



सत्यमेव जयते

Government of Maharashtra



# The Maharashtra State Commission for Right to Public Services



Your Service - is Our Duty

## Annual Report (2021-22)

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

## **Annual Report 2021-22**



**Your Service - is our Duty**

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

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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 force from 28<sup>th</sup> April 2015. The Maharashtra Right to Public Services Rules were published on 16<sup>th</sup> November 2016. Shri. Swadheen Kshatriya, Former Chief Secretary, was appointed as the first State Chief Commissioner for Right to Public Services on 1<sup>st</sup> March 2017. He retired after attaining age of 65 on 25.01.2022. The undersigned is holding additional charge of the post of State Chief Commissioner.

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.”

The financial year 2021-22 was overshadowed by unprecedented pandemic due to Covid-19. Maharashtra state was one of the worst affected states in our country. However, despite the pandemic, the online system provided by Aaple Sarkar portal continued to function in an efficient manner. The facility provided by Mobile app and Aaple Sarkar Centres enabled the citizens to avail public services online despite Covid-19 pandemic.

This is the Fifth 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 31<sup>st</sup> March 2022, number of services notified was 511 out of which 387 services were available online. The Aaple Sarkar Portal as well as RTS Mobile Application are providing online facility. In addition, there are over 35,488 Aaple Sarkar

Seva Kendras where online facilities are provided to Citizens. Since inception of the Act, a total of 11,52,39,823 applications have been received using these online facilities and disposal is 95%. During the year 2021-22, a total of 1,73,58,011 applications for services were received and disposal is 92%. However figures of the total number of offline applications received and their disposal are not available from the Departments despite repeated attempts by the Commission sought in the prescribed proformas “A” “B” and “C”. Hence this Report is based only on the online application figures provided by Maharashtra Information Technology Corporation (MahaIT).

The National Conference on “Improving Public Services Delivery – Role of Government” was held at Nagpur on 21<sup>st</sup> & 22<sup>nd</sup> 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 Commissions 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 Report on the Nagpur Conference has been made available on Aaple Sarkar RTS Portal.

While Maharashtra State has definitely made rapid progress in implementation of Maharashtra Right to Public Services Act and notified 511 services, it is observed that other States have notified more number of services. State of Karnataka has notified 1,033 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 time bound programme for notifying all services under the Act must be prepared. The commission has also recommended that all services provided by Government of Maharashtra should be notified under the Maharashtra Right to Public Service Act. These recommendations of the Commission needs to be implemented on top most priority.

State Government has taken action on some of the suggestions and recommendations made by the Commission. These include declaring District 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 also 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. Online certificates are now issued with Logo and Tagline of the Commission. A very important and effective decision is of appointment of five Divisional Commissioners (RTS) at Divisional levels.

The Commission has expressed serious concern regarding very poor increase in number of notified services, non-integration of services with Aaple Sarkar Platform, deviations from Single Platform Policy, several services receiving very poor response, 124 notified services not yet available online on Aaple Sarkar Portal, non-availability of complete information regarding receipt and disposal of offline applications and pendency of First and Second Appeals. These concerns have been addressed to concerned Departments repeatedly.

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. Based on all this information and experience, some suggestions have been made regarding the way forward, so that the Maharashtra Right to Public Services Act, 2015 can be implemented more effectively. The commission has taken note of the activities implemented by the districts of Wardha and the process mapping concept prepared by the Zilla Parishad, Pune and has recommended the replication of these innovative activities in the state. The Commission also appreciates innovative measures taken by the Settlement Commissioner and Inspector General of Registrations (Revenue Department) for transparent, time bound online services.

The above mentioned progress in the year 2021-22 was made by the Commission under the able guidance and leadership of the then Chief Commissioner, Shri. Swadheen Kshatriya. I gratefully mention that, since inception of the Commission till his retirement, he worked hard not only to establish the Commission but to increase it's scope and ambit as laid down in MRTPS Act. His meticulous planning and vision has given shape to the Commission. The trust earned of the common public and motivation imparted to various departments in delivery of services was also possible because of his positive efforts and foresight. Creation of six Divisional Offices and appointment of five State Divisional Commissioners as required by the Maharashtra Right to Public Service Act, 2015 could materialize in short time because of his constant persuasion with the Government.

On behalf of the Commission, I assure the citizens of Maharashtra prompt, efficient, transparent and time bound service as their just right with a humble commitment as spelled out in our Logo "Your Service is Our Duty" in true spirit !

**Mumbai,  
Date :- 14 November, 2022**

**Dilip Shinde  
Maharashtra State Chief Commissioner  
For Right to Public Services (A.C.)**

Bhaskar Khulbe  
Advisor to PM  
Tele: 23010838



प्रधान मंत्री कार्यालय  
नई दिल्ली - 110011  
PRIME MINISTER'S OFFICE  
New Delhi - 110011

4<sup>th</sup> January, 2022

Dear Shri Kshatriya

Allow me to convey my profuse thanks to you for sharing with me a copy of the Annual Report 2021 of the Maharashtra State Commission for Right to Public Services.

With the focus of the Commission on the common citizen, the innovative efforts to bring citizen-centricity are clearly manifest in the initiatives, that have emanated from various districts. Be it the drive through the *Dadalora Khidki* by Gadchiroli Police, or action by the districts of Solapur, Gondia, Washim and Dhule, in reaching the unreached, the efforts have been proved by the outcomes.

*Aaple Sarkar* Service Centres have made their impact through outreach. We have heard so many positive stories from frequent interactions with people of Maharashtra. We commend the Commission for creating a very positive *milieu* for allowing the young civil servants to be innovative in approach and earnest in implementation.

We are really elated to notice that measured on the hexagonal appanages of quality, choice, standard, value, accountability and transparency, the guarantees enshrined in the law have been successfully provided.

Let me applaud your leadership in ensuring action in true letter and

spirit  
आयक टपाल  
सं.क्र. ०२ / मुसेहजा.दि. ११/१/२२  
१. क.अ - I  
२. क.अ - II  
३. क.अ - III  
४. क.अ - IV  
11-01-22  
Dy Secy

With warm regards,

Yours sincerely,

*Bhaskar Khulbe*  
4/1/2022

(Bhaskar Khulbe)

Shri S.S. Kshatriya,  
State Chief Commissioner for  
Right to Public Services,  
7<sup>th</sup> Floor, New Administrative Building,  
Opposite Mantralaya, Madam Cama Road,  
Mumbai 400 032.



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गवर्नर  
GOVERNOR

January 11, 2022

*Dear Shri. Swadheen Kshatriya,*

Thank you for your letter of January 5, 2022 along with the Annual Report of the Maharashtra State Commission for Right to Public Services for the year 2020-21.

I am happy to note the contribution of the Commission to delivery of public services in Maharashtra, especially in digital mode, which ensured continuity of public services even during the pandemic.

I am confident that under your able leadership, the delivery of the public services in Maharashtra would further improve in the future.

*Warm regards,*

Sincerely,

*Shaktikanta Das* 11.1.22

Shaktikanta Das

Shri Swadheen S Kshatriya  
State Chief Commissioner for Right to Public Services  
7<sup>th</sup> Floor, New Administrative Building  
Opposite Mantralaya, Madam Cama Road  
Mumbai- 400 032



## **Chapter I:**

# **The Maharashtra Right to Public Services Act, 2015**

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### **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 Governments along with the Union Territories. However, there was no penalty if the time limit prescribed by the Citizen's Charters was not adhered to. 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 Maharashtra Government Servants Regulation of Transfers and Prevention of Delay in Discharge of Official Duties Act, 2005 and subsequent to 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 28<sup>th</sup> 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 stresses 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 rendering services. 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 the 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 Authorities, 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 28 departments have notified 511 services under this Act until 31 March 2022.

### **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 1<sup>st</sup> March 2017. Five Divisional Commissioners were appointed on 1<sup>st</sup> December, 2021. 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 gives 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.

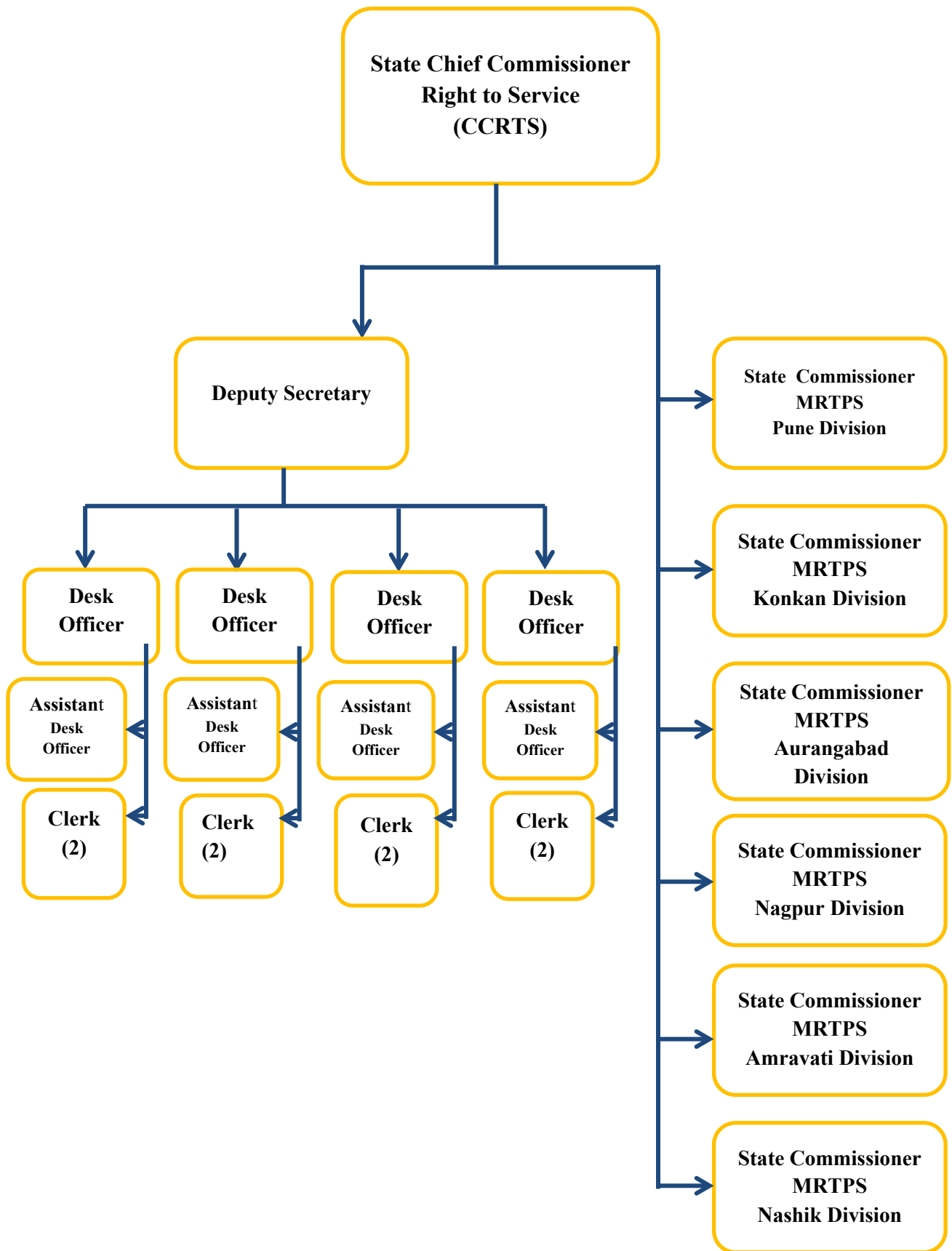
The Commission is vested with the powers of the Civil Court under Code of Civil Procedure, 1908. The Government is bound to consider and implement recommendations of the Commission made under section 16 of the MRTPS Act 2015.

#### **1.3.2 Organizational Structure**

The head office of the Commission is located in Mumbai. There are 34 sanctioned posts in the Commission's office, out of which 24 Government Officers/Staff and Contractual Staff are working at present. The State Chief Commissioner for Right to Public Services was appointed with effect from 1<sup>st</sup> March 2017. Shri Dilip Shinde (IAS Retd.) is holding additional charge of the State Chief Commissioner. Six Divisional offices of the Right to Public Services Commission have been started in the Divisions and five State Divisional Commissioners have been appointed in these offices on 01.12.2021 as under. They are working as under.

1. Shri Dilip Shinde, Divisional Commissioner (RTS), Pune
2. Shri Abhay Yawalkar, Divisional Commissioner (RTS), Nagpur
3. Dr. Kiran Jadhav, Divisional Commissioner (RTS), Aurangabad
4. Shri Rambabu Narukulla, Divisional Commissioner (RTS), Amravati
5. Shrimati Chitra Kulkarni, Divisional Commissioner (RTS), Nashik

**Figure 1.1: Organogram of the Commission**



## **1.4 MRTPS 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 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 off and the number of pending applications. Since inception, so far 11,52,39,823 applications have been received online and 10,99,75,851 have been disposed off by the concerned Designated Officers by 31 March 2022.

### **1.4.2 Mobile Application**

Considering huge response to the online services, special mobile application for Right to Services is made available to the public. The main purpose is to provide easy search for department wise services, applying and tracking of the application. The mobile application is available for downloading at <https://itunes.apple.com/in/app/rts-maharashtra/> for I-Phone users and “RTS Maharashtra” for android users. It can be downloaded 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 are explained in training for all cadres at district level from time to time.

This topic has been included in the basic revision and post-promotion training program for Grade "A" Officers, organized by YASHADA.

**Table 1.1 Training Programmes by YASHADA  
(2015-16 to 2021-22)**

<b>S. No</b>	<b>Year</b>	<b>No. of Trainees</b>
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
6	2020-21	389
7	2021-22	2,022
<b>Total</b>		<b>2,39,754</b>

### **1.5.2 Technical Training**

District wise technical training sessions are conducted by Maharashtra Information Technology Corporation (MahaIT) for respective departments whose services are covered under MRTPS Act. Training is imparted to departmental staff & officers in respect to the usage of Aaple Sarkar Service Portal and the Mobile App.

Maharashtra Information Technology Corporation (MahaIT) is wholly owned by the State Government of Maharashtra. Its District Managers impart knowledge of portal to the staff of the concerned departments which cover service process flow from citizen to department, on how to dispose applications, provide services or reject the application after recording reasons, how to process appeals online, tracking & verification.

**Table 1.2 Technical Training Programme by MahaIT**

Sr. No	Year	No. of Trainees
1	2015 - 18	10,275
2	2018 - 19	7,900
3	2019 - 20	5,004
4	2020 - 21	866
5	2021 - 22	484
<b>Total</b>		<b>24,529</b>

## **1.6 Journey of MRTPS Act 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 21<sup>st</sup> August 2015. The Act came in force from 28<sup>th</sup> April, 2015 and the Rules were published on 16<sup>th</sup> November, 2016. It made mandatory for all government departments to notify public services within 3 months which eligible person can avail under the Act. Accordingly, various departments have published lists 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 (I.A.S. Retd.), former Chief Secretary to the Government of Maharashtra, was appointed as the first State Chief Commissioner for Right to Public Services on 1<sup>st</sup> March 2017. On completion of 65 years of age Mr. Swadheen Kshatriya retired on 25th January, 2022. Mr. Dilip Shinde (I.A.S. Retd.) Divisional Commissioner, State Right to Public Services Commission, Pune and former Additional Chief Electoral Officer, Maharashtra has been given additional charge of the post of the Chief Commissioner and he is holding the same. Five Divisional Commissioners (RTS) have been appointed at Divisional levels with effect from 01.12.2021.

### **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 31<sup>st</sup> March 2022 a total of 11, 52, 39,823 applications have been received online. Out of 511

Notified Services 387 Services are available online. The software development and integration of remaining 124 Services is in progress.

## **1.7 Review Meetings**

The Commission has held several meetings and reviewed various departments for ensuring effective implementation of the Act.

### **1.7.1 Meetings with Secretaries and other officers of Mantralaya**

The Commission has held regular meetings with Secretaries and other officers of Government of Maharashtra. During meetings the Commission reviewed various issues relating to effective implementation of Maharashtra Right to Public Service Act. Following points were reviewed with the Secretaries of all Departments:

- Preparation of Master List of all Public Services
- Need to Notify all public services by the Departments under MRTPS Act.
- Review of services which have less response from public
- Ascertain reasons why a service has been de-notified.
- Integration of online services with Aaple Sarkar Portal.
- Collection of information of offline data in forms “A” “B” and “C”
- Scheme of incentives for Designated Officers with excellent 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 Kendras.

### **1.7.2 Review Meetings with Secretaries of Government Departments during 2021-22**

The Commission held regular review and had interaction with the secretaries of various Government Departments and reviewed the implementation of the Act.



**Table 1.3 Review Meetings of various Departments**

Departments	Date
Principal Secretary, GAD (O&M), Mantralaya; Joint Secretary, GAD (O&M), Mantralaya; Deputy Secretary, GAD (O&M) Mantralaya.	22.06.2021
Principal Secretary, Information and Technology; Joint Secretary, GAD (O&M) Mantralaya; All Divisional Revenue Commissioners; All Collectors.	09.07.2021
Secretary, Agriculture, Mantralaya; Commissioner, State Excise; Commissioner, Directorate of Municipalities; Managing Director, MAHAIT.	03.09.2021 and 07.09.2021

### **1.7.3 Video Conferences with all Divisional Commissioners and District Collectors**

All District Collectors were designated as “Controlling Officers” for the districts for implementation of MRTPS Act, vide GR dated 12 March 2018. Six Divisional offices of the Maharashtra Right to Public Service Commission are functioning and five Divisional Commissioners (RTS) have been appointed. CCRTS reviewed steps being taken to set up the offices of the newly appointed five Divisional Commissioners (RTS). He requested all Divisional Revenue Commissioners and Collectors to extend full co-operation on top priority. 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 documents, 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 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 MRTPS is very important for effective implementation of the Act.

**Table 1.4 Review Meetings (By Shri Swadheen Kshatriya)**

Topic	Departments	Date
CCRTS made presentation to faculty and students on Maharashtra Right To Public Service Act & its implementation.	Invitation by Principal, K C Law College (Mumbai). Students and faculty members were present in large numbers.	12.07.2021
CCRTS made detailed presentation to Australian Public Service Commission on Maharashtra Right	Presentation in Webinar with Australian Public Service Commission organised by Department of	13.07.2021 and 14.07.2021

To Public Service Act & it's implementation.	Administrative Reforms & Public Grievances, Delhi (DARPG) Government of India.	
Settlement Commissioner, made detailed presentation regarding use of mobile app for recording crops sown.	Meeting with Settlement Commissioner – Presentation regarding improved 7/12 & ePeekPahani.	02.09.2021
Presentation on dashboard for “Protsahan par Yojana” for implementation of Maharashtra Right to Public Services Act, 2015.	All Officers of the Maharashtra Right to Public Services Commission, Mumbai, Officers of MahaIT Corporation.	09.09.2021
Presentation by the State Chief Commissioner Right to Services to IAS Probationary Officers.	IAS Probationary Officers allotted to Maharashtra Cadre.	22.09.2021
State Level Revenue Conference - 2021 at Yashada, Pune. Review Meeting with ACS (Revenue) and all Divisional Commissioners (Revenue), Collectors-Guidance on the Maharashtra Right to Public Services Act.	All Divisional Commissioners (Revenue), All Collectors, Settlement Commissioner and IGR.	12.11.2021 and 13.11.2021
Oath Ceremony of Five newly appointed Divisional RTS Commissioners. Oath administered by Hon'ble Chief Commissioner, Shri Swadheen Kshatriya on behalf of Hon'ble Governor of Maharashtra.	Five newly appointed Divisional RTS Commissioners, Chairman MPSC Secretary, GAD (O&M), Mantralaya, Deputy Secretary, General Administrative Department, All Officers of the Maharashtra Right to Public Services Commission, Mumbai	01.12.2021
Presentation on Maharashtra Right to Public Services Act, 2015 at Conference of 14 States organised by Department of Administrative Reforms and Public Grievances (DARPG) (GOI) at Bhubaneswar.	Senior Officers of Government of India and 14 states representative. CCRTS made presentation on Maharashtra Right To Public Services Act & it's implementation	03.12.2021 and 04.12.2021

**Table 1.5 Review Meetings (By Shri Dilip Shinde)**

<b>Topic</b>	<b>Departments</b>	<b>Date</b>
Visit to Konkan Divisional office review of renovation work.	Joint Secretary Konkan Division and other Officer/Staff.	09.02.2022
Video Conference with DAPRG (GOI)	Citizens Service delivery models. Officers of all States, Joint Secretary, DAPRG (GOI)	11.02.2022
Review meeting with all Divisional Commissioners (RTS)	All Divisional Commissioner (RTS) and Joint/Deputy Secretaries.	07.03.2022
<b>Visit to Aurangabad Division-</b>	Divisional Commissioner (Revenue), Divisional Commissioner (RTS),RDC, DC (Gen.) and Other Officers & Staff.	10.03.2022
<b>Nanded District Visit -</b>	District Collector, CEO-ZP, SP, DCP, Heads of Offices of various Departments.	11.03.2022 and 12.03.2022
Meeting with Hon. Chief Secretary (GOM) regarding various pending issues.	Hon. Chief Secretary, GOM	14.03.2022

## 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 the Chief Commissioner

The tours have enabled the Commission to identify innovative practices for improving implementation of MRTPS, Act. During this year, Commission visited Pune Municipal Corporation, Shivajinagar and Baner Citizens Facilitation Centres (CFCs) and visited office of Karla Grampanchayat Tal. Maval Dist. Pune. CCRTS also Visited Maval Tahsildar office to review delivery of Services. Review meeting was held at Collector Office, Pune with Divisional Commissioner, Collector and H.O.D.'s of all Departments. CCRTS visited Swargate & Hadapsar Aaple Sarkar Seva Kendras. CCRTS also visited Divisional Office at Aurangabad and District of Nanded and CFCs there. During visits to Aaple Sarkar Seva Kendra CCRTS interacted with Citizens to ascertain their experience and feedback regarding delivery of services. The Commission also conducted various workshops on the Maharashtra Right to Public Services Act and its implementation.

Field visits and review meetings of the Commission have very good salutary effect in positively 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 Citizens, 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 & Meetings Conducted by Shri Swadheen Kshatriya  
(From 1<sup>st</sup> April, 2021 to 25<sup>th</sup> January 2022)**

Sr. No.	Date	Subject	Present Officers
1.	22.06.2021	Review Meeting for implementation of Maharashtra Right to Public Services Act.	1. Principal Secretary, GAD (O&M), Mantralaya. 2. Joint Secretary, GAD

			(O&M), Mantralaya. 3. Deputy Secretary, GAD (O&M), Mantralaya.
2.	09.07.2021	Review Meeting with all Revenue Divisional Commissioners and all District Collectors for implementation of Maharashtra Right to Public Services Act.	1. Principal Secretary, Information and Technology. 2. Joint Secretary, GAD (O&M), Mantralaya. 3. All Divisional Commissioners (Revenue) 4. All Collectors.
3.	12.07.2021	Invitation by Principal, K.C.Law College.	CCRTS made presentation to faculty and students on Maharashtra Right To Public Service Act & its implementation.
4.	13.07.2021 and 14.07.2021	Presentation in Webinar with Australian Public Service Commission organised by Department of Administrative Reforms & Public Grievances, Delhi (DARPG) Government of India.	CCRTS made detailed presentation to Australian Public Service Commission on Maharashtra Right To Public Services Act & its implementation.
5.	02.09.2021	Meeting with Settlement Commissioner – Presentation regarding improved 7/12 & ePeekPahani.	Settlement Commissioner, made detailed presentation regarding use of mobile app for recording crops sown and improved 7/12.
6.	03.09.2021 and 07.09.2021	Implementation of Maharashtra Right to Public Services Act, 2015 – Review Meeting on why some notified services are receiving poor online response.	1. Secretary, Agriculture. 2. Commissioner, State Excise. 3. Commissioner, Directorate of Municipalities.

			4. Managing Director, MahaIT
7.	09.09.2021	Presentation on Protsahan par Yojana for implementation of Maharashtra Right to Public Services Act, 2015	1. All Officers of the Maharashtra Right to Public Services Commission, Mumbai. 2. Officers of MahaIT Corporation.
8.	20.09.2021	Meeting with Hon'ble Chief Minister	State Chief Commissioner, Right to Public Services Commission.
9.	22.09.2021	Presentation by the State Chief Commissioner Right to Public Services to IAS Probationary Officers.	IAS Probationary Officers allotted to Maharashtra cadre.
10.	25.09.2021 to 29.09.2021	Pune Tour :-  1. Date: 26.09.2021 Discussion with Pune Municipal Commissioner  2. Date 27.09.2021 Visit to Pune City Services Centres. Shivaji Nagar, & Aundh Baner centres.  Review Meeting with Pune Municipal Commissioner and Officers. Visit to office of the Chief Executive Officer, Zilla Parishad, Pune and Review Meeting for implementation of the Maharashtra Right to	1. Hon'ble Mayor & Hon'ble Deputy Mayor, Pune Municipal Corporation. 2. Municipal Commissioner Pune. 3. Officers of the Pune Municipal Corporation. 4. Hon'ble President & Hon'ble Vice President, Zilla Parishad, Pune 5. Chief Executive Officer, Zilla Parishad, Pune. 6. Divisional Commissioner, Pune. 7. Collector, Pune. 8. Officers of the Pune Collector

		<p>Public Services Act, 2015</p> <p>3. Date 28.09.2021 Review Meeting with all HOD's of Pune District for implementation of the Maharashtra Right to Public Services Act, 2015</p> <p>4. Date 29.09.2021 Visit to Gram Panchayat, Karla, Tal. Maval, Dist. Pune and Talathi Office.</p>	<p>office</p> <p>9. Block Development Officer, Gram Sevak, Sarpanch of Karla Gram Panchayat, Tal. Maval, Dist. Pune and Officers.</p>
11.	12.11.2021 and 13.11.2021	State Level Revenue Conference - 2021 at Yashada, Pune. Review Meeting with all Divisional Commissioners and Collectors and Guidance on the Maharashtra Right to Public Services Act.	<p>1. ACS (Revenue)</p> <p>2. All Divisional Commissioners (Revenue)</p> <p>3. All Collectors</p> <p>4. Settlement Commissioner</p> <p>5. IGR</p>
12.	01.12.2021	Oath Ceremony of Five newly appointed Divisional Commissioners (RTS). Oath administered by Hon'ble Chief Commissioner, Shri Swadheen Kshatriya on behalf of Hon'ble Governor.	<p>1. Five newly appointed Divisional Commissioners (RTS).</p> <p>2. Chairman, MPSC.</p> <p>3. Secretary, GAD (O&amp;M), Mantralaya.</p> <p>4. Deputy Secretary, General Administrative Department, Mantralaya.</p> <p>5. Joint Secretary, State Right to Service Commissioner, Konkan Revenue Division.</p> <p>6. All Officers of the</p>



			Maharashtra Right to Public Services office, Mumbai
13.	03.12.2021 and 04.12.2021	Presentation on Maharashtra Right to Public Service Act, 2015 at Conference of 14 States organised by Department of Administrative Reforms and Public Grievances (DARPG) (GOI) at Bhubaneswar	Senior Officers of Government of India and States.&representative of 14 states, CCRTS made presentation on Maharashtra Right To Public Services Act & its implementation
14.	10.12.2021	Video Conference to discuss the difficulties in starting the new offices of the State Right to Public Services Commission	All newly appointed State Commissioners (RTS),
15.	23.12.2021	<ol style="list-style-type: none"> <li>1. Review meeting at Collector office, Pune</li> <li>2. Visit to Swargate Aaple Sarkar Seva Kendra.</li> <li>3. Visit to Maval Tahsildar office to review delivery of services.</li> <li>4. Visit to Aaple Sarkar Seva Kendra, Hadapsar.</li> </ol>	State Commissioner (RTS), Pune, Collector Pune and all Heads Of Departments.
16.	25.01.2022	Review Meeting on the difficulties in commencing the new offices of the State Right to Public Services Commission.	<ol style="list-style-type: none"> <li>1. All newly appointed Divisional Commissioners (RTS)</li> <li>2. All Officers of the Maharashtra Right to Public Services Commission, Mumbai.</li> </ol>
17.	25.01.2022	Farewell Ceremony of the Hon'ble Chief Commissioner Shri Swadheen Kshatriya	<ol style="list-style-type: none"> <li>1. Divisional Commissioners (RTS), Pune, Nashik &amp; Nagpur Division.</li> <li>2. Joint Secretary, State Right to Public Services</li> </ol>

			Commission, Konkan Revenue Division 3. All officers of the Maharashtra Right to Public Services Commission, Mumbai
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**Table 2.2 Tours & Meetings Conducted by Shri Dilip Shinde  
(From 26<sup>th</sup> January, 2022 to 31<sup>st</sup> March, 2022)**

Sr. No.	Date	Subject	Present Officers
1.	09.02.2022	Visit to Konkan Divisional Office and review of renovation work of Divisional office.	1. Joint Secretary, Konkan Division and staff. 2. Dy. Commissioner (Gen.) 3. Dy. Commissioner (Rev.)
2.	11.02.2022	Video Conference with Department of Administrative Reforms and Public Grievances (DARPG) (GOI) regarding Citizen Service delivery models.  <b>Presentations by</b> 1) Haryana Right to Service Commission 2) Government of Telangana 3) Government of Odisha 4) Government of Tripura	1. Joint Secretary, Deputy Secretary - DARPG (GOI) 2. Officers of all States
3.	07.03.2022	Review meeting with all Divisional Commissioners (RTS).	1. All Divisional Commissioners (RTS). 2. Joint Secretary, Divisional State Right to Service

			<p>Commission, Konkan</p> <p>3. Business Analyst, Maha IT</p> <p>4. All Officers of the Maharashtra Right to Public Services Commission, Mumbai.</p>
4.	10.03.2022	<p><b><u>Visit to Aurangabad Division</u></b></p> <p>1. Visit to office of the State Right to Public Services Commission, Aurangabad</p> <p>2. Meeting and Discussion with Divisional Commissioner (Revenue), Aurangabad, Mr. Sunil Kendrekar on effective implementation of Right to Public Services Act</p> <p>3. Visit to Aaple Sarkar Setu Kendra in Tehsil, and Collector's office Aurangabad.</p> <p>4. Visit to the proposed premises for the office of State Right to Services Commission, Aurangabad</p>	<p>1. Divisional Commissioner, Aurangabad (Revenue)</p> <p>2. State Commissioner (RTS), Aurangabad</p> <p>3. Dy. Comm. (Gen), RDC, Dy. Collector (Gen) Other Officers &amp; Staff</p> <p>4. Other senior officers and Staff</p>
5.	11.03.2022	<p><b>Nanded Visit</b></p> <p>Review Meeting regarding Implementation of Maharashtra</p>	<p>1. Collector, Nanded</p> <p>2. Commissioner, Municipal Corporation, Nanded</p>

		Right to Public Services Act. Visit to (5) Aaple Sarkar Seva Kendras	3. Deputy Collector (Gen), Nanded. 4. Superintendent of Police, Nanded DCP/ACP 5. Deputy Chief Executive Officer, Zilla Parishad, Nanded 6. Other HOD's, Officers & Staff
6.	12.03.2022	Meeting with Chief Executive Officer, Zilla Parishad, Nanded and Officials from Zilla Parishad, Nanded	1. Chief Executive Officer, Zilla Parishad, Nanded 2. Officials from Zilla Parishad, Nanded
7.	14.03.2022	Meeting and Discussion with Hon'ble Chief Secretary, Government of Maharashtra	

## 2.2 Video Conference

All District Collectors have been designated as “Controlling Officers” for the district vide GR dated 12 March 2018. The Commission on 10 December, 2021 discussed the difficulties faced by all the newly appointed Divisional Commissioners (RTS) in opening new offices, through video conferencing. In this meeting, the Commission insisted on effective implementation of the Act and to monitor 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 Review Meetings with all Divisional Commissioners and District Collectors were held through video – conference. The Collectors have been designated as the controlling officers for ensuring the implementation of MRTPS Act. The Divisional Commissioner (Revenue) have been directed to include MRTPS Act and its implementation in the monthly review meetings with all Collectors and CEOs of Zilla Parishads and other Heads of Departments.

The Review meetings with all Secretaries of Government focused on status of implementation and action taken on 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 MahaIT 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.

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 years of 2020-21 and 2021-22 were affected by COVID-19 and lockdown, however, there has been significant improvement in the timely delivery of notified services. In 2021-22 a total of 1,73,58,011 applications were received online, and the on-time disposal was 92 percent.

