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2019

**BRIHANMUMBAI MAHANAGARPALIKA**  
NO.AC/RE/804 Dt. 04/08/2013

**SUBJECT : Procedural Guidelines for conduct of business of Zonal level  
Grievances Redressal Committee (G.R.C.) in MCGM.**

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**1) Introduction :-**

1.1 In Writ Petition No. 2950 of 2012 Hon'ble High Court gave directives to M.C.G.M. that there should be a proper mechanism for redressal of grievances pertaining to unauthorised constructions at different level. Hon'ble M.C. decided to set up Grievance Redressal Committee (G.R.C.) in each Zone under the Chairmanship of Concerned Zonal D.M.C.

All Zonal D.M.C.s/ Asstt. Commissioners are hereby directed to give wide publicity to this Circular so that Citizens will be aware of the mechanism available for redressal of grievances pertaining to unauthorised construction at Zonal level.

1.2 It is essential to lay down guidelines prescribing procedure to be followed to carry out smooth functioning of the Grievance Redressal Committee (G.R.C) and in view thereof following guidelines are being issued.

**2) Aim :-**

2.1 The forum of " Zonal G.R.C." is for redressal of grievances received from the complainant in respect of action/non-action on unauthorised constructions by the Designated Officer /A.E. (B&F) within time frame.

2.2 "Zonal G.R.C." will be reviewing and monitoring authority. It will analyse the factual reasons of the case in the light of Natural justice and pass the speaking order or directions to do the needful in case of failure of taking necessary action by Designated Officer /A.E.(B&F).

2.3 The "Zonal G.R.C." shall not pass any order which will stop/stay the notice action initiated by Designated Officers and the on going notice action will continue and brought to its

5) **Duty of Secretary of "Zonal G.R.C." :-**

After acceptance of the complaint, the Secretary should check all above documents submitted as above and then enter the grievance in the register alongwith all particulars and give acknowledgement to the complainant. After verification of documents, information from concerned Designated Officer, should be collected and report should be submitted to Chairman i.e. Zonal D.M.C. with regard to grant hearing or not to grant hearing. After approval of Chairman, the same should be communicated to complainant within 15 days after receipt of the complaint by the Secretary. If the hearing is denied then, the Chairman shall specify the reasons/justification for the denial.

6) **Hearing Procedure :-**

- 6.1 For hearing, complainant must remain present personally on due date and time. No representative will be allowed to represent the case.
- 6.2 Request from the Complainant to postpone the hearing will not be entertained. However, the Chairman may in special circumstances grant postponement.
- 6.3 If complainant is not remained present during the hearing, the Committee will be at liberty to take ex-parte hearing and take decision on the same. The decision taken should be communicated to the complainant, and complaint should be disposed off.
- 6.4 At the time of hearing, full opportunity shall be given to the complainant by following the principles of natural justice. No new documents, proofs will be entertained at the time of hearing, as it was required to be submitted initially by the complainant to Designated Officer. If, the Committee comes to the conclusion that the new documents produced by the complainant are authentic, then the committee may direct the complainant to produce the same before the Designated Officer and the complaint before the committee shall be disposed off.

G.R.C. shall pass speaking orders within 10 working days from the date of hearing after considering the provisions of M.M.C./M.R.T.P Act's and as per Rules, Regulations and Policies of the M.C.G.M.

- 6.5 To follow the principles of natural justice, owner / occupier against whom complaint /notice is made / issued, may be called to attend the hearing as per the requirement of the case. In such case , failure of owner / occupier to attend hearing of GRC, chairman will pass ex-parte order.

6.6 Proceedings of the hearing should be properly noted by the Secretary at the time of hearing alongwith attendance sheet.

**7) Meetings**

7.1 The Zonal GRC shall hold hearings from time to time. At least one meeting should be conducted in every month.

7.2 At least 7 days prior to the proposed meeting, the Member Secretary should circulate a report on all complaint in tabulated format to all the Members of G.R.C. inform well in advance of the date on which the matter is listed for hearing.

**8 General**

8.1 Period of notice as mentioned in various sections of MMC and MRTP Acts, as per procedural circulars will be final and it can not be altered / extended by GRC.

