

PREAMBLE

The right to information is implicitly guaranteed by the Constitution. However, with a view to set out a practical regime for securing information, the Indian Parliament enacted the Right to Information Act, 2005 and thus gave a powerful tool to the citizens to get information from the Government as a matter of right. This law is very comprehensive and covers almost all matters of governance and has the widest possible reach, being applicable to Government at all levels- Union, State and Local as well as recipients of government grants.

The basic object of the Right to Information Act is to empower the citizens, promote transparency and accountability in the working of the Government and make our democracy work for the people in real sense. The Act is a big step towards making the citizens informed about the activities of the Government.

The Act requires the Government authority to compile a handbook in easily comprehensible form and to update it from time to time under Section 4(1) b sub clauses i to xvii (17 Manuals). The objective of publishing 17 Manuals is the proactive disclosure of the information/records held by Govt. Authority for the information seekers. The office of Sr. Inspector (Encroachment), A - ward is hereby publishing the Handbook for 17

Manuals as required under RTI Act 2005 to promote transparency and accountability in the working of the department & to give easy access to the information seekers to the information & records held by this office.

This handbook contains introduction about the department along with particulars of its functions, duties, objectives & vision. It further elaborates about the duties, powers delegated to its officers & employees. The procedure followed in decision-making process, accountability of concerned officers, Norms set for discharge of its function along with related rules/regulations are further described in detail. It also contains the Statement of Categories of documents held by this office, directory & remuneration of its officers and employees. The details of budget allocation & its disbursement, particulars of permits issued, facilities available for citizen & details of PIO/Appellate authority is also published for information.

This consolidated updated hand book on 17 Manuals of the Act would help all the information seekers in getting information. However, in case any information seeker wants to get more information on topics covered in the handbook as well as other information may contact Senior Inspector (Encroachment), A- ward whose office is situated at A- ward office Bldg., 134 'E' Shahid Bhagat Singh Road, Near R.B.I., Fort, Mumbai-400 001. The procedure and fee structure for getting information is as per the provisions of RTI Act, 2005.

Senior Inspector(Encroachment),
A - Ward

Introduction

Upto 1970 hawkers' licences were granted under section 313 (A) / 313 (B) of Mumbai Municipal Corporation Act 1888. Licences were granted for hawkers hawking on roads and footpaths, licences for Cobblers and P.C.O. Booths for blind / handicapped persons were liberally granted up to the judgement date i.e. 30th July, 2004 of Hon'ble Supreme Court. However as per the orders of Hon'ble Supreme Court dated 30th July 2004 M.C.G.M. is restrained from issuing any new licence to any person for doing any activity.

While hearing the petition on the scheme of the "Hawking and Non Hawking Zones", the Hon'ble Supreme Court vide their order dated 12th February 2007, directed the State Government of Maharashtra to frame the Policy for hawkers based on the National Policy on Urban Street Vendors up to 31st May 2007. Accordingly, the State Govt. of Maharashtra formulated "Model Byelaws" as per Government Resolution No.309 of 02.03.2009 and M.C.G.M. was asked to formulate its own Byelaws based on said "Model Byelaws" for regulation of hawker in the City of Mumbai. Accordingly, the Municipal Corporation of Greater Mumbai has formulated Hawkers Bye-laws 2009 for which Corporation has accorded sanction vide C.R.No.1192 on 26.02.2010. As per the procedure laid down in "Model Byelaws" of the State Govt. suggestions / objections on Byelaws have been invited from the citizens of Mumbai, Hawkers Unions other Institutes and other concerned by giving Press Note and the scrutiny thereof is completed. Hearing on suggestions / objections is to be accorded by the Hon'ble Mayor and necessary changes will be incorporated in the Byelaws after hearing the suggestions / objections and will be placed again before the Corporation for sanction. On receipt of the Corporation's sanction, these byelaws will be submitted to the State Govt. for final approval. On receipt of approval from State Govt., the same will be implemented by the M.C.G.M. in the Greater Mumbai. However, State Govt. vide letter dated 25.06.2010 has informed the M.C.G.M. that the suitable provision in M.M.C. Act is under consideration of the Govt. and on suitable provision in M.M.C. Act is made, the Hawkers should be finalized.