#### **2.4 Meetings and Visits by Hon.Chief Commissioner (1/4/2021 to 25/1/2022 )**



**GUIDANCE TO IAS PROBATIONERS REGARDING MAHARASHTRA RIGHT TO PUBLIC SERVICES ACT & ITS IMPLEMENTATION**





**VISIT TO KARLA GRAM PANCHAYAT, TAL.MAVAL, DISTRICT PUNE.**



**BOARD AT ENTERANCE OF COLLECTOR'S OFFICE, PUNE**





**REVIEW MEETING WITH OFFICERS OF ZILLA PARISHAD, PUNE**



**GUIDANCE TO DIVISIONAL COMMISSIONERS AND COLLECTORS AT REVENUE PARISHAD, YASHADA, PUNE**





**INTERACTING WITH CITIZENS AT AAPLE SARKAR SEVA KENDRA, SWARGATE PUNE**



**REVIEW MEETING WITH DIVISIONAL COMMISSIONER AND COLLECTOR, PUNE**



ADDRESSING THE OFFICERS OF PUNE MUNICIPAL CORPORATION



ARRIVING FOR THE CONFERENCE OF 14 STATES AT BHUBANESWAR





**MAKING PRESENTATION ON MAHARASHTRA RIGHT TO PUBLIC SERVICES ACT & ITS IMPLEMENTATION AT BHUBANESWAR CONFERENCE**



**PRESIDING A SESSION AT BHUBANESWAR CONFERENCE**



**WITH ADDL. SECR. DARPG, GOI, SHRI. V. SRINIVAS AT BHUBANESWAR CONFERENCE**



**WITH CHIEF SECRETARY, ODISHA.**



## 2.5 Meetings and Visits by Chief Commissioner (A.C.) (26/1/2021 to 31/3/2022 )



FAREWELL TO HON SHRI SWADHEEN KSHATRIYA, STATE CHIEF COMMISSIONER ON 25<sup>th</sup> JANUARY 2022. SEEN ARE ALL STATE DIVISIONAL COMMISSIONERS (RTS) AND Jt. /DY. SECRETARIES



Divisional Commissioners (RTS)



**STATE CHIEF COMMISSIONER (RTS) SHRI DILIP SHINDE (A/C) WITH CHIEF SECRETARY, GOM, SHRI MANUKUMAR STRIVASTAVA**



**With Chief Executive Officer Zilla Parishad Smt Varsha Thakur and Field Officers, Nanded**





REVIEW MEETINGS WITH COLLECTOR & H.O.D.'s OF NANDED DISTRICT

**लोकमत**

## जनतेला सेवा वेळेत देण्यासाठीच महाराष्ट्र लोकसेवा हक्क कायदा

लोकमत न्यूज नेटवर्क  
नांदेड : महाराष्ट्र लोकसेवा हक्क कायदा हा जनतेला शासकीय पातळीवरच्या सेवा वेळेत देण्याच्या उद्देशाने तयार केला आहे. जनतेला या सेवा वेळेत मिळणे हा त्यांचा हक्क आहे. नागरिकांना अधिकार देणारा आणि प्रशासनाला कर्तव्य तत्पर, गतिमान करणारा तसेच जबाबदार धरणारा हा कायदा असल्याची माहिती महाराष्ट्र लोकसेवा हक्क आयोगाचे मुख्य आयुक्त दिलीप शिंदे यांनी दिली. लोकसेवा हक्क कायद्याच्या दृष्टीकोनातून गुरुवारी शिंदे यांच्या

अध्यक्षतेखाली डॉ. शंकरराव चव्हाण जिल्हा नियोजन भवन येथे गुरुवारी आढावा बैठक घेण्यात आली. यावेळी जिल्हाधिकारी डॉ. विपीन ईटनकर, पोलीस अधीक्षक प्रमोद शेवाळे, आयुक्त डॉ. सुनील लहाने यांची प्रमुख उपस्थिती होती.

महाराष्ट्र लोकसेवा हक्क अधिनियमांतर्गत शासन पातळीवरून दिल्या जाणाऱ्या सेवा अधिसूचित केल्या आहेत. या सेवा गरजूंना सुलभ आणि तत्परतेने देण्याच्या दृष्टीने राज्यात चांगल्या पद्धतीने काम सुरू आहे. हा कायदा अधिकाधिक

प्रभावीपणे राबविण्याची जबाबदारी प्रशासनाची असल्याचे मुख्य आयुक्त शिंदे यांनी सांगितले. महाराष्ट्र लोकसेवा हक्क अधिनियमांतर्गत जिल्हा प्रशासनाच्यावतीने चिखलवाडी कॉर्नर येथे सुरू केलेल्या आपले सरकार सेवा केंद्र आणि अण्णाभाऊ साठे चौक, महाराणा प्रताप चौक येथे शिंदे भेटी दिल्या. यावेळी उपजिल्हाधिकारी दिलीप मोतीयाळे, अनुराधा ढालकरी, संतोष देवकुळे, उपविभागीय अधिकारी विकास माने, तहसीलदार किरण अंबेकर, कपिल पेंडलवार आदी उपस्थित होते.

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MEDIA COVERAGE



VISIT TO AAPLE SARKAR SEVA KENDRA, NANDED

## 2.6 Activities of Divisional Commissioners (RTS)

(From 1/12/2021 to 31/3/2022)

The State Right to Public Services Commission has six Divisional Offices in the state. Five out of Six Divisional Commissioners have been appointed as follows:- Mr. Dilip Mohanrao Shinde (Pune), Shri. Abhay Yawalkar (Nagpur), Dr. Kiran Dattatreya Jadhav (Aurangabad), Shri. Rambabu Narukulla (Amravati), Smt. Chitra Kulkarni (Nashik). They took charge as Divisional Commissioners (RTS) w.e.f. 01.12.2021. Divisional Commissioner (RTS), Konkan is yet to be appointed.

### 2.6.1 Brief reports of Divisional Commissioners (RTS) is as follows :

#### Pune Division.

Sr. No.	Date	Subject	Officers who attended
1.	01.12.2021	Oath administered by Hon'ble Chief Commissioner, Shri Swadheen Kshatriya on behalf of Hon'ble Governor of Maharashtra.	All Divisional Commissioners (RTS), Chairman, MPSC, Secretary GAD (O&M), Jt./Dy. Secretaries, Staff of the Commission.



	03.12.2021	Started functioning from Pune Head Quarters.	Addl. Commissioner (Rev.), Dy. Commissioner (Gen.) Dy. Commissioner (Rev.) Pune
2.	23.12.2021	1. Visit of Hon'ble Chief Commissioner, Shri Swadheen Kshatriya to Pune. 2. Visit along with CCRTS to 'Aaple Sarkar Seva Kendra', Hadapsar.	Senior Revenue Officers, Pune
3.	10.01.2022 to 21.01.2022	Additional Charge of Divisional Commissioner (RTS), Nashik (Div. Commissioner (RTS) on earn leave)	--
4.	25.01.2022	Review Meeting regarding functioning of the new offices of the State Right to Public Service Commission by the Chief Commissioner.	1. All newly appointed Divisional Commissioners (RTS). 2. All Officers of the Maharashtra Right to Public Services Commission 3. MahaIT consultant.

5.	25.01.2022	1) Farewell Ceremony of the Hon'ble Chief Commissioner Shri Swadheen Kshatriya	1. Divisional Commissioners, (RTS) Pune, Nashik & Nagpur Division. 2. Joint Secretary, State Right to Service Commission, Konkan Revenue Division. 3. All officers & Staff of the Maharashtra Right to Public Services Commission, Mumbai
		2) Additional charge of State Chief Commissioner, Maharashtra taken over by Shri Dilip Shinde from Hon'ble Shri Swadheen Kshatriya.	Taken over from Hon'ble Shri Swadheen Kshatriya after his retirement.
6.	01.12.2021 to 31.03.2022	Decided 36 Online and 16 Offline (total 52) Third Appeals of Pune Division and Mumbai City and Suburban Districts.	Concerned applicants and officers.



**Visit to Aaple Sarkar Service Center, Hadapsar- Pune, along with Hon'ble Chief Commissioner**



**Review Meeting with Collector Shri Rajesh Deshmukh and Additional Divisional Commissioner Shri Anil Ramod, Pune**

# 'समय पर दो सेवाएं, वर्ना होगी कार्रवाई'

Rajkumar.Singh@Timesgroup.com

■ **मुंबई:** सरकारी सेवाओं को समय पर नहीं देने वाले सरकारी बाबुओं को सावधान हो जाना चाहिए। उन पर अब लोक सेवा विभाग की नज़र है। सरकार के करीब 30 विभागों की लगभग 500 सेवाओं को महाराष्ट्र लोक सेवा अधिकार अधिनियम 2015 दायरे में लाया गया है। यानी आम आदमी के लिए सरकारी सेवाएं समय पर हासिल करने के लिए एक नया रास्ता खुल गया है।

## क्या है सेवा का अधिकार

आम जनता का यह अधिकार है कि उसे सरकारी सेवाएं तय समयवधि में मिलें। इसके तहत तय समय सीमा में काम का निपटारा करना संबंधित अधिकारियों की बाध्यता होती है। समयसीमा के अंदर सेवाएं उपलब्ध नहीं करने वाले अधिकारियों के लिए दंड का प्रावधान किया जाता है। महाराष्ट्र में इसे सन 2015 से लागू किया है। इसके पहले कमिशनर स्थापित क्षत्रिय को बनाया था।

सरकारी बाबुओं को समय पर सरकारी सेवा देना अनिवार्य



## कौन से विभाग की कितनी सेवाएं

महाराष्ट्र लोक सेवा अधिकार में गृह विभाग की 90 सेवाएं, कामगार व उद्योग विभाग की 80, राजस्व के 63, शहरी विकास की 52, कृषि की 45, गृहनिर्माण की 21, खाद्य व आपूर्ति की 16 सेवाओं के अलावा दूसरे विभाग की सेवाएं भी इस दायरे

में शामिल की गई हैं। सन 2020-21 में एक करोड़, 52 लाख लोगों ने सेवाओं के लिए निवेदन किया था, जिनमें से एक करोड़, 42 लाख लोगों को सेवाएं मिली हैं। जो बचे हैं, उन्हें जल्द से जल्द सेवाएं देने की बात कही जा रही है।

## 30 विभाग की 500 सेवाओं को किया शामिल

जन्म या मृत्यु प्रमाण पत्र, पॉली कॉर्ड, डोमिशरहाइल जैसी 500 बुनियादी सेवाएं देने के लिए समय सीमा तय की गई है। यानी तय समय के अंदर संबंधित विभाग के अधिकारियों को सेवाएं देनी ही पड़ेंगी। वरन् सेवा लेने वाले व्यक्ति ने नियम-कानून के तहत सभी तरह के कागजात के साथ निवेदन किया हो। समय पर तय सेवा नहीं मिलने पर संबंधित व्यक्ति उस

विभाग द्वारा तय सुनवाई अधिकारी के पास अपील कर सकता है। अगर वहां से भी उसे न्याय नहीं मिलता तो वह उस विभाग के सर्वोच्च अधिकारी के यहां अपील कर सकता है। फिर भी उससे सेवा नहीं मिली हो तो संबंधित व्यक्ति अपील के लिए महाराष्ट्र लोक सेवा अधिकार अधिनियम 2015 के तहत उच्च आयुक्त के पास अपील कर सकता है। संबंधित व्यक्ति आपली

हमारी कोशिश है कि राज्य के प्रत्येक व्यक्ति को सरकारी सेवाएं समय पर मिलें। सरकार की ज्यादा से ज्यादा सेवाओं को सेवा के अधिकार क्षेत्र के दायरे में लाने की हमारी कोशिश चल रही है। अब तक करीब 500 सेवाओं को शामिल किया गया है।  
-दिलीप शिंदे, आयुक्त (प्रभारी), लोक सेवा अधिकार

## Media Coverage

## 2.6.2 Aurangabad Division

Sr.No.	Date	Subject	Officers who attended
1.	09.03.2022	Visit to Zilla Parishad, Aurangabad.	Chief Executive Officer, Zilla Parishad, Aurangabad and HOD's of Zilla Parishad.
2.	24.03.2022	Visit and review of Collector, Jalna, visit to Aapale Sarkar Citizen Facilitation Centre (CFC), Jalna.	Collector, Jalna, Senior Officer's of Collectorate Jalna, HOD's of All Departments
3.	25.03.2022	Visit to Parbhani & Hingoli and visit to Aapale Sarkar Citizen Facilitation Centres (CFC)	Collector, Parbhani & Hingoli Senior Officer's in Collector Parbhani & Hingoli office. and HOD's of All Departments.



4.	30.03.2022	Visit to Collector, Osmanabad & Beed & review meeting and Visit to Aapale Sarkar Citizen Facilitation Centre (CFC)	Collector, Osmanabad & Beed. Senior Officer's of Collectorate Osmanabad & Beed. HOD's of All Departments.
5.	31.03.2022	Visit to Collector, Aurangabad and visit to Aapale Sarkar Citizen Facilitation Centre (CFC)	Collector, Aurangabad, Land Records Department, District Superintendent of Police and HOD's of All Departments.



**Visit with Chief Commissioner (A.C.) to Seva Kendra, Aurangabad.**



Review Meeting at Jalna with HOD's of District



Review Meeting at Parbhani with HOD's of District





**Review Meeting at Osmanabad with HOD's of District**

### 2.6.3. Nashik Division

Sr. No.	Date	Subject	Officers who attended
1.	09.12.2021	Visit and review meeting at Collector's Office, Ahmednagar, and visit to Aapale Sarkar Citizen Facilitation Centre (CFC)	Collector, Ahmednagar, Senior Officer's of Collectorate Ahmednagar.
2.	20.01.2022	Visit and review meeting at Collector's Office, Nashik and visit to Aapale Sarkar Citizen Facilitation Centre (CFC)	Commissioner Nashik Municipal Corporation, Chief Executive Officer, Zilla Parishad, Nashik and other officers.
3.	14.02.2022	Visit and review meeting at Collector's Office, Jalgaon, and visit to Aaple Sarkar Citizen Facilitation Centre (CFC)	Collector, Jalgaon, Senior Officer's of Collectorate Jalgaon.



4.	22.03.2022	Visit and review meeting at Collector's Office, Nandurbar, and visit to Aaple Sarkar Citizen Facilitation Centre (CFC)	Collector, Nandurbar, Senior Officer's of Collectorate Nandurbar office.
5.	23.03.2022	Visit and review meeting at Collector's Office, Dhule, and visit to Aaple Sarkar Citizen Facilitation Centre (CFC)	Collector, Dhule, Senior Officer's of Collectorate Dhule office.



**Visit to Aaple Sarkar Service Centre in Dhule District**



Visit to Aaple Sarkar Service Centre in Nandurbar District

## लोकमत

लोकसेवा हक्क आयोगाच्या आयुक्त चित्रा कुलकर्णी यांच्या सूचना

# ऑफलाईन सेवा देणाऱ्या विभागांनी ऑनलाईनसाठी प्रयत्न करावा!

लोकमत न्यूज नेटवर्क  
धुळे : कार्यक्षम व समयोचित लोकसेवा देण्यासाठी महाराष्ट्र लोकसेवा हक्क अधिनियम लागू आहे. या नियमांतर्गत अधिसूचित सेवा संबंधित शासकीय विभागांनी कालबद्ध मर्यादित उपलब्ध करून घ्याव्यात, अशा सूचना राज्य लोकसेवा हक्क आयोगाच्या नाशिक विभागाच्या आयुक्त चित्रा कुलकर्णी यांनी येथे दिल्या.

महाराष्ट्र लोकसेवा हक्क अधिनियमाच्या अंमलबजावणीबाबत जिल्हाधिकारी कार्यालयात बुधवारी जिल्हास्तरीय आढावा बैठकीचे आयोजन करण्यात आले होते. यावेळी जिल्हाधिकारी जलज शर्मा, जिल्हा परिषदेच्या मुख्य कार्यकारी अधिकारी वान्मथी सी., उपवनसंरक्षक माणिक भोसले, निवासी उपजिल्हाधिकारी संजय गायकवाड, उपविभागीय पोलीस अधिकारी ईश्वर कातकडे यांच्यासह



धुळे जिल्हाधिकारी कार्यालयात अधिकाऱ्यांना मार्गदर्शन करताना आयुक्त चित्रा कुलकर्णी.

कुलकर्णी यांनी सांगितले, महाराष्ट्र लोकसेवा हक्क अधिनियम आणि माहिती अधिकार कायदा हे दोन वेगवेगळे कायदे आहेत. लोकसेवा हक्क अधिनियमांतर्गत येणारी प्रकरणे विभागप्रमुखांनी काळजीपूर्वक हाताळावीत. ऑफलाईन सेवा देणाऱ्या विभागांनी आपल्या विभागाकडील

देण्यासाठी प्रयत्न करावा. त्याबरोबरच ऑनलाईन सेवांचा लाभ घेण्यासाठी नागरिकांना प्रोत्साहित करावे. प्रथम, द्वितीय अपिलीय अधिकाऱ्यांनी विहित कालावधीत आपल्याकडे आलेली प्रकरणे निकाली काढावीत. महाराष्ट्र हक्क अधिनियमात उपलब्ध करून देण्यात येणाऱ्या सेवांचे

शासकीय विभागांतर्फे ऑफलाईन देण्यात येणाऱ्या सेवांची माहिती तातडीने उपलब्ध करून घ्यावी. 'अ', 'ब' आणि 'क' विवरणपत्रात या सेवांची माहिती आयोगाच्या आयुक्त कार्यालयात सादर करावी. महाराष्ट्र लोकसेवा हक्क आयोगातर्फे पदनिर्देशित अधिकारी, प्रथम व द्वितीय

## ३८९ सेवा ऑनलाईन

जिल्हाधिकारी शर्मा यांनी सांगितले, महाराष्ट्र लोकसेवा हक्क अधिनियमात एकूण ३२ शासकीय विभागांच्या ४८० सेवा अधिसूचित करण्यात आल्या आहेत. त्यापैकी ३८९ सेवा आपले सरकार सेवा पोर्टलवर उपलब्ध करून दिल्या आहेत. महसूल, कामगार, ऊर्जा आणि उद्योग विभागाच्या सेवांना नागरिकांकडून चांगला प्रतिसाद मिळत आहे. अन्य विभागांच्या सेवा ऑनलाईन उपलब्ध आहेत. त्याविषयी नागरिकांमध्ये जनजागृती करण्यात येईल, असेही त्यांनी सांगितले. निवासी उपजिल्हाधिकारी संजय गायकवाड यांनी प्रास्ताविक केले. महाराष्ट्र लोकसेवा हक्क आयोगाचे समन्वयक राहुल वाघ यांनी विविध सेवांची माहिती दिली.

प्रशिक्षण वर्ग घेण्याचे नियोजन आहे. त्यासाठी संबंधितांची माहिती उपलब्ध



## 2.6.4. Nagpur Division

Sr. No.	Date	Subject	Officers who attended
1.	12.1.2022	Visit and review meeting at Collector's Office, Nagpur.	Collector Nagpur and HOD's of All Departments.
2.	09.03.2022	Visit and review meeting at District Collector's Office, Wardha and visit to Aaple Sarkar Citizen Facilitation Centre (CFC)	Collector, Wardha, Senior Officer's in Collectorate Wardha. And HOD's of All Departments.



Visit and Review Meeting at Nagpur Collector's office



Visit to Aaple Sarkar Service Center in Wardha District

### 2.6.5. Amravati Division

Sr. No.	Date	Subject	Officers who attended
1.	06.12.2021	Visit and review meeting at Commissioner Amravati.	Divisional Commissioner (Rev.) and Collector Amravati
2.	13.12.2021	Visit and review meeting at Municipal Commissioner Office, Amravati	Municipal Commissioner and HOD's of Municipal Commission Office
3.	22.12.2022	Visit and review meeting at Zilla Parishad, Amravati	CEO and HOD's of Zilla Parishad, Amravati
4.	03.01.2022	Visit and review meeting at Forest Department, Amravati	Dy. Conservator, Forests
5.	08.03.2022	Visit to Aaple Sarkar Seva Kendra Shegaon Naka, Amravati	



**Visit to Aaple Sarkar Service Center**



**Meeting at State RTS Commission's office to prepare Draft of Annual Report 2021-22**





## 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 35,488 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 acknowledges immediately.

### **3.1.1 Self-service portal**

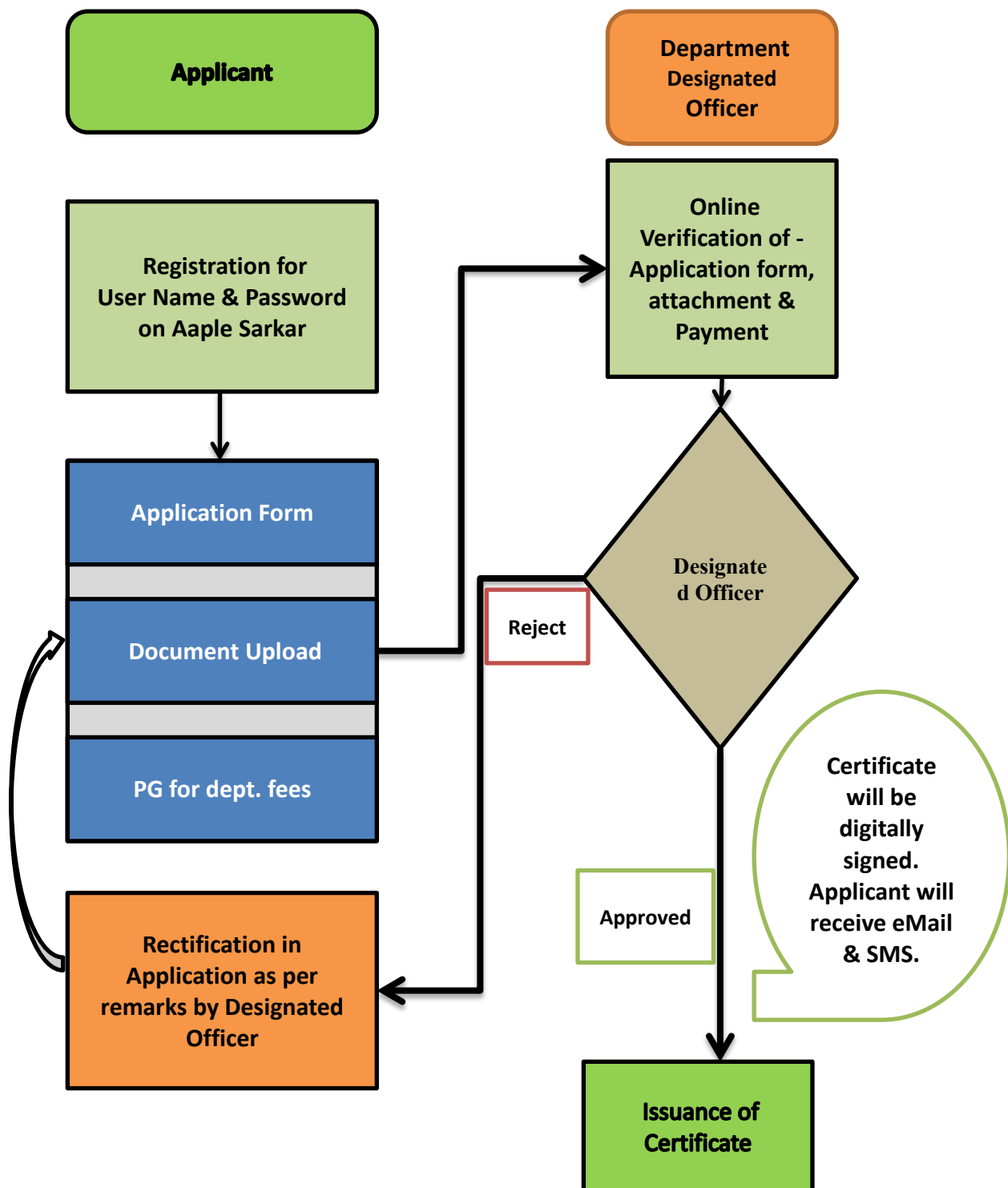
All the services that can be availed at the Aaple Sarkar Seva Kendras can also be availed through the self-service portal <https://aaplesarkar.mahaonline.gov.in>. It enhances the reach of the citizen services. To facilitate online application for services & creation of self profile, 35,488 Aaple Sarkar 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 Maha IT 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 56,70,150 persons have created self-profiles on Aaple Sarkar Service Portal until 31<sup>st</sup> March 2022.

### **3.1.2 Process Re-engineering**

The back end integration of the processes requires business process re-engineering (BPR). BPR was done simultaneously in multiple departments. It was done through brainstorming sessions between a department's team & Maha IT team. All the departments have gone through the BPR exercise.

### **3.1.3 Digital Workflow**

The entire workflow of departments have 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.



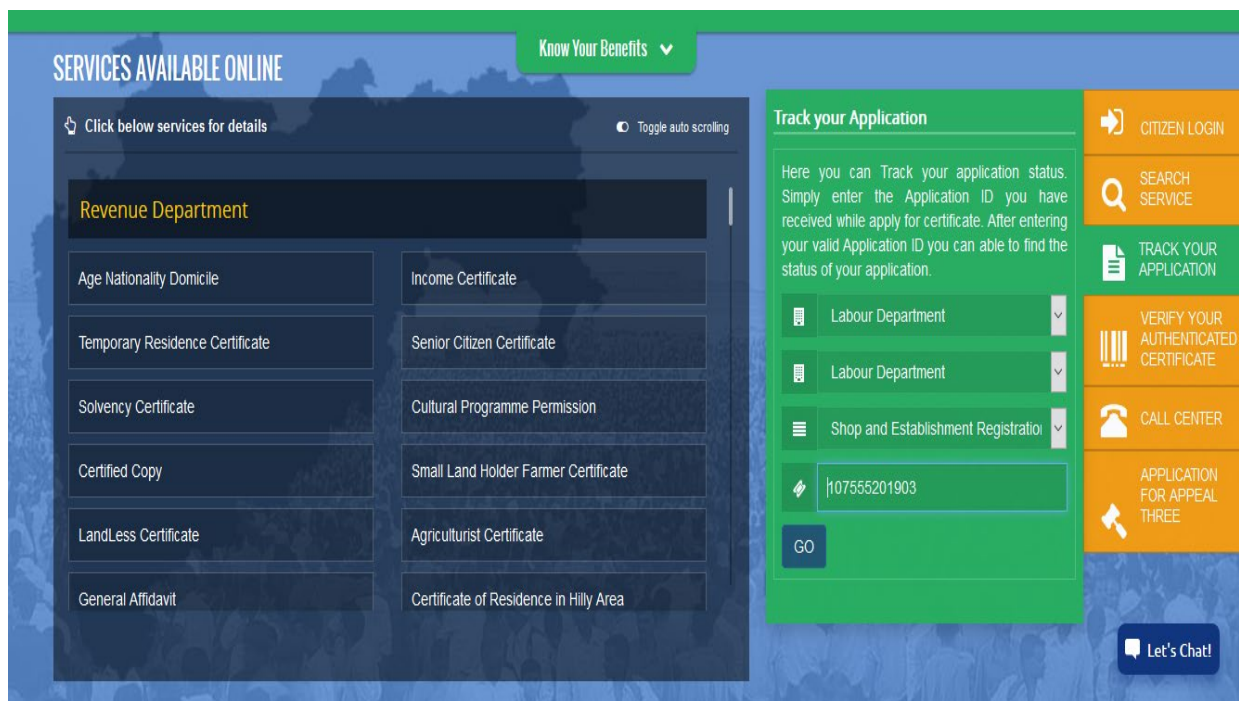
- Home – Page information of [aaplesarkar.mahaonline.gov.in](http://aaplesarkar.mahaonline.gov.in)

- Language Option (Marathi & English)
- Detail of RTS Services,
- verify approved application for authentication
- Citizen Can Track applied application

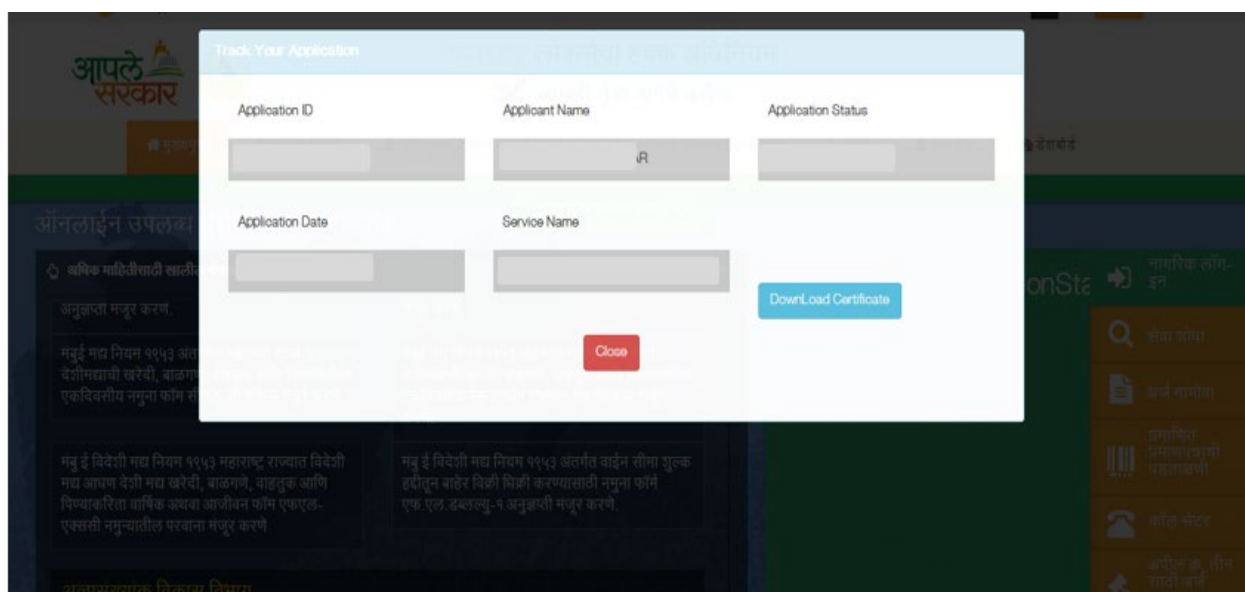


## Track applied Application from Aaple Sarkar Portal -

Applicant can **Track the application status**. Simply enter the Application ID which is received while applying for a service. After entering valid Application ID user can find the status of applied application without entering 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 purpose. In Verification process user has to enter required 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.

### RIGHT TO PUBLIC SERVICES ACT - YOUR SERVICE IS OUR DUTY

**Maharashtra State Commission For Right To Services**

The Maharashtra Right to Public Service Act, 2015 is a revolutionary Act. This Act provides that the citizens shall be provided services by the State Government in a transparent, efficient and time bound manner. In order to ensure effective implementation of this Act, the Maharashtra State Commission for Right to Services has been established. On 1st March, 2017 former Chief Secretary of Maharashtra State, Shri. Swadheen Kshatriya was appointed as the First State Chief Commissioner for Right to Services. After completing his tenure, he retired on 25.01.2022. Former Additional Chief Electoral Officer, Maharashtra, Shri Dilip Shinde is holding additional charge of the Chief Commissioner, Maharashtra State.

Citizens can get complete information regarding which services are available under this Act by accessing either the mobile app 'RTS Maharashtra' or 'Aaple Sarkar' Web Portal. Citizens can even apply online for availing these services. In case of a delay in providing the services or denial of the services without adequate justification, citizens can file first and second Appeal with senior officers within the department and third and final Appeal can be filed before the commission.

**Shri Swadheen Kshatriya, I.A.S. (Retd.)**  
First Chief Commissioner  
Maharashtra State Commission for Right to Services

**Shri Dilip Shinde, I.A.S. (Retd.)**  
Chief Commissioner (Additional Charge)  
Maharashtra State Commission for Right to Services

**National Conference on "Improving Public Services Delivery-Role of Governments"** New

Office Order, 27th June 2017

Office Order, 27th April 2021

**"सार्वजनिक सेवांच्या वितरणात सुधारणा - शासनाची भूमिका" यावरील राष्ट्रीय परिषद** New

Office Order, 17th December 2019.

Office Order, 1st December 2021

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

HOME	ABOUT RTS COMMISSION	DEPARTMENT NOTIFIED SERVICES	EASE OF DOING BUSINESS	SERVICE INFORMATION	CONTACT US	SEWA KENDRA	DASHBOARD
------	----------------------	------------------------------	------------------------	---------------------	------------	-------------	-----------

Know Your Benefits

DEPARTMENT NOTIFIED SERVICES

Notified Services under Right to Public Services Act – Click here to download

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 online registration certificate to fresh water farms/hatchery	30	ACF-Assistant commissioner of fisheries	Regional Deputy Commissioner	Commissioner of fisheries	Yes
4	DEPARTMENT OF FISHERIES	Fishing Vessel Registration	60	Commissioner of fisheries	Department of Animal Husbandry, Dairying & Fisheries	Fishing Vessel Registration	Yes

### 3.1.4 Steps for Aaple Sarkar Service Portal Registration

Click below services for details

Revenue Department

- Age Nationality Domicile
- Income Certificate
- Temporary Residence Certificate
- Senior Citizen Certificate
- Solvency Certificate
- Cultural Programme Permission
- Certified Copy
- Small Land Holder Farmer Certificate
- LandLess Certificate
- Agriculturist Certificate
- General Affidavit
- Certificate of Residence in Hilly Area

FAQs & Answers on Maharashtra Right to Public Services Act

Annual Report 2020-2021

Create your profile with this portal to apply online for notified services

New User ? Register Here... VLE Login

Kindly provide your feedback on online services

Already Registered? Login Here

Try another Enter the text below as you see in the captcha

—Your District—

LOGIN Forgot Password? Forgot UserName

Integrated with Digital Locker

Integrated with Aadhaar

Integrated with Pay Gov India

Certificates Digitally signed

Signature valid

Digitally signed by XXXXX XX XXXX XXXX XX XXXX

Google play

Download on the App Store

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




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

[Aaple Sarkar Registration Manual](#)

- 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.


**OPTION 1**



Verify your Mobile number using OTP and then create a user ID and password.

While applying for services online you need to attach photo, Identity Proof, Address Proof with other necessary documents.

**OPTION 2**



Upload complete self details, photo, Identity Proof, Address Proof once and Create own user profile using OTP verification on your mobile number.

After this process while applying online for service, No need to attach Photo, Identity Proof and Address Proof.

Disclaimer and Policies | Accessibility Statement | Sitemap | Help

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

C) Option 1 – Register by using Mobile 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	M Sarvankar	सरवणकर
Father's Salutation *	Father's Name(English) *	Father's Name(Marathi) *
Mr	M Sarvankar	एम सरवणकर
Date of Birth *	Age *	Gender *
21/03/1988	28	M
Occupation		
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 *	Taluka *
		Mumbai City	Ward ABCD
Village *	Pincode *		
Abcd-400001	444444		



### Step 3 - Mobile No & Username Verification

**3** Mobile No. & Username Verification

10 digit Mobile Number \*

+ 91 0980000121

Send OTP

One Time Password (OTP) \*

324567

PAN No

UID Number

User Name \*

AmeyaSarvankar

Email ID

ameyasarvankar@gmail.com

Password \*

\*\*\*\*\*

Confirm Password \*

\*\*\*\*\*

Password must contains one digit from 0-9, and contains atleast one lowercase characters and one uppercase characters, 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

File Size 5 KB to 20 KB

The size of the photograph should fall between 5KB to 20KB

2

JPEG, PNG, GIF

Photograph Format should be JPEG.

