



The Maharashtra State Commission for Right to Public Services



Maharashtra Right to Public Services Act
Your Service is Our Duty

**Annual Report
(2019-20)**

**The Maharashtra State Commission for
Right to Public Services**

**Annual Report
2019-20**

**OFFICE OF THE STATE CHIEF COMMISSIONER FOR
RIGHT TO PUBLIC SERVICES**

7th Floor, New Administration Building , Hutatma Rajguru Chowk,

Madam Cama Marg , Mumbai – 400032.

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Preface

The Maharashtra Right to Public Services Act, 2015 was enacted with the objective of ensuring transparent, efficient, and time-bound delivery of Public Services to Citizens. It is a Revolutionary Act because it empowers the Citizens and makes the administration responsible, answerable, and accountable. Delivery of Public Service at the last point is often the weakest link in administration and this Act aims at improving the efficiency at the cutting-edge level of administration.

The Maharashtra Right to Public Services Act, 2015 came into effect from 28th April 2015. The Maharashtra Right to Public Services Rules were published on 16th November 2016. Shri.Swadheen Kshatriya, Former Chief Secretary, was appointed as the first State Chief Commissioner for Right to Service on 1st March 2017.

As per section 19 (1) of the Act, “The Commission shall, after the end of each financial year, prepare a report on its working during the preceding year as well as on the evaluation of performance of delivery of Public Services by the Public Authorities and present the same to the State Government.” As per section 19 (2) “The State Government shall lay the report presented by the Commission before each House of the State Legislature.”

This is the Third Annual Report by The Maharashtra State Commission for Right to Public Services. It is seen that there has been rapid progress in the implementation of the Right to Public Services Act. Maharashtra State is leading in the number of services being provided online. As on 31st March 2020, the number of services notified was 486 out of which 403 services are available online. The Aaple Sarkar Portal as well as RTS Mobile Application are providing online facility. In addition, there are over 32,075 Aaple Sarkar Seva Kendras where online facilities are provided to Citizens. Since inception of the Act, a total of 8,26,45,643 applications have been received using these online facilities and disposal is 97%. During the year 2019-20, a total of 1,81,79,975 applications for services received and disposal is 95 percent. However figures of the total number of offline applications received and their disposal are not available despite repeated attempts by the Commission in the

prescribed proforma “A” “B” and “C”. Hence this Report is based only on the online application figures provided by Mahaonline.

A major event during 2019-20 was hosting of the National Conference on “Improving Public Services Delivery – Role of Government” at Nagpur on 21st& 22nd December 2019. This Conference was jointly organized by the DAR&PG, Government of India, Government of Maharashtra and the Maharashtra Right to Public Services Commission. This conference deliberated upon ‘Improving Public Services Delivery’. Best practices were presented by all the participating states. It was a great learning experience for everyone. Presently Twenty States in India have enacted a Legislation giving Citizens the Right to Public Services Delivery in a time-bound, transparent and efficient manner. Five States have set-up independent Commission to monitor the implementation of the RTS Act – Maharashtra, Punjab, Haryana, Uttarakhand and West-Bengal. States which have made use of information technology and are providing on-line Public Services have witnessed significant improvement in delivery of Public Services. The Conference unanimously adopted the major recommendations in ‘Nagpur Resolution’ which describes the way forward. A separate chapter on Nagpur Conference has been included in this Annual Report.

While Maharashtra State has definitely made rapid progress in implementation of Maharashtra Right to Public Services Act and notified 486 services, it is observed that other States have notified more number of services. State of Karnataka has notified 1033 services, State of Punjab has notified 568 services and State of Assam has notified 506 services. The Commission has already recommended that a master list of all services provided by the State Govt. must be prepared and a timetable for notifying all services under the Act must be prepared. This recommendation of the Commission needs to be implemented on priority.

State Government has taken action on some of the Suggestion and recommendations made by the Commission. These include declaring Collector as the “Controlling Officer” vide circular dated 12.03.2018, for implementation of the Right to Public Services Act and decision to provide all notified services at all Aaple Sarkar Seva Kendras. These decisions would give greater impetus to the implementation of Right to Public Services Act. However greater efforts are required to create wider public awareness. The Commission has finalised the Logo and Tagline for popularising the Act. The Commission has requested the Govt. that the Logo and Tagline must be used by all departments. Accordingly, Government has issued

circular dated 15 February 2020 that the Logo and Tagline of the Commission can be used for all services being provided under the Maharashtra Right to Public Services Act.

The Commission has expressed concern regarding number of notified services not increasing, non-integration of services with Aaple Sarkar Platform, deviations from Single Platform Policy, several services receiving very poor response and 83 notified services not yet available online on Aaple Sarkar Portal, non-availability of complete information regarding receipt and disposal of offline applications, pendency of First and Second Appeals. These concerns have been addressed to concerned Departments repeatedly. The RTS Commissioner for Konkan Division has been appointed on 13th September 2019. However, the RTS Commissioners for five other Divisions have not yet been appointed. This needs to be done at the earliest.

Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune and Mahaonline has rendered invaluable support in preparation of the Third Annual Report on the implementation of The Maharashtra Right to Public Services Act, 2015. This Annual Report traces the evolution since inception of the Act, evaluates the performance of various Departments, and highlights how different Districts and Divisions have performed. It enumerates some of the important Suggestions and recommendations made to the Government and their present status. Finally, it suggests the way forward for further improvements in implementation of the Right to Public Services Act and highlights the innovative practices, which the Commission has observed in the districts of Nashik and Pune and recommends their replicability in other districts.

Swadheen Kshatriya
Maharashtra State Chief Commissioner
For Right to Public Services



Call on the Hon'ble Governor of Maharashtra



Call on the Hon'ble Chief Minister & Hon'ble Minister Industries

Chapter I:

The Maharashtra Right to Public Services Act, 2015

1.1 Genesis

Provision of hassle-free delivery of public services was recommended by the Second Administrative Reforms Commission in its report in 2005. Accordingly, the Central Government has stressed the need for review and revision of Citizen's Charters of various departments in Central as well as in State Government along with the Union Territories. However, there was no penalty if the time limit prescribed by the Citizen's Charters was not adhered. The Maharashtra Right To Public Services Act, 2015 removes this lacuna.

Maharashtra, being one of the leading states in good governance, has always focused on its citizens as nucleus of its development. On the back drop of the Prevention of Delay in Discharge of Official Duties Act, 2005 and subsequent Private Member's Bill for the Guarantee of Public Services to Citizens in 2009, the legislature has passed the Maharashtra Right to Public Services Act (MRTPS) on 28th April 2015 which provides for transparent and accountable governance for the citizens of the State.

1.2 Unique features of the Act

The revolutionary 'The Maharashtra Right to Public Services Act, 2015' has several unique features which make it different from Acts of other states in the country. The State Act stressed need for creating work culture, promoting use of digital platform and improving quality of public delivery system. The Act stresses need to provide public services to the eligible person and assures transparency, accountability and timeliness in governance. The objective of the Act is to empower citizens by improving public grievances redressal system and enhancing capacity of the public delivery system. It marks a paradigm shift because it gives citizens right to demand services and casts statutory obligation on the government to provide the public services within prescribed time frame in an efficient and transparent manner.

Section 3 of the RTS Act makes it mandatory for all departments to notify their Public Services, Designated Officers along with First and Second Appellate Authority, specific time limit for each notified service within three months from the enactment of the Act and

thereafter from time to time. Accordingly, out of 31 departments 26 departments have notified 486 services under this Act until 31/3/2020.

1.3 The Maharashtra State Commission for Right To Public Services

In order to supervise, monitor, regulate and improve overall delivery of public services by various departments of the state government, a Commission was constituted under section 13 (1) of the Act and the State Chief Commissioner was appointed on 1st March 2017. In case of delay in providing services or denial without adequate justification, eligible person can file first and second appeal within the department and the third appeal before the Commission.

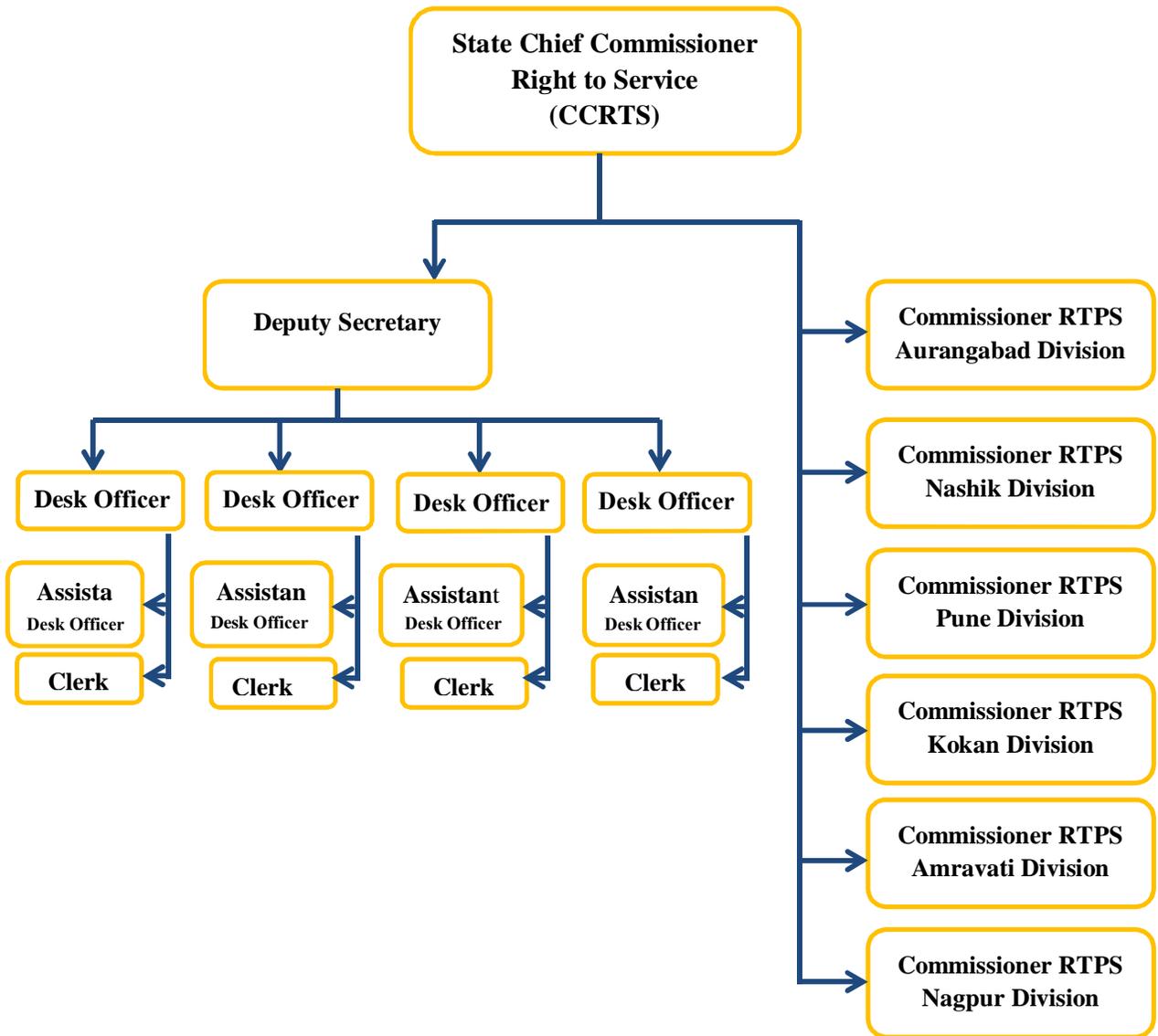
1.3.1 Functions

Under the Act the Commission has been assigned with various duties and functions which give it unique identity along with the responsibility of implementation of the Act in the state. As per Section 16, the Commission is entrusted with effective implementation of the Act and to make suggestions for ensuring effective public delivery of these public services. The Commission is also empowered to take *suomotu* cognizance of the failure of the services, carry out inspections of the offices, recommend departmental enquiry in case of failure of the public services, monitor delivery of public services by public authorities, and take decisions on the appeals. The Commission is vested with the powers of the Civil Court under Code of Civil Procedure, 1908. The Government is bound to consider and implement recommendations of the Commission made under section 16 of the MRTPS Act.

1.3.2 Organizational Structure

The office of the Commission is located in Mumbai. There are 34 sanctioned posts in the Commission office. At present a total of 24 Staff/Officers are working in the Commission which include one Deputy Secretary, four Desk Officers along with two assistants each and ministerial staff. The State Chief Commissioner for Right to Public Services was appointed with effect from 1st March 2017.

Figure 1.1: Organogram of the Commission



1.4 RTPS Delivery Channels: Aaple Sarkar Service Portal and Mobile App

The Commission, on priority took up the matter of providing single e-platform for availing notified services by the eligible persons. Another issue that was given importance was the awareness training by YASHADA to the government officers. This helped in efficient and effective implementation of the Act in the state. The Commission has insisted that all notified public services should come under single platform.

1.4.1 Aaple Sarkar Service Portal

The Aaple Sarkar Service Portal is made available for the providing online services to the public. At present Maharashtra is the first state providing maximum services in online mode. This platform is not only useful for availing services but also gives real time data regarding online services provided by the departments, number of services made available for public by the concerned department, applications received and applications disposed and the number of pending of applications. So far 8,26,45,643 applications have been received online and 7,98,84,460 have been disposed by the concerned Designated Officers by 31.03.2020.

1.4.2 Mobile Application

Considering the huge response to the online services, special mobile application for Right to Service is made available to the public. The main purpose is to provide easy search for department wise services and tracking of the application. The mobile application is available for downloading on <https://itunes.apple.com/in/app/rts-maharashtra/> or RTS Maharashtra. It can be downloaded on Android or I-phone free of cost. Citizen can apply online using this mobile application.

1.5 Training

The Act provides for training component for its effective implementation and enhancing work culture among the officers and staff responsible for the service delivery. Recognizing its importance training was imparted with the specific objective of creating awareness among the Designated Officers, Appellate Authorities and other government employees through Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune.

1.5.1 Training by Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune

YASHADA being an apex training institute of the Government of Maharashtra is entrusted with the task of conducting “Orientation Training” programme under the State Training Policy for the effective implementation of the Act and to create overall awareness about the MRTPS Act among the government staff and officers. Sensitization about the Act, its objectives and provisions under various sections were explained in training for all cadres at district level.

**Table 1.1 Training Programmes by YASHADA
(2015-16 to 2019 -20)**

S. No	Year	No of Trainees
1	2015-16	84,930
2	2016-17	1,22,285
3	2017-18	15,170
4	2018 - 19	9,194
5	2019 - 20	5,764
Total		2,37,343

1.5.2 Technical Training

Technical training sessions are conducted by Mahaonline district-wise for respective departments whose services are covered under MRTPS Act. Training is imparted to department staff & officers in respect to the usage of Aaple Sarkar Service Portal and mobile app.

Mahaonline is a joint venture between Tata Consultancy Services and Government of Maharashtra. Its District Coordinators impart knowledge of portal to concerned department staff which cover services process flow from citizen to department on how to dispose applications, provide services or reject the application after recording reasons, how to dispose appeals online, tracking & verification.

Table 1.2 Technical Training Programmes by Mahaonline

S. No	Year	No of Trainees
1	2015–18	10,275
2	2018–19	7,900
3	2019 – 20	5,004
Total		23,179

1.6 Journey of MRTPS at a glance

1.6.1 The Act and Notifications

After receiving the assent of the Hon. Governor of Maharashtra, the Act was published in the Maharashtra Government Gazette on 21st August 2015. The Act came in force from 28th April, 2015 and the Rules were published on 16th November, 2016. It made mandatory for all government departments to notify within three months public services which eligible person can avail under the Act. Accordingly, various departments published the list of the notified public services, with the names of Designated Officers, first and second Appellate Authorities and time limit for each service.

1.6.2 Constitution of the Maharashtra State Commission for Right to Public Services

For the effective implementation of the MRTPS Act, Shri Swadheen Kshatriya (IAS Rtd.), former Chief Secretary to the Government of Maharashtra, was appointed as the first State Chief Commissioner for Right to Public Services on 1st March 2017.

1.6.3 Online services

It has been decided to provide all services online through Aaple Sarkar Service Portal and mobile app. Mahaonline developed the software and various departments were asked to integrate their service portals with Aaple Sarkar Service Portal. During the period 2015 to 31st March 2020 a total of 8,26,45,643 applications have been received online. Out of 486 Notified Services 403 Services are available online. The software development of remaining 83 Services is in progress.

1.7 Review Meetings

The Commission had several meetings and reviewed with various departments for effective implementation of the Act.

1.7.1 Meeting with Hon. Chief Secretary

The Commission had a meeting with Hon Chief Secretary, Government of Maharashtra on 18 April 2019, to brief him about the activities of the Commission and reviewed various issues relating to its effective implementation. Following points were reviewed with Secretaries of all Departments:

- Preparation of master list of notified Public Services by all departments
- Notifying all public services by the departments
- Reviewing services which have less response from public
- Notifying more or de-notifying services.
- Integrating of online services with Aaple Sarkar Portal
- Collection of information for offline data in forms “A” “B” and “C”
- Scheme for incentives to employees with good performance
- Implementation of public awareness programmes about MRTPS Act
- Organizing more training programmes for Designated Officers and Appellate Authorities
- Using tagline and logo of the Commission on notified services.
- Analyzing and identifying reasons for delay and poor response to some notified services.
- Increasing the number of Aaple Sarkar Seva Kendra.

1.7.2 Review Meetings with Secretaries of Government Departments

The Commission held regular review and interaction with the secretaries of various government departments and reviewed the implementation of the Act.

Table 1.3 Dates of Review Meetings of various Departments

Departments	Date
Forest, Animal Husbandry, Dairy and Fisheries, Food and Civil Supplies, Medical Education and Drugs, Transport, General Administration, School Education and Sports, Aayush, Tourism Development, Maharashtra Jeevan Pradhikaran, MTDC, F.D.A.	12-15 June 2019
School Education and Sports, Information Technology, Social Justice & Special Assistance, Water Supply and Sanitation, General Administration, Urban Development, Public Health, Industry, Women and Child Development	16 -25 September, 2019

1.7.3 Video Conferences with all Divisional Commissioners and District Collectors

All District Collectors were designated as “Controlling Officers” for the district through the GR dated 12 March 2018. As such, the Commission interacted with all Divisional Commissioners and District Collectors on **11 June 2019**, **6 September 2019** and on **26 February 2020** and insisted on effective implementation of the Act. Similarly, the Commission also expressed concern about delay in service over stipulated time, pendency of appeals, online complaints, review of nonfunctional Seva Kendras, permission to new Seva Kendras, advertising notified public services, reducing unnecessary demand of papers and case of business through BPR, providing information about off line applications through forms A, B and C, providing information about penal action, fine imposed, monthly report of inspection, information about organization of training programmes, information about best practices, use of logo and tagline. The Commission also insisted that the role of the District Collector as controlling officer for RTSA is very important for effective implementation of the act.

Table 1.4 Dates of Review Meetings for Specific Purpose

Topic	Departments	Date
Presentation of software about forms “A,” “B” & “C” for offline data	General Administration Department and Information Technology Department	9 April, 2019
Integration of services of BMC with Aaple Sarkar Portal	Additional Commissioners BMC, Director of Municipal Administration, Dy Secretary IT, Representative of Mahaonline	10 June 2019
Technical difficulties from some districts, receiving statistical information etc.	Secretary IT GoM, Secretary GAD, Representative of Mahaonline	31 January 2020
Review about Aaple Sarkar Portal – Notified Services	Secretary of GAD, Secretary Information Technology , General Manager of Maha IT,	9 March 2020

Chapter II:

Activities of the Commission

For effective implementation of the Act, the Commission was engaged in extensive review and interactions with the government departments, nodal authorities at divisional and district level and also with students and citizens. An overview of the Commission's activities is as follows:

2.1 Tours undertaken by Hon'ble Chief Commissioner

The highlights of the tours undertaken by the Chief Commissioner include organisation of the National Conference on "Improving Public Services Delivery – Role of Governments" at Nagpur in which 22 states participated and shared Best Practices, presentation on MRTPS Act and its implementation, at the National Conference at Thiruvananthapuram, at Lal Bahadur Shastri National Academy of Administration, Mussoorie to Officer Trainees and at The National Centre for Good Governance. At all these forums The MRTPS Act and its implementation has been widely appreciated and emulated.

The tours have enabled the Commission to identify innovative practices for improving implementation of MRTPS, Act. During visit to Nashik District the Commission observed that the Collector has notified 81 additional services under The MRTPS Act. A review and monitoring mechanism has also been set up. The Commission has noted the innovative practice of SEVA Centre at the Commissioner of Police Office, Pune.

Field visits and review meetings have very good salutary effect in motivating the officers and staff implementing the MRTPS, Act. It also provides excellent feedback to The Commission regarding the problems / difficulties being encountered by the Designated Officers, Appellate Authorities and Supervisory Officers. The same are taken up by the Commission with respective departments with a view to resolve them.

Table 2.1 Tours undertaken by Hon'ble Chief Commissioner

No.	Date	Details of Visit's
1.	03 rd April, 2019	Students from Tata Institute of Social Science (TISS) Meeting.
2.	14 th June, 2019	Programme organised by Women and Child Development Dept. and Bachpan Bachao Andolan.
3.	10 th July, 2019	<u>Nagpur Visit</u> - 1. Review Meeting. 2. Guidance on Right to Public Service Act, 2015 to State Government Officers at Nagpur. 3. Visit to Aaple Sarkar Centres.
4.	18 th July, 2019	Indian Merchant Chamber (IMC) Programme Churchgate. Guidance on Right to Public Service Act, 2015
5.	17 th August, 2019	Maharashtra State Gazetted Officers Federation - Guidance on Right to Public Service Act, 2015.
6.	26 & 27 August, 2019	National Seminar on e-governance for better governance – at Thiruvananthapuram. Presentation on Maharashtra Right To Public Services Act.
7.	13 th September, 2019	Oath Ceremony of Commissioner (RTS) Konkan Division.
8.	23 rd September, 2019	Visit and training program for probationary officers of the Indian Administrative Service 2018 batch.
9.	05 th November, 2019	Nagpur – Review Meeting regarding RTS and National Conference.
10.	06 th November, 2019	Bhandara Visit 1. Review Meeting at Collectorate. 2. Visit to Municipal Council Office. 3. Visit to Aaple Sarkar Seva Kendra. 4. Visit and Review of DILR office, Bhandara 5. Visit to Gram Panchayat, Ganeshpur Aaple Sarkar Kendra.
11.	22 nd November, 2019	Presentation on MRTPS to officer Trainees at Lal Bahadur Shashtri National Academy of Administration (LBSNAA), Mussoorie. (Organised by GOI)
12.	23 rd November, 2019	Presentation on MRTPS to Officers from Maldives at National Centre for Good Governance, Mussoorie. (Organised by DARPG,GOI)
13.	25 th November, 2019	Presentation and interaction with Law Students.
14.	04 th December, 2019	Presentation and Interaction on MRTPS to Delegation from Gambia. (Organised by DARPG, GOI)

15.	09 th December, 2019	Visit and Review Meeting at Purandar Tahsil in Pune District
16.	10 th December, 2019	Visit and Meeting at Pune collector office. Meeting at C.P. Office regarding review & implementation of Right to Public Services Act – Inauguration of SEVA Service Centre at Commissioner of Police Office, Pune.
17.	21 & 22 December, 2019	National Conference On “Improving Public Services Delivery - Role Of Governments” Organised jointly by DARPG, GOI, GOM and MRTPS Commission at Nagpur.
18.	11,12,13 February, 2020	PUNE – YASHADA – Meeting regarding Annual Report Preparation and Training Programmes.
19.	26 & 27 February, 2020	<u>Nasik Visit</u> – 1) Review meeting at Zilla Parishad, Nasik with Chief Executive Officer regarding implementation of State Public Service Rights Act. 2) Review meeting at Nasik Municipal Corporation regarding implementation of State Public Service Rights Act. 3) Visit and Review Meeting at DILR Office, Nasik. 4) Review Meeting with Collector, Divisional Commissioner and all concerned officers at Nasik Collector Office.

2.2 Video Conference

All District Collectors have been designated as “Controlling Officers” for the district through the GR dated 12 March 2018. As such the Commission interacted with all District Collectors and Divisional Commissioners on 11 June 2019, 6 September 2019 and 26 February 2020. The Commission insisted on effective implementation of the Act and see that the notified services are provided in stipulated time. The Commission also insisted that the First and Second Appeals are cleared within the stipulated time.

2.3 Meetings Conducted

The Meetings include call on and briefing to Hon’ Governor and Hon’ Chief Minister. They were also presented a copy of the Annual Report as it covers the evolution and implementation of the MRTPS, Act since 2015.

The Review Meetings with all Divisional Commissioners and District Collectors were held through video – conference. The Collectors have been designated as the controlling officer for ensuring the implementation of MRTPS Act. The Divisional Commissioners have been directed to include MRTPS Act and its implementation in the monthly review meeting of all Collectors and CEOs of Zilla Parishad.

The Review meetings with all secretaries of Government focused on status of implementation and action taken on the several recommendations made by the Commission. The attention of all secretaries have been repeatedly drawn to large number of services which have received very poor response, large number of services which are not yet available online. Similarly, these review meetings have emphasized the Government Policy of providing all services online and on single platform.

Several meetings were held to ensure that information regarding offline applications and its disposal is made available to the Commission. The Commission has prescribed proforma “A”, “B” & “C” to collect this information. Commission has repeatedly requested Government that software needs to be developed urgently by Maha IT Corporation so that this information can be collected by using IT. However this system has not yet been developed. The Commission expects that the same would be done on topmost priority.

Table 2.2 Meetings Conducted

S.R.	Date	Subject	Officer Who Attended
1.	09.04.2019	Providing information regarding offline services in “A”, “B” & “C” proforma – Software Development	Additional Chief Secretary / Principal Secretary, General Administration Department & Information Technology, CEO, Mahaonline
2.	18.04.2019	Review by Chief Commissioner, Right to Service & Chief Secretary regarding implementation of Maharashtra Right to Public Services, Act	All Additional Chief Secretaries, Principal Secretaries, Secretaries
3.	07.05.2019	Meeting with Former Chief Secretary Shri. D. M. Sukhtankar, Chairman, AGNI, NGO and other Officers bearers	Chairman and Office bearers of AGNI, NGO
4.	10.06.2019	Integration of MCGM services with Aaple Sarkar Portal	All AMCs of MCGM, Director Municipal Administration, Officers of Information Technology Department
5.	11.06.2019	Review of implementation of MRTPS Act in all Districts	All Divisional Commissioners and Collectors participated through Video Conference
6.	12.06.2019 to 15.06.2019	Review regarding implementation of MRTPS Act	Principal Secretary / Joint Secretary / Deputy Secretary of Forest Dept., Animal Husbandry, Dairy & Fisheries Dept., Food & PDS Dept., Medical Edu. Dept., Transport Dept., GAD, School Edu. & Sports Dept.
7.	06.07.2019	Review of notified services which have received very poor response	Secretary, Agriculture Dept. & other Officers
8.	09.07.2019	Law students / interns from Maharashtra Human Rights Commission for study of MRTPS, Act	Law students / interns from Maharashtra Human Rights Commission
9.	06.09.2019	Review of implementation of MRTPS, Act with all Divisional Commissioners and Collectors	All Divisional Commissioners and Collectors – Through Video Conference
10.	16.09.2019	Courtesy call on and briefing about MRTPS, Act to	Hon’ble Chief Commissioner, MRTPS

		Hon'ble Governor	
11.	16.09.2019 to 25.09.2019	Review regarding implementation of recommendations made by the Commission in its Annual Report 2017-18	Additional Chief Secretary / Principal Secretary / Secretary of School Edu. & Sports Dept., IT Dept., Water Supply & Sanitation Dept., Public Health Dept., Social Justice & Special Assistance Dept., Urban Development Dept., Industries Dept., Human & Child Development Dept.
12.	27.09.2019	Meeting regarding issues pertaining to IT Dept. and GAD (O&M)	Joint Secretary IT Dept. & Officers of GAD (O&M)
13.	28.11.2019 to 30.11.2019	Review of services notified under MRTPS, Act but not yet integrated with Aaple Sarkar	Principal Secretary / Secretary, Industries, Energy & Labour Dept., Urban Development Dept. (II), Agriculture Dept., Soil & Water Conservation Dept. & Officers
14.	06.12.2020	Courtesy call on and briefing regarding MRTPS, Act and proposed National Conference to Hon'ble Chief Minister	Hon'ble Chief Commissioner, MRTPS & Principal Secretary, GAD (O&M)
15.	31.01.2020	Mahaonline & Maha IT Corporation to provide statistical information and technical support to the commission	Principal Secretary, Secretary, IT Dept., GAD (O&M), Mahaonline & Maha IT Corporation Officers
16.	26.02.2020	Review regarding implementation of MRTPS, Act	All Divisional Commissioners and Collectors – through Video Conference
17.	09.03.2020	Review regarding Aaple Sarkar portal	Secretary, GAD (O&M), Managing Director and MD of Maha IT Corporation

Thus, by a combination of undertaking tours and conducting regular review meetings, the Commission has ensured effective implementation of MRTPS, Act. It is observed that in 2019-20 there has been significant improvement in the timely delivery of notified services. In 2019-20 a total of 1,81,79,975 applications were received online, and the on-time disposal was 96 percent.



**Review meeting at Nashik with Divisional Commissioner,
Collector and CEO ZP**



Address to Police Officers at Police Commissionerate, Pune



Inauguration of Workshop at Nagpur with Divisional Commissioner, Collector and Municipal Commissioner



Addressing Officers of Nagpur Division



Board Displaying notified services at Nashik Collectorate



**Presentation to Officer Trainees at Lal Bahadur Shastri National
Academy of Administration, Mussoorie**



Review Meeting at Collectorate, Bhandara



Visit to Aaple Sarkar Seva Kendra at Nagpur



Visit to Aaple Sarkar Seva Kendra at Nagpur



Visit & Review meeting at Zilla Parishad, Nashik



Visit & Review meeting at DILR Office, Nashik



Presentation at the National Centre for Good Governance, GOI, Mussoorie



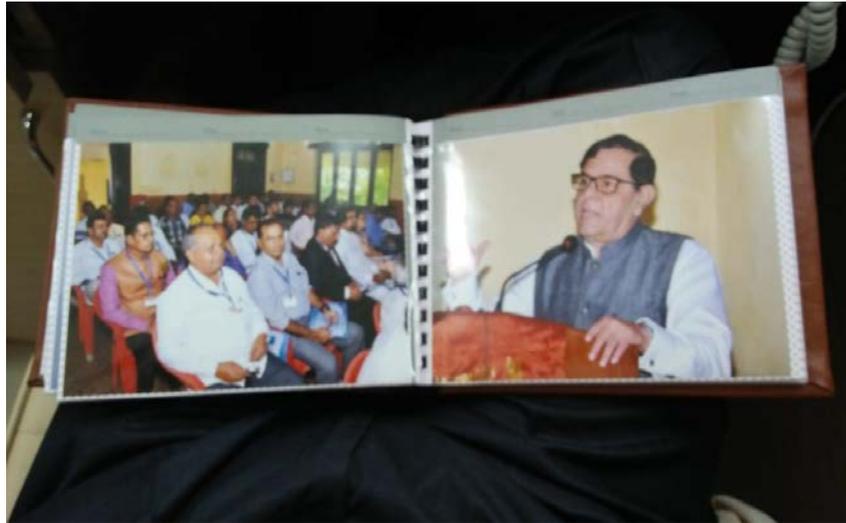
Address to Chamber of Commerce & Industry



Visit & Review at Tahsil office, Purandar



Visit to Aaple Sarkar Seva Kendra, Bhandara



Presentation on RTS to Maharashtra Rajya Rajpatrit Adhikari Mahasangh



Presentation at National Seminar, Thiruvananthapuram



Visit and Review Meeting at Collectorate, Pune



Meeting at YASHADA to prepare a draft of Annual Report



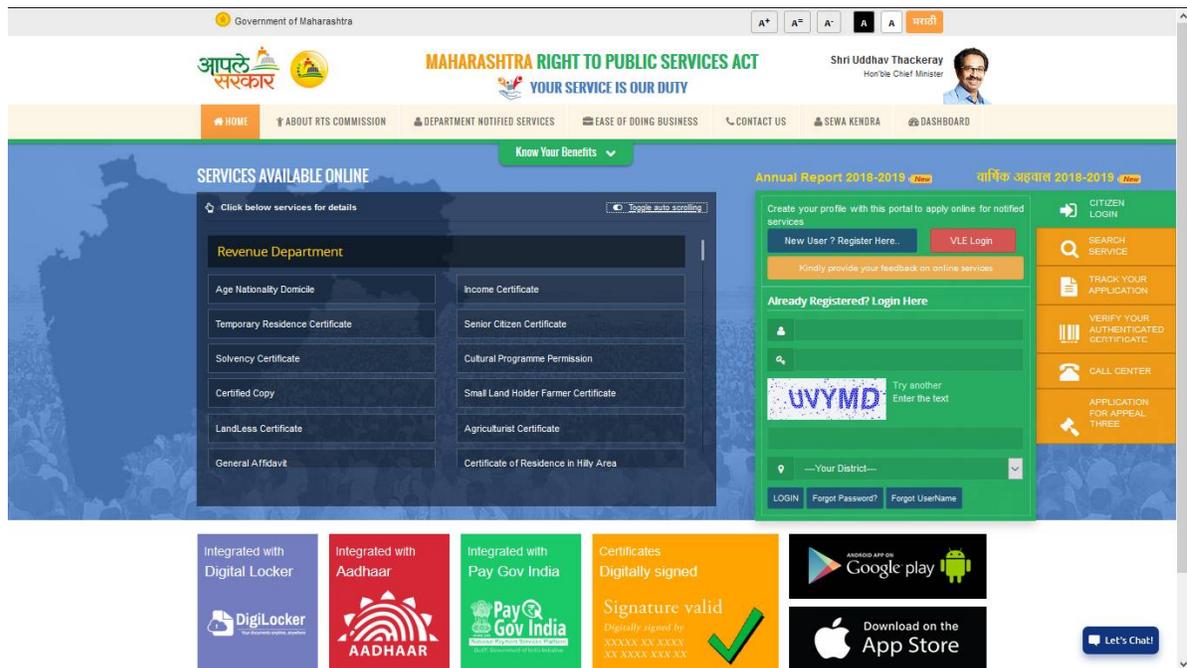
Mrs. Medha Gadgil was appointed as RTS Commissioner, Konkan Division on 13 Sep. 2019

Chapter III:

Aaple Sarkar Service Portal & Mobile App

3.1 Information about Aaple Sarkar Service Portal:

Aaple Sarkar Service Portal is a common platform for citizens to apply for Government-To-Citizen services of various departments by using computer or mobile phone as well as user can also avail the services through 32,075 Aaple Sarkar Seva Kendras spread across all districts of Maharashtra. The online application facility provided by Aaple Sarkar Service Portal and Mobile Application is available in Marathi as well as in English.



Government of Maharashtra has introduced the Right to Public Services Act, 2015 to provide for delivery of transparent, efficient and timely public services to the eligible persons in the State of Maharashtra and to bring transparency and accountability in the Departments and Public Authorities of the Government.

Citizens can avail following benefits from Aaple Sarkar Portal as well as from Mobile Application.

- Citizen can create self-profile on online portal to avail these benefits. Once self-profile is created the user can avail online facilities for any notified services anytime by using the same profile.
- This portal facilitates to make online fees payment, upload required documents.
- Grant final certificate in citizen registered profile and one copy is forwarded to Digital-Locker.
- Citizen can also track the status of applied application through online portal.
- Any third party can verify certificate received online through Aaple Sarkar Service Portal.
- It generates unique number for the application and acknowledgement immediately.

3.1.1 Self-service portal

All the services that can be availed at the Aaple Sarkar Seva Kendras can also be availed through the self-service portal <https://aaplesarkar.mahaonline.gov.in>. It enhances the reach of the citizen services. To facilitate online application for services & creation of self profile. 32,075 Aaple Sarkar Seva Kendra have been established in the state. The technical architecture of Aaple Sarkar Seva Service Portal is such that all the services were launched simultaneously at both the service channels – Aaple Sarkar Seva Kendras and Aaple Sarkar Service Portal. The MahaOnline team is providing training to the Aaple Sarkar Seva Kendras VLE on how to use Aaple Sarkar Service Portal to provide government services. A total of 28, 29,795 persons have created self-profile on Aaple Sarkar Service Portal until 31st March 2020.

