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 1ST JULY, 2016)

ABBREVIATIONS

Short Form	Long Form
ASRTU	Association of State Road Transport Undertakings
AAO	Assistant Administrative Officer
AAO(P)	Assistant Administrative Officer (Personal)
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
Department	GM's Office department
e-mail	Electronic Mail
EDEI	Electricity Distribution Efficiency Incentive
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
STT	Superintendent (Traffic &Transport)
SSGM	Superintendent (Electric Supply), GM's Office
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	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

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 Mahanagarpalika, (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 B.E.S.&T. Undertaking.

The tasks and functions of the 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 main functions of this Section are as under:-

- To co-ordinate / arrange meetings such as (i) internal meetings of the GM with the officers of the Undertaking relating to day to day affairs of the Undertaking.

- To co-ordinate / arrange briefing meetings for the GM, whenever desired by him, 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 scrutinize files received from various sections/ departments of the Undertaking and submit to the GM with comments, if any and send to concerned officials after GM's scrutiny/ approval.

- 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/SSGM 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/STT 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 them/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/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 / mail received by the GM's Office in Computer / Registers maintained for the purpose.

- To maintain Imprest Cash of Rs.5000/ 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.

- 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, record the same in register and dispatch to respective 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, SSGM and STT, whenever required and transcribe them for onward despatch.

- 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 ready.

- To maintain inventory of equipments/furniture updated and keep ready for inspection by Audit department.

- To enter into maintenance contracts of equipments used in the department.

- To initiate/put up proposals for purchase of equipments/furniture items, etc. as and when required/outdated.

- 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
1	GM	Super Time Scale of Govt. of Maharashtra	1
2	STT	A-4	1
3	SSGM	A-4	1
4	PS to GM	A-5	1
5	PA to GM	P3/GX	1
6	AAO	P3/GVIII	1
7	AAO(P)	P3/GVIII	1
8	SUPVR.	P3/GVII	1
9	SR.STENO (P)	P3/GVII	1

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 BEST 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. from time to time.

- 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.

- 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 as well as MERC for their approval/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 and directly reports to the GM. He scrutinizes the various proposals / Committee Notes/e-office files put up by Traffic and Transportation Engineering Departments. He also scrutinizes the proposals put up by the Materials Management Department for purchase of spare parts, etc. and proposals put up by Civil, Legal and other departments in respect of Traffic and Transportation Engineering Departments. After proper scrutiny /study, he places the files before the GM for his sanction / approval with his comments/suggestions, if any. He also attends to complaints / suggestions / grievances from commuters as well as employees who approach the GM.

In addition to this, he takes part in various discussions / briefings of important Meetings conducted by the GM and prepares draft Minutes of such Meetings. He also works as a Liaison Officer with Motor Vehicle Section and Transportation Engineering Department pertaining to the maintenance of the Undertaking's cars used 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 Supply Branch activities. Various proposals, Committee Notes including purchase of materials, received in GM's Office including e-office files pertaining to electric Supply Branch are scrutinized by Superintendent (Electric Supply) before submission to the GM. He places his comments /suggestions, if any, on the proposals and puts up the files for GM's sanction / approval. He also attends to consumers' complaints referred by the GM. He also looks after the complaints

received through CPGRAMS Portal (pgportal.gov.in) and also follows up with departments to expedite the redressal/replies to the grievances.

In addition to this, he takes part in various discussions / briefing of important meetings held by the GM, prepares draft Minutes of such meetings 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 PA to GM, PS to GM, STT and SSGM in their day-to-day administrative work. He guides his subordinates in their day to day work and carries out the work of AAO(P), Supvr. and Sr.Steno (P) in their absence.

He prepares itinerary & folders for GM's deputations, compiles and prepares folders for meetings of GM with Govt./Semi Government/municipal officials as well as other organizations, and bills of such deputations for GM as well as of the other officers working in the GM's Office.

He attends phone calls, accesses e-mails meant for the department in absence of Sr.Steno(P) /AAO(P), updates lists of telephone nos. of the officers of Mantralaya, MCGM, ASRTU, BEST, etc. He helps to coordinate meetings held by GM and keeps files ready in advance for discussions of the GM. He looks after the Maintenance of office accessories such as computers, printers, Xerox machine, fax machine, typewriter etc. installed in the office. He also maintains the inventory system of the department and updates the filing system. He also does the work of maintaining imprest cash/register of the department. He also carries out the work of preparing and following-up of purchase proposals / notes etc. He also drafts letters/notes initiated by the GM's office and submits for approval of higher authorities. He also carries out all other incidental work assigned to him from time to time. He directly reports to the PS to GM.