3

200 px

The width of the photograph should be 160 pixels.

4

200 px

The height of the photograph should fall between 200 to 212 pixels.

Add Photo

Height 200 px to 212 px

Width 160 px

संखी १६० पिक्सेल

उंची २०० ते २१२ पिक्सेल

Browse

No file selected

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.

☒ PAN Card

☐ Voter ID Card (POI)

☐ Passport (POI)

☐ Aadhaar card.jpg

☐ Aadhaar Card (POI)

☐ Driving License (POI)

☐ Government / Semi - Government ID Proof

☐ MIREGA Job Card

☐ RSBY Card

Browse...

### 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.

☒ Ration Card

☐ Passport (POA)

☐ Aadhaar Card (POA)

☐ Extracts of 7/12 and 8 A

☐ Driving License (POA)

☐ Voter ID Card (POA)

☐ Water Bill

☐ Property Tax Receipt

☐ Property Agreement Copy

☐ Rent Receipt

☐ Electricity Bill

☐ Telephone Bill

Browse...

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 etc. On selection of department user will get list of services of respective department for application.

Home

Application for Third Appeal

DEPARTMENT NOTIFIED SERVICES

Contact Us

Agriculture

DEPARTMENT OF ANIMAL HUSBANDRY, DAIRYING & FISHERIES

Department of Co-Operation Marketing and Textiles

Finance Department

Food & Public Distribution System (PDS)

Forest Department

Higher And Technical Education Department

Home Department

Industries, Energy and Labour Department

Type here initial letters of desired service. Services, matching with the initials, will be displayed. You can click on desired service and proceed ahead.

SEARCH SERVICE

YOUR TRANSACTION HISTORY

Sr.No	Application ID	Service Name	Payment Date	Current Status	Pending User Action	Payment Receipt	Department Dashboard	Maximum Days For Issuing Certificate	Expected Service Delivery Date	Actual Service Delivery Date	Appeal	Rejection Status
1	517C7724154	Jobseeker Registration		Payment Pending	Make Payment	Download	Go To Department Dashboard	0			Appeal	Rejection
2	2251741652239600161826	Gazette Part 2 for Change in Name		Payment Pending		Download	Go To Department Dashboard	15			Appeal	Rejection
3	2251741652239600155182	Gazette Part 2 for Change in Name		Document Pending		Download	Go To Department Dashboard	15			Appeal	Rejection
4	2251741711253600086140	Age Nationality and Domicile Certificate		Not Completed		Download	Go To Department Dashboard	15			Appeal	Rejection
5	2251741701284600101954	Caste Certificate		Not Completed		Download	Go To Department Dashboard	45			Appeal	Rejection

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 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. RTS Maharashtra is accessible through Android & I-Phone systems for free in two languages i.e. Marathi & English.

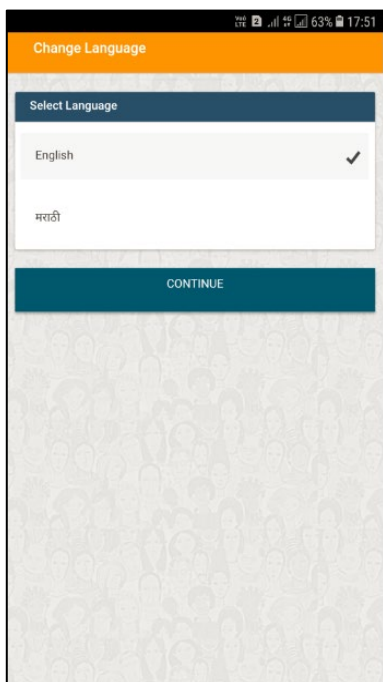
#### 3.2.1 Select Language

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

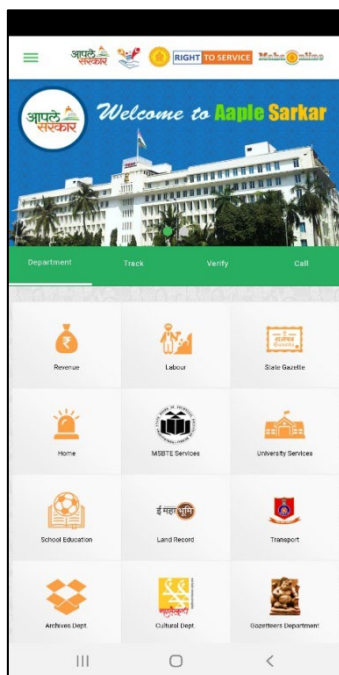
### 3.2.2 Dashboard & List of Online Services

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

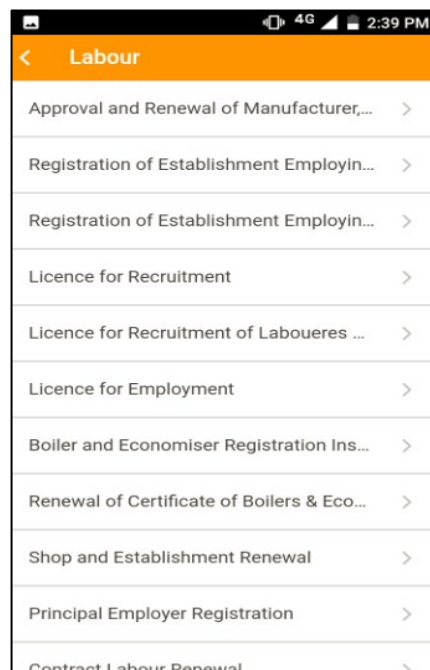
Select Language



Dashboard



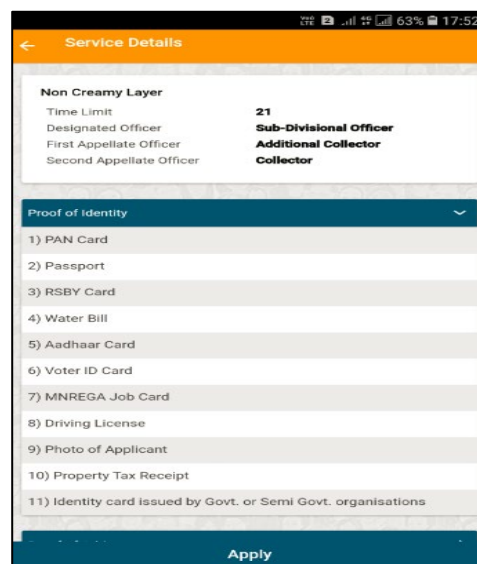
Services Sub-Category



### 3.2.3 Sub category details

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

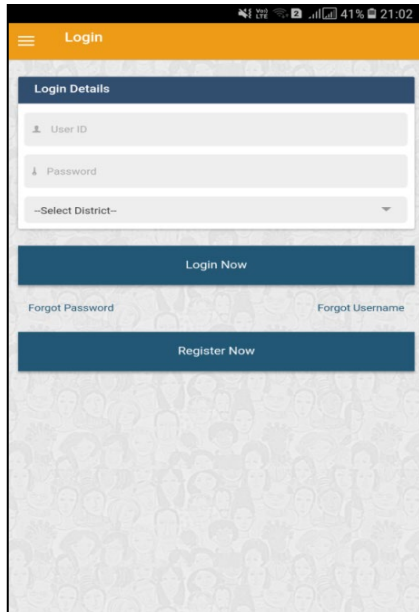
Sub Category Details



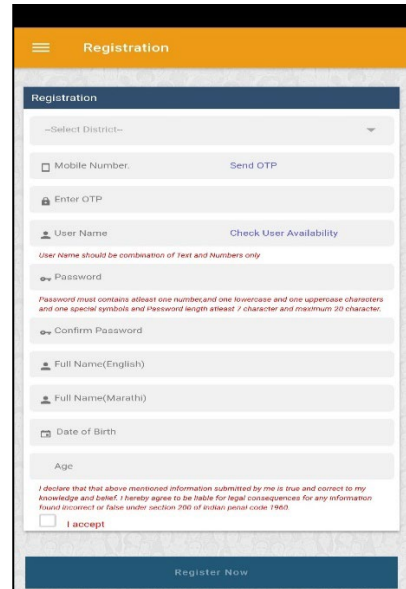
### 3.2.4 Login and Registration

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

#### Login



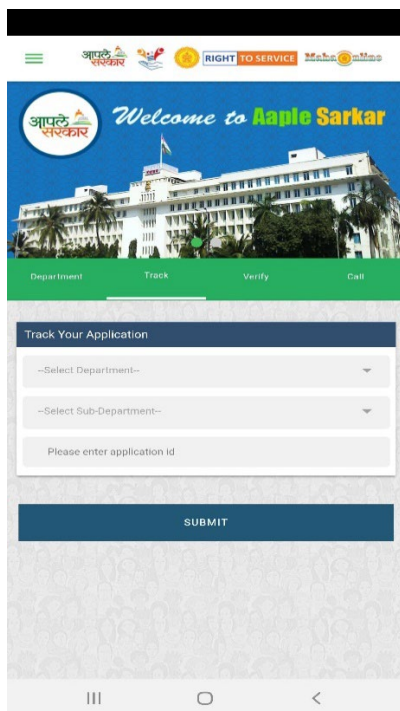
#### Registration



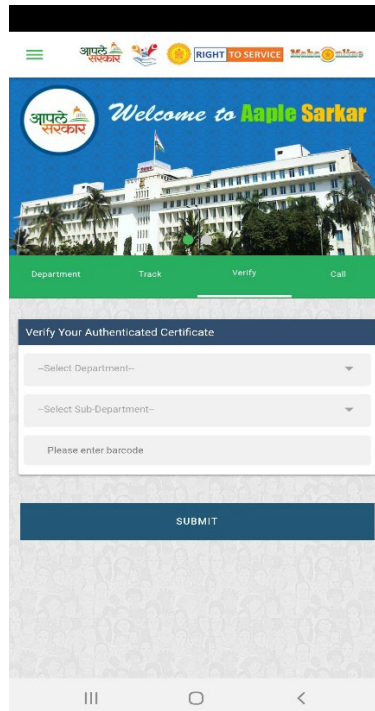
### 3.2.5 Track / Verify / Call

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.

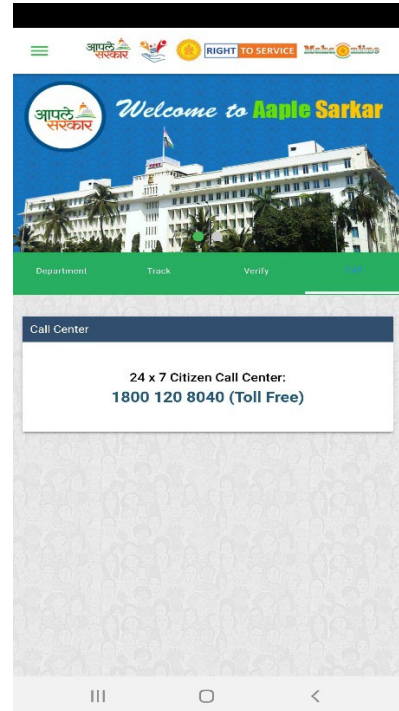
#### Track



#### Verify



#### Call

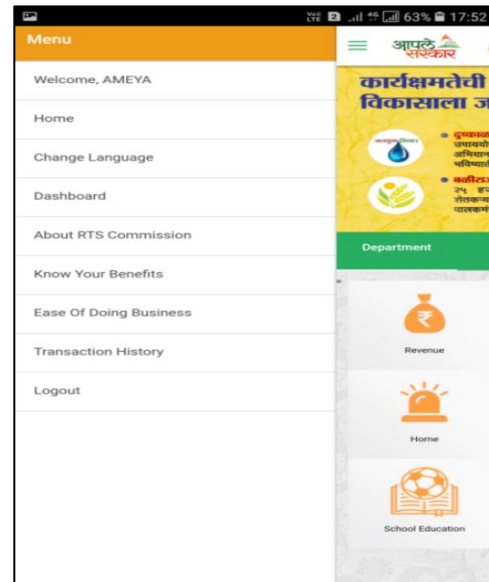
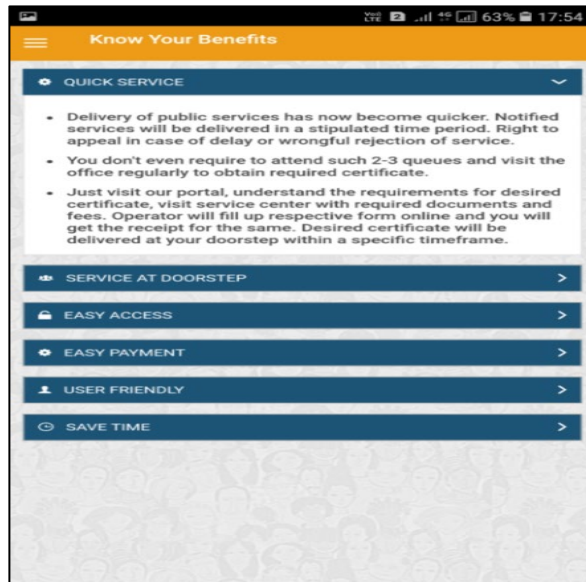




### 3.2.6 There is 24\*7 toll free number and citizen can ask for any help there.

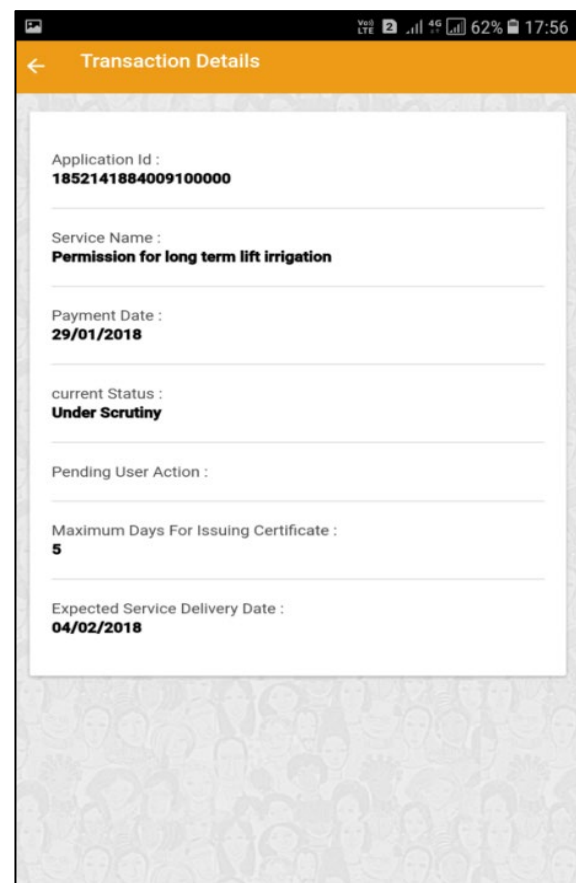
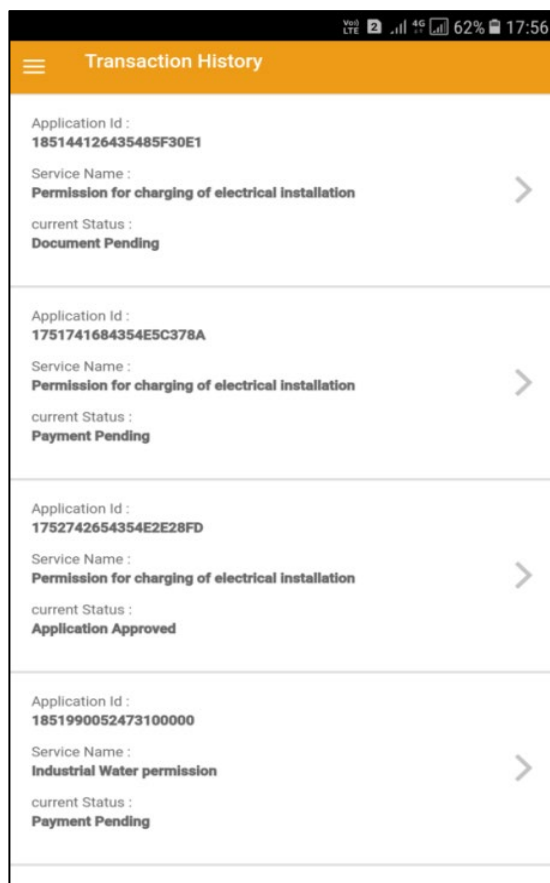
Toll free No. – 1800 120 8040

### 3.2.7 Benefits



### 3.2.8 View Transaction History

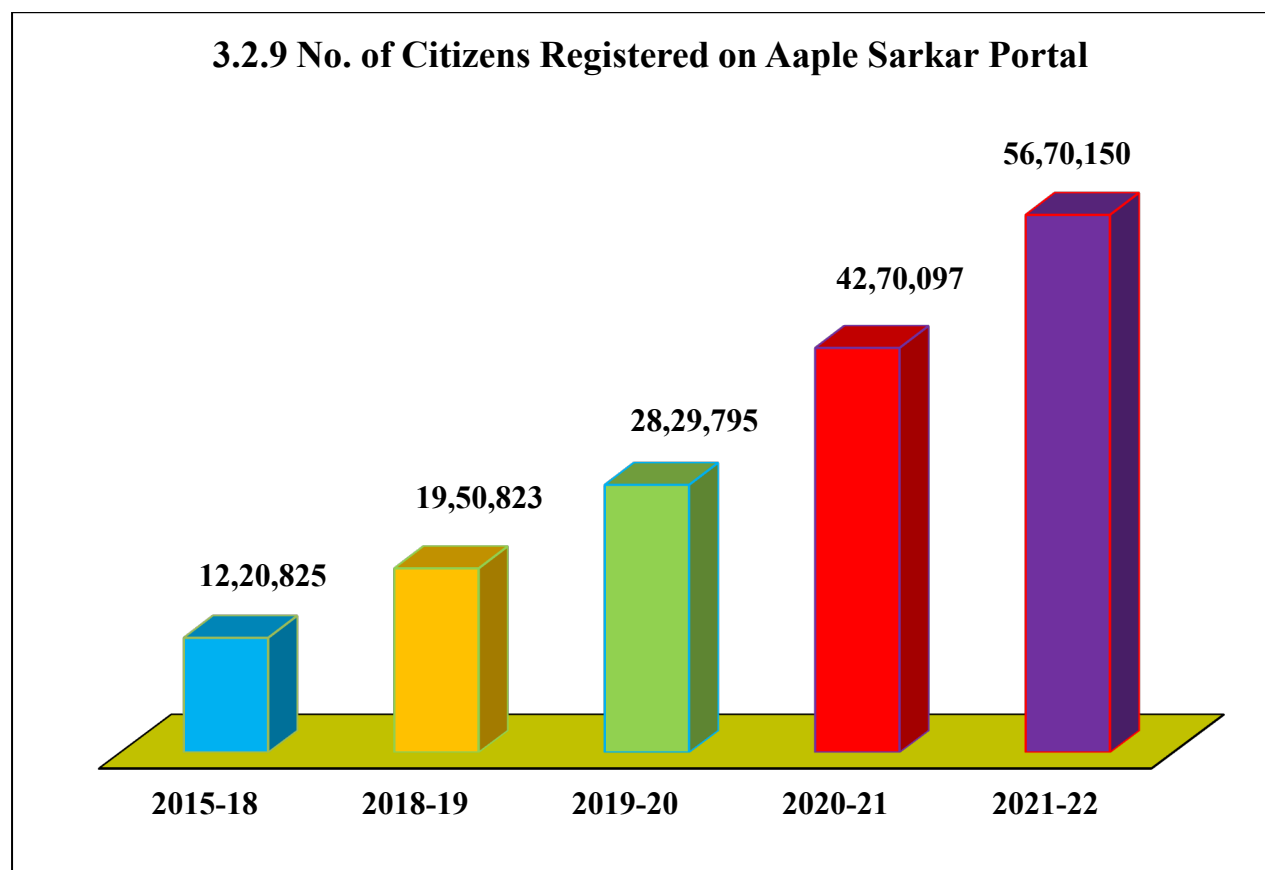
User can access history of applied applications through Transaction History option.



### 3.2.9 Significant Increase in Registration on Aaple Sarkar Portal

For availing services online, the applicant is required to register only once on the Aaple Sarkar Portal. After registering, the applicant can apply directly for notified service online. It is very encouraging to note that the number of citizens who have registered on Aaple Sarkar RTS Portal is increasing rapidly. The number increased significantly during the Covid-19 pandemic period from 28 Lakhs to 42 Lakhs up to March 2021 and 57 Lakhs up to March 2022.

It is very encouraging to observe that the number of online applications for public services have been increasing rapidly. Total 11,52,39,823 applications for public services have been received online upto 31 March 2022. 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**

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#### **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 for the foundation course 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, 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 30<sup>th</sup> September 2015 and second ToT Workshop was conducted on 5<sup>th</sup> 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 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. For this, 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**

<b>Department</b>	<b>Trainer</b>	<b>Trainee</b>
Revenue	81	7,298
Animal Husbandry, Fisheries 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 ) and Others	0	8313
<b>Total</b>	<b>475</b>	<b>1,21,936</b>



#### 4.2.3 Awareness Training Programme during Foundation Training Programme

During the year 2021-22 total 2,022 (520 Group “A” and 1,502 Group “B” and “C”) officers were given awareness training by YASHADA. However, since 2015 till 31<sup>st</sup> March 2022 YASHADA has trained in all 2, 39,754 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	1,366	13,804
4	2018-19	1,058	8,136
5	2019-20	1,711	4,053
6	2020-21	185	204
7	2021-22	520	1,502
<b>Total</b>		<b>5,851</b>	<b>2,33,903</b>

#### 4.3 Technical Training by Maha-IT

For the implementation of MRTPS Act 2015, Maharashtra Information Technology Corporation (MahaIT) is appointed as system integrator to develop online portal to process end to end online application and integration with other departments.

MahaIT Business Analyst is allotted to every department to understand the process of public services and standardize application form, rate harmonization and to develop business process re-engineering of process flow. MahaIT 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 is organized for all department’s Nodal Officers.

At district level, MahaIT has appointed District Manager in each district to co-ordinate with field level Department Officers. District Managers of districts conducted more than 177 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 MahaIT for various departments. MahaIT has conducted 62 training programmes and imparted training to 484 officers and staff.

During 2021-22 YASHADA imparted training to 2,022 officers and MahaIT imparted training to 484 Officers. Thus in 2021-22 a total of 2,506 Officers and Staff received training.

The number of officers and staff trained during this year is significantly less due to Covid pandemic situation.

## Chapter V:

### Use of Right to Public Service by Citizens

#### 5.1 Department wise Notified Services

Out of total 31 Departments, 28 Departments have notified 511 services under the Right to Public Services Act. There are 4 departments that have notified the highest number of services - Home & Transport Department (90), Industry, Labour & Energy Department (80), Revenue and Forest Department (68), Urban Development Department (52), There are 3 Departments those have not notified any service-Parliamentary Affairs Department, Marathi Language Department and Skilled Development and Entrepreneurship Department.

**Table 5.1: Department wise List of Notified Services (As on 31<sup>st</sup> March 2022)**

Sr.No.	Name of Department	Name of Sub-Department	Total Notified Services
1	Home and Transport Department	Home Department	18
		Transport Department	14
		State Excise	51
		Maharashtra Maritime Board	07
2	Revenue & Forest Department	Revenue Department	20
		Land Records Department	20
		Forest Department	13
		Department of Registration and Stamps	15
3	Agriculture, Animal Husbandry, Dairy Development & Fisheries Department	Agriculture – Vidyapeeth	09
		Agriculture Department	16
		Animal Husbandry and Dairy Development Department	20
		Fisheries Development Department	
4	Urban Development Department	Urban Development Department	52
5	Law and Judiciary Department	Law and Judiciary Department	04
6	Rural Development & Panchayat Raj Department	Rural Development Department	07
7	Soil & Water Conservation Department	Soil & Water Conservation Department	08
8	Food, Civil Supplies & Consumer Protection Department.	Food, Civil Supplies & Consumer Protection Department	16
9	Housing Department	MHADA	12

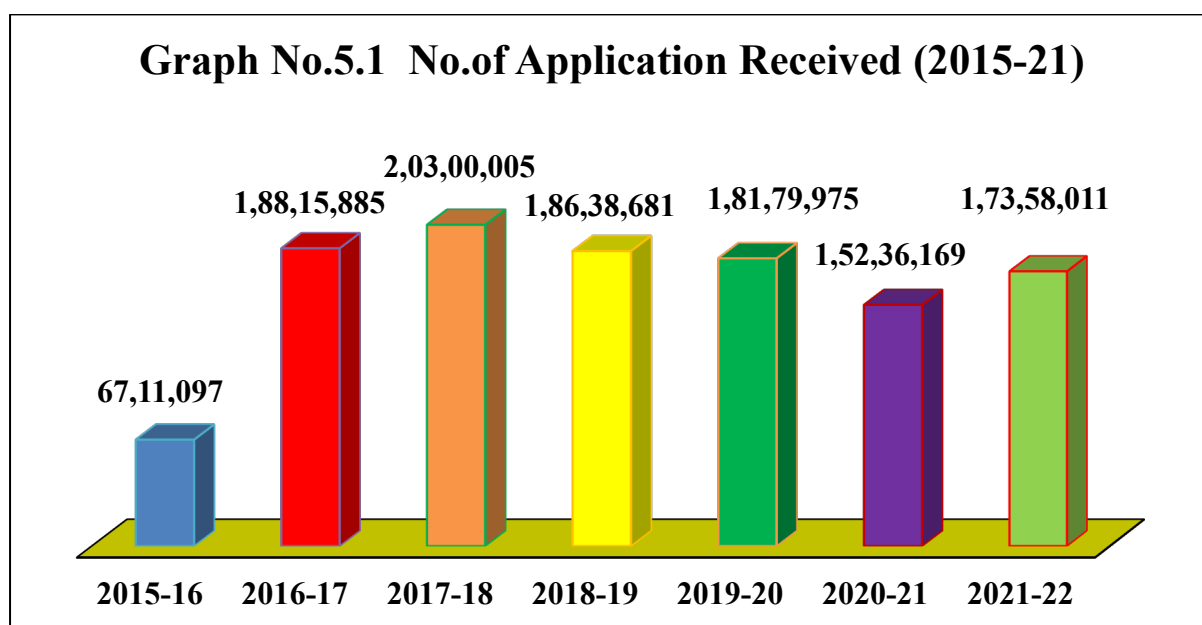
Sr.No.	Name of Department	Name of Sub-Department	Total Notified Services
		Mumbai Building Repairs and Reconstruction Board	04
		Slum Rehabilitation Authority	05
10	Women & Child Development Department	Women & Child Development Department	08
11	Minority Development Department	Minority Development Department	01
12	Industry, Energy and Labour Department.	Industry Department	25
		Labour Department	41
		Energy Department	14
13	Finance Department	State Goods and Services Tax Department	04
14	Water Resources Department	Water Resources Department	10
15	Dept of Co-Operation, Marketing and Textiles	Dept. of Co-Operation, Marketing and Textiles	09
16	Water Supply & Sanitation Department.	Maharashtra Jeevan Pradhikaran	02
		Groundwater Surveys and Development Agency (GSDA)	02
17	Public Health Department	Public Health Department	06
18	Social Justice & Special Assistance Department	Social Justice Department	12
19	Tribal Development Department	Tribal Department	02
20	School Education and Sports Department	School Education and Sport Department	12
21	Medical Education & Drugs Department	MEDD (AYUSH)	01
		Food Drug Administration (FDA)	04
22	Tourism and Cultural Affairs Department	Tourism and Cultural Affairs Department	20
23	Higher and Technical Education Department	Higher and Technical Education Department	10
24	Environment Department	Maharashtra Pollution Control Board (MPCB)	07
25	Public Works Department	Public Works Department. (PWD)	02
26	General Administration Department	General Administration Department	05
27	Planning Department	Planning Department	02



Sr.No.	Name of Department	Name of Sub-Department	Total Notified Services
28	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.	01
29	Parliamentary Affairs Department	Parliamentary Affairs Department	Nil
30	Marathi Language Department	Marathi Language Department	Nil
31	Skilled Development and Entrepreneurship Department	Skilled Development and Entrepreneurship	Nil
	<b>31</b>	<b>46</b>	<b>511</b>

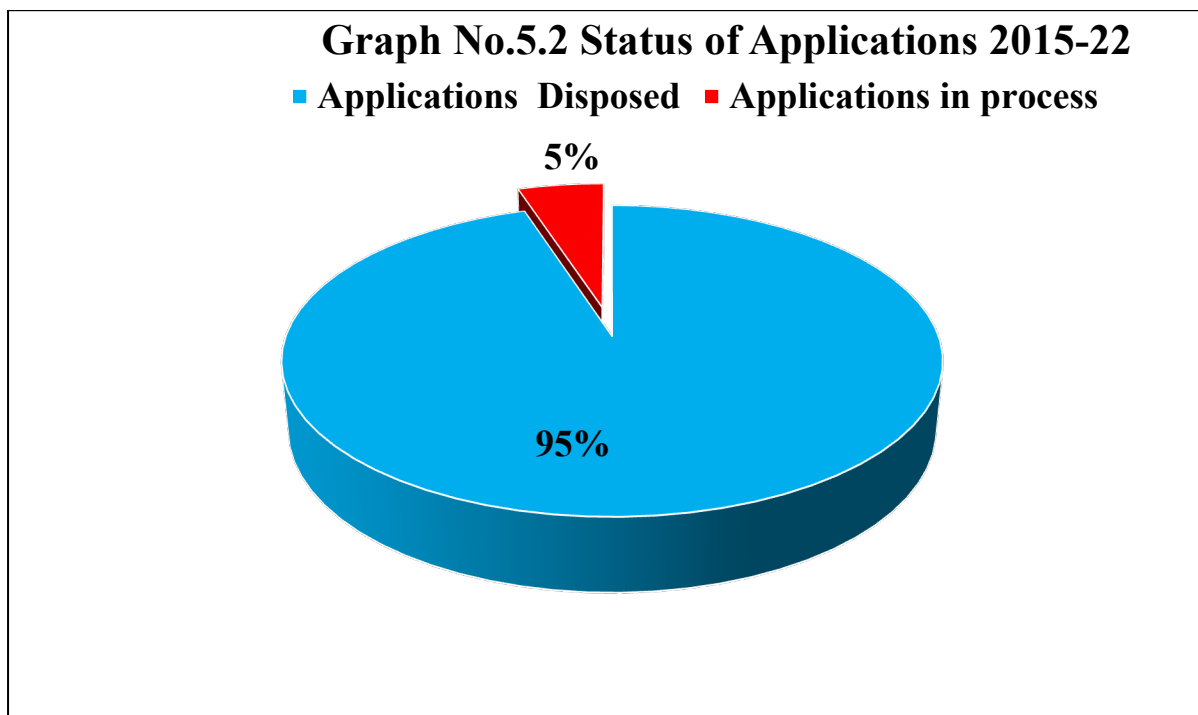
## 5.2 Status of Applications Received and Disposed

The overall status of applications for the duration of October 2015 to March 2022 shows that 11,52,39,823 applications were received by all the 31 Departments.

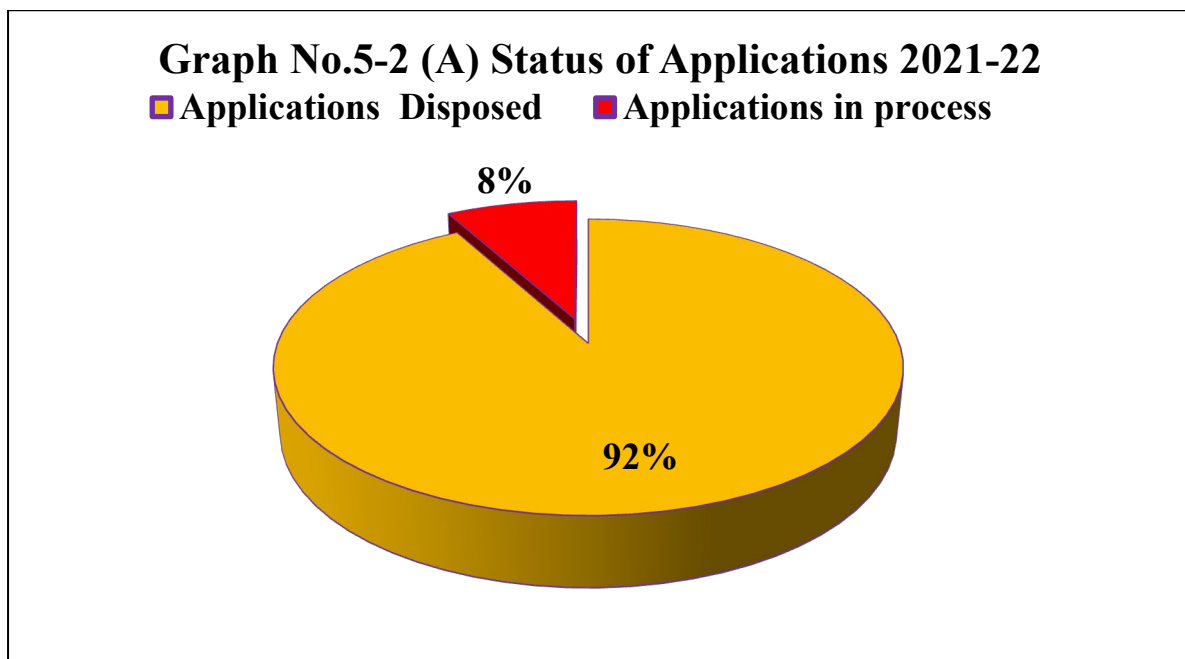


**Note :-** It is observed that there is a decline in the number of applications received during the years 2019-20, 2020-21 & 2021-22 because of the unprecedented Covid pandemic situation and because the most popular services of providing 7/12 and 8 (A) have been discontinued from Aaple Sarkar Portal. These two services are now provided from Mahabhulekh Portal of Revenue Department. During the year 2021-22 there is increase in the number of applications received.

