



BRIHANMUMBAI MAHANAGARPALIKA

Section 4 Manuals as per provision of RTI Act
2005 of C Ward

Sr. Inspector (Shops & Establishment) 'C' Ward

Address - Office of Sr. Inspector (Shop & Estt.) 'C'Ward,
3rd Floor, C Ward Building,
76, Shrikant Palekar Marg,
Chandanwadi, Marine Lines (E),
Mumbai – 400 002

PREAMBLE

The right to information is implicitly guaranteed by the Constitution. However, with a view to set out a practical regime for securing information, the Indian Parliament enacted the Right to Information Act, 2005 and thus gave a powerful tool to the citizens to get information from the Government as a matter of right. This law is very comprehensive and covers almost all matters of governance and has the widest possible reach, being applicable to Government at all levels- Union, State and Local as well as recipients of government grants.

The basic object of the Right to Information Act is to empower the citizens, promote transparency and accountability in the working of the Government and make our democracy work for the people in real sense. The Act is a big step towards making the citizens informed about the activities of the Government.

The Act requires the Government authority to compile a handbook in easily comprehensible form and to update it from time to time under **Section 4(1) b** sub clauses i to xvii (17 Manuals). The objective of publishing 17 Manuals is the proactive disclosure of the information/records held by Govt. Authority for the information seekers. The office of Assistant Engineer, Building & Factory, C-Ward is hereby publishing the Handbook for 17 Manuals as required under RTI Act 2005 to promote transparency and accountability in the working of the department & to give easy access to the information seekers to the information & records held by this office.

This handbook contains introduction about the department along with particulars of its functions, duties, objectives & vision. It further elaborates about the duties, powers delegated to its officers & employees. The procedure followed in decision-making process, accountability of concerned officers, Norms set for discharge of its function along with related rules/regulations are further described in detail. It also contains the Statement of Categories of documents held by this office, directory & remuneration of its officers and employees. The details of budget allocation & its disbursement, particulars of permits issued, facilities available for citizen & details of PIO/Appellate authority is also published for information.

This consolidated updated handbook on 17 Manuals of the Act would help all the information seekers in getting information. However, in case any information seeker wants to get more information on topics covered in the handbook as well as other information may contact Senior Inspector (Shop and Establishment), C-Ward Office whose office is situated at C-Ward office, 76, Shrikant Palekar Marg, Off Chandanwadi, Marine Lines (East), MUMBAI : 400 002. The procedure and fee structure for getting information is as per the provisions of RTI Act, 2005.

Senior Inspector (Shop and Establishment),

C Ward

INTRODUCTION

Background:

Shop assistants and commercial employees are an important section of the working class population rendering useful service to the community, but they did not enjoy any protection of legislation till the year 1940 in this country. The working conditions of the Shop assistants and the commercial employees in the city of Mumbai were worse than the employees employed in unregulated factories. The majority of employees of such establishments had no education but were experts in carrying on their business and their business knowledge was superior. The daily working hours of employees in shops were not fixed and exceeded more than 12 hours a day. The condition was worse in respect of meek munims who worked from morning till midnight and grew gray in the service of their pedhis. The system of granting rest interval was not heard of and the granting of a paid holiday depended solely upon the whims of the management. The Government of Bombay Province as it existed under the British Rule was the first province in undivided India to make an attempt in this direction when in the early thirties a private bill was introduced by Shri R. P. Bakhle. It did not meet with the approval of the then Government as there was no sufficient data for formulating guidelines in this behalf. That bill however aroused such interest that the Government through the Labour Commissioner conducted an inquiry into the working conditions in five important cities. Mumbai, Ahmedabad, Hubli, Poona and Sholapur. The report received in his behalf revealed appalling conditions especially in restaurants, eating houses and various retail trades. There was insistent demand for the betterment working conditions in the cloth markets in Mumbai, which resulted in attracting the attention of the Government.

Such going to the history of the enactment of the Bombay Shops & Establishment Act. It is seen from records that the then Government of Bombay through its labour office conducted an inquiry in the year 1935 into the wages, hours of work and conditions of employment in the retail trade of some town in the Bombay Presidency. The picture which presented itself to the Government was far from happy and a maiden attempt was made by the then Government of Bombay to bring order out of chaos and regulate the hours of work and conditions of service by promulgating the Bombay Shops and Establishment Act, 1939

The Administration of the Bombay Shops & Establishment Act, 1939, was entrusted to the local authorities in Bombay province in areas where these existed as they possessed the inspecting staff for licensing of such shops in accordance with the municipal regulations in force. Further the municipal inspectorial staff was in close contact and was well conversant with the needs of such establishments. The Act had solitary effect on the conditions of work of the employees.

The Bombay Shops & Establishment Act, 1948 is a social piece of legislature, the main object of this Act is to consolidate and amend the law relating to the regulating of condition of work of employment in Shops, Commercial Establishments, Residential Hotels, Restaurants, Eating Houses, Theatres and other places of public amusement or entertainment and other establishments. This Act extent to the whole of State of Maharashtra. As provided in the Act it is the duty of every local authority to enforce within the area subject to its jurisdiction, the provision of this Act subject to such supervisions of the State Government as may be prescribed. The Municipal Corporation of Greater Mumbai being a local authority for this Metropolitan City of Mumbai, the enforcement of the provisions of Bombay Shops & Establishment Act, 1948 is entrusted to the Municipal Corporation.

Short History of the Department :

The Bombay Shops & Establishment Act, 1939 was first time passed on 2.11.1939 and the Shops & Establishments Department was created in the month of November, 1940. the Bombay Shops & Establishment Act first to introduce the legislation regulating the working conditions of Shop Assistants in India. the enforcement of the provisions of the Act was entrusted to the local authority. So far as the Municipal Corporation of Greater Mumbai was concerned, the Shops &

Establishments Department was placed under the Superintendent of Licence for the purpose of administration as its future development could not at that stage be forced. However, 10 years later 1950 the then Municipal Commissioner suggested that Shops & Establishments Department had now reached a major stage in its growth and need separated from the Licence Department and placed in a separate head. The Corporation under its Resolution No.658 of 19.1.1950 accepted the Commissioner's recognition and the department came to be placed under the chief Inspector of Shops & Establishments Department. The point that with the Commissioner in suggesting separate from Licence department were that the Superintendent of Licence was already over-burdened with the control of licence of storages and trades, control of advertisement and control of hawkers. The extension of Mumbai City with the suburbs increased the work till further and therefore, he felt that in the exist of vacancy the department should be placed under an Independent Officer. They could draw initiative and constructive ideas to each work.

