

Standard Operating Procedure for issue
of licenses/permits, payment of dues
under Ease of Doing Business initiative

Government of Maharashtra
Urban Development Department.
Government Resolution No:- Sankeerna-2019/Pra. Kra. 180/Navi-20
Mantralaya, Mumbai – 400 032
Date: 14 August, 2019.

References:

1. Government of Maharashtra, Urban Development Department, Government Decision No. Miscellaneous 2015 / No. 189 / UD-14 dated 23/06/2015.
2. Government of Maharashtra, Urban Development Department, Government Decision No. Miscellaneous 2015 / No. 398 / UD-20 dated 22/08/2016.
3. Government of Maharashtra, Urban Development Department, Government Decision No. Miscellaneous 2015 / No. 398 / UD-20 dated 04/09/2017.
4. Government of Maharashtra, General Administration Department, Government Decision No. Mothers / JV-TCS 20/39 dated 16/09/2008.
5. Letter from Commissioner and Director, Directorate of Municipal Administration, No.DMA / E-Governance / EoDB / GR / 2019 / Desk-8/1961, dated 10/06/2019 and No.2384. Dated 05/07/2019.

Introduction:

Under the "Ease of Doing Business" initiative, the State Government has taken up a number of reforms to ensure that all licenses and permissions are made available to citizens/investors online and in a defined time limit without any physical touch points. In addition, the following improvements are undertaken as mentioned in the Business Reforms Action Plan - 19.

Directorate of Municipal Administration has developed a web portal www.mahaulbservices.online for online Payment of Property Tax, Water Tax, property tax calculator and services for obtaining new water connection and trade licenses. These services have been made available on aaplesarkar portal of the state. Also, Certain Urban Local Bodies (ULBs) which already have their existing IT platforms providing and are above services will continue to use their existing platforms simultaneously complying with BRAP suggestions. For effective implementation of all these issues the Government's proposal to issue guidelines / suggestions was under consideration

Government Resolution:

following guidelines are being issued by the Urban Development Department regarding the procedure for providing the services of online payment of property taxes and water charges and new water connection and commercial licenses.

1. The facility of online payment of property taxes, online payment of water charges and facility to auto-calculate property taxes has been made available to all citizens on the portal www.mahaulbservices.online. In the case of certain ULBs, their existing IT platforms will continue to provide these facilities
2. The facility for applicants to make an online application for 14 services related to water connection and 10 services related to issue of trade license has been made available on www.aaplesarkar.mahaonline.gov.in.
3. The dues of Property bill/ water bill can also be searched with the help of property ID or consumer number or name of property tax owner and range of property tax dues. A payment gateway has been made available using which the dues can be paid online. There is complete elimination of physical touch points and applicant need not to be present physically at any office of ULB from submission of application till final certificate generation.
4. The responsibility of ensuring that the information and the various rates of levies, duties and taxes are regularly updated on the portal is being entrusted to the Chief Officers in the Municipal Council and Nagarpanchayats and with the nodal Deputy Municipal Commissioner in the Municipal Corporations.
5. Since the 14 services related to water connection and the 10 services related to trade license are all notified services under the Maharashtra Right to Delivery of Public Services Act 2015, the timelines notified by this Department for the services shall apply. Designated authorities should ensure that the timelines are strictly adhered to.
6. To provide Services to the citizens during the prescribed time period, it will be the responsibility of the Commissioner of Municipal Corporation and the Chief Officer of Municipal Council / Nagarpanchayat to provide accurate information to the citizens.
7. Director of municipal administration should take regular review of these online services and should submit the monthly report to Urban Development Department.
8. All the mentioned services, the Online Payment Gateway system, monitoring of records, coordination of accounts, management information system (MIS) and their regular review should be monitored by the Commissioner and Director, Municipal Administration Directorate. The necessary instructions in this regard should be issued by them.

9. This Government Resolution is available on web site of the Maharashtra Government www.maharashtra.gov.in and its code is 201908141600445625. This order has been digitally signed.

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

Sd/-


Shankar T. Jadhav

Dy. Secretary to Government of Maharashtra

C.C.

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

This is translation of Marathi GR into English


16-8-19
Deputy Director
Municipal Administration,
Maharashtra State,
Mumbai.