

MAHARASHTRA INDUSTRIAL DEVELOPMENT CORPORATION
(GOVERNMENT OF MAHARASHTRA UNDERTAKING)

Udyog Sarathi
Mahakali Caves Road,
Andheri (East), Mumbai-93

No.MIDC/Joint C.E.O./Citizen's Charter/C12641/2013

Date: 15/07/2013

To
Joint Chief Executive Officer,
MIDC, Mumbai

Joint Chief Executive Officer (IT),
MIDC, Mumbai

All Head of Departments
MIDC, Mumbai

All Chief Engineers
MIDC,

All Superintendent Engineers
MIDC,

All Executive Engineers
MIDC,

All Regional Officers
MIDC,

All Head of Offices
MIDC,

All Class 2 Officers
MIDC.

Subject : In Government Offices:

- a) To publish citizen's charter,
- b) Reduction in submission stages,
- c) Disposal of files in time limit

Reference: 1) Desk Officer, Industry Energy and Labour department, adm.-2, letter no. 2012/162/Admin-2 dated 25/10/2012
2) MIDC outward no. MIDC/Jt. CEO/Citizen's Charter/B78184/2013 dated 13/06/2013.

With respect to the subject, please refer to letter No. 2 under reference.

Department Name	Responsible officials concerned
Table A) Land Section	1) Joint Chief Executive Officer 2) Joint Chief Executive Officer (I.T.) 3) Deputy Chief Executive Officer- 1/2/3/4 4) Regional Officer 5) Area Manager
Table B) Engineering and Maintenance Department	1) Chief Engineer, Mumbai/Pune/Nanded 2) Addl. Chief Engineer, Nagpur 3) Superintendent Engineer 4) Executive Engineer 5) All Deputy Engineer / Deputy Engineer (SPA)
Table C) Fire Department	1) Chief Fire Officer and Fire Advisor 2) Deputy Chief Fire Officer 3) Divisional Fire Officer 4) Fire Officer
Table D) Technical Advisor	Technical Advisor
Table E) Environment Department	1) Deputy Chief Executive Officer (Environment) 2) Executive Engineer (Environment) 3) Deputy Engineer (Environment)
Table F) Planning Department	1) Chief Planner 2) Senior Town Planner 3) Associate Planner 4) Deputy Planner

**Citizen's Rights
(Charter) Table 'A'**

Name of Office : Land Department, Regional Officer

Sr. No.	Service provided by office	Required Documents / Proceedings	Period of Providing Service after submission of perfect application	Officer Providing Services	Telephone Number and Email ID of Officer to complaint if service not provided in given time period
(1)	(2)	(3)	(4)	(5)	(6)
1.	Allotment of Plot / Shed / Shops	1) On-Line application. 2) Area demanded in detail project report (DPR) and its requirement with built-up area, Total capital and its availability (with working capital), Supply of raw material, Sales management, Employment to be generated, Power, Water requirement etc. information to filled. Mention experience. 3) The company / partnership firm registration certificate. Memorandum & Articles of Association/ Partnership Deed. 4) Additional information for allotment of plot on priority basis eg. Information of foreign investment, Government approved mega project, copy of approval	21 days	Allotment of Industrial Plots a) <u>Allotment of plot area upto 15,000 sq.mtrs.:-</u> Regional Officer, approval of Land allotment committee under chairmanship of Regional Officer. b) <u>Allotment of plot area from 15,001 to 30,000 sq.mtrs.:-</u> Regional Officer, approval of Land allotment committee under chairmanship of Deputy Chief Executive Officer. c) <u>Allotment of plot area from 30,001 sq.mtrs. and above:-</u> Regional Officer, approval of Land allotment committee under chairmanship of Joint Chief Executive Officer. d) <u>Information Technology/Bio Technology park all area plots, Built-up shops etc. allotment:-</u> Regional Officer, approval of Land allotment committee under	Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12 th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org

