

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

**Second  
Annual Report  
(2018-19)**

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

**7<sup>th</sup> Floor, New Administration Building, Hutatma Rajguru Chowk,**

**Madam Cama Marg, Mumbai - 400032.**



## Contents

Section	Particulars	Page
	Preface	1-2
<b>Chapters</b>		
<b>Chapter I</b>	<b>Maharashtra Right To Public Services Act, 2015</b>	<b>3-11</b>
	Genesis	3
	Unique features of the Act	3
	The Maharashtra State Commission for Right To Public Services	3-5
	RTPS Delivery Channels : Aaple Sarkar Service Portal & Mobile App	6
	Training – Orientation/Technical	7
	Journey of MRTPS at a glance: 2015-16, 16 – 17 & 17-18	8-11
<b>Chapter II</b>	<b>Activities of the Commission</b>	<b>13-26</b>
<b>Chapter III</b>	<b>Aaple Sarkar Service Portal &amp; Mobile App</b>	<b>27-39</b>
<b>Chapter IV</b>	<b>Training &amp; capacity building</b>	<b>41-43</b>
	- Orientation training	41-42
	- Technical training	43
<b>Chapter V</b>	<b>Use of Right To Public Services by Citizens</b>	<b>45-47</b>
	Department wise Notified Services	48-63
	Statistical Data and Analysis	43-58
<b>Chapter VI</b>	<b>Recommendations, Suggestions , the Way Forward &amp; Innovative practices</b>	<b>65-89</b>
	Status of General Suggestions and Recommendations (2017-18)	65-67
	Status of Department Specific Suggestions and Recommendations (2017-18)	67-69
	General Suggestions and Recommendations (2018-19)	69-71
	Department Specific Suggestions and Recommendations (2018-19)	71-74
	The Way Forward	74-77
	Innovative practices	77-79
<b>Annexures</b>		
	MRTPS Act	Annexure A
	MRTPS Rules	Annexure B
	List of Notified Public Services	Annexure c



## **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.

There are 20 States in India, including Maharashtra, which have enacted the Right to Public Services Act. The Maharashtra Right to Public Services Act, 2015 came into effect from 28<sup>th</sup> April 2015. The Maharashtra Right to Public Services Rules were published on 16<sup>th</sup> November 2016. Shri. Swadheen Kshatriya, Former Chief Secretary, was appointed as the first State Chief Commissioner for Right to Service on 1<sup>st</sup> March 2017.

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

This is the Second Annual Report by The Maharashtra State Commission for Right to Public Services. It is seen that there has been rapid progress in the implementation of the Right to Public Services Act. Maharashtra State is leading in the number of services being provided online. As on 31<sup>st</sup> March 2019, the number of services notified was 486 out of which 406 services are available online. The Aaple Sarkar Portal as well as RTS Mobile Application are providing online facility. In addition there are over 30,878 Aaple Sarkar Seva Kendras where online facilities are provided to Citizens. Since inception of the Act, a total of 6,44,65,668 applications have been received using these online facilities and disposal is 97%. During the year 2018-19, a total of 1,86,38,681 applications for services received and disposal is 95 percent. However figures of the total number of offline applications received and their disposal are not available despite repeated attempts by the Commission in the prescribed proforma “A” “B” and “C”. Hence this Report is based only on the online application figures provided by Mahaonline.

While Maharashtra State has definitely made rapid progress in implementation of Maharashtra Right to Public Services Act and notified 486 services, it is observed that other States have notified more number of services. State of Karnataka has notified 1033 services, State of

Punjab has notified 568 services and State of Assam has notified 506 services. The Commission has already recommended that a master list of all services provided by the State Govt. must be prepared and a timetable for notifying all services under the Act must be prepared. This recommendation of the Commission needs to be implemented on priority.

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

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

Swadheen Kshatriya

Maharashtra State Chief Commissioner

for Right to Public Services

## **Chapter I: The Maharashtra Right to Public Services Act, 2015**

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### **1.1 Genesis**

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

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

### **1.2 Unique features of the Act**

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

Section 3 of the RTS Act makes it mandatory for all departments to notify their Public Services, Designated Officers along with First and Second Appellate Authority, specific time limit for each notified service within three months from the enactment of the Act and thereafter from time to time. Accordingly, out of 31 departments 26 departments have notified 486 services under this Act until 31/3/2019.

### **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 the section 13 (1) of the Act and the State Chief Commissioner was appointed on 1<sup>st</sup> 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**

