unaided primary schools and private permanent unaided schools it is expected that fixation of fees is to be done on the basis of aspects approved and on an acceptable rate by PTA members and further approved by competent officer of MCGM Education Department.

**Que 14 : What should be the age of the child to be admitted into std. I?**

**Ans :** From the academic year '2019-20' as per the GR no.9814/प्र.क्र.160/एस.डी 1, dated 25th January '2017 the age of the child to be admitted into std. 1st, should necessarily be 6 years.

**Que 15 : What age group children are considered for admission for streamlining the education of "out of school" children?**

**Ans :** Children falling between the age group 6-14 years while for Children with Special Need (CWSN) up to the age of 18 years, are considered for admission to school, in order to streamline their education.



**Que 16 : Will the child be admitted to std. I irrespective of his age?**

**Ans :** The admissible age to primary schools is 6 to 14 years. The child falling between 6 to 7 years of age will be admitted to std. 1<sup>st</sup>. However, if a child is above 7 years of age and within 14 years of age, is an out of school child, then such child shall be admitted in a class appropriate to his/her age.

**Que 17 : What kind of special guidance is given to the students who are weak in studies / admitted under age appropriate admission?**

**Ans :** Such students are given special guidance by the teachers in the school itself, either one hour before school hours or one hour after school hours.

**Que 18 : Admission to which class / standard is given to a child if he seeks admission into another medium of school?**

**Ans :** Admission is given in the present standard in which the child is studying, irrespective of his medium of school.

**Que 19 : On the request of the parents can the student be retained in the same standard?**

**Ans :** As per R.T.E. rules, no child from can be retained in the same standard from I<sup>st</sup> to VIII<sup>th</sup>.

**Que 20 : Does MCGM provide AID to new private primary schools?**

**Ans :** MCGM provided aid to private primary schools registered up till year 2004 as per the rules and regulations prescribed by MCGM Education Department.

**Que 21 : What articles / materials are supplied to MCGM Primary and secondary school students?**

**Ans :** MCGM Primary and secondary school students are provided with free of cost various materials through different sections. Through CPD section the following things are supplied: -  
Uniforms, Shoes-socks, Notebooks, Educational / Writing materials, Stationary (Plastic scale and painting tray, plastic box, geometry compass box, oil pastel colors, poster colour 15 ml, pencil 2B, 4B, pencil box, eraser set, color brushes no.4,6,8,10 and blue inked ball pen), School kit (School bag, Tiffin, Water Bottle), Identity Card, Rain Coat, Umbrella, Tab for Std. VIII to std. X students, School Diary are given free of cost.

**Que 22 : In what way is the school Mid-Day Meal given to MCGM Primary and secondary school and to private aided primary & secondary school students?**

**Ans :** Under the school Mid-Day Meal scheme of central government std.1<sup>st</sup> to std.5<sup>th</sup> per student every day is given 100 gram rice while std. 6<sup>th</sup> to Std. 7<sup>th</sup> per student each day is given 150 gram rice – cooked dal Khichadi, Masalebhat, Pulav, Rice and pulses curry, Bhaji, Rice-dal, Sambar rice, Sweet rice etc. is served to students in their lunch break. In addition to this regular Mid-Day Meal supplementary food in the form of soya biscuits, Chikki, Rajgira Ladoo, Shengdana Jaggery, Kurmura etc. either of this is given to students on every Wednesday.

**Que 23 : What steps are taken to maintain cleanliness and security in MCGM schools? Also what additional facilities will be provided?**

**Ans :** MCGM staff is available for maintaining cleanliness and security of MCGM Schools. Also, contractors are appointed for providing sweepers and attendants through tendering process. As per requirement of schools, fire extinguishers are installed in all schools. For the security of students in MCGM school, installation of CCTV cameras is in process.

**Que 24 : What facilities are provided to ensure good health of MCGM school students?**

**Ans :** To ensure good health of MCGM school students, Mid-Day Meals are provided. Routine medical check-ups of MCGM school students are conducted, counselling of parents and students are done as per need and necessary medical intervention is done. Vaccination are done to prevent diseases. Sanitary napkins are provided to adolescence girl students.





**Que 25 : What Projects are implemented under the "Samagra Shiksha Abhiyan"?**

**Ans :** Under "Samagra Shiksha Abhiyan" following projects are implemented-Free textbooks, Special training classes, Vehicle facility, Supplying teaching-learning materials to upper primary schools, school building repairing and maintenance fund, conjoined school fund, teachers fund, teachers training, various services and facilities to specially challenged students under inclusive education project, education of out of schools children, supplementary projects at URC / CRC level for qualitative growth, training of SMC, new projects for girls education, setting up of mini science center, under novel projects, implementation of directions given from time to time by MPSP,Pune.

**Que 26 : What are the facilities provided to CWSN (children with special needs) students within MCGM jurisdiction?**

**Ans :** Under the "Samagra Shiksha Abhiyan", MCGM Education department implements inclusive education for CWSN students. The said department conducts survey every year for such students and medical examination for these students are organized. Accordingly, as per the needs of the students, they are provided free of cost materials such as Tricycle, Calipers, Wheel chairs, Spectacles, Shoes, Crutch, Commode chairs, Hearing Aids. Similarly, under the "Samagra Shiksha Abhiyan' following Surgeries are done free of cost:- Hearing disability, Visual disability, Physical disability, Multiple disability, Cerebalpalsey. In addition to this, Ramps are constructed at the entrance gate of each school building to help them to enter into the school building without any hindrance.

**Que 27 : What programmes are implemented under "Pragat Shaikshanik Maharashtra"?**

**Ans :** Programmes implemented under "Pragat Shaikshanik Maharashtra" are:

1. Balwadi of 4 mediums attached with secondary schools
2. Semi English classes started.
3. English as first language started from 2017-18.
4. Tutorial cell has been provided.
5. Out of school children are streamlined into education process
6. SMC members are empowered by giving them training
7. School sports uniform is given to students.
8. Parents are involved into education through parent's teacher's meetings.

**Que 28 : What are the annual projects of Art section?**

**Ans :** Two days' workshop for teachers regarding government grade Elementary / Intermediate examination.

- A. Workshop for students regarding lord Ganesh idol clay work.
- B. Centralized drawing competitions for children.
- C. Open Rangoli competitions for students, teachers and MCGM employees.
- D. Photography workshop for students and open Photography competition.
- E. Artist camp for Art teachers.
- F. Shriman Balasaheb Thackeray drawing competition for children organized on behalf of Hon. Mayor.
- G. Other drawing competitions.

**Que 29 : What are the annual projects of Music section?**

**Ans :** Organizing workshops like chorus singing, folk dance, dramatics for music teachers,

- a) Organizing lectures for music teachers,
- b) Music competitions for students and teachers,
- c) Celebration of World Music Day by organizing a musical week with the help of students and music teachers,
- d) Organizing Bhakti-sangeet programme on occasion of Aashadi Ekadashi,
- e) Organizing monthly meetings of Music and Art teachers.



**Que 30 : Which are the schools in which Music academy is started at zonal levels?**

**Ans :** Music academy is started at zonal levels in the following 7 schools:  
1) S.S. Phule, Byculla, 2) Baradevi , Parel,  
3) Santacruz Tanklane, Santacruz, 4) Rani sati marg, Malad,  
5) Bajaj road, Kandivali, 6) Chembur Naka, Chembur,  
7) Ratanbai Walbai, Mulund (W).

New set of musical instruments are provided to these academies thus facilitating learning of students.

**Que 31 : Scout Guide curriculum is taught in how many MCGM schools?**

**Ans :** Currently scout and guide curriculum is taught in 518 MCGM schools. Out of which - 439 schools are under Primary section and 79 schools in secondary section.

**Que 32 : How many students in MCGM schools are getting scout and guide education?**

**Ans :** Currently scout and guide education is being provided to 16455 students in Primary section and 3503 students in Secondary section.

**Que 33 : How many MCGM school teachers are the part of Scout-Guide movement?**

**Ans :** Total 1008 MCGM school teachers are the part of Scout-Guide movement.

**Que 34 : Scout-Guide curriculum is for which age group of students?**

**Ans :** Age wise Scout-Guide curriculum for students is as below:

- Bunny group – 3 yrs to 5 yrs. Age
- Cub – Bulbul- 5 yrs to 10 yrs. Age
- Scout – Guide - 10yrs to 17 yrs. Age
- Rover – Ranger – 17 yrs to 25 yrs. Age

**Que 35 : Where is the Scout – Guide camp conducted?**

**Ans :** An independent Scout-Guide camp site of MCGM Education department located at District Training Centre, Filterpada, Powai that spreads over 7 acres of land.

**Que 36 : What is the benefit of Scouts program to students?**

**Ans :** Once the students achieve State and National awards they are given first preference in job opportunities in government and semi – government offices, also special recruitments are conducted for these students frequently by Indian Railways.

**Que 37 : What are the motivational schemes for the primary school students?**

**Ans :** Duration and rate of the motivational schemes for the primary school students are as follows:

Sr. No	Name of the Scheme	Beneficiaries	Duration	Rate
1	Girls Attendance Allowance (Fixed Deposit Scheme)	For all std. VIII girl students	8 years	Per student Rs.5000/-
2	Pre-Matric Scholarship for Minority students.(through State government)	Minority students	For the Academic Year	Rs.1000/-
3	Scholarship Examination (through MCGM)	Std. V and Std. VIII	For the Academic Year	Rs.1000/-



4	Scholarship scheme for Divyang students	Std. I to std. X all Divyang students "B" grade and above in 1 <sup>st</sup> and 2 <sup>nd</sup> semester examination	For the Academic Year	std.I to IV every month Rs.100x10 months =Rs.1000/- std.V to VII Rs.150x10 months =Rs.1500 std.vIII to X Rs.20x10 months = Rs.2000/-
5	Divyang students and Parents get each day attendance allowance	All Divyang students from Std. I to std. X studying in special schools for specially Challenged students or CWSN students studying in normal schools under inclusive education	For the Academic Year	Per student Rs.10/- & per parent Rs.10/-

**Que 38 : Is it necessary for schools to comply with RTE norms?**

**Ans :** It is compulsory for the schools to comply with the RTE norms.

**Que 39 : What are the minimum infrastructure facilities that should be available in primary schools as mentioned in RTE Act 2009 norms?**

**Ans :** Following infrastructure facilities should be available as per RTE Act 2009 norms:-

- |                                      |                            |
|--------------------------------------|----------------------------|
| 1. School Building                   | 6. Drinking Water facility |
| 2. Head master's office / Store room | 7. Playground              |
| 3. Classroom for each teacher        | 8. Ramp                    |
| 4. Separate washroom for girls       | 9. Kitchen shed            |
| 5. Separate washroom for boys        | 10. Compound Wall          |

**Que 40 : What are the provision made in RTE Act 2009 norms to streamline the education of out of school children? What documents are necessary for the same?**

**Ans :** To streamline the education of out of school children birth certificate of the child or a declaration on a simple paper made by parents stating the child's date of birth is required to be submitted along with school admission application form.

**Que 41 : What does 25% reservation under RTE mean?**

**Ans :** As per S.12(1)(c) of RTE Act '2009, the private permanent unaided schools, private unaided schools and self-funded schools shall admit children belonging to weaker section and disadvantaged group, to the extent of at least 25% of the strength of entry class. This means 25% reservation.

**Que 42 : As per RTE Act 2009 norms, under the 25% reservation, admissions to which standard is given? What is the intake capacity of the said standard?**

**Ans :** Under RTE Act 2009 norms, free of cost admissions are given from std.1<sup>st</sup> to Std. 8<sup>th</sup>. Entry level admission to in primary schools for Nursery, Jr. Kg, Sr. Kg or Std. 1<sup>st</sup> is given to the extent of 25% seats of the total intake capacity of these classes.

**Que 43 : What documents are to be submitted while applying for 25 % reservation admission?**

**Ans :** Following documents are to be attached along with the 25 % reservation admission application: -



1. Identity Card with photograph showing Residential proof of children belonging to weaker section, S.C., S.T., VJ, NT, OBC and SBC
2. Caste certificate issued by competent authority
3. Income certificate issued to the parents by a Revenue officer not below the rank of a Tehsildar showing annual income less than Rs.1,00,000/- (Rs.One Lakh).

**Que 44 : Which Class category of children are given admission under 25% reservation?**

**Ans :** Child belonging to disadvantaged group / weaker section and caste category of Schedule Caste (S.C.), Schedule Tribe (S.T.), Vimukt Jati (VJ), Nomadic Tribe (NT), other Backward Class (OBC) and Special Backward Class (SBC) such children are given admission to free education.

**Que 45 : Where can one get the 25% reservation admission application form?**

**Ans :** Admission forms from the concern school where one wishes to get admission or download from the following links :-  
[student.maharashtra.gov.in](http://student.maharashtra.gov.in) and [www.mpsp.in](http://www.mpsp.in)

**Que 46 : What facilities are given to students selected under 25% reservation admission?**

**Ans :** The reimbursement of the fees of the selected students under 25% reservation admission is done by Government. The concerned schools have been instructed to make provision for uniforms, textbooks and other scholastic materials.

**Que 47 : Where will the copy RTE Act 2009 be available for the reference?**

**Ans :** The copy RTE Act 2009 is available on the website :-  
[https://student.maharashtra.gov.in/admportal/app/webroot/uploads/RTE\\_Act\\_27082009.pdf](https://student.maharashtra.gov.in/admportal/app/webroot/uploads/RTE_Act_27082009.pdf)

**Que 48 : What is the procedure to get the school leaving certificate?**

**Ans :** Students can apply for their school leaving certificate to the school Headmaster on a simple paper mentioning - Student's name, Standard, Year of leaving the school and other details.

**Que 49 : What amount has to be paid for a receipt of school leaving certificate from MCGM primary and secondary schools?**

**Ans :** For the first copy of school leaving certificate no amount has to be paid. For the duplicate copy as per the norms Rs.25/- has to be paid.

**Que 50 : How to get bonafide certificate?**

**Ans :** Application for bonafide certificate can be submitted to the concerned school headmaster.

**Que 51 : What is the procedure for changes in student's details i.e., name, caste, date of birth etc.?**

**Ans :** The MCGM primary students who are still studying in the same school can apply to the MCGM / Private school Headmaster for change in student's details. An application in prescribed format along with authorized proofs of the documents with respect to the changes required, an affidavit on Rs.100/- stamp paper to be submitted to the Headmaster. The concern Headmaster will recommend it and forward it to the Administrative Officer (School) MCGM, for further procedures. However, the changes cannot be made once the child has left the school.





**Que 52 : To get information regarding MCGM primary schools, whom should one apply to under RTI?**

**Ans :** RTI Application must be done in a prescribed form to the concerned school Headmaster. In case, the information is not received then appeal is to be made to Administrative Officer (School).

**Que 53 : Which are the sub-sections of the MCGM Education Department for office work?**

**Ans :** EOA, EOB, EOC, Dispatch Section, EOE, EOF, EOG, EOM, EOQ, ERO, SRSC, MIC, EOT, EOX, Scout and Guide, P.E. section, DTC, Music and Art Academic, Samagra Shiksha Abhiyan, VTC, CPD, IT CELL, Pvt. Primary Schools Section, Secondary School Section.

Similarly, Dy. E.O (City, Eastern suburb, Western suburb) and Administrative Officer (Schools) A-T ward working under them. Above are the several sub-sections of Education department for office work.

**Que 54 : What projects and activities are implemented by 'MCGM Education Department' to enhance the development of school status and student's progressive development?**

**Ans :** To enhance the MCGM school status and student's progressive development, MCGM Education Department imparts education in Music, Arts, Physical Health & Education, Scout & Guide along with the regular academics. With an aim to enhance all round development of students, MCGM Education Department has implemented the following projects & activities: -

1. Free bus services facility is availed to all the MCGM school students.
2. MCGM Education department has distributed free TAB's for academic studies to the all the students of std 8<sup>th</sup>, 9<sup>th</sup> & 10<sup>th</sup> of MCGM schools.
3. In all, 1214 Digital schools & classrooms are in progress in MCGM schools.
4. Effective teaching-learning Academics are conducted with the help of teaching learning material in Power Point presentation & video clips transmission from Virtual training center.
5. New computer labs have been established in 179 MCGM school buildings in the year '2017-2018'.
6. Free sports uniform are being distributed to all MCGM school students for Physical Health & Education.
7. Interesting, attractive, educational toys have been given to 52 'BALWADIS' of MCGM schools.
8. Free '27 Articles' are being distributed to all MCGM school students from the year 2007-2008'.
9. Various competitions & competitive academic examinations are conducted for MCGM school students by the expertise guidance under the jurisdiction of MCGM Education department like - preliminary practice-solving examination, Pradnya Shodh examination, Maths Olympiad examination, Science Olympiad examination, English Olympiad examination, Finance (I.F.O) Olympiad training, Secondary school students Tutorials and Secondary school examinations.
10. MCGM Education department has opened seven new 'Sangeet Academy' centers in MCGM school buildings to enhance the creativity and artistic progressive development of MCGM school students.
11. MCGM school students are trained by MCGM teachers with expertise in artistic skills of 'DRAWING'. Trained students get an opportunity to appear in Elementary/ Intermediate grade examination conducted by the government education department.
12. For all round personality development of MCGM school students, inter-school traditional & cultural programmes and competition like folk dance



- competition dramatization, Balakustsav are organized by Education Department.
13. HM's and Teachers of MCGM education department are proudly felicitated by awarding the Hon. Mayors award. In all 50 HM's/teachers are being awarded.
  14. Street Play' i.e 'Pathnatya' inter-school competition is conducted to create social awakening amongst the people and also to foster sensible future citizens.
  15. MCGM school students of upper primary schools of std 5th and upper primary schools of std 8th are trained by MCGM teachers with expertise guidance and appear for Middle School Scholarship Examination and High School Scholarship Examination.
  16. MCGM education department conducts 'MANACHE SHLOK' recitation inter-school competition for its MCGM school students of marathi medium school, Private /Aided Marathi medium primary schools and teachers too.
  17. In the year '2018-2019' MCGM education department has introduced 'DUAL LANGUAGE' textbooks for all MCGM school students of std 1st to enhance students' knowledge along with mother-tongue language.
  18. PRAGAT SHAISHANIK MAHARASHTRA' is implemented as per the directions and guidance of State Education Department.
  19. The 'Zilla Prashikshan Kendra's of MCGM education department establishes a well-equipped training center with all education, technological and other facilities. Educational training at various levels are conducted at this centre.
  20. The MCGM Education department implements all the projects of 'Samagraha Shiksha Abhiyan'.

**Que 55 : Is there any Private Partnership in Education department?**

**Ans :** Yes, Private Partnership Cell (PPC) in Education department established in view to take help of private / individual persons / NGO's to provide modern amenities and technology and expert guidance to MCGM schools and thus facilitate quality education in MCGM schools.

**Que 56 : What are the objectives of PPC?**

**Ans :** The comprehensive objective of PPC is to provide expert guidance to students belonging to disadvantaged group and weaker section of the society with the help of NGO'S, Trusts and Private Corporates. The said partnership complies with the RTE Act norms, comprehensive objectives and MCGM policies.

**Que 57 : What are the types of partnership programmes and how many?**

**Ans :** MCGM envisages 4 types of partnership policy. The first three enlisted below are for longer duration and is done on larger scale while type 4 is for one time partnership for a specific project only.

1. **Full School Management with Private Partner Teachers (FSMPT):** Under this policy, the private partner organization will manage the present MCGM school or new MCGM school by providing with teachers and Headmaster to impart high quality education. Such staffs appointed by the private partner will not be counted as MCGM employees. Admissions to the children from the neighborhood area, in these schools will be given free of cost.
2. **Full School Support (FSS):** Under this policy, MCGM teachers/ Headmaster along with partner organization will develop its pedagogy and materials



required for the same, teachers training Headmaster training etc. to raise the standard of MCGM school along with the administrative aspects.

3. **Specific Services Partnership (SSP):** Under this policy, help of the partner organization will be taken for raising the standard of MCGM school education / co-curricular activities. Scope of co-operation would include - student's ability test, teachers training, Headmaster's training, remedial teaching, spoken English training, providing teachers, provide substitute teachers, education as per special needs, MIS, Public Partnership, to facilitate Computer training classes, to facilitate various language laboratories, management and maintenance of school premises and available facilities, to provide services from time to time for qualitative development.
4. **Additional facilities to school / School input:** Under this policy, one-time donation is taken from private corporates and NGO's in the form of computer, wooden furniture, things, books, scholastic materials, uniforms, arrange workshops for teacher's skill development and students training.

**Que 58 : What are the projects implemented by PPC?**

**Ans :** PPC accelerates the necessary procedures to uplift the MCGM schools to international level standards. The self-help groups through PPC run Balwadi's in MCGM schools. Besides various other projects are also implemented through the self-help groups. The objectives of these project are as below: -

- To create social awareness.
- To develop scientific attitude among students.
- To facilitate various skills / talents in students.
- To inculcate cleanliness and healthy habits in students.
- To facilitate growth in students confidence.
- To create mutual respect.
- To make them independent through vocational educational training.
- To prepare them for the competitive world through computer knowledge.
- To develop liking for difficult subjects like English, Mathematics, Science.
- To achieve progress in studies through continuous teaching class.
- To give knowledge regarding first aid.
- Empowerment of girls.

**Projects:**

- To give computer knowledge to students.
- Hand wash, Hygienic habits, health care and medical intervention.
- To organize continuous classes for weaker students.
- To implement liking for English language.
- Appointment of std. IX and std. X classes.
- To make sanitary pads available to girls.
- To start karate, judo, mehandi and sewing classes for empowering girls.
- Health check-ups of students and arrange for medical intervention as required.
- To create awareness among students regarding environment.
- Guidance to teachers regarding various new educational methods.
- Distribution of materials like donating water purifier, donating computer etc. to MCGM schools.



**Que 59 : What type of projects are considered by PPC of Education department?**

**Ans :** PPC gives permission to the projects such as tree plantation, health camps, guidance workshops of various kinds, students and teachers training and similar other initiatives .

**Que 60 : Does the PP Cell undertake programmes to develop the aesthetic and artistic skills among students?**

**Ans :** Programs undertaken by PP cell to develop the aesthetic and artistic skills among students:

- 1) Balokotsav programme is planned and organized to ensure development of dramatics and dancing skills among the students. At the same time interest is developed and knowledge of dramatics and dance forms are imparted to students.
- 2) Organize Street plays and competitions to ensure development of hidden talents in teachers and students and create social awareness regarding social issues.

**Que 61 : Is there any provision for scholarship and/ or cash prize for MCGM school students passing out std X examination securing 90% and above marks?**

**Ans :** MCGM school students securing 90% and above marks in Xth standard are felicitated with a cash prize, as below:

	<b>Scores</b>	<b>Cash prize</b>
i)	90 % to 94.99%	Rs.5,000/-
ii)	95% and above	Rs.10,000/-

**Que 62 : What are the criteria to select MCGM school students for scholarship examination?**

**Ans :** All the students admitted to std.5<sup>th</sup> and std. 8<sup>th</sup> of MCGM schools are eligible to appear for scholarship examination. However, considering the huge number of students in MCGM schools, either a screening test for scholarship examination of all students is conducted and the ones who pass out are selected for scholarship examination or 50% of the students are selected jointly by the class teacher and Headmaster.

**Que 63 : What is the standard system for selection of teachers and H.M's for Mayor award?**

**Ans :** The school inspectors from their observation recommend the names of ideal teachers of their wards to the respective administrative officers (school).

- Administrative officer verifies the recommendation made by Beat officers and format of applications forms are issued to such teachers as per their medium of school. The duly filled in application forms are then submitted to Superintendent or Deputy Education Officer.
- Deputy Education Officer forms a committee at its level for full proof verification of the applications. The committee comprises of A.O (Schools), B.O and a teacher (National awardees, state awardees, Mayor awardees). The teachers selected by this committee are then sent for interview at final level.
- At BMC level 50 best teachers are selected. A committee is set up for the same.





The committee comprises of Education Committee Chairman, Two National or State awardee teachers, One B. Ed or D. Ed college principal and Education Officer.

**Que 64 : What is the criteria for fixation of number of teacher's medium-wise selected for Mayor Award?**

**Ans :** From MCGM Education department all medium primary school, secondary school, specially challenged school, aided primary school and unaided primary school teachers are considered for Mayor award. The number of on roll students and number of teachers is taken into consideration at BMC level medium wise, for fixation of number of teachers for Mayor Award.

**Que 65 : What actions are being taken regarding the classrooms of MCGM schools given to non-educational organizations?**

**Ans :** The classrooms of MCGM schools were given to various educational / non-educational organization as per circular no. SRSC/3943 dated 01.02.2008. However, the classrooms are now required by MCGM schools to comply with the RTE Act 2009 norms. Hence, the procedure for vacating the classrooms given to non-educational organizations is in process.

**Que 66 : Who undertakes the minor repairing works of MCGM school buildings?**

**Ans :** Minor repairing works of MCGM school buildings is undertaken by the concerned Assistant Engineer (Maintenance) section as per the requirements made by Administrative Officer (School)/ Deputy Education Officer.

**Que 67 : How are enquiries handled in education Department?**

**Ans :** An enquiry section is established in Education Department which conducts enquiry on behalf of Education Officer against any employee subordinate to the Education Officer. The enquiry section conducts following enquiries:

1. Preliminary Enquiry,
2. Summary Enquiry,
3. Full Fledged Enquiry,
4. Departmental Enquiry,
5. Committee against sexual Harassment of women at work place.

**Que 68 : What action is taken, if found guilty in enquiry?**

**Ans :**

1. Cessure,
2. Refund of total or part of pecuniary loss,
3. Penalty / Fine,
4. Stoppage of increment (Temporary/Permanent),
5. Suspension,
6. Termination of service,
7. Reduction in salary,
8. Demotion.

**Que 69 : What steps are taken to create awareness in MCGM schools against sexual harassment?**

**Ans :** Medical Officers (School) create awareness among the parents and students of MCGM schools through lectures and workshops/ seminars. Students are given information regarding good touch – bad touch through virtual classroom with the help of Doctors, NGO's and trained teachers. They are instructed to file complaint against the same.



**Que 70 : What is the process of registering complaint regarding private primary school?**

**Ans :** The complaint of the private primary school should be made directly to the immediate officer:-

1. Concerned School Headmaster.
2. Concerned school Trustee.
3. Inspector (School).
4. Superintendent (Private school).
5. Deputy Education Officer (Private school).
6. Education Officer (Primary Education section).
7. D.M.C. (Education) MCGM.
8. A.M.C. (City) MCGM.
9. Hon. Education Director, Maharashtra state, Pune.
10. Commissioner Hon. Education Director, Maharashtra state, Directorate of Primary Education, Pune.
11. Education Committee Chairman.





08



**PLANNING AND URBAN POVERTY  
ERADICATION CELL**

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**Que 01 : When was the Planning and Urban Poverty Eradication department established in MCGM and what are the functions of the department?**

**Ans :** The department was established in 1993 in MCGM to implement and monitor the District Plan schemes, Co-ordination of work for Local Development Programs of M.P./ MLA, implementing Women and child welfare schemes and other works as per directions of State Government.

**Que 02 : What is the structure of the department?**

**Ans :** The Department is headed by Assistant Commissioner (Planning) supported by Research officers and Asst. Research Officers. Details of hierarchy and roles and responsibilities may be obtained from the MCGM web portal - [www.mcgm.gov.in](http://www.mcgm.gov.in).

**Que 03 : What are the different Schemes under taken by the Assistant Commissioner (Planning) Department?**

**Ans :** Below are the different Schemes under taken by the Assistant Commissioner (Planning) Department:

**1. Schemes under Mahila & Bal Kalyan Yojna (MBK):**

- a. Self-Employment for eligible Ladies.
- b. Revolving fund for Self Help Groups.
- c. Skill Development Training for SHG (Self Help Group) members.
- d. Loan Under Micro Enterprises for Self Help Groups.
- e. Sale of products made by women of SHG through Aadhaar Kendra.
- f. Various programs for Senior Citizens.
- g. Sale & exhibition of products made by women of SHG (Self Help Group).

**2. Deendayal Antyodaya Yojana - National Urban Livelihoods Mission (DAY-NULM):**

- a. Social Mobilization and Institutional Development.
- b. Self-Employment through Skill Development Training.
- c. Self-Employment Program.
- d. Support to Urban Street Vendor.
- e. Shelter for Urban homeless.

**3. Divyang Scheme:**

- a. Providing Machinery for Self Employment for 40 % and above Disable Female.
- b. Free Travelling for Disabled person by BEST.
- c. Skill Development Training for Disabled people.
- d. Financial help for purchase of Self-operating scooter for Disabled persons.

**4. District Planning Committee. (DPC) Fund:**

Fund are Provided for various Schemes :

- a. Brihanmumbai Beautification Fund under Yearly District Schemes.
- b. Providing facilities for Citizens.
- c. Scheme for Scheduled Castes (Nagari Dalit Vasti Sudhar Yojna)  
Areas having more than 50% Scheduled Castes/tribes people.
- d. Fund for Cemetery, Beautification.
- e. Fund for development of area having more than 50% for Scheduled Tribes population.





## 5. MLA/MLC (Local development fund Program) in area of MLA & MLC

## 6. MP (Local development fund Program)

Detailed information about various Schemes is available on the Corporation's website-<http://portal.mcgm.gov.in>.

**Que 04 : What is the eligibility Criteria for Beneficiaries of the Schemes implemented by Planning department?**

**Ans :** The eligibility Criteria for Beneficiaries of the Schemes implemented by Planning department are as below:

### 1) Criteria for Mahila & Balkalyan Scheme (MBK):

- a. Women Citizens of age 18 to 60 years residing in MCGM Jurisdiction are eligible for the scheme.
- b. They must have Yellow/Orange ration card, i.e., women with family Income of ₹1 lakh or less per annum.

### 2) Criteria for Dindayal Antyoday Yojna - National Urban Livelihoods Mission (DAY NULM):

- a. The Citizen of Mumbai who are declared poor in Social, Economic and caste Census, scheduled caste /tribes and Minorities are eligible candidate.
- b. Beggars/Rag pickers.
- c. Domestic Workers.
- d. Street hawkers/cobblers and other people working on the road and providing services.
- e. Construction workers/Plumbers/Mansion workers/ painters/ security guards/ and Mathadi workers.
- f. Sweepers/Cleanliness workers/Gardeners.
- g. Domestic workers/Artist /Handicraft worker /Tailors.
- h. Transport workers/Drivers/conductors/helpers of drivers & conductors/Auto Rikshaw Driver.
- i. Must have Aadhaar card as a residential proof.

**Que 05 : Are there any special Scheme for disabled persons?**

**Ans :** The special Schemes for disabled persons are offered under the Mahila and Balkalyan Scheme of MCGM, as below:

1. Self-Employment for disabled women.
2. Free travelling for disabled persons.
3. Training for disabled persons.
4. Scooters for disabled persons.

Certificate for disability can be obtained from J.J Hospital, Byculla, Mumbai.

**Que 06 : What are the Scheme for Senior citizens?**

**Ans :** Senior citizens can apply for schemes under Virangula Kendras. Each Virangula Kendra is allotted Rs. 1 lakh for provision of - Television set, playing material, table & chairs, Cupboard etc.

At present there are 11 Virangula Kendras working in MCGM jurisdiction.

Also senior citizens are given 50 % concession in BEST Bus fare.



**Que 07 : Is there any Scheme for Orphans/groundless children?**

**Ans :** Orphans/groundless children residing in MCGM jurisdiction are provided shelter under the scheme - Dindayal Antyodaya Yojna – National Urban Livelihoods Mission (DAY NULM).  
These Shelters are provided with management expenditure.

**Que 08 : What are the new Schemes in the year 2018-19?**

**Ans :** Following schemes are implemented for the year 2018-19:

1. To provide self-employment to eligible women of women Self-help groups by providing training and required machinery for making sanitary pads.
2. Training of Operating Xerox machine will be provided to disabled person and Xerox machines will be provided to disabled persons.





09

## ESTATE DEPARTMENT

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## **Preamble: -**

The Bombay Improvement Trust (BIT) was established on 09.12.1898 in response to Mumbai Plague epidemic. The Bombay Improvement Trust (BIT) undertook massive acquisition in Mumbai between 1899 to 1925 to layout new housing schemes. There are total 77 schemes in Mumbai and suburb .

Under the provision of City of Bombay Improvement Trust Transfer Act Improvement committee is formed to exercise all the powers and perform all the duties vested in or imposed by Board of Trustees for the Improvement of original Municipal limits. Under the provision of City of Bombay Municipal (Amendment) Act 1933, all the lands and buildings vested in the improvement committee were transferred to the Mumbai Municipal Corporation. The post of Dy. Municipal Commissioner (Improvement) is created who can utilise the powers mentioned in Mumbai Municipal Corporation Act on behalf of Hon. Municipal Commissioner.

The Land Management of Improvement trust i.e. Engineering Department under City Engineer and Account Department under Chief Accountant were brought together under a separate department known as “Estate Agent and Land Management” Department. This department was responsible for acquiring the property under land acquisition Act or by agreement, disposal of Developed Land management of acquired buildings, letting of VLT buildings.

In 1966-1967 by separating acquisition part from the scope of Estate and Land Management Department, a separate department known as Estate Department is formed under the Ward Officer (Estate) which is currently known as Asst. Commissioner (Estate).

Estate Department deals only with the lands received under BIT /CIT lands / Properties, VLT (Vacant land tenancy and Municipal Tenanted Properties). There are various lands under reservation which are dealt with by the concern user department.

Example – Land under reservoir pipe line is maintained by Hydraulic Engineer, Land under reservation of Play ground garden etc., is dealt by Superintendent of Garden.

**Que 01 : Who is the Head of Estate Department in MCGM and how many numbers of staff working in Estate Department of MCGM?**

**Ans :** The Assistant. Commissioner (Estate) is the head of the department supported by 23 technical and 111 administrative staff.

**Que 02 : What is the scope of work of the Estate Department?**

**Ans :** Estate department undertakes works related to Allotment of open Land, vacant land tenancy, tenanted properties, Staff Quarters, MCGM Employees CHS., Acquired land, Buildable amenities which are on the record of Estate department., allotment of PAP tenements, NOC for displaying advertisement board on Municipal Land.

**Que 03 : How many properties/ Estates are on the record of Estate Department?**

**Ans :** Details of properties/ Estates on the record of Estate Department are as below:

1. Plots allotted on lease – 4,177
2. Vacant land tenancy – 3,688
3. Properties of rent – 3505 (46605 Tenements)





4. Staff quarters
  - a) I<sup>st</sup> class – 10
  - b) II<sup>nd</sup> class – 97
  - c) III<sup>rd</sup> class – 1,325
  - d) IV<sup>th</sup> class – 1,562
5. Buildable amenities (Welfare Centre) – 371(61)

**Que 04 : What type of lands are in possession of Estate Department?**

**Ans :** Details of lands under possession of Estate Department are as below:

1. Schedule – 'X' (193)
2. Schedule – 'W' (Properties allotted to MCGM on lease basis by State Government) – (160)
3. Schedule – 'V' (21)
4. Schedule – 'Y' (38)
5. Schedule – 'Z' (01)
6. Plots received to Estate Department under Development Control Regulation.

**Que 05 : Which properties / Estates are maintained by Estate Department?**

**Ans :** The properties pertain to Estate Department as per record:

1. Plot allotted on VLT basis.
2. Plot allotted on lease basis to the Co-operative Societies formed by Municipal Employee.
3. Tenanted properties.
4. Staff Quarters.

**Que 06 : What are the sources of Estates/properties received to Estate Department of MCGM?**

**Ans :** Estates/properties received by Estate Department are through:

1. The estates/Properties of earlier Bombay Improvement Trust (BIT), then known as City Improvement Trust (CIT) merged with MCGM.
2. Reserved under Development Control Regulation.
3. The Buildable Amenities under Development Control Regulation.

**Note :-** As per prevailing policy the Chief Engineer (Development Plan) Department is taking over the reserved plots and Buildable Amenities generated under Development Control Regulation and are handed over directly to the user department.

**Que 07 : Who can be contacted for transferring of tenements' rights?**

**Ans :** For transfer of tenements' rights - Respective Assistant Commissioner (Ward) and Administrative Officer (Estate) of respective Ward may be contacted.

**Que 08 : Whether Estate Department of MCGM receives Project Affected Persons (PAP) tenements for project affected persons? If yes, how?**

**Ans :** Currently, Estate Department receives the PAP tenements from Slum Rehabilitation Authority (SRA), Mumbai Metropolitan Regional Development Authority (MMRDA) and Shivshahi Punarvasan Prakalpa Ltd. (SPPL). MCGM also receives the PAP tenement under redevelopment schemes executed under the Provisions of 33(7), 33(9) and 33(10) of Development Control Regulation.



**Que 09 : What is the policy for allotment of tenements to the Project Affected Persons affected by MCGM's projects?**

**Ans :** Policy for allotment of tenements to the Project Affected Persons(PAP) affected by MCGM's projects, is as under :

1. The rehabilitation of PAP is done as per availability of PAP tenements, primarily in respective Ward, then in the respective Zone and then towards the North direction.
2. At present the demand of PAP tenements is very large and PAP tenements in large quantum is available only at Mahul. Therefore, the rehabilitation is being done at Mahul PAP Complex only.

**Que 10 : Whether PAP tenements are allotted on ownership basis to the Project Affected Persons, if yes, what is policy?**

**Ans :** The PAP tenement tenements are allotted to the Project Affected Persons (PAP), to the persons who are affected by MCGM's project/s, on ownership basis and as per the prevailing policy.

**Que 11 : Whether lease agreement is required to be executed between the MCGM & Co-operative Housing Societies formed in the PAP buildings?**

**Ans :** Yes, The Co-operative Housing Society of PAP building shall have to execute the lease agreement with the Estate Department of MCGM.

**Que 12 : Whether lease agreement is required to be executed between MCGM and Co-operative Housing Society after development on Municipal land? If Yes, then for how much period and what compliance is required for the same?**

**Ans :** Yes, as per prevailing policy the lease tenure period is 30 years. Lease rent will increase by 10% every 10 years.  
The said lease rent is based on the prevailing Stamp Duty Ready Reckoner Rates (SDRR).

**Que 13 : Whether Staff quarters are available with Estate Department of MCGM, if yes, how they are allotted?**

**Ans :** Yes, Estate Department of MCGM have their own Staff quarters.  
The staff quarter is allotted to the employee as per availability and on completion of his/her probation period and as per waiting list prepared by calling application by the Estate Department.  
The staff quarter is to be vacated and handed over to Estate Department within 3 / 6 Months after retirement of the employee by paying the standard rent, failing which penalised action is initiated as per the prevailing policy.

**Que 14 : What is Policy of Estate Department of MCGM, for allotment of Buildable Amenities?**

**Ans :** The Buildable Amenities of Welfare Centre available Estates Department is allotted on Leave and License basis, as per the availability & on merits of proposal with the sanction of Improvement Committee and Corporation.



**Que 15 : Whether MCGM's Halls are available to the citizen for marriage and social functions?**

**Ans :** Yes, MCGM has leased out some plots on the lease basis with structures thereon, wherein hall/s is/are available, which are available to the general public. Concern Lessee of the premises shall be contacted for the same.  
The list of the such plots is available on the MCGM portal.

**Que 16 : Whether MCGM's open grounds are available to the citizen for marriage and social functions?**

**Ans :** Yes, MCGM has leased out some open ground plots on the lease basis, which are available to the general public. Concern Lessee of the premises shall be contacted for the same.  
The list of the such plots is available on the MCGM portal.

**Que 17 : Is the MCGM's Estate Department permission is required for construction / change of user / additional construction / alteration addition on the plot which are on the record of Estate Department?**

**Ans :** Yes.  
1. MCGM's Estate Departments plots can be developed under Development Control Regulation Provision 33(3), 33(7), 33(9) and 33(10).  
2. The plot allotted on lease basis can be developed under Development Control Regulation Provision 33(3), 33(7), 33(9) and 33(10) for that permission of Asstt. Commissioner (Estate) Department is required.

**Que 18 : Whether permission of Estate Department of MCGM is required for implementation of Slum Rehabilitation scheme on Municipal land?**

**Ans :** Yes, Assistant Commissioner of respective Ward office prepares the Annexure – II of existing structures by finalising the scheme boundary for implementation of Slum Rehabilitation scheme on Municipal land.  
Thereafter, Assistant. Commissioner (Estates) issues the NOC on receipt of - Administrative approval of Technical Advisory Committee (TAC) & land premium of 25% premium amount to MCGM as per policy.

**Que 19 : Whether tenements constructed by Co-operative Housing Society formed by Municipal employee can be sold /transferred, if yes what is policy?**

**Ans :** Yes, the sale / transfer of tenements constructed by Co-operative Housing Society formed by Municipal employees is permitted only to the Municipal employee and as per prevailing policy.

**Que 20 : What Type of works are carried out about "Lease" by Estates Department?**

**Ans :** Following works related to Lease are carried out by the department: -  
1. Allotment of Estate plots on lease basis.  
2. Renewal of lease agreement of the plot/s which were allotted on lease and their lease tenure is expired.  
3. Transfer of Estate Departments lease hold plot.  
4. To initiate penalized action or to re-enter on the plot if breaches observed on lease hold plot.  
5. Issue NOC to mortgage lease hold rights of the plot allotted on lease basis.  
6. Allotment of the Buildable Amenities of Welfare Centre received under Development Control Regulation, on Leave and License basis.



**Que 21 : What Documents are required for renewal of lease for lease hold plots of Estate Department?**

**Ans :** Documents required for renewal of lease for lease hold plots are:

1. Renewal application.
2. Photographs of existing structure.
3. Applicable charges.
4. Sanction papers / documents about breaches observed in the premises.

**Que 22 : What documents are required for transfer of lease for the lease hold plots of MCGM's Estate Departments?**

**Ans :** Documents required for transfer of lease for the lease hold plots are:

1. Application for lease transfer.
2. The relevant documents defining the transfer of lease along with copy of index – II like Sale deed, Gift deed, Transfer deed, allotment letter, Partnership deed, Consent deed, Trust deed, Family deed, Company / Organisation Registration Certificate.
3. If legal heir -
  - a) Death Certificate of deceased lessee.
  - b) Death Certificate / Will Certificate.
  - c) Probate issued by Court and Provision letter.
  - d) Documents shows the relation with the lessee like Pan card, Voter ID, Aadhar Card, Passport etc.
  - e) Family Tree.
4. Applicable charges.
5. Sanction papers / documents for breaches at site if any.

**Que 23 : What Documents are required to issue NOC to mortgage the lease hold right of the lease hold plots of Estate Department?**

**Ans :** Documents required to issue NOC to mortgage the lease hold right of the lease hold plots are as below:

1. Application to issue NOC to mortgage the lease hold right.
2. Letter issued by bank / financial organisation for sanctioning the loan.
3. No Objection Certificate issued by Lessee / Co-operative Society.
4. Applicable charges.
5. Sanction papers / documents for breaches at site if any.

**Que 24 : Is information pertaining to Estate Department is available on MCGM Portal?**

**Ans :** Information of Estate Department is available on following MCGM Portal under Civic facility Centre (RTI) tab :

<http://portal.mcg.gov.in/irj/portal/anonymous?NavigationTarget=navurl://a29202878ca257551098fac07391b6ad>.

**Que 25 : Which services of Estate Department are available on MCGM portal?**

**Ans :** Following services of Estate Department are available on MCGM portal:

1. Recovery of rent from Municipal residential / commercial tenants, through R.E. module SAP available at CFC (Customer Facility Centre) at War Office.
2. Mapping of Lease hold plots / VLTs (Vacant Land Tenancy) through GIS service.
3. Made available the rent agreement through FTP Server of MCGM at all Ward Offices.





**Que 26 : Where are the policies and circulars of Estate Department available?**

**Ans :** The related policy's and circulars are available on MCGM's Portal: – [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) under Estate Department section.

**Que 27 : What is the annual revenue of MCGM's Estate Department?**

**Ans :** For financial year 2017 – 18 the total revenue and expenditure is as under: -  
1. Revenue :- Rs. 439.88 Cr.  
2. Expenditure :- Rs. 7.83 Cr.

**Que 28 : What is future planning of Estate Department of MCGM about providing Online Services to People?**

**Ans :** Following services are proposed to be made online:-  
1. Lease transfer.  
2. Allotment of PAP tenements.  
3. Transfer of tenanted properties.  
4. Recovery of lease rent.

**Que.29 : What are the various work done by the Deputy Chief Engineer (Improvement) Department of MCGM?**

**Ans :** i) Technical Scrutiny & Submission of the reports to Technical Scrutiny Committee for redevelopment of Municipal property under DCR NO. 33 (7) & 33(9) through Private developers and cooperative Housing Society of tenants to increase revenue of MCGM once the proposal is cleared by the technical scrutiny committee, it is submitted to the Improvement Committee/ Corporation.

ii) Construction of Tenements for rehabilitation of PAPs affected by vital public purpose projects on the municipal property under Clause 3.11 of Appendix-IV of DCR 33(10) in Mumbai in inviting Tender through newspaper.

iii) Technical Scrutiny & submission of reports to technical scrutiny committee for slum rehab proposals under DCR 33(10) received from A.C.(Estates) for granting MCGM's NOC.

iv) Framing various policy guidelines from time to time as defined by the Government Notification regarding Redevelopment of Municipal Properties.

**Que.30: What is the structure of Deputy Chief Engineer (Improvement) department?**

**Ans :** The department is headed by Deputy Chief Engineer (Improvement), supported by one Dy.Ch. Eng.(Imp.), one Executive Eng., two Assistant Eng., 4 Sub Engineer along with other support staff.





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**CIVIC TRAINING INSTITUTE AND RESEARCH  
CENTRE (C.T.I. & R.C.)**

**Office Address** : Abhinav Nagar Area,  
Near Sanjay Gandhi National Park,  
Borivali (East), Mumbai- 400 066.

**Contact No** : 022-28972314 / 4642

**Email ID** : [che.ctirc@mcgm.gov.in](mailto:che.ctirc@mcgm.gov.in)





**Que 01 : What are the functions of C.T.I. & R.C. at M.C.G.M. ?**

**Ans :** C.T.I. & R.C. was established in the year 1986 for Capacity Building of M.C.G.M. employees by providing technical, administrative, computer, soft skills training keeping pace with latest trends in the fields and also providing for induction courses to new recruits.

**Que 02 : What facilities are available for trainees in the C.T.I. & R.C. ?**

**Ans :** In C.T.I. & R.C. campus, there are three air-conditioning class-rooms each with seating capacity of thirty persons, nine non/A.C. class-rooms each with seating capacity of thirty persons, two A/C Conference Hall each having capacity accommodating upto forty persons, Hostel, two computer Labs each with seating capacity of twenty five persons, a library, Mess/canteen. Hostel facility is available for residential training courses.

**Que 03 : Who can be imparted training in the C.T.I. & R.C. ?**

**Ans :** The training is imparted to the officers / employees of M.C.G.M. on various subjects through expert internal / external faculties /organization.

**Que 04 : What is the policy adopted for imparting training?**

**Ans :** The policy adopted provides for imparting need based training courses to the employees at various levels based on nominations received from the different departments in order to help employees improve, update and refine their knowledge and skills.

**Que 05 : What type of trainings are given in the C.T.I. & R.C. ?**

**Ans :** The types of training conducted at CTI&RC include Induction training to new entrants, Refresher courses covering both Technical and Administrative subjects, training in computers as well as training in Soft Skills and stress management and similar other courses.

**Que 06 : What is the procedure adopted for conducting training Courses in C.T.I. & R.C. ?**

**Ans :** The training courses are conducted subject wise as per the annual training calendar by drawing the participants from the list of Nominations received from the different Departments and coordinating with faculty members.

**Que 07 : What training fees are charged at C.T.I. & R.C. for training courses ?**

**Ans :** Training for Municipal employees is given free of cost at C.T.I. & R.C.

**Que 08 : Is there any training course conducted for citizens?**

**Ans :** The training facilities are presently available to Municipal Employees only.

**Que 09 : What facilities are available to external Govt. /Semi Govt. / Private Institution in C.T.I. & R.C. ?**

**Ans :** In C.T.I. & R.C. Class rooms / Conference Hall / Hostel facilities are made available on rental basis to other external Institutions by charging rent as per rates prescribed from time to time.

**Que 10 : How many Courses are conducted in the year 2017-18 ?**

**Ans :** 340 Courses covering 798 sessions were conducted in the year 2017-18.



**Que 11 : What are the future plans of the Training ?**

**Ans :** A state level training Institution “M.C.G.M. Centre for Municipal Capacity Building And Research Centre” (M.C.M.C.R.) is proposed at Powai which would be used for providing capacity building Courses and Consultancy to other Urban Local Bodies. The project will be implemented after approvals from competent Authorities.







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## **PUBLIC RELATIONS DEPARTMENT**

**Office Address** : Office of Public Relation Officer  
Civic Head Quarters, Ground Floor,  
Mahapalika Marg, Fort, Mumbai - 400 001.

**Contact No** : 22620251, Extn- 4025

**Email ID** : [pro@mcgm.gov.in](mailto:pro@mcgm.gov.in)





**Que 01 :** **In which year, Public Relations Department established?**

**Ans :** Public Relations department in M.C.G.M. was established in the year 1956.

**Que 02 :** **What is the structure of Public Relations Department?**

**Ans :** Public Relations Department is headed by Public Relations Officer with scheduled staff strength of 52 officials. Detailed information on the Department is available on official portal of M.C.G.M., [www.mcgm.gov.in](http://www.mcgm.gov.in).

**Que 03 :** **What is the function of Public Relations Department?**

**Ans :** The department gives wide publicity to the various activities and events of the Municipal Corporation round the clock through mass media such as Newspapers, All India Radio, Doordarshan, Private T.V. Channels, Cine Slides, Short films / documentary, Exhibitions etc. The department organises all civic functions, events and all activities of publicity which are of importance to the citizens of Mumbai. It organizes campaigns on public health, preventive mass immunization, education and on other civic issues. The department relentlessly works for dissemination of information about the civic activities, services rendered by different Municipal Departments, important day to day events, important projects and achievements of M.C.G.M through Press notes, Press releases, Booklets, Stickers Newspaper Advertisements, Posters. The department also issues newspaper Advertisements including Tender Notices & Display Advertisements.

**Que 04 :** **What are the Publications published by the department?**

**Ans :** Public Relations Department brings out various civic publications viz., Civic Diary, Civic Guide, Calendars, Know Your Ward, List of Municipal Councilors & Officers, Media Diary, Pictorial Posters, folders, brochures and informative booklets etc. Every year the booklets on account of Dr. Babasaheb Ambedkar's death anniversary on 6<sup>th</sup> December (Mahaparinirvan Din) and also releases Ganeshotsav Booklet in Ganesh Festival.

**Que 05 :** **How Public Relations Department organizes press visits and participation in civic exhibitions?**

**Ans :** This department organises regular exhibitions like - Health Exhibition in Mount Mary Fair; Yearly exhibition during Ganesh Immersion at Girgaon Chowpatty, Exhibition on the Dr. Babasaheb Ambedkar Jayanti & Mahaparinirvan Din on 14<sup>th</sup> April & 6<sup>th</sup> December respectively at Chaityabhoomi, Shivaji Park. The department also participates in National & International Exhibitions.

**Que 06 :** **How Public Relations Department handle the publicity on important issues?**

**Ans :** Public Relations department, shares news items and provide media briefs to highlight the initiatives on new projects undertaken by the different departments of MCGM, their achievements, events organized about civic services and information on routine municipal proceedings. The department also provides elucidations to newspapers on the latest happenings. The department releases photographs of various civic functions, events, civic services and projects to media for publicity.

**Que 07 :** **How reacts on the damage control regarding citizens & civic administration?**

**Ans :** Public Relations Department issue press notes and press releases to create awareness amongst citizens regarding the erroneous and fallacious publicity, by means of various newspapers & various T.V. channels. The department provides immediate response to the public grievances received in writing and proper guidance to any citizen visiting in person regarding any issues.



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## LEGAL DEPARTMENT

**Office Address** : Municipal Head Office,  
2<sup>nd</sup> and 3<sup>rd</sup> Floor, Annex Building,  
Mahapalika Marg, Fort,  
Mumbai – 400 001.

**Contact No** : 022 - 22754485

**Email ID** : lo01.legal@mcgm.gov.in.



**Que 01 : When was Legal department constituted in MCGM?**

**Ans :** Legal department in MCGM was constituted in the year 1973.

**Que 02 : What is the structure of Legal department?**

**Ans :** Legal department is headed by Law Officer and is supported by 03 Jt. Law Officers, 13 Dy. Law Officers, 89 Assistant Law Officers. Detailed information on the structure, roles and responsibilities may be obtained at the official website of MCGM - [www.mcgm.gov.in](http://www.mcgm.gov.in).

**Que 03 : What assignments are handled by Jt. Law Officers, Dy. Law Officers and Assistant Law Officers?**

**Ans :**

- A) Assignment of Jt. Law Officers:  
03 Joint Law Officers handle the sections pertaining to Supreme Court and High Court, City Civil Court and other courts.
- B) Assignment of Dy. Law Officers:  
Dy. Law Officer is the head of the respective Court Section as assigned to him / her who supervises and controls the working of the section including the work of Assistant Law Officer, O.S. & Clerical staff working under the respective Dy. Law Officer.
- C) Assignment of Assistant Law Officers:  
Assistant Law Officers are assigned respective Courts namely to plead and contest the cases in the court on behalf of MCGM, to file reply / written statement, applications and to do other court related work.

**Que 04 : Is there any policy framed for functioning of the Legal department?**

**Ans :** Policy framework on functioning of Legal Department is available on the official website of MCGM.

**Que 05 : Whether Counsels are appointed by the MCGM and list is maintained by MCGM?**

**Ans :** The list of appointed Counsels by MCGM for various courts is maintained showing the category viz. Senior Counsels ('A', 'B' & 'C' Panel) and Junior Counsels ('A', 'B' & 'C' Panel).

**Que 06 : Is there a list of fee schedule paid to the Counsels, available with MCGM?**

**Ans :** List of the category-wise fees paid to the Counsels as per the schedule is available and the information can be obtained from the Administrative Officer (Accounts) of Legal Department.

**Que 07 : What is the pendency and winning percentage of the cases pertaining to MCGM in various courts?**

**Ans :** The administrative report is prepared in respect of pending and winning cases in various courts. Data in this regard is made available on the official website of MCGM - [www.mcgm.gov.in](http://www.mcgm.gov.in) Status of all the cases are monitored internally through online Integrated Legal Management System (ILMS).

**Que 08 : Where can a citizen/ general public make a complaint pertaining to Legal matters?**

**Ans :** The complaint regarding legal matters can be made directly to the Law Officer in writing, and the concerned Jt. Law Officer of the respective section.





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## PROTOCOL & LIAISON DEPARTMENT

**Office Address** : Municipal Corporation of Greater Mumbai,  
Main Building, Head Office, First Floor,  
Mahapalika Marg, Mumbai - 400 001.

**Contact No** : 022-22620251 Ext: 4204/05/06

**Email ID** : [irw@mcgm.gov.in](mailto:irw@mcgm.gov.in) / [irw.mcgm@gmail.com](mailto:irw.mcgm@gmail.com)



**Que 01 : When was Protocol & Liaison Department established and what is the structure of the Department?**

**Ans :** Protocol & Liaison Department was established in the year 1998. The Sanctioned posts of Protocol and Liaison Department are as follows:  
Chief Protocol and Liaison Officer -1 post,  
Protocol and Liaison Officer -1 post,  
Assistant Protocol and Liaison Officer - 5 posts,  
Protocol Assistant -4 posts, Head Clerk -1 post, Clerk-1 post , Peon-1 post.

**Que 02 : What are Aims and Objectives of Protocol & Liaison Department?**

**Ans :** Main objectives of Protocol & Liaison Department is to ensure protocol arrangements for the statutory authorities - Hon. Mayor, Municipal Commissioner, Group Leaders, Head of all statutory bodies and Addl. Municipal Commissioners. The department liaisons with other government departments for visiting delegations and events. The Department takes initiatives for improving Sister City Relationships with various global cities and also with Consulate Offices/Embassies of different countries.

**Que 03 : What type of works are carried out by Protocol & Liaison Department?**

**Ans :** Type of works are carried out by Protocol & Liaison Department are as follows:

- 1) To arrange the local transport/ accommodation/ meetings of the official representatives/delegates visiting Municipal Corporation of Greater Mumbai from various states / abroad.
- 2) To arrange the official National / International tour of the Hon. Mayor / public representative/ Hon. Commissioner / Additional Commissioner / Senior officials.
- 3) To make necessary arrangements for Municipal Civic Programs / Seminars etc.
- 4) To give approval as per protocol to the drafts of invitation Cards, Banners, Brochures etc. of the Municipal official programs.
- 5) To prepare and implement seating arrangement plans for the dignitaries as per Protocol in Municipal ceremonies.
- 6) To Coordinate with various departments of the Central Government, State Government and other authorities such as airports, railway, police, customs etc to establish cordial relations.
- 7) Co-ordination with various sister cities of Mumbai city at international level.
- 8) Follow-up and coordinate with the State and Central Government authorities for obtaining necessary permissions, after submitting administrative proposal to the State and Central Government regarding international official tours.

**Que 04 : What is the role of the Protocol and Liaison Department in the International Conferences Organized by MCGM?**

**Ans :** In MCGM, Protocol & Liaison Office is responsible for interactions with the officials of embassies and consulates of different countries as a Nodal Coordinator. The Department arranges and co-ordinates all the International Conferences/ Programs. MCGM has 15 Sister City Relationship with various countries leading Cities. The department interacts and co-ordinates with the



representatives of Embassies from various countries. Various Cultural and Educational programs are arranged by this department, for enhancing the relations to build image of MCGM at International Level.

**Que 05 : How are study tours of the Statutory / Special committees of Municipal Corporation of Greater Mumbai organized?**

**Ans :** Study tours for Statutory / Special Committee members are arranged in various cities of India by Protocol & Liaison Department. The study tours involve Field-Visits, discussion sessions, meetings with Mayor, Commissioner along with various administrative officials and representatives of concerned City organization.





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## LICENCE DEPARTMENT

**Head Office** : 6<sup>th</sup> floor, Sewerage Operation Administrative Office Bldg., Dadar Pumping Station, 249, Senapati Bapat Marg, Dadar (W.), Mumbai – 400 028.

**Contact No** : 022 – 24211204

**Email ID** : [sl.licence@mcgm.gov.in](mailto:sl.licence@mcgm.gov.in)



**Que 01 : How many scheduled employees are there in the Licence Department?**

**Ans :** There are 912 scheduled employees in the Licence Department.

**Que 02 : What is the hierarchy of Licence Department?**

**Ans :** Licence Department is headed by Superintendent of Licences, supported by one Jt. Supdt. of Licence, three Dy. Supdt. of Licence, four Asst. Supdt. of Licence, Sr. Inspectors / Licence Inspectors at all 24 wards, Labors, one Administrative Officer with support staff.

**Que 03 : What are the functions of Licence Department?**

**Ans :** License department grants permissions for:

1. Trade and Storages licence under section 394 of MMC Act 1888,
2. Projection licence under section 313(1)(B)© and
3. Advertisement Permit under section 328/328A of MMC Act 1888,
4. Hawker licence under section 313(A) (B).

Further if any activity / business found without licence / permit as required as per aforesaid sections, action is initiated as per provision of MMC Act, 1888.

### **Trade/Storage licences (394)**

**Que 01 : How can I apply for a new Trade/Storage Licence?**

**Ans :** Application for a Trade/Storage Licence can be made online on MCGM's website [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) under "Online Services" >Licence> Application for Trade.

**Que 02 : For keeping storages and for various trade in industries which type of licence is required?**

**Ans :** Permission under section 394 is required for keeping storages and for various trade in industries.

**Que 03 : For any ready made garment permission is to be acquired or not?**

**Ans :** No any permission is required to be obtained for ready made garment.

**Que 04 : For any garment factory permission is required or not?**

**Ans :** Yes, permission is required to be obtained under section 394.

**Que 05 : For which trades licences are required?**

**Ans :** Licence under section 394 is required for any activity, which is noted in M schedule in Part IV and for the storage which are noted Part I II III listed in M schedule.

**Que 06 : How many days required to obtain licence?**

**Ans :** After submitting all requisite documents, licence is issued within 15 days.

**Que 07 : Which documents are required to be uploaded along with Online license application for Trade/Storage?**

**Ans :** Document checklist along with instructions and guidelines are available on the home page of "New Business Application" under Online Services of MCGM Web Portal.





**Que 08 :** How much Scrutiny fee needs to be paid along with Online application for Trade/Storage license?

**Ans :** Scrutiny Fee of Rs 200 needs to be paid along with Online application for new Trade/ Storage licence.

**Que 09 :** How License fee is calculated?

**Ans :** The licence fees are calculated on the basis of area of the business premises for trade activity and quantity of commodities for storage. Fee Schedule of Trade licence is available on MCGM's website : [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in)>Online Services > New Business Application > License Trade > Fee Schedule.

**Que 10 :** What is the last date of renewal of Trade licence?

**Ans :** The Trade license to be renewed before the expiry date of the license validity.

### Hoarding Permit

**Que 01 :** Where Can I get application for erection of Advertisement Hoarding?

**Ans :** This application can be obtained from licence department or it can be download from the website: [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) > citizen > licence.

**Que 02 :** What is the price of the application form for hoarding permission?

**Ans :** Application form is available free of charge.

**Que 03 :** Where should I submit the duly filled application form?

**Ans :** Duly filled application form shall be submitted along with all documents at concerned ward office on any working day.

**Que 04 :** Whether to pay Processing fee?

**Ans :** Yes, if application is submitted with all requisite documents. The processing fee is Rs. 3,215/- and it will be increase by 10% on every January of the year.

**Que 05 :** Which documents are required to submit to obtain the permission for Advertisement Hoarding?

**Ans :** List of documents is available at website: [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) > citizen > licence.

**Que 06 :** What is the procedure for Disposal of Application?

**Ans :** On receipt of application the site is inspected by Senior Inspector Licence thereafter if it fit as per policy guideline then application is submitted to Asst. Commissioner/ Supdt. Of Licences / D.M.C.(Spl)/ A.M.C. (City).

**Que 07 :** How much time will take to obtain the permission of Hoarding?

**Ans :** If application is found completed in all respect; permission is issued within 70 days.

**Que 08 :** Can my application be rejected?

**Ans :** Application may be rejected, if necessary supporting documents are not submitted along with application or not in compliance with the guidelines.



**Que 09 : Whether I can file an appeal against rejection?**

**Ans :** Appeal against rejection of application can be filled within a period of 30 days from the date of rejection.

**Que 10 : What is the duration of New Hoarding permit?**

**Ans :** The duration of new hoarding permit is 2 years. Thereafter, it has to be renewed after every 2 years.

**Que 11 : What is the last date to submit the application for renewal of Hoarding permit?**

**Ans :** Renewal application shall be submitted 8 weeks before the expiry date of Hoarding permit.

**Que 12 : What is the fee for Hoarding Permit?**

**Ans :** Fees Rates will be charged as per square meter basis. Details are available at website [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) > New Business Application / License- Advertisement > Fee Schedule.

**Que 13 : Where can I get information of authorised hoarding in Mumbai City?**

**Ans :** Information about authorised advertisement Hoarding in Mumbai City is available at MCGM's website: [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) > Reports.

**Que 14 : Where I can lodge the complaint against unauthorised Hoarding?**

**Ans :** Complaints against unauthorised hoarding can be lodged on MCGM's Website: [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) > Complaint > Registration, Toll free no. 1916, 1292 and concern ward Office.

**Que 15 : What action is taken against unauthorised Advertisement Hoarding?**

**Ans :** If unauthorised Advertisement Hoarding found erected, same is removed and offence sheet is filed as per Section 328/471 and 472 of MMC Act 1888.

### **Glow sign/Neon sign Advertisement Board Permit (328 A)**

**Que 01 : Where do I get online application for Glow sign / Neon sign Advertisement Board on business premises permit?**

**Ans :** These applications can be obtained from MCGM's website: [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in)>Online Services > Licence> Application for Advertisement others.

**Que 02 : How much time will be taken to obtain the permission?**

**Ans :** After submission of online application along with necessary documents, permission for Glow sign/Neon sign Advertisement Board is given within 10 to 30 days.

**Que 03 : Which documents are required to be uploaded along with Online license application for Glow sign/Neon sign Advertisement Board permission?**

**Ans :** Document checklist along with instructions and guidelines are available on the home page of "New Business Application" under Online Services of MCGM Web Portal.



**Que 04 :** How much Scrutiny fee needs to be paid along with Online application for Glow sign/Neon sign Advertisement Board on business premises?

**Ans :** No Scrutiny Fee is charged for Online application for new Glow sign/Neon sign Advertisement Board on business premises.

**Que 05 :** How permit fee is calculated?

**Ans :** The fees is calculated on the area of the board and Fee Schedule of permit is available on MCGM's website: [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in)>Online Services > New Business Application > Advertisement> Fee Schedule.

**Que 06 :** What is the last date of renewal of Glow sign/Neon sign Advertisement Board on business premises?

**Ans :** The Glow sign/Neon sign Advertisement Board on business premises permit to be renewed before the expiry date of the permit.

**Que 07 :** What is the duration of Glow Sign/Neon Sign permit?

**Ans :** The duration of new Glow Sign/Neon Sign permit is 1 year. Thereafter, it can be renewed.

**Que 08 :** Does any Commercial Glow Sign displayed on business premises, requires permission?

**Ans :** Yes, for any Commercial Glow Sign displayed on business premises, then permission is required to be taken under section 328 A/ 471 of MMC Act.

**Que 09 :** Where I can lodge the complaint against unauthorised Glow Sign/Neon Sign?

**Ans :** Complaints against unauthorised Glow Sign/Neon Sign can be lodge on MCGM's Website: [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) > Complaint > Registration, Toll free no. 1916, 1292 and concern ward office.

**Que 10 :** How do I check status of Online application for Glow sign/ Neon Sign?

**Ans :** Applicant will receive mail on which they have submitted online application.

**Que 11 :** Whether any permission is being granted for banners on Municipal road and footpath?

**Ans :** No any permission is granted for banners on Municipal road and footpath. The permission for the banners is not granted from 2014.

