



BRIHANMUMBAI MAHANAGARPALIKA

Section 4 Manuals as per provision of RTI Act 2005 of H/East Ward



ESTATE OFFICER

Address - Office of Estate Officer ,
Asst. Commissioner H/E ward'
Prabhat Colony, Santacruz East
Mumbai- 400047
Telephone No. 022-26008636

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INTRODUCTION

Estate Officer

In M.C.G.M. Estate Department is Independent Department and Assistant Commissioner (Estate) is Head of this Department. All the Estates belong to M.C.G.M. comes under the Jurisdiction of this Head of the Department and Protection and Maintenance of these properties are being looked after by Estate Officer in the Wards.

Estate Officers in the wards working under the control of Assistant Commissioner of the concerned ward for Administrative Work and Policy matters in the context of Right for Information Act and they (Estate Officers) work as per the direction of Assistant Commissioner (Estates).

The properties belong to M.C.G.M. in the H/East ward are being maintained.

There are outdoor staffs such as Senior Estate Inspector, Estate Inspector, and Indoor staff such as Head Clerk, Clerks, Peon etc. Is looking after the office work of Estate Department under control of (Estate Officers).

The properties in H/Eastward are maintained and protected by (Estate Officers). Senior Estate Inspector, Estate Inspector, the Outdoor staff and Head Clerk, Clerk, Peon the Indoor Staff working under (Estate Officers). (Estate Officers) has to keep control over the daily work of the above staff.

He has to guide regarding the properties. The proposal for transfer of the tenancies of Municipal properties and their disposal, dispose the cases of disputes and Court cases of the Municipal properties redresser of complaints from Municipal Tenants and submit report to superiors and submit necessary information to concerned Assistant Commissioner and D.M.C. and the possession of tenements etc work regarding Municipal properties case to be done by (Estate Officers). Estate Officers informs to D.O. H/E for unauthorized work. And Estate Office takes action under section 105 B of Municipal Act.

Estates Officer(Estates) H&k Ward

Section 4 (1) (b)(i)

The particulars of functions & duties of the Public Authority:-

1	Name of the Section	Office of Estate Officer	
2	Address	404, 4 th floor, H West Ward Office Building, 2 nd Hasnabad Lane, Khar West, Mumbai- 400 052	
3	Head of the Office	Estate Officer	
4	Parent Govt. Dept.	Asst. Commissioner (Estates)	
5	Office Timings	Monday to Friday 10.00 a.m. to 06.00 p.m. All Saturdays Holiday Visiting Hours-(Monday Friday) 03.00 a.m. to 05.00 pm	
6	Reporting to which office	Asst. Commissioner (Estates)	
7	Contact Details	Telephone no : 26440120, 26008636 Extn : 405, 406, 407	
		Email Estate Officer – adminofficer.01.estate @mcgm.gov.in Email Senior Estate Inspector – rs.01.estate @mcgm.gov.in	
8		Rent collection is done in Citizen Facility center in Morning 8.00am to 8.00 pm	
9	Jurisdiction	H/East ward is bounded by the Mahim causeway to Milan Subway West.	
10	Vision-	To Rehabilitate Municipal tenants and provide them prompt services regarding tenancies.	
	Mission		
11	Objectives	Real Estate SAP Module givequick services to Tenants to pay theirrent	
12	Functions	1) Collection of Rent from Municipal Properties 2) Transfer of tenancies 3) Attornment of VLT tenants 4) Detection of u/a construction /extension and inform to D.O. H/East i. e to take action as per MCGM Rules. 5) Action taken under section 105 B against Tenants	
13	Details of Services provided (In Brief)	1. Rent Collection from tenants 2. Transfer of Tenancies	

14	Physical Assets- (Statement of lands & buildings and other assets)	List attached	
15	Chart (Orogonogram) at each level	----	
16	Give linkage of jurisdiction & Address, Tel No. s & Office Timings	<p>Telephone no : 26440120, 26008636 Extn : 405, 406, 407</p> <p>Email Estate Officer – adminofficer.01.estate @mcgm.gov.in</p> <p>Monday to Friday 10.00 a.m. to 06.00 p.m.</p> <p>All Saturdays & Sundays Holiday</p> <p>Visiting Hours-(Monday Friday) 03.00 a.m. to 05.00 pm</p>	
17	Weekly Holidays	All Saturday & Sunday and Public Holidays.	