### 5.2.1 Applications Disposed and In Process

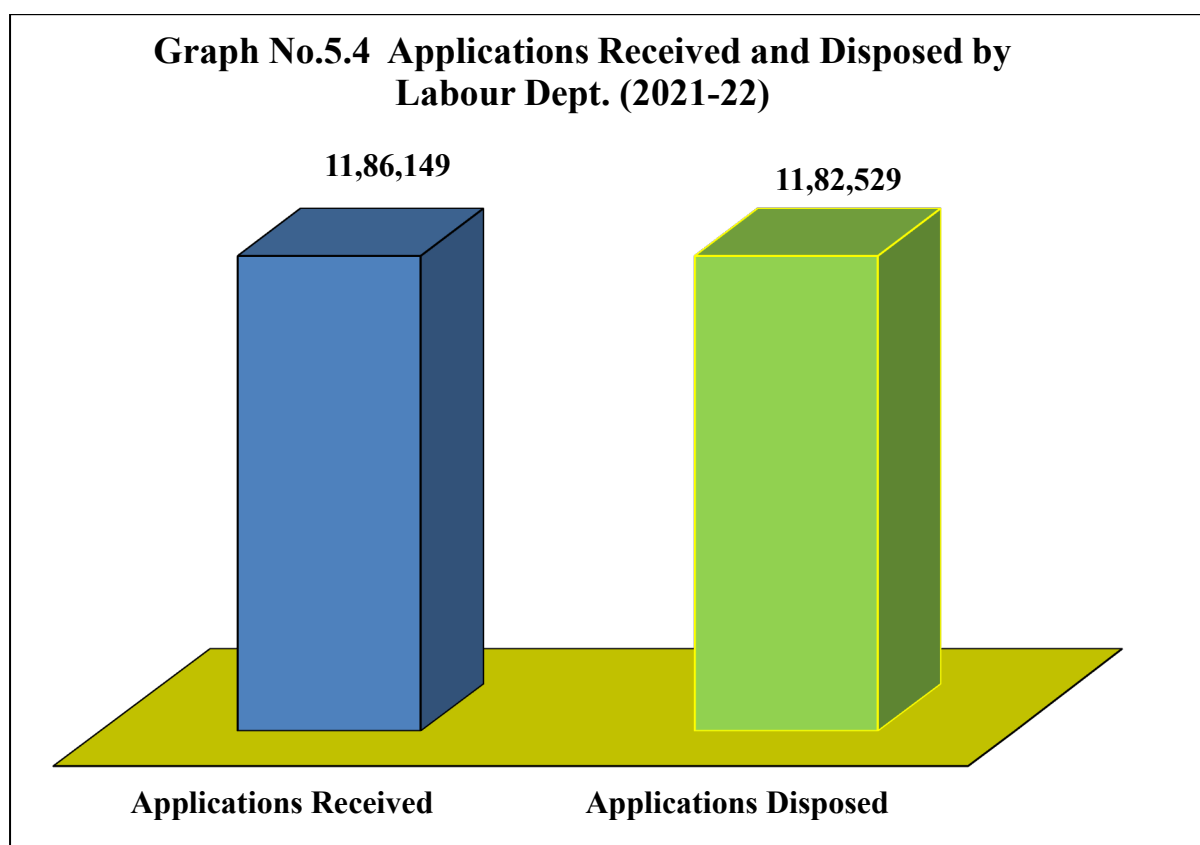
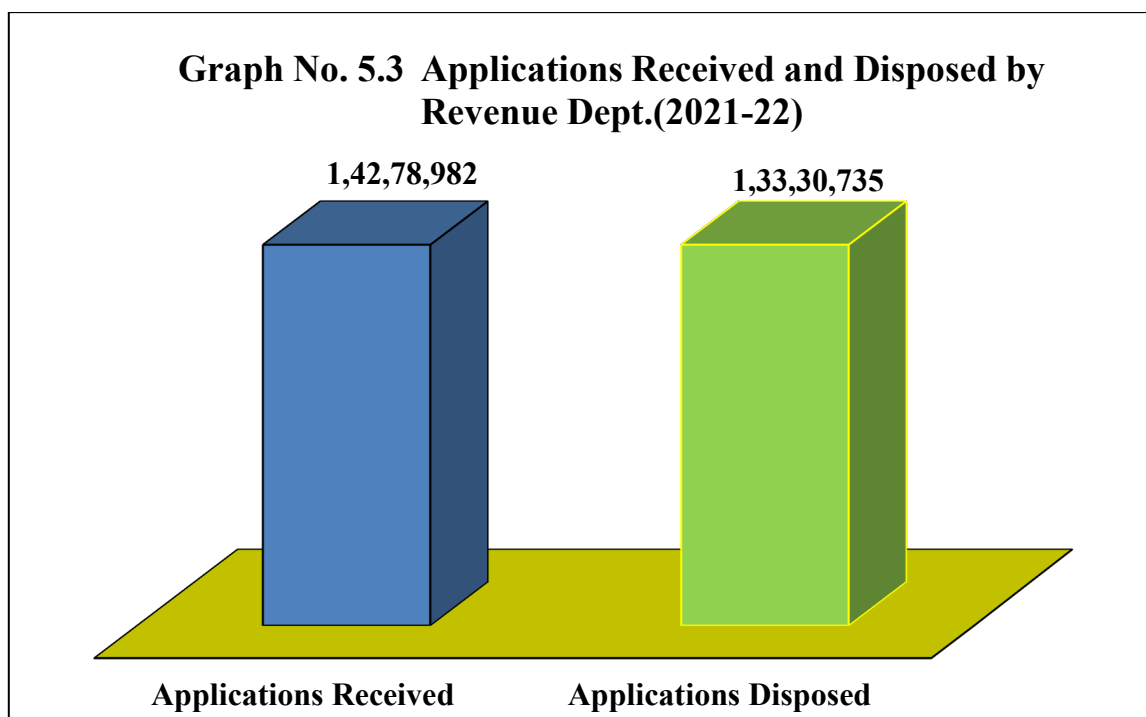


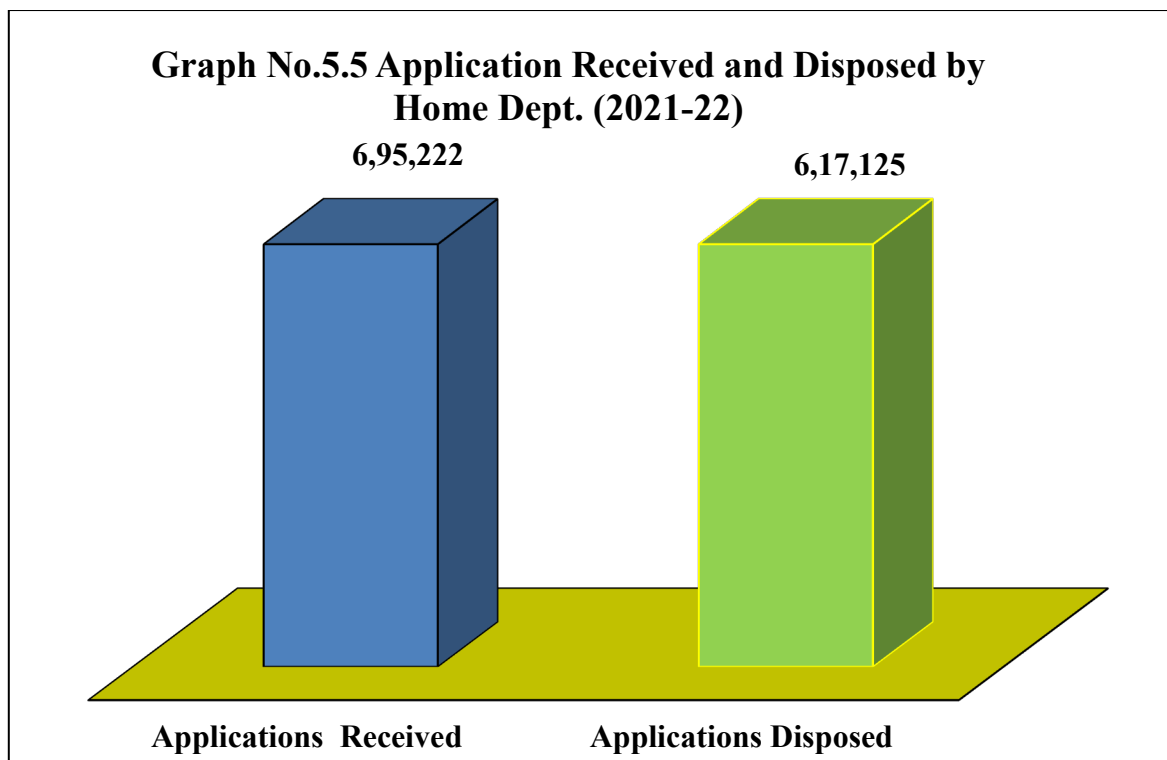
During the period 2015-22, the total no. of applications received is 11,52,39,823 and disposal is 10,99,75,851. Thus 95.43 % of the applications have been disposed and 4.57% were in process as on 31<sup>st</sup> March 2022.



Out of the total 1,73,58,011 applications received during 2021-22 the disposal was 1,59,10,119. Thus, 91.66% of the applications have been disposed and 8.34% were in process as on 31<sup>st</sup> March 2022.

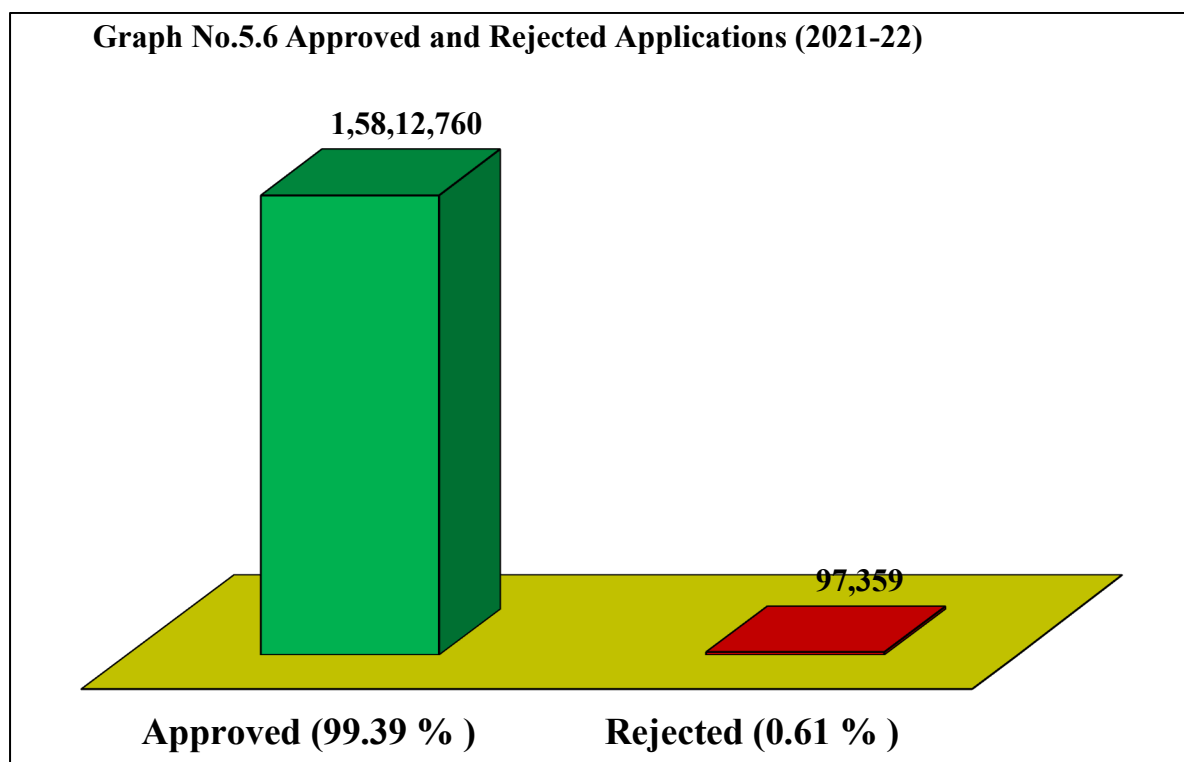
The performance of every department varies from each other. Out of 31 Departments some Departments consistently top the list of applications received and disposed. Revenue Department has received highest number of applications and disposed as shown in Graph No. 5.3. The other two Departments those are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





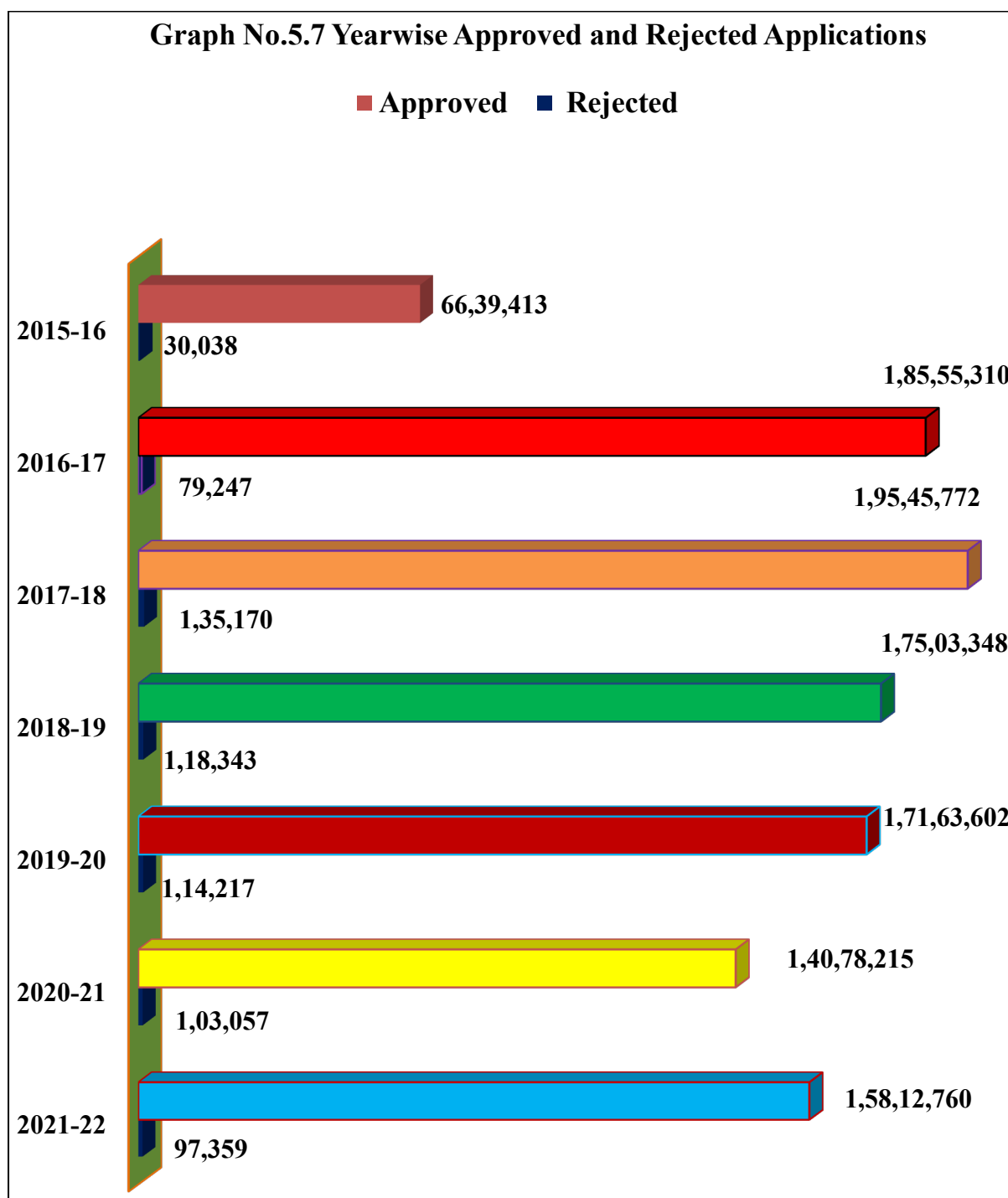
### 5.2.2 Applications Approved and Rejected

In the year of 2021-22 the total number of disposed applications is 1,59,10,119. Out of these disposed applications, approved applications were 1,58,12,760 i.e 99.39%. Hence it is seen that the percentage of applications rejected is only 0.61%. This extremely low percentage of rejection deserves appreciation. The details of these applications can be seen in the Graph No. 5.6.





**Yearwise number of the approved and rejected applications Graph No. 5.7**



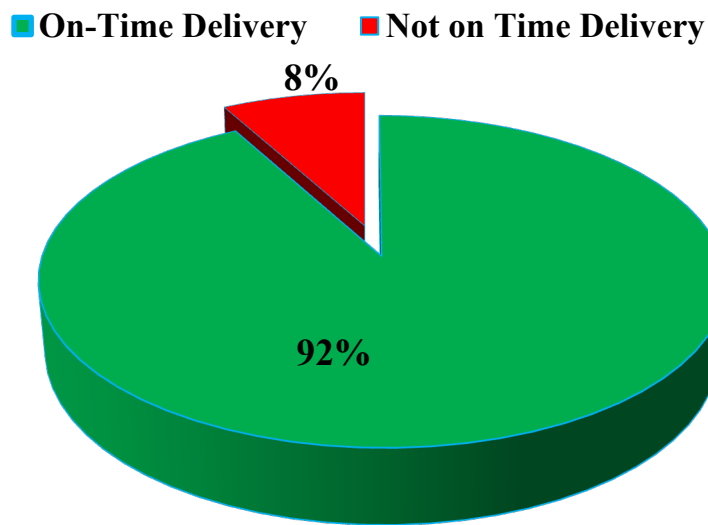
It is observed from the above graph that during the period 2015-22 in all years the rejection of applications continues to be very low consistently i.e. below one percent only.

<b>Table No. 5.2 Departmentwise Applications Received,Disposed,Approved &amp; Rejected (2021-22)</b>					
<b>Sr. No.</b>	<b>Department</b>	<b>Total Received</b>	<b>Total Disposed</b>	<b>Approved</b>	<b>Rejected</b>
<b>1</b>	Revenue Dept	1,42,78,982	1,33,30,735	1,32,99,048	31,687
<b>2</b>	Labour Dept	11,86,149	11,82,529	11,71,804	10,725
<b>3</b>	Home and Transport Dept	6,95,222	6,17,125	6,17,118	7
<b>4</b>	Social Justice and Special Assistant Dept	5,20,512	1,79,766	1,74,666	5,100
<b>5</b>	Industries Dept	3,63,515	3,63,375	3,41,361	22,014
<b>6</b>	Energy Dept	75,912	74,913	70,600	4,313
<b>7</b>	Tribal Development Dept	58,331	55,982	51,010	4,972
<b>8</b>	State Excise Dept	51,239	46,212	46,058	154
<b>9</b>	Rural Development & Panchyat Raj Dept	42,592	20,883	4,474	16,409
<b>10</b>	Law & Judiciary Dept	25,064	2,094	2,094	0
<b>11</b>	Higher & Technical Education Dept	18,755	11,458	11,455	3
<b>12</b>	Agriculture Dept	8,192	6,435	6,265	170
<b>13</b>	Food Civil Supplies and consumer protection Dept	6,853	6,853	6,853	0
<b>14</b>	Maharashtra Pollution Control Board	6,658	6,432	5,165	1,267
<b>15</b>	Urban Development Department	5,832	3,063	2,893	170
<b>16</b>	Dept of Co-Operation, Marketing and Textiles	5,694	227	221	6
<b>17</b>	School Education and Sports Dept	3,354	1,490	1,143	347
<b>18</b>	Maharashtra Maritime Board	2,348	231	228	3
<b>19</b>	Women And Child Development Department	1,914	0	0	0
<b>20</b>	Legal Metrology Department	483	13	1	12
<b>21</b>	Finance Department	191	191	191	0
<b>22</b>	Minorities Development Department	163	109	109	0
<b>23</b>	Water Resource Dept	54	3	3	0
<b>24</b>	Housing Dept.-S.R.A.	1	0	0	0
<b>25</b>	Water Supply and Sanitation	1	0	0	0
	<b>Grand Total</b>	<b>1,73,58,011</b>	<b>1,59,10,119</b>	<b>1,58,12,760</b>	<b>97,359</b>

**Source: Maha IT , (As on 31st March 2022)**

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

**Graph No.5.8 Applications Disposed on-time and not-on-time (2021-22)**

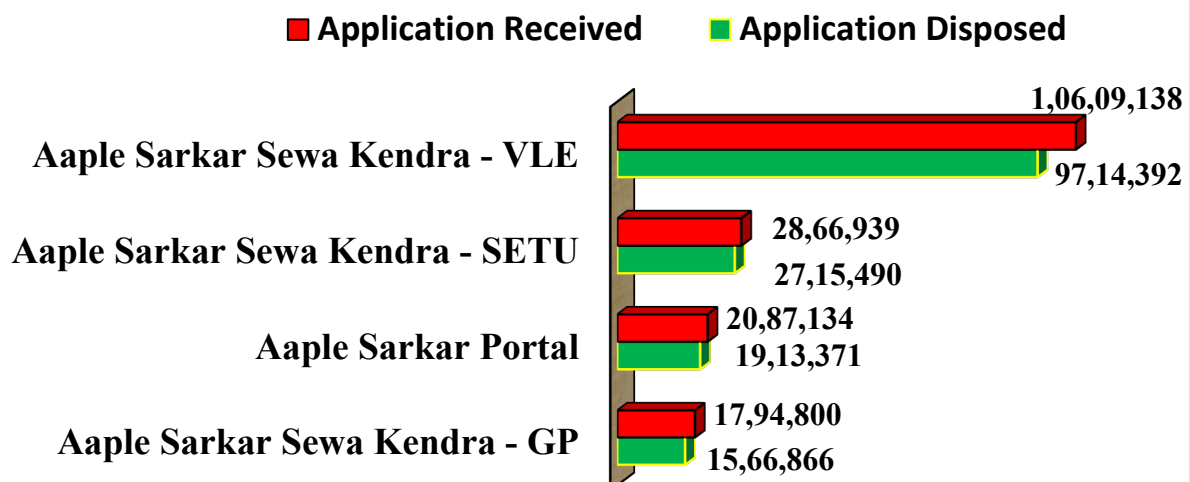


In the year 2021-22 total number of applications disposed by all the Departments is 1,59,10,119 . Out of these on-time disposed applications were 1,45,62,431, i.e. 92%.

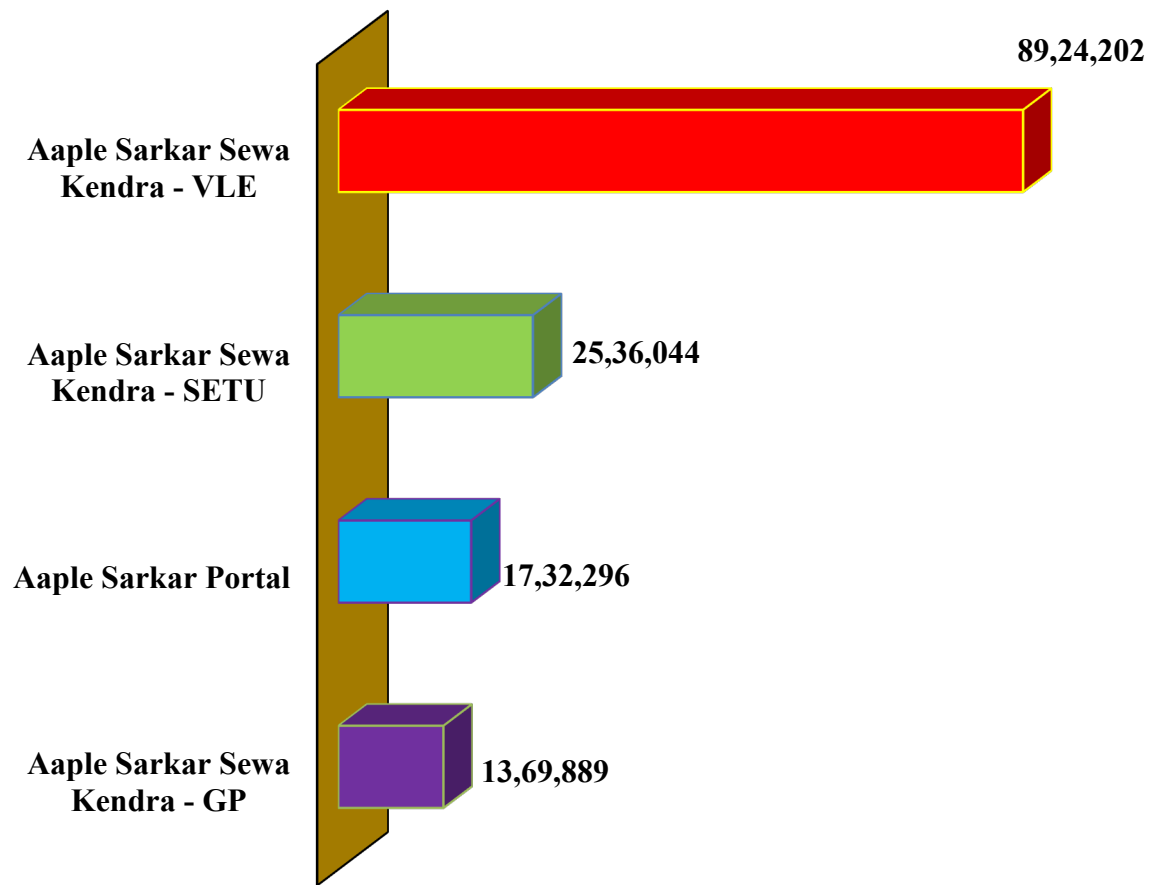
### 5.3 Delivery Channel wise Applications Received and Disposed

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.5.9 Channelwise Applications Received & Disposed (2021-22)**



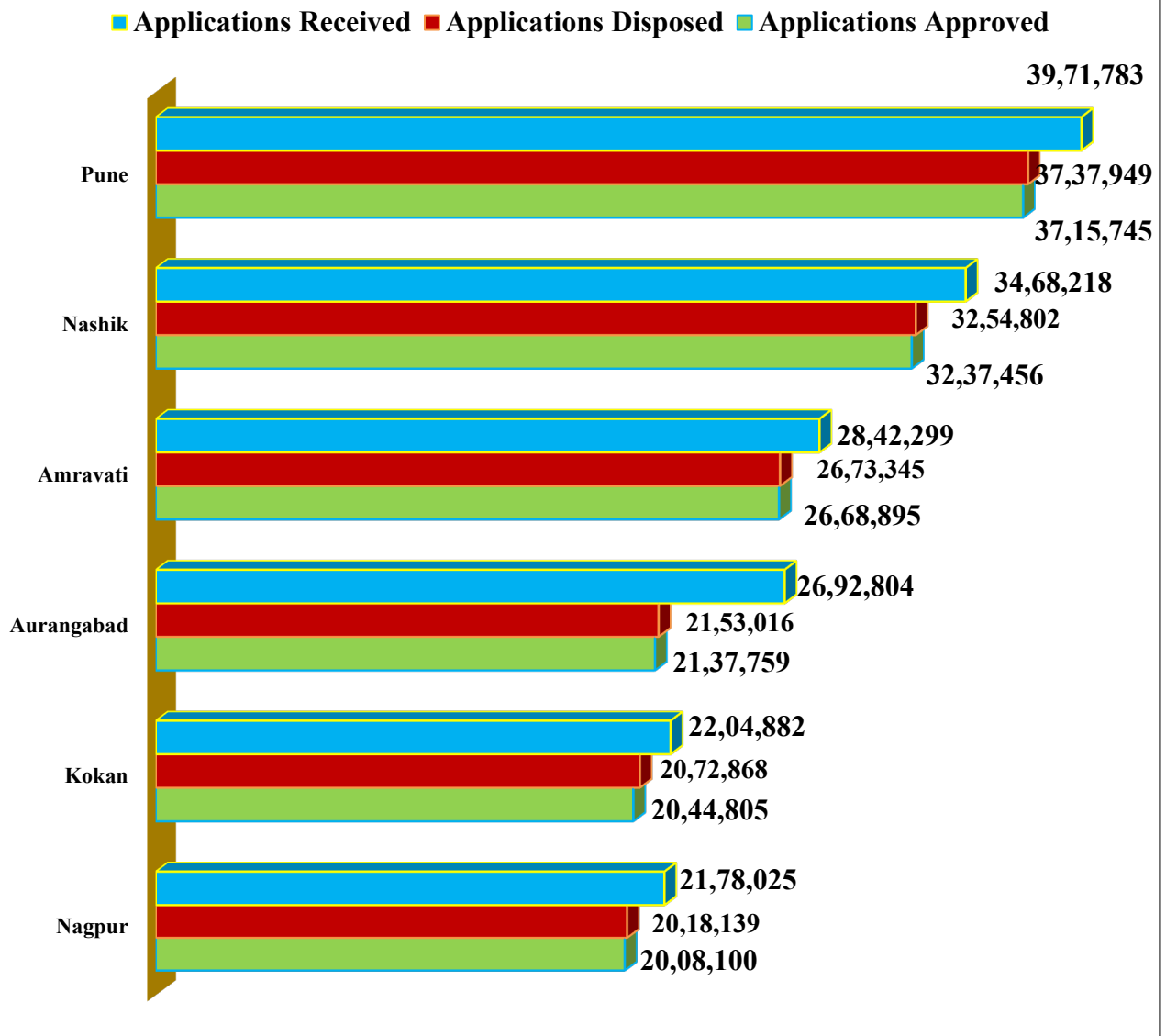
**Graph No.5.10 Channelwise Application processed on-time (2021-22)**