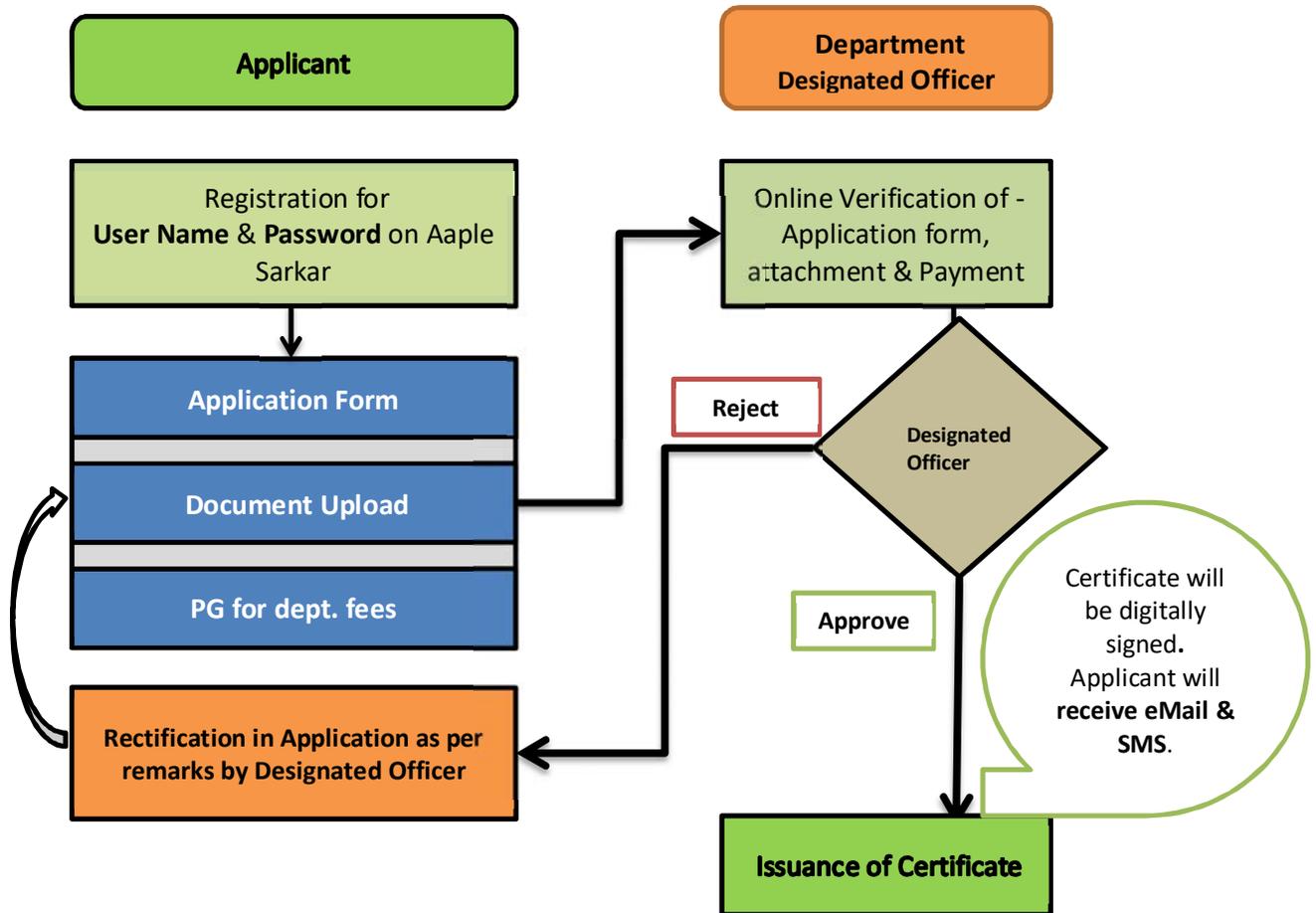
3.1.2 Process Re-engineering

The backend integration of the processes requires business process re-engineering (BPR). In the absence of process re-engineering IT adoption adds additional process layer. BPR was done simultaneously in multiple departments. It was done through brainstorming sessions between a department's team & MahaOnline team. All the departments have gone through the BPR exercise.

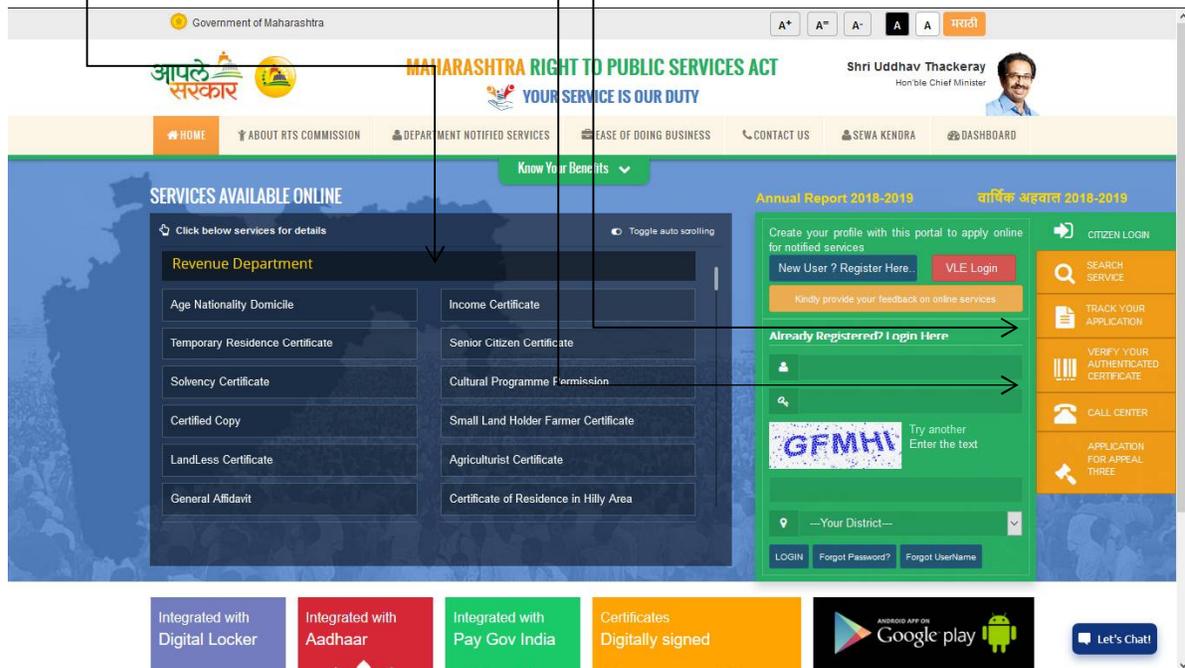
3.1.3 Digital Workflow

The entire workflow of departments has been made digital, with no manual process in place anymore. For instance, if a citizen makes an online application for obtaining a document, such as an income certificate, the entire workflow would be digital and there is

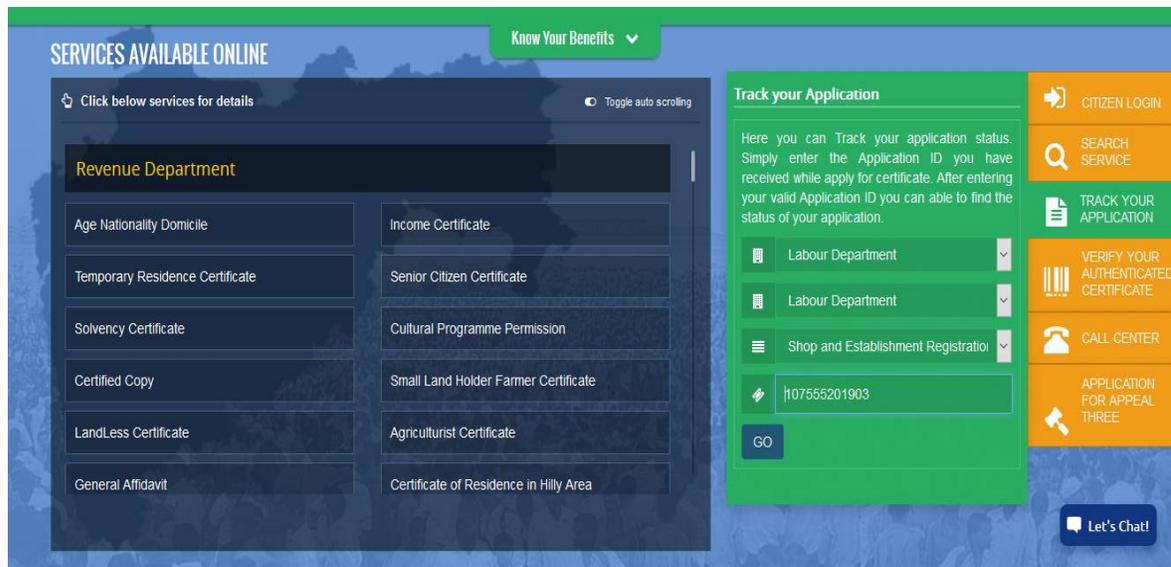
no movement of papers. The officers involved in the process would update the action taken on the service request online. The citizen can then check the status online and get to know at what stage the application is pending.



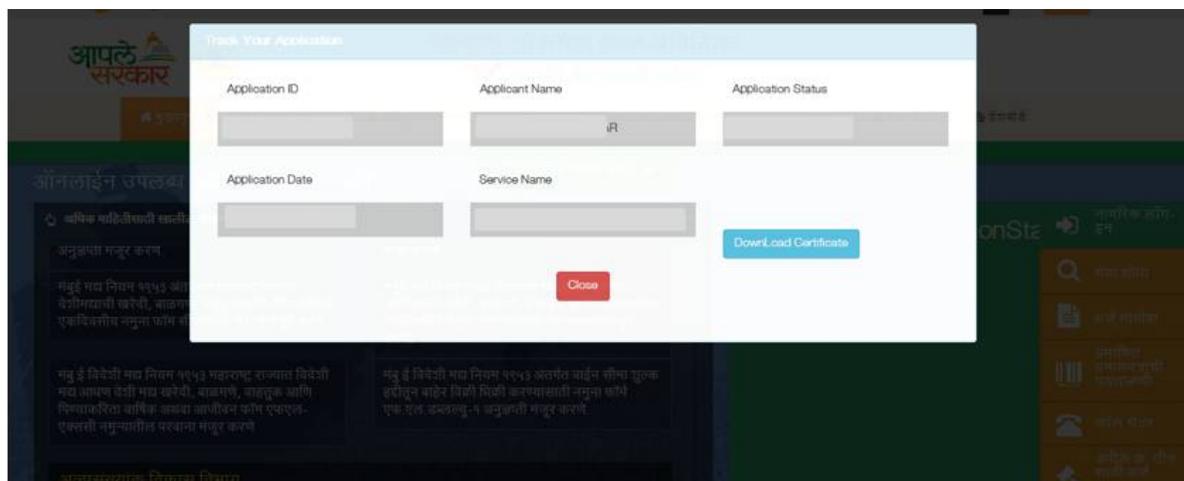
- Home – Page information of aaplesarkar.mahaonline.gov.in
- Language Option (Marathi & English)
- Detail of RTS Services,
- verify approved application for authentication
- Citizen Can Track applied application



Track applied Application from Aaple Sarkar Portal - Applicant can **Track the application status**. Simply enter the Application ID which is received while apply for certificate. After entering valid Application ID user can able to find the status of applied application without entering of login credentials.



After submission of details, **Authenticated application details and status of application will auto populate.**



Verify authenticated Certificate from Aaple Sarkar Portal- Any third party can verify certificate received online through Aaple Sarkar portal for authentication and validation propose. In Verification process user has entered require details in verification window like department name, certificate barcode number and Submit.

After submission of details, Authenticated Certificate details will auto populate for verification.

About RTS Commission – Provides Brief information about RTS Commission & also Citizen can download Maharashtra Right to Public Services Act, 2015 and Rules.

- Department Notified Services – Citizen can download information regarding Notified Services which contain information about stipulated time period, details of Designated Officer and Appellate Authorities.

Government of Maharashtra





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[ABOUT RTS COMMISSION](#)
[DEPARTMENT NOTIFIED SERVICES](#)
[EASE OF DOING BUSINESS](#)
[CONTACT US](#)
[SEWA KENDRA](#)
[DASHBOARD](#)

Know Your Benefits

DEPARTMENT NOTIFIED SERVICES

Click on departments to know more

Agriculture

DEPARTMENT OF ANIMAL HUSBANDRY , DAIRYING & FISHERIES

DEPARTMENT OF FISHERIES

Sr. No.	Department	Public Service	Time limit for providing Service (Days)	Designated Officer	First Appellate Officer	Second Appellate Officer	Services available in Aaple sarkar
1	DEPARTMENT OF FISHERIES	Issuance of Fishing permit to fishermen	13	ACF-Assistant commissioner of fisheries	Regional Deputy Commissioner	Commissioner of fisheries	Yes
2	DEPARTMENT OF FISHERIES	Online service for registration of fisheries society	30	Assistant Registrar	Deputy Registrar	Commissioner of fisheries	Yes
3	DEPARTMENT OF FISHERIES	Issuance of fishing permit to fishermen	13	ACF-Assistant commissioner of fisheries	Regional Deputy Commissioner	Commissioner of fisheries	Yes

3.1.4 Steps for Aaple Sarkar Service Portal Registration





[HOME](#)
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[EASE OF DOING BUSINESS](#)
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Know Your Benefits

SERVICES AVAILABLE ONLINE

Click below services for details

Toggle auto scrolling

Labour Department

- Registration of Shop and Establishment
- Renewal of Registration Shop and Establishment
- Registration for Principal Employer
- Contract Labour License New Registration
- Contract Labour License Renewal
- Beedi & Cigar License
- Registration of Factory
- Factory Renewal
- Transfer of Ownership of Steam Boiler within Maharashtra
- Issue of Duplicate Certificate for boiler / economiser /welders certificate

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Create your profile with this portal to apply for notified services

New User ? Register Here

VLE Login

Give your feedback on online services

Already Registered? Login Here

SVCS

Try another Enter the text

---Your District---

LOGIN

Forgot Password?

Forgot UserName

CITIZEN LOGIN

SEARCH SERVICE

TRACK YOUR APPLICATION

VERIFY YOUR AUTHENTICATED CERTIFICATE

CALL CENTER

APPLICATION

A) Click the link “New User? Register Here...

B) Select any one mode from given options to create user name and password i.e. User ID and Password by verifying UID or Create own user profile using OTP verification on your mobile number

CREATE YOUR PROFILE WITH THIS PORTAL TO APPLY ONLINE FOR NOTIFIED SERVICES UNDER MAHARASHTRA RIGHT TO PUBLIC SERVICES ACT 2015

- ▶ Information entered on this page will be used as base for most certificates that will be issued by the Government. Please take your time and patiently fill up all the details. Please take special care to recheck spellings in all information that you enter. You can also later modify and alter information on this page.
- ▶ For Marathi Keyboard Press CTRL + Y.
- ▶ Kindly double click on typed word to get options.

SELECT ANY ONE FROM BELOW GIVEN OPTIONS TO APPLY ON THIS PORTAL



C) Option 1 – Register by using Aadhaar Number.Or

Option 2- Fill Aaple Sarkar Service Portal Registration form in 6 steps i.e.

Step 1 - Applicant Detail

1 Applicant Detail

Salutation *	Full Name(English) *	Full Name(Marathi) *	
Mr	nikar	नर	
Father's Salutation *	Father's Name(English) *	Father's Name(Marathi) *	
Mr		†	
Date of Birth *	Age *	Gender *	Occupation
21/03/1968	28	M	Government Empl

Step 2 - Applicant's Address

2 Applicant's Address [As per document]

Address (English) *	Address (Marathi) *	Street (English)	Street (Marathi)
A -1	ए-१	Ward A	वार्ड ए
Section (English)	Section (Marathi)	Building (English)	Building (Marathi)
vashi	वाशी	Navi Mumbai	नवी मुंबई
Landmark (English)	Landmark (Marathi)	District *	Tauka *
		Mumbai City	Ward ABCD
Village *	Pincode *		
Abcd-400001	444444		

Step 3 - Mobile No & Username Verification

3 Mobile No. & Username Verification

10 digit Mobile Number *	One Time Password (OTP) *	PAN No	UID Number
+ 91 0980000121 <input type="button" value="Send OTP"/>	324567		
User Name *	Email ID		
AmeyaSarvankar	ameyasarvankar@gmail.com		
Password *	Confirm Password *		
*****	*****		

Password must contains one digit from 0-9, and contains atleast one lowercase character and one uppercase character, Must contains one special symbols in the list @#% and Password length atleast 7 character and maximum 20 character Example- Citizen@123

Step 4 - Upload Photograph

4 Upload Photograph

Instructions for issued photo:

- 1 The size of the photograph should fall between 5KB to 20KB
- 2 Photograph Format should be JPEG.
- 3 The width of the photograph should be 160 pixels.
- 4 The height of the photograph should fall between 200 to 212 pixels.

Add Photo

Crop Photo

If you dont have photo in this mentioned size you can go through the below link to upload & crop photo. Steps are as below

- Click on below link which will get you crop page
- Select option for "Crop photo"
- Upload your photo
- resize your photo and fit it inside the red mark given
- After resizing click on "crop image" and then click on "Download button" to get the photo

Step 5 - Proof of Identity (Any -one)

5 Proof Of Identity (Any -1)

Document Format should be JPEG/ PDF.

The size of the documents between 75 KB to 100 KB.

<input checked="" type="checkbox"/> PAN Card	<input type="checkbox"/> Voter ID Card (POI)	<input type="checkbox"/> Passport (POI)
<input type="checkbox"/> Aadhaar card .jpg	<input type="checkbox"/> Aadhaar Card (POI)	<input type="checkbox"/> Driving License (POI)
<input type="checkbox"/> Government / Semi - Government ID Proof	<input type="checkbox"/> MNREGA Job Card	<input type="checkbox"/> RSBY Card

Step 6 - Proof of Address (Any -one)

6 Proof Of Address (Any -1)

Document Format should be JPEG/ PDF.

The size of the documents between 75 KB to 100 KB.

<input checked="" type="checkbox"/> Ration Card	<input type="checkbox"/> Passport (POA)	<input type="checkbox"/> Aadhaar Card (POA)
<input type="checkbox"/> Aadhaar card .jpg	<input type="checkbox"/> Driving License (POA)	<input type="checkbox"/> Voter ID Card (POA)
<input type="checkbox"/> Extracts of 7/12 and 8 A	<input type="checkbox"/> Property Tax Receipt	<input type="checkbox"/> Property Agreement Copy
<input type="checkbox"/> Water Bill	<input type="checkbox"/> Electricity Bill	<input type="checkbox"/> Telephone Bill
<input type="checkbox"/> Rent Receipt		

I declare that that above mentioned information submitted by me is true and correct to my knowledge and belief. I hereby agree to be liable for legal consequences for any information found incorrect or false under section 200 of Indian penal code 1960.

I accept

[Register](#) [Back](#)

D) After login with User Name & Password, on left side user can see Department names like Agriculture, Home Department, Industries Energy and Labour Department, on selection of department user will get list of services of respective department for application.

The screenshot displays the Maharashtra Right to Public Services Act portal. At the top, it features the state logo, the text 'MAHARASHTRA RIGHT TO PUBLIC SERVICES ACT', and the slogan 'YOUR SERVICE IS OUR DUTY'. A profile picture of Shri Uddhav Thackeray is also visible. The left sidebar contains navigation options like 'Home', 'Application for Third Appeal', and various departments. The main content area shows a 'YOUR TRANSACTION HISTORY' table with the following data:

Sr.No	Application ID	Service Name	Payment Date	Current Status	Pending User Action	Payment Receipt	Maximum Days For Issuing Certificate	Expected Service Delivery Date	Actual Service Delivery Date	Appeal	Rejection Status
1	101465852103	Shop and Establishment Registration		Document Pending		View Download	1			Appeal	Rejection Reason
2	130586	Issue of Dealer License		Document Pending		View Download	7	05/11/2020		Appeal Appeal History	Rejection Reason
3	2050365814100000018	D Ed Mark Sheet Second Copy		Payment Pending		View Download	15			Appeal	Rejection Reason
4	100119200015820	BPP Letter		Payment Pending	Make Payment	View Download	21	05/11/2019	10/10/2019	Appeal	Rejection Reason
5	19582910000004	Fishing Vessel Registration		Document Pending		View Download	0			Appeal	Rejection Reason

E) User can file an Online Appeal through Aaple Sarkar portal, in case of a delay in providing the services or denial of the services without adequate justification, citizens can file first Appeal and second Appeal with appellate authorities within the department and third and final Appeal can be filed before this commission.

3.2 Information about Aaple Sarkar Service Portal and Mobile App

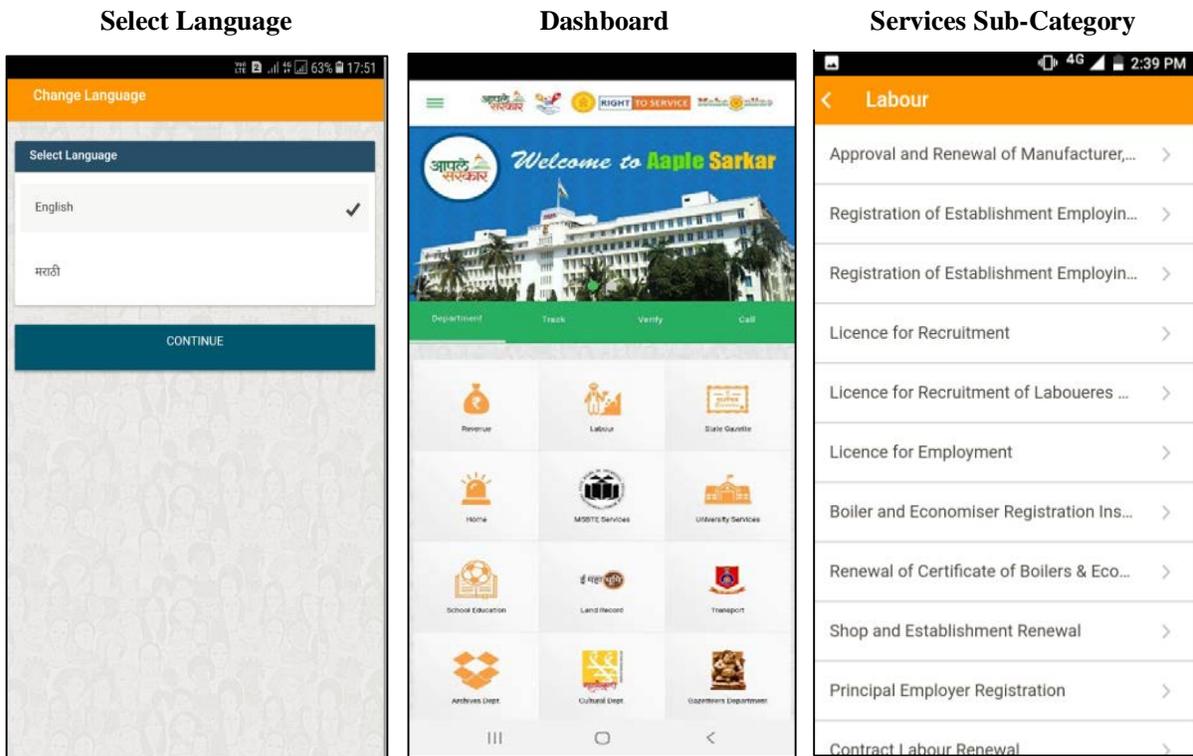
A mobile app named RTS Maharashtra has been developed for availing the notified public services under the Maharashtra Right to Public Service Act, 2015. Citizens can apply online, track the application status, and verify the authenticity of certificates issued to them. This makes the Aaple Sarkar Service Portal a citizen friendly application and the citizens can avail the services anywhere anytime. Even without the Mobile App, the applications can be accessed by the citizens through a mobile browser in a seamless manner. RTS Maharashtra is accessible through Android & I-Phone system for free in two languages i.e. Marathi & English.

3.2.1 Select Language

At the start of RTS Mobile User has to select Language option i.e. English or Marathi.

3.2.2 Dashboard & List of Online Services

This provides information of RTS Mobile App like information about RTS Act, list of department & Services which are available under this act.



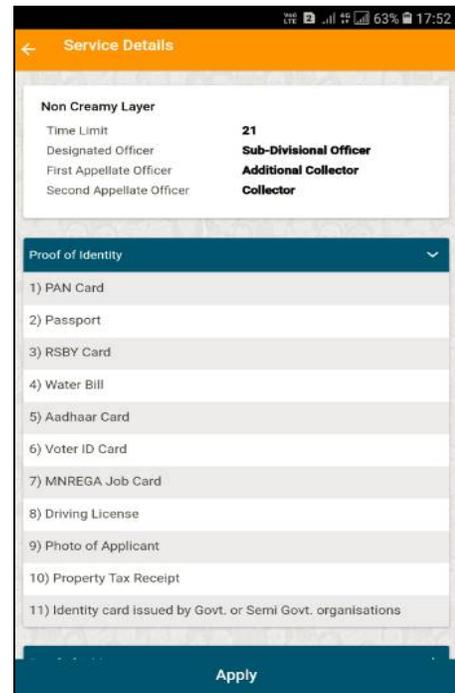
3.2.3 Sub category details

This provides information of each service, Time Limit for disposal of service, Designated Officer designation, First & Second Appellate Authorities designation & the list of documents which are required with the application.

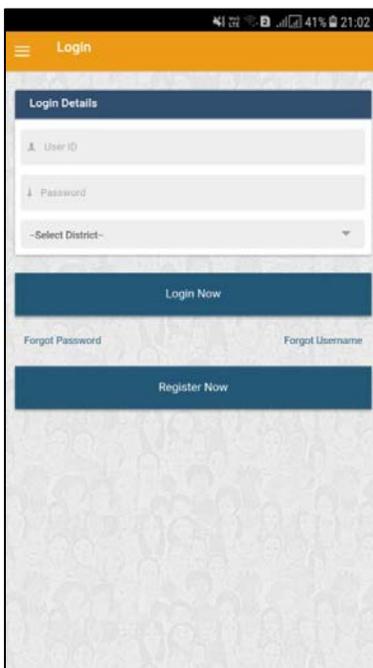
3.2.4 Login and Registration

User can register through Mobile application with two methods i.e. Using Aadhaar Number or Detail Registration.

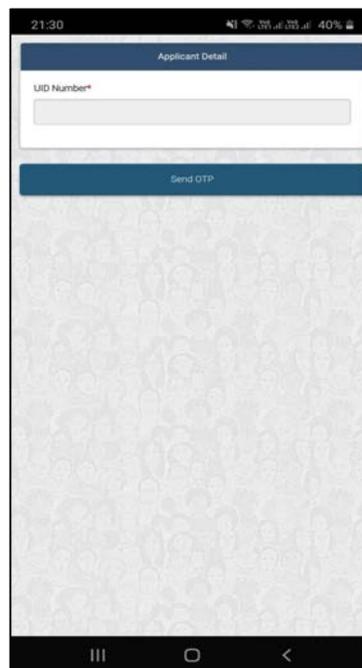
Sub Category Details



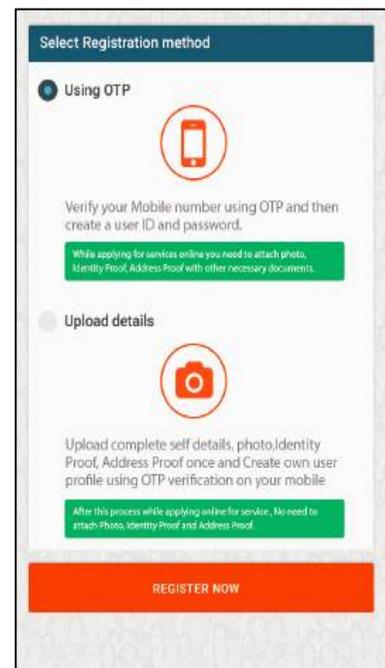
Login



Aadhaar Number

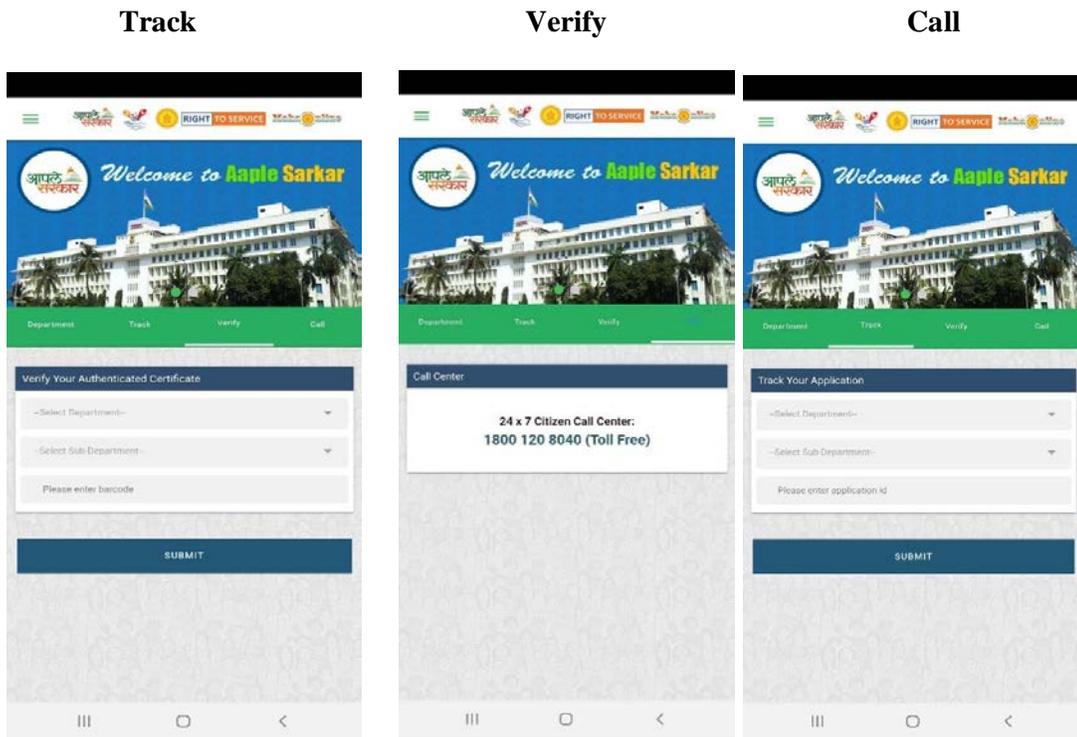


Registration

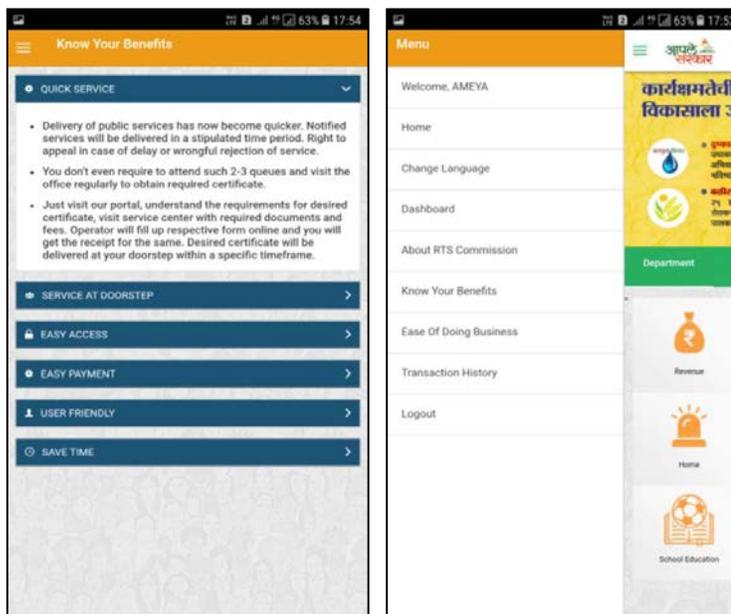


3.2.5 Track / Verify / Call

User can track the status of applied application through online portal & any third party can verify certificate received online through Aaple Sarkar Portal for authentication and validation purpose.

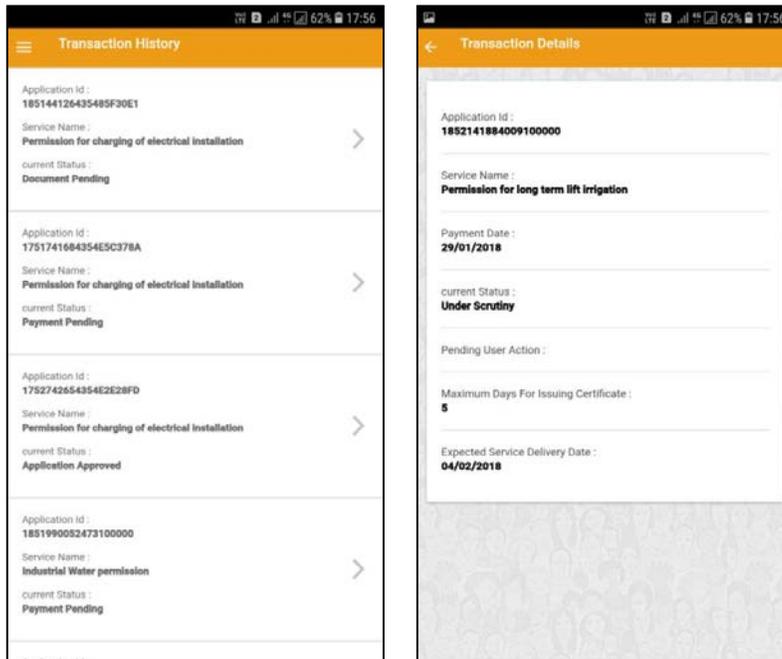


3.2.6 Benefits



3.2.7 View Transaction History

User can access applied applications history through Transaction History option.



It is very encouraging to observe that the number of online applications for public services has been increasing rapidly. It is observed that 28,29,795 (up-to March 2020) applicants have registered and created self-profile. Total 8,26,45,643 applications for public services have been received online. As per section 7 of MRTPS Act, the Government shall encourage and aspire all the Public Authorities to utilize Information Technology to deliver their respective public services within the stipulated time limit. The Commission would like to insist on the implementation of the aforesaid provision.

Chapter IV:

Training & Capacity Building

4.1 Training & Capacity Building

Training is an important part in the implementation of any new policy or technology. It enables Staff and Officers to perform effectively and with better efficiency. The MRTPS Act, 2015 Section 20 (4) has stipulated that all the Designated Officers and the Appellate Authorities shall undergo periodic training for the effective implementation of the Act. The Act also mentions that government will make adequate provision for the training. It has been decided that the training on the MRTPS Act will be integral part of the syllabus of the foundation training for all officers. As such, training becomes a vital component for the effective implementation of the Act.

4.2 Orientation Training by YASHADA

Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune is an apex training institute for the Government of Maharashtra. The academy is implementing State Training Policy (STP) since 2011 under which various training programmes are designed and executed through Regional Administrative Training Institutes (RATIs) and District Administrative Training Institutes (DATIs).

4.2.1 Awareness Training Phase I (2015-16)

After the enactment of the MRTPS Act, YASHADA was given the responsibility for creating awareness among government employees for the implementation of the Act. YASHADA designed contents for training programme which was called “Orientation Training Program on Maharashtra Right to Public Services Act, 2015” and was to be implemented in a campaign mode.

After analyzing training needs, specific clauses and other contents from the Act were finalized for the inclusion in training. Accordingly, related documentaries/films were selected, reading materials containing provisions of the Act, and presentations and frequently asked questions along with the model answers were prepared. After this initial preparation first state level Training of Trainers (ToT) Workshop was conducted on 30th September 2015 and second ToT Workshop was conducted on 5th October 2015 at YASHADA. Through this programme 130 state level trainers were developed and these

trainers conducted district level ToTs during 2015 across 36 districts and developed 2,815 district level trainers or resource persons for further training.

For the purpose of creating general awareness about the Act and important provisions in it the above mentioned trainers conducted Phase I training for government staff and officers during and imparted training to 28,733 participants. Similarly, in Phase II training was imparted to 52,779 participants. These efforts of YASHADA were appreciated and recognized by the Department of Personal and Training, Government of India by awarding “Excellence in Training” for the year 2015-16.

4.2.2 Awareness Training Phase II (2016-17)

After creating general awareness about the MRTPS Act, 2015 among the government employees a need was felt to impart training to the Designated Officers of the departments. In the year 2016-17 YASHADA developed department wise master trainers in the subject. The Revenue Department, Rural Development and Panchayatraj Department, Animal Husbandry Department, Fisheries & Dairy Development Department and the Women and Child Development Departments were selected.

Table 4.1 Training Programmes by YASHADA 2016-17

Department	Trainer	Trainee
Revenue	81	7,298
Animal Husbandary, Fishries and Dairy Development	138	3,077
Rural Development and Panchayat Raj	125	12,943
Women and Child Development (ICDS)	131	90, 305
Agriculture, Home (Police) Police and Other	0	8313
Total	475	1,21,936

4.2.3 Awareness Training Programme during Foundation Training Programme

During the year 2019-20 total 5,764 (1,711 Group “A” and 4,053 Group “B” and “C”) officers were given awareness training by YASHADA. However, since 2015 till 31st March 2020 YASHADA has trained in all 2,37,343 officers.

Table 4.2 Year wise Trainee officers Group “A”, “B” and Group “C”

Sr No	Year	Trainee Officers Group “A”	Trainee Officers Group “B” and “C”
1	2015-16	652	84,278
2	2016-17	359	1,21,926
3	2017-18	1366	13,804
4	2018-19	1058	8,136
5	2019-20	1711	4,053
	Total	5146	2,32,197

4.3 Technical Training by Mahaonline

For the implementation of MRTPS Act 2015 Mahaonline - A Joint venture between State Government and the Tata Consultancy Services is appointed as system integrator to develop online portal to process end to end online application and integration with other department.

Mahaonline Business Analyst was allotted to every department to understand the process of public services which contributed in standardization of application form, rate harmonization and to develop business process re-engineering of process flow. Mahaonline carried out this activity so that it could bring about ease of doing application to citizen on Aaple Sarkar Service Portal. A post development hands on training was organized for all department Nodal officers.

At district level Mahaonline has appointed district co-ordinator in each district to co-ordinate with field level department officers. District co-ordinators of district conducted more than 445 trainings to district and taluka level officers of departments.

- These trainings covered reviewing the application form and documents to be attached.
- Utilization of tracking and third party verification mechanism.
- Training to Designated Officer for department level process flow.
- Training to Appellate Authority for appeal level process flow.
- Dashboard trainings for MIS Reports.

Training Statistics: Technical training was provided by Maha-IT for various departments. Mahaonline has^[ht9] conducted 445 training programmes and imparted training to 5,004 officers and staff.

During 2019-20 YASHADA imparted training to 5,764 officers and Mahaonline imparted training to 5,004 Officers. Thus in 2019-20 a total of 10,768 Officers received training

Chapter V:

Use of Right to Public Service by Citizens

5.1 Department wise Notified Services

Out of total 31 Departments, 26 Departments have notified 486 services under the Right to Public Services Act. There are 4 departments that have notified the highest number of services – Industry, Labour & Energy Department (73), Revenue and Forest Department (63), Urban Development Department (57), Home and Transport Department (52). There are 5 Departments that have not notified any services – General Administration Department; Planning Department; Parliamentary Affairs Department; Marathi Language Department, Other Backward Classes, Social and Educational Backward Classes, Vimukta Jatis, Nomadic Tribes and Special Backward Classes Welfare Department.