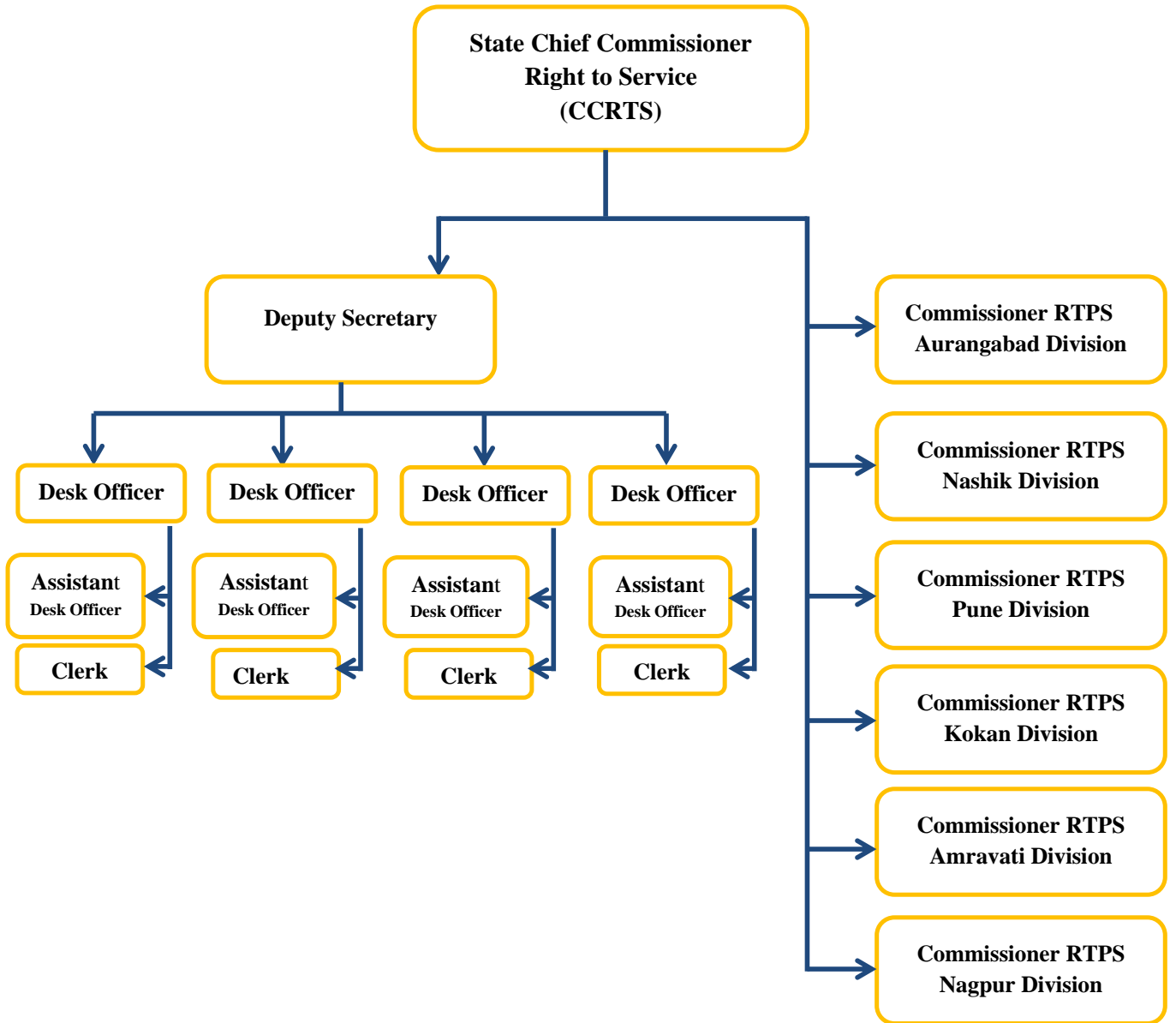
Under the Act the Commission has been assigned with various duties and functions which give it unique identity along with the responsibility of implementation of the Act in the state. As per Section 16, the Commission is entrusted with effective implementation of the Act and to make suggestions for ensuring 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 the section 16 of the MRTPS Act.

### **1.3.2 Organizational Structure**

The office of the Commission is located in Mumbai. There are 34 sanctioned posts in the Commission office. At present a total of 24 Staff/Officers are working in the Commission which include one Deputy Secretary, four Desk Officers along with two assistants each and ministerial staff. The State Chief Commissioner for Right to Public Services was appointed with effect from 1<sup>st</sup> 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 6,44,65,668 applications have been received online and 6,26,06,641 have been disposed by the concerned Designated Officers by 31.03.2019.

### **1.4.2 Mobile Application**

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

## **1.5 Training**

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

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

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

**Table 1.1 Training Programmes by YASHADA**

(2015-16, 2016-17, 2017-18 & 2018-19)

<b>S. No</b>	<b>Year</b>	<b>No of Trainees</b>
1	2015 – 16	84,930
2	2016 – 17	1,21,951
3	2017 – 18	15,170
4	2018 – 19	9,194
<b>Total</b>		<b>2,31,245</b>

### **1.5.2 Technical Training**

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

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

**Table 1.2 Technical Training Programmes by MahaOnline**

<b>S. No</b>	<b>Year</b>	<b>No of Trainees</b>
1	2015–18	10,275
2	2018–19	7,900
<b>Total</b>		<b>18,175</b>

## **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 21<sup>st</sup> August 2015. The Act came in force from 28<sup>th</sup> April, 2015 and the Rules were published on 16<sup>th</sup> November, 2016. It made mandatory for all government departments to notify 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 1<sup>st</sup> 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- 19 Up to 31<sup>st</sup> March 2019 a total of 6,44,65,668 applications have been received online. Out of 486 Notified Services 406 Services are available online. The software development of remaining 80 Services is in progress.

