



सत्यमेव जयते

The Maharashtra State Commission for Right to Public Services



Maharashtra Right to Public Services Act
Your Service is Our Duty

**Annual Report
(2020-21)**

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

**Annual Report
2020-21**

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

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

Madam Cama Marg , Mumbai.

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Preface

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

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

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

The financial year 2020-21 was overshadowed by unprecedented pandemic due to Covid-19. Maharashtra state was one of the worst affected 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. During the year 2020-21, total 1,52,36,169 applications were received online and disposal was 93 percent.

This is the Fourth Annual Report by The Maharashtra State Commission for Right to Public Services. It is seen that there has been rapid progress in the implementation of the Right to Public Services Act. Maharashtra State is leading in the number of services being provided online. As on 31st March 2021, the number of services notified was 506 out of which 409 services are available online. The Aaple Sarkar Portal as well as RTS Mobile Application are providing online facility. In addition, there are over 32,543 Aaple Sarkar Seva Kendras where online facilities are provided to Citizens. Since inception of the Act, a total of 9,78,81,812 applications have been received using these online facilities and disposal

is 96%. During the year 2020-21, a total of 1,52,36,169 applications for services received and disposal is 93 percent. However figures of the total number of offline applications received and their disposal are not available despite repeated attempts by the Commission in the prescribed proforma “A” “B” and “C”. Hence this Report is based only on the online application figures provided by Maharashtra Information Technology Corporation (MahaIT).

The National Conference on “Improving Public Services Delivery – Role of Government” was held at Nagpur on 21st & 22nd December 2019. This Conference was jointly organized by the DAR&PG, Government of India, Government of Maharashtra and the Maharashtra Right to Public Services Commission. This conference deliberated upon ‘Improving Public Services Delivery’. Best practices were presented by all the participating states. It was a great learning experience for everyone. Presently Twenty States in India have enacted a Legislation giving Citizens the Right to Public Services Delivery in a time-bound, transparent and efficient manner. Five States have set-up independent Commission to monitor the implementation of the RTS Act – Maharashtra, Punjab, Haryana, Uttarakhand and West-Bengal. States which have made use of information technology and are providing on-line Public Services have witnessed significant improvement in delivery of Public Services. The Conference unanimously adopted the major recommendations in ‘Nagpur Resolution’ which describes the way forward. [A 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 506 services, it is observed that other States have notified more number of services. State of Karnataka has notified 1033 services, State of Punjab has notified 568 services and State of Assam has notified 506 services. The Commission has already recommended that a master list of all services provided by the State Govt. must be prepared and a timetable for notifying all services under the Act must be prepared. This recommendation of the Commission needs to be implemented on priority.

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

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

The Commission has expressed serious concern regarding number of notified services not increasing, non-integration of services with Aaple Sarkar Platform, deviations from Single Platform Policy, several services receiving very poor response and 97 notified services not yet available online on Aaple Sarkar Portal, non-availability of complete information regarding receipt and disposal of offline applications, pendency of First and Second Appeals. These concerns have been addressed to concern Departments repeatedly. It is a matter of deep concern that despite repeated requests, the Six Commissioners RTS have not yet been appointed. This needs to be done immediately.

Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune and Maharashtra Information Technology Corporation (MahaIT) has rendered invaluable support in preparation of the Fourth Annual Report on the implementation of The Maharashtra Right to Public Services Act, 2015. This Annual Report traces the evolution since inception of the Act, evaluates the performance of various Departments, and highlights how different Districts and Divisions have performed. It enumerates some of the important Suggestions and recommendations made to the Government and their present status. Finally, it suggests the way forward for further improvements in implementation of the Right to Public Services Act and highlights the innovative practices, which the Commission has observed in districts of Gadchiroli, Gondia, Solapur, Washim, Dhule, Palghar, Revenue Department, State Excise Department and YASHADA recommends their replicability.

Swadheen Kshatriya

Maharashtra State Chief Commissioner

For Right to Public Services



Chief Commissioner, Right to Public Services, presented copy of the Annual Report 2019-20 to Hon'ble Chief Minister

Bhaskar Khulbe
Advisor to PM
Tele: 2301 0838



10th August, 2021

Dear Shri Kshatriya,

I thankfully acknowledge the receipt of your letter alongwith a copy of the Annual Report 2019-20 of Maharashtra State Commission for Right to Public Services.

For us, the civil servants, bringing about a perceptible public services delivery improvement has remained a governance challenge all along. Guaranteed delivery of public services through specific laws has helped us to deal with this challenge effectively, I feel. As outlined by you, its utility has been proved through the public response of more than 10 crore online applications. Equally satisfying is the efficient disposal of such applications within stipulated time, in as many as 96% of applications.

Aaple Sarkar Services portal has remained a subject of discussion in the Department of Administrative Reforms & Public Grievances. Maharashtra has taken the lead by providing 486 public services to the citizens under this law. Under your leadership, the institution has made the citizen-government interface easy, electronic and enabled. The words in the Preamble of our Constitution "We the people" have been assigned real meaning by making them meaningful for "I, the citizen". Kudos to your team and you as their leader, Sir.

I renew my gratitude to you for sharing the Annual Report of the Commission with us.

With warmest regards

Yours sincerely,

10/08/2021

(Bhaskar Khulbe)

Shri S.S. Kshatriya,
State Chief Commissioner for Right to Public Services,
Government of Maharashtra,
7th Floor, New Administrative Building,
Opposite Mantralaya, Madam Cama Road,
Mumbai 400 032

अमिताभ कांत
Amitabh Kant
मुख्य कार्यकारी अधिकारी
Chief Executive Officer



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नीति आयोग, संसद मार्ग,
नई दिल्ली-110 001
Government of India
NATIONAL INSTITUTION FOR TRANSFORMING INDIA
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E-mail : ceo-niti@gov.in, amitabh.kant@nic.in

July 27, 2021

Dear Swadheen,

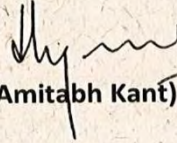
Thanks for sending me a copy of the Maharashtra State Commission for Right to Public Services – Annual Report for 2019-20.

I am extremely impressed with the work being done. I am getting the report analysed so that other States can learn from your experience.

Congratulations on being a leader and a key driver on Right to Public Services.

Warm Regards,

Yours sincerely,


(Amitabh Kant)

Shri S.S. Kshatriya
State Chief Commissioner for
Right to Public Services
7th Floor, New Administrative Building
Madam Cama Road,
Mumbai – 400 032

वी. श्रीनिवास, आई.ए.एस.
V. Srinivas, IAS
अपर सचिव
ADDITIONAL SECRETARY



भारत सरकार,
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार पटेल भवन, संसद मार्ग,
नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
DEPARTMENT OF ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES
SARDAR PATEL BHAWAN, SANSAD MARG,
NEW DELHI-110001

D.O.No.PS/AS(AR&PG)/Misc./2021

Dated : August 03, 2021

Dear Sir,

Thank you for your letter dated 13th July, 2021 enclosing a copy of Annual Report 2019-20 of the Maharashtra State Commission for Right to Public Services. Your commendable leadership role has enabled timely and quality compliance of the Right to Public Services in Government of Maharashtra which is evident from the fact that 96 per cent of the applications have been disposed within stipulated time.

Please accept my good wishes in your challenging future policy endeavours.

With best regards,

Yours sincerely,

(V.Srinivas)

Shri S.S. Kshatriya
State Chief Commissioner
Maharashtra State Commission for Right to Public Services
7th Floor, New Administrative Building,
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Email : ccrts@maharashtra.gov.in



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अधिकार

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Chapter I:

The Maharashtra Right to Public Services Act, 2015

1.1 Genesis

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

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

1.2 Unique features of the Act

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

Section 3 of the RTS Act makes it mandatory for all departments to notify their Public Services, Designated Officers along with First and Second Appellate Authority, specific time

limit for each notified service within three months from the enactment of the Act and thereafter from time to time. Accordingly, out of 31 departments 28 departments have notified 506 services under this Act until 31 March 2021.

1.3 The Maharashtra State Commission for Right To Public Services

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

1.3.1 Functions

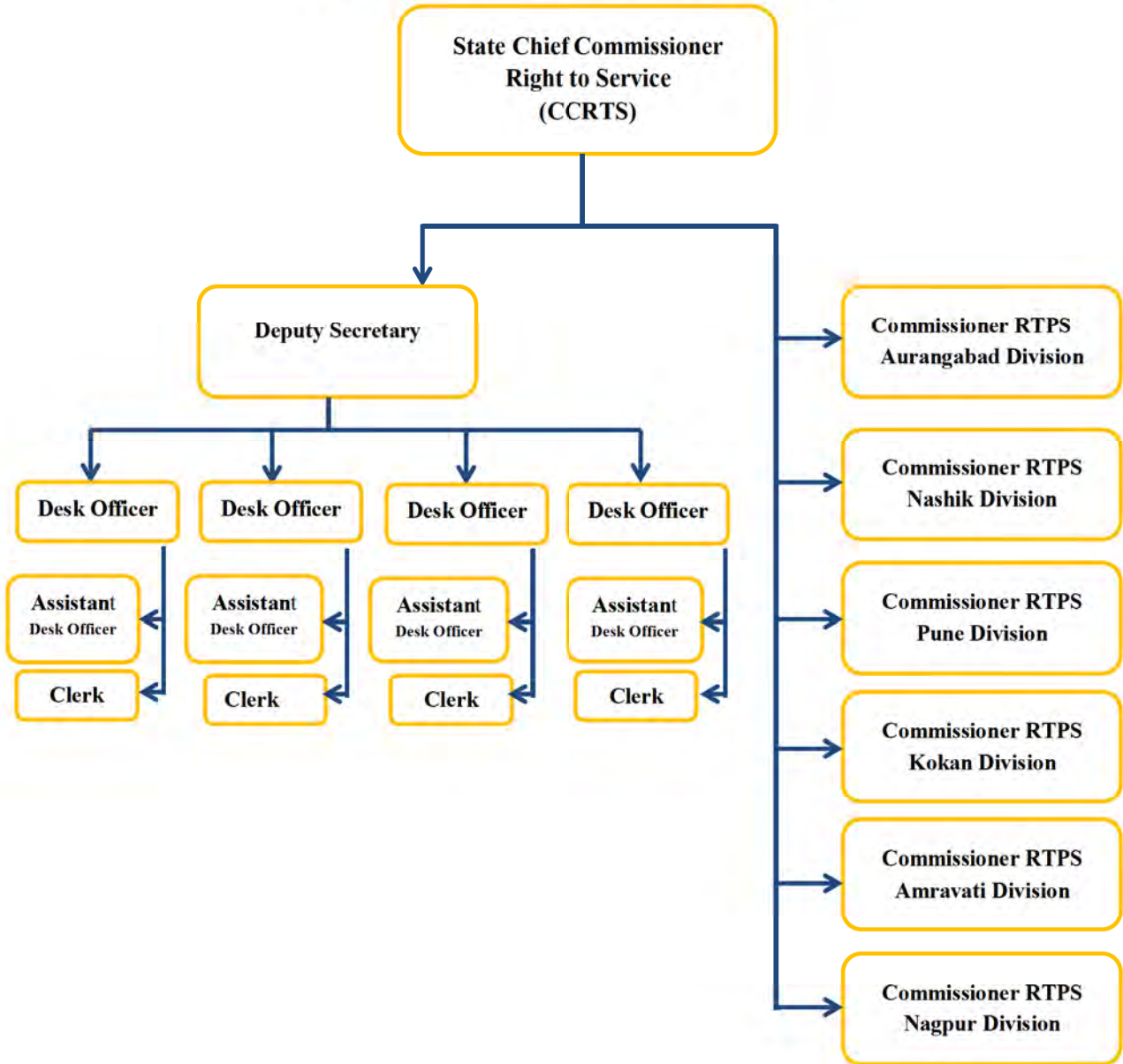
Under the Act the Commission has been assigned with various duties and functions which give it unique identity along with the responsibility of implementation of the Act in the state. As per Section 16, the Commission is entrusted with effective implementation of the Act and to make suggestions for ensuring effective public delivery of these public services. The Commission is also empowered to take *suomotu* cognizance of the failure of the services, carry out inspections of the offices, recommend departmental enquiry in case of failure of the public services, monitor delivery of public services by public authorities, and take decisions on the appeals.

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

1.3.2 Organizational Structure

The office of the Commission is located in Mumbai. There are 34 sanctioned posts in the Commission office, out of which 24 Government Officers / Staff and Contractual Staff working at present. The State Chief Commissioner for Right to Public Services was appointed with effect from 1st March 2017.

Figure 1.1: Organogram of the Commission



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

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

1.4.1 Aaple Sarkar Service Portal

The Aaple Sarkar Service Portal is made available for the providing online services to the public. At present Maharashtra is the first state providing maximum services in online mode. This platform is not only useful for availing services but also gives real time data regarding online services provided by the departments, number of services made available for public by the concerned department, applications received and applications disposed and the number of pending of applications. So far 9,78,81,812 applications have been received online and 9,40,65,732 have been disposed by the concerned Designated Officers by 31 March 2021.

1.4.2 Mobile Application

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

1.5 Training

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

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

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

The year 2020-21 was the year of Pandemic and lockdown due to situation of COVID-19 in the state. The training programme in YASHADA were arranged mostly online. The programmes arranged by YASHADA in the month of January and February 2021 only. The subject of Maharashtra Public Service Rights Act, 2015 has been included for training during the foundation, refresher and post-promotion training programs for category "A" officers..

**Table 1.1 Training Programmes by YASHADA
(2015-16 to 2020-21)**

S. No	Year	No. of Trainees
1	2015-16	84,930
2	2016-17	1,22,285
3	2017-18	15,170
4	2018 - 19	9,194
5	2019 - 20	5,764
6	2020-21	389
Total		2,37,732

1.5.2 Technical Training

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

Maharashtra Information Technology Corporation (Maha IT) is wholly owned by the State Government of Maharashtra. Its District Managers impart knowledge of portal to concerned department staff 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 dispose appeals online, tracking & verification.

Table 1.2 Technical Training Programme by Maha IT

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
Total		24,045

1.6 Journey of MRTPS at a glance

1.6.1 The Act and Notifications

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

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

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

1.6.3 Online services

It has been decided to provide all services online through Aaple Sarkar Service Portal and mobile app. Mahaonline developed the software and various departments were asked to integrate their service portals with Aaple Sarkar Service Portal. During the period 2015 to 31st March 2021 a total of 9,78,81,812 applications have been received online. Out of 506 Notified Services 409 Services are available online. The software development of remaining 97 Services is in progress.

1.7 Review Meetings

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

1.7.1 Meetings with Secretary and other officers in Mantralaya

The Commission held regular meetings with Secretary 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 Secretaries of all Departments:

- Preparation of master list of notified Public Services by all departments
- Need to Notify all public services by the departments
- 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 Kendra.

1.7.2 Review Meetings with Secretaries of Government Departments

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

Table 1.3 Review Meetings of various Departments

Departments	Date
Commissioner RTS Konkan Division, Principal Secretary Information and Technology, Administrative Director Maha IT and Joint Secretary GAD.	16 March, 2021
Principal Secretary Energy Department, Administrative Director Maha IT, Joint Secretary, Food, Civil Supplies Department , Medical Education and Drugs Department, Soil and Water Conservation Department, Urban Development Department, Public Works Department, Additional Commissioner Food and Civil Supply and Deputy Director, Directorate of Municipal Corporation.	24 and 26 March, 2021

1.7.3 Video Conferences with all Divisional Commissioners and District Collectors

All District Collectors were designated as “Controlling Officers” for the district vide the GR dated 12 March 2018. As such, the Commission interacted with all Divisional Commissioners and District Collectors and Commissioner RTS Konkan Division, Principal Secretary, Information and Technology, Administrative Director, Maha IT and Joint Secretary, GAD on 10 November 2020. All Chief Executive Officers, Commissioner RTS Konkan Division, Joint Secretary, GAD, Deputy Secretary, Rural Development Department 24 November 2020 and all Divisional Commissioners and District Collectors and Commissioner RTS Konkan Division, Principal Secretary Information and Technology, Administrative Director Maha IT and Joint Secretary, GAD on 2 February 2021 and insisted on effective implementation of the Act. Similarly, the Commission also expressed concern about delay in service over stipulated time, pendency of appeals, online complaints, review of nonfunctional Seva Kendras, permission to new Seva Kendras, advertising notified public services, reducing unnecessary demand of 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

Topic	Departments	Date
Presentation to Department of Administrative Reforms and Public Grievances (DARPG), Government of India	Online Presentation to the Screening Committee on Maharashtra Right to Public Service Act	8 September, 2020
Suggestions made by Commission in Annual Report for 2018-19 for proper implementation of Act	General Administration Department	29 September, 2020
Effective use of online system for implementation of Maharashtra Public Service Rights Act	General Administration Department and Information Technology Department	01 December, 2020
Presentation to the National Centre for Good Governance, Government of India on “Citizen Centric Governance – Improved Service Delivery”	Online Presentation on Maharashtra Right to Public Service Act.	24 December, 2020
Effective use of online system for implementation of Maharashtra Public Service Rights Act	Commissioner, RTS Konkan Division, Principal Secretary, Information and Technology, Administrative Director, Maha IT and Joint Secretary, GAD.	16 March, 2021
Integration of Notified Services	Principal Secretary, Energy Department, Administrative Director, Maha IT, Joint Secretary, Food, Civil Supplies Department, Medical Education and Drugs Department, Soil and Water Conservation Department, Urban Development Department, Public Works Department,	24 and 26 March, 2021

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 Commission

The tours have enabled the Commission to identify innovative practices for improving implementation of MRTPS, Act. During visit to Thane and Pimpri Chinchwad Municipal Corporation, Visit to Vartak Nagar, Citizens Facilitation Centre (CFC), Visit to Majivada & Manpada, Citizen Facilitation Centre (CFC), Review & Workshop of MRTPS Act & its implementation. Similarly tour by the Commission to Pimpri Chinchwad Municipal Corporation and visit to Citizens Facilitation Centre at Chinchwad and Pimpri.

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 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 the Commission

From 1st April, 2020 to 31st March 2021

Sr. No.	Date	Subject	Officers who attended
1	25.08.2020	Review meeting regarding Maharashtra Right to Public Services Act and Its Implementation	All Officers of the Commission
2	08.09.2020	Presentation to the Department of Administrative Reforms and Public Grievances (DARPG), Government of India	Online presentation on Maharashtra Right to Public Services Act and its implementation

3	29.09.2020	Review meeting regarding Maharashtra Right to Public Services Act and compliance of recommendations made in the Annual Report of the Commission for 2018-19	<ol style="list-style-type: none"> 1. Principal Secretary, GAD (O&M) 2. Deputy Secretary, GAD (O&M)
4	10.11.2020	Review meeting with All Collectors regarding Maharashtra Right to Public Services Act and its implementation	<ol style="list-style-type: none"> 1. All Collectors (by Video Conference) 2. Commissioner, Maharashtra Right to Public Services Act, Konkan Division. 3. Principal Secretary, Information & Technology Dept. 4. Managing Director, MahaIT Corporation. 5. Joint Secretary, GAD (O&M).
5	24.11.2020	Review meeting with All Chief Executive Officers, Zilla Parishad regarding Maharashtra Right to Public Services Act and its implementation	<ol style="list-style-type: none"> 1. All Chief Executive Officers, Z.P. (by Video Conference) 2. Commissioner, Maharashtra Right to Public Services Act Konkan Division 3. Joint Secretary, GAD (O&M) 4. Deputy Secretary, Rural Development Dept. 5. Deputy Director, Rural Development Dept.
6	01.12.2020	Review meeting regarding providing of online Public Services notified under MRTPS Act	<ol style="list-style-type: none"> 1. Director, Information & Technology Dept. 2. Managing Director, MahaIT Corporation 3. Joint Secretary, GAD (O&M) 4. Chief Operating Officer, MahaIT Corporation.
7	24.12.2020	Presentation to the National Centre for Good Governance, Government of India on "Citizen Centric Governance – Improved Service Delivery"	Online Presentation on Maharashtra Right to Public Service Act and its implementation.
8	14.01.2021	Review meeting regarding matters pending with GAD (O&M)	<ol style="list-style-type: none"> 1. Commissioner, Maharashtra Right to Public Services Act, Konkan Division 2. Principal Secretary, GAD (O&M) 3. Joint Secretary, GAD (O&M)

9	29.01.2021	<p>Tour by Hon'ble Chief Commissioner of Thane Municipal Corporation and review:-</p> <ol style="list-style-type: none"> 1. Visit to Thane Municipal Corporation and review 2. Visit to Vartak Nagar, Citizens Facilitation Centre (CFC) 3. Visit to Majivada & Manpada, Citizen Facilitation Centre (CFC) 4. Review & Workshop of MRTPS Act & its implementation – Venue: Dr. Kashinath Ghanekar Auditorium 	<ol style="list-style-type: none"> 1. Hon'ble Mayor, Thane & Officer Bearers Officers of Thane Municipal Corporation 2. Commissioner, Thane Municipal Corporation and Officers
10	02.02.2021	<p>Review meeting with All Divisional Commissioners and Collectors regarding MRTPS Act and its implementation</p>	<ol style="list-style-type: none"> 1. All Divisional Commissioners & Collectors (by Video Conference) 2. Commissioner, Maharashtra Right to Public Services Act, Konkan Division 3. Principal Secretary, GAD (O&M) 4. Director, Information & Technology Dept. 5. Managing Director, MahaIT Corporation
11	10.02.2021 to 11.02.2021	<p>Tour to Pune (YASHADA) for preparing of Annual Report 2019-20 by Hon'ble Chief Commissioner</p>	<p>Officers of YASHADA and RTS Commission Officers</p>
12	12.02.2021	<p>Tour by Hon'ble Chief Commissioner of Pimpri Chinchwad Municipal Corporation:-</p> <ol style="list-style-type: none"> 1. Pimpri Chinchwad, Citizens Facilitation Centre No -1 2. Visit to Citizens Facilitation Centre 	<p>Commissioner, Pimpri Chinchwad Municipal Corporation & Officers</p>

		at Chinchwad 3. Visit to Citizen Facilitation Centre at Pimpri 4. Review meeting at the Municipal Corporation Hall	
13	16.03.2021	Review regarding providing all notified services under MRTPS Act online	1. Commissioner, Maharashtra Right to Public Services Act, Konkan Division 2. Principal Secretary, Information & Technology Dept. 3. Joint Secretary, GAD (O&M) 4. Managing Director, Maha IT Corporation
14	24 and 26 March 2021	Meeting regarding integration of all notified Online Services with Aaple Sarkar Portal	1. Principal Secretary, Energy Dept. 2. Joint Secretary & Deputy Secretary, Food & Public Distribution System (PDS), Medical Education & Drug Dept., Soil & Water Conservation Dept., Urban Development Dept., Public Works Dept. 3. Deputy Director, Municipal Administration 4. Managing Director, Maha IT Corporation

2.2 Video Conference

All District Collectors have been designated as “Controlling Officers” for the district through the GR dated 12 March 2018. As such the Commission interacted with all District Collectors and Divisional Commissioners on 10 November, 2020, 2 February, 2021 and review meeting with all Chief Executive Officers on 24 November 2020, Zilla Parishad regarding Maharashtra Right to Public Services Act and its implementation. The Commission insisted on effective implementation of the Act and see that the notified services are provided in stipulated time. The Commission also insisted that the First and Second Appeals are cleared within the stipulated time.

2.3 Meetings Conducted

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

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

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

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 2020-21 was effected by COVID-19 and lockdown, however, there has been significant improvement in the timely delivery of notified services. In 2020-21 a total of 1,52,36,169 applications were received online, and the on-time disposal was 95 percent.