		<p>letter, etc.</p> <p>5) Use of place (area) in detail mentioned in On-Line application and as proposed construction plans (Block Plan).</p> <p>6) Information of plot allotted previously to the applicant by MIDC and detail use of plot.</p> <p>7) Use of water as mentioned in application and project report, Pollution control, BUA construction, Employment generation, Undertaking (Duly Notarized) mentioning estimated duration of starting production and other mentioned matter.</p> <p>8) Cheque of prescribed processing fee.</p>		<p>chairmanship of Joint Chief Executive Officer.</p> <p>Allotment of Built-up Shed/Shops</p> <p>a) <u>Allotment of built-up shed area upto 1,000 sq.mtrs. and built-up shops area upto 1,000 sq.mtrs.-</u> Regional Officer, approval of Land allotment committee under chairmanship of Regional Officer.</p> <p>b) <u>Allotment of built-up shed area from 1,001 sq.mtrs. to 2000 sq.mtrs. and built-up shops area 1,001 sq.mtrs. to 2000 sq.mtrs.-</u> Regional Officer, approval of Land allotment committee under chairmanship of Deputy Chief Executive Officer.</p> <p>c) <u>Allotment of built-up shed area from 2001 sq.mtrs.and above, built-up shops area from 2001 sq.mtrs. and above-</u> Regional Officer, approval of Land allotment committee under chairmanship of Joint Chief Executive Officer.</p> <p>Allotment of Residential plots</p> <p>a) <u>Allotment of residential plot area upto 100 sq.mtrs.-</u> Regional Officer, approval of Land allotment committee under chairmanship of Regional Officer.</p> <p>b) <u>Allotment of residential plot area from 101 sq.mtrs. to 500 sq.mtrs.-</u> Regional Officer, approval of Land allotment committee under chairmanship of Deputy Chief Executive Officer.</p> <p>c) <u>Allotment of residential plot area from</u></p>	
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				<p><u>501 sq.mtrs.and above</u> - Regional Officer, approval of Land allotment committee under chairmanship of Joint Chief Executive Officer.</p> <p>Allotment of Commercial plot/Shops</p> <p>a) <u>Allotment of commercial plot area upto 2,000 sq.mtrs. and built-up shops area upto 2,000 sq.mtrs.-</u> Regional Officer, approval of Land allotment committee under chairmanship of Deputy Chief Executive Officer.</p> <p>b) <u>Allotment of commercial plot area from 2001 sq.mtrs.and above, built-up shops area from 2001 sq.mtrs. and above-</u> Regional Officer, approval of Land allotment committee under chairmanship of Joint Chief Executive Officer.</p> <p><u>Allotment of plot to project effected person (PAP) area upto 100 sq.mtrs./15% or 5% -</u> Regional Officer</p> <p><u>Allotment of Plot to JVC/ Partnership Firm established by PAPs-</u> Regional Officer, approval by Deputy Chief Executive Officer.</p>	
2.	After approval of land allotment committee offer letter is issued.		2 days	Regional Officer	<p>Chief Executive Officer</p> <p>Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73.</p> <p>Fort Office : 4, 4 (A), 12th Floor, World Trade</p>

					Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org
3.	Issue of allotment letter	According to Offer letter within the prescribed period of 15 days after payment of Earnest Money Deposit (EMD) and submission of prescribed sample application (Adhesive stamp pasted) allotment letter will be issued.	7 days	Regional Officer	Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12 th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org
4.	Advance possession of plot after full payment of premium amount		7 days	Regional Officer	Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12 th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org