BRIHANMUMBAI MAHANAGARPALIKA
Estates Officer. H/East Ward

Department : Estates			
Sr. No.	Post	Scheduled Post	Occupied
1	Estate Officer	1	1
2	Senior Estate Inspector	1	1
3	Estate Inspector	3	3
4	Head Clerk	1	1 half day
5	Real Estate Consultant (Working Arrangement)	-	Alternate day Tuesday, Thursday/Saturday
6	Clerk	2	1
7	Peon	2	2
Total		10	9

Estate Officer	
OUTDOOR STAFF	INDOOR STAFF
SENIOR ESTATE INSPECTOR	HEAD CLERK
ESTATE INSPECTOR	CLERK
PEON	PEON

Section 4(1) (b) (ii)
The Powers of officers and employees in the office of Estate Officer H/East Ward

A

Sr. No.	Designation	Powers-Financial	Under which legislation /rules/orders/GRs	Remarks
1	Estate Officer	Rs. 500/-		Misc. Expenditure
2	Senior Estate Inspector	Nil		
3	Head Clerk	Nil		
4	Estate Inspector	Nil		
5	Clerk	Nil		

C

Sr. No.	Designation	Power-Magisterial	Under which legislation /rules/orders/ GRs	Remarks
1	Estate Officer	Nil		
2	Senior Estate Inspector	Nil		
3	Head Clerk	Nil		
4	Estate Inspector	Nil		
5	Clerk	Nil		

D

Sr. No.	Designation	Power-Quasi judicial	Under which legislation /rules/orders/GRs	Remarks
1	Estate Officer	Nil		
2	Senior Estate Inspector	Nil		
3	Head Clerk	Nil		
4	Estate Inspector	Nil		
5	Clerk	Nil		

E

Sr. No.	Designation	Power-Judicial	Under which legislation /rules/orders/GRs	Remarks
1	Estate Officer	Nil		
2	Senior Estate Inspector	Nil		
3	Head Clerk	Nil		
4	Estate Inspector	Nil		
5	Clerk	Nil		

Section 4(1) (b) (ii)
The Duties of officers and employees in the office of Estate Office H/East Ward
A

Sr. No.	Designation	Duties-Financial	Under which legislation /rules/orders/GRs	Remarks
1	AO Estate	Nil		
2	Rent Supervisor	Nil		
3	Head Clerk	Nil		
4	Rent collector	Nil		
5	Clerk	Nil		

B

Administrative Powers
Estates Officer

Estate Officer of the ward is assisted by Senior Estate Inspector, Head Clerk are assisted by respective Estate Inspector, Clerk of the department to execute daily work.

Estate Officer of the Ward executes following duties/works from his staff working under his control:-

1. Day to day work, rent collection etc.
2. To conduct co-ordination and review meeting with Senior Estate Inspector & Estate Inspector.
3. To scrutinize proposal of transfer of attornment case, Rent collection monthly reports.
4. To attend court cases regarding dispute matters of transfer cases etc.
5. To Reply RTI applications. Attending herrings at state Information of Maharashtra.

Senior Estate Inspector

1. To monitor collection of Rent.
2. To check rent Receipts
3. Inspection of unauthorized occupation, change of user & demolition of Unauthorized constructions & encroachment
4. To scrutiny the Casual Occupancy & Casual Vacancy reports submitted by Estate Inspector.
5. To scrutinize documentary evidences submitted by applicants for transfer of Tenancies
6. To attend court cases regarding dispute matters of transfer cases and redevelopment cases.

Estate Inspector

1. Estate Inspector are directly working under Senior Estate Inspector.
2. To issue Demand Notices to the tenants for arrears of rent, dues etc.
3. To detect unauthorized occupation, change of user & demolition of unauthorized constructions , encroachment and submit the report to Senior Estate Officer and Estate Officer.
4. To take eviction action under section 105 B of MMC Act, take vacant possession of the Tenements of defaulter tenants.
5. To allots tenement to rehab tenants and submit transfer proposal along with complete documents to superiors
6. To attend complaints of tenants and attend duties as per orders from Superiors.