Table 5.1: Department wise List of Notified Services (As on 31st March 2020)

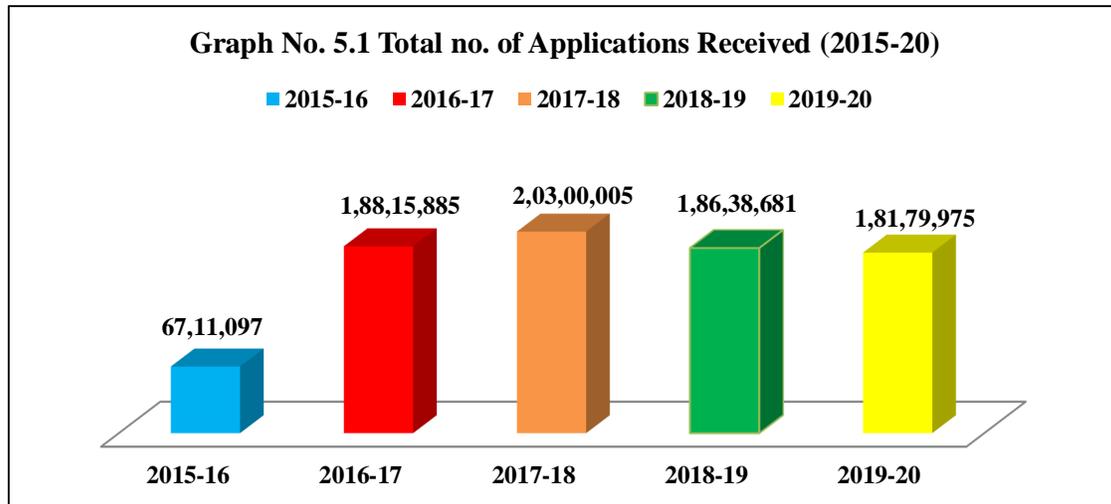
S.No.	Name of Department	Name of Sub-Department	Total Notified Services
1	Home and Transport Department	Home Department	17
		Transport Department	14
		State Excise	14
		Maharashtra Maritime Board	7
2	Revenue & Forest Department	Revenue Department	20
		Land Records Department	18
		Forest Department	11
		Department of Registration and Stamps	14
3	Agriculture, Animal Husbandry, Dairy Development & Fisheries Department	Agriculture – Vidyapeeth	09
		Agriculture Department	15
		Animal Husbandry and Dairy Development Department	16
		Fisheries Development Department	
4	Urban Development Department	Urban Development Department	57
5	Law and Judiciary Department	Law and Judiciary Department	04
6	Rural Development & Panchayat Raj Department	Rural Development Department	13
7	Soil & Water	Soil & Water Conservation Department	08

S.No.	Name of Department	Name of Sub-Department	Total Notified Services
	Conservation Department		
8	Food, Civil Supplies & Consumer Protection Department.	Food, Civil Supplies & Consumer Protection Department	18
9	Housing Department	MHADA	12
		Mumbai Building Repairs and Reconstruction Board	04
		Slum Rehabilitation Authority	04
10	Women & Child Development Department	Women & Child Development Department	13
11	Skill Development and Entrepreneurship Department	Skill Development and Entrepreneurship Department	02
12	Minority Development Department	Minority Development Department	01
13	Industry, Energy and Labour Department.	Industry Department	10
		MIDC	07
		Directorate of Government Printing & Stationary	02
		Labour Department	41
		Energy Department	10
		MSEDCL	03
14	Finance Department	State Goods and Services Tax Department	04
15	Water Resources Department	Water Resources Department	10
16	Dept of Co-Operation, Marketing and Textiles	Dept of Co-Operation, Marketing and Textiles	05
17	Water Supply & Sanitation Department.	Maharashtra Jeevan Pradhikaran	02
		Groundwater Surveys and Development Agency (GSDA)	02
18	Public Health Department	Public Health Department	04
19	Social Justice & Special Assistance Department	Social Justice Department	12
20	Tribal Development Department	Tribal Department	02
21	School Education and Sports Department	School Education and Sport Department	12
22	Medical Education & Drugs Department	MEDD (AYUSH)	07
		Directorate Medical Education Research (DMER)	08
		MEDD (MIMH)	06
		Food Drug Administration (FDA)	04

S.No.	Name of Department	Name of Sub-Department	Total Notified Services
23	Tourism and Cultural Affairs Department	Tourism and Cultural Affairs Department	20
24	Higher and Technical Education Department	Maharashtra State Board of Technical Education	04
		Universities	06
25	Environment Department	Maharashtra Pollution Control Board (MPCB)	04
26	Public Works Department	Public Works Department. (PWD)	10
27	General Administration Department	General Administration Department	Nil
28	Planning Department	Planning Department	Nil
29	Parliamentary Affairs Department	Parliamentary Affairs Department	Nil
30	Marathi Language Department	Marathi Language Department	Nil
31	Other Backward Classes, Social and Educational Backward Classes, Vimukta Jatis, Nomadic Tribes and Special Backward Classes Welfare Department.	Other Backward Classes, Social and Educational Backward Classes, Vimukta Jatis, Nomadic Tribes and Special Backward Classes Welfare Department.	Nil
	31	52	486

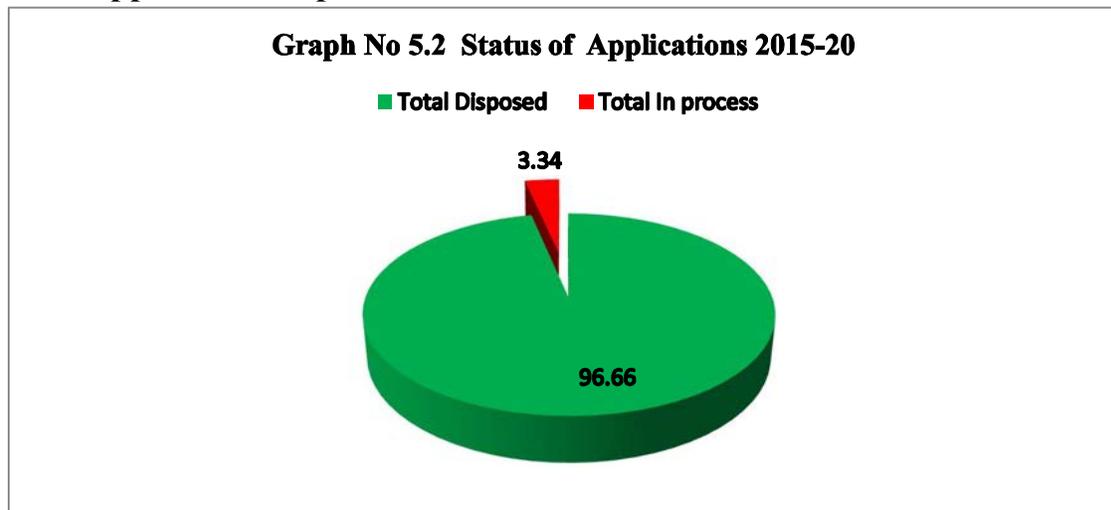
5.2 Status of Applications Received and Disposed

The review of total status of applications for the duration of October 2015 to March 2020 shows that 8,26,45,643 applications were received by all the 31 Departments.



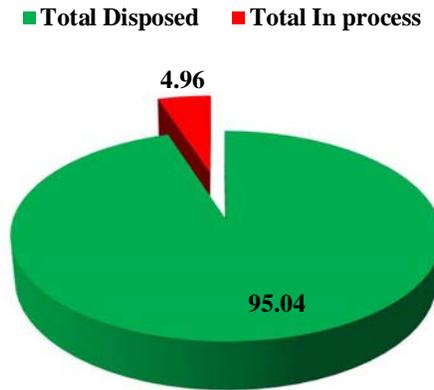
Note :- The main reason for shortfall of applications during 2018-19 and 2019-20 is due 7/12 extracts through separate “Mahabhulekh” portal of Revenue Department. Earlier 7/12 extracts were mostly issued through Aaple Sarkar Portal.

5.2.1 Application Disposed and In Process



During the period 2015-20, the total no. of applications received is 8,26,45,643, and disposal is 7,98,84,460. Thus 96.66 % of the applications have been disposed and 3.34 % were in process on 31st March 2020.

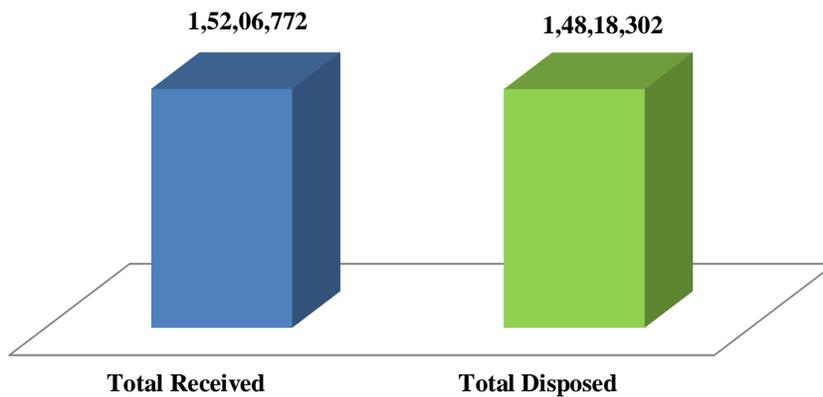
Graph No. 5.2 (A) Status of Applications 2019-20



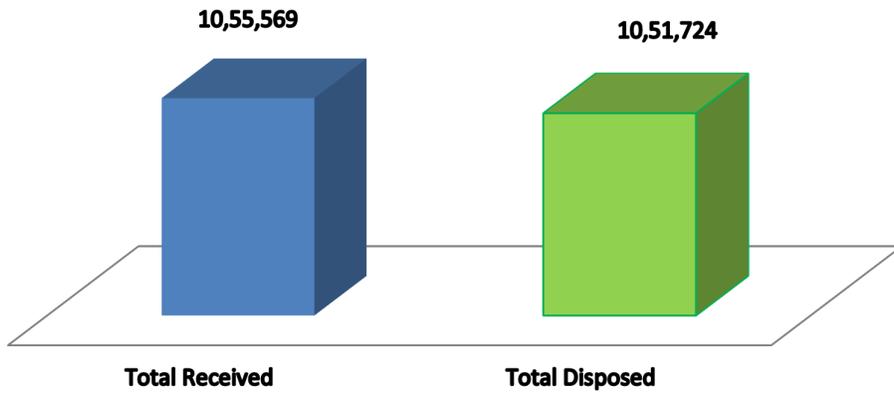
Out of the total applications 1,81,79,975 received during 2019-20 the disposal was 1,72,77,819. Thus, 95.04% of the applications have been disposed and 4.96% were in process on 31st March 2020.

The performance of every department varies from each other. Out of 31 Departments some Departments consistently top the list of applications received and disposed. Revenue Department has reported the highest number of applications received and disposed as shown in Graph No. 5.3. The other 2 Departments that are in top three are Labour Department shown in Graph No. 5.4 & Home Department shown in Graph 5.5.

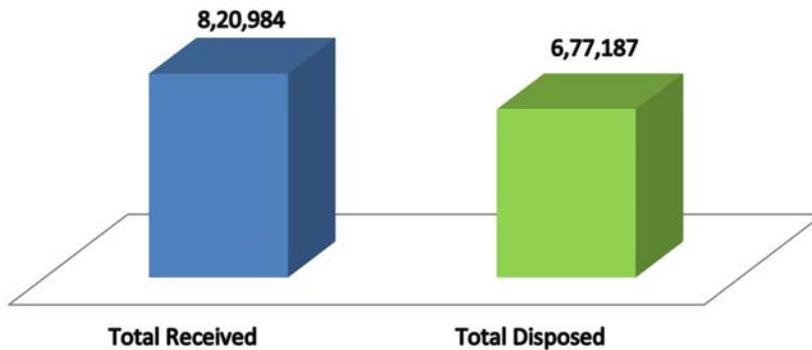
Graph No. 5.3 Total Applications Received and Disposed by Revenue Dept. (2019-20)



Graph No 5.4 Total Applications Received and Disposed by Labour Dept. (2019-20)

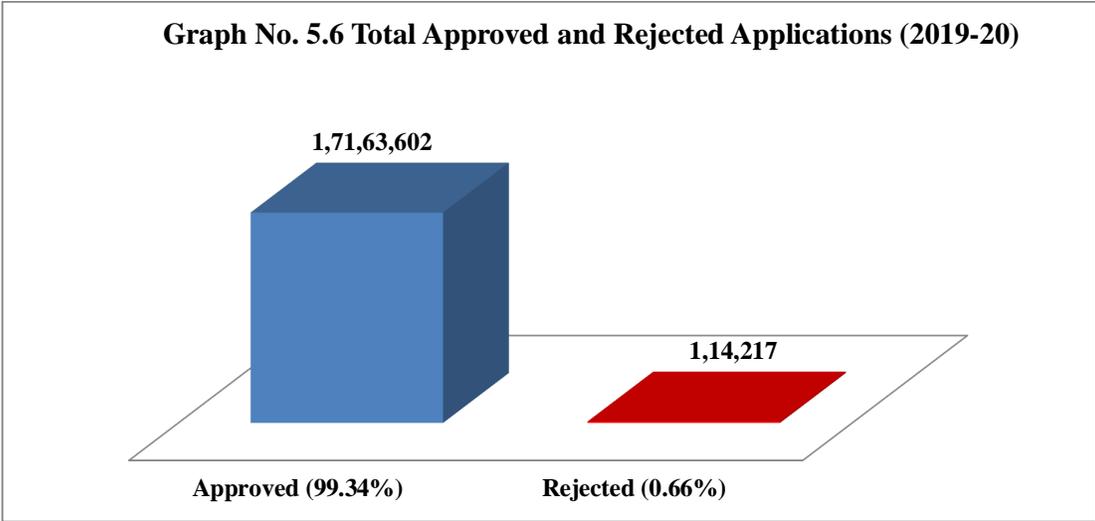


Graph No. 5.5 Total Applications Received and Disposed by Home Dept. (2019-20)

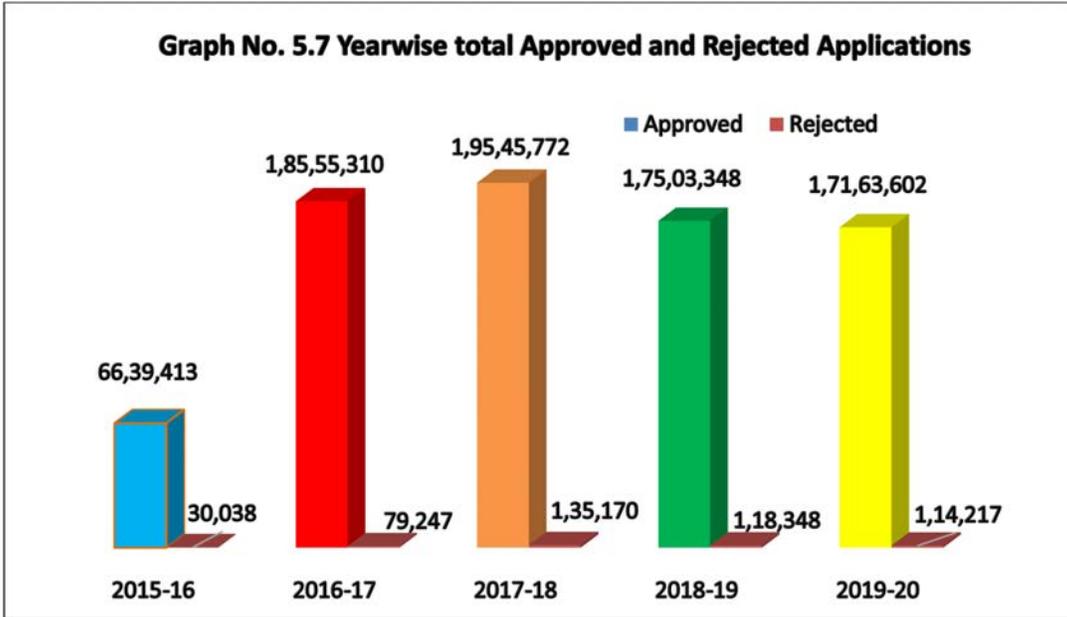


5.2.2 Applications Approved and Rejected

In the year of 2019-20 the total number of disposed applications is 1,72,77,819. Out of these disposed applications, approved applications were 1,71,63,602 i.e 99.34%. Hence it is seen that the percentage of applications rejected is only 0.66 %.This extremely low percentage of rejection deserved appreciation. The details of these applications can be seen in the Graph No. 5.6.



The yearwise number of the approved and rejected applications can be seen in the Graph No. 5.7



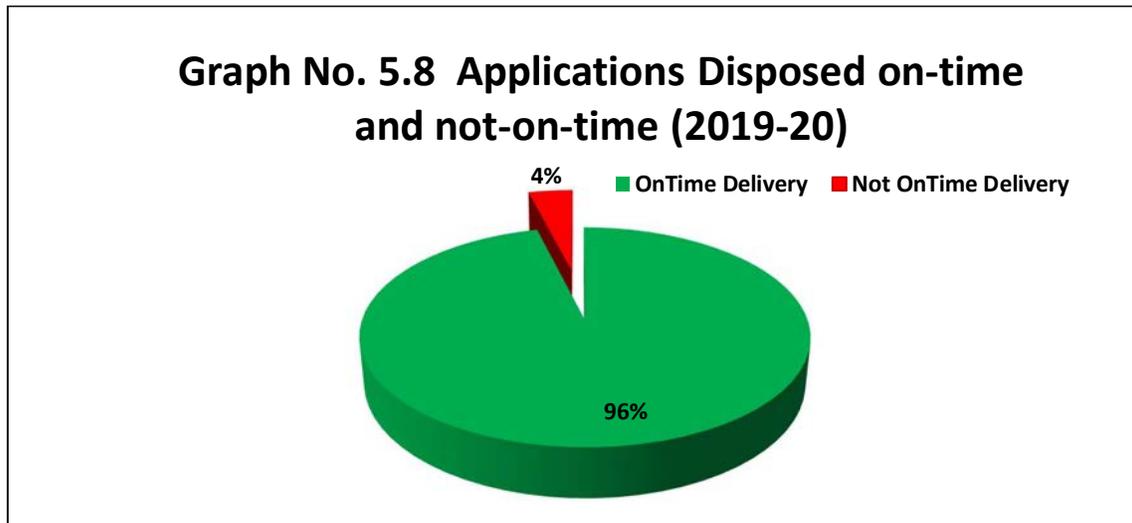
It is observed from the above graph that during the period 2015-20 in all years the rejection of applications for service continues to be very low consistently i.e. below one percent.

Table No. 5.2 Departmentwise Applications Received,Disposed,Approved and Rejected (2019-20)

S.No	Department	Recieved	Disposed	Approved	Rejected
1.	Revenue Dept	1,52,06,772	1,48,18,302	1,47,82,805	35,497
2.	Labour Dept	10,55,569	10,51,724	10,39,748	11,976
3.	Home and Transport Dept	8,20,984	6,77,187	6,77,172	15
4.	Social Justice and Special Assistance Dept	4,63,479	1,33,605	1,27,884	5,721
5.	Industries Dept	3,60,632	3,60,416	3,17,368	43,048
6.	Energy Dept	87,456	85,387	78,258	7,129
7.	Tribal Development Dept	69,005	66,579	60,714	5,865
8.	State Excise Dept	40,580	36,613	36,418	195
9.	Higher & Technical Education Dept	14,747	10,130	10,107	23
10.	Housing Dept	13,797	11,764	10,298	1,466
11.	Dept of Co-Operation, Marketing and Textiles	11,032	4,750	4,498	252
12.	Urban Development Department	7,620	2,851	2,214	637
13.	Maharashtra Pollution Control Board	7,611	7,286	5,994	1,292
14.	School Education and Sports Dept	6,417	2,793	2,033	760
15.	Food, Civil Supplies and Consumer Protection Dept	5,958	5,955	5,955	0
16.	Maharashtra Maritime Board	2,494	775	742	33
17.	Women And Child Development Department	1,589	0	0	0
18.	Law & Judiciary Dept	1,572	6	4	2
19.	Maharashtra Industrial Development Corporation	899	850	661	189
20.	Legal Metrology Department	740	58	58	0
21.	Forest Department	313	313	313	0
22.	Finance Department	249	244	244	0
23.	Minorities Development Department	171	103	100	3
24.	Agriculture Dept	136	4	0	4
25.	Department of Registration & Stamps (IGR)	116	116	8	108
26.	Water Resource Dept	18	5	5	0
27.	Slum Rehabilitation Authority	10	0	0	0
28.	Rural Development & Panchyat Raj Dept	6	3	1	2
29.	Water Supply and Sanitation	3	0	0	0
	Grand Total	1,81,79,975	1,72,77,819	1,71,63,602	1,14,217

Source: MahaOnline, 31st March 2020

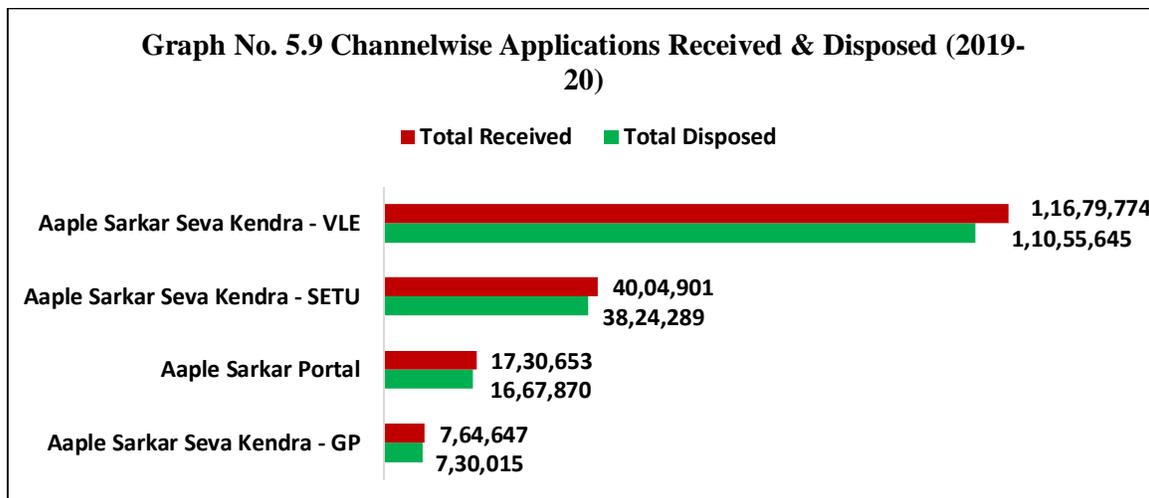
5.2.3 Applications Disposed on-time and not-on-time



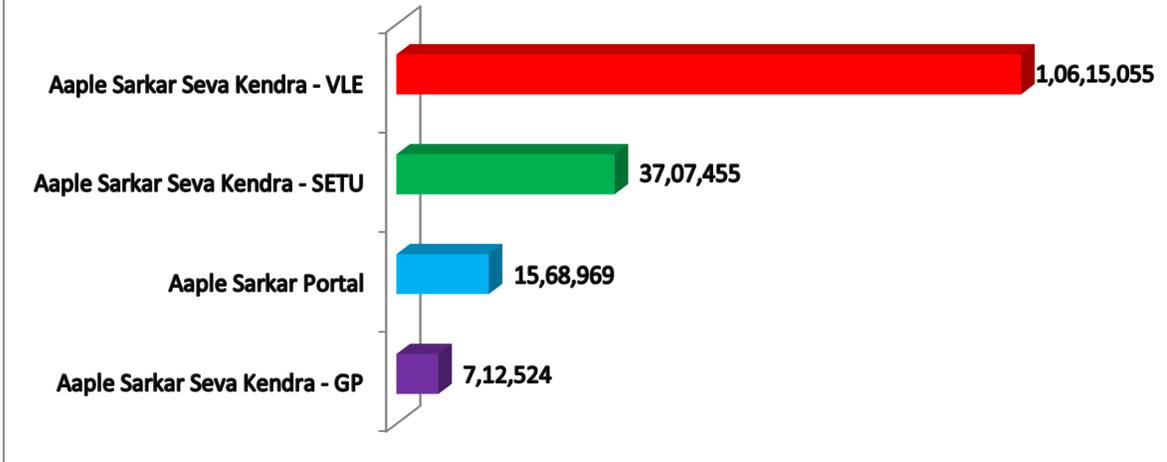
Out of the total applications 1,72,77,819 that were disposed by all the Departments in 2019-20, 96% applications were disposed on time.

5.3 Delivery Channel wise Applications Received and Disposed

The applications under the Right to Public Services Act were received through different channels across the state, namely – Aaple Sarkar Seva Kendra –VLE, Aaple Sarkar Seva Kendra – SETU, Aaple Sarkar Portal and Aaple Sarkar Seva Kendra – Gram Panchayat.



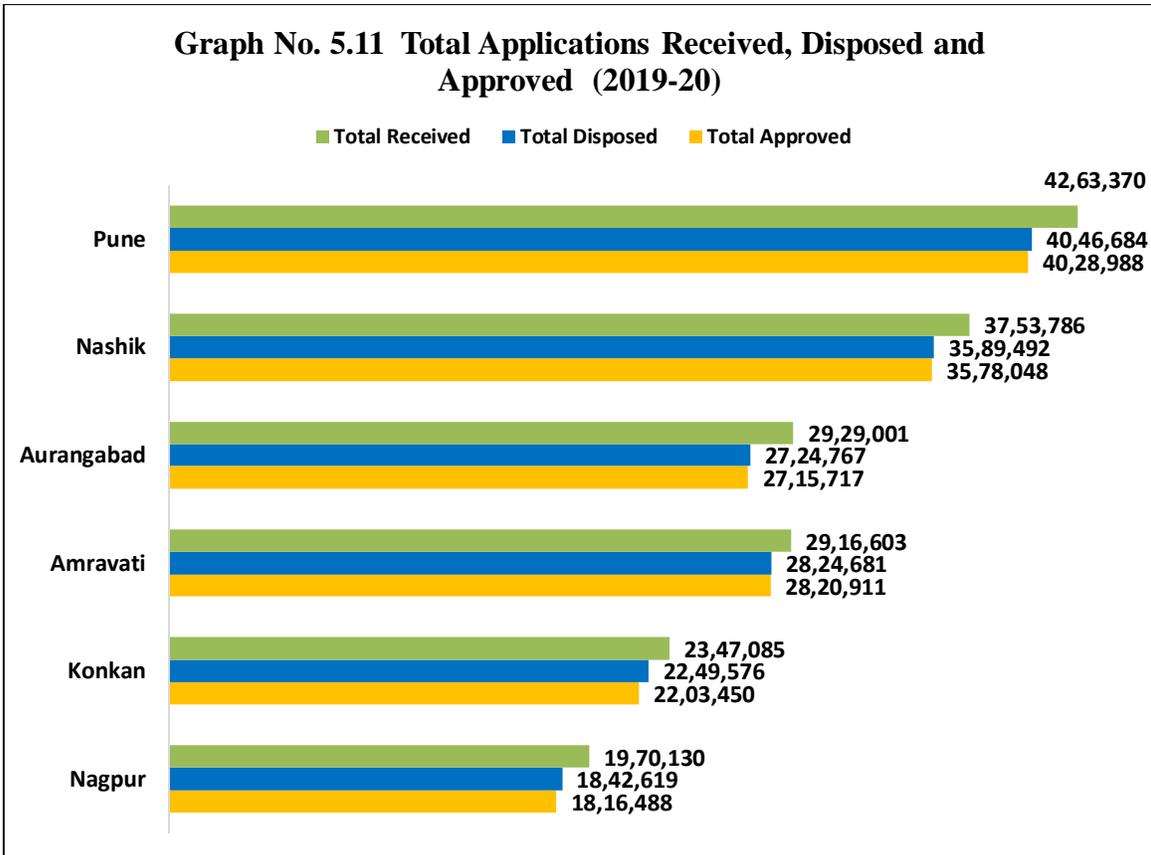
Graph No. 5.10 Channel wise Applications Processed On-time (2019-20)



5.4 Revenue Division wise status of services

The applications made under the Right to Public Services Act can be seen across Six Revenue Divisions. Amongst these Six Revenue Divisions it is observed that Pune Division is leading in the disposal and approval of the applications.

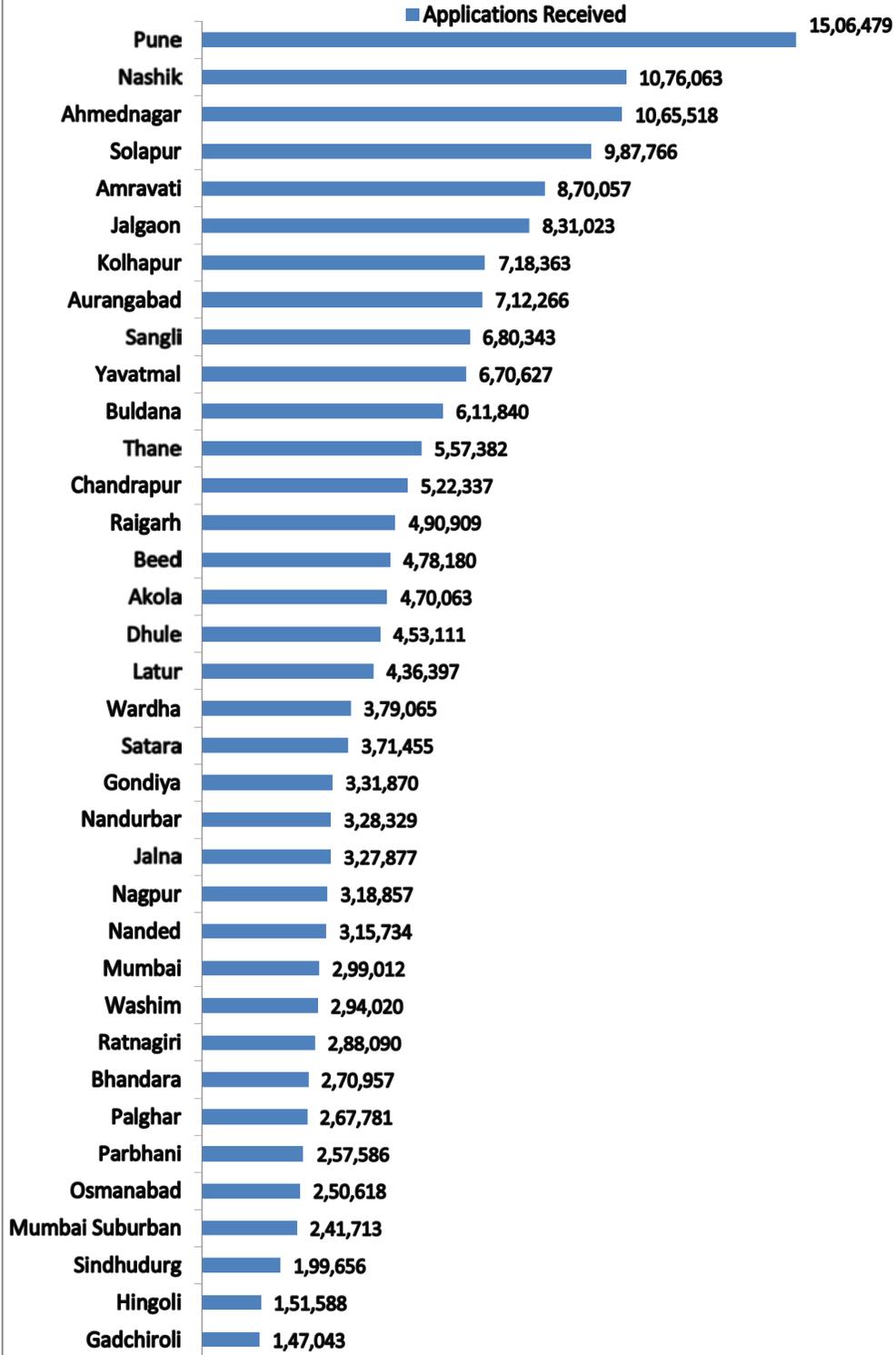
Graph No. 5.11 Total Applications Received, Disposed and Approved (2019-20)



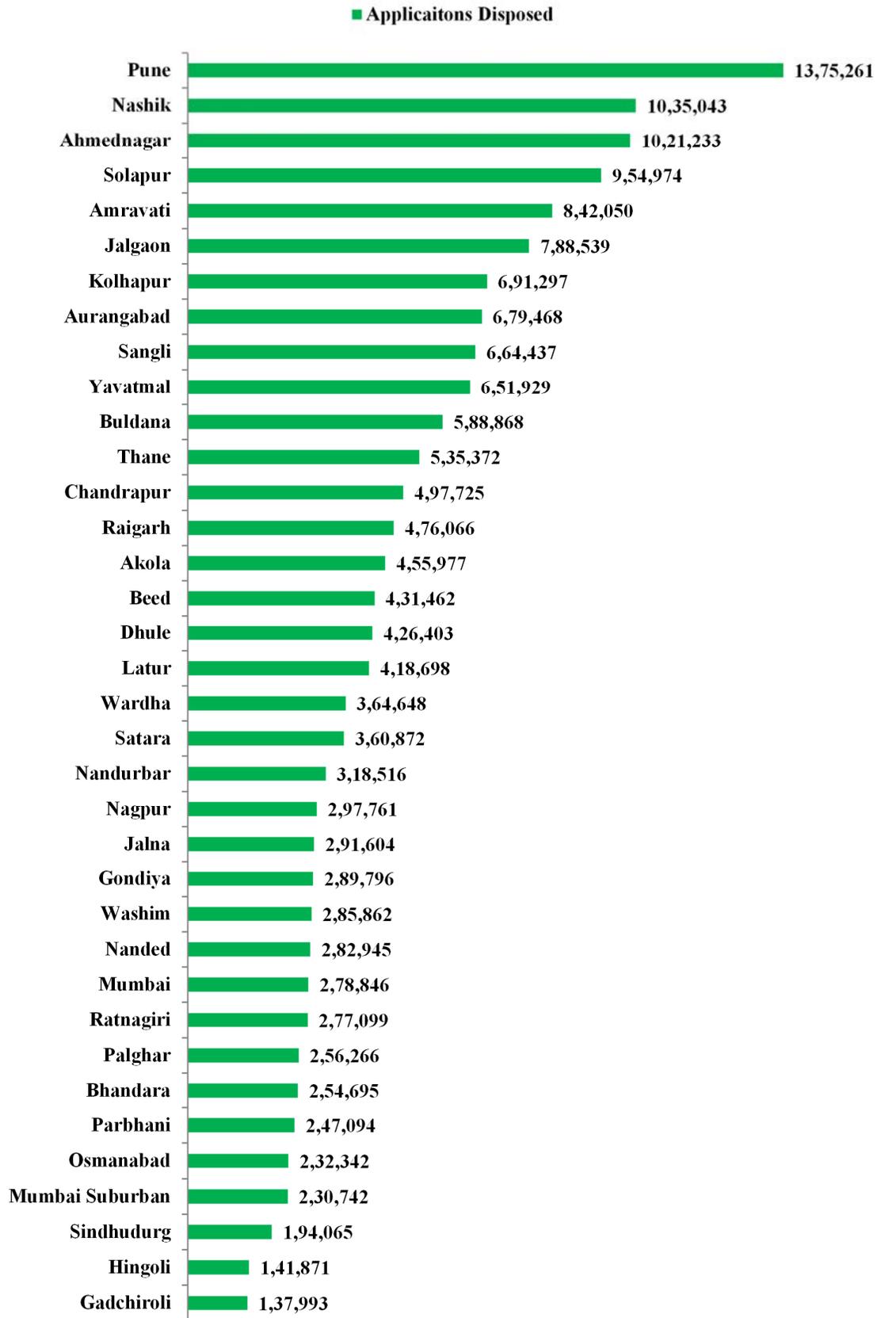
5.5 Districtwise Status of Application

An analysis of the number of applications received and disposal by the districts provides a further disaggregated picture. It is observed that Pune district has received and disposed highest no. of applications and ranks first. A detailed overview of the performance of the districts can be perused from the graphs in this section.

