

Regarding notifying all services necessary documents, fees, prescribed time limits, designated officers, first and second appellate authorities under the Right to Public Services Act 2015.

**Government of Maharashtra
Urban Development Department
Government Resolution No:- MCO-2015/Pra.Kra 189/Navi-14
Mantralay Mumbai – 400 032
Date: 23.06.2015**

Read:- Maharashtra Ordinance No 5/ for year 2015

Preface:- The Maharashtra Public Services Ordinance 2015, has been made effective from 28.04.2015 for the purpose of giving transparent, efficient and timely public services as well as to take into consideration increasing expectations of citizens from the local administration and provide them quick and qualitative services to eligible persons in Maharashtra State. As mentioned in section 3 of the ordinance, every public authority has to notify the Public Services, Designated Authorities, First and second Appellate Authorities and prescribed time limits within 3 months from the date of effect of this GR and afterwards from time to time. This GR issued for the civic authorities so that they should notify the services rendered under RTS and provide these services to citizens.

2. The Municipal Corporations and Municipal Councils and Nagar Panchayats come under administrative jurisdiction of this department. The matter of notifying those services which are citizen centered, services needed for citizens on day to day basis and of which the citizens have taken maximum benefits as well as which are important and was under consideration of the government of Maharashtra as per section 3 of the ordinance .

Accordingly the Government has taken following decision.

Government Resolution:-

- 1) As per section 3 All Municipal Corporations in Maharashtra to notify 15 services as per Annexure "A", attached herewith.
 - 2) As per section 3 All Municipal council and Nagar Panchayats in the State are to notify 13 services as per annexure B, C, and D .
 - 3) The concerned authorities (Municipal corporations/Municipal councils /Nagar Panchayats) cannot make any changes in the list of services, list of necessary documents and prescribed period mentioned in the Annexure's A,B,C& D of this Government Resolution.
 - 4) The concerned authorities can decide fees for providing services under Right to Maharashtra Public Services Act, 2015. The concerned authorities may take into consideration their organization structure and make changes/amendments in the Designated Officers/First Appellate Authorities/Second Appellate Authorities.
- (3) Commissioners of all Municipal Corporations and Chief Officers of Municipal Councils and Nagar Panchayats are directed to notify services as per section 3 of the Maharashtra Public Services Act, 2015 and implement them.
- (4) The concerned Commissioners of the Municipal Corporations and Chief Officers of the Municipal Councils and Nagar Panchayats shall ensure commencement of implementation of the aforesaid order between 01.09.2017 to 29.09.2017.

This Government Resolution is available on website of the Maharashtra Government www.maharashtra.gov.in and its code is 201506241748360525. This order has been digitally signed.

In the name of and by order of the Governor of Maharashtra.

Sd/-

J.N.Patil

Dy. Secretary to Government of Maharashtra

C.C.

- 1) Hon. Leaders of opposition, Both Legislative Houses, Mumbai.
- 2) All Respected Members of Legislative Council and Legislative Assembly & Hon. Members of Parliaments.
- 3) P.S. to Hon. Governor.
- 4) Principle Secretary to Hon. Chief Minister.
- 5) P.S. to all Hon. Ministers/Ministers of State.
- 6) Office of Hon. State Election Commission.
- 7) P.A. to Hon. Chief Secretary.
- 8) Office of Hon. Lokayukta & Dy. Lokayukta.
- 9) Additional Chief Secretary/Principle Secretary/Secretaries of all Ministerial Departments..
- 10) All Public Relations Officers of Chief Minister.
- 11) All Divisional Commissioners.
- 12) All District Collectors.
- 13) All Commissioners of all Municipal Councils.
- 14) Commissioner & Director of Directorate of Municipal Administration
- 15) Chief Officers of all Nagar Parishads and Nagar in State.
- 16) All desks of Urban Development Department, Mantralaymumbai
- 17) Select file. (NivadNasti)

True Copy

Patil
4-4-19

उप संचालक

नगरपरिषद प्रशासन संचालनालय
महाराष्ट्र राज्य, मुंबई

Annexure- A

Maharashtra Right to Public Services act, 2015

(Particulars of Services to be notified by the Municipal corporation as per section 3 of the Act)

