

**THE BRIHAN-MUMBAI ELECTRIC
SUPPLY & TRANSPORT UNDERTAKING**
(Of the Brihan-mumbai Mahanagarpalika)

**GM's OFFICE
OFFICE PROCEDURE MANUAL**
(Under The Right to Information Act, 2005)

(UPDATED AS ON MARCH 2021)

ABBREVIATIONS

Short Form	Long Form
ASRTU	Association of State Road Transport Undertakings
AAO	Assistant Administrative Officer
BEST	The Brihan-mumbai Electric Supply &Transport Undertaking
BES&T Committee	The Brihan-mumbai Electric Supply &Transport Committee
Basic	Basic Pay
CIRT	Central Institute of Road Transport
CPGRAMS	Centralised Public Grievances Redressal And Monitoring System
D.O.	Demi-Official
D.A.	Dearness Allowance
Dak	Postal correspondence
Department	GM's Office department
e-mail	Electronic Mail
e-office	E-office File Management System
GM	General Manager
GM's Office	General Manager's Office
Govt.	State Government of Maharashtra
H.R.A.	House Rent Allowance
IDTRSP	Institute of Driving Training &Research Society, Pune
MCGM	Brihan-mumbai Mahanagarpalika
MMC Act	The Mumbai Municipal Corporation Act 1888 (As amended upto date)
MERC	Maharashtra Electricity Regulatory Commission
MMRDA	Mumbai Metropolitan Region Development Authority
PS to GM	Personal Secretary to the General Manager
PA to GM	Personal Assistant to the General Manager
RTI	The Right to Information Act 2005
Supvr.	Supervisor
Sr.Steno (P)	Senior Stenographer (Personal)
T.A.	Travelling Allowance
Undertaking	The Brihan-mumbai Electric Supply &Transport Undertaking
UITP	International Association of Public Transport

PARTICULARS OF THE DEPARTMENT, FUNCTIONS AND DUTIES

[Section 4 (1) (b) (i) of RTI Act 2005]

Particulars of Department

Name of the department	General Manager's Office
Address	1 st Floor, BEST Bhavan, BEST Marg Colaba, Mumbai – 400 001
Contact No. (Tel)	22856262, Ext. 313, 314, 306 E-mail: gm@bestundertaking.com Fax: +91-22-22851244

Name of the department : General Manager's Office
Address : 1st Floor, BEST Bhavan, BEST Marg
Colaba, Mumbai – 400 001
Contact No. (Tel) : 22856262, Ext. 313, 314, 306
E-mail: gm@bestundertaking.com
Fax: +91-22-22851244

Functions and Duties of the Department

The B.E.S.&T. Undertaking has two major branches of activities, namely: Distribution of electrical energy to the electricity consumers within the island city of Mumbai i.e. from Colaba to Mahim on Western side and from Colaba to Sion on Eastern side, and carriage of passengers by omni buses in the Brihan-Mumbai area as also in the extended Suburban areas i.e., Thane, Bhayander and Navi Mumbai. The GM is the Chief Executive of the BES&T Undertaking. He manages the Undertaking and performs all acts necessary for the economical and efficient maintenance, operation, administration and development of the Undertaking subject to the superintendence of the BES&T Committee and the Brihan-Mumbai Mahanagarपालिका (MCGM) under Section 460(A) of the MMC Act. For this purpose, he has been delegated powers under various Sections of the said Act from time to time. GM's Office, thus, plays an important role in the day-to-day functioning of the Undertaking.

The tasks and functions of the GM's Office mainly centers around the day-to-day functions of the GM, who is the Chief Executive of the Undertaking, apart from all other administrative functions of the Department. The main functions of this Section are as under:-

- To co-ordinate/arrange internal meetings of the GM with the officers of the Undertaking relating to day to day affairs of the Undertaking, whenever directed by the GM.