5.	Initial agreement of plot	<ol style="list-style-type: none"> 1) Plot holder should submit agreement copies after paying stamp duty on it. 2) A certified copy of the resolution passed. For signing on behalf of Joint Institution / Pvt. Ltd. / Limited company and seal affix. 	7 days	Area Manager / Regional Officer	<p>Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org</p>
6.	Land allotment for industry expansion	<ol style="list-style-type: none"> 1. On-Line application. 2. Detail project report (DPR) of industry expansion. 3. Certified combine map (Block Plan) showing use of original plot and land demanded for industry expansion purpose. 4. Last 3 years annual audit report. 5. Certified copies of letter of additional orders for products manufactured on original plot. 6. (a) Copy of EM Part-II/IEM Part-B received for Industry on original plot (b) Industrial license certificate (If necessary) (c) Certificate of Maharashtra Pollution Control Board (Consent to operate). 	21 days	<p>Allotment of plot for expansion of industry</p> <p>a) <u>Allotment of plot area upto 5,000 sq.mtrs.</u>- Regional Officer, approval of land allotment committee under chairmanship of Deputy Chief Executive Officer.</p> <p>b) <u>Allotment of plot area from 5,001 sq.mtrs and above</u>- Regional Officer, approval of land allotment committee under chairmanship of Joint Chief Executive Officer.</p>	<p>Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org</p>

		<p>(d) Documents showing factory gone in production. (e.g. Last six months electricity bills, Production and sales abstract, Exercise register abstract etc.)</p> <p>7. Prescribed processing fee cheque.</p>			
7.	Extension for completion of construction of planned building and start production	<ol style="list-style-type: none"> 1. Application for extension / Online application. 2. Approval of related MIDC Executive Engineer/ Deputy Engineer/ Special planning authority for proposed building plan. 3. Industry registration certificate. (EM Part-I/IEM/Provisional IT/BT Registration) 4. Approval letter of Water connection from related MIDC department. If amount deposited receipt of amount paid. 5. No objection certificate from Maharashtra Pollution Control Board (MPCB) / Consent to Establish 6. Letter of Electricity board of electricity connection. 7. Provision of Finance assistance (Bank Loan Sanction Letter, Financial Closer. etc.) 8. Appointment letter of architectural master. 	15 days	<p>(a) <u>According to prevailing policy approve extension till date 31.08.2013</u></p> <p>1 to 5 extension- Regional Officer. 6 to 10 extension- Deputy Chief Executive Officer 11 and above extension-Joint Chief Executive Officer</p> <p>Extension of all plots from Information Technology/ Bio Technology- Joint Chief Executive Officer (IT)</p> <p>(b) <u>Approve extension according to updated policy :-</u></p> <p>First extension- Chief Executive Officer or approval of Officer authorized by him, regional officer. Second extension- Regional Officer, approval of MIDC Board meeting. (apply from dt. 1.09.2013)</p>	<p>Chief Executive Officer</p> <p>Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73.</p> <p>Fort Office : 4, 4 (A), 12th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org</p>

		9. Appointment letter of Structural Engineer. Tip:- Atleast 3 documents necessary from above (2) to (9), No. 2 highly essential.			
8.	Refund of amount paid if plot is surrender	1. Request application. 2. Joint Institution / Pvt. Ltd. / Limited company resolution. 3. Original agreement / lease. 4. Original possession receipt.	30 days	Regional Officer	Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12 th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org
9.	Amalgamation of plot	1. Request application. 2. No dues certificate from Executive Engineer. 3. Consent letter of bank if plot is mortgage for loan. 4. Report from related Executive Engineer/Deputy Engineer/SPA. 5. For amalgamation of plots, it should be on same name.	7 days	Regional Officer	Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12 th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org