**Que 12 :** What kind of action is initiated. Against unauthorised banner?

**Ans :** If any unauthorised banner is found then FIR intimation letter sent to respective Police Station under Maharashtra Defacement Act, 1995.

**Que13 :** What action is taken against Commercial Glow Sign displayed on business premises?

**Ans :** If there is any unauthorised Commercial Glow Sign displayed on business premises, then prosecution under section 328 A/ 471 is lodged.



## Projection licence (313 (1)(b) (c))

**Que 01 : What kind of permission is granted for Projection and stall board?**

**Ans :** Those permission for Projection and stall board projecting on footpath can be granted under section 313 (1) (b)(c)

**Que 02 : How can I apply for a new Projection Licence?**

**Ans :** Application for a new Projection Licence can be made online on MCGM website: [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) >Online Services >License> Application for Projection and Stall Board.

**Que 03 : How many days required to issue licence?**

**Ans :** After submission of online application along with all requisite documents, License is issued within 15 days.

**Que 04 : Which documents are required to be uploaded along with application for Projection Licence?**

**Ans :** List of documents is available at website: [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) > citizen > licence.

**Que 05 : How much Scrutiny fee needs to be paid along with application for Projection licence?**

**Ans :** No Scrutiny Fee is charged for application for new Projection licence.

**Que 06 : How License fee is calculated?**

**Ans :** The licence fees are calculated on the basis of area of Projection.

**Que 07 : How to renew the permission granted under section 313 (1) (b)(c)?**

**Ans :** To renew the permission granted under section 313 (1) (b) (c) can be done through portal [www.mcgm.gov.in](http://www.mcgm.gov.in).

**Que 08 : What is the last date of renewal of Projection licence?**

**Ans :** The Projection license must be renewed before the expiry date of the license validity.

**Que 09 : If any projection / stall board is not projecting on Municipal road and footpath, whether permission required or not?**

**Ans :** The projection / stall board is not projecting on Municipal road and footpath, then permission under section 313 (1) (b) (c) is not required.

## Hawker Licence 313 (A)(B)

**Que 01 : Where do I get application for new Hawker Licence?**

**Ans :** New licence for hawkers is currently not being issued. However, new licences for street vendors will be given on implementation of Street Vending Act 2014.

**Que 02 : Whether the existing licences given under section 313 (A)(B) is transferred?**

**Ans :** Yes, the existing hawker licences can be transfer only in case of death or incapacitation of licensee and same is transferred to the legal heir of deceased licensee.





**Que 03 : When hawker licence is to be renewed?**

**Ans :** Hawker licence is to be renewed on every month.

**Que 04 : How the fee is calculated?**

**Ans :** The fee is charged as per schedule decided by MCGM on area basis.

**Que 05 : Where can I get the list of Licensed Hawkers along with the commodities licenced for in my Ward?**

**Ans :** Citizens can seek such information by application under RTI Act, 2005 at Ward.

**Que 06: What is the action taken against the hawkers licence holders for infringement of hawkers licence terms & conditions?**

**Ans :** Security Deposit of the licences are forfeited and the articles hanging outside the allotted area are seized by taking encroachment removal action. The hawkers licensees of those who infringement's licence terms and conditions frequently are cancelled by following due process of law (DPL) and such cancelled licence pitch / stalls / S.H.C. etc. are removed by joint removal action squad in respective Ward.

### **Illegal Hawker's Encroachment**

**Que 01 : Where can I get the list of licenced hawkers along with the commodities licenced for, in my ward?**

**Ans :** Citizen can seek such information by application under RTI Act, 2005.

**Que 02 : What is the action taken against the hawkers licence holders for infringement of hawkers licence terms & conditions?**

**Ans :** Security Deposit of the licences are forfeited and the articles hanging outside the allotted area are seized by taking encroachment removal action. The hawker's licensees of those who infringement's licence terms and conditions frequently are cancelled by following due process of law (DPL) and such cancelled licence pitch / stalls / S.H.C. etc. are removed by joint removal action squad in respective Ward.

**Que 03 : Who take action on illegal hawkers?**

**Ans :** Encroachment department takes action .

**Que 04 : In how many sessions do Encroachment department taken action?**

**Ans :** In the morning & afternoon.

**Que 05 : Do Encroachment department release the seized material?**

**Ans :** According to M.C.G.M.'s circular No.AA/06/2017-18 dtd.17.10.17, after payment of necessary charges the material got released.

**Que 06 : What is the restricted limit for hawker from Railway Municipal market, hospital, Educational trusty & Religious places?**

**Ans :** Railway station & from Municipal market - 150 mtr.  
From Hospitals, Religious places & Educational trusts - upto 100 mtrs distance are restricted for Hawkers.

**Que 07 : Do Encroachment department takes action on Sunday & Public Holiday ?**

**Ans :** Sunday & Public Holidays between 01.00 pm to Evening 08.00 pm Encroachment dept. takes action.





15

## SHOPS & ESTABLISHMENT DEPARTMENT

**Office Address** : Chief Facilitator (Shops & Establishment),  
5<sup>th</sup> Floor, Hawker's Plaza Building,  
Senapati Bapat Marg, Dadar (W),  
Mumbai - 400 028.

**Contact No.** : 022-24311751

**Email ID** : [ci.se@mcgm.gov.in](mailto:ci.se@mcgm.gov.in)



**Que 01 : When was the Shops & Establishment department established in MCGM and what are the functions of the department?**

**Ans :** Shops & Establishment department in MCGM was established in 1975 to implement the provisions of Maharashtra Shops & Establishment Act, 1948 and other labour laws. With effect from 19.12.2017 Maharashtra State Government has repealed Maharashtra Shops & Establishment Act, 1948 and has replaced it with Maharashtra Shops & Establishment (Regulation of employment and condition of services) Act, 2017, which is now being implemented by Shops & Establishment Department of MCGM.

**Que 02 : Which services are provided under Maharashtra Shops & Establishment (Regulation of employment and condition of services) Act, 2017?**

**Ans :** Under this Act, following online services are provided on online basis by MCGM :  
1) Intimation Receipt 2) Registration of Establishment 3) Renewal 4) Change in Registration Certificate 5) Cancellation of Registration Certificate.

**Que 03 : How do I Register my establishment under Maharashtra Shops Establishment (Regulation of employment and conditions of service) Act, 2017?**

**Ans :** If you have 10 & more employees, then you have to apply in 'Form A' within 60 days from the implementation of this Act or within 60 days from the date of commencement of your business. Registration is issued online at below path:  
[www.mcgm.gov.in](http://www.mcgm.gov.in) or [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) ONLINE Services -- Shops and Establishment - FORMA Download Form A Fill Form A manually Fill Online Form A Upload Scan copy of Form A & Aadhaar Card and other necessary documents.

**Que 04 : I have registration certificate under the Maharashtra Shops & Establishment Act, 1948 for 10 & more employees in my establishment. what is the procedure of registration of my establishment?**

**Ans :** If you have 10 & more employees then you have to apply in 'Form A' within 60 days from the expiry of your registration certificate.

**Que 05 : How much fees to be paid for the services rendered under Maharashtra Shops & Establishment (Regulation of employment and condition of services) Act, 2017?**

**Ans :** As per above Act, all the services are rendered free of cost.

**Que 06 : Under Maharashtra Shops & Establishment (Regulation of employment and condition of services) Act, 2017 whether site inspection & verification of documents is necessary?**

**Ans :** Registration Certificate is issued online in Real time basis and copy is sent on E-mail id. There is no site inspection & verification of documents w.e.f 16.04.2018.

**Que 07 : I have registration certificate under the Maharashtra Shops & Establishment Act, 1948 for below 10 employees what is the procedure to register my establishment under Maharashtra Shops & Establishment (Regulation of employment and condition of services) Act, 2017?**

**Ans :** You have to submit online intimation in the form of 'Form F' within 60 days after the expiry of your registration certificate on path below:  
[www.mcgm.gov.in](http://www.mcgm.gov.in) Online Services Shops & Establishment Form F Download Form F fill it manually then fill the details in online form F upload the scan copy of form F and Aadhaar card.



**Que 08 :** I have less than 10 employees in my establishment, what will be the procedure of registration under Maharashtra Shops & Establishment (Regulation of employment and condition of services) Act, 2017?

**Ans :** If you have less than 10 employees you need not have to register but you have to submit form 'F' to give intimation within 60 days from the implementation of this Act or within 60 days from the date of commencement of your business.

**Que 09 :** My business is closed down, what is the procedure under this Act?

**Ans :** If you have 0 to 9 employees in establishment you to inform online in 'Form K' and if you have 10 & more employees you have to inform in 'Form J' The proforma is available on [www.mcgm.gov.in](http://www.mcgm.gov.in) site.

**Que 10 :** Whether I have to give intimation every year?

**Ans :** You do not have to give intimation every year.

**Que 11 :** I have got intimation receipt for less than 10 employees, now I have 10 or more employees what is the procedure?

**Ans :** You have to apply for Registration Certificate under Maharashtra Shops & Establishment (Regulation of employment and service conditions) Act, 2017.

**Que 12 :** How do I Renew my Registration Certificate under Maharashtra Shops & Establishment (Regulation of employment and conditions of service) Act, 2017?

**Ans :** If you have 0 to 9 employees in your establishment you do not have to renew your registration certificate. If you have 10 & more employees, then you can apply in 'Form D' to renew your registration certificate.

visit [www.mcgm.gov.in](http://www.mcgm.gov.in) or [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in)

---> online services ---> shops and establishment---> Submit online form D.

**Que 13 :** I have not renewed registration certificate in time, what is the procedure of renewal in this case?

**Ans :** You can submit online form D to renew your registration certificate.

visit [www.mcgm.gov.in](http://www.mcgm.gov.in) or [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in)

---> online services ---> shops and establishment---> Submit online form D.

**Que 14 :** For what period can we renew the Registration Certificate?

**Ans :** You can renew your registration certificate for maximum 10 years.

**Que 15 :** What is the amount of fee and late fees?

**Ans :** There is no fee and late fee.



**Que 16 : How do I make changes in intimation receipt?**

**Ans :** Procedure of changes in intimation receipt is not applicable under Maharashtra Shops & Establishment (Regulation of employment and conditions of service) Act, 2017.

**Que 17 : How do I make changes in my registration Certificate?**

**Ans :** You have to submit form I with relevant documents to change in your registration certificate at below path:

[www.mcgm.gov.in](http://www.mcgm.gov.in) or [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in)

--> online services shops and establishment form I download form I fill form I fill online form I.

**Que 18 : How does the system work for changes in existing registration certificate?**

**Ans :** Applicant has to fill 'Form I' with required details, Scan and upload the document. On approval of application Registration Certificate will be delivered on given email ID. If incomplete documents are uploaded by the Applicant, then remarks for compliance will be sent on email ID. If the compliance is not done by employer within 15 days, the application will be rejected. Reason for rejection, will be intimated on Email Id of the applicant.

**Que 19 : What browsers are supported?**

**Ans :** For optimal performance, we recommend Microsoft Internet Explorer 9.0 and above, Google Chrome and Mozilla Firefox.

**Que 20 : Will I able to print my certificate?**

**Ans :** Yes. You can print your registration certificate from Re-print option on the portal.

**Que 21 : What is Document types allowed to upload?**

**Ans :** Supported document formats will be PDF, JPG, JPEG, .PNG (The size of file upto 2 mb is allowed)

**Que 22 : Whether the registration & intimation letter is required to the establishment situated on Municipal Road, House Galli and Municipal Footpath?**

**Ans :** Registration certificate & Intimation letter are not issued on Municipal Road, House Galli and Municipal Footpath. Registrations obtained at such premises through the online module would be treated at illegal.

**Que.23 : Whether the registration & Intimation letter is required to Dispensary of Doctor?**

**Ans :** No. (Judgement: Devendra Surti v State of Gujarat, 1969 II LLJ 116 (SC), 1969 I SCJ 252).



## Plastic Ban:

### Maharashtra Non-Biodegradable Garbage (Control) Act, 2006 Plastic Bags & Thermocol Free Maharashtra Awareness Programme, 2018

**Que 01 :** From which date the notification of Ban Plastic came into effect?

**Ans :** Notification of Ban Plastic came into effect from 23<sup>rd</sup> March, 2018.

**Que 02 :** Which Plastic material are Banned?

**Ans :** Use of plastic is banned in entire State of Maharashtra for manufacture, usage, transport, distribution, wholesale & retail sale and storage. Use of the plastic bags with handle and without handle, and the disposable products manufactured from plastic & thermocol (polystyrene) such as single use disposable dish, cups, plates, glasses, fork, bowl, container, disposable dish/bowl used for packaging food in hotels, spoon, straw, non-woven polypropylene bags, cups/pouches to store liquid, packaging with plastic to wrap or store the products, packaging of food items and food grain material etc are banned.

**Que 03 :** What kind of sealed Plastic packaging material is allowed for the Wholesalers and Retailers of groceries and grain products to sell groceries and grain products?

**Ans :** Wholesalers and Retailers of groceries and grain products are allowed to sell groceries and grain products in sealed plastic packaging material subject to compliance with conditions:

- The plastic packaging material shall be more than 50 micron thickness with a minimum weight of 2 grams.
- The packaging material shall be printed with manufacturer's details, type of plastic with code number and buy-back price.

**Que 04 :** What provision is made for packaging of plant & machinery and electronic equipment with the use of Plastic?

**Ans :** Plastic allowed for export industries specifically industries in Special Economic Zone and place of manufacture-plastic material/ thermocol used for wrapping the material at the manufacturing stage or is an integral part of manufacturing shall comply the following conditions:- The packaging material shall be more than 50 micron thickness. The packaging material shall be made up of minimum 20% recyclable plastic material (except for food packaging). The packaging material (Except for export purpose) shall be printed with manufacturer's details, type of plastic with code number and buy-back price.

**Que 05 :** Are Compostable plastic bags allowed ?

**Ans :** Compostable plastic bags or material used for plant, nurseries, horticulture, agriculture, handling of solid waste are allowed.

**Que 06 :** Is the plastic bag or plastic used for packaging of medicines, medical equipment's and medical products allowed?

**Ans :** Yes, plastic bags or plastic used for packaging of medicines, medical equipment's and medical products are allowed.





**Que 07 : Whether chips packets, shampoo sachet, chocolates packet are banned?**

**Ans :** No, chips packets, shampoo sachet, toothpaste, oil packet, chocolates packet etc. are recyclable multilayer packaging, hence not banned.

**Que 08 : Whether thermocol box is allowed for preservation of fish in fishing business?**

**Ans :** Yes, thermocol boxes are allowed for preservation of fish in fishing business.

**Que 09 : Whether plastic stationery is allowed for the use of educational and office purpose?**

**Ans :** Yes, plastic stationery is allowed in education and office use as these are recyclable.

**Que 10 : Is plastic banned for packaging of milk?**

**Ans :** Yes, Plastic is allowed for packaging of milk provided the plastic bag shall be more than 50 micron thickness and buy-back price and name of the manufacturer is to be mentioned on these bags.

**Que 11 : Whether black plastic garbage bags are banned?**

**Ans :** Yes, black plastic garbage bags are banned. Compostable plastic bags can be used as garbage bags.

**Que 12 : What is compostable plastic?**

**Ans :** Compostable plastic means plastic that undergoes degradation by biological processes during composting to yield CO<sub>2</sub>, water, inorganic compounds and biomass at a rate consistent with other known compostable materials, excluding environmental petro-based plastic and does not leave visible, distinguishable or toxic residue and which shall confirm to the Indian Standard: IS 17088:2008 titled as Specifications for Compostable Plastics, as amended from time to time.

**Que 13 : Whether drinking water bottles, Bisleri Bottles available in the market are banned ?**

**Ans :** Drinking water PET/PETE bottles having liquid holding capacity of less than 200 ml. and drinking water pouches are banned.

**Que 14 : How much fine is imposed under plastic banned?**

**Ans :** Following fine is imposed against use of banned plastic and thermocol :-

- 1) 1<sup>st</sup> offence Rs. 5000/- Fine,
- 2) 2<sup>nd</sup> offence Rs. 10,000/- Fine,
- 3) 3<sup>rd</sup> offence Rs. 25,000/- Fine and imprisonment upto 3 months.





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## VEERMATA JIJABAI BHOSALE UDYAN & ZOO

**Office Address** : Office of Director (Zoo),  
Veermata Jijabai Bhosale Udyan & Zoo  
2<sup>nd</sup> Floor, Humboldt Penguin Building,  
Dr. Babasaheb Ambedkar Road,  
Byculla (East), Mumbai – 400 027.

**Contact No** : 022-23772414

**Email ID** : [vjbudyanzoo@yahoo.co.in](mailto:vjbudyanzoo@yahoo.co.in)



**Que 01 : What is the history & heritage status of the Zoo ?**

**Ans :** Veermata Jijabai Bhosale Udyan & Zoo, established in 1862, presently spread over an area of 53 acres, is one of the oldest zoos in the country. This Udyan & Zoo is declared as “Heritage Grade II (B)” site and is recognised as “Medium Zoo” by Central Zoo Authority, New Delhi, Ministry of Environment, Forests & Climate Change, Govt. Of India.

**Que 02 : What is the organisation structure?**

**Ans :** This Udyan & Zoo is managed by Municipal Corporation of Greater Mumbai headed by Director (Zoo) as the Officer in Charge. The veterinary health care of zoo animals is headed by Deputy Superintendent of Zoo (Veterinary) along with Veterinary Officer. Other posts like Education-cum-Public Relation Officer looking after the public relation and education awareness, the engineering section looking after the operation & maintenance part. Zoo animals are managed by Zoo animal keeper staff.

**Que 03 : What are the Zoo timings?**

**Ans :** **Zoo Visiting Hours :** FROM 09.30 am TO 06.00 pm and Ticket window will be open up to 05.15 pm. This Udyan & Zoo is kept closed to public on every **Wednesday for weekly off**, however if there is a public holiday on any Wednesday, the Udyan & Zoo is kept open for visitors on that day and remains closed on next day, i.e. on Thursday for weekly off.

**Que 04 : Which is the nearby railway station?**

**Ans :** Central Railway Station - Byculla .  
Harbour line Railway Station - Reay Road.

**Que 05 : What is the Entry Fee structure for zoo visitors ?**

**Ans :**

- Adult (Above 12 years) - Rs.50/- per head.
- Child (3-12 years) - Rs.25/- per head.
- Family including 2 Adults + 2 Children(3-12 years) – Rs.100/- per family.
- Foreign Adult (Above 12 years) - Rs.400/- per head.
- Foreign Child (3-12 years) - Rs.200/- per head.

**Private School Children coming in group for educational visit :**

- Students (3-12 years) - Rs. 15/- per head.
- Students (above 12 years) - Rs.25/-per head.
- Accompanying adult - Rs.50/- per head.

**Tickets for Camera :**

- Still Camera Rs.100/-.
- Movie Camera Rs.300/-.

**Que 06 : Any Free entry is given to certain category of citizens?**

**Ans :** Yes, Free entry is given to the following categories –

- 1) All children below 12 years on Fridays.
- 2) The municipal school students coming in groups for educational trip.
- 3) All senior citizens.
- 4) Differently abled people .



**Que 07 : Are there any extra charges to see the Penguins?**

**Ans :** The entry fees is inclusive of all charges. There is no extra charge for Penguins.

**Que 08 : What are the parking charges?**

**Ans :**

- Yes, Vehicle Parking is available. Charges as below :-
- Two Wheelers Rs .5/-.
- Four Wheelers Rs. 20/-.
- Bus Rs. 40/-.

**Que 09 : What are the Rules and Regulations in the Zoo?**

**Ans :** Rules and Regulations of Zoo are as below:

1. All the zoos in India are governed by Central Zoo Authority, New Delhi, Ministry of Environment, Forests & Climate Change, Govt. of India. The CZA, New Delhi accords the recognition to all the zoos in the country as per the Recognition of Zoo Rules, 2009 (amended in 2013).
2. The V. J. B. Udyan & Zoo is a plastic free zone. The pet water bottles, polythene / plastic bags and eatables which are harmful to the zoo animals / birds / reptiles and environment, are strictly prohibited inside the premises of this Udyan & Zoo.
3. No harm / damage should be caused in any way to any animal, any vegetation & any municipal property inside the premises of this Udyan & Zoo.
4. Alcohol, Gutkha and Cigarettes are strictly prohibited in the premises of this Udyan & Zoo. Lighting a fire or cooking food is prohibited.
5. Carrying explosives, weapons or firecrackers is strictly prohibited in the Udyan & Zoo.
6. No any sort of pollution such as sound (playing audio system), artificial lighting, littering, etc. should be created which is hazardous to the animals, plants and the environment inside the premises of this Udyan & Zoo.
7. Bringing pet animals inside the premises of this Udyan & Zoo is not allowed.
8. Do not enter into "no entry zone".
9. No vehicles will be allowed inside the premises of this Udyan & Zoo except parking zone.
10. Do not cross over the barriers around the animal enclosures.
11. Do not Feed the Zoo Animals.
12. Do not climb Trees. Do not sleep on benches and lawns.
13. Do not touch the selfie structures.

**Que 10 : Which are the animals displayed in the Zoo?**

**Ans :** At present there are various zoo animals like Humboldt penguins, Asiatic elephants, Hippopotamus, Stripped hyena, Deer, Blue Bull, Sambar deer, Monkeys, Military macaw, African grey Parrot, Rosy pelican, Reptiles such as, crocodiles, gharials, Indian rock python, etc. are displayed in the Zoo.

**Que 11 : Are there any Elephant rides, Camel rides, Horse rides in the Zoo?**

**Ans :** Such facilities are currently not available. One can only see the animals.



**Que 12 : Can we donate/give any Animals to the Zoo?**

**Ans :** Outside animals/birds are not accepted at this Zoo.

**Que 13 : Whether food is allowed inside zoo premises?**

**Ans :** There is separate food court facility available outside the zoo.

**Que14 : Whether feeding animals for some Religious/Domestic purpose is allowed?**

**Ans :** Feeding animal is strictly prohibited.

**Que 15 : How many species of plants/trees are there in the Zoo?**

**Ans :** There are total 4264 number of trees of 286 species of inside the zoo.

**Que 16 : Which rare trees are there inside zoo premises?**

**Ans :** There are many rare trees like Urvashi (*Amherstia nobilis*), Kaushi (*Sturculia colorata*), Sundari (*Heritiera littoralis*), Krishnavad (*Ficus krishnae*), *Gustavia insignis*, *Guicum officinalis*, Kopal (*Hymenaea verrucosa*), Ganesh Vriksh (*Cochlospermum relegiosum*), Vayvarn (*Crataeva tapia*), etc.

**Que 17 : How many species of penguins are found in the world?**

**Ans :** Total 18 species of penguins are found in the world. Out of which only 6 species are found in the frigid regions.

**Que 18 : Which species of penguins is displayed at this Zoo?**

**Ans :** The penguins kept at this Zoo are called Humboldt penguins and they are brought from Coex Aquarium, Seoul, South Korea. They live along the coast of Chile and Peru in South America and share their name with the Chile Humboldt Current, which was discovered by Alexander Von Humboldt.

**Que 19 : Do Humboldt Penguins live in frigid(ice) region?**

**Ans :** Humboldt penguins do not live in frigid regions.

**Que 20 : What is the biological information about the Humboldt penguins?**

**Ans :** Humboldt penguins grow up to the height of two feet approximately. The lifespan of Humboldt penguins is 20 years approximately. Humboldt penguins weigh 3 to 6.5 Kgs approximately. Humboldt penguins can breed throughout the year, but has two peak seasons in Autumn from April to July and in Spring from August to December.

**Que 21 : What is the diet of Humboldt penguins?**

**Ans :** The diet of Humboldt penguins consists of fishes like Eel, Sardines, Squids, Mackerels and Bombay duck. They are fed twice a day at the zoo.

**Que 22 : What is the Status of Modernisation Project?**

**Ans :** Central Zoo Authority, New Delhi has given final approval to the Master Layout Plan of this Zoo in 2012.

Accordingly, **under Phase I** various development works like Humboldt penguin exhibit, Entry Plaza, development & beautification of Internal Gardens, various selfie points for visitors, Zoo hospital, asphaltting of internal





roads, CCTV system, Water irrigation network, public amenities like Toilets, drinking water fountains, Rain shelters, Child care centres, etc have been undertaken. A housekeeping agency has also been appointed for the upkeep and maintenance of the said facilities.

**In the second phase** of the project, construction of various animal enclosures is undertaken as per new animal collection plan under which enclosures for Lion, Tiger, Sloth bear, Swamp deer, Small cats, Jackal, Wolf, Blue bull, etc. are being constructed.

**In the third phase** of the project, the construction of enclosures/exhibits for animals from Africa (African Savannah)/Australia continent will be displayed at the zoo which will include Giraffe, Zebra, Ostrich, Kangaroos, etc.





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## MUNICIPAL PRINTING PRESS

**Office Address** : N. M. Joshi Road,  
Byculla West, Mumbai 400 011.

**Contact No** : 022-23023431

**Email ID** : [manager.mpp@mcgm.gov.in](mailto:manager.mpp@mcgm.gov.in)



**Que 01 : When was the Municipal Printing Press established?**

**Ans :** Municipal Printing Press, spread over approx. 2000 sq. meter was established in the year 1935 to cater print services to internal departments of MCGM. Current staff strength under its establishment is about 280.

**Que 02 : What are the services Municipal Printing Press?**

**Ans :** Municipal Printing Press provides Print Services to internal departments of MCGM (390 Departments) which mainly comprises of books, registers, posters, annual reports, coffee table books, calendars, MCGM dairies, election & budget work, Variable Data Printing (VDP) and similar other print job.

**Que 03 : What is the print capacity of Municipal Printing Press?**

**Ans :** Municipal Printing Press is having Per Annum print capacity of 37 Cr A4 size impression.

**Que 04 : What kind of equipment's Municipal Printing Press is having to serve print services to its internal department?**

**Ans :** Municipal Printing Press is equipped with latest print technology equipment's Which comprises of High Speed Digital Monochrome Printers & Four-Color Offset Machines.

**Que 05 : What is the vision of printing press?**

**Ans :** To provide economical qualitative and quick print services with minimum human resources.





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## ASSESSMENT AND COLLECTION DEPARTMENT

**Office Address :** Office of Assessor and Collector,  
Municipal Printing Press Building,  
3<sup>rd</sup> Floor, N. M. Joshi Road,  
Byculla West, Mumbai 400 011.

**Contact No :** 022-23005754

**Email ID :** [ac@mcgm.gov.in](mailto:ac@mcgm.gov.in)



## Preamble :-

Mumbai Municipal Corporation has switched over from Rateable Value system to Capital value system w.e.f. 01.04.2010. for the Assessment of Lands & Buildings.

Capital Value is fixed on the basis of Stamp Duty Ready Recknor rates Published by the state Government along with certain factor such as type of construction, age, Nature & type of Building user category, area etc which are determined by the Standing Committee. Property Tax capping provisional on the levy of Capital Value as laid down u/s 140A in MMC Act, 1888 are as under -

1. No increase in Property tax levied as on 31.03.2010 for residential houses having carpet area upto 500 sq.ft.
2. Capping up to two times of the existing tax for residential houses having carpet area more than 500 sq.ft.
3. Capping upto three times of the existing tax for commercial properties.
4. The Capital Value is revised after every Five years. However, the increase in Property tax cannot be more than 40% of the tax payable in the earlier year of such revision. Tax Rates at the time of such revision are decided by the Standing Committee.
5. The flats/premises let out on the basis of Leave & License are treated as self-occupied and the ceiling provided in the Act is applied on the presumptive tax of such flat as per self-occupied premises.
6. Telescopic concession in property tax for the re-developed buildings under various schemes has been continued under the Capital Value system.
7. Capital Value of Buildings and Lands situated within the jurisdiction of Brihanmumbai Mahanagarपालिका has been revised with effect from 1.4.2015 as per the provision of section 154(1C) of the Mumbai Municipal Corporation Act, 1888.

However, according to the proviso inserted in sec 154 (1C) of the MMC Act, 1888. Amount of property tax leviable in respect of residential buildings or residential tenements, having area upto 46.45 Sq. mtrs. (500 Sq ft.), shall not exceed the amount of property tax levied and payable on 01.04.2015 to 31.03.2020.

## Early Bird Incentive: -

Early Bird Incentive under the provision of sec. 200A is offered with effect 01.04.2010 to the prompt property tax payers whereby discount in tax at certain percentage decided by standing committee is availed to citizens. As per JNNURM norms, such type of concession in Property Tax is expected every year.

**Que 01: What is Property Tax and Which Properties assessed to Property taxes?**

**Ans :** Property taxes are levied on Lands & Buildings situated in Municipals limits **U/S 139 of MMC Act 1888.**

Property tax is applicable to all the open lands & Buildings within the jurisdiction of Mumbai Municipal Corporation.





**Que 02 : Which area is considered for Assessment of Property Tax Calculation? Carpet or Built up?**

**Ans :** Properties are assessed on the basis of Carpet area from 01.04.2010.

**Que 03 : What is the rule for Calculation of Capital value?**

**Ans :** The formula to calculate capital Value during 01.04.2010 to 31.03.2015 is as under:-

1. Capital Value of open Land –

Rate of base value (**BV**) of an open land according to Ready Reckoner X weightage by multiplication as per user category (**UC**) (part I of schedule 'A') X permissible or approved floor space index (**FSI**) X area of land (**AL**)

$$\mathbf{CV = BV \times UC \times FSI \times AL}$$

2. Capital Value (**CV**) of Building –

\* Relative rate of base value (**BV**) of a building according to Ready Reckoner X weightage by multiplication as per user category (**UC**) (part II, III, or as the case may be, IV of schedule 'A') X weightage by multiplication as per the nature and type of building (**NTB**) (schedule 'B') X weightage by multiplication on account of age of building (**AF**) (schedule 'C') X weightage by multiplication on account of floor factor (**FF**) for RCC building with lift (schedule 'D') X carpet area (**CA**).

$$\mathbf{CV = BV (SDRR RATE) \times 1.20 \times UC \times NTB \times AF \times FF \times CA}$$

\* Base value (**BV**) of a building according to Ready Reckoner = Relative rate of base value (**BV**) of a building according to Ready Reckoner x 1.20"  
Formula to calculate Capital Value w.e.f 01.04.2015 to 31.03.2020 is as under :

1. Capital Value (CV) of open Land –

Rate of base value (**BV**) of an open land according to Ready Reckoner X weightage by multiplication as per user category (**UC**) (part I of schedule 'A') X permissible or approved floor space index (**FSI**) X area of land (**AL**)

$$\mathbf{CV = BV \times UC \times FSI \times AL}$$

2. Capital Value (**CV**) of Building –

Relative rate of base value (**BV**) of a building according to Ready Reckoner X weightage by multiplication as per user category (**UC**) (part II, III, or as the case may be, IV of schedule 'A') X weightage by multiplication as per the nature and type of building (**NTB**) (schedule 'B') X weightage by multiplication on account of age of building (**AF**)

(schedule 'C') X weightage by multiplication on account of floor factor (**FF**) for RCC building with lift (schedule 'D') X carpet area (**CA**)

$$\mathbf{CV = BV \times UC \times NTB \times AF \times FF \times CA.}$$

**Que 04 : What is the time limit prescribed for assessment of Properties?**

**Ans :** Assessment of Properties are completed within 15 days from the receipt of necessary documents.



**Que 05: Where can I meet the concerned staff of Assessment department?**

**Ans :** The concerned staff of Assessment Department is available in the ward office on working days between 10:30am to 05:30pm, besides 2<sup>nd</sup> and 4<sup>th</sup> Saturdays, Sundays and Public Holidays. The concerned ward inspector or the section is usually on out-door duty in the morning and is preferably available from 02.00pm to 5:30 pm.

**Que 06: How property tax bills are sent to property holders?**

**Ans :** Property tax bills are issued half yearly 1<sup>st</sup> April & 1<sup>st</sup> October in advance and The said bills are sent to property holder / occupier by Post office. Property tax bills with SAC Nos. are also available on MCGM website is [portal.mcgm.gov.in](http://portal.mcgm.gov.in).

**Que 07: What taxes consist of property taxes?**

**Ans :** As per the provision of section 139A of MMC Act 1888, Property taxes include water tax, water benefit tax, sewerage tax, sewerage benefit tax, general tax, education cess, street tax and betterment charges.

**Que 08: How the Property Tax is levied ?**

**Ans :** Property taxes are levied on the Capital Value on the property.

**Que 09: What is mean by SAC No and Why it is necessary?**

**Ans :** Assessment and Collection department has allotted an account number to each and every property which is called SAC No. Now a days this sac number is considered as UID No. of the properties. This number is being used by all the department viz water department, licence department, building and factory department, shops and establishment department etc. For the identification of the property .

**Que 10: How do I locate the SAC account number of my property?**

**Ans :** You can visit the website “portal.mcgm.gov.in” to search and obtain the property tax for SAC account number of your property.

**Que 11: What is the last date of payment of property tax?**

**Ans :** Six monthly property tax bills are issued to tax payers as follows: -1<sup>st</sup> April to 30<sup>th</sup> Sept. and from 1<sup>st</sup> Oct. to 31<sup>st</sup> March every year. Property Tax is payable every six months in advance as per the Municipal Corporation Act, u/s 197. The due date for the first half year is payable within 3 months from the issue of Property tax bills and the second half year is due on 31<sup>st</sup> December.

**Que 12: What is the penalty levied in case of non-Payment of Property tax on due date?**

**Ans :** In case of non-payment of Property tax on or before due date 2% Penalty will be levied per month on the outstanding amount of Property tax bills.

**Que 13: How can I make payment to property taxes, if I have not received the bill?**

**Ans :** Duplicate property tax bill can be searched and obtained through the website “portal.mcgm.gov.in”. Alternatively, you can visit local ward office to obtain the duplicate copy of your property tax bill on furnishing SAC account number of your property.



**Que 14: Is action initiated by Corporation for recovery of outstanding property taxes?**

**Ans :** Yes, as per the provisions of u/s 202, 203 and 206 of MMC Act 1888 actions such as attachment and auction sale of the property is taken for recovery of outstanding property tax. As per the circular issued u/n AC/2283/NTC335/16-17 Dtd. 04.08.2016 action like sealing of the property and disconnection of water supply are taken for the recovery of outstanding property taxes.

**Que 15: Where should complaint lodge against property tax bills?**

**Ans :** For filling complaints against property tax bills please contact Asst. Assessor & Collector at the local ward office within 21 days where property is assessed. Complaint can also be lodge on MCGM website [portal.mcgm.gov.in](http://portal.mcgm.gov.in).

**Que 16: How and where property tax is accepted?**

**Ans :** Property tax is accepted at the citizen facilitation counters of any ward Offices. Tax is payable by Cash, Cheque, Demand Draft. Property tax can also be paid online on the website of through NEFT, RTGS, Mobile Banking. The payment for property tax is also accepted at the Citizen Facilitation Centres (CFC) of every ward from 8am to 8 pm on all days except for public holidays.

**Que 17: In whose favour cheques & pay order is to be drawn?**

**Ans :** Cheques & pay orders are to be drawn in the favor of MCGM, "Municipal Corporation of Greater Mumbai."

**Que 18: Is there any facility to pay online property tax?**

**Ans :** Click on property tax details in the online services on website [portal.mcgm.gov.in](http://portal.mcgm.gov.in) By this way, citizens can make payments through Internet banking, Debit Credit Card.

**Que 19: What are the plans to get relief in property tax?**

**Ans :** An Early Bird Incentive Scheme is implemented by MCGM for payment of property tax in advance before the due date. Whereby discount in the tax can be availed by citizens.

Sr. No.	Payments Dates	Property Tax Payment	Incentive
1	Up to 30.06.20.. Up to 30.06.20..	If bill of first half paid with arrears If bill of Second half paid with arrears	2% 4%
2	Up to 31.07.20.. Up to 31.07.20..	If bill of first half paid with arrears If bill of Second half paid with arrears	1% 3%



**Que 20 : Which Properties are eligible for exemption from property tax?**

**Ans :** 1) As per sec 143(1)(a) of the Mumbai Municipal Corporation Act, 1888 building & Lands of exclusively occupied for public worship or for charitable purposes. Can be exempt for General tax.  
2) Gallantry Award Winner of ex-servicemen and their Widows get Exemption in General Tax Under sec 520 (C) of MMC Act, 1888.

**Que 21 : Whether any concession is available in payment of property taxes to the building redeveloped through Slum Rehabilitation Authority?**

**Ans :** **Yes**, the concession in payment of property taxes is available to the buildings re-developed through Slum Rehabilitation Authority as per the **section 144 of MMC Act, 1888**.

**Que 22 : Sewerage Tax is deleted from the property taxes bills?**

**Ans :** **Yes**, the Sewerage Tax is deleted from property tax bills if the water connection is granted to the property **U/Sec 92 or 169 of the MMC Act, 1888** by A.E,W.W.

**Que 23 : Is the record is classified?**

**Ans :** **Yes**, as per Clause 4(b) (VI) of Chapter II of Right to Information Act, 2005 (Office Manual 2017) and Record Classification Booklet of Brihanmumbai Mahanagarpalika - 2015, the record regarding the assessment of the property is maintained for the last 15 years in the Assessment & Collection Department. The manual of Right to Information Act, 2005 is made available on website [www.mcgm.gov.in](http://www.mcgm.gov.in).

**Que 24 : Whether entry regarding transfer of property is taken?**

**Ans :** **Yes**, an entry regarding transfer of the property is taken in assessment record as per **section 149 of MMC Act, 1888**.

**Que 25 : Which Certificates are issued by A&C Department?**

**Ans :** The following certificates are issued -  
1. No Objection Certificate of payment of property tax.(Tax clearance certificate)  
2. Inspection Extract of the property.  
3. First Date of Assessment of the property.

**Que 26 : Whether complaint against Rateable Value / Capital Value of the property can be lodged?**

**Ans :** **Yes**, the complaint against Rateable Value / Capital Value lodged within specific time limit are heard and disposed of by the Investigating Officer as per **section 165 of the MMC Act, 1888**.

**Que 27 : Can an appeal against the Rateable Value / Capital Value of the property be lodged in Court?**

**Ans :** **Yes**, an appeal against the Rateable Value / Capital Value of the property fixed by the Investigating Officer can be lodged in Small Causes Court.

**Que 28 : Is any fee charged for levy of property tax?**

**Ans :** No.





**Que 29 :** What are the documents are required for the transfer of Property by inheritance?

**Ans :** Documents under RTS for the above transfer of property are :  
1) Application in prescribed format.  
2) No dues Certificate.  
3) Inheritance rights certificate (Succession Certificate).

**Que 30 :** What are the documents and prescribed time necessary for transfer of Property through instruments?

**Ans :** 1) Application in prescribed format,  
2) No dues Certificate,  
3) Purchase Certificate / Gift deed, etc.  
Transfer of property is completed within 15 days from the date of receipt of the all necessary documents.

**Que 31 :** How the extension in property is assessed under Capital Value?

**Ans :** The extension in property is assessed under Capital Value as per serial no.3.

**Que 32 :** Where Can I get no dues Certificate for Property tax? what is the fee?

**Ans :** No dues Certificate is issued by the Asst. Assessor & Collector of the respective ward office where the property is being assessed. No fee is charged for No dues certificate.

**Que 33 :** Where Can I get Inspection extract of the Property? What is the fee?

**Ans :** Inspection extract of the property is issued by the Asst. Assessor & Collector of the respective ward office where the property is being assessed. It is issued after the payment of prescribe schedule fees determined by the Municipal Commissioner every year. The extract (Annexure) after 01.04.2010 is available online on MCGM website portal.mcgm.gov.in for that no schedule fee required.

**Que 34 :** Are unauthorized constructions imposed on penalties?

**Ans :** On the basis of unauthorized construction, not more than two times the amount of property tax is levied under section 152 A of the Municipal Act.

**Que 35 :** Is tax rebate given to information technology and information technology support service agents?

**Ans :** Yes, as per the Information Technology and Information Technology Assistant Service Policy, the information provided by the Maharashtra State Department has been extended up to 30th June, 2020, as per the ITP-2013 / CR-265 / IND-2 dated 25.08.2015 by the Maharashtra State Government.

**Que 36 :** Telescopic tax rebates to which properties are applicable and for how long a tax Concession is payable?

**Ans :** Under the provision of Section 144 B of the Municipal Corporation Act, for the economically weaker sections, for the low cost housing scheme, and for the low income group, MHADA or the Maharashtra IPPT Area Act of 1971 or Central Government, State Government or any other housing scheme from the Municipal Corporation, for improvement of the slum, and 269 Sq. Ft. Applicable to buildings not exceeding the area. Under Section 144 D of Municipal Corporation Act, the residual residences of resident residences in





Mumbai city are 350 sq. ft. Applicable to such tents not exceeding.  
Tax exemption is payable for the period mentioned below:

Sr. No.	Period	Reduce Rates of Property Taxes
1.	From the 1 <sup>st</sup> Year to 10 <sup>th</sup> Year	20 per cent of the rate of Property taxes levied to the particular year.
2.	From the 11 <sup>th</sup> Year to 15 <sup>th</sup> Year	50 per cent of the rate of Property taxes levied to the particular year.
3.	From the 16 <sup>th</sup> Year to 20 <sup>th</sup> Year	80 per cent of the rate of Property taxes levied to the particular year.

Full amount of tax is payable after 20 years.

**Que 37 :** How do I download the Devnagiri font to view the property tax bill online?

**Ans :** Kindly visit the website “portal.mcgm.gov.in” to search and download the Devnagiri font to view the bill online.



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## SEWERAGE DEPARTMENT

**Office Address :** 2<sup>nd</sup> Floor, Municipal Engineering Hub Building,  
Dr. E. Moses Road, Acharya Atre Chowk,  
Worli Naka, Worli,  
Mumbai – 400 018.

### **Sewerage Operation Department:**

**Contact No** : 022-24958983  
**Email ID** : che.so@mcmgm.gov.in

### **Sewerage Project Department:**

**Contact No** : 022-24958001 Extn-7890  
**Email ID** : che.sp@mcmgm.gov.in

### **Mumbai Sewage Disposal Project:**

**Contact No** : 022-24958001/8101 Extn-7996  
**Email ID** : che.msdp@mcmgm.gov.in



**Que 01: What is the sewerage infrastructure provided for sewage disposal in Mumbai?**

**Ans :** Municipal Corporation of Greater Mumbai, sewage is collected through street connections and conveyed to pipe sewers by gravity system and lifts the same through satellite pumping stations wherever necessary and is further conveyed to Waste Water Treatment Facility (WwTF) for treatment.

### **Sewerage infrastructure**

- A) Zone – 7: Colaba, Worli, Bandra, Versova, Malad, Bhandup and Ghatkopar.
- B) Sewer line – 2,012 km.
- C) Manholes – 72,802 nos.
- D) Satellite Pumping Stations – 43 nos.
- E) Terminal Pumping Stations – 7 nos.
- F) WwTF – 7 nos.

**Que 02 : What is the Sewerage Management System in MCGM?**

**Ans :** The Sewerage system in Municipal Corporation of Greater Mumbai is handled by three different departments namely:

- i) Mumbai Sewerage Disposal Project,
- ii) Sewerage Project,
- iii) Sewerage Operation .

The Mumbai Sewerage Disposal Project Department is responsible for master planning and up gradation of sewerage system of Mumbai for long term sustainability.

The Sewerage Project Department is responsible for improving of sewer lines system on the existing D.P. / Municipal roads as per the requirement of the area.

The Sewerage Operation Department carries out the work of maintenance of the sewer lines by periodically cleaning and repairing wherever necessary, operation and maintenance of sewage pumping stations, sewage treatment plants and outfalls as per Maharashtra Pollution Control Board's consent.

**Que 03 : Which organization standards are adopted for the treatment of sewage?**

**Ans :** Central Pollution Control Board Standards are adopted for the treatment as per consent issued from time to time.

**Que 04 : What is the sewage disposal system where the underground sewer lines network is not available?**

**Ans :** Wherever underground sewer network is not available, the sewage generated is collected and treated through septic tanks. Septic tanks are deslugged periodically. The septic tank is cleaned by means of cesspool/suction vehicles which are operated by A.E. (Maintenance) of respective wards. Also individual STPs are provided as per the Ministry of Environment & Forest Department (MoEF) norms.

**Que 05 : Which department of Municipal Corporation is to be contacted in case of Sewer lines choke up?**

**Ans :** For any choke in sewer line, the complaint is to be registered at concerned main sewer control room of sewerage operation department. The Telephone Numbers of Control Rooms are as under:-

1. Main Sewer City Control Room – 022 23717261, 23718363, 23738948/51.



2. Main Sewer Eastern Suburb Control Room – 022 25220347/48,25220390.
3. Main Sewer Western Suburb Control Room – 022 26368650/51/52/53/54.
4. Mumbai Disaster Management Cell – 1916.
5. Similarly, the said complaints can also be registered online on Municipal Corporation's website (<http://portal.mcgm.gov.in>) for this go to the website and select the head "Complaints" and select option "Complaint Registration".

**Que 06 : Which department of Municipal Corporation should be contacted in case of missing /damage of manhole covers on sewer lines?**

**Ans :** 1) If M.C.G.M. staff on duty notice that manhole covers are missing /damage, they initiate the process of replacing the manhole covers at their level.  
2) Also the complaint for missing /damage of manhole cover can be registered on website of municipal corporation (<http://portal.mcgm.gov.in>) under the heading "Complaints" selecting option "Complaint Registration" or can be registered at the local administrative ward office by citizen.

**Que 07 : Who is responsible for removal of choke in the internal sewer line network within premises/complex?**

**Ans :** The owner of private building, housing & commercial complexes is responsible to remove the choke up in the internal sewer lines of private buildings, residential /commercial complexes. On completion of street connection only the sewer line on D.P./Municipal roads are maintained by M.C.G.M.

**Que 08 : Where and how should I submit application to get drainage NOC for Building permission?**

**Ans :** For the IOD which is issued prior to 16.03.2018 & the IOA issued for the building by slum rehabilitation authority (S.R.A.) the application shall be submitted to Dy.Ch.E.(SP)P&D through L.P./Consultant approved by H.E. department. Also as per norms under Ease of Doing Business (EODB) application is proposed to be submitted online for NOC and it will be auto generated for street connection. For that the online applications for the sewerage remarks shall be submitted through Architect console by uploading required documents. The changes in this system are proposed by Ch.E. (DP) department from time to time.

**Que 09 : Which documents are required along with application to get NOC from sewerage department for building construction permission?**

**Ans :**

- a. Copy of License of LP / Consultant.
- b. Appointment letter of LP / Consultant issued by the IOD holder.
- c. Copy of D.P remarks and plan issued by D.P department.
- d. IOD and approved plan issued by BP department.
- e. Drainage layout plan showing internal drainage layout and nearby existing municipal sewer line.
- f. Copy of Receipt of the scrutiny fee payment. Also as per norms under Ease of Doing Business (EODB) application is proposed to be submitted online for NOC and it will be auto generated for street connection. For that the online applications for the sewerage remarks shall be submitted through Architect console by uploading required documents. The changes in this system are proposed by Ch.E. (DP) department from time to time.

**Que 10 : How shall one apply for a drainage connection permission? / What papers are required for drainage connection permission?**

**Ans :** For street Connection permission, Owner/Developer shall apply through LP / Consultant along with the following documents:

- a. Copy of License of LP / Consultant.
- b. Copy of property tax assessment payment receipt.





c. Copy of approved internal Drainage layout plan showing internal drainage layout and nearby existing municipal sewer line.

**Que 11 : Where should I submit the application for drainage connection permission?**

**Ans :** Application for drainage connection shall be submitted to Asstt. Commissioner of concerned administrative ward offices.

**Que 12 : How do I get drainage connection permission?**

**Ans :** On submission of application through LP/ Consultant to Asstt. Commissioner of concerned ward office, the permission is issued by A.E (Maint.) / AE(SWM) of concerned administrative ward office.

**Que 13 : What charges I need to pay for drainage connection?**

**Ans :** As per circular issued u/no. ChE/SP/4130/P&D of 23.08.2018. the distance from sewer trap chamber upto the nearby connecting manhole in flow direction shall be measured in mtr and for which the cost of the street connection to Municipal manhole is Rs.8573.00 per meter (subject to revision from time to time) towards reinstatement charges and Rs. 1002.00 per meter (subject to revision from time to time) towards supervision charges shall be paid at any of Citizen Facilitation Center of administrative ward offices. The cost of the drainage connection shall be borne by the applicant/beneficiary.

## SEWERAGE OPERATION DEPARTMENT

The existing Sewerage disposal system includes the following:

- Sewerage Line - 2,012 km.
- Manholes - 72,802 nos.
- Satellite Pumping Stations - 43 nos.
- Terminal Pumping Stations - 7 nos.
- WwTF - 7 nos.

Information about existing seven sewage treatment centers :

Zone No.	Name of WwTF	Current System, Capacity	Discharge
1	Colaba	Primary Treatment Plant + Marine outfall of 1200 mm diameter & 1.15 Km length	Arabian Sea
2	Worli	Primary Treatment Plant + Marine outfall of 3500 mm diameter & 3.5 Km length	Arabian Sea
3	Bandra	Primary Treatment Plant + Marine of 3500 mm diameter & 3.7 Km length	Arabian Sea
4	Versova	Primary Treatment Plant + Aerated lagoons	Malad Creek
5	Malad	Primary Treatment Plant	Malad Creek
6	Bhandup	Primary Treatment Plant + Aerated lagoons	Thane Creek
7	Ghatkopar	Primary Treatment Plant+ Aerated lagoons	Thane Creek





## SEWERAGE PROJECT DEPARTMENT

Master plan for laying of sewage lines on - 236.87 km roads. Out of which encroachments is existing on 143.19 km long roads, only 93.68 km of roads have been developed so far. The work of laying sewage lines on the 27.35 km long road is in progress. Similarly, tenders have been invited to lay sewer lines on the 31.58 km long road. The detailed survey and preparation of budget according to the remaining 34.75 Kms length of roads is in progress in stages. The work of 8.29 km Sewerage tunnel 1 and 2 in Malad region and 2.0 Kms length at Swami Vivekanand Road, Bandra will be taken in hand by MSDP.

- Under the Swachh Bharat Mission, the work of developing of sewage network will be undertaken in the slum area by concerned Assistant Commissioner Ward.
- Dry Weather Flow generated from SWD is planned to be diverted into the sewage lines.
- The present sewerage system in Mumbai is based on the first Master Plan made in 1979. Improvement as per the requirement is proposed from time to time.

## MUMBAI SEWAGE DISPOSAL PROJECT DEPARTMENT (MSDP)

The Second Master Plan was prepared in the year 2002 under the name of MSDP (Stage II) especially for the improvement of the infrastructure of sewage treatment centers and sewerage system.

**As per the above plan, priority is given to carry out the works of following Sewage treatment plants in the first phase:**

Zone	Name of WwTF	Capacity of pending WwTF	Process of WwTF & Discharge
1	Colaba	37 MLD	Biological and Tertiary-level processes
2	Worli	500 MLD	Biological and Tertiary-level processes
3	Bandra + Dharavi *	350 MLD + 240 MLD	Biological and Tertiary-level processes
4	Versova *	180 MLD	Biological and Tertiary-level processes
5	Malad *	605 MLD	Biological and Tertiary-level processes
6	Bhandup *	215 MLD	Biological and Tertiary-level processes
7	Ghatkopar *	337 MLD	Biological and Tertiary-level processes
8	Charkop	Up-gradation of existing STP constructed by MHADA having capacity of 6 MLD is being done and at this stage water treatment is also proposed after tertiary level processing and disinfection for reuse.	

\* There is a provision to increase capacity as per the requirement in the second phase.



- All the above works were pending for various reasons (eg, lack of adequate space, existence of mangroves on the proposed land for WwTF, clearance of forest and environment and marine control departments, non-confirmation of technology to be accepted and certified components in sewer or sewage disposal process in the creek.
- After continuous follow-up, the work of Colaba WwTF has been started. The present status of these proposed works is as follows :
  - (1) Colaba - The work is commenced.
  - (2) Bhandup - Tender has been invited.
  - (3) Ghatkopar - Tender has been invited.
  - (4) Worli - Tender has been invited.
  - (5) Bandra - Tender has been invited.
  - (6) Dharavi - Tender has been invited.
  - (7) Versova - Tender has been invited.
  - (8) Malad - The work of preparing the tender is in progress.

CRZ and Forest clearance are required for Malad WwTF.

- Recycling and reuse of treated Waste Water is very important to conserve treated drinking water. Therefore, in the instructions set by the Union Ministry of Environment and Forests, Central and Maharashtra Pollution Control Board tertiary treatment of Waste Water is made compulsory and to make available processed sewage for industrial and non-drinking purposes. This has been included in the tenders of all the WwTFs. Consultants have been appointed to prepare a Master plan for reuse of processed sewage in this regard, and it is planned to provide processed sewage of 2000 MLD in phases.
- At present small capacity STP's at Lovegrove, Worli, Banganga, Bandra, Dadar and 6.5 MLD capacity lagoon at Bhandup are working and the treated water is being reused .

List and contact details of all Dy.Ch.E., Ex.Eng., Asstt.Eng., Sub Eng., Jr.Eng. of MSDP Department, Sewerage Project Department, Sewerage Operation Department and Asstt. Commissioner of Administrative Wards is available on Corporation's website <http://portal.mcgm.gov.in>> Ward & Dept.>RTA/Documents

**For any additional information about the departments or for any suggestions kindly contact us at :**

- 1) Chief Engineer (Mumbai Sewage Disposal Project) - [che.msdp@mcgm.gov.in](mailto:che.msdp@mcgm.gov.in)
- 2) Chief Engineer (Sewerage Project) - [che.sp@mcgm.gov.in](mailto:che.sp@mcgm.gov.in)
- 3) Chief Engineer (Sewerage Operation) - [che.so@mcgm.gov.in](mailto:che.so@mcgm.gov.in)



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## **MUMBAI COASTAL ROAD PROJECT (MCRP)**

**Office Address :** Office of Chief Engineer (Coastal Road),  
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**Que 01 : What is the Mumbai Coastal Road Project (MCRP) ?**

**Ans :** The Mumbai Coastal Road Project (MCRP) is one of the prestigious projects being undertaken by MCGM and one of its kinds in India involving Road on Reclamation, Bridges, Tunnels, Road on Stilts etc. The project is most important for providing the much needed South - North connectivity for the western sea front of city and suburbs area.

**Que 02 : What is the Project Overview?**

**Ans :** The Mumbai Coastal Road Project (MCRP) is proposed in two phases as mentioned below :-

**Phase- I: From Princess Street Flyover to Worli End of Bandra Worli Sea Link:-**

The Phase -I is undertaken by MCGM and which is divided into three parts:-

Part-I – From Priyadarshani Park to Baroda Palace.

Part -II – From Baroda Palace to Worli End of Bandra Worli Sea Link.

Part-IV- From Princess Street Flyover to Priyadarshani Park.

Estimated cost for the work is Rs.6852.88 Crore.

**Phase II: From Bandra Worli Sea Link to Kandivali:-**

The part of work from Bandra Worli sea link to Versova is under taken by MSRDC. No decision for the work from Versova to Kandivali.

**Salient features of the MCRP (South) Project are:**

- Total Length -9.98 Km.
- Tunnels (2 Lanes) - 2 Tube.
- Length of Tunnels - Each Tubes 3.452 km.
- Reclamation Area - 90 Ha.
- Green space area - 70 Ha.
- No of Lanes - 4+4.
- Interchanges- 3.
- Car Parks at 3 locations.
- Pedestrian Underpasses for crossing.

**Que 03 : What does Mumbai Coastal Road Project (MCRP) South envisage?**

**Ans :** The Mumbai Coastal Road Project (MCRP) South envisages road connectivity from Princess Street Flyover to Worli End of Bandra Worli Sea Link. The total length of MCRP is 9.98 Km with an underground tunnel below Girgaon Chowpatty and Malabar Hill of length 3.45 Km with three interchanges at Amerson Gardon, Haji Alli and Worli. The completion of the MCRP will vastly decongest the existing road network of the Mumbai's Western sea front of city and suburbs area.

**Que 04 : What is the Project Objective?**

**Ans :** The main objectives are:

- To augment much needed road connectivity between South and North along Western sea front of city and suburbs area.



- To propose an alignment along the shortest route.
- To establish a high speed, high capacity South-North link.
- To plan the South-North Link without adversely affecting environment.
- To enable creation of the much needed recreational open spaces of 70 ha.
- To provide protection against coastal erosion by providing sea wall and protection against Storm Surge and floods.
- To improve air quality by reduction in traffic congestion.

**Que 05 : What is the profile of the proposed tunnel?**

**Ans :** The Profile of the proposed tunnel underneath Girgaon Chowpatty and Malabar Hill is:

- Length of Twin tunnel – 3.45 km approx.
- Tunnel Diameter – 12 m Approx.
- Tunnel depth varying from 25mt to 80 mt.

**Que 06 : What is the methodology proposed to be adopted for Tunnel?**

**Ans :** The methodology proposed is as under :

- Tunneling methodology is proposed using slurry type TBM (Tunnel Boring Machine) only.
- Ventilation inside the tunnel proposed by way of Sacordo Nozel type.
- Cross passages are proposed at 250 meters along the entire length of the tunnel.
- Designed for the life of the tunnel – 120 years.

**SALIENT FEATURES OF TUNNEL :**

- Tunnel passes through Malabar Hill avoiding high rise buildings and passes below green area.
- Tunnel goes below Girgaum Chowpati thus avoiding the beach.
- Avoids congested junction of Tambe Chowk and bypasses Pedder Road.

**Que 07 : What are the Advantages of Saccardo Nozzle Based Ventilation System?**

**Ans :** Advantages of Saccardo Nozzle Based Ventilation System

- Meets all Design and Safety Requirements.
- Whole Life Cost benefit to project.
- Minimises disruption for maintenance.
- Reduces tunnel closures.
- Designed for the life of the tunnel – 120 years.
- Most efficient and effective system.
- Completely Controllable.
- Fan Station located outside the tunnel.
- Power and control cabling is limited to Plantrooms thus reducing the overall cost.
- No tunnel bore closure for inspections and maintenance.
- Highly efficient, Lower maintenance costs compared to jet fan systems.
- Creates steady state laminar flow in the tunnel which is essential for smoke control and evacuation.
- With VSD totally controllable.
- Fans are not affected in the event of a fire.





**Que 08 : Why Structural Fire Protection is necessary for Tunnel?**

**Ans** : Structural Fire Protection is necessary for Tunnel for :-

- Asset Protection, Network Resilience.
- Protection for Emergency Services and Travelling Public during rescue.
- Meets all Safety Legislative Requirements.
- Protects Emergency Services and Travelling Public from structural failure.
- Ensure network resilience by preventing excessive closures for structural repairs in the event of a fire incident.
- Reduces Environmental Impact by using diversion routes during fire closures
- Protects asset.
- Designed for the life of the tunnel – 120 years.
- Cost Benefit.

**ALTERNATE FIRE SAFETY SYSTEMS :**

Enhanced Emergency Cross Passages Décor & Signage, Evacuation Signage, Emergency lighting, Enhanced Fire Fighting equipment – Extinguishers & Fire Reels PA System, CCTV.

**Que 09 : What clearances are necessary for MCRP South from various Authorities?**

**Ans** : Following NOC'S / clearances are obtained from various Authorities :

- Ministry of Environment, Forest and Climate Change.
- Maharashtra Coastal Zone Management Authority.
- Public Work Departments NOC for Shivaji Maharaj Statue.
- Meritime Board.
- Coastal Engineer's NOC for Tetrapods shifting.
- MSRDC.
- Jt. CP (Traffic) , Mumbai.
- Fisheries Departments.
- Indian Navy.
- Coast Gaurd.
- Heritage Coservation Committee, Mumbai.
- Mumbai Port Trust.
- High Power Committee.
- Jetty Engineer.
- Tria Committee, Marine Drive.
- Revenue Department , GOM.
- Collector (City).
- Mumbai Fire Brigade.



**Que 10 : When is the Mumbai Coastal Road Project (MCRP) project likely to commence?**

**Ans** : The Mumbai Coastal Road Project (MCRP) likely to commence in month of October 2018.

**Que 11 : What is the total project cost and the Budget Provision made for the year 2018-19?**

**Ans** : The total cost of all components is estimated at Rs. 6852.88 Cr. and the Budget Provision in Year 2018-19 for MCRP project- Rs. 1500.00 Crore.

**Que 12 : What are the Benefits of Project?**

**Ans** : Benefits of Project are :

- Better commuting facilities for citizens.
- Access to improved health and education facilities.
- Improved air quality due to reduction in traffic congestion.
- Strengthening of economy by easy transportation of various materials of daily use.
- Generation of approximately 1,00,000 employment opportunity due to proposed Coastal Road.
- Provides coastal erosion protection by providing sea walls. The sea wall will protect the ocean-shadow and protection against Storm Surge & Floods, the storm waves after the completion of the work on the marine route.
- Best Travel Facility for Citizens - Dedicated lanes and parking for BRTS Approximately 70% of the time saving.
- 34% (350 tonne) fuel savings and a savings of \$ 100 million annually.
- The 1826CO<sub>2</sub>e carbon footprint will reduce every year.
- The sea route will help ease the traffic of the city.
- Bicycle tracks, promenades, jogging tracks, open-air houses and new-green shoots.
- For the ambulance, a dedicated route of 2.75 m.
- Skillful while keeping marine life safe and reducing geographical changes.
- Marine borders using local resources and eco-friendly technologies.
- One separate lane is kept for BRTS, Public Transport.





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## **GOREGOAN MULUND LINK ROAD PROJECT**

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Mumbai- 400 066.

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**Que 01 : What is the Goregaon Mulund Link Road (GMLR) Project?**

**Ans :** The Goregaon Mulund Link Road (GMLR) Project is one of the prestigious projects being undertaken by MCGM which is the fourth and the most important east-west link planned for providing the much needed connectivity for the suburbs.

**Que 02 : What does GMLR project envisage?**

**Ans :** The GMLR envisages road connectivity from Western Express Highway at Goregaon in the Western suburb to Eastern Express Highway at Mulund in the Eastern suburb. The total length of GMLR is 12.2 Km with an underground tunnel below SGNP of length 4.7 Km. The completion of the GMLR will vastly decongest the existing road network of the Mumbai's suburbs.

**Que 03 : What is the Project Objective?**

**Ans :** The main objectives are:-

- To augment much needed road connectivity between eastern and western suburbs,
- To propose an alignment along the shortest route,
- To establish a high speed, high capacity east-west link,
- To plan the East- West Road Link without adversely affecting environment,
- To propose a non invasive solution enabling preservation of City's green forests i.e. SGNP, Aarey and its lakes.

**Que 04 : What is the Project Overview?**

**Ans :** The Goregaon Mulund Link Road project is proposed in three phases as mentioned below:-

**Phase-I:**

**ROB at Nahur Railway Station :**

The first phase consists of widening of ROB at Nahur Railway station. Estimated cost for the work is Rs. 58.67Crore. The soil investigation and preliminary works have been completed.

**Phase II:**

**A: Widening of GMLR :**

This phase consists of widening and improvement of the existing road on both sides of the proposed tunnel, to its full width of 45.70 mts, as per the Development Plan. The tenders for widening and improvement are already processed and the work is likely to start in October 2018, after the monsoon. The total cost of this component is Rs. 130 crores.

**B. Improvement of major intersections:**

In addition to the work of widening of the existing road, a proposal to improve the level of service at all the major intersections on GMLR by planning grade separated interchanges wherever necessary is being initiated. Technical consultants have been appointed to prepare detailed intersection design and GAD for grade separated interchanges at 5 major intersections. The cost of the works is estimated at Rs. 1000 crores. The works are likely to commence after receipt of all clearances for tunnel project.



### **Phase III: Tunnel Construction :**

This phase consists of construction of tunnel below the SGNP as per the most suitable alignment finalised after carrying out geo technical investigations. The total cost is estimated at Rs. 3000 crores.

#### **Que 05 : What is the profile of the proposed tunnel?**

- Ans :** The Profile of the proposed tunnel underneath Sanjay Gandhi National Park :
- Length of Twin tunnel underneath SGNP – 4.75 km approx.
  - Tunnel Width – 15 m Approx.
  - Tunnel Height – 13 m Approx.
  - Tunnel depth varying from 20mt to 200 mt.

#### **Que 06 : What is the methodology proposed to be adopted?**

- Ans :** The methodology proposed is as under:-
- Tunneling methodology is proposed using TBM (Tunnel Boring Machine) only, without any shaft inside SGNP to avoid invasive activity.
  - Ventilation inside the tunnel proposed by way of artificial means.
  - Cross passages are proposed at regular intervals of every 300 meters along the entire length of the tunnel.

#### **Que 07 : What are the safety features proposed?**

- Ans :** The additional safety features proposed are as under:-
- Provision of cameras and a linear heat detection system inside the tunnel to alert the Integrated Tunnel Control Room (ITCR).
  - SOS boxes installed every 150 m will act as emergency hotlines for commuters in distress.
  - The tunnel will be built with required fire safety measures.

#### **Que 08 : What clearances are necessary from Environment point of view?**

- Ans :** The tunnel project requires following clearances:-
1. Clearance under the Forest Conservation Act.
  2. Clearance under the Wild Life Act.
  3. Clearance under Eco-sensitive Zone Notification dated 5<sup>th</sup> December 2016.
- The applications have been made for obtaining clearances and clearances are awaited.

#### **Que 09 : When is the tunnel project likely to commence?**

- Ans :** The tunnel project will commence after receipt of all clearances.

#### **Que 10 : What is the total project cost and the Budget Provision made for the year 2018-19?**

- Ans :** The total project cost of all components is estimated at Rs. 4700 Cr. and the Budget Provision in Year 2018-19 for GMLR project- Rs. 100.00 Crore.







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## **BEST TRANSPORT**

**Office Address** : Chief Manager(Traffic), BEST Undertaking,  
1<sup>st</sup> Floor, BEST Bhavan, BEST Marg, Colaba,  
Mumbai – 400 001.

**Contact No** : 022-22856262 (Extn. 861), 24137937

**Email ID** : [transport@bestundertaking.com](mailto:transport@bestundertaking.com)

**Website** : [www.bestundertaking.com](http://www.bestundertaking.com)



**Que 01 : Where can the information about the bus route, time table of the bus transport service of BEST Undertaking area be made available?**

**Ans :** Information booklet about BEST bus service is available on BEST Undertaking's website [www.bestundertaking.com](http://www.bestundertaking.com).