- To co-ordinate/arrange briefing meetings for the GM, whenever desired by him and to prepare for meetings fixed by higher authorities in State /Central Governments / MCGM / Statutory Authorities, etc.
- To coordinate/arrange meetings of the GM with outside agencies like State Government, Municipal Corporation, other dignitaries etc. as and when intimations are received by the Office, as also prepare and keep ready folders / papers for the GM for such meetings.
- To make travel/accommodation arrangements for deputations of GM to attend Training Programmes, Seminars / Conferences / Meetings with high level officials of Central Government/ASRTU/CIRT, etc.
- To submit to the GM the daily mail/emails/correspondence addressed to the GM after scrutiny and forward them to concerned officers, as directed by the GM.
- Attending to Complaints/grievances received in writing and telephonically with regard to Electric Supply matters, received in GM's Office and forwarding such complaints to appropriate authorities in the Undertaking as per directions of the GM/PS to GM for necessary action.
- Attending to complaints received in writing as well as telephonically with regard to Transport/Traffic matters received in GM's Office and forwarding such complaints to appropriate authorities in the Undertaking as per directions of the GM/PS to GM for necessary action.
- Attending to staff grievances, visitors / general public visiting GM's Office with complaints/grievances in respect of matters related to Electric Supply matters as well as Traffic operational matters by guiding/directing them to appropriate authorities in the Undertaking for redressal of the complaints.
- To attend to telephone calls received for the GM as well as for the department and to connect telephones as and when instructed by the GM.
- To maintain GM's diary and fix appointments/programmes of the GM as directed by the GM in consultation with the GM.
- To keep papers / folders ready for GM's deputations and meetings such as B.E.S.&T. Committee Meetings, meetings with internal officers, Govt./Municipal Officers, etc.
- To record movement of files/Dak received by the GM's Office in Computer / Registers maintained for the purpose as also through e-office.

- To maintain Imprest Cash of Rs.7500/- provided to the GM's Office for day to day petty expenditure. The amount is entered in the Imprest Cash Register and duly audited regularly. Also to prepare recoupment bills of the expenditure made from time to time from Imprest Cash.
- To prepare bills concerning D.A. / T.A. payable to GM as well as other officials, whenever they proceed on deputations, cost of Air Tickets, recoupment of amounts spent from Imprest Cash for purchase of sundry items / Railway Tickets etc.
- To dispatch correspondence by the GM / PS to GM with officers of Central / State Government departments, Municipal Officers, STUs, ASRTU, etc.
- To arrange refreshments during meetings held by the GM with officers of the Undertaking as well as with dignitaries of other agencies, whenever directed by the GM.
- To receive fax / e-mail messages received for the GM and other various officers of the Undertaking and dispatch the same to the concerned officers.
- To draft Minutes of the meetings held by the GM and circulate the same on approval, as and when directed by the GM.
- To take dictations such as notes/letters from GM / PS to GM, whenever required and transcribe them for onward dispatch.
- To type D.O. letters from GM to officials of State /Central / Municipal and other Government / Semi-Government organizations, whenever drafts are put up by internal Departments.
- To file papers/correspondence in respective files and keep the filing system updated.
- To maintain inventory of equipments/furniture updated and keep ready for inspection by Audit department.
- To initiate/put up proposals for purchase of equipments/furniture items, etc. as and when required/outdated.
- To maintain attendance record of officers/staff and to update the details in Employee Portal's Time Attendance System.
- To purchase sundry items such as stationery/cartridges etc. for smooth functioning of the department.

- To dispose of scrap material produced in the department from time to time.
- To provide /supply information pertaining to GM's office department to public, as and when required, through Public Information Officer appointed for the purpose.
- Maintaining Confidential Records of all 'A' Grade Officers of the Undertaking, which include:-
 - (i) Maintaining Confidential Report Register
 - (ii) Receiving Confidential Reports every year from various Heads of Departments in respect of 'A' Grade Officers of the Undertaking and Senior 'A' Grade Officers who directly report to the GM.
 - (iii) Communicate adverse remarks (if any) to such 'A' Grade officers, when necessary, every year.
 - (iv) Filing the Confidential Reports in respective Confidential Record files of the concerned Officers.

POWERS AND DUTIES OF OFFICERS AND EMPLOYEES

[Section 4 (1) (b) (ii) of RTI Act 2005]

Powers and duties of the officers and employees of the Undertaking are governed by the Mumbai Municipal Corporation Act, 1888 (as amended up to date), Service Regulations and Standing Orders (SO) of the Undertaking.

Sr.No.	Designation	Grade	No.of Posts	Present Status
1	GM	Super Time Scale of Govt. of Maharashtra	1	Present
2	STT	A-4	1	Vacant
3	SSGM	A-4	1	Vacant
4	PS to GM	A-5	1	Present
5	PA to GM	P3/GX	1	Vacant
6	AAO	P3/GVIII	1	Present
7	SUPVR.	P3/GVII	1	Present
8	SUPVR.	P3/GVII	1	Vacant
9	SR.STENO (P)	P3/GVII	1	Present

Following are the brief description of duties of the Officers and Employees designation-wise:-

G.M.

