

CITIZENS' CHARTER 2024

General Administration Department

In accordance with Section 8 of the **Maharashtra Government Employees' Transfer Regulation and Prevention of Delays in Government Duties Act, 2005**, the **General Administration Department, Zilla Parishad, Thane** has published this Citizens' Charter.

1. Introduction

The **General Administration Department** is a crucial administrative wing of the **Zilla Parishad, Thane**, overseeing **18 operational functions**. It manages various responsibilities, including:

- Conducting meetings of the **General Assembly and Standing Committee**
- Budget planning and approvals
- Managing the schedules of department heads and Group Development Officers
- Employee **recruitment, promotions, transfers**, and service-related benefits
- Processing **retirement pensions and allocations for staff quarters**
- **Payroll management** for employees
- Approving **advances from the Provident Fund and medical reimbursements**
- Handling **Right to Information (RTI)** requests
- Managing official correspondence and document distribution
- Conducting **annual audits of Zilla Parishad and Panchayat Samiti departments**

This **Citizens' Charter** commits to providing **efficient, courteous, and respectful** services to the public while ensuring compliance with government regulations.

2. Structure of the General Administration Department

The department is headed by the **Chief Executive Officer (CEO)**, followed by the **Additional Chief Executive Officer (ACEO)** overseeing five sub-divisions. The **Deputy Chief Executive Officer (General Administration)** supervises **15 branches**, each responsible for specific administrative functions (refer to Annexure 1).

3. Service Completion Timelines

The timeframes for services provided by the department are detailed in **Annexure 1, Column**

4. Certain cases, such as legal matters, constitutional issues, inter-governmental communications, and policy decisions, are exempt from these timelines.

4. Grievance Redressal Mechanism

A) Complaint Resolution:

- If delays or grievances arise, citizens can **file complaints** with the **official listed in Annexure 1, Column 5**.
- Complaints must be resolved **within 7 days**.
- If unresolved, citizens can escalate complaints to the **Chief Executive Officer or Additional Chief Executive Officer**.

- Complaints may be submitted **in person or via written communication**.

B) Citizen Feedback:

- The Citizens' Charter is **open to public review** and can be revised based on **constructive suggestions**.
- Citizens utilizing department services are encouraged to provide **feedback and suggestions** for improvements.

5. Implementation of the Citizens' Charter

The **General Administration Department** is committed to **strict implementation** of this **Citizens' Charter**. All officials and employees are expected to deliver services with **efficiency, professionalism, and courtesy**.

In compliance with **Section 10(1) of the Maharashtra Government Employees' Transfer Regulation and Prevention of Delays in Government Duties Act, 2005**, the department ensures:

- **Immediate file processing** (same or next working day)
- **Urgent matters** resolved within **4 days**
- **General requests** processed within **45 days**
- **Cases requiring interdepartmental coordination** resolved within **3 months**

Annexure 1: Key Services & Timelines

Sr. No.	Service Details	Responsible Officer / Employee	Service Completion Time	Escalation Officer
1	Processing applications received under the Right to Information Act	Public Information Officer & Assistant Administrative Officer (GAD)	30 days	Deputy Chief Executive Officer (GAD), ZP Thane
2	Decision on appeal applications under the Right to Information Act	Appellate Officer & Deputy Chief Executive Officer (GAD), ZP Thane	45 days	State Information Commissioner
3	Reviewing and submitting confidential reports of Maharashtra Development Group-A Officers to the Government, maintaining and preserving reports of Group-B Officers	Personal Assistant to CEO & Additional CEO, ZP Thane	Annually	Divisional Commissioner
4	Reviewing confidential reports of Maharashtra Development Service Group-A & B Officers and	Senior Assistant (Establishment-1)	45 days	Divisional Commissioner

	submitting disciplinary action reports to the Government			
5	Submission of pension files for Maharashtra Development Service Group-A & B Officers to the Accountant General, Mumbai for clearance	Senior Assistant (Establishment-1)	45 days	Divisional Commissioner
6	Preparation of seniority lists of Class-3 employees in seven categories under the General Administration Department at the divisional level	Senior Assistant (Administration-3)	Every January	Deputy CEO (GAD), ZP Thane
7	Establishment-related matters of Maharashtra Development Service Group-A & B Officers	Senior Assistant (Establishment-1)	7 days / 45 days in some cases	Deputy CEO (GAD), ZP Thane
8	Preparation of seniority lists for Class-4 employees under the Zilla Parishad	Senior Assistant (Establishment-4)	Every January	Deputy CEO (GAD), ZP Thane
9	Conducting departmental entrance exams for ZP employees (Junior Assistant to Senior Assistant, Accountant qualification exams)	Junior Assistant (Inventory)	Annually	Deputy CEO (GAD), ZP Thane
10	Approval of age relaxation proposals for Class-C & D employees of Zilla Parishad	Senior Assistant (Establishment-2)	45 days	Deputy CEO (GAD), ZP Thane
11	Granting notional seniority to Class-C employees of Zilla Parishad	Junior Assistant (Establishment-3A)	45 days	Deputy CEO (GAD), ZP Thane
12	Granting notional seniority to Class-D employees of Zilla Parishad	Senior Assistant (Establishment-4)	45 days	Deputy CEO (GAD), ZP Thane
13	Approval of transfer and deputation proposals for Class-C & D employees of Zilla Parishad	Senior Assistant (Establishment-3), Senior Assistant (Establishment-4)	Annually	Deputy CEO (GAD), ZP Thane
14	Issuing charge sheets to suspended government employees with pending departmental inquiries or criminal cases	Senior Assistant (Establishment-2)	45 days	Deputy CEO (GAD), ZP Thane
15	Conducting recruitment processes for direct service and promotions under Maharashtra Zilla Parishad District Service (Service Entry) Rules, 1967	Senior Assistant (Establishment-3)	Annually	Deputy CEO (GAD), ZP Thane