Since the separation save social and economic were held so as to ascertain the social and economic condition of the employees affected by the Act, and the department was efficiently managed by 5 succeeded Chief Inspectors till 18th December, 1964. With the retirement of the last Chief Inspector the department again came to be placed under Superintendent of Licence by keeping the post of CISE in abeyance from 18.12.1964.

The issue was again examined by then Municipal Commissioner on receipt of the letters received from Shri P.G.Kher, the then Minister of Urban Development and Works, Government of Maharashtra and Shri Shanti Patel, the then Leader Bombay Municipal Congress Party.

In view of the above observation, the issue was once again examined and finally as per M.C.'s order under No. MPS/9975(140) of 11/12/72 Shops and Establishment department was separated from Licence Department from 1/12/72 with Chief Inspector Shops & Establishment as a Head of the department. The co-ordination Scheme was introduced from 1/7/1972 in accordance with which Shops & Establishment inspectors are now required to attend to the work of the Licence and factory department.

On 1st December, 1978 coordination scheme was dissolved and since then Shops & Estt. Department is functioning independently under the Head of Chief Inspector, Shops & Estt. Department.

Only source of income of this department is collection of fees are registration of establishments and renewal of the Registration Certificate.

SECTION 4 (1) (b) (i)

The particulars of functions and duties of the public authority:

| | | |
|----|---------------------------|--|
| 1. | Name of Public Authority | Sr. Inspector (Shop and Establishment) |
| 2. | Address | “C” Ward Office. 76, Shrikant Palekar Marg, Off Chandanwadi, Marine Lines (East), MUMBAI: 400 002. |
| 3. | Head of the Office | Sr. Inspector (Shop and Establishment) |
| 4. | Parent Govt. Deptt. | Chief Inspector (Shop and Establishment) |
| 5. | Reporting to which office | Assistant Commissioner, “ C ” |
| 6. | Jurisdiction Geographical | “C” Ward is bounded by the Durgadevi Udyan- Madhav Baug, Bhulehswar, Chandanwadi – Chira Bazar – Gymkhana, Mumbadevi- Mulji Jetha Mkt., Dhobitalao. Khara talao – Null Bazar – Ghoghari Mohalla, Marin Drive |
| 7. | Mission | <ol style="list-style-type: none"> 1. To prevent exploitation of employee by the employer . 2. To regulate condition of work & employment in Shops, Commercial establishment, Residential Hotel, Eating House/Restaurant & Places of Public amusement or Entertainment. 3. To regulate that every employee get wages more than prevailing minimum wage rate 4. To prevent child labour in Establishment 5. To Regulate that Maternity Benefit is awarded to Women Employee as per Maternity Benefit Act 6. To regulate Shops and Establishment Act, Minimum Wages Act, Maternity Benefit Act, Child labour Act, Industrial Dispute Act, Workmen Compensation Act, Payment of wages Act and any other Labour Act enforce from time to time. |
| 8. | Vision | <ol style="list-style-type: none"> 1. No exploitation of employee by employer. 2. Regulate provision of Shops and Establishment Act, Minimum Wages Act, Maternity Benefit Act, Child labour Act, Industrial Dispute Act, Workmen Compensation Act, Payment of wages Act and any other Labour Act enforce from time to time. |
| 9. | Objective | <ol style="list-style-type: none"> 1. To minimize the Number of unrenewed Shops and Establishment Registration Certificate. 2. To Detect and get Registered Unregistered Establishment. 3. To inspect the establishment and observe the provision of various act such as Shops and Establishment Act, Minimum Wages Act, Maternity Benefit Act, Child labour Act, Industrial Dispute Act, Workmen Compensation Act, Payment of wages Act and |

| | | |
|-----|---------------------------------|--|
| | | any other Labour Act enforce from time to time are followed. |
| 10. | Functions | <ol style="list-style-type: none"> 1. To inspect the establishment where the business is in existence. 2. To renew shops and establishment registered certificate. 3. To issue shops and establishment registered certificate 4. To investigate the complaint. 5. To file Offence Sheet for contravention of provision under Shops and Establishment Act, Minimum Wages Act, Maternity Benefit Act, Child labour Act, Industrial Dispute Act, Workmen Compensation Act, Payment of wages Act and any other Labour Act enforce from time to time. 6. To settle dispute between employer and employee. 7. To attend the court on behalf of Municipal Corporation and work as a Public Prosecutor during the proceeding of legal case. 8. Any other work entrusted by the Superior. |
| 11. | Details of Services Provided | <ol style="list-style-type: none"> 1. To renew shops and establishment registered certificate. 2. To issue shops and establishment registered certificate to the employer applied for registration wide Form 'A' alongwith prescribed fee after scrutiny of same. 3. To transfer/change shops and establishment certificate contain after scrutiny of Form 'E' submitted by the employer. |
| 12. | Physical Assets | N I L |
| 13. | Organization's Structural Chart | Separate sheet attached. |
| 14. | Telephone Nos. & Office Timing | <u>Tel.No.:-</u> 22014022 Ext. : 245. <u>Office Timing:</u> 09.00 am to 12.30 pm and thereafter Field Work. (Monday to Friday) 1 st , 3 rd & 5 th Saturdays. |
| 15. | Weekly Holidays | 2 nd & 4 th Saturdays, Sunday & Public Holidays. |

Section 4 (i) (b) (ii)

**The powers of officers and employees in the office of
Sr. Inspector (Shops and Establishment) :**

A

| Sr No | Designation | Powers Financial | Under which legislation/rules/orders/ & Rs. | Remarks |
|-------|--|------------------|---|---------|
| 1. | Sr. Inspector (Shops and Establishment) | Nil | | |
| 2. | Inspector (Shops and Establishment) | Nil | | |