The GM is the Chief Executive of the Undertaking. While managing the BES&T Undertaking and performing all acts necessary for the economical and efficient maintenance, operation, administration and development of the Undertaking, the GM has to supervise, control and look after the entire administration / functioning of the Undertaking. Listed below are the powers, duties and functions of the GM:-

- Take various policy decisions for the smooth running and operation of two major activities of the Undertaking, viz. Electricity Distribution to the electricity consumers within the island city of Mumbai and Transport Operations in the Brihan-Mumbai area as also in the extended Suburban areas upto Thane, Bhayander and Navi Mumbai.
- Attend meetings convened by Government/Semi-Government Authorities, Hon'ble Chief Minister of GoM/Cabinet Ministers/State Ministers, Central Government Authorities, MCGM, MERC, MMRDA, ASRTU, CIRT, various Statutory Bodies such as B.E.S. & T. Committee, Standing Committee of MCGM, Regional Transport Authority, etc.
- Proceed on domestic / international deputations representing the Undertaking at high level meetings / conferences / seminars convened by Central Government Authorities, ASRTU, CIRT, UITP, etc. as and when invited.
- Hold internal meetings / discussions with Heads of Departments of the Undertaking on various issues related to the functioning / affairs of the Undertaking as and when felt necessary by the GM.
- Attend/clear e-office files put up by various departments of the Undertaking on matters related to functioning of the Undertaking.
- BEST being the Nodal Agency for Emergency Support Function No.11 (ESF-11) – Energy (Power, Gas and Fuel) in the Mumbai Emergency Operations Plan (MuEOP), as Chief Executive of BEST and Chairman, ESF-11, conduct review meetings of ESF-11.
- By rotation, GM, BEST is required to discharge the duty as Chairman, Maharashtra State Power Committee and conduct meetings of the Committee.

- Prepare and present BEST Budget in prescribed time period, as well as Bus fare / Electricity tariff revision proposals before the B.E.S. & T. Committee/MCGM and MERC respectively for their approval.
- Meet Chief Executives / Heads of Government departments / Private organizations / dignitaries who visit BEST in connection with matters related to the functioning of the Undertaking.
- Hold discussions with Representative and Approved Unions to settle labour related matters, such as Wage Agreements, strike / stoppage of work, etc. concerning the Undertaking.
- Meeting general public/employees to redress their complaints and grievances.
- Attending to all other day to day administrative work in relation to discharge of duties as GM, BEST.

STT

Superintendent (Traffic & Transportation Engineering) (STT) assists the GM in matters pertaining to Traffic & Transportation Engineering Departments apart from General Administration Departments. He directly reports to the GM. He scrutinizes the various mails received in GM office and forwards mails to concerned officials for disposal including GM for information. He scrutinizes various letters of VIPs and internal correspondence letters and address it to concerned officer for disposal. He scrutinizes various Press Cuttings concerned with Traffic operational matters and addresses/marks to concerned officers to take necessary action for disposal of grievances / problems or implementation of suggestions. He also scrutinizes Draft Minutes of BES&T Committee Meetings, viz. matters / issues related to Traffic Department and makes necessary corrections wherever necessary before submitting Committee Notes to GM. He also attends to visitors such as dismissed employees, passengers for their grievances and give them remedial guidance to resolve their problems.

Further, E-receipt replies received in GM's Office are scrutinized so as to ensure that proper reply to the concerned party or department is made before sending to E-Office Supervisor to close the file with the remark 'Close / File'. Follows up and receives feedback of various VIP letters / E-files / Complaint letters assigned by GM and ensures that reply is sent to GM through E-files.

GM assigns certain VIP Letters/elaborative letters / complaints from commuters and others to brief him. Accordingly, he is briefed by writing short notes or briefed orally the facts. Sometimes, as desired by GM, statistical data on certain issues are submitted to him with the statistical data obtained from concerned department, which are scrutinized by STT with brief summary notes. He also looks after the complaints received through CPGRAMS Portal (pgportal.gov.in) and follows up with departments to expedite the redressal/replies to the grievances.

On certain Press Cuttings, prompt action as required by GM are ensured by following up with the concerned Depot Managers and feedback is sent to GM through Mail with brief summary of report.

In addition to this, he takes part in various discussions / briefings of important Meetings conducted by the GM. He also carries out work assigned to him by the GM from time to time.