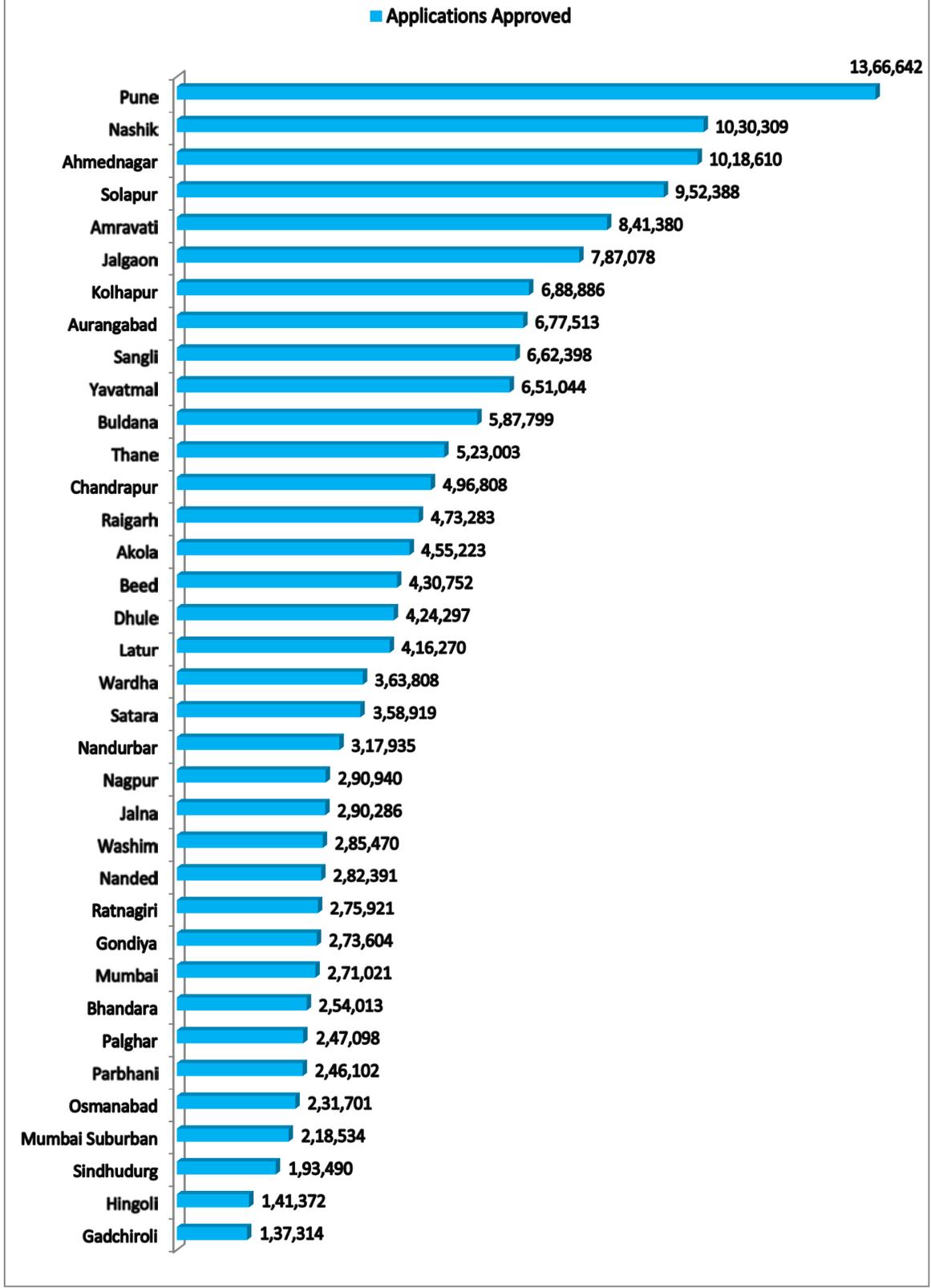
Graph No. 5.12 Districtwise Total Applications Received (2019-20)



**Graph No. 5.13 Districtwise Total Applications Disposed
(2019-20)**

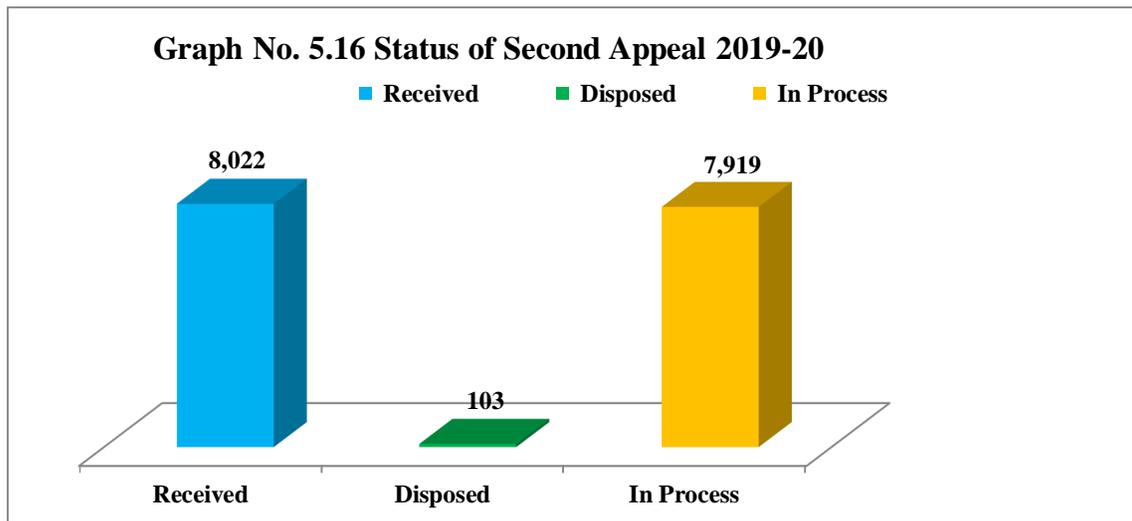
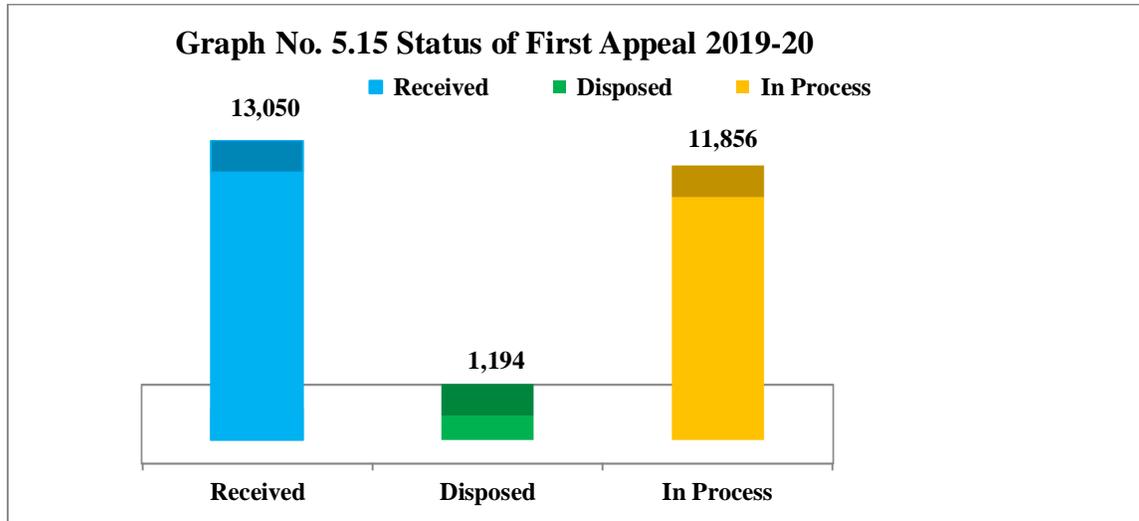


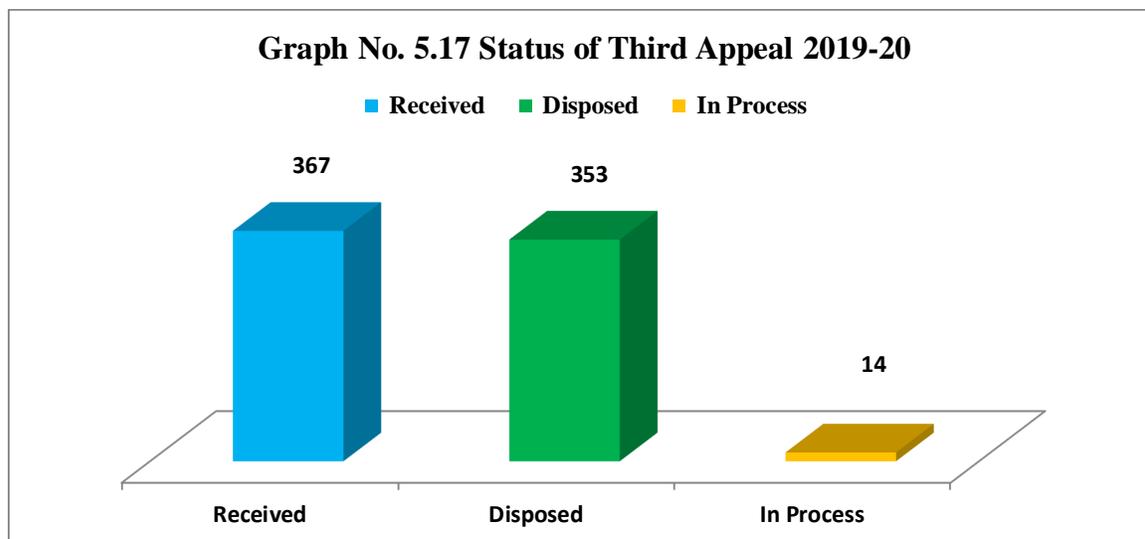
Graph No. 5.14 Districtwise Total Applications Approved (2019-20)



5.6 Status of Appeals made under the Right to Public Services Act

As per the Right to Public Services Act if the services are not provided to the applicant in the stipulated duration or the application is rejected without justifiable reasons, then the applicant is eligible for first appeal to an authority identified by the department. In case the first appeal is also ineffective then within the given duration the applicant can make second appeal to an authority designated by the department. The third appeal by the applicant can be made to the RTS Commission.





5.7 Classification of Departments as per the Response Received to Notified Services

The number of notified public services vary from department to department. Similarly, the applications received and the response to them also is variable. The departments are categorized on the basis of the response received with reference to notified services and disposal using Aaple Sarkar portal for services. The categorization is demarcated with colours and the criteria for the categorization is given below –

S.No	Criteria for Green Zone
1	Acceptance and Disposal of Applications is done entirely by using Digital process and service is provided by using Aaple Sarkar Portal.
2	Maximum Services have received very good response.
3	Good Response - Greater than 1000 application received for each service.
4	Medium Response - Less than 1000 application received for each service.
5	Zero Response - Zero application received for service.

S.No	Criteria for Amber Zone
1	Few services only using application acceptance, Digital workflow of department and delivery of citizen services using Aaple Sarkar Portal.
2	Good Response - Greater than 1000 application received for each service.
3	Medium Response - Less than 1000 application received for each service.
4	Zero Response - Zero application received for service.

S.No	Criteria for Red Zone
1	No efforts from department to use Aaple Sarkar portal for delivery of citizen services.
2	Integration completed with Aaple Sarkar portal, however not following single service and single payment platform policy.
3	Because on-line system is not used, number of applications received and disposed is not available.

Based on the responses received to the Notified Services by using Aaple Sarkar Online Portal, the departments have been classified as follows –

Table No. 5.4 Departments classified in Green Zone (Very Good Performance)

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Revenue and Land Records	38	19	13	6
2	Labour	41	14	24	3
3	Energy	7	6	1	0
4	DGPS (Industry)	2	2	0	0
	Total	88	41	38	9

Source : (MahaOnline - As on 31st March 2020)

Table No. 5.5 Departments classified in Amber Zone (Good Performance)

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Home	15	4	4	7
2	State Excise	14	5	7	2
3	Environment (MPCB)	4	2	2	0
4	Higher & Technical Dept.	10	5	4	1
5	Rural Development & Panchayat Raj Dept.	7	3	2	2
6	Social Justice and Special Assistance Dept.	8	4	3	1
7	Public Health	1	1	0	0
8	Industries	10	3	2	5
9	Transport (Maritime Board)	7	3	4	0
10	Water Resource Dept.	10	0	8	2
11	Law & Judiciary Dept.	3	1	1	1
12	Women And Child Development	8	2	6	0

13	MIDC	7	1	1	5
14	Tribal Development Dept.	1	1	0	0
15	Dept. of Registration & Stamps	14	3	4	7
16	Housing Dept. - MHADA	12	4	8	0
17	Housing Dept. - Building Repairing Board	4	1	3	0
18	Dept. of Co-Operation, Marketing and Textiles	5	5	0	0
19	Urban Development	39	1	21	17
20	Food Civil Supplies and Consumer Protection	10	1	5	4
21	Planning Department	1	0	1	0
	Total	190	50	86	54

Source : (MahaOnline - As on 31st March 2020)

Table No. 5.6 Departments classified in Red Zone (Unsatisfactory Performance)

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Agriculture Dept.	24	0	4	20
2	School Education and Sports Dept.	12	2	7	3
3	Tourism and Cultural Affair Dept.	20	0	0	20
4	Transport Dept.	14	1	13	0
5	Finance	1	0	1	0
6	Housing Dept. - SRA	4	0	4	0
7	Medical Education and Drugs Department	21	0	0	21
8	Forest Department	10	1	1	8
9	Animal Husbandry Dept.	10	0	9	1
10	Fisheries Department	6	0	3	3
11	Water Supply - MJP	2	0	1	1
12	Minority Development	1	0	1	0
	Total	125	4	44	77

Source : (MahaOnline - As on 31st March 2020)

Note :

1. It is observed that the number of services and departments in the red zone has declined. In the last annual report for 2018-19 there were 13 departments in the red zone and in 2019-20 the number of departments in the red zone has declined to 12.
2. The above analysis and categorization is on the basis of online applications received. Departments / services catagorised in Amber / Red Zone may have received significant number of offline applications. However, information regarding offline applications

received and disposed was not made available to the Commission despite prescribing proforma A, B and C and repeated instructions.

3. Similarly, some departments have provided online applications facility but they have not integrated with Aaple Sarkar Seva Portal. Information regarding applications received and disposed from systems not integrated with Aaple Sarkar Seva Portal is not available, hence not captured in the above analysis.

Chapter VI:

National Conference on “Improving Public Services Delivery–Role of Governments

Held at Nagpur on 21st & 22nd Dec, 2019

Jointly organized by DAR&PG, Govt. of India; Government of Maharashtra; and Maharashtra State Right to Public Services Commission



Shri Nitin Gadkari, Hon'ble Union Minister for Road Transport & Highways and Micro Small & Medium Enterprises and Dr. Jitendra Singh, Hon'ble Union Minister of State (Independent Charge) Development of North Eastern Region; MOS-PMO, Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space with participants in the Regional Conference

Introduction

Twenty-Two States participated in the National Conference on “Improving Public Services Delivery – Role of Governments” held at Nagpur on 21st& 22nd December 2019. This Conference was jointly organized by the DAR&PG, Government of India, Government of Maharashtra and the Maharashtra Right to Public Services Commission. It was inaugurated by Shri Sanjay Kothari, Secretary to the Hon’ble President of India. The valedictory session was graced by Hon’ble Union Ministers - Shri Nitin Gadkariji and Dr. Jitendra Singhji to guide the participants. Chief Commissioners of Maharashtra, Punjab, Haryana, Uttarakhand, West Bengal and other senior officials of States and Government of India participated.

For two days the conference deliberated upon ‘Improving Public Services Delivery’. The best practices were presented by all the participating states. It was a great learning experience for everyone. Presently Twenty States in India have enacted a Legislation giving Citizens the Right to Public Services Delivery in a time-bound, transparent and efficient manner. Five States have set-up independent Commission to monitor the implementation of the RTS Act – Maharashtra, Punjab, Haryana, Uttarakhand and West-Bengal. States which have made use of information technology and are providing on-line Public Services have witnessed significant improvement in delivery of Public Services.

The Conference unanimously adopted the major recommendations in ‘Nagpur Resolution’ which describes the way forward. The recommendations of this conference will help in further improving the delivery of Public Services.

Inaugural



Inauguration of the conference by Shri Sanjay Kothari, Secretary to the Hon'ble President of India

Inaugural address by Shri Sanjay Kothari, Secretary to the Hon'ble President of India

Shri Sanjay Kothari, Secretary to Hon'ble President of India inaugurated the National Conference by lighting a lamp. He expressed happiness that such a Conference has been organized jointly by DARPG, Govt. of India, Govt. of Maharashtra and Maharashtra Right to Public Services Commission at Nagpur. He congratulated and thanked the organizers for the excellent arrangements.

On the theme of the National Conference on "Improving Public Services Delivery – Role of Governments", he expressed his happiness that 20 States have enacted the Law giving citizens the Right to Public Services in a time bound manner. He stated that such an

Act is necessary for benefit of the citizens. Giving example of Maharashtra Right to Public Services Act, 2015 he described it as a comprehensive Act. He added that the Act brings about a shift of power from bureaucracy to the Citizens. It also provides that the services be delivered within the time frame or rejected after recording reasons. It makes the system transparent and provides information to be put in Public Domain. He also pointed out that the MRTPS Act provides penalty to be imposed on the Designated Officer and the First Appellate Authority. However, he said that the objective of the Act is not to punish Officers, but to motivate them.

Shri Sanjay Kothari emphasized that the objective of improving Public Services Delivery is to make life easy for citizens. He suggested that all application forms for services must be very simple, not more than half page and should be available in Public Domain with facility to download them. He drew attention of all participants to the policy decision of the Govt. that citizens should not be asked to furnish affidavits for public services, instead they may be asked to file self declaration. He also suggested that students belonging to SC/ST/OBC categories may be given Caste certificate in the school. He emphasized the need for encouraging innovative thinking and advised all the participants that field visit is essential to find out whether the Act is being implemented in letter and spirit.

Themes covered in the Conference

There were six experience sharing themes in the Conference.

- “How enactment of Law has helped in improving delivery of Public Services”,
- “Electronic Delivery of Public Services”
- “Creating awareness in the Society regarding Right to Public Services”
- “Centralised Public Grievances – Redress and Monitoring System (CPGRAMS)”
- “Innovative practices regarding delivery of Public Services”
- “Ek Bharat-Shreshta Bharat”

Theme One:

How enactment of Law has helped in improving delivery of Public Services

For the first theme Chairman was Shri. Sanjay Kothari, Secretary to the President of India and speakers were Shri. S. S. Kshatriya, Chief Commissioner, RTS Maharashtra, Shri. Mandeep Singh Sandhu, Chief Commissioner, Transparency & Accountability Commission, Punjab and Shri. Hardeep Kumar, Chief Commissioner, RTS, Haryana.

Session 1 : Shri S.S. Kshatriya, Chief Commissioner RTS Maharashtra



Shri Kshatriya informed that in India, Five States namely, Maharashtra, West Bengal, Punjab, Haryana, and Uttarakhand have formed Commission for Right to Services and 20 States of India have enacted the law under Right to Public Services. All the RTS laws are almost similar in nature with some minor differences and they endeavor towards imparting

right to citizens for delivery of public services in a transparent, time bound and efficient manner.

He explained the objectives of the Conference and the commitment of the government towards transparent, efficient and time bound public services. Further he explained the Maharashtra Right to Public Services Act as citizen - friendly, citizen centric, and truly making the administration responsive. The MRTPS Act translates these objectives into reality.

While discussing importance of this Act in the state he presented statistical information. In Maharashtra 486 public services which have been provided to the citizens under this Act. More than 7.55 Crore online applications have been received till now out of which 98% are disposed off positively and services have been provided. The rejection ratio is very negligible. For helping the citizens to apply online 30,878 centers have been set up across the state. This was a huge figure and without getting the help of information technology it was impossible to dispose of the cases. Therefore, he said, in this Conference during next two days we will discuss use of the information technology for bringing our dream into reality He explained process of application under RTS in the State. The application can be made with two modes for electronic delivery of service. First mode is an applicant applies through mobile application “Maharashtra RTS App” – which can be downloaded freely. Another way is applicant can apply online through web portal “Aaple Sarkar” for which applicant has to register himself on this portal only once. For citizens who need help in applying online there are 30,878 “Aaple Sarkar” centers in the state. Shri Kshatriya emphasized the main objective of this conference will be to implement the Act effectively so that the purpose behind enactment of the Act can be served.

While discussing activities of the commission he added that Commission is regularly carrying out monitoring and evaluation of departments and has categorized the performance of the departments in three categories, i.e. “very good”, “good” and “unsatisfactory” performance with different colours. The commission also demands explanation from low performing departments on the disposal. The commission prepares the annual report which is presented to the Government and then finally goes to the legislature. He further added that Commission evaluated departments, districts, and various services and accordingly informed the Government to take steps and make changes required in procedures. Commission recommended for simplification of procedures.

Commission has always appreciated innovative practices in the service delivery. Competition in use of information technology and encouraging innovating practices is the way that the Commission has adopted to achieve the goal of the Act. Shri Kshatriya appreciated that with the help of “touch screen” it is possible to provide services to the citizens without the application. He urged all the participants to share such innovative practices. He also urged to have holistic approach towards providing public services. He informed that the recommendation adopted in this Conference will be sent to Government of India for further appropriate action.

Session 2 : Shri. Mandeep Singh Sandhu, Chief Commissioner, Transparency and Accountability Commission, Punjab

Shri. Mandeep Singh Sandhu threw light on formation of the Commission for Right to Public Services in Punjab, which was set up in 2011. Initially it had Chief Commissioner along with 4 Commissioners. The Commission is now known as “Transparency and Accountability Commission for delivery of Public Services” The new Act has three important provisions, (1) There is no 2nd appellate authority; (2) All services must be provided through electronic media; (3) To develop new work culture for time bound delivery of services. Further Shri Mandeep Singh urged the need to set up quality standards for governance and also have a mechanism to seek feedback from the citizens regarding the services delivered. Punjab has notified 568 Services under the Act.

Session 3: Shri Hardeep Kumar, Chief Commissioner RTS Haryana

Shri. Hardeep Kumar gave brief history of the Act in Haryana. He mentioned that the Act is similar to the Punjab act. However, in the Haryana act there is provision of two Appellate Authorities and also revision by the Commission. Shri Hardeep Kumar mentioned that the Commission has great impact on administration and it endeavours to include all services under the Act. Haryana has notified 370 Services under the Act. The Commission can impose fine up to Rs. 20,000.

Theme Two:

Electronic Delivery of Public Services

The Chairman for the sessions was Shri. Mandeep Singh Sandhu, Commissioner, Punjab Transparency & Accountability and the speakers were Shri. S.V.R. Srinivas, Principal Secretary, IT, Government of Maharashtra Shri. Santosh K. Mishra, Commissioner, (IT), Govt. of Tamil Nadu. and Shri. Nand Kumarum, Managing Director, M.P. State Electronics Development Corporation and CEO, M.P. Agency for Promotion of IT, Govt. of Madhya Pradesh.

Session 1 : Shri. S R V Srinivas, Principal Secretary, IT, Government of Maharashtra

Shri. S.V.R. Srinivas pointed out the need for electronic services firstly to value and respect citizen's time and secondly reduction in transaction cost as well as in the opportunity cost. He further mentioned that it is also possible to have real time monitoring, avoid discretion of the officer and real time governance through electronic service delivery. He stressed importance of robust platform for communication like Bharat-Net and suggested to have a cloud policy for the success of electronic service delivery.

He further added that Aaple Sarkar RTS portal, grievance redress system and Maha-Mygov (for citizens to interact with the government) are integrated with CM helpline. These four pillars run the entire electronic delivery of services. At present through Mahanet optical fiber connectivity about 28,000 Gram Panchyats have already been connected. Within one year every Gram Panchayat in the State shall be connected with Mahanet. Similarly, through the Urban Mahanet, each and every government office, are connected at extremely low prices. So, citizens are connected through Mahanet and government offices through Urban Mahanet.

Shri Srinivas gave importance to the Single Window Clearance system for all applicants for any service. He pointed out that in Maharashtra the Government has policy to provide all services using single platform called Aaple Sarkar.

Session 2: Shri. Santosh K Mishra, Commissioner (IT) Government of Tamilnadu

Mr. Mishra told that Government of Tamil Nadu provides all services online to the citizens and the Tagline is “No line ...only Online”. In the state officers help and convert applications online for those who are not conversant for online application formats. The services are divided in three categories. The main category of services are Government to Citizen, Government to Government, and Corporate to Government. All these services are now made available through one portal and quality is monitored by the district collector through dashboard.

Session 3: Shri. Nand Kumarum, MD State Electronics Development Corporation and CEO, Agency for Promotion of IT, Government of Madhya Pradesh

Shri. Nand Kumarum told that Madhya Pradesh is the first State in the country to have a Right to Service Act, in 2010. Activities of the act are monitored through the public portal ‘Samadhan’. It is operated through Chief Minister’s office. Grievances of citizen are solved online every month on a fixed day. All the Government services are to be made accessible to the common man, through Common Service Delivery Outlets across the state.

Session 4 : Shri. Varaprasad Reddy, Addl. Mission Director, Sakala Mission, Govt. of Karnataka

Shri. Varaprasad Reddy gave detailed presentation on the important features of Sakala system in Karnataka. The Tagline of Sakala is: “No more Delays... We deliver on time”. Sakala is simple to operate, it transformed work culture created transparency.

In Karnataka 1033 Public services have been notified. At present 846 are available online. To ensure accountability in administration compensation of minimum of Rs. 50/- per day and maximum Rs. 500/- is provided under the act for delay.

Sakala has simple and fast service delivery mechanism. It has robust data analytics. It has enhanced transparency and accountability and imbibed work culture. It has empowered citizens. After implementing Sakala multiple visits of citizens are not required. Sakala has on line call based grievances redressal system.

Theme Three:

Creating Awareness regarding Right to Public Services

Chairperson for this session was Smt. Sheela Thomas, Member Secretary (ARC), Kerala. The speakers were Shri. Debajyoti Dutta, Addl. Secretary (Pers. AR & Trg.), Govt. of Assam; Shri. Supriyo Ghoshal, Secretary WBRTPS Commission, W. Bengal; Shri. Pankaj Nathani, Secretary, RTPS Commission, Uttarakhand and Shri. Sanjay Gihar, Secretary (Public Grievances) Govt. of Goa.

Session 1: Shri. Debajyoti Dutta, Addl. Secretary (Pers.AR & Trg) Govt. of Assam

Addressing the Conference, Shri. Debajyoti Dutta informed that in Assam, Right to Public Services Act was enacted in the year 2012 and it is amended in 2019. He added that Government initially notified 55 services and now 506 services. He stated that though the Act came in force in the year 2012, there is need to create greater awareness. As such, community awareness programmes, group discussions, series of meetings, workshops, and seminars were held with different groups of people representing different sections of the society. On the basis of the findings of Communication Assessment Needs, the government is taking action in this regard. Measures like strengthening the linkages and conversions with special categories, women classes, self-help groups, persons with disabilities, senior citizens were on priority. Similarly, soft IEC tools like deliberations, messages, SMS services, radio messages are being used. He further added that to promote awareness, audio-video clippings have been prepared and Whatsapp is also used and now they are planning to publish quarterly newsletters.

Session 2: Shri. Supriyo Ghoshal Secretary, WBRPTS Commission, West Bengal

Shri. Supriyo Ghoshal gave detailed information on WBRTPS Act. Mr. Ghoshal informed that so far 23 departments have notified 206 services. Explaining the role of Commission, he told that regular inspection of the offices have been made about the service delivery at the cutting edge level. For creating awareness among officers regular workshops

are organized. For promoting awareness among the public about services, a committee has been set up and it regularly develops radio jingles, video-clippings apart from leaflets and other means of advertisement. He added that services are notified in vernacular and local languages including Nepali, Bengali, Urdu & Hindi.

Session 3: Shri. Pankaj Nathani, Secretary, RPTS Commission Uttarkhand

Shri. Pankaj Nathani informed that on 4th October, 2011, the RTPS Act was enacted in Uttarakhand State. The State Government of Uttarakhand has notified 242 services so far. More than two crore applications have been received for Notified services under the Act since inception. He added that unfortunately Act does not have a penalty clause for 2nd appellate authority. The commission has come-up with advertisements time to time, various booklets, pamphlets, hoardings and boards are displayed at various tehsils and public places like bus stand and railway stations. Similarly, orientation programmes are organized for designated officers and appellate authorities as well as for civil society, public representative and NGO people. For wider publicity of the provisions of the Act, posters, jingles are played on FM Radio and Press releases.

Session 4: Shri. Sanjay Gihar, Secretary, (Public Grievances) Government of Goa

Shri. Sanjay Gihar stated that Goa is a small State with a population of a few lacs and the complexity of other States are not found in Goa. Goa has few departments which are more critical like Municipal Bodies, Panchayats, and the Licensing Department. Eighty percent of Goa is covered by Panchayats. He then added there is issue of realistic timeline; he told some departments are overloaded with work and some have less volume of work, but the timelines are same for all the departments. He stressed the need for rationalization of time limits taking into consideration the volume of work on the Department.

Theme Four:

Centralised Public Grievances – Redress and Monitoring System (CPGRAMS)

The chairperson for this theme was Smt. Anshu Sinha, Secretary, GAD (O&M), Govt. of Maharashtra and speakers were Smt. Prisca Mathew, Deputy Secretary, DARPG – CPGRAMS, Shri. Vivek Srivastava, ED, Ministry of Railways, Smt. Alka Mishra, DDG (NIC) and Shri. Ganesh Dutt, Scientist 'F' NIC, Haryana.

Session 1: Shri. Vivek Srivastva, ED, Ministry of Railways

Shri. Vivek Shrivastava made a detailed presentation regarding 'Rail Madad' system. Indian Railways has the largest number of employees in the country. It has well established Public Grievance Management system called 'RAIL MADAD' based on imperatives like easily accessible to everyone, availability at little or no cost, supports all languages, acknowledgement to complaint, objective definition of complaint, identification of deficient unit/worker/root cause, alerting the response unit, redressal of complaint & closure and feedback mechanism. Rail Madad is a very popular portal for passenger grievance Redressal. It converges all channels of grievances and all Railway Helpline numbers. It connects complaint directly to concern person therefore it is fast.

Session 2: Smt. Alka Misra, DDG, NIC

NIC has undertaken lot of activities under E – Kranti project. For the success of the project India Broadband Highways are created in all rural as well as in urban areas using National Information Infrastructure (NII). Similarly, under universal access to mobile connectivity, cheap mobile and mobile internet are made available to large number of citizens. For fast delivery of public services, Post offices (Multi service centers) and common service centers are connected. For the success of E – Kranti project NIC has used, process re-engineering to simplify and make the government processes more efficient. Based on requirement various applications were developed.

Session 3: Shri. Ganesh Datt, Scientists 'F' NIC, Haryana

Shri. Dutt explained a customized Public Grievances Redressal & Monitoring System which is Flagship Programme of Govt. of Haryana. Through this system citizens can directly get connected to the office of the CM. Citizens can lodge complaint and get their problem solved. The system is directly under the control of the CM office and it directly monitors the grievances and their disposal.

Session 4 : Mrs. Prisca Mathew, Deputy Secretary, DAR&PG - CPGRAMS

A detailed presentation was made regarding CPGRAMS by Mrs. Prisca Mathew.

CPGRAMS is established for:

- Redress of public grievances,
- Grievances pertaining to central government agencies.
- Citizen Centric Initiatives which includes Citizens' Charter.
- Enhancement of Public Service Delivery Capability involving systemic changes to ensure better service delivery.

Following mechanism was adopted for the Redressal of Public Grievances:

- An online Central Public Grievance Redressal and Monitoring system (CPGRAMS) facilitating lodging of grievances from anywhere, anytime 24x7.
- It interlinks 86 Central Ministries/Departments and all States/UTs.
- More than 51,000 Sub-ordinate users have been created on CPGRAMS.
- The PMO, President Sect., DPG of Cabinet Secretariat, DARPG & the Pensioner's Portal are integrated through CPGRAMS.

Theme Five:

Innovative practices regarding delivery of Public Services

Shri. Swadheen Kshatriya, Chief Commissioner RTS, Maharashtra was in Chair and the speakers were Ms. Anandhi, DC, Udaipur, Rajasthan., Shri. Ramesh Merja, Add. Collector, Kheda, Gujarat. Shri. Alok Srivastava, NIC, Haryana.

Session 1 : Ms. Anandi, District Collector Udaipur, Rajasthan

Ms. Anandi elaborated novel project called 'Chuppi todo khulke bolo abhiyan'. The purpose of abhiyan was to establish a public grievances forum for those who cannot reach government offices. It was also for closing the gap between people and government and provide doorstep delivery of services on the day of the chaupal. The same event was used as an opportunity to share government schemes/projects with public and to understand the gaps in effective implementation of schemes. It was to get first-hand experience and knowledge about the local issues in their context. The feedback was shared with officers for policy decisions and quick response of cutting-edge officers of departments.

Session 2: Shri. Ramesh Merja, Additional Collector, Kheda, Gujarat

Shri. Ramesh Merja gave detailed information about Gujrat Right to Public Services Act 2013. He discussed about the salient features of the Act which are legally enforceable right of every individual citizen to time bound delivery of services and redressal of grievances. There is grievances redressal mechanism for solving problems of the citizens called Statewide Attention on Grievances by Application of Technology (SWAGAT) The SWAGAT initiative started in 2003. It is a very effective mechanism that enables direct communication between citizens and CMO and functionaries of the Government. On every fourth Thursday of every month is designated as SWAGAT day, wherein highest office in administration attends to the grievances of the common man.

Session 3: Shri. Alok Srivastav, NIC, Haryana

The government launched Antodaya programme which is a prestigious project for the government. The State Government has set up 150 Antodaya Saral Kendra. They are state of the art centers where citizens can avail of the services. When an application has been submitted, a govt official has to act on it.

Theme Six:

Ek Bharat-Shreshta Bharat: With focus on Improving Public Services Delivery in the District of Maharashtra

For this theme Chairman was Shri. S.S. Kshatriya, Chief Commissioner, RTS Maharashtra and the speakers were Shri. Rahul Dwivedi, Collector Ahmednagar, Maharashtra and Shri. Shekhar Singh, Collector, Gadchiroli, Maharashtra.

Session 1: Shri. Rahul Dwivedi, District Collector Ahmednagar Maharashtra.

Shri. Rahul Dwivedi, Collector of Ahmednagar District made a detailed presentation regarding All Time Document Machine (ATDM) which provides several certificates, documents, copies of record by using touch-screen these documents include 7/12 extract, mutation extract, Hakk Nondani Register, Kotwal Book Nakkal, Pere Patrak. This KIOSK Machine has been installed in Ahmednagar, Collector office. This system does not require any application to be made and services provided immediately through touchscreen.

Session 2: Shri. Shekhar Singh, District Collector, Gadcharoli, Maharashtra

Mr. Shekhar Singh is the Collector of most challenging district of Gadchiroli, in Maharashtra. It is the farthest district from the state capital of Mumbai and borders Telangana and Chattisgarh. It has vast areas under forest. Its population is predominantly tribal. The administration organized campaigns at different locations for specific purposes to overcome

these difficulties. Caste certificates issued through “Doorstep Delivery” approach in the remotest hamlets and villages in 100% saturation mode. Through Maharashtra Energy Development Authority (MEDA) solar based electrification was done in 71 villages. Street plays were used as awareness campaign to overcome linguistic barriers for social and cultural issues related to education, health and disaster management.

Valedictory Session

- 1. Address by Dr. Jitendra Singh, Hon’ble Minister of State (Independent Charge) Development of North Eastern Region; Minister of State in Prime Minister’s Office, and for Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India.**



Dr. Jitendra Singh thanked the Hon’ble Minister, Shri. Nitin Gadkari for having spared his valuable time to guide the national conference. He expressed his happiness that this conference has been jointly organized by Department of Administrative Reforms & Public Grievances (DARPG), Govt. of India and Govt. of Maharashtra and Maharashtra Right to Public Service Commission. He appreciated the Chief Commissioner, Shri Swadheen Kshatriya for organizing this conference in a very successful manner at Nagpur. He recalled that in 2016, Maharashtra State had supported the decision to abolish interview

for recruitment of Group 'C' & 'D' when Shri Swadheen Kshatriya was the Chief Secretary of Maharashtra.

He stated that Hon'ble Prime Minister has emphasized the principle 'Minimum Government, Maximum Governance.' The important aspects of maximum governance include transparency in functioning, use of digital platforms for grievances redressal and monitoring, follow-up and random cross-checking. Accordingly, the grievance redressal system has been made more responsible and prompt. The number of grievances lodged with the Govt. has gone up from 1.5 lakhs to 16 lakhs. He described the objective of governance as "Perform, Reform and Transform". He also described the success of Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) introduced by Govt. of India. He felt confident that the message of "Perform, Reform and Transform" will be adopted by all the participating States.

The DARPG is continuously promoting simplification of procedures and reforms. He pointed out how GOI has substituted self-declaration instead of Affidavit and self-certification instead of attestation by Gazetted officer. During the last few months the DARPG has organized Conferences at Shillong and Jammu. He expressed confidence that this Nagpur Conference will help the GOI and State Governments to move forward with the agenda on "Improving Public Services Delivery".

2. Address by Shri. Nitin Gadkari, Hon'ble Minister of Road Transport and Highways and Minister of Micro, Small and Medium Enterprises, Government of India.



Hon'ble Union Minister, Shri. Nitin Gadkari, presided over the Valedictory Session. In his address, he thanked the Hon'ble Minister of State (Independent Charge) Dr. Jitendra Singh, Chief Commissioner, Shri S. S. Kshatriya and all delegates participating in the National Conference on “Improving Public Services Delivery – Role of Governments”. He pointed out that administrative services are a very important stake holder in the development of a country. He also compared the role of administrative services to that of a Railway Engine because administrative services play a leading role in accelerating the development of a country. He emphasized that such National Conference provides a platform for providing training to the administrative services and sharing innovative/ best practices.

In view of the revolution in the field Information Technology, a major challenge before the administrative service is the use of new Technology for providing better services. Another challenge of new technology is how to convert knowledge into wealth for development of the country. He gave example of ‘Fastag’, which resulted in increase of toll collection from Rs. 58 crores to Rs. 81 crores per day. Hence, technology enables providing

convenience to the citizen, transparency in delivery of services and increases revenue of the Government.

Describing essentials of Good Governance, Hon'ble Minister appreciated the need for positive approach, transparency, corruption-free-system, fast-track decision making, time bound implementation of decisions, good leadership with emphasis on human relationship and social sensitivity. He advised the administrative officers to adopt these essentials of good governance. Administrative Officers need to be good leaders to get the work done from subordinates. For this purpose, they need to inculcate collective team spirit for human approach towards subordinates. At the same time the administrative officers also need to take decisions in a fast-track manner. The officers need to understand the Law in letter as well as in spirit. He also emphasized that performance audit was more important than financial audit. He expressed hope and confidence that this Conference will inculcate positive approach amongst the officers and bring about Improvement in Public Services Delivery.

3. Adoption of Nagpur Conference Resolution



NAGPUR RESOLUTION

A HOLISTIC APPROACH FOR EMPOWERING CITIZENS

December 22, 2019

The Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions and the Government of Maharashtra and Maharashtra State Commission for Right to Public Services organized the Regional Conference on “Improving Public Services Delivery – Role of Governments” at Nagpur during December 21 - 22, 2019.

The Conference has unanimously adopted the Nagpur Resolution: A Holistic Approach for Empowering Citizens outlined below after intensive deliberations during the sessions held over two days.

The Conference resolved that the Government of India, the Government of Maharashtra, the Maharashtra State Commission for Right to Public Services and the participating State Governments shall collaborate to:

1. To empower the citizens by policy interventions for better service delivery through timely updating of citizens charters, implementation of enactments and benchmarking standards for continuous improvement.
2. To empower citizens by adopting a bottom-up approach to bring massive improvements in quality of grievance redressal and reduction in timelines of grievance redressal.
3. To adopt a holistic approach of systemic public grievance reforms through improved mapping, formulation of monitoring matrix, data collection and evaluation in quality of grievance redressal;
4. To provide an enabling environment for States and Ministries/ Departments of the Government of India for creating web portals and to adopt a holistic approach for improved service delivery through digital platforms;
5. To focus on dynamic policy making and strategic decisions, monitoring of implementation, appointment of key personnel, coordination and evaluation.