B

| Sr No | Designation | Powers Administrative | Under which legislation/rules / orders/ & Rs. | Remarks |
|-------|--|-----------------------|--|---------|
| 1. | Sr. Inspector (Shops and Establishment) | | Shops and Establishment Act, Minimum Wages Act, Maternity Benefit Act, Child labour Act, Industrial Dispute Act, Workmen Compensation Act, Payment of wages Act and any other Labour Act enforce from time to time | |
| 2. | Inspector (Shops and Establishment) | | Shops and Establishment Act, Minimum Wages Act, Maternity Benefit Act, Child labour Act, Industrial Dispute Act, Workmen Compensation Act, Payment of wages Act and any other Labour Act enforce from time to time | |

C

| Sr No | Designation | Powers Magisterial | Under which legislation/rules/orders/ & Rs. | Remarks |
|--------------|--|---------------------------|--|----------------|
| 1. | Sr. Inspector (Shops and Establishment) | Nil | | |
| 2. | Inspector (Shops and Establishment) | Nil | | |

D

| Sr No | Designation | Powers Quasi judicial | Under which legislation/rules/orders/ & Rs. | Remarks |
|--------------|--|------------------------------|--|----------------|
| 1. | Sr. Inspector (Shops and Establishment) | | RTI Act, 2005, Industrial Dispute Act | |
| 2. | Inspector (Shops and Establishment) | Nil | RTI Act, 2005, Industrial Dispute Act | |

E

| Sr No | Designation | Powers Administrative | Under which legislation/rules/orders/ & Rs. | Remarks |
|--------------|--|------------------------------|--|----------------|
| 1. | Sr. Inspector (Shops and Establishment) | Nil | | |
| 2. | Inspector (Shops and Establishment) | Nil | | |

POWERS AND DUTIES OF OFFICERS AND EMPLOYEES

The administrative powers, the financial powers and duties, etc. of officers and employees are as detailed below :

A] DUTIES OF SENIOR INSPECTORS (Shops and Establishment)

Senior Inspector

Senior Inspector is the Head of the Section in the Ward so far Shops and Establishments Department is concerned.

Duties :

- 1) To accept 'A', 'B' and 'E' forms along with prescribed fees but now work is entrusted to Citizen Facilitation Centre.
- 2) To attend to table work comprising of writing of Monthly Abstracts, Court Registers, G diary, Field book, information sheets, offense sheets etc.
- 3) To investigate complaints.
- 4) To check the verification work (of A & E forms) done by Inspectors (Shops & Estts.)
- 5) To propose Mass Raid Program.
- 6) To visit the establishments for routine check up and test checking of visits paid by Inspectors (Shops & Estts.)
- 7) To attend various courts, for filing the cases, as also for conducting them.
- 8) To conduct Mass Raids, both day and night.
- 9) To exercise supervision and control as a representative of C.I.S.E. over the Inspectors, Clerks and Peons attached to the Wards.
- 10) To issue Registration Certificates as per verified A forms.
- 11) To assign the work to the Inspectors (Shops & Estts.) under him in the matter of registration, renewal and routine check as also to solve their practical difficulties.
- 12) To attend to the members of the public coming to the Ward office for elucidation of the various provisions of the Act.
- 13) To co-ordinate submission of official returns required by the office are sent to the office on their due dates.
- 14) Remittance of fees every day but now work is entrusted to Citizen Facilitation Centre.
- 15) Maintenance of following register.
 - 1) A form register
 - 2) E form register
 - 3) Complaint Register
 - 4) Court Register
 - 5) Offence sheets register
 - 6) Dead Stock Register
- 16) To keep liaison between Ward Office and Head Office.
- 17) To issue duplicate Registration Certificate.

Inspector

Duties :

- 1) To attend Ward Office at 9.00 A.M. to 12.00 Noon and after that 3½ hours field work.
- 2) To accept 'A', 'B' and 'E' forms along with prescribed fees. However under the SAP system introduced by Municipal Corporation of Greater Mumbai the responsibility of collections of cash is now entrusted with the staff posted at C.F.C. counter of respective Municipal Corporation of Greater Mumbai Ward.
- 3) To verify 'A' and 'E' forms.
- 4) To attend table work comprising of writing of Monthly abstracts. offense-sheets register, Court register, 'G' Diary, information sheets etc.
- 5) To visit the establishments for routine checking.
- 6) To attend various courts for filing the cases and also for conducting them.
- 7) To attend various mass raids.
- 8) To remit fees every day. However under SAP system the work of remittance of the cash is entrusted with the staff posted at C.F.C. Counter of respective Municipal Corporation of Greater Mumbai ward.
- 9) To see that all establishments covered by the provisions of the Act are properly registered and registration certificate properly renewed.
- 10) To see that registers, records and notices as prescribed are properly maintained – by employers of the establishments.
- 11) To check the opening hours and closing hours of different categories of establishments.
- 12) To check weekly holidays of the establishments.
- 13) To see that no child is allowed in any establishment and no young person or female workers are allowed to work during the prohibited hours.
- 14) To check weekly holiday of the establishments other than shops and commercial establishments, specified in the notice displayed at the establishment.
- 15) To check the rest intervals as specified in the employment register.
- 16) To see that identity cards are given to the employees working in residential hotels, restaurants and eating house.
- 17) To see that attendance cards are given to all employees concerned by the Minimum Wages Act, 1948.
- 18) To see that the provisions of the Act and rules regarding leave are properly observed.
- 19) To see that provisions of Act and rules relating to cleanliness, lighting and precautions against fire are properly observed.
- 20) To see that the provisions of the Act relating to the payment for Overtime work are duly observed.

Duties of Clerk working in C wards in Shops & Estt. Department

1. He should attend the Ward Office regularly and punctually.
2. The usual records i.e. offense-sheet register and 'A' form, 'E' Form Register etc. must be maintained by him. Dead Stock Register, Sale of
3. 'C' Register should be maintained up-to-date by him and entries of changes as per 'E' form, cancellations etc. should be carefully taken

under attestation of the Sr. Inspector. He should thoroughly check the 'C' Register for detecting non-renewals every year and submit his report to the Sr. Inspector.

4. He should maintain and submit daily worksheet in proforma 'C' and enter outdoor and indoor dispatch.

5. He should see that all the dockets are arranged serially categorywise, all B & E forms, closed day notices and other relevant papers are kept with the respective dockets. Cancelled dockets should be kept serially again after cancellation entries are taken. This work should be kept up-to-date.