SSGM

Superintendent (Electric Supply) (SSGM) reports to the GM and assists the GM in day-to-day working with regard to Electric Supply Branch activities. Some of the proposals received by GM are sent to SSGM for study and briefing to GM. He submits his report / comments on such proposal to GM. He also attends to consumers' complaints referred by the GM. He also looks after the complaints received through CPGRAMS Portal (pgportal.gov.in)/Aaple Sarkar Portal and also follows up with departments to expedite the redressal/replies to the grievances. Replies of e-Receipts are received from various departments of Electric Supply branch. NICSI's e-receipt functionality is used by BES&T Undertaking to keep track of various complaints addressed to GM. SSGM follow up with various departments of Electric Supply Branch for speedy redressal of such complaints.

He scrutinizes the various mails pertaining to Electric Supply branch received in GM office and forwards mails to concerned officials for disposal including GM. He scrutinizes various letters of VIPs and internal correspondence letters and address it to concerned officer for disposal. He scrutinizes various Press Cuttings concerned with electric supply matters and addresses/marks to concerned officers to take necessary action for disposal of grievances / problems or implementation of suggestions. He also scrutinizes Draft Minutes of BES&T Committee Meetings, viz. matters/issues related to Electric Supply branch and makes necessary corrections wherever necessary.

Further, E-receipt replies received in GM's Office from departments of Electric Supply branch are scrutinized so as to ensure that proper reply to the concerned party or department is made before sending to E-Office Supervisor to close the file with the

remark 'Close / File'. Follows up and receives feedback of various VIP letters / E-files / Complaint letters assigned by GM.

GM assigns certain VIP Letters/elaborative letters / complaints from consumers and others to brief him. Accordingly he is briefed by submitting short notes or brief facts/orally. Sometimes, as desired by GM, statistical data on certain issues are submitted to him with the help of concerned department after scrutiny of statistical data / brief summary.

In addition to this, he takes part in various discussions / briefing of important meetings held by the GM, as and when directed by the GM and also carries out the any other work assigned to him by the GM from time to time.

PS to GM

Personal Secretary to the General Manager (PS to GM) directly reports to the GM and plays an important role in the day-to-day working of the GM's Office. For administrative purpose, he is the Head of Department for the GM's Office. Being PS to GM, he has to co-ordinate/maintain GM's day to day appointments/meetings, internal discussions. He issues notices, drafts letters/notes, receives telephone calls, connects various officials concerned on phone for the GM, makes arrangements for GM's deputations, visits, etc. He also attends to staff /visitors approaching with their grievances and directs them to appropriate departments/officials. He scrutinizes the letters /correspondence received from Government/general public as well as e-mail messages received in the name of GM and marks them to concerned Departmental and Divisional Heads for appropriate action, after GM's due scrutiny/perusal. He also collects the information whenever directed by the GM and submits to the GM.

All the files meant for the GM are routed through PS to GM and action, if any, are taken by PS to GM as per GM's directives on these files. He also maintains the Confidential Record files of the 'A' Grade Officers of the Undertaking. He also carries out the work assigned to him by the GM from time to time.

PA TO GM

Personal Assistant to General Manager (PA to GM) directly reports to the GM and assists the GM as well as the PS to GM, SSGM and STT in their work, which includes attending to phone calls, maintaining programme diary for the GM, co-ordination of various discussions / meetings held by the GM, preparation of folders for the GM's deputations by collecting data from concerned departments, etc. He also attends to staff / visitors approaching with their grievances and directs to appropriate department/officials.

In addition to this, he has to maintain Confidential Records of 'A' Grade Officers under the supervision and guidance of PS to GM and also maintain Service Records of the staff and 'A' Grade officers of the Undertaking who are directly reporting to the GM. He also has to look after day to day administrative work of the GM's Office. He also carries out the work assigned to him by the GM from time to time.