10.	Subletting of plot	<ol style="list-style-type: none"> 1. Request application from plot holder. 2. Request application of tenant. 3. Block plan of area for subletting. 4. Detail Project Report of sublease. 5. Live and license agreement with registration certificate. 6. Sub tenant resolution (Partnership deed/ Memorandum & Articles of Association) 7. Approval letter if plot kept for security with bank for loan. 	7 days	Regional Officer	<p>Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org</p>
11.	Transfer of plot/shed/shop	<ol style="list-style-type: none"> 1) Original plot holder request application/Online application. (With resolution if Pvt. Ltd./Limited company/ Institution). 2) Request application of person to who plot is to be transferred. With resolution if Pvt. Ltd./Limited company/ Institution). 3) The prescribed application form to be filled by person to who plot is to be transferred. 4) Detailed Project Report (DPR) of the person to who plot is to be transferred. 5) NOC and no-encroachment certificate from Executive Engineer/Deputy Engineer/SPA, MIDC. 6) No objection certificate (NOC) 	15 days	<p>Transfer of Industrial plot</p> <p>a) <u>Transfer of plot area upto 15,000 sq.mtrs.-</u> Regional Officer</p> <p>b) <u>Transfer of plot area 15,001 sq.mtrs. to 30,000 sq.mtrs.-</u> Regional Officer, approval of Deputy Chief Executive Officer.</p> <p>c) <u>Transfer of plot area 30,001 sq.mtrs. and above-</u> Regional Officer, approval of Joint Chief Executive Officer.</p> <p>d) <u>Transfer of all types and area plot allotted on priority basis. (eg. Government approved mega project, Foreign investment brought by businessmen, plot allotted facilities to defense department for supply of machinery, businessmen fortune global/Economic Times company, Expansion etc).</u>- Regional Officer,</p>	<p>Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org</p>

		<p>from Labour Commissioner. (If applicable).</p> <p>7) If transfer is for person in blood relation then evidence about that.</p> <p>8) Heirs claim transfer.</p> <ol style="list-style-type: none"> 1. Heir's application. 2. Death certificate. 3. Heir's certificate (given by competent court) or Declaration in prescribed format. <p>9) Undertaking (Duly Notarized) of the person to who plot is to be transferred mentioned in application and project report Use of water, Pollution control, BUA construction, Employment generation, estimated duration of starting production and other mentioned matter.</p> <p>10) Prescribed processing fee cheque.</p>		<p>approval of Joint Chief Executive Officer.</p> <p>e) <u>Transfer of all types of plot, built-up shop etc. from Information Technology/Bio Technology park-</u> Regional Officer, approval of Joint Chief Executive Officer (IT).</p> <p><u>Transfer of built-up shed/shop</u></p> <p>a) <u>Transfer of built-up shed & built-up shop area upto 1000 sq.mtrs.-</u> Regional Officer.</p> <p>b) <u>Transfer of built-up shed & built-up shop area from 1,001 sq.mtrs. to 2000 sq.mtrs.-</u> Regional Officer, approval of Deputy Chief Executive Officer.</p> <p>c) <u>Transfer of built-up shed & built-up shop area from 2001 sq.mtrs. and above-</u> Regional Officer, approval of Joint Chief Executive Officer.</p> <p><u>Transfer of Residential plot.</u></p> <p>a) Transfer of residential plot area upto 100 sq.mtrs. and transfer of apartment from housing society-Regional Officer.</p> <p>b) <u>Transfer of residential plot area from 101 to 500 sq.mtrs.-</u> Regional Officer, approval of Deputy Chief Executive Officer.</p> <p>c) <u>Transfer of residential plot area from 501 sq.mtrs. and above-</u> Regional Officer, approval of Joint Chief Executive Officer.</p> <p><u>Transfer of Commercial plot/shops</u></p> <p>a) <u>Transfer of commercial plot & built-up shops area upto 500 sq.mtrs.-</u> Regional</p>	
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				<p>Officer.</p> <p>b) <u>Transfer of commercial plot & built-up shops area from 501 sq.mtrs. to 2,000 sq.mtrs.</u>- Regional Officer, approval of Deputy Chief Executive Officer.</p> <p>c) <u>Transfer of commercial plot & built-up shops area from 2,001 sq.mtrs. and above</u>- Regional Officer, approval of Joint Chief Executive Officer.</p>	
12.	Sub-division of plot and transfer of sub-divided plot	<ol style="list-style-type: none"> 1) Original plot holder request application. (If Pvt.Ltd./Limited company/Institution then with resolution). 2) Request application of the person who is going to take sub-divided transferred plot. (If Pvt. Ltd. / Limited then with resolution). 3) The prescribed application form to be filled by person to who sub-divided plot is to be transferred. 4) Detailed Project Report (DPR) of the person to who sub-divided plot is to be transferred. 5) No dues certificate from Executive Engineer/Deputy Engineer/SPA, MIDC. 6) No objection certificate (NOC) from Labour Commissioner.(If applicable). 7) If sub-division is for person in blood relation then evidence about that. 8) Report with map of plot sub- 	21 days	<p>Regional Officer, approval by Minor Modification Committee (MMC). (Regional Officer, according to area delegation of power to Regional Officer/Deputy Chief Executive Officer/Joint Chief Executive Officer)</p>	<p>Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org</p>