6. To achieve a sense of common identity by exchange of technical expertise in the areas of Improved Service Delivery between the paired States under the Ek Bharat – Shreshtha Bharat Program.
7. To work towards long-term engagements in the areas of Improved Service Delivery for Empowering Citizens through greater co-operation between the DARPG and the participating States [and]
8. To ensure timely publication of Good Governance Index to identify the quality of governance in 10 sectors especially those pertaining to welfare and infrastructure at the Union, State and District levels.

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Chapter VII :

Suggestions, Recommendations, the Way Forward, Innovative Practices & Success Stories

According to the Act Sec 16 (1) the Commission is expected to “ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of public services. Accordingly, the Commission has made recommendations. Following are some of the important suggestions and recommendations made by the Commission.

7.1 Status of General Suggestions and Recommendations (2017-18)

Sr. No.	Recommendations	Status
1	All Departments should prepare a Master List of the services being provided and this Master List of services should be put in public domain. Departments should also prepare a time table for notifying all services in the Master List under the RTS Act.	1) Transport Dept., 2) Revenue Dept., 3) Agriculture Dept., 4) Industries & Labour Dept., 5) Urban Development Dept.-I, 6) Tourism Dept. 7) School Education and Sports Department 8) Water Supply & Sanitation Dept., 9) Co-Operation, Marketing & Textile Dept., 10) Public Health Dept., 11) Soil & Water Conservation Dept., 12) Water Resources Dept., 13) Higher & Technical Education 14) Woman & Child Development Dept., – From the above fourteen departments Master Lists have been received by the Commission. However, other departments have not yet submitted Master Lists of all services.

2	General Administration Department (O&M) should prepare a consolidated centralized list of services being provided by all government departments.	Pending
3	Government may designate the District collector as Controlling officer for Right to Public Services Act for each district.	Complied
4	All Departments should integrate delivery of Public Services with Aaple Sarkar Portal.	Out of 486 services, 83 services are not yet integrated with Aaple Sarkar Portal.
5	All Departments should provide detailed information of off line applications in the prescribed Proforma 'A', 'B' & 'C' to the Commission.	Pending
6	Facility for availing all notified services should be available to the citizens at all Aaple Sarkar Seva Kendra.	Urban Development Dept., Rural Development Dept. & Revenue Dept. have issued instructions accordingly.
7	All Departments must ensure that the List of Notified Public Services along with details of stipulated time-limit, Designated Officer and Appellate Authorities is displayed at the prominent place of every office as per rule 3.	Partly complied
8	As per section 13 of the RTS Act, Six RTS Commissioners for Six Revenue Divisions are to be appointed by Government. Same may be expedited.	RTS Commissioner for the Konkan Division has been appointed. Appointment of other 5 RTS Commissioners is awaited.
9	Secretaries of the Departments which have been categorized in RED ZONE on basis of their performance should take steps within one month to improve their performance.	Partly complied. The number of Departments under Red Zone has decreased from 23 to 12.
10	All Departments should regularly review the services provided under Right to Public Service Act and denotify outdated services like Sales Tax and Entertainment tax in view of GST and notify new services.	Complied
11	There is no uniformity in the Services notified by the collectors in Konkan Division. This discrepancy needs to be corrected.	Complied
12	Information Technology Department and Mahaonline should ensure that Revenue collected towards services being provided by local bodies by using Aaple Sarkar Portal is made available to them immediately.	Complied
13	It's necessary to carry out Third party Audit of the online system and its use.	Pending

14	All Departments should publish and keep updated list of all Designated Officers, first and second Appellate Officers along with name, designation, address, e-mail and phone numbers.	Needs to be updated continuously.
15	Information and Technology Department should make available a Dash Board for every collector.	Complied
16	Mahaonline should provide SMS alert services to all concerned Designated Officers and Appellate Authorities.	Partly Complied
17	All Departments should prepare, as per the provisions of the Act, a scheme for incentives to the best performing officers for providing time bound and efficient services to the citizens.	Pending
18	All Collectors should conduct a monthly review regarding implementation of RTPS Act in the district. Similar review meeting should also be conducted by the Divisional Commissioners.	Instructions issued
19	Mahaonline and Department of Information and Technology should facilitate the citizens by providing online facility for Appeal through Aaple Sarkar Portal.	Complied
20	All Departments should continuously review simplification of the procedures and make continuous efforts to simplify procedures.	Continuous efforts are necessary
21	In the Gram Sabha meeting to be held on 15 th August, 2017 detailed information regarding the RTS Act and Services notified may be explained to the citizens.	Complied
22	All Designated Officers and Appellate Authorities must be provided Dash Board so as to monitor time bound implementation of services.	Partly Complied
23	The First Appellate Authority, Second Appellate Authority must give a hearing to both parties and record reasons for those decisions.	Instructions given
24	All Departments should instruct their field officers to create public awareness about the Act and the public services made available. They can use various media, posters, banners, involvement of popular artists, folk art and artists, weekly bazar and many more modes.	Collectors of Pune, Nagpur, Buldhana, Gondia, Nanded, Bhandara and Divisional Commissioner, Konkan have submitted compliance report to the Commission.

7.2 Status of Department Specific Suggestions and Recommendations (2017-18)

Sr. No.	Recommendations	Status
1	Revenue Department	
	1. Services notified by the Revenue Department should apply to all districts. In some Districts the list of services notified varies. This discrepancy needs to be corrected.	Complied
	2. Entertainment Tax Services need to be deleted because of GST.	
2	Home Department	
	Most of the online services of the Home Department have not received good response except Character Certificate service. Therefore it is suggested that the department should hold special campaign and make people aware that services of the department are also available online.	Pending
3	Urban Development Department	
	Integration of services being provided by Municipal Bodies with Aaple Sarkar Portal is an important challenge. Urban Development Department must ensure that this integration is achieved.	Partly Complied
4	Transport Department	
	1. Mahaonline should integrate the services of Transport department with Aaple Sarkar Portal.	Partly complied
	2. The Department should review online applications and revise formats of applications.	Pending
	3. Alert SMS system should be developed for the Commissioner, First and Second Appellate Authority.	Pending
5	Forest Department	
	1. The Department should integrate its on line services portal with Aaple Sarkar Portal.	Complied
	2. The Department should provide information about on line and off line applications and submit compliance report to the Commission.	Pending
	3. The Department should create public awareness about its services through banners, workshops and by giving information in Gram Sabha	Pending
6	Industries Department	
	1. The Secretary Industries should review and update list of notified services by the Department.	Pending
	2. Mahaonline should integrate online portal of Labour Department with the Aaple Sarkar Portal.	Complied
	3. The Department should arrange training of First and	It is continuous

	Second Appellate Authorities for disposal of applications.	process
7	MHADA	
	MHADA has already developed separate portal and same should be integrated with Aaple Sarkar portal.	Complied
8	School Education and Sports	
	The Department has notified 18 services under Right to Public Services Act. The Department should submit information in prescribed 'A', 'B,' 'C' proforma every month.	Pending
9	Women and Child Development Department	
	1. The Department should review and take decision about deletion and addition of services under the Act.	Vide notification dated 20.08.2019 the department has denotified five services
	2. The Department should inform Mahaonline the number of beneficiaries under various schemes.	Pending
10	Water Supply and Sanitation Department	
	1. Both Departments should coordinate and avoid duplication of services under the Act.	Pending
	2. Simplify application forms	
	3. Application forms should be updated with information (Name and Mobile) about First Appellate Authority.	
	4. Display information about schemes	
	5. Create public awareness through advertisement.	
	6. Publish information about all services provided by the department.	Department has published Master List on 26.12.2019
11	Public Health Department	
	1. The Department should review and take decision about de-notification and addition of services under the Act.	Pending
	2. Display information about First and Second Appellate Authority in the regional offices.	
12	Environment Department	
	The Commission appreciated that all four notified Services by Environment Department are being provided online by The Maharashtra Pollution Control Board.	Complied
13	Social Justice and Special Assistance, Department	
	Ten Services have been notified by Social Justice and Special Assistance, Department of which only five are being provided	Pending

	<p>online. Department must provide the remaining five services also on line.</p> <p>Out of 71,938 applications for senior citizen identity card, 68,161 have been provided within time limit.</p> <p>But over 14,139 applications of physically challenged persons are pending Decision on these pending applications should be taken expeditiously.</p> <p>Some of these services are now provided by Govt. of India on DBT portal. State Government needs to take immediate decision whether services available on DBT portal need to be continued on Aaple Sarkar portal or not.</p>	
14	Agriculture Department	
	1. Soil and Water testing is a notified service. However Mahaonline has not developed its software. Same may be done expeditiously.	Complied
	2. Mahaonline should integrate APEDA System being used by Agriculture Department with Aaple Sarkar Portal.	Mahaonline has informed the Agriculture Dept. that due to technical issues, integration of “APEDA” and “Aaple Sarkar portal” is not feasible.
	3. The Department should arrange Secretary and Commissioner Level meeting to examine inclusion of the new services for notification under the Act.	Pending

7.3 Status of General Suggestions and Recommendations (2018-19)

Sr. No.	Recommendations	Status
1	The heads of the concerned Departments should review the cases in which delay has taken place and analyse the same. In this regard, the difficulties of the regional offices should be considered and take steps to solve them.	Continuous efforts are required.
2	Apart from “Aaple Sarkar Portal”, if there are other portals related to the services then that portal should be integrated with “Aaple Sarkar Portal”.	Partly complied
3	For the effective implementation of Maharashtra Right to Public Service Act, 2015 with the help of Information and Public Relations Department, publicity / dissemination campaign, advertisement. Action should be taken for widespread publicity. Awareness campaign should be undertaken.	Awareness campaign needs to be implemented on continuous basis.
4	The General Administration Department should update the list of services notified by various departments at present.	GAD (O&M) to publish updated list of notified services.

5	The District Collectors should review of all “Aaple Sarkar Service Centers” and it’s functioning. Measures should be taken to provide information to citizens for submitting applications through the Centers.	Partly complied
6	Dropdown facility should be made available on the Dash Board for the number of Department wise and District wise pending applications.	Complied.
7	It has been reported that Digitally signed Solvency Certificates and Caste Certificates are not accepted in some cases. Information Technology Department should examine and solve this issue	Pending
8	A time table must be prepared to ensure that all services are provided online. The ‘Sunset Clause’ Policy needs to be prepared.	Pending
9	When the response to any notified service is very poor / negligible, the Secretary of the Department should review and analyse the reasons for poor response. Department should undertake awareness campaign to popularize these services.	Pending
10	It is necessary to integrate all notified services with ‘Aaple Sarkar Portal’. Some departments have developed separate portal. Integration is essential so that citizen is not required to apply on different portals.	Pending
11	1. All Departments and their subordinate offices shall submit the information of the offline applications received under this Act to the Commission through the General Administration Department, filling in the prescribed Proforma “A”, “B” and “C”.	Pending
	2. Mahaonline has proposed computerised system for collection of this information. General Administration Department should take immediate decision and finalize the system.	Pending
12	Some certificates are issued only in English language. Many citizens are unable to understand. Hence, certificates may be issued in English and Marathi also.	Pending
13	The Commission has published the Logo and Tagline for the Maharashtra State Right to Public Service Act. All departments should consider using this Logo and Tagline so as to popularize this Act.	Complied
14	All Departments should simplify the application forms prescribed for the services to be provided to the citizens.	Instructions given to all Departments. Continuous efforts are necessary.
15	The concerned Administrative Departments should take immediate action to provide their services online through the “Aaple Sarkar Portal”, and all the notified services of the Departments should be made online.	Partly complied

16	All Collectors should ensure that the list of “Aaple Sarkar Centers” in the district is published and made available on the district website.	Partly complied.
17	Detailed instructions have been issued vide General Administration Department Circular dated 28/09/2015 - how the notified services under the Act are to be provided. The main objective of the circular is that citizens need to be provided all notified services on a single platform called ‘Aaple Sarkar Portal’. However, several departments have developed separate portal, which is not conforming with the Govt. Policy of single platform. Hence, Information Technology Department should issue instructions regarding implementation of single platform policy.	Pending. This needs to be done on top priority.
18	Government Decisions and Circulars issued by various Departments regarding the State Right to Public Service Act should be marked to the Commission.	Complied

7.4 Status of Department Specific Suggestions and Recommendations (2018-19)

Sr. No.	Recommendations	Status
1	Labour Department	
	1. Some services of the Labour Department have received very poor / negligible response. The Department should carry out the review and analyse reasons for poor response.	Pending
	2. A master list of the total 41 services of the Labour Department has been prepared and 10 of these have not yet been notified. Decision should be made at the Department level as to whether or not to notify the 10 services.	Master list has been prepared
2	Home Department	
	1. Home Department has notified 17 services. While some services like Character Certificate, NOC for Passport have received huge response and the disposal has been very good, other services have not received good response. 2. The Secretary of the Department should review and analyse why some of the notified services have not received good response.	Pending
3	Transport Department	
	1. The Commission was informed that a master list of 110 services of the Transport Department has been prepared. It was also stated that process for notifying 36 services is under consideration.	Master List prepared.
	2. Decision regarding these 36 services needs to be taken early. Transport Dept. must integrate all the notified services with “Aaple Sarkar Portal”.	Pending

4	Revenue Department	
	1. Instructions may be issued to provide all Notified services at all Centers	Complied
	2. The 14 services of the Registration and Stamps Department have not yet been fully integrated with “Aaple Sarkar Portal”, so immediate action should be taken on that.	
5	Agriculture Department	
	1. There are 5 services pertaining to Soil Testing which has received very poor response. The Department should review and analyse the reasons for the same.	Pending
	2. Regarding 4 services pertaining to Export of Fruits which are provided on APEDA Portal, Department should examine with permission of Govt. of India whether integration is permissible. Meanwhile, Department should update the information on monthly basis of how many applications received and disposed.	Pending
6	Social Justice and Special Assistance, Department	
	Some of the schemes of this Department have received very poor response on “Aaple Sarkar Portal”. However, these schemes have received a great deal of offline response. The software of such schemes should be prepared and tested so that all services are provided online.	Pending
7	Women and Child Development Department	
	1. Total 13 services of this Department are notified and most of the services are being provided door to door through Anganwadi Sevikas. Hence, response to online application is poor. The Department should examine how to provide information of services provided on “Aaple Sarkar Portal”.	Vide notification dated 20.08.2019 Dept. has notified eight services & denotified five services
	2. Although the actual number of beneficiary is large, the application is not submitted on the online system. The Department should collect the beneficiary number by the 10th of every month and give it to Mahaonline. Mahaonline should update the number of beneficiaries on “Aaple Sarkar Portal”.	Pending
8	Food, Civil Supplies & Consumer Protection Department	
	Since the number of beneficiaries covered by the Department is large, all services should be integrated with “Aaple Sarkar Portal”.	Pending
9	Animal Husbandry, Dairy Development & Fisheries Department	
	There is very poor response to services notified by the Animal Husbandry Department. It has been pointed out that the main	Pending

	reason for the poor response is that for the treatment of the animal a nominal fee of Rs.1/- is levied. For online application, more than Rs.20/- fees have to be paid. Hence, number of application is less. Department may report number of services provided to Mahaonline.	
10	Tribal Development Department	
	The Tribal Development Dept. has created its own portal called 'SWAYAM'. According to Govt. Policy of single platform for the citizens, it is necessary to integrate SWAYAM portal with "Aaple Sarkar Portal"	Pending
11	Law and Judiciary Department	
	1. For providing free legal aid to the citizens, the Govt. of India has created a separate portal called "NALSA". For carrying out integration for Govt. of India portal with "Aaple Sarkar Portal", it will be necessary to obtain prior permission of Govt. of India.	Pending
	2. It is reported that large number of applications for free legal aid are being received offline. The department should examine how these applications can be received online also.	Pending
12	Housing Department	
	1. MHADA must integrate its online services with "Aaple Sarkar Portal".	Complied
13	Minority Development Department	
	1. NSPT is a Central Government scholarship portal. A new portal is being launched through the Information Technology Department of the State Government. This portal is meant for scholarships of all Departments. This portal may be integrated with "Apple Sarkar Portal".	Pending
14	Urban Development Department	
	1. Due to the large number of people interacting with Municipal Bodies, all their services should be integrated.	Pending
	2. Some services are being provided by using Govt. of India Portal. It may be examined whether these services can be integrated with "Aaple Sarkar Portal".	Pending
	3. "Apple Sarkar Portal" centers / citizen facilitation centre of urban bodies should provide all notified services under the Act.	GR issued by Urban Development Dept.
15	Rural Development & Panchayat Raj Department	
	1. The Pune Zilla Parishad has notified 200 services under the Right to Public Services Act. The Commission appreciated this excellent initiative by Zilla Parishad, Pune. The Commission has recommended that RDD Dept. should examine the replicability of these 200 services by all Zilla Parishads in the State.	RDD has set up a Committee vide Govt. Circular dated 14/3/19. Matter is under consideration of

		Govt.
	2. A compilation of success stories, innovative projects and good practices of the Rural Development Department should be submitted to the Commission.	Pending
	3. The Dash Board created by Mahaonline should be made available to all CEOs and BDOs. All the pending applications, appeals and all cases of delay are to be supervised by the Chief Executive Officer and the Block Development Officer.	
	4. The services of the various Departments should be made available through a single window system from “Aaple Sarkar Service Centers” at the Gram Panchayat level.	
	5. The Logo and Tagline of the Maharashtra Rights to Public Service Act should be used by the Gram Panchayat, Panchayat Samiti and Zilla Parishad.	
16	Higher and Technical Education Department	
	1. A total of 10 services of Higher and Technical Education Department are notified and these services are provided online. However, the master list of this Department is not ready and should be prepared.	Master List has been prepared.
	2. Maharashtra Right to Public Services Act may be included in the curriculum of High School and Jr. College.	Pending
17	School Education and Sports Department	
	The master list should be prepared and sent to the General Administration Department. The department had notified 18 services but has now denotified 6 services. Hence, presently there are 12 services notified by this Department.	Master List has been prepared
18	Tourism Department	
	1. Tourism Department has notified 20 services and all of them are available online. However, the response to the online services of Tourism Dept. is not very good.	Pending
	2. Since Tourism is an important and growing Sector, the Department should review why there is poor response to their online services.	Pending
19	Medical Education and Drugs Department	
	1. Department has notified 25 services. However, 18 services are available online. Department should take action to ensure that all 25 services are made available online.	Pending
	2. Department should prepare a master list of all the services being provided and submit the same to GAD (O&M)	Pending

7.5 General Suggestions and Recommendations (2019-20)

No	Recommendations	Status
.1	By using Information Technology, system needs to be developed to collect information regarding offline applications received and disposed. IT Department and GAD (O&M) should decide on this recommendation at the earliest.	Pending
.2	All Departments should prepare a Master List of all the services they provide to the public and publish it on their website.	14 departments have prepared Master List. Partially complied.
.3	All the services notified by all the Departments should be made online.	Partly complied. 403 out of 486 notified services are available online on Aaple Sarkar Portal.
.4	The services of the Departments which have received poor response should be reviewed by the concerned departments and public awareness, publicity and dissemination campaigns etc. should be conducted about such services.	Pending
.5	The services of the Departments which are online, however, they are providing to the public through their own portals, the Departments should integrate the respective portals with Aaple Sarkar portal. A timetable should be prepared and submitted to the Commission.	Partly complied
6.	As per the Government Resolution issued respectively by Rural Development, Urban Development and Revenue Department all the services notified by all the Departments should be made available to the public at "Aaple Sarkar Service Centre".	Partly complied
7.	In order to create awareness about the Maharashtra Public Service Rights Act, all Departments should carry out public awareness campaign for the widespread dissemination of the Act.	Partly complied
8.	All the Departments should prepare incentive schemes for the designated officers and for the best performing public authority.	Pending
9.	According to the circular dated 15.02.2020 of the General Administration Department on the certificates issued under the Maharashtra Public Service Rights Act, the Logo and Tagline of the State Public Service	Partly complied

	Rights Commission should be printed on the certificates issued by various Government Departments. This will be useful for the promotion / dissemination of the Act.	
10.	All departments should provide computers and other ancillary facilities to their Designated Officers / First / Second Appellate Officers.	Partly complied
11.	All Heads of Administrative Departments should periodically review the applications and appeals received and pending. Reasons should be mentioned while rejecting the application. Speaking orders should be passed on appeals. Necessary instructions should be issued for disposal of applications within the stipulated time.	Continuous efforts are necessary
12.	The Commission should be informed of the innovative measures implemented at the Departmental / District level for effective implementation of the Act.	Nasik Collector has notified 81 new services on 26.01.2020.
13.	All the Divisional Commissioners / Collectors should conduct regular monthly reviews for the effective implementation of the Right to Service Act and take steps to make the implementation of the Act more effective.	Partly complied
14.	All the Collectors should regularly make available to the Commission Office the information on the number of cases in which the First and Second Appellate Officers of all the Departments in their district have levied fines.	Instruction issued to all Department/Collectors
15.	All the Departments should review the Applications / Appeals which have not been disposed of within the prescribed time and prepare an abstract and make it available to the Right to Public Service Commission and take appropriate measures accordingly.	Pending
16.	All the Collectors should take necessary action through the Mahaonline regarding solving technical difficulties of dashboards, online system for disposal of online applications / appeals district wise for effective use of 'Aaple Sarkar Portal'.	Partly complied
17.	All the District Collectors should regularly review their District 'Aaple Sarkar Service Centers' which are functioning and closed and how to make them financially viable.	Pending
18.	All the Departments should conduct Awareness and Technical training to Designated Officers and	Continuous efforts are necessary

	Appellate Officers in all the divisions of the district at the district / divisional level, through the YASHADA & Mahaonline under the State Training Policy on Right to Public Service Act.	
19.	All Divisional Commissioners should review the implementation of the Maharashtra Public Service Rights Act during the meetings with Collectors and Chief Executive Officers.	Partly complied
20.	Collector, Nashik has notified additional 81 new services under the Maharashtra Right to Public Services Act with effect from 26.01.2020. The Commission has recorded its appreciation of this excellent initiative which is receiving very good response form citizens. The Commission has recommended to Revenue Department vide letter dated 04.03.2020 to examine the replicability in other Districts also.	Pending
21.	Pune Police Commissionerate has implemented “Services Excellence and Victim Assistance” (S.E.V.A) scheme for Grievance Redressal of complaints. The Commission has appreciated this initiative and recommended to the Home Department vide letter dated 13.12.2019 to examine its replicability in other Police Commissionerates.	Pending

7.6 Department Specific Suggestions and Recommendations (2019-20)

No.	Recommendations	Status
1	General Administration Department (O&M)	
	1. Some of the services notified by the Administrative Departments have very little / no response. The General Administration Department should issue instructions to the concerned Departments to review such services.	GAD (O & M) has issued instructions accordingly.
	2. A master list of services provided by all the Administrative Departments should be prepared and orders should be issued to make it available to the citizens on the website of the concerned Department.	Partly Complied. 14 Departments have prepared Master List.
	3. As per the provisions of Section 3 of the Act, all the Field Offices should be directed to display the information about the services rendered by it along with the details of the stipulated time limit, form or fee, if any ,Designated Officers, First and Second Appellate Authorities.	Partly Complied.
	4. An incentive scheme should be prepared as per the provisions of Section 20 (5) (a) of the Act to give cash and commendation certificate as an incentive to the ex-officio officer as well as the authority	Pending
	5. Administrative Departments to provide computer and other ancillary technical facilities to all the Designated Officers / Appellate Officers from their financial provisions.	Partly Complied.
2	School Education and Sports Department	
	1. The "Saral Portal" of this Department is developed by NIC. There is very poor response to these services on 'Aaple Sarkar Portal'. A study group of representatives from Information Technology, NIC, Maha IT Corporation to decide on the integration of 'Saral Portal' with 'Aaple Sarkar Portal'.	Pending
	2. Independent Portal of Maharashtra Board of Higher Secondary Education exists. All services are provided to students / teachers / management through that portal. These services should be integrated with 'Aaple Sarkar Portal'.	Pending
3	Tourism Department	
	1. The services rendered by this Department are mostly offline. This information should be submitted to the Commission in the prescribed proforma "A", "B" and "C".	Pending

	2. List of public services to be provided by Maharashtra Tourism Development Corporation as well as details of stipulated time-limit, Designated Officer, First and Second Appellate Authorities should be displayed on the notice board of the office and on their website.	Pending
4	Forest Department	
	1. The Principal Secretary, Forest Department has directed the Department of Information Technology, Maha IT Corporation to integrate the services on Maha Forest system with 'Apple Sarkar Portal'.	Complied.
	2. There are no service charges for Maha Forest website. However if the application is submitted through 'Apple Sarkar Portal', the applicant has to pay service charges. Hence policy needs to be decided by the Government to correct this anomaly.	Pending
5	Transport Department	
	The Central Government has given permission for the integration of the "Vahan and Sarathi" independent portals developed by NIC. with 'Apple Sarkar Portal'. This integration should be completed early.	Pending
6	Medical Education Department	
	The Principal Secretary, Department of Medical Education should review and evaluate the services for which there is poor response as well as consider notifying some other services that are in demand by the citizens. These service should be integrated with 'Apple Sarkar Portal'.	Pending
7	Food, Civil Supplies & Consumer Protection Department	
	1. Department should undertake publicity / dissemination campaign, advertisement. Regarding notified services.	Pending
	2. All notified services should be made available through 'Apple Sarkar Service Centre'.	Pending
8	Industries Department	
	The details of the Application Received for the notified services on the "MAITRI" portal should be reflected on 'Apple Sarkar Portal'. Measures should be taken to integrate the two portals.	Pending
9	Maharashtra Jeevan Pradhikaran	
	1. In order to effectively implement the Maharashtra Right to Public Service Act 2015, a notice board should be put up in the front of the office showing the details of public services its stipulated time-limit, Designated Officer, First and Second Appellate Authorities	Pending

	2. The Act should be propagated through Camps / meetings etc. among the staff / citizens.	Pending
	3. The combined state level information of the applications / appeals received offline should provide in the prescribed Proforma "A", "B" and "C".	Pending
10	Animal Husbandry, Dairy Development & Fisheries Department	
	1. Many of the services of this Department are provided offline. These services have zero response on the online system. Department should give wide publicity to the services. The Department should review all the services and notify the required services.	Pending
	2. Taraporewala Aquarium ticket distribution service is provided online, but citizens have to pay an additional registration fee of Rs. 20/-, while applying from 'Apple Sarkar Portal', therefore, this service is availed mostly offline.	Pending
11	Agriculture Department	
	1. Some services of the Department of Agriculture are provided through GOI portal "APEDA". Since APEDA portal belongs to GOI, permission may be sought from GOI whether it can be integrated with Apple Sarkar portal.	Pending
	2. In case of services which cannot be integrated with 'Apple Sarkar Portal', the Information in the prescribed Proforma "A", "B" and "C" may be provided to the Commission.	Pending
	3. The web-based application "E-Parwana" developed by NIC Pune may be linked with 'Apple Sarkar Portal'.	Pending
	4. The Department should examine and consider whether services like Soil testing, application for drip and sprinkler irrigation, supply of seeds can be notified under the MRTPS Act.	Pending
12	Information Technology Department	
	1. Services provided by Municipal Corporations, Municipalities, Zilla Parishads, Panchayat Samiti, are provided through their separate portals. These portals should be integrated with the 'Apple Sarkar Portal'.	Pending
	2. Dashboard facility be provided to Divisional Commissioners, Collectors, Designated Officers as well as Appellate Officers.	Partly complied
	3. The Department of Information Technology, with the help of the concerned Department, should take care to update the information and mobile phone of the new officer who has joined.	Continuous efforts are necessary
	4. Separate portals of Forest, Agriculture, Transport and Other Departments should be integrated with 'Apple Sarkar Portal'.	Partly complied

	5. The updated information of 'Apple Sarkar Service Centre. In the state should be made available to the Commission regularly	Continuous efforts are necessary
	6. Government may decide policy regarding integration of DBT Portal with "Aaple Sarkar Portal".	Pending
13	Home Department	
	1. A Master list of services provided by the Department should be prepared and published on the website of the Department, and a copy should be given to the General Administration Department and the Commission.	Partly complied
	2. List of Notified Public Services along with details of stipulated time-limit, Designated Officer, First and Second Appellate Authorities is displayed at the prominent place of office.	Partly complied
14	Urban Development Department	
	1. Master list of Urban Development Department should be finalized. The list of services notified by the Urban Development Department should be published and made available to the citizens.	Pending
	2. The online portal of the Municipal Corporations should be integrated with 'Apple Sarkar Portal'.	Pending
	3. A total of 57 services of Urban Development Department have been notified. The integration of these services should be completed immediately.	Pending
	4. All the services provided by MCGM should be made available at 'Apple Sarkar Portal' also.	Pending
15	Women and Child Development Department	
	1. Department may examine which new services may be notified. 2. The Information in the prescribed Proforma "A", "B" and "C", should be submitted to the Commission.	Pending
16	Water Supply and Sanitation Department	
	1. Master list of services of this Department should be prepared and communicate to the Commission.	Compiled
	2. The Information in the prescribed Proforma "A", "B" and "C", should be submitted to the Commission.	Pending
17	Public Health Department	
	1. Department may examine which new services may be notified. 2. The Information in the prescribed Proforma "A", "B" and "C", should be submitted to the Commission.	Pending

18	Social Justice & Special Assistance Department	
	1. Training programme for field officers may be organized with the help of Yashada and IT Department.	Pending
	2. The Information in the prescribed Proforma “A”, “B” and “C”, should be submitted to the Commission.	Pending
	3. Scholarship related services are provided on the Central Government's "DBT" portal. Policy need to be decided whether DBT services are to be integrated with Aaple Sarkar portal.	Pending
19	Soil & Water Conservation Department	
	The eight notified services of Soil and Water Conservation Department may be integrated with Aaple Sarkar portal.	Pending
20	Energy Department	
	All the services provided by MSEDCL should be integrated with ‘Apple Sarkar Portal’.	Pending

7.7 The Way Forward

The focus of The Maharashtra Right to Public Services Act is the Common Man. The objective of the Act is to provide services to the citizens in an efficient, transparent and time-bound manner. If implemented scrupulously this Act can transform administration and bring about paradigm shift and will make administration citizen friendly. The Commission reiterates its earlier recommendations for further improvements.

- 1) Major awareness campaign needs to be launched. All Government Departments, local bodies, Elected Representative, Civil Society, Social Media, Non-Governmental Organisations need to participate in this campaign. The Right to Public Services fortnight needs to be observed every year.
- 2) Master List of all public services must be published by every Department and same be put in public domain. State Government must publish the consolidated, centralised Master List of all services.
- 3) A time-table may be published by the State Government indicating the Time-frame by when all the public services would be notified under the Right to Public Services Act.
- 4) Integration all notified services with Aaple Sarkar portal and mobile application is very essential. During last review meeting Commission had observed that 83 services were not integrated with Aaple Sarkar Portal. Large numbers of services are provided by the local bodies like Municipal Corporations, Councils, but services notified by the Urban Development Department have not been integrated with Aaple Sarkar Portal.

- 5) Large numbers of applications demanding services are received offline. It is necessary that all the applications received offline are entered into the online system so that their disposal can be monitored.
- 6) There are over 32,075 Aaple Sarkar Seva Kendra in the State where online service facility is provided to citizens. But the number of centres needs to be increased substantially.
- 7) It is necessary, that all notified services are provided at every Aaple Sarkar Seva Kendra. Government has decided vide Government Resolution dated 19 January, 2018 that all such centres will henceforth be known as Aaple Sarkar Seva Kendra. This is a welcome decision.
- 8) The decision to declare Collector as the “Controlling Officer” for Right to Public Services Act implementation is a step in the right direction. Every Collector must review the progress on monthly basis. Monthly review should also be conducted by the Divisional Commissioners.
- 9) All Hon. Guardian Ministers may be requested to review the implementation of Right to Public Services Act during their visit to the District.
- 10) There are large number of notified public services which have received negligible response or no response at all. Concerned Departments must analyse reasons for the poor response to these public services. Opinion of the citizens may be sought why these services have not received any response.
- 11) Third Party Audit of functioning of online and offline systems needs to be done.
- 12) IT Department must ensure that the revenue due to the local bodies, Departments for the services provided by using Aaple Sarkar portal is transferred immediately.
- 13) Incentives and Awards scheme for Best Performance needs to be prepared by the Government.
- 14) Information and Technology infrastructure needs to be provided to every Designated Officer, Appellate Authorities and Collectors / Divisional Commissioners.
- 15) According to section 7 of the Maharashtra Right to Public Service Act, “The Government shall encourage and aspire all the Public Authorities to utilize Information and Technology to deliver their respective public services within the stipulated time limit.” It is reported that a very large number of applications under the Right to Public Service Act are received offline. Exact figures of offline applications received, disposed and pending are not available despite repeated attempts by this Commission. This is a major lacuna faced by the Commission.

- 16) Information Technology Department has informed that 32,075 Aaple Sarkar Seva Kendra have been established in the state. Hence, it is recommended that Government may prepare a policy for migrating to hundred percent online application and their disposal under the Right to Public Service Act.
- 17) As per Section 13 (2) (b) of the Maharashtra Right to Public Services Act, it is necessary to appoint Six Commissioners for Right to Public Services, one each for the Six Revenue Divisions on priority. Commissioner (RTS) for Konkan Division has been appointed. Five posts of Commissioners (RTS) are vacant. They need to be appointed at the earliest.
- 18) The policy regarding providing notified services through a single platform needs to be clearly spelt out and enunciated because the Commission has observed that several departments have developed different portals. The Commission has been insisting that the different portals developed by various department needs to be integrated with the single platform called “Aaple Sarkar portal”. Despite continuous review and instructions, it is observed that 83 numbers of services have not yet been integrated with “Aaple Sarkar portal” as on 31/03/2020.
- 19) The Department of Urban Development has not yet integrated 18 services with “Aaple Sarkar portal”. This is a very significant shortcoming of the single platform policy because almost 50% population of our State now resides in urban areas. The Commission has held several meetings with Urban Development Department but the integration of 18 number of services of Urban Development Department is yet to be achieved.
- 20) Another important policy decision is required in view of the Direct Benefit Transfer (DBT) portal and several portals of Govt. of India like “APEDA, VAHAN, SARTHI” integration with “Aaple Sarkar portal”. This situation is causing confusion amongst the citizens. However, integration with any portal developed by Govt. of India will require prior permission of Central Govt. Clear policy needs to be decided regarding notified services which are available on DBT or on Government of India portals.
- 21) Significant finding of the Commission is that during the year 2019-20, time bound delivery of services was 96% and only in 4% cases there was delay in providing services. Thus it is observed that during 2019-20 there is significant improvement in time-bound delivery of services.
- 22) Non availability of offline applications received and their disposal continues to be major handicap to the Commission. In the absence of this data, the Commission is not able to present analysis of the pendency of offline cases, delay in disposal of the offline cases. To facilitate collection of this information, the Commission has prescribed Proformas

‘A’, ‘B’ & ‘C’ and circulated to all departments of Government. Despite repeated attempts, this information has not been submitted in a consolidated manner by the department to the Commission. The Commission has also recommended collection of this information may be done by using Information Technology. This proposal needs to be finalised by the Government at the earliest.

23) It is essential that all notified services must be available online. However, it is observed that while 486 services are notified only 403 services are available online as on 31.03.2020. Therefore, the balance 83 services can be availed only by offline application. This gap between number of services notified and number of services available online has to be filled immediately. Necessary action must be taken to ensure that every notified services is available online.

24) Although there are 32,075 Aaple Sarkar Centres which provide services, it is observed that 15,747 number of centres are active and 16,328 number of centres are not active as on 31.03.2020. It is a matter of concern that 16,328 centres are not active. Necessary action should be taken to ensure the financial viability of these centres. The innovative practices undertaken by the districts of Chandrapur and Wardha may be replicated to help to make these centres financially viable.

7.8 Innovative Practices

The Maharashtra State Commission for Right to Public Services was established in 2017 to ensure effective implementation of the Maharashtra Right to Public Services Act, 2015. The objective of the Act is to provide public services by the State Government in a transparent, efficient and time-bound manner to eligible persons. For achieving this objective section 7 of the Act mandates that “The Government shall encourage and aspire all the Public Authorities to utilise Information Technology to deliver their respective public services within the stipulated time limit “The Commission and the Information Technology Department of the Govt. of Maharashtra, have undertaken several initiatives to achieve these objectives.

The initiatives include:-

1. 403 Public Services are provided on line.
2. Selection of Logo and Tagline ‘Your Service is our Duty’ through competition among citizens to popularise the Act and create awareness.

3. Declaring Collector as a Controlling officer for RTS implementation in the District.
4. Providing Dashboard to every collector for effective monitoring.
5. Use of Digital signatures by the Designated Officer. This system enables 10,000 Digital Signatures within short time. This system has excellent security.
6. 32,075 Aaple Sarkar Seva Kendra in the State provide online service facility to the citizens.
7. SMS alerts to the Designated and Appellate Authorities.
8. Insisted on single platform for all services notified under the Act.
9. Integration of different modules with Aaple Sarkar Portal.
10. Evaluation and ranking of departments on the basis of response to their online services.
11. Organising National Conference at Nagpur to share 'Best Practices' in the delivery of public services and recommend the way forward.

All the above initiatives have helped to achieve the objective of providing transparent, effective and time-bound delivery of public services. During 2019-20, The Maharashtra State Commission for Right to Public Services ensured transparent, efficient and time – bound delivery of public services. During this period a total of 1,81,79,975 online applications for public services were received and disposed. Only 1,14,217 applications were rejected. It is seen that the rejection ratio is negligible – less than one percent.

7.9 Success Stories

The Commission has observed excellent innovations by Collector, Nashik and by Commissioner of Police, Pune. The initiatives under taken by them are as follows :

1.Nashik District – 81 new services

Collector, Nashik Shri. Suraj Mandhre, has notified additional new 81 services of the Revenue Department. These new additional services have come into effect from 26 January 2020. The Commission has been informed that there has been a very good response to the new services and 10,39,404 services have been provided to the citizens. The Commission has recorded its appreciations of this excellent initiative and recommended that this initiative needs to be replicated in other districts also vide its letter dated 04.03.2020 addressed to ACS

(Revenue). In addition to the 20 services already notified by the Revenue Department, the Collector, Nashik has notified 81 additional/new services under the Act. Hence, Revenue Department in Nashik is providing 101 services to the citizens. Collector Nashik has further informed that monitoring mechanism and grievance redressal system have been provided to ensure time-bound delivery of public services.