Workshop organised by Thane Municipal Corporation



Presentation by Chief Commissioner in the workshop organised by Thane Municipal Corporation



Visit to Service Centre of Thane Municipal Corporation



Visit to Service Centre of Thane Municipal Corporation



Visit to Service Centre of Thane Municipal Corporation



Visit to PCMC Service Centre with Municipal Commissioner



Visit to PCMC Service Centre with Municipal Commissioner



Review meeting with Officers of Pimpri-Chinchwad Municipal Corporation



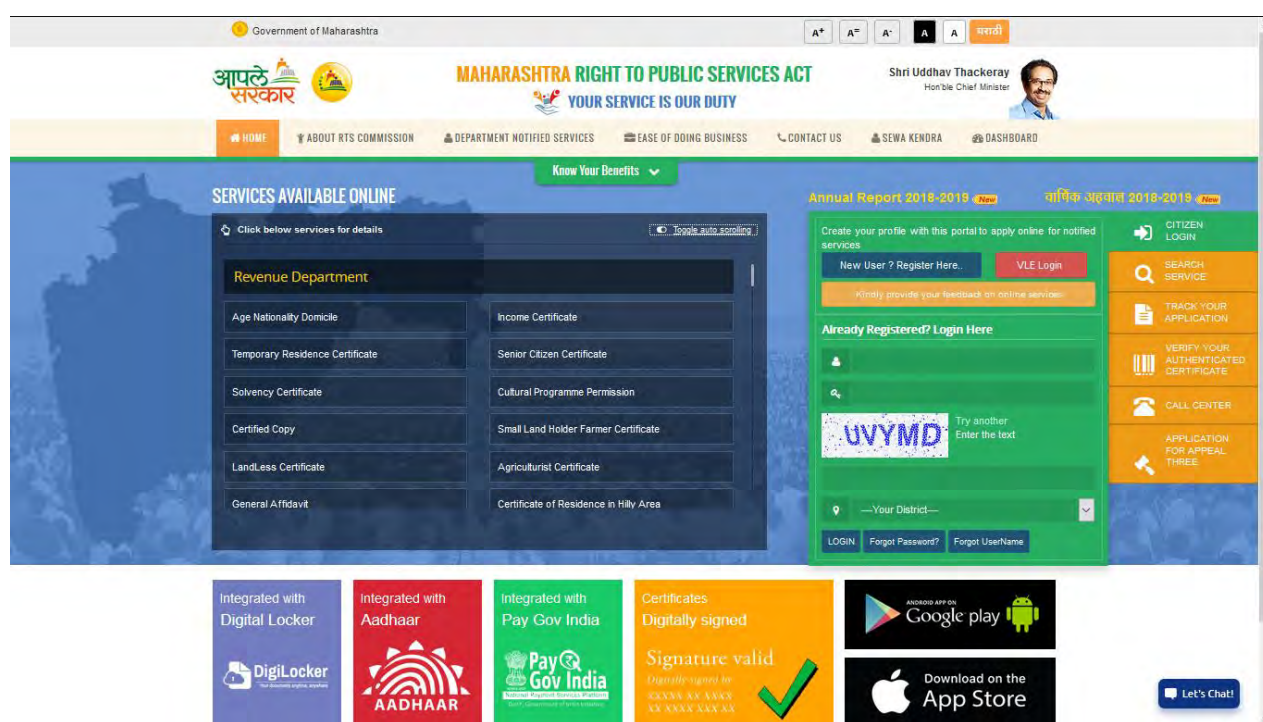
Meeting at commission office to prepare Draft of Annual Report

Chapter III:

Aaple Sarkar Service Portal & Mobile App

3.1 Information about Aaple Sarkar Service Portal:

Aaple Sarkar Service Portal is a common platform for citizens to apply for Government-To-Citizen services of various departments by using computer or mobile phone as well as user can also avail the services through 32,543 Aaple Sarkar Seva Kendras spread across all districts of Maharashtra. The online application facility provided by Aaple Sarkar Service Portal and Mobile Application is available in Marathi as well as in English.



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

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

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

3.1.1 Self-service portal

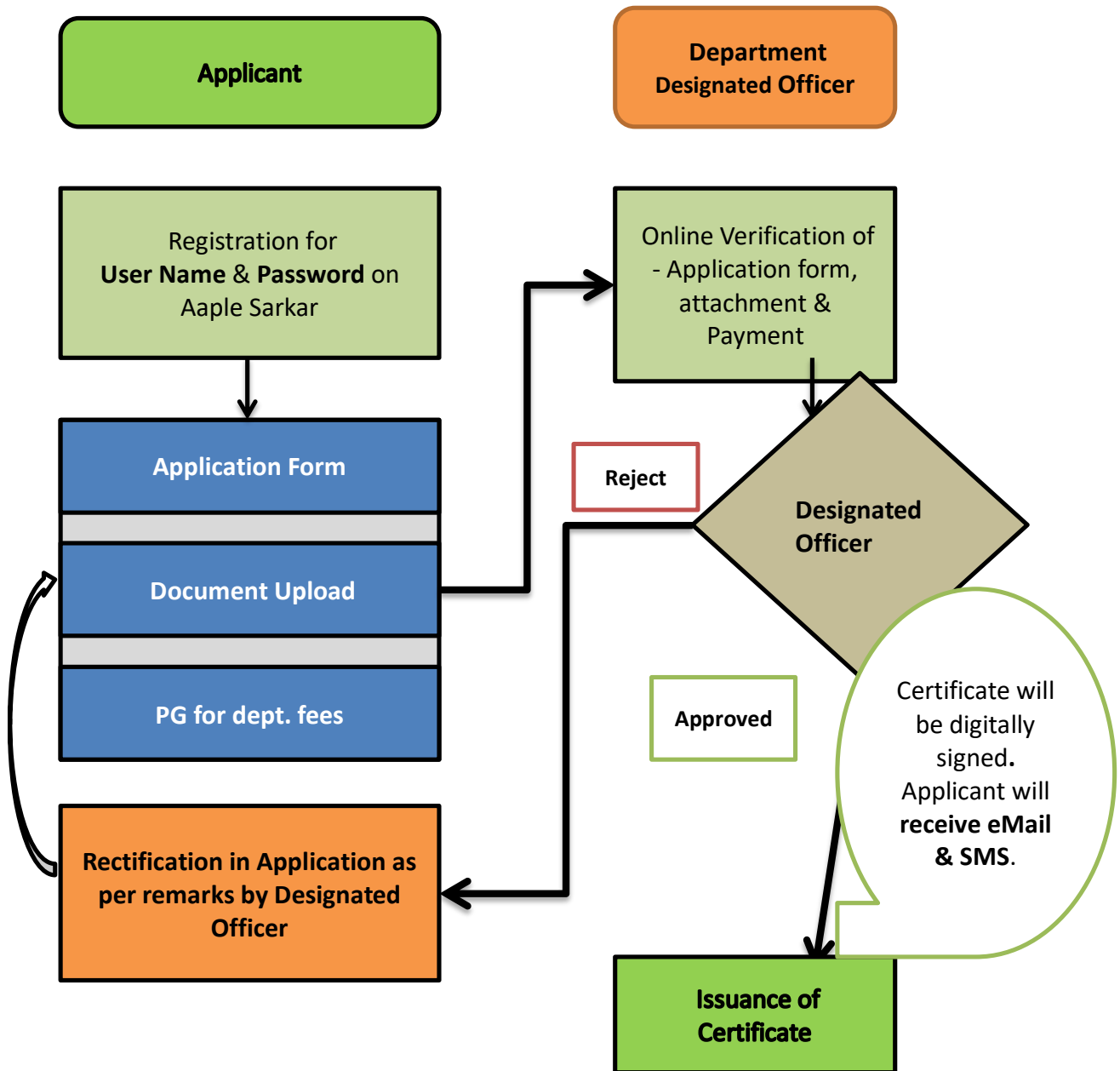
All the services that can be availed at the Aaple Sarkar Seva Kendras can also be availed through the self-service portal <https://aaplesarkar.mahaonline.gov.in>. It enhances the reach of the citizen services. To facilitate online application for services & creation of self profile. 32,543 Aaple Sarkar 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 42,70,097 persons have created self-profile on Aaple Sarkar Service Portal until 31st March 2021.

3.1.2 Process Re-engineering

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

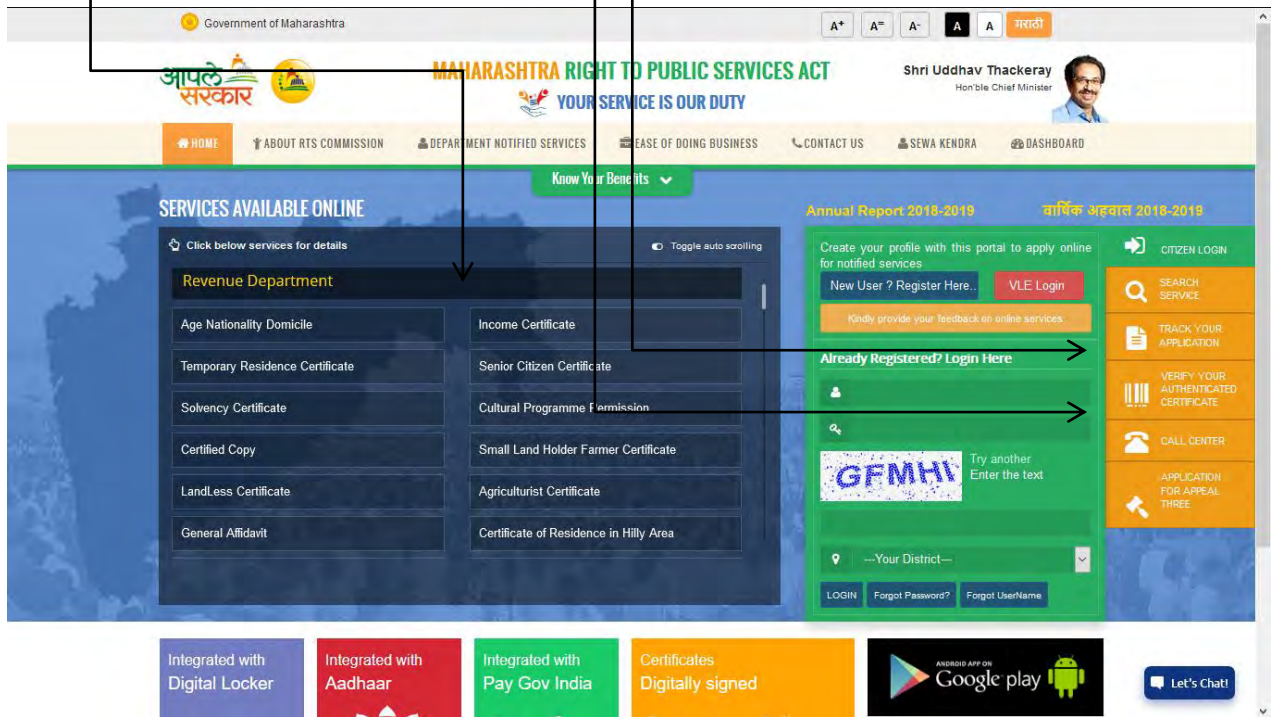
3.1.3 Digital Workflow

The entire workflow of departments has been made digital, with no manual process in place anymore. For instance, if a citizen makes an online application for obtaining a document, such as an income certificate, the entire workflow would be digital and there is no movement of papers. The officers involved in the process would update the action taken on the service request online. The citizen can then check the status online and get to know at what stage the application is pending.



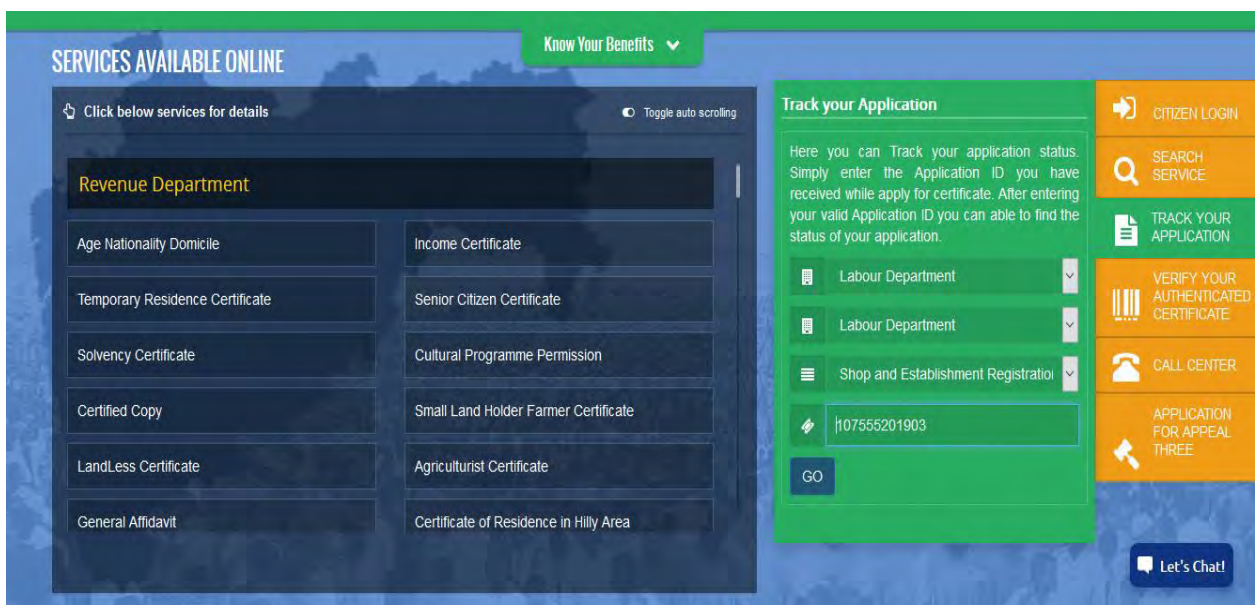
- Home – Page information of aaplesarkar.mahaonline.gov.in
- Language Option (Marathi & English)

- Detail of RTS Services,
- verify approved application for authentication
- Citizen Can Track applied application

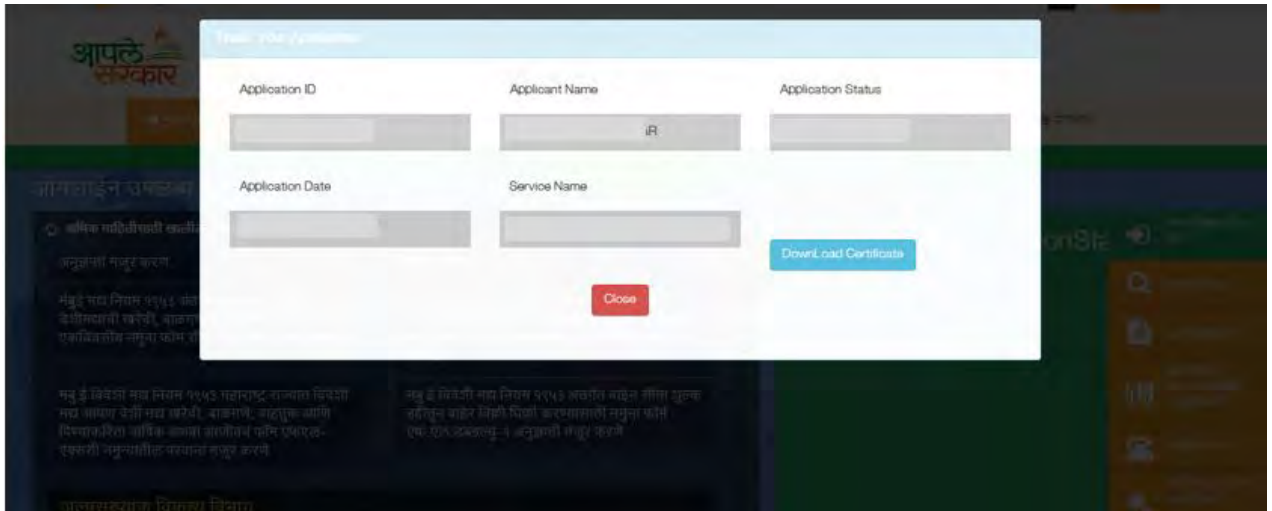


Track applied Application from Aaple Sarkar Portal –

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



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



Verify authenticated Certificate from Aaple Sarkar Portal-

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

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




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

RIGHT TO PUBLIC SERVICES ACT - YOUR SERVICE IS OUR DUTY

The Maharashtra State Commission For Right To Public 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 Service has been established. This commission is headed by the State Chief Commissioner for Right to Service Shri. Swadheen Kshatriya, who was formerly the Chief Secretary of 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 Appeal and second Appeal with senior officers within the department and third and final Appeal can be filed before this commission.



Shri. Swadheen Kshatriya,
I.A.S. (retd)
Chief Commissioner
The Maharashtra State
Commission for Right to Public
Services

AppealDashboard

National Conference on "Improving Public Services Delivery-Role of Governments" [View](#)

Office Order, 27th June 2017

Office Order, 17th December 2019.

Annual Report 2017-2018

वार्षिक अहवाल 2017-2018

Annual Report 2018-2019 [View](#)

वार्षिक अहवाल 2018-2019 [View](#)

Download Maharashtra Right to public services Act, 2015

Download RTS Rules Gazette

Office Address of the Commission
Maharashtra State Commission for Right to Public Services
7th Floor, New Administrative Building, Hutatma Rajguru Chowk, Madam Cama

Telephone No : 022-22832346, 022-22022347
E-Mail: corts@maharashtra.gov.in
Deputy Secretary of the Commission: Shri. Anasahab Chavan

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

Government of Maharashtra

आपले सरकार

MAHARASHTRA RIGHT TO PUBLIC SERVICES ACT
YOUR SERVICE IS OUR DUTY

Shri Uddhav Thackeray
Hon'ble Chief Minister

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

Know Your Benefits

DEPARTMENT NOTIFIED SERVICES

Click on departments to know more

Agriculture

DEPARTMENT OF ANIMAL HUSBANDRY, DAIRYING & FISHERIES

DEPARTMENT OF FISHERIES

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

3.1.4 Steps for Aaple Sarkar Service Portal Registration



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


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

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

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

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


OPTION 1



Create UserID and Password by verifying UID.

Your information will be downloaded here and will

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

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

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

Step 1 - Applicant Detail

The screenshot shows the 'Applicant Detail' registration form. It includes fields for Salutation (Mr), Full Name in English and Marathi, Father's Name in English and Marathi, Date of Birth (21/03/1988), Age (28), Gender (M), and Occupation (Government Empl).

Step 2 - Applicant's Address

The screenshot shows the 'Applicant's Address [As per document]' registration form. It includes fields for Address in English and Marathi, Street in English and Marathi, Section in English and Marathi, Building in English and Marathi, Landmark in English and Marathi, District (Mumbai City), Taluka (Ward ABCD), Village (Abcd-400001), and Pincode (444444).

Step 3 - Mobile No & Username Verification

The screenshot shows the 'Mobile No. & Username Verification' registration form. It includes fields for 10 digit Mobile Number (+91 0980000121), One Time Password (OTP) (324567), PAN No, UID Number, User Name (AmeyaSarvankar), Email ID (ameyasarvankar@gmail.com), Password, and Confirm Password. A password strength indicator is visible at the bottom.

Step 4 - Upload Photograph

4
Upload Photograph

Instructions for issued photo:

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

Add Photo

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.

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

Step 6 - Proof of Address (Any -one)

6
Proof Of Address (Any -1)

Document Format should be JPEG/ PDF

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

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

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

I accept

Register
Back

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

The screenshot displays the 'YOUR TRANSACTION HISTORY' page on the Maharashtra Right to Public Services Act portal. The page features a navigation menu on the left with options like 'Home', 'Application for Third Appeal', and various departments. The main content area shows a table with the following data:

Sr.No	Application ID	Service Name	Payment Date	Current Status	Pending User Action	Payment Receipt	Maximum Days For Issuing Certificate	Expected Service Delivery Date	Actual Service Delivery Date	Appeal	Rejection Status
1	101465852103	Shop and Establishment Registration		Document Pending		View Download	1			Appeal	Rejection Reason
2	130586	Issue of Dealer License		Document Pending		View Download	7	05/11/2020		Appeal Appeal History	Rejection Reason
3	2050365814100000018	D Ed Mark Sheet Second Copy		Payment Pending		View Download	15			Appeal	Rejection Reason
4	100119200016820	BPP Letter		Payment Pending	Make Payment	View Download	21	05/11/2019	10/10/2019	Appeal	Rejection Reason
5	19582910000004	Fishing Vessel Registration		Document Pending		View Download	0			Appeal	Rejection Reason

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

3.2 Information about Aaple Sarkar Service Portal and Mobile App

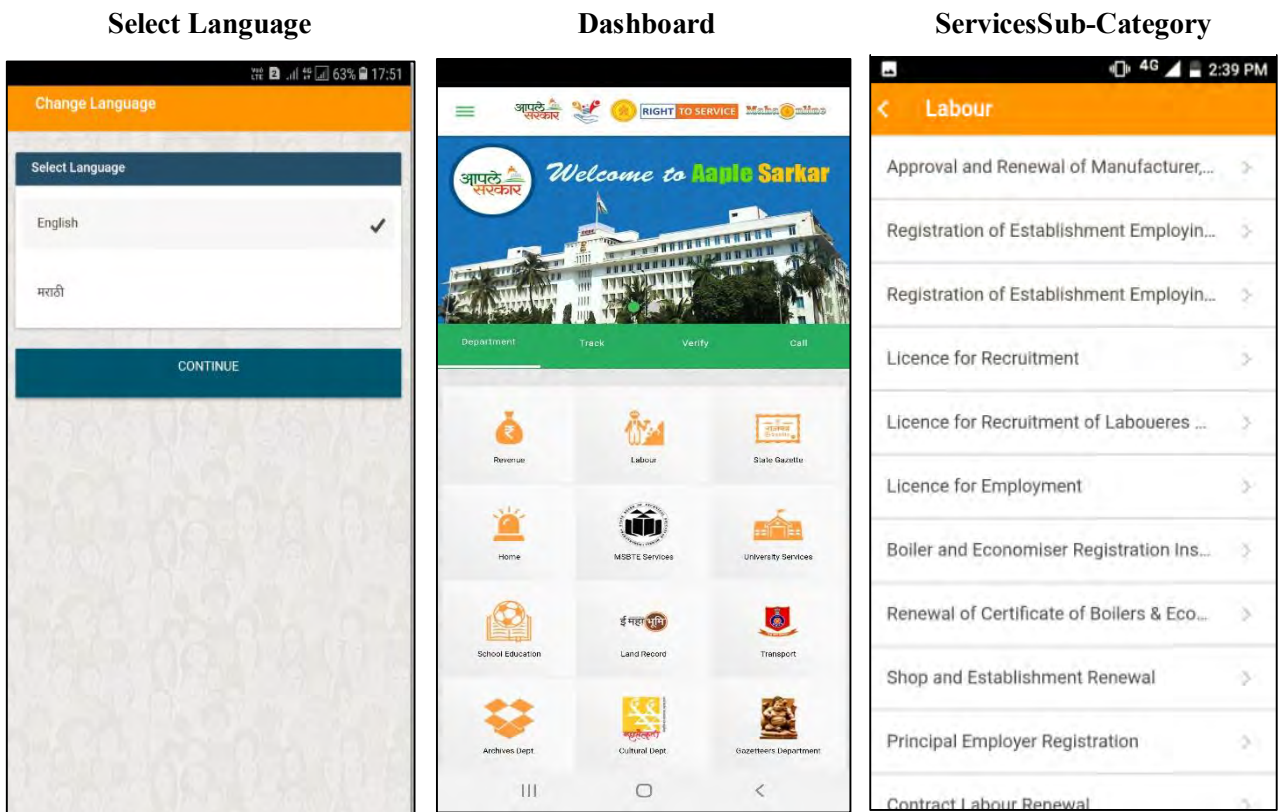
A mobile app named RTS Maharashtra has been developed for availing the notified public services under the Maharashtra Right to Public Service Act, 2015. Citizens can apply online, track the application status, and verify the authenticity of certificates issued to them. This makes the Aaple Sarkar Service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

3.2.1 Select Language

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

3.2.2 Dashboard & List of Online Services

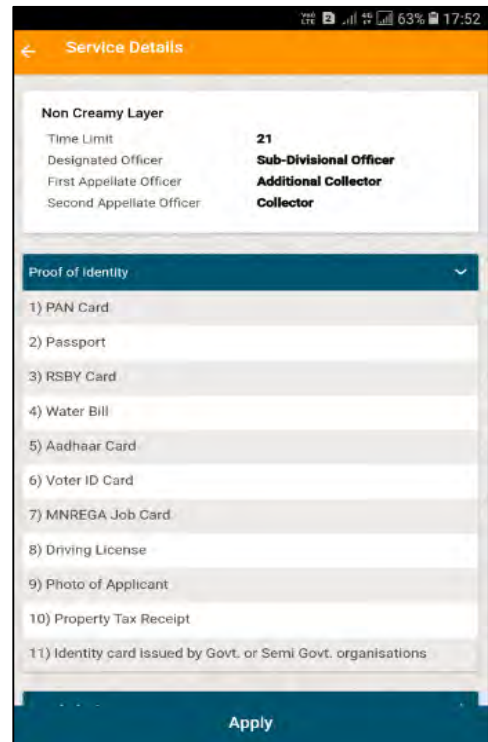
This provides information of RTS Mobile App like information about RTS Act, list of department & Services which are available under this act.