The information is also available through Helpline no. 1800 227550 or 022-24137937 (24X7).

**Que 02 : What are the different types of bus passes issued by BEST Undertaking?**

**Ans :** The different type of bus passes of BEST Undertaking is as under:-

	Daily (Rs.)		Monthly (Rs.)	Quarterly (Rs.)
	Adult	Child		
Magic Non-A.C. (City)	40.00	20.00	880.00	2640.00
Magic Non-A.C.(Suburbs)	50.00	25.00	1100.00	3300.00
Magic Non AC(All over)	70.00	35.00	1540.00	4620.00
Magic AC (All over)	150.00	75.00	3300.00	---

**Distance based Bus pass**

Kms	Monthly (Rs.)		Quarterly (Rs.)
	Non-A.C **	A.C.	Non-A.C**
2	360.00	660.00	1060.00
4	440.00	880.00	1320.00
6	620.00	1100.00	1850.00
8	700.00	1320.00	2100.00
10	800.00	1540.00	2380.00
12	880.00	1760.00	2640.00
14	970.00	1980.00	2900.00
17	1050.00	2200.00	3150.00
20	1150.00	2640.00	3440.00

\*\* Applicable on Ordinary and Limited Services only

**Students Bus Pass**

	Monthly	Quarterly	Half Yearly (Rs.)
Students upto SSC	150.00	450.00	750.00
Students upto HSC/Diploma	300.00	900.00	1500.00

**Student Bus pass( For exclusive trips)**

Distance	Half Yearly(Rs.)
Municipal School Trips upto 10Kms	900.00
Municipal School Trips above 10Kms	1400.00
Private School Trips MMC Limit upto 10Kms	1000.00
Private School Trips MMC Limit above 10Kms	1700.00
Private School Trips beyond MMC Limit upto 10Kms	2000.00
Private School Trips beyond MMC Limit above 10Kms	2500.00

Note :-

- i) For Senior Citizens, a concession of Rs. 50/- and Rs. 200/- will be given on monthly and quarterly bus pass respectively.
- ii) Anand Yatri Scheme - During off period between 11.00 & 17.00 hrs. 50% concession will be given on all daily bus passes.
- iii) On Non-Ac passes crossing Mumbai Municipal limits (Toll Naka) addl. Rs 50/- per months will be charged .
- iv) The charge for RFID Smart card is Rs. 30/- and Admn. charges is Rs. 10/-.



**Que03 : From where the passengers can obtain the bus pass of BEST Undertaking?**

**Ans :** Various kinds of bus passes of BEST Undertaking can be obtained from the following Bus Stations/ Bus Terminal:

Sr. No.	Name of the PoS	Weekday (Mon to Sat)	Sunday Timing
1	Andheri (E) / Agarkar Chowk	7:00 to 19:00	7:00 to 19:00
2	Andheri Stn. (W)	7:00 to 19:00	7:00 to 19:00
3	Anik Depot	7:00 to 19:00	Closed
4	Anushakti Nagar	7:00 to 19:00	Closed
5	Backbay Depot	7:00 to 19:00	9:00 to 16:00
6	Bandra Colony Bus Stn.	7:00 to 19:00	Closed
7	Bandra Depot	7:00 to 19:00	9:00 to 16:00
8	Bhandup Stn. (W)	7:00 to 19:00	7:00 to 19:00
9	Chembur / Ambedkar Udyan Bus Stn.	7:00 to 19:00	Closed
10	Chembur Colony	7:00 to 19:00	7:00 to 19:00
11	Colaba Depot	7:00 to 19:00	9:00 to 16:00
12	Com.P.K.Kurme Chowk / Doordarshan	7:00 to 19:00	7:00 to 19:00
13	CST / Bhatia Baug	7:00 to 19:00	Closed
14	Deonar Depot	7:00 to 19:00	Closed
15	Dharavi Depot	7:00 to 19:00	Closed
16	Dindoshi Depot	7:00 to 19:00	7:00 to 19:00
17	Ghatkopar (W) Road No.4 Bus Chowky	7:00 to 19:00	7:00 to 19:00
18	Ghatkopar Bus Stn.	7:00 to 19:00	9:00 to 16:00
19	Ghatkopar Depot	7:00 to 19:00	Closed
20	Gorai Depot	7:00 to 19:00	7:00 to 19:00
21	Goregaon Depot	7:00 to 19:00	9:00 to 16:00
22	Goregaon Stn. (E)	7:00 to 19:00	7:00 to 19:00
23	Goregaon Stn. (W)	7:00 to 19:00	9:00 to 16:00
24	Hutatma Chowk	7:00 to 19:00	Closed
25	J. Mehta Road	7:00 to 19:00	Closed
26	Juhu Bus Stn.	7:00 to 19:00	Closed
27	Kandivali Stn. (E)	7:00 to 19:00	9:00 to 16:00
28	Kandivali (W) / Kamla Nehru Road Bus Chowky	7:00 to 19:00	9:00 to 16:00
29	Kanjurmarg Stn.(W)	7:00 to 19:00	9:00 to 16:00
30	Kurla Stn. (E)	7:00 to 19:00	Closed
31	Kurla Stn. (W)	7:00 to 19:00	7:00 to 19:00
32	Magthane Depot	7:00 to 19:00	7:00 to 19:00
33	Maheshwari Udyan	7:00 to 19:00	Closed
34	Mahim Bus Stn.	7:00 to 19:00	Closed
35	Majas Depot	7:00 to 19:00	9:00 to 16:00
36	Malad (E) / Poddar Park	7:00 to 19:00	Closed
37	Malad (W) / Kasturba Road Bus Chowky	7:00 to 19:00	9:00 to 16:00
38	Malad Bus Depot	7:00 to 19:00	9:00 to 16:00
39	Malvani / Gaikwad Nagar Bus Stn.	7:00 to 19:00	7:00 to 19:00
40	Marol Depot	7:00 to 19:00	7:00 to 19:00
41	Mazgaon / Maharana Pratap Chk.	7:00 to 19:00	Closed
42	Mulund (W) Checknaka Bus Stn.	7:00 to 19:00	9:00 to 16:00
43	Mulund Depot	7:00 to 19:00	Closed
44	Mulund Stn. (W)	7:00 to 19:00	7:00 to 19:00
45	Mumbai Central Depot	7:00 to 19:00	Closed
46	Museum / Dr.Shyamaprasad Mukherjee Chk	7:00 to 19:00	Closed
47	Nadkarni Park (Wadala - East)	7:00 to 19:00	Closed
48	Oshiwara Depot	7:00 to 19:00	Closed
49	Poisar Depot	7:00 to 19:00	7:00 to 19:00
50	Pratiksha Nagar Depot	7:00 to 19:00	9:00 to 16:00
51	Pt. Paluskar Chowk	7:00 to 19:00	Closed
52	Santacruz Depot	7:00 to 19:00	Closed
53	Santacruz Stn. (E)	7:00 to 19:00	7:00 to 19:00
54	SEEPZ Bus Stn.	7:00 to 19:00	9:00 to 16:00
55	Sewree / Prabodhankar Thakre Udyan	7:00 to 19:00	Closed
56	Shivaji Nagar Bus Stn.	7:00 to 19:00	9:00 to 16:00
57	Shivaji Park / Ram Ganesh Gadkari Chk	7:00 to 19:00	9:00 to 16:00
58	Sion / Rani Laxmibai Chk	7:00 to 19:00	9:00 to 16:00
59	Tardeo / Vasanttrao Naik Chk.	7:00 to 19:00	Closed
60	Vashi Bus Stn.	7:00 to 19:00	9:00 to 16:00
61	Vidyavihar Stn. (W)	7:00 to 19:00	Closed
62	Vikhroli Depot	7:00 to 19:00	9:00 to 16:00
63	Vikhroli Stn. (E)	7:00 to 19:00	Closed
64	Wadala (E) / Nadkarni Park	7:00 to 19:00	Closed
65	Wadala Depot	7:00 to 19:00	9:00 to 16:00
66	Worli Depot	7:00 to 19:00	Closed
67	Worli Village	7:00 to 19:00	9:00 to 16:00
68	Borivali Station (East)	7:00 to 19:00	9:00 to 16:00
69	Bandra (East) Bus Station	7:00 to 19:00	9:00 to 16:00
70	Byculla Station (West)	7:00 to 19:00	9:00 to 16:00



**Que 04 : What different categories of 100% bus concession pass issued by BEST Undertaking and from where they be made available?**

**Ans :** The statement showing the category of passenger with 100% concession and the location from where the same is available is as under:

Sr.No.	Kind of pass	Requirement for pass	Places where pass is available
1	Blind person free pass	Application in prescribed form, two photographs, Certificate issued by Govt Hospitals	All BEST Bus Depots
2	Physically handicapped/Deaf and Dumb (above 40% disability)	Application in prescribed form, two photographs, Certificate issued by Govt Hospitals	All BEST Bus Depots

**Note :** The charges for RFID Smart card is Rs.30/- and Admn. charges is Rs.10/-. The list of BEST Depots with address is available on our website :- 'www.bestundertaking.com'.

**Que 05 : If the bus pass is lost, what is the procedure for new Bus pass?**

**Ans :** In the event of loss of bus pass, the passenger should complaint to the local Police Station and then approach the bus pass issuing centre with the copy of complaint (N.C.), original receipt of bus pass, Identity proof. The amount of Rs.100/- or 10% of the bus pass value available in the lost Smart Card, whichever is higher will be charged. The charges for RFID Smart card, Rs.30/- and Admin charges is Rs.10/- will have to be paid.

**Que 06 : Where can the complaint be registered regarding unclean/maintenance of bus?**

**Ans :** If the inside/outside of the bus is unclean, seats are broken, etc, the passengers can give the complaint to BEST Undertaking's Traffic Helpline no. 1800227550 or 022-24137937, with details like route no., bus no. time, location, etc.(24x7).

**Que 07 : Where can the complaint be registered regarding delay in the arrival of BEST Undertaking buses?**

**Ans :** If BEST Undertaking's buses are found irregular, the passenger can send complaint through e-mail to '[transport@bestundertaking.com](mailto:transport@bestundertaking.com)' or to Traffic Helpline 1800227550 or 022-24137937 with Route no., time and location. Complaint can also be lodged at the complaint book provided at Bus Station/Bus Terminus.

**Que 08 : Where can the complaint be registered in case of rude behaviour by the Bus Drivers/ Conductors?**

**Ans :** If the BEST Undertaking's bus drivers and conductors are behaving rudely, the complaint can be given to Traffic Helpline 1800227550 or 022-24137937 with Route no., Bus no., time and location. etc, The passenger can lodge the complaint in the complaint book provided at Bus Station/Bus Terminus and through e-mail to '[transport@bestundertaking.com](mailto:transport@bestundertaking.com)' .





**Que 09 : Where can the complaint be registered in case the conductor does not issue the tickets of proper fare?**

**Ans :** In such cases, the passenger can send complaint through e-mail to '[transport@bestundertaking.com](mailto:transport@bestundertaking.com)' or to Traffic Helpline 1800227550 or 022-24137937 with Route no., time and location. Complaint can also be lodged at the complaint book provided at Bus Station/Bus Terminus.

**Que 10 : In the bus, for whom are the seats reserved?**

**Ans :** Seats are reserved for Handicapped Persons, Senior Citizens and women in the BEST Undertaking's buses.

**Que 11 : Where can the complaint be registered in case the conductor does not providing help, regarding reservation of seats in bus to women?**

**Ans :** In such cases, the passenger can inform Traffic Helpline 1800227550 or 022-24137937 with Route no., time and location or send complaint through e-mail to '[transport@bestundertaking.com](mailto:transport@bestundertaking.com)' or complaint can also be lodged at the complaint book provided at Bus Station/Bus Terminus.

**Que 12 : How can the passengers know the status of complaints registered against the bus service?**

**Ans :** Every complaint will be replied by the concerned Depot Managers as the case may be by e-mail or through letter by post. The status can be obtained from the concerned Depot Managers on telephone. The telephone nos. of all bus depots are available on the website '[www.bestundertaking.com](http://www.bestundertaking.com)'.

**Que 13 : Can a citizen make suggestions / report problems regarding the bus service before the BEST Undertaking Officers?**

**Ans :** The passengers/ citizens can submit the suggestions to the Depot Manager, send suggestions through e-mail to '[transport@bestundertaking.com](mailto:transport@bestundertaking.com)'. The email ID of the Depot Managers are available on our website '[www.bestundertaking.com](http://www.bestundertaking.com)'. They can also send the suggestion through post to the  
Chief Manager(Traffic),  
BEST Undertaking, 1<sup>st</sup> Floor,  
BEST Bhavan, BEST Marg, Colaba,  
Mumbai – 400001.

**Que 14 : Whether 'Mumbai Darshan' tour is operated by BEST Undertaking?**

**Ans :** The BEST Undertaking has 5 open deck buses. These buses are given totally on Reservation basis for site seeing, birthday celebrations, etc. The details are available on our website '[www.bestundertaking.com](http://www.bestundertaking.com)'. The tel. no. of Reservation Section is 022-24128266.

On Saturdays and Sundays, the open deck buses are provided to Maharashtra Tourism Development Corporation Ltd for Heritage Tour of South Mumbai. The ticket booking is done by MTDC Ltd. The MTDC Ltd is also conducting sight-seeing tour by BEST Undertaking's A.C. Bus. The details are available with MTDC Ltd on telephone 022-22845678.





**Que 15 : Where can the personal belongings and other items lost in the bus be enquired?**

**Ans :** The belongings and other items lost in the bus can be inquired in the Lost Property Section at Wadala, tel. 022-24128596.  
The e-mail Id is '[amtr@bestundertaking.com](mailto:amtr@bestundertaking.com)'.

**Que 16 : In case of damage to vehicles by BEST vehicles, where to contact for claims and report accidents?**

**Ans :** The accident case can be reported to BEST Traffic Control on tel. No. 022-24143611, 24146162 or 24137645. The Claims section can be contacted on tel. no.022-23080791 and email Id is '[claims@bestundertaking.com](mailto:claims@bestundertaking.com)'. The accident cases can also be reported to e-mail ID 'transport@bestundertaking.com'.





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## BEST ELECTRICITY

**Office Address** : BEST Undertaking, 1<sup>st</sup> Floor,  
BEST Bhavan, BEST Marg, Colaba,  
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**Contact No** : 022-22856262 (Extn 313/314)

**Email ID** : [electric@bestundertaking.com](mailto:electric@bestundertaking.com)

**Website** : [www.bestundertaking.com](http://www.bestundertaking.com)



**Que 01 : What is the distribution area of BEST Undertaking?**

**Ans :** BEST Undertaking supplies electricity in old city limits of Mumbai from Colaba in the South to Mahim/Sion Chunabhatti in the North.

**Que 02 : What is the consumer mix of BEST Undertaking?**

**Ans :** There are around 10.16 lac nos. of electric supply consumers. Out of which 7.40 lac nos. are residential consumers, 2.60 lacs nos. are commercial consumers and 0.16 lacs nos. are other consumers.

**Que 03 : Who should be contacted in case of OFF supply?**

**Ans :** In case of OFF supply consumer may contact Fuse/Fault control of respective area on the phone numbers given on electricity bills.

**Que 04 : How can I improve power factor?**

**Ans :** The power factor can be improved by installing capacitors. You have to approach an authorized Licensed Electrical Contractor to carry out the work of Capacitor installation.

**Que 05 : Is it necessary to install Earth Leakage Circuit Breakers (ELCB)?**

**Ans :** Earth Leakage Circuit Breakers are circuit breakers which trip at very small leakage currents from defective appliances. ELCB is necessary to protect us from electric shocks. It is mandatory to install ELCBs for all 3 phase loads & loads above 5 kW.

**Que 06 : What safety precautions should be taken to avoid accidents?**

**Ans :** Check wiring of your premises, if it is deteriorated get it replaced by authorized Licensed Electrical Contractors only. Electric meter room should be waterproof and well ventilated. All appliances should be properly grounded. ELCB should be provided on the wiring installation.

**Que 07 : Who will ensure that our residential wiring is healthy?**

**Ans :** Such job should be carried out through Authorized Licensed Electrical Contractor.

**Que 08 : What is the purpose of Neutral and Earth in a supply system?**

**Ans :** The neutral in the supply line provides a return path to the electric current whereas Earth connection protects the equipment against any leakage of current and provides safety from electric shock to human life. Earth connection is a major component of the circuit of ELCB.

**Que 09 : What should be done when somebody gets an electrical shock?**

**Ans :** In case of an electrical accident, turn off the supply immediately. Insulate yourself on a dry board / insulating material before removing the person in contact with the live part. Immediately call for a doctor and continue to give artificial respiration till medical assistance arrives.

**Que 10 : Is it safe to use water in case of an electrical fire? What should be done in the event of a fire in electrical wiring / gadgets?**

**Ans :** No. Water should not be poured on when the circuit on fire is live, i.e., carrying



electricity. The electric supply should be put "OFF" first (to make the circuit DEAD or de-energised) and fire should be extinguished with sand/fire extinguisher. If required Fire brigade may be called by dialling emergency number 101.

### **FIND AN ANSWER TO YOUR BILLING QUERY :-**

**Que 11 : Who should be contacted in case of electricity billing complaint?**

**Ans** : In case of electricity billing complaint, consumers may contact respective ward office, address of which is given on the electricity bill.

**Que 12 : How is the consumption of electricity billed?**

**Ans** : Consumption is billed according to the category and the tariff schedule in force. The components are applicable as per the consumer category.

**Que 13 : What is one unit of power?**

**Ans** : All electrical equipment draw power when switched ON. The amount of energy consumed is measured in kilowatt hours (kWh) which is one "unit" of electricity. One kWh or unit of electrical energy is consumed when "Wattage of the equipment" multiplied by "the usage in hours" equals 1000 Watt-hour, i.e. 1 kWh or one unit. One unit is thus the amount of energy consumed in lighting a 100 watt bulb for 10 hours or using a 2 kW (2000 watt) geyser for ½ hour. The electricity meter records consumption in units and the same is billed as energy charges.

**Que 14 : What is Fuel Adjustment Charges or FAC ?**

**Ans** : The prevailing tariff for energy is based on certain cost power purchased from various generators. The actual cost of monthly power purchase may vary from this cost. To account for this difference in price a "Fuel Adjustment Charge" (FAC) is levied.

**Que 15 : What is Electricity Duty ?**

**Ans** : The electricity duty is levied by the State Government in accordance with the Bombay Electricity Duty Act, 1958, as amended from time to time. This amount is collected on behalf of the State Government.

**Que 16 : What is tax on Sale of Electricity?**

**Ans** : Tax on sale of electricity is levied on all units sold in accordance with Maharashtra State Tax on Sale of Electricity Act, 1963.

**Que 17 : What is Delayed Payment Charges or DPC?**

**Ans** : In case electricity bills are not paid within the due date mentioned on the bill, delayed payment charges of 1.25 percent on the total electricity bill (including Taxes & Duties) shall be levied on the bill amount.

**Que 18 : What is Prompt Payment Discount?**

**Ans** : A prompt payment discount of 1 percent on the monthly bill (Excluding taxes & Duties) shall be available to the consumers if the bills are paid within a period of 7 working days from the date of issue of the bill.



**Que 19 : What is a Light Emitting Diode Lamp (LED)?**

**Ans :** It is a special lamp, which delivers more lumen output at less watts compared to ordinary tungsten filament lamps for the same wattage. For example a 7 watts LED lamp is equivalent to 60 watts ordinary Tungsten Filament lamp.

**Que 20 : Will LED lamp reduce my electric bill?**

**Ans :** Yes, because for obtaining the same illumination level less wattage LED lamp/tubes can be used. Same are available in the market.

**Que 21 : What should I do to increase load in my premises?**

**Ans :** You have to approach the ward offices of the Customer Care Departments and submit a prescribed requisition form. You will be permitted to use additional power after meeting of compliances like Test Report, deposit & installation of higher capacity meter if required by BEST.

**Que 22 : What is the minimum space required for establishing a sub-station?**

**Ans :** The minimum standard requirements of space for establishing a sub-station is space of 5 metres by 4 metres, approximately 20 square metres.

### **EVERYTHING THAT YOU NEED TO KNOW ABOUT ELECTRICITY :-**

**Que 23 : Why consumption of one consumer is different from his neighbour having same equipment?**

**Ans :** Even though same electrical gadgets / appliances are used by two consumers, their usage patterns are not generally same. Usage of electrical gadgets / appliances depend very much on lifestyle, individual habits & personal preferences. Electricity consumption of consumers is therefore not the same.

**Que 24 : What consumption varies from season to season?**

**Ans :** Usage of electrical appliances is very strongly influenced by season. We tend to use heaters in winter & air-conditioners in summer. Day is shorter and night is longer in winter resulting in higher lighting load in winter than in summer.

**Que 25 : My meter is tested OK but I still feel my bill is rather high. What should I do?**

**Ans :** Normally high bills are due to higher consumption, because of some new electrical equipment added or on account of some festivals or special occasions like a marriage in the family, or due to change of weather etc. If not, compare your unit consumption with earlier bills preferably for similar period. Use the Ready Reckoner to verify your consumption. Even if the unit consumption is normal, the bill amount can increase due to tariff revision, increase in FAC or Government duty. An excess bill could also be due to incorrect reading taken for billing. This can be verified by checking the reading on your meter. If not satisfied, contact the "Customer Care Ward" and the matter will be investigated further. BEST uses high quality electronic meters for all its consumers. The meters are procured from highly reputed manufacturers and also undergo testing in Lab prior to putting them in service at customer's premise.





**Que 26 : What is the time frame required to get a new connection?**

**Ans :** New Connection will be provided, within the time frame stipulated by MERC in their "Standards of Performance". The details are as mentioned below. Time period for provision of supply from date of receipt of completed application and payment of charges:

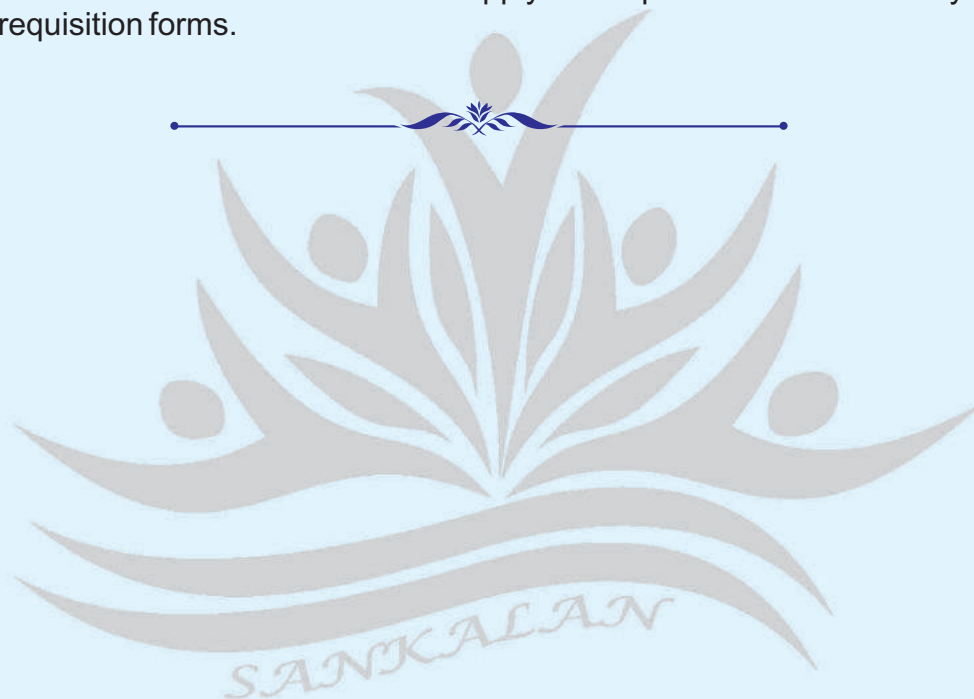
In case connection is to be from existing network- One Month.

Where extension or augmentation of distributing main is required- Three Months.

Where commissioning of sub-station is required- One Year.

**Que 27 : What is the procedure for applying for new electricity connection?**

**Ans :** New connection for commercial and industrial consumers requesting load above 100kW it is mandatory to apply online on website of the distribution companies, applicant may submit the documents and make payment through on line facility. Whereas other consumers can apply at respective ward office by filling up requisition forms.





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## **SOLID WASTE MANAGEMENT DEPARTMENT**

**Office Address :** Office of Chief Engineer (SWM),  
3rd floor, Municipal Khatav Market Building,  
Khatav Wadi, Sleater Road, Grant Road,  
Mumbai - 400.007.

**Contact No :** 022-23855128

**Email ID :** [che.swm@mcgm.gov.in](mailto:che.swm@mcgm.gov.in) / [cheswm@gmail.com](mailto:cheswm@gmail.com)



**Que 01 : What are the functions of Solid Waste Management Department?**

**Ans :** Solid Waste Management (SWM) Department provides cleanliness services within the jurisdiction of MCGM under Section 365 to 385 of MMC Act 1888 and as per the provisions of Solid Waste Management Rules, 2016, the department provides following services:

- Collection & Transportation of house to house segregated Dry Waste, Wet Waste, Construction & Demolition Waste and Biomedical waste,
- Cleanliness of Roads, Beaches and public places,
- Sanitation facilities like Community Toilet, Pay and Use Toilets, Individual Household Latrines and provision of Mobile Toilets on demand.
- Refuse and Non-Refuse Services under Transport Department.

**Que 02 : What are the functions of Environment Department under MCGM?**

**Ans :** The functions of Environment Department is as per the :-  
a. Mumbai Municipal Corporation Act, 1888. (MMC Act).  
b. Environment (Protection) Act, 1986. (EP Act).  
c. Other Environment related Acts.

Role of Environment department under MCGM is to monitor the Air and Noise pollution levels in Mumbai and share details with Environment department of State Government for necessary actions.

As per Section 63(B) of M.M.C. Act, the Environmental Status Report (ESR) on Mumbai is prepared and submitted to the Corporation before 31<sup>st</sup> July of every year.

**Que 03 : What is the structure of SWM Department?**

**Ans :** SWM Department is headed by Chief Engineer (SWM), Supported by 5 Dy. Chief Engineers handling the respective portfolios of Planning, Operation, Project, Transport and Environment, 22 Executive Engineer, 54 Asst. Engineer, 83 Sub Engineer, 01 Head Supervisor, 01 Dy. Ch. Labour Officer along with other support staff.

**Que 04 : What is SWM Department's Budget for last 3 years?**

**Ans :** CAPITAL BUDGET SUMMARY 2015-16 TO 2017-18 (Rs in Cr):-

YEAR	Revenue Budget allotted	Revenue Expenditure up to 31 <sup>st</sup> March	Capital Budget allotted	Capital Expenditure up to 31 <sup>st</sup> March
2015-16	1791.20	17.5415	137.71	64.10
2016-17	1800.94	1531.54	110.93	73.40
2017-18	1986.70	1573.96	255.04	81.95

**Que 05 : What is Dry waste, Wet waste, Construction & Demolition and Waste Bio-Medical Waste?**

**Ans :** Waste is categorized on its type as follows:-

- **Wet waste** - refers to organic waste usually generated by eating establishments and are heavy in weight due to dampness.
- **Dry waste** - waste other than bio-degradable waste and inert street sweepings and includes recyclable and non-recyclable waste, combustible waste.



- **Bio-Medical waste** - any waste, which is generated during the diagnosis, treatment or immunization of human beings or animals or research activities, sanitary napkin and diapers, etc., including the categories mentioned in Schedule I of Bio-Medical Waste Management Rules, 2016.
- **Construction & Demolition waste** - waste comprising of building materials debris and rubble resulting from construction, remodeling, repair and demolition of any civil structure.

**Que 06 : How BMC collects various waste / garbage?**

**Ans** : The BMC collect all type of waste from the generator. The type of methodology are as below :-

- a) Wet waste – It is daily collected in closed body refuse vehicle.
- b) Dry waste – Collected once week in a dry waste vehicle.
- c) E-waste – It is collected along-with dry waste or separately by dry-waste vehicle.
- d) Hazardous waste – It is to be disposed off as per guideline of MPCB.
- e) Bio-medical waste- It is collected in separate closed body vehicles on a schedule day as per generation by appointed agency.
- f) Construction & demolition waste – It is collected in separate dumper on call on debris facility.

**Que 07 : What is compostable Plastic?**

**Ans** : Compostable plastics mean plastic that undergoes degradation by biological processes during composting to yield CO<sub>2</sub>, water, inorganic compounds and biomass at a rate consistent with other known compostable materials, excluding conventional petro-based plastics, and does not leave visible, distinguishable or toxic residue.

**Que 08 : List of Items included in Dry Waste?**

**Ans** : Other than Bio-degradable waste, inert street sweepings, recyclable, non-recyclable waste, combustible waste, sanitary napkin and diapers.

**Que 09 : List of Items included in Wet Waste?**

**Ans** : Organic food matter, Cooking fats, Oil, Grease, Other liquid waste produced as a by-product.

**Que 10 : List of Items included in Hazardous Waste?**

**Ans** : Hazardous Waste are included in paint drums, pesticide cans, CFL bulbs, tube lights, expired medicines, broken mercury thermometers, used batteries, used needles and syringes and contaminated gauge.

**Que 11 : Whether BMC collect e-waste?**

**Ans** : Yes, BMC is collecting e-waste alongwith dry waste of the society / premises. If the quantity of e-waste more, than separate dry waste vehicles arranged by MCGM. In addition to this e-waste centre is opened at K/W ward, where citizen can bring their e-waste for disposal.



**Que 12 : What are the penalties which are imposed for non disposal of wet waste at source?**

**Ans** : Byelaw No. 5 : Segregation, storage, delivery and collection

S.N.	Byelaw	Description	Fine/Rs.
10	No.5.1 and 5.2	For delivering waste that is not segregated and stored as specified in separate bins: a) individual b) bulk generator	Rs.100 Rs.500
11	No.5.3	For not delivering bio -degradable waste in a segregated manner as specified	Rs.100
14	No.5.7	For not delivering Construction and Demolition waste in a segregated manner as specified	Rs. 20000
15	No.5.8	For not delivering "dry" waste in a segregated manner as specified	Rs. 100
16	No.5.9	For not delivering garden waste and tree trimmings as specified	Rs. 100
17	No.5.10	For disposal of waste by burning	Rs. 100
18	No.7.2	For not delivering (non -household) fish, poultry and meat waste in a segregated manner as specified	Rs. 1000
19	No.7.3	a)For a vendor / hawker without a container / waste basket b) For a vendor / hawker who does not deliver waste in a segregated manner as specified	Rs. 500 Rs. 500
20	No.7.4	For not keeping a house gully clean	Rs. 200
21	No.7.5	For littering by pet / owned animals	Rs. 500
22	No.7.6	For not cleaning-up after public gathering / event within 24 hours	Forfeiture of the Cleanliness deposit

**Que 13 : How many dry waste segregation centre are existing in Mumbai?**

**Ans** : As on today, there are 37 dry waste collection and sorting centers in 24 ward. It is proposed to increase dry waste collection centers from 37 to 94. 26 new places earmarked under the DP Plan 2034 are being developed for creating decentralized Waste segregation and processing facilities. In 2018-19, 7 new sites have been identified for development in DP Plan.

**Que 14 : What services given by the BMC for waste management?**

**Ans** : For waste management BMC provides following services:

- For collection of wet waste, House to House closed refuse vehicles services are provided.
- For collection of dry waste- dry waste vehicles provided.
- For Construction & Demolition waste – Call on debris facility provided.
- For tree waste – Separate vehicles provided.

The wet waste is collected daily & transported to disposal site for further treatment & disposal. The dry waste is further segregated at dry waste centre & sent for recycling. Construction & Demolition waste is used as filling & covering material. The tree waste is processed further for formation of briquet





**Que 15 : What is the scheme of Clean-up Marshall?**

**Ans :** MCGM has promulgated with the concurrence of the State Government, "Greater Mumbai Cleanliness and Sanitation Bye-laws, 2006". As per these Bye-laws, citizens/visitors, commercial establishment and any other institutes have been prohibited from making public places dirty by indulging in anti-civic activities like littering, spitting, urinating, defecating etc. including roads and streets.

In order to implement these Bye-laws strictly in all 24 wards of Mumbai city, the MCGM had appointed private security agencies of repute / Ex. Servicemen organizations. They are authorized under the Bye-laws to implement it on behalf of the MCGM Authorities. The fines so collected is shared on 50:50 basis by the Corporation with the appointed agency. It was first started on 15.11.2007 in M.C.G.M. Current contract of private security agencies is expiring in the month of December 2018.

**Que 16 : What are powers of clean-up Marshall?**

**Ans :** Below are the are powers of clean-up Marshall:-

- They shall have to detect errant citizens indulged in littering, spitting, urinating & open defecation on the roads, throwing the garbage indiscriminately and outside the community bins and also not following the "segregation" directives.
- To fine the citizens as per the provisions of the Greater Mumbai Cleanliness and Sanitation Bye-Laws 2006 and give the proper receipts for different defaults (The printed copies with different denomination will be issued by MCGM). They will be allowed to recover single fine of denomination maximum up to Rs.1000/- only.
- The citizens who are reluctant to pay the fine will have to do the community service like sweeping of roads, removal of graffiti etc. with the help of Nuisance Detectors (as per Bye- laws 8.1).
- The operations are to be carried out round the clock, 24 x 7 by deploying minimum 30 Marshals in each of the wards. In this case minimum 15 marshals shall be deployed from 7am to 3 pm , 10 marshals from 3 pm to 11 pm and minimum 5 marshals from 11 pm to 7 am.
- The agency will implement the Bye-laws in such a manner that the area in which it is working remains clean in all respects. The penalty of Rs.500/- per area/location (area/location of about 500 mtr of length) shall be levied if area allotted would be found unclean or spilled with garbage.
- The Marshalls shall be deployed in public places or as directed by Asst. Commissioner (Ward)/AE (SWM) to keep the area clean and tidy. Their job shall not only to recover fine but also to educate and create awareness amongst people regarding cleanliness and Bye-laws. All the marshals shall be deployed by Security agencies at places as per MCGM'S Standard Operating Procedure.

**Que 17 : What is the rate card of Penalty which can be imposed by clean-up Marshall?**

**Ans :** **Offence Fine (Rs)**

1. Bathing on road, defecating	:	Rs. 100/-
2. Spitting, littering, urinating	:	Rs. 200/-
3. Feeding Animals	:	Rs. 500/-
4. Not Segregating garbage	:	Rs. 100/-
5. Not Segregating construction/ demolition	:	
Debris before disposing	:	Rs. 20,000/-
6. Littering caused by Pets	:	Rs. 500/-



**Que 18 : How to 4,5,6 convert waste / garbage into compost?**

**Ans :** The waste generated in premises converted into useful compost by following simple steps:-

- a) Segregate daily generated waste into dry waste & wet waste,
- b) Work out the daily wet waste quantity,
- c) Construct a pit of suitable capacity considering the processing time,
- d) Put some saw dust or soil to absorb the leachate,
- e) Spread cow dung slurry,
- f) After saturation period a useful compost is formed.

**Que 19 : What is Organic Waste Converter?**

**Ans :** Organic Waste Converter is an easy to use centralized Waste Management System to turn large amounts of organic waste such as kitchen waste, garden waste, food processing waste etc. into compost. The system is designed to eliminate odour and also to remove the problem of irritants such as flies and rats.

**Que 20 : What is the method of Collection & Transportation of waste?**

**Ans :** MCGM provides services for collection of segregated waste. Wet waste and Bio-Medical waste is collected through separate waste collection vehicles on daily basis. Whereas Dry waste and Construction & Demolition waste is collected twice a Week on call basis.

The schedule of vehicle services is available with concerned ward. You may contact the nearest Ward Officer for call request. Service for house to house collection of waste is provided to all societies /buildings / residential Complexes other than bulk generators. Waste collection from slum households is done through appointed Community Based Organizations.

**Que 21 : What is the definition of Bulk Generator?**

**Ans :** Bulk Generator means and includes buildings occupied by the Central government departments or undertakings, State government departments or undertakings, local bodies, public sector undertakings or private companies, hospitals, nursing homes, schools, colleges, universities, other educational institutions, hostels, hotels, commercial establishments, markets, places of worship, stadia and sports complexes having an average waste generation rate exceeding 100kg per day.

**Que 22 : What is Bio-Methanation?**

**Ans :** Bio-methanation means a process which entails enzymatic decomposition of the organic matter by Microbial action to produce methane rich biogas.

**Que 23 : What is compost?**

**Ans :** Composting means a controlled process involving microbial decomposition of organic matter.

**Que 24 : How many ways wet waste (Organic Waste) can be converted into compost?**

**Ans :** **01. Vermi composting:** Red worms in bins feed on food scraps, yard trimmings, and other organic matter to create compost. The worms break down this material into high quality compost called castings. Worm bins are easy to construct and



are also available for purchase. One pound of mature worms (approximately 800-1,000 worms) can eat up to half a pound of organic material per day. The bins can be sized to match the volume of food scraps that will be turned into castings.

**02. Aerated (Turned) Windrow Composting:** Aerated or turned windrow composting is suited for large volumes such as that generated by entire communities and collected by local governments, and high volume food-processing businesses (e.g., restaurants, cafeterias, packing plants). It will yield significant amounts of compost, which might require assistance to market the end-product. Local governments may want to make the compost available to residents for a low or no cost. This type of composting involves forming organic waste into rows of long piles called “windrows” and aerating them periodically by either manually or mechanically turning the piles. The ideal pile height is between four and eight feet with a width of 14 to 16 feet. This size pile is large enough to generate enough heat and maintain temperatures. It is small enough to allow oxygen flow to the windrow's core. Large volumes of diverse wastes such as yard trimmings, grease, liquids, and animal byproducts (such as fish and poultry wastes) can be composted through this method.

**03. Aerated Static Pile Composting:** Aerated static pile composting produces compost relatively quickly (within three to six months). It is suitable for a relatively homogenous mix of organic waste and work well for larger quantity generators of yard trimmings and compostable municipal solid waste (e.g., food scraps, paper products), such as local governments, landscapers, or farms. This method, however, does not work well for composting animal byproducts or grease from food processing industries. In aerated static pile composting, organic waste mixed in a large pile. To aerate the pile, layers of loosely piled bulking agents (e.g., wood chips, shredded newspaper) are added so that air can pass from the bottom to the top of the pile. The piles also can be placed over a network of pipes that deliver air into or draw air out of the pile. Air blowers might be activated by a timer or a temperature sensor.

**04. In-Vessel Composting:** In-vessel composting can process large amounts of waste without taking up as much space as the windrow method and it can accommodate virtually any type of organic waste (e.g., meat, animal manure, biosolids, food scraps). This method involves feeding organic materials into a drum, silo, concrete-lined trench, or similar equipment. This allows good control of the environmental conditions such as temperature, moisture, and airflow. The material is mechanically turned or mixed to make sure the material is aerated. The size of the vessel can vary in size and capacity. This method produces compost in just a few weeks. It takes a few more weeks or months until it is ready to use because the microbial activity needs to balance and the pile needs to cool.

**05. Backyard or Onsite Composting:** Backyard or onsite composting can be conducted by residents and other small- quantity generators of organic waste on their own property. By composting these materials onsite, homeowners and select businesses can significantly reduce the amount of waste that needs to be disposed of and thereby save money from avoided disposal costs. Learn how to create your own compost pile.



**Que 25 : How to sale the compost generated at source by Housing Societies?**

**Ans :** Currently the volume of compost generated by individual societies is marginal & being consumed locally. MCGM is formulating a plan to sell off compost as & when the volume of compost generated in city will increase to a sizeable amount. It will be sold as per city compost norms of Govt of India / Govt of Maharashtra.

For sale of the compost generated at source by Housing Societies that is guidelines have been place in the web site of the Department of Fertilizer <http://fert.nic.in>.

**Que 26 : What is Rag Picker?**

**Ans :** Rag Picker means a person or groups of persons informally engaged in collection and recovery of reusable and recyclable solid waste from the source of waste generation the streets, bins, material recovery facilities, processing and waste disposal facilities for sale to recyclers directly or through intermediaries to earn their livelihood.

**Que 27 : What support MCGM provides for storing segregated waste?**

**Ans :** MCGM provides 10/120/ 240 Ltr. HDPE Waste Bin to citizens through Municipal Councilors fund. Wet waste is stored in Green Bin & Dry waste in blue bin at household/society level and in public areas.

**Que 28 : What types of Vehicles are used for collection of waste?**

**Ans :**

Sr.No.	Types of vehicles	No. of Municipal Vehicles	No. of Private Vehicles	Total
1	Large Compactor	137	452	589
2	Small compactor	76	322	398
3	Small Tipper (1 Ton)	0	350	350
4	Skip Vehicles	42	0	42
5	Tipper	58	0	58
6	Stationary Compactor	110	0	110

**Que 29: How does MCGM provide cleanliness of roads?**

**Ans :** Sweeping of public roads & thoroughfare comprising 2000 KM is done manually and of major roads comprising 250 km length is cleaned using Mechanical Sweeping Machines on daily basis.

**Que 30 : How does MCGM provide cleanliness of beaches?**

**Ans :** Comprehensive cleanliness of beaches Total Length:- 33.5 Kms at Girgaon, Dadar- Mahim, Juhu, Versova, Madh-Marve-Gorai is carried out by deploying beach cleaning machines and manpower in adequate numbers and on regular basis.

**Que 31 : Does MCGM provides for cleanliness at railway premises?**

**Ans :** Railway premises cleaning is done by railway labour staff. However, MCGM only collects the segregated waste & as per waste collection policy.





**Que 32 : What sanitation facilities provided by MCGM to Citizens of Mumbai?**

**Ans :** MCGM provides community toilets to citizens residing in slum area. For in-transit population, MCGM provides pay and Use toilets facilities. These toilets block have separate facilities for ladies, gents and Handicapped person.

**Que 33 : What are eligibility criteria for Individual Household latrines (IHHL)?**

**Ans :** **Following are the eligibility criteria for Individual Household latrines (IHHL) :-**

- 1) All the families who defecate in open and for whom toilet facility is not available are eligible for IHHL (Individual household latrines). IHHL are provided to those people who have space to build the Household latrines, and people who do not have space for build IHHL, for them Community toilet will be provided.
- 2) All the families who use Insanitary latrines.
- 3) All families who are using single sit toilets.
- 4) No qualification shall be allowed except (1) to (3) above.

The above procedure is implemented by the ward Offices of Municipal Corporation of Greater Mumbai and the applications are accepted in respective ward offices.

**Que 34 : Can a Citizen request for mobile toilet on rent/need basis? If yes, How much time requires for providing mobile toilets/hearse vehicle?**

**Ans :** Yes, a citizen can request for Mobile toilets trough emails or can contact personally to the concerned officers.

Following are the Email ids and Contact numbers of concerned offices:-

- i) eetrcity@gmail.com 24935687/88.
- ii) eetres@gmail.com 25007509.
- iii) exengtrws@gmail.com 26182256.

Mobile toilet is provided within 01 to 02 days of request and on payment of applicable charges. Hearse vehicle is provided "On Call" to the person.

**Que 35 : What is the due procedure for payment of fees?**

**Ans :** Payment can be done through ward-wise MCGM's official Citizen Facilitation Centers(CFC).

**Que 36 : How much subsidy will be given to build an Individual Household latrines (IHHL) under the 'Swachh Bharat Mission' in Mumbai? & what's process?**

**Ans :** Applications for Individual Household Latrine (IHHL) can be made through the central government website ([www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in)). After receiving the application, Municipal corporation employee/ officer of the concerned ward will verify the application & conduct the joint survey. Based on verification application would be accepted or rejected.

For construction of Individual Household latrine eligible beneficiary will get Rs. 5000/- subsidy from State & central govt. grant. Out of Rs. 5000/-, Rs. 4000 will be paid through central government grant and remaining Rs. 1000/- will be paid from state government grant. Families who are away from the 500 meters circumference of community or public toilets and who want to build household toilets are additional subsidy benefit of Rs. 2000/-. The beneficiaries having household toilet within 500-meter circumference of community or public toilets will not be eligible for the MCGM subsidy, but they may apply for subsidize





central and state governments.

After the approval for IHHL unit, Central Government's grant of Rs.2500 in first installment & remaining Rs. 2500 after complete construction of toilet would be paid to the beneficiary. In addition to this, Municipal Corporation of Greater Mumbai (MCGM)'s grant of Rs.1000 in first installment & remaining Rs. 1000 after complete construction of toilet would be paid to the beneficiary. Amount would be directly credited in the beneficiary's bank account.

**Que 37 : What are the measures taken for abatement of odour due to dumping grounds?**

**Ans :** Odour near dumping grounds is being controlled by adopting following four measures: -

- Flaring of landfill gas- By install in flaring system near the dumping grounds from MSW processing facility.
- Spraying of deodorant round the clock near the dumping grounds from MSW processing/ disposal facility.
- Misting arrangement –Kanjur MSW processing facility: Installation of misting arrangement on Bio reactor cell as Kanjur MSW.
- Soil Cover at Inactive area of Disposal Site regularly.
- Leachate generated is the circulated in bio rector cell for enhancement of the degradation of MSW at Kanjur MSW processing facility.

MCGM has set up control room to attend the complaints regarding foul smell.

**Que 38 : Does MCGM monitor air quality anywhere in Mumbai?**

**Ans :** Compilation of air quality at various places in Mumbai obtained from 5 fixed air monitoring stations and 9 fixed ambient automatic air quality monitoring stations (operated under SAFAR project) and at 3 dumping grounds on regular basis and at Other places where as and when complaints are received.

**Que 39 : Where the Noise Pollution complaint is to be lodged?**

**Ans :** The Noise Pollution complaint is to be lodged with Noise Pollution Control Officer of the rank of Inspector of local Police Station, appointed at each Police Station.

The Noise Pollution complaint can be also lodged with Complaint Officer of the local MCGM Ward Office, who will forward the complaint to the concerned Police Station & will give a complaint number or on a toll free number 1800-22-3467/9920760525 provided for the same.

**Que 40 : Where to register complaint/grievance regarding Sweeping not done, Garbage dump, No water supply in public toilet(s), Dustbins not cleaned, Public toilet(s) chocked, Garbage vehicle not arrived, Dead animal(s), No electricity in public toilet(s), Public toilet(s) cleaning, To collect debris from public roads, To collect debris from household, these to resolve grievances?**

**Ans :** Citizen can register their complaint/grievances in person to the concerned ward / letter to AE ward or register through E-mail / MCGM Portal by using “**Swachhta App**” developed by Government of India or on C.C.R.S on 1916.



**Que 41 : How much time requires to resolve complaint/grievance?**

**Ans : In 12 hrs:**

- Type of Grievance:-
1. Sweeping not done.
  2. Garbage dump.
  3. No water supply in public toilet(s).
  4. Dustbins not cleaned.
  5. Public toilet(s) chocked.
  6. Garbage vehicle not arrived.
  7. No electricity in public toilet(s).
  8. Public toilet(s) cleaning

**In 24 hrs:**

- Type of Grievance :-
1. To collect debris from public roads.
  2. To collect debris from household.

**In 48 hrs :**

- Type of Grievance:-
1. Dead animal(s).

**Que 42 : What is the address of office to register complaint/ grievance?**

**Ans :** Complain to the concerned 24 ward office. Online registration of complain on MCGM Portal by using Swachhta App developed by Government of India.

**Que 43 : What is telephone number & Email id of the offices to contact if the services not provided within time limit?**

**Ans :** Email id and Contact number of the concerned office is given below:  
cleanmumbai.report@gmail.com & Tel. No. 022-24935687.

**Que 44 : What are the charges applicable for collection of debris from household?**

**Ans :** Charges are applicable according to ward wise contract conditions per ton+15% supervision charges. For details visit MCGM website or contact concerned ward office.

**Que 45 : How much fees requires to pay to get mobile toilets/hearse vehicle services?**

**Ans :** Dept takes only towing charges i.e. Rs 3000 per Mobile toilet. Dept takes Rs.50/hr for providing hearse vehicle.

**Que 46 : Where is the Municipal Solid Waste (MSW) processing/disposal facility/ Refuse Transfer station located in Mumbai?**

**Ans : Municipal Solid Waste (MSW) processing/disposal facility:**

- Kanjur MSW Processing facility,  
Off Eastern Express Highway,  
Opp. JVLR Bridge (East Side),  
Near Kannamwar Nagar, Mumbai - 400 042.
- Mulund Dumping ground,  
Off Eastern Express Highway,  
Near Octroi Naka, Mulund (E), Mumbai - 400 081.
- Deonar Dumping ground,  
Ghatkopar Mankhurd Link Road,  
Govandi (W), Mumbai - 400 043.



### **Refuse Transfer Stations:**

- I. Kurla Refuse Transfer Station, Parigh Khadi, Near Kurla Lions Garden, L.B.S. Rd., Kurla (W), Mumbai - 400070.
- II. Mahalaxmi Refuse Transfer Station, Dr.E Moses Rd, Near Dhobi Ghaat, Saath Rasta, Mahalaxmi, Mumbai - 400011.
- III. Gorai Refuse Transfer Station Near Gorai Best Depot, L.T. Rd, Borivali (W), Mumbai-400092.
- IV. Versova Lagoon Refuse Transfer Station Lokhandwala Back Road, Joggers park, Near Reliance Substation, Andheri (W), Mumbai-400053.

**Que 47 : What measures are taken to avoid fire at dumping ground?**

**Ans :** Following measures are taken:-

- Debris/ inert material received from various wards are being used to cover MSW daily with the help of heavy earth moving machineries like Bulldozer & poclain.
- Firex machines equipped with water tanker, pump, pipe & hose accessories are stationed round the clock to quench the fire whenever found.
- Borewells are provided inside dumping ground for continuous supply of water for firex machines round the clock.

**Que 48: What is “C & D Waste Management Plan”?**

**Ans :** It is an Approval given to the builder / developer or any other Agency for transport of C & D Waste Generated to unloading site.

**Que 49: Why C & D “Waste Management Plan” approval is required?**

**Ans :** As per the C & D Waste Management Rules, 2016, any generator of the Waste has to transport the waste to unloading site as specified in the C & D Waste Management Rules, 2016. Therefore, it is essential to obtain 'C & D Waste Management plan for such activity. Moreover, as per Hon'ble Supreme Court's Order in SLP (Civil) 23078/2017 dtd. 15.3.2018, It is mandatory for the Builder / Developer to transport and unload the C & D Waste as per directives issued by Hon. Supreme Court.

**Que 50: Who can apply for C & D waste Management Plan Approval? How to get “C & D Waste Management Plan” and How to apply for Construction and Demolition transportation permission?**

**Ans :** Any builder, developer, Architect or Any other Agency can apply for “C & D Waste Management Plan” who are required to transport the waste generated within the premises / site of work to designated unloading site where levelling and filling work is in progress.

Any developer / Builder / Architect or any other Agency can apply for C & D “Waste Management Plan” approval after submitting the required information online website is <https://autodcr.mcgm.gov.in/SWC.Client/Login.aspx>.

- a) Go to website - <http://antodcr.mcgm.gov.in/swc.client/login.apx>.
- b) Go to approval for C & D waste.
- c) Enter the data required.



**Que 51: What are the prerequisites for Construction and Demolition transportation and What shall the driver carry with him during transportation?**

**Ans :** a) Permission from owner of unloading site, it's time period and quantity allowed and /or  
b) Permission from collector.

Driver of the transport vehicle must carry the copy of approval of C & D waste management plan. (WMP).

**Que 52: What are records required to be kept with?**

**Ans :** a) Name of construction site, b) Name of Transporter,  
c) Vehicle No. & Date, d) Name of unloading site  
e) Total C & D waste transported daily, f) Challans /Receipts from the unloading sites

**Que 53: How to get new site registered & approval for unloading C & D material? When can I start unloading the material on new site?**

**Ans :** Apply in writing for any new unloading site registration to the Chief Engineer (Solid Waste Management) with relevant documents. Ch.E.(SWM) shall approve the site on receipt of report from his /her staff.  
After inspection of site and verification of documents listed in the circular and on its acceptance, MCGM shall upload the designated site as approved site for unloading C & D waste. The required documents for C&D unloading site approval are provided in the circular appended on MCGM's official website. After receipt of approval as unloading site and its incorporation in the system and on getting online approval, one can transport the C&D waste material to designated unloading site.

**Que 54: What are the ambient air quality standards in respect of Noise?**

**Ans :**

Area Code	Category of Area/Zone	Limits in dB(A)Leq	
		Day time	Night Time
(A)	Industrial Area	75	70
(B)	Commercial Area	65	55
(C)	Residential Area	55	45
(D)	Silence Zone	50	40

1. Day time shall mean from 6 am to 10 pm.
2. Night Time shall mean from 10 pm to 6 am.
3. As per Noise Pollution (Regulation & Control) Amendment Rules 2017, Silence Zone is an area comprising not less than 100 meters around hospitals, educational institutions, Courts which is declared by the State Government.
4. dB(A) Leq denotes the time weighted average of the level of Sound in decibels on Scale A which is relatable to human hearing.
5. The 'decibel' is a unit in which noise is measured.
6. Leq: It is an energy mean of the Noise Level over a specified period.
7. The Noise levels in any area / zone shall not exceed the ambient air quality standards in respect of Noise as specified in the schedule.





**Que 55: Where to lodge the complaints regarding various environmental Pollutions/nuisance?**

**Ans :** Various environmental pollutions/nuisance complaints frequently lodged to this Office and the authorities empowered for enforcement are as listed below:-

Sr. No.	Type of Complaint	Where to Lodge
1	<b>Noise Nuisance/Pollution</b>	Inspector, Respective local police station
2	<b>Air Pollution</b>	
2.1	Industrial Air Pollution	Regional Officer, Maharashtra Pollution Control Board
2.2	Vehicular Air /Noise Pollution	Regional Transport Officer
2.3	Air pollution due to construction activities	Regional Officer, Maharashtra Pollution Control Board and concerned Executive Engineer of Building Proposal department of MCGM
2.4	Air pollution due to Debris Management Transport	EE (SWM) of respective zones of MCGM. Executive Engineer (Solid Waste Management)
2.5	Air Pollution due to Solid Waste burning	Assistant Engineer (Solid Waste Management) of respective ward.
2.6	Air Pollution/Nuisance due to Hotels / Bakeries/ Flour mills and other activities	Assistant Commissioner of respective ward of MCGM.
2.7	Gas Leakage Nuisance	Mumbai Fire Brigade, Disaster Management of MCGM, Police authority.
2.8	Gas Leakage Nuisance due to Air Pollution	Maharashtra Pollution Control Board.
2.9	Smell nuisance due to open guttar, nullah.	Assistant Commissioner of respective ward of MCGM.
3	<b>Water Pollution</b>	
3.1	Pollution of Sea, Creek & other water bodies	Regional Officer, Maharashtra Pollution Control Board
3.2	Solid Waste dumped in sea water, creek & other water bodies	Assistant Engineer S.W.M. of respective ward.
3.3	Pollution due to Debris / Solid waste dumped at Mangroves area	A.E. S.W.M. of respective ward Ch. Conservative of Forest, Mangrove Cell
3.4	Effluent discharge in Storm Water drains	Regional Officer, Maharashtra Pollution Control Board.Ch. E. (SWD)/ A.E. Maintenance of concerned ward.
4	<b>Mobile Tower Radiation</b>	Telecom Regulatory Authority of India, Ex Engineer (Building Proposal) of concerned Area and Assistant Commissioner of respective wards of MCGM.





**Que 56: What are the initiatives taken by MCGM for processing and disposal of MSW?**

- Ans :** MCGM intends to develop MSW processing and disposal facilities at Deonar.
- Land recovery at existing Mulund Dumping site (20 Ha) by adopting bio-mining technology is awarded. The project work commences in first week of Oct 2018.
  - State Government has allotted in principles additional land at Taloja (approx 39 Ha) and at Airoli, Navi Mumbai (approx 20 Ha) for setting up Waste processing and disposal projects.
  - Tenders for setting up the city's first Construction and Demolition Plant have also been invited and bids received. Scrutiny of the same is in progress.
  - Tender for setting up of Waste to Energy project at Deonar Dumping Ground is floated.





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## STORM WATER DRAINS DEPARTMENT

**Office Address** : Ground Floor, Municipal Engineering Hub Building,  
Dr. E. Moses Road, Acharya Atre Chauk,  
Worli Naka, Worli,  
Mumbai – 400 018.

**Contact No** : 022-24958001/8101 (Extn. 1333)

**Email ID** : [dycheswdpc@yahoo.com](mailto:dycheswdpc@yahoo.com)





**Que 01 : What are the main functions of SWD Department?**

**Ans :** The main functions of S.W.D. Dept are as follows:

1. To plan, construct and maintain the storm water drains in Mumbai City, Eastern Suburb and Western Suburb area.
2. To remove the silt from nallas (Desilting of Nallas).
3. To carry out various works recommended in BRIMSTOWAD report.
4. To issue remarks, NOC and completion certificate to private developers regarding Storm Water Drains to be constructed in their plot.
5. To issue permission to private developers for covering storm water drains /nalla flowing through their premises. To issue permission for diverting internal as well as peripheral drains /nallas as per the requirement at site.

**Que 02 : What is Storm Water drain system?**

**Ans :** The storm water drain system in Mumbai is natural as well as constructed water course which discharges the Storm water into the sea.

There are three parts of Storm water drain system viz. Major nalla, Minor nalla & road side drains. The nalla is called Major nalla when width is more than 1.5M, when width is less than 1.5M the nalla is called as minor nalla and storm water drains along the road are called as Road side drains.

**Que 03 : What is the length of SWD system in Mumbai City and Mumbai suburbs?**

**Ans :**

DESCRIPTION	CITY (K.M.)	EASTERN SUBURBS (K.M.)	WESTERN SUBURBS(K.M.)	TOTAL (KM)
MAJOR NALLA WIDTH > 1.5 M	30.05	89.63	134.20	253.88
MINOR NALLA WIDTH < 1.5 M	36.71	204.77	122.28	363.76
ARCH/BOX DRAINS	495.46	62.58	63.42	621.46
ROAD SIDE DRAINS	22.24	734.40	827.42	1584.06
CLOSED PIPE OR DHAPA DRAINS	443.18	36.20	86.031	565.411

**Que 04 : Why storm water drains need to be desilted / cleaned every year?**

**Ans :** The storm water drain throughout the city and suburbs of Mumbai carries silt and garbage which reduces the water carrying capacity of drains and gets clogged due to garbage. To discharge the storm water of Mumbai into sea efficiently during Monsoons to avoid flooding, drains are desilted and cleaned every year.

**Que 05 : Who removes the silt from Storm Water Drains?**

**Ans :** The desilting work of major nalla and Mithi River is carried out by central agency of SWD Department through contractors appointed for carrying out desilting work. Similarly, the work of desilting of minor nallas is carried out by respective ward through the appointed contractors.



**Que 06 : What design parameters are considered for designing the SWD?**

**Ans :** The planning of SWD in Mumbai City is based on the recommendation of “Fact Finding Committee 2006”, appointed by Govt. of Maharashtra and as per the BRIMSTOWAD report, considering the rainfall intensity of 50 mm./hour and run of coefficient as 1.00.

**Que 07 : Where can one get the remarks of SWD?**

**Ans :** The SWD falls in 3 categories, viz. major nalla, minor nalla and road side drain. Such remarks are required for any new construction/ redevelopment close to existing nallah/ Storm Water Drain. The waterways having width more than 1.5 M. are major nalla and those less than 1.5 M. are called minor nallas. The remarks regarding major nallas shall be obtained from the Deputy Chief Engineer (Storm Water Drain) Planning Cell, whereas the remarks regarding Mithi river shall be obtained from Dy.Ch.Eng. (SWD) E.S. All the internal SWD remarks pertaining to Building Proposal department for any new construction/ redevelopment regarding minor nalla, road side drains and internal storm water remarks in City, Eastern Suburbs and Western Suburbs are given by Dy.Ch.E. (SWD) P.C., Dy.Ch.E. (SWD) E.S. and Dy.Ch.Eng. (SWD) W.S. respectively, which is integrated with Online Single Window for Construction Permits. However, such internal remarks for SRA scheme projects and other government agencies are issued by the respective zonal offices.

**Que 08 : How many Storm Water Pumping Stations are proposed in BRIMSTOWAD Report?**

**Ans :** Total 8 Nos. of Storm Water Pumping Stations are proposed in BRIMSTOWAD Report. Out of these, 5 Nos. of SWPS namely Love Grove, Haji Ali, Cleaveland Bunder, Britannia and Irla are commissioned, the construction of Gazdharband SWPS is in progress and likely to be completed by May 2019 and the land acquisition for Mahul and Mogra SWPS is in process.

**Que 09: What are the preventive measures adopted to curb water pollution of Rivers/Nallas?**

**Ans :** The garbage is being haphazardly dumped into the rivers / nallas by the citizens/slum dwellers which have cropped up on either banks and the floating material used to discharge into the sea / creek. This floating material re-enters into the river/nalla during the high tide and accumulates within the river / nalla. At the same time the garbage also gets dumped along the shore line during the high tide. This posed threat of epidemics in the nearby localities. To overcome this problem MCGM has proposed to install “Trash Booms” across the river / nalla, so as to prevent the floating material from entering into the sea. Garbage bins are being installed on the banks of nallas and appeal is being made to the public to make optimum use of these bins.

**Que 10 : What is the action taken by Storm Water Drain department to avoid human loss by falling into the manhole?**

**Ans :** 1425 protective grills are provided in the manholes in City area after studying chronic the flooding spots in Phase – I. In Phase – II, about 300 protective grills will be provided in City area and the similarly about 1500 protective grills will be provided in the suburban area. The appeal has been made to the citizens by making Advertisement in Newspaper and electronic media not to open the manhole covers during flooding situation and it is an offence.



**Que 11 : What are the measures taken to abate the flooding situation in low lying area?**

**Ans :** The work of widening, deepening and augmentation of existing Storm Water Drains along with new SWD works and establishment of connectivity at missing link works are taken up in hand to dispose the storm water speedily.

- Desilting of major nalla, minor nalla and roadside drain including pipe drain, box drains are carried out systematically throughout the year.
- During heavy rains coupled with high tide five nos. of Storm Water Pumping Stations are utilised to discharge the city side rain water into the sea to give relief to the citizens from flood like situation.
- 300 Nos. of portable dewatering pumps are deployed at flood prone low lying areas.

**Que 12 : How many railway culverts exist in Mumbai City and Suburban area and who cleans them?**

**Ans :** 34 Nos. of culverts in City area, 34 in Eastern Suburbs and 39 culverts in Western Suburbs fall in jurisdiction of Railway Authorities. The desilting work of railway culverts is being done by Railway Authorities for which the fund is provided by MCGM. Photographs of culvert are taken by Hydro zoom cameras before and after the desilting activity to check the through cleaning of culverts.

**Que13 : How the covered storm water drain and manholes in city area are cleaned?**

**Ans :** The covered storm water drains and manholes in City area are cleaned by Mechanical wing of Dy. Ch. Eng.(O&M) SWD by deploying Suction and Jetting machines, Firex machines, Recycler machine and similar supporting equipments.

**Que 14 : The information regarding outfalls for discharging storm water of Mumbai.**

**Ans :** The information regarding outfalls for discharging storm water of Mumbai is as follows :

General Information regarding outfalls				
Outfalls	City	Western Suburbs	Eastern Suburbs	Total
Arabian Sea	107	29	-	136
Mahim Creek	04	14	08	26
Mahul Creek	04	-	06	10
Thane Creek	-	-	14	14
<b>Total</b>	<b>115</b>	<b>43</b>	<b>28</b>	<b>186</b>

- Note:
- 1) Outfalls above high tide levels – 6 nos.
  - 2) The outfalls which are above mean sea level but below the high tide level – 135 Nos.
  - 3) The outfalls below mean sea level 45 Nos.

**Que 15 : What is the present status of Storm Water Pumping Station under BRIMSTOWAD Project? How may pumps are installed at operational Pumping Stations and their capacity?**

**Ans :** The information regarding Storm Water Pumping Station under BRIMSTOWAD Project are as under :-





Sr. No.	Pumping Station	Status	Pumps	Capacity
01	Haji Ali	Commissioned in the year 2011	6 Pumps	36000 litre Per. Sec.
02	Irla	Commissioned in the year 2011	8 Pumps	48000 litre Per. Sec.
03	Cleveland	Commissioned in the year 2015	7 Pumps	42000 litre Per. Sec.
04	Love Grove	Commissioned in the year 2015	10 Pumps	60000 litre Per..
05	Britannia	Commissioned in the year 2016	6 Pumps	36000 litre Per. Sec.
06	Gazdharbandh	Work in progress and likely to be completed by May 2019	-	-
07	Mogra	Land acquisition is in process	-	-
08	Mahul	Land acquisition is in process	-	-

**Que 16 : What is 'MRDPA' (Mithi River Development Protection Authority)?**

**Ans :** For improvement of Mithi River, Government of Maharashtra has constituted "Mithi River Development and Protection Authority" under the Chairmanship of Hon'ble Chief Minister, Government of Maharashtra. The total length of Mithi river is 17.84 km. out of which 11.84 km. is under the jurisdiction of MCGM and the balance is under the jurisdiction of MMRDA.

**Mithi River Development Project – Stage I:**

100% works of this stage are completed which included widening of Mithi river from average 16 meter to 60 meter and desilting work etc.

**Mithi River Development Project – Stage II:**

Mithi River Development Project – Stage II work included under this stage are as below :-

1. As per the recommendations of Mithi River Development and Protection Authority, widening of balance part of Mithi river.
2. Deepening of Mithi river as per the recommendations of CWPRS.
3. Construction of protection wall on both the banks of Mithi river.
4. Construction of service road of width 6 to 12 meter on banks of Mithi river.

Out of 21.588 km. length of both the banks of Mithi river 15.8 km. long retaining walls are constructed.