8.2 Forum of Zonal GRC. is for redressal of grievances received from complainants. Pending hearing at GRC. shall not be construed as the stay granted to the notice action initiated by concerned Designated officer / A.E.(B&F) .

8.3 In case of any clarification is needed on the guidelines /procedures/policy etc., it may be obtained from D.M.C.(RE).

8.4 Copy of each order passed by the G.R.C.s should be forwarded to ACRE office for compilation of the report and further report to higher authorities.

All Zonal G.R.C.s should start functioning effective from \_\_\_\_\_.

sd/-  
AC( RE)

sd/-  
Law Officer

sd/-  
DMC(RE)

sd/-  
A.M.C.(City)

sd/-  
M.C.

(For every single unauthorized structure separate form should be submitted)

**FORM "A"**

To,  
Designated Officer, A.E. (B&F) \_\_\_\_\_ Ward

**Subject:- Complainant of unauthorised construction.**

- 1 Name of the Complainant : \_\_\_\_\_
- 2 Adhar Card No of the complainant/  
Details of photo ID proof : \_\_\_\_\_
- 3 Address of the Complainant : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 4 Office / Business address of the  
complainant if any : \_\_\_\_\_  
\_\_\_\_\_
- 5 Contact No: Residential Landline No. \_\_\_\_\_, Office /Business landline No \_\_\_\_\_  
Personal Mobile No. \_\_\_\_\_, Office/ Business Mobile No. \_\_\_\_\_  
(please ✓ mark preferred contact No.)
- 6 E-Mail ID : personal \_\_\_\_\_ Office / Business \_\_\_\_\_  
(please ✓ mark preferred E-Mail ID.)
- 7 Address of the complaint structure : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 8 Electoral Ward in which complaint structure is  
located : \_\_\_\_\_
- 9 Name of the owner / Occupier of the complaint  
structure : \_\_\_\_\_  
\_\_\_\_\_
- 10 Relation of the owner / Occupier of the complaint  
structure with complainant, if any : \_\_\_\_\_
- 11 If the Complainant is directly affected,  
the reasons there of : \_\_\_\_\_
- 12 Complete details of the unauthorised work such  
as nature of work. No of unauthorised floors /  
rooms with approx. area etc. : \_\_\_\_\_  
\_\_\_\_\_
- 13 Reasons/ground/evidence on the basis of which  
the said construction is illegal/unauthorized  
(documents/proofs must be submitted) : \_\_\_\_\_  
\_\_\_\_\_

I hereby declare that the details given above are true and correct.

I hereby declare / undertake that this Complaint/Petition/Subject matter is not sub-judiced in any court.

Date. \_\_\_\_\_

\_\_\_\_\_  
( Signature of complainant )

**FORM B**

**Subject:- Complaint against unauthorised construction.**

- 1 Name of the Complainant : \_\_\_\_\_
- 2 Adhar Card No of the complainant/Details of photo ID proof : \_\_\_\_\_
- 3 Address of the Complainant : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 4 Office / Business address of the complainant if any : \_\_\_\_\_  
\_\_\_\_\_
- 5 Contact No: Residential Landline No. \_\_\_\_\_, Office /Business landline No. \_\_\_\_\_  
Personal Mobile No. \_\_\_\_\_, Office/ Business Mobile No. \_\_\_\_\_  
(please ✓ mark preferred contact No.)
- 6 E-Mail ID : personal \_\_\_\_\_ Office / Business \_\_\_\_\_  
(please ✓ mark preferred E-Mail ID.)
- 7 Address of the complaint structure : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 8 Name of the owner / Occupier of the complaint structure : \_\_\_\_\_  
\_\_\_\_\_
- 9 Complete details of the unauthorised work such as nature of work. No of unauthorised floors / rooms with approx. area etc. : \_\_\_\_\_  
\_\_\_\_\_
- 10 Details of Designated Officer with whom complaint was filed initially \_\_\_\_\_
- 11 Reply of Designated Officer if any \_\_\_\_\_
- 12 Reason for complaint against Designated officer. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I hereby declare that the details given above are true and correct.

I hereby declare / undertake that this Complaint/Petition/Subject matter is not sub-judiced in any court.

Date. \_\_\_\_\_

\_\_\_\_\_  
( Signature of complainant )