6. He should carry out the duties entrusted to him by the Sr. Inspector from time to time.

Duties of Court Clerk

1) To maintain Offence-sheet Register.

2) To maintain Court Register.

3) To quote previous convictions and prepare previous conviction Records.

4) To prepare sanction sheets

5) To prepare Court dockets

6) To prepare board for court days

7) To prepare summonses.

8) To register cases in Court Register in the Court.

9) To file decided cases separately

10) To maintain work-sheet Register.

Sr. Shop Attendant

Duties :

The duties of Sr. Shop Attendants will be that of Shop Attendant and in addition he will have to supervise and control the work of other Shop Attendants working in the Ward. He will ensure that the dockets of the registered establishments maintained at Ward level are up-to-date with 'E' form in it. he will accompany the Sr. Inspectors in the field. Similarly, Sr. Shop Attendant who will ensure that summons are served on the party in time. He will responsible for the overall of the Shop Attendants working in the Ward.

Shop Attendant

Peons working in the Ward Offices are to be treated as Shop Attendants.

Duties : Indoor work :

1. Dockets of Registration Certificates to be sorted out and to be arranged in chronological order.

2. To find out the entries from 'C' Register for putting up the offencesheets by the Inspectors and also filling the cases.

3. To refer the various registers for finding out the correct number of Registration Certificate, E forms are submitted by the parties for renewal of their Certificates.

Out-door Work :

1. To accompany the Inspectorial staff at odd hours and for Mass Raids for checking provisions of the Bombay Shops & Establishments Act, 1948.
2. To accompany the Inspectors in the Metropolitan Magistrate Courts and give evidence in the contested matters.
3. Delivery the Registration Certificates to employers and their establishments.
4. Service of summons and execution of warrants.
5. To do work during the office hours in Ward Officers.
6. Such other work as entrusted by Inspectors and Sr. Inspectors.

Section 4(i)(b)(iii)

The procedure followed in the decision making process including channels or supervision and accountability in the office of Shops and Establishment Department, "C" Ward.

Name of Activity : Procedure for issuance Shops and Establishment Registration Certificate.

Name of the Act : Maharashtra Shops and Establishment Act, 1948

Related provisions : Section 7

Rules : 7 (1) (4)

Govt. Resolutions :

Circulars :

Office Orders :

| Sr. No. | Activity | Steps involved | Time Limit | Responsible employee or officer | Remarks |
|----------------|---|--|-------------------|--|----------------|
| 1 | Issuance of Shops and Establishment Registration Certificate. | Receiving application alongwith Form 'A' with prescribed fees in C.F.C. | 1day | C.F.C. Staff | |
| | | After receiving application from C.F.C. registered the same in Form 'A' register | 1 day | Clerk | |
| | | After registered the same in Form 'A' register allotted Form 'A' to concern Inspector for verification . | 1 day | Sr. Inspector | |
| | | Inspection of premises / site includes name and address of party,nature of business, category, No. of Employee | 7 days | Inspector | |
| | | Put up proposal for sanction of Sr. Inspector (Shops and Establishment) along with application. | 3 days | Inspector | |
| | | Sanction is to be given by Sr. Inspector (Shops and Establishment). | 3 days | Sr. Inspector | |

All this procedure should be completed within 15 days and establishment should be registered and Registrationcertificate should be issued to the employer.

Name of Activity : Procedure for Transfer / Changes in Shops and Establishment Registration Certificate.
Name of the Act : Maharashtra Shops and Establishment Act, 1948
Related provisions : Section 8
Rules : 8
Govt. Resolutions :
Circulars :
Office Orders :

| Sr. No. | Activity | Steps involved | Time Limit | Responsible employee or officer | Remarks |
|---------|---|--|------------|---------------------------------|---------|
| 1 | Transfer/Changes in Shops and Establishment Registration Certificate. | Receiving application alongwith Form 'E' with prescribed fees in C.F.C. | 1day | C.F.C. Staff | |
| | | After receiving application from C.F.C. registered the same in Form 'E' register | 1 day | Clerk | |
| | | After registered the same in Form 'E' register allotted Form 'E' to concern Inspector for verification . | 1 day | Sr.Inspector | |
| | | Inspection of establishment of verify the changes in Registration Certificate | 7 days | Inspector | |
| | | Amended in computer 'C' Register and sanction of Sr. Inspector (Shops and Establishment) along with application. | 3 days | Inspector | |
| | | Sanction is to be given by Sr. Inspector (Shops and Establishment). | 3 days | Sr. Inspector | |

All this procedure should be completed within 15 days and changes should be registered and Ammended Registrationcertificate should be issued to the employer.

Name of Activity : Procedure for Cancellation of Registration Certificate under Maharashtra Shops and Establishment Act, 1948
 Name of the Act : Maharashtra Shops and Establishment Act, 1948
 Related provisions : Section 9
 Rules :
 Govt. Resolutions :
 Circulars :
 Office Orders :

| Sr. No. | Activity | Steps involved | Time Limit | Responsible employee or officer | Remarks |
|--|--|--|------------|---------------------------------|---------|
| 3 | Cancellation of Registration Certificate under Maharashtra Shops and Establishment Act, 1948 | Receiving application for Cancellation in C.F.C. | 1day | C.F.C. Staff | |
| | | After receiving application from C.F.C. registered the same in Cancellation register | 1 day | Clerk | |
| | | After registered the same in Cancellation register allotted Cancellation application to concern Inspector for verification . | 1 day | Sr.Inspector | |
| | | Inspection of establishment and verify the Cancellation Application. | 7 days | Inspector | |
| | | Sanction of Sr. Inspector (Shops and Establishment) along with application for Cancellation. | 3 days | Inspector | |
| On visit is business in not in existence then Inspector on its on move the cancellation application. | | | | | |

Name of Activity : Procedure for Issue of Duplicate Registration Certificate under Maharashtra Shops and Establishment Act, 1948
Name of the Act : Maharashtra Shops and Establishment Act, 1948
Related provisions :
Rules :
Govt. Resolutions :
Circulars :
Office Orders :

| Sr. No. | Activity | Steps involved | Time Limit | Responsible employee or officer | Remarks |
|---------|---|--|------------|---------------------------------|---------|
| 3 | Issue of Duplicate Registration Certificate under Maharashtra Shops and Establishment Act, 1948 | Receiving application for Issue of Duplicate in C.F.C. | 1day | C.F.C. Staff | |
| | | After receiving application from C.F.C. registered the same in Duplicate register | 1 day | Clerk | |
| | | After registered the same in Duplicate register allotted Duplicate application to concern Inspector for verification . | 1 day | Sr.Inspector | |
| | | Inspection of establishment and verify the Duplicate Application. | 7 days | Inspector | |
| | | Sanction of Sr. Inspector (Shops and Establishment) along with application for Duplicate. | 3 days | Inspector | |