Head Clerk

- ☐ To supervise the work of clerks
- ☐ To keep control monitor and guide to the clerk,
- ☐ To scrutinize monthly and annual report of recovery of rent
- ☐ Dispose of daily outward
- ☐ Inward papers and to comply of Audit Notes & Follow up
- ☐ Inspect Demand Register and submit Budgetary Report
- ☐ Furnish information to Estate Inspector and Senior Estate Inspector as required
- ☐ Submit report as per instructions from Superiors.

Clerk

- ☐ To Clerk are directly working under Head Clerk.
- ☐ To check rent Receipt
- ☐ To take entries in Demand register (DR) and update it.
- ☐ To submit monthly and annual report of recovery of rent
- ☐ Furnish information to Estate Inspector and Senior Estate Inspector as required

C

Sr. No.	Designation	Duties-Magisterial	Under which legislation /rules/orders/GRs	Remarks
1	Estate Officer	Nil		
2	Senior Estate Inspector	Nil		
3	Head Clerk	Nil		
4	Estate Inspector	Nil		
5	Clerk	Nil		

D

Sr. No.	Designation	Duties-Quasi judicial	Under which legislation /rules/orders/GRs	Remarks
1	Estate Officer	Nil		
2	Senior Estate Inspector	Nil		
3	Head Clerk	Nil		
4	Estate Inspector	Nil		
5	Clerk	Nil		

E

Sr. No.	Designation	Duties-Judicial	Under which legislation /rules/orders/GRs	Remarks
1	Estate Officer	Nil		
2	Senior Estate Inspector	Nil		
3	Head Clerk	Nil		
4	Estate Inspector	Nil		
5	Clerk	Nil		

Section 4(1) (b) (iii)

The procedure followed in the decision making process, including channels of supervision and accountability in the office of H/East ward.

Name of activity – **Transfer of Tenancy rights**

Related Provisions – Circular No .

Name of the Act/Acts – Nil ()

Rules –

Govt. Resolutions -

Circulars -

Office Orders -

Sr. No.	Activity	Steps Involved	Time Limit	Authority Role	Remarks
1	Transfer of Tenancy rights	<ul style="list-style-type: none"> Application received in dispatch section. Application received in Estates department. Site Inspection Tenancy particular. Recovery of transfer fee (* Papers forwarded to Ward Audit for receipt verification) Signature Verification of Principal Tenant as per Agreement recovery. Papers received in Ward (Estate Deptt.) Site Inspection Pre and Final Form verification Scrutiny of Papers &Preparation of transfer proposal Proposal forward for Audit Proposal forward for sanction Received in Ward (Estates deptt) Submitted for workout of dues if any Transfer effected C.O. &C.V. Report Posting of C.O. &C.V. Reports 	1 day 1 day 2 day 1day 7day 7day 4day 2day 4day 4day 2day 7day 2day 2day 2day 7day 2 day 3 day	Ward Head Clerk dispatch Senior Estate Inspector & Estate Inspector Rent Recovery Clerk, Estate Inspector Account Officer A.C.(Estates) H.C.(Dispatch) Senior Estate Inspector & Estate Inspector, Clerk, Senior Estate Inspector & Estate Inspector /Estate Officer Dy.C.A.(Rev . III) DMC (Z-II) H.C. Dispatch Clerk, Estate Inspector Estate Inspector HC(Estates)	

Name of activity – **Recovery of Rent**

Related Provisions – Circular No .

Name of the Act/Acts – Nil

Rules –

Govt. Resolutions -

Circulars -

Office Orders -

Sr. No.	Activity	Steps involved	Time limit	Authority role and responsibility of the employee/officer in connection with each activity. (mention designation)	Remark
2	Recovery of Rent	<input type="checkbox"/> Preparation by Clerk <input type="checkbox"/> Calculation of Rent <input type="checkbox"/> Rent Recovery	15 minutes (All)	<input type="checkbox"/> Estate Inspector <input type="checkbox"/> Clerk <input type="checkbox"/> CFC	

Name of activity – **Action under Sec.105(b)**

Related Provisions – Circular No . (

Name of the Act/Acts – Nil ()