AAO(P)

AAO (P) 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. He also keeps a record of movement of representations received by the GM in English by appropriately entering the details on the Personal Computer. He assists the AAO, PA to GM, PS to GM, SSGM and STT as and when required in all administrative work. He guides his subordinates in their day to day work and carries out the work of Supervisor in his absence. He also accesses e-mails received in the department in absence of Sr.Steno(P). He also accesses e-office files received day to day and forwards them to STT/SSGM/GM as the case may be and keeps day to day movement register in this respect. He directly reports to the Personal Secretary to the GM.

SUPVR.

Supvr. in GM's Office mainly carries out the work of maintaining various registers such as (i) Marathi Letters Register (ii) Employment Register (iii) Bill Register (iv) Leave Register (v) Purchase Register (vi) Dispatch Book (vii) Pursue Note Book (viii) Incoming/Outgoing Fax Register (ix) Material Requisition Book (x) Gate Pass Book (xi) Departmental Letter Book (xii) RTI Correspondence Register (xiii) Star Questions Register etc. He keeps record of movement of the representations received by the GM in Marathi from general public as well as from employees by making entries in appropriate registers. He looks after the 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. He also looks after the work of AAO(P) in his absence. He directly reports to the PS to GM.

SR. STENO (P)

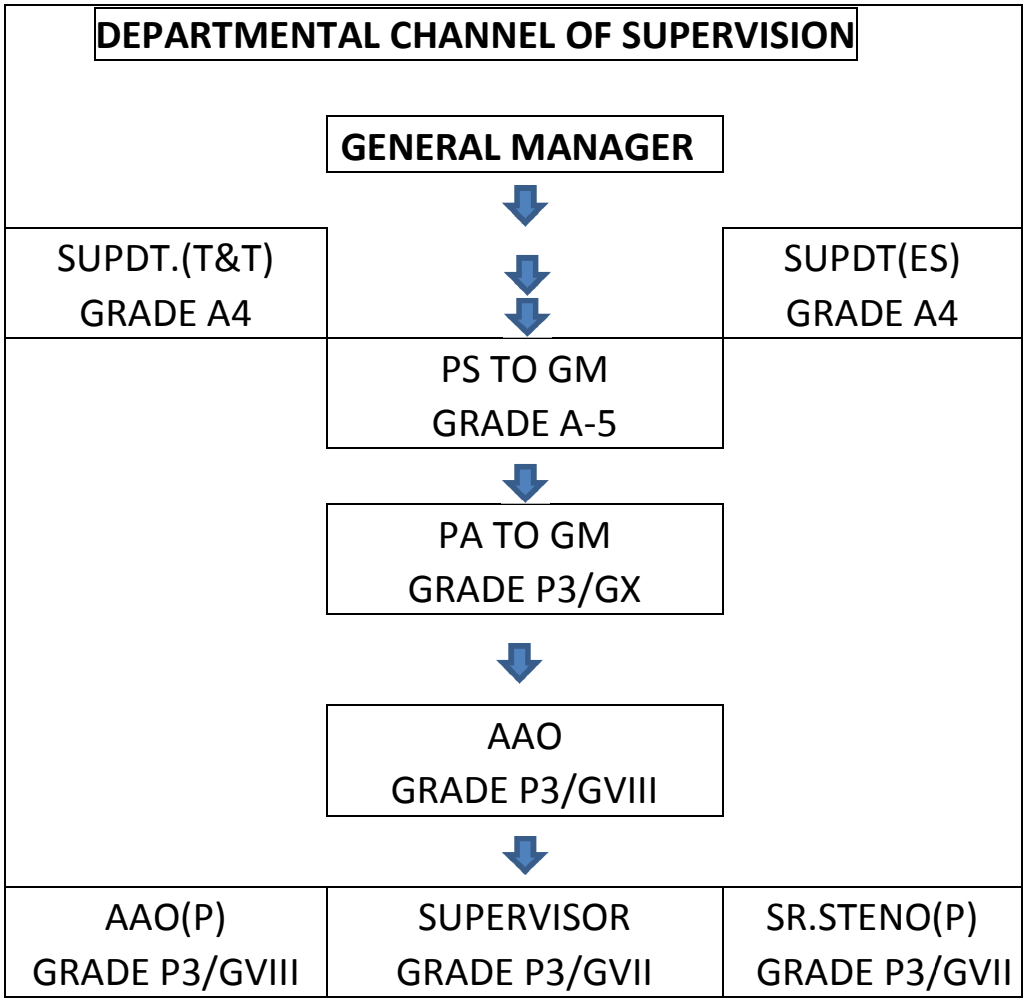
Sr.Steno (P) in GM's Office takes dictations from the GM as also from PS to GM, PA to GM, SSGM and STT and transcribes them on Personal Computer. He looks after the urgent work of AAO(P)/Supervisor in the absence of either of them. He also does other incidental work including that of accessing/checking of the e-mail messages received on the Undertaking's e-mail ID gm@bestundertaking.com. He directly reports to the PS to GM.