		division from Executive Engineer/Deputy Engineer/SPA, MIDC. 9) Prescribed processing fee cheque.			
13.	Permission for mortgage of plot to financial institute	1) Request application/Online application of plot holder (With companies' board of director's resolution). 2) Loan approval letter of bank. 3) No dues certificate of Executive Engineer/Deputy Engineer/SPA, MIDC. 4) If plot is mortgage with any other Financial institute before than NOC from them.	15 days	Regional Officer	Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12 th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org
14.	Change in use of plot	1) Request application/Online application. 2) Detailed Project Report (DPR). 3) No dues certificate of Executive Engineer/Deputy Engineer/SPA, MIDC.	21 days	Regional Officer, Recommendation of MMC (Minor Modification Committee) and approval of Joint C.E.O.	Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12 th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org
15.	Change in	1) Plot holder application/Online	15 days	Regional Officer, approval of Joint C.E.O.	Chief Executive Officer

	production	<p>application (If the company then companies Board of Director resolution required)</p> <p>2) Detailed Project Report (DPR)</p> <p>3) No dues certificate of Executive Engineer/Deputy Engineer/SPA, MIDC.</p>			<p>Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73.</p> <p>Fort Office : 4, 4 (A), 12th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org</p>
16.	Property Card	Plot holder application/Online application	If prescribed fee is filled then urgently	Regional Officer	<p>Chief Executive Officer</p> <p>Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73.</p> <p>Fort Office : 4, 4 (A), 12th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org</p>

**Citizen's Rights
(Charter) Table 'B'**

Name of Office: Engineering and Maintenance Department

Sr. No.	Service provided by office	Required Documents / Proceedings	Period of Providing Service after submission of perfect application	Officer Providing Services	Telephone Number and Email ID of Officer to complaint if service not provided in given time period
1	2	3	4	5	6
1.	Building Plan Approval	1. Allotment Letter 2. Possession Receipt 3. Agreement to Lease 4. MPCB Consent 5. Appointment letters to Architect, Structural Engineer & Plumber 6. Copy of Registration Certificate of Architect, Structural Engineer & Plumber 7. Acceptance letter from Architect, Structural Engineer & Plumber 8. Certificate of supervision of Architect, Structural Engineer & Plumber 9. Provisional Fire NOC 10. Structural Safety Certificate on Stamp paper of Rs. 100/- 11. If required:	60 days	Executive Engineer/ Deputy Engineer/ Assistant Planner	Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12 th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org

		<ul style="list-style-type: none"> a) Extension letter from MIDC's Regional Officer b) NOC from Airport Authority c) Permissions from other departments like Directorate of Industries, Chief Controller of Explosives, Inspectorate of Boilers and Smoke Nuisance 			
2.	Revised Building Plan Approval	<ul style="list-style-type: none"> 1. Application from plot holder/ Architect 2. Revised building plan 3. If any of the Architect, Structural Engineer & Plumber changed, 4. Appointment letters to Architect, Structural Engineer & Plumber 5. Copy of Registration Certificate of Architect, Structural Engineer & Plumber 6. Acceptance letter from Architect, Structural Engineer & Plumber 7. Certificate of supervision of Architect, Structural Engineer & Plumber 			<p>Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12th Floor, World Trade Center, Complex-1, Cuff Parade, Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org</p>
3.	Building Completion Certificate	<ul style="list-style-type: none"> 1. Application from plot holder/ Architect 2. Building Completion Certificate from Architect as per Form No. 8 3. Structural Engineer's certificate about stability of structure 4. Final Fire NOC from Fire department 	21 days		<p>Chief Executive Officer Head Office : Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400 093. Telephone Number : 022-26870052/54/27/73. Fort Office : 4, 4 (A), 12th Floor, World Trade Center, Complex-1, Cuff Parade,</p>

