

## **Citizen's Charter of Thane Zilla Parishad**

Under the provisions of Section 8 of the Maharashtra Government Servants Regulation of Transfers and Prevention of Delay in Discharge of Government Duties Act, 2005

### **1. Introduction**

The General Administration Department is one of the most important administrative departments of Thane Zilla Parishad, with around 18 work branches functioning under it. The department handles the work of the General Body and Standing Committee meetings of the Zilla Parishad, preparation and approval of the General Administration Department's budget, sanctioning the tentative tour programs and monthly diaries of the Chief Accounts and Finance Officer and Group Development Officers, collection of information related to all meetings other than Zilla Parishad, recruitment, promotion, transfers, assured career progression benefits, compassionate appointments, establishment matters, preparation of pension cases, allotment of staff quarters, establishment of officers from Maharashtra Development Service cadre, salaries and allowances, disbursement of salaries and allowances to Class-III and Class-IV clerical staff through Sevarth system, sanction of advances from provident fund, administrative approval for medical reimbursement as per government rules, providing information under RTI, receipt and distribution of correspondence, annual inspections of Zilla Parishad departments and Panchayat Samitis, etc.

As per the provisions of the Maharashtra Government Servants Regulation of Transfers and Prevention of Delay in Discharge of Government Duties Act, 2009, the General Administration Department is publishing this Citizen's Charter. The department is committed to making all services related to it available to citizens promptly, courteously, and respectfully.

### **2. Structure of the General Administration Department**

The Hon. Chief Executive Officer is the head of the General Administration Department, with the Hon. Additional Chief Executive Officer controlling 05 divisions. The Hon. Deputy Chief Executive Officer (General) is the senior administrative officer. Subjects in the General Administration Department are divided among a total of 15 branches.

### **3. Time Schedule for Service Delivery**

The time schedule for the services delivered by the General Administration Department is presented in Column No. 4 of Annexure-1. However, as per Section 11 of Chapter 3 of the Act of 2005, matters sub-judice, those under the jurisdiction of Lokayukta/Upa-Lokayukta, constitutional bodies, commissions, judicial matters, issues relating to Central or other State Governments, legislative matters, Cabinet-level policy decisions, etc. are exempted from the timelines mentioned in Column No. 4.

### **4. (a) Redressal of Grievances/Complaints**

If there is a delay or any grievance regarding service delivery, complaints may be lodged with the officer mentioned in Column No. 5 of Annexure-1. It shall be the responsibility of the concerned officer to resolve the complaint within 7 days of receipt.

If citizens remain dissatisfied, they may approach the Hon. Chief Executive Officer or the Hon. Additional Chief Executive Officer. Grievances can be submitted in person or through written representation.

#### **4. (b) Suggestions from the Public**

This Charter will remain open for public review at all times. Valuable suggestions from respected citizens will be duly considered, and suitable improvements will be made from time to time. The Charter shall always assist citizens in asserting their rights regarding the services covered by the General Administration Department.

#### **5. Implementation of the Citizen's Charter**

The General Administration Department is fully committed to implementing this Citizen's Charter. It guarantees the availability of services with dedication and efficiency. Every officer and staff member of the department shall have a moral responsibility to provide services courteously while delivering them.

In line with Section 10(1) of Chapter 3 of the 2005 Act:

- Urgent files shall be disposed of immediately, preferably the same day or the next day.
- Highly urgent matters shall be resolved within 4 days.
- Files not concerning other departments shall be disposed of within 45 days.
- Files requiring opinions of other departments shall be resolved within 3 months.

#### **Annexure-1**

(Details of services, designated officers, timelines, and appellate authorities – as per the original table.)

Ref. No.: ठाजिप/साप्रवि/नियो-3/वशी/1207/2025

General Administration Department

Zilla Parishad, Thane

Date: 03.05.2025

Deputy Chief Executive Officer (Administration)  
Zilla Parishad, Thane