Name of Activity : Procedure for complaint redressal of Shops and Establishment Act, Minimum Wages Act, Maternity Benefit Act, Child labour Act, Industrial Dispute Act, Workmen Compensation Act, Payment of wages Act and any other Labour Act enforce from time to time

Name of the Act : Shops and Establishment Act, Minimum Wages Act, Maternity Benefit Act, Child labour Act, Industrial Dispute Act, Workmen Compensation Act, Payment of wages Act and any other Labour Act enforce from time to time

Related provisions :

Rules :

Govt. Resolutions :

Circulars :

Office Orders :

| Sr. No. | Activity | Steps involved | Time Limit | Responsible employee or officer | Remarks |
|---------|---|---|------------|---|---------|
| 4 | Complaints received in writing or on SAP system | Complaints received in writing or on SAP system by Sr. Inspector (Shops and Establishment.) handed over the complaints to concerned Inspector Shops and Establishment. | 3 days | Inspector Sr. Inspector (Shops and Establishment) | |
| | | After receiving the complaints, visit that establishment. Inspection Report is to be given though party has produced valid registration certificate and remark are passed in visit book maintained by employer. | 4 days | Inspector (Shops and Establishment.) | |
| | | If any contravention of provision of the Act is observed then offence Sheet is put up and case is file in Magistrate Court | 90 days | Inspector (Shops and Establishment.) | |
| | | Letter to complainant regarding action taken against party. | | | |

Section 4(i)(b)(iv)

Norms set for discharge of its functions in the office of Designated Officer and Sr. Inspector

Organizational Targets (Annual)

| Sr. No. | Designation | Activity | Financial Targets (in Rs.) | Time Limit | Remarks |
|----------------|---|--|---|---|----------------|
| 1 | Sr. Inspector (Shops and Establishment) | As mentioned in Section 4(i)(b)(ii) | There is no financial target set for this Dept. As mentioned earlier, the work is carried out on day to day basis | Time limit for each activity is mentioned in Section 4(i)(b)(iii) | |
| 2 | Inspector (Shops and Establishment) | As mentioned in Section 4 (i) (b) (ii) | There is no financial target set for this Dept. As mentioned earlier, the work is carried out on day to day basis | Time limit for each activity is mentioned in Section 4(i)(b)(iii) | |

Section 4(i)(b)(v)

The rules / regulations related with the functions of Sr. Inspector (Shops and Establishment)

(Shops and Establishment)

MANUAL - V

The rules, regulation, instructions, manuals and records held by it or under its control or used by its employees for discharging its functions.

(1)

- 1) Name/Title of the document – The Bombay Shops & Establishment Act, 1948. Issue of Registration Certificate under the Act irrespective of status or structure and permissible user.
- 2) Reference No. - CI/11/SEC of 6/8/2001.
- 3) Type of document - Circular
- 4) Brief write up on the document – By this circular instructions are given to the implementing staff that Registration Certificate can be issued in any premises whether it authorised or otherwise. It is also instructed that no documents should be demanded at the time of Registration of the Establishment.
- 5) From where one can get a copy of - C.I.S.E. circular
- 6) Fee charged by the department - Zerox charges only for a copy of circular.

(2)

- 1) Name / Title of the document – Procedure under One Window System.
- 2) Ref. No. -CI/13/SEC dated 13.8.2001
- 3) Type of document -Circular.
- 4) Brief Write-up of the document –Implementation of One Window System for the issuance / renewal of registration certificate under Bombay Shops & Establishment Act, 1948
- 5) From where one can get a – C.I.S.E. copy of the circular.
- 6) Fee charged by the department – Zerox charges for a copy of circular.

(3)

- 1) Name / Title of the document - Bombay Shops & Establishment Act 1948 Issue of Registration Certificate under the Act irrespective of status of structure and permissible user.
- 2)Reference No. - CI/33/SEC of 19/11/2001 issued in pursuance of M.C.'s sanction under No.MGC/B/7229 dated 9/11/2001.
- 3)Type of document - Circular.
- 4)Brief Write up of the document – In continuation to circular No. CI/11/Shops & Establishments dated 6/8/2001, and the instructions are given in this circular to the implementing staff that Registration Certificate can be issued to the establishment irrespective of status of structure and documents regarding the premises as well as regarding the proof of business cannot be demanded.
- 5) From where one can get a copy – C.I.S.E. of the circular.
- 6)Fee charged by the department – Zerox charges for a copy of circular.

(4)

- 1) Name / Title of the document – Bombay Shops & Establishment Act, 1948 Issue of Registration Certificate under the Act irrespective of status of structure and permissible user.
- 2) Ref. No. - CI/35/SEC of 19/1/2002
- 3) Type of document - Instructions.
- 4) Brief Writeup of the document – This is a format of simple undertaking to be obtained from the employer at the time of registration of the establishments.
- 5) From where one can get a copy – C.I.S.E. of the circular.
- 6) Fee charged by the department for – Zerox charges.a copy of circular.

(5)

- 1) Name / Title of the document – Bombay Shops & Establishment Act 1948 Issue of Registration Certificate under the Act irrespective of status of structure and permissible user.
- 2) Ref. No. - CI/14/SEC of 10/3/2005
- 3) Type of document - Instructions.
- 4) Brief write-up of the document – In continuation of previous circulars No. CI/11/S&E dated 6/8/2001 and CI/33/SEC of 19/11/2001 instructions given to the implementing staff that Registration Certificate can not be issued to the unauthorized premises/structures situated on the public places such as municipal roads, footpath, gutters etc. as well as house gullies.
- 5) From where one can get instructions – C.I.S.E. (Telephone)
- 6) Fee charged by the department - Zerox charges for a copy of circular.