		<ol style="list-style-type: none"> 5. Drainage completion certificate from licensed Plumber 6. Declaration from applicant about 24 hrs water storage 7. Declaration from applicant on Rs. 100/- stamp paper about <ol style="list-style-type: none"> a) MPCB consent about air and water b) Factory/ Industries Inspector's approval (if required) 8. No dues certificate from MIDC's water billing department 9. Indemnity Bond on Rs. 100 stamp paper for 10. If required: <ol style="list-style-type: none"> a) Extension letter from MIDC's Regional Officer b) Approval from Food & Drug Department c) Revised Building Plans 			<p>Mumbai-400 005. Telephone Number: 022-22151451/52/53. E-mail : ceo@midcindia.org</p>
4.	Water Connection	<ol style="list-style-type: none"> 1. Application form mentioning: <ol style="list-style-type: none"> a) Company's Registered Office full address b) Daily requirement of water CUM/day and size of water connection. 2. Building Plan Approval letter along with approved building plans 3. Water agreement duly filled 	7 days	Executive Engineer/ Deputy Engineer	<p>Chief Engineer (HQ) Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400093. Phone: 022-26870052/54/27/73. Email: rsonje@midcindia.org</p> <p>Chief Engineer, Pune MIDC, 1st Floor, Jog Center, Old Mumbai-Pune Highway,</p>

		in 4. Security deposit of 90 days as per prevailing water rates and connection charges. Road cutting charges, of required.			<p>Wakadewadi, Pune-441003 Phone: 020-25819753/25813985 Email: cepune@midcindia.org</p> <p>Chief Engineer, Aurangabad MIDC Industrial Area, Near Railway Station, Aurangabad-431005 Phone: 0240-2334235 Email: ceaurangabad@midcindia.org</p> <p>Chief Engineer, Nagpur Udyog Bhavan, Civil Lines, Nagpur-440001 Phone: 0712-2526361 Email: cenagpur@midcindia.org</p>
5.	NOC for electric power connection	1. Application and required Electricity 2. Plot/ Gala allotment letter. 3. Allotment Receipt of plot/gala.	7 days		<p>Chief Engineer (HQ) Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400093. Phone: 022-26870052/54/27/73. Email: rsonje@midcindia.org</p> <p>Chief Engineer, MIDC, Pune, Jog Centre, First Floor, Pune-Mumbai Highway, Wakadewadi, Pune-441003. Phone 020-25819753/25813985 E-mail: cepune@midcindia.org</p> <p>Chief Engineer MIDC, Nanded,</p>

					<p>First Floor, Ujwala Enterprises Janaki Nagar, Airport Road, Nanded-431603. Phone: 0240-2334235 E-mail: cenanded@midcindia.org</p> <p>Additional Engineer, Nagpur Udyog Bhavan, Civil Lines, Nagpur-440001 Near Sales Tax Buliding Phone: 0712-2526361 Email: acenagpur@midcindia.org</p>
6	No dues certificate from MIDC	<ol style="list-style-type: none"> 1. Application. 2. Receipt of Water bill 	7 days	Executive Engineer/ Deputy Engineer	<p>Chief Engineer (HQ) Udyog Sarathi, Mahakali Caves Road, Andheri (East), Mumbai-400093. Phone: 022-26870052/54/27/73. Email: rsonje@midcindia.org</p> <p>Chief Engineer, MIDC, Pune, Jog Centre, First Floor, Pune-Mumbai Highway, Wakadewadi, Pune-441003. Phone 020-25819753/25813985 E-mail: cepune@midcindia.org</p> <p>Chief Engineer MIDC, Nanded, First Floor, Ujwala Enterprises Janaki Nagar, Airport Road, Nanded-431603.</p>

					<p>Phone: 0240-2334235 E-mail: cenanded@midcindia.org</p> <p>Additional Engineer, Nagpur Udyog Bhavan, Civil Lines, Nagpur-440001 Near Sales Tax Buliding Phone: 0712-2526361 Email: acenagpur@midcindia.org</p>
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**Citizen's Rights
(Charter) Table 'C'**

Name of Office: Fire Department.