#### **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 Applications Received, Disposed and Approved  
(2021-22)**

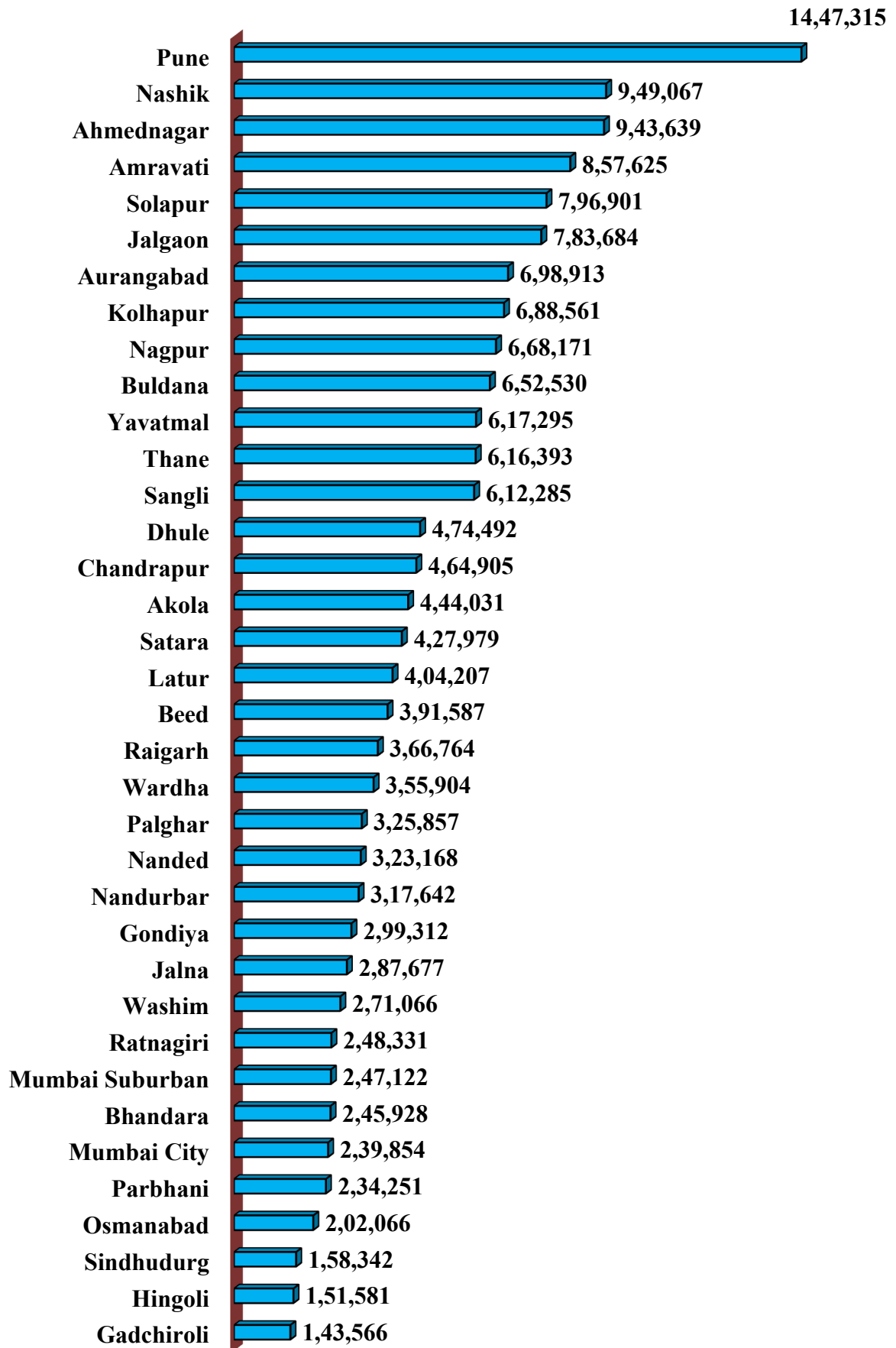


### 5.5 Districtwise Status of Applications

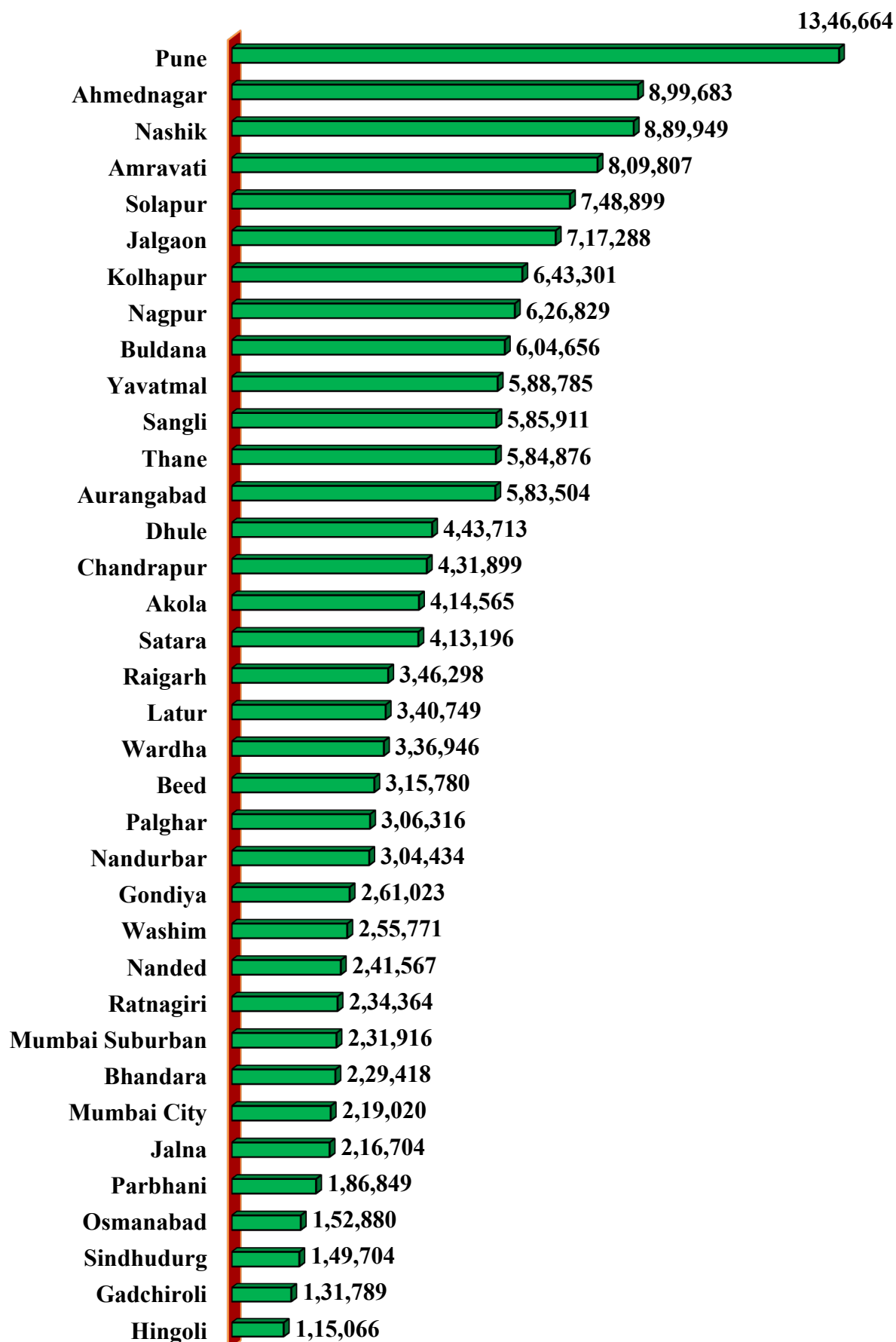
An analysis of the number of applications received and disposal by the districts provides a further disaggregated picture. It is observed that Pune district has received and disposed highest no. of applications and ranks first. A detailed overview of the performance of the districts can be perused from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



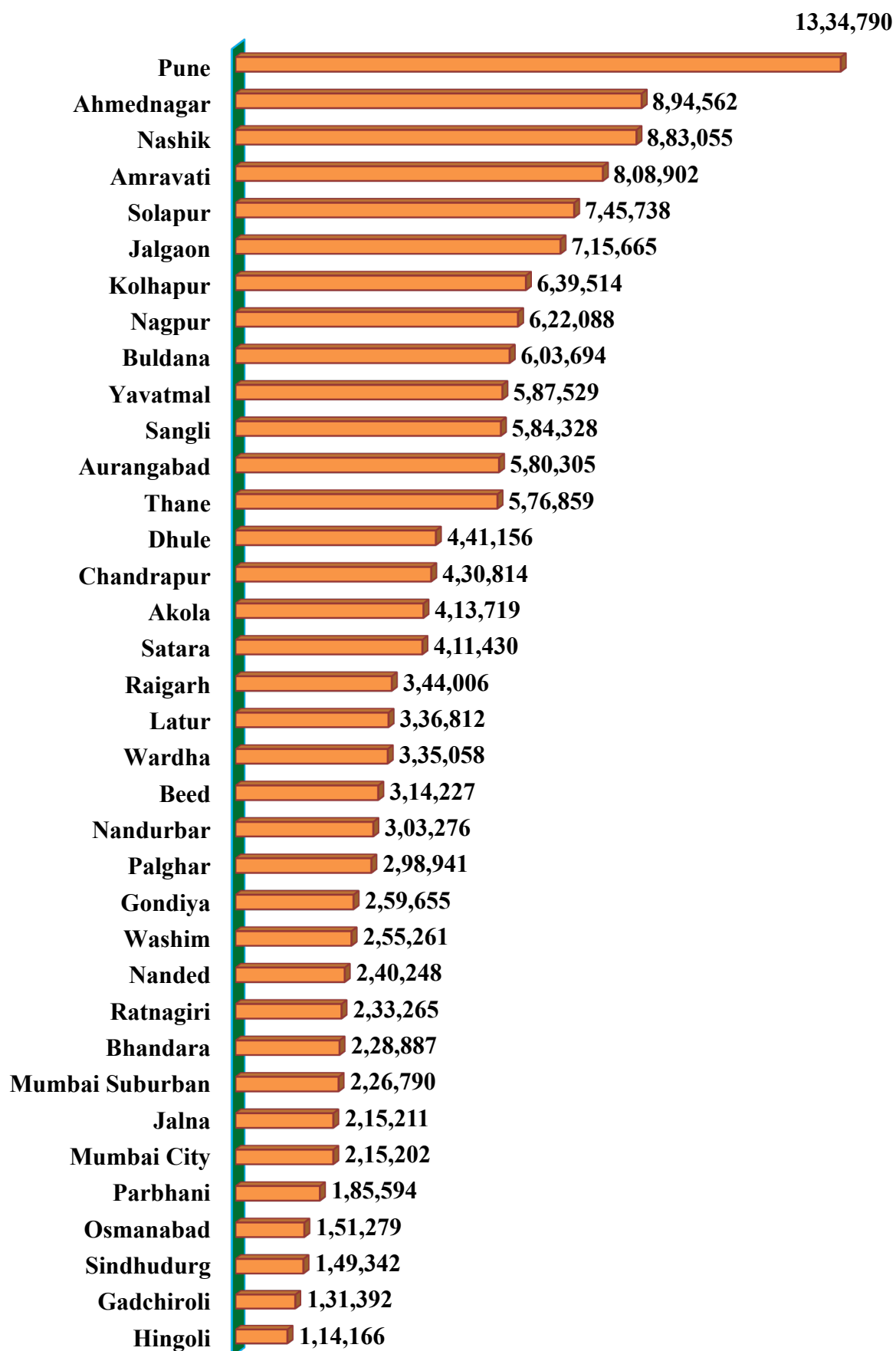
**Graph No.5.12 Districtwise Applications Received ( 2021-22 )**



**Graph No.5.13 Districtwise Applications Disposed (2021-22)**

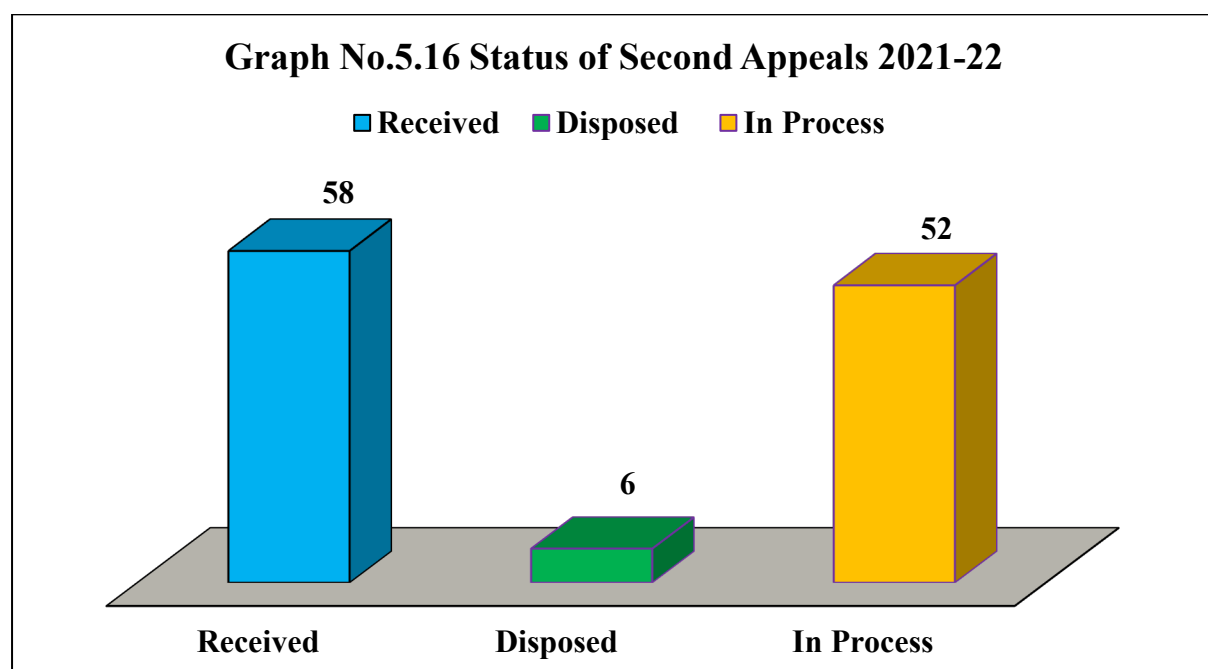
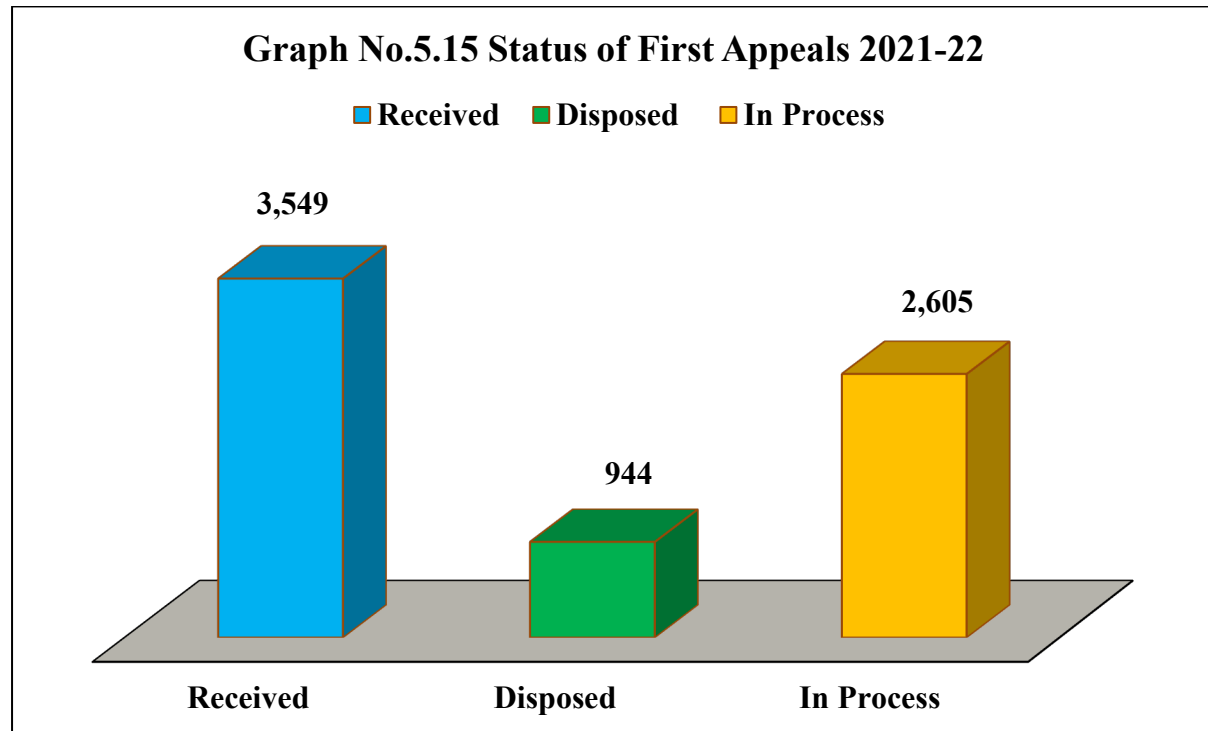


**Graph No.5.14 Districtwise Applications Approved ( 2021-22)**

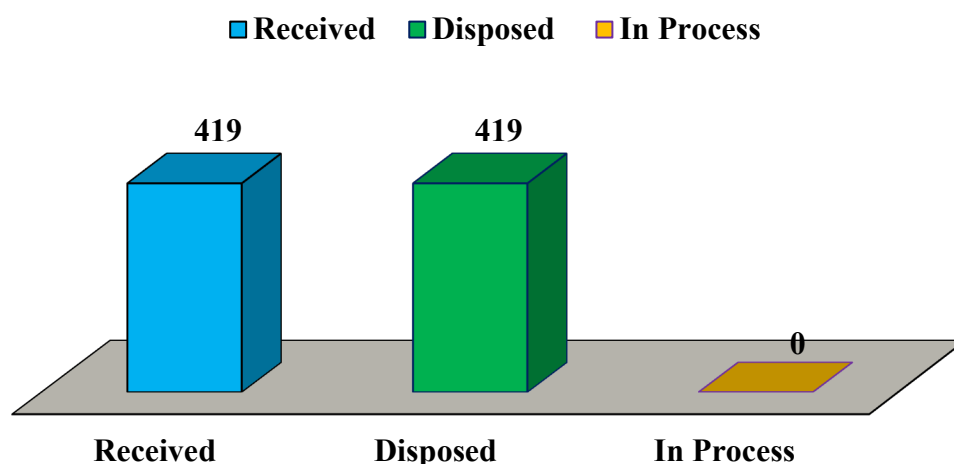


## 5.6 Status of Appeals made under the Right to Public Services Act

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.



**Graph No.5.17 Status of Third Appeals 2021-22**



### **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 varies. 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 –

Sr.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.

Sr.No	Criteria for Amber Zone
1	Few services only using online 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.



Sr.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. 5.3 Departments classified in Green Zone (Very Good Performance)**

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Revenue and Land Records	40	13	10	17
2	Labour	41	10	28	3
3	Energy	14	6	1	7
4	DGPS (Industry)	2	2	0	0
	<b>Total</b>	<b>97</b>	<b>31</b>	<b>39</b>	<b>27</b>

Source : (Maha IT - As on 31<sup>st</sup> March 2022)

**Table No. 5.4 Departments classified in Amber Zone ( Good Performance )**

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Home	18	3	3	12
2	State Excise	51	5	7	39
3	Environment (MPCB)	7	2	2	3
4	Higher & Technical Dept.	10	5	4	1
5	Rural Development & Panchayat Raj Dept.	7	3	4	0
6	Social Justice and Special Assistance Dept.	12	3	4	5
7	Industries	16	0	1	15
8	Transport (Maritime Board)	7	1	5	1
9	Water Resource Dept.	10	0	4	6
10	Law & Judiciary Dept.	4	1	1	2
11	Women And Child Development	8	0	8	0
12	MIDC	7	0	2	5
13	Tribal Development Dept.	2	1	0	1
14	Dept. of Co-Operation, Marketing and Textiles	9	2	2	5
15	Urban Development	52	1	16	35
16	Food Civil Supplies and consumer protection	16	0	6	10
17	School Education and Sports Dept.	12	1	5	6
	<b>Total</b>	<b>248</b>	<b>28</b>	<b>74</b>	<b>146</b>

Source : (Maha IT - As on 31<sup>st</sup> March 2022)

**Table No. 5.5 Departments classified in Red Zone (Unsatisfactory Performance)**

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Agriculture Dept.	25	1	2	22
2	Minority Development	1	0	1	0
3	Tourism and Cultural Affair Dept.	20	0	0	20
4	Transport Dept.	14	0	0	14
5	Finance	4	0	1	3
6	Housing Dept. - SRA	5	0	1	4
7	Medical Education and Drugs Department	5	0	0	5
8	Forest Department	13	0	1	12
9	Animal Husbandry Dept.	14	0	0	14
10	Fisheries Department	6	0	0	6
11	PWD	2	0	0	2
12	Water Supply - MJP	2	0	0	2
13	Water Supply - GSDA	2	0	0	2
14	Planning Department	2	0	0	2
15	Public Health	6	0	0	6
16	Dept. of Registration & Stamp	15	0	0	15
17	Housing Dept. - MHADA	12	0	0	12
18	Housing Dept. - Building Repairing Board	4	0	0	4
19	Soil & Water Conservation Dept.	8	0	0	8
20	General Administration Dept.	5	0	0	5
21	Social and Educational Backward Classes, Vimukta Jatis, Nomadic Tribes and Special Backward Classes Welfare Department.	1	0	0	1
<b>Total</b>		<b>166</b>	<b>1</b>	<b>6</b>	<b>159</b>

**Source : (Maha IT - As on 31st March 2022)**

**Note :-**

1. Agriculture, Animal Husbandary, Dairy Development and Fisheries, Transport, Medical Education and Drugs Department, Settlement Commissioner (Land Records) and IGR have informed that they have provided online services from their own portals which are NOT seen on Aaple Sarkar Portal during 2021-2022 as follows:-

A) Agriculture, Animal Husbandary Dairy Development and Fisheries Department - 55,63,785

B) Transport Department - 1,01,91,131

C) Medical Education and Drugs Departments - 23,454

D) Land Records – These figures are NOT seen on Aaple Sarkar Portal because of non-integration.

- 7/12(land parcel info) - 1,22,00,879
- 8a (land holder info sheet) - 37,88,072
- 6 (mutation entry register) - 3,23,041
- Property Card - 8,50,046

E) IGR- 33,89,778

**(Source for above data – Reports from Respective Departments)**

2. The above analysis and categorization shown in table 5.3, 5.4, 5.5 are on the basis of online applications received on **Aaple Sarkar Portal**. Departments/services catagorised in Amber/Red Zone may have received significant number of offline applications or provided services on their own portals. 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 application 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 :

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

According to Sec 16 (1) of the Act 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 suggestions and recommendations every year. Following are some of the important suggestions and recommendations made by the Commission. (Earlier suggestions and Recommendations are available in respective Annual Reports)

#### 6.1 Status of General Suggestions and Recommendations (2020-21)

Sr. No.	Recommendations	Status
1.	Departments should review the services which have received poor response or zero response, find out the reasons and take necessary remedial action and submit a report to the Commission.	Pending
.	The recommendations made in Annual Report for the years 2017-18, 2018-19 and 2019-20 to the all Departments should be reviewed and take immediate action and submit compliance report (Action Taken Report) to the Commission.	Partly Complied
3.	The Commission has prescribed ‘A’, ‘B’ & ‘C’ proformas for collecting information regarding offline applications and appeals. The Commission has further directed that GAD (O&M), IT Dept., and MahaIT Corporation should coordinate and develop computerized system so that this information is available promptly.	Pending
4.	All the services notified by all the Departments should be provided online facility and there should be no gap between notified services and online facility.	Partly complied. 387 out of 511 notified services are available online on Aaple Sarkar Portal.
5.	The Maximum number of services provided by the Department must be notified. Therefore, Maximum number	Partly Complied



	of public services should be notified and all the Departments should prepare a Master List and publish it on the website.	
6.	All the Departments should submit information to the Commission about the innovative practices implemented at the field level regarding the services being provided.	Partly Complied
7.	For the effective implementation of the State Right to Public Services Act, wide publicity through meetings, exhibitions, weekly market, Banners etc. be carried out.	Awareness campaign needs to be implemented on continuous basis.
8.	Applications and Appeals which are not decided within the prescribed time limit should be regularly reviewed and submit report regarding difficulties if any to the Maharashtra Right to Public Services Commission. Necessary steps should be taken to improve the disposal.	During 2021-22, 92% of the applications were decided within the prescribed time limit.
9.	All District Collectors should review the functioning of Aaple Sarkar Service Centers and sanction new Centers as per the prescribed norms and take steps to improve their financial viability.	Continuous efforts are necessary.
10.	All the certificates issued under the Maharashtra State Right to Public Service Act, 2015 should use the Logo and Tagline prescribed by the Commission.	The Commission's Logo and Tagline is printed on the certificate issued online.
11.	All the District Collectors should regularly review the functioning of all the Departments under this Act, Technical training should be organised with the help of Maha IT Corporation. Also, workshops should be organized for training on the provisions of the Act.	Partly complied and continuous efforts are necessary.
12.	All District Collectors should review the services which are getting less response and take measures to get more response.	Pending

13.	All the District Collectors should inspect the offices and submit reports in the format prescribed by the Commission. An inspection, programme and schedule should be prepared and sent to the commission.	Partly complied
14.	All Departments should undertake measures to make the delivery of notified services more efficiently and transparently.	Partly Complied
15.	All the Collectors and Chief Executive Officers should take appropriate action to ensure that all the services available on Aaple Sarkar Portal are provided online and send the information of the applications received offline in the prescribed proforma “A”, “B” and “C” to the concerned Department. The concerned Departments should collect the information of all the districts and consolidate at state level and make available to the commission.	Pending
16.	All Divisional Commissioners (Revenue) should identify and earmark government premises for the office of Divisional Commissioners (RTS).	Partly complied
17.	All the Divisional Commissioners (Revenue) should call for applications for deputation from the officers / staff as per the approved staffing pattern for the office of the Right to Public Service Commission.	Partly complied
18.	In addition to Aaple Sarkar Portal, if there are other portals providing services, those portals should be integrated with Aaple Sarkar Portal.	Partly Complied
19.	All the Divisional Commissioners/Collectors should regularly make available to the Commission’s Office the combined information on the number of cases in which the First and Second Appellate Officers in their district have levied Fines.	Pending
20.	All Collectors have been provided the facility of Dashboard to monitor implementation of the RTS Act. MahaIT Corporation should regularly attend to the technical problems pertaining to Aaple Sarkar Portal and Dashboard facility.	Partly Complied

21.	All Departments should conduct training of Designated Officers and Appellate Officers by YASHDA & MahaIT Corporation.	Continuous efforts are necessary.
22.	All Divisional Commissioners should review the implementation of the MRTPS Act during their meetings with Collectors, Chief Executive Officers and HODs.	Continuous efforts are necessary.

## 6.2 Department Specific Suggestions and Recommendations (2020-21)

Sr. No.	Recommendations	Status
1	<b>General Administration Department</b>	
	1. Workshops should be organized to guide all the Departments periodically.	Pending
	2. A Master List of services provided by all the Administrative Departments should be prepared and be displayed on government website.	Partly compiled 17 Department have prepared Master Lists
2	<b>Medical Education &amp; Drugs Department</b>	
	1. Integration of notified services with Aaple Sarkar Portal should be done by the Department in coordination with Maha-IT Corporation.	Department has denotified 20 services. Only 5 services are available on “Aaple Sarkar Portal”. Needs to be revisited.
	2. New Citizen Centric Services may be notified by the Department.	Pending
3	<b>Public Work Department</b>	
	1. Integration of notified services with Aaple Sarkar Portal should be done by the Department in coordination with Maha-IT Corporation.	Pending
	2. New Citizen Centric Services may be notified by the Department.	Pending

4	<b>Information Technology Department</b>	
	1. The technical difficulties in disposal of appeals should be reviewed and appropriate action should be taken. The dashboard should provide the information to the Collector about the pending appeals.	Pending
	2. The Logo and Tagline of the State Right to Public Service Commission should be printed on all certificates issued by various Administrative Departments	The Commission's Logo and Tagline is printed on the certificates issued online.
	3. Department-wise, service-wise current status of notified services not available online should be reviewed and action should be taken to ensure that all notified services are made available online.	Partly complied
	4. Dashboard facility should be provided to all Designated officers, Appellate Officers, Office Heads, Collectors, Chief Executive Officers, Divisional Commissioners and Principal Secretaries / Additional Chief Secretaries / Secretaries to the Departments.	Complied
	5. To develop software for compiling offline application information in proforma "A", "B" and "C".	Pending
	6. The information of notified services of all Departments should be updated on Aaple Sarkar Portal.	It is a continuous exercise.
	7. Facility for issuing certificates in both Marathi and English should be provided in consultation with the concerned Administrative Department and with their approval.	Partly complied
	8. The Commission may be provided facility of "view only" of online applications and online appeals. This will enable better monitoring by the Commission.	Pending

	9. It is necessary to immediately provide incentives and awards for excellent performance in implementation of the Maharashtra Right to Public Services Act. This award scheme may be computerized so as to ensure fair and impartial selection for the award.	Pending
5	<b>Social Justice &amp; Special Assistance Department</b>	
	Integration of notified services with Aaple Sarkar Portal should be done.	Pending
6	<b>Soil &amp; Water Conservation Department</b>	
	The Eight notified services of this Department should be integrated with Aaple Sarkar Portal.	Pending
7	<b>Urban Development Department</b>	
	Despite several meetings and repeated instructions, all the notified services provided by Urban Development Dept. have not been integrated with Aaple Sarkar Portal. Urban Development Dept., IT Dept. and MahaIT Corporation should take immediate steps to integrate all notified services of Urban Development Dept. with Aaple Sarkar Portal.	1. UD has notified 57 services. 2. 39 services have been integrated. 3. Integration of remaining 18 services is pending.
8	<b>Food, Civil Supplies &amp; Consumer Protection Department</b>	
	1. The Department should take immediate action to integrate the notified services with Aaple Sarkar Portal. The time table should be submitted to the Commission.	Pending
	2. Consolidated information about the application received offline should be prepared in the prescribed proforma "A", "B" and "C" and submitted to the Commission	Pending
9	<b>Energy Department</b>	
	The Department should take action to integrate the services of the energy department which are provided through other portals with Aaple Sarkar Portal.	Pending

10	Agriculture Department	
	Principal Secretary Agriculture was directed by the CCRTS to explain why there is poor response to the services notified by the department. Principal Secretary Agriculture clarified that Agriculture Department is providing services by using Maha-DBT Portal and information regarding beneficiaries covered will be submitted to commission. CCRTS directed that this information should be submitted to the Commission.	Implementation of 11 services of this department has been started through Maha-DBT portal and registered in the year 2020-21. Demand for 39,14,190 components / items has been received through 17,75,152 applications and 5,35,776 applications have been selected through lottery. Out of the 48,683 selected applications Rs. 1,23,96,79,010 grants have been transferred into applicants Bank Account.

### 6.3 General Suggestions and Recommendations (2021-22)

Sr. No.	Recommendations	Status
1	All departments are directed to prepare a Master List of all services and send a copy to the Commission and GAD (O&M)	At present Master Lists of 17 Departments have been received by the Commission. However, other departments have not yet submitted Master List of their services. Continuous efforts are necessary
2	The General Administration Department should review the notified services of all the departments under the Maharashtra Rights to Public Service Act, 2015 and update the list of notified services by department.	GAD (O&M) has updated the list of all notified services and informed to the Commission vide letter no आर.टी.एस.-2022/प्र.क्र.69 /लो.दि. कक्ष dated 25 जानेवारी, 2023.



3	A computerized system should be set up by the General Administration Department, Information Technology Department and Maha-IT Corporation to compile the information of offline applications and appeals in the prescribed forms "A", "B" and "C".	The matter is under consideration of GAD (O&M), IT Department and MahaIT Corporation.
4	A scheme should be worked out to select and reward the officers who have excelled in the implementation of the Right to Public Service Act.	The IT Department should study and review the online scheme implemented by Karnataka Government.
5	All the Departments should review and notify maximum services and publish them on the website.	Continuous efforts are necessary
6	A policy decision should be taken at the Government level to unlock First and Second Appeals as an one time exception.	Pending
7	All the Divisional Commissioners and District Collectors should regularly review pending First and Second Appeals and take necessary steps to improve the disposal of the Appeals which are not decided within the stipulated period.	Continuous efforts are necessary
8	All District Collectors should review the functioning of “Aaple Sarkar Service Centers”, encourage them and approve new centers in their district as per Information and Technology Department Government Resolution dated १९.०१.२०१८.	Continuous efforts are necessary. The scheme to encourage the Aaple Sarkar Seva Kendra implemented by Collector Washim needs to be replicated in all Districts.
9	All Departments should make continuous efforts to ensure that all the notified services are made available online on “Aaple Sarkar Portal”.	Continuous efforts are necessary. 124 notified services are not available online.

10	As the “Controlling Officers”, the Collector should conduct regular review of the activities of all the Departments and organize Training Classes to train the officers concerned for effective implementation of the Act. As per the G.R of General Administrative Department Dated 12 March 2018.	Accordingly Collectors are conducting review meetings. However, continuous efforts are necessary.
11	All the Divisional Commissioners and District Collectors should review the services with poor response and analyses the reasons behind it and take measures to get more response to these services.	Accordingly All Divisional Commissioners are conducting review meetings. However, continuous efforts are necessary.
12	RTS Commission's Logo and Tagline should be printed on all certificates issued under the Maharashtra Rights to Public Service Act, 2015.	At present the Commission's Logo and Tagline are printed on the certificates designed by MahaIT and issued online.
13	All Collectors should prepare the Calendar of inspections of subordinate offices to verify implementation of MRTPS Act and rules. They should conduct inspections in the prescribe proforma and submit a copy of the inspection to the Commission	The Collectors of Latur, Solapur, Thane, Nashik, Ahmednagar & Nandurbar districts have prepared a program of inspections. CEO, ZP, Solapur & Nagpur have also submitted program to the commission. Other districts should follow.
14	All District Collectors should take measures to create public awareness about the Maharashtra Rights to Public Service Act through Weekly Markets, Banners, camps and Advertisements etc.	Continuous efforts are necessary
15	The Commission has already recommended that the incentive scheme may be on the lines of similar scheme implemented in Karnataka which has been successfully implemented.	Pending
16	It is the policy of the government to provide all the services notified under the Right to	As per the General Administration Department G.R.No संकिर्ण क्र.-

	Public Service Act to the citizens through the single portal. The Department of Information Technology should take appropriate action to integrate the services provided by various portals with “Aaple Sarkar Portal”.	2015/प्र.क्र.123/18 (र. व का.) Dated 28 सप्टेंबर 2015 detail procedure has been described.
17	The General Administration Department should take appropriate action to provide space for Offices and staff for the Divisional Offices of the State Rights to Public Service Commission.	Except Nashik, all other Divisional Offices of RTS have been provided office space.
18	All the Collectors should make available to the Commission the information of the innovative practices implemented in their district for the effective implementation of the MRTPS, Act.	Continuous efforts are necessary. CEO, ZP, Pune has presented to the Commission an exhaustive list of 1,183 services which can be delivered in stipulated time with workflow charts. Commission appreciates their efforts.
19	The Annual Reports and Frequently Asked Questions (FAQs) published on “Aaple Sarkar Portal” should be given wide publicity for the effective implementation of the Act.	Continuous efforts are necessary

#### 6.4 Department Specific Suggestions and Recommendations (2021-22)

Sr. No.	Recommendations	Status
1	<b>Home Department (State Excise)</b>	
	Services with poor response should be reviewed and action should be taken to make maximum services available online.	Pending
2	<b>Agriculture Department</b>	
	1. Services with poor response should be reviewed. Necessary measures should be taken to increase the response to these services. A publicity campaign should be launched to make the citizens aware of these services	Pending
	2. Notification of new services to be provided to the citizens through this department should be reviewed.	Pending

<b>3</b>	<b>Urban Development Department</b>	
	1. Services with poor response should be reviewed. Necessary measures should be taken to increase the response to these services. A publicity campaign should be launched to make the citizens aware of these services.	Pending
	2. Urban Development Department should ensure that all services notified by the Department must be integrated with Aaple Sarkar Portal.	Pending
	3. There is a very good response from the citizens to the services of the Corporations. However, these services are available on separate portals of the Corporations. An action to integrate these portals with “Aaple Sarkar Portal” should be undertaken.	Pending
<b>4</b>	<b>Tourism Department</b>	
	Services with poor response should be reviewed. Necessary measures should be taken to increase the response to these services. A publicity campaign should be launched to make the citizens aware of these services.	Pending
<b>5</b>	<b>MahaIT Corporation</b>	
	1. The Commission has already recommended that the incentive scheme may be on the lines of similar scheme implemented in Karnataka which has been successively implemented.	Pending
	2. The revised proposal for compiling offline application information should be finalized in consultation with the General Administration Department.	Pending
	3. It has been pointed out that 124 of the notified services of all the departments have not been integrated with “Aaple Sarkar Portal”. In this regard, immediate action should be taken for the integration of these services by contacting the concerned department.	Pending

	4. The Commission receives various complaints from the Collectorates regarding RTS Dashboard. Necessary corrections should be made to the dashboard to resolve these complaint expeditiously. The RTS dashboard must be made user friendly.	Pending
<b>6</b>	<b>Revenue Department</b>	
	Online 7/12 and ePeek Pahani App has been launched on Mahabhulekh Portal by Revenue Department. The MahaIT Corporation should take necessary action to integrate the information of Mahabhulekh portal with “Aaple Sarkar Portal”. Appropriate action should be taken to include these data on “Aaple Sarkar Portal”.	Pending

**Note :** In the status column the word “Pending” has been used when compliance report has not been received by the Commission.