### **1.6.4 District Review Meetings**

For effective implementation and to understand difficulties in implementation of the Act the Commission visited the districts of Nagpur, Chandrapur, Wardha, Pune. Review meetings were conducted with Collector and all District HODs. Similar review meeting was held with CEO and HODs of Zilla Parishad, Pune. During all these visits the commission visited Aaple Sarkar Seva Kendra and interacted with the citizens. Interaction with citizens was also held at Pune. Chief Commissioner also visited Tahsil Offices, Gram Panchayat, Office of the settlement commissioner, Inspector General of Registration and Stamps, citizen facilitation center. Review of all Divisional Commissioners and Collectors was held by Video Conference.

### 1.6.5 Review Meetings with Secretaries of Government Departments

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

**Table 1.3 Dates of Review Meetings of various Departments**

<b>Departments</b>	<b>Review Date</b>
Home, General Administration, Revenue, Urban Development, Labour, Information Technology, Social Justice and Special Assistance, School Education and Sports, Energy, Rural Development, Public Health	4 April 2018
Water Supply & Sanitation, Revenue, Co-operation and Skill and Entrepreneurship Development, Labour, Education and Sports, Information Technology, Tribal Development, Energy, MHADA, Medical Education, Transport, Home, Other Backward Class, Law and Judiciary, Higher and Technical Education, Public Works Department	8 June 2018
General Administration Department, Industries, Department, Revenue, Labour Department, Home, energy, Public Health, Social Justice and Special Assistance, Animal Husbandry, Dairy and Fisheries, Higher and Technical Education, Water Resources, Food and Civil Supplies,	23 -24 August 2018
Tribal Development Department, Minorities Department, Rural Development Department, Women and Child Development Department, Law and Judiciary, MHADA, Agriculture Department,	22- 24 October 2018
General Administration Department, Information Technology Department,	2 January 2019

### 1.6.6 Video Conference with all District Collectors

All District Collectors were designated as “Controlling Officers” for the district through the GR dated 12 March 2018. As such, the Commission interacted with all District Collectors and 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 should be cleared in time.

### 1.6.7 Visits to different offices and Reviews

The Commission held regular interaction and reviewed the activities relating to the implementation of MRTPS, number of applications received and their disposal within stipulated time period, difficulties in providing time bound disposal, need for simplification in the application forms and proper functioning of the online services at all levels.

**Table 1.4 Dates of Review Meetings**

<b>Departments</b>	<b>Review Date</b>
Home, General Administration, Revenue, Urban Development, Labour, Information Technology, Social Justice and Special Assistance, Welfare, School Education and Sports, Energy, Rural Development, Public Health Department	04 April 2018
Review of all Departments	08 June 2018
General Administration Department, Industries Department, Revenue, Labour Department, Home, Energy, Public Health, Social Justice and Special Assistance, Animal Husbandry, Dairy and Fisheries, Higher and Technical Education, Water Resources, Food and Civil Supplies	23 & 24 August 2018
Tribal Development Department, Minorities Department, Rural Development Department, Women and Child Development Department, Law and Judiciary, MHADA, Agriculture Department	22 & 24 October 2018
Meeting regarding Aaple Sarkar Portal improvement	17 December 2018
General Administration Department, Information Technology Department, MahaOnline	02 January 2019
Integration of all notified services of the Urban Development Department with the Aaple Sarkar Portal	23 January 2019
Regarding state wide applicability of 200 Notified Services of the Pune Zilha Parishad	24 January 2019

**Table 1.5 Dates of Review Meetings**

<b>Review/Field Visits</b>	<b>Date</b>
Interaction with Citizens and Civic Bodies at Pune	07 April 2018
Video Conference with All Collectors & Divisional Commissioners	05 June 2018
Inauguration of 200 Services implemented by Zilla Parishad, Pune	11 to 13 July 2018
Review at the Office of Settlement Commissioner of Land Record Department, Pune	11 to 13 July 2018
Review at the Office of Inspector General of Registration, Pune	11 to 13 July 2018
Visit to Pune Municipal Corporation, Ward Office	11 to 13 July 2018
Video Conference review meeting with all District Collector's, all Chief Executive Officer's of Zilla Parishad and Commissioner's of Municipal Corporation of Nagpur Region.	06 August 2018
Review meeting at Warora Tahasil Office, Chandrapur	06 August 2018
Visit & review at Grampanchayat Anandvan Office, Chandrapur	06 August 2018
Review meeting at Chandrapur Collector Office	06 August 2018

Inauguration of Aaple Sarkar Kendra of Municipal Corporation, Chandrapur	06 August 2018
Interaction with citizens at Aaple Sarkar Setu Centre, Chandrapur	07 August 2018
<b>Wardha</b> 1) Review Meeting at Collector Office, Wardha 2) Visit to Aaple Sarkar Centre at Civil Hospital, Wardha and Setu Kendra	08 August 2018
Interaction with Interns	04 October 2018
State Human Right Commission Programme	10 December 2018
Meeting with Yashada, Pune	21 December 2018
Review at Lonavala Nagarpalika	24 December 2018
Awareness camp for students at Bhavan's College, Mumbai.	08 January 2019
Meeting with Collector, Mumbai City	11 January 2019
Workshop for students at K.C. Law College	31 January 2019





