

MUNICIPAL CORPORATION OF GREATER MUMBAI

Online Payment Terms and Conditions

The following terms and conditions apply to all online payments made to Municipal Corporation of Greater Mumbai (hereinafter MCGM) by the citizens using the online payment facility. Citizens are requested to please read them carefully before making an online payment. By using the online payment facility you accept the following terms and conditions;

1. MCGM is only providing a link to the payment gateway service provider or the bank which will enable citizens to pay online for Municipal charges
2. The list of payment options available are internet banking /debit card payment / credit card payment from banks that are listed when selecting each of the above options. Apart from the fee chargeable to Government against each service, bank / payment gateway transaction charges will be applicable extra. In case of a failed transaction the user shall have no right to claim the amount. The loss on this account shall not be borne either by Government or by the Banks /Payment Gateways. If any payment gateway service provider or bank imposes any taxes or charges anything over and above Municipal service charges, the same shall be borne by the citizen; MCGM shall be indemnified from any such claims
3. The citizen agrees to indemnify and hold MCGM harmless against all claims, losses, damages and actions that citizen may initiate in relation to the online payment gateway. Neither MCGM nor any of its employees or offices shall be liable for any such losses or damage that may be suffered by the citizen as a result of such usage
4. The information and data that you provided during this transaction will only be used for the purpose of recording your payment. MCGM will take all precautions to ensure that the information is used for no other purpose and is not disclosed to any third party
5. You have to ensure that the Email Id entered is correct as the receipt of payment will be sent on the same and this Email Id will be updated on MCGM record for further communication.
6. You have to confirm amount due and period of rent before making payment, any further claims will not be entertained after payment
7. Your payment will take a minimum of one working day to reach the MCGM account. You should take this into account when making your payment
8. All payment will be processed on the information that you provide. MCGM will not accept liability if you make a mistake while completing a form or for any other reason outside of MCGM's control
9. Once payment has been confirmed online, you will be given a reference number. Please note reference number and quote in any queries about the payment. You can reach out to us from the contact details given below
10. Success of online payment is subject to the risks involved in internet based transactions. Thus, even if the payment is processed successfully by the payment gateway provider, such information may not reach MCGM. In such cases, MCGM will treat that payment transaction as a failure and no further processing will be done at MCGM side. Such payments will be initiated for refund / settlement subsequent to the reconciliation process. Citizens therefore should make their payment well before due date. It will be entirely the responsibility of the citizen, if the citizen has to make late fee payment due to failure of payment transaction done on the due date

Cancellation and Refund Policy

11. The fees once paid will not be refunded for applications which are successfully submitted to MCGM.
12. Cancellation of applications / bill payments shall not be accepted by MCGM.
13. In exception scenarios including but not limited to disputes and charge backs, amount paid may be settled by respective MCGM Administrative Officer (Estate) of concern ward.
14. Any loss on account of failed or cancelled transaction shall not be borne by MCGM. However automatic refund will be made for failed transactions.

Contact Details

Director (IT),

Information Technology Department,
Municipal Corporation of Greater Mumbai
mail: director.it@mcgm.gov.in, Phone: 022-22694725

Assistant Commissioner (Estates)

4th Floor, Municipal Head Office, New Building,
Mahapalika Marg, Mumbai-400001
[Email id- ac.estate@mcgm.gov.in](mailto:ac.estate@mcgm.gov.in)
Phone No. 022-22754470

Administrative Officer (Estate) A Ward

‘A’ Ward Municipal Office Bldg.,
134-E, Shahid Bhagat Sing Road,
Near Reserve Bank of India,
Fort, Mumbai – 400 001.
Mobile - 9920185201S 22660906 (Fax) 22607000 25940402
E-mail: ac.a@mcgm.gov.in

Administrative Officer (Estate) B Ward

‘B’ Ward Municipal Office Bldg.,
121, Ramchandra Bhatt Marg,
Babulla Tank Cross Lane, Dongri,
Opp. J.J. Hospital, Mumbai – 400009.
Mobile - 8291200320 23780133 (P) 23736622 (250)
E-mail: ac.b@mcgm.gov.in

