



महाराष्ट्र शासन



# DIGITAL PUNE

*'Notified services under Right to Service Act 2015  
and various Municipal Services'*



## RIGHT TO SERVICE ACT, 2015 NOTIFIED SERVICES

*"An Act to provide for delivery of transparent, efficient and timely public services to the eligible persons in the State of Maharashtra and for matters connected therewith or incidental thereto."*

### Benefits of RTS:

Quick Services | Service at Home | Easy Access | Easy Payment | User Friendly | Time Saving | Hassle Free

### RTS PORTAL BY PUNE MUNICIPAL CORPORATION (PMC):

[rts.punecorporation.org/](https://rts.punecorporation.org/) Services Made available as part of RTS module

#### BUILDING PERMISSION

Part Plan  
Zone Dakhla  
Commencement Certificate  
Plinth Certificate  
Occupancy Certificate

#### BIRTH

Birth Certificate

#### WATER

Water Connection

#### MARRIAGE

Marriage Certificate

#### FIRE

Fire NOC  
Final Fire NOC

#### DRAINAGE

Drainage Connection

#### PROPERTY TAX

Property tax Transfer by Heir with Objection  
Property Tax Extract  
Property tax Transfer by Heir without Objection  
Property Tax No-Dues Certificate

#### DEATH


Death Certificate



Pune Municipal Corporation has recently launched "PMC Connect" web portal for all citizens with a single sign-on facility to avail various services provided by the urban local body. All modules on this portal also have a well-defined Dashboard with all key indicators, enabling transparency in its operations.


**FOLLOWING MODULES/SERVICES ARE AVAILABLE UNDER PMC CONNECT:**

<p><b>GARDEN DEPARTMENT</b> ▶</p> <ul style="list-style-type: none"> <li>Online Ticketing Service</li> <li>Online Tree Trimming Service</li> <li>Online Tree Cutting Permission</li> <li>Locate Zoo</li> <li>Online Animal Adoption Service</li> <li>Online Alert System</li> <li>Online Facility Management</li> </ul> <p><b>MARRIAGE REGISTRATION</b> ▶</p> <ul style="list-style-type: none"> <li>Online Appointment Booking</li> <li>Online Certificate Issuance</li> </ul> <p><b>LOCATE FACILITY</b> ▶</p> <ul style="list-style-type: none"> <li>Locate facility ward-wise</li> </ul> <p><b>CITIZEN FACILITATION CENTRE SERVICES</b> ▶</p> <ul style="list-style-type: none"> <li>License Issuance &amp; Renewal-Saloon/Parlor</li> <li>License Issuance &amp; Renewal -Lodging</li> <li>License Issuance &amp; Renewal -Street Vendor</li> <li>License Issuance &amp; Renewal-Community Hall</li> <li>License Issuance &amp; Renewal-Butcher Shop</li> <li>License Issuance &amp; Renewal-Pet License</li> <li>Digitized 34 Services under PMC</li> </ul> <p><b>LEGAL</b> ▶</p> <ul style="list-style-type: none"> <li>Online Case Management</li> <li>Track Cases</li> <li>Notification and Alerts</li> <li>Reports and Dashboard</li> </ul>	<p><b>SOCIAL WELFARE</b> ▶</p> <ul style="list-style-type: none"> <li>Financial Assistance for Education 10th/12th</li> <li>Competitive Exam Guidance Camp</li> </ul> <p><b>GRIEVANCE MANAGEMENT SYSTEM</b> ▶</p> <ul style="list-style-type: none"> <li>Complaint Management System</li> <li>Call Center Management</li> <li>Lokshahi Management</li> <li>Reports and Dashboard</li> </ul> <p><b>BIRTH AND DEATH</b> ▶</p> <ul style="list-style-type: none"> <li>Birth Registration Service</li> <li>Death Registration Service</li> <li>Request NoC Service</li> <li>Request Certificate</li> </ul> <p><b>PMC INTERNAL MODULES</b> ▶</p> <ul style="list-style-type: none"> <li>IT Asset Management</li> <li>Audit Management</li> <li>Disaster Management</li> <li>Electrical Bill Management</li> <li>Legal Management</li> <li>Municipal Secretary</li> </ul> <p><b>FILE TRACKING</b> ▶</p> <ul style="list-style-type: none"> <li>Inward Outward Management System</li> <li>Document Management System</li> </ul>
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PMC has now embarked on the journey to provide agile, transparent and effective governance to all PuneKars. At the beginning of this new phase, PMC has drastically scaled up its operations to provide online service delivery and is also committed to deliver world class services as part of the future journey. All online services planned for future will be availed under PMC Connect.

**FEATURES OF PMC CONNECT:**



- i. Integration with DigiLocker: Each document issued by PMC through this channel will have an integration with DigiLocker ensuring anytime-anywhere access and quick turnaround time
- ii. Online Service Delivery: Easy access to various services provided by PMC departments online resulting in time saving.
- iii. Mobile compatibility (m-Governance): Citizen will be able to access the available services on their smart phones in addition to the web access.
- iv. Transparency/ Open Governance: Every module comes with its own dashboard for smart governance. The dashboard will also help promote open governance.





## SERVICE DELIVERY MECHANISM EMBRACED BY PMC

### UNDERSTAND YOUR CUSTOMER: 'CUSTOMER IS KING' IN THE PUBLIC SECTOR TOO

Aligning priorities to citizens' requirements in order to deliver a customer-centric strategy

### PULL DOWN THE WALLS: AGENCY SILOS TO GIVE WAY TO CONNECTED GOVERNMENT

Implementation of a common vision, supported by integrated objectives, outcomes, information and process flows

### EMPOWER: BUILD CAPACITY TO DELIVER RESULTS

Focus on delivery of an increasingly broad and complex range of services in a manner that is timely, efficient, economical, equitable, transparent and corruption-free

### REALISE BENEFITS: CUSTOMER-CENTRIC MODELS TO DELIVER CUSTOMER PROMISE

Treating the relationship with citizens as a partnership that begins with service design and carries through the entire service delivery cycle



### THE VARIOUS TOUCHPOINTS UNDER PMC CARE

 Toll Free No: **1800 1030 222**

  **96 89 90 00 02**   /pmcfmc  @pmcpune   / PuneConnect

 [www.complaint.punecorporation.org](http://www.complaint.punecorporation.org)  [feedback@punecorporation.org](mailto:feedback@punecorporation.org)