## 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:

**Table No. 2.1 Details of Meetings, Visits and Interactions with Citizens by the Commission**

<b>1</b>	Meetings	Meetings with Secretaries of the Departments
		Divisional and District Meetings
<b>2</b>	Visits	Zilla Parishad
		Tahsil Offices
		Municipal Corporations
		Office of the District Collectors
		Citizen Facilitation Centre
		Office of the Settlement Commissioner
		Aaple Sarkar Seva Kendra
		Office of the Inspector General Registration
		Grampanchayat
		Setu Kendra
<b>3</b>	Interaction with citizens/students	Interaction with Citizens at Pune.
		K. C. Law College, Mumbai
		Visit to Nagpur, Chandrapur and Wardha, Aaple Sarkar Kendras.
		Bhavans College, Mumbai
		State Human Right Commission Programme
		Interaction with Law Interns.
<b>4</b>	Review Meetings	Held regularly
<b>5</b>	Inauguration of Tag line and Logo of the Commission	

### 2.2 Logo and Tag Line for the Commission

The Commission is an authority formed through the Act and has legal status. To have an imprint in public it was necessary for the Commission to have a tagline and logo which would reflect the activities and importance of the Commission. It would also help for branding of the Government services under this Act. The Commission selected tagline and logo through open competition amongst citizens. For the Tagline 244 entries were received and for the Logo 182 entries were received. The best Tagline and Logo were selected by a committee under chairmanship of the Chief Commissioner for Right To Services. Citizens whose entries were selected were facilitated by the Hon' Chief Minister and given a reward of Rs 25,000 each. The selected Tagline is "Your Service is Our Duty".



**Hon Chief Minister felicitating Shri Naresh Agarawal for the best entry of Logo.**



**Hon Chief Minister felicitating Shri Hemant Kanade for the best entry of Tagline.**

## **2.3 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 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.

## **2.4 Training Imparted To Students**

For the effective promotion and proper execution of the Right To Public Services Act, 2015 the Commission took various steps. Conducting workshops at various collages is one such step for enhance awareness and raise knowledge about the available services among the public. The Commission held a workshop for the College students at K.C. Law College to train them for

promotion of the notified public services among the public. The objective of the workshop on 31<sup>st</sup> January 2019 was to create an awareness among the interns about the Act and help the Commission to encourage the eligible persons to avail services using Information Technology. The objective was to train the students who would spread awareness about the Act, the 486 Services notified and how they can be availed by the citizens.



**With Interns from Public Concern for Governance Trust along with Mr. Ribeiro and Chief Commissioner for Right To Public Services .**

The workshop was divided into three sessions namely, Key-note address by the CCRTS, followed by technical session on Provisions and Procedures under the RTS Act, 2015 by the Deputy Secretary of the Commission. The second technical session about the implementation of the Act was held by Chief Operating Officer, MahaOnline. This was followed by the session for question and answer where participants asked questions and doubts were cleared. In all 221 participants attended the workshop.

At the end of training all interns were instructed to train 10 students each, who will contact the families in the society to create awareness regarding MRTPS Act. After a month a survey was conducted to assess the effectiveness of the training programme. Students of Nine Colleges participated in conducting this survey. These students covered 12,115 families. The survey has found that 72% of the respondents were aware of the MRTPS Act, 2015. The survey also found

that 70% of the respondents did not face any problem in getting service from the Government Department.

## 2.5 Review Meetings

The Commission reviewed implementation of the Act through various meetings.

<b>Topic</b>	<b>Date</b>
Review regarding implementation of the RTPS Act	4 April 2018
Video Conference of the All Collectors and Divisional Commissioners	5 June 2018
Review regarding implementation of the RTPS Act	8 June 2018
Review about the implementation of the recommendations of the Commission	23-24 August 2018
Review about the implementation of the recommendations of the Commission	21 and 24 October 2018
Review regarding Aaple Sarkar Portal	17 December 2018
Review about the implementation of the recommendations of the Commission	2 January 2019
Integration of all notified services of the Urban Development Department with the Aaple Sarkar Portal	23 January 2019
Regarding state wide applicability of 200 Notified Services of the Pune Zilla Parishad	24 January 2019

## 2.6 Departmental Review Meetings

Departments	Review Date
Home, General Administration, Revenue, Urban Development, Labour, Information Technology, Social Justice and Special Assistance, School Education and Sports, Energy, Rural Development, Public Health Department	4 April 2018
Water Supply & Sanitation, Revenue, Cooperation and Skill Development, Labour, Education and Sports, Information Technology, Tribal Development, Energy, MHADA, Medical Education, Transport, Home, Other Backward Class, Law and Judiciary, Higher and Technical Education, Public Works Department	8 June 2018
General Administration Department, Industries, Department, Revenue, Labour Department, Home, Energy, Public Health, Social Justice and Special Assistance, Animal Husbandry, Dairy and Fisheries, Higher and Technical Education, Water Resources, Food and Civil Supplies	23 -24 August 2018
Tribal Development Department, Minorities Department, Rural Development Department, Women and Child Development Department, Law and Judiciary, MHADA, Agriculture Department,	22 – 24 October 2018
General Administration Department, Information Technology Department,	2 January 2019



**Inauguration of 200 services of Zilla Parishad, Pune**





**Interaction with Citizens and NGOs at Pune**



**Meeting with Dr. Vikas Amte at Anandvan**



**Visit to Gram Panchayat, Anandvan**



**Members of women SHGs who are successfully running Aaple Sarkar Seva Kendra with Collector Chandrapur and Chief Commissioner**