Sr No	Particulars of Public Service	Necessary Documents	Fees	Prescribed Time limit	Designated officer	First Appellate Authority	Second Appellate Authority
1	To issue Birth certificate	Application in prescribed format	As decided on Municipal corporation level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Dy. Registrar)	Assistant Executive Health officer	Executive Officer (MOH)
2	To issue Death certificate	Application in prescribed format	As decided on Municipal corporation level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Dy. Registrar)	Assistant Executive Health officer	Executive Officer (MOH)
3	To issue marriage certificate	1)Application in prescribed format 2) Proof of residence 3) Age proof 4)Declaration of witnesses present at the marriage ceremony 5) If the registration is being done after 90 days, affidavit	As decided on Municipal corporation level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Superintendent)	Dy. Registrar, Marriages	Dy. Commissioner
4	To issue extract of property Tax	Application in prescribed format	As decided on Municipal	3 days	Tax inspector	Tax Superintendent	Regional Officer

			corporation level				
5	To issue no dues Certificate	Application in prescribed format	As decided on Municipal corporation level	3 days	Tax inspector	Tax Superintendent	Regional Officer
6	a)To issue certificate of registration of transfer of property based on documents	1) Application in prescribed format 2) No dues Certificate 3) Copy of the document (Sale deed/Gift deed/deed of division of property and others)	As decided on Municipal corporation level	15 days	Tax inspector	Tax Superintendent	Regional Officer
	b) To issue certificate of registration of transfer of property based on inheritance	1) Application in prescribed format 2) No dues Certificate 3)Succession Certificate	As decided on Municipal corporation level	15 days	Tax inspector	Tax Superintendent	Regional Officer
7	To issue Zone Certificate	1) Application in prescribed format 2)7/12 Extract/City survey extract 3) Measurement Map/ City survey map	As decided on Municipal corporation level	7 days	Assistant Town Planner	Town Planner	Dy. Director or Town Planning
8	To issue Zonal Map	1) Application in prescribed format 2)7/12 Extract/City survey extract 3) Measurement Map/ City survey map	As decided on Municipal corporation level	7 days	Assistant Town Planner	Town Planner	Dy. Director or Town Planning
9	To issue permission for construction	1)Application in prescribed format 2) Architect's certificate 3) Documents of ownership 4)Construction plans and maps 5 copies 5) Measurement map 6) Copy of approved plan	As decided on Municipal corporation level	60 days	Assistant Town Planner	Town Planner	Dy. Director or Town Planning
10	To issue Plinth Certificate	1)Application in prescribed format 2)Certificate of commencement of construction	As decided on Municipal corporation level	15 days	Assistant Town Planner	Town Planner	Dy. Director or Planning
11	To issue occupation Certificate	1)Application in prescribed format 2) Certificate of commencement of construction	As decided on Municipal corporation level	30 days	Assistant Town Planner	Town Planner	Dy. Director or Planning

		3) Plinth certificate 4) Affidavit of the owner of the house/Architect about completion					
12	To give water connection	1)Application in prescribed format 2) Ownership Documents of the place 3)No dues certificate	As decided on Municipal corporation level	15 days	Junior Engineer	Dy. Engineer	Executive Engineer/Superintendent Engineer
13	To give Sewage water connection	1)Application in prescribed format 2) Ownership Documents of the place 3)No dues certificate	As decided on Municipal corporation level	15 days	Junior Engineer	Dy. Engineer	Executive Engineer/Superintendent Engineer
14	No objection certificate of Fire Fighting Department	1)Application in prescribed format 2)No dues certificate 3) Application of Architect 4) Outline of measures for fire fighting 5) Capitation fee	As decided on Municipal corporation level	7 days	Assistant Fire fighting officer	Chief Fire fighting officer/Dy. Fire fighting officer	Dy. Commissioner, Fire fighting
15	Final No objection certificate of Fire Fighting Department	1)Application in prescribed format 2)No dues certificate 3) Application of Architect 4) Certificate of installation of fire-fighting equipment 5) Certificate in format -A of the Licensing Agency 4) Guarantee of Developer/Society to keep the fire- fighting equipment in proper condition	As decided on Municipal corporation level	15 days	Assistant Fire fighting officer	Chief Fire fighting officer/Dy. Fire fighting officer	Dy. Commissioner, Fire fighting

Annexure- B

Maharashtra Right to Public Services act, 2015

(Particulars of Services to be notified by A class Municipal councils as per section 3 of the Act)

Sr No	Particulars of Public Service	Necessary Documents	Fees	Prescribed Time limit	Designated officer	First Appellate Authority	Second Appellate Authority
1	To issue Birth certificate	Application in prescribed format	As decided on Municipal council level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Concerned head of the department)	Additional Chief Officer	Chief Officer
2	To issue Death certificate	Application in prescribed format	As decided on Municipal council level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Concerned head of the department)	Additional Chief Officer	Chief Officer
3	To issue marriage certificate	1)Application in prescribed format 2) Proof of residence 3) Age proof 4)Declaration of witnesses present at the marriage ceremony 5) If the registration is being done after 90 days, affidavit	As decided on Municipal council level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Concerned head of the department)	Additional Chief Officer	Chief Officer
4	To issue extract of property Tax	Application in prescribed format	As decided on Municipal council level	3 days	Concerned head of the department	Additional Chief Officer	Chief Officer
5	To issue no dues Certificate	Application in prescribed format	As decided on Municipal council level	3 days	Concerned head of the department	Additional Chief Officer	Chief Officer
6	a)To issue certificate of registration of transfer of	1) Application in prescribed format 2) No dues Certificate	As decided on Municipal	15 days	Concerned head of the department	Additional Chief Officer	Chief Officer