Rules –

Govt. Resolutions -

Circulars -

Office Orders –

Sr. No.	Activity	Steps involved	Time limit	Authority role and responsibility of the employee/officer in connection with each activity. (mention designation)	Remark
3	Action under Sec.105(b)	<input type="checkbox"/> Site Inspection <input type="checkbox"/> Preparation of issue of notice Preparation & Verification of Presentation for Submission for action of presentation form Service of notice Enquiry process	1 day 3 day 3 day 1 day 3 day -	<input type="checkbox"/> EI/SEI <input type="checkbox"/> EI/SEI/EO EI/SEI/RR C Enquiry Officer EI Enquiry Officer	

Name of activity – **Detection of unauthorized work**

Related Provisions – Circular No . Nil

Name of the Act/Acts – Nil ()

Rules –

Govt. Resolutions -

Circulars -

Office Orders -

Sr. No.	Activity	Steps involved	Time limit	Authority role and responsibility of the employee/officer in connection with each activity. (mention designation)	Remark
4	Detection of unauthorized work	<input type="checkbox"/> Site <input type="checkbox"/> Inspection <input type="checkbox"/> Issue of Notice Process of Demolition	2 day 3 day -	<input type="checkbox"/> EI/SEI <input type="checkbox"/> EI <input type="checkbox"/> EI/SEI/EO/ A.E. (B.F.) &Staff	

Name of activity – **Recovery of Arrears of Rent**

Related Provisions – Circular No . (

Name of the Act/Acts – Nil ()

Rules –

Govt. Resolutions -

Circulars -

Office Orders –

Sr. No.	Activity	Steps involved	Time limit	Authority role and responsibility of the employee/officer in connection with each activity. (mention designation)	Remark
		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
5	Recovery of Arrears of Rent	<input type="checkbox"/> Site Inspection Issue of notice 105 (b) Preparation & verification of presentation form Submitted for Enquiry	1day 3day 3day 1day	<input type="checkbox"/> EI/SEI EI EI/SEI/HC (Estate) Enquiry Officer	

Name of activity – **Adornment**

Related Provisions – Circular No .

(Name of the Act/Acts – Nil)

Rules –

Govt. Resolutions -

Circulars -

Office Orders -

Sr. No.	Activity	Steps involved	Time limit	Authority role and responsibility of the employee/officer in connection with each activity. (mention designation)	Remark
6	Adornment	<input type="checkbox"/> Application received in dispatch section <input type="checkbox"/> Requirement of documents <input type="checkbox"/> Site Inspection <input type="checkbox"/> Scrutiny & proposal <input type="checkbox"/> Submission for sanction <input type="checkbox"/> Proposal received in dispatch <input type="checkbox"/> Calculation of dues if any <input type="checkbox"/> Recovery of dues <input type="checkbox"/> C.O.&C.V. Reports <input type="checkbox"/> Posting of C.O. &C.V. Report <input type="checkbox"/> Audit Report <input type="checkbox"/> Registration of Tenancy Agreement	1 day 7days 1day 3day 7day 2day 2day 2day 2day 2day 2day 7day	<input type="checkbox"/> HC Dispatch <input type="checkbox"/> EI/SEI <input type="checkbox"/> EI/SEI <input type="checkbox"/> EI/SEI <input type="checkbox"/> AC/DMC (Zone) <input type="checkbox"/> HC(Dispatch <input type="checkbox"/> HC(Estates) <input type="checkbox"/> EI <input type="checkbox"/> EI <input type="checkbox"/> HC Estates <input type="checkbox"/> Account Officer <input type="checkbox"/> AC(Estates)	

Section 4(1) (b) (iv)

Norms means Day set for discharges of its functions in the office of H/East ward

Organizational Targets(Annual) – Nil

Sr. No.	Designation	Activity	Units to be covered	Financial Targets in Rs.	Time Limit	Remarks
	Nil	Nil	Nil	Nil	Nil	Nil

Section (1) (b) (v)

The rules/regulation related with the functions of H/East ward

No.	Subject	Cir. / G.R. / Office Orders. Rule no. Notification etc. date	Remarks
1.	Transfer of tenancy rights	Circular number 1. AC/Estate/2014/AO(Ac) General-1, dtd 20.05.2021 2. AC/Estate/17/2021-22 3. AC/Estate/29/2023-24	
2.	Attenment of VLT tenants	Circular number 1. AC/Estate/2184/A/c dated 26.06.2009 2. AC/Estate/2184/A/c dated 10.02.2010 3. AC/Estate/2184/A/c dated 27.01.2010	
2.	Enquiry under 105(b) for arrears of Rent	MMC Act 105 (B)	
3.	Enquiry under 105(b) for unauthorized work	MMC Act is available on portal www.portal.mcgm.gov.in	
4.	Enquiry under 105(b) for unauthorized occupation		