Presently removal actions are being taken under section 314 (c) of Mumbai Municipal Corporation Act against unauthorized hawkers squatting on Municipal footpath / roads, even though the aforesaid procedure is going on.

Section 4(i)(b)(i)

The particulars of functions & duties of the public authority:-

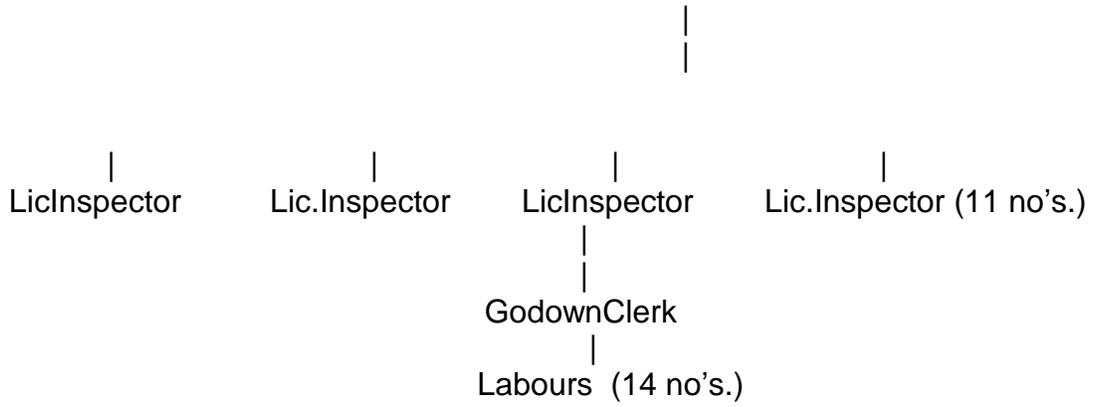
1.	Name of Public Authority	Sr.Inspector (Encroachment) & Lorry Inspectors
2.	Address	“A” ward office Bldg., 134 ‘E’ Shahid Bhagat Singh Marg,Near R.B.I., Fort, Mumbai – 400 001.
3.	Head of the Office	Sr.Inspector (Encroachment)
4.	Parent Govt. Deptt.	Superintendent of Licences
5.	Reporting to which Office	Assistant Commissioner A-ward
6.	Jurisdiction Geographical	East – Dock Area, Ballard Estate, Shahid Bhagat Singh Rd, Karnac Bunder Bridge, Ajinkya Chowk to Naval Dock. West – Netyaji Subhash Marg (Marine Drive Sea) Navy Nagar to Foras Rd. Jn. North – Anandilal Poddar Marg, Lokmanya Tilak Marg, ‘F’Rd, Karnak Bunder Bridge, Aninkya Chowk, P.D’mello Rd. Jn., South- Colaba (Military area)
7.	Mission	1. To removed encroachment u/a hawkers on Footpath, Gutters, Roads, Streets. 2. Remove u/a eatable hawkers
8.	Vision	1. To keep Roads, Footpaths free from u/a hawkers 2. To keep areas like Hospitals, Rly Stns, Schools, Religious Places free from u/a hawkers. 3. Prepare Hawking & Non-Hawking Zones & shift the hawkers according in the hawking zones are provided by the three members committee.
9.	Objectives	To keep Roads, Footpath hawkers free. Maintain the hawking & non hawking zones as prescribed by the three members committee.

10.	Functions	<ol style="list-style-type: none"> 1. To take encroachment removal action against u/a hawkers 2. To keep Roads, Streets, foots around near Hospitals, Schools, Rly.Stns.,Religious Place hawkersfree. 3. To carryout the Public Auction Sale of unclaimed non perishable goods within specific time limit. 4. To remit the redemption amount daily in CFC. 5. Keep the records of plastic carry bags below50 microns deposited in godown by several authorities i.e. Security Dept.,Lic. Dept., S&E dept. 6. To deposit the gas LPG cylinders seized during the ER action. 7. To keep track record of Banners, Posters, Boards,Glow Signed Boards etc. removed / seized during the removal action. 8. Submit reports of Handcarts sized removal of Eatable Hawkers, Tobacco selling actions near educational Institutes, complaint received& disposal during the week & month. 9. Replied all MCL/C, MCL/AB Complaints from M.C's Office. <p>Replied all RTI applications.</p>
11.	Details of Services Provided	To keep Roads & Footpaths free from hawkers for pedestrians.
12.	Physical Assets	NIL
13.	Organization's Structural Chart	NIL