	property based on documents	3) Copy of the document (Sale deed/Gift deed/deed of division of property and others)	council level				
	b) To issue certificate of registration of transfer of property based on inheritance	1) Application in prescribed format 2) No dues Certificate 3)Succession Certificate	As decided on Municipal council level	15 days	Concerned head of the department	Additional Chief Officer	Chief Officer
7	To issue Zone Certificate	1) Application in prescribed format 2)7/12 Extract/City survey extract 3) Measurement Map/ City survey map	As decided on Municipal council level	7 days	Concerned head of the department	Additional Chief Officer	Chief Officer
8	To issue Map of Zone	1) Application in prescribed format 2)7/12 Extract/City survey extract 3) Measurement Map/ City survey map	As decided on Municipal council level	3 days	Concerned head of the department	Additional Chief Officer	Dy. Director Planning
9	To issue permission for construction	1)Application in prescribed format 2) Architect's certificate 3) Documents of ownership 4)Construction plans and maps 5 copies 5) Measurement map 6) Copy of approved plan	As decided on Municipal council level	60 days	Concerned head of the department	Additional Chief Officer	Chief Officer
10	To issue Plinth Certificate	1)Application in prescribed format 2)Certificate of commencement of construction	As decided on Municipal council level	15 days	Concerned head of the department	Additional Chief Officer	Chief Officer
11	To issue occupation Certificate	1)Application in prescribed format 2) Certificate of commencement of construction 3) Plinth certificate 4) Affidavit of the owner of the house/Architect about completion	As decided on Municipal council level	30 days	Concerned head of the department	Additional Chief Officer	Chief Officer

12	To give water connection	1)Application in prescribed format 2) Ownership Documents of the place 3)No dues certificate	As decided on Municipal council level	15 days	Concerned head of the department	Additional Chief Officer	Chief Officer
13	To give Sewage water connection	1)Application in prescribed format 2) Ownership Documents of the place 3)No dues certificate	As decided on Municipal council level	15 days	Junior Engineer	Additional Chief Officer	Chief Officer

Annexure to GR No MCO-2015/Pra.Kra 189/Na. Vi -14 dated 23/6/2015

Annexure- C

Maharashtra Right to Public Services act, 2015

(Particulars of Services to be notified by B class Nagarpalikas/Nagarpanchyats as per section 3 of the Act)

Sr No	Particulars of Public Service	Necessary Documents	Fees	Prescribed Time limit	Designated officer	First Appellate Authority	Second Appellate Authority
1	To issue Birth certificate	Application in prescribed format	As decided on Municipal council level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Concerned head of the department)	Dy. Chief Officer/Office superintendent	Chief Officer
2	To issue Death certificate	Application in prescribed format	As decided on Municipal council level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Concerned head of the department)	Dy. Chief Officer/Office superintendent	Chief Officer
3	To issue marriage certificate	1)Application in prescribed format 2) Proof of residence 3) Age proof 4)Declaration of witnesses present at the marriage ceremony 5) If the registration is being done after 90 days, affidavit	As decided on Municipal council level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Concerned head of the department)	Dy. Chief Officer/Office superintendent	Chief Officer
4	To issue extract of property Tax	Application in prescribed format	As decided on Municipal council level	3 days	Concerned head of the department	Dy. Chief Officer/Office superintendent	Chief Officer
5	To issue no dues Certificate	Application in prescribed format	As decided on Municipal council level	3 days	Concerned head of the department	Dy. Chief Officer/Office superintendent	Chief Officer
6	a)To issue	1) Application in	As decided	15 days	Concerned	Dy. Chief	Chief

	certificate of registration of transfer of property based on documents	prescribed format 2) No dues Certificate 3) Copy of the document (Sale deed/Gift deed/deed of division of property and others)	on Municipal council level		head of the department	Officer/Office superintendent	Officer
	b) To issue certificate of registration of transfer of property based on inheritance	1) Application in prescribed format 2) No dues Certificate 3) Succession Certificate	As decided on Municipal council level	15 days	Concerned head of the department	Dy. Chief Officer/Office superintendent	Chief Officer
7	To issue Zone Certificate	1) Application in prescribed format 2) 7/12 Extract/City survey extract 3) Measurement Map/ City survey map	As decided on Municipal council level	7 days	Concerned head of the department	Dy. Chief Officer/Office superintendent	Chief Officer
8	To issue Map of Zone	1) Application in prescribed format 2) 7/12 Extract/City survey extract 3) Measurement Map/ City survey map	As decided on Municipal council level	7 days	Concerned head of the department	Dy. Chief Officer/Office superintendent	Dy. Director Planning
9	To issue permission for construction	1) Application in prescribed format 2) Architect's certificate 3) Documents of ownership 4) Construction plans and maps 5) 5 copies 5) Measurement map 6) Copy of approved plan	As decided on Municipal council level	60 days	Concerned head of the department	Dy. Chief Officer/Office superintendent	Chief Officer
10	To issue Plinth Certificate	1) Application in prescribed format 2) Certificate of	As decided on Municipal council level	15 days	Concerned head of the department	Dy. Chief Officer/Office superintendent	Chief Officer