Section 4 (1) (a) (vi)

Statement of categories of documents held in the office of H&K ward at Khar (W)

Sr.No.	Subject	Type of documents	File no or Register no.	Particulars	Periodicity of preservation
1	Recovery of Rent	Register	Demand Register	Details of all properties i.e. P/T &VLTs record of recovery of rent, arrears of rent	Permanent record
2	Court Cases	A or B C1 C2	Court case Register	Details of record of Court cases &case date etc.	10 years
3	R.T.I.		R.T.I. Register	Details of RTI application subject &report submitted	5 Years
4	MCL		MCL Register	Detail information of letters/Complaints received for MC &action taken thereon.	5 Years
5	Deposit		Adopt Deposit Register	Details of the deposit amount recovered from the Tenants against Transfer cases.	5 Years
6	Property		Property Register	Details of Name of the properties Date of acquired properties.	Permanent record
7	Audit notes		Spot audit note Reg. Audit note Register	Details of audit objections raised by MCA staff while regular auditing.	Up to date of recovery
8	Tenancy agreement		T.A. Register Record Register	Contains T.A. No &Date Name &Address of Tenant contains details of recorded files.	Permanent

Section 4(1) (b) (vii)

SR. NO.	Designation	Name of the Officers/ Employees	Cadre	Dt. Of Joining the post	Dt. Of Joining in H/W	Contact Details Ph/Fax/ E-mail
1	HEAD CLERK	BHAIRAVI PRAMOD PANCHAL	B	15.06.2017	01.01.2024	Phone no : 26440120, 26008636 Extn : 405, 406, 407
2	CLERK	KOMAL RUKE	B	21.03.2017	02.04.2024	
3	CLERK	NIL	B			
4	SENIOR ESTATE INSPECTOR	SHUBHANGI D. KAMBLE	B			
5	ESTATE INSPECTOR	SHANKAR BALU BAWDANE	B	03.10.2016	10.07.2023	
6	PEON	GAUTAM JANU KADAM	D			
7	RENT REG.CLERK	NIL	B			
8	ESTATE INSPECTOR	GAJANAN NANA PATIL	B	01.04.2010	14.10.2024	
9	ESTATE INSPECTOR	MAHESH SUDHIR BORKAR	B			
10	PEON	SUDHA TANAJI PATHARWAT	D	15.05.2006	29.07.2019	

Section 4(1) (b) (viii)

Statement of Boards, Councils, Committees of other bodies H/East ward.

Sr. No.	Name of the committee Board/council/other bodies	Composition of committee Board/council/other bodies	Purpose of the committee Board/council/other bodies	Frequency of meetings	Whether meeting open to public or not	Whether Minutes are available to public or not	Minutes available at.
	Nil	Nil	Nil	Nil	Nil	Nil	Nil

Section 4(1) (B) (IX)

Directory of the officers and employees Estate Officer of H/East Ward

Designation	Name of the officers/ employees	Cadre	Dt of Joining the post	Date of Joining in H&K	Contact Ph/Fax/-mail
Estate Officer	Dilip D. Parab	B			
Senior Estate Inspector	Shubhangi D. Kamble	C	17.05.2016	17.05.2016	
Head Clerk	Bhairavi Pramod Panchal	C	15.07.2017	01.01.2024	
Estate Inspector	SHANKAR BALU BAWDANE	C	03.10.2016	10.07.2023	
Estate Inspector	GAJANAN NANA PATIL	C	01.04.2010	14.10.2024	
Estate Inspector	MAHESH SUDHIR BORKAR				
Re Consultant	Aniket Adhav	C	27.07.2007		
Clerk	Komal Ruke	C	21.03.2017	02.04.2024	
Clerk	Vacant	C	Vacant	Vacant	
Peon	Shri. Gautam Janu Kadam	D	14.07.1988	25.07.2015	
Peon	Sudha Tanaji Pathawat	D	15.05.2006	19.06.2019	