Visit To Nashik Collectorate

2. Service Excellence and Victim Assistance (S.E.V.A) CP, Pune

Keeping in mind the Maharashtra Right to Services Act, 2015, Pune Commissionerate has implemented “Service Excellence and Victim Assistance” (S.E.V.A) scheme for grievance redressal of complainants in which basic details are captured in a handheld tablet at police station citizen facilitation centers and later on feedback is taken by the centralized SEVA Cell at CP Office. More than 1,82,888 visitors have registered in the system. The in house SEVA cell calls the complaints after a gap of 3 days and takes a feedback on the resolution of their complaints and the treatment received at police station. In case the complaints are not resolved, the list is shared with the Senior Inspector of Police and escalated to ACP, DCP.

The SEVA scheme implemented by Pune Commissionerate is a very important step in the direction of making Police Administration citizen friendly, ensuring time bound disposal of grievance, transparency and efficiency. Chief Commissioner visited the SEVA Cell at CP Pune Office on 10th December 2019. Chief Commissioner, Right to Public Services was

explained in detail how the system functions and practical demonstration of sample case was also shown. Several citizens narrated their experience of how the SEVA scheme is citizen friendly. The team led by Dr. Venkatesham, CP Pune and his colleagues deserve highest appreciation. Hence, the Commission has recommended vide letter dated 13.12.2019 addressed to ACS (Home) to examine in detail and consider its replicability in other commissionerates / districts.



Inauguration of S.E.V.A. Centre at Commissioner of Police office, Pune

ANNEXURE 'A'



महाराष्ट्र शासन राजपत्र

असाधारण भाग आठ

वर्ष १, अंक ५०(३)]

शुक्रवार, ऑगस्ट २१, २०१५/श्रावण ३०, शके १९३७

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असाधारण क्रमांक ९८

प्राधिकृत प्रकाशन

महाराष्ट्र विधानमंडळाचे अधिनियम व राज्यपालांनी प्रख्यापित केलेले अध्यादेश व केलेले विनियम आणि विधि व न्याय विभागाकडून आलेली विधेयके (इंग्रजी अनुवाद).

In pursuance of clause (3) of article 348 of the Constitution of India, the following translation in English of the Maharashtra Right to Public Services Act, 2015 (Mah. Act No. XXXI of 2015), is hereby published under the authority of the Governor.

By order and in the name of the Governor of Maharashtra,

DR. MANGALA THOMBARE,
I.c. Draftsman-cum-Joint Secretary to Government,
Law and Judiciary Department.

MAHARASHTRA ACT No. XXXI OF 2015.

(First published, after having received the assent of the Governor in the “*Maharashtra Government Gazette*”, on the 21st August 2015).

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.

WHEREAS both Houses of the State Legislature were not in session ;

AND WHEREAS the Governor of Maharashtra was satisfied that circumstances existed which rendered it necessary for him to take immediate action to make a comprehensive law to provide for delivery of transparent, efficient and timely public services to the eligible persons in the State of Maharashtra and to bring transparency and accountability in the Departments and agencies of the Government and other Public Authorities which provide public services to the eligible persons and for matters connected therewith or incidental thereto ; and, therefore, promulgated the Maharashtra Right to Public Services Ordinance, 2015 on the 28th April

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AND WHEREAS it is expedient to replace the said Ordinance by an Act of the State Legislature; it is hereby enacted in the Sixty-sixth Year of the Republic of India as follows :—

Short title,
extent,
commencement
and
application.

1. (1) This Act may be called the Maharashtra Right to Public Services Act, 2015.

(2) It extends to the whole of the State of Maharashtra.

(3) It shall be deemed to have come into force on the 28th April 2015.

(4) It shall apply to such Public Authorities which provide public services to the eligible persons as per the provisions of any laws, rules, notifications, orders, Government Resolutions or any other instruments.

Definitions.

2. In this Act, unless the context otherwise requires,—

(a) “Chief Commissioner” or “Commissioner” means the State Chief Commissioner for Right to Service or the State Commissioner for Right to Service, as the case may be, appointed under sub-section (2) of section 13 ;

(b) “Commission” means the Maharashtra State Commission for Right to Service constituted under sub-section (1) of section 13;

(c) “Competent Authority” means the Disciplinary Authority or the Controlling Officer, as the case may be;

(d) “Department” means a Department of the State Government or of a Public Authority, as the case may be;

(e) “Designated Officer” means an officer who is required to provide public services to the eligible person;

(f) “Divisional Commissioner” means the Commissioner appointed by the State Government under section 6 of the Maharashtra Land Revenue Code, 1966;

(g) “eligible person” means a person who is eligible for obtaining a public service and also includes a legal person;

(h) “First Appellate Authority” means an officer appointed by the concerned Public Authority under sub-section (1) of section 8;

(i) “Government” or “State Government” means the Government of Maharashtra;

(j) “local authority” means any authority, Municipal Corporation, Municipal Council, *Nagar Panchayat*, Industrial Township, Planning Authority, *Zilla Parishad*, *Panchayat Samiti* and *Village Panchayat* and other local self-Governments constituted by law; and also includes Development Authorities or other statutory or non-statutory bodies;

(k) “prescribed” means prescribed by the rules made under this Act;

(l) “Public Authority” means,—

(a) any Department or authorities of the Government;

(b) any organisation or authority or body or corporation or institution or a local authority, established or constituted,—

(i) by or under the Constitution of India, in the State;

(ii) by any other law made by the State Legislature;

(iii) by notification issued by the Government;

(c) and includes,—

(i) an institution, a co-operative society, a Government Company or an authority owned, controlled or financed by the State Government; or

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(ii) any non-Governmental organization receiving financial assistance from the State Government;

(m) “public services” means such services as may be notified by the Public Authority under section 3;

(n) “right to service” means right of an eligible person to obtain the public services within the stipulated time limit as notified by the Public Authority, from time to time;

(o) “Second Appellate Authority” means an officer appointed by the concerned Public Authority under sub-section (2) of section 8;

(p) “stipulated time limit” means the time limit as notified under section 3 within which the public service is to be provided by the Designated Officer to any eligible person.

3. (1) The Public Authority shall, within a period of three months from the date of commencement of this Act, and thereafter from time to time, notify the public services rendered by it along with Designated Officers, First and Second Appellate Authorities and stipulated time limit.

Public services, Designated Officers, Appellate Authorities and

(2) The Public Authority shall display or cause to be displayed on the notice board of the office and also on its website or portal, if any, the list of the public services rendered by it alongwith the details of the stipulated time limit, form or fee, if any, Designated Officers, First Appellate Authorities and Second Appellate Authorities.

stipulated time limit to be notified.

4. (1) Subject to the legal, technical and financial feasibility, every eligible person shall have a right to obtain public services in the State in accordance with this Act, within the stipulated time limit.

Right to obtain public services within stipulated time limit.

(2) Subject to the legal, technical and financial feasibility, every Designated Officer of the Public Authority shall provide the public services to the eligible person, within the stipulated time limit:

stipulated time limit.

Provided that, the stipulated time limit may be extended by the State Government during the period of election as well as in natural calamities to such extent, as may be prescribed.

5. (1) An application for obtaining public services may be made by any eligible person to the Designated Officer. The receipt of an application shall be duly acknowledged and the applicant shall be intimated in writing or through electronic means, specifying date and place of receipt of application, unique application number alongwith stipulated time limit for the disposal of such application. The stipulated time shall be counted from the date when the requisite application, complete in all respects, for obtaining the public service is received by the Designated Officer or a person who is duly authorised to receive the application.

Providing public services within stipulated time limit.

(2) The Designated Officer shall, on receipt of an application under sub-section (1), either directly provide or sanction the public service within the stipulated time limit or reject the application after recording the reasons in writing for such rejection. The Designated Officer shall also communicate in writing to the applicant about the period within which an appeal may be made against his order and the name, designation and official address of the First Appellate Authority.

6. (1) Every eligible person having applied for any public services shall be provided with unique application number by the concerned Public Authority so that he can monitor status of his application online, where such system is in operation.

Monitoring status of application.

(2) Every Public Authority shall be duty bound to update the status of all applications regarding public services online, where such system is in operation.

Use of Information Technology for delivery of public services.

7. The Government shall encourage and aspire all the Public Authorities to utilise Information Technology to deliver their respective public services within the stipulated time limit.

Appointment of Appellate Authorities.

8. (1) The Public Authority shall appoint an officer not below the rank of Group "B" or its equivalent rank, who is superior in rank to the Designated Officer, to act as First Appellate Authority to hear and decide the appeal filed by an eligible person against rejection of his application or delay in providing public services, after following due procedure as may be prescribed.

(2) The Public Authority shall appoint an officer who is superior in rank to the First Appellate Authority, to act as Second Appellate Authority to hear and decide the appeal filed by an eligible person as well as by the Designated Officer against the order of the First Appellate Authority.

Appeal.

9. (1) Any eligible person, whose application is rejected under subsection (2) of section 5 or who is not provided the public service within the stipulated time limit, may file an appeal before the First Appellate Authority within the period of thirty days from the date of receipt of, order of rejection of the application or, the expiry of the stipulated time limit:

Provided that, the First Appellate Authority may, in exceptional cases, admit the appeal even after the expiry of the period of thirty days, subject to the maximum period of ninety days, if it is satisfied that the Appellant was prevented by sufficient cause from filing the appeal in time.

(2) The First Appellate Authority may direct the Designated Officer to provide the service to the eligible person within such period as he may specify in his order but which shall not ordinarily exceed the stipulated time limit, or he may reject the appeal within the period of thirty days from the date of filing of the appeal, after recording the reasons in writing for such rejection :

Provided that, before deciding the appeal, the First Appellate Authority shall give an opportunity of being heard to the Appellant as well as to the Designated Officer or any of his subordinate duly authorized for this purpose.

(3) A second appeal against the order of the First Appellate Authority shall lie to the Second Appellate Authority within the period of thirty days from the date on which the order of the First Appellate Authority is received or after forty-five days from the date of filing of the first appeal in case where the Appellant does not receive any order from the First Appellate Authority:

Provided that, the Second Appellate Authority may, in exceptional cases, admit the appeal even after the expiry of the period of thirty days or forty-five days, as the case may be, subject to the maximum period of ninety days, if it is satisfied that the Appellant was prevented by sufficient cause from filing the appeal in time.

(4) The Second Appellate Authority may direct the Designated Officer to provide the service to the Appellant within such period as he may specify in his order or he may reject the appeal within the period of forty-five days from the date of filing of the appeal, after recording reasons in writing for such rejection :

Provided that, before issuing any order, the Second Appellate Authority shall give an opportunity of being heard to the Appellant as well as to the Designated Officer or any of his subordinate duly authorised for this purpose.

(5) The First Appellate Authority and Second Appellate Authority while deciding an appeal under this section, shall have the same powers as are 5 of vested in civil court while trying a suit under the Code of Civil Procedure, 1908. 1908 in respect of the following matters, namely :—

- (a) requiring the production and inspection of documents or records;
- (b) issuing summons for hearing ; and
- (c) any other matter which may be prescribed.

10. (1)(a) If the First Appellate Authority is of the opinion that the Designated Officer has failed to provide public service without sufficient and reasonable cause, then he shall impose a penalty which shall not be less than rupees five hundred, but which may extend to rupees five thousand, or of such amount as may be revised by the State Government, from time to time, by notification in the *Official Gazette*. Penalty.

(b) If the Second Appellate Authority is also of the opinion that the Designated Officer has made default in providing the public service within the stipulated time limit without sufficient and reasonable cause, he may confirm or vary the penalty imposed by the First Appellate Authority, after recording reasons in writing :

Provided that, the Designated Officer shall be given a reasonable opportunity of being heard before any penalty is imposed on him by the First Appellate Authority or Second Appellate Authority.

(2) If the Chief Commissioner or the Commissioner is of the opinion that the First Appellate Authority had repeatedly failed to decide the appeal within the specified time without any sufficient and reasonable cause, or unduly tried to protect the erring Designated Officer, then he shall impose a penalty on the First Appellate Authority which shall not be less than rupees five hundred, but which may extend to rupees five thousand, or of such amount as may be revised by the State Government, from time to time, by notification in the *Official Gazette* :

Provided that, the First Appellate Authority shall be given a reasonable opportunity of being heard before any penalty is imposed on him.

11. The Appellate Authority concerned or the Commission shall communicate to the Designated Officer or the First Appellate Authority, as well as to the Public Authority about the amount of penalty imposed in writing. The Designated Officer or the First Appellate Authority, as the case may be, shall pay the amount of penalty within a period of thirty days from the date of receipt of such communication, failing which the Competent Authority shall recover the amount of penalty from the salary of the concerned Designated Officer or the First Appellate Authority, as the case may be. Procedure for recovery of penalty.

12. (1) The Competent Authority, after receiving an intimation from the Second Appellate Authority about the repeated failures committed by the concerned Designated Officer to provide public services or repeated delays in providing public services as well as repeated failure to comply with the direction of the Appellate Authorities, shall issue a show cause notice to the Designated Officer within a period of fifteen days, why a disciplinary action should not be initiated against him. The Competent Authority shall initiate appropriate disciplinary proceedings against the Designated Officer under the Conduct and Discipline Rules as applicable. Procedure for fixing responsibility on Designated Officer for repeated failures.

(2) The Designated Officer against whom such notice is issued may represent to the Competent Authority concerned, within a period of fifteen days from the date of receipt of such notice. In case no such representation is received by the Competent Authority within the specified period or explanation received is not found satisfactory, the Competent Authority shall proceed with the departmental inquiry as laid down in the Conduct and Disciplinary Rules of the Public Authority :

Provided that, if the Competent Authority finds reasonable and justified grounds in favour of the Designated Officer and comes to the conclusion that the delay in delivery of services to the eligible person was not attributable to him, but was attributable to some other Designated Officer, it shall be lawful for the Competent Authority to withdraw the notice against him.

(3) While fixing the responsibility on such Designated Officer under this Act, the Competent Authority shall follow the principles of natural justice before passing the order in that respect and give reasonable opportunity of being heard to the Designated Officer.

Constitution
of
Maharashtra
State Right
to Service
Commission.

13. (1) The State Government shall, by notification in the *Official Gazette*, constitute for the purposes of this Act, a Commission to be called as “the Maharashtra State Commission for Right to Service” :

Provided that, till the time the Commission is constituted by the State Government, the Government may, by notification in the *Official Gazette*, entrust the powers and functions of the Commission to the Divisional Commissioners in each Revenue Division or any other Government Officer.

(2) The Maharashtra State Right to Service Commission shall consist of,—

(a) the State Chief Commissioner for Right to Service having jurisdiction for Mumbai City District and Mumbai Suburban District ; and

(b) one State Commissioner for Right to Service having jurisdiction for each corresponding Revenue Division, excluding the area of Mumbai City District and Mumbai Suburban District.

(3) The Chief Commissioner and the Commissioners shall be appointed by the Governor on the recommendation of a Committee consisting of,—

- (i) the Chief Minister, who shall be the Chairman of the Committee ;
- (ii) the Leader of Opposition in the Legislative Assembly; and
- (iii) a Cabinet Minister to be nominated by the Chief Minister.

Explanation.— For the purposes of removal of doubts, it is hereby declared that where the Leader of Opposition in the Legislative Assembly has not been recognised as such, the Leader of the single largest group in opposition in the Legislative Assembly shall be deemed to be the Leader of Opposition.

(4) The general superintendence, direction and management of the affairs of the Commission shall vest in the Chief Commissioner who shall be assisted by the Commissioners and he may exercise all such powers and do all such acts which may be exercised or done by the Commission.

(5) The Chief Commissioner and the Commissioners shall be persons of eminence in public life with wide knowledge and experience in administration in Government or Public Authority.

(6) The Chief Commissioner or a Commissioner shall not be a Member of Parliament or Member of the Legislature of any State or hold any other office of profit or connected with any political party or carrying on any business or profession.

(7) The headquarters of the Commission shall be at Mumbai and the offices of the Commissioners shall be at every Revenue Division.

14. (1) The Chief Commissioner and the Commissioners shall hold office for a term of five years from the date on which they enter upon the respective offices, or until they attain the age of sixty-five years, whichever is earlier, and shall not be entitled for re-appointment. Term of office and conditions of service.

(2) The Chief Commissioner or a Commissioner shall, before he enters upon his office, make and subscribe before the Governor or some other person appointed by him in that behalf, an oath or affirmation according to the prescribed Form.

(3) The Chief Commissioner or a Commissioner may, at any time, by writing under his hand addressed to the Governor, resign from his office.

(4) The salaries and allowances payable to and other terms and conditions of service of the Chief Commissioner and the Commissioners shall be the same as those of State Chief Information Commissioner and the Chief Secretary to the State Government, respectively. No pensionary benefits or other post-retirement benefits shall accrue from the posts of Chief Commissioner or Commissioner, as the case may be :

Provided that, if the Chief Commissioner or a Commissioner, at the time of his appointment is in receipt of a pension, other than a disability or wound pension, in respect of any previous service under the Government of India or under the State Government, his salary in respect of the service as the Chief Commissioner or a Commissioner shall be reduced by the amount of that pension including any portion of pension which was commuted and pension equivalent of other forms of retirement benefits excluding pension equivalent of retirement gratuity :

Provided further that, where the Chief Commissioner or a Commissioner if, at the time of his appointment, is in receipt of retirement benefits in respect of any previous service rendered in Government or Corporation established by or under any Central Act or State Act or a Government Company owned or controlled by the Central Government or the State Government, his salary in respect of the service as the Chief Commissioner or the Commissioner shall be reduced by the amount of pension equivalent to the retirement benefits:

Provided also that, the salaries, allowances and other conditions of service of the Chief Commissioner and the Commissioners shall not be varied to their disadvantage after their appointments.

(5) The Government shall provide the Chief Commissioner and the Commissioners with such officers and employees as may be necessary for the efficient performance of their functions under this Act, and the salaries and allowances payable to and the terms and conditions of service of the officers and other employees appointed for the purposes of this Act shall be such as may be prescribed.

15. (1) Notwithstanding anything contained in this Act, the Governor may, by order remove from office of the Chief Commissioner or any Commissioner, if the Chief Commissioner or a Commissioner, as the case may be,— Removal of Chief Commissioner or Commissioners.

(a) is adjudged an insolvent; or

(b) has been convicted of an offence which, in the opinion of the Governor, involves moral turpitude; or

(c) engages during his term of office in any paid employment outside the duties of his office; or

(d) is, in the opinion of the Governor, unfit to continue in office by reason of infirmity of mind or body; or

(e) has acquired such financial or other interest as is likely to affect prejudicially his functions as the Chief Commissioner or a Commissioner.

(2) Notwithstanding anything contained in sub-section (1), the Chief Commissioner or any Commissioner, shall not be removed from his office, unless a reference is made by the State Government to the Chief Justice of High Court of Judicature at Bombay seeking an enquiry and recommendation on the proposed removal of the Chief Commissioner or the Commissioner along with the grounds for the removal and material supporting such proposal.

Powers and functions of Commission.

16. (1) It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of public services. For this purpose, the Commission may,—

(a) take *suo motu* notice of failure to deliver public services in accordance with this Act and refer such cases for disposal as it may deem appropriate;

(b) carry out inspections of offices entrusted with the delivery of public services and the offices of the First Appellate Authority and the Second Appellate Authority;

(c) recommend Departmental inquiry against any Designated Officer or Appellate Authorities who have failed in due discharge of functions cast on them under this Act ;

(d) recommend changes in procedures for delivery of public services which will make the delivery more transparent and easier :

Provided that, before making such a recommendation, the Commission shall consult the Administrative Secretary in-charge of the Department which is to deliver the public service;

(e) recommend steps to be taken by the Public Authorities for efficient delivery of public services;

(f) monitor delivery of the public services by Public Authorities;

(g) hear and decide the appeal filed before it as per section 18.

(2) The Commission shall, while inquiring into any matter under this section, have the same powers as are vested in a Civil Court while trying a suit under the Code of Civil Procedure, 1908, in respect of the following matters, namely :—

5 of 1908.

(a) summoning and enforcing the attendance of persons, compelling them to give oral or written evidence on oath and producing documents or things;

(b) requiring the discovery and inspection of documents;

(c) receiving evidence on affidavits;

(d) requisitioning any public records or copies thereof from any court or office;

(e) issuing summons for examination of witnesses or documents; and

(f) any other matter which may be prescribed.

Action by Government on recommendations of Commission.

17. The State Government shall consider the recommendations made by the Commission under clauses (c), (d) and (e) of sub-section (1) of section 16 and sent information to the Commission of action taken within a period of thirty days or such time thereafter as may be decided in consultation with the Commission.

18. (1) The eligible person or the Designated Officer being aggrieved by an order of Second Appellate Authority may file an appeal before the Commission within the period of sixty days from the date of receipt of such order. Appeal to Commission.

(2) The Chief Commissioner or the Commissioner, as the case may be, shall dispose of such appeal within a period of ninety days from the date of receipt of the appeal, after giving all the parties an opportunity of being heard. The Commission may impose the penalty on the Designated Officer or First Appellate Authority or vary or cancel the penalty imposed and may order to refund such penalty paid, if any.

19. (1) The Commission shall, after the end of each financial year, prepare a report on its working during the preceding year as well as on the evaluation of performance of delivery of public services by the Public Authorities and present the same to the State Government. Annual report.

(2) The State Government shall lay the annual report presented by the Commission before each House of the State Legislature.

20. (1) All Public Authorities may take time bound effective steps to reduce the demand from an eligible persons to submit various certificates, documents, affidavits, etc. for obtaining public services. The Public Authority shall make concerted efforts to obtain requisite information directly from other Departments or Public Authorities. Developing culture to deliver public services within stipulated time limit.

(2) The failure on the part of the Designated Officer to deliver public services within stipulated time limit shall not be counted towards misconduct as the purpose and the aim is to sensitize the Designated Officers towards the aspirations of the eligible persons and to use information technology and adopt e-governance culture to deliver the public services to the eligible persons within stipulated time limit.

(3) On receipt of communication in writing from the Second Appellate Authority or the Chief Commissioner or the Commissioner, as the case may be, regarding repeated defaults on the part of the Designated Officer, the head of the Public Authority concerned shall be competent to take appropriate administrative action after recording a finding to that effect, but not before giving a show cause notice and an opportunity of being heard to the defaulting officer.

Explanation.—For the purpose of this sub-section, a Designated Officer shall be deemed to be a repeated defaulter, if he commits ten per cent. defaults in total eligible cases he has received in a year.

(4) All the Designated Officers and Appellate Authorities shall undergo a periodic training to enhance and ensure time bound delivery of the public services. The State Government shall facilitate the training process for all concerned officers and it may be part of syllabus in foundation course of the officers or employees.

(5) (a) To encourage and enhance the efficiency of the Designated Officer, the head of the Public Authority may grant cash incentive of such amount as may be notified by the Government to a Designated Officer against whom no default is reported in a year and who is delivering public services within the stipulated time limit along with a Certificate of Appreciation and also take a corresponding entry in the service record of the concerned officer.

(b) The State Government may give appropriate awards to felicitate the Public Authorities which perform best in achieving the purposes of this Act.

21. The Government shall allocate adequate funds for implementation of the provisions of this Act and for training of the Designated Officers, Appellate Authorities and their staff. Allocation of funds.

- Provisions to be supplemental to disciplinary rules. **22.** The provisions of sections 9, 12 and sub-section (3) of section 20 of this Act shall be supplemental to the disciplinary and financial rules and such other service rules and regulations as applicable to the employees of the Government or Public Authority concerned, as the case may be.
- Action against eligible person for giving false or frivolous information, etc. **23.** If an eligible person deliberately gives false or frivolous information in the application or submits false documents along with the application and obtain the public services under this Act on the basis of such information or documents, in that case an action shall be taken against him under the relevant provisions of the penal law in force.
- Power of Government to issue directions. **24.** The State Government may issue to the Public Authority such general or special directions in writing for the purpose of effective implementation of this Act and the Public Authority shall be bound to follow and act upon such directions.
- Protection of action taken in good faith. **25.** No suit, prosecution or other legal proceedings shall lie against any person for anything which is done or purported to have been done in good faith in pursuance of the provisions of this Act or the rules made thereunder.
- Bar of jurisdiction. **26.** No civil court, tribunal or other authorities shall have jurisdiction in respect of any matter which the Commission and the Appellate Authorities are empowered by or under this Act to determine.
- Act to override other laws. **27.** In relation to the services notified under this Act and its implementation, the provisions of this Act shall have effect notwithstanding anything inconsistent therewith contained in any other law for the time being in force or in any rules having effect by virtue of any law other than this Act.
- Power to make rules. **28.** (1) The Government may, subject to the condition of previous publication, by notification in the *Official Gazette*, make rules to carry out the purposes of this Act.
(2) Every rule made under this Act, shall be laid, as soon as may be, after it is made, before each House of the State Legislature, while it is in session for a total period of thirty days, which may be comprised in one session or in two or more successive sessions, and if, before the expiry of the session in which it is so laid or the session immediately following, both Houses agree in making any modification in any rule or both Houses agree that the rule should not be made, and notify their decision to that effect in the *Official Gazette*, the rule shall, from the date of publication of a notification in the *Official Gazette*, of such decision have effect only in such modified form or be of no effect, as the case may be; so, however, that any such modification or annulment shall be without prejudice to the validity of anything previously done or omitted to be done under that rule.
- Power to remove difficulties. **29.** (1) If any difficulty arises in giving effect to the provisions of this Act, the State Government may, as occasion arises, by an order published in the *Official Gazette*, do anything not inconsistent with the provisions of this Act, which appears to it to be necessary or expedient for the purpose of removing the difficulty :
Provided that, no such order shall be made after the expiry of a period of two years from the commencement of this Act.
(2) Every order made under sub-section (1) shall be laid, as soon as may be, after it is made, before each House of the State Legislature.

Mah.
Ord. V
of 2015.

30. (1) The Maharashtra Right to Public Services Ordinance 2015 is hereby repealed.

Repeal of
Mah. Ord. V
of 2015 and
saving.

(2) Notwithstanding such repeal, anything done or any action taken (including any notification or order issued) under the said Ordinance shall be deemed to have been done, taken or issued, as the case may be, under the corresponding provisions of this Act.

ANNEXURE 'B'

GENERAL ADMINISTRATION DEPARTMENT

Madam Cama Marg, Hutatma Rajguru Chowk, Mantralaya
Mumbai 400 032, dated the 16th November 2016

NOTIFICATION

MAHARASHTRA RIGHT TO PUBLIC SERVICES ACT, 2015.

No. Misc.2015 / C.R. 135 / 18 (O & M).—In exercise of the power conferred by sub-section (1) of section 28 of the Maharashtra Right to Public Services Act, 2015 (Mah. XXXI of 2015), the Government of Maharashtra hereby makes the following rules, the same having been previously published as required by sub-section (i) of section 28 of the said Act namely :—

1. *Short title.*—These rules may be called the Maharashtra Right to Public Services Rules, 2016.

2. *Definitions.*—(1) In these rules, unless the context otherwise requires,—

(a) “Act” means the Maharashtra Right to Public Services Act, 2015;

(b) “Form” means the forms appended to these rules;

(c) “section” means section of the Act.

(2) Words and expressions used, but not defined in these rules and defined in the Act, shall have the same meanings, respectively, assigned to them in the Act.

3. *Display of information on notice board.*—(1) Every Public Authority shall display or cause to display the list of public services to be rendered by it, stipulated time limit, names of Designated Officers, First Appellate Authorities and Second Appellate Authorities, Form or fee, if any, on the notice-board of its office and also on its website or portal of the Government or Department or office, if any.

(2) List of documents that are required to be enclosed with the application form or forms for receiving the service and the forms appended to these rules shall also be displayed on the notice board of its office and also on website or portal of the Government or Department or office.

(3) Such display shall be in Marathi language and where needed in English language and shall be placed at conspicuous place so that visitor is able to notice it easily.

(4) In the event of non-display of such information in the public domain or office or website or portal, the Chief Commissioner or the concerned Commissioner may take *suo moto* cognizance and initiate appropriate action against the concerned office or Department or Designated Officer.

4. *Extending stipulated time limit during period of election as well as natural calamities.*—The concerned administrative department, with the concurrence of the General Administration Department may, by an order, extend the stipulated time limit for notified public services under section 3 of the Act for specific period of time mentioned in the order, if necessary, during elections of local authorities, State Legislature, Parliament or in the event of natural calamities like earthquake, flood, fire or any other such natural calamity.

5. *Authorisation by Designated Officer for receiving application.*—The Designated Officer may authorise, by order, any of his subordinate officer or employee to receive the applications made by the eligible persons to obtain any notified service under the Act and issue the acknowledgment thereof to the applicant. The name of such subordinate officer or employee who is duly authorised to receive the applications shall also be displayed on the notice board or on website or portal of the Department or office.

6. *Issue of acknowledgement to applicant.*—On receipt of an application for public service by an eligible person, the Designated Officer or the authorised subordinate officer or employee, as the case may be, shall give acknowledgment to the applicant in Form I. In case, any document required for providing the service has not been enclosed with the application, the same shall be

clearly mentioned in the acknowledgement and the stipulated time limit for providing such service shall start from the date of production of the required document.

7. *Format of application, necessary documents to be attached thereto.*—(1) Every Public Authority shall prepare the Form of Application for obtaining public service in case the same is not provided under the provisions of the concerned Act, Rules, Notifications, Orders, Government Resolutions or any other Instrument.

(2) The Application Form shall be in Marathi and English language. The list of documents to be furnished along with the Application Form should be mentioned in the form itself.

(3) The Application Forms shall be easily available at the office of the Designated Officer and at the office of in charge of SETU Suvidha Kendra, Mah E-seva Kendra, Sangram Centre and any other Citizen Service Centres. Copy of the said application forms shall also be made available on the website of the office or Department or Aaple Sarkar portal which could be downloaded on mobile apps or online.

(4) The Designated Officer shall ensure that only necessary information for receiving public services is sought from the applicant.

(5) The Designated Officer shall ensure that, as far as possible, only the complete applications with necessary documents are accepted at the time of submission of the application. Application submitted online shall also be accepted by the Designated Officer.

(6) The application shall be duly acknowledged by the Designated Officer or its sub-ordinate officer or employee authorised by him, specifying date, time and place of receipt, unique identification number, name of the employee receiving the application, stipulated time within which the public services will be provided.

(7) If the application is received manually the acknowledgement of the same shall be given manually. If the application is received through online portal facility, the acknowledgement shall be through email or SMS or any other electronic means. Online acknowledgement will also be treated as acknowledgement given to the applicant.

8. *Payment of fee.*—The applicant is required to make payment of a fee, if any, for each service as notified by the concerned authority from time to time, either directly to the Authority or through electronic facility available online for availing of service.

9. *Intimation of rejection of application.*—In case, where the concerned Designated Officer, for valid reasons comes to the conclusion that the notified public services cannot be provided to the applicant, the same shall be intimated to the applicant with the reasons, in writing, within a stipulated time limit provided to give the particular service for which the application has been made. Along with the intimation of rejection, the name and designation of Appellate Authority, its address along with all available contact information of the Appellate Authority, time limit within which the appeal may be made shall also be mentioned. If the application is made online then rejection order shall be sent to the applicant online or on mobile apps.

10. *Mechanism to monitor status of application.*—(1) The Public Authority shall, as far as possible, create a mechanism for monitoring the status of applications using the unique identification number provided to the applicant.

(2) The Public Authority shall, as far as possible, create a mechanism through which timely updates on the status of application can be sent to the eligible person through SMS or email or through any other means so that the eligible person who has applied for the services will be able to monitor the status of his application online.

11. *Procedure for appeal.*—(1) An appeal to the First Appellate Authority under sub-section (1) of section 9 shall be filed in Form II, either manually or online.

(2) An appeal to the Second Appellate Authority under sub-section (3) of section 9 shall be filed in Form III, either manually or online.

12. *Documents to be attached with appeal.*—(1) Along with the first or second appeal, the appellant shall enclose the following documents, namely :—

- (a) List of documents enclosed with the appeal.
- (b) Self attested copy of the order against which the first or second appeal is being made.
- (c) Copies of the documents relied upon and referred to by the appellant in the first or second appeal.

13. *Service of notice of hearing.*—The notice of hearing of the first or the second appeal, as the case may be, shall be served in any of the following manners :—

- (i) by hand delivery through special messenger or process server;
- (ii) by registered post with due acknowledgement;
- (iii) online through email or SMS or Mobile Apps;
- (iv) in case of Government Servant, through his controlling officer or online or email or SMS or Mobile Apps.

14. *Individual presence of applicant or Designated Officer.*—(1) In all first or second appeals, the date of hearing shall be communicated to the appellant and the Designated Officer as well as to the First Appellate Authority in case of Second Appeal, at least seven clear days in advance.

(2) If any party remains absent even after due service of notice of hearing, then the appeal shall be disposed of in his absence.

15. *Procedure for deciding appeal.*—While deciding the appeal, the Appellate Authority shall,—

- (i) summon the Designated Officer and appellant at the time of hearing of Appeal;
- (ii) scrutinise the relevant documents or copies thereof ;
- (iii) hear the Designated Officer and the appellant at the time of hearing of the appeal.

16. *Order in first or second appeal.*—(1) The order in the first or second appeal shall be in writing.

(2) Copy of the order in appeal shall be given to the appellant who has filed the appeal, Designated Officer or the First Appellate Authority, as the case may be.

17. *Maintenance of register of cases under Act.*—The Designated Officer, the First Appellate Authority and the Second Appellate Authority shall maintain Register of the cases in Form IV, either manually or in electronic form.

18. *Appeal filed with Commission.*—The appeal against the order of the Second Appellate Authority shall be filed to the Commission in Form V.

19. *Salaries and allowances, terms and conditions of service of officers and other employees appointed on deputation to office of Chief Commissioner or Commissioners.*—(1) The officers and employees appointed on deputation to office of Chief Commissioner or Commissioners from any Department of the State Government, Board, Corporation or other statutory body of the State Government, shall be paid such salaries and allowances as admissible to them under the rules applicable to them and they shall be governed under the said rules and relevant instructions issued by the State Government, from time to time.

(2) The rules governing conditions of service and disciplinary matter of the State Government employees shall, *mutatis mutandis*, apply to the other officers and other employees of the Commission.

(3) The term of office of the other officers and other employees shall be such as the State Government may specify by order :

Form I
(See rule 6)

Acknowledgement

From

.....

.....

..... (*The Designated Officer / Authorised Officer*)

To

.....

.....

..... (*Name and address of the eligible person*)

Ref:—Your application dated

I hereby acknowledge your application referred above.

The following defects in the application may be rectified, urgently:

(Specify defects, if any)

(1)

(2)

(3)

The following required documents or NOC's may please be submitted immediately:-

(1)

(2)

(3)

Place :

Date :

Yours sincerely,
(Designated Officer / Authorised Officer)
(Office Seal)

FORM II

[See rule 11(1)]

Form of first appeal to the First Appellate Authority.

Before the (Designation and office address of the First Appellate Authority)

..... (Name and address of the eligible person)

.....

..... (Name and address of the Designated Officer)

(1) Date of application produced before Designated Officer for providing service	:	
(2) Date of acknowledgement	:	
(3) Date of production of documents, if any	:	
(4) Details of public service required	:	
(5) Decision of the Designated Officer	:	
(6) Stipulated time limit	:	
(7) Date of intimation of rejection of application received by the eligible person.	:	
(8) Grounds for Appeal	:	
(i) Public service not provided within stipulated time; or	:	
(ii) Rejection of Application	:	
(9) Relief sought		
(10) Any other information necessary for filling appeal		

List of Documents enclosed.

(1)

(2)

Declaration

The particulars given above are true and correct to the best of my knowledge, information and belief.

Dated the day of 20 (year)

Signature of the eligible person.

FORM III

[See rule 11(2)]

Form of second appeal to the Second Appellate Authority.

Before the (Designation and office address of the First Appellate Authority)

.....

..... (Name and address of the eligible person)

.....

..... (Name and address of the Designated Officer)

.....

..... (Name and address of the First Appellate Authority)

(1) Date of application to the Designated Officer	:	
(2) Date of acknowledgement	:	
(3) Details of public service required	:	
(4) Decision of the Designated Officer	:	
(5) Decision of the First Appellate Authority	:	
(6) Stipulated time limit	:	
(7) Date of first appeal	:	
(8) Date or expected date to receive any order from the First Appellate Authority	:	
(9) Grounds for Appeal	:	
(i) No decision on first appeal; or	:	
(ii) Rejection of appeal or	:	
(iii) Order on first appeal not satisfactory (reasons)	:	

List of Documents enclosed.

(1)

(2)

Declaration

The particulars given above are true and correct to the best of my knowledge, information and belief.

Dated the day of 20.....(year)

Signature of the eligible person /
Designated Officer.

FORM IV

(See rule 17)

Register of cases.

A. To be maintained by the Designated Officer.

Sr. No.	Date of receipt of application	Date of acknowledgement of the application	Name and address of the eligible person	Public service requested	Date on which application/appeal is disposed of/ If rejected the reasons thereof.
(1)	(2)	(3)	(4)	(5)	(6)

B. To be maintained by the First Appellate Authority.

Sr. No.	Date of receipt of first appeal	Date of acknowledgement of first appeal	Name and address of the eligible person	Public service requested	Date on which application is disposed of/ If rejected the reasons thereof	Details of fine, if any imposed or collected
(1)	(2)	(3)	(4)	(5)	(6)	(7)

C. To be maintained by the Second Appellate Authority.

Sr. No.	Date of receipt of second appeal	Date of acknowledgement of second appeal	Name and address of the eligible person/ Designated Officer / First Appellate Authority	Public service requested	Date on which second appeal is disposed of/ If rejected the reasons thereof	Details of fine, if any imposed or collected
(1)	(2)	(3)	(4)	(5)	(6)	(7)

FORM V
(See rule 18)

Form of Appeal to Maharashtra State Commission for Right to Public Service.