16	Handling all recruitment-related processes based on divisional-level decisions under the Maharashtra Zilla Parishad District Service Rules, 1967	Senior Assistant (Establishment-3)	Annually	Deputy CEO (GAD), ZP Thane
17	Managing service-related and administrative matters for employees in the Establishment Branch	Senior Assistant (Establishment-3B)	7 days / 45 days / 3 months	Deputy CEO (GAD), ZP Thane
18	Submission of monthly and annual reports under the Right to Information Act, 2005	Senior Assistant (Establishment-4)	Monthly & Annually (January)	Deputy CEO (GAD), ZP Thane
19	Annual update and submission of Section 4 information under the Right to Information Act, 2005	Senior Assistant (Establishment-4)	Annually	Deputy CEO (GAD), ZP Thane
20	Submission of employee nominations for the Yashwant Panchayat Raj Campaign to the Government	Extension Officer (Statistics)	Annually	Deputy CEO (GAD), ZP Thane
21	Processing contingent expenditure bills and submitting orders to the Treasurer	Junior Assistant (Accounts-3)	7 days	Deputy CEO (GAD), ZP Thane
22	Addressing appeals and complaints regarding service matters of Class-3 employees of Zilla Parishad	Junior Assistant (Establishment-3A)	7 days / 45 days / 3 months	Deputy CEO (GAD), ZP Thane
23	Approval of CEO's daily diary for official engagements	Senior Assistant (Planning-2)	7 days	Deputy CEO (GAD), ZP Thane
24	Processing unauthorized absence cases for Class-3 & 4 employees exceeding five years	Senior Assistant (Establishment-2)	30 days	Deputy CEO (GAD), ZP Thane
25	Reviewing and approving medical reimbursement claims and submitting them to the Government/Commissioner's Office	Senior Assistant (Establishment-5A)	30 days	Deputy CEO (GAD), ZP Thane
26	Processing pension and retirement benefits for retired Zilla Parishad employees	Junior Assistant (Pension)	30 days	Deputy CEO (GAD), ZP Thane
27	Granting family pension and other benefits for missing employees whose whereabouts are unknown	Senior Assistant (Establishment-2)	30 days	Deputy CEO (GAD), ZP Thane
28	Overseeing retirement-related matters, provident fund contributions, and financial	Senior Assistant (Service)	30 days	Deputy CEO (GAD), ZP Thane

	settlements for Class-3 & 4 employees			
29	Approval of financial audit matters of Zilla Parishad accounts	Junior Assistant (Accounts-2)	45 days	Deputy CEO (GAD), ZP Thane
30	Organizing general body meetings and standing committee meetings	Senior Assistant (Administration-1)	3 months / 1 month	Deputy CEO (GAD), ZP Thane
31	Organizing General Body Meetings / Standing Committee Meetings of the Zilla Parishad	Senior Assistant (Administration-1)	3 months / 1 month	Deputy Chief Executive Officer (GAD), ZP Thane
32	Submission of the Zilla Parishad's Annual Administrative Report to the Government	Extension Officer (Statistics)	Annually	Deputy Chief Executive Officer (GAD), ZP Thane
33	Processing representations received on Democracy Day	Junior Assistant (Establishment-6)	30 days	Deputy Chief Executive Officer (GAD), ZP Thane
34	Addressing complaints received in Janata Darbar (Public Hearing)	Junior Assistant (Pension)	30 days	Deputy Chief Executive Officer (GAD), ZP Thane
35	Organizing training programs for employees in 12 service categories under GAD	Senior Assistant (Service)	Annually	Deputy Chief Executive Officer (GAD), ZP Thane
36	Organizing training programs for Zilla Parishad Honorable Members	Senior Assistant (Service)	Annually	Deputy Chief Executive Officer (GAD), ZP Thane
37	Publication of service-related / administrative matters and seniority lists for vehicle drivers	Senior Assistant (Establishment-4)	Annually	Deputy Chief Executive Officer (GAD), ZP Thane
38	Processing complaints received at the Zilla Parishad	Junior Assistant (Planning-3)	30 days	Deputy Chief Executive Officer (GAD), ZP Thane
39	Inspection of Departmental Heads at Zilla Parishad	Senior Assistant (Planning-2)	Annually	Deputy Chief Executive Officer (GAD), ZP Thane
40	Inspection of Panchayat Samitis within the district	Senior Assistant (Planning-2)	Annually	Deputy Chief Executive