## 6.5 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 Representatives, 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-bound programme 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 of all notified services with Aaple Sarkar portal and mobile application is very essential. During last review meeting Commission had observed that 124 services were not integrated with Aaple Sarkar Portal. This integration is a must.

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 35,488 Aaple Sarkar Seva Kendras in the State. All notified services are available there. This number needs to be increased. Inactive centres should be activated.
7. 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 implementation of Right to Public Services Act 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 visits 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 Designated Officer 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 and CEO, Zilla Parishad.
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. 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. 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”.
18. 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.
19. 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” etc. to be integrated 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.
20. Significant finding of the Commission is that during the year 2021-22, time bound delivery of services was 92% and only in 8% cases there was delay in providing services. Thus it is observed that during 2021-22 there is significant improvement in time-bound delivery of services.
21. 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.
22. It is essential that all notified services must be available online. However, it is observed that while 511 services are notified only 387 services are available online as on 31.03.2022. This gap between number of services notified and number of services available online on Aaple Sarkar Portal has to be filled immediately. Necessary action

must be taken to ensure that every notified services is available online on Aaple Sarkar Portal.

23. Although there are 35,488 Aaple Sarkar Centres which provide services, it is observed that 18,388 number of centres are active and 17,100 number of centres are not active as on 31.03.2022. It is a matter of concern that the 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, Washim and Wardha may be replicated to help to make these centres financially viable.

## **6.6 . 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. 387 Public Services are provided online.
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 all Secretaries, Divisional Commissioners, Collectors and Chief Executive Officer of Zilla Parishad for effective monitoring.
5. Use of Digital signatures by the Designated Officer. This system has excellent speed and security.
6. 35,488 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 portals with Aaple Sarkar Portal.

10. Evaluation and ranking of departments on the basis of response to their online services.
11. Organized National Conference at Nagpur in December 2019 in which 22 States participated and shared 'Best Practices' in delivery of public services and recommended to way forward.

All the above initiatives have helped to achieve the objective of providing transparent, effective and time-bound delivery of public services. During 2021-22, 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, 73, 58,011 online applications for public services were received and disposed. Only 97,359 applications were rejected. It is seen that the rejection ratio is negligible - less than one percent.

## **6.7 Success Stories**

The Commission has noted excellent innovative practices under taken in several districts which can significantly improve delivery of Public Services. Some of these initiatives are as follows:-

### **1. Process Mapping By Zilla Parishad Pune**

A Process Mapping of 1183 activities was conducted by Zilla Parishad, Pune to streamline the administrative work by removing inconsistencies in the procedures under various Departments. The said process mapping helped to make Zilla Parishad administration more dynamic, transparent. Process Mapping enabled delegation of power.

A total of 1,183 services have been identified which are being provided by various departments of Zilla Parishad for process mapping. A system was designed to eliminate duplication of work and obtaining fool proof proposals to process which could minimize the time to deliver a service.

The identification of 1183 activities/services and their process mapping is an excellent innovative practice under taken by CEO Zilla Parishad, Pune, Shri Ayush Prasad. The Commission appreciates and recommends that this innovative practice deserves to be replicated by all Zilla Parishads with appropriate modifications.

### **2. Wardha District-90 new services**

Wardha District Collector Smt. Prerana Deshbratar has notified additional 90 services of revenue department on 28/09/2021. The said services are being made available online through MahaIT Corporation. A total of 110 services are being provided to the citizens by the Revenue Department of Wardha district and its subordinate field offices. This needs to be examined and replicated in the state.

### **3. Settlement Commissioner, Land Records**

#### **3.1 e-Hakk (Public Data Entry System)**

Under guidance and supervision of Shri N.K Sudhanshu (IAS), Settlement Commissioner and Director of Land Records (Revenue Department), the Department has been computerizing and digitizing Land Records in the state and is striving for making Land Records available online. A step forward in this direction is providing for Public Data Entry (PDE) facility for the citizens for filling applications of mutations in the Land records. The PDE facility named “e-Hakka” has been started from 24<sup>th</sup> May 2021. A Citizen applying for mutation in the Record of Rights (RoR) can now fill the applications and upload relevant documents from their home or from any internet café or kiosk. One need not go to the office for filling and application. The filled in application goes to the concerned authority, and it is processed as per rule.

The categories of mutations on the RoR available in the “e-Hakk” system are as follows:

- i. Mutation by Succession
- ii. Creation of charge
- iii. Removal of charge
- iv. Mutation relating to e-karar (e-agreements)
- v. Removal of names of the dead from RoR
- vi. Removal of the name of head of HUF
- vii. Removal of the name of Trustee
- viii. Removal of any error in the RoR

#### **3.2 Digital Delivery of authentic RoR**

The digitisation of RoRs-(record of rights) (7/12-Khasara details, 8A-Khata details, 6-Mutation entry details, Property Card) has enabled the state to make these documents available online. These documents are also made available online freely for viewing purpose on the website <https://bhulekh.mahabhumii.gov.in/>

#### **Achievements:**

- i. The web portal is extensively used by public to download the authenticated digital copies of various RoR documents.
- ii. There are over 10.5 lakh accounts working on the web portal since its launch.
- iii. Following huge number of services are provided during the year 2021-22.
  - 7/12(land parcel info) - 1,22,00,879
  - 8a (land holder info sheet) - 37,88,072
  - 6 (mutation entry register) - 3,23,041
  - Property Card - 8,50,046

- iv. This portal saves labour, money and time of the citizens as well as that of the Village Revenue Officer (Talathi). The ease of getting authenticated documents related to land has cleared the confusion and fear from the minds of citizens.

These innovative and IT based facilities are of immense importance and Commission appreciates them. However, their integration with Aaple Sarkar portal is a must.

**(Source- Settlement Commissioner)**

#### **4. Activities of Department of Registration and Stamps:-**

Department of Registration and Stamps, under guidance of Shri Shravan Hardikar (IAS) (IGR&CS) has started online registrations of tenancy agreements for landlords and tenants. There is no need to visit office of sub-registrar for these registrations. Necessary amendments have been made in the Registration Act for this purpose. The department has developed an online e-registration system for First Sale Agreement, Leave and License document, MHADA allotment letter, MIDC lease agreement, and CIDCO lease agreement between a builder and a buyer. E-Registration Self Help Portal was also developed as part of this. This enables builders to create their own templates in the system, verify records online and create documents, execute documents and register online.

Department has also future plans to make it more transparent, user friendly and IT based. However, these services must be available on the “Aaple Sarkar” portal. The Commission appreciates these efforts of the Departments.

**(Source :- IGR)**

## 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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2015;

(१)

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;

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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

(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 stipulated time limit to be notified.

(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.

**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:

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 sub-section (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 consists 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 :—

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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.	<b>22.</b> 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.	<b>23.</b> 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.	<b>24.</b> 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.	<b>25.</b> 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.	<b>26.</b> 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.	<b>27.</b> 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.	<b>28.</b> (1) The Government may, subject to the condition of previous publication, by notification in the <i>Official Gazette</i> , 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 <i>Official Gazette</i> , the rule shall, from the date of publication of a notification in the <i>Official Gazette</i> , 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.	<b>29.</b> (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 <i>Official Gazette</i> , 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 it's office and also on it's 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 /लो.दि.कक्ष**

दि. 31/03/2022 अखेर पर्यंत महाराष्ट्र लोकसेवा हक्क अधिनियम, 2015 अनुसार अधिसूचित केलेल्या लोकसेवांची यादी.

अ.क्र.	विभाग	एकूण लोकसेवा
1	गृह विभाग	90
	गृह - 18	
	गृह (बंदरे) - 07	
	गृह (राज्य उत्पादन शुल्क) - 51	
	परिवहन - 14	
2	महसूल व वन विभाग	68
	महसूल - 20	
	भूमि अभिलेख - 20	
	नौदणी व मुद्रांक शुल्क - 15	
	वने - 13	
3	कृषि, पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय	45
	कृषि - 25	
	पशुसंवर्धन - 20	
4	नगर विकास	52
5	विधी व न्याय	04
6	ग्रामविकास	07
7	मृद व जलसंधारण	08
8	अन्न, नागरी पुरवठा	16
9	गृहनिर्माण	21
10	महिला व बालविकास	08
11	अल्पसंख्यांक विकास	01
12	उद्योग, ऊर्जा व कामगार	80
	उद्योग - 25	
	कामगार - 41	
	ऊर्जा - 14	
13	वित्त	04
14	जलसंपदा	10
15	सहकार, पणन व वस्तोद्योग	09
16	पाणी पुरवठा व स्वच्छता	04
17	सार्वजनिक आरोग्य विभाग	06
18	सामाजिक न्याय व विशेष सहाय्य विभाग	12
19	आदिवासी विकास विभाग	02
20	शालेय शिक्षण व क्रीडा	12
21	वैद्यकीय शिक्षण व औषधी द्रव्ये	05
22	पर्यटन व सांस्कृतिक कार्य	20
23	उच्च व तंत्रशिक्षण विभाग	10
24	पर्यावरण	07
25	सार्वजनिक बांधकाम	02
26	सामान्य प्रशासन विभाग	05
27	नियोजन विभाग	02
28	इतर मागासवर्ग, सामाजिक व शैक्षणिक मागास प्रवर्ग, विमुक्त जाती, भटक्या जमाती आणि विशेष मागासवर्ग कल्याण विभाग	01
<b>एकूण</b>		<b>511</b>



महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५ अनुसार अधिसूचित केलेल्या लोकसेवांची यादी

अ.क्र.	विभाग व सेवांची नांवे
	<b>गृह विभाग ( एकूण १० सेवा )</b>
	<b>गृह (१८ सेवा )</b> ( अधिसूचना क्र.एचडीओ-२०१५/प्र.क्र.३७/आस्था-१, १८ जुलै,२०२०.)
१.	विदेशी कलाकारांच्या सहभागास परवानगी
२.	तक्रारदारास प्रथम खबरी अहवालाची (एफ.आय.आर.) प्रत पुरविणे
३.	ध्वनिक्षेपकाचा (लाऊडस्पीकर) परवाना
४.	मनोरंजनाचे कार्यक्रमांना ना-हरकत परवाना देणे
५.	सभा, संमेलन, मिरवणूक, शोभायात्रा इ. करिता परवानगी देणे
६.	निमशासकीय, खाजगी संस्था इ. मध्ये नोकरीकरिता वर्तणूक व चारित्र्य पडताळणी प्रमाणपत्र
७.	शस्त्र परवान्यासाठी ना-हरकत प्रमाणपत्र
८.	भारतीय नागरिकांना परदेशात जाण्यासाठी पोलीस अनुमती प्रमाणपत्र. शिक्षणासाठी / नोकरीसाठी प्रवेशपत्र (व्हीसा)
९.	तिबेटीयन नागरिकांना भारत देशात परत येण्यासाठी ना-हरकत प्रमाणपत्र
१०.	नियंत्रित स्फोट (Controlled Blasting) करिता ना-हरकत प्रमाणपत्र अ) मैत्री कक्षाकडे प्राप्त झालेले अर्ज ब) संबंधित विभागाकडे प्राप्त झालेला अर्ज
११.	इंधन तेल (Storage of Fuel oil) साठवणूक करिता ना-हरकत प्रमाणपत्र अ) मैत्री कक्षाकडे प्राप्त झालेले अर्ज ब) संबंधित विभागाकडे प्राप्त झालेला अर्ज
	(अधिसूचना क्र.एमआयएस-१२२०/प्र.क्र.१३२/विशा-५, दिनांक ३० डिसेंबर, २०२०.)
१२.	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, १९६६ नियम-६ (सिनेमागृह स्थाननिश्चिती)
१३.	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, १९६६ नियम-१०१ ( सिनेमागृह परवाना )
१४.	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, १९६६ नियम-१०५ ( चित्रपटगृह परवाना नुतनीकरण )
१५.	चित्रीकरण परवाना
	(अधिसूचना क्र.एमआयएस-१२२०/प्र.क्र.१३२/विशा-५, दिनांक २९ जानेवारी, २०२१.)
१६.	महाराष्ट्र पोलीस अधिनियम, १९५१ कलम ३३ (१) (ब) (एक) आणि (१) (बक) (एक) मधील तरतूदीनुसार सार्वजनिक मनोरंजनाच्या जागांकरिता (सिनेमा व्यतिरिक्त) आणि तमाशा व मेळ्यासह सार्वजनिक व मनोरंजन कार्यक्रमांना परवाना देणे व त्यावर नियंत्रण ठेवणे.
१७.	महाराष्ट्र पोलीस अधिनियम, १९५१ कलम ३३ (१) (ब) (एक) आणि (१) (बक) (एक) मधील तरतूदीनुसार सार्वजनिक मनोरंजनाच्या जागांकरिता (सिनेमा व्यतिरिक्त) आणि तमाशा व मेळ्यासह सार्वजनिक व मनोरंजन कार्यक्रमांना देण्यात आलेल्या परवान्यांचे नुतनीकरण करणे.
१८.	सिनेमेटॉग्राफ अधिनियम, १९५२ कलम १०,११ आणि १२ मधील तरतूदीनुसार चलचित्रे किंवा चित्रमालिका दाखविण्यासाठी वापरण्यात येणाऱ्या कोणत्याही उपकरणसंचाच्या सहाय्याने चलचित्रपट प्रदर्शित करावयाच्या जागांना परवाना देणे.
	<b>गृह (बंदरे)- मेरिटार्डम बोर्ड ( ०७ सेवा )</b> ( अधिसूचना क्र संकीर्ण-०८१६/प्र.क्र.१७०/बंदरे-१, ७ नोव्हेंबर, २०१६.
१.	जलयान सर्वेक्षण (इनलॅंड व्हेसल अॅक्ट, १९१७ च्या कलम ९ अंतर्गत)

2.	जलयान नोंदणी (इनलॅंड व्हेसल ॲक्ट, 1917 च्या कलम 19 फ अंतर्गत)
3.	नवीन प्रवासी वाहतूक अनुज्ञप्ती वा नूतनीकरण (भारतीय बंदरे अधिनियम, 1908 कलम 6 (के) अन्वये व पॅसेंजर व्हेसल रूल्स, 1963 च्या कलम 3 अंतर्गत)
4.	बंदर हद्दीतील छायाचित्रण करण्यासाठी परवाना (भारतीय बंदरे अधिनियम, 1908 कलम 6 (1) जे अन्वये)
5.	लांब अंतराच्या खाडी समुद्रात पोहण्याची परवानगी (महाराष्ट्र सागरी मंडळ अधिनियम, 1996 च्या अधीन राहून)
6.	जल आलेखन सर्वेक्षण नकाशा विक्री
7.	भरती-ओहोटी पुस्तिका विक्री
	<b>गृह (राज्य उत्पादन शुल्क) ( 51 सेवा )</b> (अधिसूचना क्र.एमआयएस-1017/प्र.क्र.229/राउशु-2, 28 डिसेंबर, 2020.)
1.	<b>एफएल-1 मंजूर करणे</b> मुंबई विदेशी मद्य नियम 1953 अंतर्गत भारतीय सीमा शुल्क हद्दीतून पेय विदेशी मद्य बाहेर काढणे व भारतीय बनावटीचे पेय मद्य विक्री करण्यासाठी व्यापार आणि आयात अनुज्ञप्ती
2.	<b>एफएल/डब्ल्यु-1 मंजूर करणे</b> मुंबई विदेशी मद्य नियम 1953 अंतर्गत भारतीय सीमा शुल्क हद्दीतून वाईन बाहेर काढणे
3.	<b>एफएल/डब्ल्यु-2 मंजूर करणे</b> मुंबई विदेशी मद्य नियम 1953 अंतर्गत वाईनच्या सीलबंद विक्रीकरिता अनुज्ञप्ती
4.	<b>एफएल/बीआर-2 मंजूर करणे</b> मुंबई विदेशी मद्य नियम 1953 अंतर्गत बीआर किंवा वाईन किंवा दोन्हीची सीलबंद स्वरूपात विक्रीकरिता अनुज्ञप्ती
5.	<b>एफएल-3 मंजूर करणे</b> मुंबई विदेशी मद्य नियम 1953 अंतर्गत भारतीय बनावटीचे विदेशी मद्याची व परदेशातून आयात केलेल्या पेय मद्याची हॉटेल आस्थापनेवर विक्री करण्यासाठी अनुज्ञप्ती
6.	<b>एफएल-4 मंजूर करणे</b> मुंबई विदेशी मद्य नियम 1953 अंतर्गत भारतीय बनावटीचे विदेशी मद्याची व परदेशातून आयात केलेल्या पेय मद्याची क्लबच्या आस्थापनेवर विक्री करण्यासाठी अनुज्ञप्ती
7.	<b>फॉर्म-ई मंजूर करणे</b> विशेष परवाना आणि अनुज्ञप्ती नियम 1952 अंतर्गत सौम्य मद्य किंवा वाईन अथवा दोन्हीही यांची खुली आणि सीलबंद स्वरूपात हॉटेल / कॅन्टीन / क्लब च्या आस्थापनेवर विक्री करण्याकरिता अनुज्ञप्ती
8.	<b>ई-2 मंजूर करणे</b> विशेष परवाना आणि अनुज्ञप्ती नियम 1952 अंतर्गत वाईनच्या विक्रीकरिता अनुज्ञप्ती
9.	<b>फार्म एम-1 मंजूरी</b> मुंबई मळी नियम 1955 अंतर्गत मळी उत्पादकाने मळी बाळगणे व विक्री करिताची अनुज्ञप्ती मंजूर करणे
10.	<b>फार्म एम-2 अनुज्ञप्ती मंजूरी</b> मुंबई मळी नियम 1955 अंतर्गत मळी उत्पादकाव्यतिरिक्त मळी बाळगणे व वापर करणे करिताची अनुज्ञप्ती
11.	<b>फार्म एम-3 अनुज्ञप्ती मंजूरी</b> मुंबई मळी नियम 1955 अंतर्गत मळी उत्पादकाव्यतिरिक्त मळी बाळगणे व विक्री करणे करिताची अनुज्ञप्ती
12.	<b>फार्म एम-3 ए मंजूर करणे</b> मुंबई मळी नियम 1955 अंतर्गत पशुखाद्याकरिता मळी विकत घेणे, बाळगणे व वापर करण्या करिताची अनुज्ञप्ती

13.	<b>फॉर्म एमएफ-1, मंजूर करणे</b> मुंबई मोहा फुले नियम 1950 अंतर्गत मोहा फुले बाळगण्याकरिताची अनुज्ञप्ती
14.	<b>आरएस-2 मंजूर करणे</b> औद्योगिक, शैक्षणिक, औषधी व वैद्यकीय पृथःकरण करण्याकरिता शुध्द मद्यार्काचा वापर करणे, बाळगण्याकरिताची अनुज्ञप्ती
15.	<b>आरएस-6 अनुज्ञप्ती मंजूरी</b> शुध्द मद्यार्काच्या किरकोळ विक्री करण्याकरिताची अनुज्ञप्ती
16.	<b>आरएस-6 ए अनुज्ञप्ती मंजूरी</b> शुध्द मद्यार्काच्या बाटल्या भरण्याकरिताची अनुज्ञप्ती
17.	<b>आरएस-7 अनुज्ञप्ती मंजूरी</b> शुध्द मद्यार्काची बंधित साठवणूक व घाऊक विक्री करण्याकरिताची अनुज्ञप्ती
18.	<b>बीआरएल (मायक्रोब्रुवरी) इरादापत्र व मंजूरी</b> महाराष्ट्र बिअर व वाईन निर्मिती नियम 1966 अंतर्गत रेस्टॉरंटमध्ये बिअर निर्मितीकरिता अनुज्ञप्ती
19.	<b>बीआरएल (वायनरी) इरादापत्र व मंजूरी</b> महाराष्ट्र बिअर व वाईन निर्मिती नियम 1966 अंतर्गत रेस्टॉरंटमध्ये वाईन निर्मितीकरिता अनुज्ञप्ती
20.	<b>सीएल/एफएल/टिओडी-३ मंजूर करणे</b> मुंबई विदेशी मद्य नियम 1953 अंतर्गत एफएल-2 अनुज्ञप्ती धारण करणाऱ्या व्यक्तीस महाराष्ट्र देशी दारु नियम 1973 अंतर्गत देशी मद्याची सीलबंद बाटल्यांचे किरकोळ विक्री करण्याकरिताची अनुज्ञप्ती
21.	उपरोक्त अ.क्र. 1 ते 20 वर नमूद अनुज्ञप्तींचे तसेच एफएल-2 व सीएल-3 अनुज्ञप्तींचे नुतनीकरण
22.	<b>फॉर्म डिएस-1 मंजूर करणे</b> मुंबई विप्रकृत मद्यार्क नियम 1959अन्वये बंधपत्राअंतर्गत भारतामध्ये निर्मित झालेल्या शुध्द मद्यार्कापासून विप्रकृत मद्यार्क तयार करण्याकरिता आणि वखारीतून विप्रकृत मद्यार्क विक्री करण्याकरिताची अनुज्ञप्ती
23.	“एल” फॉर्म नोंदणी
24.	<b>फॉर्म “ के “ नोंदणी प्रमाणपत्र मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, 1963 अंतर्गत महाराष्ट्र राज्या व्यतिरिक्त इतर राज्यातील भारतीय बनावटीचे विदेशी मद्य/बिअर/वाईन उत्पादकांना त्यांच्या ब्रॅन्डची महाराष्ट्रात विक्री करण्याकरिता
25.	राज्यातील मद्यनिर्माणेचे ब्रॅन्ड -लेबल्स मंजूरी
26.	<b>“एल” फॉर्म अंतर्गत परदेशातील आयात मद्याचे ब्रॅन्ड लेबल मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयो व निर्यात) नियम, 1963 अंतर्गत
27.	<b>“के” फॉर्म अंतर्गत परराज्यातील आयात मद्याचे ब्रॅन्ड लेबल मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, 1963 अंतर्गत
28.	<b>अनुज्ञप्तीचे नुतनीकरण</b> फॉर्म-1, डिएस-1
29.	<b>पीएलएल अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र मद्यार्क आसवन व पेय मद्य निर्मिती नियम 1966
30.	<b>बीआरएल (ब्रुवरी) अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र बिअर आणि वाईन निर्मिती नियम, 1966
31.	<b>सीएल-1 अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र देशी दारु नियम, 1973
32.	<b>सीएल-2 अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र देशी दारु नियम, 1973
33.	तात्पुरती एक दिवसीय अनुज्ञप्ती जागेची नोंदणी



34.	<b>फार्म -एफएल-4-ए</b> (विशेष कार्यक्रमाकरिता देण्यात येणारी तात्पुरती अनुज्ञप्ती)
35.	<b>फार्म एम-4 मंजूर करणे</b> मुंबई मळी नियम 1955 अंतर्गत मळी आयात करण्याकरिताची अनुज्ञप्ती
36.	<b>फार्म एम-5 मंजूर करणे</b> मुंबई मळी नियम 1955 अंतर्गत मळी निर्यात करण्याकरिताची अनुज्ञप्ती
37.	<b>सीएल-3 अनुज्ञप्तीचे स्थलांतर</b> (मुंबई शहर व मुंबई उपनगर जिल्हे वगळून) महाराष्ट्र देशी मद्य नियम 1973 अंतर्गत
38.	<b>एफएल-2 अनुज्ञप्तीचे स्थलांतर</b> (मुंबई शहर व मुंबई उपनगर जिल्हे वगळून) मुंबई विदेशी मद्यनियम 1953 अंतर्गत
39.	सीएल-3/एफएल-2 अनुज्ञप्तीचे एका नावावरून दुसऱ्या नावावर वर्ग/हस्तांतरण करणे
40.	सीएल-3/एफएल-2 अनुज्ञप्तीमध्ये भागीदार घेणे/वगळणे
41.	<b>फार्म-एफएल-एक्स-सी</b> मुंबई विदेशी मद्य नियम, 1953 अंतर्गत महाराष्ट्र राज्यात विदेशी मद्य आणि देशी मद्य खरेदी, बाळगणे, वाहतूक आणि पिण्याकरीता वार्षिक अथवा आजीवन परवाना मंजूर करणे.
42.	<b>फार्म-एफएल-एफ</b> मुंबई विदेशी मद्य नियम, 1953 अंतर्गत महाराष्ट्र राज्यात विदेशी मद्य खरेदी, बाळगणे, वाहतूक आणि पिण्याकरीता एक दिवसीय परवाना मंजूर करणे.
43.	<b>फार्म-सीएल-सी</b> मुंबई विदेशी मद्य नियम, 1953 अंतर्गत महाराष्ट्र राज्यात देशी मद्याची खरेदी, बाळगणे, वाहतूक आणि पिण्याकरीता एक दिवसीय परवाना मंजूर करणे
44.	<b>वाहतूक पास मंजूरी</b> फार्म II (बंधित मद्यार्क वाहतूक) मुंबई शुद्ध मद्यार्क (बंधित वाहतूक) नियम, 1951
45.	<b>वाहतूक पास मंजूरी</b> <b>फार्म PL-XI (विदेशी मद्य वाहतूक)</b> महाराष्ट्र मद्यार्क आसवन व पेय मद्य निर्मिती नियम, 1966
46.	<b>वाहतूक पास मंजूरी</b> <b>फार्म BR-IX (बिअर वाहतूक)</b> महाराष्ट्र बियर आणि वाईन निर्मिती नियम, 1966
47.	<b>वाहतूक पास मंजूरी</b> <b>फार्म CL-VI (देशी मद्य निर्मितीसाठी मद्यार्क वाहतूक)</b> महाराष्ट्र देशी मद्य नियम, 1973
48.	<b>वाहतूक पास मंजूरी</b> <b>फार्म CL-XIV (देशी मद्य वाहतूक)</b> महाराष्ट्र देशी मद्य नियम, 1973
49.	<b>आयात परवाना मंजूरी Form B</b> (दत्त शुल्क आयात विदेशी मद्याचा आयात परवाना) महाराष्ट्र विदेशी मद्य (आयात व निर्यात ) नियम 1963
50.	<b>निर्यात परवाना मंजूरी Form B</b> (परदेशातील निर्यातीकरिता) (भारतीय बनावटीच्या विदेशी मद्याच्या बंधपत्राखाली वाहतूक/ बंधपत्राखाली निर्यातीसाठी परवाना) महाराष्ट्र भारतीय बनावटीचे विदेशी मद्य (बंधपत्राखाली वाहतूक आणि निर्यात नियम 1968)
51.	<b>निर्यात परवाना मंजूरी फॉर्म - I</b> (परराज्यातील निर्यातीकरिता) महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम 1963
	<b>परिवहन (14 सेवा)</b> ( अधिसूचना क्र.एमआयएस-०215/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
	<b>महसूल व वन विभाग ( एकूण 68 सेवा )</b>
	<b>महसूल ( २० सेवा )</b> <b>( पत्र क्र.संकिर्ण-2021/प्र.क्र.25/म-6, दिनांक 17 नोव्हेंबर, 2021 नुसार.)</b>
1.	वय,राष्ट्रीयत्व आणि अधिवास प्रमाणपत्र
2.	जातीचे प्रमाणपत्र
3.	उत्पन्न प्रमाणपत्र
4.	नॉन 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 साक्षात्कृत 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.
	<b>भूमि अभिलेख ( 20 सेवा ) पत्र दि. 4 ऑगस्ट, 2016</b>
1.	नक्कल पुरविणे अ) मिळकत पत्रिका
2.	मिळकत पत्रिका मुंबई उपनगर जिल्हा, क्षेत्र पडताळणी करून
3.	टिपण, क्षेत्रबुक, प्रतिबुक शेतपुस्तक जबाब, फाळणी, काटे फाळणी, हि. फॉ नं. 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.	(iv) अति अति तातडी प्रकरणे
9.	(a) मोजणी पूर्ण झाल्यानंतर मोजणी नकाशाची "क" प्रत देणे.
10.	<b>आकारफोड / कजाप तयार करणे.</b> पोटहिस्सा मोजणीनंतर परिपूर्ण प्रकरणांमध्ये आकारफोड मंजूर करणे.
11.	बीन शेती मोजणी प्रकरण निकाली झाल्यानंतर परिपूर्ण प्रकरणामध्ये क. जा. प. तयार करून मंजूर करणे.
12.	<b>फेरफार नोंदी</b> विवादग्रस्त नसल्यास
13.	दुवा तुटलेली असल्यास फेरफाराबाबत निर्णय घेणे.
14.	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 )
15.	विवादग्रस्त असल्यास
16.	मिळकत पत्रिकेची पोटविभागणी करून मिळकत पत्रिका स्वतंत्र करणे याबाबत पोटहिस्सा मोजणी पूर्ण झालेल्या दिवसापासून (अ) जिल्हाधिकारी यांनी आदेशित केलेल्या क्षेत्रात तफावत येत नसल्यास पोटहिस्सा मोजणी झाल्यापासून स्वतंत्र मिळकत पत्रिका तयार करणे.
17.	(ब) 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.
18.	भूसंपादनामध्ये रस्ता, रस्ता सेट बँक, रिजर्वेशन याबाबत शासन / संबंधित प्राधिकारी यांचे नावे स्वतंत्र मिळकत पत्रिका तयार करणे. (अ) ज्या ठिकाणी मूळ नगर भूमापनाच्या क्षेत्रात फरक पडत नाही, अशा बाबतीत सक्षम प्राधिकाऱ्यांचा अंतिम आदेश झाल्यानंतर मिळकत पत्रिका स्वतंत्र तयार करणे.
19.	(ब) हस्तांतरण क्षेत्रात फरक पडत असल्यास सक्षम प्राधिकाऱ्यांच्या फेर अंतिम आदेशानंतर
20.	दुरुस्तीसह अद्ययावत नकाशा तयार करणेबाबत (पोटहिस्सा, सामिलीकरण, भूसंपादन, रस्ता सेट बँक इत्यादिमुळे नकाशात होणारे बदल) सक्षम प्राधिकाऱ्यांना मंजूरीचे अंतिम आदेश दिल्यानंतर.

	<b>नोंदणी व मुद्रांक शुल्क ( 15 सेवा )</b> ( शासन निर्णय.क्र.मलोह -2015/447/प्र.क्र.173/म-1, 14 जुलै, 2015)
1.	दस्त नोंदणी करणे प्रकार 1 - थेट प्राप्त प्रकार 2 - मैत्री कक्षाकडून प्राप्त संदर्भ
२.	संगणीकृत प्रणालीमध्ये नादस्ताच्या 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
15.	दस्ताचे अभिनिर्णय करणे <b>प्रकार-1</b> - मुद्रांक जिल्हाधिकारी यांचेकडे थेट दाखल अर्ज (कागदपत्रांची पूर्तता झालेपासून) (मुंबई शहर व उपनगर जिल्ह्यांकरिता) <b>प्रकार-2</b> - सह जिल्हा निबंधक तथा मुद्रांक जिल्हाधिकारी यांचेकडे थेट दाखल अर्ज (मुंबई शहर व उपनगर जिल्ह्यांव्यतिरिक्त) <b>प्रकार-3</b> - मैत्री कक्षाकडून प्राप्त (कागदपत्रांची पूर्तता झाल्यापासून) (मुंबई शहर व मुंबई उपनगर जिल्ह्यांकरिता) <b>प्रकार-4</b> - मैत्री कक्षाकडून प्राप्त (कागदपत्रांची पूर्तता झाल्यापासून) (मुंबई शहर व मुंबई उपनगर जिल्ह्यांव्यतिरिक्त)
	<b>वने ( 13 सेवा )</b> ( अधिसूचना क्र.एफएसटी - ०२/15/प्र.क्र.85 /फ-4, दिनांक 20 जुलै, 2015)
1.	तेंदुपाने कंत्राटदार/उत्पादक यांची नोंदणी करणे
2.	बांबू पूरविणेशाठी 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 प्राप्तीनंतर वृक्ष अधिकारी यांनी अनुसूचित जमातीच्या भोगवटादारांच्या मालकीच्या वृक्षतोडीसाठी परवानगी देण्याबाबत घेतलेला निर्णय कळविणे.

