

CITIZEN'S CHARTER

Preface :

1. For implementing the Slum Rehabilitation Scheme the State Govt. has amended the Maharashtra Slum (Improvement, Removal & Redevelopment) Act, 1971, Vide Notification No. SRS-1095 / M.No. 37 / Hsg. Cell dtd. 16/12/1995. Under clause 3 a (1) & (2) of said amended Act the State Govt. has constituted the Slum Rehabilitation Authority for Brihanmumbai. For the purpose of office work of the said Tribunal 10 departments have been formed under the administrative control of the Chief Executive Officer / SRA.

2. Structure of the official work departments of the Slum Rehabilitation Authority

Sr. No.	Departments under the administrative control of the Chief Executive Officer / SRA
1.	Administrative Department
2.	Finance Department
3.	Engineering Department
4.	Town Planning Department
5.	Deputy Collector Department
6.	Legal Advisor Department
7.	City Survey Department
8.	Co-operation Department
9.	Information & Technology Department
10.	Public Relations and Advertisement Department

The Citizens Charter of the Slum Rehabilitation Authority is being published as per the provision of section 8 of the Prevention of Delay in Discharge of Official Duties and Regulation of Transfers of Employees of Govt. of Maharashtra Act, 2005.

3. Schedule of Compliance :

The schedule of the compliance of services being provided in the office of the Slum Rehabilitation Authority is given in Schedule - 1. The sub-judiced matters mentioned in section 11 of Chapter No. 111 of Prevention of Delay in Discharge of Official Duties and Regulation of Transfers of Employees of Govt. of Maharashtra Act, 2005, matters

concerning Lok Ayukta or Deputy Lok Ayukta and Constitutional Bodies, Commissions, Judicial matters, Central or State Govt. related matters, matters concerning legal statements, main policy matters submitted in the meetings of the Authority, etc. shall be exempted from the schedule at column No. 3 of the Compliance Schedule.

4. Office Circulars :

The Acts, Rules and important Government Resolutions, etc. pertaining to Slum Rehabilitation Authority are available on the web site of the State Govt. (Housing Dept.) viz. www.maharashtra.Gov.in . The circulars issued from time to time by the office of the Authority regarding the Slum Rehabilitation Schemes and office works are available on the website www.sra.gov.in . Further for the convenience of citizens the Brochure of the Authority is available for a nominal price of Rs. 200/-

5. Review / retrospection of the Citizen's Charter.

A review shall be taken from time to time about the utility and the effectiveness of the Citizen's Charter of Slum Rehabilitation Authority and the same shall be amended as per the requirement.

CITIZENS CHARTER OF SLUM REHABILITATION AUTHORITY

SCHEDULE – I

Compliance Schedule

List of powers and services period conforred upon the employees and subordinate officers working under the Head of the Departments/ Offices for taking final decision as per the provisions of Section 9 (1) of Chapter No. III of Prevention of Delay in Discharge of Official Duties and Regulation of Transfers of Employees of Government of Maharashtra Act, 2005.

Sr. No.	Service Provided by the Office of the Slum Rehabilitation Authority	Period within which service will be provided after complying with the documents	Office/ Employee providing the service	The Officer to whom complaint can be lodged if the service is not provided within the prescribed period and his telephone number.
1	2	3	4	5
1	Declaration of Slum Rehabilitation Area under section 3(c)(1)			
	From acceptance of the complete application, till Declaration of Notification of Slum Rehabilitation Area in Government Gazette	150 days	1.District Superintendent of Land Record, 2.Deputy Collector	Chief Executive Officer, Slum Rehabilitation Authority, Ph.26591314
2.	Submission of report to Government for Acquisition of Land under section 14(1)			
	a) From acceptance of the complete application till sending report of Acquisition to the Government. [The period required for joint measurement by the City Survey Office is excluded]	180 days	1.Deputy Collector SRA 2.City Survey Department.	Chief Executive Officer, Slum Rehabilitation Authority, Ph.26591314
	b. Declaration of Award on receipt of Government sanction.	90 days.	Deputy Collector SRA	Chief Executive Officer, Slum Rehabilitation Authority, Ph.26591314
3.	Submission of Scheme under Regulation 33 (10)			
	a. Acceptance of Scheme .	60 days	Executive Engineer, City /Eastern / Western Department	Secretary, Slum Rehabilitation Authority, Ph.26590823
	b. Forward Draft Annexure II to Deputy Collector SRA after acceptance of Scheme	7 days	1.Executive Engineer, City /Eastern / Western Department	Secretary, Slum Rehabilitation Authority, Ph.26590823
	Forward Draft Annexure II to concern Competent Authority after receipt from Executive Engineer.	7days	2.Deputy Collector SRA	
4.	Submission of Scheme under Regulation 33 (14) (D)			
	a. Acceptance of Scheme .	45 days	Executive Engineer, City /Eastern / Western Department	Secretary, Slum Rehabilitation Authority, Ph.26590823