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 Mahanagarpalika, 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 procedure 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)
- Superintendent (Electric Supply) (SSGM)
- Personal Secretary to the General Manager (PS to GM)
- Personal Assistant to the General Manager (PA to GM)

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, Personal Service Record files, 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, Special Reference Register, Leave 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, Personal Service Record files, 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, Special Reference Register, Leave 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 running 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 the SSGM to look into complaints/grievances of public who approach with matters related to Electric Supply and STT to look into complaints/grievances related to Traffic Operations matters. Apart from these Officers, both PS to GM and PA to GM also guide and look 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	Dr.Jagdish Patil, IAS	217796	22873961 22873962
2	SSGM	Shri R.B. Patil	213079	22814273
3	STT	-"- S.R. Singh	211752	22814274
4	PS to GM	-"- R.J.Toraskar	210319	22873961/62
5	PA to GM	-"- L.M. Kotian	210988	22873961/62
6	AAO	-"- M.A. Nambiar	212124	-
7	AAO(P)	-"- J.R. Rahalkar	211623	-
8	Supvr.	-"- D.S. Kolte	214145	-
9	Sr.Steno(P)	-"- S.M. Agte	215274	-

GM's Office – Monthly Remuneration Received by Officers and Employees (As on 30th June 2016)				
Post	Grade	Pay-Scale (Rs)	Allowances (Rs.)	Grade Pay/Special Pay (Rs)
GM (IAS Officer on deputation from State Govt)		Super Time Scale Basic : 49760/-	D.A. 74700/- + Allowances as per State Govt. scale	10000/-
SSGM	A-4	(13970-30575) Basic : 28925/-	D.A. 39494/- Medical 500/- T.A. 1400/- Tel.Reimb. 500	7000/-
STT	A-4	(15200-33260) Basic: 25150/-	D.A. 34044/- Medical 500/- T.A. 1400/- Tele.Reimb 500/-	6250/-
PS to GM	A-5	(12165-28100) Basic : 25835/- 25 Yrs.Increment Rs.230/-	DA 34602/- CA 1080/- Medical 500/- TA 2000/- Tel.Reimb. – 500/-	6000/-
PA to GM	P3/GX	(10640-24465) Basic : 22550/- 25 Yrs.Increment Rs.395/-	DA 30460/- CA 872/- TA 1300/- HRA 6884/- Medical 500/- Tel.Reimb. 250/-	4000/-
AAO	P3/GVIII	(9350-20825) Basic : 16660/- 25 Yrs.Increment Rs.315/-	D.A. 22534/- C.A. 678/- Medical 500/- TA 500/- Tel.Reimb. 250/-	2500/-
AAO(P)	P3/GVIII	(9350-20825) Basic : 17450/- 25 Yrs.Increment Rs.355/-	D.A. 24227/- C.A. 738 HRA 5475/- Medical 500/-	2250/-
SUPERVISOR	P3/GVII	(6305-17310) Basic: 13,815/-	D.A. 18339/- Medical 500/-	Nil
SR.STENO (P)	P3/GVII	(6305-17310) Basic: 13815/-	D.A. 18339/- HRA 4144/- Medical 500/- Typing 220/- Steno 220/-	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
		New	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
1	Management and Secretarial Estab. (Dept. codes 701,702, 712,713)						
	a) Management Estab.						
	i) Salaries, Wages and Allowances	1001	38.98	41.45	45.72	41.38	42.25
	ii) Dearness Allowance	1002	32.24	29.56	36.77	37.71	43.32
	b) Stationery and Printing	1030	11.00	10.47	9.34	15.00	20.00
	c) Postage, Telegr., Revenue stamps	1031	4.64	4.61	4.23	10.00	10.00
	d) Dead Stock (Furniture, Tools &Equipt.)	1028	1.10	1.24	0.08	0.90	0.70
	e)Provident Fund Contribution	1003	39.69	44.80	52.16	47.47	52.41
	f)Contingencies	1032	0.00	0.00	0.00	0.00	0.00
	Total		127.65	132.13	148.22	152.46	168.88

*(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, INCUDING 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	Shri R.D. Mane	Assistant Personnel Manager	Personnel Department BEST Bhavan 1st Floor Colaba Mumbai –400001	022-22799339
2	Shri U.S. Kamerkar (Appellate Authority)	Personnel Manager	Personnel Department BEST Bhavan 1st 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.

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