**Interaction with Citizens at Aaple Sarkar Seva Kendra at Warora**



**Inspecting Display Board of RTS services at SDO Office, Warora**





**Review of Public Services provided by SDO Office, Warora**



**Visit to Aaple Sarkar Seva Kendra at Civil Hospital, Wardha**



**Review Meeting at Collector Office, Wardha**



**Visit to District Setu Centre, Wardha**



**Review meeting at Collector office, Chandrapur**



**With the Hon'ble President and Chief Officer during visit to Lonavala Municipal Council**





**Review meeting with Settlement Commissioner and IGR**



**Addressing Students at Bhavans College**





**Workshop at K. C. Law College, Mumbai**

## 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 30,878 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.

The screenshot displays the Aaple Sarkar Service Portal interface. At the top, it features the Government of Maharashtra logo and the 'MAHARASHTRA RIGHT TO PUBLIC SERVICES ACT' banner. A navigation menu includes links for 'HOME', 'ADULT RES. COMMISSION', 'DEPARTMENT NOTIFIED SERVICES', 'EASE OF DOING BUSINESS', 'CONTACT US', and 'DASHBOARD'. The main content area is titled 'SERVICES AVAILABLE ONLINE' and lists various services under the 'Revenue Department' category, such as 'Age Nationality Domicile', 'Income Certificate', 'Senior Citizen Certificate', 'Temporary Residence Certificate', 'Senior Citizen Certificate', 'Solvency Certificate', 'Cultural Programme Permission', 'Certified Copy', 'Small Land Holder Farmer Certificate', 'LandLess Certificate', 'Agriculturist Certificate', and 'General Affidavit'. There are also sections for user registration and login, and a sidebar with utility links like 'SEARCH SERVICE', 'TRACK YOUR APPLICATION', 'VERIFY YOUR AUTHENTICATED CERTIFICATE', and 'CALL CENTER'. The footer includes integration logos for Digital Locker, Aadhaar, and Pay Gov India, along with mobile app availability for Google Play and the App Store.

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. 30,878 Aaple Sarkar Seva Kendra have been established in the state. The technical architecture of Aaple Sarkar Seva Service Portal is such that all the services were launched simultaneously at both the service channels – Aaple Sarkar Seva Kendras and Aaple Sarkar Service Portal. The MahaOnline team is providing training to the Aaple Sarkar Seva Kendras VLE on how to use Aaple Sarkar Service Portal to provide government services. A total of 19,50,823 persons have created self-profile on Aaple Sarkar Service Portal until 31<sup>st</sup> March 2019.

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

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

### **3.1.3 Digital Workflow**

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

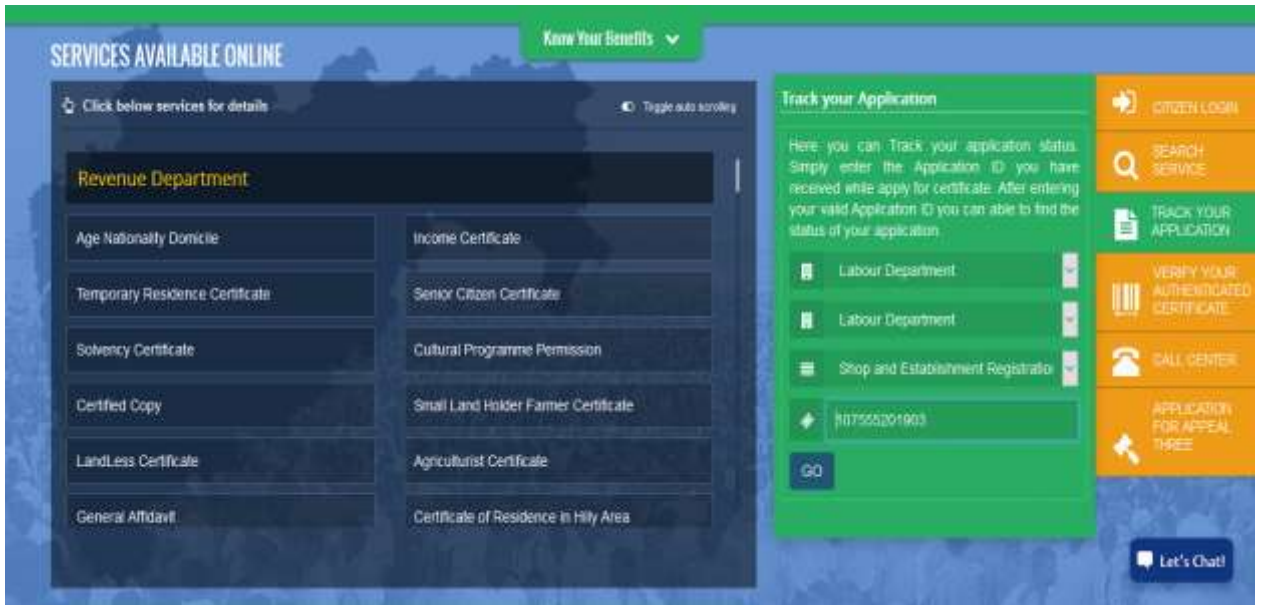


papers. The officers involved in the process would update the action taken on the service request online. The citizen can then check the status online and get to know at what stage the application is pending.