Sr. No.	Service Provided by the Office of the Slum Rehabilitation Authority	Period within which service will be provided after complying with the documents	Office/ Employee providing the service	The Officer to whom complaint can be lodged if the service is not provided within the prescribed period and his telephone number.
5.	Submission of Scheme under Clause 3.11 of Regulation 33 (10)			
a.	Acceptance of Scheme.	30 days	Executive Engineer, City /Eastern / Western Department	Secretary, Slum Rehabilitation Authority, Ph.26590823
6.	Sanction of LOI and IOA			
a.	Scrutiny of the proposal and preparation of the report.	30 days	Sub Engineer & Assistant Engineer, Slum Rehabilitation Authority, Ph.26590519 / 26562484	Executive Engineer, concern, Slum Rehabilitation Authority, Ph.26590519 / 26562484
b.	Sanction of LOI	30 days	Executive Engineer, concern, & Dy. Chief Engineer.	Chief Executive Officer, Slum Rehabilitation Authority, Ph.26591314
7.	Sanction of IOA , C.C., Further CC, part OCC –			
a.	Scrutiny of the proposal and preparation of the report.	15 days	Sub Engineer & Assistant Engineer, Slum Rehabilitation Authority, Ph.26590519 / 26562484	Executive Engineer, concern, Slum Rehabilitation Authority, Ph.26590519 / 26562484
b.	Sanction of IOA/ CC / FCC/ OCC	30 days	Executive Engineer, City /Eastern / Western Department	Dy. Chief Engineer, Slum Rehabilitation Authority, Ph.26590519/ 26562484
8.	Sanction of Full OC -			
a.	Scrutiny of the proposal and preparation of the report.	15 days	Sub Engineer & Assistant Engineer, Slum Rehabilitation Authority, Ph.26590519 / 26562484	Executive Engineer, concern, Slum Rehabilitation Authority, Ph.26590519 / 26562484
b.	Sanction of Full OC	30 days	Executive Engineer, City /Eastern / Western Department	Dy. Chief Engineer, Slum Rehabilitation Authority, Ph.26590519/ 26562484
9.	Demarcation			
a)	Issue letter to concern City Survey officer for demarcation	7 days	1.District Superintendent of Land Record,	Secretary, Slum Rehabilitation Authority, Ph.26590823
b)	After receiving demarcation plan from concern City Survey Officer, Completion of scrutiny & to forward the plan to Engineering Department	15 days	1.District Superintendent of Land Record,	Secretary, Slum Rehabilitation Authority, Ph.26590823

Sr. No.	Service Provided by the Office of the Slum Rehabilitation Authority	Period within which service will be provided after complying with the documents	Office/ Employee providing the service	The Officer to whom complaint can be lodged if the service is not provided within the prescribed period and his telephone number.
10.	Subdivision			
	a) Sanction to the Amalgamation / Subdivision Proposal. [From acceptance of the complete application, till Final orders].	60 days	1.District Superintendent of Land Record,	Secretary, Slum Rehabilitation Authority, Ph.26590823
11.	Registration of the Societies.			
	a) Reservation of the Name of Slum dwellers Co-Operative Societies from the date of the Application.	30 days	1.Joint Registrar, Co.Op.Soc. Eastern/Western Suburb 2.Asst.Registrar,Co.Op.Societies,Mumbai City.	Secretary, Slum Rehabilitation Authority, Ph.26590823
	b) Registration of the Slum dwellers Co-Operative Societies.	60 days	1.Joint Registrar, Co.Op.Soc. Eastern/Western Suburb 2.Asst.Registrar,Co.Op.Societies,Mumbai City.	Secretary, Slum Rehabilitation Authority, Ph.26590823

Nalshankh 10-09-14

o/k Chief Executive Officer
Slum Rehabilitation Authority.

09/9/14 *STT*