3.2.3 Sub category details

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

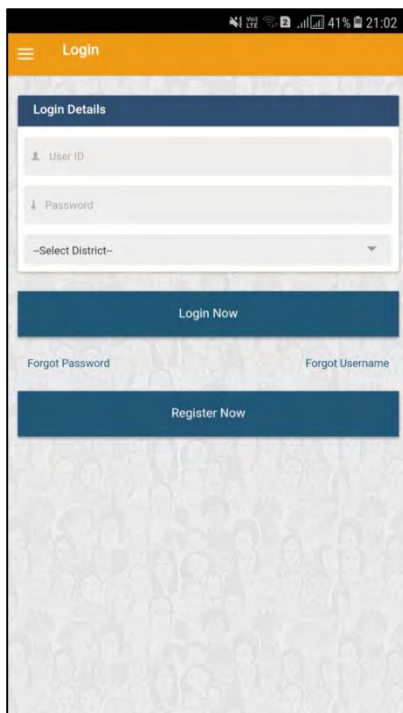
Sub Category Details



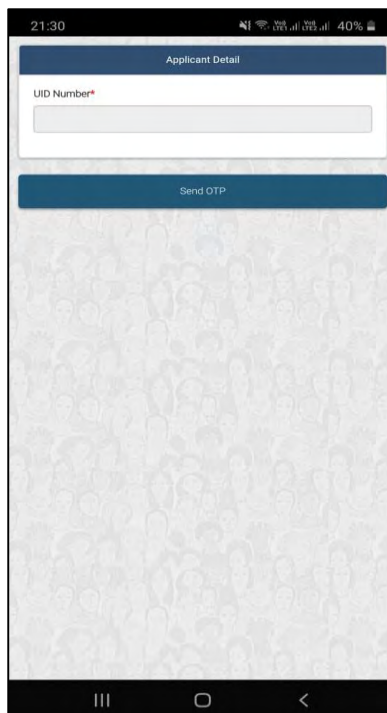
3.2.4 Login and Registration

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

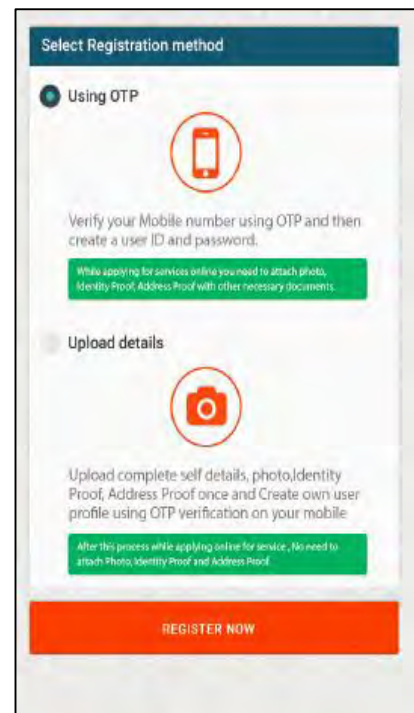
Login



Aadhaar Number



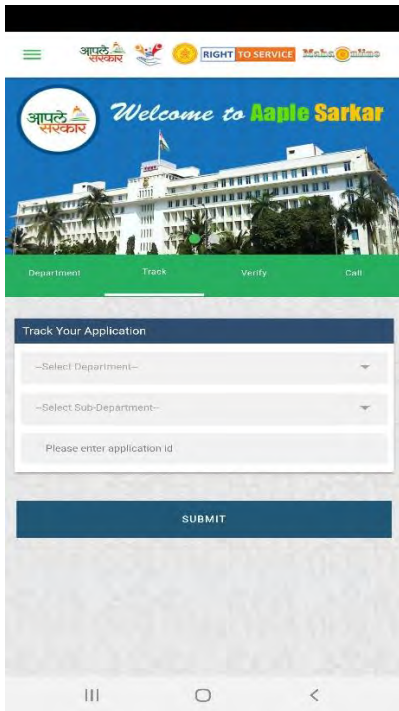
Registration



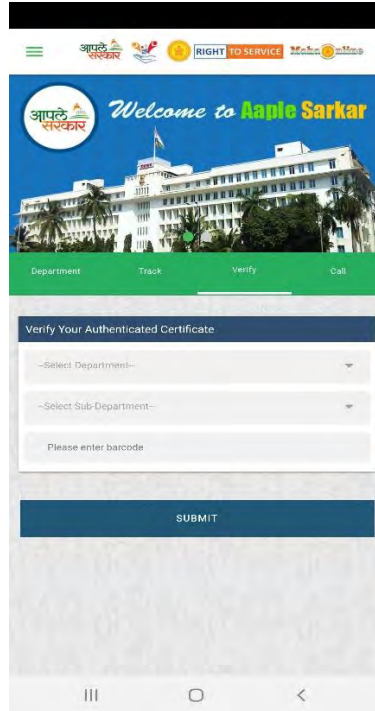
3.2.5 Track / Verify / Call

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

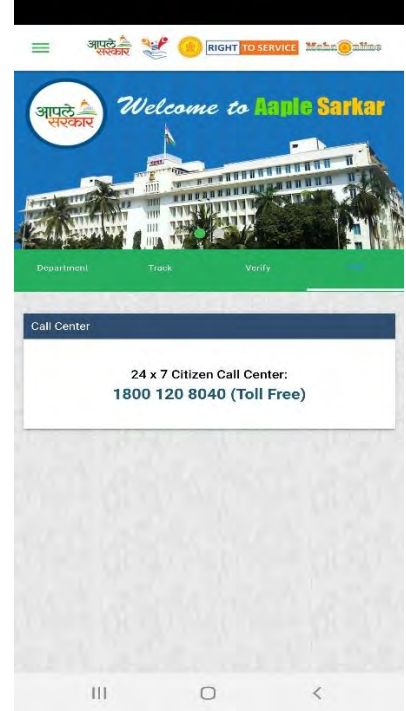
Track



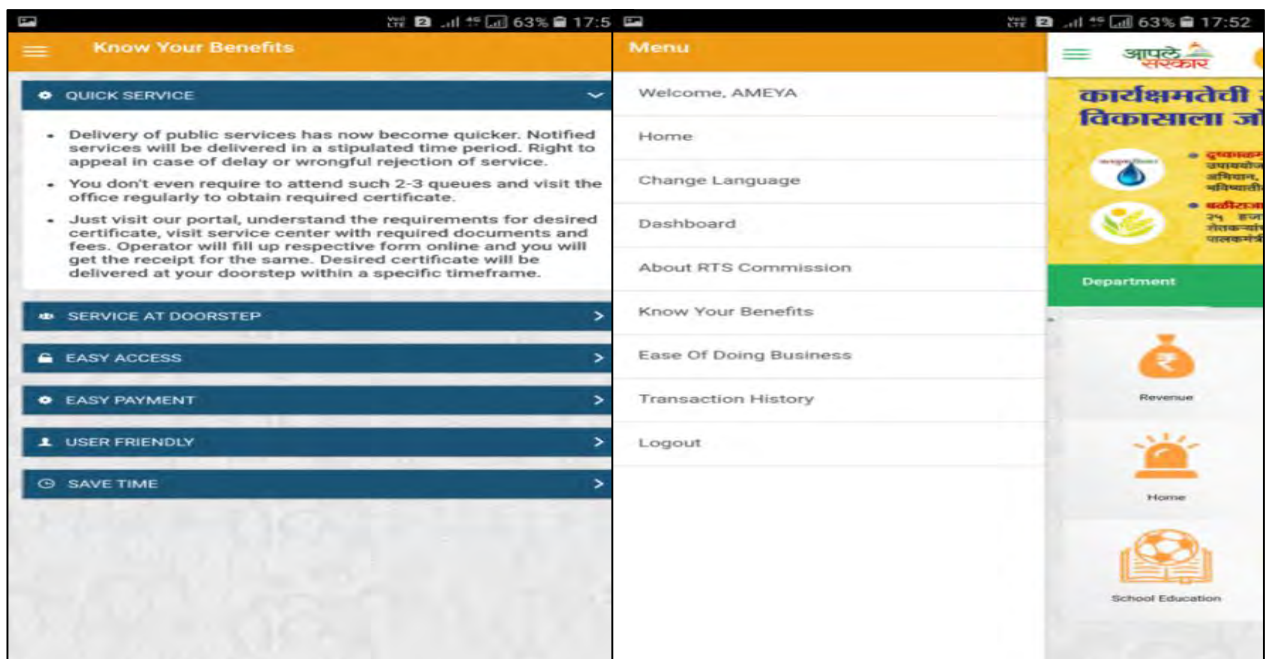
Verify



Call

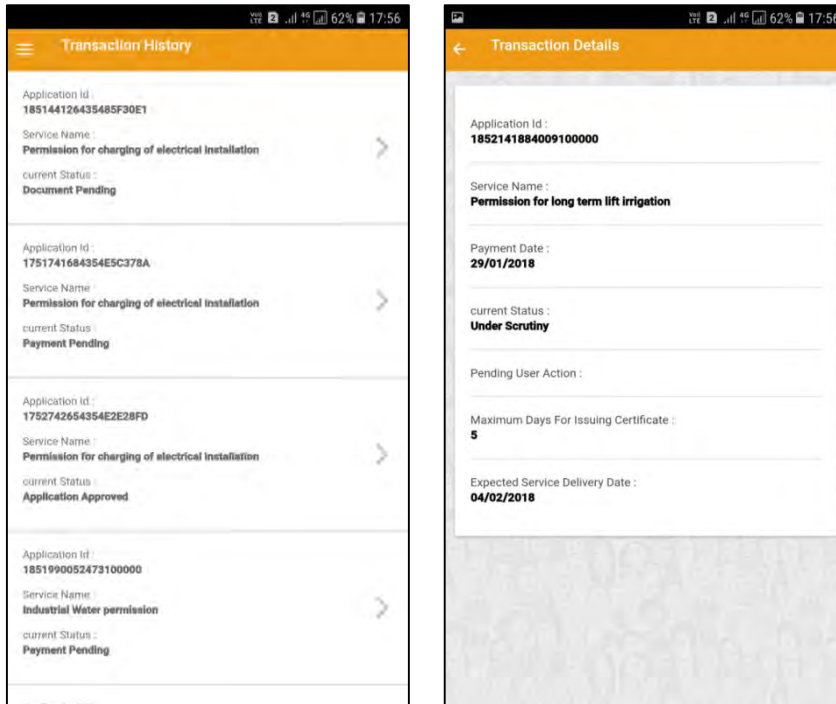


3.2.6 Benefits



3.2.7 View Transaction History

User can access applied applications history through Transaction History option.

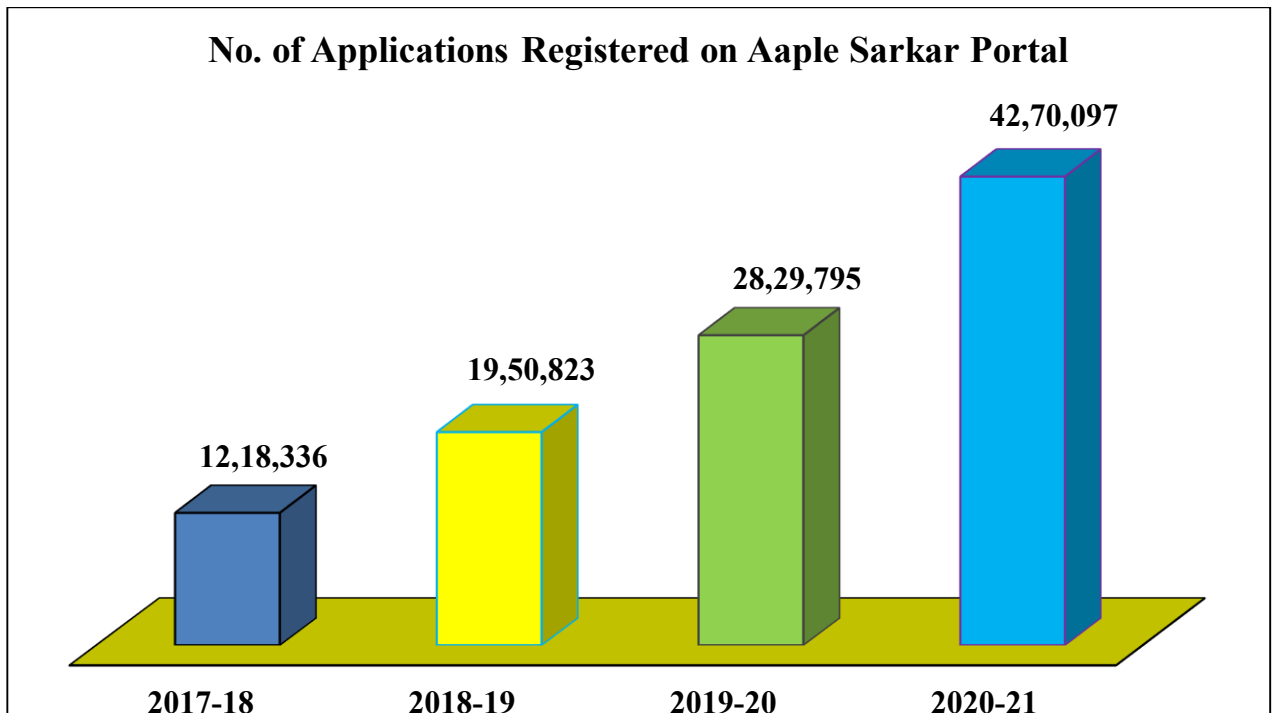


3.2.8 Significant Increase in Registration on Aaple Sarkar Portal

For availing services online the applicant is required to register only once on the Aaple Sarkar Portal. After registering the applicant can himself 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 of citizens registered on Aaple Sarkar RTS Portal increased significantly during the Covid-19 pandemic period from 28 Lakhs to 42 Lakhs up to March 2021.

It is very encouraging to observe that the number of online applications for public services has been increasing rapidly. Total 9,78,81,812 applications for public services have been received online upto 13March2023. As per section 7 of MRTPS Act, the Government shall encourage and aspire all the Public Authorities to utilize Information Technology to deliver their respective public

services within the stipulated time limit. The Commission would like to insist on the implementation of the aforesaid provision.



Chapter IV:

Training & Capacity Building

4.1 Training & Capacity Building

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

4.2 Orientation Training by YASHADA

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

4.2.1 Awareness Training Phase I (2015-16)

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

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

conducted on 5th October 2015 at YASHADA. Through this programme 130 state level trainers were developed and these trainers conducted district level ToTs during 2015 across 36 districts and developed 2,815 district level trainers or resource persons for further training.

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

4.2.2 Awareness Training Phase II (2016-17)

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

Table 4.1 Training Programmes by YASHADA 2016-17

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

4.2.3 Awareness Training Programme during Foundation Training Programme

During the year 2020-21 total 389 (185 Group “A” and 204 Group “B” and “C”) officers were given awareness training by YASHADA. However, since 2015 till 31st March 2021 YASHADA has trained in all 2,37,732 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
Total		5,331	2,32,401

4.3 Technical Training by Maha IT

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

Maha IT 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. Maha IT 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 Maha IT has appointed District Manager in each district to co-ordinate with field level Department Officers. District Manager of district 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 Maha-IT for various departments. Maha IT has conducted 177 training programmes and imparted training to 866 officers and staff.

During 2020-21 YASHADA imparted training to 389 officers and Maha IT imparted training to 866 Officers. Thus in 2020-21 a total of 1,255 Officers and Staff received training.

The number of officers and staffs imparted training 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 506 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 (66), Urban Development Department (52). There are 3 Departments that have not notified any services –Parliamentary Affairs Department; Marathi Language Department; Other Backward Classes, Social and Educational Backward Classes, Vimukta Jatis, Nomadic Tribes and Special Backward Classes Welfare Department.

Table 5.1: Department wise List of Notified Services (As on 31st March 2021)

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	11
		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

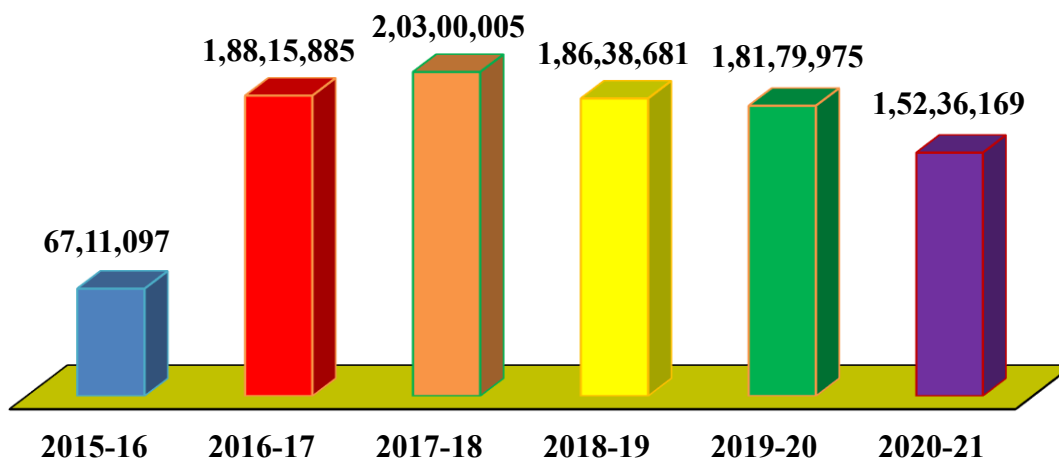
Sr.No.	Name of Department	Name of Sub-Department	Total Notified Services
8	Food, Civil Supplies & Consumer Protection Department.	Food, Civil Supplies & Consumer Protection Department	16
9	Housing Department	MHADA	12
		Mumbai Building Repairs and Reconstruction Board	04
		Slum Rehabilitation Authority	05
10	Women & Child Development Department	Women & Child Development Department	08
11	Skill Development and Entrepreneurship Department	Skill Development and Entrepreneurship Department	02
12	Minority Development Department	Minority Development Department	01
13	Industry, Energy and Labour Department.	Industry Department	25
		Labour Department	41
		Energy Department	14
14	Finance Department	State Goods and Services Tax Department	04
15	Water Resources Department	Water Resources Department	10
16	Dept of Co-Operation, Marketing and Textiles	Dept. of Co-Operation, Marketing and Textiles	09
17	Water Supply & Sanitation Department.	Maharashtra Jeevan Pradhikaran	02
		Groundwater Surveys and Development Agency (GSDA)	02
18	Public Health Department	Public Health Department	06
19	Social Justice & Special Assistance Department	Social Justice Department	12
20	Tribal Development Department	Tribal Department	01
21	School Education and Sports Department	School Education and Sport Department	12
22	Medical Education & Drugs Department	MEDD (AYUSH)	01
		Food Drug Administration (FDA)	04

Sr.No.	Name of Department	Name of Sub-Department	Total Notified Services
23	Tourism and Cultural Affairs Department	Tourism and Cultural Affairs Department	20
24	Higher and Technical Education Department	Higher and Technical Education Department	10
25	Environment Department	Maharashtra Pollution Control Board (MPCB)	04
26	Public Works Department	Public Works Department. (PWD)	02
27	General Administration Department	General Administration Department	05
28	Planning Department	Planning Department	02
29	Parliamentary Affairs Department	Parliamentary Affairs Department	Nil
30	Marathi Language Department	Marathi Language Department	Nil
31	Other Backward Classes, Social and Educational Backward Classes, Vimukta Jatis, Nomadic Tribes and Special Backward Classes Welfare Department.	Other Backward Classes, Social and Educational Backward Classes, Vimukta Jatis, Nomadic Tribes and Special Backward Classes Welfare Department.	Nil
	31	46	506

5.2 Status of Applications Received and Disposed

The review of total status of applications for the duration of October 2015 to March 2021 shows that 9,78,81,812 applications were received by all the 31 Departments.

Graph No.5.1 No.of Applications Received (2015-21)

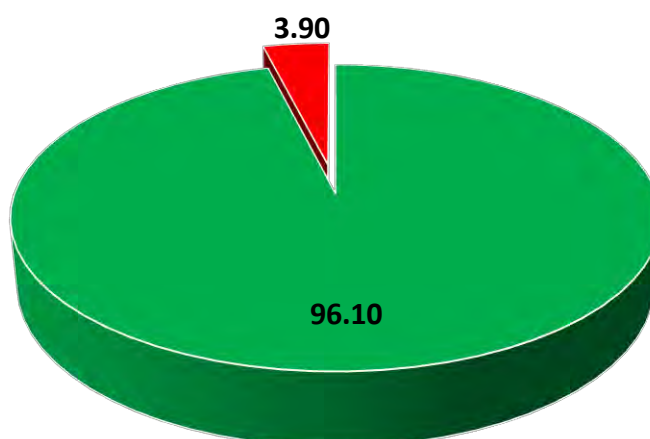


Note :- It is observed that there is a decline in the number of applications received during last two years. This is due to the unprecedented Covid pandemic situation and because the most popular services of providing 7/12 and 8 (A) have been discontinued from Aaple Sarkar Portal. These two services are now provided from Mahabhulekh Portal of Revenue Department.

5.2.1 Applications Disposed and In Process

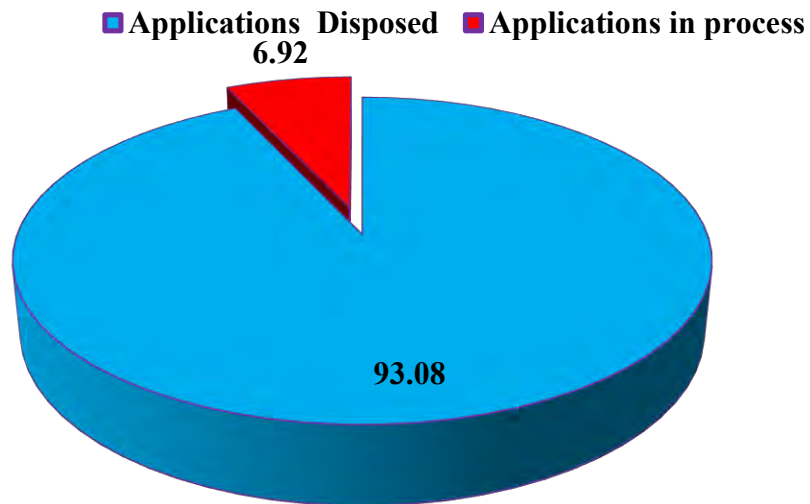
Graph No.5.2 Status of Applications 2015-21

■ Applications Disposed ■ Applications In process



During the period 2015-21, the total no. of applications received is 9,78,81,812 and disposal is 9,40,65,732. Thus 96.10 % of the applications have been disposed and 3.90 % were in process on 31st March 2021.

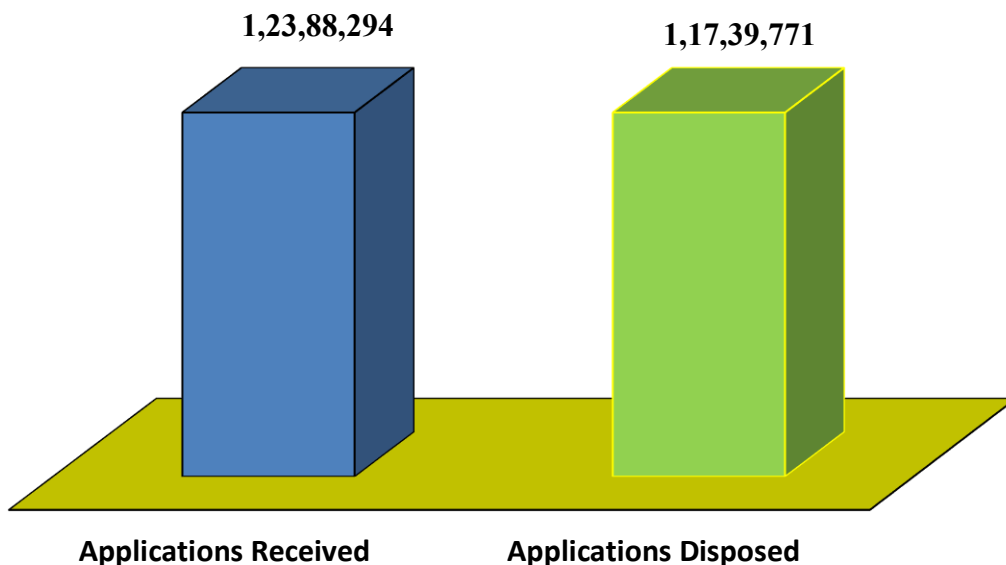
Graph No.5-2 (A) Status of Applications 2020-21



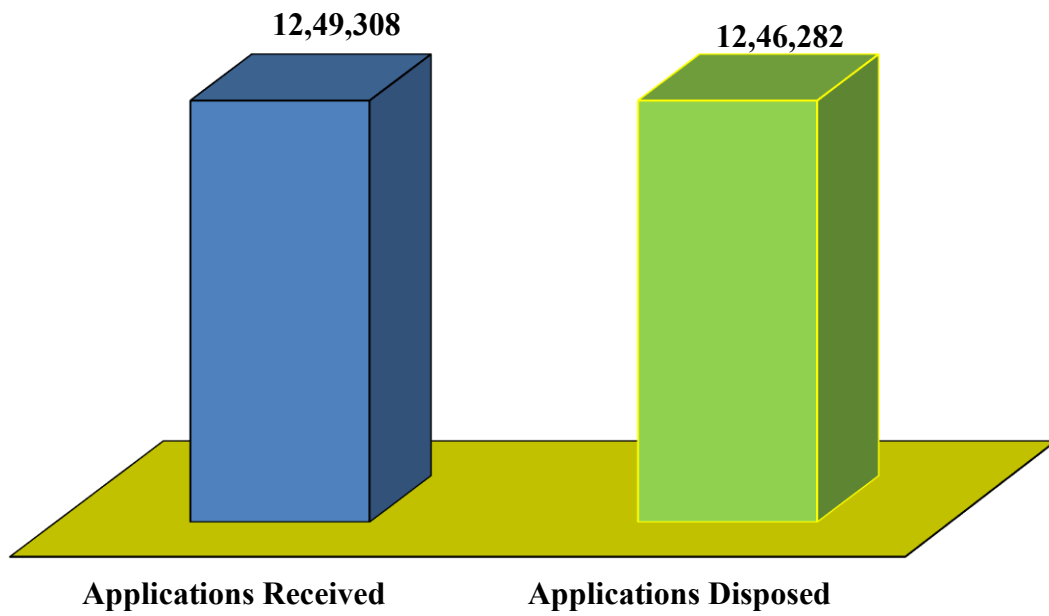
Out of the total applications 1,52,36,169 received during 2020-21 the disposal was 1,41,81,272. Thus, 93.08% of the applications have been disposed and 6.92% were in process on 31st March 2021.