Sr. No.	Service provided by office	Required Documents / Proceedings	Period of Providing Service after submission of perfect application	Officer Providing Services	Telephone Number and Email ID of Officer to complaint if service not provided in given time period
1.	Provisional no due certificate.	1. Application in prescribed format. 2. The proposed building / construction Maps. 3. Fire receipt	15 days	Deputy Chief Fire Officer if area is above 15000 sq. mt Divisional Fire Officer area between 5001 to 15000 sq.mt. Fire Officer if area is up to 5000 sq.t	Chief Fire Officer and Fire Advisor, MIDC,. 'Udyog Sarathi, Andheri East, Mumbai-93 Phone: 022-26871144 Email: mdeshmukh@midcindia.org
2.	Final No objection Certificate (NOC)	1. Letter from company stating that they have completed the terms and conditions mentioned in the NOC certificate. 2. According to Maharashtra fire prevention and safety measures act 2009, you need to submit certificate in Proforma 'A' from the agency appointed by Director of Fire Services	15 days	Deputy Chief Fire Officer Divisional Fire Officer Fire Officer	Chief Fire Officer and Fire Advisor, MIDC,. 'Udyog Sarathi, Andheri East, Mumbai-93 Phone: 022-26871144 Email: mdeshmukh@midcindia.org

3.	Renewal of Non Obligation Certificate	<p>1. You need to produce certificate along with request application stating that you have not made any changes to the existing structure and fire system</p> <p>2. According to Maharashtra fire prevention and safety measures act 2009, you need to submit certificate in Proforma 'B' from the agency appointed by Director of Fire Services</p>		Deputy Chief Fire Officer	<p>Chief Fire Officer and Fire Advisor, MIDC,. 'Udyog Sarathi, Andheri East, Mumbai-93</p> <p>Phone: 022-26871144</p> <p>Email: mdeshmukh@midcindia.org</p>
				Divisional Fire Officer	
				Fire Officer	
4.	Fire Report	<p>1. Police Verification.</p> <p>2. Building Completion Certificate.</p> <p>3. Loss statement.</p> <p>4. Insurance Certificate.</p> <p>Photograph.</p> <p>Activity Report (Raw material/ Finished goods)</p>	15 days	Deputy Chief Fire Officer	<p>Chief Fire Officer and Fire Advisor, MIDC,. 'Udyog Sarathi, Andheri East, Mumbai-93</p> <p>Phone: 022-26871144</p> <p>Email: mdeshmukh@midcindia.org</p>
				Divisional Fire Officer	
				Fire Officer	

Citizen's Rights
(Charter) Table 'D'

Name of Department / Office :- Technical Advisor, MIDC, Mumbai.

Sr. No.	Service provided by Department / Office	Required Documents	Period of Providing Service after submission required documents	Officer / Employee Providing Services	Telephone Number and Email ID of Officer to complaint if service not provided in given time period
(1)	(2)	(3)	(4)	(5)	(6)
1.		<p>a) Documents required for allotment of new plot</p> <ol style="list-style-type: none"> 1. Land allotment letter. 2. Possession receipt. 3. Primary agreement. 4. Project report. 5. Extension letter. (If applicable) <p>b) Documents required to present in transfer case :-</p> <ol style="list-style-type: none"> 1. Transfer order. 2. Project report. 3. Building completion certificate. <p>c) Documents required for change in name / company :-</p> <ol style="list-style-type: none"> 1. Change in name letter from related Regional Office. 2. Under location assertion policy old No Objection Certificate. 3. IEM/LoI/EM Part-I or /IEM Part-B/Licence/EM Part II. 4. Permission of Maharashtra Pollution Control Board. 	10 days	Technical Advisor, MIDC, Mumbai.	Joint Chief Executive Officer, MIDC, Mumbai.