10.	महाराष्ट्र वृक्षतोड (विनियमन) अधिनियम 1964 नुसार संपूर्ण दस्तऐवजांसह अर्ज प्राप्तीनंतर वृक्ष अधिकारी यांनी बिगर आदिवासी अर्जदारास वृक्षतोडीसाठी परवानगी देण्याबाबत घेतलेला निर्णय कळविणे. ( अधिसूचना क्र.एफएसटी - ०२/१५/प्र.क्र.८५ /फ-४, दिनांक ०३ मार्च, २०१७ )
11.	महाराष्ट्र वन नियम २०१४ मधील तरतूदीस अनुसरून पात्र व्यक्तींना वाहतूक परवाना जारी करणे.
12.	वनेतर जमिनी बाबतचा दाखला मिळविण्याकरिता अर्ज
13.	वनहद्दीपासून अंतरचा दाखला मिळविण्याकरिता अर्ज
	<b>कृषि, पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग ( एकूण ४५ सेवा )</b>
	<b>कृषि, कृषि आयुक्त ( २५ सेवा )</b> ( आयुक्त, कृषि यांची अधिसूचना क्र. कृ.आ/२०१५/प्र.क्र.१४६/लोसेहअ /१, दिनांक १० जुलै, २०१५ )
१.	मृद व जल नमुना तपासणी
२.	लागवड साहित्य आयात करण्यासाठी उत्पादक प्रमाणपत्र देणे.
३.	कृषि वस्तूंच्या निर्यातीसाठी फायटोसॅनिट्री
४.	APEDA च्या GRAPENET प्रणालीद्वारे युरोपियन युनियनला निर्यातीकरण्यासाठी द्राक्षशेत प्रमाणपत्राची नोंदणी आणि / नुतनीकरण (ऑनलाईन)
५.	APEDA च्या MANGONET प्रणालीद्वारे युरोपियन युनियनला निर्यातीकरण्यासाठी आंबाशेत प्रमाणपत्राची नोंदणी आणि / नुतनीकरण (ऑनलाईन)
६.	APEDA च्या ANARNET प्रणालीद्वारे युरोपियन युनियनला निर्यातीकरण्यासाठी अनारशेती प्रमाणपत्राची नोंदणी आणि / नुतनीकरण (ऑनलाईन)
७.	फळझाडांची ग्राफ्ट /रोपे विक्रीसाठी परवाना
८.	बियाणे नमुना चाचणी
९.	खते नमुना चाचणी
१०.	किटकनाशके नमुना चाचणी
११.	किटकनाशके उर्वरित अंश तपासणी
१२.	बियाणे व्यापार सुरु ठेवण्यासाठी परवाना देणे ( राज्यस्तरीय )
१३.	खतेनिर्माता / विक्रेता व्यापार सुरु ठेवण्यासाठी परवाना देणे ( राज्यस्तरीय )
१४.	किटकनाशके निर्माता / विक्रेता व्यापार सुरु
१५.	सूक्ष्मसिंचन संच (ठिबक/तुषर) उत्पादक नोंदणी
१६.	कृषि यांत्रिकीकरण (ऑनलाईन)
	<b>कृषि (विद्यापीठ)</b>
१७.	दुबार पदवी / पदव्युत्तर प्रमाणपत्र
१८.	दुबार पदवी / पदव्युत्तर गुणपत्रक
१९.	दुबार तात्पुरते उत्तीर्ण प्रमाणपत्र
२०.	दुबार कृषि तंत्र पदविका ( दोन वर्षे मराठी माध्यम अभ्यासक्रम प्रमाणपत्र )
२१.	दुबार कृषि तंत्रज्ञान पदविका ( तीन वर्षे अर्ध इंग्रजी माध्यम अभ्यासक्रम ) प्रमाणपत्र
२२.	दुबार कृषि तंत्रज्ञान पदविका ( दोन वर्षे मराठी माध्यम अभ्यासक्रम प्रमाणपत्र ) गुणपत्रक
२३.	दुबार कृषि तंत्रज्ञान पदविका ( तीन वर्षे अर्ध इंग्रजी माध्यम अभ्यासक्रम ) गुणपत्रक
२४.	दुबार माळी प्रशिक्षण प्रमाणपत्र

25.	दुबार स्थलांतर प्रमाणपत्र
	<b>पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग ( पदुम ) ( एकूण 20 सेवा )</b> <b>(पशुसंवर्धन 14 सेवा)</b> <b>(शासन निर्णय क्र. संकीर्ण-2611/प्र.क्र.130/2014/पदुम-17, दिनांक 13 जुलै, 2015)</b>
1.	आरोग्य तपासणी व दाखला देणे
2.	पशुसंवर्धन विभागात कार्यरत असलेल्या अडी उबवणी केंद्र, कुक्कट विकास गट व कुक्कटपालनाचे लाभार्थींना प्रशिक्षण देणे
3.	इच्छुक बेरोजगार तरूण/व्यक्तींना स्वयंरोजगारविषयक प्रशिक्षण देणे
	<b>(शासन निर्णय क्र.संकीर्ण-2611/प्र.क्र.130/पदुम-17, दिनांक 14 ऑगस्ट, 2019)</b>
4.	वध्वत्व निवारण शिबीराचे आयोजन
5.	खच्चीकरण शिबीराचे आयोजन
6.	गर्भधारणा तपासणी शिबीराचे आयोजन
7.	गोचिड गोमाशा निर्मुलन शिबीराचे आयोजन
8.	जंतनाशक औषधोपचार शिबीराचे आयोजन
9.	सांसर्गिक गर्भपात (ब्रुसेलोसीस) रोगप्रतिबंधक लसीकरण
10.	कोबड्यांमधील सालमोनेलोसिस रोग तपासणी
11.	पेट शॉप लायसन्स
12.	डॉग ब्रिडर लायसन्स
13.	वाहतुक प्रमाणपत्र (Transport certificate)
14.	जनावरांची ट्युबर क्युलोसीस (टी.बी.), जोन्स डिसेज (जे.डी.) व सांसर्गिक गर्भपात (ब्रुसेलोसीस) रोगांसाठी तपासणी
	<b>मत्स्यव्यवसाय विभाग (06 सेवा)</b>
15.	मासेमार नौकांचे ऑनलाइन पद्धतीने नोंदणी
16.	मच्छिमार नौकांसाठी ऑनलाइन पद्धतीने मासेमारी परवाना
17.	तारोपोरवाला मत्स्यालयाचे ऑनलाइन तिकीट वितरण
18.	मच्छिमारांसाठी मासेमारी परवाना
19.	मच्छिमार संस्थांची ऑनलाइन पद्धतीने नोंदणी
20.	ऑनलाइन रजिस्ट्रेशन ऑफ अक्काकल्चर पॉंड व फिश सीड सेंटर
	<b>नगरविकास विभाग ( एकूण 52 सेवा )</b>
	<b>नगर विकास - 2 ( सेवा - 15 )</b> <b>( शासन निर्णय क्र.एमसीओ-2015/प्र.क्र.189/ नवि-14, दिनांक 23 जून, 2015 )</b>
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 (महानगरपालिकेकरीता)
15.	अग्निशमन अंतिम ना-हरकत दाखला देणे (महानगरपालिकेकरीता)
	<b>नगर विकास ( 37 सेवा )</b> <b>( शासन निर्णय क्र. संकिर्ण-2015 /प्र.क्र.398/नवि-20, दिनांक 04/09/2017 व दिनांक 26/08/2019.)</b>
1.	नव्याने कर आकारणी
2.	पुनःकर आकारणी
3.	कराचे मागणी पत्र तयार करणे
4.	करमाफी मिळणे
5.	रहिवासी नसलेल्या मालमत्तांना करात सूट मिळणे
6.	स्वयंमुल्यांकन
7.	आक्षेप नोंदविणे
8.	उप विभागामध्ये मालमत्ता विभाजन
9.	मालमत्ता पाडणे व पुनःबांधणी आकारणी
10.	मालकी हक्कात बदल करणे
11.	नळजोडणी आकारामध्ये बदल करणे
12.	तात्पुरते / कायमस्वरूपी नळजोडणी खंडित करणे
13.	पुनःजोडणी करणे
14.	वापरामध्ये बदल करणे
15.	पाणी देयक तयार करणे
16.	प्लंबर परवाना
17.	प्लंबर परवाना नुतनीकरण करणे
18.	थकबाकी नसल्याचा दाखला
19.	नादुरुस्त मीटर तक्रार करणे
20.	अनधिकृत नळ जोडणी तक्रार करणे
21.	पाण्याची दबाव क्षमता तक्रार
22.	पाण्याची गुणवत्ता तक्रार



23.	व्यापार / व्यवसाय / साठा करणेसाठी ना-हरकत प्रमाणपत्र
24.	मंडपासाठी ना-हरकत प्रमाणपत्र देणे
25.	नवीन परवाना मिळणे
26.	परवान्याचे नुतणीकरण
27.	परवाना हस्तांतरण
28.	परवाना दुय्यम प्रत
29.	व्यवसायाचे नाव बदलणे
30.	व्यवसाय बदलणे
31.	परवाना/भागीदाराचे नाव बदलणे
32.	भागीदारांच्या संख्येत बदल (वाढ/कमी)
33.	परवाना रद्द करणे
34.	कालबाह्य परवानासाठी नुतणीकरण सूचना
	<b>शासन निर्णय क्र. संकीर्ण-2019 /प्र.क्र.180/नवि-20, दि.29/01/2021</b>
35.	नवीन जाहिरात आकाशचिन्ह परवाना व नुतनीकरण
36.	नीवन सिनेमा चित्रीकरण व परवाना नुतनीकरण
37.	व्यवसाय परवाना स्वयंनुतनीकरण
	<b>विधी व न्याय विभाग ( एकूण 4 सेवा )</b> <b>( अधिसूचना क्र.ईएसटी-2015/1560/ का.दोन, दिनांक 10 जुलै, 2015 )</b>
1.	राज्य विधिसेवा प्राधिकरणाने द्यावयाचे कायदेविषयक मोफत सहाय्य
2.	महाराष्ट्र सार्वजनिक विश्वस्त व्यवस्था अधिनियमाच्या तरतुदीनुसार सार्वजनिक विश्वस्त व्यवस्थांची नोंदणी (एक) मुंबईमध्ये (दोन) इतर जिल्ह्यांमध्ये
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 02 ऑगस्ट, 2017)
4.	संस्था नोंदणी अधिनियम 1860 च्या कलम-3 अनुसार संस्था नोंदणी करण्याकरीता शासनास अर्ज सादर करणे.
	<b>ग्राम विकास विभाग ( एकूण 07 सेवा )</b> <b>( अधिसूचना क्र.आरटीएस-2018/प्र.क्र.145/आस्था.5, दिनांक 12 फेब्रुवारी, 2019)</b>
1.	जन्म नोंद दाखला
2.	मृत्यू नोंद दाखला
3.	विवाह नोंद दाखला
4.	दारिद्र्य रेषेखालील असल्याचा दाखला
5.	ग्रामपंचायत येणेबाकी नसल्याचा दाखला
6.	नमुना 8 चा उतारा
7.	निराधार असल्याचा दाखला
	<b>मृद व जलसंधारण विभाग (एकूण 08 सेवा)</b> <b>( शासन निर्णय क्र.संकीर्ण-2018/प्र.क्र.49/जल-17, दिनांक 30 ऑक्टोबर, 2018.)</b>

1.	पाणी वापर 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, नगरपरिषद, नगर पंचायत, कटक मंडळे (Cantonment Board) यांना घरगुती पाणी वापर परवाना
7.	महानगरपालिका, खाजगी विकासक, विशेष नगर विकास प्रकल्प यांना घरगुती/औद्योगिक पाणी वापर परवाना देणे
8.	औद्योगिक प्रयोजनासाठी पाणी वापर परवाना देणे.
	<b>अन्न नागरी पुरवठा व ग्राहक संरक्षण विभाग ( एकूण 16 सेवा )</b> <b>( अधिसूचना क्र.संकीर्ण-1014/1306/प्र.क्र.176/नापु-12, दिनांक 14 ऑक्टोबर, 2015 व दि.22 जून, 2016)</b>
1.	नवीन शिधापत्रिका मागणी
2.	i) शिधापत्रिकेतील नावात दुरुस्ती. ii) शिधापत्रिकेत नावे समाविष्ट करणे/नावे वाढविणे. iii) शिधापत्रिकेत नाव कमी करणे. iv) शिधापत्रिकेवरील पत्ता बदल करणे.
3.	i) दुय्यम शिधापत्रिका (खराब/फाटलेली इ.). ii) दुय्यम शिधापत्रिका (गहाळ शिधापत्रिका)
4.	नवीन रास्तभाव दुकानाची मंजूरी
5.	रास्तभाव दुकानाच्या परवान्याचे नुतनीकरण
6.	किरकोळ रॉकेल विक्री परवाने
7.	किरकोळ रॉकेल विक्री परवान्याचे नुतनीकरण
	<b>( अधिसूचना क्र.संकीर्ण-1014/1306/प्र.क्र.176/नापु-12, दिनांक 31 ऑगस्ट, 2016, दि.20 सप्टेंबर, 2016 )</b>
8.	वजन-मापे उत्पादकांना परवाना
9.	वजन-मापे उत्पादकांना परवाना नुतनीकरण
10.	वजन-मापे विक्रत्यांना परवाना
11.	वजन-मापे विक्रत्यांना परवाना नुतनीकरण
12.	वजन-मापे दुरुस्तकांना परवाना
13.	वजन-मापे दुरुस्तक परवाना नुतनीकरण
14.	आवेष्टित वस्तुंचे उत्पादक / आवेष्टक यांची नोंदणी
15.	नामनिर्देशन नोंदणी प्रमाणपत्र
	<b>(अधिसूचना क्र.संकीर्ण-1014/1306/प्र.क्र.176/नापु-12, दिनांक 25 ऑक्टोबर, 2016)</b>
16.	वैधमापन शास्त्र अधिनियम, 2009 अंतर्गत वजन व मापे यांचे मुद्रांकन, पडताळणी व प्रमाणपत्र देणे.
	<b>गृहनिर्माण विभाग ( एकूण 21 सेवा )</b> <b>( पत्र क्र. संकीर्ण-2018/प्र.क्र.227/प्रशा-1, दिनांक 25 नोव्हेंबर, 2021)</b>

	<b>झोपडपट्टी पुनर्वसन प्राधिकरण ( 3 सेवा )</b>
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
	<b>महाराष्ट्र गृहनिर्माण व क्षेत्रविकास प्राधिकरण ( 12 सेवा )</b>
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 भाडे खरेदी हप्ता (एच.पी.एस.भरणा पत्र)
14.	सदनिका/भूखंड/व्यापारी गाळ्यांच्या नस्तीतील कागदपत्रांच्या प्रमाणित प्रती
15.	निवासी सदनिका भाडे तत्वावर देण्यास ना-हरकत प्रमाणपत्र देणे
	<b>मुंबई इमारत दुरुस्ती व पुनर्वसन मंडळ ( 04 सेवा )</b>
16.	निवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
17.	अनिवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
18.	निवासी सदनिका/भूखंड नियमितीकरण
19.	अनिवासी सदनिका/भूखंड नियमितीकरण
	<b>अप्पर जिल्हाधिकारी (अतिक्रमण/निष्कासन) पूर्व/पश्चिम उपनगरे ( 02 सेवा )</b>
20.	परिशिष्ट-2 मध्ये अपात्र ठरलेल्या झोपडीधारकांनी सादर केलेल्या जोडपत्र-3 किंवा जोडपत्र-4 वर निर्णय घेणे
21.	शासन निर्णय दि.16/05/2018 नुसार सुशुल्क पुनर्वसनासाठी झोपडीधारकांनी सादर केलेल्या जोडपत्र 3 -अ किंवा जोडपत्र 4-अ वर निर्णय घेणे.
	<b>महिला व बाल विकास विभाग ( एकूण 08 सेवा)</b> <b>( अधिसूचना क्र.आस्था-2018/प्र.क्र.145/का-16, दि.20 ऑगस्ट, 2019 )</b>
1.	अंगणवाड्यांमध्ये गरोदर महिलांची नाव नोंदणी करणे
2.	06 महिने ते 3 वर्षांपर्यंतच्या मुलांची अंगणवाडीत नोंदणी करणे
3.	03 ते 6 वर्षांपर्यंतच्या मुलांची अंगणवाडीत नोंदणी करणे.
4.	सबला योजनेअंतर्गत किशोरी मुलींचे नोंदणीकरण
5.	किशोरी शक्ती योजनेतर्गत मुलींचे नोंदणीकरण
6.	नोकरी करणाऱ्या महिलांचे वसतिगृह स्थापन करण्यासाठी स्वयंसेवी संघटनांची केंद्र सरकारला शिफारस करणे.
7.	बालसंगोपन संस्था/निरीक्षण गृहे यांमध्ये बालकांना दाखल करून घेणे
8.	पिडित महिलांना आधार गृहात दाखल करून घेणे

	<b>अल्पसंख्याक विकास विभाग ( एकूण 01 सेवा ) ( अधिसूचना क्र.अशैसं 2015/प्र.क्र.199/का-5, दिनांक 23 जुलै, 2015)</b>
1.	भारतीय संविधानाच्या अनुच्छेद 30(1) अनुसार अल्पसंख्याक शैक्षणिक संस्था स्थापन करून चालवित असलेल्या ट्रस्ट/कंपनी/फर्म/सोसायटी यांना धार्मिक/भाषिक अल्पसंख्याक दर्जा प्रदान करणे
	<b>उद्योग,उर्जा व कामगार विभाग ( एकूण 80 सेवा )</b>
	<b>उद्योग ( 25 सेवा ) ( शासन निर्णय.क्र.मलोह-2015/प्र.क्र.77/उद्योग-6, दिनांक 23 जुलै, 2015)</b>
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.	खाजगी माहिती तंत्रज्ञान उद्यानांना इरादापत्र देणे
5.	खाजगी माहिती तंत्रज्ञान घटकांना नोंदणी प्रमाणपत्र देणे
6.	खाजगी जैव तंत्रज्ञान उद्यानांना इरादापत्र देणे.
7.	खाजगी जैव तंत्रज्ञान घटकांना नोंदणी प्रमाणपत्र देणे
8.	इमारत नकाशे मंजूरी, अग्निशमन ना हरकत प्रमाणपत्र, तात्पुरती नळ जोडणी, सांडपाणी निःस्सारण नकाशे
9.	अंतिम अग्निशमन यंत्रणा मंजूरी
10.	इमारत पुर्णत्व प्रमाणपत्र/भोगवटा प्रामाणपत्र
11.	कायम पाणी पुरवठा नळ जोडणी
12.	मुंबई प्रदेश महानगरमधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या कार्यक्षेत्रातील माहिती तंत्रज्ञान उद्योगांना ना हरकत प्रमाणपत्र
13.	मुंबई प्रदेश महानगरमधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या क्षेत्रातील माहिती तंत्रज्ञान कंपन्यांना माहिती तंत्रज्ञान धोरणांतर्गत इरादापत्रे
14.	मुंबई प्रदेश महानगरमधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या क्षेत्रात माहिती तंत्रज्ञान धोरणांतर्गत कंपन्यांची नोंदणी करणे
15.	वाणिज्यिक संस्था व खाजगी पक्ष यांनी काढलेल्या अधिसूचना, सूचना व जाहिराती स्विकारून महाराष्ट्र शासन राजपत्र भाग-२ संकीर्ण सूचना व जाहिराती या राजपत्राच्या भागात प्रसिद्ध करणे व ते त्यांना ऑनलाईन व ईमेलवर उपलब्ध करून देणे
16.	महाराष्ट्र शासन राजपत्र भाग-2- नाव, जन्मतारीख (वय) आणि धर्म बदलण्याच्या जाहीराती संचालनालयाच्या संकेतस्थळावर ऑनलाईन स्विकारून महाराष्ट्र शासन राजपत्र भाग-2-नाव, जन्मतारीख (वय) आणि धर्म बदलण्याच्या जाहीरातीचा विभाग या राजपत्राच्या भागात प्रसिद्ध करणे व ते नागरिकांना ऑनलाईन व ईमेलवर उपलब्ध करून देणे
	<b>(शा.नि.क्र.मलोह-2015/प्र.क्र.77/उद्योग-6, दिनांक 01 जानेवारी, 2021)</b>
17.	ऑनलाईन निविदा प्रकाशन आणि सादरिकरण
18.	करार/वर्क ऑर्डर/लेटर ऑफ इस्टेट यातील लागू आहे ते देय करणे
19.	बयाणा रक्कमेचा भरणा/परतावा/जप्ती यातील जे लागू असेल ते
20.	सामूहिक प्रोत्साहन योजना 2019 अंतर्गत मुद्रांक शुल्क सवलत
21.	सामूहिक प्रोत्साहन योजना 2019 अंतर्गत पात्रता प्रमाणपत्र देणे
22.	सामूहिक प्रोत्साहन योजना 2019 अंतर्गत औद्योगिक प्रोत्साहन अनुदान
23.	अनुदान वाटपाची पध्दती
24.	गुंतवणुकदारांची महाराष्ट्रातील उद्योगांच्या परिस्थितीबाबत उपस्थित केलेल्या प्रश्नांना/सरकारकडून प्रदान

	केलेल्या व्यवसाय सेवा/विशिष्ट प्रश्न अर्जाबाबतच्या प्रश्नांना प्रतिसाद देणे.
25.	सरकारकडून व्यवसाय सेवा मिळविण्यासाठी ऑनलाईन प्राप्त झालेल्या अर्जावरील त्रुटी गुतवणूकदारास कळविणे.
	<b>कामगार ( 41 सेवा )</b>
	<b>औद्योगिक सुरक्षा व आरोग्य संचालनालयामार्फत ( 6 सेवा )</b> ( शासन निर्णय क्र.संकिर्ण-2015 प्र.क्र.12/कामगार-9, दिनांक 18 सप्टेंबर, 2016 )
1.	कारखाने अधिनियम, 1948 व महाराष्ट्र कारखाने नियम, 1963 अंतर्गत नोंदणी व परवाना देणे व परवाना नुतनीकरण करणे. (अति धोकादायक /धोकादायक कारखाने वगळून इतर कारखाने.)
2.	कारखाने अधिनियम, 1948 च्या महाराष्ट्र कारखाने नियम, 1963 अंतर्गत नोंदणी व परवाना देणे. (अति धोकादायक /धोकादायक कारखाने )
3.	कारखाने अधिनियम, 1948 व महाराष्ट्र कारखाने नियम, 1963 अंतर्गत परवाना नुतनीकरण करणे. (अति धोकादायक /धोकादायक कारखाने )
4.	कारखाने अधिनियम, 1948 च्या महाराष्ट्र कारखाने नियम, 1963 अंतर्गत कारखान्याचे नकाशे मंजूर करणे.
5.	कारखाने अधिनियम, 1948 व महाराष्ट्र कारखाने नियम, 1963 परवाना दुरुस्ती करणे. (अति धोकादायक /धोकादायक कारखाने वगळून इतर कारखाने.)
6.	कारखाने अधिनियम, 1948 व महाराष्ट्र कारखाने नियम, 1963 परवाना दुरुस्ती करणे. (अति धोकादायक /धोकादायक कारखाने)
	<b>कामगार आयुक्त कार्यालय ( 13 सेवा )</b> ( शासन निर्णय क्र. संकिर्ण 2015 /प्र.क्र.12/कामगार 9, दिनांक 24 जुलै, 2015 )
1.	महाराष्ट्र दुकाने व आस्थापना (नोकरीचे व सेवाशर्तीचे विनियमन) अधिनियम, 2017 अंतर्गत नोंदणी
2.	कंत्राटी कामगार (नियमन व निर्मुलन) अधिनियम, 1970 अंतर्गत मुख्य मालकाची नोंदणी.
3.	कंत्राटी कामगार (नियमन व निर्मुलन) अधिनियम 1970 अंतर्गत कंत्राटदारास अनुज्ञप्ती देणे.
4.	कंत्राटी कामगार (नियमन व निर्मुलन) अधिनियम, 1970 अंतर्गत कंत्राटदारास अनुज्ञप्तीचे नुतनीकरण करणे.
5.	इमारत व इतर बांधकाम मजूर( कामगारांचे नियमन व शर्ती) अधिनियम, 1996 अंतर्गत आस्थापनांची नोंदणी.
6.	मोटर परिवहन कामगार अधिनियम, 1961 अंतर्गत नोंदणी
7.	बिडी आणि सिगार (नोकरीच्या शर्ती) वर्कस अधिनियम, 1966 अंतर्गत नोंदणी.
	<b>(शासन निर्णय क्र. संकिर्ण-2015/प्र.क्र.39/कामगार-9, दिनांक 28 एप्रिल, 2017 )</b>
8.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत आस्थापनांना नोंदणी प्रमाणपत्र.
9.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत नोंदणी प्रमाणपत्रातील सुधारणा.
10.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत स्थलांतरित कामगारांच्या भर्तीसाठी कंत्राटदारास अनुज्ञप्ती देणे.
11.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत स्थलांतरित कामगारांच्या भर्तीसाठी मध्यस्थी कंत्राटदारास अनुज्ञप्ती देणे.
12.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत स्थलांतरित कामगारांच्या रोजगारासाठी कंत्राटदारास अनुज्ञप्ती देणे.
13.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, 1979 अंतर्गत स्थलांतरित कंत्राटदारास अनुज्ञप्तीचे नुतनीकरण करणे.
	<b>बाष्पके संचालनालय ( कामगार ) ( 22 सेवा )</b>
1.	मालकी हक्काचे हस्तांतरण
2.	प्रमाणपत्राची नक्कल करणे
3.	बाष्पके व मितोपायोजकांची नोंदणी

	१. महाराष्ट्र राज्यात निर्मित २. महाराष्ट्र राज्याबाहेर निर्मित
4.	बाष्पके व मितापायोजकांच्या प्रमाणपत्रांचे नूतनीकरण ( शासन निर्णय क्र.संकिर्ण-2017/प्र.क्र.66/कामगार-9, दिनांक 20 जून, 2017 )
5.	बाष्पके निर्मात्यांना मान्यता
6.	बाष्पके निर्मात्यांच्या मान्यतेचे नूतनीकरण
7.	बाष्पके / मितीपयोजके उभारणीची मान्यता
8.	बाष्पके / मितीपयोजके उभारणीच्या मान्यतेचे नूतनीकरण
9.	मितीपयोजके निर्मात्यांना मान्यता
10.	मितीपयोजके निर्मात्यांच्या मान्यतेचे नूतनीकरण
11.	प्रेशर व्हेसल निर्मात्यांना मान्यता
12.	प्रेशर व्हेसल निर्मात्यांच्या मान्यतेचे नूतनीकरण
13.	प्रेशर पार्ट्स निर्मात्यांना मान्यता
14.	प्रेशर पार्ट्स निर्मात्यांच्या मान्यतेचे नूतनीकरण
15.	हिट एक्सचेंजर निर्मात्यांना मान्यता
16.	हिट एक्सचेंजर निर्मात्यांच्या मान्यतेचे नूतनीकरण
17.	स्मॉल इंडस्ट्रीअल बाष्पके निर्मात्यांना मान्यता
18.	स्मॉल इंडस्ट्रीअल बाष्पके निर्मात्यांच्या मान्यतेचे नूतनीकरण
19.	बाष्पके व मितीपयोजके दुरुस्तीकारांना मान्यता
20.	बाष्पके व मितीपयोजके दुरुस्तीकारांच्या मान्यतेचे नूतनीकरण
21.	पाईप फॅब्रिकेटर म्हणून मान्यता
22.	पाईप फॅब्रिकेटर म्हणून मान्यतेचे नूतनीकरण
	<b>उर्जा ( 14 सेवा )</b> ( अधिसूचना क्र.मुविनि-2017/प्र.क्र.254/ऊर्जा-5, दि.12 डिसेंबर, 2018 )
1.	विद्युत अधिनियम, 2003 (2003 चा 36) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, 2010 मधील विनियम क्र.32 नुसार जनित्र मांडणीचे नकाशे मंजूर करणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)
2.	विद्युत अधिनियम, 2003 (2003 चा 36) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, 2010 मधील विनियम क्र.32 नुसार जनित्र मांडणीचे नकाशे मंजूर करणे व ऊर्जापित करण्यास परवानगी देणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)
3.	बॉम्बे विद्युत शुल्क अधिनियम, 1962 अन्वये ज्या व्यक्ती वीज निर्मिती करू इच्छितात किंवा वीज निर्मिती करणे चालू ठेवू इच्छितात त्यांची नोंदणी करणे. (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर) (जनित्र संच मांडणीचे नोंदण करणे)
4.	विद्युत अधिनियम, 2003 (2003 चा 36) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, 2010 मधील विनियम क्र.43 नुसार उपरी तारमार्गाच्या वीज संचमांडणीचे नकाशे मंजूर करणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)
5.	विद्युत अधिनियम, 2003 (2003 चा 36) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, 2010 मधील विनियम क्र.43 नुसार उपरी तारमार्गाच्या वीज संचमांडणीचे निरीक्षण करणे व ऊर्जापित करण्यास परवानगी देणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)
6.	महाराष्ट्र उद्वाहन अधिनियम, 1939 (1939 चा 10) अन्वये उद्वाहन उभारणीस परवानगी देणे

7.	महाराष्ट्र उद्वाहन अधिनियम, 1939 (1939 चा 10) अन्वये उद्वाहन चालू आणि निरीक्षण करण्याची अनुज्ञप्ती देणे ( अधिसूचना क्र.मुविनि-2016/प्र.क्र.70/ऊर्जा-5, दि.11जुलै, 2016 )
8.	बांधकामासाठी विद्युत भार मंजूरी (विहित नमुन्यातील परिपूर्ण अर्ज व आवश्यक आकारांचा भरणे केल्यानंतर)
9.	उद्योगासाठी विद्युत भार मंजूरी (विहित नमुन्यातील परिपूर्ण अर्ज व आवश्यक आकारांचा भरणे केल्यानंतर)
10.	Line Charging permission at MSETCL
11.	विद्युत शुल्क माफी प्रकरणांना मंजूरी
12.	डीजी सेट आराखडा मंजूरी
13.	डीजी सेट चार्ज परवानगी विद्युत शुल्क माफी प्रकरणांना मंजूरी
14.	डीजी सेट नोंदणीकरण
	<b>वित्त विभाग ( एकूण 04 सेवा )</b> ( अधिसूचना क्र.एमआरपीएस/एएमडी/928/प्रशा-11, दि.15 मार्च, 2019)
1.	महाराष्ट्र मूल्यवर्धित कर कायदा, 2002, केंद्रिय विक्रीकर कायदा, 1956 आणि महाराष्ट्र राज्य व्यवसाय, व्यापार, आजीविका व नोकऱ्या यांवरील कर कायदा, 1975 अंतर्गत ई-नोंदणी
2.	केंद्रिय विक्री कर कायद्यांतर्गत ई-केंद्रिय विक्रीकर वैधानिक नमुने
3.	महाराष्ट्र मूल्यवर्धित कर कायदा, 2002, केंद्रिय विक्रीकर कायदा, 1956 आणि महाराष्ट्र राज्य व्यवसाय, व्यापार, आजीविका व नोकऱ्या यांवरील कर कायदा, 1975 अंतर्गत ई-विवरणे
4.	मूल्यवर्धित कर कायदा, 2002, केंद्रिय विक्रीकर कायदा, 1956 आणि महाराष्ट्र राज्य व्यवसाय, व्यापार, आजीविका व नोकऱ्या यांवरील कर कायदा, 1975 अंतर्गत ई-करभरणा
	<b>जलसंपदा विभाग ( एकूण 10 सेवा )</b> ( शासन निर्णय क्र.संकीर्ण-2015/प्र.क्र. 480/सिंव्य (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, नगरपंचायत, कटक मंडळे (Cantonment Board) यांना घरगुती पाणी वापर परवाना देणे.
7.	महानगरपालिका, खाजगी विकासक, विशेष नगर विकासक, प्रकल्प यांना घरगुती/ औद्योगिक पाणी वापर परवाना देणे.
8.	औद्योगिक प्रयोजनासाठी पाणी वापर परवाना देणे.
9.	नदी व जलाशय पासून अंतराचा दाखला देणे.
10.	उपसा सिंचन परवानगी देणे.
	<b>सहकार, पणन व वस्त्रोद्योग विभाग ( एकूण 09 सेवा )</b>
	<b>सहकार उप विभाग ( 05 सेवा )</b> ( शासन निर्णय 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
	<b>रेशीम उप विभाग ( 04 सेवा )</b> ( शासन निर्णय क्र.संकीर्ण-2019/प्र.क्र.80/रेशीम कक्ष, दिनांक 05 डिसेंबर, 2019.)
6.	रेशीम शेतकऱ्यांची नोंदणी करणे
7.	चॉकी सेंटर धारकांची नोंदणी करणे
8.	रिलर्सची नोंदणी करणे
9.	रेशीम शेतकरी/लाभार्थी यांना तांत्रिक सेवा उपलब्ध करून देणे.
	<b>पाणी, पुरवठा व स्वच्छता विभाग ( एकूण 04 सेवा )</b> ( अधिसूचना क्र.मजीप्रा/सस/तांशा-1/2015/आ.1, दिनांक 29 सप्टेंबर, 2015)
	<b>महाराष्ट्र जीवन प्राधिकरण (02 सेवा )</b>
1.	महाराष्ट्र जीवन प्राधिकरणामार्फत चालविण्यात येत असलेल्या पाणीपुरवठा केंद्रांतर्गत ग्राहकांना नळ जोडणी देणे
2.	पाणी बीलासंबंधी तक्रारीचे निवारण करणे
	<b>भूजल सर्वेक्षण आणि विकास यंत्रणा ( 02 सेवा )</b>
3.	विंढन विहिर /विहीर स्थळ सर्वेक्षण (भूजलीय आणि भूमौतिक)
4.	पाणी नमुन्यांचे रासायनिक व जैविक पृथःकरण
	<b>सार्वजनिक आरोग्य विभाग ( एकूण 06 सेवा )</b> ( अधिसूचना. क्र.संकीर्ण-2017/प्र.क्र.66/सम 2, दिनांक 4 जानेवारी, 2018 )
1.	जननी सुरक्षा योजना
2.	जननी शिशु सुरक्षा योजना
3.	शुश्रूषागृह नोंदणी (महाराष्ट्र नर्सिंग होम ॲक्ट-1949 कलम 3)
4.	1) जनुकीय समुपदेशन केंद्र 2) जनुकीय प्रयोगशाळा 3) जनुकीय दवाखाना 4) अल्ट्रासाउंड दवाखाना व इमेजिंग सेंटर या सेवांची पि.सी.पी.एन.डी.टी. ॲक्ट 1994, कलम 18 अंतर्गत नोंदणी
5.	मानवी अवयव प्रत्यारोपन कायदा 1994, खंड 15 अंतर्गत रुग्णालयाची नोंदणी/पुनर्नोंदणी
6.	महात्मा ज्योतिबा फुले जन आरोग्य योजना, अंतर्गत उपचारांसाठी 1) नोंदणी 2) ई-प्रिऑथो राझेसन 3) आपत्कालीन परिस्थितीतील उपचारासाठी दूरध्वनीद्वारे नोंदणी
	<b>सामाजिक न्याय व विशेष सहाय्य विभाग ( एकूण 12 सेवा )</b> ( शासन निर्णय क्र.संकीर्ण-2015/प्र.क्र.53/समन्वय, दिनांक 24 नोव्हेंबर, 2015)
1.	शासकीय वसतिगृह प्रवेश
	अ) मॅट्रिक पूर्व वसतिगृह प्रवेश
	ब) उच्च माध्यमिक वसतिगृह प्रवेश
	क) व्यवसायिक वसतिगृह प्रवेश
	ड) अव्यवसायिक वसतिगृह प्रवेश
2.	निवासी शाळा प्रवेश
3.	परदेशी शिष्यवृत्ती
4.	देशांतर्गत शिष्यवृत्ती
5.	ज्येष्ठ नागरिकांना ओळखपत्र देणे
6.	संजय गांधी निराधार योजना/श्रावणबाळ पेन्शन योजनेंतर्गत 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.
	(शासन निर्णय क्र.संकीर्ण-2016/प्र.क्र.68/समन्वय, दिनांक 28 सप्टेंबर, 2016)
10.	अपंगांच्या अनुदानित विशेष शाळा/ कर्मशाळा / मातेमंद बालगृह / तसेच अपंग क्षेत्रात कार्य करण्यासाठी देण्यात आलेल्या नोंदणी प्रमाणपत्राचे नुतनीकरण करणे.
	(शासन निर्णय क्र.संकीर्ण-2017/प्र.क्र.144/समन्वय, दिनांक 23 ऑगस्ट, 2018)
11.	अपंगांच्या अनुदानित शाळा / कर्मशाळेतील रिक्त पदे 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.
	<b>आदिवासी विकास विभाग ( एकूण 02 सेवा )</b> <b>( अधिसूचना क्र.आवि-2015/प्र.क्र.3/का-16, दिनांक 31 डिसेंबर, 2015)</b>
1.	आदिवासी मुलांमुलींकरीता शासकीय वसतिगृहात मोफत प्रवेश देणे.
2.	पंडीत दीनदयाळ उपाध्याय स्वयंसेवा योजनेतगत उच्च शिक्षण घेणाऱ्या शासकीय वस्तीगृहांमध्ये प्रवेश न मिळालेल्या अनुसूचित जमातीतील विद्यार्थ्यांना अन्न, राहण्याची व्यवस्था, निर्वाह आणि शैक्षणिक साहित्यासाठी आर्थिक सहाय्य.
	<b>शालेय शिक्षण व क्रीडा विभाग ( एकूण 12 सेवा )</b> <b>( अधिसूचना क्र.संकीर्ण-2015/(55/15)/समन्वय कक्ष, दिनांक 4 एप्रिल, 2016.)</b>
1.	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा द्वितीय गुणपत्रक व प्रमाणपत्र
2.	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा प्रोव्हिजनल प्रमाणपत्र
3.	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा गुणपडताळणी
4.	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा निकालानंतर उत्तरपत्रिकेची छायांकित प्रत प्राप्त करणे.
5.	खाजगी उमेदवार परीक्षेसाठी प्रवेश होणे.
6.	शासकीय वाणिज्य प्रमाणपत्र परीक्षेसाठी संस्थांना परीक्षा परिषदेची संलग्नता देणे.
7.	वाणिज्य प्रमाणपत्र परीक्षा प्रमाणपत्र दुरुस्ती
8.	वाणिज्य प्रमाणपत्र परीक्षा प्रमाणपत्राची द्वितीय प्रत
9.	डी.एड गुणपत्रक प्रमाणपत्राची द्वितीय प्रत
10.	इयत्ता 10वी व 12वी परीक्षेस प्रवेश 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 प्रवेश / सहभाग प्रमाणपत्र देण्याबाबत.
	<b>वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग ( एकूण 05 सेवा )</b> <b>( अधिसूचना क्र.संकीर्ण-0615/प्र.क्र.59/अधिनियम, दिनांक 27 जुलै, 2015 )</b>
	<b>वैद्यकीय शिक्षण व संशोधन संचालनालय व त्याखालील शासकीय वैद्यकीय महाविद्यालये व रुग्णालये यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या लोकसेवा)</b>
1.	विकलांगता प्रमाणपत्र देणे
	<b>अन्न व औषध प्रशासन आयुक्तालय, मुंबई यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा</b>
2.	अन्न व्यवसायांची अन्न सुरक्षा व मानके अधिनियम, 2006 व त्याखालील नियम यांच्या अनुसार नोंदणी करणे.
3.	अन्न व्यवसायांना अन्न सुरक्षा व मानके अधिनियम, 2006 व त्याखालील नियम यांच्या अनुसार वस्तुनिर्माण व विक्री यासाठी अनुज्ञप्ती देणे.
4.	औषध व सौंदर्य प्रसाधने अधिनियम, 1940 व त्याखालील नियम यांच्या अनुसार फुटकळ विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.