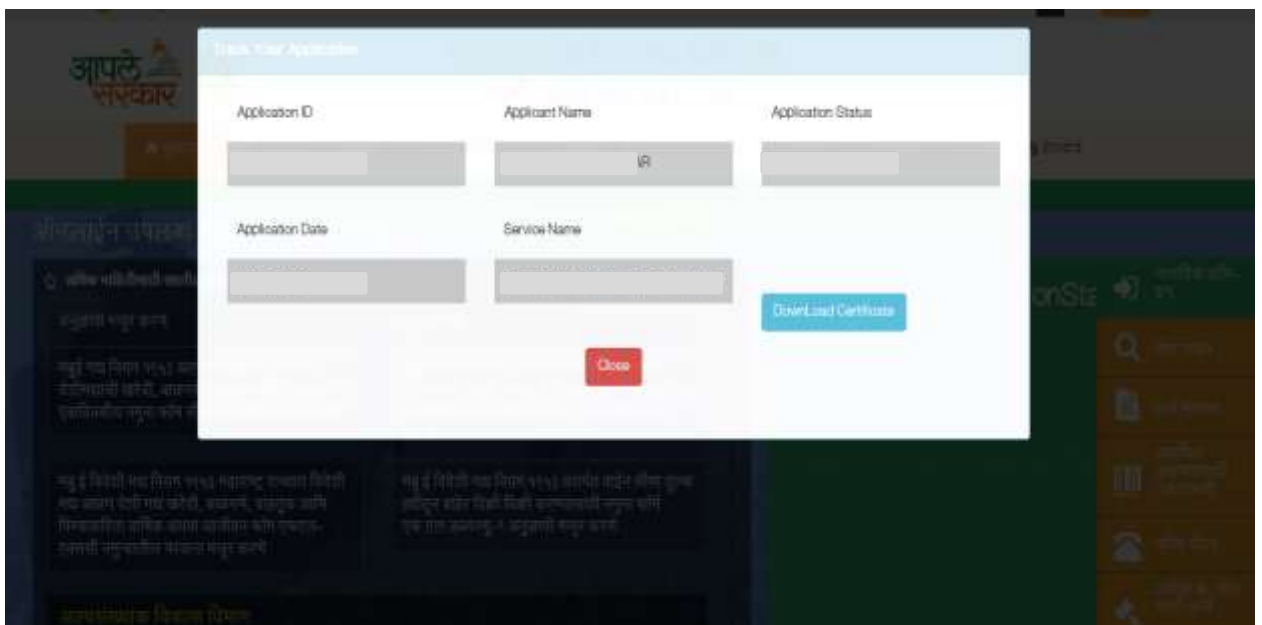
- Home – Page information of **aaplesarkar.mahaonline.gov.in**
- Language Option (Marathi & English)
- Detail of RTS Services,
- verify approved application for authentication
- Citizen Can Track applied application



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



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



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

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

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

**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 Seva' 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

Office Order, 27th June 2017

Annual Report 2017-2018

Download Maharashtra Right to public services Act, 2015

Office Address of the Commission

Maharashtra State Commission for Right to Public Services Office of the State Chief Commissioner for Right to Public Services,  
7th Floor, New Administrative Building, Opposite Marolaja, Mumbai - 400032.

Office Order, 17th December 2019.

वर्षिक अहवाल 2017-2018

Download RTS Rules Gazette

Telephone No : 022-22832148, 022-22022347  
E-Mail: [ccrt@maharashtra.gov.in](mailto:ccrt@maharashtra.gov.in)  
Deputy Secretary of the Commission: Shri. Aniruddh 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.

Sr. No.	Public Service	Time limit for providing Service (Days)	Designated Officer	First Appellate Officer	Second Appellate Officer	Services available in Aaple sarkar
1	Age, Nationality and Domicile Certificate	15	Tahsildar	Sub-Divisional Officer	Additional Collector	Yes
2	Caste Certificate	21	Sub-Divisional Officer/ Dy. Collector	Additional Collector	Collector	Yes
3	Income Certificate	15	Nayab Tahsildar	Tahsildar	Sub-Divisional Officer	Yes
4	Non Creamy Layer Certificate	21	Sub-Divisional Officer	Additional Collector	Collector	Yes
5	Temporary Residence Certificate	7	Tahsildar	Sub-Divisional Officer	Collector	Yes
6	Senior Citizen Certificate	7	Tahsildar	Sub-Divisional	Additional	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

1 Applicant Detail			
Salutation *	Full Name(English) *	Full Name(Marathi) *	
Mr			
Father's Salutation *	Father's Name(English) *	Father's Name(Marathi) *	
Mr			
Date of Birth *	Age *	Gender *	Occupation
21/03/1968	28	M	Government Empr

### Step 2 - Applicant's Address

2 Applicant's Address [As per document]			
Address (English) *	Address (Marathi) *	Street (English)	Street (Marathi)
A -1	रु-१	Ward A	वार्ड ए
Section (English)	Section (Marathi)	Building (English)	Building (Marathi)
vashi	वाशी	Havi Mumbai	हावी मुंबई
Landmark (English)	Landmark (Marathi)	District *	Taluka *
		Mumbai City	Ward ABCD
Village *	Pincode *		
Abcd-400001	444444		



### Step 3 - Mobile No & Username Verification

3
Mobile No. & Username Verification

10 digit Mobile Number \*

One Time Password (OTP) \*

PAN No

UID Number

User Name \*

Email ID:

Password \*

Confirm Password \*

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

### Step 4 - Upload Photograph

4
Upload Photograph

Instructions for issued photo:

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

Add Photo

**Crop Photo**

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

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

### Step 5 - Proof of Identity (Any -one)

5
Proof Of Identity (Any -1)

Document Format should be JPEG/ PDF.