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 the highest number of applications and disposed as shown in Graph No. 5.3. The other two Departments that are in top three are Labour Department shown in Graph No. 5.4 & Home Department shown in Graph 5.5.

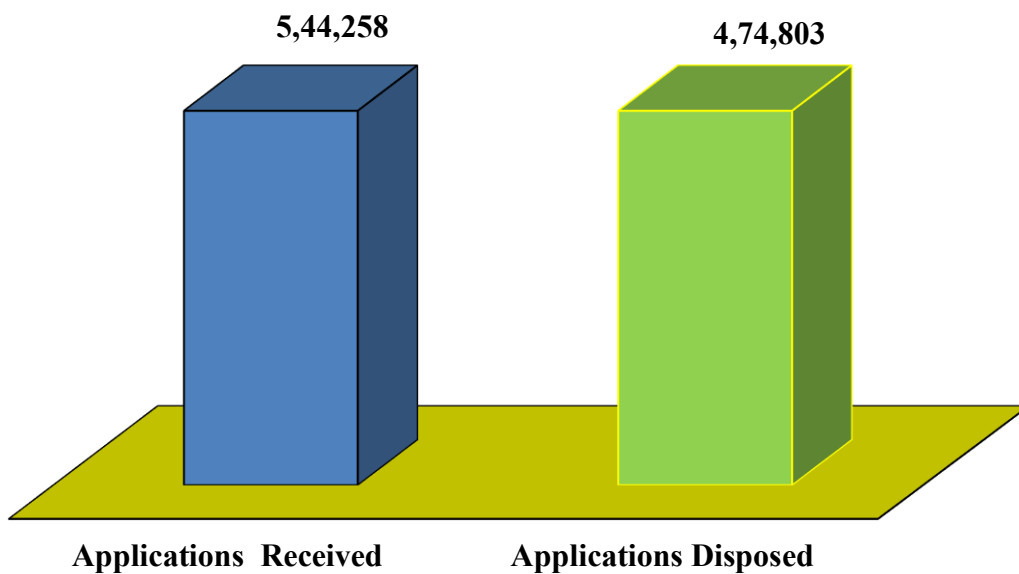
Graph No. 5.3 Applications Received and Disposed by Revenue Dept.(2020-21)



Graph No.5.4 Applications Received and Disposed by Labour Dept. (2020-21)

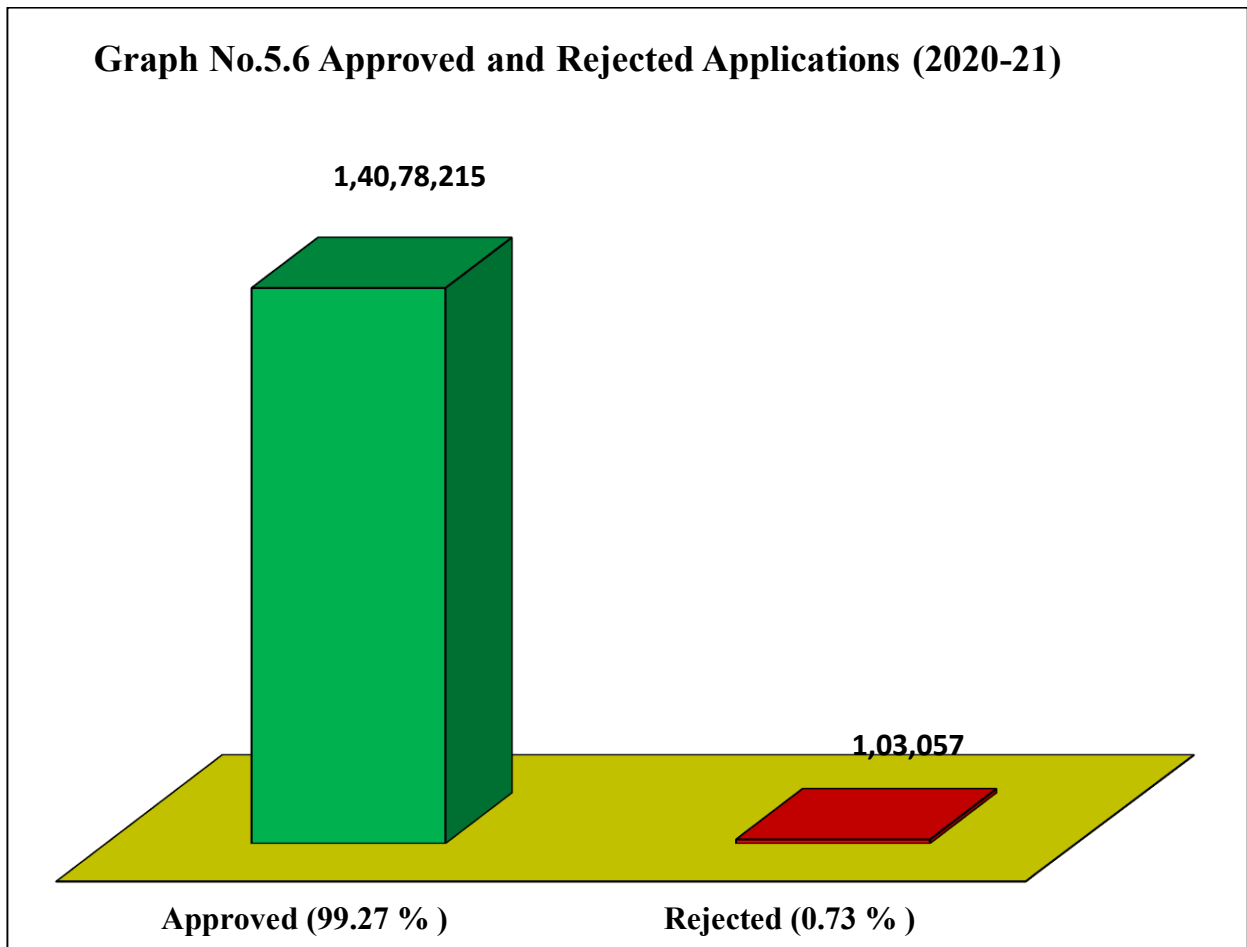


Graph No.5.5 Applications Received and Disposed by Home Dept. (2020-21)



5.2.2 Applications Approved and Rejected

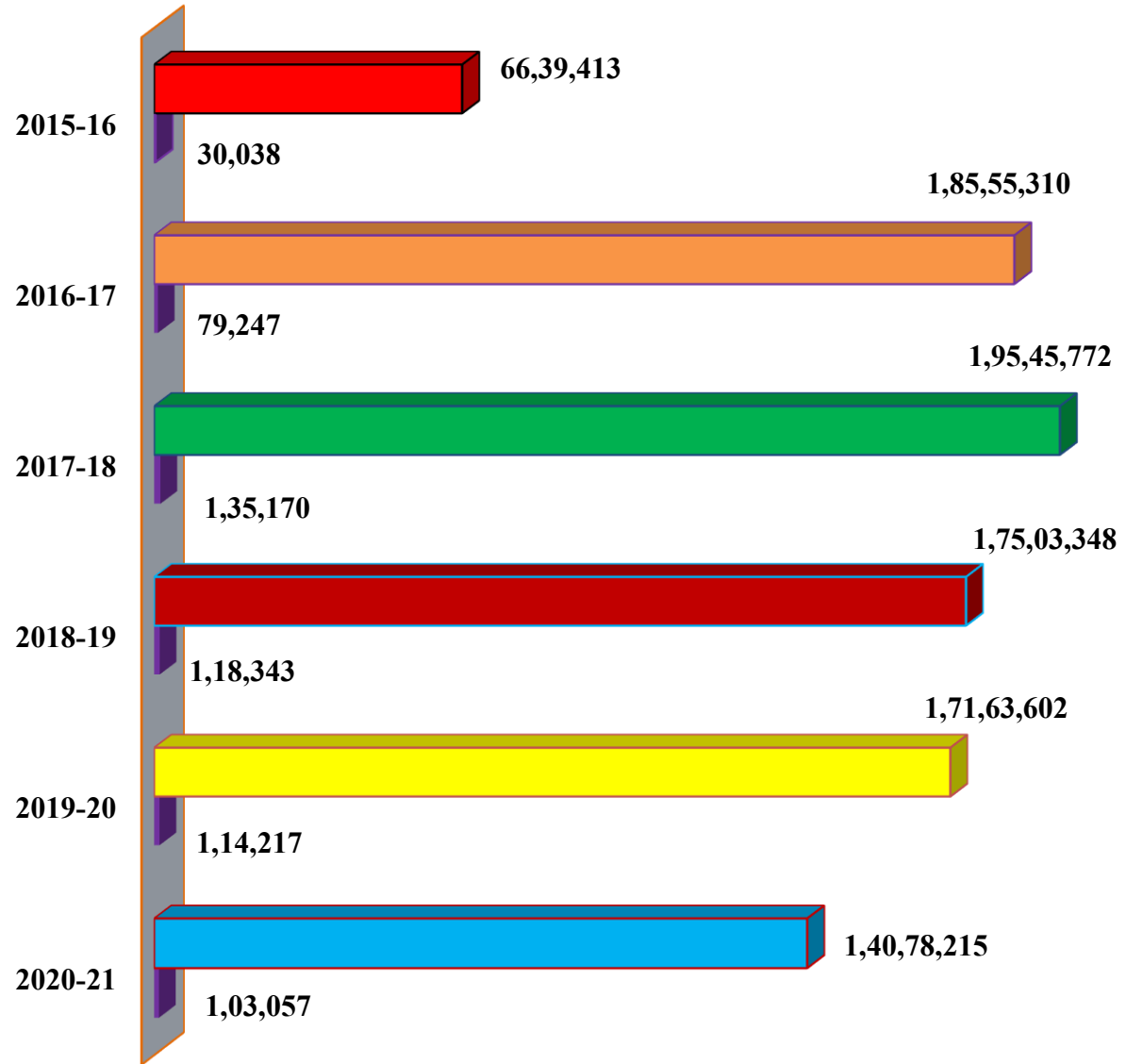
In the year of 2020-21 the total number of disposed applications is 1,41,81,272. Out of these disposed applications, approved applications were 1,40,78,215 i.e 99.27%. Hence it is seen that the percentage of applications rejected is only 0.73 %.This extremely low percentage of rejection deserved appreciation. The details of these applications can be seen in the Graph No. 5.6.



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

Graph No.5.7 Yearwise Apporoved and Rejected Applications

■ Approved ■ Rejected

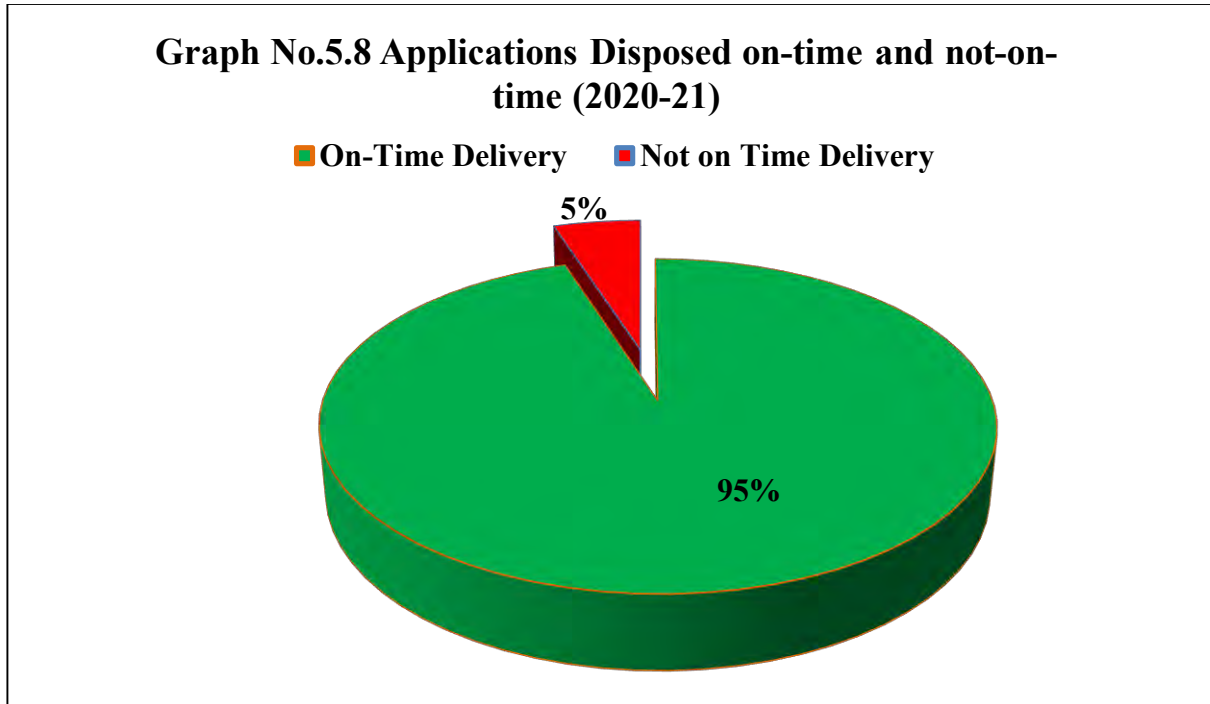


It is observed from the above graph that during the period 2015-21 in all years the rejection of applications for service continues to be very low consistently i.e. below one percent.

Table No. 5.2 Departmentwise Applications Received,Disposed,Approved & Rejected (2020-21)					
Sr. No.	Department	Total Received	Total Disposed	Approved	Rejected
1	Revenue Dept	1,23,88,294	1,17,39,771	1,16,96,966	42,805
2	Labour Dept	12,49,308	12,46,282	12,35,667	10,615
3	Home and Transport Dept	5,44,258	4,74,803	4,74,801	2
4	Social Justice and Special Assistant Dept	3,61,289	1,03,989	1,00,588	3,401
5	Industries Dept	2,81,317	2,81,080	2,59,876	21,204
6	State Excise Dept	1,76,804	1,66,041	1,65,402	639
7	Tribal Development Dept	61,981	57,966	54,388	3,578
8	Energy Dept	61,816	60,959	57,422	3,537
9	Rural Development & Panchyat Raj Dept	39,668	18,119	2,842	15,277
10	Law & Judiciary Dept	20,757	2,057	2,057	0
11	Higher & Technical Education Dept	11,409	6,054	6,027	27
12	Housing Dept	7,099	7,098	7,098	0
13	Urban Development Department	6,869	3,601	3,381	220
14	Maharashtra Pollution Control Board	6,733	6,005	4,676	1,329
15	Dept of Co-Operation, Marketing and Textiles	6,046	1,198	1,156	42
16	Food Civil Supplies and consumer protection Dept	4,641	4,641	4,641	0
17	Women And Child Development Department	2,522	0	0	0
18	Maharashtra Maritime Board	1,795	154	154	0
19	School Education and Sports Dept	1,690	735	397	338
20	Legal Metrology Department	897	45	16	29
21	Forest Department	351	351	351	0
22	Finance Department	239	236	236	0
23	Agriculture Dept	203	14	0	14
24	Minorities Development Department	107	65	65	0
25	Water Resource Dept	66	8	8	0
26	Water Supply and Sanitation	10	0	0	0
	Grand Total	1,52,36,169	1,41,81,272	1,40,78,215	1,03,057

Source: Maha IT , (As on 31st March 2021)

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

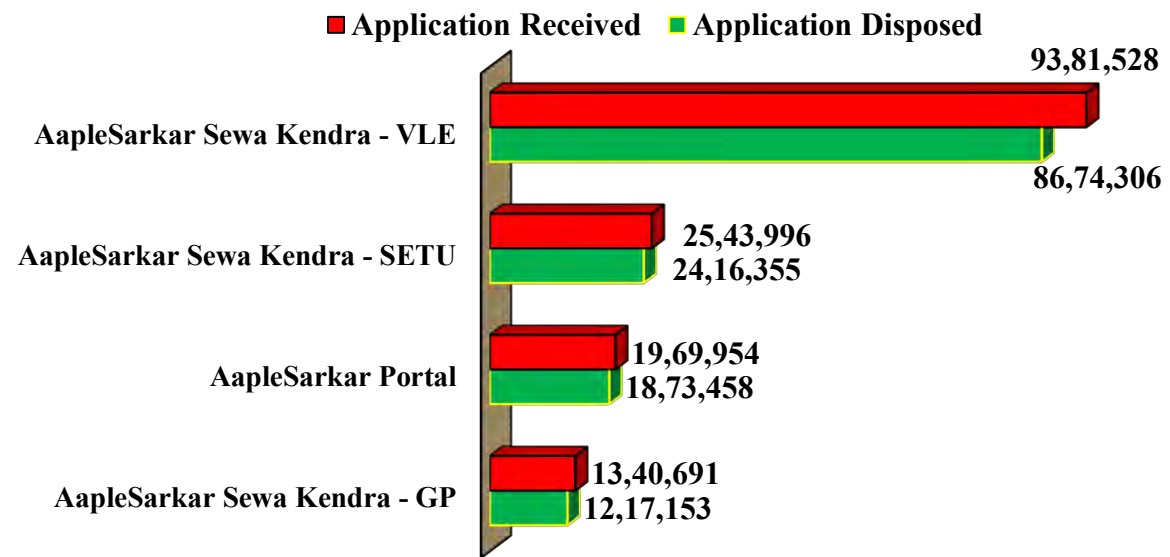


In the year 2020-21 total number of applications disposed by all the Departments is 1,41,81,272 . Out of these on-time disposed applications were 1,34,19,961, i.e. 95%.

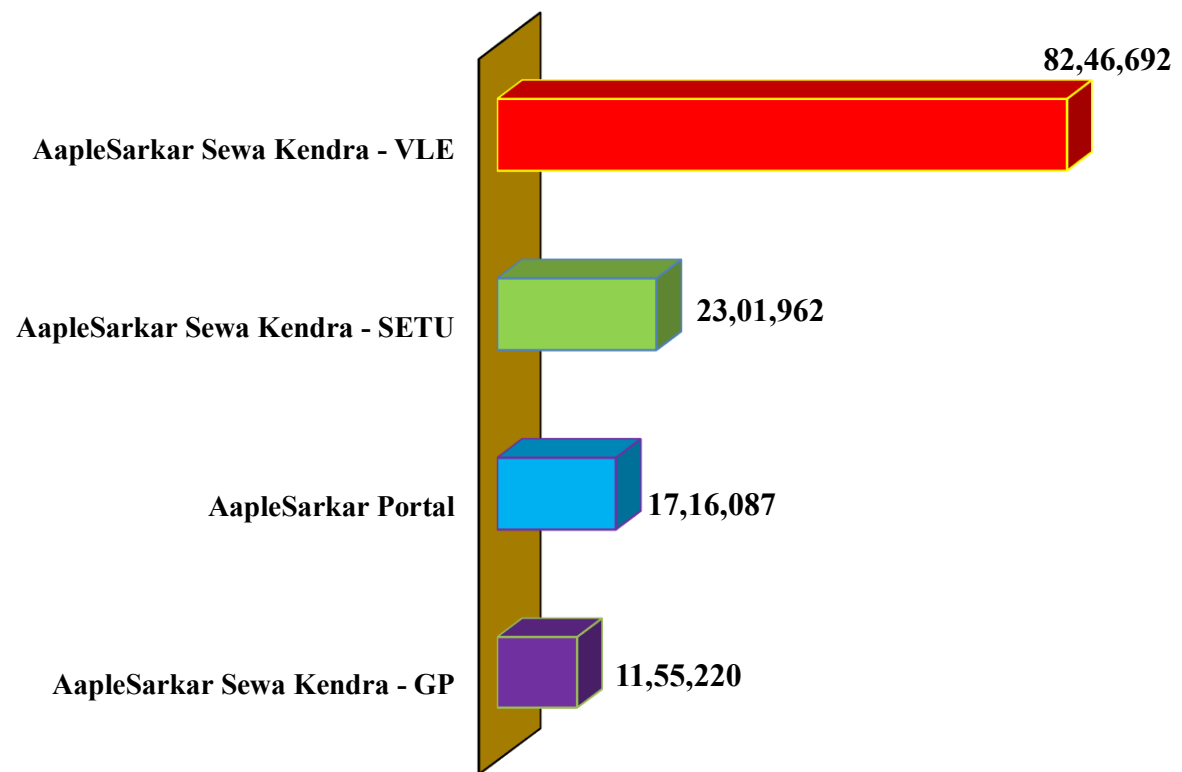
5.3 Delivery Channel wise Applications Received and Disposed

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 (2020-21)

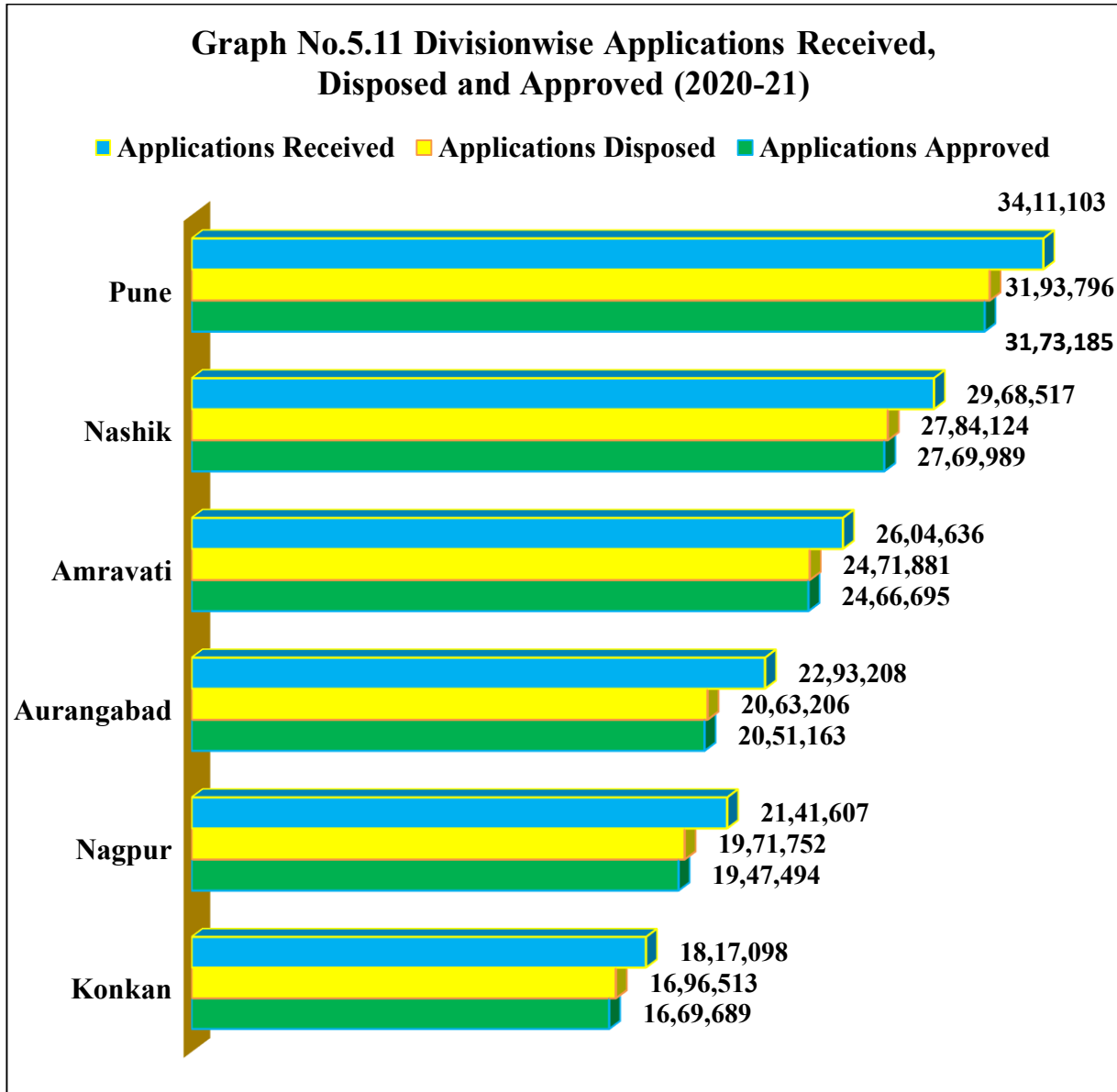


Graph No.5.10 Channelwise Applications processed on-time (2020-21)