14.	Tel. No. & OfficeTiming	Tel No:-022-22607000 Ext:- 7003 Office Timing:-10:30 AM to 5:30 PM (Monday to Friday) & 10:30 AM to 2:00 PM Saturdays
15.	Weekly Holidays	Sunday & Public Holidays

Organization's Structural Chart

Sr. Inspector (Encroachment)



Section 4(i)(b)(ii)

The powers of officers and employees in the office of Sr.Inspector (Encroachment):

A

Sr No	Designation	Powers Financial	Underwhich legislation/rules/ orders/&Rs.	Remarks
1.	Sr. Inspector (Ench)	Nil		
2.	LorryInspector	Nil		

B

Sr No	Designation	Powers Administrative	Underwhich legislation/rules/ orders/&Rs.	Remarks
1.	Sr. Inspector (Ench)		MMC Act, 1888	
2.	LorryInspector		MMC Act, 1888	

C

Sr No	Designation	Powers Magisterial	Under which legislation/rules/ orders/&Rs.	Remarks
1.	Sr. Inspector (Ench)	Nil		
2.	LorryInspector	Nil		

D

Sr No	Designation	Powers Quasijudicial	Unde rwhich legislation/rules/ orders/&Rs.	Remarks
1.	Sr. Inspector (Ench)		RTI Act,2005	
2.	LorryInspector	Nil		

E

Sr No	Designation	Powers Administrative	Under which legislation/rules/ orders/&Rs.	Remarks
1.	Sr. Inspector (Ench)	Nil		
2.	LorryInspector	Nil		

Powers and Duties of Officers and Employees

The administrative powers, the financial powers and duties, etc. of officers and employees are as detailed below: -

- DUTIES OF SR.INSPECTORS (ENCROACHMENT) :-

(Encroachment removal action taken against unauthorized hawkers.)

1. Except specific duties regarding licences under sections, other general duties prescribed above are vis-à-vis applicable to the Senior Inspectors in charge of encroachment removal.
2. They should check all the reserved areas by surprise and ensure regular payment of fees and compliance with the licence conditions.
3. For unauthorized encroachments, hawkers, Senior Inspector is expected to take rigorous actions.
4. They are responsible for proper arrangements of vehicles, equipments on Roads/ footpath etc. and regular marking of muster rolls of labour staff under them.
5. They are responsible for prompt removal of unauthorized encroachments from Public Street by supervising the encroachment removal work of the Lorry Inspectors.
6. They are fully responsible to prepare reports required for hawking / non hawking zone scheme as per Hon' ble Supreme Court' s judgments under Special Leave Petition No. 4156-4157 of 2002.
7. They have to follow instructions / directions as per Hon' ble Supreme Court' s judgments dated 9.12.2003, 30.7.2004, 1.4.2005 and orders of S.L. / D.M.C. / A.M.C. (City).
8. To reply to the applications received under Right To Information Act 2005.

- Duties of Lorry Inspector (Encroachment Removal) :-

1. He should attend to complaints promptly and report compliance within 24 hours to the Sr. Inspectors.
2. He should remove unauthorized banners, posters, board, etc. daily with the help of Advertisement Inspector of respective ward.
3. He should take vigorous actions against unauthorized hawkers and keep the areas under his jurisdiction clean. His fieldwork should be of active, extensive and driving with a view to preventing nuisance of unauthorized hawkers on Municipal Roads and Footpaths.
4. He should see that all the goods seized by encroachments removal action are properly weighed and entered into the register before the redemption.
5. He should attend to auctions sales.
6. He should see that the Labour staff under him work properly and attend to the duties regularly.
7. To maintain separate register to enter complaints received regarding encroachment of unauthorized hawkers and to take removal action.
8. He should keep field book of day-to-day work of encroachment removal action.

DELEGATION OF POWERS TO SR.INSPECTOR (ENCH.)