				Officer (GAD), ZP Thane
41	Action on pending audit objections from Local Funds / Accountant General / Panchayat Raj Committee	Junior Assistant (Accounts-2)	7 days	Deputy Chief Executive Officer (GAD), ZP Thane
42	Scrapping old vehicles and approving purchase of new vehicles for Zilla Parishad	Senior Assistant (Establishment-4)	30 days	Deputy Chief Executive Officer (GAD), ZP Thane
43	Preparation of the General Administration Department's Budget	Junior Assistant (Accounts-2)	Annually / 30 days	Deputy Chief Executive Officer (GAD), ZP Thane
44	Reconciliation of accounts between Zilla Parishad and District Treasury	Junior Assistant (Accounts-2)	Quarterly	Deputy Chief Executive Officer (GAD), ZP Thane
45	Processing salary, travel allowance, and office expenses for employees under GAD	Junior Assistant (Accounts-3)	30 days	Deputy Chief Executive Officer (GAD), ZP Thane
46	Processing salary, travel allowance, and office expenses for Maharashtra Development Service Class-1 & 2 Officers	Senior Assistant (Service)	30 days	Deputy Chief Executive Officer (GAD), ZP Thane
47	Decision on departmental inquiry cases of Class-4 employees of Zilla Parishad	Senior Assistant (Establishment-2)	6 months	Deputy Chief Executive Officer (GAD), ZP Thane
48	Addressing complaints related to ongoing inquiries	Senior Assistant (Establishment-2)	7 days	Deputy Chief Executive Officer (GAD), ZP Thane
49	Procurement and maintenance of office stationery and equipment	Senior Assistant (Inventory)	30 days	Deputy Chief Executive Officer (GAD), ZP Thane
50	Registering and distributing incoming mail	Junior Assistant (Incoming Branch)	Daily	Deputy Chief Executive Officer (GAD), ZP Thane
51	Processing cases related to Lokayukta references	Junior Assistant (Incoming Branch)	30 days	Deputy Chief Executive Officer (GAD), ZP Thane

52	Recording and distributing communications related to Ministers, MLAs, MPs, Government, Divisional Commissioner, and legislative questions	Junior Assistant (Incoming Branch)	Daily	Deputy Chief Executive Officer (GAD), ZP Thane
53	Updating and maintaining records	Junior Assistant (Records Branch)	Annually	Deputy Chief Executive Officer (GAD), ZP Thane
54	Circulating informal proposals and decisions to all concerned officers	Junior Assistant (Outgoing Branch)	Daily	Deputy Chief Executive Officer (GAD), ZP Thane
55	Dispatching all important correspondence of GAD and Gram Panchayat Department	Junior Assistant (Outgoing Branch)	Daily	Deputy Chief Executive Officer (GAD), ZP Thane
56	Sending important letters via registered or ordinary post	Junior Assistant (Outgoing Branch)	Daily	Deputy Chief Executive Officer (GAD), ZP Thane
57	Preparing monthly summaries of informal proposals and daily postal records	Junior Assistant (Outgoing Branch)	Daily	Deputy Chief Executive Officer (GAD), ZP Thane
58	Dispatching important correspondence from CEO, Deputy CEO (GAD), and Deputy CEO (Gram Panchayat) to various departments	Junior Assistant (Outgoing Branch)	Daily	Deputy Chief Executive Officer (GAD), ZP Thane
59	Organizing coordination meetings for Departmental Heads and officials	Extension Officer (Statistics)	Monthly	Deputy Chief Executive Officer (GAD), ZP Thane
60	Preparing review reports for submission to the Divisional Commissioner (Konkan Bhavan)	Extension Officer (Statistics)	Monthly / Quarterly / Annually	Deputy Chief Executive Officer (GAD), ZP Thane
61	Computerization of Panchayat Raj Portal information	Extension Officer (Statistics)	Annually	Deputy Chief Executive Officer (GAD), ZP Thane
62	Disaster and flood management planning	Extension Officer (Statistics)	Annually / Monsoon Period	Deputy Chief Executive Officer (GAD), ZP Thane

63	Employee census and related activities	Extension Officer (Statistics)	Annually	Deputy Chief Executive Officer (GAD), ZP Thane
64	Overseeing service books and establishment matters for all categories of employees	Senior Assistant (Establishment-5)	Daily	Deputy Chief Executive Officer (GAD), ZP Thane
65	Handling certificates, language exemptions, computer exams, additional age relaxation, passport clearance, vigilance clearance, and related matters for Class-3 employees	Senior Assistant (Establishment-5)	Daily	Deputy Chief Executive Officer (GAD), ZP Thane
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