AAO

AAO in GM's Office assists the PS to GM in his day-to-day administrative work. He guides his subordinates in their day to day work and carries out the work of Supervisor and Sr.Steno (P) in their absence. He assists PS to GM/PA to GM in drafting letters/Notes/e-mails. He maintains reports pertaining to Traffic/Transport passenger complaints. He prepares itinerary folders for GM's deputations, prepares DA/TA/Travel Agent bills. He attends phone calls, accesses e-mails meant for the department in absence of Sr.Steno(P). He looks after the Maintenance of office equipments such as Personal Computers, Printers, xerox machine, fax machine, scanner machine etc. installed in the office. He also maintains the inventory system/file of the department. He also does the work of maintaining imprest cash/register of the department and prepares imprest cash recoupment bills whenever required. He also prepares monthly statement of GST transactions for submitting to Accounts Dept. He also carries out the work of preparing and following-up of purchase proposals / notes etc. and prepares e-files for the same. He also drafts letters/notes initiated by the GM's office and submits for approval of higher authorities. He also prepares monthly report regarding disposal of VIP letters received in the Undertaking by compiling the reports received from the departments, prepares e-office report file and sends the same to PS to GM for onward submission to GM. He also assists PS to GM in properly filing the Annual Confidential Reports of 'A' Grade officers received in GM's office. He also carries out all other incidental work assigned to him from time to time. He directly reports to the PS to GM.

SUPVR. (1)

SUPVR.(1) in GM's Office mainly carries out the work of maintaining record of inter-departmental files as well as letters/e-mails received in GM's Office by manually entering details on the Personal Computer. Assists the AAO, PA to GM, PS to GM, SSGM and STT as and when required in all administrative work. Creates E-Receipts, accesses e-office files received day to day and forwards them to PS to GM and to other departments. Guides subordinates in their day to day work and carries out the work of Supervisor(2) in his absence. Also accesses e-mails received in the department in absence of Sr.Steno(P).

SUPVR. (2)

SUPVR.(2) in GM's Office mainly carries out the work of maintaining various registers such as (i) Bill Register (ii) Attendance Register (iii) Purchase Register (iv) Dispatch Book (v) Pursue Note Book (vi) Incoming/Outgoing Fax Register (vii) Material Requisition Book (viii) Gate Pass Book (ix) Departmental Letter Book (x) RTI Correspondence Register (xi) Star Questions Register etc. He also creates E-Receipts, accesses e-office files received day to day and forwards them to PS to GM and to other departments. He records monthly attendance through SITAS system. He looks after the procurement of stationery items and puts up requisitions whenever necessary. He also receives dispatch meant for the department and sends files, notes, letters from the department to concerned officials/offices by making proper entries in dispatch register. He carries out the work of filing papers/letters/correspondence in respective files. Also checks the CPGRMS and Aaple Sarkar Portals and keeps regular follow up for the complaints/grievances received in these Portals and keeps track of replies sent. He directly reports to the PS to GM.

SR. STENO (P)

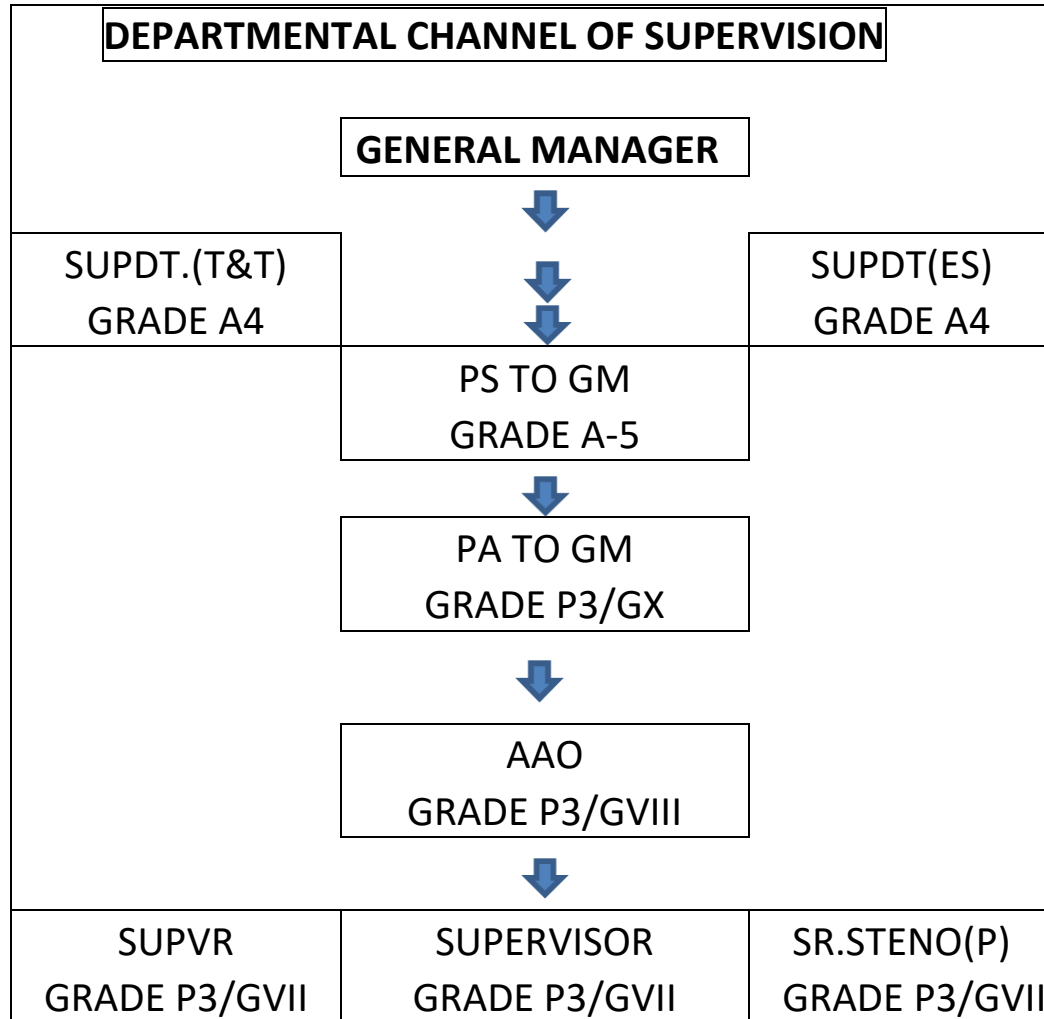
Sr.Steno (P) in GM's Office takes dictations from the GM and PS to GM and transcribes them on Personal Computer. He also does other incidental work including that of accessing/checking of the e-mail messages received on the Undertaking's e-mail ID gm@bestundertaking.com. He looks after the urgent work of Supervisor in his absence. He directly reports to the PS to GM. Assists the Supervisors in scanning documents for uploading on e-office system.