		commencement of construction					
11	To issue occupation Certificate	1)Application in prescribed format 2) Certificate of commencement of construction 3) Plinth certificate 4) Affidavit of the owner of the house/Architect about completion	As decided on Municipal council level	30 days	Concerned head of the department	Dy. Chief Officer/Office superintendent	Chief Officer
12	To give water connection	1)Application in prescribed format 2) Ownership Documents of the place 3)No dues certificate	As decided on Municipal council level	15 days	Concerned head of the department	Dy. Chief Officer/Office superintendent	Chief Officer
13	To give Sewage water connection	1)Application in prescribed format 2) Ownership Documents of the place 3)No dues certificate	As decided on Municipal council level	15 days	Junior Engineer	Dy. Chief Officer/Office superintendent	Chief Officer

Annexure- D

Maharashtra Right to Public Services act, 2015

(Particulars of Services to be notified by C class Nagarpalikas/Nagarpanchyats as per section 3 of the Act)

Sr No	Particulars of Public Service	Necessary Documents	Fees	Prescribed Time limit	Designated officer	First Appellate Authority	Second Appellate Authority
1	To issue Birth certificate	Application in prescribed format	As decided on Municipal council level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Concerned head of the department)	Office superintendent	Chief Officer
2	To issue Death certificate	Application in prescribed format	As decided on Municipal council level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Concerned head of the department)	Office superintendent	Chief Officer
3	To issue marriage certificate	1)Application in prescribed format 2) Proof of residence 3) Age proof 4)Declaration of witnesses present at the marriage ceremony 5) If the registration is being done after 90 days, affidavit	As decided on Municipal council level	3 days	Officer authorized under the Registration of Births and Deaths Act, 1969 (Concerned head of the department)	Office superintendent	Chief Officer
4	To issue extract of property Tax	Application in prescribed format	As decided on Municipal council level	3 days	Concerned head of the department	Office superintendent	Chief Officer
5	To is no dues Certificate	Application in prescribed format	As decided on Municipal council level	3 days	Concerned head of the department	Office superintendent	Chief Officer
6	a)To issue certificate of registration of transfer	1) Application in prescribed format 2) No dues Certificate	As decided on Municipal council	15 days	Concerned head of the department	Office superintendent	Chief Officer

	of property based on documents	3) Copy of the document (Sale deed/Gift deed/deed of division of property and others)	level				
	b) To issue certificate of registration of transfer of property based on inheritance	1) Application in prescribed format 2) No dues Certificate 3) Succession Certificate	As decided on Municipal council level	15 days	Concerned head of the department	Office superintendent	Chief Officer
7	To issue Zone Certificate	1) Application in prescribed format 2) 7/12 Extract/City survey extract 3) Measurement Map/ City survey map	As decided on Municipal council level	7 days	Concerned head of the department	Office superintendent	Chief Officer
8	To issue Map of Zone	1) Application in prescribed format 2) 7/12 Extract/City survey extract 3) Measurement Map/ City survey map	As decided on Municipal council level	7 days	Concerned head of the department	Office superintendent	Dy. Director Planning
9	To issue permission for construction	1) Application in prescribed format 2) Architect's certificate 3) Documents of ownership 4) Construction plans and maps 5 copies 5) Measurement map 6) Copy of approved plan	As decided on Municipal council level	60 days	Concerned head of the department	Office superintendent	Chief Officer
10	To issue Plinth Certificate	1) Application in prescribed format 2) Certificate of commencement of construction	As decided on Municipal council level	15 days	Concerned head of the department	Office superintendent	Chief Officer
11	To issue occupation Certificate	1) Application in prescribed format 2) Certificate of commencement of construction 3) Plinth certificate 4) Affidavit of the owner of the	As decided on Municipal council level	30 days	Concerned head of the department	Office superintendent	Chief Officer

		house/Architect about completion					
12	To give water connection	1)Application in prescribed format 2) Ownership Documents of the place 3)No dues certificate	As decided on Municipal council level	15 days	Concerned head of the department	Office superintendent	Chief Officer
13	To give Sewage water connection	1)Application in prescribed format 2) Ownership Documents of the place 3)No dues certificate	As decided on Municipal council level	15 days	Junior Engineer	Office superintendent	Chief Officer