Under Section 68 of the Mumbai Municipal Corporation Act 1888 Sr. Inspector (Ench), A-ward is hereby empowered to exercise, perform and discharge under the control and subject to the revision of the Commissioner, the several powers, duties and functions conferred or imposed upon or vested in the Commissioner by the several Sections, Sub-Sections and Clauses of the said Act herein below mentioned :-

EXPLANATION :- The entries in the second column of the below table headed 'Nature of powers' etc. are not intended as definitely described in Sections, Sub-Sections and Clauses mentioned in the first column or even as abstracts of those sections, sub-sections and clauses, the numbers of which are given in the first column.

Sr. No	Nature of Powers, Duties and Functions delegated
1	Except specific duties regarding licenses under section, other general duties prescribed above are vis-à-vis applicable to the Senior Inspectors in charge of encroachment removal.
2	They should check all the reserved areas by surprise and ensure regular payment of fees and compliance with the license conditions.
3	For unauthorized encroachment, hawkers, Senior Inspector is expected to take rigorous actions.
4	They are responsible for proper arrangements of vehicles, equipments on Roads/ footpath etc and regular marking of muster rolls of labour staff under them.
5	They are responsible for prompt removal of unauthorized encroachments from Public Street by supervising the encroachment removal work of the Lorry Inspectors.
6	They are fully responsible to prepare reports required for hawking/ non hawking zone scheme as per Hon' ble Supreme Court" s judgments under Special Leave Petition No. 4156-4157 of 2002.
7	To reply to the applications received under Right To Information Act 2005.
8	They have to follow instructions /direction as per Hon' ble Supreme Court" s judgments dated 9.12.2003, 30.7.2004, 1.4.2005 and order of SL/DMC/AMC (City.).

		<ol style="list-style-type: none"> 1) To take ench.removal action against unauthorized hawkers &keep the areas under his jurisdiction clean.keeproads & footpaths hawkers free. 2) The goods seized during the ench.removal action are deposited in a ench.godown daily. 3) All goods seized during the ench.removal action are properly weighed & entered into the registered before redemption 4) To release the perishable goods after one day by public auction sale 5) To release the non perishable goods with proper redemption charges/dambriges as per sc schedule 6) Remit the redemption charges amount in CFC Counter of Ward office every next day 7) To arrange & attend the public auction sale for unclaimed Non perishable goods 8) To maintain separate register to enter complaints receied regarding ER action 	1to3 days	Lorry Inspector	
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		9) To keep record of plastic carry bags			
2	Removal of Advt.boards/ banners	1) To remove unauthorized boards/banners etc.daily with help of advt. inspector 2) To keep all record of removal unauthorised boards/banners in redemption register & report the same to SLOffice daily	Within 24 Hours	Lorry Inspector	

Section 4(i)(b)(iv)

**Norms set for discharge of its functions in the office of Sr.Inspector
(Encroachment) at A-ward**

Organisational Targets (Annual)

Sr. No.	Designation	Activity	Financial Targets (inRs.)	Time Limit	Remarks
1	N IL	N IL	N IL	N IL	N IL

Section 4(1) (b) (v)

The rules/regulation related with the functions of

Sr. Inspector(Encroachment)

Sr. No.	Subject	G.R. /Circular / Office order. Rule no. Notification etc.date.	Remarks if any
1	Redemption charges	SL/10of2011-12	
2	Auctionsale	SL/44of1991-92 SL/26 of2001-02 SL/09 of2003-04 SL/2367/Acctdated 15/05/2012	
3	Private vehicle tender	AMC/City/6041dated 5/7/2013	

Section4(1)(b)(vi)

**Statement of Categories of documents held in the office of
Sr.Inspector (Encroachment), A-Ward**

Sr No.	Subject	Type of Document /file or register	FileNo. or Register No.	Particulars	Periodicity Of Preservation
1	Redemption Register	Register		Entries of seized goods With redemption charges	Permanent
2	Auction sale file	File		Public auction sale of Non perishable unclaimed goods	Permanent
3	Receipt book	Book		Redemption charges taken	Permanent
4	Remittance book	Book		Particulars of payment	10years
5	Remittance receipt	File		Acknowledgement of Remittance charges	10years
6	Audit Note	File		Short recovery of Redemption charges	10years
7	R TI Register	Register		Reply to party	10years
8	Complaints register	Register		Written complaints	5years
9	Muster Roll & Effective report	Register and File		Daily & Monthly attendance	Permanent
10	Private vehicle tender file	File		Periodical tender of Pvt. Vehicle for Ench.	5years
11	Plastic Seized report book	File		Plastic carry bags report	5years
12	Establishment file	File		Employees leave record & transfer order	5years