PROCEDURE FOLLOWED IN THE DECISION MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY

[Section 4 (1) (b) (iii) of RTI Act 2005]

The General Manager of the Undertaking is the chief decision taking authority for the organization as well as GM's Office. He is the Chief Executive of the BEST Undertaking. He manages the Undertaking and performs all acts necessary for the economical and efficient maintenance, operation, administration and development of the Undertaking subject to the superintendence of the BES&T Committee and the Brihan-Mumbai Mahanagarपालिका, under Section 460 (A) of the MMC Act. For this purpose, he has been delegated powers under various Sections of the said Act from time to time. General Manager's Office, therefore, plays an important role in the day-to-day functioning of the B.E.S.&T. Undertaking.

The departmental channel of supervision pertaining only to the GM's Office department is as follows:-



The procedures and tasks of GM's Office mainly centers around the day-to-day appointments of the GM, who is the Chief Executive of the Undertaking, apart from all other administrative functions of the Department. The GM is the chief decision taking authority with regard to the functioning of the department. The Officers and employees working in the department are accountable to the GM in respect of disposal of matters and functions handled by the Department.

NORMS SET FOR DISCHARGE OF FUNCTIONS OF DEPARTMENT

[Section 4 (1) (b) (iv) of RTI Act 2005]

As per the procedure prescribed by the Service Regulations and Standing Orders of the Undertaking as well as the rules, regulations, instructions, manuals and records, held by the Undertaking or under its control.

The GM is the chief decision taking authority with regard to the functioning of the GM's Office department. Under his overall supervision and control, the functioning of the department is looked after by the following Administrative Heads:-

- Superintendent (Traffic & Transport) (STT) (currently vacant)
- Superintendent (Electric Supply) (SSGM) (currently vacant)
- Personal Secretary to the General Manager (PS to GM)
- Personal Assistant to the General Manager (PA to GM) (currently vacant)

RULES, REGULATIONS, INSTRUCTIONS, MANUALS, RECORDS HELD BY THE DEPARTMENT FOR DISCHARGING ITS FUNCTIONS

[Section 4 (1) (b) (v) of RTI Act 2005]

Annual Administrative Reports, Audited Statement of Accounts, Budget 'C' and Establishment Schedule, Proceedings of the Meetings of the B.E.S.&T. Committee, all service and finance related records, namely, Service Record files of Heads of Departments directly reporting to GM, Confidential Record files, Outside Agency Correspondence files, Inter-departmental correspondence files, Registers such as Bill Register, Inventory Register, Dispatch Register, Purchase Register, Imprest Cash Register, etc. and other records relevant to the functioning of the department. Apart from above, the following Acts/Regulations/Instructions are referred to and complied with for smooth functioning of the department:-