5.4 Revenue Division wise status of services

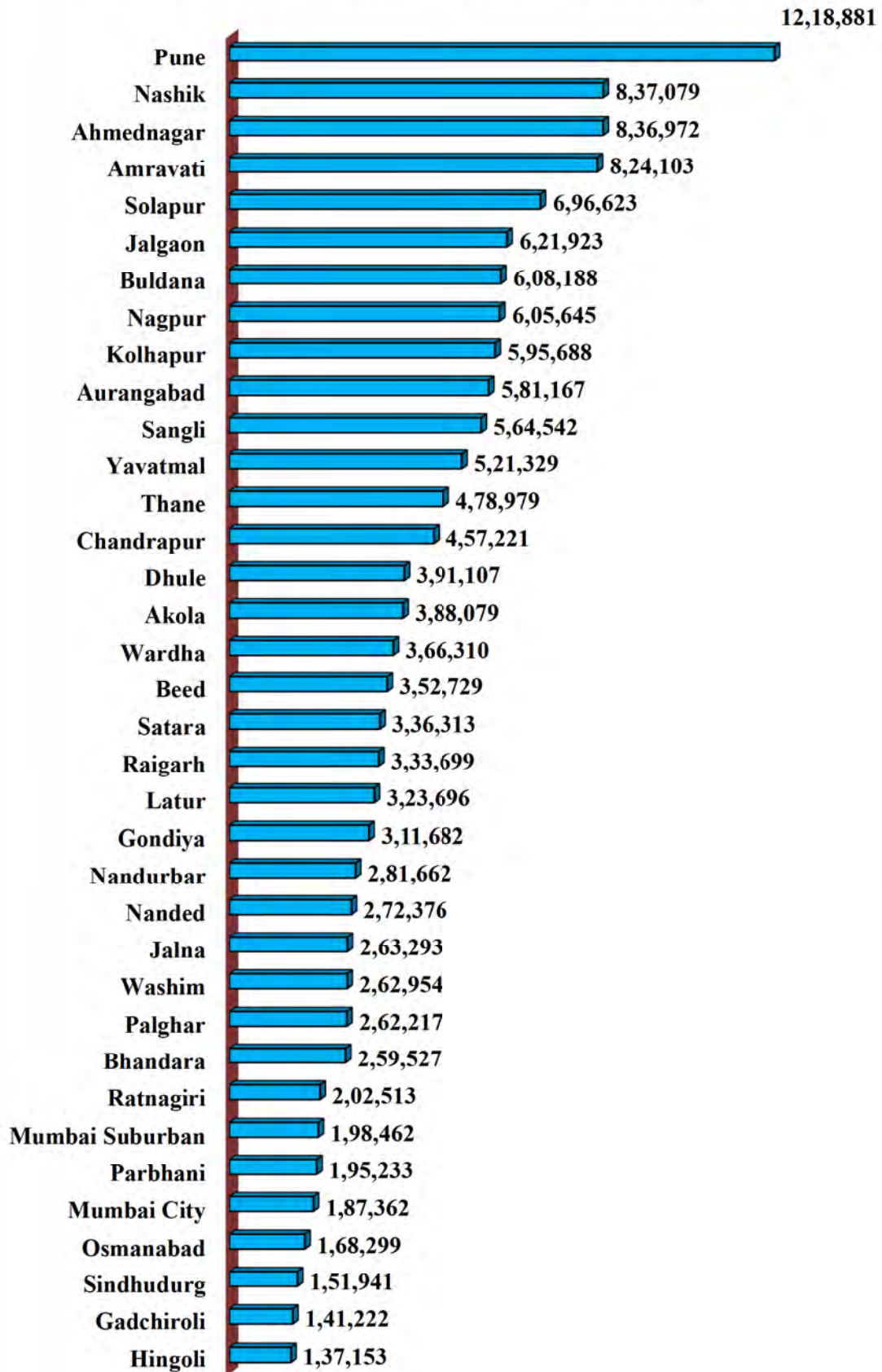
The applications made under the Right to Public Services Act can be seen across Six Revenue Divisions. Amongst these Six Revenue Divisions it is observed that Pune Division is leading in the disposal and approval of the applications.



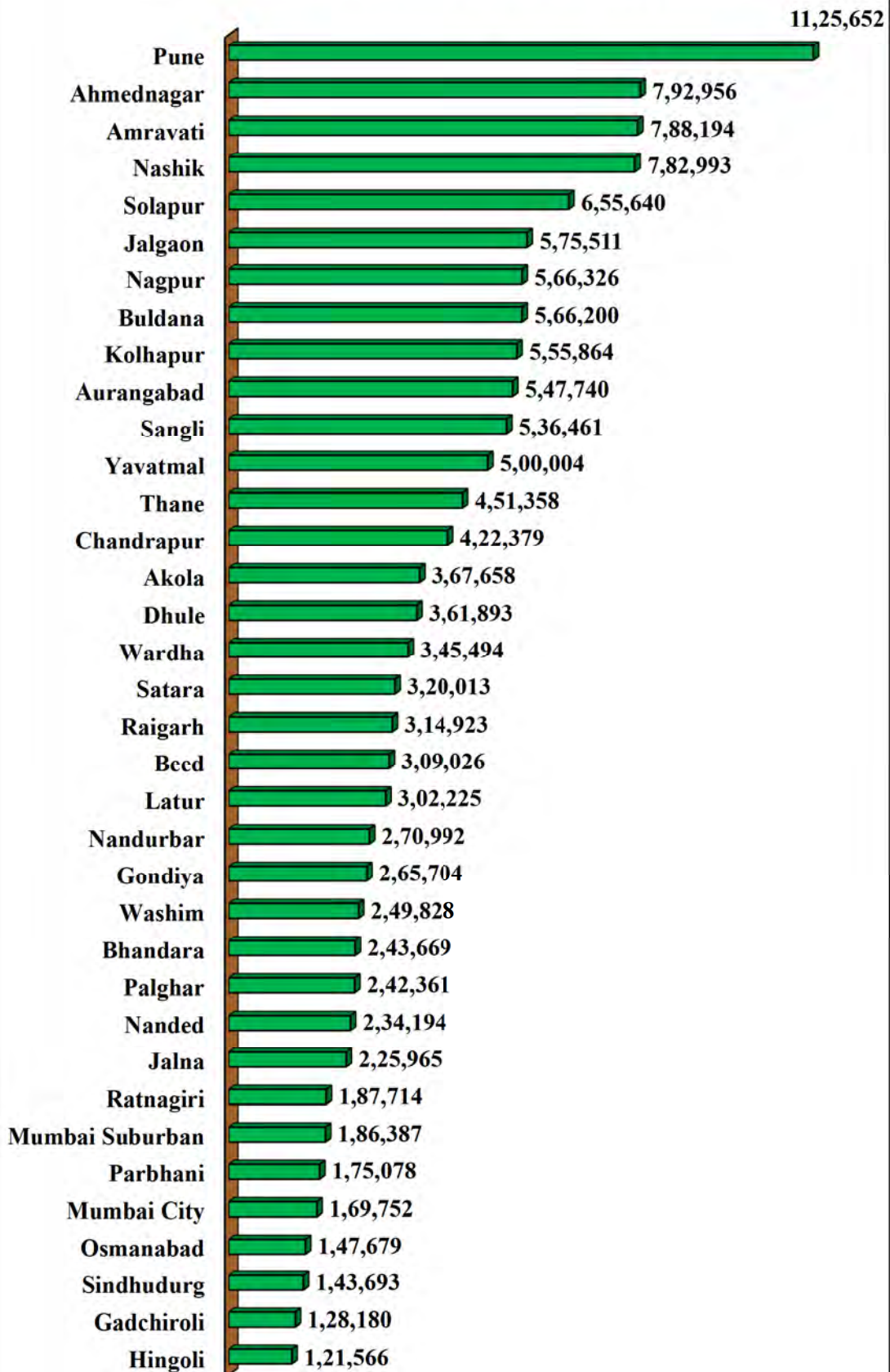
5.5 Districtwise Status of Applications

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.

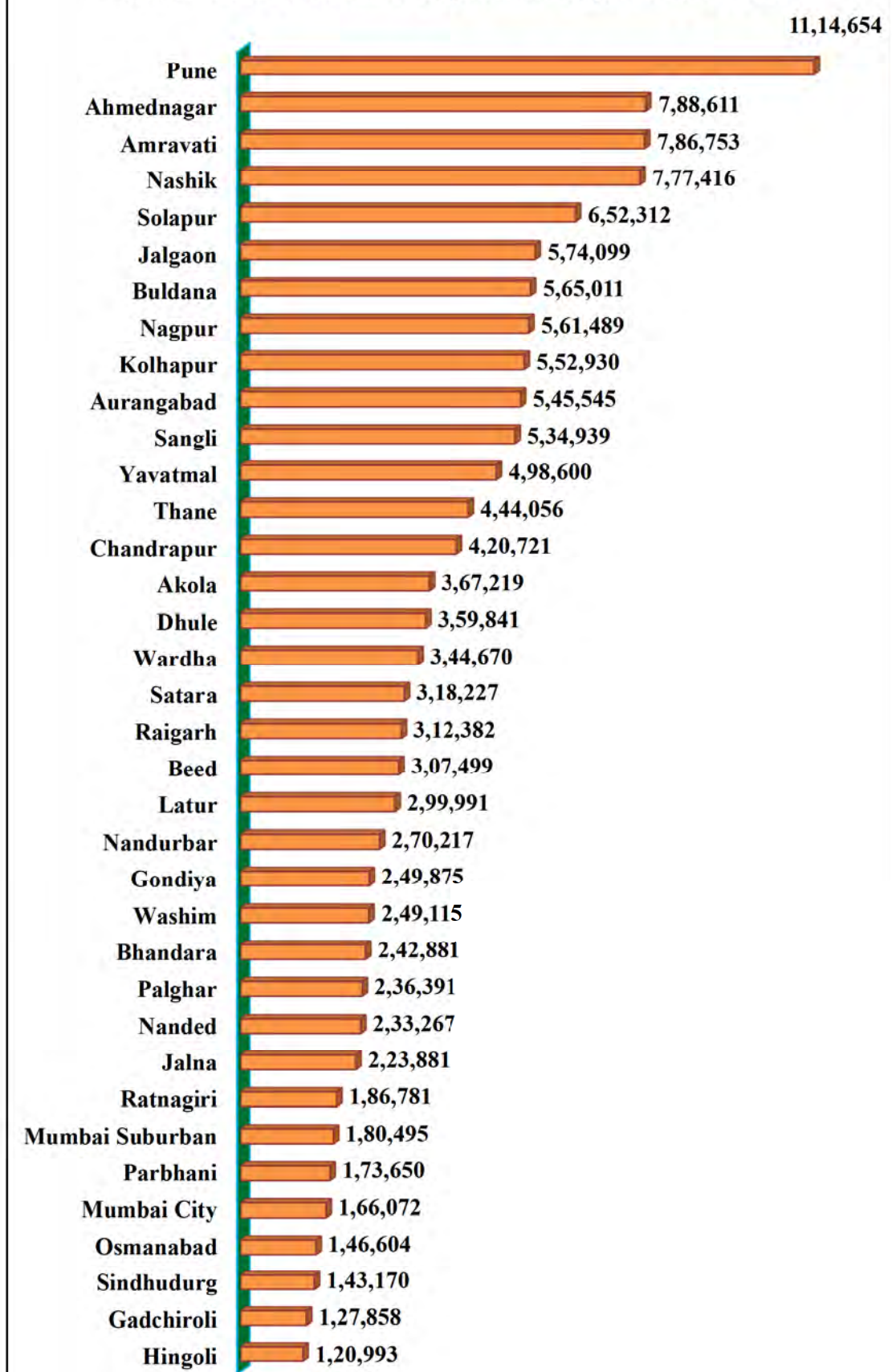
Graph No.5.12 Districtwise Applications Received (2020-21)



Graph No.5.13 Districtwise Applications Disposed (2020-21)

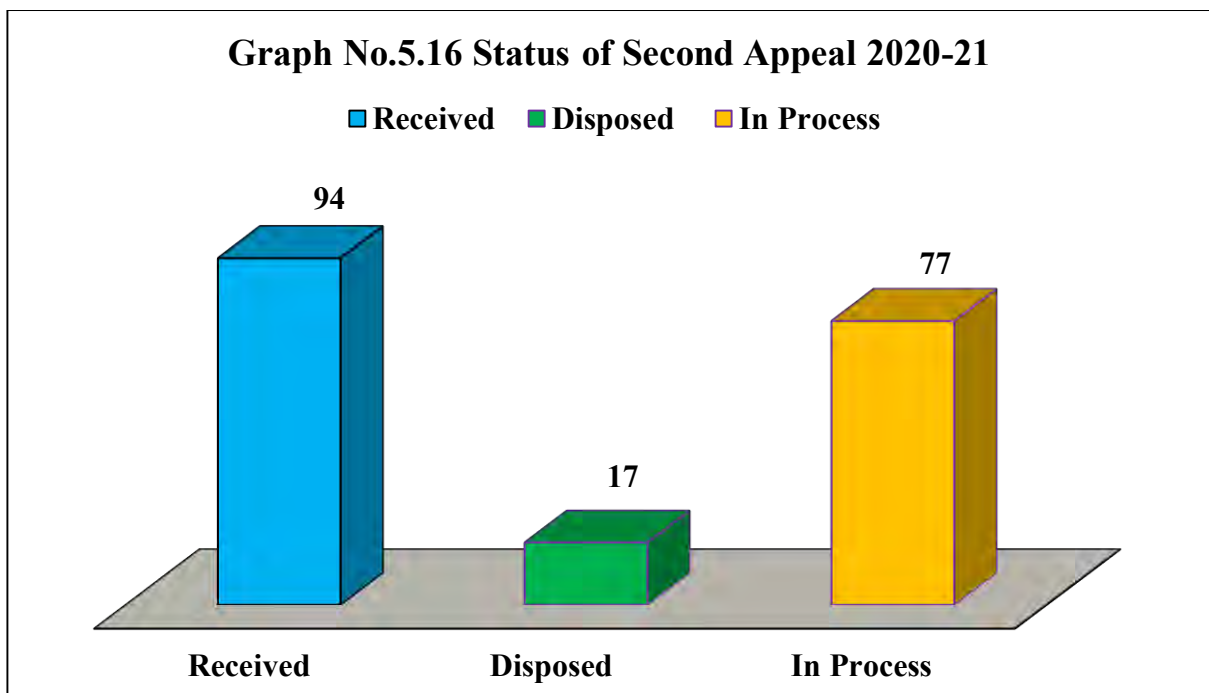
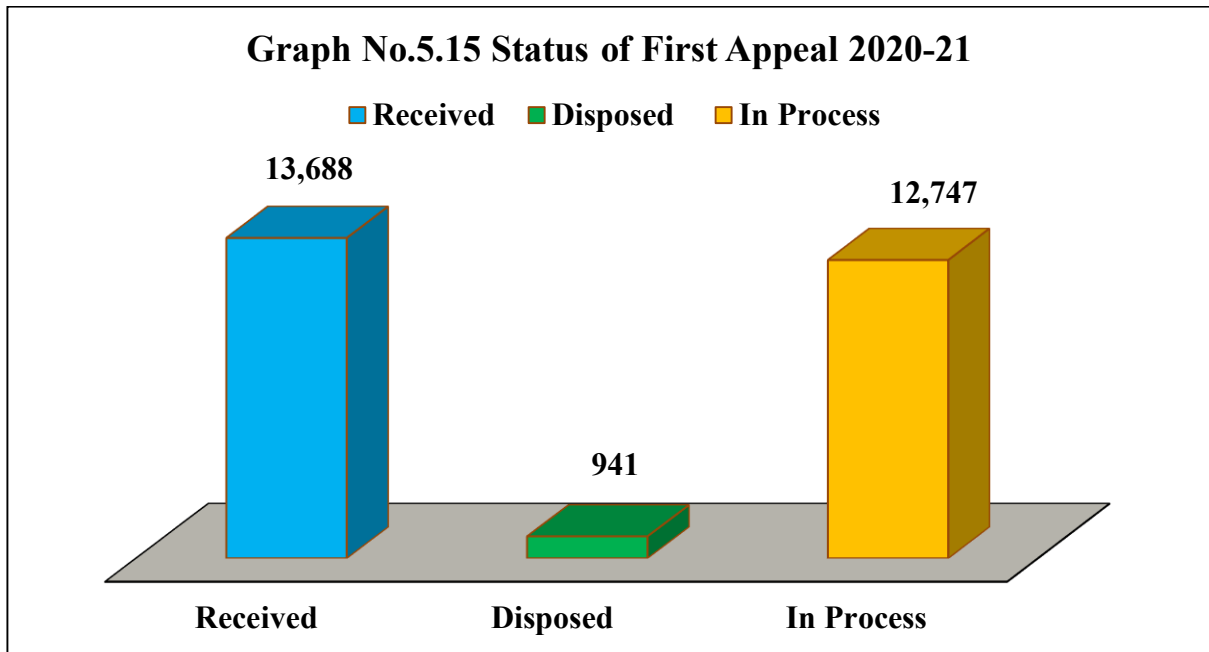


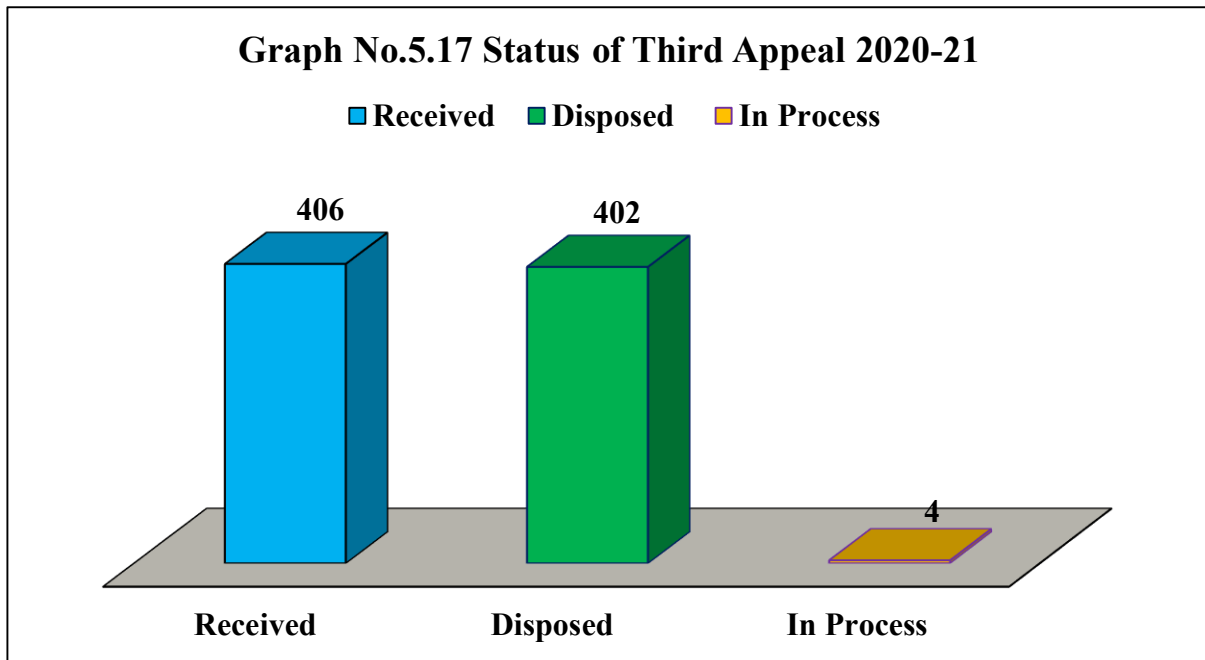
Graph No.5.14 Districtwise Applications Approved (2020-21)



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

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





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

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

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 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. 5.4 Departments classified in Green Zone (Very Good Performance)

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Revenue and Land Records	38	17	13	8
2	Labour	41	14	24	3
3	Energy	7	6	1	0
4	DGPS (Industry)	2	2	0	0
	Total	88	39	38	11

Source : (Maha IT - As on 31st March 2021)

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

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Home	15	5	2	8
2	State Excise	27	5	7	15
3	Environment (MPCB)	4	2	2	0
4	Higher & Technical Dept.	10	5	4	1
5	Rural Development & Panchayat Raj Dept.	7	3	2	2
6	Social Justice and Special Assistance Dept.	8	4	3	1
7	Public Health	1	1	0	0
8	Industries	10	3	1	6
9	Transport (Maritime Board)	7	3	4	0
10	Water Resource Dept.	10	0	10	0
11	Law & Judiciary Dept.	3	1	1	1
12	Women And Child	8	2	6	0

	Development				
13	MIDC	7	1	1	5
14	Tribal Development Dept.	1	1	0	0
15	Dept. of Registration & Stamps	14	2	5	7
16	Housing Dept. - MHADA	12	2	7	3
17	Housing Dept. - Building Repairing Board	4	2	2	0
18	Dept. of Co-Operation, Marketing and Textiles	5	4	0	1
19	Urban Development	39	1	22	16
20	Food Civil Supplies and consumer protection	10	1	5	4
21	Planning Department	1	0	1	0
22	Minority Development	1	0	1	0
23	School Education and Sports Dept.	12	3	6	3
	Total	216	51	92	73

Source : (Maha IT - As on 31st March 2021)

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

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Agriculture Dept.	24	0	4	20
2	Tourism and Cultural Affair Dept.	20	0	0	20
3	Transport Dept.	14	1	13	0
4	Finance	1	0	1	0
5	Housing Dept. - SRA	4	0	4	0
6	Medical Education and Drugs Department	21	0	0	21
7	Forest Department	10	1	3	6
8	Animal Husbandry Dept.	3	0	3	0
9	Fisheries Department	6	0	3	3
10	Water Supply - MJP	2	0	1	1
	Total	105	2	32	71

Source : (Maha IT - As on 31st March 2021)

Note :

1. It is observed that the number of services and departments in the red zone has declined. In 2017-18 there were 23 departments, in 2018-19 there were 13 departments and in 2019-20 there were 12 departments in the red zone. In the year 2020-21 the number of departments in the red zone has declined to 10.
2. The above analysis and categorization is on the basis of online applications received. Departments / services categorised in Amber / Red Zone may have received significant number of offline applications. However, information regarding offline applications received and disposed was not made available to the Commission despite prescribing proforma A, B and C and repeated instructions.
3. Similarly, some departments have provided online 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 the Act Sec 16 (1) the Commission is expected to “ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of public services. Accordingly, the Commission has made recommendations. Following are some of the important suggestions and recommendations made by the Commission.