**Que 17 : Why there is so much of flooding in Mumbai?**

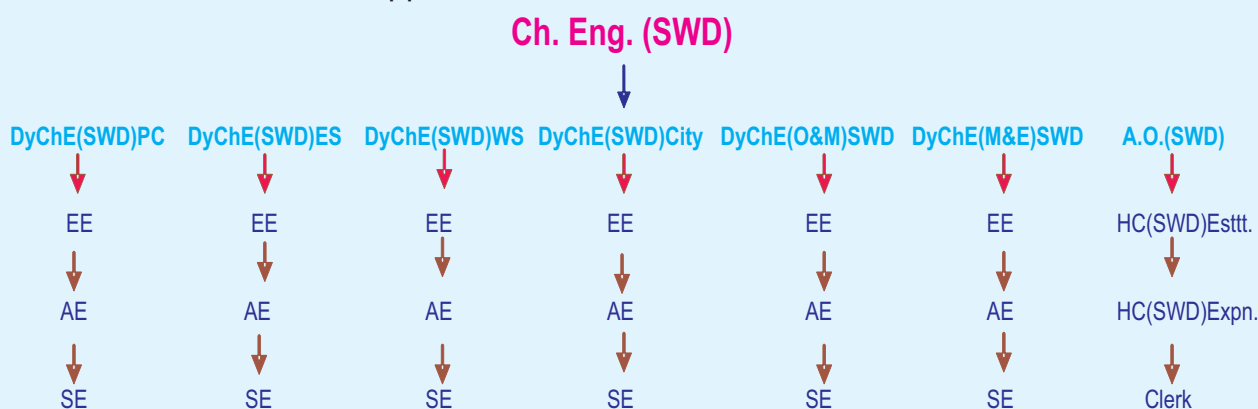
**Ans :** Mumbai City is formed by joining of group of 7 islands. It is surrounded by the sea and the level of reclaimed land is lower than the original island. Such areas are low lying and highly prone to water logging during heavy rains accompanied with high tide. The rainwater of Mumbai is disposed through the nallas and rivers into the surrounding sea. Under normal situation, during high tide, the discharge from nalla water gets obstructed causing flood like situation at the city side. However, during the subsequent low tide the sea water level naturally recedes below High Tide level. This causes the nalla water to discharge easily into the sea and flood situation is abated.

During Neap Tide, the difference between the High Tide and Low Tide is minimal which does not allow the nalla water to discharge into the sea. This flood situation remains constant for almost 14 to 17 hours. Under the circumstances, the mitre gates are kept closed and the pumps installed in the pumping station are operated to pump out the water into the sea to ease out the flood situation, on City side.



**Que 18 : What is organization chart of SWD department?**

**Ans :** The SWD Deptt. is headed by Chief Engineer (Storm Water Drain) with support of six Dy.Ch.Eng. (SWD), Executive Eng., Asstt. Eng., Sub Eng with administrative support staff.



**Que 19 : What is Budget allocation and expenditure for SWD department?**

**Ans :**

Year	Budget allocated	Expenditure	% of Budget utilization
2015-16	667.48 Cr.	400.17 Cr.	59.95 %
2016-17	525.62 Cr.	475.56 Cr.	90.47%
2017-18	628.73 Cr.	601.27 Cr.	96.00%
2018-19	566.91 Cr.	443.80 Cr.	78.28%

**Que 20 : What are the measures adopted for improving the quality of water in the rivers?**

**Ans :** A project of rejuvenation of Mithi, Dahisar, Poisar and Walbhat / Oshivara river has been undertaken by SWD deptt. along with S.P. (Sewerage Project) Deptt. The main object of the project is to improve the quality of water. This is being done by diverting the sewage flow from the rivers into existing/New sewage network to be erected and / or constructing STP's (Sewerage treatment plant). Thus the treated water from STP's will be released to the rivers. In addition to this the rivers are widened and trained by constructing RCC retaining walls to increase the carrying capacity. The work of beautification along the banks of river is proposed.

**Que 21 : What action is taken for abatement of flooding spots?**

**Ans :** 225 Nos. of chronic flooding spots were identified based on heavy rainfall occurred on 29.08.2017. To contain the flooding spots, various SWD improvement works were carried out in the fair season of 2018 due to which flooding was not observed at about 160 locations in Monsoon 2018 out of 225 identified locations. The SWD works are in progress for eliminating the balance flooding spots.

**Que 23 : How British era Arch drains are cleaned?**

**Ans :** In addition to the regular cleaning of arch drains through manholes and conventional machines, bigger size access shafts have been constructed while carrying out works of rehabilitation of existing SWD network to facilitate cleaning of drains with "Bobcat machine" and "Suction machines". The use of advance technology mechnes for desilting has eliminated need of humans for cleaning.



**Que 24 : How many dewatering pumps are deployed in low lying areas?**

**Ans :** During the Monsoon 2018, to address the water logging issue, about 300 Nos. of pumps by MCGM, 50 Pumps by Western Railway, 72 Pumps by Central Railway and 245 Nos. of Pumps by M.M.R.D.A. / MMRC (Mumbai Metropolitan Region Development Authority/Mumbai Metro Rail Corporation) were deployed at low lying areas prone to water accumulation.

**Que 25 : Where and how many High discharge dewatering pumps are deployed on Railway tracks?**

**Ans :** One pump each of capacity 10,00,000 Litres/hr. pumps were deployed near Mukhyadhayapak Nalla and Swadeshi Mill culverts near Sion Railway tracks, this has resulted in quick disposal of accumulated water from tracks and no major disruption of trains during Monsoon 2018, occurred due to water logging.

**Que 26 : Where to complaint regarding cleaning and choking of drain / flooding?**

**Ans :** Complaints of chokes and non-cleaning in water entrances, roadside drain and minor nallas can be made with local ward offices. As regards to major nalla choke and cleaning complaints same may be made with Zonal SWD offices at following address.

City	Eastern Suburbs	Western Suburbs
Dy. Chief Engineer (Operation & Maintenance) Storm Water Drains 249, Senapati Bapat Marg, Opp. Bharat Boaring Works, Dadar Sewerage Centre, Dadar (W), Mumbai- 400 028. Landline No. - 24309817 E-Mail ID - mcgmswdom@gmail.com	Dy. Chief Engineer (Storm Water Drains) Eastern Suburb Transport Garage Building, 5th Floor, Pantnagar, Ghatkopar (E), Mumbai- 400075. Landline No. - 25009067 E-Mail ID - dycheswdes@gmail.com	Dy. Chief Engineer (Storm Water Drains) Western Suburbs Greenwoods Co. Op. Hsg. Society, Andheri Kurla Road, Chakala, Andheri (E), Mumbai- 400 093. Landline No. - 26840177 E-Mail ID - desiltingws@gmail.com



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## ROADS AND TRAFFIC DEPARTMENT

### ROADS DEPARTMENT

**Office address :** Chief Engineer (Roads & Traffic),  
Worli Engineering Hub,  
Ground Floor, Dr. E. Moses Road,  
Worli Naka, Mumbai – 400 018.

**Contact No :** 022-24958001/24958101 (Extn.8179).

**Email ID :** che.rt@mcgm.gov.in

### TRAFFIC DEPARTMENT

**Office Address :** Office of Deputy Chief Engineer (Traffic),  
Ground Floor, Engineering Hub Building,  
Dr. E. Moses Road, Worli Naka,  
Worli, Mumbai - 400 018.

**Contact No :** 02224958233, 02224958234, 02224958235.

**Email ID :** dychetr@yahoo.com





## ROADS DEPARTMENT

**Que 01: What are the responsibilities and functions of Road department in MCGM?**

**Ans :** Roads department is responsible for:

1. Construction and maintenance of public roads within the jurisdiction of MCGM except highways, Roads in jurisdiction of PWD, Railway, MMRDA, MHADA, MbPT which are not handed over to MCGM.
2. Offering road remarks/ guidelines to developers / owner of the plot to carry out improvement/ development of road setback portion /proposed road affecting their plots.
3. Registration of plants such as RMC, Asphalt, crusher, precast items manufacturing unit, Private material testing lab etc. for the purpose of supply of municipal works.

**Under maintenance functions, the undertakes the following activities:**

- I. To improve the deteriorated stretches of roads in asphalt or concrete as per specifications & available Budget Provision.
- II. To maintain the roads in motorable condition by supplying, asphalt mixes from municipal plant to the individual wards & through contractual agencies for major roads.
- III. To provide dividers, kerbs in consultation with Traffic police.

**Que 02: What is the organizational structure of road department?**

**Ans :** Roads department is headed by Chief Engineer(Roads), supported by 4 – Dy.Ch.E, 12 EX. Engg, 32 Asst. Engg., 157 Sub.Engg. along with other staff.

**Que 03: Is there any technical expert committee for road works?**

**Ans :** Yes, **Standing Technical Advisory Committee ('STAC')** is technical expert committee for road comprising following members.

Shri S. R. Tambe, retd. Secretary (Roads)PWD (S.T.A.C.- CHAIRMAN) ,Shri Vijay Singhal, AMC(ES) (S.T.A.C.-CONVENOR),Shri Vinod P. Chithore, Director (ES&P)i/c (S.T.A.C.- Member-Secretary), Dr. K. V. Krishna Rao, Professor& Head, Civil Engineer deptt, I.I.T Mumbai (S.T.A.C. – Member), Shri V.D. Borkar, retired Chief Engineer(MMRDA) (S.T.A.C. – Member), Shri A. N. Kale, retd Director (ES&P) MCGM (S.T.A.C. – Member), Shri J.T. Barbhaya, retd.DMC(Engg)MCGM (S.T.A.C.- Member), Shri M.V. Patil, former Secretary (Roads)PWD/retd.Secretary (Roads) - (S.T.A.C. – Member), Shri U.K.GuruVittal, retd.Professor, Banglore University, Chief Scientist Geo technical Engineering Division CSIR- (S.T.A.C.- Member), Dr.Sunil Bose, Central Road Research Institute, retd head, Flexible Pavement Division, New Delhi, Scientist G/Scientist F/Scientist E II - (S.T.A.C.- Member), Chief Engineer(Bridges)MCGM (S.T.A.C.- Member).

The committee's advice is sought for implementation of new technology or to get inputs for improvement in road construction.

**Que 04: Where can I get the information regarding Budget Allocation of Chief Engineer (Roads & Traffic) Department?**

**Ans :** Provision of Budget for Chief Engineer (Roads & Traffic) is available on MCGM Portal. Address of the same is [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) Path is as under :-

**Select English** ⇒ **About Us** ⇒ **Budget/Budget** ⇒ **Budget Book** ⇒ **Fund II - Capital Volume 2.**





**Que 05: Where I can get schedule of rates used in Chief Engineer (Roads & Traffic) Department?**

**Ans :** United schedule of Rates are available on MCGM Web Portal: [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) at Path as under :-

**Tender** ⇒ **Tenders & Quotation** ⇒ **USOR** ⇒ **Chief Engineer (Roads & Traffic)**

**Que 06: What is the Length of the Roads maintained by MCGM?**

**Ans :** MCGM is maintaining arterial roads in the city of approximately 1941.16 K.M in length. The length of the Asphalt roads is 1290.16K.M. and the length of cement concrete road is 651K.M. up to the year 2015-16.

The Internal roads in B.P.T colonies, MAHADA colonies are maintained by respective authority. Highways are maintained by PWD/MMRDA/MSRDC.

**Que 07: Which permission are granted by Road department?**

**Ans :** Road department (i.e., respective ward offices) grant excavation permission for lying underground utility connection such as water pipe gas pipe cables etc.

One can apply under online services on MCGM web portal along with location plan of proposed trench to AE(M) of Ward.

Path: **Home page** ⇒ **Online services** ⇒ **maintenance** ⇒ **Online trench permission.**

Staff of the AE(M) inspects the site and issue demand note for RI Charges. After payment of the same, road permission is issued.

**Que 08: What is the policy for Reinstatement of Road and who is the responsible for the same?**

**Ans :** Reinstatement Policy for road work is uploaded on MCGM portal. Reinstatement work is done by the contractors appointed by MCGM as per trench reinstatement policy and as per schedule of rates in force. A.E. (Maintenance)/Road Engg. of the concerned ward offices is responsible for Reinstatement work as per policy.

**Que 09: What is the procedure for appointing contractor for construction of road work?**

**Ans :** Online e-Tendering Process is adopted for finalizing contractor. Registered contractor submits bid in 3 packets i.e. 'A','B','C' Bid capacity, experience in road work also taken in to account. After carrying out through scrutiny, tender is allotted to lowest bidder.

**Que 10: On what basis Road improvement work is carried out?**

**Ans :** Improvement of road is carried out based on site inspection and feedback from citizen, councilors, MLA's or MP's, received in the ward office. In second stage consultant takes various tests of road crust etc. & list of roads to be improved is finalized after taking approval of assistant commissioner of the word and DMC of respective Zone.

While Executing road works I.R.C./M.O.R.T.H. specification/G.C.C. are strictly followed by MCGM staff as well as contractors.



**Que 11 : On what basis & How road widening works are carried out?**

**Ans :** Road widening take place as per R.L. prescribe by traffic / A.E. survey department. Accordingly, actual demarcation of R.L. is carried out on site and road is widen as per specified R.L.

In case of road widening Projects, land abutting existing portion is being used for widening of road. Concerned ward office does the survey of affected structure in the area. MCGM provides alternate space to all the authorized structure owners and unauthorized structures are demolished. In case of any dispute, verdict from the court is taken into consideration. This works also requires traffic police permission, shifting of utilities and related activities.

**Que 12 : What are the reasons of the potholes on road?**

**Ans :** Trenches taken by various utilities, heavy vehicular traffic, heavy rain, Geographical condition /climate of the city etc. causing potholes on Roads.

**Que 13 : What measures are taken to eliminate potholes?**

**Ans :** Hot and Cold Mix is used for filling potholes which is supplied by MCGM's asphalt plant at Worli. further zone wise contractor is appointed for filling the pothole in the area. Hot mix used in dry spell & Cold mix can be used in monsoon, and even in rains.

**Que 14 : What measures are taken to improve the quality of road? What type of precaution is taken by MCGM in this regard? What safety precautions are taken during road construction work?**

**Ans :** Details specification for construction and maintenance of road I.R.C., M.O.R.T.H. specification and GCC norms are specified in the tenders. Strict compliance of conditions is laid out for the contractors.

Regular supervision by the road engineer is done to insure quality compliance. Accountability of all the Engineering staff is also fixed. Further, Vigilance department inspects the site periodically for quality control and checking of road work.

Defect liability period of concrete road is 5 yrs & Asphalt road is 3 years. If any defect etc. occurred within this period c/s has to carry out the work at free of cost.

1. Barricading is provided along the length of road to avoid any mishap/accident by the contractor.
2. N.O.C. from traffic police is taken for diversion of traffic wherever is necessary as per suggestion of traffic department.
3. "Work in Progress" Board with work details is placed near the work site.

**Que 15 : Who decide the road width in D.P. plan?**

**Ans :** Normally inputs/ requirement from transportation expert, traffic department, development of surrounding area in near future etc. taken into consideration while fixing width of road in D.P. plan. As a planning authority MCGM/ D.P. Department fix the width considering above factors and proposes the same in D.P. plan. Final decision regarding the same is taken by government of Maharashtra/ U.D. Department.



**Que 16 : Can I propose new road for construction?**

**Ans :** Yes, proposal will be scrutinized and appropriate action will be taken in the matter.

**Que 17 : Where I can give complaint regarding Potholes on Road?**

- Ans :**
- I. Toll Free No.1800221293 is assigned for the complaints regarding Potholes & Bad patches etc. Complaints are received on this number complaint No. is given to the complainant.
  - II. MCGM has availed the MCGM 24X7 MobileApp. For receiving online complaints.
  - III. One can complain on whatsapp to Road Engineer's Mobile which were Published by MCGM.
  - IV. Complaint officer can receive complaint in each ward of MCGM.
  - V. Complaints can be given on MCGM web site. i.e [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in)

**Que 18 : What are the upcoming projects of road to be developed in the current year i.e.2018-19 by MCGM?**

**Ans :** In the budget year 2018-19, it is proposed to develop total 1026 no. of roads with budget provision of ₹960 Cr., out of which 407 nos. of road of 113 Km. length is proposed at ward level and 618 nos. of roads of 216 Km. length and 87 junctions of 98055 sq.mtr. at zonal level (spread over city region, Eastern sub-urb and western sub-urb).

#### **Abbreviation :-**

MCGM- Municipal Corporation of Greater Mumbai.

FAQ- Frequently asked question.

MMRDA- Mumbai Metro Politian Region Development Authority.

MAHADA- Maharashtra Area Housing and Development Authority.

MSRDC- Maharashtra State Road Development Corporation.

MbPT- Mumbai Port Trust.

STAC- Standing Technical Advisory Committee.

GCC- General Condition of Contract.

IRC- Indian Road Congress.

MORTH- Ministry of Road Transport and Highways.

AE(M)- Assistant Engineer (Maintenance).

Dy.Ch.E - Deputy Chief Engineer.

EX. Engg.- Executive Engineer.

Asst. Engg.- Assistant Engineer.

RI- Re Instatement.

DMC- Deputy Municipal Commissioner.

NOC- No objection certificate.

DP- Development Plan.

RL- Regular Line.



## TRAFFIC DEPARTMENT

**Que 01 : What is Role and Function of Traffic Department?**

**Ans :** a) To carry out work of providing traffic amenities under concept of street furniture viz: dividers Cat eyes, Thermoplastic Paints, Railings, Roads Studs, bollards, Barricades, Traffic Signages like Street name boards, Directional Boards, mandatory and cautionary boards and road safety Initiatives etc.  
b) To provide parking spaces and implementation on street and off street pay and park schemes.  
c) Installation & maintenance and synchronization of Traffic Signals.  
d) To Prescribe Regular Lines, for widening /new public street as per MMC Act.  
e) To scrutinize online parking layout proposals received from Developer / Architect.  
f) Demarcation of regular line in coordination with survey department.  
g) To prepare policies like Parking, Street light (LED & High Mast), pedestrian policy and Non Motorized Transport Policies.

**Que 02 : What is organization set up of Traffic Department?**

**Ans :** Traffic Department is headed by Deputy Chief Engineer (Traffic) under Chief Engineer (Roads and Traffic) and supported by Executive Engineers, Assistant Engineers, Sub Engineers and Junior Engineers having technical staff strength about 42 numbers and Administrative staff strength about 27 numbers.

**Que03 : Where one can get information about Budget Allocation of Traffic Department?**

**Ans :** Provision of Budget for Dy. Chie. Engineer (Traffic) is available on MCGM portal. Link is as under :-  
[https://portal.mcg.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Chief%20Accountant%20\(Finance\)/Budget/Budget%20Estimate%2020182019/Budget%20Estimate%202018-2019/3%20-%20Budget%20Books/Budget%20A/Fund%2011%20CAPITAL%20VOLU%202.pdf](https://portal.mcg.gov.in/irj/go/km/docs/documents/MCGM%20Department%20List/Chief%20Accountant%20(Finance)/Budget/Budget%20Estimate%2020182019/Budget%20Estimate%202018-2019/3%20-%20Budget%20Books/Budget%20A/Fund%2011%20CAPITAL%20VOLU%202.pdf)

**Rupees in Thousand**

Year	Budget Provision		Expenditure	% Consumed
	Budget Estimate	Revised Estimate		
2015-16	404510	336023	84011	25 %
2016-17	661320	354287	94139	26.57%
2017-18	524290	443795	186985	42.13%

**Que 04 : Where I can get schedule of rates used in Traffic departments to carry out the works?**

**Ans :** Unified schedule of Rates are available on MCGM Portal on following Link :-  
<https://portal.mcg.gov.in/irj/portal/anonymous?NavigationTarget=navurl://a1d59225eeef82cfd4d746f090e0917>





**Que 05 : Which remarks are issued by traffic department related Building Permission?**

- Ans :**
- A) Auto generated Street light Remark through Single Window Clearance (SWC) on website <https://autodcr.mcgm.gov.in>.
  - B) Traffic parking layout are scrutinized automatically in Auto DCR modules or Consultant can issue parking layout remark.
  - C) Regular line Remark (R.L Remark) of traffic department are included in Development Plan Remarks which can be obtain online through MCGM portal i.e. [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in).
  - D) FAQ regarding the above remarks are available on the website- <https://autodcr.mcgm.gov.in>.
  - E) Speed Breaker remarks is issued respective ward offices / road section for construction of speed breaker as requested and in consultation with traffic police.
  - F) The shifting of Bus Queue Shelter / Construction of new Bus shelter remarks are being issued by traffic department to the BEST undertaking.
  - G) Traffic Island and beautification, geometric design of curvature.

**Que 06 : What type of Traffic Amenities works are carried out by Traffic Department?**

- Ans :**
- 1) Zebra Crossing & Lane marking by Thermoplastic Paint.
  - 2) Providing & Fixing Dividers/Railing/Studs (Cat Eyes).
  - 3) Traffic Signage's such as street name boards, junction name board, cautionary and mandatory boards and directional boards etc.
  - 4) Providing & Fixing Taxi Stand & Rikshaw Stand boards.
  - 5) Supply of paint to wards for divider & kerb stone.
- All above works are carried in consultation/ requirement of Traffic Police/Wards and Road department.

**Que 07 : In there any provision in DCR to cater on street parking problem?**

- Ans :** As per DCPR 2034, under clause 33(24) in order to cater on street parking problem, to avoid traffic congestion and to suffice growing parking demand, Private owner is allowed to develop public parking lot there by granting incentive FSI (charging premium) towards construction of PPL and handed to MCGM free of cost. Further in Development Plan 2034, some plots are earmarked as 'parking lot reservation' also plot handed over to MCGM as Amenity can be developed as Amenity Public parking lot as per requirement of location.

**Que 08 : How many pay & park facilities are available in Greater Mumbai?**

**Ans :**

Sr. No.	Type of Pay & Park	No. of Sites	No. of the Parking Spaces	Running
1.	On-Street	88	10,906	14
2.	Off-Street (Public Parking Lot)	20	11,450	08
3.	Off-Street Amenity Parking	29	2,141	02
	<b>Total</b>	<b>129</b>	<b>24497</b>	<b>24</b>

Other than above respective ward offices are running pay & park scheme by spot-quotation basis.





**Que 09 : What is the parking policy and tariff for parking the vehicle in pay & park scheme?**

**Ans :** MCGM's parking policy and parking rates are available on MCGM portal on following Link i.e <https://portal.mcg.gov.in/irj/portal/anonymous/whatsnew> .

**Que 10 : Is there any provision for Free Parking in Mumbai?**

**Ans :** There is no free parking policy for on street schedule pay and park sites. However free parking may allowed in schedule pay and park sites due to non appointment of contractual Agency or termination of Appointed contractor and valid up to appointment of New Contractual agency.

**Que 11 : What are the initiatives undertaken by MCGM to regulate parking problems in the city?**

**Ans :** Concept of Parking Authority has been recommended in Draft Revised Development plan 2034 (Clause 51). As per said clause MCGM, in consultation with GOM is constituting a Parking Authority at city level. The Parking Authority Would Plan, Regulate and Manage all on-street & Public Parking spaces under the physical jurisdiction of Greater Mumbai and would fix and promulgate parking fees as well as penalties for various area/zones in MCGM. Additional Municipal Commissioner (Eastern Suburb) is appointed as a **Parking Authority Commissioner**.

**Que 12 : Is there any consolidated plan prepared by MCGM for traffic management purpose?**

**Ans :** MCGM has prepare Comprehensive Mobility Plan (CMP) for Greater Mumbai for the period 2014-2034 in line with National Urban Transport Policy, 2006 (NUTP), which promotes Safe Pedestrian Movement, Public transport, Non-motorised transport (NMT) and transport planning in integration with effective land use.

The Comprehensive Mobility Plan (CMP) is based on travel demand modeling and forecasting for the horizon period up to 2034. Objectives of the CMP is to:

1. Identify travel pattern of residents of the local planning area of Municipal Corporation of Greater Mumbai);
2. Study of existing and proposed land use pattern and develop land use transport model;
3. Select, develop and operationalise an Urban Transport Planning (UTP) model;
4. Recommend a short term (2019), medium term (2024) and long term comprehensive transportation strategy for the period upto 2034;

**Que 13 : Where one can get detail information on CMP?**

**Ans :** Copy of CMP is available on MCGM portal on following Link :- <https://portal.mcg.gov.in/irj/portal/anonymous/qlroadsdocs>

**Que 14 : What action is taken by MCGM to reduce congestion of roads?**

**Ans :** MCGM has initiated process for implementation of short, medium and long term measures recommended in the CMP in co-ordination with the stakeholders i.e Traffic Police, BEST, Railways Authorities, MMRDA, MSRDC etc to explore



Feasibility and implementation of recommendations such as Developing Missing Links, Widening of Existing Roads, Construction of Elevated Roads, Foot over Bridges, subways, station area development schemes (SATIS), improvements of Junctions, traffic signals up gradations.

**Que 15 : How many Signalized Junctions are available in Greater Mumbai?**

**Ans :** There are total 624 Nos. Signalized Junction in Greater Mumbai.

**Que 16 : On what mechanism signaling system in Greater Mumbai works?**

**Ans :** There are Two types of signaling system . (1) Adaptive signal system working on vehicle Density (2) conventional signal system working on fixed time programmed.

**Que 17 : Who provide for traffic signaling infrastructure, its maintenance and operations?**

**Ans :** Area Traffic Control (ATC) section under Traffic Department of MCGM develops and maintains signaling infrastructure by appointing contractual Agency. However, the on site operations of traffic signals are handled by the Traffic Police department of Government of Maharashtra.

**Que 18 : What is complainant redressal Mechanisms?**

- Ans :**
- 1) The written complaint are accepted manually in the dispatch section
  - 2) complaint can be made on landline.
  - 3) The complaint can be given on MCGM website i.e. [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) as well as on the website of State Government: [www.aaplesarkar.maharashtra.gov.in](http://www.aaplesarkar.maharashtra.gov.in) .
  - 4) MCGM has avail 24 X 7 Mobile Application for receiving online complaints. On receipt of the complaint the staff of the Traffic department inspect the site and take the necessary measures to resolve the issue raised in the complaint and suitable reply is communicated to the complainant.

## STREET LIGHT DEPARTMENT

**Que 01 : Who is responsible for repairing and Maintenance of Street light poles?**

**Ans :** Responsibility of repairing and maintenance of street light poles are carried out by MCGM. MCGM has appointed M/S. Adani Electricity Mumbai Ltd. for above work.

**Que 02 : For street light complaint, is there any officer appointed in ward?**

**Ans :** Sub Engineer (Electric) ward has been appointed for street light complaints.

**Que 03 : Is there any help line for the complaint of street light poles?**

**Ans :** M/s. Adani Electricity Mumbai Ltd. has the help line no. (022) 30303030 OR 19122, where complaints can be lodged regarding street light poles. Also at Ward level complaint can be lodged.



**Que 04: What is the time limit for repairing of street light poles once the complaint is lodged?**

**Ans :** Complaint is rectified within 24 hrs by concern authority.

**Que 05: What is the procedure for demand for New street light poles?**

**Ans :** Citizen can apply for new street light poles at Ward office or demand the new street light poles in writing at Local Councilor.

**Que 06: What is the criteria for installation of street light poles?**

**Ans :** Criteria for street light poles are as below :

- i) 25 Mtr. distances is maintained between 2 poles.
- ii) Lux level of lamps / bulb changes as per width of road. For street light lamps 70 watts, 150 watts and 250 watts bulbs are used.

## HIGH MAST COMPLAINT

**Que 01: Who is responsible for repairing and maintenance of High Mast in Ward?**

**Ans :** Sub Engineer (Electric), at Ward has been appointed for repairing and maintenance of High Mast in Ward.

**Que 02: Is there any helpline for complaint regarding High Mast?**

**Ans :** Citizen can lodge their complaint at Ward office. In addition, they can lodge complaint on Portal "Aaple Sarkar".

**Que 03: Is there any criteria formed by MCGM for installation of new High Mast?**

**Ans :** For new High Mast installation following are the criteria:

- i) The site / place under consideration for installing High Mast should have clear open area of minimum 40 meters diameters and High mast shall be installed at the centre of the site only.
- ii) Heavy traffic chowk having signal pole and having open area of 40 meter diameter is selected on priority for High Mast installation.
- iii) As per new high mast policy, before installation of high mast, lux-level reading is measured at the site and if it is found less than desired Lux-level as per relevant IS Standard, then the desired Lux-Level is to be achieved by providing additional street light poles first.





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## ELECTION DEPARTMENT

**Office Address** : 4<sup>th</sup> floor, J.B.Shah Market Building,  
Yusuf Meherali Road,  
Near Masjid Bunder Station (West),  
Mumbai - 400 009.

**Contact No** : 022-23402083/022-23402376

**E-mail ID** : [aetdo.election@mcgm.gov.in](mailto:aetdo.election@mcgm.gov.in)





**Que 01 : What is the address and contact no. of Election Office?**

**Ans :** J.B.Shah Market Building, 3rd & 4th floor, Yusuf Meherali Road, Near Masjid Bunder Station (West), Mumbai 400009. Tel No.022-23402083.  
E-mail ID:- mcgmele@gmail.com.

**Que 02 : What are the functions carried out by Election Department?**

**Ans :** (i) The Municipal Election Department is a branch of Assessment & Collection Department.  
(ii) Municipal General Election, Bye Election and other election related works are carried out as per directions of Hon. State Election Commission and under the supervision of Municipal Commissioner.  
(iii) Abstract from Electoral Roll preserved on or after 1960 are issued to citizens on their request.

**Que 03 : How Many members are consists in Mumbai Municipal Corporation?**

**Ans :** The Mumbai Municipal Corporation is consists of 227 elected members directly elected from Municipal Election Ward and five nominated councillors having special knowledge or experience in municipal administration.

**Que 04 : What is the qualification of Candidate for Municipal Election?**

**Ans :** (i) Name of candidate should be enrolled in the municipal electoral roll as a voter of any election ward.  
(ii) Age of candidate should not be less than 21 year at the time of filling nomination form.

**Que 05 : Whether Candidate can contest election from any ward other than the ward where he resides?**

**Ans :** Yes, The Candidate can contest election from any ward other than the ward where he resides.

**Que 06 : What are the disqualifications for being Municipal Councillor and Standing Councillor?**

**Ans :** The Disqualifications for being Municipal councillor are as under:-  
(1) If he has not completed the age of twenty one years at the time of submission of Nomination Form; or  
(2) Has been disqualified by any law made by the Maharashtra State Legislature; or  
(3) If such person has been Convicted of an offence punishable under Indian Penal code; or  
(4) Has been convicted by the court in India of any offence involving moral turpitude; or  
(5) Has more than two children ;or  
(6) If such person has been adjudged or re-adjudged an insolvent; or  
(7) Is the Commissioner, or a Municipal Officer or a Servant, or Licensed Surveyor or Plumber or a member of a firm of which a Licensed Surveyor or Plumber is a member; or  
(8) Is the Chief Judge of the Small Causes Court or is acting in that capacity;  
(9) fails to pay any arrears of any kind due by him to the Corporation within three months after a special notice in this behalf has been served upon him; or





- (10) has directly or indirectly, by himself or his partner, any share or interest in any contract or employment with, by or on behalf of, the Corporation; or
- (11) If, a Councillor or a person is found to be guilty of misconduct in the discharge of his official duties or of any disgraceful conduct while holding or while he was holding the office of the mayor or as the case may be, the Deputy mayor, or
- (12) A Councillor shall be disqualified for being a Councillor, if such Councillor has constructed or constructs by himself, his spouse or his dependent, any illegal or unauthorized structure or has directly or indirectly been responsible for, or helped in his capacity as such Councillor in, carrying out such illegal or unauthorized construction or has by written communication or physically obstructed or tried to abstract, any Competent Authority from discharging its official duty in demolishing any illegal or unauthorized structure.
- (13) Has failed to submit the election expenditure in prescribed time limit and as per prescribed manner fixed by the State Election Commission.
- (14) If Caste Certificate declared invalid by Caste Scrutiny Committee, the Councillor who has elected from reserved seat will be disqualified.
- (15) If the Councillor is failed to produce the certificates from the competent Authority that he is availing the facility of toilet.

**Que 07 :** Is the Municipal Corporation does the work of Enrollment, addition, deletion, correction in the name and address and issue of Voter Identity Card?

**Ans :** No. This work is being done by the concerned Assembly Constituency Electoral Registration Officer.

**Que 08 :** From which year the electoral roll are available in Election Department? On which website?

**Ans :** The Wardwise Electoral roll for the year 1960, 1967, 1972, 1978, 1985, 1992, 1997, 2002, 2007, 2012 & 2017 are available in the Election Department and also available on MCGM portal - <https://portal.mcgm.gov.in>.

**Que 09 :** Besides Electoral Rolls, which information is available on Election website?

**Ans :** Besides Electoral rolls, Booth list and Election ward Maps of Municipal General Election 2017 are available on MCGM portal viz. -<https://portal.mcgm.gov.in>.

**Que 10 :** What are the charges to issue Election Abstract?

**Ans:**

<b>Year of Electoral Roll</b>	<b>Scheduled Fees (per family/per room)</b>
1960	₹ 163/- as per surname
1967/1972/1978/1985/1992	₹ 163/- (per room)
1997/2002	₹ 107/- (per room)
2007	₹ 59/- (per room)
2012	₹ 19/- (per room)
2017	₹ 11/- (per room)

**Note:-** Every year from 1st April, the charges increased by 10%.



**Que 11 : What is the procedure to get Electoral Roll Abstract?**

**Ans :** On every Monday, Wednesday & Friday between 11.00 A.M. to 2.00 P.M. Electoral Roll are given to citizens for inspection. If names found in Electoral roll, the certified copy of Electoral Roll Abstract can be made available to the applicant within 30 days from the date of receipt of payment of prescribed schedule fee.

**Que 12: Whether Electoral Rolls prior to 1960 are available in Election Department?**

**Ans :** Electoral rolls prior to 1960 are not available in Election Department.

**Que 13: Whether there is any provision in MMC Act, 1888 to issue Abstract of Electoral Roll?**

**Ans :** There is no provision in Mumbai Municipal Corporation Act, 1888 to issue Electoral Roll Abstract. However, as per the prevailing procedure and convention, Electoral Roll Abstracts are issued to the Citizens.

**Que 14: Whether Electoral Roll and Boothwise list can be made available to the Citizen?**

**Ans :** The soft copy (in the form of C.D.) and hard copy of Electoral Roll and Boothwise list of Municipal General Election 2017 can be made available to the Citizen on payment of prescribed Schedule fee, till stock last.

**Que 15: Whether Municipal Election Department can make available the copy of Nomination form and details of election expenditure submitted by the contesting Candidates?**

**Ans :** Yes. The copy of Nomination form and details of election expenditure submitted by the contesting Candidates can be made available after payment of prescribed schedule fee.

**Que 16: How many years Nomination Forms and details of election expenditure of Contesting Candidates preserved?**

**Ans :** Nomination Forms and details of election expenditure of contesting candidates are preserved till next Municipal General Election.

**Que 17: How to get the Video recording C.D. of code of conduct of Election process?**

**Ans :** The Video recording C.D. of code of conduct of Election process can be made available by paying prescribed Schedule Fees with the pre-consent of State Election Commission and in the presence of other contesting candidates within six months from the date of election result.

**Que 18: Whether the Boothwise voting results can be made available to the citizens?**

**Ans :** The Boothwise voting results cannot be made available to the citizens.

**Que 19: What are the eligibility criteria for being a voter?**

**Ans :** An Indian citizen, who has completed 18 years of age and included his name in Electoral roll of Municipal Corporation, is eligible to vote at Municipal General Election/Bye election.



**Que 20 : What is the qualifying date?**

**Ans :** The qualifying date is the first day of January of the every year in which the Electoral roll is updated. However, the qualifying date for Election of Municipal Corporation is declared by the State Election Commission.

**Que 21 : What should be done to include the name in the Photo Electoral Roll?**

**Ans :** To include the name in Photo Electoral roll, Citizens have to fill the Form no.6 and submit the same to the concern Assembly Constituency Electoral Registration Officer.

**Que 22 : What procedure is to be followed to delete the name from the Electoral Roll, if the name of the person appears twice in the voters list or if there is an objection to the name of the voter or death of a person?**

**Ans :** To delete the name of the voter from Voters list, a person has to fill up the Form no.7 and submit to the concern Assembly Constituency Electoral Registration Officer.

**Que 23 : What procedure is to be followed for correction in the name, age, address etc.?**

**Ans :** For correction in the name, age, address etc. citizen has to fill Form No. 8 and submit the same to the concern Assembly Constituency Electoral Registration Officer.

**Que 24 : Which form is to be filled in for transferring the name of voter from one electoral roll to another electoral roll?**

**Ans :** A person has to fill Form no. 8A and submit to the concern Assembly Constituency Electoral Registration Officer.

**Que 25 : What is the procedure to be followed if any person changed his residence from one constituency to another constituency?**

**Ans :** If the citizen migrated from one Assembly Constituency to another Assembly constituency, he/she has to fill Form No. 7 for cancelling his/her name in Assembly Constituency where previously he/she resides and with the acknowledgement slip of Form No. 7 he/she has to fill Form no. 6 at new Assembly constituency.

**Que 26 : What procedure is to be followed by newly married girl to include the name in the photo electoral roll?**

**Ans :** She has to fill Form No. 7 at previous Assembly Constituency and submit Form No. 6 at new Assembly Constituency alongwith acknowledgement slip of Form No. 7 and Marriage Registration Certificate to the concerned Assembly Constituency Electoral Registration Officer.

**Que 27 : From where citizens can get Form for inclusion, deletion, change of address etc. and where to submit the same?**

**Ans :** Inclusion, deletion, change of address etc. in the electoral roll is a continuous process. However, the forms can be submitted at the following places :-

1. Booth Level Officer (BLO) at the time of review campaign.
2. Assembly Constituency Electoral Registration Officer.
3. Online Voter Registration can be done at:-  
<https://nvsp.in> or <https://eci-citizenservices.nic.in>



**Que 28 : Which documents need to be attached with Form No. 6 for inclusion of new name in the photo electoral roll?**

**Ans :** Following attested documents are need to be submitted with Form No. 6. :

1. Proof of Age as on the qualifying date i.e. 1st January of every year.
2. Proof of Residence.
3. Copy of Aadhar Card or Pan Card etc. as Photo Identity card.
4. Two passport size photographs.

**Que 29 : Which documents can be submitted as proof of age for inclusion of name in the Electoral Roll?**

**Ans :** Any one of following document can be submitted as proof of age:

1. Birth certificate given by the competent authority of Municipal Council/Corporation/Village Panchayat or District Registrar of Birth and Death
2. School Leaving Certificate having date of birth.
3. Passing certificate for 10th or higher standard having date of birth.
4. Declaration made by the parents in the prescribed Form, if applicant is illiterate.
5. If the applicant is illiterate or his/her parents are not alive, Certificate issued by the Sarpanch or the concern Member of Municipal Council/Corporation.

**Que 30 : Which documents can be submitted as proof of residential address for inclusion of name in the electoral list?**

**Ans :** One of following documents will be accepted:

1. Pass book of Bank / Post office / Kisan Credit Card.
2. Ration card / Passport/ Driving license / Aadhar card.
3. Latest Electricity bill / Water/ Gas / Telephone Bill with address of applicant on it or in the name of parent of the applicant.
4. Latest Letter received by the applicant on the given address through Postal Department.

**Que 31 : How the citizen can get a duplicate EPIC (Election Photo Identity Card)?**

**Ans :** The citizen can apply at respective Assembly Constituency Electoral Registration Officer alongwith Police Complaint copy lodged at concern Police Station for issuance of duplicate Election photo identity card.

**Que 32 : Can Co-operative Housing Society jointly submit the electoral registration forms?**

**Ans :** Yes. The Chairman and Secretary of Co-operative Housing Society can submit the application forms with their joint certification of all eligible residents of their Society.

**Que 33 : A voter can be register at more than one place?**

**Ans :** No.

**Que 34 : How the applicant can confirm whether his/her name is incorporated in the Electoral Roll after submitting the required documents through Block Level Officer or himself?**

**Ans :** An applicant can visit personally to the office of concern Assembly Constituency Electoral Registration Officer and verify the draft voter list.





**Que 35 :** In absence of Election Photo Identity Card (EPIC), which proofs are required to prove the voter's identity as declared by the Election commission?

**Ans :** In absence of Election Photo Identity Card (EPIC), one of the following documents is required to prove Voter's identity :

1. Passport.
2. Driving license.
3. Pan Card issued by Income Tax Department.
4. Employee Identity card issued by Central Government / State Government / Public Authority / Local Self Government Body.
5. Photo Pass Book issued by Nationalized banks or Post office.
6. Freedom fighter's Photo Identity card.
7. The certificate issued with photo by the competent authority of S C/ST/OB C/NT/Special Backward Class before the declaration of Election Programme by Election Commission.
8. Photocopy of disability certificate with photo given by the competent authority prior to the declaration of Election Programme by Election Commission.
9. Property Registration papers with photo.
10. The Arms license with photo, issued prior to the declaration of Election Programme by Election Commission.
11. Identity Card of National Rural Employment Guarantee Scheme given by the competent authority.
12. Retired Employee's passbook with photo prior to the date of declaration of Election Programme by Election Commission.
13. Photo certificate issued to Widow / dependent of retired person prior to the date of declaration of Election Programme by Election Commission.
14. Photo certificate issued to old age pensioner or his widow prior to the date of declaration of Election Programme by Election Commission.
15. Health Insurance Scheme photo Identity card issued by the Labor Ministry of Central Government.
16. The ration card issued prior to the date of declaration of Election Programme by Election Commission subject to all eligible voters mentioned in Ration card must come together for voting and if Ration card having single name, he has to submit any one proof of residence such as Electricity Bill, Property Card or Property Tax Bill (Gharpatti).
17. Aadhar Card.

**Que 36 :** Whether Caste Certificate alongwith Caste Validity Certificate is required for contesting Election in ward reserved for backward class?

**Ans :** Yes, If not, an undertaking shall be given that he/she will submit the Caste Validity Certificate issued by the Scrutiny Committee within a period of twelve month from the date of his/her election (Amendment in Section 5B of MMC Act, 1888).

**Que 37 :** Under Whose superintendence, directions and control, the election of Municipal Corporation is conducted?

**Ans :** The election of Municipal Corporation is conducted under the superintendence, directions and control of State Election Commission.





**Que 38 : Who is responsible for the formation of Municipal wards?**

**Ans :** As per directives and directions of State Election Commission, responsibility of ward formation is given to Municipal Commissioner and finally it is approved by State Election Commission.

**Que 39 : Who has the right to vote in Municipal Election?**

**Ans :** The person whose name enrolled in authenticated final electoral roll is entitled to vote in the Municipal Election.

**Que 40 : Who is declaring the Municipal Election date?**

**Ans :** The State Election Commission is declaring the Municipal Election date.

**Que 41 : Who is responsible for the registration of a political party?**

**Ans :** The State Election Commission is the competent authority to register as a Political Party.

**Que 42 : What are the criteria for determining the reservation of wards?**

**Ans :** The criteria for determining the reservation of wards are as follows :-

1. Statistics of recent Census data.
2. 50% of the total number of seats are reserved for women.
3. Reservation in ascending order according to the percentage of population of SC/ST and is rotated in the next election.
4. 27% of Total seats are reserved for Backward class of citizen (BCC) by lottery system.
5. 50% seats for women in each reserved category i.e. SC/ST/BCC.

**Que 43 : Which Affidavits / documents / Form are required to be submitted along with Nomination Form by the contesting candidate?**

**Ans :** The Candidates are required to submit the following Affidavits/documents/Form for contesting the Municipal Election.

1. True copy of Caste Certificate and Caste Validity Certificate issued by Competent Authority (for Reserve seats only).
2. Affidavit prescribed by State Election Commission regarding offspring.
3. Affidavit stating details of movable and immovable Property, Liability and Criminalism.
4. Certificate from competent authority stating that the candidate availing the facility of Toilet.
6. Copy of Abstract of Voter's list, if candidate is contesting election from other ward than he resides.

**Que 44 : What is the deposit amount of Candidate in Municipal Election?**

**Ans :** The deposit amount of candidate is Rs. 5,000/- for Open category and Rs. 2,500/- for Reserved category and Women in Municipal Election.

**Que 45 : Who has the right to appoint Election officers/ employees?**

**Ans :** The Municipal Commissioner has right to appoint Election officers/ employees.

**Que 46 : What is the Limit for expenditure to be incurred for Contesting election? Who determines it?**

**Ans :** The limit for election expenditure for contesting candidate in Municipal Election is Rs.10,00,000/- (Ten Lakhs) as determined by the State Election Commission.



**Que 47 : What is the backward class of citizens?**

**Ans :** The backward class of citizens means that the classified class as part of the class or group of such classes declared by the State Government as Other Backward Classes, Special Backward Classes, Vimukta Jati, Nomadic tribes and Denotified Tribes, which were declared from time to time.

**Que 48 : What is to be done in case of equal votes secured by two or more candidates?**

**Ans :** After the counting of votes is found equal to exist between any candidates and if any additional vote is sufficient to declare that the candidate was elected, the Returning Officer will immediately make a decision in the lottery mode (lottery) against the candidate and the candidate who is dropping additional vote will make the decision to understand that it is received.

**Que 49: How many election wards are there in the 24 administrative wards in Municipal Corporation Jurisdiction?**

**Ans :**

Administrative ward	Ward no	Total wards
R-NORTH	1,2,3,4,5,6,7,8	8
R-CENTRAL	9,10,11,12,13,14,15,16,17,18	10
R-SOUTH	19,20,21,22,23,24,25,26,27,28,29,30,31	13
P-NORTH	32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49	18
P-SOUTH	50,51,52,53,54,55,56,57,58	9
K-WEST	59,60,61,62,63,64,65,66,67,68,69,70,71	13
K-EAST	72,73,74,75,76,77,78,79,80,81,82,83,84,85,86	15
H-EAST	87,88,89,90,91,92,93,94,95,96	10
T	103,104,105,106,107,108	6
S	109,110,111,112,113,114,115,116,117,118,119,120, 121,122	14
N	123,124,125,126,127,128,129,130,131,132,133	11
M-EAST	134,135,136,137,138,139,140,141,142,143, 144,145,146,147,148	15
M-WEST	149,150,151,152,153,154,155,156,157,158,159, 160,161,162,163,164,165,166,167,168,169,170,171	16
F-NORTH	172,173,174,175,176,177,178,179,180,181	10
G-NORTH	182,183,184,185,186,187,188,189,190,191,192	11
G-SOUTH	193,194,195,196,197,198,199	7
E	207,208,209,210,211,212,213	7
D	214,215,216,217,218,219	6
C	220,221,222	3
B	223,224	2
A	225,226,227	3
<b>TOTAL</b>		<b>227</b>



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## INFORMATION TECHNOLOGY DEPARTMENT

**Office Address :** Municipal Head Office, Extended Bldg.,  
Basement, Mahapalikka Marg, Fort,  
Mumbai- 400 001.

**Contact No :** 002-222620251 (Extn 4065)

**Email ID :** [director.it@mcgm.gov.in](mailto:director.it@mcgm.gov.in)



**Que 01 : What is the role of IT Department and its organization structure?**

**Ans :** The role of the IT department within MCGM is to design, maintain and support corporation information technology infrastructure, thus allowing the departments to leverage both information and technology in an efficient, productive and secure manner.

Major role played by MCGM IT department are as follows:

- To facilitate development of new applications for making various services online and maintenance of existing applications.
- To procure hardware items like Desktop PCs, Printers, Scanners etc. based on the requirements received from different departments or as required for specific projects.
- To arrange for network / connectivity between various offices of MCGM with its datacenter on cloud platform
- To assist various departments of MCGM in IT related initiatives / various e-Governance projects.

**IT Organization Structure of MCGM -**

1. Director IT- 1 Position
2. Dy Director IT- 2 Position
3. Managers IT- 4 positions
4. Asst. manager-01 Position
5. Senior System Analysts- 7 Positions
6. Junior System Analysts- 21 Positions
7. Accounts Officer- 1 position
8. Administrative Officer- 1 Position
9. Head Clerks- 2 Positions
10. Clerks- 3 Position & Peon-4 positions

**Que 02 : What is the budget provision of Information Technology Department?**

**Ans :** Budget provision of IT Department for the last 3 financial years is as follows:

Financial Year	Revenue Budget	Capital Budget
2015-2016	154.65 Crores	129.12 Crores
2016-2017	178.74 Crores	144.82 Crores
2017-2018	149.12 Crores	175.00 Crores

**Que 03 : What is the official website of MCGM?**

**Ans :** "http://mcg.gov.in/"

**Que 04 : How do I register a complaint on MCGM website?**

**Ans :** A complaint can be registered on MCGM Website using Complaints Menu under Complaint Registration link. Each complaint is provided with a unique number which can be used to track the status of complaint.

Complaints can be raised under following categories:

1. Solid Waste Management
2. Drainage
3. Storm Water Drain
4. Roads & Traffic
5. Buildings & Factories





6. License
7. Water Supply
8. Pest Control

Citizens can raise complaints using any of the following modes:

1. Using any Internet connected computer from home, office or Cybercafe.
2. MCGM 24\*7 mobile application.
3. Visiting any of the 25 Citizen Facilitation Centers (CFCs) of MCGM.
4. By calling on phone number 1916.

**Que 05: Can I use my mobile phone for accessing MCGM services?**

**Ans :** Yes, Mobile application for MCGM services is available on both Android and iOS platforms. Application “MCGM 24 x 7” can be downloaded and used for services related to Water Bills, Licenses, Property Tax, Complaints, Garden & Tree (Tree Trimming Application), Locating Toilets in Mumbai etc.

**Que 06: What services are provided by MCGM to citizens?**

**Ans :** There are various services provided by MCGM to citizens. A list of these services is available on MCGM website under Citizen Menu -> CFC ->List of Services provided through MCGM CFC link. Among these, important services such as New Business Application, Health License, Trade License, Water Bills, Property Tax, Marriage Registration, Factory Permit, Trenching, Ganpati / Navratri Mandap Permission etc. are available online, which means citizens are not required to visit MCGM offices for availing these services. List of these online services is available on MCGM Portal under Online Services Menu. Remaining services are being made online gradually.

**Que 07: What is Citizen Facilitation Center? Where are the Citizen Facilitation Centers (CFCs) located? What are the timings of these CFCs?**

**Ans :** Citizen Facilitation Center is a place where citizens can avail various services in offline mode.

There are 24 CFCs across 24 ward offices of MCGM and 1 CFC in Municipal Head Office. CFCs are open from 8.00 a.m. to 8.00 p.m. throughout the year except 10 specified holidays.

**Que 08: What services are available in Citizen Facilitation Centers (CFCs)?**

**Ans :** There are several services available in CFCs. A list of these services is available on MCGM website under 'CITIZEN' menu -> CFC ->List of Services provided through MCGM CFC link.

**Que 09: What is the fee for seeking permissions / certificates? How to pay such fees?**

**Ans :** There are different fees / charges for different types of permissions / certificates. Applicant can make fee payment online thorough payment gateways.

**Que10: How are the bills accepted by the website online?**

**Ans :** Online payment of bills can be done using Online Services on MCGM Portal as well as mobile application. Following services payment can be done online: Property Tax, Water Bills, Earnest Money Deposit / Additional Security Deposit (EMD and ASD) for tenders and payments of various other services can be made online from MCGM Portal / Website.



**Que 11 : Where do I get information on recruitments in MCGM?**

**Ans :** The information regarding recruitments is available on home page of MCGM website under 'Careers' menu -> Recruitment.

**Que 12: Where do I get contact numbers and Email IDs of Municipal Officers / Commissioners / Councilors?**

**Ans :** Contact numbers and Email IDs of Municipal Officers / Commissioners are available on home page of MCGM website under ABOUT US menu -> Governance -> Administrative Wing. Also, Email IDs of Hon'ble Mayor and Councilors are available under ABOUT US menu -> Governance -> Deliberative Wing.

**Que 13: Is MCGM using GIS based maps for its services?**

**Ans :** Yes, MCGM is using GIS based maps for various departments, they are also deploying One GIS Project where layers of different utilities / services will be mapped on a common base map. A common base map would help to locate underground pipelines of utilities, Water sewer pipeline, Storm water drains etc. GIS based maps also helps to expedite decisions on permitting excavation on trenches for various utility companies.

**Que 14: What facilities will be available to citizens in future?**

**Ans :** MCGM is in process to develop all the citizen services online. Citizens need not have to visit any MCGM ward office to avail these services. MCGM is also upgrading its existing SAP system to the latest SAP S/4 HANA platform. Response time of these services will enhance considerably as the new SAP HANA platform uses in-memory computing technology along with other standard functionalities.

**Que 15: What are the new measures taken by IT department?**

**Ans :** MCGM IT department has taken various new IT initiatives towards the betterment of service delivery, in this direction MCGM has used world class infrastructures, software's & ERP solutions. Various measures taken in this direction by MCGM IT department are as follows:

**HMIS (Health Management Information System):**

MCGM has deployed HMIS in two Hospitals and Five dispensaries under Phase I. HMIS provides a secure, robust environment for transactions across all departments of the hospital and remote access of patient medical records for physicians and nurses.

**Cloud Hosting :**

MCGM has migrated data from MCGM owned premises to Cloud. Cloud Infrastructure provides scalability in terms of hardware and compute resources.

**AeBAS (Aadhaar enabled Biometric Attendance System) :**

MCGM has adopted Aadhaar enabled Biometric Attendance Solution (AeBAS) which is linked to Payroll.



#### **CVS :**

MCGM has made **Capital Value System** service online to collect Property taxes from the citizens. Citizens can avail this service from anywhere anytime to pay their property taxes without visiting CFC counters. This service is also available on mobile platform under MCGM 24x7 app.

#### **AQUA :**

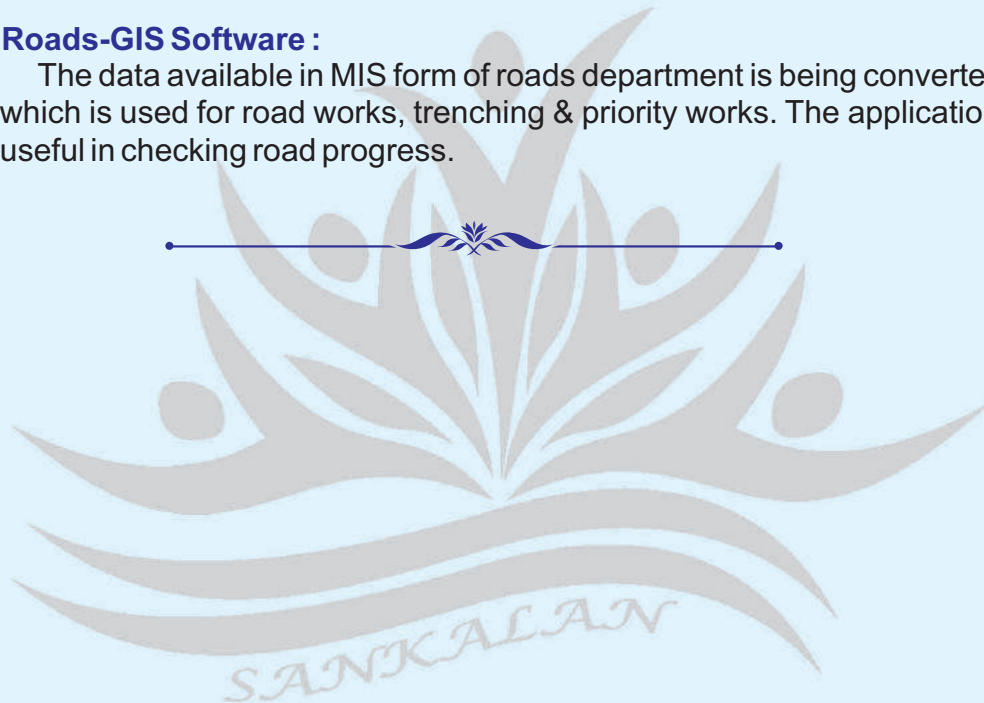
Citizen can also avail facility of online and mobile services for water bill payment.

#### **One GIS :**

MCGM departments are available on one GIS platform. Availability of all the different layers at one location helps in better decision making. Currently this is available internally to MCGM staffs only.

#### **Roads-GIS Software :**

The data available in MIS form of roads department is being converted to GIS which is used for road works, trenching & priority works. The application is also useful in checking road progress.





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## BRIDGES DEPARTMENT

**Office Address :** Chief Engineer (Bridges) at Engineering  
Hub Building, Gr. Floor,  
Dr. E.Moses Road, Worli, Mumbai-400018.

**Contact No :** 022-24957924

**Email Id :** [che.br@mcgm.gov.in](mailto:che.br@mcgm.gov.in)





**Que 01 : What is the role of Bridge Department in MCGM?**

- Ans :** A) Construction and Maintenance of Bridges within the jurisdiction of MCGM excluding highway and flyovers of MSRDC, PWD, Railways and Other agencies. Chief Engineer (Bridge) department's role is to construct, improve and maintain the Bridges within the jurisdiction of MCGM.
- B) Following are the Duties of Bridge Department: -
- 01) To improve the deteriorated stretches of Bridges in Asphalt or Concrete as per specification and available budget provision.
  - 02) To maintain the sub structure, super structure of Bridges in good Condition.
  - 03) To construct Bridges, flyovers, subways and foot over Bridges as per the requirements.

**Que 02 : What is the Organizational structure of Bridge Department?**

- Ans :** Bridge Department is headed by Chief Engineer. The Chart showing organizational structure of Bridge department is available on MCGM Portal, [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) and path is as under:-  
Select Wards & Department Chief Engineer (Bridges) (RTI) Particulars of Organization, functions & Duties of Department.

**Que 03 : What is the Budget provision for the year 2018-19? What is the Budget provision and expenditure for the last 3 years?**

- Ans :** Budget provision for the year 2018-19 is Rs. 507.85 Crores. Provision of Budget for Chief Engineer (Bridges) is available on MCGM Portal. Address of the same is [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) and path is as under:-  
Select English About us Budget/Budget Budget Book Budget "A" Fund II Capital Volume 2

**Budget provision and expenditure for the last 3 years.**

Year	2015-16 (Rs. in Crore)	2016-17 (Rs. in Crore)	2017-18 (Rs. in Crore)
<b>Budget Estimate</b>			
<b>(Revised Estimate)</b>	405.66	162.05	314.09
<b>Actual Expenditure</b>	249.98	92.22	249.91

**Que 04 : Where I can get schedule of rates used in Chief Engineer (Bridges) department?**

- Ans :** Unified Schedule of Rates are available on MCGM Portal of which address is [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) and path is as under:-  
**Tender** ⇒ **Tenders and Quotations** ⇒ **Chief Engineer (Bridges).**

**Que 05 : Where Can I obtain the report of condition of Bridge?**

- Ans :** MCGM has carried out inventory and condition survey pertaining to the bridges maintained by MCGM. The said information can be availed from the office of Chief Engineer (Bridges) at Engineer Hub Building, Gr. floor, Dr. E. Moses Road, Worli, Mumbai – 400 018.



**Que06 : How many Total Bridges are there in possession of MCGM?**

**Ans :** Summary of Bridges in possession of MCGM :-

Type	Details	Owned & Maintained by MCGM	Handed over by MMRDA	Total
BR	Bridge over Nalla or River (Vehicular)	143	00	143
ROB	Road over Bridge (Vehicular) across Railways	41	02	43
FLYOVER	Bridges across Road junction or over Roads	16	01	17
FOB	Foot over Bridge	49	00	49
FOB RL	Foot over Bridge over Railway Track	36	00	36
VS	Vehicular Subway	10	00	10
PS	Pedestrian Subway	19	00	19
SKYWALK	Skywalk (Handed over by MMRDA)	00	23	23
FREEWAY	Eastern Freeway (Handed over by MMRDA)	00	01	01
LINK ROAD	Link Road (Handed over by MMRDA)	00	03	03
	<b>Total</b>	<b>314</b>	<b>30</b>	<b>344</b>

**Que 07 : Can Citizen put a request for new Bridge in an area?**

**Ans :** Citizens can put an request for new Bridge to Chief Engineer (Bridges) or concerned Ward Office . However, the Vehicular Traffic and Pedestrian count is taken at the location where a proposal is mooted or received and accordingly a decision is taken. Further a comprehensive mobility plan has been devised for the entire Mumbai Area through the MCGM appointed Consultants. As per the Consultants Suggestion and the provision of Development plan, the decision to construct a new bridge is taken.

**Following are the consultants appointed by MCGM : -**

01. M/s. S.N.Bhobe And Associates pvt.Ltd.
02. M/s. Technogem Consultant pvt.Ltd.
03. M/s.Spectrum Techno Consultants pvt.Ltd.
04. M/s.Structcon Consultants pvt.Ltd.
05. Prof.D.D.Desai Associates Engineering Consultants and Analyts pvt.Ltd.
06. M/s. Shrikhande consultants pvt.Ltd.
07. M/s. Construma Consultants pvt.Ltd.
08. M/s. Composite Combine Technocraft Pvt.Ltd.

**Que 08 : What is the procedure for appointing Contractor for Construction of Bridge work?**

**Ans :** Normal online E-tendering process is adopted for finalizing contractor. Registered contractor submits bids in three packets i.e.'A', 'B' and 'C' system. Experience in Bridge work is also taken into account. After carrying out thorough scrutiny, tender is generally allotted to the lowest Bidder.



**Que 09 : What safety precautions are taken during Bridge Construction work?**

- Ans :**
01. Barricading and other measures are provided by the contractor along the length of Bridge to avoid any mishap/accident.
  02. NOC from Traffic Department is taken for diversion of traffic wherever is necessary as per suggestion of Traffic Department.
  03. "Work in progress" Board with work details is placed near the work site.
  04. All other safety precautions required are adopted.

**Que10 : Is there any technical expert committee for Bridge works?**

- Ans :** There is a Technical Committee for road department as 'STAC" (Standing Technical Advisory Committee), which is headed by Shri. S.R.Tambe, Retired Secretary (Roads), Public Works Department. The said Committee also opines on the various issue pertaining to Bridge Department, wherever required.

**Que11 : What are the qualitative measures being adopted by MCGM during construction of Bridges?**

- Ans :** Panel of Consultants are appointed for new works by MCGM. The consultants carry out the total station survey, soil investigation, preparation of General Arrangement Drawing (GAD), preparation of estimate, tender document and designs. Further PEER review is also made through the proof checking consultants. Contractors shall execute the works accordingly and as per General Condition of Contract (GCC). Municipal Engineers supervise the work. Accountability of all the Engineering staff is fixed. Vigilance Department inspect the site periodically for quality control and checking of Bridge work.

**Que12 : Where Can I register a Complaint regarding maintenance of Bridges?**

- Ans :**
01. Toll Free No. 1916 is assigned for the complaints regarding potholes and bad patches on Bridges etc. Complaints are received on this number and complaint no. is given to the complainant.
  02. MCGM has created the MCGM 24 X 7 mobile App for receiving online complaint.
  03. One can complaint at Chief Engineer (Bridges)/ Dy.Ch.Engineer(Bridges) office too.
  04. Complaint officer can receive complaint in each ward of MCGM.
  05. Complaints can be given on MCGM Website i.e. [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in).

**Que13 : What are the upcoming projects of Bridges to be developed in the current year i.e. 2018-19 by MCGM?**

**Ans :** **For City Division :**

01. Reconstruction of Carnac Bridge.
02. Reconstruction of FOB's at Chandanwadi.
03. Reconstruction of FOB's at Girgaon Chowpaty (Sukh Sagar).
04. Construction of Skywalk at Curry Road.
05. Construction of FOB at Sewri (Fatima High School).
06. Widening and Reconstruction of Bridge across Mithi River at Mahim Causeway in G/N.
07. Construction of FOB at Mahim Phatak across Senapati Bapat Marg at Mahim Railway Station in G/N ward.



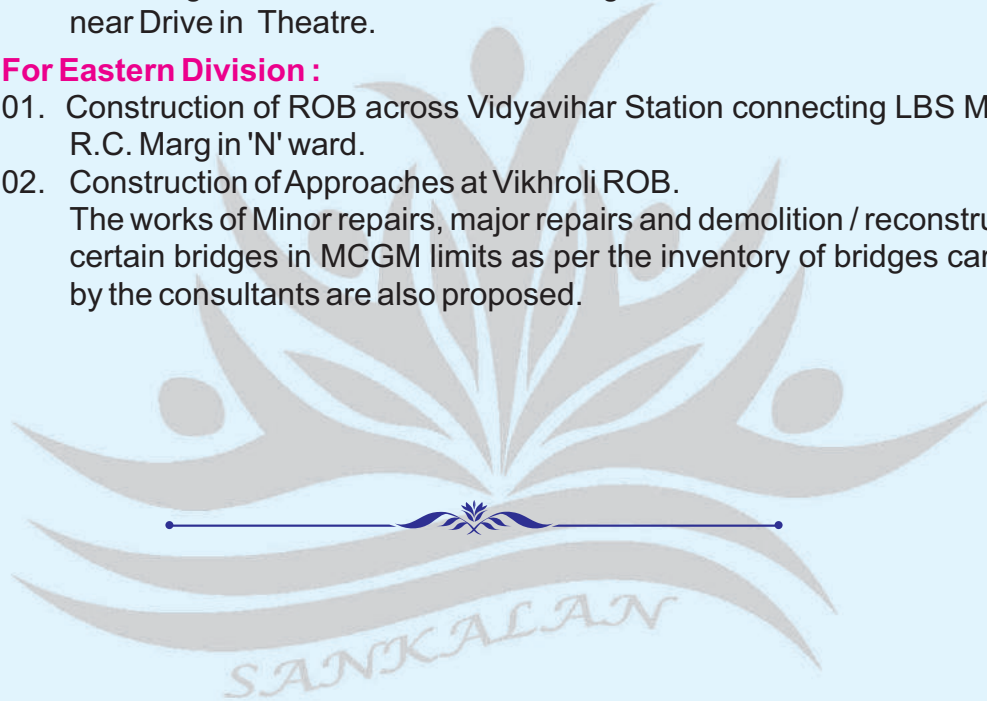
08. Construction of FOB across Senapati Bapat Marg near Matunga (W. Railway Station) in G/N ward.
09. Extension of Bridge across Mithi River at Tansa Pipeline.
10. Extension and widening of pipeline Bridge at Vaitarna in G/N ward.
11. Construction of FOB at Union Bank across Babasaheb Ambedkar Road in F/N ward.