5.	औषध व सौंदर्य प्रसाधने अधिनियम, 1940 व त्याखालील नियम यांच्या अनुसार घाऊक विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.
	<b>पर्यटन व सांस्कृतिक कार्य विभाग ( एकूण 20 सेवा )</b> <b>( अधिसूचना क्र.संकीर्ण-2014/प्र.क्र.216/आस्थापना, दिनांक 4 सप्टेंबर, 2015 )</b>
	<b>संचालक, पुराभिलेख संचालनालय,मुंबई ( 07 सेवा )</b>
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 अभिलेखांची 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.
	<b>पु.ल.देशपांडे महाराष्ट्र कला अकादमी, प्रभादेवी,मुंबई.( 02 सेवा )</b>
8.	सामाजिक व सांस्कृतिक कार्यक्रम/उपक्रमांसाठी कार्यक्रमांची रविंद्र नाट्य मंदिर (ऑडिटोरियम)/मिनी (ऑडिटोरियम)/तालीम दालनाचे आरक्षण
9.	ऑडिटोरियम व तालीम दालने आरक्षणाकरिता घेतलेल्या अनामत रकमेचा परतावा
	<b>रंगभूमी प्रयोग निरीक्षण मंडळ, मुंबई ( 02 सेवा )</b>
10.	ऑर्किस्ट्रा, तमाशा, मेळा, नाटक आयोजित करण्यासाठी प्रमाणपत्र देणे तसेच सार्वजनिक ठिकाणी होणाऱ्या एक दिवसाच्या कार्यक्रमांना ना-हरकत प्रमाणपत्र देणे
11.	सर्व भाषेतील प्रायोगिक/व्यवसायिक नाट्य संहितांना प्रमाणपत्र देणे
	<b>सांस्कृतिक कार्य संचालनालय, मुंबई (03 सेवा )</b>
12.	कलाकार प्रमाणपत्र:-महाराष्ट्र गृहनिर्माण महामंडळाकडून कलाकारांसाठी राखीव असलेल्या कोट्यातून सदनिका मंजूर झालेल्या पात्र कलाकारांना “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
	<b>दर्शनिका विभाग, फोर्ट, मुंबई ( 01 सेवा )</b>
15.	गॅझेटियर विभागातर्फे प्रकाशित करण्यात आलेल्या गॅझेटियर ग्रंथाचे ई-बुक (सीडी) उपलब्ध करणे
	<b>महाराष्ट्र पर्यटन विकास महामंडळ, मुंबई.( 05 सेवा )</b> <b>(शासन निर्णय क्र.टीडीएस-2015/03/प्र.क्र.242/पर्यटन, दिनांक 21 मार्च, 2016)</b>
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.
	<b>उच्च व तंत्रशिक्षण विभाग ( एकूण 10 सेवा )</b> <b>( अधिसूचना क्र.संकीर्ण-2014/प्र.क्र.67-14/आस्था-2, दिनांक 18 जानेवारी, 2016.)</b>
1.	परीक्षेत मिळालेल्या गुणांची पुर्नमोजणी करणे (विद्यापीठे)
2.	दुय्यम गुणपत्रिका / तात्पुरती गुणपत्रिका (विद्यापीठे)

3.	दुय्यम पदवी प्रमाणपत्र वाटप (विद्यापीठे)
4.	कागदपत्रे तपासणी (विद्यापीठे)
5.	मायग्रेसन इलिजिबिलीटी प्रमाणपत्र (विद्यापीठे)
6.	सीईटी परीक्षेचे गुणपत्रक (तंत्र शिक्षण संचालनालय)
7.	दुय्यम गुणपत्रक (तंत्र शिक्षण संचालनालय)
8.	दुय्यम गुणपत्रिका / प्रमाणपत्र (म.तं.शि.मं)
9.	ट्रान्सस्क्रिप्ट (म.तं.शि.मं)
10.	मायग्रेसन प्रमाणपत्र (म.तं.शि.मं)
	<b>पर्यावरण विभाग ( एकूण ०७ सेवा )</b> <b>( शासन निर्णय, क्र.मलोहअ-2015/प्र.क्र.243/आस्थापना, दिनांक 18 जानेवारी, 2016.)</b>
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)
5.	घनकचरा व्यवस्थापन नियम 2016 अंतर्गत प्राधिकारपत्र
6.	बांधकाम आणि विनाश व्यवस्थापन नियम 2016 अंतर्गत प्राधिकारपत्र
7.	बॅटरी,कचरा (व्यवस्थापन आणि हाताळणी) नियम 2001 अंतर्गत नोंदणी
	<b>सार्वजनिक बांधकाम ( एकूण 02 सेवा )</b> <b>(अधिसूचना क्र. सी.ओ.एम. 2015 / प्र. क्र. 24 / संगणक कक्ष), दिनांक 08 मार्च, 2019.)</b>
1.	रस्ता ओलांडून जाणाऱ्या वाहिन्यांसाठी ना हरकत प्रमाणपत्र
2.	उद्योग घटकांसाठी मुलभूत सुविधा जसे वीज, पाणी जोडणी, पुरविण्यासाठी रस्ता खोदणे, मुख्य रस्त्यांना जोड रस्ते इत्यादिकरिता ना-हरकत प्रमाणपत्र
	<b>सामान्य प्रशासन विभाग ( एकूण 05 सेवा )</b> <b>( महाराष्ट्र लोकसेवा आयोग अधिसूचना दि.16 डिसेंबर, 2016.)</b>
1.	उमेदवारांना प्रोफाईलमध्ये प्रवेशप्रमाणपत्रे उपलब्ध करून देणे.
2.	स्पर्धा परीक्षांचे वार्षिक अंदाजित वेळापत्रक जाहीर करणे.
3.	स्पर्धा परीक्षेच्या वेळापत्रकांची सद्यःस्थिती जाहीर करणे.
4.	पदे विज्ञापित करणे.
5.	शासनास शिफारस पत्रे पाठविणे.
	<b>नियोजन विभाग ( एकूण 02 सेवा )</b> <b>(अधिसूचना क्र.रोहयो-2017/प्र.क्र.106/रोहयो-12, दि.07 जून, 2018 )</b>
1.	मजुराची नोंदणी करून जॉब कार्ड देणे
2.	मजुरांना काम देणे
	<b>इतर मागास बहुजन कल्याण विभाग ( एकूण 01 सेवा )</b> <b>( शासन निर्णय क्र.संकीर्ण-2021/प्र.क्र.41/आरटीएस,दि.13 डिसेंबर,2021)</b>
1.	परदेशी शिष्यवृत्ती



## ANNEXURE 'D'



**विभागामार्फत अधिसूचित केलेल्या तथापि आपले सरकार पोर्टलवर ऑनलाईन स्वरूपात  
उपलब्ध नसलेल्या सेवांची यादी**

अ.क्र.	विभाग	ऑफलाईन सेवा
1	गृह विभाग	
	गृह	9
	गृह (राज्य उत्पादन शुल्क)	24
2	महसूल व वन विभाग	
	भूमि अभिलेख	1
	नोंदणी व मुद्रांक शुल्क	1
	वने	3
3	कृषि, पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय	
	कृषि	1
	पदुम	11
4	नगर विकास	10
5	विधी व न्याय	1
6	मृद व जलसंधारण	8
7	अन्न, नागरी पुरवठा	4
8	गृहनिर्माण	1
9	उद्योग, ऊर्जा व कामगार	
	उद्योग	9
	ऊर्जा	7
10	वित्त	03
11	सहकार, पणन व वस्तोद्योग	04
12	पाणी पुरवठा व स्वच्छता	02
13	सार्वजनिक आरोग्य विभाग	06
14	सामाजिक न्याय	04
15	वैद्यकीय शिक्षण व औषधी द्रव्ये	04
16	इतर मागास व बहुजन कल्याण विभाग	01
17	आदिवासी विकास विभाग	01
18	पर्यावरण विभाग	03
19	सामान्य प्रशासन विभाग	05
20	नियोजन विभाग	01
	<b>एकूण</b>	<b>124</b>





**विभागामार्फत अधिसूचित केलेल्या तथापि आपले सरकार पोर्टलवर ऑनलाईन  
स्वरूपात उपलब्ध नसलेल्या सेवांची यादी**

अ.क्र.	विभाग व सेवांची नांवे
<b>गृह विभाग (एकूण सेवा - 33)</b>	
<b>गृह (एकूण सेवा - 9)</b>	
1	तक्रारदारास प्रथम खबरी अहवालाची (एफ.आय.आर.) प्रत पुरविणे
2	तिबेटीयन नागरिकांना भारत देशात परत येण्यासाठी ना-हरकत प्रमाणपत्र
3	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, 1966 नियम-6 (सिनेमागृह स्थाननिश्चिती)
4	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, 1966 नियम-101 ( सिनेमागृह परवाना )
5	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, 1966 नियम-105 (चित्रपटगृह परवाना नुतनीकरण)
6	चित्रीकरण परवाना
7	महाराष्ट्र पोलीस अधिनियम, 1951 कलम 33 (1) (ब) (एक) आणि (1) (बक) (एक) मधील तरतूदीनुसार सार्वजनिक मनोरंजनाच्या जागांकरिता (सिनेमा व्यतिरिक्त) आणि तमाशा व मेव्यासह सार्वजनिक व मनोरंजन कार्यक्रमांना परवाना देणे व त्यावर नियंत्रण ठेवणे.
8	महाराष्ट्र पोलीस अधिनियम, 1951 कलम 33 (1) (ब) (एक) आणि (1) (बक) (एक) मधील तरतूदीनुसार सार्वजनिक मनोरंजनाच्या जागांकरिता (सिनेमा व्यतिरिक्त) आणि तमाशा व मेव्यासह सार्वजनिक व मनोरंजन कार्यक्रमांना देण्यात आलेल्या परवान्यांचे नुतनीकरण करणे.
9	सिनेमेटॉग्राफ अधिनियम, 1952 कलम 10, 11 आणि 12 मधील तरतूदीनुसार चलचित्रे किंवा चित्रमालिका दाखविण्यासाठी वापरण्यात येणाऱ्या कोणत्याही उपकरणसंचाच्या सहाय्याने चलचित्रपट प्रदर्शित करावयाच्या जागांना परवाना देणे.
<b>राज्य उत्पादन शुल्क (एकूण सेवा - 24)</b>	
1	<b>बीआरएल (मायक्रोब्रुवरी) इरादापत्र व मंजूरी</b> महाराष्ट्र बिअर व वाईन निर्मिती नियम 1966 अंतर्गत रेस्टॉरंटमध्ये बिअर निर्मितीकरिता अनुज्ञप्ती
2	<b>बीआरएल (वायनरी) इरादापत्र व मंजूरी</b> महाराष्ट्र बिअर व वाईन निर्मिती नियम 1966 अंतर्गत रेस्टॉरंटमध्ये वाईन निर्मितीकरिता अनुज्ञप्ती
3	<b>सीएल/एफएल/टिओडी-3 मंजूर करणे</b> मुंबई विदेशी मद्य नियम 1953 अंतर्गत एफएल-2 अनुज्ञप्ती धारण करणाऱ्या व्यक्तीस महाराष्ट्र देशी दारु नियम 1973 अंतर्गत देशी मद्याची सीलबंद बाटल्यांचे किरकोळ विक्री करण्याकरिताची अनुज्ञप्ती
4	उपरोक्त अ.क्र. 1 ते 20 वर नमूद अनुज्ञप्तींचे तसेच एफएल-2 व सीएल-3 अनुज्ञप्तींचे नुतनीकरण
5	<b>फॉर्म “ के “ नोंदणी प्रमाणपत्र मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, १९६३ अंतर्गत महाराष्ट्र राज्या व्यतिरिक्त इतर राज्यातील भारतीय बनावटीचे विदेशी मद्य/बिअर/वाईन उत्पादकांना त्यांच्या ब्रॅन्डची महाराष्ट्रात विक्री करण्याकरिता
6	राज्यातील मद्यनिर्माणीचे ब्रॅन्ड - लेबल्स मंजूरी

7	<b>“एल” फार्म अंतर्गत परदेशातील आयात मद्याचे ब्रॅन्ड लेबल मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयो व निर्यात) नियम, 1963 अंतर्गत
8	<b>“के” फार्म अंतर्गत परराज्यातील आयात मद्याचे ब्रॅन्ड लेबल मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, 1963 अंतर्गत
9	<b>अनुज्ञप्तीचे नुतनीकरण</b> फार्म-I, डिएस-1
10	<b>पीएलएल अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र मद्यार्क आसवन व पेय मद्य निर्मिती नियम 1966
11	<b>बीआरएल (ब्रुहरी) अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र बिअर आणि वाईन निर्मिती नियम, 1966
12	<b>सीएल-1 अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र देशी दारु नियम, 1973
13	<b>सीएल-3 अनुज्ञप्तीचे स्थलांतर</b> (मुंबई शहर व मुंबई उपनगर जिल्हे वगळून) महाराष्ट्र देशी मद्य नियम 1973 अंतर्गत
14	<b>एफएल-2 अनुज्ञप्तीचे स्थलांतर</b> (मुंबई शहर व मुंबई उपनगर जिल्हे वगळून) मुंबई विदेशी मद्यनियम 1953 अंतर्गत
15	सीएल-3/एफएल-2 अनुज्ञप्तीचे एका नावावरून दुसऱ्या नावावर वर्ग/हस्तांतरण करणे
16	सीएल-3/एफएल-2 अनुज्ञप्तीमध्ये भागीदार घेणे/वगळणे
17	<b>वाहतूक पास मंजूरी</b> फार्म II (बंधित मद्यार्क वाहतूक) मुंबई शुध्द मद्यार्क (बंधित वाहतूक) नियम, 1951
18	<b>वाहतूक पास मंजूरी</b> फार्म PL-XI (विदेशी मद्य वाहतूक) महाराष्ट्र मद्यार्क आसवन व पेय मद्य निर्मिती नियम, 1966
19	<b>वाहतूक पास मंजूरी</b> फार्म BR-IX (बिअर वाहतूक) महाराष्ट्र बिअर आणि वाईन निर्मिती नियम, 1966
20	<b>वाहतूक पास मंजूरी</b> फार्म CL-VI (देशी मद्य निर्मितीसाठी मद्यार्क वाहतूक) महाराष्ट्र देशी मद्य नियम, 1973
21	<b>वाहतूक पास मंजूरी</b> फार्म CL-XIV (देशी मद्य वाहतूक) महाराष्ट्र देशी मद्य नियम, 1973
22	<b>आयात परवाना मंजूरी Form B</b> (दत्त शुल्क आयात विदेशी मद्याचा आयात परवाना) महाराष्ट्र विदेशी मद्य (आयात व निर्यात ) नियम 1963
23	<b>निर्यात परवाना मंजूरी Form B</b> (परदेशातील निर्यातीकरिता) (भारतीय बनावटीच्या विदेशी मद्याच्या बंधपत्राखाली वाहतूक/ बंधपत्राखाली निर्यातीसाठी परवाना) महाराष्ट्र भारतीय बनावटीचे विदेशी मद्य (बंधपत्राखाली वाहतूक आणि निर्यात नियम 1968)
24	<b>निर्यात परवाना मंजूरी फॉर्म - I</b> (परराज्यातील निर्यातीकरिता) महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम 1963

<b>महसूल व वन विभाग (एकूण सेवा - 5)</b>	
<b>भूमि अभिलेख (एकूण सेवा - 1)</b>	
1	दुरुस्तीसह अद्ययावत नकाशा तयार करणेबाबत (पोटहिस्सा, सामिलीकरण, भूसंपादन, रस्ता सेट बॅक इत्यादिमुळे नकाशात होणारे बदल) सक्षम प्राधिकाऱ्याने मंजूरीचे अंतिम आदेश दिल्यानंतर.
<b>नोंदणी व मुद्रांक शुल्क (एकूण सेवा - 1)</b>	
1	दस्ताचे अभिनिर्णय करणे <b>प्रकार-1</b> - मुद्रांक जिल्हाधिकारी यांचेकडे थेट दाखल अर्ज (कागदपत्रांची पूर्तता झालेपासून) (मुंबई शहर व उपनगर जिल्ह्यांकरिता) <b>प्रकार-2</b> - सह जिल्हा निबंधक तथा मुद्रांक जिल्हाधिकारी यांचेकडे थेट दाखल अर्ज (मुंबई शहर व उपनगर जिल्ह्यांव्यतिरिक्त) <b>प्रकार-3</b> - मैत्री कक्षाकडून प्राप्त (कागदपत्रांची पूर्तता झाल्यापासून) (मुंबई शहर व मुंबई उपनगर जिल्ह्यांकरिता) <b>प्रकार-4</b> - मैत्री कक्षाकडून प्राप्त (कागदपत्रांची पूर्तता झाल्यापासून) (मुंबई शहर व मुंबई उपनगर जिल्ह्यांव्यतिरिक्त)
<b>वने (एकूण सेवा - 3)</b>	
1	महाराष्ट्र वन नियम 2014 मधील तरतूदीस अनुसरून पात्र व्यक्तींना वाहतूक परवाना जारी करणे.
2	वनेत्तर जमिनी बाबतचा दाखला मिळविण्याकरिता अर्ज
3	वनहद्दीपासून अंतरचा दाखला मिळविण्याकरिता अर्ज
<b>कृषि, पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग (एकूण सेवा - 12)</b>	
<b>कृषि (एकूण सेवा - 1)</b>	
1	कृषि यांत्रिकीकरण
<b>पदुम (एकूण सेवा - 11)</b>	
1	वंध्यत्व निवारण शिबीराचे आयोजन
2	खच्चीकरण शिबीराचे आयोजन
3	गर्भधारणा तपासणी शिबीराचे आयोजन
4	गोचिड गोमाशा निर्मुलन शिबीराचे आयोजन
5	जंतनाशक औषधोपचार शिबीराचे आयोजन
6	सांसर्गिक गर्भपात (ब्रुसेलोसीस) रोगप्रतिबंधक लसीकरण
7	कोंबड्यांमधील सालमोनेलोसिस रोग तपासणी
8	पेट शॉप लायसन्स
9	डॉग ब्रिडर लायसन्स
10	वाहतुक प्रमाणपत्र (Transport certificate)
11	जनावरांची ट्युबर क्युलोसीस (टी.बी.), जोन्स डिसीज (जे.डी.) व सांसर्गिक गर्भपात (ब्रुसेलोसीस) रोगांसाठी तपासणी

नगरविकास विभाग (एकूण सेवा - 10)	
1	अंतिम अग्निशमन यंत्रणा मंजूरी
2	जन्म प्रमाणपत्र देणे
3	मृत्यु प्रमाणपत्र देणे
4	विवाह नोंदणी प्रमाणपत्र देणे
5	झोन दाखला देणे
6	भाग नकाशा देणे
7	बांधकाम परवाना देणे
8	जात प्रमाणपत्र
9	भोगवटा प्रमाणपत्र देणे
10	नविन सिनेमा चित्रीकरण व परवाना नुतनीकरण
विधी व न्याय विभाग (एकूण सेवा - 1)	
1	संस्था नोंदणी अधिनियम 1860 च्या कलम-3 अनुसार संस्था नोंदणी करण्याकरीता शासनास अर्ज सादर करणे.
मृद व जलसंधारण विभाग (एकूण सेवा - 8)	
1	पाणी वापर 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, नगरपरिषद, नगर पंचायत, कटक मंडळे (Cantonment Board) यांना घरगुती पाणी वापर परवाना
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 (एकूण सेवा - 4)	
1	नवीन रास्तभाव दुकानाची मंजूरी
2	रास्तभाव दुकानाच्या परवान्याचे नुतनीकरण
3	किरकोळ रॉकेल विक्री परवाने
4	किरकोळ रॉकेल विक्री परवान्याचे नुतनीकरण
गृहनिर्माण विभाग (महाराष्ट्र गृहनिर्माण व क्षेत्रविकास प्राधिकरण) (एकूण सेवा - 1)	
1	शासन निर्णय दि.16/05/2018 नुसार सुशुल्क पुनर्वसनासाठी झोपडीधारकांनी सादर केलेल्या जोडपत्र 3 -अ किंवा जोडपत्र 4-अ वर निर्णय घेणे.

<b>उद्योग, उर्जा व कामगार विभाग (एकूण सेवा - 16)</b>	
<b>उद्योग (एकूण सेवा - 9)</b>	
1	ऑनलाईन निविदा प्रकाशन आणि सादरिकरण
2	करार/वर्क ऑर्डर/लेटर ऑफ इस्टेट यातील लागू आहे ते देय करणे
3	बयाणा रक्कमेचा भरणा/परतावा/जप्ती यातील जे लागू असेल ते
4	सामूहिक प्रोत्साहन योजना 2019 अंतर्गत मुद्रांक शुल्क सवलत
5	सामूहिक प्रोत्साहन योजना 2019 अंतर्गत पात्रता प्रमाणपत्र देणे
6	सामूहिक प्रोत्साहन योजना 2019 अंतर्गत औद्योगिक प्रोत्साहन अनुदान
7	अनुदान वाटपाची पद्धती
8	गुंतवणुकदारांची महाराष्ट्रातील उद्योगांच्या परिस्थितीबाबत उपस्थित केलेल्या प्रश्नांना/सरकारकडून प्रदान केलेल्या व्यवसाय सेवा/विशिष्ट प्रश्न अर्जाबाबतच्या प्रश्नांना प्रतिसाद देणे.
9	सरकारकडून व्यवसाय सेवा मिळविण्यासाठी ऑनलाईन प्राप्त झालेल्या अर्जांवरील त्रुटी गुंतवणूकदारास कळविणे.
<b>उर्जा (एकूण सेवा - 7)</b>	
1	बॉम्बे विद्युत शुल्क अधिनियम, 1962 अन्वये ज्या व्यक्ती वीज निर्मिती करू इच्छितात किंवा वीज निर्मिती करणे चालू ठेवू इच्छितात त्यांची नोंदणी करणे. (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर) (जनित्र संच मांडणीचे नोंदण करणे)
2	विद्युत अधिनियम, 2003 (2003 चा 36) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, 2010 मधील विनियम क्र.43 नुसार उपरी तारमार्गाच्या वीज संचमांडणीचे नकाशे मंजूर करणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)
3	विद्युत अधिनियम, 2003 (2003 चा 36) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, 2010 मधील विनियम क्र. 43 नुसार उपरी तारमार्गाच्या वीज संचमांडणीचे निरीक्षण करणे व ऊजापित करण्यास परवानगी देणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)
4	बांधकामासाठी विद्युत भार मंजूरी (विहित नमुन्यातील परिपूर्ण अर्ज व आवश्यक आकारांचा भरणे केल्यानंतर)
5	उद्योगासाठी विद्युत भार मंजूरी (विहित नमुन्यातील परिपूर्ण अर्ज व आवश्यक आकारांचा भरणे केल्यानंतर)
6	Line Charging permission at MSETCL
7	विद्युत शुल्क माफी प्रकरणांना मंजूरी
<b>वित्त विभाग (एकूण सेवा - 3)</b>	
1	महाराष्ट्र मूल्यवर्धित कर कायदा, 2002, केंद्रिय विक्रीकर कायदा, 1956 आणि महाराष्ट्र राज्य व्यवसाय, व्यापार, आजीविका व नोकऱ्यांवरील कर कायदा, 1975 अंतर्गत ई-नोंदणी
2	केंद्रिय विक्री कर कायद्यांतर्गत ई-केंद्रिय विक्रीकर वैधानिक नमुने
3	महाराष्ट्र मूल्यवर्धित कर कायदा, 2002, केंद्रिय विक्रीकर कायदा, 1956 आणि महाराष्ट्र राज्य व्यवसाय, व्यापार, आजीविका व नोकऱ्या यांवरील कर कायदा, 1975 अंतर्गत ई-विवरणे

<b>सहकार, पणन व वस्त्रोद्योग विभाग (रेशीम उप विभाग) (एकूण सेवा - 4)</b>	
1	रेशीम शेतकऱ्यांची नोंदणी करणे
2	चॉकी सेंटर धारकांची नोंदणी करणे
3	रिलर्सची नोंदणी करणे
4	रेशीम शेतकरी/लाभार्थी यांना तांत्रिक सेवा उपलब्ध करून देणे.
<b>पाणी, पुरवठा व स्वच्छता विभाग (भूजल सर्वेक्षण आणि विकास यंत्रणा) (एकूण सेवा - 2)</b>	
1	विंढन विहिर /विहीर स्थळ सर्वेक्षण (भूजलीय आणि भूमौतिक)
2	पाणी नमुन्यांचे रासायनिक व जैविक पृथःकरण
<b>सार्वजनिक आरोग्य विभाग (एकूण सेवा - 6)</b>	
1	जननी सुरक्षा योजना
2	जननी शिशु सुरक्षा योजना
3	शुश्रूषागृह नोंदणी (महाराष्ट्र नर्सिंग होम अॅक्ट-१९४९ कलम ३)
4	1) जनुकीय समुपदेशन केंद्र 2) जनुकीय प्रयोगशाळा 3) जनुकीय दवाखाना 4) अल्ट्रासाउंड दवाखाना व इमेजिंग सेंटर या सेवांची पि.सी.पी.एन.डी.टी. अॅक्ट 1994, कलम 18 अंतर्गत नोंदणी
5	मानवी अवयव प्रत्यारोपन कायदा १९९४, खंड १५ अंतर्गत रुग्णालयाची नोंदणी/पुनर्नोंदणी
6	महात्मा ज्योतिबा फुले जन आरोग्य योजना, अंतर्गत उपचारांसाठी 1) नोंदणी 2) ई-प्रिऑथो राइजेशन 3) आपत्कालीन परिस्थितीतील उपचारासाठी दूरध्वनीद्वारे नोंदणी
<b>सामाजिक न्याय व विशेष सहाय्य विभाग (एकूण सेवा - 4)</b>	
1	परदेशी शिष्यवृत्ती
2	देशांतर्गत शिष्यवृत्ती
3	जात प्रमाणपत्र पडताळणी समिती
4	अपंग व्यक्ती हक्क अधिनियम, 2016 च्या कलम 49 मधील तरतूदीप्रमाणे अपंग क्षेत्रात पुनर्वसन विषयक कार्य करण्यासाठी संस्थांना नोंदणी प्रमाणपत्र देणे.
<b>वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग ( अन्न व औषध प्रशासन आयुक्तालय, मुंबई ) (एकूण सेवा - 4)</b>	
1	अन्न व्यवसायींची अन्न सुरक्षा व मानके अधिनियम, 2006 व त्याखालील नियम यांच्या अनुसार नोंदणी करणे.
2	अन्न व्यवसायींना अन्न सुरक्षा व मानके अधिनियम, 2006 व त्याखालील नियम यांच्या अनुसार वस्तुनिर्माण व विक्री यासाठी अनुज्ञप्ती देणे.
3	औषध व सौंदर्य प्रसाधने अधिनियम, 1940 व त्याखालील नियम यांच्या अनुसार फुटकळ विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.
4	औषध व सौंदर्य प्रसाधने अधिनियम, 1940 व त्याखालील नियम यांच्या अनुसार घाऊक विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.

<b>इतर मागासवर्ग, सामाजिक व शैक्षणिक मागास प्रवर्ग, विमुक्त जाती, भटक्या जमाती आणि विशेष मागासवर्ग कल्याण विभाग (एकूण सेवा - 1)</b>	
1	परदेशी शिष्यवृत्ती
<b>आदिवासी विकास विभाग (एकूण सेवा - 1)</b>	
1	पंडीत दीनदयाळ उपाध्याय स्वयंम योजनेंतर्गत उच्च शिक्षण घेण्याच्या शासकीय वस्तीगृहांमध्ये प्रवेश न मिळालेल्या अनुसूचित जमातीतील विद्यार्थ्यांना अन्न, राहण्याची व्यवस्था, निर्वाह आणि शैक्षणिक साहित्यासाठी आर्थिक सहाय्य.
<b>पर्यावरण विभाग (एकूण सेवा - 3)</b>	
1	घनकचरा व्यवस्थापन नियम 2016 अंतर्गत प्राधिकारपत्र
2	बांधकाम आणि विनाश व्यवस्थापन नियम 2016 अंतर्गत प्राधिकारपत्र
3	बॅटरी, कचरा (व्यवस्थापन आणि हाताळणी) नियम 2001 अंतर्गत नोंदणी
<b>सामान्य प्रशासन विभाग (एकूण सेवा - 5)</b>	
1	उमेदवारांना प्रोफाईलमध्ये प्रवेशप्रमाणपत्रे उपलब्ध करून देणे.
2	स्पर्धा परीक्षांचे वार्षिक अंदाजित वेळापत्रक जाहीर करणे.
3	स्पर्धा परीक्षेच्या वेळापत्रकांची सद्यःस्थिती जाहीर करणे.
4	पदे विज्ञापित करणे.
5	शासनास शिफारस पत्रे पाठविणे.
<b>नियोजन विभाग (एकूण सेवा - 1)</b>	
1	मजुरांना काम देणे