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

Sr. No.	Recommendations	Status
1	All Departments should prepare a Master List of the services being provided and this Master List of services should be put in public domain. Departments should also prepare a time table for notifying all services in the Master List under the RTS Act.	<ol style="list-style-type: none">1. Transport Dept.,2. Revenue Dept.,3. Agriculture Dept.,4. Industries Dept.5. Labour Dept.6. Urban Development Dept.-I,7. Tourism Dept.8. School Education and Sports Department9. Water Supply & Sanitation Dept.,10. Co-Operation, Marketing & Textile Dept.,11. Public Health Dept.,12. Soil & Water Conservation Dept.,13. Water Resources Dept.,14. Higher & Technical Education15. Woman & Child Development Dept.,16. Tribal Development Dept., <p>From the above Sixteen departments Master Lists have been received by the</p>

		Commission. However, other departments have not yet submitted Master Lists of all services.
2	General Administration Department (O&M) should prepare a consolidated centralized list of services being provided by all government departments.	Pending
3	Government may designate the District collector as Controlling officer for Right to Public Services Act for each district.	Complied
4	All Departments should integrate delivery of Public Services with Aaple Sarkar Portal.	Out of 506 services, 97 services are not yet integrated with Aaple Sarkar Portal.
5	All Departments should provide detailed information of off line applications in the prescribed Proforma 'A', 'B' & 'C' to the Commission.	Pending
6	Facility for availing all notified services should be available to the citizens at all Aaple Sarkar Seva Kendra.	Urban Development Dept., Rural Development Dept. & Revenue Dept. have issued instructions accordingly.
7	All Departments must ensure that the List of Notified Public Services along with details of stipulated time-limit, Designated Officer and Appellate Authorities is displayed at the prominent place of every office as per rule 3.	Partly complied
8	As per section 13 of the RTS Act, Six RTS Commissioners for Six Revenue Divisions are to be appointed by Government. Same may be expedited.	Pending
9	Secretaries of the Departments which have been categorized in RED ZONE on basis of their performance should take steps within one month to improve their performance.	Partly complied. The number of Departments under Red Zone has decreased from 23 to 10.
10	All Departments should regularly review the services provided under Right to Public Service Act and denotify outdated services like Sales Tax and Entertainment tax in view of GST and notify new services.	Complied
11	There is no uniformity in the Services notified by the collectors in Konkan Division. This discrepancy needs to be corrected.	Complied
12	Information Technology Department and Mahaonline should ensure that Revenue collected towards services being provided by local bodies by using	Complied

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

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

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

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

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

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

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

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

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

6.4 Department Specific Suggestions and Recommendations (2018-19)

Sr. No.	Recommendations	Status
1	Labour Department	
	1. Some services of the Labour Department have received very poor / negligible response. The Department should carry out the review and analyse reasons for poor response.	Pending
	2. A master list of the total 41 services of the Labour Department has been prepared and 10 of these have not yet been notified. Decision should be made at the Department level as to whether or not to notify the 10 services.	Master list has been prepared
2	Home Department	
	1. Home Department has notified 17 services. While some services like Character Certificate, NOC for Passport have received huge response and the disposal has been very good, other services have not received good response. 2. The Secretary of the Department should review and analyse why some of the notified services have not received good response.	Pending
3	Transport Department	
	1. The Commission was informed that a master list of 110 services of the Transport Department has been prepared. It was also stated that process for notifying 36 services is under consideration.	Master List of 15 services is received to commission.
	2. Decision regarding these 36 services needs to be taken early. Transport Dept. must integrate all the notified services with "Aaple Sarkar Portal".	Pending
4	Revenue Department	
	1. Instructions may be issued to provide all Notified services at all Centers	

	2. The 14 services of the Registration and Stamps Department have not yet been fully integrated with “Aaple Sarkar Portal”, so immediate action should be taken on that.	Complied
5	Agriculture Department	
	1. There are 5 services pertaining to Soil Testing which has received very poor response. The Department should review and analyse the reasons for the same.	Pending
	2. Regarding 4 services pertaining to Export of Fruits which are provided on APEDA Portal, Department should examine with permission of Govt. of India whether integration is permissible. Meanwhile, Department should update the information on monthly basis of how many applications received and disposed.	Mahaonline has informed the Agriculture Dept. that due to technical issues, integration of “APEDA” and “Aaple Sarkar portal” is not feasible.
6	Social Justice and Special Assistance, Department	
	Some of the schemes of this Department have received very poor response on “Aaple Sarkar Portal”. However, these schemes have received a great deal of offline response. The software of such schemes should be prepared and tested so that all services are provided online.	Pending
7	Women and Child Development Department	
	1. Total 13 services of this Department are notified and most of the services are being provided door to door through Anganwadi Sevikas. Hence, response to online application is poor. The Department should examine how to provide information of services provided on “Aaple Sarkar Portal”.	Vide notification dated 20.08.2019 Dept. has notified eight services & denotified five services
	2. Although the actual number of beneficiary is large, the application is not submitted on the online system. The Department should collect the beneficiary number by the 10th of every month and give it to Mahaonline. Mahaonline should update the number of beneficiaries on “Aaple Sarkar Portal”.	Pending
8	Food, Civil Supplies & Consumer Protection Department	
	Since the number of beneficiaries covered by the Department is large, all services should be integrated with “Aaple Sarkar Portal”.	Pending
9	Animal Husbandry, Dairy Development & Fisheries Department	
	There is very poor response to services notified by the Animal Husbandry Department. It has been pointed out that the main reason for the poor response is that for the treatment of the animal a nominal fee of Rs.1/- is levied. For online application, more than Rs.20/- fees have to be paid. Hence, number of application is	Pending

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

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

6.5 General Suggestions and Recommendations (2019-20)

No	Recommendations	Status
1.	By using Information Technology, system needs to be developed to collect information regarding offline applications received and disposed. IT Department and GAD (O&M) should decide on this recommendation at the earliest.	Pending
2.	All Departments should prepare a Master List of all the services they provide to the public and publish it on their website.	16 departments have prepared Master List. Partially complied.
3.	All the services notified by all the Departments should be made online.	Partly complied. 409 out of 506 notified services are available online on Aaple Sarkar Portal.
4.	The services of the Departments which have received poor response should be reviewed by the concerned departments and public awareness, publicity and dissemination campaigns etc. should be conducted about such services.	Pending
5.	The services of the Departments which are online, however, they are providing to the public through their own portals, the Departments should integrate the respective portals with Aaple Sarkar portal. A timetable should be prepared and submitted to the Commission.	Partly complied
6.	As per the Government Resolution issued respectively by Rural Development, Urban Development and Revenue Department all the services notified by all the Departments should be made available to the public at "Aaple Sarkar Service Centre".	Partly complied
7.	In order to create awareness about the Maharashtra Public Service Rights Act, all Departments should carry out public awareness campaign for the widespread dissemination of the Act.	Awareness Campaign needs to be implemented on continuous basis.
8.	All the Departments should prepare incentive schemes for the designated officers and for the best performing public authority.	Pending
9.	According to the circular dated 15.02.2020 of the General Administration Department on the certificates issued under the Maharashtra Public Service Rights Act, the Logo and Tagline of the State Public Service Rights Commission should be printed on the certificates issued by various Government Departments. This will be useful for the promotion / dissemination of the Act.	The Commission's Logo and Tagline is printed on the certificate issued online.
10.	All departments should provide computers and other ancillary facilities to their Designated Officers / First / Second Appellate Officers.	Partly complied

11.	All Heads of Administrative Departments should periodically review the applications and appeals received and pending. Reasons should be mentioned while rejecting the application. Speaking orders should be passed on appeals. Necessary instructions should be issued for disposal of applications within the stipulated time.	Continuous efforts are necessary
12.	The Commission should be informed of the innovative measures implemented at the Departmental / District level for effective implementation of the Act.	Nashik, Pune, Ahamadnagar, Chandrapur, Wardha, Gadchiroli, Gondia, Solapur, Washim, Dhule, Palghar and Revenue, State Excise Department & YASHADA have reported innovative practices to the commission. They have been described in the details in Annual Reports.
13.	All the Divisional Commissioners / Collectors should conduct regular monthly reviews for the effective implementation of the Right to Service Act and take steps to make the implementation of the Act more effective.	Partly complied
14.	All the Collectors should regularly make available to the Commission Office the information on the number of cases in which the First and Second Appellate Officers of all the Departments in their district have levied fines.	Instruction issued to all Department/Collectors
15.	All the Departments should review the Applications / Appeals which have not been disposed of within the prescribed time and prepare an abstract and make it available to the Right to Public Service Commission and take appropriate measures accordingly.	Pending
16.	All the Collectors should take necessary action through the Mahaonline regarding solving technical difficulties of dashboards, online system for disposal of online applications / appeals district wise for effective use of 'Aaple Sarkar Portal'.	Partly complied
17.	All the District Collectors should regularly review their District 'Aaple Sarkar Service Centers' which are functioning and closed and how to make them financially viable.	Pending
18.	All the Departments should conduct Awareness and Technical training to Designated Officers and Appellate Officers in all the divisions of the district at the district / divisional level, through the YASHADA & Mahaonline under the State Training Policy on Right to Public Service Act.	Continuous efforts are necessary
19.	All Divisional Commissioners should review the implementation of the Maharashtra Public Service Rights Act during the meetings	Partly complied

	with Collectors and Chief Executive Officers.	
20.	Collector, Nashik has notified additional 81 new services under the Maharashtra Right to Public Services Act with effect from 26.01.2020. The Commission has recorded its appreciation of this excellent initiative which is receiving very good response from citizens. The Commission has recommended to Revenue Department vide letter dated 04.03.2020 to examine the replicability in other Districts also.	The Revenue Department has sought opinion of all Divisional Commissioners on this recommendation.
21.	Pune Police Commissionerate has implemented "Services Excellence and Victim Assistance" (S.E.V.A) scheme for Grievance Redressal of complaints. The Commission has appreciated this initiative and recommended to the Home Department vide letter dated 13.12.2019 to examine its replicability in other Police Commissionerates.	Pending

6.6 Department Specific Suggestions and Recommendations (2019-20)

No.	Recommendations	Status
1	General Administration Department (O&M)	
	1. Some of the services notified by the Administrative Departments have very little / no response. The General Administration Department should issue instructions to the concerned Departments to review such services.	GAD (O & M) has issued instructions accordingly.
	2. A master list of services provided by all the Administrative Departments should be prepared and orders should be issued to make it available to the citizens on the website of the concerned Department.	Partly Complied. 16 Departments have prepared Master List.
	3. As per the provisions of Section 3 of the Act, all the Field Offices should be directed to display the information about the services rendered by it along with the details of the stipulated time limit, form or fee, if any, Designated Officers, First and Second Appellate Authorities.	Partly Complied.
	4. An incentive scheme should be prepared as per the provisions of Section 20 (5) (a) of the Act to give cash and commendation certificate as an incentive to the ex-officio officer as well as the authority	Pending
	5. Administrative Departments to provide computer and other ancillary technical facilities to all the Designated Officers / Appellate Officers from their financial provisions.	Partly Complied.

2	School Education and Sports Department	
	<p>1. The "Saral Portal" of this Department is developed by NIC. There is very poor response to these services on 'Aaple Sarkar Portal'. A study group of representatives from Information Technology, NIC, Maha IT Corporation to decide on the integration of 'Saral Portal' with 'Aaple Sarkar Portal'.</p> <p>2. Independent Portal of Maharashtra Board of Higher Secondary Education exists. All services are provided to students / teachers / management through that portal. These services should be integrated with 'Aaple Sarkar Portal'.</p>	<p>School Education Department had notified 18 services. 6 services have been denotified by the department. Remaining 12 services are available online on 'Aaple Sarkar Portal'.</p>
3	Tourism Department	
	<p>1. The services rendered by this Department are mostly offline. This information should be submitted to the Commission in the prescribed proforma "A", "B" and "C".</p>	Pending
	<p>2. List of public services to be provided by Maharashtra Tourism Development Corporation as well as details of stipulated time-limit, Designated Officer, First and Second Appellate Authorities should be displayed on the notice board of the office and on their website.</p>	Pending
4	Forest Department	
	<p>1. The Principal Secretary, Forest Department has directed the Department of Information Technology, Maha IT Corporation to integrate the services on Maha Forest system with 'Apple Sarkar Portal'.</p>	Complied.
	<p>2. There are no service charges for Maha Forest website. However if the application is submitted through 'Apple Sarkar Portal', the applicant has to pay service charges. Hence policy needs to be decided by the Government to correct this anomaly.</p>	Pending
5	Transport Department	
	<p>The Central Government has given permission for the integration of the "Vahan and Sarathi" independent portals developed by NIC. with 'Apple Sarkar Portal'. This integration should be completed early.</p>	Pending
6	Medical Education & Drugs Department	
	<p>The Principal Secretary, Department of Medical Education should review and evaluate the services for which there is poor response as well as consider notifying some other services that are in demand by the citizens. These service should be integrated with 'Apple Sarkar Portal'.</p>	<p>Department has denotified 20 services. Remaining 5 services are available on "Aaple Sarkar Portal".</p>
7	Food, Civil Supplies & Consumer Protection Department	
	<p>1. Department should undertake publicity / dissemination campaign, advertisement. Regarding notified services.</p>	Pending

	2. All notified services should be made available through 'Apple Sarkar Service Centre'.	Pending
8	Industries Department	
	The details of the Application Received for the notified services on the "MAITRI" portal should be reflected on 'Apple Sarkar Portal'. Measures should be taken to integrate the two portals.	Pending
9	Maharashtra Jeevan Pradhikaran	
	1. In order to effectively implement the Maharashtra Right to Public Service Act 2015, a notice board should be put up in the front of the office showing the details of public services its stipulated time-limit, Designated Officer, First and Second Appellate Authorities	Pending
	2. The Act should be propagated through Camps / meetings etc. among the staff/ citizens.	Pending
	3. The combined state level information of the applications / appeals received offline should provide in the prescribed Proforma "A", "B" and "C".	Pending
10	Animal Husbandry, Dairy Development & Fisheries Department	
	1. Many of the services of this Department are provided offline. These services have zero response on the online system. Department should give wide publicity to the services. The Department should review all the services and notify the required services.	Pending
	2. Taraporewala Aquarium ticket distribution service is provided online, but citizens have to pay an additional registration fee of Rs. 20/-, while applying from 'Apple Sarkar Portal', therefore, this service is availed mostly offline.	Pending
11	Agriculture Department	
	1. Some services of the Department of Agriculture are provided through GOI portal "APEDA". Since APEDA portal belongs to GOI, permission may be sought from GOI whether it can be integrated with Aaple Sarkar portal.	Mahaonline has informed the Agriculture Dept. that due to technical issues, integration of "APEDA" and "Aaple Sarkar portal" is not feasible.
	2. In case of services which cannot be integrated with 'Apple Sarkar Portal', the Information in the prescribed Proforma "A", "B" and "C" may be provided to the Commission.	Pending
	3. The web-based application "E-Parwana" developed by NIC Pune may be linked with 'Apple Sarkar Portal'.	Pending

	4. The Department should examine and consider whether services like Soil testing, application for drip and sprinkler irrigation, supply of seeds can be notified under the MRTPS Act.	Pending
12	Information Technology Department	
	1. Services provided by Municipal Corporations, Municipalities, Zilla Parishads, Panchayat Samiti, are provided through their separate portals. These portals should be integrated with the 'Apple Sarkar Portal'.	Pending
	2. Dashboard facility be provided to Divisional Commissioners, Collectors, Designated Officers as well as Appellate Officers.	Complied
	3. The Department of Information Technology, with the help of the concerned Department, should take care to update the information and mobile phone of the new officer who has joined.	Continuous efforts are necessary
	4. Separate portals of Forest, Agriculture, Transport and Other Departments should be integrated with 'Apple Sarkar Portal'.	Partly complied
	5. The updated information of 'Apple Sarkar Service Centre. In the state should be made available to the Commission regularly	Continuous efforts are necessary
	6. Government may decide policy regarding integration of DBT Portal with "Aaple Sarkar Portal".	Pending
13	Home Department	
	1. A Master list of services provided by the Department should be prepared and published on the website of the Department, and a copy should be given to the General Administration Department and the Commission.	Partly complied
	2. List of Notified Public Services along with details of stipulated time-limit, Designated Officer, First and Second Appellate Authorities is displayed at the prominent place of office.	Partly complied
14	Urban Development Department	
	1. Master list of Urban Development Department should be finalized. The list of services notified by the Urban Development Department should be published and made available to the citizens.	UD-I has published master list. UD-II master list is awaited.
	2. The online portal of the Municipal Corporations should be integrated with 'Apple Sarkar Portal'.	Pending
	3. A total of 57 services of Urban Development Department have been notified. The integration of these services should be completed immediately.	Pending

	4. All the services provided by MCGM should be made available at 'Apple Sarkar Portal' also.	Pending
15	Women and Child Development Department	
	1. Department may examine which new services may be notified. Should be submitted to the Commission.	Vide notification dated 20.08.2019 Dept. has notified eight services & denotified five services
	2. The Information in the prescribed Proforma "A", "B" and "C",	Pending
16	Water Supply and Sanitation Department	
	1. Master list of services of this Department should be prepared and communicate to the Commission.	Compiled
	2. The Information in the prescribed Proforma "A", "B" and "C", should be submitted to the Commission.	Pending
17	Public Health Department	
	1. Department may examine which new services may be notified. 2. The Information in the prescribed Proforma "A", "B" and "C", should be submitted to the Commission.	Pending
18	Social Justice & Special Assistance Department	
	1. Training programme for field officers may be organized with the help of Yashada and IT Department.	Pending
	2. The Information in the prescribed Proforma "A", "B" and "C", should be submitted to the Commission.	Pending
	3. Scholarship related services are provided on the Central Government's "DBT" portal. Policy need to be decided whether DBT services are to be integrated with Aaple Sarkar portal.	Pending
19	Soil & Water Conservation Department	
	The eight notified services of Soil and Water Conservation Department may be integrated with Aaple Sarkar portal.	Pending
20	Energy Department	
	All the services provided by MSEDCL should be integrated with 'Apple Sarkar Portal'.	Pending

6.7 General Suggestions and Recommendations (2020-21)

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
2.	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 Maha IT Corporation should coordinate the development of computerized system so that this information is available promptly.	Pending
4.	All the services notified by all the Department should be provided online facility and there should be no gap between notified services and online facility.	Partly complied. 409 out of 506 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 of public services should be notified and all the Departments should prepare a Master List and publish it on the website.	Partly Complied
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 should be widely publicized through meetings, exhibitions, weekly market, Banners etc.	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 Service Commission Necessary steps should be taken to improve the disposal.	During 2020-21, 95% the application 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	The Commission's

	Public Service Act, 2015 should use the Logo and Tagline prescribed by the Commission.	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 in the format prescribed by the Commission and submit the inspection report to 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 efficient and transparent.	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 Department should collect the information of all the districts and consolidate at state level and make available to the commission.	Pending
16.	All Divisional Commissioners should identify and earmark government premises for the office of Commissioners RTS.	Pending except Konkan Division
17.	All the Divisional Commissioners 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 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 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 of Collectors and Chief Executive Officers.	Continuous efforts are necessary.

6.8 Department Specific Suggestions and Recommendations (2020-21)

No.	Recommendations	Status
1	General Administration Department	
	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 16 Department have prepared Master List
2	Medical Education & Drugs Department	
	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. Remaining 5 services are available on "Aaple Sarkar Portal".
	2. New Citizen Centric Services may be notified by the Department.	Pending
3	Public Work Department	
	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	Information Technology Department	
	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 Act, 2015, prescribed by the Commission should be printed on all certificates issued by various Administrative Departments	The Commission's Logo and Tagline is printed on the certificate issued online.
	3. Department-wise, service-wise current status of notified services but 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 of 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 incentive 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	Social Justice & Special Assistance Department	
	Integration of notified services with Aaple Sarkar Portal should be done.	Pending
6	Soil & Water Conservation Department	
	The Eight notified services of this Department should be integrated with Aaple Sarkar Portal.	Pending

7	Urban Development Department	
	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) Remaining 18 services integration is pending.
8	Food, Civil Supplies & Consumer Protection Department	
	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	Energy Department	
	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.

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

6.9 The Way Forward

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

1. Major awareness campaign needs to be launched. All Government Departments, local bodies, Elected Representative, Civil Society, Social Media, Non-Governmental Organisations need to participate in this campaign. The Right to Public Services fortnight needs to be observed every year.
2. Master List of all public services must be published by every Department and same be put in public domain. State Government must publish the consolidated, centralised Master List of all services.
3. A time-table may be published by the State Government indicating the Time-frame by when all the public services would be notified under the Right to Public Services Act.
4. Integration all notified services with Aaple Sarkar portal and mobile application is very essential. During last review meeting Commission had observed that 97 services were not integrated with Aaple Sarkar Portal. Large numbers of services are provided by the local bodies like Municipal Corporations, Councils, but services notified by the Urban Development Department have not been integrated with Aaple Sarkar Portal.
5. Large numbers of applications demanding services are received offline. It is necessary that all the applications received offline are entered into the online system so that their disposal can be monitored.
6. There are over 32,543 Aaple Sarkar Seva Kendra in the State where online service facility is provided to citizens. But the number of centres needs to be increased substantially.
7. It is necessary, that all notified services are provided at every Aaple Sarkar Seva Kendra. Government has decided vide Government Resolution dated 19 January, 2018 that all such centres will henceforth be known as Aaple Sarkar Seva Kendra. This is a welcome decision.

8. The decision to declare Collector as the “Controlling Officer” for Right to Public Services Act implementation is a step in the right direction. Every Collector must review the progress on monthly basis. Monthly review should also be conducted by the Divisional Commissioners.
9. All Hon. Guardian Ministers may be requested to review the implementation of Right to Public Services Act during their visit to the District.
10. There are large number of notified public services which have received negligible response or no response at all. Concerned Departments must analyse reasons for the poor response to these public services. Opinion of the citizens may be sought why these services have not received any response.
11. Third Party Audit of functioning of online and offline systems needs to be done.
12. IT Department must ensure that the revenue due to the local bodies, Departments for the services provided by using Aaple Sarkar portal is transferred immediately.
13. Incentives and Awards scheme for 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 Parishads.
15. According to section 7 of the Maharashtra Right to Public Service Act, “The Government shall encourage and aspire all the Public Authorities to utilize Information and Technology to deliver their respective public services within the stipulated time limit.” It is reported that a very large number of applications under the Right to Public Service Act are received offline. Exact figures of offline applications received, disposed and pending are not available despite repeated attempts by this Commission. This is a major lacuna faced by the Commission.
16. Information Technology Department has informed that 32,543 Aaple Sarkar Seva Kendra have been established in the state. Hence, it is recommended that Government may prepare a policy for migrating to hundred percent online application and their disposal under the Right to Public Service Act.
17. As per Section 13 (2) (b) of the Maharashtra Right to Public Services Act, it is necessary to appoint Six Commissioners for Right to Public Services, one each for the Six Revenue Divisions on priority. Six posts of Commissioners (RTS) are vacant. They need to be appointed at the earliest.
18. The policy regarding providing notified services through a single platform needs to be clearly spelt out and enunciated because the Commission has observed that several departments have developed different portals. The Commission has been insisting

that the different portals developed by various department needs to be integrated with the single platform called “Aaple Sarkar portal”. Despite continuous review and instructions, it is observed that 97 numbers of services have not yet been integrated with “Aaple Sarkar portal” as on 31/03/2021.

19. The Department of Urban Development has not yet integrated 18 services with “Aaple Sarkar portal”. This is a very significant shortcoming of the single platform policy because almost 50% population of our State now resides in urban areas. The Commission has held several meetings with Urban Development Department but the integration of 18 number of services of Urban Development Department is yet to be achieved.
20. Another important policy decision is required in view of the Direct Benefit Transfer (DBT) portal and several portals of Govt. of India like “APEDA, VAHAN, SARTHI” integration with “Aaple Sarkar portal”. This situation is causing confusion amongst the citizens. However, integration with any portal developed by Govt. of India will require prior permission of Central Govt. Clear policy needs to be decided regarding notified services which are available on DBT or on Government of India portals.
21. Significant finding of the Commission is that during the year 2020-21, time bound delivery of services was 95% and only in 5% cases there was delay in providing services. Thus it is observed that during 2020-21 there is significant improvement in time-bound delivery of services.
22. Non availability of offline applications received and their disposal continues to be major handicap to the Commission. In the absence of this data, the Commission is not able to present analysis of the pendency of offline cases, delay in disposal of the offline cases. To facilitate collection of this information, the Commission has prescribed Proformas ‘A’, ‘B’ & ‘C’ and circulated to all departments of Government. Despite repeated attempts, this information has not been submitted in a consolidated manner by the department to the Commission. The Commission has also recommended collection of this information may be done by using Information Technology. This proposal needs to be finalised by the Government at the earliest.
23. It is essential that all notified services must be available online. However, it is observed that while 506 services are notified only 409 services are available online as on 31.03.2021. Therefore, the balance 97 services can be availed only by offline application. This gap between number of services notified and number of services available online has to be filled immediately. Necessary action must be taken to ensure that every notified services is available online.

24. Although there are 32,543 Aaple Sarkar Centres which provide services, it is observed that 16,165 number of centres are active and 16,378 number of centres are not active as on 31.03.2021. It is a matter of concern that 16,378 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, Wardha and Washim may be replicated to help to make these centres financially viable.

6.10 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. 409 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. 32,543 Aaple Sarkar Seva Kendra in the State provide online service facility to the citizens.
7. SMS alerts to the Designated and Appellate Authorities.
8. Insisted on single platform for all services notified under the Act.
9. Integration of different modules with Aaple Sarkar Portal.

10. Evaluation and ranking of departments on the basis of response to their online services.
11. 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 2020-21, 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 1,52,36,169 online applications for public services were received and disposed. Only 1,03,057 applications were rejected. It is seen that the rejection ratio is negligible – less than one percent.

6.11 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. Initiative by Gadchiroli Police :-

Delivery of Public Services in Gadchiroli District has to face several unique challenges. These challenges include difficult Geographic Terrain, 76% of the district is covered by dense forest areas, Left Wing Extremism (Naxalite activities), poor connectivity and lack of awareness about government schemes among the tribal population. To overcome these challenges and provide government schemes / services to the tribal population living in remote areas, the Gadchiroli police have under taken a unique initiative called – “Police Dadalora Khidki”. It is a single window system. Public approaches the single window established at all the deep Police posts of the district. Relevant documents are collected, copied, attested and attached to the requisite forms of schemes and dispatched online or offline by the team of Dadalora Khidki. A separate team of the project pursues the department concerned and ensures that entitlements are received by the citizen. Same approach is taken during village visits (Gram Bhets).

Some of the benefits are :-

- 2,317 caste certificates distributed
- 5,888 beneficiaries of state government schemes
- 28,574 certificates related to identity like disability, job cards, driving licenses, etc
- 650 youth trained in various skills
- 3,808 farmers distributed free saplings, seeds at concessional rates.

The above effort is an important step in the implementation of the objectives of The Maharashtra Right to Public Services Act in the most difficult areas to the tribal population. The Police Dadalora Khidki scheme implemented by the Gadchiroli Police led by Shri Ankit Goyal, I.P.S, S.P Gadchiroli, deserves highest appreciation.