		<p>d) Documents required to take on rent basis :-</p> <ol style="list-style-type: none"> 1. Letter from related Regional office regarding area taken on rent basis. 2. Building completion certificate. 3. Project Report. <p>e) Documents for Industry expansion/change in production/additional production and plot amalgamation :-</p> <ol style="list-style-type: none"> 1. Under location assertion policy old No Objection Certificate. 2. IEM/Lol/EM Part-I or / IEM Part-B/Licence /EM Part II. 3. Permission of Maharashtra Pollution Control Board. 4. Building Completion Certificate. 5. Electricity Bill. 6. Approval of related Regional office for change in production. 7. Project Report. 			
2.	Release of Intention letter / registration letter according to Information Technology policy of Government of Maharashtra	<p>a) Documents required for Information Technology Intention letter</p> <ol style="list-style-type: none"> 1. Prescribed sample application – Annexure-I/IV. 2. Bond –IIA/ V-A / VI-A. 3. No Objection Certificate under location assertion policy. 4. IEM / EM – part - 1. 5. Local people employment form -2. <p>b) Documents required for registration of Information Technology (Registration Letter)</p>	10 days	Technical Advisor, MIDC, Mumbai.	Joint Chief Executive Officer, MIDC, Mumbai.

		<ol style="list-style-type: none">1. Prescribed sample application – Annexure-I/IV.2. Bond – VII-A3. In prescribed format accounting judge certificate.4. Local people employment form -15. Information Technology Intention letter.6. IEM/LoI/EM Part-I or /IEM Part-B/Licence/ EM Part II.			
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**Citizen's Rights
(Charter) Table 'E'**

(Table to be publish from article no. 8 from Delay restriction act 2005)

Name of Department / Office :- Environment Department, MIDC (Head Office), Andheri (East), Mumbai-400 093.

Sr. No.	Service provided by Department / Office	Period of Providing Service after submission required documents	Officer / Employee Providing Services	Telephone Number and Email ID of Officer to complaint if service not provided in given time period
(1)	(2)	(3)	(4)	(5)
1	Common effluent treatment plant (CETP), Sewage Treatment Plant (STP), Common Hazardous Waste Treatment Storage and Disposal Facilities (CHWTSDF) grant cases.	5 days	Executive Engineer (Env) / Deputy Chief Executive Officer (Env)	Deputy C.E.O.(Env) Telephone No. 26872916, Email : dyceoenv@midcindia.org / C.E.O. Telephone No. 26870800, Email : ceo@midcindia.org
2	Gathering of waste water from different MIDC area	8 days	Executive Engineer (ENV.)	Deputy C.E.O.(Env) Telephone No. 26872916, Email : dyceoenv@midcindia.org
3	Cases of Land allotment committee	2 days	Executive Engineer (ENV.)	Deputy C.E.O.(Env) Telephone No. 26872916, Email : dyceoenv@midcindia.org

**Citizen's Rights
(Charter) Table 'F'**

(Table to be publish from article no. 8 from Delay restriction act 2005)

Name of Department / Office :- Planning Department, MIDC (Head Office), Andheri (East), Mumbai-400 093.

Sr. No.	Service provided by Department / Office	Period of Providing Service after submission required documents	Officer / Employee Providing Services	Telephone Number and Email ID of Officer to complaint if service not provided in given time period
(1)	(2)	(3)	(4)	(5)
1	Making available Computing plans of Industrial area.	3 days	Associate Planner / Deputy Planner	Chief Planner / Senior Town Planner Email :- cp@midcindia.org Telephone no. 26870036/26870941