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

PAN Card

Aadhar card.jpg

Government / Semi - Government ID Proof

Voter ID Card (POI)

Aadhaar Card (POI)

MNREGA Job Card

Passport (POI)

Driving License (POI)

RSBY Card

34

## Step 6 - Proof of Address (Any -one)

6
Proof Of Address (Any -1)

Document Format should be JPEG/ PDF.

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

Ration Card  
 Extracts of 7/12 and 8 A  
 Water Bill  
 Rent Receipt

Passport (POA)  
 Driving License (POA)  
 Property Tax Receipt  
 Electricity Bill

Aadhaar Card (POA)  
 Voter ID Card (POA)  
 Property Agreement Copy  
 Telephone Bill

Aadhar card.jpg

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 user interface of the MahaOnline portal. On the left, a vertical navigation menu lists various government departments, with 'Industries, Energy and Labour Department' selected and highlighted in red. The main content area features a search bar at the top, followed by a section titled 'YOUR TRANSACTION HISTORY'. This section contains a table with columns for 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, and Download. A single record is visible for a 'Birth Certificate' service, with a status of 'Not Completed' and a 'Make Payment' button. Below the table, there is a pagination control showing 'Total Records 1' and 'Page: 1 of 1'. The footer of the page includes the MahaOnline logo and copyright information for 2015.

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

### 3.2 Information about Aaple Sarkar Service Portal and Mobile App

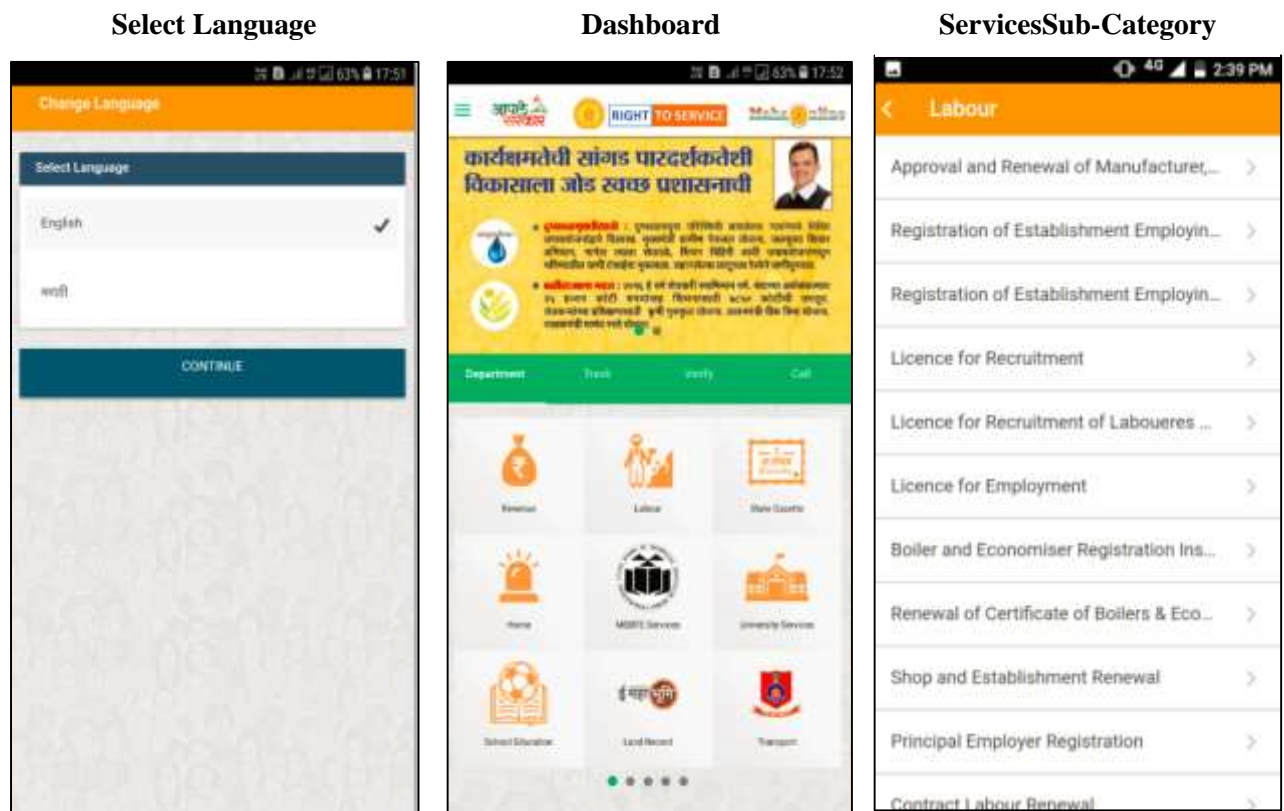
A mobile app named RTS Maharashtra has been developed for availing the notified public services under the Maharashtra Right to Public Service Act, 2015. Citizens can apply online, track the application status, and verify the authenticity of certificates issued to them. This makes the Aaple Sarkar Service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