- The Mumbai Municipal Corporation Act, 1888 (As amended upto date)
- Service Regulations
- Standing Orders
- Administrative Orders/Office Orders issued from time to time
- Circulars /Guidelines issued from time to time
- The Right to Information Act, 2005

**STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY
THE DEPARTMENT UNDER ITS CONTROL**

[Section 4 (1) (b) (vi) of RTI Act 2005]

Annual Administrative Reports, Audited Statement of Accounts, Budget 'C' and Establishment Schedule, Proceedings of the Meetings of the B.E.S.&T. Committee, all service and finance related records, namely, Service Record files of Heads of Departments directly reporting to GM, Confidential Record files, Outside Agency Correspondence files, Inter-departmental correspondence files, Registers such as Bill Register, Inventory Register, Dispatch Register, Purchase Register, Imprest Cash Register, etc. and other records relevant to the functioning of the department. Apart from above, the following Acts/Regulations/Instructions are referred to and complied with for smooth functioning of the department:-

- The Mumbai Municipal Corporation Act, 1888 (As amended upto date)
- Service Regulations
- Standing Orders
- Administrative Orders/Office Orders issued from time to time
- Circulars/Guidelines issued from time to time
- The Right to Information Act, 2005

**PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR
CONSULTATION WITH, OR REPRESENTATION BY, THE MEMBERS OF
THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR
IMPLEMENTATION THEREOF**

[Section 4 (1) (b) (vii) of RTI Act 2005]

The GM is the chief decision taking authority with regard to the functioning of the Department. He meets the public/representatives of public to redress their complaints and grievances. He also directs PS to GM to look into complaints/grievances of public who approach with matters related to Electric Supply and complaints/grievances related to Traffic Operations matters. Apart from these Officers, PS to GM also guides and looks into the public grievances/complaints. Letters/complaints/grievances and suggestions received through E-mail/Post, addressed to the GM, are promptly sent to the GM for his directions/further action.

STATEMENT OF THE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES CONSISTING OF TWO OR MORE PERSONS CONSTITUTED AS ITS PART OR FOR THE PURPOSE OF ITS ADVICE, AND AS TO WHETHER MEETINGS OF THESE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES ARE OPEN TO THE PUBLIC OR THE MINUTES OF SUCH MEETINGS ARE ACCESSIBLE FOR PUBLIC

[Section 4 (1) (b) (viii) of RTI Act 2005]

No separate board, council, committee or other bodies are constituted for functioning of the department.

GM's Office – Directory of Officers and Employees

[Section 4 (1) (b) (ix) of RTI Act 2005]

S.No.	Designation	Present Incumbent	Check No.	Contact Numbers
				Direct (Code:022)
1	GM	Shri Surendrakumar Bagde, IAS	218022	22856262
2	SSGM	Vacant		22799777
3	STT	Vacant		22799803
4	PS to GM	-"- P.V. Pingle	213768	22856262
5	PA to GM	Vacant		22856262
6	AAO	-"- M.A. Nambiar	212124	-
7	Supvr.	Vacant		-
8	Supvr.	Shri D.S. Kolte	214145	-
9	Sr.Steno(P)	-"- J.K. Mali	215814	-

**GM's Office – Monthly Remuneration Received by Officers and Employees
(As on February 2021)**

Post	Grade	Pay-Scale (Rs)	Allowances (Rs.)	Grade Pay/Special Pay (Rs)
GM (IAS Officer on deputation from State Govt)		Super Time Scale Basic : 2,24,100/-	D.A. 38,097/- + Allowances as per State Govt. scale	-
SSGM	A-4	Vacant		
STT	A-4	Vacant		
PS to GM	A-5	(39450-95500) Basic : 55,500/- 25 Yrs. Increment Rs.1200/-	DA 8975/- CA 602/- Medical 500/- TA 2000/- Tel. Reimb. – 500/-	5250/-
PA to GM	P3/GX	Vacant		
AAO	P3/GVIII	(30500-74200) Basic : 49350/- 25 Yrs. Increment Rs.315/-	D.A. 7860/- C.A. 678.75 Medical 500/- TA 500/- Tel. Reimb. 250/-	3000/-
SUPERVISOR	P3/GVII	Vacant		
SUPERVISOR	P3/GVII	(27000-52945) Basic: 39,335/- 25 Yrs. Increment Rs.755/-	D.A. 21317.15 HRA 8018.00 Medical 500/-	Nil
SR.STENO (P)	P3/GVII	(27000-52945) Basic: 36,345/-	D.A. 7,269/- HRA 7269/- Medical 500/- Typing 240/- Steno 200/-	Nil