Initiative by Gadchiroli Police to deliver Public Services to Tribals in remote villages

2. Gondia District Initiative :-

The Commission has noted that in Gondiya district special efforts and drive has been undertaken to provide certificates to all Senior Citizens, Caste Certificate to members of Nath Yogi Community and Other Weaker Section of the society. Special camps have been organised for distribution of Ration Card such special efforts to provide public services to the weaker section of the society deserves appreciation.



Camp for giving Caste Certificate, Domicile Certificate, Aadhar Card to members of Nathyogi Community in Gondia District.

3. Solapur Zilla Parishad Initiative :-

The Commission has noted that Zilla Parishad Solapur has made special efforts for creating awareness among citizens regarding the Maharashtra Right to Public Services Act and availing of online services Training of all Heads of the Departments, Block Development Officers and Deputy Engineers was organised at the district level. Similar training and

Extension Officers. In Gram Panchayat and Panchayat Samiti Offices a board displaying the list of services has been put up. The Block Development Officer has been declared as the Controlling Officer for implementation of the MRTPS Act. Shri. Dilip Swami, CEO, ZP, Solapur has planned several more initiatives to make citizens aware of the MRTPS Act.



Training and Awareness Workshop organised by Zilla Parishad Solapur

4. Washim District Initiative :-

More than 32,543 Aaple Sarkar Seva Kendra have been established in the State. These centres are playing very good role in providing online delivery Public Services to the citizens. Collector of Washim district Shri. Shanmugrajan organised competition amongst of Aaple Sarkar Service Centres. The aim of this competition is to increase the outreach to the public and improved quality and quantity of services delivered. Better customer satisfaction is the focus. This infused a sense of challenge among ASSK centers. There was an overall increase in the number of services availed and better citizen satisfaction during the competition period. This initiative needs to be replicated by other districts.

5. Dhule District initiative :-

In Dhule Collectorate All Time Document Machine (ADTM), Kiosk Machine has been installed to provide Public Services like copies of Old 7/12 record, Extract of Mutation Entries, copies of Birth and Death Entries and Record of crops sown. The unique feature of this system is that no application is required and the citizens can avail these services by means of touch screen. The Collector, Dhule Shri. Jalaj Sharma has pointed out that if the ATDM Machine connected with internet, it will be possible to provide latest village form number 7/12 and extract of form number 8 (A). Earlier the Commission had noted that similar ATDM Kiosk Machine had been installed in Ahmednagar and Washim Collectorate.

6. Initiatives by Revenue Department :-

The Revenue Department has announced two very good initiatives for improving delivery of Public Services. Vide GR dated 2nd September 2020 several improvements have been made in village form 7/12. A total of 11 changes have been made to the village form 7/12 which will improve transparency and clarity of this important document. The second important change proposed is to provide for self-reporting of crops sown by farmers by using Mobile App. Both these initiatives will improve delivery of Public Services if implemented successfully.

7. Initiative by State Excise Department:-

In supersession of earlier Government notifications, the State Excise Department has notified 51 services on 28.12.2020. This notification is very comprehensive and describes the Public Services, time limit for providing services, Designated Officers, First Appellate Authority and Second Appellate Authority. Out of 51 notified services 27 are available online and software for remaining 24 services is being developed by MahaIT Corporation. The Commission has been emphasising the need for every department to notify all services being provided under the Maharashtra Right to Public Services Act.

8. Initiative by YASHADA :-

Yashwantrao Chavan Academy of Development Administration, Pune (YASHADA) has selected Fourteen services like Birth Certificate, Caste Certificate, Income Certificate, Non creamy layer Certificate, Age, Nationality & Domicile Certificate, Marriage Certificate, Death Certificate, Land Measurement for detailed study. YASHADA will study procedures, time, Cost of Public Services and components of digitization's. This is an excellent initiative and will help in improving delivery of Public Services.

9. Initiative in Talasari Taluka of Palghar district :-

The SDO Talasari and BDO, Talasari have jointly organised a campaign to provide caste certificate to all tribal students of studying in Zilla Parishad schools from standard five to standard ten. This initiative has been called as “Maza Dakhala Mazi Olakh”. Talasari taluka has predominantly tribal population. A survey was carried out in 155 Zilla Parishad schools and it was found that out of 10,033 tribal students studying from standard five to standard ten, only 1471 tribal students had caste certificate and 8562 tribal students did not have caste certificate. The SDO, Ms. Ashwini Manje and BDO, Shri Rahul Mhatre jointly organised this campaign and planned this initiative to ensure that all tribal students studying in Zilla Parishad schools in Talasari taluka will be given caste certificate. CEO, ZP has reported that 7470 number of students have been provided caste certificate so far. This is a good initiative and needs to be replicated.



Distribution of Caste Certificate to students belonging to the Tribal Community in Talasari Taluka of Palghar

10 Initiative by Maval Taluka, Pune District :-

An innovative programme called “Shasan Aaplya Dari” has been undertaken in Maval Taluka, Pune District. Government Schemes and Services are provided to villagers at the special camps organized at the Gram Panchayat level. Various Government Department come together to provide Government Schemes / Services to the villagers in the special camp. This is a very good initiative in improving delivery of public services and may be replicated.

ANNEXURE 'A'



महाराष्ट्र शासन राजपत्र

असाधारण भाग आठ

वर्ष १, अंक ५०(३)]

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

[पृष्ठे ११, किंमत : रुपये २७.००

असाधारण क्रमांक १८

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

Mah. Ord. V of 2015; Maharashtra Right to Public Services Ordinance, 2015 on the 28th April

(१)

भाग आठ-१८-१

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;

(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

Mah.
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1966.

(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 :—

5 of 1908.

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

(b) requiring the discovery and inspection of documents;

(c) receiving evidence on affidavits;

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

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

(f) any other matter which may be prescribed.

Action by Government on recommendations of Commission.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Mah.
Ord. V
of 2015.

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

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

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

ANNEXURE 'B'

GENERAL ADMINISTRATION DEPARTMENT

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

NOTIFICATION

MAHARASHTRA RIGHT TO PUBLIC SERVICES ACT, 2015.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Form I
(See rule 6)

Acknowledgement

From

.....

.....

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

To

.....

.....

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

Ref:—Your application dated

I hereby acknowledge your application referred above.

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

(Specify defects, if any)

(1)

(2)

(3)

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

(1)

(2)

(3)

Place :

Date :

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

FORM II

[See rule 11(1)]

Form of first appeal to the First Appellate Authority.

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

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

.....

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

(1) Date of application produced before Designated Officer for providing service	:	
(2) Date of acknowledgement	:	
(3) Date of production of documents, if any	:	
(4) Details of public service required	:	
(5) Decision of the Designated Officer	:	
(6) Stipulated time limit	:	
(7) Date of intimation of rejection of application received by the eligible person.	:	
(8) Grounds for Appeal	:	
(i) Public service not provided within stipulated time; or	:	
(ii) Rejection of Application	:	
(9) Relief sought		
(10) Any other information necessary for filing 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. 31/03/2021 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	66
	महसूल - 20	
	भूमि अभिलेख - 20	
	नोंदणी व मुद्रांक शुल्क - 15	
	वने - 11	
3	कृषि, पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय	45
	कृषि - 25	
	पदुम - 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	कौशल्य विकास व उद्योजकता	02
12	अल्पसंख्यांक विकास	01
13	उद्योग, ऊर्जा व कामगार	80
	उद्योग - 25	
	कामगार - 41	
	ऊर्जा - 14	
14	वित्त	04
15	जलसंपदा	10
16	सहकार, पणन व वस्त्रोद्योग	09
17	पाणी पुरवठा व स्वच्छता	04
18	सार्वजनिक आरोग्य विभाग	06
19	सामाजिक न्याय	12
20	आदिवासी विकास	01
21	शालेय शिक्षण व क्रोडा	12
22	वैद्यकीय शिक्षण व औषधी द्रव्ये	05
23	पर्यटन व सांस्कृतिक कार्य	20
24	उच्च व तंत्रशिक्षण विभाग	10
25	पर्यावरण	04
26	सार्वजनिक बांधकाम	02
27	सामान्य प्रशासन विभाग	05
28	नियोजन विभाग	02
	एकूण	506

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

अ.क्र.	विभाग व सेवांची नांवे
	गृह विभाग (एकूण 90 सेवा)
	गृह (18 सेवा) (अधिसूचना क्र.एचडीओ-2015/प्र.क्र.37/आस्था-1, 18 जुलै, 2020)
1	विदेशी कलाकारांच्या सहभागास परवानगी
2	तक्रारदारास प्रथम खबरी अहवालाची (एफ.आय.आर.) प्रत पुरविणे
3	ध्वनिक्षेपकाचा (लाऊडस्पीकर) परवाना
4	मनोरंजनाचे कार्यक्रमांना ना-हरकत परवाना देणे
5	सभा, संमेलन, मिरवणूक, शोभायात्रा इ. करीता परवानगी देणे
6	निमशासकीय, खाजगी संस्था इ. मध्ये नोकरीकरिता वर्तणूक व चारित्र्य पडताळणी प्रमाणपत्र
7	शस्त्र परवान्यासाठी ना-हरकत प्रमाणपत्र
8	भारतीय नागरिकांना परदेशात जाण्यासाठी पोलीस अनुमती प्रमाणपत्र. शिक्षणासाठी / नोकरीसाठी प्रवेशपत्र (व्हीसा)
9	तिबेटीयन नागरिकांना भारत देशात परत येण्यासाठी ना-हरकत प्रमाणपत्र
10	नियंत्रित स्फोट (Controlled Blasting) करिता ना-हरकता प्रमाणपत्र अ) मैत्री कक्षाकडे प्राप्त झालेले अर्ज ब) संबंधित विभागाकडे प्राप्त झालेला अर्ज
11	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-1220/प्र.क्र.132/विशा-5, दिनांक 30 डिसेंबर, 2020.)
12	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, 1966 नियम-6 (सिनेमागृह स्थाननिश्चिती)
13	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, 1966 नियम-101 (सिनेमागृह परवाना)
14	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, 1966 नियम-105 (चित्रपटगृह परवाना नुतनीकरण)
15	चित्रीकरण परवाना (अधिसूचना क्र.एमआयएस-1220/प्र.क्र.132/विशा-5, दिनांक 29 जानेवारी, 2021)
16	महाराष्ट्र पोलीस अधिनियम, 1951 कलम 33 (1) (ब) (एक) आणि (1) (बक) (एक) मधील तरतूदीनुसार सार्वजनिक मनोरंजनाच्या जागांकरिता (सिनेमा व्यतिरिक्त) आणि तमाशा व मेळ्यासह सार्वजनिक व मनोरंजन कार्यक्रमांना परवाना देणे व त्यावर नियंत्रण ठेवणे.
17	महाराष्ट्र पोलीस अधिनियम, 1951 कलम 33 (1) (ब) (एक) आणि (1) (बक) (एक) मधील तरतूदीनुसार सार्वजनिक मनोरंजनाच्या जागांकरिता (सिनेमा व्यतिरिक्त) आणि तमाशा व मेळ्यासह सार्वजनिक व मनोरंजन कार्यक्रमांना देण्यात आलेल्या परवान्यांचे नुतनीकरण करणे.
18	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.
	गृह (बंदरे)- मेरिटार्डम बोर्ड (एकूण 07 सेवा) (अधिसूचना क्र संकीर्ण-0816/प्र.क्र.170/बंदरे-1, 7 नोव्हेंबर, 2016.)

1	जलयान सर्वेक्षण (इनलॅंड व्हेसल ॲक्ट, 1917 च्या कलम 9 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
	गृह (राज्य उत्पादन शुल्क) विभाग (एकूण 51 सेवा) (अधिसूचना क्र.एमआयएस-1017/प्र.क्र.229/राउशु-2, 28 डिसेंबर, 2020.)
1	एफएल - 1 मंजूर करणे 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	एफएल/डब्ल्यु-1 मंजूर करणे मुंबई विदेशी मद्य नियम 1953 अंतर्गत भारतीय सीमा शुल्क हद्दीतून वाईन बाहेर काढणे
3	एफएल/डब्ल्यु-2 मंजूर करणे मुंबई विदेशी मद्य नियम 1953 अंतर्गत वाईनच्या सीलबंद विक्रीकरिता अनुज्ञप्ती
4	एफएल/बीआर-2 मंजूर करणे मुंबई विदेशी मद्य नियम 1953 अंतर्गत बीअर किंवा वाईन किंवा दोन्हीची सीलबंद स्वरूपात विक्रीकरिता अनुज्ञप्ती
5	एफएल-3 मंजूर करणे मुंबई विदेशी मद्य नियम 1953 अंतर्गत भारतीय बनावटीचे विदेशी मद्याची व परदेशातून आयात केलेल्या पेय मद्याची हॉटेल आस्थापनेवर विक्री करण्यासाठी अनुज्ञप्ती
6	एफएल-4 मंजूर करणे मुंबई विदेशी मद्य नियम 1953 अंतर्गत भारतीय बनावटीचे विदेशी मद्याची व परदेशातून आयात केलेल्या पेय मद्याची क्लबच्या आस्थापनेवर विक्री करण्यासाठी अनुज्ञप्ती
7	फॉर्म-ई मंजूर करणे 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	ई-2 मंजूर करणे विशेष परवाना आणि अनुज्ञप्ती नियम 1952 अंतर्गत वाईनच्या विक्रीकरिता अनुज्ञप्ती
9	फार्म एम-1 मंजूरी मुंबई मळी नियम 1955 अंतर्गत मळी उत्पादकाने मळी बाळगणे व विक्री करिताची अनुज्ञप्ती मंजूर करणे
10	फार्म एम-2 अनुज्ञप्ती मंजूरी मुंबई मळी नियम 1955 अंतर्गत मळी उत्पादकाव्यतिरिक्त मळी बाळगणे व वापर करणे करिताची अनुज्ञप्ती
11	फार्म एम-3 अनुज्ञप्ती मंजूरी

	मुंबई मळी नियम 1955 अंतर्गत मळी उत्पादकाव्यतिरिक्त मळी बाळगणे व विक्री करणे करिताची अनुज्ञप्ती
12	फार्म एम-3 ए मंजूर करणे मुंबई मळी नियम 1955 अंतर्गत पशुखाद्याकरिता मळी विकत घेणे, बाळगणे व वापर करण्या करिताची अनुज्ञप्ती
13	फॉर्म एमएफ-1, मंजूर करणे मुंबई मोहा फुले नियम 1950 अंतर्गत मोहा फुले बाळगण्याकरिताची अनुज्ञप्ती
14	आरएस-2 मंजूर करणे औद्योगिक, शैक्षणिक, औषधी व वैद्यकीय पृथःकरण करण्याकरिता शुध्द मद्यार्काचा वापर करणे, बाळगण्याकरिताची अनुज्ञप्ती
15	आरएस-6अनुज्ञप्ती मंजूरी शुध्द मद्यार्काच्या किरकोळ विक्री करण्याकरिताची अनुज्ञप्ती
16	आरएस-6 ए अनुज्ञप्ती मंजूरी शुध्द मद्यार्काच्या बाटल्या भरण्याकरिताची अनुज्ञप्ती
17	आरएस-7अनुज्ञप्ती मंजूरी शुध्द मद्यार्काची बंधित साठवणूक व घाऊक विक्री करण्याकरिताची अनुज्ञप्ती
18	बीआरएल (मायक्रोब्रुवरी) इरादापत्र व मंजूरी महाराष्ट्र बिअर व वाईन निर्मिती नियम 1966 अंतर्गत रेस्टॉरंटमध्ये बिअर निर्मितीकरिता अनुज्ञप्ती
19	बीआरएल (वायनरी) इरादापत्र व मंजूरी महाराष्ट्र बिअर व वाईन निर्मिती नियम 1966 अंतर्गत रेस्टॉरंटमध्ये वाईन निर्मितीकरिता अनुज्ञप्ती
20	सीएल/एफएल/टिओडी-3 मंजूर करणे मुंबई विदेशी मद्य नियम 1953 अंतर्गत एफएल-2अनुज्ञप्ती 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	फॉर्म डिएस- 1 मंजूर करणे 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	फॉर्म “ के “ नोंदणी प्रमाणपत्र मंजूरी 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
25	राज्यातील मद्यनिर्माणांचे ब्रॅन्ड -लेबल्स मंजूरी
26	“एल” फार्म अंतर्गत परदेशातील आयात मद्याचे ब्रॅन्ड लेबल मंजूरी महाराष्ट्र विदेशी मद्य (आयो व निर्यात) नियम, 1963 अंतर्गत
27	“के” फार्म अंतर्गत परराज्यातील आयात मद्याचे ब्रॅन्ड लेबल मंजूरी महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, 1963 अंतर्गत
28	अनुज्ञप्तीचे नुतनीकरण फार्म-1, डिएस-1
29	पीएलएल अनुज्ञप्तीचे नुतनीकरण

	महाराष्ट्र मद्यार्क आसवन व पेय मद्य निर्मिती नियम 1966
30	बीआरएल (ब्रुव्हरी) अनुज्ञप्तीचे नुतनीकरण महाराष्ट्र बिअर आणि वाईन निर्मिती नियम, 1966
31	सीएल-1 अनुज्ञप्तीचे नुतनीकरण महाराष्ट्र देशी दारु नियम, 1973
32	सीएल-2 अनुज्ञप्तीचे नुतनीकरण महाराष्ट्र देशी दारु नियम, 1973
33	तात्पुरती एक दिवसीय अनुज्ञप्ती जागेची नोंदणी
34	फार्म -एफएल-4-ए (विशेष कार्यक्रमाकरिता देण्यात येणारी तात्पुरती अनुज्ञप्ती)
35	फार्म एम-4 मंजूर करणे मुंबई मळी नियम 1955 अंतर्गत मळी आयात करण्याकरिताची अनुज्ञप्ती
36	फार्म एम-5 मंजूर करणे मुंबई मळी नियम 1955 अंतर्गत मळी निर्यात करण्याकरिताची अनुज्ञप्ती
37	सीएल-3 अनुज्ञप्तीचे स्थलांतर (मुंबई शहर व मुंबई उपनगर जिल्हे वगळून) महाराष्ट्र देशी मद्य नियम 1973 अंतर्गत
38	एफएल-2 अनुज्ञप्तीचे स्थलांतर (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	फार्म-एफएल-एक्स-सी मुंबई विदेशी मद्य नियम, 1953 अंतर्गत महाराष्ट्र राज्यात विदेशी मद्य आणि देशी मद्य खरेदी, बाळगणे, वाहतूक आणि पिण्याकरिता वार्षिक अथवा आजीवन परवाना मंजूर करणे.
42	फार्म-एफएल-एफ मुंबई विदेशी मद्य नियम, 1953 अंतर्गत महाराष्ट्र राज्यात विदेशी मद्य खरेदी, बाळगणे, वाहतूक आणि पिण्याकरिता एक दिवसीय परवाना मंजूर करणे.
43	फार्म-सीएल-सी मुंबई विदेशी मद्य नियम, 1953 अंतर्गत महाराष्ट्र राज्यात देशी मद्याची खरेदी, बाळगणे, वाहतूक आणि पिण्याकरिता एक दिवसीय परवाना मंजूर करणे
44	वाहतूक पास मंजूरी फार्म II (बंधित मद्यार्क वाहतूक) मुंबई शुध्द मद्यार्क (बंधित वाहतूक) नियम, 1951
45	वाहतूक पास मंजूरी फार्म PL-XI (विदेशी मद्य वाहतूक) महाराष्ट्र मद्यार्क आसवन व पेय मद्य निर्मिती नियम, 1966
46	वाहतूक पास मंजूरी फार्म BR-IX (बिअर वाहतूक) महाराष्ट्र बिअर आणि वाईन निर्मिती नियम, 1966
47	वाहतूक पास मंजूरी फार्म CL-VI (देशी मद्य निर्मितीसाठी मद्यार्क वाहतूक) महाराष्ट्र देशी मद्य नियम, 1973
48	वाहतूक पास मंजूरी फार्म CL-XIV (देशी मद्य वाहतूक) महाराष्ट्र देशी मद्य नियम, 1973
49	आयात परवाना मंजूरी Form B (दत्त शुल्क आयात विदेशी मद्याचा आयात परवाना) महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम 1963

50	निर्यात परवाना मंजूरी Form B (परदेशातील निर्यातीकरिता) (भारतीय बनावटीच्या विदेशी मद्याच्या बंधपत्राखाली वाहतूक/बंधपत्राखाली निर्यातीसाठी परवाना) महाराष्ट्र भारतीय बनावटीचे विदेशी मद्य (बंधपत्राखाली वाहतूक आणि निर्यात नियम 1968)
51	निर्यात परवाना मंजूरी फॉर्म - I (परराज्यातील निर्यातीकरिता) महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम 1963
	परिवहन (एकूण 14 सेवा) (अधिसूचना क्र.एमआयएस-0215/प्र.क्र.31/ परि-4, दिनांक 27 जुलै, 2015)
1	शिकाउ अनुज्ञप्ती जारी करणे
2	पक्की अनुज्ञप्ती जारी करणे
3	अनुज्ञप्ती नुतनीकरण करणे
4	दुय्यम अनुज्ञप्ती जारी करणे
5	दुय्यम वाहन नोंदणी प्रमाणपत्र जारी करणे
6	तात्पुरते नोंदणी प्रमाणपत्र जारी करणे
7	नवीन वाहन नोंदणी करणे आणि नोंदणी प्रमाणपत्र जारी करणे
8	वाहनांच्या हस्तांतरणाची नोंद करणे
9	वाहन मालकाच्या मृत्युनंतर वाहनांच्या हस्तांतरणाची नोंद करणे
10	वाहन हस्तांतरणासाठी ना-हरकत प्रमाणपत्र जारी करणे
11	वाहन पत्ता बदलण्यासाठी ना-हरकत प्रमाणपत्र जारी करणे
12	भाडे खरेदी/गहाण करार नोंद रद्द करणे
13	इतर राज्यातून आलेल्या वाहनांना नोंदणी क्रमांक जारी करणे
14	भाडे खरेदी /गहाण करार नोंद करणे
	महसूल व वन विभाग (एकूण 66 सेवा)
	(महसूल) (एकूण 20 सेवा) (पत्र क्र.संकिर्ण-2021/प्र.क्र.25/म-6, दिनांक 17 नोव्हेंबर, 2021 नुसार.)
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.
भूमि अभिलेख विभागाच्या सेवा (एकूण 20 सेवा) पत्र दि. 4 ऑगस्ट, 2016	
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	आकारफोड / कजाप तयार करणे. पोटहिस्सा मोजणीनंतर परिपूर्ण प्रकरणांमध्ये आकारफोड मंजूर करणे.
11	बीन शेती मोजणी प्रकरण निकाली झाल्यानंतर परिपूर्ण प्रकरणांमध्ये क. जा. प. तयार करून मंजूर करणे.
12	फेरफार नोंदी 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 प्राधिकारांचा 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 प्राधिकाऱ्यांने मंजूरीचे अंतिम आदेश दिल्यानंतर.
महसूल व वन विभाग (नोंदणी व मुद्रांक शुल्क) (एकूण 15 सेवा) (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
2	संगणीकृत प्रणालीमध्ये नादस्ताच्या सूचीची प्रमाणित नक्कल देणे
3	दस्ताची प्रमाणित नक्कल देणे.
4	शोध उपलब्ध करणे
5	नोटीस ऑफ ईटिमेशन 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 प्रकार-1 - मुद्रांक जिल्हाधिकारी यांचेकडे थेट दाखल अर्ज (कागदपत्रांची पूर्तता झालेपासून) (मुंबई शहर व उपनगर जिल्ह्यांकरिता) प्रकार-2 - सह जिल्हा निबंधक तथा मुद्रांक जिल्हाधिकारी यांचेकडे थेट दाखल अर्ज (मुंबई शहर व उपनगर जिल्ह्यांव्यतिरिक्त)