Administrative Officer (Estate) C Ward

C Ward Municipal Office Bldg.,
76, Shrikant Palekar Marg,
Chandanwadi, Marine Lines (E),
Mumbai – 400 002.
22014022 (300) 22074966 (Fax) Mobile - 9892777066 22055450 (P)
E-mail : ac.c@mcgm.gov.in

Administrative Officer (Estate) D Ward

‘D’ Ward Municipal Office Building,
Jobanputra Compound, Nana Chowk,
Grant Road (West), Mumbai 400 007.
E-mail : ac.d@mcgm.gov.in
23861426-29 (301) Mobile - 9167494003
23810396 (Fax) 23865201 (P)

Administrative Officer (Estate) E Ward

‘E’ Ward Municipal Office Bldg.,
1st Floor,10, Shaikh Hafizuddin Marg,
Byculla(w), Mumbai – 400 008.
E-mail : ac.e@mcgm.gov.in
23081471-78 (101) 23083695 (P) Mobile - 7506352009 23015004 (Fax)

Administrative Officer (Estate) F/South Ward

F/South Ward Municipal Office Bldg.,
Junction of Dr. B. R. Ambedkar Road
and Jagannath Bhatankar Marg,
Parel, Mumbai – 400 012.
24134560 (200) 24182868 (P) 24134545-46 Mobile - 9004445236
E-mail : ac.fs@mcgm.gov.in

Administrative Officer (Estate) F/North Ward

F/North Ward Municipal Office Bldg.,
Plot No. 96, Bhau Daji Road, King’s Circle,
Matunga, (E), Mumbai – 400 019.
24014275 (P) 24012636 (Fax) Mobile - 9167494001
E-mail: ac.fn@mcgm.gov.in

Administrative Officer (Estate) G/South Ward

G/South Ward Municipal Office Bldg., 1st Floor,
Dhanmill Naka, N. M. Joshi Marg,
Mumbai 400 013
24305031 (222) 24306033 (Fax) Mobile - 9167001155 . Mobile - 9167001155
E-mail: ac.gs@mcgm.gov.in

Administrative Officer (Estate) G/North Ward

G/North Ward Municipal Office Bldg.,
Rm No. 20, 1st Flr, Harishchandra Yelve Marg,
Behind Plaza Cinema,
Dadar (West), Mumbai 400 028.
24397800 (801) 24300513 (P) 24331751 (Fax) Mobile - 9167203771
E-mail: ac.gn@mcgm.gov.in

Administrative Officer (Estate) H/East Ward

H/West Ward Office Bldg.,
St. Martin’s Road, Behind Bandra Police Station,
Bandra (West), Mumbai – 400 050.
26422311-14 (222) 26422225 (P) 26444000 (Fax) Mobile - 9167494033
E-Mail : ac.hw@mcgm.gov.in 26422225 (P)

**Administrative Officer (Estate) H/West Ward
H/West Ward Office Bldg.,**

St. Martin's Road, Behind Bandra Police Station,
Bandra (West), Mumbai – 400 050.
26422311-14 (222) 26422225 (P) 26444000 (Fax) Mobile - 9167494033
E-Mail : ac.hw@mcgm.gov.in 26422225 (P)

**Administrative Officer (Estate) K/East Ward
H/West Ward Office Bldg.,**

St. Martin's Road, Behind Bandra Police Station,
Bandra (West), Mumbai – 400 050.
26422311-14 (222) 26422225 (P) 26444000 (Fax) Mobile - 9167494033
E-Mail : ac.hw@mcgm.gov.in 26422225 (P)

**Administrative Officer (Estate) K/West Ward
H/West Ward Office Bldg.,**

St. Martin's Road, Behind Bandra Police Station,
Bandra (West), Mumbai – 400 050.
26422311-14 (222) 26422225 (P) 26444000 (Fax) Mobile - 9167494033
E-Mail : ac.hw@mcgm.gov.in 26422225 (P)