(6)

- 1) Name / Title of the document – Recovery of Trade Refuse Charges from the establishments covered under Bombay Shops & Establishment Act.
- 2) Reference No. - Administrator's Resolution (S.C.) No. 752 dated 22.10.1984 Item No.55 (Oct.1984.)
- 3) Type of document - Instructions.
- 4) Brief Write-up of the document – According to the circular Shops & Establishment Department is instructed to recover Trade Refuse Removal Charges from certain establishments. It is a first time that such type of charges i. e. beginning of recovery of Trade Refuse Removal Charges from the Shops & Establishment Department.
- 5) From where one can get a – C.I.S.E. copy of the circular.
- 6) Fee charged by the department – Zerox charges. for a copy of circular.

(7)

- 1) Name / Title of the document – Revised charges for Trade Refuse Removal Charges.
- 2) Ref. No. - Ch. Eng/6123/SWM dated 5/6/99.
- 3) Type of document - Instructions.
- 4) Brief Write-up of the document – The circular is issued by Chief Engineer (Solid Waste Management) regarding the tariff of Trade Refuse Removal Charges from 16.4.1999.
- 5) From where one can get a copy – C.I.S.E. of the circular.
- 6) Fee charged by the department for – Zerox charges. a copy of circular.

(8)

- 1) Name / Title of the document – Amendment circular regarding the recovery of Trade Refuse Charges.
- 2) Ref. No. -Ch. Eng/19201/SWM dated 17.02.2004.
- 3) Type of document - Instructions.
- 4) Brief Write-up of the document – This is a amended circular regarding the recovery of Trade Refuse Removal Charges issued by Chief Engineer (Solid Waste Management) and the responsibility of department for recovery of Trade Refuse Removal Charges from certain trades are fixed up therein.
- 5) From where one can get a copy – C.I.S.E. of the circular.
- 6) Fee charged by the department for – Zerox charges a copy of circular.

(9)

- 1) Name / Title of the document – Revised fee for registration and renewal under Sec.7 of the Bombay Shops & Establishment Act, 1948 .
- 2) Ref. No. - BSE/2001(7181)Lab-9 dated 15/12/2003.
- 3) Type of document - Notification.
- 4) Brief Write-up of the document – This is a notification, issued by State Government regarding the revised fee for registration and renewal of establishment under Bombay Shops & Establishment Act, 1948 .
- 4) From where one can get a copy – C.I.S.E. of the circular.
- 5) Fee charged by the department for – Zerox charges a copy of circular.

(10)

- 1) Name / Title of the document – Authorisation under Minimum Wages Act, 1948 .
- 2) Ref. No. - कआ/गAवEतअH/1094/मJH.कA.द, ददनAHक 1.2.94
- 3) Type of document - Circular.
- 4) Brief Write-up of the document – This is a circular issued by Commissioner of Labour, Maharashtra State, giving the authorisation to the Shop Inspectors under Minimum Wages Act, 1948.
- 5) From where one can get a copy – C.I.S.E. of the circular.
- 6) Fee charged by the department – Zerox charges. for a copy of circular.

(11)

- 1) Name / Title of the document – Norms set up for the visits and mass raids.
- 2) Ref. No. - No. MMC/9585 of 27.9.1976.
- 3) Type of document -Circular.
- 4) Brief Write-up of the document – Minimum inspections and visits for every Shop Inspector has been prescribed per month and allotment of Clerk and Shop Attendant is also prescribed by this circular.
- 5) From where one can get a – C.I.S.E. copy of the circular.
- 6) Fee charged by the department – Zerox charges for a copy of circular.

(12)

- 1) Name / Title of the document – Norms decided by the State Government.
- 2) Ref. No. - Circular No.BSE/1569/146295/LAB-III dated 2.9.1970.
- 3) Type of document - Circular.
- 4) Brief Write-up of the document –By this circular the minimum the inspections and visits for every Shop Inspector has been prescribed per month. Allotment of Clerk, Peon and total number of establishments to every Inspector are also prescribed therein.
- 5) From where one can get a – C.I.S.E. copy of the circular.
- 6) Fee charged by the department – Zerox charges for a copy of circular.

(13)

- 1) Name / Title of the document – Proceedings of the meeting of the Corporation held on Thursday the 26th November 1964.
- 2) Ref. - Resolution No. 1015 dated 26.11.1964.
- 3) Type of document - Resolution
- 4) Brief Write-up of the document – According to this resolution the common weekly closed day in the jurisdiction of Municipal Corporation of Greater Mumbai are prescribed.
- 5) From where one can get a – C.I.S.E. copy of the circular.
- 6) Fee charged by the department – Zerox charges. for a copy of circular.

(14)

- 1) Name / Title of the document – Common Weekly closed day of all Hair Cutting Saloons and Hamamkhanas through out Municipal Corporation of Greater Mumbai area.
- 2) Ref. No. - MDJ / 6805 of 13.3.1969. (Pursuant to the Corporation Resolution No. 1341 and 1345 dated 13.2.1969)
- 3) Type of document - Order.
- 4) Brief Write-up of the document - According to this order Monday is the common weekly closed day for all Hair Cutting Saloons and Hamamkhanas through out Municipal Corporation of Greater Mumbai area.
- 5) From where one can get a – C.I.S.E. copy of the circular.
- 6) Fee charged by the department – Zerox charges for a copy of circular.

Section 4(i)(b)(vi)

Statement of categories of documents held in the office of Sr. Inspector (Shop and Establishment), " C " Ward

| Sr. No. | Subject | Type of document / File or Register | File No. or Register No. | Particulars | Periodicity of preservation |
|----------------|--|--|---------------------------------|---|------------------------------------|
| 1 | Inward Register | Inward papers | | Details of applications, complaints and other documents received by Department. | |
| 2 | Outward Register (Internal Department) | Outward papers | | Details of applications, complaints and other documents forwarded to internal Departments of C Ward. | |
| 3 | Outward Register (External Department) | Outward papers | | Details of applications, complaints, documents forwarded to external Departments of MCGM, Govt. authorities and correspondence with applicants / complainants / citizens, etc. | |
| 4 | Court Register | | | Details of prosecutions lodged against parties who have contravention the provision of Shops and Establishment Act, Minimum Wages Act, Maternity Benefit Act, Child labour Act, Industrial Dispute Act, Workmen Compensation Act, Payment of wages Act and any other Labour Act enforce from time to time | |