To,

Before the (Maharashtra State Commission for Right to Public Service /
Divisional Commissioner / Government Officer entrusted powers of the Commission)

.....
..... (Name and address of the eligible person with
contact number and e-mail address, if any)

.....
..... (Name and address of the Designated Officer)

..... (Name and address of the First Appellate Authority)

.....

..... (Name and address of the Second Appellate Authority)

.....

(1) Date of making application to the Designated Officer	:	
(2) Date of acknowledgement	:	
(3) Details of public service sought	:	
(4) Name of the Department / office from which service sought		
(5) Date of disposal of application by the Designated Officer	:	
(6) Date of filing of first appeal	:	
(7) Date of acknowledgement of first appeal		
(8) Date of decision of first appeal and its acknowledgement		
(9) Date of filing of second appeal		
(10) Date of disposal of second appeal	:	

Grounds for filing appeal before Commission (in brief) :

.....
.....
.....

Relief sought:

.....
.....
.....

Date:

(Signature of the eligible person /

Place:

Designated Officer)

Note:—Certified copy of the order against which the appeal has been filed by the eligible person shall be enclosed herewith.

Declaration

The particulars given above are true and correct to the best of my knowledge, information and belief.

Dated the day of 20.....(year)

Signature of the eligible person /
Designated Officer.

By order and in the name of the Governor of Maharashtra,

DR. BHAGWAN SAHAI,
Additional Chief Secretary (A. R. and O & M),
Government of Maharashtra.

ANNEXURE 'C'

सामान्य प्रशासन विभाग / का. १८ (र. व का.)महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५ अनुसार दिनांक ३१ मार्च, २०२० पर्यंत अधिसूचित केलेल्या लोकसेवांची यादी.

अनुक्रमणिका

अ क्र	विभाग	एकूण लोकसेवा
1	गृह विभाग (गृह) 17	52
	गृह (बंदरे) 07	
	गृह (राज्य उत्पादन शुल्क) 14	
	परिवहन 14	
2	महसूल व वन (महसूल)	63
	महसूल - 20	
	भूमि अभिलेख - 18	
	नोंदणी व मुद्रांक शुल्क- 14	
	वने - 11	
3	कृषि व पदुम (कृषि) 24	40
	पदुम 16	
4	नगर विकास	57
5	विधी व न्याय	4
6	ग्रामविकास	13
7	मृद व जलसंधारण	08
8	अन्न, नागरी पुरवठा	18
9	गृहनिर्माण	20
10	महिला व बालविकास	13
11	कौशल्य विकास व उद्योजकता	2
12	अल्पसंख्यांक विकास	1
13	उद्योग	19
	कामगार	41
	उर्जा	13
14	वित्त	4
15	जलसंपदा	10
16	सहकार	5
17	पाणी पुरवठा व स्वच्छता	4
18	सार्वजनिक आरोग्य विभाग	4
19	सामाजिक न्याय	12
20	आदिवासी विकास विभाग	02
21	शालेय शिक्षण व क्रीडा	12
22	वैद्यकीय शिक्षण व औषधी द्रव्ये	25
23	पर्यटन व सांस्कृतिक कार्य	20
24	उच्च व तंत्रशिक्षण विभाग	10
25	पर्यावरण	4
26	सार्वजनिक बांधकाम	10
	एकूण	486

महाराष्ट्र लोकसेवा हक्क अधिनियम, 2015 अनुसार अधिसूचित केलेल्या लोकसेवांची यादी.

अ.क्र .	विभाग व सेवांची नांवे
	गृह विभाग (17 सेवा) (अधिसूचना क्र.एचडीओ-0215 / प्र.क्र. 37 /आस्था-1, 10 जुलै, 2015.)
1	विदेशी कलाकारांच्या सहभागास परवानगी
2	कागदपत्रांचे साक्षांकन
3	भारतीय नागरिकासाठी "नोरी" प्रमाणपत्र
4	पोलिस क्लिअरन्स प्रमाणपत्र
5	विदेशी नागरिकांचे नागरिकत्वाचे प्रस्ताव केंद्र शासनास पाठविणे
6	तक्रारदारास प्रथम खबरी अहवालाची (FIR) प्रत पुरविणे
7	ध्वनीक्षेपकाचा परवाना देणे
8	मनोरंजनाचे कार्यक्रमांना ना-हरकत परवाना देणे
9	सभा,संमेलन, मिरवणूक, शोभा यात्रा इ. करिता परवानगी देणे
10	विदेशी नागरिकांना निवासासाठी मुदत वाढ देणे / ना हरकत प्रमाणपत्र देणे
11	भारत देशात परत येणासाठी ना -हरकत प्रमाणपत्र देणे
12	पारपत्र पडताळणीसाठी ना- हरकत प्रमाणपत्र देणे
13	निमशासकीय, खाजगी संस्था इ.मध्ये नोकरीकरिता वर्तणूक व चारित्र्य पडताळणी प्रमाणपत्र देणे
14	पेट्रोल पंप, गॅस एजन्सी, हॉटेल, बार इ.करिता ना-हरकत प्रमाणपत्र देणे
15	शस्त्र परवान्यासाठी ना-हरकत प्रमाणपत्र देणे
16	भारतीय नागरिकांना परदेशात जाण्यासाठी पोलीस अनुमती प्रमाणपत्र देणे. (शिक्षणासाठी / नोकरीसाठी प्रवेशपत्र (व्हीसा)
17	तिबेटीयन नागरिकांना भारत देशात परत येण्यासाठी ना-हरकत प्रमाणपत्र देणे
	गृह (बंदरे)- मेरिटार्डम बोर्ड (7 सेवा) (अधिसूचना क्र संकीर्ण-0816 / प्र.क्र. 170 /बंदरे-1, 7 नोव्हेंबर, 2016.)
1.	जलयान सर्व्हेक्षण
2.	जलयान नोंदणी
3.	नवीन प्रवासी वाहतूक अनुज्ञप्ती वा नूतनीकरण
4.	बंदर हद्दीतील छायाचित्रण करण्यासाठी परवाना
5.	लांब अंतराच्या खाडी समुद्रात पोहण्याची परवानगी
6.	जल आलेखन सर्व्हेक्षण नकाशा विक्री
7.	भरती - ओहोटी पुस्तिका विक्री
	गृह विभाग (राज्य उत्पादन शुल्क) (14 सेवा) (अधिसूचना क्र.एमआयएस-1017 / प्र.क्र. 229 /राउशु-2, 24 नोव्हेंबर, 2017.)
1.	तात्पुरती एक दिवसाची क्लब अनुज्ञप्ती जागेची नोंदणी
2.	तात्पुरती एक दिवसीय क्लब अनुज्ञप्ती (आयात केलेले पेय, विदेश मद्य आणि भारतीय बनावटीचे पेय, फॉर्म एफएल-4 अनुज्ञप्ती मंजूर करणे.)
3.	तात्पुरती एक दिवसीय क्लब अनुज्ञप्ती (मुंबई विदेशी मद्य नियम 1953 अंतर्गत क्लबमध्ये नमुना फॉर्म एफएल-4 वाईन विक्रीसाठी अनुज्ञप्ती मंजूर करणे.)

4.	मुंबई विदेशी मद्य नियम 1953 अंतर्गत भारतीय सीमा शुल्क हद्दीतून पेय विदेशी मद्य बाहेर काढणे व भारतीय बनावटीचे पेय मद्य विक्री करण्यासाठी व्यापार आणि आयातीसाठी नमुना फॉर्म एफएल-1 अनुज्ञप्ती मंजूर करणे.
5.	मुंबई विदेशी मद्य नियम 1953 अंतर्गत वाईन, सीमा शुल्क हद्दीतून बाहेर काढून विक्री करण्यासाठी नमुना फॉर्म एफएलडब्ल्यु-1 अनुज्ञप्ती मंजूर करणे.
6.	मुंबई विदेशी मद्य नियम 1953 अंतर्गत भारतीय बनावटीचे पेय, विदेशी मद्याची व परदेशातून आयात केलेल्या पेय मद्याची हॉटेल आस्थापनेवर विक्री करण्यासाठी नमुना फॉर्म एफएल-3 अनुज्ञप्ती मंजूर करणे.
7.	मुंबई विदेशी मद्य नियम 1953 अंतर्गत भारतीय बनावटीचे पेय, विदेशी मद्याची हॉटेल आस्थापनेवर विक्री करण्यासाठी नमुना फॉर्म एफएल-4 अनुज्ञप्ती मंजूर करणे.
8.	मुंबई विदेशी मद्य नियम 1953 अंतर्गत बीअर किंवा वाईन अथवा दोन्हीची सीलबंद स्वरूपातील विक्री करण्यासाठी नमुना फॉर्म एफएल/बीआर-2 अनुज्ञप्ती मंजूर करणे.
9.	विशेष परवाना आणि अनुज्ञप्ती नियम, 1952 अंतर्गत सौम्य मद्य किंवा वाईन अथवा दोन्हीही यांची खुली आणि सीलबंद स्वरूपात हॉटेल / कॅन्टीन / क्लब च्या आस्थापनेवर विक्री करण्यासाठी नमुना फॉर्म-ई अनुज्ञप्ती मंजूर करणे.
10.	विशेष परवाना आणि अनुज्ञप्ती नियम, 1952 अंतर्गत वाईन विक्री करण्यासाठी नमुना फॉर्म-ई 2 अनुज्ञप्ती मंजूर करणे.
11.	मुंबई विदेशी मद्य नियम 1953 अंतर्गत वाईनची सीलबंद विक्री करण्यासाठी नमुना फॉर्म एफएलडब्ल्यु-2 अनुज्ञप्ती मंजूर करणे.
12.	मुंबई विदेशी मद्य नियम 1953 अंतर्गत महाराष्ट्र राज्यात देशी मद्याची खरेदी, बाळगणे, वाहतुक आणि पिण्याकरीता एक दिवसीय नमुना फॉर्म सीएलसी परवाना मंजूर करणे.
13.	मुंबई विदेशी मद्य नियम 1953 अंतर्गत महाराष्ट्र राज्यात विदेशी मद्य खरेदी, बाळगणे, वाहतुक आणि पिण्याकरीता एक दिवसीय नमुना फॉर्म एफएलएफ परवाना मंजूर करणे.
14.	मुंबई विदेशी मद्य नियम 1953 अंतर्गत महाराष्ट्र राज्यात विदेशी मद्य आणि देशी मद्य खरेदी, बाळगणे, वाहतुक आणि पिण्याकरीता वार्षिक अथवा आजीवन फॉर्म एफएल-एक्ससी नमुन्यातील परवाना मंजूर करणे.
	परिवहन (14 सेवा) (अधिसूचना क्र. एमआयएस 2015 / प्र. क्र. 31 / परि. 4, दिनांक 27 जुलै, 2015)
1	शिकाउ अनुज्ञप्ती जारी करणे
2	पक्की अनुज्ञप्ती जारी करणे
3	अनुज्ञप्ती नुतनीकरण करणे
4	दुय्यम अनुज्ञप्ती जारी करणे
5	दुय्यम वाहन नोंदणी प्रमाणपत्र जारी करणे
6	तात्पुरते नोंदणी प्रमाणपत्र जारी करणे
7	नवीन वाहन नोंदणी करणे आणि नोंदणी प्रमाणपत्र जारी करणे
8	वाहनांच्या हस्तांतरणाची नोंद करणे
9	वाहन मालकाच्या मृत्युनंतर वाहनांच्या हस्तांतरणाची नोंद करणे
10	वाहन हस्तांतरणासाठी ना-हरकत प्रमाणपत्र जारी करणे
11	वाहन पत्ता बदलण्यासाठी ना-हरकत प्रमाणपत्र जारी करणे
12	भाडे खरेदी/गहाण करार नोंद रद्द करणे
13	इतर राज्यातून आलेल्या वाहनांना नोंदणी क्रमांक जारी करणे
14	भाडे खरेदी /गहाण करार नोंद करणे
	महसूल व वन विभाग (महसूल) (20 सेवा) (पत्र क्र. संकिर्ण 2015 / प्र. क्र. 82 / म-8, दिनांक 7 जुलै, 2015.)
1.	वय,राष्ट्रीयत्व आणि अधिवास प्रमाणपत्र *****
2.	जातीचे प्रमाणपत्र
3.	उत्पन्न प्रमाणपत्र *****

4.	नोंन क्रिमीलेअर प्रमाणपत्र
5.	तात्पुरता रहिवास प्रमाणपत्र *****
6.	ज्येष्ठ नागरिक प्रमाणपत्र *****
7.	ऐपतीचा दाखला *****
8.	सांस्कृतिक कार्यक्रम परवाना *****
9.	अधिकार अभिलेखाची प्रमाणित प्रत *****
10.	अल्पभू-धारक दाखला *****
11.	भूमीहीन शेतमजूर असल्याचा दाखला *****
12.	शेतकरी असल्याचा दाखला *****
13.	डोंगर/दुर्गम क्षेत्रात राहत असल्याचे प्रमाणपत्र *****
14.	प्रतिज्ञापत्र साक्षांकित करणे *****
15.	उद्योजकांना महाराष्ट्र जमीन महसूल संहिता 1966 च्या कलम 44 (अ) च्या तरतूदीनुसार परस्पर औद्योगिक वापर सुरु करणे शक्य व्हावे, त्याकरीता आवश्यक अधिकृत माहिती तातडीने उपलब्ध करून देणे.
16.	औद्योगिक प्रयोजनार्थ जमीन खोदण्याची परवानगी (गौण खनिक उत्खनन)
17.	औद्योगिक प्रयोजनार्थ जमीन वापरण्याकामे बिगर अधिसूचित वृक्ष तोड परवानगी.
18.	महाराष्ट्र जमीन महसूल संहिता, 1966 च्या कलम 42-अ (1) (अ) अन्वये भोगवटादार वर्ग-1 या धारणाधिकाराच्या जमिनीसंदर्भात नियोजन प्राधिकारणाकडून प्रस्ताव प्राप्त झाल्यानंतर अर्जातर्गत जमिनीचा वर्ग, जमिनीचा भोगवटादार व त्यावरील भार इ. चे विनिश्चिती प्रमाणपत्र देणे.
19.	महाराष्ट्र जमीन महसूल संहिता, 1966 च्या कलम 42-अ (1) (ब) अन्वये राज्यात अंमलात असलेले शेतजमीन व कुळवहिवाट अधिनियम, विविध वतन अधिनियम आणि महाराष्ट्र शेतजमीन (जमीन धारणेची कमाल मर्यादा) अधिनियम, 1961 या अधिनियमानुसार वाटप केलेल्या भोगवटादार वर्ग 2 या धारणाधिकाराच्या जमिनीकरीता भोगवटादाराचा परिपूर्ण अर्ज प्राप्त झाल्यापासून विकास परवानगी मिळविण्यासाठी ना हरकत प्रमाणपत्र देणे.
20.	महाराष्ट्र जमीन महसूल संहिता, 1966 च्या कलम 42-अ अन्वये संबंधित व्यक्तीने प्राप्त केलेल्या विकास परवानगीच्या अनुषंगाने अशा व्यक्तीकडून प्राप्त झालेल्या लेखी माहितीच्या आधारे आणि कलम 47 अ मध्ये नमूद केलेल्या दराने रुपांतरण कराचा आणि त्याबद्दलचा अकृषिक आकारणीचा भरणा केल्यावर संबंधित व्यक्तीला विहित नमुन्यामध्ये सनद देणे.
	भुमि अभिलेख विभागाच्या सेवा (18 सेवा) पत्र दि.4 ऑगस्ट, 2016
1	नक्कल पुरविणे अ) मिळकत पत्रिका
2	मिळकत पत्रिका मुंबई उपनगर क्षेत्र पडताळणी करून
3	टिपण, क्षेत्रबुक, प्रतिबुक शेतपुस्तक जबाब, फाळणी, काटे फाळणी, हि. फॉनं. 4, आकारफोड, स्कीम उतारा, आकारबंद, गट नकाशा, मोजणी नकाशा, क.जा.प., चौकशी नोंदवही इ. अभिलेख..
4	अपील निर्णयाच्या नकला
5	मोजणी प्रकरणे. (i) अतितातडी प्रकरणे
6	(ii) तातडी प्रकरणे
7	(iii) साधी प्रकरणे
8	(a) मोजणी पूर्ण झाल्यानंतर मोजणी नकाशाची "क" प्रत देणे.
9	आकारफोड / क. जा. प. तयार करणे. पोट हिस्सा मोजणीनंतर परिपूर्ण प्रकरणांमध्ये आकारफोड मंजूर करणे.
10	बीन शेती मोजणी प्रकरण निकाली झाल्यानंतर परिपूर्ण प्रकरणांमध्ये क.जा.प तयार करून मंजूर करणे.
11	फेरफार नोंदी विवादग्रस्त नसल्यास

12	दुवा तुटलेली असल्यास फेरफाराबाबत निर्णय घेणे.
13	रस्ता, रस्ता सेट बँक, रिजर्वेशन याबाबत संबंधित प्राधिकारणाला जागा हस्तांतरित केलेल्या प्रकरणी संबंधितांच्या नावे मिळकत प्रतिकेत नोंद घेणे. (प्रकरणी महानगरपालिका / सक्षम प्राधिकारी यांनी ताबा पावती व संपूर्ण कागदपत्रांसह नामांतरासाठी प्रकरण पाठविल्यास)
14	विवादग्रस्त असल्यास
15	मिळकत पत्रिकेची पोटविभागणी करून मिळकत पत्रिका स्वतंत्र करणे याबाबत पोटहिस्सा मोजणी पूर्ण झालेल्या दिवसापासून (a) जिल्हाधिकारी यांनी आदेशित केलेल्या क्षेत्रात तफावत येत नसल्यास पोटहिस्सा मोजणी झाल्यापासून स्वतंत्र मिळकत पत्रिका तयार करणे.
16	(b) जिल्हाधिकारी यांनी आदेशित केलेल्या पोटहिस्सा क्षेत्रात तफावत येत आहे, मात्र मूळ नगर भूमापनाच्या क्षेत्रात फरक नाही, अशा प्रकरणी जिल्हाधिकारी यांनी फेरमान्यता दिल्यानंतर स्वतंत्र मि. पत्रिका उघडणे.
17	भू संपादनामध्ये रस्ता, रस्ता सेट बँक, रिजर्वेशन याबाबत शासन / संबंधित प्राधिकारी यांचे नावे स्वतंत्र मिळकत पत्रिका तयार करणे. (a) ज्या ठिकाणी मूळ नगर भूमापनाच्या क्षेत्रात फरक पडत नाही, अशा बाबतीत सक्षम प्राधिकारांचा अंतिम आदेश झाल्यानंतर मिळकत पत्रिका स्वतंत्र तयार करणे.
18	(b) हस्तांतरण क्षेत्रात फरक पडत असल्यास सक्षम प्राधिकार्यांच्या फेर अंतिम आदेशानंतर
	महसूल व वन विभाग (नोंदणी व मुद्रांक शुल्क) (14 सेवा) (शा.नि.क्र. मलोह - 2015 / 447 / प्र. क्र. 173 / म-1, 14 जुलै, 2015)
1	दस्त नोंदणी करणे
2	दस्ताच्या सूचीची प्रमाणित नक्कल देणे.
3	दस्ताची प्रमाणित नक्कल देणे.
4	शोध उपलब्ध करणे *****
5	नोटीस ऑफ इंटिमेशन फाईल करून देणे.
6	मुद्रांक शुल्क भरण्याचे प्रयोजनार्थ मूल्यांकन अहवाल देणे *****
7	दस्त नोंदणी संदर्भात गृहभेट देणे
8	विशेष कुलमुखत्यारपत्राचे अधिप्रमाणन करून देणे
9	सह जिल्हानिबंधक कार्यालयात नोंदणी झालेल्या दस्ताची/त्या दस्ताच्या सूचीची प्रमाणित नक्कल देणे
10	दस्त नोंदणी न केलेल्या प्रकरणांमध्ये ई-पेमेंट पद्धतीने भरलेल्या नोंदणी फी चा परतावा *****
11	मृत्युपत्राचा सीलबंद लखोटा जमा करणे, परत घेणे व उघडणे
12	विशेष विवाह कायदा, 1954 अन्वये विवाह संपन्न करणे
13	विवाह प्रमाणपत्राच्या प्रमाणित नकला देणे
14	इतर पद्धतीने अगोदरच झालेल्या विवाहाची विशेष कायदा, 1954 अंतर्गत नोंदणी करणे
	महसूल व वन विभाग (वने) (11 सेवा) (अधिसूचना क्र. एफएसटी - 02 / 15 / प्र. क्र. 85 / फ-4, दिनांक 20 जुलै, 2015)
1	तेंदुपाने कंत्राटदार/उत्पादक यांची नोंदणी करणे *****
2	बांबू पूरविणेसाठी नवीन बुरड कामगारांची नोंदणी करणे *****
3	वन्यप्राण्यांच्या हल्ल्यामुळे झालेल्या पशु नुकसानीची नुकसानभरपाई मंजूर करणे *****
4	वन्यप्राण्यांच्या हल्ल्यामुळे व्यक्ती जखमी किंवा मृत झाल्यास आर्थिक सहाय्य मंजूर करणे *****
5	वन्यजीव क्षेत्रात पर्यटन हंगामात फोटोग्राफिसाठी परवानगी(वृत्त स्तर) *****
6	वन्यजीव क्षेत्रात पर्यटन हंगामात फोटोग्राफिसाठी परवानगी(एकापेक्षा अधिक वृत्तांसाठी) *****
7	वन्यप्राण्यांच्या हानीमुळे झालेल्या पीक नुकसानीकरीता नुकसानभरपाई मंजूर करणे *****
8	अनुज्ञप्ती प्राधिकारी यांनी आरागिरणी परवाना नुतनीकरणाबाबत घेतलेला निर्णय कळविणे *****

9	महाराष्ट्र वृक्षतोड (विनियमन) अधिनियम 1964 नुसार संपूर्ण दस्तऐवजांसह अर्ज प्राप्तानंतर वृक्ष अधिकारी यांनी अनुसूचित जमातीच्या भोगवटादारांच्या मालकीच्या वृक्षतोडीसाठी परवानगी देण्याबाबत घेतलेला निर्णय कळविणे. *****
10	महाराष्ट्र वृक्षतोड (विनियमन) अधिनियम 1964 नुसार संपूर्ण दस्तऐवजांसह अर्ज प्राप्तानंतर वृक्ष अधिकारी यांनी बिगर आदिवासी अर्जदारास वृक्षतोडीसाठी परवानगी देण्याबाबत घेतलेला निर्णय कळविणे .
11	महाराष्ट्र वन नियम 2014मधील तरतुदीस अनुसरून पात्र व्यक्तींना वाहतूक परवाना जारी करणे.
	कृषि व पदुम विभाग /कृषि विभाग-कृषि आयुक्त (24 सेवा) (आयुक्त, कृषि यांची अधिसूचना क्र. कृआ / 2015 / प्र. क्र. 146 / लोसेहअ /1, दिनांक 10 जुलै, 2015)
1	माती व पाणी नमुना तपासणी
2	लागवड साहित्य आयात करण्याकरीता उत्पादकता प्रमाणपत्र देणे.
3	निर्यात होणाऱ्या कृषि मालास फायटोसॅनिटरी प्रमाणपत्र देणे.
4	निर्यातक्षम द्राक्ष बागांना युरोपियन देशांना निर्यातीसाठी “ अपेडा ” च्या “ग्रेपनेट” प्रणाली अंतर्गत नोंदणी प्रमाणपत्र देणे / नुतनीकरण करणे.
5	निर्यातक्षम आंबा बागांना युरोपियन देशांना निर्यातीसाठी “ अपेडा ” च्या “मॅगोनेट” प्रणाली अंतर्गत नोंदणी प्रमाणपत्र देणे / नुतनीकरण करणे.
6	निर्यातक्षम डाळींब बागांना युरोपियन देशांना निर्यातीसाठी “ अपेडा ” च्या “अनारनेट” प्रणाली अंतर्गत नोंदणी प्रमाणपत्र देणे / नुतनीकरण करणे.
7	विक्रीयोग्य फळांच्या कलमे / रोपे विक्रीस परवाना देणे.
8	बियाणे नमुने तपासणी
9	खत नमुने तपासणी
10	किटकनाशक नमुने तपासणी
11	कृषि उत्पादनातील उर्वरित अंश तपासणी
12	बियाणे विक्री परवाना (राज्यस्तर)
13	खत निर्मिती / विक्री प्रमाणपत्र देणे (राज्यस्तर)
14	किटकनाशके उत्पादन / विक्री परवाना देणे (राज्यस्तर)
15	ठिबक संच उत्पादक नोंदणी
16	दुबार पदवी / पदव्युत्तर प्रमाणपत्र
17	दुबार पदवी / पदव्युत्तर गुणपत्रक
18	दुबार तात्पुरते उत्तीण प्रमाणपत्र
19	दुबार कृषि तंत्र पदविका (दोन वर्षे मराठी माध्यम अभ्यासक्रम प्रमाणपत्र)
20	दुबार कृषि तंत्रज्ञान पदविका (तीन वर्षे अर्ध इंग्रजी माध्यम अभ्यासक्रम) प्रमाणपत्र
21	दुबार कृषि तंत्रज्ञान पदविका (दोन वर्षे मराठी माध्यम अभ्यासक्रम प्रमाणपत्र) गुणपत्रक
22	दुबार कृषि तंत्रज्ञान पदविका (तीन वर्षे अर्ध इंग्रजी माध्यम अभ्यासक्रम) गुणपत्रक
23	दुबार माळी प्रशिक्षण प्रमाणपत्र
24	दुबार स्थलांतर प्रमाणपत्र
	कृषि,पशुसंवर्धन,दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग (पदुम) (16 सेवा) (शा.नि.क्र. संकीर्ण 2611 / प्र. क्र. 130 / 2014 / पदुम-17, दिनांक 13 जुलै, 2015)
1	पशुचे खच्चिकरण
2	औषधोपचार
3	वंध्यत्व तपासणी (भा.प.वै.कायदानुसार)

4	शवविच्छेदन (न कुजलेले मृत प्राणी सादर केल्यास)
5	पशुंची नमुने तपासणी (आजारी पशु दवाखान्याच्या वेळेमध्ये आणल्यास)
6	आरोग्य तपासणी व दाखला देणे
7	गर्भ तपासणी(गायी व म्हशींची)
8	गायी व म्हशींना कृत्रिम रेतन करणे
9	पशुसंवर्धन विभागात कार्यरत असलेल्या अंडी उबवणी केंद्र,कुक्कट विकास गट व कुक्कटपालनाचे लाभार्थींना प्रशिक्षण देणे
10	इच्छुक बेरोजगार तरूण/व्यक्तींना स्वयंरोजगारविषयक प्रशिक्षण देणे
11	मासेमार नौकांचे ऑनलाइन पद्धतीने नोंदणी
12	मच्छिमार नौकांसाठी ऑनलाइन पद्धतीने मासेमारी परवाना
13	तारोपोरवाला मत्स्यालयाचे ऑनलाइन तिकीट वितरण
14	मच्छिमारांसाठी मासेमारी परवाना
15	मच्छिमार संस्थांची ऑनलाइन पद्धतीने नोंदणी
16	ऑनलाइन रजिस्ट्रेशन ऑफ अक्काकल्चर पॉड व फिश सीड सेंटर
	नगरविकास विभाग (57 सेवा)
	नगरविकास- 2 (सेवा- 15) (शा.नि.क्र. एमसीओ- 2015 / प्र.क्र. 189 / नवि-14, 23.06.2015)
1	जन्म प्रमाणपत्र देणे
2	मृत्यु प्रमाणपत्र देणे
3	विवाह नोंदणी प्रमाणपत्र देणे
4	मालमत्ता कर उतारा देणे
5	थकबाकी नसल्याचा दाखल देणे
6	अ) दस्तऐवजाच्या आधारे मालमत्ता हस्तांतरण नोंद प्रमाणपत्र देणे ब) वारसा हक्काने मालमत्ता हस्तांतरण नोंद प्रमाणपत्र देणे
7	झोन दाखला देणे
8	भाग नकाशा देणे
9	बांधकाम परवाना देणे
10	जोते प्रमाणपत्र
11	भोगवटा प्रमाणपत्र देणे
12	नळजोडणी देणे
13	जलनिःसारण जोडणी देणे
14	अग्निशमन ना-हरकत दाखला देणे
15	अग्निशमन अंतिम ना-हरकत दाखला देणे
	नगर विकास विभाग, शासन निर्णय क्र. संकिर्ण 2015 / प्र. क्र. 398 / नवि-20, दिनांक 4.9.17
1	नव्याने कर आकारणी
2	पुनःकर आकारणी
3	कराचे मागणी पत्र तयार करणे

4	करमाफी मिळणे
5	थकबाकी नसल्याचा दाखला देणे
6	मालमत्ता कर उतारा देणे
7	रहिवासी नसलेल्या करात सूट मिळणे
8	मालमत्ता हस्तांतरण नोंद प्रमाणपत्र देणे / इतर मागनि
9	स्वयंमुल्यांकन
10	आक्षेप नोंदविणे
11	उपविभागामध्ये मालमत्ता विभाजन
12	मालमत्ता पाडणे व पुनःबांधणी कर आकारणी
13	नविन नळजोडणी
14	मालकी हक्कात बदल करणे.
15	नळजोडणी आकारामध्ये बदल करणे.
16	तात्पुरते / कायमस्वरूपी नळजोडणी खंडित करणे.
17	पुनःजोडणी करणे.
18	वापरामध्ये बदल करणे.
19	पाणी देयक तयार करणे.
20	प्लंबर परवाना
21	प्लंबर परवाना नुतनीकरण करणे.
22	थकबाकी नसल्याचा दाखला
23	नादुरुस्त मीटर तक्रार करणे.
24	अनधिकृत नळ जोडणी तक्रार करणे.
25	पाण्याची दबाव क्षमता तक्रार
26	पाण्याची गुणवत्ता तक्रार
27	व्यापार / व्यवसाय / साठा करणेसाठी ना-हरकत प्रमाणपत्र
28	मंडपासाठी ना-हरकत प्रमाणपत्र
	नगर विकास - 1, (शासन परिपत्रक क्र. टिपिएस 1815 / प्र. क्र. 188 / 15 / नवि-13, दिनांक 10.07.2015)
1	प्रादेशिक योजनांचे, परिसर नकाशांचे झोन दाखले देणे.
2	प्रादेशिक योजनांचे, परिसर नकाशांचे भाग नकाशा देणे.
3	जमिनीच्या रेखा नकाशांना / अभिन्यास नकाशांना (Lay Out) अकृषक परवानगी देणे.
4	प्रादेशिक योजना क्षेत्रातील महाराष्ट्र प्रादेशिक नियोजन व नगर रचना अधिनियम, 1966 मधील कलम-18 (१) (iii) सहकलम-44 अनुसार विविध विकास विषयक / बांधकाम परवाना देणे.
5	शासनाने दि. 03/01/2015 च्या शासन निर्णयान्वये ठरवून दिलेल्या प्रमाणे लहान आकाराच्या अधिकृत भूखंडांमध्ये प्रमाणभूत बांधकाम नकाशाप्रमाणे नकाशे मंजूरीचे प्रस्ताव
6	प्रादेशिक योजना क्षेत्रातील महाराष्ट्र प्रादेशिक नियोजन व नगर रचना अधिनियम, 1966 मधील कलम-18 (१) (iii) सहकलम-44 अनुसार शेती तथा ना-विकास विभाग या वापर विभागामध्ये विविध वापराच्या इमारतीसाठी अधिमुल्य आकारून वाढीव चटई क्षेत्र निर्देशांक अनुज्ञेय करणे.
7	जोते प्रमाणपत्र

8	पूर्णत्वाचे तसेच भोगवटा प्रमाणपत्र
9	प्रादेशिक योजना क्षेत्रातील महाराष्ट्र प्रादेशिक नियोजन व नगर रचना अधिनियम, 1966 अन्वये मंजूर केलेल्या प्रादेशिक योजनेतील प्रस्तावांमध्ये वेळोवेळी कराव्या लागणाऱ्या अधिमुल्य आकारून जमीन वापराचे फेरबदल.
10	महाराष्ट्र (नागरी क्षेत्रे) वृक्ष संरक्षण आणि संवर्धन अधिनियम, 1975 मधील कलम ८ च्या तरतूदीनुसार परवानगी देणे.
11	विशेष नियोजन प्राधिकरणाच्या विकास आराखड्याचे भाग नकाशे / झोन दाखले देणे.
12	विशेष नियोजन प्राधिकरणाच्या हद्दीतील विविध विकास विषयक / बांधकाम परवानगी देणे.
13	विशेष नियोजन प्राधिकरणाच्या हद्दीतील विविध सुरु असलेल्या बांधकाम परवानगी प्रकरणात जोते प्रमाणपत्र (Plinth Certificate) देणे.
14	विशेष नियोजन प्राधिकरणाच्या हद्दीतील विविध सुरु असलेल्या बांधकाम परवानगी प्रकरणात पूर्णत्वाचे तसेच भोगवटा प्रमाणपत्र देणे.
	विधी व न्याय विभाग (4 सेवा) (अधिसूचना क्र. ईएसटी 2015 / 1560 / का. दोन, दिनांक 10 जुलै, 2015)
1	राज्य विधिसेवा प्राधिकरणाने द्यावयाचे कायदेविषयक मोफत सहाय्य
2	महाराष्ट्र सार्वजनिक विश्वस्त व्यवस्था अधिनियमाच्या तरतूदीनुसार सार्वजनिक विश्वस्त व्यवस्थांची नोंदणी (एक) मुंबईमध्ये (दोन) इतर जिल्हांमध्ये
3	भागीदारी संस्था अधिनियम, 1952 अन्वये भागीदारी संस्थेची नोंदणी (एक) मुंबईमध्ये (दोन) औरंगाबाद, नागपूर व पुणे येथे. (अधिसूचना क्र. ईएसटी 2015 / 1560 / का. दोन, दिनांक 2 ऑगस्ट, 2017)
4	संस्था नोंदणी अधिनियम 1860 च्या कलम-3 अनुसार संस्था नोंदणी करण्याकरीता शासनास अर्ज सादर करणे.
	ग्राम विकास विभाग (13 सेवा) (शा.नि. क्र. आरटीएस - 2015 / प्र. क्र.32 / पं.रा.5, दिनांक 14 जुलै, 2015)
1	जन्म नोंद दाखला *****
2	मृत्यू नोंद दाखला *****
3	विवाह नोंद दाखला *****
4	रहिवाशी दाखला *****
5	दारिद्र्य रेषेखाली असल्याचा (BPL) दाखला *****
6	हयातीचा दाखला *****
7	ग्रामपंचायत येणे बाकी दाखला *****
8	शौचालयाचा दाखला *****
9	नमुना 8 चा उतारा *****
10	अ.निराधार असल्याचा दाखला *****
11	ब.विधवा असल्याचा दाखला
12	क. परित्यक्ता असल्याचा दाखला
13	विभक्त कुटूंबाचा दाखला
	मृद व जलसंधारण विभाग (8 सेवा) (शासन निर्णय क्र. संकीर्ण 2018 / प्र. क्र. 49 / जल-17, दिनांक 30 ऑक्टोबर, 2018)
1.	पाणीवापर संस्थेस देय पाणी हक्क मंजूरी देणे.
2.	पाणी वापर संस्थेस पाणीपट्टी थकबाकी दाखला देणे.
3.	बिगर सिंचन पाणी पट्टी थकबाकी दाखला देणे.