BUDGET ALLOCATED TO EACH AGENCY, INDICATING THE PARTICULARS OF ALL PLANS, PROPOSED EXPENDITURE AND REPORTS ON DISBURSEMENTS MADE

[Section 4 (1) (b)(xi) of RTI Act 2005]

Budget provision for salary/allowances payable to the Officers/Staff are included in the Budget Estimates prepared by the GM, presented to the BES&T Committee and approved by the MCGM. Apart from this, provision for expenditure for purchase of equipments/furniture required by the Department are separately included in the Budget Estimates of the Undertaking, whenever required.

(Rs. lacs)

Sr. No	Particulars	A/C Code	Actuals For			Revised Estimates	Budget Estimates
			2017-2018	2018-2020	2019-2020		
		New					
1	Management and Secretarial Estab. (Dept. codes 701,702, 712,713)						
	a) Management Estab.						
	i) Salaries, Wages and Allowances	1001	71.52	54.58	71.01	136.10	127.00
	ii) Dearness Allowance	1002	46.47	32.88	34.19	22.50	28.00
	b) Stationery and Printing	1030	6.85	13.95	13.28	10.00	15.00
	c) Postage, Telegr., Revenue stamps	1031	2.23	3.56	1.92	10.00	10.00
	d) Dead Stock (Furniture, Tools &Equipt.)	1028	0.01	0.31	0.00	0.25	0.25
	e) Provident Fund Contribution	1003	43.34	41.78	45.70	55.11	56.00
	f) Contingencies	1032	0.00	0.00	0.00	0.00	0.00
	Total		170.42	147.06	166.10	233.96	236.25

*(b to f including Secretarial Department.)

MANNER OF EXECUTION OF SUBSIDY PROGRAMMES, INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES

[Section 4 (1) (b)(xii) of RTI Act 2005]

There is no subsidy programme pertaining to the functioning of GM's Office or applicable to any of the officers/staff working in GM's Office. As such, there are no beneficiaries of any such programmes and no funds are allocated for the said purpose.

PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORISATIONS GRANTED BY THE DEPARTMENT

[Section 4 (1) (b)(xiii) of RTI Act 2005]

No concessions/permits/authorizations are granted by the GM's Office department to its Officers/staff for carrying out the day to day functioning of the department.

DETAILS IN RESPECT OF THE INFORMATION AVAILABLE TO OR HELD BY THE DEPARTMENT, REDUCED IN AN ELECTRONIC FORM

[Section 4 (1) (b)(xiv) of RTI Act 2005]

•Organisation Details are available on website www.bestundertaking.com

•Major information of services rendered by the organization are available on the Website www.bestundertaking.com

PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION, INCLUDING THE WORKING HOURS OF A LIBRARY OR READING ROOM, IF MAINTAINED FOR PUBLIC USE

[Section 4 (1) (b)(xv) of RTI Act 2005]

Normal working hours of the GM's Office department are from 9:00 am to 5.00 pm over a five-day week (Monday to Friday) except national holidays. There is no Library facility provided.

More Information is available on the Organisation's Website www.bestundertaking.com

NAMES, DESIGNATIONS AND OTHER PARTICULARS OF THE PUBLIC INFORMATION OFFICERS

[Section 4 (1) (b)(xvi) of RTI Act 2005]

Sr.No.	Name of Public Information Officer	Designation	Location	Contact No.
1	Smt. Pooja Tawde	Ag. Assistant Personnel Manager	Personnel Department BEST Bhavan 1 st Floor, Colaba Mumbai –400001	022-22799335
2	Shri S.S. Malche (Appellate Authority)	Ag. Personnel Manager	Personnel Department BEST Bhavan 1 st Floor, Colaba Mumbai –400001	022-22799332

Section XVII

SUCH OTHER INFORMATION AS MAY BE PRESCRIBED AND THEREAFTER UPDATE THESE PUBLICATIONS EVERY YEAR

[Section 4 (1) (b)(xvii) of RTI Act 2005]

Information pertaining to the department as well as Officers/Staff of the Department are updated in Undertaking's website/Diaries from time to time.