

Frequently Asked Questions

1. Which is the Preferred Browser?

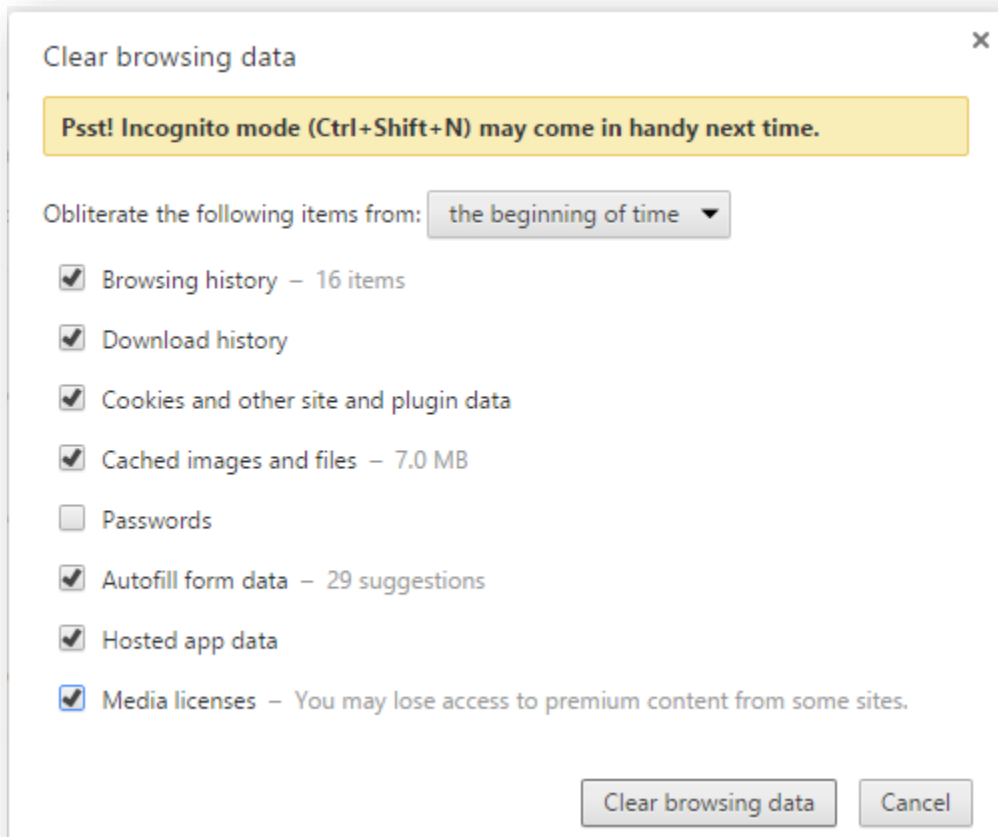
Answer: We recommend applicant to use Chrome for getting best performance from the website. Citizen can also use Mozilla Firefox.

2. How can I apply for the services under RTS?

Answer: Citizen can visit the NMMC website <https://www.nmmc.gov.in/> and click on “Civic service” or he/she can directly go to <http://rtsnmmc.com/>. Citizen has to then click on Type of Service for which he/she wishes to apply.

3. Unable to view all the contents of the Page.

Answer: Citizen has to adjust the Zoom percentage to view all the contents. This functionality is present in the settings of Chrome, Mozilla Firefox and Internet Explorer. Before applying we request Applicants to clear the Cache from the browser. In Chrome, this can be accomplished by clicking on History Tab ->Clear Browsing data-->Tick the checkboxes of “Cookies and other site and Plugin data”, “Cached images and files” and others if required.



4. How many Civic Services are notified under Right to Service?

Answer: As on date, 351 services have been notified under the Act. There is a provision in the Act according to which more services can be notified later if needed.

The names of the departments and the services offered are as follows:

- Birth Registration
- Death Registration
- Marriage Registration
- Property Transfer Registration
- Property Utara Registration
- No Dues Certificate
- Zone Certificate
- Ward Map Certificate
- Jote Certificate (Plinth)
- Construction Permit
- Bhogvata Certificate
- Water Connection
- Mal (Jal) Nirsarn
- Fire NOC
- Fire NOC Renewal
- Varasa Hakk Registration
- License

5. Within what time should the service be provided?

Answer: Different services have been notified to be delivered within stipulated time which has been indicated in the Service Info under the title "Time Limit".

6. What happens if my application is not services within stipulated time?

Answer: Applicant can make appeal from "Mahaonline" website. Once appeal is made the application will be scrutinized by First Appellate officer". In case the application is still pending, the applicant has an option to make appeal once again. The application then will reach Second Appellate officer. Applicant can also visit the nearest Ward Office for resolution.

7. How do I know that my application has been accepted?

Answer: System generated SMS will be sent to citizen after his application is accepted for processing. Applicant will also receive the SMS once his application is approved.

8. How do I know that my application has been rejected?

Answer: System generated SMS will be sent to citizen after his application is rejected.

9. What is the prescribed format for uploading the Documents?

Answer: Documents uploaded by citizen has to be either PDF or any Image format not exceeding 30 MB. The attachments uploaded should be clear to read and self-attested.

10. Where can the citizen track the status of his application?

Answer: Citizen has to enter his/her application number under the “Search Service-Name Registration”

11. How should a citizen make Payment?

Answer: Applicant has to make payment online upon which he will be issued the Certificate.

12. What are the documents required for applying to the service?

Answer: Citizen has to click on Service Info under the service he/she is applying. At the bottom half of the page “Required Documents” are displayed.

13. How will the certificate be issued?

Answer: After successful Payment, Certificate is auto-generated and visible to applicant from search Tab (Sample copy of License being issued shown below). Applicant has to enter the Registration ID in the Search Tab and click on “Certificate” to download the Certificate.

14. For any other queries, kindly contact Prasad Paranjpe from NMMC-Belapur(email: prasad@nmmconline.com).