Administrative Officer (Estate) L Ward

L Ward Municipal Office,

Laxmanrao Yadav Market Bldg.,
1st Flr, S. V. Barve Marg,
Kurla (W), Mumbai – 400 070.
26505103 (111)39 26503104 26503057 (Fax) Mobile - 9167494002
E-Mail: ac.l@mcgm.gov.in

Administrative Officer (Estate) M/East Ward

M/East Ward Municipal Office Bldg.,

Junction of Late Madhukar Tukaram Kadam Marg
& Periferry Road jn., Deonar Municipal Colony,
Govandi,(West), Mumbai 400 043.
25502270 (200) 25502280 (Fax) Mobile - 9920790315
E-Mail : ac.meast@mcgm.gov.in

Administrative Officer (Estate) M/West Ward

M/West Ward Municipal Office Bldg.,

Shradhbhau Acharya Marg, Near Natraj Cinema,
Chembur, Mumbai-400 071.
25225000 (101) 25281994 (P) 25270148 (Fax) Mobile - 9820702604
E-Mail: ac.mw@mcgm.gov.in

Administrative Officer (Estate) N Ward
‘N’ Ward Municipal Office Bldg. (Annex),
2nd Floor Jawahar Road, Ghatkopar (E),
Mumbai – 400 077.
25010161-65 (200) 25012440 (P) Mobile - 9167203776 25010788 (Fax)
E-Mail : ac.n@mcgm.gov.in

Administrative Officer (Estate) P/South Ward
P/South Ward Municipal Office Building,
C.T.S No.746, Village Pahadi, S.V.Road,
Goregaon (west), Mumbai – 400 0104.
28721186 (103) 28724252 (P) 28782713 (Fax) Mobile - 9167203780
E-Mail: ac.ps@mcgm.gov.in

Administrative Officer (Estate) P/North Ward
P/North Ward Municipal Office Building,
Liberty Garden, Mamlatdar Wadi Marg,
Malad (West), Mumbai – 400 064.
28823266 28824913 (P) 28804990 (Fax) Mobile - 9167203774
E-Mail: ac.pn@mcgm.gov.in

Administrative Officer (Estate) R/ South Ward
R/South Ward Office Bldg.,
Mahatma Gandhi Cross Road No. 2,
Near S. V. Patel Swimming Pool,
Kandivali (W), Mumbai-400 067.
28056000 (201) 28065185 (P) 28615955 (Fax) Mobile - 9167203777
E-Mail: ac.rs@mcgm.gov.in

Administrative Officer (Estate) R/ Central Ward
R/South Ward Office Bldg.,
Mahatma Gandhi Cross Road No. 2,
Near S. V. Patel Swimming Pool,
Kandivali (W), Mumbai-400 067.
28056000 (201) 28065185 (P) 28615955 (Fax) Mobile - 9167203777
E-Mail: ac.rs@mcgm.gov.in

Administrative Officer (Estate) R/ North I Ward
R/South Ward Office Bldg.,
Mahatma Gandhi Cross Road No. 2,
Near S. V. Patel Swimming Pool,
Kandivali (W), Mumbai-400 067.
28056000 (201) 28065185 (P) 28615955 (Fax) Mobile - 9167203777
E-Mail: ac.rs@mcgm.gov.in

Administrative Officer (Estate) S Ward

‘N’ Ward Municipal Office Bldg. (Annex),

2nd Floor Jawahar Road, Ghatkopar (E),

Mumbai – 400 077.

25010161-65 (200) 25012440 (P) Mobile - 9167203776 25010788 (Fax)

E-Mail : ac.n@mcgm.gov.in

Administrative Officer (Estate) T Ward

‘N’ Ward Municipal Office Bldg. (Annex),

2nd Floor Jawahar Road, Ghatkopar (E),

Mumbai – 400 077.

25010161-65 (200) 25012440 (P) Mobile - 9167203776 25010788 (Fax)

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