**For Western Division :**

01. Construction of Vehicular ROB at junction of Yari Road, Lokhandwala near Amarnath Tower in K/W ward.
02. Extension of Mrunaltai Gore flyover from Ram Mandir Road to Relief Road along S.V. Road, Goregaon West in P/S ward.
03. Construction of flyover at Kora Kendra, Borivali (W) in R/C ward.
04. Construction of Grade Separator at the Junction of N.S. Phadke Marg at Teli Galli, in K/E ward.
05. Widening and Reconstruction of Bridge across Mithi river near Dharavi near Drive in Theatre.

**For Eastern Division :**

01. Construction of ROB across Vidyavihar Station connecting LBS Marg and R.C. Marg in 'N' ward.
02. Construction of Approaches at Vikhroli ROB.  
The works of Minor repairs, major repairs and demolition / reconstruction of certain bridges in MCGM limits as per the inventory of bridges carried out by the consultants are also proposed.







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## GARDEN DEPARTMENT

**Office Address :** Office of Supdt. Of Gardens, V.J.B.Udyan,  
Dr B.Ambedkar Marg, Byculla East,  
Mumbai -400 027.

**Contact No :** 022-23725799 / 23742162

**Email ID :** [sg.gardens@mcgm.gov.in](mailto:sg.gardens@mcgm.gov.in)



**Que 01 : When garden department came into existence in MCGM?**

**Ans :** Garden department came into existence as per the MMC Act 1888 for laying out and maintenance of Public Parks / Gardens / Recreational Grounds as an obligatory duty of MCGM.

**Que 02 : What is the role of Garden department in Mumbai?**

**Ans :** To provide recreational facilities to the citizens by developing reserved open spaces and maintaining the same. Also to carry the maintenance and preservation of Trees in MCGM premises as stipulated in the Maharashtra (Urban Area) Tree Conservation Act 1975.

**Que 03 : What is the structure of Garden department?**

**Ans :** Garden department is headed by Superintendent of Gardens assisted by Deputy Superintendent of Gardens at Zonal level assisted by Assistant Superintendent of Gardens at ward level.

**Que 04 : How many Gardens /Recreational grounds / play grounds in Mumbai?**

**Ans :**

Nos of Gardens/parks	-	255
Nos of Recreational grounds	-	432
Nos of Play grounds	-	318
Nos of other open spaces	-	63

Ward wise list of Gardens /Recreational grounds / play grounds is available on MCGM Portal (about us>ward and department>Garden and tree > Docs> 1068plots).

**Que 05 : Some of the prominent Gardens and Parks?**

**Ans :**

Ward	Name	Location	Features
D	Kamla Nehru Park	Malbar hill	Viewing gallery, Old lady shoe, lush green lawn, beautiful topiary
M/W	Bhakti Park Udyan	Near IMAX theatre, Anik village, CTS no. 1A/15, 1A/14, 1A/10, Chembur	Garden admeasuring area of 98369 sqm. With lush green lawn, beautiful topiary, more than 3000 nos of various Trees, designated play area for children, no. of Gazebos, Nakshatra Udyan.
M/W	N G Acharya Udyan	Junction of MDS marg & V N Purav marg, CTS no. 1615, Chembur.	Display of Actual Aircraft ( Model no. GNAT MK – I, E - 325 ) used in Indo – Pakistan war of 1962, designated children play area, hundreds of trees, Gazebos.
F/S	Pr. Vamanrao Mahadik Udyan,	S.S. Rao road, opp Gandhi hospital, Parel, Mumbai 400 012	Fountains, Cycle Track, Bonsai Section
F/S	Belgaon Karvar saha Sanyukta Maharashtra Sangharsha Smruti Manoranjan Maidan,	G. D. Ambekar marg, Naigaon, Mumbai 400 014	Earth, Water, Air, Fire, Sky (Panch Mahatatte), Cycle Track, skating ring, Multipurpose play court, bonsai zone.
R/S	Garden Know as Dream Park.	CTS No.809/A/1/14 Thakur village, Kandivali(E)	Gazebo, Lawn, Play Apparatus, Gym Apparatus



R/S	Lokmanya Bal Gangadhar Tilak Manoranjan Maidan	CTS No.403 -E, Near Naman Tower,S.V.Road, Kandivali(W)	Gazebo, Lawn, Play Apparatus, Gym Apparatus
K/W	Kamlakarpant Walawalkar Recreation ground,	CTS No 1/224, Village Oshiwara near Indra Darshan Society, Opp Green park Lokhandwala Complex Andheri (w)	Long Jogging Track of paver block & Murum, MAPS play apparatus, Landscaping, Gazebo for sitting, Water Pond, Stage for Yoga & Meditation, Coconut Trees.
K/W	Kaifi Azmi Udyan	CTS 32 & 200 Green belt, N.S.road No 5 to 10th road Opp Vidyanidhi School Andheri (W).	Long Jogging Track, Landscaping, Gazebo for sitting, Afforestation, Amphi Theatre.
K/W	Sangeetkar Anil Mohile Recreation Ground	CTS no. 833(pt), S.No. 141A of Village Ambivali, Model Town, Four Bungalow, Andheri(W)	Sketting Ring, Long Jogging Track, Landscaping, Open Gym apparatus, Gazebo for sitting, Water fountain, sculptures of musical instruments like Tabala, Harmonium, Sitar, Guitar, Etc.
P/N	Giripushp Udyan	CTS No. 97A/2C/3 of village Chincholi, Upper Govind Nagar, Malad (E)	Yoga Centre, Open Gym, Study room, play apparatus, amphitheatre, Gazebo, lawn on mounts, roses & shrubs.
P/N	Shahid Vijay Salaskar Udyan	CTS No. 620/A/1A, 4A/2/1/5 & 4, CTS No. 652/B of village Malad (E), Bageshwari Temple, Gokuldharm, Malad (E)	Gazebo, Animal sculptures, Warli Paintings, Lawn & shrubs, play apparatus, open gym
P/N	Abdul Kalam Manoranjan Maidan	CTS No. 1406 A/I, Survey No. 504 (pt), Link Road, Behind Palm Court, Malad (W), Mumbai-64	Murum Jogging Track, Tree Varieties planted as Kokan Fruiting & flowering varieties, Medicinal Herbs, Avenue Trees, Open air gym apparatus, children play apparatus etc.
P/N	Chacha Nehru Kridangan	CTS No. 756, 757, Behind Liberty Garden, B. J. Patel Road, Malad (W), Mumbai	Volleyball court, Cricket Pitch, Kabbadi Court, Kho - Kho Court, Running & Jogging Track, Skating ring, gym apparatus, children play apparatus.
G/S	Hindu Hruday Samrat Balasaheb Thackarey Manoranjan Maidan	Shankar Naram Path, Lower Parel	Skating ground, children play apparatus, open gym apparatus, dog park, yoga area, walk way
G/S	Babasaheb Worlikar Manoranjan Maidan	Adarsh Nagar, worli	Students study area, open gym, play equipment, walkway, senior citizen corner.



G/S	Adya Shankaracharya Udyan	Lower Pochkhanwala Marg, Worli,	Walk way, Children Play apparatus with ecoflex, Amphitheatre, Open gym.
T	C. D. Deshmukh Udyan	Mahatma Phule road, Mulund (E)	Musical fountains, children play apparatus, open gym apparatus, yoga area, walk way, Skating ring.
T	Sardar Pratapsingh Manoranjan maidan	Swapna nagari, Mulund (west)	Musical fountains, children play apparatus, open gym apparatus, yoga area, walk way, Skating ring.

**Que 06 : What is the timing of gardens for Citizens?**

**Ans :** Gardens are open to Citizens from morning 06.00am to 12.00 noon & in the evening from 03.00pm to 09.00pm.

**Que 07 : What is the entry fees for gardens?**

**Ans :** Entry is free for public in MCGM gardens / Recreation grounds / Play grounds.

**Que 08 : How to get permission for shooting in gardens?**

**Ans :** Permission for shooting in gardens can be obtained online applying in prescribed format of application with fees. Format is available on MCGM Portal (about us>ward and department>Garden and tree>Docs>Film shooting permission application)

**Que 09 : Which activities are permitted on Gardens / Recreation grounds / Play grounds?**

**Ans :** Following Events are permitted in Municipal Play Ground with prior permission of competent authority as per MRTP Act 37A:

1. Functions organised on occasions of Independence Day, Republic Day, Maharashtra Day and similar National Events, and
2. The Jayanties or Punnyatithies of National Leaders.
3. Religious functions which are performed traditionally since October 2012.
4. Public Meetings.

No activities are permitted in developed Gardens / Recreation grounds.

**Que 10 : How to register complaint regarding gardens?**

**Ans :** Complaints can be registered online on MCGM portal <MCGM Portal – complaint – Lodge complaint>. OR You can contact with respective ward Asst. Supdt of Gardens whose contact details are uploaded on MCGM portal OR email : sg.gardens@mcm.gov.in.

**Que 11 : How the public gardens/ grounds in Mumbai are developed and maintained?**

**Ans :** The public gardens / grounds are developed and maintained through appointed agencies by making necessary provision in annual budget.





**Que 12: What are the new projects undertaken by Garden Department?**

**Ans :** Following new projects are undertaken by Garden Department:-

- a. Beautification of 22 spaces below flyover/ Vertical Garden
- b. Development of Open Sport Complex at Andheri, Borivali & Dahisar.
- c. Redevelopment of Joggers park at Bandra (W).
- d. Development of Anandibai Surve Garden at Chandivali.
- e. 7 nos of Swimming pools at various locations in Mumbai.

(1.Worli Hill reservoir. 2.Chacha Neharu Maidan, Malad.3. Shahu Maharaj Maidan,Vikroli.4. Plot no.101 /B at Dahisar (w). 5.Kondivita, Andheri (E). 6. Gilbert hill,Andheri (w). 7. Ramabai Ambekar Garden, Govandi.)

**Que 13: Any special project undertaken by Garden department?**

**Ans :** Following new projects are undertaken by Garden Department :-

- Proposed development of 300 acres garden at Colaba. (Green Reclamation)
- Beautifications of Space below flyovers at 22 locations.
- Development of Andheri Sports Complex and Borivili Sports Complex for Outdoor Games.

**Que 14: What efforts are taken by Garden Department to increase the green cover in Mumbai?**

**Ans :** Garden department has taken initiative to develop the greenery in open spaces, Traffic islands, Central median, road sides strips, space below flyovers, vertical gardens and other municipal premises.

**Que 15: How green waste generated in Gardens is disposed off?**

**Ans :** Green waste generated in gardens is converted in to manure by composting or Vermi composting methods in gardens itself and no manure or compost is purchased by MCGM.

**Que 16: How shall I obtain permission for cutting trees for developmental work or other purposes?**

**Ans :** Permission of cutting of trees for developmental work is obtained from Tree Authority by making an application to respective Zonal DySG Office whose addresses are uploaded on MCGM Portal.

**Que 17: What is Tree Authority ?**

**Ans :** An act named Maharashtra (Urban Area) Tree Conservation Act 1975, has been passed by the State Government. The act aims to preserve trees in urban area of the State by controlling and monitoring tree felling and planting appropriate number of new trees. The Tree Authority is established under above act by Urban Local Body like Municipal Corporation. Commissioner of the Corporation is the President and minimum 5 and maximum 15 persons are selected as members of the authority.

**Que 18: What is the motto of Tree Authority?**

**Ans :** The function of Tree Authority is to protect and preserve the trees in MCGM Jurisdiction. To permit the felling of trees affecting various development project etc. in the city to create awareness in public about tree plantation and tree conservation by arranging flower show every year.



**Que 19 : Who is the chairman of the Tree Authority?**

**Ans :** The Municipal Commissioner is the Chairman of the Tree Authority.

**Que 20: Where can I get permission to trim the dangerous trees in private premises and public premises?**

**Ans :** An application duly signed shall be made to your respective Asst. Supdt of Gardens. MCGM has made provision for online permissions, which can be made through <MCGM Portal – complaint – Lodge complaint>. Also online application can be made through MCGM 24 X 7 App available on Google Play Store.

**Que 21 : Where can I get contractor for trimming of trees in my premises?**

**Ans :** The service for trimming of trees in private premises can be made available through MCGM appointed contractor by contacting to respective ward level garden officials i.e. Assistant superintendent of Gardens through MCGM 24 X 7 App on payment of necessary charges. The list of contractors and their respective officers is uploaded on MCGM portal.

**Que 22 : How many trees are there in Mumbai City?**

**Ans :** As per the census completed in 2018 there are 29,75,283 trees in Mumbai. The census is carried with GIS / GPS technology. There are 469 species of trees of 75 families found in the conducted tree census.

**Que 23 : Are there any rare species found in Mumbai?**

**Ans :** There are 146 rare trees species found in Mumbai. Some varieties details are below with location:

- 1.ABNUS tree : Government of Maharashtra Office, Mahapalika Marg, (A Ward).
- 2.AJAN Vruksh : Dnyaneshwar Mandir Road, Shivaji Park, Dadar West (G/North ward).
- 3.ANKHON Vruksh : Vice Chancellors Bungalow, University of Mumbai, (H/E ward).
- 4.BHOOTKESHI Vruksh : Shahid Hemant Karkare Udyan, (K/East Ward).
- 5.CANDLE WOOD TREE : V.J.B.Udyan, (E Ward).
- 6.CEYLON SAGO PALM : V.J.B.Udyan, (E Ward).
- 7.DAMSON'S PLUM : Sheetal Chaya, B. K. Road, Mulund, (T Ward).
- 8.DENSE FLOWER SNAKEROOT : Institute of Science, (A Ward).
- 9.GARJAN Vruksh : V.G.Vaze College, Mithanagar Road, Mulund, (T Ward).
- 10.HINGABET Vruksh : University of Mumbai, (H/East ward).

**Que 24 : Which ward has maximum tree population?**

**Ans :** 'N' Ward (Ghatkopar area) has maximum tree population i.e. 292965 trees and 'C' Ward (Kalbadevi area) has least tree population i.e. 5756 trees.

**Que 25: Why trees in Mumbai are trimmed every year?**

**Ans :** Trimming of trees prior to monsoon is undertaken to reduce the load of trees which prevents trees / branches falling during heavy rains and wind.

**Que 26 : Where should I contact for tree plantation in public premises?**

**Ans :** For tree plantation at public premises contact respective ward level garden officials i.e. Assistant Superintendent of Gardens. Contact details are uploaded on MCGM portal.



**Que 27 : Where do I get tree saplings?**

**Ans :** Tree saplings can be bought from :  
Veermata Jijabai Bhosale Udyan, Byculla (E.) Mumbai.  
Contact: 022-23759821 /022 - 23746261.  
Bhandup Complex Nursery : Contact: 022-25924648.

**Que 28 : What punitive action is contemplated for unauthorized tree felling?**

**Ans :** As per Section 21 of Maharashtra (Urban Areas)Protection and Preservation of Trees Act, 1975; Whoever fells any tree or causes any tree to be felled in contravention of the provisions 5[of the Act] or without reasonable excuse fails to comply with any order issued or condition imposed 6[by the Tree Officer or the Tree Authority or voluntarily obstructs any member of the Tree Authority or the Tree Officer or any officers and servants subordinate to him in the discharge of their functions under this Act, shall, on conviction, be punished with the fine of not less than one thousand rupees which may extend upto five thousand rupees for every offence and also with imprisonment for a term of not less than one week, which may extend up to one year.

**Que 29 : If I come across unauthorized tree cutting, where / whom should I report?**

**Ans :** A direct complaint can be lodged with the local police station or written complaint along with photographs should be submitted to the concerned Asst. Supdt. Of Gardens. You can contact with respective ward Garden department staff whose contact details are uploaded on MCGM portal.

**Que 30 : Whom should I contact in case of emergency due to tree felling?**

**Ans :** Disaster Control Room Toll Free no. 1916 can be contacted in case of emergency due to tree felling. You can also contact with respective ward Asst. Supdt. Of Garden whose contact details are uploaded on MCGM portal.

**Que 31 : What is the Budget of Garden Department?**

**Ans :** The Budget of Garden department is as below:

Financial Year	Budget provision in Crores	Expenditure in Crores	% of Expenditure
2015-16	208.81	162.61	77%
2016-17	232.49	198.85	85.53%
2017-18	239.69	182.86	76.29%

Contact details of Supdt. of Garden and Zonal Dy. Supdt of Gardens is as follows:

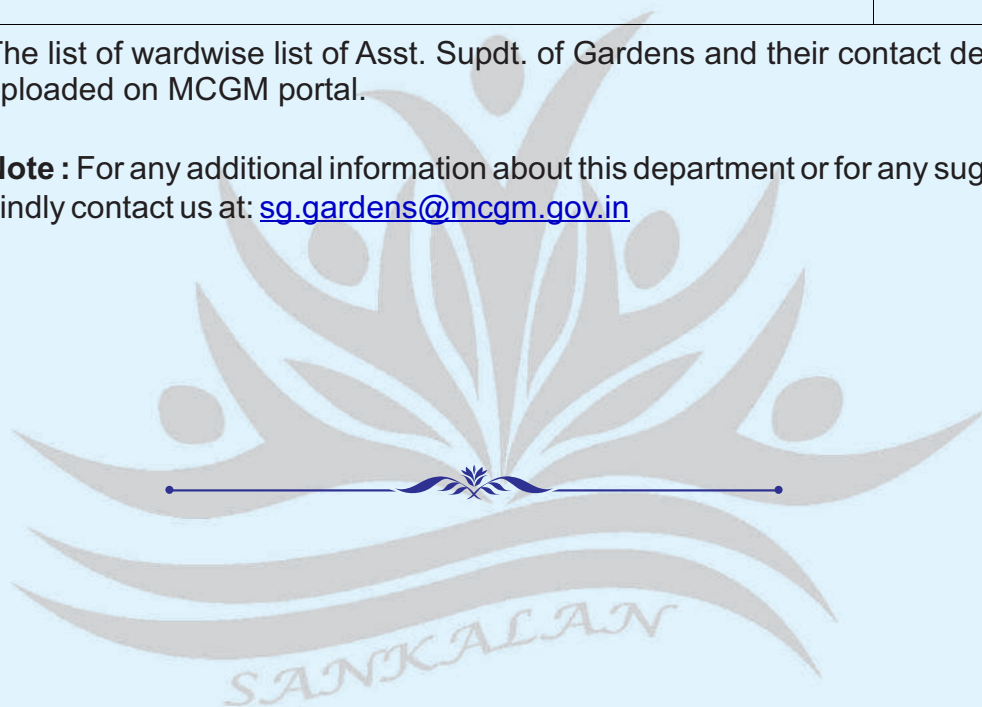
Supdt. of Gardens: Shri. J. V. Pardeshi Office of Supdt. Of Gardens, V.J.B.Udyan, Dr B.Ambedkar marg, Byculla East, Mumbai -400 027	022-23725799 022-23742162
DYSG (Z-I): Shri. S. P. Gavit 3 <sup>rd</sup> floor, 'E Ward' MCGM office, Shaikh Hafizzudin Street, Byculla West, Mumbai 400 008	022-23020241
DYSG (Z-II): Smt. M. M. Gogate 3 <sup>rd</sup> floor, 'E Ward' MCGM office, Shaikh Hafizzudin Street, Byculla West, Mumbai 400 008	022-23020241



DYSG (Z-III): Shri. S. K. Rathod Ammenity building, C.T.S. no. 495 -B, Procter & Gambal Plaza, Cardinal Gracius road, Chakala, Andheri (East), Mumbai 400 099	022-28376512
DYSG (Z-IV): Shri. D. K. Ghule 3 <sup>rd</sup> floor 'K/West Ward' Office building, Paliram Marg, ANdheri (west) Mumbai 400 058	022-26281473
DYSG (Z-V): Smt. Sangeeta Dere Mulund Municipal Garage, 1st floor, Pt. Din Dayal marg, Mumbai 400 080	022-25924648
DYSG (Z-VI): Shri. P. D. More Mulund Municipal Garage, 1st floor, Pt. Din Dayal marg, Mumbai 400 080	022-25924648
DYSG (Z-VII) (I/c): Shri. J. R. Rathod Khajuria Udyan, Khajuria Nagar, S.V.P. road, Kandivili (West) , Mumbai 400 067	022-28086965

The list of wardwise list of Asst. Supdt. of Gardens and their contact details are uploaded on MCGM portal.

**Note :** For any additional information about this department or for any suggestion, kindly contact us at: [sg.gardens@mcgm.gov.in](mailto:sg.gardens@mcgm.gov.in)







31



**MCGM SWIMMING POOL**



**Que 01 : How many swimming pools are run by MCGM?**

**Ans :** There are five swimming pools owned & run by MCGM. The information of swimming pools is as mentioned below:

Sr. No.	Name of the swimming pool	Address	Size of Pool
1	General Arunkumar Vaidya swimming pool	Sharadbhau Acharya Marg, Near Natraj Cinema, Chembur, Mumbai 400071 Tel No.25286962	Racing Pool –50mtr. X25mtr. Diving Pool– 18mtr. X 12mtr. Kids Pool – 16mtr. X 8mtr.
2	Mahatma Gandhi memorial Olympic swimming pool	Swantryaveer Savarkar Marg, Shivaji Park, Dadar. Tel No.24452062	Racing Pool – 50mtr. X 25mtr. Diving Pool – 18mtr. X 12mtr. Warmup Pool –25mtr.X15mtr. Kids Pool – 16mtr. X 8mtr.
3	Ghatkopar Swimming pool	Ramnarayan marg ,Near R Odian Mall Ghatkopar East.Mumbai 400077 Tel No.21022952	Pool – 28mtr. X 15mtr.
4	Sardar Vallabhbhai Patel Swimming Pool	M.G.cross marg no.2, Near R/South ward Office ,Kandivali West.Tel no. 28014427	Work in Progress for redevelopment.
5	Shri Murbalidevi Swimming Pool & Gymnasium	Near Gokul Anand Hotel, Dahisar East. Tel No.28966409	Pool - 25mtr. X 15mtr.

**Que 02 : Who can enroll for membership of swimming pool? Which Documents are required for enrolment to membership of swimming pool? What is the validity of Membership ?**

**Ans :** For enrolling swimming pool membership have to Collect membership form Rs. 75/- + GST at Swimming pool Office.

Following Documents are required for swimming pool membership enrolment:-

**For General Members:-** Xerox copy of Aadhaar card/Voters card/Driving licence/passport and Medical fitness certificate, as no skin disease, three photos and the members of Age group 2 to 6 yrs should come with Member Parents his / her and above 6 Yrs can come alone for swimming.

**For School Children:-** School bonafide certificate, birth certificate, School Id and documents required for General Members.

**Senior citizens:-** Proof of Senior citizenship and documents required for General Members.

**Municipal Employees/Retired Municipal Employees/Corporators:-** for Municipal Employees Identity Card, Current Month Payment Slip Pension book for Retired Municipal Employees, For Corporators , documents required as proof of Corporator and documents required for General Members.

**Handicapped:-** Handicapped up to 40% and above people for that Government handicap certificate and documents required for General Members.



**Que 03: What is the membership Fees? Is Fees increased by Every Year ?**

**Ans : 1. Membership Fees For Olympic swimming pool :**

**For General Members:** Rs 7200 /-( for the year 2018-19).

**For School children/Senior Citizen/Municipal Employees/Retired Municipal Employees /Corporators :-** Rs 4540/-( for the year 2018-19).

**2. Membership Fees For Non Olympic swimming pool :**

**For General Members :-** Rs 5780/-( for the year 2018-19).

**For School Children/Senior Citizen/Municipal Employees/Retired Municipal Employees /Corporators:-** Rs 3640/-( for the year 2018-19).

As per Circular No.CA/ FRM/ 49 dt.07.02.2013 every year 10% increase on 01<sup>st</sup> April onward.

**Que 04: What is the timing for swimming? What is timing of the cash counter? Which day swimming pool are close ?**

**Ans :**

Sr.No.	Swimming Pool Name	Swimming Timing	Cash Time
1	General Arunkumar Vaidya swimming pool	From Tuesday to Saturday A) For General Members:- (i)6.00 A.M to 6.45 A.M. (ii)7.00A.M. To 7.45 A.M. (III)8.00 A.M.To 8.45 A.M. B) <u>For ladies only</u> (i)2.30 P.M to 3.15 P.M. (ii)3.00 P.M to 4.15 P.M. C) For General Members (I)5.00 P.M to 5.45 P.M. (ii) 6.00 P.M to 6.45 P.M. <u>Sunday and Holidays</u> A) For General Members (i)6.00 A.M to 6.45 A.M.( For swimmers) (ii)7.00A.M. To 7.45 A.M. (III)8.00 A.M.To 8.45 A.M. (iv) 9.00 A.M.To 9.45 A.M. B) For ladies only (i)10.30 A.M.To 11.15 A.M. Swimming pool and its office is closed on Monday.	Morning 7.00A.M. to 9.00 AM Afternoon 2.30 pm to 4.30 pm (ladies only) Evening 5.00pm to 6.00pm  Sunday and Holidays Morning 7.00am to 10.00 am
2	Mahatma Gandhi memorialOlympic swimming pool	From Tuesday to Saturday A) For General Members:- (i)6.00 A.M to 6.45 A.M. (ii)7.00A.M. To 7.45 A.M. (III)8.00 A.M.To 8.45 A.M. (iv) 9.00 AM TO 9.45 AM B) <u>For ladies only</u> (i)3.30 P.M to 4.15 P.M. (ii)4.30 P.M to 5.15 P.M.	Morning 8.00A.M. to 10.00 AM Afternoon 3.30 pm to 5.30 pm (ladies only) Evening 6.00pm to 7.00pm  Sunday and



		<p>C) For General Members            (I)6.00 P.M to 6.45 P.M.            (ii) 7.00 P.M to 7.45 P.M.            (III)8.15 P.M to 9.00 P.M</p> <p><u>Sunday and Holidays</u>            A) For General Members            (i)6.00 A.M to 6.45 A.M.( For swimmers)            (ii)7.00A.M. To 7.45 A.M.            (III)8.00 A.M.To 8.45 A.M.            (iv) 9.00 A.M.To 9.45 A.M.            B) For ladies only            (i)10.30 A.M.To 11.15 A.M.            (ii)11.30 A.M To 1 2.15 P.M            Swimming pool and its office is closed on Monday.</p>	<p>Holidays            Morning 8.00am            to 10.00 am</p>
03	Ghatkopar Swimming pool	<p>From Tuesday to Saturday            A) For General Members:-            (i)6.00 A.M to 6.45 A.M.            (ii)7.00A.M. To 7.45 A.M.            (III)8.00 A.M.To 8.45 A.M.            (iv) 9.00 AM TO 9.45 AM            B) <u>For ladies only</u>            (i)2.30 P.M to 3.15 P.M.            (ii)3.00 P.M to 4.15 P.M.            C) For General Members            (I)5.00 P.M to 5.45 P.M.            (ii) 6.00 P.M to 6.45 P.M.  <u>Sunday and Holidays</u>            A) For General Members            (i)6.00 A.M to 6.45 A.M.( For swimmers)            (ii)7.00A.M. To 7.45 A.M.            (III)8.00 A.M.To 8.45 A.M.            (iv) 9.00 A.M.To 9.45 A.M.            B) For ladies only            (i)10.30 A.M.To 11.15 A.M.            Swimming pool and its office is closed on Monday.</p>	<p>Morning 7.00A.M.            to 9.00 AM            Afternoon 2.30 pm            to 4.30 pm (ladies only)            Evening 5.00pm            to 6.00pm</p> <p>Sunday and            Holidays            Morning 7.00am            to 10.00 am</p>
04	Sardar Vallabhbai Patel Swimming Pool	Working Progress for redevelopment.	Working Progress for redevelopment.
05	Shri Murbalidevi Swimming Pool & Gymnasium	<p>From Tuesday to Saturday            A) For General Members:-            (i)6.00 A.M to 6.45 A.M.            (ii)7.00A.M. To 7.45 A.M.            (III)8.00 A.M.To 8.45 A.M.            (iv) 9.00 AM TO 9.45 AM            B) <u>For ladies only</u>            (i)2.30 P.M to 3.15 P.M.</p>	<p>Morning 10.00 am            to 01.30 pm</p> <p><u>Sunday and            Holidays</u>            morning 9. 00am            to 11.00 am</p>





		(ii)3.30 P.M to 4.15 P.M. C) For General Members (I)5.00 P.M to 5.45 P.M. (ii) 6.00 P.M to 6.45 P.M. (III)7.00 P.M to 7.45 P.M Sunday and Holidays	
		A) For General Members (i)6.00 A.M to 6.45 A.M.( For swimmers) (ii)7.00A.M. To 7.45 A.M. (III)8.00 A.M.To 8.45 A.M. (iv) 9.00 A.M.To 9.45 A.M. B) For ladies only (i)10.30 A.M.To 11.15 A.M. Swimming pool and its office is closed on Monday.	

**Que 05: For How Much Duration Member can Swim In Swimming Pool per day ?**

**Ans :** Member can Swim per day 45 mints including shower and changing clothes.

**Que 06: Kids are allowed in ladies batch?**

**Ans :** Yes, only 2 to 6 years old member kids is allowed with his/ her ladies member Parents for ladies batch.

**Que 07: Which cloths are allowed for Swimming Pool ?**

**Ans :** Dark colour nylon swimming costume only allowed for swimming pool.

**Que 08: Which Facilities are Provided by Swimming Pool?**

**Ans :** Lockers, First aid box, Swimming instructors cum Life guards, shower room, changing rooms and for non swimmers Floats, Kick Board Safety Rings, etc are provided by Swimming Pool.

**Que 09: If ID card is loss or damage then Duplicate Card will be issued ?**

**Ans :** Yes. As per schedule charges of Rs. 180/- charged for Duplicate ID Card.

**Que 10: Can one use the facility of swimming for 1 day without being a member of Swimming Pool?**

**Ans :** Yes. A Non Member is allowed as a guest along with the swimming pool member on payment of Rs. 150/- and submitting appropriate papers for the duration of 45 minutes per day. (At present this facility is not available in Shree Murbalidevi Swimming Pool & Gym, Dahisar)

**Que 11: What is the process of membership renewal ?**

**Ans :** Within 7 days member can renew by without paying penalty charges and After 7 days up to 3 months member can renew by paying penalty charges. And after 3 months membership is cancelled.

**Que 12: Can swimming pool be reserved for swimming purpose on private basis after completion of swimming batches ?**

**Ans :** Yes, Swimming pool can be reserved for swimming purpose by paying of Rs.13940/- per Hours, other than swimming pool batches and for night time 7.00pm to 8.00pm reserved for swimming purpose by paying fess Rs.18420/- per hours.



**Que 13: Is there any special discount given to Educational Institution, Schools, and Colleges for reservation of Swimming Pool ?**

**Ans :** Yes, reservation can be done. By paying of fees Rs.10,700/- per Hours other than swimming pool batches timing and night time 7pm to 8 pm by paying fess Rs.15,350/- per hrs. For educational institution ,schools,and colleges.

**Que 14: Is Swimming Pool allowed for film shooting and video shooting ?**

**Ans :** Yes ,Film Shooting is allowed by paying of fess Rs. 5,980/- per hours (on monday as on weekly off day ) And also Security Deposit is to be paid for 2 hrs. Rs.12,000/-, 2 to 4 hrs. Rs. 25,000/- and more than 4 hrs. Rs.50,000/- for film shooting.

for Video shooting at the surrounding area by paying fess Rs. 3240/- per 4 hrs. and for use of Swimming Pool Rs.13,930/- per hours is to be paid.

**Que 15: Is there any policy for 100% concession on Reservation for Swimming Pool?**

**Ans :** Yes, with the sanction of Hon. DMC (DM) 100% reservation can be given for two days in a week for one hour per day for following Institute.

1. Can be reserved for handicapped children by S.E.C.D. school.
2. Can be reserved for Mentally Disable children and Olympic competitor.
3. Can be reserved by National Association for Blind Persons (NAB).

**Que 16: How many New Swimming Pools Propose by MCGM? And at Which Place?**

**Ans :** In Mumbai 7 New swimming Pool propose by MCGM, and below are the details:

1. Worli Hill Reservoir, (G / S Ward).
2. Chacha Nehru Ground, Malad (W), (P / N Ward).
3. Rajashi Shahu Maharaj Kridangan, Tagore Nagar, Vikhroli (East), (S Ward).
4. Indira Gandhi Manoranjan Maidan, Andheri (West), (K / W Ward).
5. Kondivita Village, Andheri (East), (K / E Ward).
6. C.T.S. No.101 B / 1, Dahisar (West), (R/ N Ward).
7. Ramabai Ambedkar Udyan, Govandi, (M / E Ward).

Two new Swimming Pools are Proposed at Bandra and Ghatkoper (West).

SANKALPA



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**BRIHANMUMBAI KREEDA ANI LALITKALA PRATISHTHAN**  
Shahaji Raje Bhosale Kreedha Sankul, Andheri (West), Mumbai 400 053

**Que 01 : What is the name of the Organization and its details?**

**Ans :** The name of the Organisation is “Brihanmumbai Kreedha Anilalika Pratishthan”. This Trust is registered under Mumbai Public Trust Act 1950/MMC Act 63. Registration No. is 11892(M) dated 13.10.1988.

**Que 02 : How many Sport Complexes are there under your Trust?**

**Ans :** There are two Sport Complexes under Brihanmumbai Kreedha Anilalika Pratishthan :

- 1) “Shahaji Raje Bhosale Kreedha Sankul” at Andheri (West).
- 2) “Priyadarshini Indira Gandhi Kreedha Sankul” at Mulund (West).

**Que 03 : Who is the Chairman of the Trust?**

**Ans :** The Chairman of the Trust is Hon. Mayor of Mumbai, Shri Vishwanath Mahadeshwar.

**Que 04 : How many employees are working under Trust?**

**Ans :** There are total 154 employees working under the Trust.

**Que 05 : What is the PAN, TAN, GST AND PROVIDENT FUND No. of the Trust?**

**Ans :**

1) PAN No.	-	AAATB0609C
2) TAN No.	-	MUMBI4075F
3) GST No.	-	27AAATB0609CIZF
4) P.F. Code No.	-	MH/39821 KDMALOO39821000

**Que 06 : What is the Total area of both the Sport Complexes?**

**Ans :**

1) Shahaji Raje Bhosale Kreedha Sankul	-	11 Acre.
2) Priyadarshini Indira Gandhi Kreedha Sankul	-	10.5 Acre.

**Que 07 : Which are the Important Sections/Departments of both Sport Complexes?**

**Ans :**

- 1) Indoor Game Centre,
- 2) Swimming Pool,
- 3) Mumbai Football Arena (Open Air Stadium),
- 4) Mahakavi Kalidas Natya Mandir,
- 5) 56 Hostel Rooms,
- 6) Lawn Tennis Ground,
- 7) Open Spaces.

**Que 08 : What are the Sports facilities provided in both the Sport Complexes?**

**Ans :**

1) Olympic Size Swimming Pool	13) Rhythmic Gymnastic
2) Advance Gymnasium	14) Skating
3) Cardio Gym	15) Lawn Tennis
4) Badminton	16) Jogging
5) Squash	17) Dance Classes
6) Table Tennis	18) Music Classes
7) Yoga	19) Football Stadium
8) Gymnastic	20) Snooker
9) Karate	21) Womens Karate





- 10) Taekwando
- 11) Artificial Football Club
- 12) Kung Fu.

- 22) Aerobics
- 23) Cricket.

**Que 09 : Is there any concession given to the Sport Organisations, Blind Institutes, Physically Handicap, M.C.G.M. and Government organizations?**

**Ans :** Yes, 60 to 70% concession is given to Physically handicap and blind institutes and 50% concession are given to Government and MCGM Organisations.

**Que 10 : Is there any concession or extra facilities given to the District, State and National Level Champions?**

**Ans :** Yes, 50% concession in membership fees and extra special time is given for the practice.

**Que 11 : What is the procedure for reservation?**

**Ans :** Reservation is given on first come first basis.

**Que 12 : Total No. of members of both the sport complexes?**

**Ans :** There are total 20521 members (quarterly, monthly and yearly).

**Que 13 : How much is the membership fees for the various sport facilities?**

**Ans :** Membership for one year varies from Rs. 1,500/- to Rs.10,000/-. Monthly, quarterly and half yearly membership fees varies from Rs.150/- to Rs.3,500/-.

**Que 14 : What are facilities available other than sports in both the complexes?**

- Ans :**
- 1) Multipurpose Hall for marriage and other functions.
  - 2) Open Space for marriage and other functions.
  - 3) 56 Hostel Rooms (28 rooms with AC), Andheri.
  - 4) Mahakavi Kalidas Natya Mandir, Mulund.
  - 5) Tathastu Banquet Hall for small functions.
  - 6) Cafeteria.

**Que 15 : Is there any website for both the sport complexes?**

**Ans :** No. proposed (MCGM)

**Que 16 : Is there any online booking facility available at both the sport complexes?**

**Ans :** No, proposal for ERP and online facilities is with MCGM.

**Que 17 : District, State and National level tournament or competition can be arranged in both the sport complexes?**

**Ans :** Yes.

**Que 18 : Who are the Contact person for sports facilities?**

- Ans :**
- |   |              |
|---|--------------|
| 1. Shri Bhushan Khanolkar, Games, Andheri   | - 9820596978 |
| 2. Shri Vijay Gawde, Games, Mulund          | - 9833192835 |
| 3. Shri Dilip Karekar, Sw.Pool, Andheri     | - 9867247110 |
| 4. Shri Ravindra Kudtarkar, Sw.Pool, Mulund | - 9869118892 |



**Que 19 : What is the seating capacity for Mahakavi Kalidas Natyamandir?**

**Ans :** 1313 Seats. 12 seats reserved for VVIP , 2 seats for sensor board, 1299 seats available for organizers.

**Que 20 : Who is the manager of Mahakavi Kalidas Natyamandir and his Contact No.?**

**Ans :** Asstt.Manager, Shri Ravindra Chavan- 9768207988, Off.022 -25612722.

**Que 21 : What is the show timing?**

**Ans :** There are Three sessions for programme 10.00 a.m. to 12.00 p.m., 2.00 p.m. to 7.00 p.m., 8.00p.m.to 12.00 p.m.

**Que 22 : What is the procedure for booking a slot for show?**

**Ans :** Applications are invited for quarterly allotment as follow :

For January to March	-	1 to 10 October
For April to June	-	1 to 10 January
For July to September	-	1 to 10 April
For October to December	-	1 to 10 July

**Que 23 : Which documents are required to organise a show?**

**Ans :** Applications from organizer, Aadhaar Card, Sensor Board Certificate.

**Que 24 : What are the other facilities available in Natyamandir?**

**Ans :** Special AC Green Room for senior artists, 3 AC Rehearsal Rooms.

**Que 25 : Do we get discount on rates or waive of deposits?**

**Ans :** No.

**Que 26 : What type of programmes one can organize in Mahakavi Kalidas Natyamandir?**

**Ans :** Programme like Drama, Orchestra, Gathering, Meetings, Seminars, Cultural Programme can be performed in the theatre.

**Que 27 : What are the charges to be paid to book Mahakavi Kalidas Natyamandir?**

**Ans :** The rent for booking Marathi drama is Rs.15,000/- + GST and deposit Rs. 30,000/-. Booking Natyamandir for Non-Marathi programme the rent is Rs. 15,000/- to Rs. 40,000/- + GST and Deposit Rs.40,000/-.

**Que 28 : Do we get prime slot by paying extra charges?**

**Ans :** No. There is a fix rent schedule chart.

**Que 29 : When should I pay rent and deposit for my respective date of show?**

**Ans :** You should pay rent and deposit on the dates as mentioned in the allotment letter.

**Que 30 : How many swimming pools are there under the management of Brihanmumbai Kreedani Lalitkala Pratishthan?**

**Ans :** There are two Olympic size swimming pools under the management of Brihanmumbai Kreedani Lalitkala Pratishthan one at Andheri and another at Mulund.



**Que 31: What is the timing for Swimming? And what is the timing of the Cash Counter? Which days swimming Pools are closed?**

**Ans :** **The timing for swimming pool is from :**

Morning	06.00 a.m. to 09.30 a.m.
Evening	04.00 p.m. to 05.00 p.m. (Ladies Batch)
Evening	05.30 p.m. to 08.00 p.m.
Evening	08.00 p.m. to 10.00 p.m. (ATC Batch)

**Cash Counter Timing:** 07.00 a.m. to 10.30 a.m.  
11.00 a.m. to 01.00 p.m.  
02.30 p.m. to 05.00 p.m.  
05.30 p.m. to 08.00 p.m.

Swimming Pool is closed on Public Holiday (Evening Session) and Weekly off on Monday.

**Que 32: For how much duration member can swim in the Swimming Pool per day?**

**Ans :** Members can swim 45 Mins per day including shower and changing clothes.

**Que 33: Kids are allowed in Ladies Batch?**

**Ans :** Yes. only 2 to 6 years old member kid is allowed with his/her ladies member for ladies batch.

**Que 34: Which clothes are allowed for swimming Pool?**

**Ans :** Dark colour nylon swimming costume only allowed for swimming pool.

**Que 35: Which facilities are provided by Swimming Pool?**

**Ans :** Lockers, First Aid Box. Sw.Instructor-cum-Life Guards, Shower Rooms, and for non swimmers floats, kick boards, safety rings etc. are provided by swimming pool.

**Que 36: If I/D Card is lost or damaged then duplicate card will be issued?**

**Ans :** Yes. As per schedule charges of Rs. 75/- is charges for duplicate I/D Card.

**Que 37: Can one can use the facility of Swimming for one day with being a member of Swimming Pool.**

**Ans :** No.

**Que 38: What is the procedure of membership renewal?**

**Ans :** Within 7 days member can renew without paying penalty charges if delay penalty charge of Rs.40/- will be charged to renew membership.

**Que 39: Can swimming pool be reserved for swimming purpose n private basis after completion of swimming batches?**

**Ans :** Yes. Swimming Pool can be reserved for swimming purpose by paying Rs.6000/- per hr. otherthan swimming pool batches, and on public holiday, weekly off.

**Que 40: Is there any special discount given to education institution, schools and colleges for reservation of Swimming Pool?**

**Ans :** Yes.



**Que 41:** Is there any policy for 100% concession on reservation of swimming Pool?

**Ans :** No.

**Que 42:** How many members are registered swimming Pool membership? How much is the fees to be paid? And what are the time slots or batches?

**Ans :** **Membership fees for Swimming Pool -** Rs.7,080/- Yearly (Beginner)  
Rs. 6,550/- Yearly (Swimmer)  
**Below 15 years and Sr. Citizen -** Rs.3,540/- Yearly (Beginner)  
Rs.3,010/- Yearly (Swimmer)

**Que 43:** Is membership returned once deposited?

**Ans :** No.

**Que 44:** Incase of disaster or emergency is it possible to provide facilities to the general public?

**Ans :** Yes.

**Que 45:** Is accommodation or staff quarters available for the Staff working in emergency duty?

**Ans :** Yes. Staff Quarters are allotted for such employees.

**Que 46:** Income and Expenditure for financial year 2018-19 of Brihanmumbai Kreedani Lalitkala Pratishthan

**Ans :** Rs. 21,46,00,000/-.

**Que 47:** Actual Income (1.4.2018 to 31.07.2018) of Brihanmumbai Kreedani Lalitkala Pratishthan

**Ans :** Rs. 5,50,98,987/-.

**Que 48:** Actual Expenditure (1.4.2018 to 31.07.2018) of Brihanmumbai Kreedani Lalitkala Pratishthan

**Ans :** Rs. 4,74,18,130/-.

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**MUNICIPAL THEATERS**



**Que 01 : How Many Municipal theaters are there in Mumbai ?**

**Ans :** There are Two Municipal theaters in Mumbai -  
1) Master Deenanath Mangeshkar Natyagriha , Vile Parle East,  
2) Prabodhankar K. S. Thackray Natyamandir , Borivali West.

**Que 02 : Who is in-charge of the theater?**

**Ans :** Administrative Officer of the theater is in-charge of the theater.  
1) Master Deenanath Mangeshkar Natyagriha-  
Administrative Officer-Smt. Alpana A. Gothal - Contact No. : 022-26184027  
Email - adminofficer01.dmn@mcgm.gov.in  
2) Prabodhankar K. S. Thackray Natyamandir-  
Administrative Officer- Smt. Rajashree R. Patil - Contact No.: 022-28929333  
Email - manager.ptnmandir@mcgm.gov.in

**Que 03 : What is the seating capacity of these theater?**

**Ans :** Seating Capacity of :  
1) Master Deenanath Mangeshkar Natyagriha is 916 seats.  
2) Prabodhankar K. S. Thackray Natyamandir is 1026 Seats.

**Que 04 : What are the show timings?**

**Ans :** There are three sessions for programme i.e.; 10.00 am to 02.00 pm, 03.00 pm to 07.00 pm, 08.00 pm to 12.00 pm.

**Que 05 : What is the procedure for booking a slot for show at Municipal theater?**

**Ans :** One can apply for booking of theater one quarter in advance as shown below :-  
Applications are invited for quarterly allotment as follows :

Period of Quarter allotment	Period of application for Quarter
For January To March	01 <sup>st</sup> To 10 <sup>th</sup> October
For April To June	01 <sup>st</sup> To 10 <sup>th</sup> January
For July To September	01 <sup>st</sup> To 10 <sup>th</sup> April
For October To December	01 <sup>st</sup> To 10 <sup>th</sup> July

After scrutiny of the applications, booking is allowed as per availability of sessions within 45 days of applications.

**Que 06 : Which documents are required to organise a show?**

**Ans :** Documents required are:  
• For Drama - PAN Card, Aadhaar Card, Censor Certificate.  
• For Musical programme - PAN Card, Aadhaar Card, Censor Certificate, IPRS License OR Indemnity Bond.

**Que 07 : What other facilities are available in the theater?**

**Ans :** Facilities other than main theater: -  
**1) For Master Deenanath Mangeshkar Natyagriha :**  
a) Rehearsal Room for drama rehearsal.  
b) Conference Hall .  
c) Seminar Hall .  
d) Reading Room for reading script of drama.



**2) For Prabodhankar K. S. Thackray Natyamandir :**

- a) Mini Auditorium
- b) Community Hall (with A. C.)
- c) Multipurpose Hall No. 1
- d) Multipurpose Hall No. 2
- e) Rehearsal Room
- f) Basement Rehearsal Room
- g) Art Gallery
- h) Conference Hall
- i) Mini Banquate

**Que 08 : What type of programmes can one organize in this theater?**

**Ans :** Programmes like Drama, Orchestra, Gathering, Seminars, Meetings, Cultural Programmes can be performed in the theatre.

**Que 09 : What is Rent & Deposit for single show of main theater ?**

**Ans :** Rent differs as per language and day

**1) For Marathi programme :-**

Deposit is Rs.20,000/-

Minimum rent is Rs. 10,500/- + applicable GST.

Maximum rent is Rs. 18,000/-+ applicable GST.

**2) For Non-Marathi programme :-**

Deposit is Rs.35,000/-

Minimum Rent is Rs. 21,000/-+ applicable GST.

Maximum rent is Rs. 36,000/-+ applicable GST.

**Que 10 : Is there any discount/incentive on rates or waive of deposits ?**

**Ans :** There is no provision for discount/incentive on rates or waive of deposits.

**Que 11 : Do we get prime slot by paying extra amount?**

**Ans :** No. There is a fixed Rent Schedule Chart.

**Que 12 : When should I pay rent & deposit for my respective date of show?**

**Ans :** You should pay rent and deposit on the dates as mentioned in your allotment letter.

For detailed information, you can login to our website [www.mcgm.gov.in](http://www.mcgm.gov.in)





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## **BUSINESS DEVELOPMENT DEPARTMENT**

**Office Address** : Ground Floor, Municipal Engineering Hub Building,  
Dr. E. Moses Road, Acharya Atre Chauk,  
Worli Naka, Worli, Mumbai – 400 018.

**Email ID** : [chief.bdd@mcgm.gov.in](mailto:chief.bdd@mcgm.gov.in)

SANKALAN





**Que 01 : What are the objectives of Business Development Department?**

**Ans :** The Business Development Department was established in Municipal Corporation of Greater Mumbai (MCGM) in 2014 to streamline the Business Processes and to rationalise Ease of Doing Business through single window systems. The objective of this department is to facilitate Ease of Doing Business through Stakeholder Consultation in co-ordination with concerned licensing departments of Municipal Corporation of Greater Mumbai. The department is working on establishing “Business Incubation Centre” to promote innovative business idea.

**Que 02 : What are the activities carried out by the Business Development Department?**

**Ans :** Business Development Department works as a facilitator arm of Municipal Corporation of Greater Mumbai for Ease of Doing Business activities in the city by co-ordinating with the various license issuing departments and external stakeholders. The department is involved in streamlining business processes in consultation with stakeholders to facilitate Business through Single Window system. The department works closely with various departments to draft their Functional Requirement Specifications for developing the online module for various Business Permissions. The department is continuously working with IT and license issuing departments towards implementing the integrated Online Single Window systems.

**Que 03 : How does Business Development Department facilitate “Ease of Doing Business”?**

**Ans :** Business Development Department co-ordinates with the various internal department of MCGM and external stakeholders to streamline the business processes and to implement the directions/ suggestions of the Centre and State government departments on World Bank Doing Business ranking.

**Que 04 : What are the achievements of MCGM under Doing Business Ranking?**

**Ans :** MCGM has carried out significant reforms under Issuing Construction Permits and granting Business Licenses. As per the world Bank parameters, MCGM is directly responsible for two parameters, which directly affects countries ranking in World Bank Doing Business ranking – 1. Dealing with Construction Permits, 2. Shops & Establishment registration under “Starting Business”.

- MCGM has successfully implemented the desired reforms in both the parameters to ensure improvement in India's score under these two parameters for overall improvement of India's rank amongst 190 countries. For “Doing Business 2019” ranking, India's is expected to improve significantly from the current rank of 100<sup>th</sup> position in “Doing Business 2018” report.
- Construction Permits issued by D.P. departments is streamlined through online single window integrating related departments to reduce the number of processes to 08 and time for Obtaining Construction Permits to 60 days.
- Further, MCGM has implemented the reforms under Shops & Establishment registration in Mumbai, which is now available online in real-time and free of cost.



**Que 05 : What are the business reforms undertaken by Business Development Department?**

**Ans :** The department has worked on implementation of “Online one Window for New Business Permissions”. Licenses specific Guidelines are uploaded on the home page of New Business Application @ path [www.mcgm.gov.in](http://www.mcgm.gov.in) Online Services New Business Application. The initiative has been awarded “**Digital India Award 2018**” by Ministry of Electronics & Information Technology, under the category of Government of India "Outstanding Digital Initiative by local body"

- Business processes have been streamlined for – Hospitality Industry, Film Shooting Permissions, Outdoor Event permissions.
- Currently working on policy for Indoor Event permissions and refinement of processes for Outdoor Event Permission in line with recent modifications in guidelines of the stakeholder's departments.
- The department is working on Functional requirement specifications for developing the online module for application to obtain “Fire Compliance Certificate” to the existing license owners. Soon this facility would be available online, wherein all the Business Owners having a valid Health license, Trade license or Factory Permit, but does not have Fire Compliance certificates for their existing premises, can apply online for the same. Further the department is working in coordination with State Government to implement State One Window for Hospitality Industry, Film Shooting Permissions, Outdoor Event permissions.
- Drafted Film Shooting Policy Document.

**Que 06 : How can I get permission/ license from Municipal Corporation of Greater Mumbai to a starting new business in Mumbai?**

**Ans :** Application for any new business can be made online through Municipal Corporation of Greater Mumbai web-portal under online services - [www.mcgm.gov.in](http://www.mcgm.gov.in). Detail instructions and guidelines are available on the portal @ path [www.mcgm.gov.in](http://www.mcgm.gov.in) Online Services New Business Application.

**Que 07 : What is Business Incubation Centre of MCGM and where it situated?**

**Ans :** The Proposed Business Incubator “Society for Mumbai Incubation - Lab to Entrepreneurship” (SMILE), would be a Special Purpose Vehicle of Municipal Corporation of Greater Mumbai. The aim of the proposed incubation centre is to promote social and economic development in the city by creating an opportunity to nurture, support and promote the innovative business ideas that could potentially become profitable, scalable business venture generating revenues, and employment opportunities in Mumbai. SMILE is proposed to operate from Sub plot no. A-2, CTS No.25B of village Chakala and 125 -A of village Mulgaon at M.V. Road, Andheri (E), Mumbai.

**Que 08 : How can I join Business Incubation Centre for support to my start-up?**

**Ans :** Citizen / Young Entrepreneur can apply as per the Newspaper advertisement. The details would be published in Newspaper and uploaded on portal as and when the application process begins. After scrutiny of the applications by experts, selected candidates would be intimated for further process. Also you



can visit the Business Incubation Centre during working hours to get more information.

**Que 09 : What kind of help would be provided by MCGM Business Incubation Centre to my start-up?**

**Ans :** A registered start-up / incubatee at SMILE would be provided with physical space, infrastructural support, training industry personnel and other technical institutes, mentoring, technical support, necessary infrastructure to conduct market research/survey, develop prototypes, help to apply for, purchase, acquire patents, copyrights, design registrations, licenses. MCGM would procure the feasible ideas/ products of the incubates to provide for initial market.

**Que 10 : What are the other assignments being carried out by Business Development Department?**

**Ans :** The department has undertaken the recently launched “Ease of Living Index” exercise involving various government agencies providing for services to citizens within the jurisdiction of MCGM and diligently working on co-ordinating for the citizen services. In the median “Ease of Living Index – 2018” announced by Ministry of Housing and Urban Affairs, Govt. of India, on 13<sup>th</sup> August 2018, Mumbai scored **1<sup>st</sup> rank** amongst the cities with more than 4 million populations with overall **3<sup>rd</sup> rank** amongst 111 cities of India. The department also facilitates international relations of M.C.G.M. with other countries.

### **ONLINE COMBINED BUSINESS APPLICATION FOR NEW BUSINESS :-**

**Que 01 : What are licenses I can get under this new business category?**

**Ans :** Any new business permission within the limits of Municipal Corporation of Greater Mumbai can be obtained under this category for Health license, Trade license, Advertisement license, Factory Permits and Shops & Establishment registration. You need to select the business category. List of business categories and corresponding licenses are uploaded on the home page of the application for reference at web-path - [www.mcgm.gov.in](http://www.mcgm.gov.in) → **online services** → **New Business Application**.

**Que 02 : How does the online application module work?**

**Ans :** You need to fill your personal and business details in the “New Business Application” under online services and upload specified documents. A combined Business Application is generated as per the business category selected. You need to save the common business application number. The same is emailed to your email id as well. Using this number, you can submit your application to get the department specific license.

**Que 03 : May I continue with the same application number, if my session expires or if I loose my internet connectivity?**

**Ans :** Once your common business application number is generated, you can continue with the same application number for licenses from Health license, Factory Permit, Trade License, Advertisement License and Shops & establishment departments under online services. However if your session





expires or you lose connectivity before generation of Combined Business Application Number, you need to resubmit details. Once you submit details to health or license department, you can track your application status with the concerned department application number.

**Que 04 : What all licenses do I need to apply for any new business?**

**Ans :** You need to select your business category. Once your common business application number is generated, all the necessary licenses required to be obtained from MCGM, shall be displayed on your screen, where you need to submit the details by clicking on the links.

**Que 05 : May I continue with the same application number at a latter date, even if I discontinue in the current session?**

**Ans :** You can use the same common application number to apply for the required department license within 30 days of generation of Combined Application No. You need to apply for at least one of the applicable licenses within 30 days, after which the application no. will be cancelled and you need to apply fresh.

**Que 06 : Do I need to fill in the details again in other department application?**

**Ans :** Information filled in by you, in the common application shall be auto populated in the department application. Only additional information is required to be filled in department specific applications.

**Que 07 : Do I need to submit the form to each department, after filling in the combined application?**

**Ans :** Yes. After the combined application number is generated, all the necessary licenses required to be obtained from MCGM, shall be displayed on your screen, where you need to submit department specific details by clicking on the links. Payment for each license is required to be paid online after submit button. In application to the concerned department shall be forwarded automatically, after payment of licence/ permit / registration fee.

**Que 08 : Do I need to pay before submitting the application?**

**Ans :** Your common business application number will be generated without any payment. However, in case of non-flammable/ non-hazardous business category or Factory permit using less than 5HP power, license/ permit/ registration fee/ charges are to be paid in full through online mode linked with submission of application. In business categories which are flammable/ Hazardous in nature and Factory permit with more than 5HP power consumption, application can be submitted after payment of scrutiny fee of ₹200/-. An estimated amount will be displayed on the screen for the Health, Advertisement and Trade license and Factory Permit, based on the details submitted. The actual amount to be paid for the license shall be intimated by demand note sent by the department over registered email after scrutiny of your application. For Shops and Establishment registration, there is no fee, The registration certificate is issued immediately after submission of application along with supporting documents. Further details on each license may be obtained under the respective department FAQ sections.





**Que 09 : How long will it take to get my license?**

**Ans :** Shops and Establishment registration was issued over email in real-time. This registration certificate is free of cost.

- Health licenses in the non-flammable category shall be issued same day after payment of stipulated fee.
- Health license for flammable category activities are issued within a month.
- Trade license for non-hazardous category of activity and Factory permit with less than 5HP power consumption, to be issued in two working days after payment of stipulated fees.
- Trade license for hazardous category of activity and Factory permit with more than 5HP power consumption, to be issued within one month after submission of application with correct details after payment of stipulated fee/ charges.

**Que 10 : How can I pay the fee/ charges after submitting online application?**

**Ans :** After successful submission of the your application. A demand note would be sent on your registered email id. You need to login with the department application number, which is sent on your email at the time of submission of your application and will be directed to online payment gateway.

**Que 11 : What kind of inspections are involved before issuance of License / Permit/ Registration?**

**Ans :** For non-flammable, non-hazardous and power consumption of less than 5 HP no inspection is involved before issuance of License/ Permit/ Registration. For business categories involving flammable and hazardous activities and factories with power consumption of more than 5 HP, Inspections from Licencing departments and Fire Inspection shall be done before issuance. However, it is to be noted that in case any non-compliance as per terms & conditions and guidelines of the concerned department and misleading information submitted in the application or violation of information submitted in the application is found during inspection after issuance of License/ Permit/ Registration, the same shall be cancelled and any amount paid towards the same shall be forfeited. In case of violation of guidelines/ information submitted in the application, applicant may be liable for criminal prosecution as well. It is advisable to read the instructions and terms and conditions carefully before filling the application and verify the details before submission.

**Que 12 : Do I need to visit ward office to collect the license?**

**Ans :** All the required licenses shall be mailed on the email id filled in the application form, after you pay the license fee. There is no need to visit any office for the same. Any discrepancy in the application form also shall be communicated on the registered email address.





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## SECURITY DEPARTMENT

**Office Address :** Office of Chief Security Officer,  
1/Z Love grove store yard,  
Dr. E Mojes Road, Worli,  
Mumbai -400018.

**Contact No :** 022-24922772

**Email ID :** [cso@mcgm.gov.in](mailto:cso@mcgm.gov.in)

SANKALAN



**Que 01 : When was Security Department of MCGM established?**

**Ans :** Security Department of MCGM was established in 1st March 1966. Previously in M.C.G.M. different depts. were appointing watchmen, labour-cum-watchmen as per their requirements without assessing physical fitness of these employees and the main purpose of safeguarding and protecting municipal property, various important major projects, municipal offices is not served. Hence the need arise to establish Security Department for M.C.G.M.

**Que 02 : Who is the Head of Security Department in MCGM?**

**Ans :** Chief Security Officer is the Head of Security Department .

**Que 03 : How many employees are working in Security Department?**

**Ans :** As below :-

Designation	Total Posts	Vacant Post
Chief Security Officer	1	1
Deputy Chief Security Officer	12	7
Divisional Security Officer	18	6
Assistant Security Officer	64 + 1 Non Schedule	33
Assistant Security Officer (Training)	05 Non Schedule	5
Administrative Officer	1	-
Head Clerk	11	1
Clerk	45 + 02 L.R.	12
Hawildar	1	1
Naik	1	-
Peon	16	1
Security Jamadar	45 + 2 Non Schedule	27
Head Security Gurad	214 + 1 Non Schedule	68
Security Guard	3768 + 41 Non Schedule	1084
Head Security Guard (Armed)	3 + 1 Non Schedule	2
Armorour	1	-

Maharashtra State Security Corporation

:- 479 (KEM, LTMG, Nair, Cooper Hospitals & Deonar Dumping Ground).

Security Guards Board for

:- 350 (KEM, LTMG, Nair Hospitals & Brihanmumbai & Thane District Water Department).

Private Security Attendants

:- 2166 (PAP Buildings, Fire Stations, Hospitals & various MCGM locations).

Private Security Attendants

:- 515 (Cooper, Shatabdi Hospitals, Trauma Care, (with equipments) Dinanath & Prabodhankar Thakare Natyagraha).



**Que 04 : What are the various work done by the Security Department of MCGM?**

**Ans :** Below are the details:

- 1) The main function of this force is to safeguard and protect municipal properties and all other assets in City, Suburbs and Outside City Division in Thane District.
- 2) Security services are provided to different 645 duty points such as M.C.G.M. Ward offices, Municipal Head office, different department's main offices, major hospitals, General Hospitals, Maternity Homes, Dispensaires, at various water supply projects, water dams, water purifications plants etc.
- 3) Security Force take care at the time of morcha / dharne / thiyya andolan / bandh, etc. declared by various political leaders and to see that any mishap should not happen.
- 4) For smooth running of M.C.G.M. Ward office works, internal security arrangement is provided.
- 5) Any matter of misconduct done by MCGM employee i.e. robbery, misuse of municipal area etc., all these matters are carefully handled by Municipal Security Force.
- 6) In Disaster Management deptt. of M.C.G.M., the trained Security employees are exercised their duties efficiently (i.e. CDRF).
- 7) The Municipal Administration has arranged to install CCTV/DVR system, door frame and hand metal detectors, X-Ray baggage screening machines, under vehicle checking mirrors, etc. at almost all the major offices, hospitals and other vital installations for effective security checks.
- 8) As per Hon.Court orders, for safety of mothers and newly born infants, private security guards have been posted at the Municipal Hospitals where confinement and preconfinements wards are situated.
- 9) The Municipal Security Force is guarding and patrolling the entire are of the Modak Sagar, Tansa, Vihar and Tulsi Lakes, pipelines, treatment plants, pumping stations and dams with the help of Mobile Squad.
- 10) The services of Armed Security Personnel are utilised for safeguarding the cash van, cash counters and for Bandobast purpose as and when required. In case of emergencies and during Bandh, strike or other agitations, protection to higher authorities is also provided by the Armed Security Personnel.
- 11) The Services of officers and men of the Force have been utilised in cleanliness drive, mass demolition and mass action against unauthorised hawkers, etc. During all the Municipal General Elections, the Security Force has assisted Municipal Administration and the election authorities to carry out the election process smoothly.
- 12) The Brass Band of Security Force performs their programmes in selected Municipal Gardens for the entertainment of general public. This service is rendered free of cost. The Band is also utilised for major official functions of the Corporation. The services of this Brass Band can be availed for private functions on payment of scheduled fees.
- 13) Update and moderized training on security subject is provided to Security Force employees at Bhandup Complex of M.C.G.M.





**Que 05 : Is the Security Guard authority to check the citizens?**

**Ans :** Yes, there is a responsibility of Security Guard to save & guard Municipal properties, therefore, they have to check each & every citizen and to check any suspect personal, no need of necessary orders.

**Que 06 : Is the Security Guard take entry of each & every Citizens who visits the Municipal offices?**

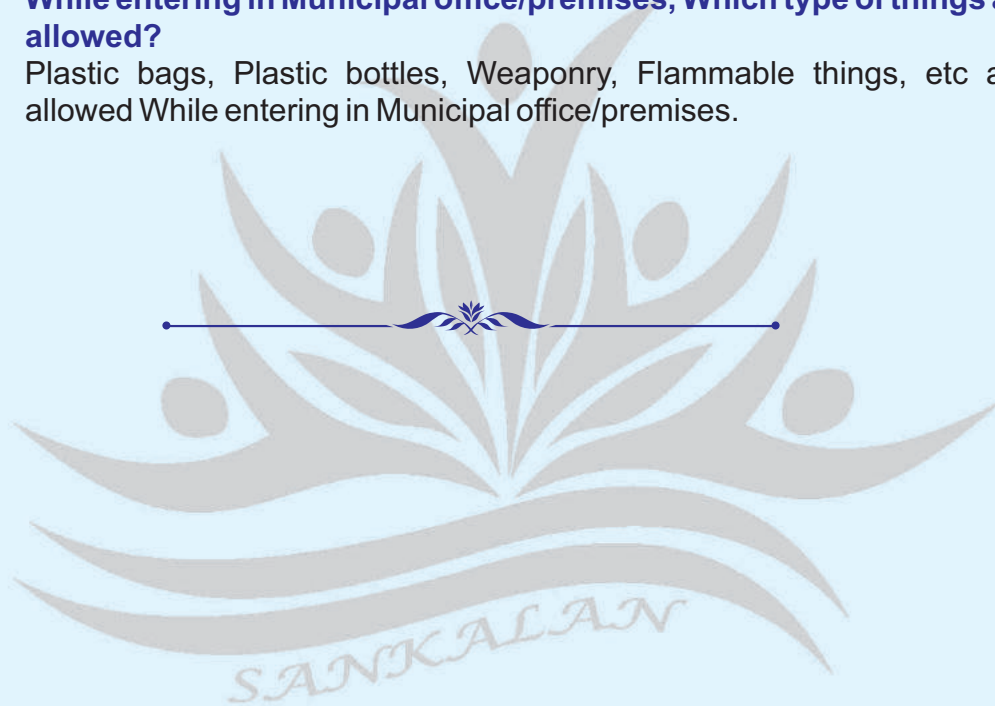
**Ans :** Yes, Security Guard take entry of each & every Citizens who visits the Municipal offices and for Political leaders (Councillors, M.L.A. etc.), no need to take entry.