| Sr. No. | Subject | Type of document / File or Register | File No. or Register No. | Particulars | Periodicity of preservation |
|---------|--|-------------------------------------|--------------------------|---|-----------------------------|
| 5 | Offence Sheet Register | | | Details of prosecution put up against the parties who have contravention the provision of Shops and Establishment Act, Minimum Wages Act, Maternity Benefit Act, Child labour Act, Industrial Dispute Act, Workmen Compensation Act, Payment of wages Act and any other Labour Act enforce from time to time. | |
| 6 | Register for information regarding new Registration certificate Form 'A' | | | Detailed information regarding application for new Registration certificate received from parties such as name of party, address, etc. | |
| 7 | Register for information regarding Form 'E' | | | Detailed information regarding application for Changes in Registration certificate received from parties such as name of party, address, etc. | |
| 8 | Register for cancellation of Registration Certificate | | | Details of cancellation of Registration Certificate such as name of party, address etc. | |

| Sr. No. | Subject | Type of document / File or Register | File No. or Register No. | Particulars | Periodicity of preservation |
|---------|--|-------------------------------------|--------------------------|--|-----------------------------|
| 9 | Register of Duplicate Registration Certificate. | | | Details of application of Duplicate Registration Certificate such as name of party, address etc. | |
| 10 | Dead stock Register | | | Details of furniture and fixture provided to the shops and establishment department | |
| 11 | Circular File | | | Various circulars issued by S.L. Department, D.M.C. (Special), D.M.C. (HR), A.M.C. (City) and Hon'ble M.C. regarding new orders, amendments, policy and guidelines, etc. | |
| 12 | RTI Application and their replies as well as Appeal made under RTI Act | | | Details of application received under RTI Act and replies given to the same. Details of Appeal made by applicant under RTI Act and orders passed by Appellate Authority. | |
| 13 | RTI Register | | | Details of RTI applications such as name of party, address, particulars, date and letter to party, etc. | |

Section 4(i)(b)(vii)

Particulars of any arrangement that exists for consultation with the members of public in relation to the formulation of policy and implementation in the office

| Sr. No. | Consultation for | Details of the mechanism | Under which Act / Rule / Circular | Periodicity |
|----------------|-------------------------|---------------------------------|--|--------------------|
| | NIL | NIL | NIL | NIL |

Section 4(i)(b)(ix)

Directory of the Officers and Employees

| Sr. No. | Designation | Name of the officer / employee | Cadre | Date of joining the post | Date of joining in C Ward | Contact details (Phone / Fax / Email) |
|----------------|---|---------------------------------------|--------------|---------------------------------|----------------------------------|--|
| 1 | Sr. Inspector (Shops and Establishment) C West | Mr.G.B.SALI | B | 10.04.2015 | 10.04.2015 | 022-22014022 Ext. 245 |
| 2 | Sr. Inspector (Shops and Establishment) C East I | Mr.M.J. Bhogale | -" | 20.07.2013 | 20.07.2013 | 022-22014022 Ext. 245 |
| 3 | Sr. Inspector (Shops and Establishment) C East II | Mr. D.D. Modak | -" | 20.07.2013 | 20.07.2013 | - " - |
| 4 | Inspector (Shops and Establishment) | Mr. A.K. Mane | C | 19.02.2006 | 25.09.2014 | - " - |
| 5 | - " - | Mr. M. R. Surve | -" | 16.03.2011 | 15.09.2014 | - " - |
| 6 | - " - | Mr. S.G. Salvi | -" | 16.03.2011 | 16.03.2011 | - " - |
| 7 | - " - | Mr. A.S. Hile | -" | 04.10.2012 | 28.08.2014 | - " - |
| 8 | - " - | Vacant | -" | 03.05.2014 | 28.08.2014 | - " - |
| 9 | - " - | Mr. D.B.More | -" | 08.10.2012 | 08.10.2012 | - " - |
| 10 | - " - | Vacant | -" | 04.03.2006 | 26.09.2014 | - " - |
| 11 | - " - | Mr.C.N.Waydande | -" | 06.04.2011 | 10.09.2014 | - " - |
| 12 | - " - | Mr. S.M. Ghag | -" | 16.03.2011 | 16.03.2011 | - " - |
| 13 | - " - | Mr. V.V. Sawant | -" | 05.04.2011 | 05.04.2011 | - " - |
| 14 | - " - | Vacant | -" | | | - " - |
| 15 | Clerk | Mr. S.R. Tawade | -" | 01.06.2009 | 01.06.2009 | - " - |
| 16 | Sr. Shop Attendent | Vacant | | | | - " - |
| 17 | Shop Attendent | Vacant | -" | | | - " - |
| 18 | - " - | Mr. A.P. Mishra | -" | 08.02.1993 | 19.03.2014 | - " - |
| 19 | - " - | Mr. P.B. Kadam | -" | 15.10.2013 | 15.10.2013 | - " - |
| 20 | - " - | Vacant | -" | | | - " - |

Section 4(i)(b)(x)

Details of remuneration of Officers and Employees in the office of Licence Department

(Amount in Rs.)

| Sr. No. | Name of the officer / employee | Designa-tion | Basic Pay |
|----------------|---------------------------------------|--|--------------------------|
| 1 | Mr.G.B.SALI | Sr. Inspector (Shops and Establishment) C West | 20280+4200 PAY BAND |
| 2 | Mr.M.J. Bhogale | Sr. Inspector (Shops and Establishment) C East I | 21450 + 4200 Pay Band |
| 3 | Mr. D.D. Modak | Sr. Inspector (Shops and Establishment) C East II | 20580 + 4200 Pay Band |
| 4 | Mr. A.K. Mane | Inspector (Shops and Establishment) | 15940 + 2800 |
| 5 | Mr. M. R. Surve | - " - | 12580 + 2800 |
| 6 | Mr. S.G. Salvi | - " - | 16170 + 2800 |
| 7 | Mr. A.S. Hile | - " - | 10910+ 2400 |
| 8 | Vacant | - " - | |
| 9 | Mr. D.B.More | - " - | 10160 + 2400 |
| 10 | Mr. D.G. Lalge | - " - | 13220 + 2800 |
| 11 | Mr.C.N.Waydande | - " - | 14030 + 2800 |
| 12 | Mr. S.M. Ghag | - " - | 15670 + 2800 |
| 13 | Mr. V.V. Sawant | - " - | 12660 + 2800 |
| 14 | Vacant | - " - | |
| 15 | Mr. S.R. Tawade | Clerk | 11220 + 2000 |
| 16 | Vacant | Sr. Shop Attendent | vacant |
| 17 | Vacant | Shop Attendent | |
| 18 | Mr. A.P. Mishra | - " - | 10460 + 1900 |
| 19 | Mr. P.B. Kadam | - " - | 5720 + 1850 |
| 20 | Vacant | - " - | |