	प्रकार-3- मैत्री कक्षाकडून प्राप्त (कागदपत्रांची पूर्तता झाल्यापासून) (मुंबई शहर व मुंबई उपनगर जिल्ह्यांकरिता) प्रकार-4- मैत्री कक्षाकडून प्राप्त (कागदपत्रांची पूर्तता झाल्यापासून) (मुंबई शहर व मुंबई उपनगर जिल्ह्यांव्यतिरिक्त)
	महसूल व वन विभाग (वने) (एकूण 11 सेवा) (अधिसूचना क्र.एफएसटी - 02/15/प्र.क्र.85 /फ-4, दिनांक 20 जुलै, 2015)
1	तेदुपाने कंत्राटदार/उत्पादक यांची नोंदणी करणे
2	बांबू पूरविणेसाठी नवीन बुरड कामगारांची नोंदणी करणे
3	वन्यप्राण्यांच्या हल्ल्यामुळे झालेल्या पशु नुकसानीची नुकसानभरपाई मंजुर करणे
4	वन्यप्राण्यांच्या हल्ल्यामुळे व्यक्ती जखमी किंवा मृत झाल्यास आर्थिक सहाय्य मंजुर करणे
5	वन्यजीव क्षेत्रात पर्यटन हंगामात फोटोग्राफिसाठी परवानगी (वृत्त स्तर)
6	वन्यजीव क्षेत्रात पर्यटन हंगामात फोटोग्राफिसाठी परवानगी (एकापेक्षा अधिक वृत्तांसाठी)
7	वन्याप्राण्यांच्या हानीमुळे झालेल्या पीक नुकसानीकरीता नुकसानभरपाई मंजुर करणे
8	अनुज्ञप्ती प्राधिकारी यांनी आरागिरणी परवाना नुतनीकरणाबाबत घेतलेला निर्णय कळविणे
9	महाराष्ट्र वृक्षतोड (विनियमन) अधिनियम 1964 नुसार संपूर्ण दस्तऐवजांसह अर्ज प्राप्तानंतर वृक्ष अधिकारी यांनी अनुसूचित जमातीच्या भोगवटादारांच्या मालकीच्या वृक्षतोडीसाठी परवानगी देण्याबाबत घेतलेला निर्णय कळविणे.
10	महाराष्ट्र वृक्षतोड (विनियमन) अधिनियम 1964 नुसार संपूर्ण दस्तऐवजांसह अर्ज प्राप्तानंतर वृक्ष अधिकारी यांनी बिगर आदिवासी अर्जदारास वृक्षतोडीसाठी परवानगी देण्याबाबत घेतलेला निर्णय कळविणे. (अधिसूचना क्र.एफएसटी - 02/15/प्र.क्र.85/फ-4, दिनांक 03 मार्च, 2017)
11	महाराष्ट्र वन नियम 2014 मधील तरतूदीस अनुसरून पात्र व्यक्तींना वाहतूक परवाना जारी करणे.
	कृषि, पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग (एकूण 45 सेवा)
	कृषि, कृषि आयुक्त (एकूण 25 सेवा) (आयुक्त, कृषि यांची अधिसूचना क्र. कृआ/2015/प्र.क्र.146/लोसेहअ /1, दिनांक 10 जुलै, 2015)
1	मृद व जल नमुना तपासणी
2	लागवड साहित्य आयात करण्यासाठी उत्पादक प्रमाणपत्र देणे.
3	कृषि वस्तूंच्या निर्यातीसाठी फायटोसेंट्री
4	APEDA च्या GRAPENET प्रणालीद्वारे युरोपियन युनियनला निर्यातीकरण्यासाठी द्राक्षशेत प्रमाणपत्राची नोंदणी आणि / नुतनीकरण (ऑनलाईन)
5	APEDA च्या MANGONET प्रणालीद्वारे युरोपियन युनियनला निर्यातीकरण्यासाठी आंबाशेत प्रमाणपत्राची नोंदणी आणि / नुतनीकरण (ऑनलाईन)
6	APEDA च्या ANARNET प्रणालीद्वारे युरोपियन युनियनला निर्यातीकरण्यासाठी अनारशेती प्रमाणपत्राची नोंदणी आणि / नुतनीकरण (ऑनलाईन)
7	फळझाडांची ग्राफ्ट /रोपे विक्रसाठी परवाना
8	बियाणे नमुना चाचणी
9	खते नमुना चाचणी
10	किटकनाशके नमुना चाचणी
11	किटकनाशके उर्वरित अंश तपासणी

12	बियाणे व्यापार सुरु ठेवण्यासाठी परवाना देणे (राज्यस्तरीय)
13	खतेनिर्माता / विक्रेता व्यापार सुरु ठेवण्यासाठी परवाना देणे (राज्यस्तरीय)
14	किटकनाशके निर्माता / विक्रेता व्यापार सुरु
15	सूक्ष्मसिंचन संच (ठिबक/तुषर) उत्पादक नोंदणी
16	कृषि यांत्रिकीकरण (ऑनलाईन)
	कृषि (विद्यापीठ)
17	दुबार पदवी / पदव्युत्तर प्रमाणपत्र
18	दुबार पदवी / पदव्युत्तर गुणपत्रक
19	दुबार तात्पुरते उत्तीर्ण प्रमाणपत्र
20	दुबार कृषि तंत्र पदविका (दोन वर्षे मराठी माध्यम अभ्यासक्रम प्रमाणपत्र)
21	दुबार कृषि तंत्रज्ञान पदविका (तीन वर्षे अर्ध इंग्रजी माध्यम अभ्यासक्रम) प्रमाणपत्र
22	दुबार कृषि तंत्रज्ञान पदविका (दोन वर्षे मराठी माध्यम अभ्यासक्रम प्रमाणपत्र) गुणपत्रक
23	दुबार कृषि तंत्रज्ञान पदविका (तीन वर्षे अर्ध इंग्रजी माध्यम अभ्यासक्रम) गुणपत्रक
24	दुबार माळी प्रशिक्षण प्रमाणपत्र
25	दुबार स्थलांतर प्रमाणपत्र
	कृषि,पशुसंवर्धन,दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग (पदुम) (एकूण 20 सेवा) (पशुसंवर्धन 14 सेवा) (शासन निर्णय.क्र. संकीर्ण-2611/प्र.क्र.130/2014/पदुम-17, दिनांक 13 जुलै, 2015)
1	आरोग्य तपासणी व दाखला देणे
2	पशुसंवर्धन विभागात कार्यरत असलेल्या अंडी उबवणी केंद्र, कुक्कट विकास गट व कुक्कटपालनाचे लाभार्थींना प्रशिक्षण देणे
3	इच्छुक बेरोजगार तरुण/व्यक्तींना स्वयंरोजगारविषयक प्रशिक्षण देणे (शासन निर्णय क्र.संकीर्ण-2611/प्र.क्र.130/पदुम-17, दिनांक 14 ऑगस्ट, 2019)
4	वंध्यत्व 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	कॉबड्यांमधील सालमोनेलोसिस रोग तपासणी
11	पेट शॉप लायसन्स
12	डॉग ब्रिडर लायसन्स
13	वाहतुक प्रमाणपत्र (Transport certificate)
14	जनावरांची ट्युबर क्युलोसीस (टी.बी.), जोन्स डिसीज (जे.डी.) व सांसर्गिक गर्भपात (ब्रुसेलोसीस) रोगांसाठी तपासणी

	मत्स्यव्यवसाय विभाग (06 सेवा)
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 अक्वाकल्चर पॉंड व फिश सीड सेंटर
	नगरविकास विभाग (एकूण 52 सेवा)
	नगरविकास — 2 (एकूण सेवा - 15) (शासन निर्णय.क्र.एमसीओ-2015/प्र.क्र.189/ नवि-1४, दिनांक 23 जून, 2015)
1	जन्म प्रमाणपत्र देणे
2	मृत्यु प्रमाणपत्र देणे
3	विवाह नोंदणी प्रमाणपत्र देणे
4	मालमत्ता कर उतारा देणे
5	थकबाकी नसल्याचा दाखल देणे
6	अ) दस्तऐवजाच्या आधारे मालमत्ता हस्तांतरण नोंद प्रमाणपत्र देणे ब) वारसा हक्काने मालमत्ता हस्तांतरण नोंद प्रमाणपत्र देणे
7	झोन दाखला देणे
8	भाग नकाशा देणे
9	बांधकाम परवाना देणे
10	जोते प्रमाणपत्र
11	भोगवटा प्रमाणपत्र देणे
12	नळजोडणी देणे
13	जलनिःसारण जोडणी देणे
14	अग्निशमन ना-हरकत दाखला देणे (महानगरपालिकेकरीता)
15	अग्निशमन अंतिम ना-हरकत दाखला देणे (महानगरपालिकेकरीता)
	नगर विकास विभाग, (एकूण 37 सेवा) (शासन निर्णय क्र. संकिर्ण-2015 /प्र.क्र.398/नवि-20, दिनांक 04/09/2017 व दिनांक 26/08/2019)
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 / कायमस्वरुपी 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 नुतनीकरण
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 नुतनीकरण सूचना
	शासन निर्णय क्र. संकिर्ण-201९ /प्र.क्र.१८०/नवि-20, दि.२९/०१/२०२१
35	नवीन जाहिरात आकाशचिन्ह परवाना व नुतनीकरण
36	नीवन सिनेमा चित्रीकरण व परवाना नुतनीकरण
37	व्यवसाय परवाना स्वयंनुतनीकरण
	विधी व न्याय विभाग (एकूण 4 सेवा) (अधिसूचना क्र.ईएसटी-2015/1560/ का.दोन, दिनांक 10 जुलै, 2015)
1	राज्य विधिसेवा प्राधिकरणाने द्यावयाचे कायदेविषयक मोफत सहाय्य

	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.
	ग्राम विकास विभाग (एकूण 07 सेवा) (अधिसूचना क्र.आरटीएस-2018/प्र.क्र.145/आस्था.5, दिनांक 12 फेब्रुवारी, 2019)
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
	मृद व जलसंधारण विभाग (एकूण 08 सेवा) (शासन निर्णय क्र.संकीर्ण-2018/प्र.क्र.49/जल-17, दिनांक 30 ऑक्टोबर, 2018)
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 16 सेवा) (अधिसूचना क्र.संकीर्ण-1014/1306/प्र.क्र.176/नापु-12, दिनांक 14 ऑक्टोबर, 2015 व दि.22 जून, 2016)
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
	(अधिसूचना क्र.संकीर्ण-1014/1306/प्र.क्र.176/नापु-12, दिनांक 31 ऑगस्ट, 2016, दि. 20 सप्टेंबर, 2016)
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
	(अधिसूचना क्र.संकीर्ण-1014/1306/प्र.क्र.176/नापु-12, दिनांक 25 ऑक्टोबर, 2016)
16	वैधमापन शास्त्र अधिनियम, 2009 अंतर्गत वजन व मापे यांचे मुद्रांकन, पडताळणी व प्रमाणपत्र देणे.
	गृहनिर्माण विभाग (एकूण 21 सेवा)
	(पत्र क्र. संकीर्ण-2018/प्र.क्र.2/प्रशा-1, दिनांक 25नोव्हेंबर, 2021)
	झोपडपट्टी पुनर्वसन प्राधिकरण
1	वारस हस्तांतरण विषयक सेवा
2	भोगवटा प्रमाणपत्र प्राप्त झालेनंतर 10 वर्षांनी सदनिका हस्तांतरण विषयक सेवा
3	झोपडपट्टी पुनर्वसन योजनेतील सहकारी गृहनिर्माण संस्थांची नोंदणी विषयक सेवा
	महाराष्ट्र गृहनिर्माण व क्षेत्रविकास प्राधिकरण
4	निवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
5	अनिवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
6	निवासी सदनिका/भूखंड नियमितीकरण
7	अनिवासी सदनिका/भूखंड नियमितीकरण
8	थकबाकीबाबतचे ना-देय प्रमाणपत्र
9	सदनिका/भूखंड/व्यापारी गाळा वित्तीय संस्थेकडे तारण ठेवण्यास ना-हरकत प्रमाणपत्र
10	सदनिका /व्यापारी गाळा विक्री परवानगी
11	भूखंड विक्री परवानगी
12	भूखंडाची उर्वरित खरेदी किंमत (बी.पी.पी.) कर्जाची थकबाकी भरणा पत्र
13	सदनिकेची उर्वरित भाडे खरेदी हप्ता (एच.पी.एस. भरणा पत्र)
14	सदनिका/भूखंड/व्यापारी गाळयांच्या नस्तीतील कागदपत्रांच्या प्रमाणित प्रती
15	निवासी सदनिका भाडे तत्त्वावर देण्यास ना-हरकत प्रमाणपत्र देणे
	मुंबई इमारत दुरुस्ती व पुनर्वसन मंडळ
16	निवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)

17	अनिवासी सदनिका/भूखंड भोगवटाबदल (हस्तांतरण)
18	निवासी सदनिका/भूखंड नियमितीकरण
19	अनिवासी सदनिका/भूखंड नियमितीकरण
	अप्पर जिल्हाधिकारी (अतिक्रमण/निष्कासन) पूर्व/पश्चिम उपनगरे
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 पुनवसनासाठी झोपडीधारकांनी सादर केलेल्या जोडपत्र 3 -अ किंवा जोडपत्र 4-अ वर निर्णय घेणे.
	महिला व बाल विकास विभाग (एकूण 08 सेवा) (अधिसूचना क्र.आस्था-2018/प्र.क्र.145/का-16, दि. 20 ऑगस्ट, 2019)
1	अंगणवाड्यांमध्ये गरोदर महिलांची नाव नोंदणी करणे
2	०6 महिने ते 3 वर्षांपर्यंतच्या मुलांची अंगणवाडीत नोंदणी करणे
3	०3 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
	कौशल्य विकास व उद्योजकता विभाग (एकूण 02 सेवा) (पत्र क्र.कौविउ-2015/प्र.क्र.238/ रोस्वरो-1, दिनांक 3 जुलै, 2015 नुसार)
1	रोजगार इच्छुकांची नोंदणी (उमेदवार)
2	नियोक्त्यांची नोंदणी
	अल्पसंख्याक विकास विभाग (एकूण 01 सेवा) (अधिसूचना क्र.अशैसं 2015/प्र.क्र.199/का-5, दिनांक 23 जुलै, 2015)
1	भारतीय संविधानाच्या अनुच्छेद ३० (१) अनुसार अल्पसंख्याक शैक्षणिक संस्था स्थापन करून चालवित असलेल्या ट्रस्ट/कंपनी/फर्म/सोसायटी यांना धार्मिक/भाषिक अल्पसंख्याक दर्जा प्रदान करणे
	उद्योग,उर्जा व कामगार विभाग (एकूण 80 सेवा)
	उद्योग (25 सेवा) (शासन निर्णय.क्र.मलोह-2015/प्र.क्र.77/उद्योग-6, दिनांक 23 जुलै, 2015)
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-2 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 (शा.नि.क्र.मलोह-2015/प्र.क्र.77/उद्योग-6, दिनांक 01 जानेवारी, 2021)
17	ऑनलाईन निविदा प्रकाशन आणि सादरकरण
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 गुंतवणुकदारास कळविणे.
कामगार विभाग (एकूण 41 सेवा)	
औद्योगिक सुरक्षा व आरोग्य संचालनालयामार्फत (एकूण 6 सेवा) (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.
५	कारखाने अधिनियम, 1948 व महाराष्ट्र कारखाने नियम, 1963 परवाना दुरुस्ती करणे. (अति धोकादायक /धोकादायक कारखाने वगळून इतर कारखाने.)

६	कारखाने अधिनियम, 1948 व महाराष्ट्र कारखाने नियम, 1963 परवाना दुरुस्ती करणे. (अति धोकादायक /धोकादायक कारखाने)
	कामगार आयुक्त कार्यालय (एकूण 13 सेवा) (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. (शासन निर्णय क्र. संकिर्ण-2015/प्र.क्र.39/कामगार-9, दिनांक 28 एप्रिल, 2017)
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.
	बाष्पके संचालनालय (कामगार) (एकूण 22 सेवा)
1	मालकी हक्काचे हस्तांतरण
2	प्रमाणपत्राची नक्कल करणे
3	बाष्पके व मितोपायोजकांची नोंदणी १. महाराष्ट्र राज्यात निर्मित २. महाराष्ट्र राज्याबाहेर निर्मित
4	बाष्पके व मितोपायोजकांच्या 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 / मितोपायोजके उभारणीची मान्यता
8	बाष्पके / मितोपायोजके उभारणीच्या मान्यतेचे नूतनीकरण
9	मितोपायोजके निर्मात्यांना मान्यता
10	मितोपायोजके निर्मात्यांच्या मान्यतेचे नूतनीकरण

11	प्रेसर व्हेसल निर्मात्यांना मान्यता
12	प्रेसर व्हेसल निर्मात्यांच्या मान्यतेचे नूतनीकरण
13	प्रेसर पाटर्स निर्मात्यांना मान्यता
14	प्रेसर पाटर्स 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
	उर्जा विभाग (एकूण 14 सेवा) (अधिसूचना क्र.मुविनि-2017/प्र.क्र.२५४/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 तारमार्गांच्या 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 तारमार्गांच्या 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.11 जुलै, 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
	वित्त विभाग (एकूण 04 सेवा) (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 कायदांतर्गत 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, 1975अंतर्गत ई-करभरणा
	जलसंपदा विभाग (एकूण 10 सेवा) (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.
	सहकार,पणन व वस्त्रोद्योग विभाग (एकूण 09 सेवा)
	सहकार उप विभाग (05 सेवा) (शासन निर्णय क्र.संकीर्ण-2014/प्र.क्र.118/6-स, दिनांक 18 सप्टेंबर, 2015)
1	सहकारी संस्थांची नोंदणी करणे
2	सहकारी संस्थांची उपविधी दुरुस्ती करणे
3	सावकारी व्यवसायासाठी परवाना देणे
4	सावकारी व्यवसायासाठी परवाना नुतनीकरण देणे
5	सहकारी गृहनिर्माण संस्थांचे मानीव अभिहस्तांतरण
	रेशीम उप विभाग (04 सेवा) (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.
	पाणी, पुरवठा व स्वच्छता विभाग (एकूण 04 सेवा) (अधिसूचना क्र.मजीप्रा/सस/तांशा-1/2015/आ.1, दिनांक 29 सप्टेंबर, 2015)
	महाराष्ट्र जीवन प्राधिकरण
1	महाराष्ट्र जीवन प्राधिकरणामार्फत चालविण्यात येत असलेल्या पाणीपुरवठा केंद्रांतर्गत ग्राहकांना नळ जोडणी देणे
2	पाणी बीलासंबंधी तक्रारीचे निवारण करणे
	भूजल सर्वेक्षण आणि विकास यंत्रणा
३	विंध्यन विहिर /विहीर स्थळ सर्वेक्षण (भूजलीय आणि भूमौतिक)
4	पाणी नमुन्यांचे रासायनिक व जैविक पृथःकरण
	सार्वजनिक आरोग्य विभाग (एकूण 06 सेवा) (अधिसूचना. क्र.संकीर्ण-2017/प्र.क्र.66/सम 2, दिनांक ४ जानेवारी, 2018.)
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 रजिस्ट्रेशन 3) आपत्कालीन परिस्थितीतील उपचारासाठी दूरध्वनीद्वारे नोंदणी
	सामाजिक न्याय व विशेष सहाय्य विभाग (एकूण 12 सेवा) (शासन निर्णय क्र.संकीर्ण-2015/प्र.क्र.53/समन्वय, दिनांक 24 नोव्हेंबर, 2015)
1	शासकीय वसतिगृह प्रवेश
	अ) मॉट्रिक 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 / मतिमंद बालगृहे / 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.
	आदिवासी विकास विभाग (एकूण 01 सेवा) (अधिसूचना क्र.आवि-2015/प्र.क्र.3/का-16, दिनांक 31 डिसेंबर, 2015)
1	आदिवासी मुलांमुलींकरीता शासकीय वसतिगृहात मोफत प्रवेश देणे.
	शालेय शिक्षण व क्रीडा विभाग (एकूण 12 सेवा) (अधिसूचना क्र.संकीर्ण-2015/(55/15)/समन्वय कक्ष, दिनांक 4 एप्रिल, 2016)
1	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा द्वितीय गुणपत्रक व प्रमाणपत्रे
2	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा प्रोव्हिजनल प्रमाणपत्र
3	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा गुणपडताळणी
४	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा निकालानंतर उत्तरपत्रिकेची छायांकित प्रत प्राप्त करणे.
5	खाजगी उमेदवार परीक्षेसाठी प्रविष्ट होणे.
6	शासकीय वाणिज्य प्रमाणपत्र परीक्षेसाठी संस्थांना परीक्षा परिषदेशी 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 प्रविष्ट होणाऱ्या राज्य, राष्ट्रीय व आंतरराष्ट्रीय पातळीवर सहभागी झालेल्या खेळाडूला, विद्यार्थ्यांना क्रीडा सवलतीचे गुण देण्याबाबत
11	अत्युच्च गुणवत्ताधारक खेळाडूंना शासकीय / निमशासकीय व इतर क्षेत्रात 5 टक्के आरक्षणासाठी खेळाडू प्रमाणपत्र पडताळणी.
12	विभागाने आयोजित केलेल्या जिल्हा, भाग व राज्य क्रीडा स्पर्धेमध्ये प्राविण्य / सहभाग प्रमाणपत्र देण्याबाबत.
	वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग (एकूण 05 सेवा) (अधिसूचना क्र.संकीर्ण-0615/प्र.क्र.59/अधिनियम, दिनांक 27 जुलै, 2015)
	वैद्यकीय शिक्षण व संशोधन संचालनालय व त्याखालील शासकीय वैद्यकीय महाविद्यालये व रुग्णालये यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या लोकसेवा)
1	विकलांगता प्रमाणपत्र देणे
	अन्न व औषध प्रशासन आयुक्तालय, मुंबई यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा
2	अन्न व्यवसायींची अन्न सुरक्षा व मानके अधिनियम, 2006 व त्याखालील नियम यांच्या अनुसार नोंदणी करणे.
3	अन्न व्यवसायींना 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.
	पर्यटन व सांस्कृतिक कार्य विभाग (एकूण 20 सेवा) (अधिसूचना क्र.संकीर्ण-2014/प्र.क्र.216/आस्थापना, दिनांक 4 सप्टेंबर, 2015)
	संचालक, पुराभिलेख संचालनालय, मुंबई
1	संशोधकांना व नागरिकांना संचालनालयामध्ये जतन केलेल्या ऐतिहासिक महत्त्वाच्या अभिलेखाची माहिती देणे तसेच देशी व विदेशी संशोधकांना संशोधनासाठी परवानगी देणे
2	संशोधनासाठी जतन केलेले अभिलेख पुरविणे
3	स्कॅन केलेल्या 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.
	पु.ल.देशपांडे महाराष्ट्र कला अकादमी, प्रभादेवी, मुंबई.
8	सामाजिक व सांस्कृतिक कार्यक्रम/उपक्रमांसाठी कार्यक्रमांची रविंद्र नाटय मंदिर (ऑडिटेरियम)/ मिनी (ऑडिटेरियम)/तालीम दालनाचे आरक्षण
9	ऑडिटेरियम व तालीम दालने आरक्षणाकरिता घेतलेल्या अनामत रकमेचा परतावा
	रंगभूमी प्रयोग निरीक्षण मंडळ, मुंबई
10	ऑर्केस्ट्रा, तमाशा, मेळा, नाटक आयोजित करण्यासाठी प्रमाणपत्र देणे तसेच सार्वजनिक ठिकाणी होणाऱ्या एक दिवसाच्या कार्यक्रमांना ना-हरकत प्रमाणपत्र देणे
11.	सर्व भाषेतील प्रायोगिक/व्यवसायिक नाटय संहितांना प्रमाणपत्र देणे
	सांस्कृतिक कार्य संचालनालय, मुंबई
12	कलाकार प्रमाणपत्र:-महाराष्ट्र गृहनिर्माण 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
	दर्शनिका विभाग, फोर्ट, मुंबई
15	गॅझेटियर विभागातर्फे प्रकाशित करण्यात आलेल्या गॅझेटियर ग्रंथाचे ई-बुक (सीडी) उपलब्ध करणे
	पर्यटन व सांस्कृतिक कार्य विभाग (शासन निर्णय क्र.टीडीएस-2015/03/प्र.क्र.242/पर्यटन, दिनांक 21 मार्च, 2016)
	महाराष्ट्र पर्यटन विकास महामंडळ, मुंबई.
16	निवास व न्याहारी योजनेतर्गत नोंदणी करणे व नुतनीकरण करणे.
17	प्रमण 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 मिळण्याकरिता ना-हरकत प्रमाणपत्र देणे.

	उच्च व तंत्रशिक्षण विभाग (एकूण 10 सेवा) (अधिसूचना क्र.संकीर्ण-2014/प्र.क्र.67-14/आस्था-2, दिनांक 18 जानेवारी, 2016.)
1	परीक्षेत मिळालेल्या गुणांची पुनर्मोजणी 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)
	पर्यावरण विभाग (एकूण 04 सेवा) (शासन निर्णय, क्र.मलोहअ-2015/प्र.क्र.243/आस्थापना, दिनांक 18 जानेवारी, 2016.)
1	उद्योग उभारणीसाठी संमतीपत्र
2	उद्योग सुरु करण्यासाठी संमतीपत्र
3	उद्योग उभारणीसाठी संमतीपत्र (रुपये 10 कोटीपर्यंत)
4	उद्योग सुरु करण्यासाठी संमतीपत्र (रुपये 10 कोटी पर्यंत)
	सार्वजनिक बांधकाम (एकूण 02 सेवा) (अधिसूचना क्र. सी.ओ.एम. 2015 / प्र. क्र. 24 / संगणक कक्ष), दिनांक 08 मार्च, 2019.)
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
	सामान्य प्रशासन विभाग (एकूण 05 सेवा) (महाराष्ट्र लोकसेवा आयोग अधिसूचना दि. 16 डिसेंबर, 2016)
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.
	नियोजन विभाग (एकूण 02 सेवा) (अधिसूचना क्र.रोहयो-2017/प्र.क्र.106/रोहयो-12, दि.07 जून, 2018)
1	मजुराची नोंदणी करून जाँब कार्ड देणे
2	मजुरांना काम देणे