Section 4(i)(b)(ix)

Directory of the officers and employees

Sr. No.	Designation	Name of the officer/ employee	Cadre	Date of joining the post	Date of joining in A-Ward	Contact details (Phone/Fax /Email)
1	Sr. Inspector (Encroachment)	Smt. Nutan Sanjay Jadhav	B	14.09.2011	14.09.2011	022-20607000 Ext. 7003
2	Lorry Inspector	Smt. Ratnaprabha N. Phanse	C	01.07.2008	01.10.2013	022-20607000 Ext. 7003
3	Lorry Inspector	Shri. Prabhash F. Mishra	C	16.11.2009	10.10.2013	022-20607000 Ext. 7003
4	Lorry Inspector	Shri. Rajesh K. Jadhav	C	08.08.2008	07.10.2013	022-20607000 Ext. 7003
5	Lorry Inspector	Rhri. Ravishekhar C. Ude	C	16.10.2012	03.10.2013	022-20607000 Ext. 7003
6	Lorry Inspector	Shri. Anant Dharma Kamble	C	26.05.2008	03.10.2013	022-20607000 Ext. 7003
7	Lorry Inspector	Shri. Ravindra G. Sulakhe	C	20.05.2010	30.09.2013	022-20607000 Ext. 7003
8	Lorry Inspector	Shri. Sunil D. Salve	C	21.08.2009	30.09.2013	022-20607000 Ext. 7003
9	Lorry Inspector	Shri. Sandeep M. Patil	C	09.06.2009	27.09.2013	022-20607000 Ext. 7003
10	Lorry Inspector	Shri. Janardan V. Jadhav	C	01.06.2008	10.10.2013	022-20607000 Ext. 7003
11	Lorry Inspector	Shri. Vidhyadhar S. More	C	30.05.2009	14.10.2013	022-20607000 Ext. 7003
12	Lorry Inspector	Shri. Sunil V. Palshikar	C	07.06.2008	18.10.2013	022-20607000 Ext. 7003

Section 4(i)(b)(x)

Details of remuneration of officers and employees in the office of Sr. Inspector (Encroachment) at A-ward.

(Amount in Rs.)

Sr. No.	Name of the officer / employee	Designation	Basic Pay	DA	HRA	CLA	Special allowance/ Transport Allowance/ Project Allowance	Total
1	Smt. Nutan Sanjay Jadhav	Sr. Inspector (Encroachment)	18630+4300	24535	6879			55607
2	Smt. Ratnaprabha N. Phanse	Lorry Inspector	18170+2800	22438	6291			50499
3	Shri. Prabhaskar F. Mishra	Lorry Inspector	13920+2800	17890	5016			40426
4	Shri. Rajesh K. Jadhav	Lorry Inspector	12630+2800	16510	4629			37928
5	Shri. Ravishekhar C. Ude	Lorry Inspector	10100+2800	13803	3870			31373
6	Shri. Anant Dharma Kamble	Lorry Inspector	16610+2800	20769	5823			46802
7	Shri. Ravindra G. Sulakhe	Lorry Inspector	14080+2800	18062	5064			40806
8	Shri. Sunil D. Salve	Lorry Inspector	14110+2800	18094	5073			40877
9	Shri. Sandeep M. Patil	Lorry Inspector	14720+2800	18746	5256			42322
10	Shri. Janardan V. Jadhav	Lorry Inspector	15050+2800	18789	5450			41350
11	Shri. Vidhyadhar S. More	Lorry Inspector	14050+2800	18030	5055			40735
12	Shri. Sunil V. Palshikar	Lorry Inspector	15540+2800	19624	5502			44266

Section 4(i)(b)(xi)

Details of allocation of budget and disbursement made in the office of Sr. Inspector (Encroachment) at A-ward for theyear 2013- 2014