**Que 07 : Why there is no entry for outside vehicles?**

**Ans :** Safety and Security point of view of Staff and Citizens, there is no entry for outside vehicles.

**Que 08 : While entering in Municipal office/premises, Which type of things are not allowed?**

**Ans :** Plastic bags, Plastic bottles, Weaponry, Flammable things, etc are not allowed While entering in Municipal office/premises.





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## PUBLIC HEALTH DEPARTMENT

**Head Office Address** : Office of Executive Health Officer, 3<sup>rd</sup> Floor,  
F/South Ward Office Building,  
Dr. Babasaheb Ambedkar Marg, Parel,  
Mumbai – 400 012.

**Contact No** : 022-24134560 (Extn. 338)

**Email ID** : eho.phd@mcmgm.gov.in



## I - EPIDEMIOLOGY CELL

Office of the Dy. Executive Health Officer,  
Ward No 11, Kasturba Hospital Campus,  
Chinchpokli (West), Mumbai – 400 011.  
022-23054897/022-23054831

[epidcellmcgm@gmail.com](mailto:epidcellmcgm@gmail.com) / [epididspmumbai@gmail.com](mailto:epididspmumbai@gmail.com)

**Que 01 : What are the common monsoon related diseases?**

**Ans :** Malaria, Dengue, Leptospirosis, Gastroenteritis, Hepatitis, Typhoid are some of the common diseases seen during monsoon season.

**Que 02 : Where can I inform about increase in number of patients of any particular disease in my surrounding?**

**Ans :** One can inform about such increase in number of cases of a particular disease to local health authority (Medical Officer Health of respective ward) or at Epidemiology Cell under Public Health Department, which is situated at Ward No 11, Kasturba Hospital Campus, Opposite Arthur Road Jail, Chichpokli West, Mumbai.

**Que 03 : What is the purpose of Epidemiology Cell?**

**Ans :** The purpose of the Cell is to monitor the disease situation in Mumbai by collecting data with respect to Monsoon Related Disease from the Health Institutions. If any sudden increase is observed about a particular disease, preventive and control measures are undertaken at community level by the Rapid Response Team at ward level under the guidance of Epidemiology Cell.

**Que 04 : Which Health Institutions send information to Epidemiology Cell?**

**Ans :** The cell receives information regarding Monsoon Related Diseases daily from all the 5 Medical Colleges, Kasturba Hospital for Infectious Diseases and 16 Peripheral Hospitals.

**Que 05 : Which diseases are under regular surveillance at Epid Cell?**

**Ans :** Vector Borne Diseases like Malaria, Dengue, Chikungunya, Water Borne Diseases like Gastro, hepatitis, Cholera, Airborne Disease- H1N1, Zoonotic Disease- Leptospirosis. Sometimes as per the directions received from State Health Authority, any other Diseases which is likely to have epidemic potential and reported in other parts of the country (e.g. Zika, Nipah, etc) are monitored as the case may be.

**Que 06 : What are the new initiatives undertaken by Epidemiology Cell?**

**Ans :** Guidelines for Prevention of Leptospirosis (Prophylaxis to be taken within 72 hours of exposure to flood water) are prepared as per the category of Risk Exposure as Low, Moderate or High. H1N1 vaccination Centers are established at all Maternity Homes (28) and select Dispensaries (7) for vaccination of High Risk Groups.

**Que 07 : Which are the High Risk Groups eligible for H1N1 vaccination?**

**Ans :** As per the guidelines of GOI and State Health Department, at present H1N1 vaccination is recommended to High Risk group individuals such as Pregnant



Mothers in Second & Third trimester, Individuals with Diabetes, Hypertension, COPD, Asthma and Health Care Workers who come in contact with Suspected or Confirmed cases of H1N1.

**Que 08 : Is there any scheme for claims/reimbursement of expenses for cases/deaths due to epidemic prone diseases?**

**Ans :** At present as per the GR of Government of Maharashtra dated 25.03.2015, reimbursement of expenses as per CGHS applicable rates can be given to patients belonging to BPL who are diagnosed as H1N1 and were put on life support measures in Private Hospitals.

**Que 09 : How can one avail the benefit of the scheme?**

**Ans :** Eligible patients/relatives can make written application to Epidemiology Cell, addressed to DEHO (Epid) with the copies of Indoor papers bills & other relevant papers such as proof of BPL etc. The case is put forth and discussed by the Reimbursement Committee formed under the Chairmanship of Collector, Mumbai Suburban & decision regarding reimbursement is taken by the committee. The details are then forwarded to the director Health Services who finally approves the reimbursement claim.

### **LIST OF NOTIFIABLE DISEASES IN MCGM**

**Que 01 : Which are the Notifiable diseases in Mumbai?**

**Ans :** As per Epidemic Disease act 1897, following diseases are declared as notifiable diseases in MCGM under section 421 of the MMC Act.

1. Small Pox (Now eradicated from all over the world as declared by WHO),
2. Cholera,
3. Plague,
4. Enteric Fever (Typhoid Fever),
5. Scarlet Fever,
6. Typhus,
7. Relapsing Fever,
8. Influenza H1N1,
9. Cerebrospinal Fever,
10. Viral Encephalitis,
11. Infectious Hepatitis,
12. Dengue,
13. Gastroenteritis,
14. Meningococcal Meningitis,
15. Yellow Fever,
16. Diphtheria,
17. Poliomyelitis/ Acute Flaccid Paralysis,
18. Puerperal Fever,
19. Tuberculosis,
20. Leprosy,
21. AIDS.





**Que 02 : Who is responsible for notifying the diseases to MCGM?**

**Ans :** All Registered Medical Practitioner / Nursing Homes/ Private Hospitals in the jurisdiction of Mumbai Municipal Corporation have to notify to MCGM Public Health Department any patient suffering and diagnosed from above mentioned disease.

**Que 03 : What is the procedure for reporting notifiable disease?**

**Ans :** The Registered Medical Practitioner / Nursing Homes/ Private Hospitals in the jurisdiction of Mumbai Municipal Corporation can inform the local health authority (Medical Officer Health of respective ward) telephonically/ Email. Alternatively the disease can also be notified to Epidemiology Cell, Kasturba Hospital telephonically (022-23054897) or by email on : [epididspmumbai@gmail.com](mailto:epididspmumbai@gmail.com).





## II - SURVEILLANCE CELL

Ward No. 5, Kasturba Hospital Campus, S.G.Road,  
Chinchpokali (W), Mumbai 400 011.  
(O) 022-23083664 (F) 022-23004410  
ahosurv@gmail.com.

**Que 01 : Is it necessary to test blood if anybody has fever with chills, body ache, headache?**

**Ans :** Yes, for above symptoms testing of blood for malaria parasite is necessary.

**Que 02 : Is malaria a communicable disease?**

**Ans :** No, Malaria is Vector Borne Disease.

**Que 03 : How many days are required for complete cure of malaria and is it necessary to admit patient in hospital?**

**Ans :** With complete treatment Malaria can be cured within 14 days after starting treatment. If Physician advises it is necessary to admit the patient in Hospital.

**Que 04 : How malaria is transmitted to Human being?**

**Ans :** Malaria is transmitting by bite of Infected Female mosquitoes.

**Que 05 : Please explain the breeding spots of malaria.**

**Ans :** Malaria Mosquitoes breeds in Clean ,Clear and stagnant water.

**Que 06 : How malaria is diagnosed?**

**Ans :** Malaria diagnosed by detecting malaria parasites by microscopy.

**Que 07 : Please explains the method of detecting fever patient from community.**

**Ans :** In community, Surveillance Investigator and Community Health Volunteers collect information of fever patients by daily active survey and by passive surveillance through Dispensary and Hospital.





### III - INSECTICIDE BRANCH

2<sup>nd</sup> Floor, Primary Education Office Bldg., Gilder Tank Maidan,  
Dr. Bhadkamkar Marg, Grant Road (E),  
Mumbai - 400 007.

#### A) REGARDING MOSQUITOES:

**Que 01 : Where to lodge complaint for mosquito nuisance?**

**Ans :** Mosquito nuisance complaints can be directly communicated to the Ward Pest Control Officer or to the Complaints Officer of the Ward or can be lodged on the MCGM Portal (Complaints) as well as on 1916 i.e. the complaint redressal phone number.

**Que 02 : Are mosquitoes a result of garbage, grass & plants?**

**Ans :** No. Mosquitoes are not a result of garbage, grass & plants. Mosquitoes breed only in stagnant water, indoors or outdoors.

**Que 03 : What are the preventive measures to avoid mosquito breeding in the Households?**

**Ans :** At the domestic level, all water containers should be properly covered. They should also be cleaned, scrubbed and dried twice a week. Water tanks should be kept in mosquito proof condition by ensuring proper covers. Do not allow water to get accumulated in any article/ container for more than seven days such as Money plant bottles, Fengshui plants, Petri dishes below planters, scrap material kept in balconies and box grills. Ensure that the refrigerator defrost trays and Air-conditioner unit trays are regularly emptied.

**Que 04 : What are diseases spread by mosquitoes?**

**Ans :** The important diseases spread by mosquitoes are Malaria, Dengue & Chikungunya. All mosquito borne diseases are spread only by the Infected female mosquitoes of particular species.

**Que 05 : What is the role of Insecticide Branch of MCGM in mosquito control?**

**Ans :** The Insecticide Branch of the Public Health Department of the MCGM conducts weekly anti-larval measures at road side drains and nullahs. Also the ground level compound areas of buildings are inspected. Periodic inspections of terraces and water storage tanks is also undertaken. Fogging is carried out in each Councilors electoral Ward.

#### i) For Malaria Control :-

Malaria is transmitted by *Anopheles stephensi* mosquito in Mumbai. This mosquito breeds in clean, stagnant water, preferably in wells, water storage tanks, leakages from water tanks, water kept at building construction sites etc. The Insecticide Branch of MCGM inspects the above mentioned breeding sources in a periodic manner for confirming the mosquito-proof status of the sources for e.g. the surface wells are to be maintained in mosquito-proof



condition by hermetically covering the wells with a cement concrete slab. The water storage tanks should also be maintained in mosquito-proof condition which means that there should not be any single opening of any sort which is more than 1/16th of an inch through which the mosquito female can enter and deposit her eggs inside the well or tank. Leakages from tanks or pipe lines / valves should be rectified immediately.

Building construction sites are treated on a weekly basis for mosquito control. 'Dry day' has to be maintained once a week in case of fountains, masonry tanks, drums etc. to break the breeding cycle of mosquitoes which takes place in stagnant water and is of 8-10 days.

### ii) For Dengue & Chikungunya Control :-

Dengue & Chikungunya are transmitted by the *Aedes aegypti* mosquito in Mumbai. This mosquito breeds in clean, stagnant water, which is kept in containers. It is a domestic and peri-domestic breeder. The preferred sources for this mosquito to breed in are drums, tyres, odd articles such as tins, plastic cups, feng-shui articles, petri dishes below planters etc.

The Insecticide Branch of MCGM controls the *Aedes aegypti* mosquito by applying the method of source reduction where by tyres, odd articles etc. are removed from the area to prevent rain water accumulation and subsequent breeding of mosquitoes there in. Rain water collection on tarpaulin sheets is also removed. Drums are treated by the MCGM if they are kept open. Citizens are encouraged to keep the drums covered by cloth or plastic and to vacate the water in them atleast twice a week to break the mosquito breeding cycle. Citizens are advised to prevent mosquito breeding within their houses by cleaning the water storages atleast twice a week by wiping the container dry. This includes the feng-shui articles, plastic plates below planters, refrigerator defrost trays and trays below A.C. units.

Regarding scrap material kept in the open as well as in box grills, citizens are advised to dispose off the same to prevent mosquito breeding.

### iii) For Nuisance Mosquito Control :-

In Mumbai 'Mosquito Nuisance' is spread by the Culex mosquito, especially, *Culex quinquefasciatus*. This mosquito can breed in all types of water but prefers polluted stagnant water. It is mostly found breeding in choked storm water drains, nallahs, choked sewage drains etc.

The Insecticide Branch of MCGM controls the Culex mosquito breeding by utilizing source reduction methods such as training the stagnated drains so as to make them flow to prevent mosquito breeding. Insecticide treatment is rendered to storm water entrances on a weekly basis.

## B) REGARDING FLIES :-

**Que 06 : Where to lodge complaint for Fly nuisance?**

**Ans :** Fly nuisance complaints can be directly communicated to the Ward Pest Control Officer or to the Complaints Officer of the ward or can be lodged on the MCGM Portal (Complaints) as well as on 1916 i.e. the complaint redressal phone number.





**Que 07 : Where do flies breed?**

**Ans :** Flies breed in decaying organic materials like garbage dumps etc.

**Que 08 : What is the role of Insecticide Branch of MCGM in Fly control?**

**Ans :** The Insecticide Branch of the Public Health Department of the MCGM conducts weekly antily spraying on refuse heaps, dustbins and garbage accumulated locations.

**Que 09 : Are flies responsible for spreading any diseases?**

**Ans :** Flies can spread diseases like Diarrhoea, Vomiting, Typhoid, Cholera and Dysentery etc.

**Que 10 : What are the basic preventive measures for fly control?**

**Ans :** At the community level, maintain clean and hygienic surroundings. Decaying food material should be properly stored in closed containers and disposed off at the Municipal garbage collection points.

### **C) REGARDING RATS :-**

**Que 11 : Where to lodge complaint for Rat nuisance?**

**Ans :** Rat nuisance complaints can be directly communicated to the Ward Pest Control Officer or to the Complaints Officer of the ward or can be lodged on the MCGM Portal (Complaints) as well as on 1916 i.e. the complaint redressal phone number.

**Que 12 : How can Rat nuisance be prevented?**

**Ans :** Indoor Rat nuisance can be prevented by applying the '4 D' formula.

**'1st D' - Deny entry** i.e. ensure that the rats do not enter your premises. This can be achieved by providing rat guards to the pipes on the outside of the building, by having a jali on the windows, by closing the gaps around pipes and cables entering the house etc.

**'2nd D' - Deny shelter** i.e. do not keep the house cluttered. This can be achieved by disposing off all unwanted material which is unnecessarily stored in the premises.

**'3rd D' - Deny food** i.e. do not keep any food uncovered. Also, clean-up after consumption of food so that easy food morsels are not available for the rat. Keep the garbage containers closed.

**'4th D' - Destroy** i.e. the various methods available for killing rats should be applied. These include, trapping, poison baiting and use of sticky pads.

**Que 13 : What is the role of Insecticide Branch of MCGM in Rat control?**

**Ans :** The Insecticide Branch of the Public Health Department of the MCGM has a role in the '4<sup>th</sup> D'. It conducts trapping of rats on complaint basis. Periodic poison bating is conducted in localities with high rat infestation. Night rat control is conducted in the City Division Wards, ie., A to G North Wards. As a pilot project Night rat control is outsourced to Non Governmental Organizations in all 24 wards of MCGM.



**Que 14 : What are the diseases associated with Rats?**

**Ans :** Rats are carriers of fleas which transmit plague. Rat urine carries *Leptospira* which cause Leptospirosis.

**Que 15 : Are traps provided by the MCGM?**

**Ans :** Traps are provided free of cost to complainants for a period of 3 days or till such time as rats are collected in them. Bait inside the trap is to be placed by complainant.

**Que 16 : What MCGM is doing for Vector Control ?**

**Ans :** Insecticide Branch of Public Health Department is doing following things for Vector control :-

- i) Periodic Inspection of all Cisterns, Tanks, etc. is carried out, as a vector responsible for Malaria & Dengue breeds in clean water.
- ii) By issuing Notices & initiating Legal actions if required, mosquitogenic situations like non mosquito proof tanks are made Mosquito proof & other mosquitogenic situations like leakages, depression, etc are got rectified.
- iii) Antilarval Treatment is carried out at mosquitogenic Situations.
- iv) Weekly inspection & antilarval treatment at construction sites.
- v) A Crusade i.e. A diligent search of *Anopheles*, a vector for Malaria is carried out against a Malaria case reported.
- vi) An *Aedes* Survey i.e. A diligent search of *Aedes Aegypti*, a vector for Dengue & Chikungunya is carried out against a Dengue case reported.
- vii) Inspection of Drums & other containers is carried out in slums & slum-like areas & anti-larval treatment is done if mosquito breeding is detected.
- viii) Inspection of domestic & peri-domestic containers in high rise buildings & slums & slum-like areas if Dengue case is reported in the vicinity.
- ix) Tyres, Odd Article removal programmes & Tarpolin removal where ever possible.
- x) Guppy Fish are introduced in wells, ponds, ditches, SWDs, Basements & suspended constructions holding water, etc, as a Biological vector control.
- xi) Indoor Residual Spraying is carried out at Hutments at construction sites.
- xii) Temephos Grannules Application programme is carried out in water stagnation of roof tops in slum & slum-like areas.
- xiii) Insecticide treatment is carried out on Roof Gutters by appointing Kharwas.
- xiv) Shoulder mounted & Vehicle mounted Fogging is carried out.

## **Permission of Tube / Bore well & Ring Well**

**Que 01 : Where should one apply for the permission of Tube well / Bore well or Ring well?**

**Ans :** Application for the permission of Tube well / Bore well, Ring well is to be done at the office of the Pest Control Officer of the ward.

**Que 02 : What are the documents required for obtaining the permission ?**

**Ans :** Documents required for obtaining the permission are as follows:-  
a) Ownership proof in the name of Applicant.



- b) Location Plan indicating the location of the Tube / Bore well/s.
- c) Undertaking of Rs.500/- in the prescribed format governing memo conditions for the Tube / Bore well/s, Ring well.
- d) Indemnity Bond.
- e) NOC from A.E.W.W. of a ward with respect to the alignment of underground water tunnel.
- g) Google Map distinctly showing adjoining plots & roads.
- h) Name & Address with contact number of the agency appointed for drilling of Tube / Bore well.
- i) In case of reclaimed land standard precautions to prevent contamination of underground water. ( Applicable / Not Applicable ).
- j). Diagram of details of Tube / Bore well.
- k). Diagram of recharging of Tube / Bore well.

**Que 03 : What are charges / Fees to be paid for obtaining the permission ?**

**Ans :** No charges / Fees are to be paid for obtaining the permission of Tube / Bore well, Ring well.

### **Permission of Surface well ( HCC well)**

**Que 01 : Where should one apply for the permission of Surface ( HCC ) well ?**

**Ans :** Application for the permission of Surface ( HCC ) well is to be done at the office of the Pest Control Officer of the ward.

**Que 02 : What are the documents required for obtaining the permission ?**

**Ans :** Documents required for obtaining the permission are as follows;

- a) Ownership proof in the name of Applicant.
- b) Location Plan indicating the location of the Surface (HCC) well.
- c) Undertaking of Rs.500/- in the prescribed format governing memo of conditions for the Surface ( HCC ) well.
- d) Indemnity Bond.

**Que 03 : What are charges / Fees to be paid for obtaining the permission ?**

**Ans :** No charges / Fees are to be paid for obtaining the permission of Surface ( HCC ) well.

### **Permission of the Fountain**

**Que 01 : Where should one apply for the permission of Fountain ?**

**Ans :** Application for the permission of Fountain is to be done at the office of the Pest Control Officer of the ward.

**Que 02 : What are the documents required for obtaining the permission ?**

**Ans :** Documents required for obtaining Provisional permission are as follows;

- a) Filled Booklet of Fountain Permission.
- b) Receipt of Fountain Booklet charges ( Rs 100/- + 5% GST, Total Rs.105/-).
- c) Receipt of Scrutiny charges ( Rs. 400/-)
- d) Ownership proof in the name of Applicant.



- e) Approved Location Plan indicating the location of the Fountain.
- f) Sketch of Fountain prepared by liscensed Architect.
- g) The undertaking cum Bond of condition governing the permission, to be submitted on Stamp paper of Rs.500/- in the format prescribed in the application booklet.
- h) Indemnity Bond as per format Appendix 'B' of the application booklet on Stamp aper Rs.500/-
- i) Receipt of payment of Security deposit of Rs.20,000/- (Rupees Twenty Thousand only).
- j) Receipt of payment for permission of fees Rs.6,000/- (Rupees Six Thousand only)

**Que 03 : What are charges / Fees to be paid for obtaining the permission ?**

**Ans :** Charges / Permission Fees are as follows :

- a) Fountain Booklet charges Rs. 100/- + 5% GST total amounting to Rs. 105/-
- b) Scrutiny charges Rs. 400/-
- c) Security Deposit Rs. 20,000/-
- d) Fountain Permission Fees Rs. 6,000/-

**For more details please Contact Us :**

The List with Names, Addresses and Contact numbers of all the Officers of the Insecticide Branch of Public Health Department are available on the MCGM Portal at [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) > **ABOUT US** > **Wards/Departments** > **Department Manuals** > **Insecticide Department** > **RTI** > **Directory to Officers and Employees** > **Manual 9.**



SANKALAN





## IV - FAMILY WELFARE AND MOTHER CHILD HEALTH & MATERNITY HOMES

Office of FWMCH Office, F/S Ward Office, 1<sup>st</sup> Floor, Room No.13,  
Dr. Ambedkar Marg, Parel, Mumbai - 400 012.  
fwmchmumbai@gmail.com

### NUHM:-

**Que 01 : What are the services provided by Health Post & Dispensaries in MCGM?**

**Ans :** Routine OPD, ANC / PNC check-up, Gynaecological & FP, Routine Immunization, Lab Investigations & Outreach camps.

**Que 02 : Where are these health facilities situated in MCGM?**

**Ans :** List of UPHC, Health Post & Dispensary with Address is attached.

**Que 03 : What are the charges & timings for services in UPHC/ Health Post/ Dispensary?**

**Ans :** The charges for OPD paper is Rs. 10 for 14 days and free of cost for ANC/PNC, infants, children's & elders. And these services are provided between 09.00 am to 04.00 pm.

### Maternity Homes:-

**Que 01 : Do MCGM has Maternity Homes ?**

**Ans :** Yes, There are 28 maternity homes run by MCGM.

**Que 02 : What are the timings for Antenatal care (ANC) registration in maternity home?**

**Ans :** ANC Registrations of pregnant women can be done at maternity home close to your residence. Each maternity home has 4 days ANC OPD in a week from 9.00 am to 12.30 pm. In case of emergency and after 12.30 pm patients are examined and treatment given in Labour ward / Receiving room of maternity homes.

**Que 03 : What are the services available in Out Patients department (OPD) & In patient department (IPD)?**

**Ans :** Out of 28 maternity home 5 are Sentinel maternity home and 23 are Primary maternity home for OPD & IPD services please refer the chart given below:

	Primary MH	Sentinel MH
<b>OPD</b>	➤ ANC / PNC Clinic	➤ ANC / PNC Clinic
<b>Services</b>	➤ Gynecological & FP OPD	➤ Gynecological & FP OPD
	➤ Immunization OPD	➤ Immunization OPD
	➤ Ultra Sonography (USG)	➤ Ultra Sonography (USG)
	➤ Lab Investigations	➤ Lab Investigations
	➤ Pediatric OPD	➤ Pediatric OPD





- Indoor Services**
- ANC, PNC Admissions
  - Normal & Instrumental Deliveries
  - Elective & Emergency LSCS (Morning Shift)
  - Blood Transfusion facility available
  - FP & other Gynecological Surgeries (Morning Shift)
  - Laboratory (Morning Shift)
  - Ambulance Facility - Available 24X7 (108)
- All Sentinel Maternity homes have all indoor services as per other maternity homes. In addition NICU at Mother & Child hospital Magathane
- Special Newborn Care Unit (SNCU) at Oshiwara MH, Marol MH, Bhandup MH, Mahim MH & Kherwadi MH Emergency and elective available (24X7). Laboratory in 2 Shifts.

**Que 04 : Is the Ambulance service available at maternity homes of MCGM ?**

**Ans :** Yes, All maternity homes of MCGM have 108 ambulance service for Maternity home patients.

**Que 05 : What are the charges for OPD & IPD services at maternity homes ?**

**Ans :** OPD & IPD services are free of charge for ANC, PNC & Infant care (up to Age of 1 year) For Pediatric & Gynecology OPD case paper charge is Rs.10 for 14 days.

**Que 06 : Whom to contact for any complaint regarding charges / fees or of maternity homes ?**

**Ans :** Chief Medical Officer / Senior Medical Officer / Medical Officer In-charge can be contacted for any complaint regarding maternity home services.

**Que 07 : What are the Programs available for Pregnant Women in the maternity homes?**

- Ans :**
1. **JSY (Janani Suraksha Yojana)** : Under this programme, pregnant women who is delivered at maternity home and she is below poverty line or belongs to schedule caste, schedule tribe receives benefit of Rs. 600/-. Documents required : BPL card / SC /ST certificate.
  2. **JSSK (Janani Shishu Suraksha Karyakarm)**: Under this scheme all ANC, PNC care including caesarean section, sonography, laboratory Investigation & neonatal care and infant care is free of cost. Blood & blood product are also give free of cost to ANC, PNC mothers.
  3. **PMSMA (Pradhan Mantri Surakshit Matrutva Abhiyan)**: On 9th of every month pregnant women are ANC registered at Maternity Homes, detail examination is done, Health talk is being given and high risk condition if any is identified and treated to decrease maternal morbidity and mortality.
  4. **PMMVY (Pradhan Mantri Matru Vandana Yojana)** : Under this scheme



all pregnant woman beneficiaries till there 1st live birth will get Rs. 5000/- in instalment. Document required: Addhar Card, Bank account, ANC visit in Govt. Hospital before 150 days of pregnancy, ANC care in Govt. Hospital, Birth Certificate and first immunization of baby.

**Que 08 : Do Maternity Homes provides Family Planning services are available At maternity homes of MCGM?**

**Ans :** Yes, Family Planning/Counselling OPDs are available at all maternity homes.

- For Family Planning services IUCD, condoms, OC pills, Antara Injectable contraceptives, Male and female sterilization are available at all Maternity Homes.
- In female sterilisation woman beneficiaries will get incentive of Rs.250/- and Rs.150/- to motivator. In male sterilisation, male will get Rs. 1451/- and Rs.200/- to motivator. In PPIUCD (Post partum intrauterine contraceptive device) female beneficiaries Rs. 300 and Rs.150/- to motivator is given.

**Que 09 : What are the future plans for Upgradation of maternity homes?**

**Ans :**

- All Primary maternity homes will be Upgraded as Sentinel Maternity Homes step by step.
- Out sourcing of 8 SNCU and 11 NICU services will be done.
- Empanelment of Paediatrician for emergency services will be done for all maternity homes.

**Que 10 : The pregnant women who is unregistered or outside the Mumbai Resident can be delivered at Maternity Homes?**

**Ans :** Yes, delivery can be conducted in Maternity Home even if pregnant women is unregistered or outside the Mumbai Resident. But, if any complications or high risk pregnant women then she is referred to higher center with proper referral system.

**Que 11 : Is Aadhaar Card required for delivery in Maternity Home?**

**Ans :** No, Aadhaar Card is not required for delivery in Maternity Home but for benefits of various programme run by Government she will required documents like Aadhaar Cards, BankAccounts, ANC visit card.





## V - MEDICAL OFFICER (SCHOOLS) & RASTRIYA BAL SWASTHYA KARYAKAM (RBSK)

Room No 305, 3<sup>rd</sup> floor, G/N Ward Office,  
Dadar (W), Mumbai 400 028.  
022-24309459

**Que 01 : What are the services provided by the Medical Officer (Schools) Department?**

- Ans :**
1. Screening (Medical Inspection) of students studying in 1187 MCGM schools in A to T ward from std 1<sup>st</sup> to 10<sup>th</sup> once in a year for early detection of Diseases, Deficiencies, Disabilities and Defects in students.
  2. Referral of these students to MCGM Dispensaries / Peripheral Hospitals / School Clinics for further management for free of cost.
  3. Rehabilitation - Provision of spectacles
  4. Follow up of the students taking treatment for longer duration.
  5. Health Education: -
    - Topics - Healthy life styles, Preventions of Illnesses, Nutrition, Personal Hygiene, ill effects and prevention of Addictions, Adolescent Health Education,
    - Medium - through virtual class room & Health talk during school assembly, parents-teacher's meetings in schools.
    - Beneficiaries - Students, Parents and Teachers
  6. First aid during Sports & Balkotsav.
  7. Implementation of following National programmes in the schools
    - National Deworming Day - All the school students are given Tab. Albendazole, twice a year in month of February & August under the supervision of teachers for prevention of worm infestation & anaemia in school children.
    - National Iron Plus Initiative - All the school students are given Iron tablet, once in a week under the supervision of teachers for prevention of anaemia in school children.

**Que 02 : When & Where are these services are provided?**

- Ans :** These services are provided in MCGM schools by Medical Teams (each team comprising of 1 Medical Officer, 1 Junior Health Visitor and 1 Peon). The medical teams visit schools sequentially from June to April.

**Que 03 : What are the services provided by Rastriya Bal Swasthya Karyakam RBSK)? How are they provided?**

- Ans :** Children from age group of 0-18 years are screened for detection of Diseases, Deficiencies, Disabilities and Defects under Rastriya Bal Swasthya Karyakam (RBSK) Children from age group 6 weeks to 6 years are screened twice a year at anganwadis and children from age group 6 years to 18 years are screened once a year at MCGM Schools by RBSK Mobile Health Teams comprising of 1 Male Ayush MO, 1 Female Ayush MO, 1 Pharmacist & 1 ANM. Those children who are found positive for Diseases, Deficiencies, Disabilities and Defects are referred to peripheral hospital or Tertiary (Medical College) Hospitals for the further treatment. The children who require surgery are operated under Mahatma Jyotiba Phule Jan Arogya Yojana. Minor illnesses are treated by RBSK Mobile Health Teams.

**Que 04 : What are the charges taken to provide the services?**

- Ans :** These services are provided free of charge.



## VI - EXPANDED PROGRAMME OF IMMUNIZATION

Office of the Assistant Health Officer (EPI) Second Floor,  
F South Ward Office, Dr. Ambedkar Road,  
Parel, Mumbai - 400 012.

### General queries on Immunization

**Que 01 : What is Immunization?**

**Ans :** Immunization is the process of administering vaccine for the development of the body's protective response.

**Que 02 : How do vaccines work?**

**Ans :** Vaccine contains either weakened or killed viruses or bacteria. They are also called 'Antigens' once introduced, they stimulate immune system in the body to produce antibodies against the disease causing organism.

**Que 03 : Where can I get vaccination for my child ?**

**Ans :** Vaccination is available at Health Post's, Municipal Dispensaries, Medical Colleges, Government Hospitals, Peripheral Hospitals, Maternity Homes as well as in the outreach camps.

**Que 04 : Why the vaccines administered at specific sites?**

**Ans :** Vaccines are administered at specific sites to maintain uniformity & for helping surveyors in verifying the receipt to the vaccine e.g. BCG on left upper arm.

**Que 05 : Why there should be a minimum gap of 4 weeks between two doses of a vaccine?**

**Ans :** There should be a minimum gap of 4 weeks between 2 doses to achieve optimal antibody production required for protection.

**Que 06 : Which possible side effects appear after vaccinating a child?**

**Ans :** Local reaction include pain, swelling & redness at the injection site can be expected and systemic reaction include fever, irritability, malaise, loss of appetite, rash over the body can be expected. In BCG specific local reaction that starts as a papule two or more weeks after the immunization which becomes ulcerated & heal after several months leaving a scar.

**Que 07 : Whether to vaccinate the child if he/she is having fever, cough & cold?**

**Ans :** Yes child can be vaccinated if he/she is having mild fever, cough & cold with consultation of a doctor.

### Immunization Schedule

**Que 08 : If my child is not vaccinated on schedule day, what shall I do ?**

**Ans :** You can very well vaccinate your child with next schedule dose. It will be better to immunized as per national schedule.





**Que 09 :** If a child is brought late for a subsequent dose, should one re-start with the first dose of vaccine?

**Ans :** No, do not restart the schedule again; pick up where the schedule was left off. For example, if a child who has received BCG, penta1 and OPV1 at 5 months of age returns at 11 months of age, then vaccinate the child with penta2, OPV2, measles.

**Que 10 :** A child who is 10 months old has not received any immunization. What are the vaccines that can be given to this child?

**Ans :** The child should receive BCG, measles, first dose of pentavalent vaccine and OPV dose and Vitamin A syrup.

**Que 11 :** If a child who has never been vaccinated is brought in at 9 completed months but before 12 completed months of age, then, can all the due vaccines be given to a child on the same day?

**Ans :** Yes, all the due vaccines can be given during the same session but at recommended injection sites, using separate AD syringes. It is safe and effective to give BCG, Penta, OPV, IPV Measles vaccine and Vitamin A at the same time to a 9 month old child who has never been vaccinated.

**Que 12 :** If a child who has never been vaccinated is brought after completing 12 months of age, (beyond one year) what vaccines would you give?

**Ans :** As per the national immunization schedule this child need not be given – BCG, Hepatitis B, Penta and IPV. This child should be administered DPT1, OPV1, OPV should be given at an interval of 4 weeks. Administer Measles2, Vitamin A and a booster dose of DPT at recommended age as per national immunization schedule.

**Que 13 :** Is it safe to give multiple vaccinations to a child in one visit?

**Ans :** Yes, it is safe to give multiple vaccinations to child in one visit as per national immunization schedule. The caregiver does not have to come repeatedly for vaccination.

## **Vaccine Specific FAQs**

### **1. BCG :**

**Que 14 :** If no scar appears after administering BCG, should one re-vaccinate the child?

**Ans :** There is no need to re-vaccinate the child even if there is no scar.

### **2. Hepatitis – B :**

**Que 15 :** Why is the birth dose of hepatitis B vaccine given only within 24 hours of birth?

**Ans :** The birth dose of hepatitis B vaccine is effective in preventing peri-natal transmission of hepatitis B, if given within the first 24 hours.





### 3. FAQ for IPV & OPV :

**Que 16 : Why should IPV be given along with OPV?**

**Ans :** The child and the community are better protected against polio when IPV and OPV are given together. IPV together with OPV provide additional protection to the child and prevents reemergence and re-infection to polio-virus.

**Que 17 : Till what age can a child be given OPV?**

**Ans :** OPV can be given to children till 5 years of age, under national immunization programme but OPV can be given to any age group.

**Que 18 : Can an infant be breastfed immediately after OPV ?**

**Ans :** Yes, care should be taken to burp the child after each breastfed and avoid over feeding specially during night.

**Que 19 : What is IPV & is it safe to give OPV & IPV together?**

**Ans :** IPV refers to inactivated polio virus vaccine administrated by injection. It is safe to give OPV & IPV together which provides safe & strong protection against polio.

**Que 20 : After receiving IPV and OPV through routine immunization, does the child still need to take OPV doses during Pulse Polio Campaigns?**

**Ans :** Yes, even after receiving IPV and OPV doses in routine immunization, the child must be given OPV doses during Pulse Polio campaigns also. This will boost the child's immunity and will continue to protect the child against polio.

### 4. Pentavalent Vaccine :

**Que 21 : What is Pentavalent vaccine?**

**Ans :** Pentavalent Vaccine contain five antigens which protects from Diphtheria, Pertussis ,Tetanus, Hepatits B, Homophiles influenza type B infection.

**Que 22 : Till what age can pentavalent vaccine be administered?**

**Ans :** As per National Immunization Schedule, pentavalent vaccine can be given up to 1 year of age.

**Que 23 : What vaccine will be given to a child who has received at least \one dose of pentavalent vaccine before his/her first birthday?**

**Ans :** If a child has received at least one dose of pentavalent vaccine before his/her first birthday then the child should be administered the due pentavalent doses at a minimum interval of four weeks, at the earliest available opportunity.

### 5. Measles – Rubella :

**Que 24 : What are Measles – Rubella diseases?**

**Ans :** Measles is a highly infectious disease causing illness and death due to complications in the form of diarrhea, pneumonia or brain infection mostly among the children. Rubella is a mild disease but when infection occurs in



early pregnancy, it has the potential to cause spontaneous abortions, fetal deaths, still births and serious congenital defects in the child causing lifelong disabilities. It is known as Congenital Rubella Syndrome(CRS).

**Que 25 :** If a child received the Measles vaccine at 9 months of the age, is it necessary to repeat the vaccine later?

**Ans :** Yes, according to National Immunization schedule 1st dose of the Measles vaccine needs to be administrated from 9 months to 12 months of the age & 2nd dose from 16 to 24 months of the age.

**Que 26 :** Does a child need to be vaccinated if she or he has history of any fever-rash illness including measles or rubella disease ?

**Ans :** Yes, every child must be vaccinated with two doses, as per the national immunization schedule with Measles containing Vaccine at the recommended ages, irrespective of any past fever-rash illness or measles –rubella disease.

**Que 27 :** If a child has received all vaccines as per the national immunization schedule, dose she or he need to be vaccinated during supplementary MR campaigns?

**Ans :** Yes, in addition to the recommended national immunization schedule the child must be vaccinated with supplementary MR vaccines during campaigns.

#### **6. TT Vaccine :**

**Que 28 :** If a girl received all doses of Pentavalent and TT as per the NIS till 16 years of age, should she get TT vaccine during her pregnancy?

**Ans :** Yes, she should received two doses of TT during the pregnancy.



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## VII - NON COMMUNICABLE DISEASE CELL

Office of the Dy. Executive Health Officer,  
Ward No 11, Kasturba Hospital Campus,  
Chinchpokli West, Mumbai – 400 011.  
022 - 23096380  
ncdmcgm@gmail.com

**Que 01 : Which are common Non Communicable Disease?**

**Ans :** Diabetes, Hypertension, Asthama, Heart Disease, Cancer are some of the important Non Communicable diseases.

**Que 02 : How is the Non communicable Diseases control programme implemented under Public Health Department?**

**Ans :** The Non Communicable Disease Control programme is implemented through Dispensaries at primary Health Care Level in Public Health Department. Currently the focus is on Diabetes & Hypertension which are major public health issues at Primary health care level.

**Que 03 : What is the aim of Non Communicable Diseases (NCD) Programme?**

**Ans :** To Create awareness and promote screening for Non Communicable diseases by facilitating Early diagnosis and treatment, follow up & support at primary health care setting.

**Que 04 : What are the services provided under the NCD programme?**

**Ans :** Services for screening, detection, treatment and referral for Diabetes & Hypertension are provided through all MCGM dispensaries. Awareness activities related to lifestyle diseases are done using various media of communication.

**Que 05 : Where may I visit for my Diabetes & Blood pressure detection and management as a citizen?**

**Ans :** Citizens may visit any of the Municipal dispensaries or hospitals as per their convenience, however, it is recommended that further follow up to be done at same centre as NCDs are long term disease which require regular follow up visits.

**Que 06 : What is fee for testing blood sugar at MCGM Dispensary?**

**Ans :** Services for detection of Diabetes & Hypertension and its treatment/ follow up are available free of cost at all MCGM dispensaries/ hospitals against nominal registration charge.

**Que 07 : Who should get tested for Diabetes and Hypertension?**

**Ans :** Any individual :

- > above 30 years of age,
- > Family history of diabetes,
- > Overweight or obese,
- > Sedentary lifestyle,
- > Addictions – Alcohol, Smoking,
- > Pregnancy, Patients having Tuberculosis, Co-morbidities, Immuno-compromised conditions.



**Que 08 : What treatment modalities are available for Diabetes and Hypertension? Can they be completely cured?**

**Ans :** MCGM has developed simple treatment protocols which are used for treating patients at MCGM dispensaries. Any person having fasting Blood Sugar  $\geq 100\text{mg\%}$  and /or 2 hours Post Lunch Sugar  $\geq 140\text{mg\%}$  should consult a doctor. Anser - There is no cure for Diabetes and Hypertension. But it can be controlled by adopting good lifestyle & with medical treatment, as needed. Regular exercise, healthy eating habits, regular visits to your doctor can help you keep your sugars and pressure in control.

**Que 09 : How can citizens get additional information related to Diabetes & Hypertension if needed?**

**Ans :** MCGM in partnership with some private agencies has prepared a website [www.jaanbachao.in](http://www.jaanbachao.in). Citizens can visit the same for more information related to prevention & control of lifestyle diseases. Citizens can also avail facilities at any of MCGM dispensaries & hospitals, or visit their doctor or nearest healthcare provider for any additional information.





## VIII - BIRTH AND DEATH SECTION

F/South Ward Office Building, 3<sup>rd</sup> Floor,  
Dr. Babasaheb Ambedkar Road,  
Parel, Mumbai - 400 012.

**Que 01 : What is procedure for obtaining Birth and Death Certificate?**

**Ans :** According to Registration of Birth and Death Act, 1969, it is necessary to register the event of Birth and Death within 21 days of occurrence of the event. If the birth and death occurred in the hospital or at home, then birth and death event should be registered in the concerned ward office of Municipal Corporation of Greater Mumbai. Citizens can obtain birth and death certificate from Civic Facility Center of Ward office after applying in prescribed format and paying necessary charges on working days between 8 A.M. to 8 P.M.. According to RBD Act 1969, clause no.13 late registration of birth and death event can be done by paying below mentioned charges:

- 1 day to 21 days –Free.
- 22 days to 30 days – Rs.11/-.
- 31 days to 1 year – Rs.23/- (with affidavit).
- After 1 year – Rs.55/- (with court order).

**Que 02 : How many copies of Birth and Death Certificate can we take? What are the charges for the same ?**

**Ans :** **For the birth and death events occurred before 31.12.2015 -**

- First copy of birth certificate - FREE of charge to relatives after producing necessary documents. for anyone other than applicant Rs.20/- + Rs.2/- searching charges Rs.30/- for further next copy.
- First copy of Death certificate - FREE of charge to relatives after producing necessary documents. for anyone other than applicant Rs.20/- + Rs.2/- searching charges Rs.20/- for further next copy.

**For the birth and death events occurred after 1.1.2016 -**

- Rs.6/- is charged as the certificates are generated from the Civil Registration System software of Central Government on website [www.crs.orgi.gov.in](http://www.crs.orgi.gov.in)

**Que 03 : What is the procedure to change the name in birth certificate?**

**Ans :** According to clause no.14 of RBD act 1969, name of child once inserted cannot be changed. Correction in name can be done if there is spelling mistake such as 'i' to 'ee', but pronunciation should not be changed. Name of child can be inserted in the birth certificate till 15 years after birth event.

**Que 04 : What is the procedure to get Birth and Death Certificate, if birth and death has occurred out of Mumbai?**

**Ans :** No, according to RBD Act 1969, birth and death certificate is issued by the Registrar of local government Institution of the place where the event occurred.





**Que 05 : Can we get birth certificate in Mumbai for the event happened outside India?**

**Ans :** According to clause no.20 of RBD act 1969, If the parents have come to settle in India, then birth can be registered within 60 days of their arrival to India in Indian Embassy.

**Que 06 : Can we get death certificate in Mumbai for the event happened outside India?**

**Ans :** According to clause no.20 of RBD act 1969, if any Indian died outside India, then death can be registered at Indian Embassy.

**Que 07 : What is the procedure for correction of the address mentioned in birth and death certificate?**

**Ans :** Correction in address can be done after producing minimum two valid legal address proofs before the event.

**Que 08 : What is the procedure to know the time of birth as it is not mentioned in the Birth Certificate?**

**Ans :** If the timing of birth is mentioned in the original birth report, Time Extract is given to citizens by applying in prescribed format and paying necessary fees at Civic Facility Center.

**Que 09 : What is the procedure, if Dead Body has to be taken out of Mumbai city limits for cremation?**

**Ans :** If Death has taken place in Mumbai City, Relatives wants to take Dead-body for cremation/ Burial out of Mumbai city then NOC from Police and MCGM is mandatory. If Travel duration is more than 12 hours, then body need to be kept for more than 24 hours embalming of body is also required.

**Que 10 : If Death has taken place outside Mumbai but cremation/burial has taken place in Mumbai where will the relatives get the Death certificate?**

**Ans :** As per Registration of Birth and Death Act, Death needs to be registered, Death certificate will also be issued at the place where event has happened.





## IX - MARRIAGE REGISTRATION

Office of the Executive Health Officer Public Health Department  
Municipal F/South Ward Office Bldg.3<sup>rd</sup> Floor, Dr. Ambedkar Marg,  
Parel, Mumbai - 400 012.

**Que 01 : What is the process of granting Marriage Certificate?**

**Ans :** Marriage registration process under Maharashtra Marriage Bureau Registration & Marriage Registration Act, 1998 and Rules 1999 within MCGM city limit is available online on the MCGM portal i.e. [www.portal.mcgm.in](http://www.portal.mcgm.in). However those who can't process online can go to Citizen Facility Centre (CFC) for applying for the same.

**Que 02 : Which marriage can be register in MCGM Mumbai?**

**Ans :** Only marriage which were solemnised in the state of Maharashtra can be register in MCGM Mumbai.

**Que 03 : Are only current marriage can be register or marriage happened in past can also be registered?**

**Ans :** Old as well as new marriages can be registered, if both are husband and wife are alive as their signature is required in person.

**Que 04 : What are the advantages of registering a marriage?**

**Ans :** A Certificate of marriage is a legal document, which provides valuable evidence of marriage; provide social security, self-confidence, particularly to married women; It is also useful in getting the visa for the spouse and for name change after marriage. It may be required while claiming the Bank deposits or Life Insurance benefits when the depositor or the Insurer dies without a nomination or otherwise there by arresting frauds.

**Que 05 : What are the laws under which marriages are registered in Registration offices of MCGM ?**

**Ans :** Marriages are registered in Sub Registrar office present in (MOH) of 24 wards of MCGM. Under Maharashtra Marriage Bureau Registration & Marriage Registration Act, 1998 and Rules 1999.

**Que 06 : Where can people get their marriages registered?**

**Ans :** Marriages under Hindu Marriage Act can be registered in the office of the Registrar of Marriage (MOsH) in whose jurisdiction the bride or bride-groom resides. The Sub Registrar Office in whose jurisdiction either wife or husband has been staying for at least six months at the time of registration.

**Que 07 : To whom does the Hindu Marriages Act applies?**

**Ans :** It applies to Hindu and Muslim where both bride and bridegroom are of same religion.

**Que 08 : What should be the minimum age of bride and bride groom at the time of marriage?**

**Ans :** Bridegroom must have 21 years age and bride 18 years completed.



**Que 09 : Procedure to register a marriage?**

**Ans :** Registration under Hindu Marriage :-

1. Application for marriage is to be filled in prescribed form with name and address of bride, groom and signature of 3 witnesses in presence of registrar.
2. Document to be submitted with application:-
  - a) Documents indicating age of bride and bridegroom
    - School livening certificate, passport certificate, birth certificate, S.S.C. certificate, domicile certificate etc.
  - b) Documents of residential address of bride and bridegroom
    - Ration card, election card, passport, electricity bill telephone bill etc.
  - c) Documents of witness residents
    - Ration card, election card, passport, electricity bill telephone bill etc.
  - d) Wedding card or declaration of marriage of 100 rupees stamp paper.
  - e) 3 passport size photos of bride, bridegroom and 1 photo of each witness.
  - f) Application having signature of 'Purohit' who carry out marriage process.
  - g) If Nikahanama is in Urdu then translated copy in English.
  - h) In case of conversation of religion before marriage be the declaration on stamp paper to that effect.
  - i) In case of divorce, the court order that effect.
  - j) in case of widow or widower the death certificate of earlier husband / wife competent authority.

**Que 10 : What is the time limit for the registration of Marriage?**

**Ans :** Marriage under Hindu Marriage Act can be registered any time after marriage. There is no time limit.

**Que 11 : How do i get Duplicate copy of marriage certificate?**

**Ans :** Only extract copy of the marriage certificate will be issued and not the Duplicate copy.

**Que 12 : How long does it take to get Marriage Certificate?**

**Ans :** Within 3 days after verification of documents and registration of marriage.





## X - NURSING HOME REGISTRATION

Assistant Health Officer (Nursing Home ),  
F/South Ward Office Building, 3<sup>rd</sup> Floor,  
Dr. Babasaheb Ambedkar Road,  
Parel, Mumbai 400 012.

**Que 01 : Who is the appropriate authority for registration of Private Nursing Homes?**

**Ans :** The Private Nursing Homes in the jurisdiction of Municipal Corporation of Greater Mumbai are registered and renewed by the Medical Officer of Health of the concerned ward office as per the provisions of Bombay Nursing Home Registration Act, 1949.

**Que 02 : Can u take action against any complaint about Private Nursing Homes?**

**Ans :** Public Health Department of Municipal Corporation of Greater Mumbai only registers the Private Nursing Homes as per the provisions of Bombay Nursing Home Registration of 1949. As per clause no.7, action is taken if private nursing home is running without registration and court case is filed if there is any violation of this act by Medical Officer of Health of concerned ward.

**Que 03 : What is renewal period for the registration Private Nursing Homes?**

**Ans :** Nursing Homes registration is renewed for the period of 3 years and for nursing homes in slum areas it is for 1 year only.

**Que 04 : What are documents needs to be submitted while registering Private Nursing Home ?**

**Ans :** For grant of registration to New Nursing home under Bombay Nursing Home Registration Act 1949, the following documents are mandatory.

1. Ownership / Legal occupation documents of the premises in the favour of applicant.
2. Certificate of qualification of treating doctors and nurses, including their registration under Maharashtra Medical Council and Maharashtra Nursing Council respectively.
3. Approved Plan as Nursing Home/ Hospital with Occupation Certificate issued by competent authority.
4. Approved Plan of Change of User of the premises as Nursing Home / Hospital with completion certificate from competent authority as the case may be.
5. No Objection Certificate from Chief Fire Officer for compliance of fire safety requirements.
6. Undertaking by the Owner of the Nursing Home declaring compliance of Fire safety requirements.

**Que 05 : What are procedure carried out for the renewal of registration of Nursing Home ?**

**Ans :** Renewal of Existing Nursing home registration may be carried out verifying the documents submitted while registration, in addition to this following is as follows:

1. From 1.4.2013, renewal of the Nursing Homes Registration for further



period of 3 years as per the provisions of amended Bombay Nursing Home Registration Act 2005.

2. The renewal of nursing home registration in slum areas is done only for one year period by endorsing the disclaimer affixing on registration certificate
3. Valid Registration certificate of Maharashtra Pollution Control Board for proper disposal of Bio-medical waste.

**Que 06 : What are the charges for registration of Nursing Home ?**

**Ans :** Rs.100/- charged for the nursing home not more than 10 beds  
Rs.200/- charged for the nursing home more than 10 beds.

**Que 07 : Registration of Private pathology, private clinic is done under Bombay Nursing Home Registration Act ?**

**Ans :** No, Private Pathology and private clinics are not registered under Bombay Nursing Home Registration Act 1949.

**Que 08 : What is action taken on huge charges for treatment in Private Nursing Home ?**

**Ans :** Public Health Department is registering Private Nursing Homes under the provisions under the Bombay Nursing Home Registration Act 1949. Taking action against the huge charges for treatment in Private Nursing Home does not come under the purview of Public Health Department of MCGM.

**Que 09 : What are the charges for renewal of registration of Nursing Home ?**

**Ans :** The fees charged for the renewal of registration are equal to of the amount payable for the first registration.



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## **XI - HEALTH LICENSE U/S 394 AND 412**

Office of the Executive Health Officer Public Health Department,  
Municipal F/South Ward Office Bldg. 3<sup>rd</sup> Floor, Dr. Ambedkar Marg,  
Parel, Mumbai - 400 012.

### **FAQ's for licence under section 394 and 412A :-**

**Que 01 : What is the revised process of Granting Health Licence under Public Health department under section 394 of MMC Act?**

**Ans :** The process regarding Granting Health Licence under Public Health Department under section 394 of MMC Act is available online on the portal of MCGM i.e. [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in).

**Que 02 : Which trades required Health Licence under section 394 and 412A?**

**Ans :** Trade list is available online on the portal of MCGM i.e. [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in).

**Que 03 : Where can I apply for Health Licence?**

**Ans :** One can apply for Health Licence on the portal of MCGM i.e. [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in).  
For any query please contact to concerned MOsH in ward office.

**Que 04 : How will I receive approved Health Licence copy?**

**Ans :** After fulfilling all the procedures (NOC from CFO, remarks of AE(BF) and online payment of necessary fees health licence copy will be sent to you by email in PDF format.

**Que 05 : What is the renewal period of licence?**

**Ans :** Health Licence can be renewed online for a period of 5 years.

**Que 06 : Who is the appropriate authority to launch complaints?**

**Ans :** MOsH and Asst. Commissioners of concerned ward are the appropriate authority to register complaints if any.

**Que 07 : How do I cancel my licence?**

**Ans :** Apply online or in CFC for cancellation of Health licence.

**Que 08 : How do I get duplicate licence?**

**Ans :** After online payment of necessary fees, duplicate licence will be issued.

**Que 09 : Should Health Licence be taken before starting trade or can it be taken after starting?**

**Ans :** Yes, Health Licence should be taken before commencing the trade otherwise action will be initiated against applicant which applicant may please note.



**Que 10 : What are the documents required for getting Health Licence? It is difficult to trace it online.**

**Ans :** Following documents are required for getting Health licence :-

1. Proof of legal possession of the premises (any one of below mentioned 5 documents)
  - a) Rent Receipt
  - b) Society maintenance receipt
  - c) Registered purchase agreement
  - d) Leave licence agreement
  - e) Photo pass from the Collector Office
  - f) Census documents (Slum Dweller's photo-pass survey receipt of year 2000)
  - g) Property Card
2. Proof of commercial user of premises :-
  - 2.1 Premises in slum-
    - a) Photo pass for commercial user.
    - b) Census documents of the premises from the Collector / Tahasildar Office.(Slum Dweller's photo-pass survey receipt of year 2000)
    - c) Any licence granted by MCGM.
    - d) Approved plan by competent authority.
  - 2.2 Premises in Non Slum area (any one) for commercial user.
    - a) Commercial assessment prior to 01.04.1962.
    - b) Approved plan from building proposal of MCGM or other competent authority.
    - c) Approved plan of changes of user / Approved plan of Industrial Estate / Old licence of the premises.
3. Additional documents for commercial user :-
  - a) Licence under section 394 or 412A of MMC Act.
  - b) Permit under section 390 of MMC Act.

**Que 11 : What is the procedure/requirement for renewal of Health Licence?**

**Ans :** For flammable trade licences, it is required to upload necessary documents and required fees, and for renewal of non-flammable trade after online payment of renewal licence will be renewed.

**Que 12 : How long does it take to get online licence for preparation/eating house?**

**Ans :** It will take minimum 30 days to get online licence for preparation / eating house.





## XII - CEMETERIES

F/South Ward Office Building,  
3<sup>rd</sup> floor, Dr. Babasaheb Ambedkar Road,  
Parel, Mumbai 400 012.

**Que 01 : How many cemeteries are available for citizens in jurisdiction of Mumbai ?**

**Ans :** There are 58 municipal cemeteries and 116 private cemeteries are available for the citizens in the jurisdiction of Mumbai. Municipal Cemeteries are maintained by the Municipal Corporation of Greater Mumbai and Private cemeteries are managed by the Private Trust. List of cemeteries is available on MCGM portal i.e. portal.mcgm.gov.in.

**Que 02 : What are facilities available in the municipal cemetery and what are charges for the same ?**

**Ans :**

1. According to Municipal Corporation resolution no.407 dtd. 24.7.2008, Firewood is provided free of cost in Municipal and Private Hindu Cemeteries. Firewood required over and above 300kg charges are paid by the relatives.
2. As per Municipal Corporation Resolution no.376 dtd. 19.7.2018, burqa is provided in Municipal and Private muslim cemetery free of cost to the citizens and Burial charges are also waived off. As per Municipal Corporation Resolution no.13 dtd. 24.4.2011, burial charges are waived off for burial of dead body in Municipal Hindu and Private cemeteries.

**Que 03 : How bodies are cremated? Is PNG / Electric furnace facilities are available ?**

**Ans :** The facility of cremation of dead body is available on traditional firewood as well as electric pyre in the Municipal Hindu cemeteries. To prevent environmental pollution and preserve environment / forest, cremation on PNG crematorium is available in some Hindu cemeteries and phase wise gasification of remaining cemeteries is in process. Also, the use of briquettes - Agro/Tree waste wood in Hindu cemeteries will be started soon as pilot project in 3 cemeteries namely Vaikunthdham Hindu cemetery, E ward, F Block teachers colony H/East ward, and Bhandup Gujrati Seva Mandal Private Cemetery S ward .

**Que 04 : When all burial pits are used in a Cemetery, what alternative arrangement are done by MCGM ?**

**Ans :** Once, the burial is done, same pit can be used after 18 months for burial as per Corporation Resolution.

**Que 05 : For investigation, exhumation of remains is required, then whose permission should be taken ?**

**Ans :** Yes, permission is given for the exhumation of remains at respective ward offices by Medical Officer of Health.

**Que 06 : Can we make Kabar of our relative where he/she is buried ?**

**Ans :** As the same place will be used for burial after 18 months if required. Hence, permission is not given to make Kabar.



**Que 07 : Will we get Death certificate from cemetery where cremation or burial is performed and what are the charges for the same ?**

**Ans :** Death Certificate is not issued in cemetery but it is available in any Civic Facility Centre of any ward after paying prescribed charges per copy. Citizens can collect from nearest Civic Facility Centre between 08.00 a.m. to 08.00 p.m.

**Que 08 : Which are the agencies managing the Cemeteries in Mumbai ?**

**Ans :** MCGM Cemeteries are looked after and managed by Corporation and Private Cemeteries are managed by the owner/trust of Private Cemeteries. However, as per Corporation Resolution no.1566 dtd.16.01.2003, MCGM Cemeteries are given on caretaker basis for a period of 11 months on certain terms and conditions, if any trust/NGO comes forward and request for the same.







## (XIII) CENSUS SECTION

Office of the Dy. Executive Health Officer (Census),  
3<sup>rd</sup> floor, F/South Ward, R.No - 46  
Dr. Babasaheb Ambedkar Road,  
Parel, Mumbai - 400 012.

**Que 01 :** After how many years Census is carried out ?

**Ans :** Census is carried out by public Health Department with the help of other depts. every 10 years.

**Que 02 :** When was the last census carried out and what were findings in Mumbai region?

**Ans :** Last census was carried out in 2011 and particulars are as below:-

Ward	No.of House Hold	Population			0 – 6 Age Group			Literate			Illiterate		
		Total	Male	Female	Total	Male	Females	Total	Male	Female	Total	Male	Female
A	43866	185014	101227	83787	18283	9609	8674	146235	83091	63144	38779	18136	20643
B	27140	127290	70445	56845	12271	6434	5837	101448	57077	44371	25842	13368	12474
C	36479	166161	98027	68134	11454	5993	5461	140863	83782	57081	25298	14245	11053
D	77556	346866	182988	163878	23423	12264	11159	294478	157395	137083	22063	25593	26795
E	78346	393286	216067	177219	37199	19370	17829	312208	174941	137267	81078	41126	39952
F/S	79733	360972	190739	170233	30517	16178	14339	303043	164725	138318	57929	26014	31915
F/N	119624	529034	285184	243850	52586	27421	25165	420492	236068	184424	108542	49116	59426
G/S	83457	377749	208762	168987	30133	15869	14264	312304	179301	133003	65445	29461	35984
G/N	128138	599039	331169	267870	57020	29428	27592	477951	274300	203651	121088	56869	64219
H/E	120266	557239	305866	251373	54981	28671	26310	449176	255882	193294	108063	49984	58079
H/W	72943	307581	161697	145884	24008	12438	11570	259776	139592	120184	47805	22105	25700
K/E	190845	823885	440655	383230	74083	38632	35451	687037	380529	306508	136848	60126	76722
K/W	168076	748688	401462	347226	67498	35237	32261	612139	336971	275168	136549	644917	2058
P/S	106922	463507	249502	214005	44172	22953	21219	378848	211917	166931	84659	37585	47074
P/N	211642	941366	507517	433849	100079	52413	47666	750036	421647	328389	191330	85870	105460
R/S	159639	691229	379319	311910	65716	34577	31139	565695	320657	245038	125534	58662	66872
R/C	1347955	62162	289153	273009	44881	23560	21321	480279	250592	229687	81883	38561	43322
R/N	104091	431368	233710	197658	40719	21508	19211	356166	200011	156155	75202	33699	41503
L	186833	902225	500613	401612	103641	54117	49524	709306	411859	29747	192919	88754	104165
M/E	166400	807720	436557	371163	105741	55071	50670	585336	334953	250383	222384	101604	120780
M/W	93607	411893	217631	194262	41321	21640	19681	329472	182092	147380	82421	35539	46882
N	137885	622853	332627	290226	61073	31939	29134	509013	281795	227218	113840	50832	63008
S	169962	743783	398858	344925	75168	39367	35801	611024	340453	270571	132759	58405	74354
T	81698	341463	176156	165307	27803	14573	13230	292182	154079	138103	49281	22077	27204
<b>Total</b>	<b>2779943</b>	<b>12442373</b>	<b>6715931</b>	<b>5726442</b>	<b>1203770</b>	<b>629262</b>	<b>574508</b>	<b>10084507</b>	<b>5633709</b>	<b>4450798</b>	<b>2327541</b>	<b>1082222</b>	<b>1275644</b>



**Que 03 : What is the ward wise population of census 2011? What is ward wise Slum Population & Non Slum Population?**

**Ans :** As per Census 2011 ward wise total, Slum and Non Slum population is as below:-

Ward	Total Population	Slum Population	Non Slum Population
A	185014	22282	162732
B	127290	12711	114579
C	166161	16571	149590
D	346866	34699	312167
E	393286	124194	269092
F/S	360972	180128	180844
F/N	529034	238128	290906
G/S	377749	124306	253443
G/N	599039	361674	237365
<b>City</b>	<b>3085411</b>	<b>1114693</b>	<b>1970718</b>
H/E	557239	388923	168316
H/W	307581	82552	225029
K/E	823885	572818	251067
K/W	748688	215678	533010
P/S	463507	230829	232678
P/N	941366	708247	233119
R/S	691229	414395	276834
R/C	562162	172849	389313
R/N	431368	281151	150217
<b>W.S.</b>	<b>5527025</b>	<b>3067442</b>	<b>2459583</b>
L	902225	758108	144117
M/E	807720	685994	121726
M/W	411893	164992	246901
N	622853	249229	373624
S	743783	408442	335341
T	341463	85560	255903
<b>E.S.</b>	<b>3829937</b>	<b>2352325</b>	<b>1477612</b>
<b>Total</b>	<b>12442373</b>	<b>6534460</b>	<b>5907913</b>

**Que 04 : When was Homeless survey carried out in census 2011? What is the ward wise Homeless Population?**

**Ans :** In Census 2011 Homeless survey was carried out on 28.02.2011. The Total Homeless population was 35408. The ward wise Homeless population is as under:

Ward	Homeless Population
A	4112
B	3273
C	4685
D	2334
E	1555



Ward	Homeless Population
F/S	774
F/N	832
G/S	1642
G/N	1989
H/E	754
H/W	1204
K/E	2323
K/W	1538
P/S	587
P/N	1021
R/S	704
R/N	367
R/C	1375
L	907
M/E	356
M/W	830
N	1167
S	394
T	685
<b>Total</b>	<b>35408</b>

**Que 05 : What were the phases of census?**

**Ans :** Census was carried out in Two Phases :

- First phase** – By preparing ward wise House Hold & House Block (500 to 650 each) & field work of House Hold and House Block. To prepare national population register
- Second Phase** – By preparing ward wise Enumeration Block (0-800 population each) & field work of census and Re-census

**Que 06 : How the information received from the census program is useful?**

**Ans :** The Information received from census program is useful to Govt to carry out development Programmes.

**Que 07 : How Census is carried out?**

**Ans :** By preparing ward wise House Hold & House Block (500 to 650 each) & field work of House Hold and House Block. To prepare national population register.

**Que 08 : When the First Phase Of Census was carried out?**

**Ans :** First Phase of Census was carried out during 01.04.2010 to 14.09.2010.

**Que 09 : Who were important Officers in Census?**

**Ans :** Following Census Officers were appointed as per direction of Govt. which were very important :

Municipal Commissioner	Chief Census Officer
Add. Municipal Commissioner	Add. Census Officer
Executive Health Officer	City Census Officer
Medical Health Officer	Census Officer In charge



**Que 10 : When the second phase of census was carried out ?**

**Ans :** Second Phase of Census was carried out during 09.02.2011 to 05.04.2011.  
Main Purpose:- To prepare ward wise Enumeration Block (0-800 population each) and field work for census and re- census .  
Enumerators 27,850, Supervisor 4,642, Master Trainer 696 Total 33,188 employees were participated in this phase to held the purpose.

**Que 11 : When will the next census carry out?**

**Ans :** Census is conducted by Jt. Registrar of Citizen Registration, Govt. of Maharashtra and within Mumbai by Hon. Municipal Commissioner (Chief Census Officer) with Public Health Department every 10 yrs. Next census is proposed to be by 2021.





## XIV - BOGUS DOCTOR DIVISION

Office of the Dy. Executive Health Officer (Cells),  
1<sup>st</sup> Floor, Abhinandan Building, Dr. Babasaheb Ambedkar Road,  
Parel, Mumbai - 400 012.

**Que 01 : What is Bogus Doctor?**

**Ans :** Bogus Doctor is a Doctor Practicing in community without valid registration form respective Medical Council.

**Que 02 : Which Medical Council authorizes for practice of Medical Practice?**

**Ans :** Maharashtra Medical Council Mumbai, Maharashtra Council of Indian Medicine Council, Maharashtra Homeopathy Council, Maharashtra State Dental Council Authorizes for practice of Allopathic, Ayurveda, Unani, Siddha, Homeopathic & Dentals respectively.

**Que 03 : What is role of MCGM about Bogus Doctors?**

**Ans :** As per Maharashtra Medical Practitioner Act 1961 33 (1) every practitioner has to register to respective medical council for Medical Practice. Public Health Department Municipal Corporation of Greater Mumbai carry out survey in 24 Administrative wards through respective Medical Officer of Health for suspected Bogus Doctors. The information shared with respective Medical Council for confirmation regarding registered Doctor or unregistered Doctors. After confirmation of Bogus Doctor, Police department of respective wards were informed.



SANKALAN





## XV - MUMBAI DISTRICT AIDS CONTROL SOCIETY

**Que 01 : Where can I undergo testing for HIV?**

**Ans :** HIV Testing can be done at 51 ICTCs (Shakti Clinic) located in Government/ Municipal hospitals, Maternity Homes & Urban Public Health Clinic at free of cost.