Section 4(1)(b)(xi)

Details of allocation of budget and disbursement made in the office of H&K at Khar (W) for the year 2024-25

- ☐ Publish copy of the budget
- ☐ Publish copy of grant distribution –

Format A for Current year

Sr. No.	Budget head description	Grants received	Planned use (Give details area wise of work wise in a separate from)	Remarks
	Nil	Nil	Nil	Nil

Format B for previous year

Sr. No.	Designation	Duties- Magisterial	Under which legislation /rules/orders/GRs	Remarks
		Nil	Nil	Nil

Section 4(1)(b)(xii)

Details of beneficiaries of subsidy program in the office of H&K at Khar (W) for the year 2024-25

Name of the Scheme/program

Sr. No.	Name and Address of Beneficiary	Amount of subsidy/concession sanctioned
	Nil	Nil

Section 4(1)(b)(xiii)

Particulars of recipients of concessions, permits or authorizations granted in the office of H/east Khar (W) for the year 2024-25

Sr. No.	Name of the licensee	License No	Issued on	Valid up to	General conditions	Details of the license**
	Nil	Nil	Nil	Nil	Nil	Nil

**** Details of the license- The Subject matter of the license should be mentioned. In case of non agricultural use permission, survey no. or part thereof, will have to be mentioned.**

Section 4(1)(b)(xiv)

Details of information available in electronic form in the office of H&K Ward.

Sr. No.	Type of Document File/ Register	Sub Topic	In which electronic format it is kept	Person in charge
1	Nil	Nil	Nil	Nil

Section 4(1)(b)(xv)

Particulars of facilities available for citizen for obtaining information in the office of H&K ward

Types of facilities –

- ☐ Information about visiting hrs.
- ☐ Information about interactive website
- ☐ Facilitation center
- ☐ Information about facilities for inspection of works
- ☐ Information about facilities for providing samples.
- ☐ Information about Notice boards
- ☐ Information about library
- ☐ Information about inquiry window or Reception etc.

Sr. No.	Type of facility	Timings	Procedure	Location	Person in charge
1	<input type="checkbox"/> Payment or rent <input type="checkbox"/> Enquiry of transfer / attornment cases	10.00 am to 6.00 pm	Give Challan to tenants Collection done in CFC. To provide status about their transfer proposals and other quarries.	AO Estate office	Concern Rent Collector
2	Information about interactive website	www.portal.mcgm.gov.in			
3	Facilitation center	8.00 am to 8.00pm	1. Dispatch 2. Payment of rent	CFC	H.C. Dispatch CFC Supervisor
4	Information about facilities for inspection of works	-	-		
5	Information about facilities for providing samples.	-			
6	Information about library	-			
7	Information about Notice boards	-			
8	Information about inquiry window or Reception etc.	-			

Section 4(1)(b)(xvi)

Details of Public information officer/APIOs/Appellate authority in the jurisdiction of (public authority)

PIO

A

Sr. No.	Name of PIO	Designation	Jurisdiction as PIO under RTI	Address/ Ph. No	Email ID for purpose of RTI	Appellate authority
1	Shri. Dilip D Parab	Estate Officer	Estate Department , H&K ward	Office of the Asst. Commissioner H/East ward, Prabhat colony Santacruz East	-	Asst. Commissioner H East ward

APIOs

B

Sr. No.	Name of APIO	Designation	Jurisdiction as PIO under RTI	Address/ Ph. No
1	Shri. Subhangi Kamble	Senior Estate Officer	Estate Department , H/East ward, Prabhat colony Santacruz East	Office of the Asst. Commissioner H/East ward, Prabhat colony Santacruz East

Section 4(1) (b) (xvii)

Appellate authority

Sr. No.	Name of Appellate authority	Designation	Jurisdiction as Appellate authority	Address/ Ph. No	Email ID for purpose of RTI
1	Smt. Swapnaja Kshirsagar	Asst. Commissioner H/East ward	H/East ward	Office of the Asst. Commissioner H/East ward, Prabhat colony Santacruz East Mumbai -55	

AUDIT RECORDS

- SPOT AUDIT
- AUDIT NOTE
- SPOT AUDIT
- AUDIT NOTE
- CENTRAL GOVERNMENT

A.O.ESTATE H& K

[illegible]