- * Publish copy of the budget (inRs.)
* Publish copy of grant distribution

Format A for current year

Sr. No.	Budget Head Description	Grant received	Planned use (Give Details area-wise or work-wise in a separate form)	Remarks
	N IL	N IL	N IL	N IL

Section 4(i)(b)(xi)

Details of allocation of budget and disbursement made in the office of Sr. Inspector (Encroachment) at A-ward for the year 2013-2014

- * Publish copy of the budget (inRs.)
* Publish copy of grant distribution

Format B for previous year

Sr. No.	Budget Head	Grant received	Grants utilized	Grants surrendered	Results
	N IL	N IL	N IL	N IL	N IL

Section 4(i)(b)(xii)

**Manner of execution of subsidy programme in the office of Sr. Inspector
(Encroachment) at A-ward**

* Name of the Programme	N IL
* Eligibility of Beneficiary	N IL
*	N IL
* Year-wise list of beneficiaries in the format given	N IL
* Target (if any)	N IL
* Remarks	N IL

Section 4(i)(b)(xii)

Details of beneficiaries of subsidy programme in the office of Sr. Inspector (Encroachment) at A-ward

Name of the Scheme/Programme For the year 2013-2014

Sr.No.	Name & Address of Beneficiary	Amount of subsidy/ concession sanctioned
	N IL	N IL

Section 4(i)(b)(xiii)

Particulars of recipients of concessions, permits or authorizations granted in the office of Sr.Inspector(Encroachment) at A- ward

Type of Licence /Permission/Concession :

Sr. No.	Name of the Licences	Licence No.	Issued on	Valid upto	General Conditions	Details of the Licence
This information is available on MCGM's website- www.mcgm.gov.in						

Section 4(i)(b)(xv)

Details of information available in Electronic Form in the office of Sr.Inspector(Encroachment) at A-ward

Sr. No.	Type of Document/ File/Register	Sub-Topic	In which electronic format it is kept	Person incharge
			1) iTape 2) Film 3) C.D. 4) Floppy 5) Anyother	N IL

Particulars of the facilities available for citizens for obtaining information in the office of Sr.Inspector (Encroachment) at A-ward

Sr. No.	Type of facility	Timings	Procedure	Location	Person Incharge
1	Inspection Of record under R.T.I.	3.00p.m.to 5.00p.m.on Tuesday & Thursday (Except Holidays) with prior appointment only	For inspection of Records no fee for first hour will be charged. However, fee of Rs.5/-for each 15minutes or fraction thereof will be charged thereafter.	Office of the Sr. Inspector (Ench), "A"WardOffice Building, 134 'E' Shahid Bhagat Singh Rd, Near R.B.I., Fort, Mumbai 400001.	Sr. Inspector (Ench), "A"Ward

Section 4(1)(b)(xvi)

**Details of Public Information Officers in the jurisdiction of (Public Authority)
in the office of Sr. Inspector (Encroachment) at A-ward**

P.I.O.

A

Sr. No.	Name of P.I.O.	Designation	Jurisdiction as PIO under RTI	Address/ Phone No.	Email id for purpose of RTI	Appellate Authority
1	Smt. Nutan Sanjay Jadhav	Sr. Inspector (Encroachment)	A-Ward	022-2260700 Ext. 7003		Asst.M.C. A-Ward

Section 4(i)(b)(xvi)

Details of Asst. Public Information Officers in the jurisdiction of (Public Authority) in the office of Sr. Inspector(Encroachment) at A-ward

A.P.I.O.

B

Sr. No.	Name of A.P.I.O.	Designation	Jurisdiction as PIO Under RTI	Address/ Phone No.
-	-	-	-	-

Section 4(i)(b)(xvi)

Details of Appellate Authority in the jurisdiction of (Public Authority) in the office of Sr. Inspector (Encroachment) at A-ward

Appellate Authority

C

Sr. No.	Name of Appellate Authority	Designation	Jurisdiction as PIO under RTI	P.I.O. reporting	Email id for Purpose of RTI
1	Shri. Chandrashekhar D. Chaure	Asst.M.C . A-Ward	A-Ward	Smt. Nutan Sanjay Jadhav Sr. Inspector (Ench.)	

Section 4(i)(b)(xvii)

Any other information of Public use

N I L