**Que 02 : Will my HIV test result remain confidential?**

**Ans :** Yes. The test results are only disclosed to the person undergoing the test. It is not shared with family or friends of the person undergoing the test.

**Que 03 : What tests are available for diagnosis of HIV infection?**

**Ans :** Different tests available for HIV are:-  
**ELISA and Rapid Test** - which detect for the presence of HIV antibodies.  
**DNA PCR & viral load** - are HIV virus detection tests.

**Que 04 : Where Treatment for Sexually Transmitted Diseases is available?**

**Ans :** Designated STI/RTI Clinics with trained counselor & lab test are available at 27 governments, Municipal hospitals in Mumbai. In addition, the treatment is also available at all Municipal Dispensaries at free of cost.

**Que 05 : Where is the treatment for HIV/AIDS disease available? What is the cost of this treatment? What period this treatment should be taken?**

**Ans :** In Mumbai, this treatment is available at free of cost in 17 ART Centers Govt./ Municipal hospitals. This treatment needs to be taken lifelong.

**Que 06 : HIV/AIDS helpline No.**

**Ans :** Saadhan Helpline No. 022 2411 4000 is available for AIDS helpline.

**Timing:** Morning 09.00 am to 05.00 pm.

For more information about services of HIV/AIDS, visit MDACS website :-  
**[www.mdacs.org.in](http://www.mdacs.org.in)**





## XVI - MUNICIPAL DRUG DEADDICTION CENTRE

Bhardawadi, Andheri West, Mumbai - 400 058.

**Que 01 : Does MCGM have any special facility only for treatment of patients of addiction?**

**Ans :** Yes. Municipal Drug Deaddiction Centre(DDC) which is located at Bhardawadi Maternity Home Building, 2<sup>nd</sup> Floor, Bhardawadi, Andheri West, Mumbai - 58. This centre was established in 1992 under Public Health Department of MCGM, which specializes in treatment of addiction.

**Que 02 : What type of addictions are treated in DDC?**

**Ans :** Patients with addiction of nicotine, alcohol, cannabis, opioid, inhalants, stimulants (cocaine and amphetamines) and sedatives are treated at DDC.

**Que 03 : What services are provided by DDC?**

**Ans :** Following services are provided at DDC for patients of addiction:

**Outpatient Department:**

1. OPD timings : 09.00 am – 12.30 pm. Monday to Saturday (Except Sundays and OPD holidays )
2. Patients of all age groups and genders are evaluated and given detoxification treatment in OPD. If required, patients are admitted after necessary investigations are done.
3. Along with medical treatment by the doctor, patients are also counselled and psychoeducated in OPD.

**Indoor Patient Department:**

1. DDC has a 20 bedded indoor facility where the patient is admitted alone only after detailed evaluation and investigations by the doctors and CDOs.
2. No attendant is required to stay with the patient in the ward during his hospital stay.
3. Patients are provided breakfast, lunch, mid day tea and dinner by MCGM, free of cost.
4. Only male patients above 18 years of age are admitted in DDC.

**Que 04 : Do patients have to pay any charges for hospital stay?**

**Ans :** Except OPD registration charges i.e. Rs. 10, patient does not need to pay any charges for IPD services.

**Que 05 : How long is the duration of IPD hospital stay?**

**Ans :** 15 days is the normal duration of stay; but it may vary depending on individual to individual.

**Que 06 : Are any laboratory investigations done at DDC?**

**Ans :** No, centre does not have any laboratory facility of its own. Patients are referred to nearby MCGM hospitals for required investigations.

**Que 07 : Is the admission of the patient on voluntary or involuntary basis?**

**Ans :** Patients are always admitted only after obtaining written, informed and valid consent of the patient and the relative as well. No patient is admitted against his will or under the pressure of his relatives.



**Que 08 : What are the other services provided by DDC?**

**Ans :** Apart from OPD and IPD services, there is a special centre called Drug Treatment Clinic, which has been started by Government of India and Ministry of Health and Family Welfare in coordination with MCGM. Under DTC, OST (Opioid Substitution Therapy) is provided exclusively to patients of Opioid addiction on daily basis, including Sundays and OPD Holidays by the nursing staff.

**Que 09 : Are there any rehabilitation facilities available at DDC?**

**Ans :** No, there are no rehabilitation facilities at DDC.





## XVII - MUNICIPAL LABORATORY

Centralised G/North Office,  
Second Floor, Room No.49, J. K. Sawant Marg, Dadar (W),  
Mumba - 400 028. Contact.No - 022/24301551  
municipalanalyst@gmail.com

**Que 01 : Where can I test my water and food samples?**

**Ans :** Chemical and Microbiological analysis of water and food samples is done in Municipal Laboratory.

**Que 02 : What are the work times?**

**Ans :** Between 10:30 am to 5:30 pm on all week days, except second and fourth Saturday and Sunday & government holiday.

**Que 03 : How much are the charges for water testing?**

**Ans :** The cost of your water testing depends upon the type of analysis to be done.

**Que 04 : How can I pay for my testing?**

**Ans :** We currently accept only cash payment to be paid at the reception while submitting the sample for analysis.

**Que 05 : How much quantity of sample do I need to give for analysis?**

**Ans :** Please contact the laboratory for the quantity of sample or see Annexure-1 for details.

**Que 06 : When can I get my test report?**

**Ans :** This will also depend on the type of analysis. From the receipt of the sample at the laboratory around 10 working days are required to issue the report.

**Que 07 : Which type of food can be tested in the laboratory?**

**Ans :** Various types of food can be tested, it includes water, milk and milk products, fruits and vegetables, oil and fats, sweet and confectionery, spices and condiments, proprietary food and for nutritional value.

**Que 08 : Which methods will you use to analyse my sample?**

**Ans :** In the Municipal laboratory all water and food samples are analysed as per Indian Standards (IS) and FSSAI standards analysis methods.

**Que 09 : How many chemical tests are done in water and food?**

**Ans :** The following test are done as per requirements:

- a) **Water:** Turbidity, total dissolved solids, pH, Nitrate, Chloride, Sulphate, Magnesium, Calcium, Sodium, Total Alkalinity, Total Hardness, Suspended Matter.
- b) **Milk and milk products:** Milk Fats, Milk Solid Not Fat, Milk Protein, Total Solid, Reichert Value, FFA, Butyro Refractometer Reading (B.R), Moisture, Adulteration Test-Starch, Sugar, Urea, Anionic Detergents.
- c) **Oil and Fats:** BR, refractive Index, Saponification Value, Iodine Value, Polenske Value, Unsoaponification Matter, Acid Value, Bellier Test, Argemone Oil Test, Baudouins Test, Halphenes Test, Cloud Point, Rancidity.
- d) **Fruits and Vegetables:** T.S.S, Acidity, Added Synthetic food Colour.



- e) **Cereales and Cereal Products:** Moisture, Total Ash, Ash Insoluble in dil. HCL, Gluten, Alcoholic Acidity, Crude Fiber, Foreign Matter, Damaged Grain, Weevilled Grain, Protein.
- f) **Sweet And Confectionery:** Moisture, Sucrose, Ash Insoluble in dil. HCL, Total Ash, Starch, Inverted Sugar.
- g) **Salt, Spices and Condiments:** Moisture, Total Ash, Ash Insoluble in dil. Hcl, Volatile Oil Content, Crude Fiber, Added Synthetic food Colour, Sodium Chloride, Water Soluble Ash, Alkalinity of Soluble Ash, OtheAdultration Test.
- h) **Proprietary food :** Added Synthetic food Colour, Nutritional Value
- l) **Nutritional Value:** Moisture, Fat, Protein, Carbohydrates, Calorific Value.

**Que 10 :** I suspect that my food sample is adultrated, how can I detect it?

**Ans :** You can easily detect adulteration by performing quick tests. The details are available on the FSSAI website. ([www.fssai.gov.in](http://www.fssai.gov.in))

**Que 11 :** Do your laboratory test only food and water samples ?

**Ans :** No. Articles like scented Tobacco, Gutkha, Pan Masala, Cigarette, Sodium Hypochloride solution, Bleaching Powder etc. are also analysis in the laboratory as per Indian Standards.

**Que 12 :** Which tests are done in microbiological analysis?

**Ans :** To test the quality of food and water the following test are done as per requirements :

- a) Total plate count,
- b) Test for Coliform,
- c) Test for *E.coli*,
- d) Test for Yeast and Mould,
- e) Test for *Salmonella*,
- f) Test for *Vibrio cholerae*.

**Que 13 :** Can I use any container to collect water sample for microbiological analysis?

**Ans :** No, the water sample for microbiological analysis should be collected in sterile container only. The Municipal laboratory provide sterile sampling bottles free of cost. You can take these from the lab, collect the sample and submit for analysis.

**Que 14 :** Can I bring water sample for testing from my village distantly located from Mumbai?

**Ans :** Yes, ensure that the collected sample is delivered to the laboratory within 24 hours. It is advised to chill the sample to less than 10°C by placing it into a insulated box containing ice or ice-packs. Do not freeze the water sample.

**Que 15 :** How to collect the sample the water sample for microbiological analysis?

**Ans :** For collection of sample label the sampling bottle with water proof marker. Clean the tap from outside and allow the tap to flow for 2 to 3 minutes. Fill the bottle upto the neck, avoid touching the inside of the bottle and lid. Place the lid, do not place the lid down on any surface as this may contaminate the sample.







## XVIII - KASTURBA HOSPITAL FOR INFECTIOUS DISEASES

Sane Guruji Marg, Mumbai - 400 011.  
Fax No. 23092458, Tel. No. 23027700,  
kasturba.hospital@yahoo.com

**Que 01 : How Does MCGM cater to patient suffering from Infectious Diseases?**

**Ans :** Kasturba Hospital, for Infectious Diseases, is 515 Bedded hospital for the City of Mumbai.

**Que 02 : What services are given by Kasturba Hospital?**

**Ans :** Hospital is offering following services for Management of patients suffering from Infectious Diseases:-

- **Casualty** :-He Casualty department screen patients for Infectious Diseases only patients suffering from infectious diseases are admitted & treated.
- **IPD** :- Patients suffering from infectious diseases are admitted & treated.
- **Hepatitis OPD**:- 08.00 am to 04.00 pm except Sunday & OPD Holidays.
- **Permission for removal of Dead bodies** by road outside Mumbai limit is given round the clock in Kasturba Hospital.

### LABORATORY SERVICES:-

- Emergency Ward Laboratory
- Clinical
- Microbiological
- Biochemistry
- Serology
- Molecular Reference Laboratory to test Blood Sample.

### The Test which are done in this lab are as follows:-

- Leptospirosis, Dengue, HIV Viral Load & H<sub>1</sub>N<sub>1</sub> Test.

### The charges for Pvt. Patients is as follows:-

- |                          |             |
|--------------------------|-------------|
| ➤ Dengue PCR             | Rs. 2,500/- |
| ➤ H1N1 PCR :             | Rs. 2,500/- |
| ➤ Leptospira PCR :       | Rs. 1,600/- |
| ➤ HBV (Viral Load Essay) | Rs. 5,000/- |
| ➤ HCV (Viral Load Essay) | Rs.5,000/-  |

### RADIOLOGY DEPARTMENT:-

- X-ray, U.S.G. ,E.C.G. & Central Analytical Laboratory.

### OTHER SUPPORTIVE SERVICES:-

- Linen Department with Boiler House.
- Medical Record Dept- Supervised by Medical Record Officer.
- In House Kitchen – Supervised by Dietician.
- Sterile Supply Department.
- Resident Doctor's Quarters with messing facility.



- Nurses Quarters with messing facility.
- Mortuary with 24 cabinets.
- Ambulance services.
- Hospital infection control committee.
- Death audit committee.
- In house laundry, run by contractor for washing linen of 5 speciality hospitals & 1/3 linen of Nair Hospital.
- Provide free medical aid to needy patients through poor box fund or waive charges through Community Development Officer with the permission of Ch. Medical Officer of this hospital.

**Que 03 : Is MJPJAY Operational IN Kasturba Hospital?**

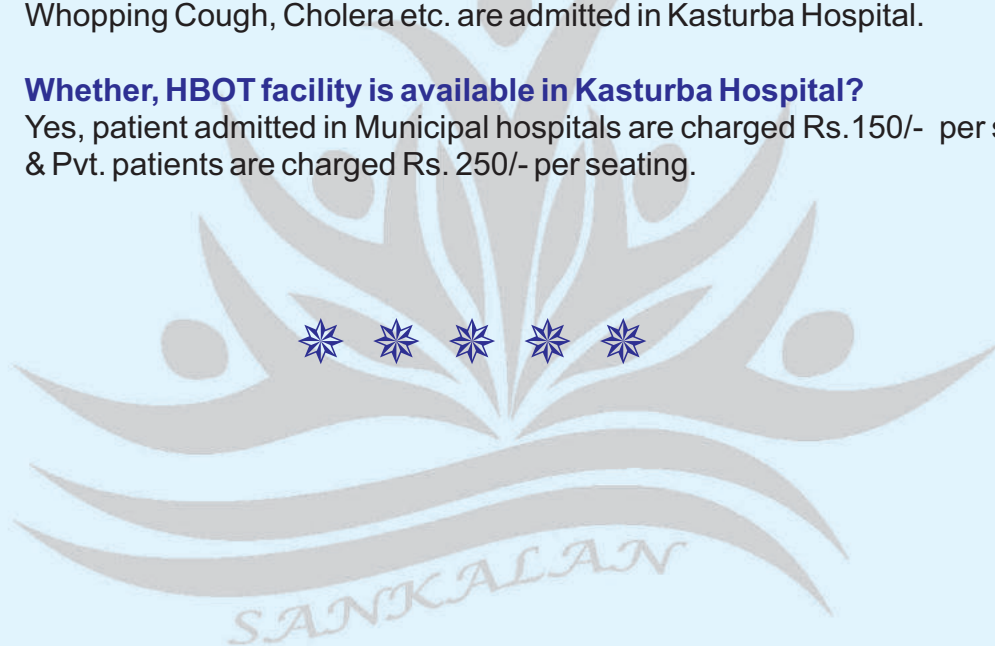
**Ans :** Yes, for Burns & Infectious Diseases patients only.

**Que 04 : Which cases are admitted & treated in Kasturba Hospital?**

**Ans :** Infectious Cases like Measles, Mumps, Chickenpox, Fever, Meningococcal Meningitis, Rabies, Viral Hepatitis, Diphtheria, Acute Gastroenteritis, H1N1, Whooping Cough, Cholera etc. are admitted in Kasturba Hospital.

**Que 05 : Whether, HBOT facility is available in Kasturba Hospital?**

**Ans :** Yes, patient admitted in Municipal hospitals are charged Rs. 150/- per seating & Pvt. patients are charged Rs. 250/- per seating.





## XIX - GROUP OF TB HOSPITALS

Jerbai wadia Road, Sewri Mumbai - 400 015.

**Que 01 : Is there a specialized Tuberculosis Hospital available in Mumbai?**

**Ans :** Group Of TB Hospitals (GTBH) at Sewri, Mumbai-400 015 is a 1200 bedded specialized tuberculosis hospital under Public Health Department run by Municipal Corporation of Greater Mumbai set up in 1941; it provides service to patients from Mumbai as well as out of Mumbai. It is Asia's largest hospital.

**Que 02 : What are the services available at GTB hospital?**

**Ans :** In order to eliminate TB disease, diagnosis of both drug sensitive and drug resistant variants with appropriate lab tests as well as treatment with effective anti TB drugs. In addition, supra major and major thoracic surgeries, counseling of patients suffering from tuberculosis is done.

**Que 03 : What is the Timing of OPD at GTB Hospital?**

**Ans :** The hospital runs an OPD department and special OPD for drug resistant TB patients 6 days a week (Monday to Saturday from 0900 am to 04.00 pm and emergency/casualty service from 4pm to 9am next day including Sundays and public holidays.

**Que 04 : What are the investigations done at the hospital?**

**Ans :** GTBH has adopted RNTCP diagnosis and treatment guidelines and supporting PMDT (Programmatic Management of Drug Resistant TB implemented in mid-2010. The list of investigations includes the following:

- Chest X-ray, all routine blood investigations (CBC, RFT, LFT, Blood Groups for MP, URINE & Stool routine, HIV, TSH, HbsAg, HCV, VDRL, CD4, Sr.Electrolyte), pyogenic culture.
- TB diagnostic tests (sputum microscopy rapid molecular tests, gene-expert & LPA; Liquid culture & DST) of both first line & second line drugs.

**Que 05 : Is specialized TB counseling facility available at GTB Hospital?**

**Ans :** In addition to doctors attending to patients 24\*7, we also have team of counselors, Psychiatrists & dietician for supportive counselling.

**Que 06 : Which surgeries are being performed at GTB Hospital?**

**Ans :** Supra Major, Major Thoracic & minor surgeries & procedures are performed including Intra-costal drainage, Abscess drainage, CLW suturing, Pneumonectomy, Lobectomy, Decortication, Video assisted Thoracic Surgery, Bronchoscopy. Pleural & ascitic Tapping.

**Que 07 : What are charges for services available at hospital?**

**Ans :** Registration fee of only Rs.10 is charged & cxdy charges Rs 30 (free for diagnosed and follow-up cases) all Other services including Lab, IPD, Diet, Surgeries, Medicines are free of cost.

**Que 08 : Is IRCU facility available at GTB hospital?**

**Ans :** 3 bed IRCU facility available at GTB hospital 10 bedded IRCU is proposed.

**Que 09 : Is facility for pediatric patients available?**

**Ans :** Yes, GTB Hospital have separate 6 bedded ward for pediatric patients of age 5 yrs and above.



## XX - ACWORTH MUNICIPAL HOSPITAL FOR LEPROSY

Major Parmeshwarn Marg, Near SI WS College,  
Wadala (W), Mumbai – 400 031.  
022-24150355, Fax: 022-24147256,  
acworthmunici1890@gmail.com

- Que 01 :** Does MCGM provide treatment / services for leprosy patients?  
**Ans :** Yes, MCGM provide treatment / services for leprosy patients.
- Que 02 :** What are the services provided by MCGM?  
**Ans :** Services provided by MCGM are:- Out Patients Department, In Patient Department, Plastic Surgery OPD & O.T, Physiotherapy Department, Laboratory Services, Dressing Department, MCR Footwear Department, Medical Records, Social Work Department.  
In Mumbai Leprosy treatment is available free of cost at all municipal health post as well as at Acworth Municipal Hospital for Leprosy and at all Major/peripheral hospitals of MCGM.
- Que 03 :** What is the working hours of Acworth Municipal Hospital for Leprosy?  
**Ans :** Acworth Municipal Hospital for Leprosy is working Monday – Friday 08:30 am to 03:30 pm & on Saturday 08:30 am to 12:30 pm.
- Que 04 :** What are the Charges for services provided by MCGM to leprosy patients?  
**Ans :** Leprosy treatment is available free of cost.
- Que 05 :** Which tests are required for diagnosis of leprosy?  
**Ans :** Most of the time diagnosis of leprosy is by clinical examination. But some time tests like Silt Skin Smear &/or Skin Biopsy from the lesion are required for the diagnosis of Leprosy.
- Que 06 :** Is leprosy curable? What is its treatment?  
**Ans :** Leprosy is completely curable. Its treatment is Multi Drug Therapy (MDT). Treatment is given for six months or twelve months as per type of leprosy.
- Que 07 :** Details of Financial Aid Scheme to Deformed Leprosy Affected Persons staying in Mumbai?  
**Ans :** Acworth Municipal hospital for Leprosy is implementing the financial aid scheme of MCGM for Leprosy affected persons residing in Mumbai having 40% or more deformity due to the leprosy.  
Conditions to avail this scheme:
1. Leprosy affected person having 40% or more disability/deformity due to the Leprosy and should have Yellow/ Orange colour ration card.
  2. The applicant leprosy affected person should be residing in the jurisdiction of Mumbai city. And should have ration card / election ID / Photo pass / Aadhaar card/ Electricity Bill on his name as proof of residence.
  3. The applicant's age should be more than 18 years.
  4. Applicant should have disability certificate from government/ semi government hospital stating that he is having more than 40% of deformity.
  5. Eligible Leprosy affected person will get Rs. 1000/- per month through E.C.S in the nationalized bank account. For this eligible leprosy person should fulfil all documentations & should get MCGM vendor code.
  6. Beneficiaries of this scheme should submit the Live Certificate in month of November every year in office of Acworth Municipal Hospital for Leprosy.





## XXI - MUNICIPAL EYE HOSPITAL

Municipal Eye Hospital, Maulana Shaukat Ali Road,  
Opp. Durga Devi Garden, Kamathipura,  
Mumbai - 400 008.

**Que 01 : Does MCGM Provides Services for eye diseases ?**

**Ans :** Yes. MCGM provides Eye disease services at Municipal Eye Hospital, Maulana Shaukat Ali Road, Opp. Durga Devi Garden, Kamathipura, Mumbai – 400 008. Tel- 022-23096361 email id- cmomeh@gmail.com  
Office hrs. – 10.30 am to 17.30 pm.

**Que 02 : What is the Timing of OPD ?**

**Ans :** Monday to Friday 08.00AM. to 12 .00 Noon.  
Saturday 08.00AM. to 11.00AM.  
Emergency operative services after 02.00 pm will be available at Nair Hospital, Mumbai Central,/J. J. Hospital Byculla.

**Que 03 : What are the charges / Fees ?**

**Ans :** OPD case paper – Rs.10/- per 14 days.  
Indoor / OT Charges – Rs.200/-  
Municipal Employees / Senior Citizen – Free.

**Que 04 : What are the Services available at Eye Hospital ?**

**Ans :** OPD- Patients are examined for refractive errors (spectacle Number) , any other diseases, any requirement of surgery or medication. As per requirement investigations are done and Appointment for surgery is given.  
Operation Theatre - Cataract with IOL, Glaucoma, Squint, Keratoplasty, Vitreo retinal surgery, Pterygium, DCT, DCR, Foreign body removal etc. Surgeries are available. Operation Theatre Timing - 08.00 am to 02.00 pm.

**Que 05 : What are the charges for IOL ?**

**Ans :** For poor needy patients IOL is given free. Foldable IOL's are to be procured by patients as per their choice.

**Que 06 : Medicine/ Investigation charges ?**

**Ans :** Investigations are free of charge at Municipal Eye Hospital. Medicines are given free of charge.

**Que 07 : Where is the Optometry School ?**

**Ans :** At Municipal Eye Hospital, Kamathipura a Diploma course in Optometry of 2 years is available. 20 Students are admitted every year. Eligibility is – 12 Std. passed with Biology, Physics, Chemistry. Every year advertisement is given in news papers after 12Std. exam. results.







## XXII - SETH A.J.B. MUNICIPAL ENT HOSPITAL,

Fort, Mumbai - 400 001

022 22042526, 022 22043322

municipalent@gmail.com

**Que 01 : Does MCGM have a specialised hospital for Ear, Nose & Throat related diseases?**

**Ans :** Yes, MCGM has a Specialised Hospital for Ear, Nose & Throat related diseases at Hutatma Chowk, Fort, and Mumbai 01.

**Que 02 : What are the Out Patient Department (OPD) timings and what are the charges?**

**Ans :** The OPD timing is between 8:00 Am to 11.00 Am. After OPD hours emergency patients are attended in the ward. The Charges per OPD Paper is Rs 10/- (Rs. Ten Only) which is valid for 14 days.

**Que 03 : What are the Facilities at this hospital & their Charges?**

**Ans :** All Routine Blood Investigation, Audiological investigations, X-Ray and Operation Theatre facilities are available. Blood Investigation are done free of cost. Audiological investigations are also done free cost excluding BERA test which is done at Rs. 100/-. X rays are done at Rs. 30/-. Major Surgery charges are Rs. 500/- & Minor surgery charges are Rs 200/-.

**Que 04 : Are Medical Certificates issued in this hospital and what are their charges?**

**Ans :** Certificates Issued by the hospital as per MCGM Policy

Sr. No.	Name of Certificate	Charges
1	Under Treatment Certificate	Rs. 30/-
2	Fitness Certificate	Rs. 30/-
3	Disability Certificate	Rs. 100/-





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## PERIPHERAL HOSPITALS





**Que01 : How many peripheral hospitals run by MCGM in its jurisdiction?**

**Ans :** There are 16 peripheral hospitals run are by MCGM in its jurisdiction. Names of peripheral hospitals and hospital wise bed strength are as follows:

1. K.B. Bhabha Hospital, Bandra (W). - 436 Beds.
2. V.N. Desai Hospital,, Santacruz (E) . - 276 Beds..
3. Bharatratna Dr. Babasaheb Ambedkar Hospital, Kandivali (W). - 444 Beds..
4. Siddharth Hospital, Goregaon (W). - 172 Beds..
5. S.K. Patil Hospital ,Malad (E). - 050 Beds..
6. M.W.Desai Hospital, Malad (E). - 180 Beds..
7. Bhagwati Hospital, NTC Bldg , Borivali (W). - 110 Beds..
8. Krantijyoti Savitribai Phule Hospital, Kasturba Cross Road, Borivali (E). - 105 Beds..
9. Rajawadi Hospital , Ghatkopar (E). - 596 Beds..
10. K.B. Bhabha Hospital, Kurla (W). - 336 Beds..
11. Maa Hospital , Chembur. - 074 Beds..
12. S.V.D. Savarkar Hospita | Mulund (E). - 105 Beds..
13. Pt. M.M. Malviya Centenary Hospital, Govandi (E). - 217 Beds..
14. Sant Muktabai Hospital , Ghatkopar (W). - 109 Beds..
15. K.M.J Phule Hospital, Vikhroli. - 088 Beds.
16. M.T.Agarwal Hospital, Mulund (W). - 110 Beds..

**Que 02 : What diagnostic facilities are available at peripheral hospitals?**

**Ans :** Following diagnostic facilities are available at peripheral hospitals:

1. Laboratory,
2. X-Ray,
3. Sonography,
4. C.T. Scan,
5. M.R.I. Scan,
6. Gene Xpert,

**Que 03 : Is laboratory diagnosis is available in peripheral hospitals?**

**Ans :** Yes. Laboratory Diagnosis facility is available in all peripheral hospitals. This facility is available round the clock in three shifts at :

- ❖ Bharatratna Dr. Babasaheb Ambedkar Hospital, Kandivali (W),
- ❖ K.B. Bhabha Hospital, Bandra (W),
- ❖ Siddharth Hospital, Goregaon (W) and
- ❖ Rajawadi Hospital , Ghatkopar(E) .

**Que 04 : Is X-ray facility is available in peripheral hospitals?**

**Ans :** Yes. X-ray facility is available in all peripheral hospitals. This facility is available round –o-clock in three shifts at :

- ❖ K.B. Bhabha Hospital, Bandra (W),
- ❖ V.N. Desai , Santacruz (E),
- ❖ Bharatratna Dr. Babasaheb Ambedkar Hospital, Kandivali (W),
- ❖ Siddharth Hospital, Goregaon (W),
- ❖ Rajawadi Hospital, Ghatkopar(E),
- ❖ K.B. Bhabha Hospital, Kurla (W),
- ❖ Pt. M.M. Malviya Centenary Hospital, Govandi (E) and
- ❖ K.M.J Phule Hospital, Vikhroli .



**Que 05 : Is Ultrasound facility is available in peripheral hospitals?**

**Ans :** Yes. Ultrasound facility is available at :

- ❖ K.B. Bhabha Hospital, Bandra (W) ,
- ❖ V.N. Desai, Santacruz (E),
- ❖ Bharatratna Dr. Babasaheb Ambedkar Hospital, Kandivali (W) ,
- ❖ M.W. Desai Hospital, Malad(E) ,
- ❖ Rajawadi Hospital , Ghatkopar(E),
- ❖ Maa Hospital, Chembur,
- ❖ S.V.D. Savarkar Hospital Mulund(E),
- ❖ Pt. M.M. Malviya Centenary Hospital, Govandi (E),
- ❖ Sant Muktabai Hospital, Ghatkopar (W),
- ❖ K.M.J Phule Hospital, Vikhroli,
- ❖ M.T. Agarwal Hospital, Mulund (W).

**Que 06 : Is C.T. Scan facility is available in peripheral hospitals?**

**Ans :** Yes. C.T. scan facility is available in three shifts in :

- ❖ V.N. Desai Hospital, Santacruz (E),
- ❖ Bharatratna Dr. Babasaheb Ambedkar Hospital, Kandivali (W),
- ❖ Siddharth Hospital, Goregaon (W),
- ❖ Rajawadi Hospital Ghatkopar (W) and
- ❖ In one shift at K. B. Bhabha Hospital, Bandra (W).

**Que 07 : Is M.R.I. facility is available in peripheral hospitals?**

**Ans :** Yes. M.R.I. Facility is available at :

- ❖ Bharatratna Dr Babasaheb Ambedkar Hospital Kandivali (W) and
- ❖ Pt. Madan .Mohan Malaviya .Centenary Hospital ,Govandi (E) .

**Que 08 : Is Gene Xpert Diagnosis facility is available in peripheral hospitals?**

**Ans :** Yes. Gene Xpert Diagnostic facility is available at :

- ❖ Bharatratna Dr Babasaheb Ambedkar Hospital Kandivali(W),
- ❖ K.B.Bhabha Hospital, Kurla (W),
- ❖ Pt. M.M.Malaviya Centenary Hospital, Govandi (E) and
- ❖ Rajawadi Hospital, Ghatkopar(E),
- ❖ K.B.Bhabha Hospital , Bandra (W).

**Que 09 : Is Blood Bank facility is available in peripheral hospitals?**

**Ans :** Yes. Blood Bank Facility is available at :

- ❖ K. B. Bhabha Hospital , Bandra (W),
- ❖ V N Desai Hospital Santacruz (E),
- ❖ Bharatratna Dr Babasaheb Ambedkar Hospital Kandivali (W),
- ❖ Siddharth Hospital, Goregaon (W),
- ❖ Rajawadi Hospital , Ghatkopar(E) and
- ❖ Pt. M.M.Centenary Hospital ,Govandi(E).

**Que 10 : Is Intensive Care Unit is available in peripheral hospitals?**

**Ans :** Yes. Intensive Care Unit is available at :

- ❖ K. B. Bhabha Hospital , Bandra (W),
- ❖ V N Desai Hospital Santacruz (E),
- ❖ Siddharth Hospital , Goregaon(W),
- ❖ Bharatratna Dr. Babasaheb Ambedkar Hospital Kandivali (W),
- ❖ Pt. M.M. Malaviya Centenary Hospital, Govandi(E),



- ❖ Rajawadi Hospital, Ghatkopar(E),
- ❖ Krantivir Mahatma Jyotiba Hospital, Vikhroli and
- ❖ M.T. Agarwal Hospita , Mulund (W).

**Que 11 : Is Neonatal Intensive Care Unit is available in peripheral hospitals?**

**Ans :** Yes. Neonatal Intensive Care Unit is available at :

- ❖ V N Desai Hospital, Santacruz (E),
- ❖ M.W.Desai Hospital, Malad(E),
- ❖ Bhartratna Dr. Babasaheb Ambedkar Hospital, Kandivali(W),
- ❖ K.B.Bhabha Hospital, Kurla(W) and
- ❖ Rajawadi Hospital, Ghatkopar(E)
- ❖ At K. B. Bhabha Hospital, Bandra (W) Premature Unit is available.

**Que 12 : Is Burn Ward is available in peripheral hospitals?**

**Ans :** Yes. Burn Ward is available at :

- ❖ V N Desai Hospital Santacruz (E),
- ❖ Bhartratna Dr. Babasaheb Ambedkar Hospital, Kandivali(W) and
- ❖ Rajawadi Hospital, Ghatkopar(E).

**Que 13 : Is Dialysis facility is available in peripheral hospitals?**

**Ans :** Yes.

- ❖ Bhartratna Dr. Babasaheb Ambedkar Hospital, Kandivali(W),
- ❖ Rajawadi Hospital, Ghatkopar(E),
- ❖ M.W.Desai Hospital , Malad(E),
- ❖ Pt. M. M. Malaviya Centenary Hospital, Govandi(E) and
- ❖ Siddharth Hospital, Goregaon. (W).

**Que 14 : Is Paying bed facility is available in peripheral hospitals?**

**Ans :** Paying bed facility is available in peripheral hospitals at Bhartratna Dr. Babasaheb Ambedkar Hospital, Kandivali(W).

**Que 15 : Is Ayurvedic and Homeopathic facility is available in peripheral hospitals?**

**Ans :** Yes. Ayurvedic facility is available in peripheral hospitals at :

- ❖ K. B. Bhabha Hospital, Bandra (W),
  - ❖ M.W.Desai Hospital , Malad(E),
  - ❖ Bhartratna Dr. Babasaheb Ambedkar Hospital, Kandivali,
  - ❖ Rajawadi Hospital, Ghatkopar (E) and
  - ❖ S.V.D. Savarkar Hospital, Mulund(E).
- Homeopathic facility is available in Bhartratna Dr. Babasaheb Ambedkar Hospital, Kandivali(W).

**Que16 : Is I.C.T.C. facility is available in peripheral hospitals?**

**Ans :** Yes. I.C.T.C. facility is available in peripheral hospitals at :

- ❖ K. B. Bhabha Hospital, Bandra (W),
- ❖ V N Desai Hospital, Santacruz (E),
- ❖ S.K.Patil Hospital, Malad,
- ❖ M.W.Desai Hospital, Malad (E),
- ❖ Bhartratna Dr. Babasaheb Ambedkar Hospital, Kandivali (W),
- ❖ Krantijyoti Savitribai Phule Hospital Kasturba Cross Road, Borivali (E),
- ❖ K.B.Bhabha Hospital, Kurla (W),
- ❖ Maa Hospital, Chembur,





- ❖ Pt. M.M.Malaviya Centenary Hospital, Govandi (E),
- ❖ Rajawadi Hospital, Ghatkopar (E),
- ❖ Sant Muktabai Hospital, Ghatkopar (W),
- ❖ Krantivir Mahatma Jyotiba Hospital, Vikhroli,
- ❖ S.V.D. Savarkar Hospital, Mulund (E) and
- ❖ M.T. Agarwal Hospital, Mulund. (W).

**Que 17 : Is ART facility is available in peripheral hospitals?**

**Ans :** Yes. ART facility is available in peripheral hospitals at :

- ❖ K. B. Bhabha Hospital, Bandra (W),
- ❖ Siddharth Hospital, Goregaon (W),
- ❖ Bhartratna Dr. Babasaheb Ambedkar Hospital, Kandivali (W),
- ❖ Pt. M.M.Malaviya Centenary Hospital, Govandi (E),
- ❖ Rajawadi Hospital, Ghatkopar (E) and
- ❖ M.T. Agarwal Hospital, Mulund. (W).

**Que 18 : Is Mahatma Jyotiba Phule Jivandayi Aarogya Yojana is available in peripheral hospitals?**

**Ans :** Yes. Mahatma Jyotiba Phule Jivandayi Aarogya Yojana is available in peripheral hospitals at :

- ❖ K. B. Bhabha Hospital , Bandra (W),
- ❖ V N Desai Hospital, Santacruz (E),
- ❖ M.W.Desai Hospital, Malad,
- ❖ K.B.Bhabha Hospital, Kurla (W),
- ❖ Pt. M.M.Malaviya Centenary Hospital, Govandi (E),
- ❖ Rajawadi Hospital, Ghatkopar (E),
- ❖ S.V.D. Savarkar Hospital, Mulund (E) and
- ❖ M.T. Agarwal Hospital, Mulund. (W).

**Que 19 : Is School Clinic facility is available in peripheral hospitals?**

**Ans :** Yes. School Clinic facility is available in peripheral hospitals at :

- ❖ K. B. Bhabha Hospital, Bandra (W),
- ❖ Siddharth Hospital , Goregaon (W),
- ❖ V N Desai Hospital Santacruz (E)
- ❖ Bhartratna Dr. Babasaheb Ambedkar Hospital, Kandivali (W),
- ❖ K.B.Bhabha Hospital, Kurla (W),
- ❖ Rajawadi Hospital, Ghatkopar (E) and
- ❖ M.T. Agarwal Hospital, Mulund (W).

**Que 20 : Is Mortuary facility is available in peripheral hospitals?**

**Ans :** Yes. Mortuary facility is available in peripheral hospitals at :

- ❖ K. B. Bhabha Hospital , Bandra (W) -24 cabinets,
- ❖ V N Desai Hospital, Santacruz (E) -10 cabinets,
- ❖ Siddharth Hospital, Goregaon (W) -18 cabinets,
- ❖ Bhartratna Dr. Babasaheb Ambedkar Hospital, Kandivali (W)-walk in coolers available,
- ❖ Bhagawati Hospital NTC Building, Borivali (W) -12 cabinets,



- ❖ K.B.Bhabha Hospital, Kurla (W) -02 Cabinets,
- ❖ Pt. M.M.Malaviya Centenary Hospital , Govandi( E) – 04 Cabinets,
- ❖ Rajawadi Hospital, Ghatkopar (E) -15 Cabinets.

**Que 21 : Is Post-mortem facility is available in MCGM limits?**

**Ans : Yes.** State run Post-mortem facility is available in MCGM limits at :

- ❖ Siddharth Hospital, Goregaon (W),
- ❖ Rajawadi Hospital, Ghatkopar (E) and Bhagawati Hospital, Borivali(W).





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## **NAIR HOSPITAL DENTAL COLLEGE**

**Office Address** : Dr. A. L. Nair Marg, Mumbai 400 008.

**Contact No** : 23082714/16 (Extn 201)

**Email ID** : dean.ndental@mcgm.gov.in



**Que 01 : How many dental hospitals are run by M.C.G.M.?**

**Ans :** There is only 1 dental hospital namely Nair Hospital Dental College run by M.C.G.M. situated at Dr. A.L. Nair Marg, Opp. Maratha Mandir, MumbaCentral (E), Mumbai 400 008.

**Que 02 : Which facilities are available in Nair Hospital Dental College?**

**Ans :** The facility like Blood Test, OPG X-ray, plain Radiograph, CBCT Digital X-ray, Free Drugs and Injections also provided to the patients. There are departments giving various dental treatments.

**Que 03 : Which treatments are given in Nair Hospital Dental College?**

**Ans :**

- 1) Treatment on diseases of gums and jaws bones.
- 2) Treatment on irregularities of teeth due to pressure related oral habits premature loss of teeth, small jaws, large teeth.
- 3) Invisible Orthodontics & implant assisted Orthodontics.
- 4) Complete denture, removable partial denture or a fixed partial denture.
- 5) Diagnosis and treatment of structural defects in teeth, root canal treatment, Bleaching of discolored teeth.
- 6) Prevention of oral diseases & to promote oral health.

**Que 04 : What type of Dental Surgeries done in Nair Hospital Dental College?**

**Ans :** Disorders related to the bones of the face & jaws, such as congenital jaw deformities or those arising from trauma during vehicular accidents, tumours Minor Surgical procedure like Dental extractions, extraction of impacted teeth, cyst enucleation, closed reduction of jaw fractures, TM Joint dislocation, preprosthetic surgeries & Biopsy procedures for patients with suspected cancerous lesions of the oral cavity.

**Que 05 : Is there any separate department for children?**

**Ans :** The department of Pediatric & Preventive Dentistry provides services to children. diagnosis to complete oral rehabilitation are done. Restorations with silver amalgam, tooth coloured materials, root canal treatment, extractions, space management, stainless steel crowns, and minor surgical procedure are carried out. Habit breaking procedures (or e.g. thumb sucking, digit sucking, mouth breathing) are routinely carried out. The department also focuses on the special children who are medically, physically or mentally challenged and those who need special attention i.e. Cardiac diseases, Cerebral palsy (spastic children). Autism, Thalessemia, Haemophilia, Leukemia, and Cleft lip & palate Children with highly infectious and contagious disease like HIV/AIDS. Hepatitis B and underprivileged children living in orphanages are brought on monthly basis for regular oral health care.

**Que 06 : What are the OPD / Clinics timings?**

**Ans :**

Working Days	Monday to Friday	Saturday
Issue of case papers :-	08:30 A.M. to 03:30 P.M.	08:30 A.M. to 11:30 A.M.
Clinic Timings :-	09.00 A.M. to 04.00 P.M.	09.00 A.M. to 12:00 A.M.



**Que 07 : Is there any indoor ward? If Yes what is the capacity?**

**Ans :** There is 1 indoor ward in Oral Surgery department with 25 beds capacity. A round the clock efficient anesthetic team stands by with an attending houseman. The bed charges are free with Break-fast, Tea, and Coffee. Good quality consumables are used.

**Que 08 : Is free treatment is available?**

**Ans :**

1. Free treatment is available for all Municipal Employees and their dependents.
2. B.M.C. School Students.
3. Handicapped, Blind, Criminals sent by Police Dept. and Police Staff.
4. 50% Concession to Senior Citizens.

**Que 09 : What are the documents required for free or concessional treatment?**

**Ans :** Following documents are required for free/ concessional treatment:

1. Employee Identity Card, Family Card for Dependents.
2. Letter from Concerned School Authority.
3. Disability Certificate.
4. Senior Citizen Card.

**Que 10 : What are the contact details/ contact person in case of any complaints?**

**Ans :** Dean / Administrative Officer / concerned Head of the Department can be contacted for any compliants. Contact No. 2308 27 14 / 17.

**Que 11 : Which courses are available in the college?**

**Ans :**

- 1) Bachelor of Dental Surgery (BDS) – 4 + 1 year duration,
- 2) Master of Dental Surgery (MDS) – 3 years duration in Eight different specialties in dental sciences.

**Que 12 : What is the procedure of admission?**

**Ans :** Admissions are granted every year on the basis of NEET and All Indian Entrance Examinations.

**Que 13 : What is the strength of BDS course & MDS course?**

**Ans :** 60 students per year BDS and 25 students per year MDS.

**Que 14 : What are the fees structures?**

**Ans :** Fees of dental courses are as prescribed by the Govt. of Maharashtra.

**Que 15 : What are the new projects for the hospital?**

**Ans :** Then purchase of new CBCT Machine of Advance technology, TM joint Arthroscope, Pathology Microscope, Dental Implantology set up and Dental Van is in process. We are also in process of purchasing new dental chairs for clinical Public Health Department & Prosthodontics Department. The construction work of new 11 storied building is started on premises.

**Que 16 : Is there any dental camp held in Mumbai & other places?**

**Ans :** Yes. Community Dentistry Team visits Urban Health Centre in Malvani, Chitah Camp and Shivaji Nagar four times a week for dental checkup. Also whenever there is any request from NGO or private party, the camp is arranged at their expense.





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## K. E. M. HOSPITAL

**Office Address :** King Edward Memorial Hospital,  
E. Borges Road, Parel,  
Mumbai – 400 012.

**Contact No :** 022-24107000 (Extn. 7700/7600)

**Email ID :** dean.kem@mcgm.gov.in

**Website :** www.kem.edu

SANKALPA



**Que 01 :** Does K.E.M. Hospital have 24x7 emergency medical services?

**Ans :** Yes. K.E.M. Hospital have 24x7 emergency medical services at casualty (18) at ground floor of Old building which is located in front of Gate No. 2.

**Que 02 :** What kind of medical treatment facilities are available in K.E.M. Hospital?

**Ans :** In K.E.M. Hospital, medical treatment / facilities are available through the following listed specialty & super specialty department :

Department	Ward No.	Location	Units	Schedu- led Beds	TOTAL
Paediatric Medical	1	Ground floor (Old Bldg.)	Dr. C. T. Deshmukh	30	30
	2	Ground floor (Old Bldg.)	Dr. M. C. Agrawal	30	72
			Dr. Sunil Karande	30	
Psychiatric			Dr.S.R.Parkar	4	
Neurology			Dr.A.S.Nayak	4	
		Dr.S. H. Rawat	4		
Paediatric Surgical	3	3 <sup>rd</sup> floor (Old Bldg.)	Dr. S. V. Paralkar	50	50
Medical (Female)	4	Ground floor (Old Bldg.)	Dr. K. S. Joshi	10	40
			Dr. A.G.Rajadhyaksh	10	
			Dr. S. B. Salagare	10	
Psychiatric			Dr.A. S. Nayak	8	
Nephrology		Dr. N. K. Hase	2		
Medical (Female)	4A	Ground floor (Old Bldg.)	Dr. A.R.Pazare	10	44
			Dr. R. N. Sahay	10	
			Dr. A. K. Sonawale	10	
Psychiatric			Dr.S. R. Parkar	8	
Neurology		Dr.S.H. Rawat	6		
Surgical (Male)	5	1 <sup>st</sup> floor (Old Bldg.)	Dr. A. N. Dalvi	23	46
			Dr. R. R. Satoskar	23	
	6	1 <sup>st</sup> floor (Old Bldg.)	DR. J. A. Gandhi	23	46
			DR. A. A. Deshpande	23	
	7	1 <sup>st</sup> floor (Old Bldg.)	DR. S. S. Deolekar	23	46
			Dr. S. A. Rao	23	
Surgical (Female)	8	1 <sup>st</sup> floor (Old Bldg.)	Dr. R. R. Satoskar	6	36
			Dr. A. A. Deshpande	6	
			DR. S. S. Deolekar	6	
			Dr. A.N.Dalvi	6	
			Dr. S. A. Rao	6	
			Dr. V. M. Kulkarni	6	
Medical (Male)	9	2 <sup>nd</sup> floor (Old Bldg.)	Dr. R. N. Sahay	20	40
			Dr.S. B. Salagare	20	
Neuro Surgery	10	2 <sup>nd</sup> floor (Old Bldg.)	Dr.A. H. Goel	15	51
			Dr.A.S.Chagala		
Neurology			Dr.S. H. Rawat	22	
Psychiatric			Dr.S. R. Parkar	7	
		Dr.A. S. Nayak	7		
Medical (Male)	11	2 <sup>nd</sup> floor (Old Bldg.)	Dr. A. R. Pazare	20	40
			Dr. A.G.Rajadhyaksh	20	



Department	Ward No.	Location	Units	Scheduled Beds	TOTAL
Nephrology	12	2 <sup>nd</sup> floor (Old Bldg.)	Dr. A. K. Sonawale	20	44
			Dr. K. S. Joshi	20	
				Dr. N. K. Hase	4
Ophthalmic	13	2 <sup>nd</sup> floor (Old Bldg.)	Dr. K. G. Kamat	15	30
			Dr. S. P. Kerkar	15	
Obstetric	13A	2 <sup>nd</sup> floor (Old Bldg.)	Dr. S. P. Kerkar	15	30
			Dr. K. G. Kamat	15	
Obstetric	14	1 <sup>st</sup> floor (Old Bldg.)	Dr. S. V. Parulekar	7	44
			Dr. H. K. Chaudhary	7	
		Dr. P. Y. Samant	7		
		Dr. A. S. Gupta	8		
		Dr. Priti Hatkar	7		
		Dr. H. S. Warke	8		
Obstetric	14A	2 <sup>nd</sup> floor (Old Bldg.)	Dr. S. V. Parulekar	7	44
			Dr. H. K. Chaudhary	8	
		Dr. P. Y. Samant	8		
		Dr. A. S. Gupta	7		
		Dr. Priti Hatkar	7		
		Dr. H. S. Warke	7		
Gynecology	15	1 <sup>st</sup> floor (Old Bldg.)	Dr. P. Y. Samant	10	30
			Dr. A. S. Gupta	10	
		Dr. Priti Hatkar	10		
Gynecology	15A	1 <sup>st</sup> floor (Old Bldg.)	Dr. S. V. Parulekar	10	30
			Dr. H. K. Chaudhary	10	
		Dr. H. S. Warke	10		
Plastic Surgery	16	2 <sup>nd</sup> floor (Old Bldg.)	Dr. V. A. Puri	52	52
	16A	2 <sup>nd</sup> floor (Old Bldg.)			
Skin & STD	17	Ground floor (Old Bldg.)	Dr. U. S. Khopkar	32	34
	18	Ground floor (Old Bldg.)		2	
Psychiatric	19	Ground floor (Old Bldg.)	Dr. S. R. Parkar	11	22
			Dr. A. S. Nayak	11	
Emergency Medical Services (EMS)	20	Ground floor (Old Bldg.)	All Medical Units	5	5
Emergency Surgical Services (ESS)	20A	Ground floor (Old Bldg.)	All Surgery Units	5	5
E. N. T.	21	1 <sup>st</sup> floor (Old Bldg.)	Dr. N. U. Sathe	30	60
			Dr. H. K. Marfatia	30	
Medical MICU	22	2 <sup>nd</sup> floor (Old Bldg.)	Dr. M. Y. Nadkar	24	27
Neuro surgery			Dr. A. H. Goel	3	
Surgery SICU	23	1 <sup>st</sup> floor (Old Bldg.)	All Surgery Units	6	6
Pharmacology & Clinical Pharmacology	24	2 <sup>nd</sup> floor (New Bldg.)	Dr. Urmila Thatte	10	20
	24A			10	
Orthopedic (Male)	25	5 <sup>th</sup> floor (New Bldg.)	Dr. R. C. S. Khandelwal	14	40
			Dr. B. D. Gupta	13	
		Dr. M. M. Desai	13		
(Female)	26	6 <sup>th</sup> floor (New Bldg.)	Dr. R. C. S. Khandelwal	20	40
			Dr. B. D. Gupta	10	
			Dr. M. M. Desai	10	



Department	Ward No.	Location	Units	Schedu- led Beds	TOTAL
(Male)	27	2 <sup>nd</sup> floor (Orthopedic Centre)	Dr. B. D. Gupta Dr.M. M. Desai Dr.S. K. Shrivastav	10 20 10	40
(Female)	28	3 <sup>rd</sup> floor (Orthopedic Centre)	Dr. R. C. S. Khandelwal Dr. S. S. Mohanty Dr.S.V.Vaidya	10 20 10	40
	29	4 <sup>th</sup> floor (New Bldg.) Fever Ward	Dr.S.K.Shrivastav Dr. S. S. Mohanty Dr.S.V.Vaidya10	20 10	40
30		3 <sup>rd</sup> floor (Orthopedic Centre)	Dr. R. C. S. Khandelwal Dr. S. S. Mohanty Dr. M.M.Desai Dr. S. K. Shrivastav Dr. B. D. Gupta Dr.S.V.Vaidya	7 7 6 7 6 7	40
Thoracic Surgery	31	2 <sup>nd</sup> floor (C.V.T.C.Bldg.)	Dr. U. E. Jadhav Dr. N. B. Agarwal	32 32	64
Cardiology	32	3 <sup>rd</sup> floor (C.V.T.C.Bldg.)	Dr. P. G. Kerkar	22	22
Chest Medicine			Dr. A.U. Athawale	30	30
Endocrinology	32A	9 <sup>th</sup> floor (New Bldg.)	Dr. N. S. Shah	15	15
Gastroenterology			Dr. S. J. Bhatia	10	10
Neuro - Surgery	33	2 <sup>nd</sup> floor (Old Bldg.)	Dr.A. H. Goel Dr. A. S. Chagala	18	18
Nephrology	34	2 <sup>nd</sup> floor (Old Bldg.)	Dr.N. K. Hase	14	14
	34A	3 <sup>rd</sup> floor (Old Bldg.)		14	14
Cardiology	35	4 <sup>th</sup> floor (C.V.T.C.Bldg.)	Dr.P. G .Kerkar Dr. C. P. Lanjewar	28	28
Urology	36	8 <sup>th</sup> floor (New Bldg.)	Dr. S. K. Patwardhan	30	30
Orthopedic (Male)	37	3 <sup>rd</sup> floor (New Bldg.)	Dr. S. K. Shrivastav	14	40
			Dr. S. S. Mohanty	13	
			Dr. S. V. Vaidya	13	
Neonatology	38	10 <sup>th</sup> floor (New Bldg.)	Dr.R. N. Nanawati	37	37
	39	10 <sup>th</sup> floor (New Bldg.)	S.B.I.ward	20	20
Drug De Addiction	40	2 <sup>nd</sup> floor (Orthopedic Centre)	Dr.S. R. Parkar	30	30
Endocrinology Gastroenterology	41	9 <sup>th</sup> floor (New Bldg.)	Dr.N. S. Shah	15	30
			Dr. S. J. Bhatia	15	
Hematology	42	10 <sup>th</sup> floor (New Bldg.)	Dr.F. F. Jijina	25	25
Gastro-Surgery	43	2 <sup>nd</sup> floor (New Bldg.)	Dr. C. S. Kantharia	25	25
Obstetrics	W.Wd.	Ground floor (Old Bldg.)	Dr. S.V. Parulekar	4	25
			Dr. H. K. Chaudhary	4	
			Dr. P. Y. Samant	4	
			Dr. A. S. Gupta	4	
			Dr. Priti Hatkar	5	
			Dr. H. S. Warke	4	



Department	Ward No.	Location	Units	Scheduled Beds	TOTAL
Obstetrics	POW	Ground floor (Old Bldg.)	Dr. S.V. Parulekar	3	
			Dr. H. K. Chaudhary	3	
			Dr. P. Y. Samant	3	
			Dr. A. S. Gupta	3	
			Dr. Priti Hatkar	3	
			Dr. H. S. Warke	3	
Obstetrics	PPS	Ground floor (Old Bldg.)	Dr. S.V. Parulekar	7	41
			Dr. H. K. Chaudhary	7	
			Dr. P. Y. Samant	7	
			Dr. A. S. Gupta	7	
			Dr. Priti Hatkar	6	
			Dr. H. S. Warke	7	
			<b>TOTAL BED</b>	<b>1,800</b>	<b>1,800</b>

**Que 03 : What is the timing of Outpatient Department in K.E.M. Hospital?**

**Ans :** O.P.D. timing of various department is as follows :

Sr. No.	Department	OPD. No.	Location	OPD Days	OPD Timing
1	Anesthesia	23	New Bldg. Gr. floor	All days except Sunday	09.30am-12.30pm
2	Antenatal	109	Old Bldg. 1 <sup>st</sup> floor	All days except Sunday	01.30pm-03.30pm
3	Anti Rabies	11	New Bldg. Gr. floor	All days except Sunday	01.30pm-03.30pm
4	Arthritis	307	C.V.T.C. Gr. floor	Only on Saturday	08.00am-10.30am
		13	New Bldg. 1 <sup>st</sup> floor	Only on Tuesday	08.00am-10.30am
5	Ayurvedic	201	New Bldg. 1 <sup>st</sup> floor	Only on Friday	01.30pm-03.30pm
6	Breast Clinic	11	New Bldg. Gr. floor	Only on Wednesday	01.30pm-03.30pm
			Wd - 8 (Site Room)	All days except Sunday	08.00am-05.00pm
7	Cardiology	307	C.V.T.C. Gr. floor	On Tuesday, Wednesday & Friday only.	08.00am-10.30am
8	Congenital Heart Cl.	307	C.V.T.C. Gr. floor	Only on Thursday	01.30pm-03.30pm
9	Clinical pharmacology	201	New Bldg. 1 <sup>st</sup> floor	On Friday & Saturday Only	08.30am-10.30am
10	Car-Vas Thoracic surg	307	C.V.T.C. Gr. floor	On Monday, Tuesday, Wednesday & Friday Only.	01.30pm-03.30pm
11	De-Addiction	WD-40	Ortho. 2 <sup>nd</sup> floor	On Tuesday, Thursday & Saturday Only.	08.00am-10.30pm
12	Dental	104	Old Bldg. 1 <sup>st</sup> floor	All days except Sunday	08.00am-10.30am
13	DOTS	-	C.V.T.C. 5 <sup>th</sup> floor	All days except Sunday	09.00am-12.30pm
14	Diabetes	103	Old Bldg. 1 <sup>st</sup> floor	On Monday, Tuesday, Thursday & Friday only.	08.00am-10.30am





Sr. No.	Department	OPD. No.	Location	OPD Days	OPD Timining
15	E.N.T.	107	Old Bldg. 1 <sup>st</sup> floor	All days except Sunday	08.00am-10.30am
16	Epilepsy New	114	Old Bldg. 1 <sup>st</sup> floor	Only on Wednesday.	08.00am-10.30am
	Epilepsy Follow Up	114	Old Bldg. 1 <sup>st</sup> floor	Only on Saturday.	08.00am-10.30am
17	Esophagus	13	New Bldg. 1 <sup>st</sup> floor	Only on Monday.	08.00am-10.30am
18	Fire Brigade	-	Dy.Dean's Office	All days except Sunday.	09.00am-10.30pm
19	Gastroenterology New	13	New Bldg. 1 <sup>st</sup> floor	On Monday & . Wednesday only	08.00am-10.30am
	Gastroenterology Old	13	New Bldg. 1 <sup>st</sup> floor	Only on Friday.	08.30am-10.30am
20	General Practice	10	New Bldg. 1 <sup>st</sup> floor	All days except Sunday.	08.00am-11.00am
21	Genetic	83	PRL Old Bldg.	All days except Sunday.	09.30am-12.30pm
					01.30pm-03.30pm
22	Geriatric	13	New Bldg. 1 <sup>st</sup> floor	Only on Thursday.	01.30pm-03.30pm
23	G.I.Surgery	11	New Bldg. Gr.floor	Only on Monday	01.30pm-03.00pm
		13	New Bldg. 1 <sup>st</sup> floor	Only on Friday	01.30pm-03.00pm
24	Gynaecology	109	Old Bldg. 1 <sup>st</sup> floor	All days except Sunday.	08.00am-10.30am
25	Hansen	117	Old Bldg. 1 <sup>st</sup> floor	On Tuesday & . Saturday Only	08.00am-12.00n
26	Hematology	201	New Bldg. 1 <sup>st</sup> floor	On Monday & Thursday only	08.30am-10.30am
27	H.I.V. ( New )	13	New Bldg. 1 <sup>st</sup> floor	Only on Thursday.	08.30am-10.30am
	H.I.V. ( Old )	13	New Bldg. 1 <sup>st</sup> floor	Only on Tuesday.	01.30pm-03.30pm
28	Homeopathy	13	New Bldg. 1 <sup>st</sup> floor	Only on Tuesday.	08.00am-10.00am
29	Hypertension	201	New Bldg. 1 <sup>st</sup> floor	Only on Wednesday.	08.00am-10.30am
30	Infection Disease	13	New Bldg. 1 <sup>st</sup> floor	Only on Friday.	01.30pm-03.30pm
31	Medical	26	New Bldg. 1 <sup>st</sup> floor	All days except Sunday.	08.00am-10.30am
32	Neonatology	201	New Bldg. 1 <sup>st</sup> floor	Only on Wednesday.	01.30pm-03.30pm
33	Nephrology New	201	New Bldg. 1 <sup>st</sup> floor	Only on Tuesday.	08.00am-10.30am
	Nephro. Follow up	201	New Bldg. 1 <sup>st</sup> floor	Only on Thursday.	01.30pm-03.30pm
34	Neurology New	114	Old Bldg. 1 <sup>st</sup> floor	Only on Monday.	08.00am-10.30am
	Neurology Follow up	114	Old Bldg. 1 <sup>st</sup> floor	Only on Friday.	08.00am-10.30am
35	Neuro Surgery	201	New Bldg. Gr.floor	All days except Sunday.	08.00am-10.30am
36	Ophthalmology	36	Old Bldg. Gr.floor	All days except Sunday.	08.00am-10.30am
37	Orthopaedic New	404	Ortho.Bldg. Gr.fl.	All days except Sunday.	08.00am-10.30am
	Orthopaedic Follow up	404	Ortho.Bldg. Gr.fl.	All days except Sunday.	01.30pm-03.30pm



Sr. No	Department	OPD.	Location	OPD Days	OPD Timining
38	Paed. Chest Clinic	26	New Bldg. Gr.floor	Only on Tuesday.	01.30pm-03.30pm
39	Paediatric Epilepsy	114	New Bldg. 1 <sup>st</sup> floor	Only on Thursday.	01.30pm-03.30pm
40	Paediatric Medical	26	New Bldg. 1 <sup>st</sup> floor	All days except Sunday.	01.30pm-03.30pm
41	Paed. Nephrology	10	New Bldg. 1 <sup>st</sup> floor	Only on Thursday.	01.30pm-03.30pm
42	Paed. Rheumatology	10	New Bldg. 1 <sup>st</sup> floor	Only on Thursday	01.30pm-03.30pm
43	Paediatric Surgery	11	New Bldg. Gr.floor	On Tuesday & Thursday only	01.30pm-03.30pm
44	Plastic Surgery	11	New Bldg. Gr floor	On Tuesday & Thursday only	01.30pm-03.30pm
45	Psychiatric	112	Old Bldg. 1 <sup>st</sup> floor	All days except Sunday.	08.00am-10.30am
46	Puberty & Growth	103	Old Bldg. 1 <sup>st</sup> floor	Only on Saturday.	08.00am-10.30am
	P & G Follow up	103	Old Bldg. 1 <sup>st</sup> floor	Only on Friday.	08.00am-10.30am
47	Renal Transplant	-	Old Bldg. 3 <sup>rd</sup> floor	Only on Thursday.	09.00am-11.30am
48	Respiratory & TB	307	CVTC Bldg. Gr.fl.	On Monday & Thursday only	08.00am-10.30am
49	Radiology	37	Radiology Dept.	All days except Sunday.	08.00am- 10.30am
50	School Clinic	105	Old Bldg. 1 <sup>st</sup> floor	Monday to Friday only.	02.00pm-05.00pm
51	Sexology	11	New Bldg. Gr. floor	Only on Wednesday.	01.30pm-03.30pm
52	Skin & STD	117	Old Bldg. 1 <sup>st</sup> floor	On Monday, Wednesday, Thursday & Friday only	08.00am-10.30am
	Skin & STD Follow up	117	Old Bldg. 1 <sup>st</sup> floor	On Tuesday & Saturday only.	08.00am-10.30am
53	Sterility / Andrology	13	New Bldg. 1 <sup>st</sup> floor	Only on Friday.	01.30pm-03.30pm
54	Stone Clinic	11	New Bldg. 1 <sup>st</sup> floor	Only on Wednesday.	01.30pm-03.30pm
55	Surgery	11	New Bldg. Gr. floor	All days except Sunday.	08.00am-10.30am
56	Surgery (Afternoon)	11	New Bldg. Gr.floor	On Monday & Saturday only.	01.30pm-03.30pm
57	Thyroid	103	Old Bldg. 1 <sup>st</sup> floor	On Tuesday & Friday only	01.30pm-03.30pm
58	Tumor Clinic	11	New Bldg. Gr. floor	Only on Monday.	01.30pm-03.30pm
59	Urology	13	New Bldg. 1 <sup>st</sup> floor	Only on Saturday.	08.30am-10.30am
60	Well Baby Clinic	10	New Bldg. 1 <sup>st</sup> floor	On Monday, Wednesday & Friday only.	01.30pm-03.30pm

**Que 04 :** What is the procedure to admit the patient in K.E.M. Hospital?

**Ans :** Patients are admitted in K.E.M. Hospital through various O.P.D.s or Emergency area & with Casualty's Medical Officer's sign & stamp. Indoor admission papers process at window no. 17 at ground floor of Old building.



**Que 05 :** What is referral? How to get patient transfer in K.E.M. from any other hospital?

**Ans :** Referral/Transfer is a procedure of referring/transferring patients (requiring specialty and / or super specialty treatment) from Primary and secondary level medical institutes to tertiary hospitals along with proper referral / transfer papers. Decision of transfer of patients taken by secondary level hospital with consultation of experts from tertiary level. Patients are referred to tertiary level hospital & transferred in ambulance accompanied by trained nurse & doctor.

**Que 06 :** Does K. E. M. Hospital have I. C. U. facility?

**Ans :** Yes. ICCU beds status of K. E. M. Hospital is as follows:

Sr. No.	Ward No.	Department	Total I.C.C.U. Beds	Location
1	1	I.P.C.U.	9	Ground floor (Old Bldg.)
2	3	Paed. Surgery	9	3 <sup>rd</sup> floor (Old Bldg.)
3	16	Burns	12	2 <sup>nd</sup> floor (Old Bldg.)
4	23	S.I.C.U.	14	1 <sup>st</sup> floor (Old Bldg.)
5	31	LIC	12	2 <sup>nd</sup> floor (C.V.T.C.Bldg.)
6	32	I.R.C.U.	8	3 <sup>rd</sup> floor (C.V.T.C.Bldg.)
7	34	A.K.D.	14	2 <sup>nd</sup> floor (Old Bldg.)
8	34A	A.K.D.	14	3 <sup>rd</sup> floor (Old Bldg.)
9	35	Cardiology	25	4 <sup>th</sup> floor (C.V.T.C.Bldg.)
10	36	Urology	5	8 <sup>th</sup> floor (New Bldg.)
11	38	N.I.C.U.	37	10 <sup>th</sup> floor (New Bldg.)
12	22	M.I.C.U.	17	2 <sup>nd</sup> floor (Old Bldg.)
13	33	Neuro-Surgery	3	2 <sup>nd</sup> floor (Old Bldg.)
14	20	EMR-ICU	5	Ground floor (Old Bldg.)
15	20A	ESR-ICU	5	Ground floor (Old Bldg.)
<b>TOTAL ICCU BEDS</b>			<b>189</b>	

**Que 07 :** What are the charges for treatment / procedures in K.E.M. Hospitals?

**Ans :** Charges for O.P.D. paper is Rs.10/-, X-ray Rs.30/-, Ultra Sonography Rs.100/-, CT Scan Rs.1,200/-, MRI Scan Rs.2,500/- Minor Surgery Rs.200/-, Major Surgery Rs.2000/-. Detail charges for various procedures / tests / surgeries are listed in Annexure-I.

**Que 08 :** What is the deposit amount for operation in K.E.M. Hospital?

**Ans :** Deposit amounts are varies as cases which is to be deposited at cash section (no.56) or in Poor Box Charitable Fund (P.B.C.F.) department at ground floor of Old building along with cost certificate from treating doctor.

**Que 09 :** What are the consultation charges in O.P.D. of K.E.M. Hospital?

**Ans :** There are no consultation charges in O.P.D. of K.E.M. Hospital except Rs.10/- for O.P.D. case paper which is valid for 15 days.



**Que 10 :** I Have a Medclaim Policy, does K.E.M. Hospital is empanelled with my T.P.A.?

**Ans :** No. Cashless facility is not available in K.E.M. Hospital. However all valid bills & other receipts related with the treatment of patient is certified, stamped & signed by treating doctor at counter no. 16 at ground floor of Old building.