Section 4(i)(b)(xi)

Details of allocation of budget and disbursement made in the office of _____ at _____ for the year _____

- * Publish copy of the budget (in Rs.)
- * Publish copy of grant distribution

Format A for current year

| Sr. No. | Budget Head Description | Grant received | Planned use (Give details area-wise or work-wise in a separate form) | Remarks |
|---------|-------------------------|----------------|--|---------|
| | NIL | NIL | NIL | NIL |

Section 4(i)(b)(xi)

Details of allocation of budget and disbursement made in the office of
_____ at _____ for the year _____

* Publish copy of the budget

(in Rs.)

* Publish copy of grant distribution

Format B for previous year

| Sr. No. | Budget Head | Grant received | Grants utilized | Grants surrendered | Results |
|----------------|--------------------|-----------------------|------------------------|---------------------------|----------------|
| | NIL | NIL | NIL | NIL | NIL |

Section 4(i)(b)(xii)

Details of beneficiaries of subsidy programme in the office of _____

Name of the Scheme / Programme

For the year _____

| Sr. No. | Name & Address of Beneficiary | Amount of subsidy / concession sanctioned |
|----------------|--|--|
| | NIL | NIL |

Section 4(i)(b)(xiii)

Particulars of recipients of concessions, permits or authorizations granted in the office of _____ at _____

Type of establishment / exemption granted to provision of various Act :

| Sr. No. | Name of the Employer | Registration Certificate No. | Issued on | Valid upto | General Conditions | Details |
|--|-----------------------------|-------------------------------------|------------------|-------------------|---------------------------|----------------|
| This information is available on MCGM's website - www.mcgm.gov.in | | | | | | |

Section 4(i)(b)(xiv)

Details of information available in Electronic Form in the office of _____

| Sr. No. | Type of Document / File / Register | Sub-Topic | In which electronic format it is kept | Person incharge |
|----------------|---|------------------|---|------------------------|
| | | | 1) iTape 2) Film 3) C.D. 4) Floppy 5) Any other | NIL |

Section 4(i)(b)(xv)

Particulars of the facilities available for citizens for obtaining information in the office of "C" Ward.

| Sr. No. | Type of facility | Timings | Procedure | Location | Person Incharge |
|----------------|-----------------------------------|---|---|--|---|
| 1 | Inspection of record under R.T.I. | 10.00 a.m. to 12.00 p.m. on working day | For inspection of records no fee for first hour will be charged. However, fee of Rs.5/- for each 15 minutes or fraction thereof will be charged thereafter. | Office of the Sr. Inspector (Shops and Establishment), "C" Ward Office Building, Shrikant Palekar Marg, Off Chandanwadi, Marine Lines (East), MUMBAI : 400 002.. | Sr. Inspector (Shops and Establishment), "C" Ward |

Section 4(i)(b)(xvi)

Details of Public Information Officers in the jurisdiction of (Public Authority) in the office of

P.I.O.

A

| Sr. No. | Name of P.I.O. | Designation | Jurisdiction as PIO under RTI | Address / Phone No. | Email id for purpose of RTI | Appellate Authority |
|----------------|-----------------------|---|--------------------------------------|--|------------------------------------|----------------------------|
| 1 | Shri. M.J. Bhogale | Sr. Inspector (Shops and Establishment) | C Ward | Office of the Sr. Inspector (Shops and Establishment), "C" Ward Office Building, Shrikant Palekar Marg, Off Chandanwadi, Marine Lines (East), MUMBAI : 400 002.. | - | Asst.M.C. C Ward |
| 2 | Shri D.D. Modak | Sr. Inspector (Shops and Establishment) | C Ward | | | |
| 3 | Shri. G. B. Sali | Sr. Inspector (Shops and Establishment) | C Ward | | | |

Section 4(i)(b)(xvi)

Details of Public Information Officers in the jurisdiction of (Public Authority) in the office of Sr. Inspector (Shops and Establishment.)

A.P.I.O.

B

| Sr. No. | Name of A.P.I.O. | Designation | Jurisdiction as PIO under RTI | Address / Phone No. |
|----------------|-------------------------|--------------------|--------------------------------------|--|
| | Mr. A.K. Mane | Inspector | Sr. Inspector C west | "C" Ward Office. 76, Shrikant Palekar Marg, Off Chandanwadi, Marine Lines (East), MUMBAI: 400 002. Ph. No. 022 2014 022 Ext. 245 |
| | Mr. M. R. Surve | - " - | - " - | - " - |
| | Mr. S.G. Salvi | - " - | - " - | - " - |
| | Mr. A.S. Hile | - " - | - " - | - " - |
| | Mr. A.M. Nade | - " - | I | - " - |
| | Mr. D.B.More | - " - | - " - | - " - |
| | Mr. D.G. Lalge | - " - | - " - | - " - |
| | Mr.C.N.Waydande | - " - | Sr. Inspector C East II | - " - |
| | Mr. S.M. Ghag | - " - | - " - | - " - |
| | Mr. V.V. Sawant | - " - | - " - | - " - |

Section 4(i)(b)(xvi)

Details of Public Information Officers in the jurisdiction of (Public Authority) in the office of

Appellate Authority

C

| Sr. No. | Name of Appellate Authority | Designation | Jurisdiction as PIO under RTI | P.I.O. reporting | Email id for purpose of RTI |
|----------------|------------------------------------|---------------------|--------------------------------------|---|------------------------------------|
| 1 | Shri. S.R. Sigh | Asst.M.C. C Ward | "C" Ward | Sr. Inspector (Shops and Establishment), "C" Ward | - |

Section 4(i)(b)(xvii)

Any other information of Public use

| |
|-----|
| NIL |
|-----|