4.	पाणी पट्टी देयक तक्रार निवारण करणे.
5.	लाभक्षेत्राचा दाखला देणे.
6.	ग्रामपंचायत, जिल्हा परिषद, नगर पालिका, नगरपरिषद, कटक मंडळे यांना घरगुती पाणी वापर परवाना देणे.
7.	महानगरपालिका, खाजगी विकासक, विशेष नगर विकास प्रकल्प यांना घरगुती / औद्योगिक पाणी वापर परवाना देणे.
8	औद्योगिक प्रयोजनासाठी पाणी वापर परवाना देणे.
अन्न नागरी पुरवठा व ग्राहक संरक्षण विभाग (18 सेवा) (अधिसूचना क्र. संकीर्ण 1014 / 1306 / प्र. क्र. 176 / नापु-12, दिनांक 14 ऑक्टोबर, 2015)	
1	नवीन शिधापत्रिका मागणी
2	शिधापत्रिकेतील नावात दुरुस्ती/नावे समाविष्ट करणे/नाव कमी करणे/पत्ता बदल करणे
3	दुय्यम शिधापत्रिका(खराब/फाटलेली), दुय्यम शिधापत्रिका (गहाळ शिधापत्रिका)
4	नवीन रास्तभाव दुकानाची मागणी
5	रास्तभाव दुकानाच्या परवान्याचे नुतनीकरण
6	किरकोळ रॉकेल विक्री परवाने
7	किरकोळ रॉकेल विक्री परवान्याचे नुतनीकरण
(अधिसूचना क्र. संकीर्ण 1014 / 1306 / प्र. क्र. 176 / नापु-12, दिनांक 31 ऑगस्ट, 2016)	
1	वजन मापे उत्पादकांना परवाना
2	वजन मापे उत्पादकांना परवाना नुतनीकरण
3	वजन मापे विक्रत्यांना परवाना
4	वजन मापे विक्रत्यांना परवाना नुतनीकरण
5	वजन मापे दुरुस्तकांना परवाना
6	वजन मापे दुरुस्तक परवाना नुतनीकरण
7	आवेष्टित वस्तू नियम, 2011 अंतर्गत वस्तुंचे उत्पादक / आवेष्टक यांची नोंदणी
8	नामनिर्देशन नोंदणी प्रमाणपत्र
(अधिसूचना क्र. संकीर्ण 1014 / 1306 / प्र. क्र. 176 / नापु-12, दिनांक 25 ऑक्टोबर, 2016)	
1	आवेष्टक वस्तू नियम, 2011 अंतर्गत आवेष्टित वस्तुंचे उत्पादक / आवेष्टक यांची नोंदणी (मैत्री कक्ष)
2	वैधमापन शास्त्र अधिनियम, 2009 अंतर्गत वजन व मापे यांचे मुद्रांकन, पडताळणी व प्रमाणपत्र देणे. (मैत्री कक्ष)
(अधिसूचना क्र. संकीर्ण 1014 / 1306 / प्र. क्र. 176 / नापु-12, दिनांक 25 ऑक्टोबर, 2016)	
३	वैधमापन शास्त्र अधिनियम, 2009 अंतर्गत वजन व मापे यांचे मुद्रांकन, पडताळणी व प्रमाणपत्र देणे.
गृहनिर्माण विभाग (20 सेवा) (पत्र क्र. संकीर्ण 2015 / प्र. क्र. 41 / प्रशा-1, दिनांक 27 ऑगस्ट, 2015)	
झोपडपट्टी पुनर्वसन प्राधिकरण	
1	वारस हस्तांतरण विषयक सेवा
2	भोगवटा प्रमाणपत्र प्राप्त झालेनंतर 10 वर्षांनी सदनिका हस्तांतरण विषयक सेवा
3	झोपडपट्टी पुनर्वसन योजनेतील सहकारी गृहनिर्माण संस्थांची नोंदणी विषयक सेवा

	महाराष्ट्र गृहनिर्माण व क्षेत्रविकास प्राधिकरण
4	निवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
5	अनिवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
6	निवासी सदनिका/भूखंड नियमितीकरण
7	अनिवासी सदनिका/भूखंड नियमितीकरण
8	थकबाकीबाबतचे ना-देय प्रमाणपत्र
9	सदनिका/भूखंड/व्यापारी गाळा वित्तीय संस्थेकडे तारण ठेवण्यास ना-हरकत प्रमाणपत्र
10	सदनिका /व्यापारी गाळा विक्री परवानगी
11	भूखंड विक्री परवानगी
12	भूखंडाची उर्वरित खरेदी किंमत (बी.पी.पी.) कर्जाची थकबाकी भरणा पत्र
13	सदनिकेची उर्वरित भाडेखरेदी हप्ता (एच.पी.एस. भरणा पत्र)
14	सदनिका/भूखंड/व्यापारी गाळयांच्या नस्तीतील कागदपत्रांच्या प्रमाणित प्रती
15	निवासी सदनिका भाडे तत्वावर देण्यास ना-हरकत प्रमाणपत्र देणे
	मुंबई इमारत दुरुस्ती व पुनर्वसन मंडळ
16	निवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
17	अनिवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
18	निवासी सदनिका/भूखंड नियमितीकरण
19	अनिवासी सदनिका/भूखंड नियमितीकरण
	अप्पर जिल्हाधिकारी(अतिक्रमण/निष्कासन) पूर्व/पश्चिम उपनगरे
20	महाराष्ट्र झोपडपट्टी क्षेत्र(सुधारणा निर्मुलन व पुनर्विकास) अधिनियम,1971 मधील तरतूदीनुसार या परिशिष्टाच्या रकाना क्र.4 मध्ये अधिसूचित केलेल्या पदनिर्देशित अधिका-यांचे कार्यक्षेत्रातील पात्र झोपडीधारकांना ओळखपत्र निर्गमित करणे.
	महिला व बाल विकास विभाग (13 सेवा) (अधिसूचना क्र. आस्था - 2014 / प्र. क्र. 244 / का-1, दिनांक 25 ऑगस्ट, 2015)
1	गरोदर स्त्रीयांची अंगणवाडीमध्ये नोंदणी
2	6 महिने ते 3 वर्षांच्या बालकांची अंगणवाडीमध्ये नोंदणी
3	3 ते 6 वर्षांच्या बालकांची अंगणवाडीमध्ये नोंदणी
4	इंदिरा गांधी मातृत्व योजनेतर्गत गरोदर स्त्रीयांना आर्थिक मदत (सदर योजना सध्या अमरावती व बुलढाणा जिल्ह्यात कार्यरत आहे.)
5	सबला योजना : पौगंडावस्थेतील मुलींची नोंदणी (सध्या 11 जिल्ह्यांमध्ये योजना कार्यरत)
6	किशोरी शक्ती योजना : पौगंडावस्थेतील मुलींची नोंदणी (सध्या 23 जिल्ह्यांमध्ये योजना कार्यरत)
7	नोकरी करणाऱ्या महिलांसाठी वसतिगृह निर्माण करण्याबाबत अनिवासी भारतीयांच्या केंद्र शासनास शिफारशी
8	मनोधैर्य योजनेतर्गत बळी पडलेल्या व्यक्तींना वित्तीय सहाय्य
9	मुलांना सीसीआयएस / ऑझवेशन होम मध्ये प्रवेश
10	आपद्रुस्त महिलांना शेल्टर होममध्ये प्रवेश
11	भीक मागणाऱ्या महिला / पुरुषांना बेगर्स होम मध्ये प्रवेश
12	आयआयटीआयएनएस पेस योजनेतर्गत विद्यार्थिनींना वित्तीय सहाय्य
13	समुपदेशन केंद्र चालविण्यासाठी स्वयंसेवी संस्थांना निधी उपलब्ध करून देणेबाबत.

	कौशल्य विकास व उद्योजकता विभाग (2 सेवा) (पत्र क्र. कौविउ - 2015 / प्र. क्र. 238 / रोस्वरो - 1, दिनांक 3 जुलै, 2015)
1	रोजगार इच्छुकांची नोंदणी (उमेदवार) *****
2	नियोक्त्यांची नोंदणी *****
	अल्पसंख्याक विकास विभाग (1 सेवा) (अधिसूचना क्र. अशैसं 2015 / प्र. क्र. 199 / का-5, दिनांक 23 जुलै, 2015)
1	राज्यातील अल्पसंख्याक संस्थांना धार्मिक / भाषिक अल्पसंख्याक दर्जा घटनेच्या कलम 30 (1) नॅशनल मायनॉरिटी एज्युकेशनल अॅक्टच्या कलम 2 (जी) नुसार प्रदान करणे
	उद्योग,उर्जा व कामगार विभाग -उद्योग (19 सेवा) (शा.नि. क्र. मलोह - 2015 / प्र. क्र. 77 / उद्योग-6, दिनांक 23 जुलै, 2015)
	विकास आयुक्त उद्योग संचालनालय यांनी अधिसूचित करावयाच्या सेवा
1	सामुहीक प्रोत्साहन योजना 2013 अंतर्गत मुद्रांक शुल्क माफिचे प्रमाणपत्र
2	सामुहीक प्रोत्साहन योजना 2013 अंतर्गत पात्रता प्रमाणपत्र अदा करणे
3	सामुहीक प्रोत्साहन योजना 2013 अंतर्गत औद्योगिक प्रोत्साहन अनुदानाच्या दाव्यास मंजूरी
4	मुंबई कुळ वहिवाट व शेत जमीन कायदा 1948 सुधारणा 1994 अंतर्गत ख-याखु-या औद्योगिक प्रयोजनासाठी 10 हेक्टरपेक्षा जास्त शेतजमीन खरेदीसाठी आवश्यक असलेली पुर्व परवानगी
5	खाजगी माहिती तंत्रज्ञान उदयानांना इरादा पत्र देणे
6	खाजगी माहिती तंत्रज्ञान घटकांना नोंदणी प्रमाणपत्र देणे
7	खाजगी जैव तंत्रज्ञान उदयानांना इरादा पत्र देणे.
8	खाजगी जैव तंत्रज्ञान घटकांना नोंदणी प्रमाणपत्र देणे
9	सुक्ष्म लघु व मध्यम उपक्रम अंतर्गत उद्योजकांसाठी एंटरप्रायझेस मेमोरेंडम भाग-1
10	सुक्ष्म लघु व मध्यम उपक्रम अंतर्गत उद्योजकांसाठी एंटरप्रायझेस मेमोरेंडम भाग-2
	महाराष्ट्र औद्योगिक विकास महामंडळ, मुंबई यांनी अधिसूचित करावयाच्या सेवा
1	इमारत नकाशे मंजूरी, अग्निशामन ना हरकत प्रमाणपत्र,तात्पुरती नळ जोडणी,सांडपाणी निःसारण नकाशे
2	अंतिम अग्निशामन यंत्रणा मंजूरी
3	इमारत पुर्णत्व प्रमाणपत्र/भोगवटा प्रमाणपत्र
4	कायम पाणीपुरवठा नळ जोडणी
5	मुंबई प्रदेश महानगरामधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या कार्यक्षेत्रातील माहिती तंत्रज्ञान उदयोगांना ना हरकत प्रमाणपत्र
6	मुंबई प्रदेश महानगरामधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या क्षेत्रातील माहिती तंत्रज्ञान कंपन्यांना माहिती तंत्रज्ञान धोरणांतर्गत इरादापत्रे
7	मुंबई प्रदेश महानगरामधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या क्षेत्रात माहिती तंत्रज्ञान धोरणांतर्गत कंपन्यांची नोंदणी करणे
	शासकीय मुद्रण व लेखसामग्री व प्रकाशन संचालनालय
1	वाणिज्यिक संस्था व खाजगी पक्ष यांना काढलेल्या अधिसूचना,सूचना व जाहीराती स्विकारून महाराष्ट्र शासन राजपत्र भाग दोन-सकिर्ण सूचना व जाहीराती या राजपत्राच्या भागात प्रसिद्ध करणे व ते त्यांना ऑनलाईन व ईमेलवर उपलब्ध करून देणे *****
2	महाराष्ट्र शासन राजपत्र भाग दोन-नाव,जन्मतारीख(वय) आणि धर्म बदलण्याच्या जाहिराती संचालनालयाच्या संकेतस्थळावर ऑनलाईन स्विकारून राजपत्राच्या भागात प्रसिद्ध करणे आणि ते नागरिकांना ऑनलाईन उपलब्ध करून देणे. *****
	उद्योग उर्जा व कामगार विभाग-कामगार (41 सेवा) (शा.नि. क्र. संकिर्ण 2015 / प्र. क्र. 12 / कामगार 9, दिनांक 24 जुलै, 2015)
	कामगार
1	मुंबई दुकाने व आस्थापना (नोकरीचे व सेवाशर्तीचे विनियमन) अधिनियम, 2017 अंतर्गत आस्थापनेची नोंदणी

	मुंबई दुकाने व आस्थापना अधिनियम 1948 अंतर्गत नोंदणीचे नूतनीकरण. (शुद्धीपत्रक क्र. संकीर्ण 2015 / प्र. क्र. 12 / कामगार-9, दिनांक 11 मार्च 2019 अन्वये सेवा वगळण्यात आली)
2	कंत्राटी कामगार (नियमन व निर्मुलन) अधिनियम, 1970 अंतर्गत मुख्य मालक नोंदणी नोंदणी.
3	कंत्राटी कामगार (नियमन व निर्मुलन) अधिनियम 1970 अंतर्गत कंत्राटदारास अनुज्ञप्ती देणे
4	कंत्राटी कामगार (नियमन व निर्मुलन) कायदा, 1970 अंतर्गत कंत्राटदारास अनुज्ञप्तीचे नूतनीकरण
5	इमारत व इतर बांधकाम मजूर (नोकरीचे नियमन आणि शर्ती) अधिनियम, 1996 अंतर्गत आस्थापनांची नोंदणी.
6	मोटर परिवहन कामगार अधिनियम 1961 अंतर्गत नोंदणी
7	बिडी आणि सिगार (नोकरीच्या शर्ती) वर्कस अधिनियम 1966 अंतर्गत औद्योगिक वस्तुंची नोंदणी.
	बाष्पके संचालनालय (कामगार)
1	मालकी हक्काचे हस्तांतरण
2	प्रमाणपत्राची नक्कल करणे
	शा. नि. क्र. संकीर्ण 2015 / प्र. क्र. 12 / कामगार-9, दिनांक 29 जून, 2016
1	बाष्पके व मितापायोजकांची नोंदणी
2	बाष्पके व मितापायोजकांच्या प्रमाणपत्रांचे नूतनीकरण
	(शा. नि. क्र. संकीर्ण 2015 / प्र. क्र. 12 / कामगार-9, दिनांक 11 डिसेंबर, 2018)
	औद्योगिक सुरक्षा व आरोग्य संचालनालयामार्फत
1	कारखाने अधिनियम 1948 व महाराष्ट्र कारखाने नियम, 1963 अंतर्गत नोंदणी व परवाना देणे व परवाना नूतनीकरण करणे
2	कारखाने अधिनियम 1948 व महाराष्ट्र कारखाने नियम, 1963 अंतर्गत नोंदणी व परवाना देणे.
3	कारखाने अधिनियम 1948 व महाराष्ट्र कारखाने नियम, 1963 अंतर्गत परवाना नूतनीकरण करणे.
4	कारखाने अधिनियम 1948 व महाराष्ट्र कारखाने नियम, 1963 अंतर्गत कारखान्यांचे नकाशे मंजूर करणे.
5	कारखाने अधिनियम 1948 व महाराष्ट्र कारखाने नियम, 1963 अंतर्गत परवाना दुरुस्ती करणे. (अतिधोकादायक कारखाने वगळून)
6	कारखाने अधिनियम 1948 व महाराष्ट्र कारखाने नियम, 1963 अंतर्गत परवाना दुरुस्ती करणे. (अतिधोकादायक कारखाने)
	कामगार विभाग (6 सेवा) (शा. नि. क्र. संकीर्ण 2015 / प्र. क्र. 39 / कामगार-9, दिनांक 28 एप्रिल, 2017)
1	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत आस्थापनांना नोंदणी प्रमाणपत्र.
2	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत नोंदणी प्रमाणपत्रातील सुधारणा.
3	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत स्थलांतरित कामगारांच्या भर्तीसाठी कंत्राटदारास अनुज्ञप्ती देणे.
4	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत स्थलांतरित कामगारांच्या भर्तीसाठी मध्यस्थी कंत्राटदारास अनुज्ञप्ती देणे.
5	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत स्थलांतरित कामगारांच्या रोजगारासाठी कंत्राटदारास अनुज्ञप्ती देणे.
6	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत स्थलांतरित कंत्राटदारास अनुज्ञप्तीचे नूतनीकरण करणे.
	कामगार विभाग (18 सेवा) (शा. नि. क्र. संकीर्ण 2017 / प्र. क्र. 66 / कामगार-9, दिनांक 20 जून, 2017)
1	बाष्पके निर्मात्यांना मान्यता
2	बाष्पके निर्मात्यांच्या मान्यतेचे नूतनीकरण

3	बाष्पके / मितीपयोजके उभारणीची मान्यता
4	बाष्पके / मितीपयोजके उभारणीच्या मान्यतेचे नुतनीकरण
5	मितीपयोजके निर्मात्यांना मान्यता
6	मितीपयोजके निर्मात्यांच्या मान्यतेचे नुतनीकरण
7	प्रेसर व्हेसल निर्मात्यांना मान्यता
8	प्रेसर व्हेसल निर्मात्यांच्या मान्यतेचे नुतनीकरण
9	प्रेसर पार्ट्स निर्मात्यांना मान्यता
10	प्रेसर पार्ट्स निर्मात्यांच्या मान्यतेचे नुतनीकरण
11	हिट एक्सचेंजर निर्मात्यांना मान्यता
12	हिट एक्सचेंजर निर्मात्यांच्या मान्यतेचे नुतनीकरण
13	स्मॉल इंडस्ट्रीअल बाष्पके निर्मात्यांना मान्यता
14	स्मॉल इंडस्ट्रीअल बाष्पके निर्मात्यांच्या मान्यतेचे नुतनीकरण
15	बाष्पके / मितीपयोजके दुरुस्तीकारांना मान्यता
16	बाष्पके / मितीपयोजके दुरुस्तीकारांच्या मान्यतेचे नुतनीकरण
17	पाईप फॅब्रिकेटर म्हणून मान्यता
18	पाईप फॅब्रिकेटर म्हणून मान्यतेचे नुतनीकरण
	उर्जा विभाग (13 सेवा) (अधिसूचना क्र. संकीर्ण 1015 / प्र. क्र. 650 / उर्जा-2, दिनांक 29 जानेवारी, 2016)
1	वीज संच मांडणीचे निरीक्षण करणे.
2	उद्वाहन उभारणीस परवानगी देणे.
3	उद्वाहन चालविण्यासाठी अनुज्ञप्ती देणे.
	उर्जा विभाग (अधिसूचना क्र. संकीर्ण 2016 / प्र. क्र. 148 / उर्जा-5, दिनांक 11 जुलै, 2016)
4	नवीन वीज पुरवठाकरीता अर्ज
5	सदोष मीटर तक्रार
6	नाव बदलणेकरीता अर्ज
	उर्जा विभाग (अधिसूचना क्र. संकीर्ण 2016 / प्र. क्र. 70 / उर्जा-5, दिनांक 11 जुलै, 2016)
7	बांधकामासाठी विद्युत भार मंजूरी
8	उद्योगासाठी विद्युत भार मंजूरी
9	Line Charging permission at MSETCL
10	विद्युत शुल्क माफी प्रकरणांना मंजूरी
11	डीजी सेट आराखडा मंजूरी
12	डीजी सेट चार्ज परवानगी विद्युत शुल्क माफी प्रकरणांना मंजूरी
13	डीजी सेट नोंदणीकरण
	वित्त विभाग (4 सेवा) शासन निर्णय क्र. संकीर्ण 1019 / प्र. क्र. 123 / प्रशासन-1, दिनांक 27 फेब्रुवारी, 2019)
1	मुल्यवर्धित कर कायदा 2002, केंद्रिय विक्रीकर कायदा, 1956, महाराष्ट्र राज्य व्यवसाय, धंदे, आजिविका आणि नोकरीवरील कर कायदा, 1975 अंतर्गत ई-नोंदणी
2	केंद्रिय विक्रीकर कायद्यांतर्गत ई-केंद्रिय विक्रीकर वैधानिक नमुने

3	मुल्यवर्धित कर कायदा 2002, केंद्रिय विक्रीकर कायदा, 1956, महाराष्ट्र राज्य व्यवसाय, धंदे, आजिविका आणि नोकरीवरील कर कायदा, 1975 अंतर्गत ई-विवरणे
4	मुल्यवर्धित कर कायदा 2002, केंद्रिय विक्रीकर कायदा, 1956, महाराष्ट्र राज्य व्यवसाय, धंदे, आजिविका आणि नोकरीवरील कर कायदा, 1975 अंतर्गत ई-कर भरणा
	जलसंपदा विभाग (10 सेवा) (शा. नि. क्र. संकीर्ण 2015 / प्र. क्र. 480 / सिं.व्य (कामे), दिनांक 15 जुलै, 2015)
1	पाणी वापर संस्थेस देय पाणी हक्क मंजूरी देणे.
2	पाणी वापर संस्थेस पाणीपट्टी थकबाकी दाखला देणे.
3	बिगर सिंचनाची पाणीपट्टी थकबाकी दाखला देणे.
4	पाणीपट्टी देयक तक्रार निवारण करणे
5	लाभक्षेत्राचा दाखला देणे.
6	ग्रामपंचायत जिल्हा परिषद, नगर पालिका, नगर परिषद, नगर पंचायत, कटक मंडळे यांना घरगुती पाणी वापर परवाना *****
7	महानगर पालिका, खाजगी विकासक, विशेष नगर विकास प्रकल्प यांना घरगुती/ औद्योगिक पाणी वापर परवाना देणे
8	औद्योगिक प्रयोजनासाठी पाणी वापर परवाना देणे *****
9	नदी जलाशया पासून अंतराचा दाखला देणे.
10	उपसा सिंचन परवानगी
	सहकार, पणन व वस्तोद्योग विभाग (5 सेवा) (शा. नि. क्र. संकीर्ण 2014 / प्र. क्र. 118 / 6-स, दिनांक 18 सप्टेंबर, 2015)
1	सहकारी संस्थांची नोंदणी करणे
2	सहकारी संस्थांची उपविधी दुरूस्ती करणे
3	सावकारी व्यवसायासाठी परवाना देणे
4	सावकारी व्यवसायासाठी परवाना नुतनीकरण देणे
5	सहकारी गृहनिर्माण संस्थांचे मानीव अभिहस्तांतरण
	पाणी, पुरवठा व स्वच्छता विभाग (4 सेवा) (शा. नि. क्र. आस्था 2015 / प्र. क्र. 179 / पापु-01, दिनांक 30 सप्टेंबर, 2015)
	महाराष्ट्र जीवन प्राधिकरण
1	नळ जोडणी देणे
2	पाणी बील देयकासंबंधी तक्रारीचे निवारण करणे
	भूजल सर्वेक्षण आणि विकास यंत्रणा
3	विंध्यन विहिर सर्वेक्षण
	वाळू उत्खनन सर्वेक्षण (शासन निर्णय, क्र. आस्था 2015 / प्र. क्र. 179 / पापु 01 , दि. 29.11.2017 अन्वये वगळली.)
	भूजल सर्वेक्षण प्रमाणपत्र देणे (शासन निर्णय, क्र. आस्था 2015 / प्र. क्र. 179 / पापु 01 , दि. 29.11.2017 अन्वये वगळली.)
4	पाण्याचे रासायनिक व जैविक पृथःकरण (शासन निर्णय, क्र. आस्था 2015 / प्र. क्र. 179 / पापु 01 , दि. 29.11.2017 अन्वये अंतर्भूत)
	सार्वजनिक आरोग्य विभाग (4 सेवा) (अ. क्र. 1 ते 3 येथील सेवा -- अधिसूचना. क्र. संकीर्ण 2014 / प्र. क्र. 227 / सम 2, दिनांक 8 सप्टेंबर, 2015)
1	ऑन लाईन सॉफ्टवेअर माध्यमातून अपंगत्व प्रमाणपत्र प्रदान करणे.
2	जननी सुरक्षा योजना
3	जननी शिशु सुरक्षा योजना
4	वैद्यकीय अधिकाऱ्यांची उपस्थिती (अधिसूचना क्र संकीर्ण 2014/प्र.क्र.227/सम 2, दि 28.03.2016)

	सामाजिक न्याय व विशेष सहाय्य विभाग (12 सेवा) (शा.नि.क्र.संकीर्ण 2015 /प्र.क्र. 53/ समन्वय, दिनांक 24नोव्हेंबर, 2015)
1	शासकीय वसतिगृह प्रवेश अ) मॅट्रिक पूर्व वसतिगृह प्रवेश आ) उच्च माध्यमिक वसतिगृह प्रवेश इ) व्यवसायिक वसतिगृह प्रवेश ई) अव्यवसायिक वसतिगृह प्रवेश
2	निवासी शाळा प्रवेश
3	परदेशी शिष्यवृत्ती
4	देशांतर्गत शिष्यवृत्ती
	अनुसूचित जाती / अनुसूचित जमाती बळी पडलेल्या सदस्यांना अर्थसहाय्य (शा.नि. 28.11.2017 अन्वये सेवा वगळली)
5	ज्येष्ठ नागरिकांना ओळखपत्र देणे
6	संजय गांधी निराधार योजना / श्रावणबाळ पेन्शन योजनेतर्गत प्राप्त अर्जावर निर्णय घेणे
7	जात प्रमाणपत्र पडताळणी समिती
8	अपंगांना ओळखपत्र देणे
9	अपंग विद्यार्थ्यांना शासकीय/शासन मान्य अनुदानित अपंग शाळेत/कर्मशाळेत प्रवेश देणे. (शा. नि. संकीर्ण-2016 / प्र. क्र. 68 / समन्वय, दिनांक 28 सप्टेंबर, 2016)
10	अपंगांच्या अनुदानित विशेष शाळा / कर्मशाळा / मतिमंद बालगृहे / तसेच अपंग क्षेत्रात कार्य करण्यासाठी देण्यात आलेल्या नोंदणी प्रमाणपत्राचे नुतनीकरण करणे. (शा. नि. संकीर्ण-2017 / प्र. क्र. 144 / समन्वय, दिनांक 23 ऑगस्ट, 2018)
11	अपंगांच्या अनुदानित शाळा / कर्मशाळेतील रिक्तपदे भरण्याकरीता स्वयंसेवी संस्थांना ना-हरकत प्रमाणपत्र देणे.
12	अपंग व्यक्ती हक्क अधिनियम, 2016 च्या कलम 49 मधील तरतूदीप्रमाणे अपंग क्षेत्रात पुनर्वसन विषयक कार्य करण्यासाठी संस्थांना नोंदणी प्रमाणपत्र देणे.
	आदिवासी विकास विभाग (2 सेवा) (अधिसूचना क्र. आविवि 2015 / प्र. क्र. 3 / का-16, दिनांक 31 डिसेंबर, 2015)
	शासकीय आश्रमशाळा समुह योजनेतर्गत मुलांना मोफत प्रवेश देणे (दिनांक 28 सप्टेंबर, 2016 च्या अधिसूचनेन्वये सेवा वगळली.)
	अनुसूचित जमातीच्या विद्यार्थ्यांना शहरातील इंग्रजी माध्यमाच्या नामांकित निवासी शाळांमध्ये शिक्षण देणे. (दिनांक 25 ऑक्टोबर, 2018 च्या अधिसूचनेन्वये सेवा वगळली.)
1	आदिवासी मुलांमुलींकरीता शासकीय वसतिगृहात मोफत प्रवेश देणे. अनुसूचित जमातीच्या विद्यार्थ्यांना शालांत परिक्षेत्तर शिष्यवृत्ती (भारत सरकार शिष्यवृत्ती) (दिनांक 25 ऑक्टोबर, 2018 च्या अधिसूचनेन्वये सेवा वगळली.) सुवर्ण महोत्सवी आदिवासी पूर्व माध्यमिक शिष्यवृत्ती (दिनांक 25 ऑक्टोबर, 2018 च्या अधिसूचनेन्वये सेवा वगळली.) अधिसूचना क्र. आविवि 2016 / प्र. क्र. 77/ का-05, दिनांक 28 सप्टेंबर, 2016)
2	आदिवासी व्यक्तींना अनुसूचित जमातीचे वैधता प्रमाणपत्र देणे.
	शालेय शिक्षण व क्रीडा विभाग (12 सेवा) (अधिसूचना क्र. संकीर्ण 2015 / (55 / 15)/ समन्वय कक्ष, दिनांक 4 एप्रिल, 2016.)
	विद्यार्थ्यांचा शाळा सोडल्याचा दाखला व द्वितीय दाखला (अधिसूचना दि.3.02.18 अन्वये वगळली.) स्थलांतर दाखला (अधिसूचना दि.3.02.18 अन्वये वगळली.) द्वितीय गुणपत्रक (प्राथमिक व उच्च प्राथमिक शाळास्तर) (अधिसूचना दि.3.02.18 अन्वये वगळली.)
1	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा द्वितीय गुणपत्रक व प्रमाणपत्रे

2	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परिक्षा प्रोव्हिजनल प्रमाणपत्र
3	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परिक्षा गुणपडताळणी
4	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परिक्षा निकालानंतर उत्तरपत्रिकेची छायांकित प्रत प्राप्त करणे.
5	खाजगी उमेदवार परीक्षेसाठी प्रविष्ट होणे.
	लॉमिनेशनसह गुणपत्रक प्रमाणपत्र उपलब्ध करणे. (अधिसूचना दि.3.02.18 अन्वये वगळली.)
6	शासकीय वाणिज्य प्रमाणपत्र परीक्षेसाठी संस्थांना परीक्षा परिषदशी संलग्नता देणे.
7	वाणिज्य प्रमाणपत्र परीक्षा प्रमाणपत्र दुरुस्ती
8	वाणिज्य प्रमाणपत्र परीक्षा प्रमाणपत्राची द्वितीय प्रत
9	डी.एड. गुणपत्रक प्रमाणपत्राची द्वितीय प्रत
	डी.एड. उत्तरपत्रिकांची पडताळणी (अधिसूचना दि.3.02.18 अन्वये वगळली.)
10	इयत्ता 10वी व 12वी परीक्षेस प्रविष्ट होणाऱ्या राज्य, राष्ट्रीय व आंतरराष्ट्रीय पातळीवर सहभागी झालेल्या खेळाडूला, विद्यार्थ्यांना क्रीडा सवलतीचे गुण देण्याबाबत
11	अत्युच्च गुणवत्ताधारक खेळाडूंना शासकीय / निमशासकीय व इतर क्षेत्रात 5 टक्के आरक्षणासाठी खेळाडू प्रमाणपत्र पडताळणी.
12	विभागाने आयोजित केलेल्या जिल्हा, भाग व राज्य क्रीडा स्पर्धेमध्ये प्राविण्य / सहभाग प्रमाणपत्र देण्याबाबत.
	वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग (25 सेवा) (अधिसूचना क्र. संकीर्ण 0615 / प्र. क्र. 59 / अधिनियम, दिनांक 27 जुलै, 2015)
	वैद्यकीय शिक्षण व संशोधन संचालनालय व त्याखालील शासकीय वैद्यकीय महाविद्यालये व रुग्णालये यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा
1	विकलांगता प्रमाणपत्र देणे
2	किरकोळ जखम याचे प्रमाणपत्र देणे
3	कार्यमुक्त प्रमाणपत्र देणे
4	चारित्र्य प्रमाणपत्र देणे
5	अभ्यास प्रमाणपत्र देणे
6	ना देय प्रमाणपत्र देणे
7	ना हरकत प्रमाणपत्र देणे
8	नवप्रविष्टांना वैद्यकीय प्रमाणपत्र देणे
	आयुष संचालनालय व त्याखालील शासकीय आयुर्वेदिक महाविद्यालये व रुग्णालये यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा
9	किरकोळ जखम याचे प्रमाणपत्र देणे
10	कार्यमुक्त प्रमाणपत्र देणे
11	चारित्र्य प्रमाणपत्र देणे
12	अभ्यास प्रमाणपत्र देणे
13	ना देय प्रमाणपत्र देणे
14	ना हरकत प्रमाणपत्र देणे
15	वैद्यकीय प्रमाणपत्र देणे
	महाराष्ट्र मानिसिक आरोग्य संस्था पुणे च्या मार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा
16	अनुभव प्रमाणपत्र देणे
17	ना देय प्रमाणपत्र देणे
18	ना हरकत प्रमाणपत्र देणे
19	उत्तीर्ण प्रमाणपत्र देणे

20	अंतर्वासिता प्रमाणपत्र देणे
21	वास्तविक विद्यार्थी प्रमाणपत्र
	अन्न व औषध प्रशासन आयुक्तालय, मुंबई यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा
22	अन्न व्यावसायिची अन्न सुरक्षा व मानके अधिनियम, 2006 व त्याखालील नियम यांच्या अनुसार नोंदणी करणे.
23	अन्न व्यावसायिची अन्न सुरक्षा व मानके अधिनियम, 2006 व त्याखालील नियम यांच्या अनुसार वस्तुनिर्माण व विक्री यासाठी अनुज्ञप्ती देणे.
24	औषध व सौंदर्य प्रसाधने अधिनियम, 1940 व त्याखालील नियम यांच्या अनुसार फुटकळ विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.
25	औषध व सौंदर्य प्रसाधने अधिनियम, 1940 व त्याखालील नियम यांच्या अनुसार घाऊक विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.
	पर्यटन व सांस्कृतिक कार्य विभाग (20 सेवा) (अधिसूचना क्र. संकीर्ण 2014 / प्र. क्र. 216 / आस्थापना, दिनांक 4 सप्टेंबर, 2015)
	संचालक, पुराभिलेख संचालनालय, मुंबई
1	संशोधकांना व नागरिकांना संचालनालयामध्ये जतन केलेल्या ऐतिहासिक महत्त्वाच्या अभिलेखाची माहिती देणे तसेच देशी व विदेशी संशोधकांना संशोधनासाठी परवानगी देणे
2	संशोधनासाठी जतन केलेले अभिलेख पुरविणे
3	स्कॅन केलेल्या अभिलेखाची सीडी पुरविणे
4	जतन केलेल्या अभिलेखाची झेरॉक्स प्रत पुरविणे.
5	जतन केलेल्या ऐतिहासिक महत्त्वाच्या अभिलेखाच्या प्रमाणित प्रती पुरविणे
6	संशोधकांना व नागरिकांना संचालनालयाच्या विविध कार्यक्रमांची माहिती पुरविणे
7	संशोधकांना व नागरिकांना संचालनालयाच्या कामकाज पद्धतीबद्दल माहिती देणे.
	पु. ल. देशपांडे महाराष्ट्र कला अकादमी, प्रभादेवी, मुंबई
8	सामाजिक व सांस्कृतिक कार्यक्रम/उपक्रमांसाठी रविंद्र नाटय मंदिर ऑडिटेरियम/मिनी ऑडिटेरियम/तालीम दालन यांचे आरक्षण
9	ऑडिटेरियम/तालीम दालने यांच्या आरक्षणाकरिता घेतलेल्या अनामत रकमेचा परतावा
	रंगभूमी परिनिरीक्षण मंडळ, मुंबई
10	ऑर्केस्ट्रा तमाशा, मेळा, नाटक आयोजित करण्यासाठी प्रमाणपत्र देणे तसेच सार्वजनिक ठिकाणी होणा-या एक दिवसाच्या कार्यक्रमांना ना-हरकत प्रमाणपत्र देणे
11	सर्व भाषेतील प्रायोगिक/व्यवसायिक नाटय संहितांना प्रमाणपत्र देणे
	सांस्कृतिक कार्य संचालनालय, मुंबई
12	कलाकार प्रमाणपत्र:- महाराष्ट्र गृहनिर्माण व क्षेत्र विकास प्राधिकरण म्हाडाकडून कलाकरासाठी राखीव असलेल्या कोटयातून सदनिका मंजूर केलेल्या पात्र कलाकरांना कलाकार प्रमाणपत्र देणे.
13	वृद्ध कलावंत मानधन:- 50 वर्षे वय असलेल्या व अटीशर्तीनुसार पात्र मान्यवर वृद्ध साहित्यिक व कलाकार यांना मानधन देणे
14	रेल्वे सवलत:- परराज्यात कला सादर करण्यासाठी पाचारण केलेल्या व अटीशर्तीनुसार पात्र कलापथकांना रेल्वे भाडे रकमेत सवलत मिळण्यासाठी प्रमाणपत्र देणे
	दर्शनिका विभाग, फोर्ट, मुंबई
15	गॅझेटियर विभागातर्फे प्रकाशित गॅझेटियर ग्रंथाचे ई-बुक(सीडी) उपलब्ध करणे
	पर्यटन व सांस्कृतिक कार्य विभाग (शा. नि. क्र. टीडीएस 2015 / 03 / प्र. क्र. 242 / पर्यटन, दिनांक 21 मार्च, 2016)
	पर्यटन विकास महामंडळ
16	निवास व न्याहारी योजनेतर्गत नोंदणी करणे व नुतनीकरण करणे.
17	महाभ्रमण योजनेतर्गत नोंदणी करणे व नुतनीकरण करणे.
18	पर्यटक घटकांना तात्पुरते नोंदणी प्रमाणपत्र देणे.

19	पर्यटक घटकांना अंतिम प्रमाणपत्र देणे.
20	पर्यटक घटकांना मुद्रांक शुल्कात सवलत मिळण्याकरीता ना-हरकत प्रमाणपत्र देणे.
	उच्च व तंत्रशिक्षण विभाग (10 सेवा) (अधिसूचित क्र.संकिर्ण 2014 /प्र.क्र. 67-14/ आस्था-2 दिनांक 18 जानेवारी, 2016)
1	परीक्षेत मिळालेल्या गुणांची पुर्नमोजणी करणे.
2	दुय्यम गुणपत्रिका / तात्पुरती गुणपत्रिका
3	दुय्यम पदवी प्रमाणपत्र वाटप
4	कागदपत्रे तपासणी
5	मायग्रेसन इलिजिबिलिटी प्रमाणपत्र
6	सीईटी परीक्षेचे गुणपत्रक
7	दुय्यम गुणपत्रक
8	दुय्यम गुणपत्रिका / प्रमाणपत्र
9	ट्रान्सस्क्रिप्ट
10	मायग्रेसन प्रमाणपत्र
	पर्यावरण विभाग (4 सेवा) (शासन निर्णय क्र. मलोहअ-2015/ प्र.क्र.243/ आस्थापना, दिनांक 18 जानेवारी, 2016)
1	उद्योग उभारणीसाठी संमतीपत्र
2	उद्योग सुरु करण्यासाठी संमतीपत्र
3	उद्योग उभारणीसाठी संमतीपत्र (रुपये 10 कोटीपर्यंत)
4	उद्योग सुरु करण्यासाठी संमतीपत्र (रुपये 10 कोटी पर्यंत)
	सार्वजनिक बांधकाम (10 सेवा) (अधिसूचना क्र. सी.ओ.एम. 2015 / प्र. क्र. 24 / संगणक कक्ष), दिनांक 19 ऑक्टोबर, 2016.)
1	कंत्राटदार वर्ग 1अ, 1ब, 2 व 3 यांचे नोंदणी व नूतनीकरण
2	कंत्राटदार वर्ग 4, व 4अ यांचे नोंदणी व नूतनीकरण
3	कंत्राटदार वर्ग 5, 5अ, व 6 यांचे नोंदणी व नूतनीकरण आणि बेरोजगार अभियंत्यांचे नोंदणीकरण व मजूर सहकारी संस्था वर्ग-अ यांचे वर्गीकरण व नूतनीकरण
4	कंत्राटदार वर्ग 7, 8, 9 आणि कामगार सहकारी संस्था, वर्ग-ब यांचे वर्गीकरण, इमारत देखभाल व स्थापत्य अभियांत्रिकी मधील परीक्षा उत्तीर्ण झालेल्या उमेदवारांचे वर्ग-7 मध्ये नोंदणीकरण व नूतनीकरण.
5	शासकीय विश्रामगृहाचे आरक्षण
6	पेट्रोलपंपाच्या पोच मार्गाचे ना हरकत प्रमाणपत्र देणे.
7	रस्ता ओलांडून जाणाऱ्या वाहिन्यांसाठी ना हरकत प्रमाणपत्र
8	रस्त्याच्या कडेला असलेल्या इमारतीचा ना हरकत परवाना
9	चलचित्रपट गृहांचे योग्यता प्रमाणपत्र
10	उद्योग घटकांसाठी मुलभुत सुविधा जसे वीज, पाणी जोडणी, पुरविण्यासाठी रस्ता खोदणे मुख्य रस्त्यांना जोड रस्ते इ. करिता ना हरकत प्रमाणपत्र.