**Que 11 :** Does K.E.M. Hospital provide treatment under Mahatma Phule Jan Arogya Yojna?

**Ans :** Yes. Treatment / Procedure / Surgery under Mahatma Phule Jan Arogya Yojna are available in K.E.M. Hospital.

**Que 12 :** To whom, where & when to contact to avail benefits of M.P.J.A.Y. in K.E.M. Hospital?

**Ans :** Patients can avail the benefit with proper documents necessary for the scheme e.g. ration card, aadhar card etc. at counter no. 16 opposite gate no. 2 subject to disease included in Mahatma Phule Jan Arogya Yojna. This counter is open for 24x7. Telephone No. is 022-24107050.

**Que 13 :** Does K.E.M. Hospital is empanelled in Central Govt.'s "Ayushman Bharat" scheme?

**Ans :** Yes. Being Municipal Hospital, K.E.M. Hospital is empanelled in Central Govt.'s "Ayushman Bharat" scheme. This scheme will be started shortly at K.E.M. Hospital.

**Que 14 :** Does K.E.M. Hospital offer free treatment to Senior Citizens?

**Ans :** Yes. OPD case paper, X-ray, Sonography are free for Senior Citizens. At present 50% concession is given to senior citizens for other costly investigations. If needed, financial help given through Medical Social Worker & Poor Box Charitable Fund.

**Que 15 :** What are the visitor's hours in K.E.M. Hospital?

**Ans :** Patient's relatives can visit the in-patient between 4.30 p.m. to 6.30 p.m.

**Que 16 :** From where does one can get visitor's pass in K.E.M. Hospital?

**Ans :** At the time of admission, visitor's pass is given to patient's relatives along with admission papers at window no. 17. At first this pass is valid for 4 days & as per need arise, Sister In-charge of the respective ward extend the days and sign on the pass accordingly.

**Que 17 :** How many visitors are allowed at a time in K.E.M. Hospital?

**Ans :** Only two visitors with valid visitor's pass at a time are allowed in K.E.M. Hospital.

**Que 18 :** Are children allowed to visit the patients?

**Ans :** Due to risk of catching infection, normally children are not allowed to visit the patient.

**Que 19 :** Are the medicines provided by K.E.M. Hospital or have to be purchased from outside?

**Ans :** Yes. Medicine available on Municipal schedule are given to patients at free of cost.





**Que 20 : Does K.E.M. Hospital have its own pharmacy store?**

**Ans :** Yes. Pharmacy is open 24x7 at Dispensary No. 31 in Old Building.

**Que 21 : Does food from home allowed in K.E.M. Hospital?**

**Ans :** No. Food prepared in kitchen of K.E.M. Hospital under guidance of Dietician is being provided to In-patients.

**Que 22 : From where will I be able to know the condition and the treatment details of my patient?**

**Ans :** The condition & treatment details of patient can be avail from Staff Nurse on duty & treating doctor in respective ward. Direct landline no. 022-241071- - followed by two digit of ward no. is available e.g. if ward no. is 1 then it can be contacted by dialling 022-24107101 & if ward no. is 12 then 022-24107112. Service of telephone operator available 24x7 on 022-24107000.

**Que 23 : Does K.E.M. Hospital have facility for treatment on Stroke?**

**Ans :** Yes. State of art D.S.A. machine installed in K.E.M. Hospital for treatment of stroke / paralysis if the patient s immediately brought to the hospital i.e. within 24 hours.

**Que 24 : What kinds of immunization facilities are available in K.E.M. Hospital?**

**Ans :** All immunization under national programmes available in K.E.M. Hospital.

**Que 25 : How to obtain fitness certificate in K.E.M. Hospital?**

**Ans :** Fitness certificate in prescribed format can be obtained from counter no. 16 after submission of certification of fitness by treating doctors on O.P.D. case papers.

**Que 26 : What is Medical Board?**

**Ans :** Medical Board is panel of specialized doctors of the various speciality viz. Ophthalmology, E.N.T., General Medicine, Orthopedic / General Surgery and admin person to decide patient fit or unfit.

**Que 27 : Does expert doctors of K.E.M. are allowed to do private practice?**

**Ans :** Yes. Expert doctors of medical teacher category are allowed to do private practice after duty hours by following due procedure.

**Que 28 : Does K.E.M. Hospital provide Ambulance service? What are the charges?**

**Ans :** Ambulance service is free of charge in K.E.M. Hospital.

**Que 29 : Does K.E.M. Hospital provide Hearse Service? What are the charges?**

**Ans :** No. However Hearse service is being provided by charging nominal fee by municipal Garage at Mahalaxmi. Contact No. of Mun. Garage is 022-23077324 & 022-23079643. This service is limited for Mumbai city & Suburban area only.





**Que 30 :** Under what circumstances doctor refers dead patient for post mortem?

**Ans :** In cases where cause of death is not obvious and in all medico-legal cases (police cases) dead bodies are referred for post mortem.

**Que 31 :** What is procedure to obtain dead body after post mortem?

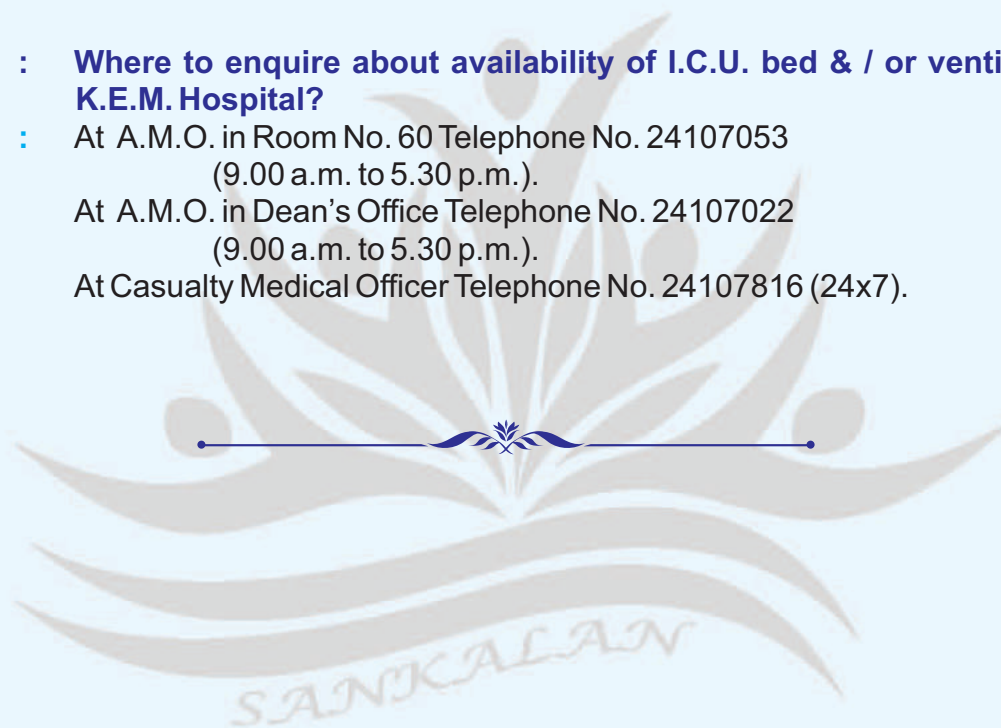
**Ans :** Dead body after post mortem can be obtained at morgue near gate no. 7 after due paperwork as per rules. Telephone no. of Morgue department is 022-24107480.

**Que 32 :** Where to make complaint against doctors, nurses, wardboys, ayas in K.E.M. Hospital?

**Ans :** Complaint of any kind can be made during the office hours from 9 a.m. to 5.30p.m. at office of Assistant Medical Officer in Room No. 60, old building & A.M.O. in Dean's office. Casualty Medical Officer in Emergency area is also available 24x7.

**Que 33 :** Where to enquire about availability of I.C.U. bed & / or ventilators in K.E.M. Hospital?

**Ans :** At A.M.O. in Room No. 60 Telephone No. 24107053  
(9.00 a.m. to 5.30 p.m.).  
At A.M.O. in Dean's Office Telephone No. 24107022  
(9.00 a.m. to 5.30 p.m.).  
At Casualty Medical Officer Telephone No. 24107816 (24x7).





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## MUMBAI FIRE BRIGADE

**Office Address** : First Floor, Byculla Fire Brigade,  
Bapurao Jagtap Marg, Byculla (W),  
Mumbai- 400 008.

**Contact No** : 022-23001391

**Email ID** : [cfo.mfb@mcgm.gov.in](mailto:cfo.mfb@mcgm.gov.in)

SANKALAN



**Que 01 : What are the obligatory duties of Mumbai Fire Brigade?**

**Ans :** Mumbai Fire Brigade is discharging the obligatory duty of saving life & property of citizen of Mumbai from fire and other calamities as per provision of section 61(K) of MMC Act 1888 amended up to date.

**Que 02 : What is the Motto of Mumbai Fire Brigade?**

**Ans :** 'Valour' 'Abnegation' & 'Sacrifice' is the Motto of Mumbai Fire brigade.

**Que 03 : Where is the Head Quarter of Mumbai Fire Brigade?**

**Ans :** Byculla Regional Command Centre Building, 1<sup>st</sup> floor, Bapurao Jagtap Marg, Byculla (W), Mumbai- 400008.

**Que 04 : Where is the Control Room of Mumbai Fire Brigade?**

**Ans :** Byculla Fire Brigade, Bapurao Jagtap Marg, Byculla (W), Mumbai- 400008.

**Que 05 : How many Regional Command Centres are there in Mumbai Fire Brigade & where are they located?**

**Ans :** There are Six regional command centres, which are as follows -

- |                            |            |                      |
|----------------------------|------------|----------------------|
| 1) Byculla Command Center  | Region I   | 23001393 / 4 / 5.    |
| 2) Wadala Command Center   | Region II  | 24132058 / 9 / 60.   |
| 3) Marol Command Center    | Region III | 29200940 / 1.        |
| 4) Borivali Command Center | Region IV  | 28602847 / 28680121. |
| 5) Vikhroli Command Center | Region V   | 25170730.            |
| 6) Mankhurd Command Center | Region VI  | 20850111.            |
- (Temporary at Wadala Fire Station)

**Que 06 : How many Fire stations are there in Mumbai Fire Brigade?**

**Ans :** There are presently 34 Fire Stations :

- |                 |                   |                |
|-----------------|-------------------|----------------|
| 1. Colaba       | 2. Fort           | 3. Memonwada   |
| 4. Gowalia Tank | 5. Byculla        | 6. Worli       |
| 7. Dadar        | 8. Shivaji Park   | 9. Indira Dock |
| 10. Mandvi      | 11. Sewree        | 12. Andheri    |
| 13. Vikhroli    | 14. Chembur       | 15. Dharavi    |
| 16. Deonar      | 17. Mulund        | 18. Rawli Camp |
| 19. Kandivali   | 20. Marol         | 21. Malad      |
| 22. Bandra      | 23. Nariman Point | 24. Wadala     |
| 25. Gavanpada   | 26. Borivali      | 27. Vile Parle |
| 28. B.K.C.      | 29. Kurla         | 30. Goregaon   |
| 31. Chincholi   | 32. Dindoshi      | 33. Dahisar.   |
| 34. Mankhurd    |                   |                |

**Que 07 : What type of services Fire brigade provides other than fire fighting?**

**Ans :** House Collapse, Bird & Animal Rescue, Tree Collapse, Road Accidents, Oil Spillages & other natural / manmade incidents where threat to life & property is involved.



**Que 08 : How to summon Fire Brigade?**

**Ans :** By dialling 101- 16 nos. of lines, 23085991/ 92 / 94, 23076111 / 2 / 3.

**Que 09 : What is the information expected from the caller by Control Room while receiving a call?**

**Ans :** Caller should furnish below mentioned details –

1. Telephone / Mobile number for verification of the call.
2. Type of Emergency eg. Fire, House Collapse, Tree Collapse, Accident, etc.
3. Exact address with nearest landmark of the incident place.
4. Structure of the involving premises i.e. hutment, godown, building, etc.
5. Details of Casualty if any.
6. Details of trapped persons if any.
7. Nearby risk if any.
8. Nearest clear path to approach the incident (inform if any road is closed).

**Que 10 : How many Fire vehicles respond for different level of Fire emergencies?**

**Ans :** There are 05 levels of emergencies -

Level I	:	01 to 03 Fire Engines.
Level II	:	04 to 07 Fire Engines.
Level III	:	08 to 10 Fire Engines.
Level IV	:	11 to 16 Fire Engines.
Level V (Brigade Call)	:	Above 16 Fire Engines.

**Que 11 : Which are different ranks of officers in Mumbai Fire Brigade?**

**Ans :** Chief Fire Officer, Dy. Chief Fire Officer, Dy. Chief officer (Technical), Divisional Fire Officer, Assistant Divisional Fire Officer, Sr. Station Officer, Station Officer, Station Officer (Wireless), Assistant Station Officer, Assistant Station Officer (Wireless).

**Que 12 : Which are different ranks of staff in Mumbai Fire Brigade?**

**Ans :** Sub-Officer, Leading Fireman, Driver Operator & Fireman.

**Que 13 : How many officers & staff are there in Mumbai Fire Brigade?**

**Ans :** Presently there are 181 post of Officers & 2532 post of staff in Mumbai Fire Brigade.

**Que 14 : How Many Fire Engines & Water Tankers are there in Mumbai Fire Brigade?**

**Ans :** There are presently 62 Fire Engines and 32 Tankers in Mumbai Fire Brigade.

**Que 15 : How much water is available in fire engine?**

**Ans :** 4,500 Ltrs.

**Que 16 : What are the capacities of various water tankers in Mumbai Fire Brigade?**

**Ans :** Mercedes Jumbo Tanker 18,000 Ltrs., Man Water Tanker: 14,000 Ltrs. Volvo 12,000 Ltrs., Water Tanker 9,000 Ltrs.



**Que 17 : What type of special appliance available with Fire brigade department?**

**Ans :** Aerial Ladder platform, Hydraulic Platform, High pressure Lighting Van, Breathing Apparatus Van, Rescue Van, Turn Table Ladder.

**Que 18 : How many Quick Response Vehicle (QRV) are there in Mumbai Fire Brigade & when are they commissioned?**

**Ans :** Presently there are 17 Quick Response Vehicles & they are commissioner in the year 2017.

**Que 19 : Where is Auto workshop of Mumbai Fire Brigade located?**

**Ans :** Auto Workshops are presently located at Byculla & Marol Fire Station.

**Que 20 : Which uniform is used during fire fighting by fire fighters?**

**Ans :** Personal Protective Equipment (PPE).

**Que 21 : Whether uniform/clothes used during fire fighting is fire resistance and various articles used as PPE?**

**Ans :** Yes, Fire resistance Personal Protective Equipment including Coat, Helmet with Torch, Trouser, Gloves, PPE Shoes, etc.

**Que 22 : How many types of Equipments are available in Mumbai Fire Brigade?**

**Ans :**

- ❖ Breaking tools (Hydraulically and Electrically operated).
- ❖ Cutting tools (Hydraulically and Electrically operated).
- ❖ Lifting Tools (Pneumatically and Hydraulic operated).
- ❖ Spreading Gears.
- ❖ Lights Electrical.
- ❖ Electrical Chain Saw Machines.
- ❖ Concrete / Metal Cutters.
- ❖ Light Portable Pump.
- ❖ High-pressure Pump.

**Que 23 : Which is the highest ladder & hydraulic platform available in Mumbai Fire Brigade?**

**Ans:**

- ❖ Turn Table Ladder - 55 mtrs.
- ❖ Hydraulic Platform - 90 mtrs.

**Que 24 : Which types of training are given by Mumbai Fire Brigade?**

**Ans:**

1. Trainee Officers (Asst. Station Officer / Station Officer) & Trainee Fireman - 6 months duration training (including ground practicals + lectures).
2. On-duty 90 days training for Trainee Leading Fireman.
3. On-duty 30 days road training for Trainee Driver Operators + 15 days pump operation training for those qualifying in road training.
4. On-duty 30 days Trainee Sub Officer.
5. On-duty 03 days training for Officers & Staff for Breathing Apparatus.
6. On-duty 03 days training for Officers & Driver Operator for special appliance 03 days training for road class. For example, TTL, HP, ALP & Rescue Van.





7. Private candidature training for 6 days, 12 days and 20 days period for Government organisations, Non-Governments organisations & private organisations (Training given on payment of scheduled charges).
8. Refresher / Revision Class training for various cadres on various subjects.
9. 06 months training is given by Mumbai Fire Brigade to Maharashtra Fire Service Academy Trainee Fireman.

**Que 25 :** **Where are the training centres of Mumbai Fire Brigade located?**

- Ans :**
1. **Wadala Training Centre** at Wadala Regional Command Centre, 2<sup>nd</sup> floor, S.M.D. Road, CGS Colony, Sector-7, Antop Hill, Wadala (E), Mumbai-37.
  2. **Borivali Training Centre** at Borivali Command Centre, New Link Road, Opposite Don Bosco School, Borivali (W), Mumbai-91.

**Que 26 :** **What are the facilities available for training at Training Centres?**

- Ans :** Lecture Rooms, Practical Rooms, Changing rooms beside this fire drill tower and huge ground to conduct ground training.

**Que 27 :** **Which are the subjects taught during training period?**

- Ans :** The training includes History of Mumbai Fire Brigade, Chemistry of Fire, Practical Fireman Ship, Hose & Hose fittings, Ropes & Lines, Communication, Ladders, Discipline, Hydraulics, Small Gears, Electricity & Electric Fires, Causes of Fire, Dust & Dust Explosion, Rural & Urban Fire, Building construction, First Aid, Fire Prevention & Protection, Pump & Primers, Foam & Foam making equipments, Lift & lift rescue, Breathing apparatus, Ship Fire, Aircraft Fires, Administration, Ventilation, etc.

**Que 28 :** **Whether training given to outside personnel by Mumbai Fire Brigade?**

- Ans :** Yes, training is given to private candidates only after receipt of necessary scheduled charges.

**Que 29 :** **What do firemen use to avoid inhalation of smoke & hazardous gases at the scene of incident?**

- Ans :** Fireman uses Breathing Apparatus Set in non breathable atmosphere i.e. smoke & hazardous gases, etc.

**Que 30 :** **Are Breathing Apparatus set kept on Fire Engine & how many?**

- Ans :** Yes, minimum two complete Breathing Apparatus Sets & 02 cylinders in spare for set.

**Que 31 :** **How are the empty Breathing Apparatus Cylinders refilled for reuse?**

- Ans :** To refill empty Breathing Apparatus Cylinders air compressors are fitted in every Breathing Apparatus Van & as per requirement these empty cylinders are refilled on emergency sites. Besides this at Breathing Apparatus Section at Wadala & Vikhroli air compressors are kept for refilling cylinders if required.



**Que 32 : How is the training for donning, doffing & using Breathing Apparatus set given?**

**Ans :** For Breathing Apparatus training BA Gallery is established at Wadala Fire Station where simulation training of donning, doffing & using of Breathing Apparatus set is imparted to increase the confidence & familiarisation to various types of Breathing Apparatus Sets.

**Que 33 : Are ladders mounted on Fire Engines & of which types are they?**

**Ans :** Yes, there are triple extension ladder, first floor ladder & hook ladder mounted on Fire Engines.

**Que 34 : When was Fire compliance cell established in Mumbai Fire Brigade?**

**Ans :** The fire compliance cell was established in January 2018 & they work along with MCGM authorities.

**Que 35 : For which trade fire compliance certificate is required?**

**Ans :** Fire Safety compliance certificate is required for the trade (Which comes under Flammable Products) under section 394 of MMC act Under Health Department & License Department, MCGM.

**Que 36 : How the compliance certificate is issued?**

**Ans :** Compliance Certificate for Trade (Flammable Products) under 394 of MMC act Under Health Department & License Department issued in Online System. There are two types of procedure to issue compliance

**1) A. For New Trade License :** Applicant Apply Online for Health License (Path: MCGM Portal -> Home -> Online Services -> Health -> Health License under 394 & u/s 412) after fulfillment of Codified fire safety Requirements as per the fuel used (Path: MCGM Portal -> Home -> Online Services -> New Business Application -> Department- Health -> CFO codified conditions) which are displayed on MCGM Portal & attached all required Documents (Path: MCGM Portal -> Home -> Online Services -> New Business Application -> Department – Fire Brigade -> List Of Documents Required From Applicant For Acquiring Fire Safety Compliance Of New Trade Under Health Department U/s 394 of MMC Act) MOH forward the Application to CFO department CFO department issue the Compliance Certificate

**B. For Existing Trade License :** Applicant Apply Online for Fire Safety Compliance (Path: MCGM Portal -> Home -> Online Services -> Health -> Fire Compliance application for existing health license ) after fulfillment of Earlier Issued / Codified fire safety Requirements (Path: MCGM Portal -> Home -> Online Services -> New Business Application -> Department- Health -> CFO codified conditions ) & attached all required Documents (Path: MCGM Portal -> Home -> Online Services -> New Business Application -> Department – Fire Brigade -> List Of Documents Required From Applicant For Acquiring Fire Safety Compliance Of New Trade Under Health Department U/s 394 of MMC Act) for the Existing Trade Application directly received to CFO department CFO department issue the Compliance Certificate.



For establishment having NOC / fire safety requirement letter from Mumbai Fire Brigade (MCGM Portal -> Home page -> Wards and departments -> Department -> Mumbai Fire Brigade -> Docs -> Process for obtaining compliance certificate for eating house / restaurants & other major trades which are having existing license issued u/s 394 of MMC Act.-> List of documents required from applicant having existing fire safety requirements from CFO department).

For establishment not having NOC / fire safety requirement letter from Mumbai Fire Brigade (MCGM Portal -> Home page -> Wards and departments -> Department -> Mumbai Fire Brigade -> Docs -> Process for obtaining compliance certificate for eating house / restaurants & other major trades which are having existing license issued u/s 394 of MMC Act -> List of documents required from applicant not having fire safety requirements from CFO department).

- ❖ Application will be directly sent to Chief Fire Officer department.
- ❖ Chief Fire Officer department will issue Fire Safety Compliance Certificate only after verification of the stipulated fire safety requirements.

**Que 37 : How to apply for the compliance certificate?**

**Ans :** You can apply for Compliance Certificate in Online System on MCGM Portal. There are two types of procedure to apply online :

- 1) For New Trade License:** Applicant Apply Online for Health License (Path: MCGM Portal -> Home -> Online Services -> Health -> Health License under 394 & u/s 412)
- 2) For Existing Trade License:** Applicant Apply Online for Fire Safety Compliance (Path: MCGM Portal -> Home -> Online Services -> Health -> Fire Compliance application for existing health license)

**Que 38 : What is the procedure adopted to issue compliance certificate and in how many days the compliance certificate is issued?**

**Ans :** The Procedure to issue the Compliance Certificate is displayed on MCGM Portal :

- 1) For New Trade License:** (Path: MCGM Portal -> Home -> Online Services -> New Business Application -> Department-Health -> Process chart for health license)
- 2) For Existing Trade License:** (MCGM Portal -> Home page -> Wards and departments -> Department -> Mumbai Fire Brigade -> Docs -> Process for obtaining compliance certificate for eating house / restaurants & other major trades which are having existing license issued u/s 394 of MMC Act -> Process for obtaining compliance certificate) and the timeline to issue Compliance Certificate is 10 working days after fulfillment of all the required documents.

**Que 39 : How the action is initiated for the noncompliance of the fire safety requirements?**

**Ans :** Action initiated by Fire Compliance Officer / Nominated Officer as per Maharashtra Fire Prevention & Life Safety Measures Act 2006 for the non-compliance of the fire safety requirements.



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## DEONAR ABATTOIR

**Office Address** : Office of General Manager  
Deonar Abattoir, Govandi,  
Mumbai - 400 043.

**Contact No.** : 022-25563284/85/87

**Email ID** : gm.deonar@mcgm.gov.in

SANKALPA





## A. General Information:

**Que 01 :** How many slaughter houses are there in Mumbai City? Where are they located?

**Ans :** MCGM's Deonar Slaughter House is the only legal slaughter house established under section 61 (h) of MMC Act 1888.

**Address:** Office of General Manager  
Deonar Abattoir, Govandi,  
Mumbai - 400 043.  
Tel. No.: 022-25563284/85/87  
Email ID: [gm.deonar@mcfgm.gov.in](mailto:gm.deonar@mcfgm.gov.in)

**Que 02 :** Which species of Animals are slaughtered in Deonar Abattoir for Food Purpose?

**Ans :** Buffaloes, Sheep/Goat, & Pigs are slaughtered at Deonar Abattoir for food purpose.

**Que 03 :** What is the capacity of slaughtering animals of Deonar Abattoir?

**Ans :** Buffaloes : 300 Heads/Shift.  
Sheep/Goats : 6000 Heads/Shift.  
Pigs : 200 Heads/Shift.

**Que 04 :** What are the Laws and Rules that govern Deonar slaughter house?

**Ans :** By - Laws framed under section 461 (k) (l) (m) (n) & 462 of MMC Act, 1888.  
I) U/S 412 of MMC Act, 1888 framed to regulate import of animals in Deonar Abattoir.  
II) Section 479(2) of MMC Act.1888 for conditions of license & fees to be charged.  
III) Slaughter House Rules 2001, under Prevention of Cruelty to Animal Act, 1960.  
IV) Food Safety & Standards Act of India – 2006.  
V) Water Act, 1974 & Air Act, 1986 (Prevention & Control of pollution).

**Que 05 :** Who can bring the animals for slaughter purpose in Deonar Abattoir?

**Ans :** MCGM has provided licenses to bring in animals to slaughter for food purpose. Therefore a trader who has a license issued by MCGM, is authorized to bring animals for slaughter.

**Que 06 :** What are market days in Deonar Abattoir?

**Ans :** For Sheep & Goats : Tuesdays & Saturdays.  
For Buffaloes : Mondays & Fridays.

**Que 07 :** Who can slaughter animals for food purpose in Deonar Abattoir?

**Ans :** The person to whom MCGM has issued License to slaughter animals and a person who has valid License from the Market Department of MCGM:  
1) for meat shop & 2) to sell Meat/Beef of buffalo.

**Que 08 :** Who takes care of animals brought for slaughter and who deals in sale/purchase of these animals in the Market?

**Ans :** The persons to whom MCGM has issued license to take care of animals known





as 'Gawals' take care of animals brought for slaughter and a 'Broker' to whom MCGM has issued License can help in sale / purchase of animals brought for slaughter.

**Que 09 : What is the procedure to bring buffaloes in Deonar Abattoir?**

- Ans:**
- I) The import License u/S 412 issued to the trader of buffaloes who has got traders License by MCGM, is allowed to bring animals by complying animal transportation rules.
  - II) Then the animals are subjected to inspection under Maharashtra Animal preservation Act-1976 (Revised 1995) by competent Authorities of the State Animal Husbandry Department deployed at Cattle Unloading Ramp in the premises of Deonar Abattoir
  - III) Then animals which are fit for slaughter are issued 'Certificate of fitness' to slaughter by the said competent authorities.
  - IV) Entry fee for 'fit to slaughter' animals is recovered by staff of MCGM along with stabling charges as applicable on 24 hrs basis stay of the animals.

**Que 10 : Whether the mutton/buffalo meat produced at Deonar Abattoir is safe for human consumption?**

- Ans :** Yes, the animals slaughtered at Deonar Abattoir are subjected to inspection before and after slaughter by the veterinary officers of MCGM. It is ensured that slaughtering of animals is undertaken in a most hygienic way by complying slaughter house rules to render it suitable for human consumption.

**Que 11 : What facility is available at Deonar Abattoir for feeding animals?**

- Ans :** If the stay of animals exceeds 12 hrs, Green leaves, grass is made available through licensed vendor of MCGM.

**Que 12 : For how long is an animal kept fasting before it is slaughtered?**

- Ans :** Animals are kept off feed for 12 hours before slaughter as per slaughter house rules 2001 under PCA Act, 1960.

**Que 13 : What are transport facilities available for carrying slaughtered Meat of Sheep/Goat, Buffalo & Pig?**

- Ans :** Limited transportation facility of buffalo meat is extended to licensed shop keepers of buffalo meat through meat vans of MCGM.

**Que 14 : How can one export mutton/buffalo meat from Deonar Abattoir?**

- Ans :** Sheep/Goat Slaughter section is registered under APEDA, a Government of India undertaking (Agricultural processed Food Export Development Authority). Therefore only Sheep & Goat carcasses are allowed for export and certificate of Health is issued by MCGM officials to export the same. No such facility is available for buffalo meat.

**Que 15 : What is the procedure to get different licenses to carryout business of slaughtering animals & other related activities in Deonar Abattoir?**

- Ans :** The list of the licenses required to run the business of slaughtering animals & other related activities and the procedure to obtain license is available at MCGM website i.e. [portal.mcgm.gov.in](http://portal.mcgm.gov.in).



**Que 16 : What are the charges/fees for getting Licenses for slaughtering of animals in Deonar Abattoir?**

**Ans :** The list of Licenses and applicable scheduled charges are available at the office of General Manager & can be collected personally or can be accessed through website of MCGM i.e. [portal.mcgm.gov.in](http://portal.mcgm.gov.in) under the head Deonar Abattoir - online services.

**Address :** Office of General Manager  
Deonar Abattoir, Govandi,  
Mumbai - 400 043.

**Contact No :** 022-25563284/85/87

**Email ID :** gm.deonar@mcgm.gov.in

**Que 17 : Can I slaughter animals outside Deonar Abattoir for religious or slaughter purposes such as festivals or ceremonies ?**

**Ans :** Yes, there is a provision under MMC Act 1888 under section 403(2) (e) where in the Commissioner of MCGM can permit slaughter of Sheep/Goats on the occasion of certain festivals/ceremonies. A written application needs to be made, addressed to the office of General Manager, Deonar Abattoir.

**Que 18 : What Laws govern slaughter houses?**

**Ans :** There are certain rules framed under The Prevention of Cruelty to Animals Act, 1960, namely Slaughter House Rules, 2001.

- ❖ Section 3(1) of this Act provides that animals cannot be slaughtered anywhere except in a recognized slaughter house,
- ❖ Section 3(2), prohibits slaughtering of any animal which is Pregnant,
- ❖ Has an offspring less than three months old, or
- ❖ Is under the age of three months, or
- ❖ Has not been certified by a veterinary doctor that it is in a fit condition to be slaughtered.

**Que 19 : Is slaughtering of an animal anywhere other than in a slaughter house, legal?**

**Ans :** Animal slaughter can be done in licensed slaughter house only. No animals can be slaughtered in slums, in roadside meat shops or in private houses. Slaughtering of any animal at any place other than a licensed slaughter house is prohibited.

**Que 20 : What are the Laws/Rules that govern Meat Shops or Stalls?**

**Ans :** Meat Shops refers to a shop where meat is sold (and should not to be mistaken for a place where a meat animal is slaughter). There are rules stipulated in Food Safety and Standards Act, 2006 that regulate such outlets. The Bureau of Indian Standards rules deal with the basic requirement for a stall for sale of meat of small & large animals. There are rules for licensing and regulating the sale of meat and maintenance of hygienic condition of the meat stall.



**Que 21 : What must I do to sell mutton/buffalo meat to the public?**

**Ans :** One has to get the license to sell mutton/buffalo meat from the Market department of MCGM. Buffalo meat that is being sold to the public must originate from approved source.

**Que 022 : Can I sell meat that I slaughter in my home?**

**Ans :** No, mutton/buffalo meat sold to the public whether wholesale or retail shall not be produced in residence.

For any additional information about Deonar Abattoir or for any complaints suggestions, kindly contact us at [gm.deonar@mcmgm.gov.in](mailto:gm.deonar@mcmgm.gov.in)

**Important Numbers:** 1) 022- 25563284                      2) 022 - 25563285  
3) 022- 25563286                      4) 022 - 25563287

## **B. CATTLE POUND OFFICE :**

**Que 01 : Where is the office of Cattle Pound located?**

**Ans :** Address of the Cattle Pound Office of MCGM is as below-  
Near Kachpada MIDC, Ramchandra Gali, Malad (W), Mumbai.  
Contact No is 022 28820296.

**Que 02 : What are the functions of Cattle Pound Officer?**

**Ans :**

- I) As per section 441 (C) to (G) and provision made therein, the animals such as bulls, cow, bullocks, buffaloes straying on the roads, public places are seized by the team of Cattle Pound Office & brought to cattle pound.
- II) Person claiming the ownership of such seized roaming animals are prosecuted in the Magistrate Court and as per courts order, animals are released after penal action by recovering feeding charges, stabling charges and transport charges as per MMC Act, 1888.
- III) Upon committing repeated offence the seized animals under the act are handed over to needy farmers through the 'Mumbai 'Jivdaya Mandali' instead giving possession to the owner.

**Que 03 : Which types of animals are seized by Cattle Pound Office?**

**Ans :** Cows, bullocks, buffaloes, donkeys and pigs are seized by the Cattle Pound Office.

**Que 04 : What is the provision for roaming pigs?**

**Ans :** As per section 384(2) of MMC Act, 1888, stray pigs are seized by Cattle Pound Office and handed over to Deonar Abattoir for slaughter after their auction.

**Que 05 : Can one keep live large animals in Mumbai City?**

**Ans :** As per MMC Act, No one can keep live large animals such as bullocks, buffaloes, sheep, goats or pigs on any premises of their own or at public places.

**Que 06 : Is there any provision to get license to keep animals in Mumbai city?**

**Ans :** No, there is no provision to keep live animals on any premises or in Public places.



**Que 07 : Where can one complain if stray large animals are found roaming in the city?**

**Ans :** One can register their complaint to Cattle Pound Office of MCGM which is located at Malad (w) Tel no. 022 28820296.

**Que 08 : What happens to the animals seized by Cattle Pound Officers in the event when no one turns up to claim ownership of the animals?**

**Ans :** After 10 days, as per MCGM rules such animals are handed over to 'Jivdaya Mandal' by recovering nominal scheduled charges.

For any additional information about Cattle Pound Office or for any complaints, suggestions, kindly contact us at [gm.deonar@mcgm.gov.in](mailto:gm.deonar@mcgm.gov.in)

**Important Numbers :** 1) Malad (W). Tel No. 022 28820296.

### **C. DOG CONTROL OFFICE :**

**Que 01 : Where is the office of dog control department located? What are working hours & functions of the department? What is the contact number?**

**Ans:** Dog Control office of MCGM is located at Mahalaxmi, Bandra, Mulund & Malad areas of Brihanmumbai :

**Mahalaxmi** Gangaram Bappu Sakpal Marg,  
Near Dhobighat, Mahalaxmi, Mumbai 400 011.  
Ph. No. 23085118.

**Bandra** Premises of Municipal office, Dharmshala Station Road,  
Bandra (W), Mumbai 400 050.  
Ph. No. 26409275.

**Malad** Cattle Pound Office, Kachpada, Ramchandra lane,  
Malad (W), Mumbai 400 064.  
Ph. No. 28808206.

**Mulund** Premises of Municipal garage, Dumping Road,  
Mulund (W), Mumbai 400 080.  
Ph. No. 25618000.

**Office working hours:** Monday to Saturday 10.30 am to 5.30 pm.

**Functions of this department are:-**

- i) To issue licenses to pet owners under section 191(B) of MMC Act 1888.
- ii) Redressal of dog nuisance complaints.
- iii) With the assistance of NGO's sterilization and vaccination of dogs as per Animal Birth control (Dogs) rules-2001.
- iv) To release the dog after sterilization to its original habitat/place from where it was lifted for sterilization.

**Que 02 : What is meant by ABC program?**

**Ans :** It is Animal Birth Control program which is especially related to Dog sterilization under Animal Birth Control (Dogs) Rules, 2001.





**Que 03 : What should be done in case of dog bite? Is it necessary to get anti-rabies treatment?**

**Ans :** A person who has been bitten by a dog needs to consult a doctor/medical officer for further treatment. The dog also needs to be examined by veterinary officer for signs of Rabies.

**Que 04 : There are stray dogs around my residential area. Where should I make a complaint?**

**Ans :** You may give a written complaint or call our Dog Control Offices at:

- |              |   |                |
|--------------|---|----------------|
| 1) Malad     | - | 022 - 28808206 |
| 2) Mulund    | - | 022 - 25618000 |
| 3) Bandra    | - | 022 - 26409275 |
| 4) Mahalaxmi | - | 022 - 23085118 |

**Que 05 : Why stray dogs are left in the same area rather than leaving them elsewhere?**

**Ans :** As per dog Animal Birth Control (dogs) Rules – 2001, after sterilization, stray dogs have to be released in the same area from where they were caught. Please follow the guidelines issued by Animal Welfare Board of India (AWBI) on website [www.awbi.org](http://www.awbi.org).

**Que 06 : What accounts to cruelty to animals?**

**Ans :** Section 11(1) (a) to (o) of the Prevention of Cruelty to Animals Act, 1960 prescribes and enumerates the forms of cruelty. Please refer to the Act.

**Que 07 : Can an individual 'arrest' someone who is treating an animal cruelly and bring him to a police station?**

**Ans :** Any person or individual under whose presence any offence under the act is committed, such person can immediately lodge a written complaint with the nearest police station.

**Que 08 : What are the powers that a policeman can exercise when he sees the cruelty being done on animals?**

**Ans :** Section 34 of PCA, 1960 provides the general power of seizure for examination to the police officer above the rank of constable.

**Que 09 : Can people who feed animals in their areas be stopped by Resident welfare Association, societies, or neighbours under the law?**

**Ans:**

- ❖ Article 51 A of the Constitutional Law of India, speaks about the duties of every citizen of India one of these duties include having compassion for living creatures. So the animals are protected under the Constitution.
- ❖ Article 19 of Constitution of India, deals with the right to freedom of expression and in this freedom comes right to profession, occupation, trade and business. Therefore it means that every citizen has the right to occupation and if someone has taken the caring of animals as his occupation, it is legal and he has every right to carry on with his occupation.





- ❖ Article 21, of constitution of India states the right to personal life and liberty. If someone wants to feed and provide shelter to dogs, he is at liberty to do so. Section 503, of the IPC, 1860 provides that intimidation is criminal offence which is cognisable.

**Que10 : Can a Resident Welfare Association / Society or any individual remove or have removed the dogs in a colony that are already sterilized and vaccinated?**

**Ans :** Under the Government of India, Animals Birth Control (Dogs) Rules, 2001, no sterilized dogs can be relocated from their area. As per High Court order, sterilized dogs have to remain in their original areas. If the dog is not sterilized, the society can simply ask the BMC or /AWOs to sterilize and vaccinate the dog but they cannot relocate the dogs. Relocation is not permissible as it would cause more problem such as an increase in dog bites as new dogs will move into the areas who are unfamiliar with residents and therefore more likely to be hostile. Animal Welfare Board of India recently published guidelines regarding approach of members of a society towards pet dogs & stray dogs in the society on website [www.awbi.org](http://www.awbi.org).

**Que11 : There are many stray dogs in my society compound can MCGM take these dogs away permanently ?**

**Ans :** No. Stray dogs can not be taken away permanently from their territory. As vacuum created will soon filled up by new stray dogs. MCGM picks up stray dogs for sterilisation Antirabies vaccination & release them at the same place after 7-10 days. Guidelines are already published in website [www.awbi.org](http://www.awbi.org).

**Que 12 : In our locality compound one Female stray dog has given birth to puppies. That female stray dog bites. Can MCGM take this female stray dog away?**

**Ans :** No. A Lactating female dog cannot be picked up, as per AWBI guidelines.

**Que13 : There are stray dogs in my society/locality. These stray are a source of nuisance (biting/chasing people) can MCGM take these dogs away, permanently?**

**Ans :** On receiving such complaint, MCGM dog squad will pick up such dogs & keep them at an AWO under observation for 10 days. If such dogs do not show any sign of rabies they will be vaccinated & released after 10 days, in the same place from where they were picked up.

For any additional information Dog Control Office or for any complaints, suggestions, kindly contact us at [gm.deonar@mCGM.gov.in](mailto:gm.deonar@mCGM.gov.in)

**Important Numbers:**

- |                          |                             |
|--------------------------|-----------------------------|
| 1) Malad – 022 28808206  | 2) Mulund – 022 25618000    |
| 3) Bandra – 022 26409275 | 4) Mahalaxmi – 022 23085118 |



## D. Veterinary Clinic :

**Que 01 : Where are the Municipal veterinary clinics located? What are working hours of the clinic(s)?**

**Ans :** The address of Municipal veterinary clinic is:

Plot no. 76, Municipal Block,  
Khar (W), Mumbai - 400 052.

**Working hours are :** Monday to Friday: 09.00 am to 05.00 pm  
Saturday : 09.00 am to 01.00 pm

**Que 02 : Is OPD working on Saturdays & Sundays?**

**Ans :** OPD is open on all Saturdays from 9.00 am to 12.30 pm. However, the veterinary clinic is closed on Sundays. In case of emergency, services are available at the veterinary hospital run by Bombay Society for Prevention of Cruelty to Animals at Parel. Contact numbers are: 022-24137518, 022-24135285, 022 24135434.

**Que 03 : Which animals can be treated in the veterinary clinics?**

**Ans :** All pets including dogs, cats, birds etc are treated however only primary treatment is given to pet dogs, cats, birds, sheep, goats. The veterinary clinic is presently not equipped for emergencies.

**Que 04 : Are injured /sick cows, buffaloes treated at the clinic?**

**Ans :** Only primary treatment is given to pet dogs, cats, birds, sheep, goats. The veterinary clinic is presently not equipped for emergencies. In case of an emergency / accident injury such animals should be taken to BSPCA veterinary hospital at Parel.

**Que 05 : Is, in-patient service for animals available at the Municipal veterinary dispensary at Khar?**

**Ans :** No, MCGM does not have this facility presently.

**Que 06 : Is ambulance service or any other transport service available for bringing animals to OPD?**

**Ans :** No, transportation service is not available.

**Que 07 : If an animal is found severely injured in an accident where can it be taken?**

**Ans :** This kind of service is available at BSPCA Parel.

The Bombay Society for the Prevention of cruelty to Animals (BSPCA)

The Bai Sakarbai Dinshaw Petit Hospital for Animals

Dr. S.S. Rao Road, Parel, Mumbai -400 012.

Contact No. 022-24137518, 022-24135285, 022-24135434

For any additional information about Veterinary Clinic or for any complaints, suggestions, kindly contact us at [gm.deonar@mcm.gov.in](mailto:gm.deonar@mcm.gov.in)

**Important Numbers:**

1) 022 - 25563284 2) 022 - 25563285

3) 022 - 25563286 4) 022 - 25563287



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## MARKET DEPARTMENT

**Office Address** : Office of the A. C Markets,  
Mahatma Jyotiba Phule Mandai,  
(Crowford Market), First Floor,  
Dr. D. N. Road, Mumbai – 400 001.

**Contact No** : 022-23440749

**Email ID** : [ac.market@mcgm.gov.in](mailto:ac.market@mcgm.gov.in)



**Que 01 : How many Municipal Markets exists in Greater Mumbai?**

**Ans :** a) Municipal Retail Markets - 92.  
b) Markets developed under Accommodation Reservation – 93.

**Que 02 : How many types of Markets are there?**

**Ans :** a) **Municipal Retail Markets** - Existing Markets of MCGM where licences are given either by auctioning or by subletting from existing Licensees.

- There are 17,315 Nos. of Municipal Market Licensees in Municipal Retail Market, out of which 566 Nos. of galas are in possession of MCGM.

b) **Markets developed under Accommodation Reservation** - Markets developed by the private developer under accommodation reservation concept of Development Control Regulations (DCR) for Greater Mumbai & handed over to the Municipal Corporation, which are being used for granting alternate commercial accommodation to the Project Affected Persons. Total 71,722 sq.mt area handed over to MCGM.

c) **Private Markets** - Under Section 403 of the MMC Act 1888, Licence is awarded to an individual who privately owns a market to run the market and Licence fees for the owner who conduct the market with Mutton & Chicken Licences from Market Department of MCGM.

**Que 03 : What are the commodities, which can be sold in Market, or activities can be taken in Market?**

**Ans :** The commodities, which are included in Schedule J J of MMC Act 1888, & commodities included in the list of Non Marketable are permissible to sell in Municipal Retail Markets.

**Que 04 : What is J J Schedule?**

**Ans :** The agricultural produce commodities which are permissible to sell in the Municipal Market are mentioned in the Schedule J J under section 398 (2) of MMC Act 1888.

**Que 05 : How much is the rent, which needs to be paid?**

**Ans :** Markets are categorised as Grade-A, Grade-B, Grade-C & accordingly rents are charged as below:-

Grade	Marketable		Non-Marketable
	Veg	Non-Veg	
Grade - A	Rs. 8.00/- per sq.ft	Rs. 9.00/- per sq.ft	Rs. 12.50/- per sq.ft
Grade - B	Rs. 7.00/- per sq.ft	Rs. 7.50/- per sq.ft	Rs. 10.00/- per sq.ft
Grade - C	Rs. 6.00/- per sq.ft	Rs. 7.50/- per sq.ft	Rs. 7.50/- per sq.ft

**Que 06 : How much is the License Fees?**

**Ans :**

- ❖ Licence fees for MRM – Rs. 400/-
- ❖ Licence fees for Wholesale Licensees (Without Space) – Rs. 3,000/-
- ❖ Licence fees for Wholesale Licensees (With Space) – Rs. 3,200/-
- ❖ Licence fees for Outside Meat shops – Rs. 3,000/-
- ❖ Licence fees for Fowl cutting & selling – Rs. 6,000/-





- ❖ Licence fees for Without Space Licences – Rs. 3,000/-
- ❖ Licence fees for Sub Broker (Without Space) – Rs. 2,800/-

**Que 07 : What is the status of person who owns gala in Market?**

**Ans :** MCGM is the sole owner of Market and the person who allotted the gala in the markets will be the Licensee of the Market Department.

**Que 08 : Can one purchase gala in Market or transfer in any others name?**

**Ans :** The gala in Municipal Market cannot be purchased or sell. The Licence of gala in the Municipal Market can only be transferred to either Legal Heir or to any other person by subletting.

**Que 09 : If Yes, What is the procedure?**

**Ans : A) Legal Heir Transfer -**

❖ **Due to Death of Licensee -**

After the death of the Licensee is legal heirs has to apply for transfer of the said gala along with necessary documents such as Application, Death Certificate, Ration Card, Affidavit, Indemnity Bond, Irrevocable Consent etc within a period of 6 months from the date of death of Licensee. After receiving all the documents, the transfer procedure should be followed by charging fees as per Standing Committee Resolution. If Legal Heirs fails to apply for transfer of gala within 6 months period from the date of death of licensee penalty will be applicable as follows.

- i) Application within 6 months – No penalty
- ii) Application after 6 months to 1 Year – Rs. 1,000/-
- iii) Application after 1 Year – Rs. 2,000/- per month.

❖ **Due to Medical Ground -**

On the request of the Licensee due to medical reason, the licence can be transferred in the name of his legal heirs. For the transfer the Licensee and the legal heir has to apply for transfer of the said gala along with necessary documents such as Application, Medical Certificate, Ration Card, Affidavit, Indemnity Bond, Irrevocable Consent etc. After receiving all the documents, the transfer procedure should be followed by charging fees as per Standing Committee Resolution.

❖ **On Distant Legal Heir Basis -**

On the request of the Licensee or due death of the licensee, the licence can be transferred in the name of his distant legal heir (except direct legal heir). For the transfer the Licensee and the legal heir has to apply for transfer of the said gala along with necessary documents such as Application, Medical Certificate/Death Certificate, Ration Card, Affidavit, Indemnity Bond, Irrevocable Consent etc. After receiving all the documents, the transfer procedure should be followed by charging fees as per Standing Committee Resolution.

**B) Sublet Basis Transfer -**

- ❖ On the request of the Licensee and the proposed licensee the licence can be transferred in the name of third person. For the said transfer the Licensee and the proposed licensee has to apply for transfer of the





said gala along with necessary documents such as Application, Agreement, Affidavit, Indemnity Bond, Irrevocable Consent, Domicile Certificate etc. The application for the transfer on Sublet basis must be received in the office on the same of agreement made between licensee and proposed licensee. Otherwise penalty of Rs. 1000/- per month will be charged from the very next day. After receiving all the documents the transfer procedure should be followed by charging fees as per Standing Committee Resolution.

- i) For Marketable commodities – 12 Months x 10 Years x Stallage Charges per month
- ii) For Non-Marketable commodities – 12 Months x 14 Years x Stallage Charges per month.

**Que 10 : How galas are allotted?**

**Ans :** In Municipal Retail Market - The vacant Galas are allotted by tender process as per section 407 (C) of MMC Act 1888.  
In Markets acquired under Accommodation Reservation - Galas are allotted in the Markets Acquired under Accommodation Reservation to the Project Affected Persons (PAP) with the sanction of competent authorities.

**Que 11 : How many Fisher Women Licensees are there?**

**Ans :** There are 4,300 Nos. of Fisher women Licensees.

**Que 12 : How many Mutton, Chicken, Beef, Pork, Fowl Licensees are there?**

**Ans :**

- ❖ There are 1022 Nos. of Chicken & Fowl Licensees.
- ❖ There are 436 Nos. of Mutton Licensees.
- ❖ There are 363 Nos. of Beef Licensees.
- ❖ There are 06 Nos. of Pork Licensees.
- ❖ There are 73 Nos. of Cold Storage Licensees.

**Que 13 : Do you give Licences for Slaughtering / Selling of Chicken, Mutton, Beef etc. If yes, then what are the norms?**

**Ans :** As per the orders of Hon'ble Supreme Court, slaughtering permission other than Deonar Abattoir has been revoked. For selling of meat in Mumbai, Deputy Municipal Commissioner (Special) is the sole empowered to issue such Licences under section 410 & 411 of the MMC Act 1888.

**Que 14 : If no, Where is slaughtering done?**

**Ans :** At Deonar Abattoir.

**Que 15 : Under which section Licences given to sell Mutton, Chicken, Beef, Pork etc?**

**Ans :** Under section 410 & 411 of the MMC Act 1888.

**Que 16 : Do you have system to take action against illegal slaughtering and unauthorised selling?**

**Ans :** Yes, headed by Deputy Superintendent of Markets and Assistant Superintendent of Markets, Head Inspectors of Markets of each Ward initiate actions against illegal slaughter & unauthorised sell of Mutton Chicken, Beef, Pork etc.



**Que 17 : Licences are issued under which section of MMC Act?**

**Ans :** Licences are issued under section 401, 403, 410, 411 & 479 of the MMC Act 1888.

**Que 18 : If there is infringement of Licence condition by Licensees what action is taken & under which Section? What is the procedure of revocation of Licence?**

**Ans :** Violation of Licence conditions under section 401, 403, 479 of MMC Act 1888. Notices are to be issued under section 401, 403, 479 of MMC Act 1888 and if irregularity is not rectified Licences are to be revoked & empty possession of the galas are taken by MCGM with sanction of Assistant Commissioner (Market).

**Que 19 : Is there any penalty? How much is the penalty? What is the procedure of Restoration? Who is the authority to restore such Licences?**

**Ans :** If any licensee violates the condition of the licence 1<sup>st</sup> notice, 2<sup>nd</sup> notice and Show Cause notice will be issued to the licensee. If licensee removes the irregularities on the shop the show cause notice will be cancelled by charging Rs. 1,000/- as administrative charges. If licensee fails to remove irregularities or continues to violate the condition of licence then the Licence is revoked with the sanction of Assistant Commissioner of Market. After revoking the licence if licensee apply to restore the said licence the request can be considered with the sanction of Deputy Municipal Commissioner (Special) subject to payment of Rs. 5000/- as restoration charges.

**Que 20 : Is there any reservation for SC/ST/Divyang/Ex-Servicemen? How much is % of reservation?**

**Ans :** While fresh allotment of galas in the Municipal Retail Markets by auction, following reservations are there:-

SC	ST	NTDT	OBC	DIVYANG	EX-SERVICEMEN	BOOK STALL
7.5%	4%	2.5%	6%	5%	5%	1%

**Que 21 : What is the current status of allotment against reservation?**

**Ans :** As per present status there are 70 nos. of galas allotted to Divyang persons in Municipal Markets.

**Que 22 : What are the facility provided by MCGM to Licensees?**

**Ans :** MCGM provides facilities for Sanitation of markets, Toilet facilities, Water supply, Electric Supply, Maintenance of Markets etc.

**Que 23 : Does all the Markets have toilet facility?**

**Ans :** Yes. Below are the Male seat / Female seat details:

- ❖ Male Seat – 407 Nos.
- ❖ Female Seat – 183 Nos.
- ❖ Divyang Seat – 04 Nos.



**Que 24 : How many Markets repaired in last 3 years?**

**Ans :** 17 Markets are repaired in last three years.

**Que 25 : How many Markets are under redevelopment by Builder?**

**Ans :** There are total 30 proposals for redevelopment by Developer appointed by Market Association. Out of which in four markets rehab is already completed and Market Licensees are already shifted. In six proposals work is in progress. Eight proposals are under process of approval. Ten proposals are cancelled / being cancelled and two proposals are under scrutiny.

**Que 26 : How many Markets in redevelopment by MCGM?**

**Ans :** Total 24 markets will be redeveloped by MCGM. Out of which four are under repair amounting to redevelopment.

**Que 27 : How is Market waste disposed off?**

**Ans :** Dry & Wet market waste separately disposed off by S.W.M. Department of MCGM.

**Que 28 : How many tonnes of market waste generated per day?**

**Ans :** 69 MT (approx).

**Que 29 : Does Markets have O.W.C.?**

**Ans :** Work is already allotted for installation / operation & maintenance of O.W.C. 04 Municipal Retail Market and tender is invited for remaining markets.

**Que 30 : Can it be used by nearby societies?**

**Ans :** O.W.C. proposed in Municipal Retail Market are for the treatment of estimated waste generated in market premises only.

**Que 31 : Are your Markets Plastic free?**

**Ans :** Yes.

**Que 32 : What is the strategy used?**

**Ans :** By order of Hon'ble Municipal Commissioner a squad has been formed & powers are also delegated to the Inspectors from Market Department to impose fine of Rs. 5000/- , Rs. 10000/- & Rs. 25000/- on Licensee of market for the offence made by any person regarding use of plastic under the guidelines issued by the State Government.

**Que 33 : Do your market have plastic collection bins? If no, What is the future plan? If yes, then give addresses.**

**Ans :** All markets are provided with plastic collection bins.

**Que 34 : Does your all markets are fire compliant?**

**Ans :** Licensees are instructed to keep fire extinguisher instruments in their galas to avoid fire mishaps.

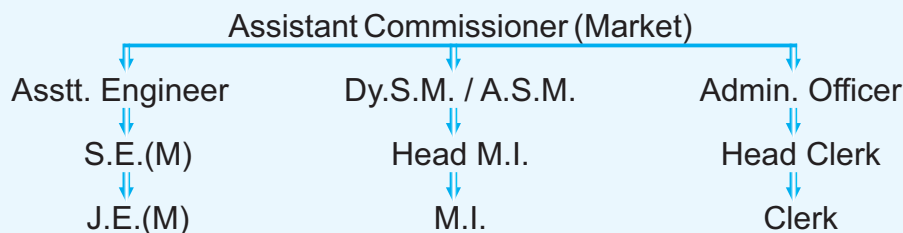
**Que 35 : What is the security of all Markets?**

**Ans :** Association of Licensees are supposed to provide their own security at their expenses.



**Que 36 : What is the organizational structure of Markets?**

**Ans : Organizational structure of Markets:-**



Details are available on the MCGM Portal – [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in)

**Que 37 : Where to make complaints?**

**Ans :** At the office of Assistant Commissioner (Market), Mahatma Jyotiba Phule Market (Crowford Market), 1<sup>st</sup> Floor, Dr. D.N.Road, Mumbai – 400 001.

**Que 38 : What is the action taken against illegal slaughter or sell of Mutton, Chicken, Beef, Pork etc in Mumbai?**

**Ans :** Action under MMC Act 1888 Section 407, 410.

**Que 39 : How is action taken?**

**Ans :** Assistant Commissioner (Market) distributes various complaints received against illegal slaughter and unauthorised sell of Mutton, Chicken, Beef, Pork etc to Deputy Superintendent of Market & Assistant Superintendent of Markets, these complaints are to be attended by Head Inspectors of Market Department posted for each ward.

Head Inspectors along with their staff specially posted to take such actions visits the places of complaints, raids the place, seize the live stock, confiscate the Mutton, Chicken, Beef, Pork stuff, take the offender to nearest Police Station and register charges against him under section 410 (1) of MMC Act 1888 and further action will be taken by the Court of Law. The live stock like Sheeps & Goats seized has to be deposited at the pens at Deonar Abattoir, the confiscated Mutton, Chicken, Beef, Pork stuff has to be disposed off with izol powder & dumped in the offal carrying MCGM van of S.W.M. Department for further disposal. If the stuff confiscated is in huge quantity the same has to be taken to Deonar Abattoir for dispose off under observation of Veterinary staff of Deonar Abattoir and then it has to be carried to Deonar Dumping Ground, all stuff has to be dumped in the pothole with the help of JCB Machine. If live fowls seized, it has to take at nearest market where Chicken & Fowl Licensees participates in the auction, this live stock has to handover to the highest bidder and amount recovered should have to be remitted to CFC. The procedure to dispose the flesh of fowls confiscated is same as Mutton, Chicken, Beef, Pork etc.

**Que 40 : What is the procedure for restoration of Licence?**

**Ans :** For restoration of revoked licence, application must be submitted within one year from the date of revocation of licence. On receipt of the application, the revoked licence can be restore by obtaining sanction of the DMC (Special) subject to payment of arrears of Rent and Licence fee along with penalty, fresh deposit and Restoration charges.





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**DISASTER MANAGEMENT & CENTRAL COMPLAINT  
REGISTRATION SYSTEM DEPARTMENT**

**Office Address :** Municipal Head Office, 2nd Floor,  
Annex Building, Mahapalika Marg,  
Fort, Mumbai 400 001.

**Contact No :** 022 2269 4725 / 27

**Fax No :** 022 2269 4719

**Email ID :** ccrsdmp@gmail.com

**Website :** <http://dm.mcgm.gov.in>

**For Disaster & Civil Complaints Helpline No. – 1916 (Toll)**





**Que 01 : Mumbai is vulnerable for which types of disasters?**

**Ans :** Mumbai is moderately vulnerable to most of manmade & natural disasters like industrial accidents, fire, floods, roads-railway-metro-mono-aircraft accidents, bomb blasts, terror attacks, infectious diseases, earthquake, etc.

**Que 02 : Where should citizen contact to get help in the event of disaster?**

**Ans :** In the event of disaster, citizens can contact on following emergency numbers:  
MCGM's Disaster Management Department –1916.  
(Disaster Helpline) or 22694725 / 27.  
Mumbai Police – 100.  
Mumbai Fire Brigade – 101.  
Ambulance (for medical emergency) - 108.

**Que 03 : What types of information and systems are available in the Disaster Management Department?**

**Ans :** The Disaster Management Department is equipped with:-

- ❖ 21 Hot Lines connected with various Stake Holders
- ❖ Hot line connectivity with 24 Administrative Wards, 4 Major & 2 Peripheral Hospitals.
- ❖ Other communication like Internet, VHF, Fax and Television Sets are installed
- ❖ HAM radio setup established
- ❖ VHF network with 53 various stakeholders
- ❖ 1916 with 10 hunting lines operational for disaster-related and civic complaints
- ❖ Direct feed of 5000 + a CCTV camera on video wall.

**Que 04 : Does MCGM have its own response force?**

**Ans :** Mumbai Fire Brigade is the primary responder in case of emergencies in Mumbai. In case they required any assistance 3 teams of National Disaster Response Force are propositioned in Mumbai.  
On the basis of National Disaster Response Force (NDRF) & State Disaster Response Force (SDRF), MCGM has formulated City Disaster Response Force (CDRF). The objective is to develop self-sustainability for responding disasters like collapse structure, CBRN etc.

**Que 05 : How does MCGM deal with any disaster situation in Mumbai?**

**Ans :**

1. Pre-Disaster Management: This involves training, public awareness programs, keeping agency well equipped, communication and coordination with various disasters response forces, prepare & updat Disaster Management Plan and co-ordination with various Disaster Response teams.
2. During Disaster Management: Coordinate Response, rescue, mobilization of resources, etc.
3. Post Disaster Management: Coordinate for monitoring assistance after disaster, administering effective implementation of relief and rehabilitation

Disaster management department has developed a GIS application name Command and Control System (CCS) for quick and quality



response to any disasters in Mumbai. The system is incorporated with Standard Operating Procedures defined for 32 main and their 107 subtypes. Communication & resources management protocol defines for all types of disasters and mapped on GIS base map.

**Que 06 : Is there any Act on Disaster Management?**

**Ans :** Yes. Central Government has enacted The Disaster Management Act in 2005.

**Que 07 : As per Disaster Management Act, what is the structure of organisation for Disaster Management?**

**Ans :**

- ❖ **National Level:** N.D.M.A. (National Disaster Management Authority)  
Chairman: Prime Minister
- ❖ **State Level:** S.D.M.A. (State Disaster Management Authority)  
Chairman: Chief Minister
- ❖ **District Level:** D.D.M.A. (District Disaster Management Authority)  
Chairman: Additional Commissioner of respective districts for Mumbai

**Que 08 : Is any educational course conducted by MCGM?**

**Ans :** Post Graduate Diploma in Disaster, Fire, & Industrial Safety Management conducted by MCGM in association with Garware Institute of Career Education and Mumbai University. This course offers scientific learning of natural and manmade disaster.

**Que 09 : Is any training or awareness programs for disaster management conducted by MCGM?**

**Ans :** Disaster Management Department imparts two days "First Responder Training" to school, colleges, private industries, NGOs, Community based Organizations, Security personals, citizens etc for quick & qualitative response. This training includes basic firefighting, first aid, CPR, Rope rescue, casualty carrying methods, improvised stretcher etc.

**Que 10 : What is Central Complaint Registration System?**

**Ans :** Central Complaint Registration System where the citizens can log civic related complaints on 1916 toll number or 'MCGM 24 x 7' Mobile App or website [mcgm.gov.in](http://mcgm.gov.in)

For any additional information about this department or for any suggestion, kindly contact us at this Email ID: [ccrsdmp@gmail.com](mailto:ccrsdmp@gmail.com) / [co.dm@mcgm.gov.in](mailto:co.dm@mcgm.gov.in)





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**MAINTENANCE DEPARTMENT**



**Que 01 : With whom can one lodge complaint for illegal encroachment on road or footpath?**

**Ans :** Asst. Eng. (Maintenance) of the respective ward is the concerned authority for removal of illegal encroachment on road or footpath.

**Que 02 : How to get permission for religious functions?**

**Ans :** st. Eng. (Maintenance) of the respective ward issues permission.

**Que 03 : How can one obtain permission for shooting?**

**Ans :** Asst. Eng. (Maintenance) of the respective ward issues permission through ward one window.

**Que 04 : Who is responsible for attending potholes on the roads?**

**Ans :** Executive Engineer (Road) under the Asst. Commissioner of respective ward is responsible for attending potholes on the road.

**Que 05 : How to get roads/ footpaths painted?**

**Ans :** Asst. Eng. (Maintenance) of the respective ward is the concerned authority to get the roads/ footpaths painted.

**Que 06 : Where can I report to get removed abandoned / unclaimed vehicle?**

**Ans :** Asst. Eng. (Maintenance) of the respective ward is the concerned authority to report about abandoned / unclaimed vehicle.

**Que 07 : Where can I report to get removed unclaimed articles/ debris?**

**Ans :** Asst. Eng. (Maintenance) of the respective ward is the concerned authority to report for removal of unclaimed articles/ debris.

**Que 08 : To whom can I complain about drainage/ sewer overflow on the road?**

**Ans :** Asst. Eng. (Maintenance) of the respective ward is the concerned authority to report about drainage/ sewer overflow on the road.

**Que 09 : Where can I report about replacement of missing/ damaged / broken chamber covers?**

**Ans :** Asst. Eng. (Maintenance) of the respective ward is the concerned authority to report about missing/ damaged / broken chamber covers.

**Que 10 : Who is responsible for broken/ damaged dividers replacement?**

**Ans :** Asst. Eng. (Maintenance) of the respective ward is the concerned authority for broken/ damaged dividers replacement.

**Que 11 : Who is Public Information Officer (PIO) regarding civil works in the ward?**

**Ans :** Asst. Eng. (Maintenance) of the respective ward is the Public Information Officer (PIO) regarding civil works.





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**DISPATCH DEPARTMENT**







**Que 01 : What is the official working hours of dispatch section?**

**Ans :** Official working hours of dispatch section is Morning 10.30 a.m. to 04.30 p.m. and Lunch Time – Afternoon 01.00 p.m. to 01.30 p.m.

**Que 02 : After receipt of documents in Despatch Section have they give an Acknowledgement?**

**Ans :** Yes, on photocopy, stamp with dispatch no, as an acknowledgement given by dispatch Section.

**Que 03 : Do they note each & every documents in Dispatch Book?**

**Ans :** Yes, every papers are noted in the in Dispatch book.

**Que 04 : In how many days dispatch dept sent papers to Assistant Commissioner & Other dept.?**

**Ans :** Dispatch dept send papers to Assistant Commissioner on the same day evening before 05.00 O'Clock & to other dept, on next day between 12.00 p.m. to 02.00 p.m.

**Que 05 : What is the timing to check movement of papers?**

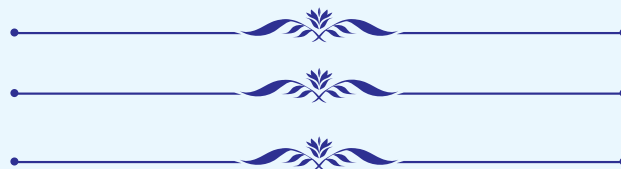
**Ans :** Movement of papers can be check in afternoon 3.00 p.m. to 5.00 p.m.

**Que 06 : How the documents is sent from this office to other BMC Office's & to Citizen?**

**Ans :** Dispatched of other B.M.C. Offices & Govt. Offices is send through Peon and as per need through post office & to Citizen by sending post (Eg. Post- Speed Post & Registered A.D).

**Que 07 : How Right to Information letters of concerned dept is sent?**

**Ans :** Every dept has separate register book for RTI papers, dispatch department sent those letter to concerned dept every day.





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