#### 3.2.1 Select Language

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

#### 3.2.2 Dashboard & List of Online Services

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



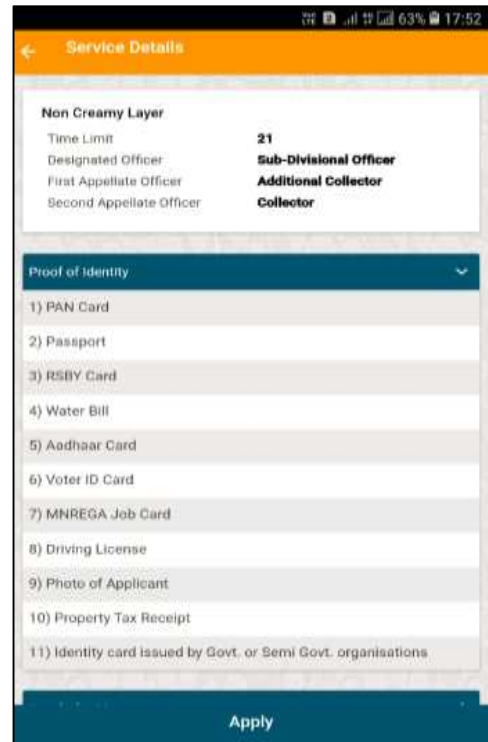


### 3.2.3 Sub category details

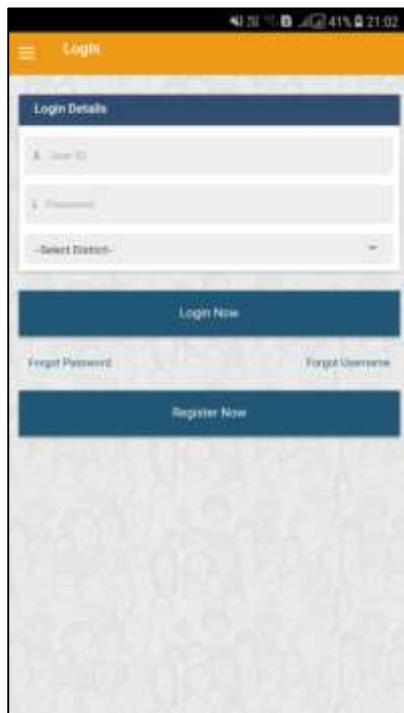
This provides information of each service, Time Limit for disposal of service, Designated Officer designation, First & Second Appellate Authorities designation & the list of documents which are required with the application.

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

### Sub Category Details



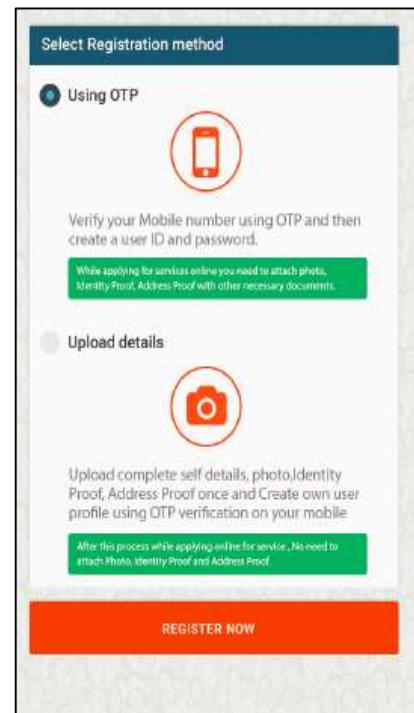
### Login



### Aadhaar Number



### Registration



### 3.2.5 Track / Verify / Call

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

Track



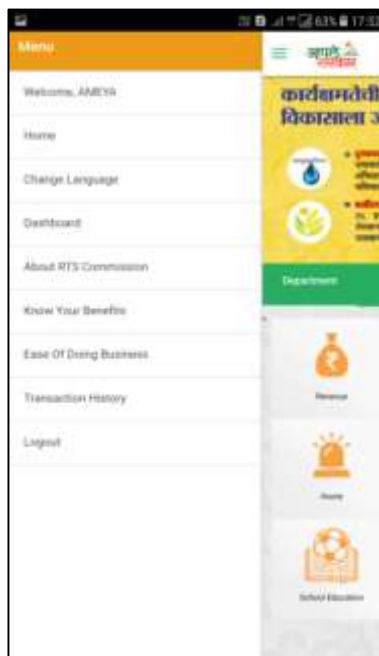
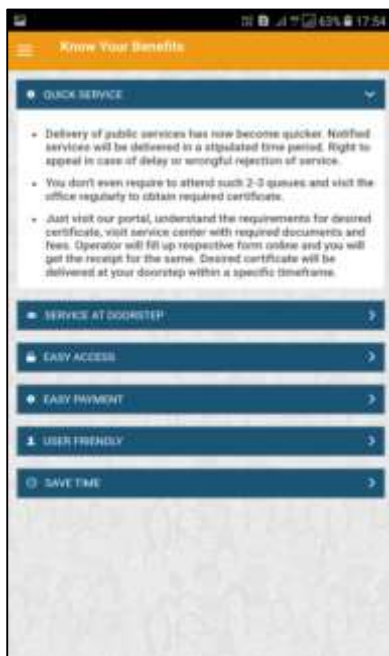
Verify



Call

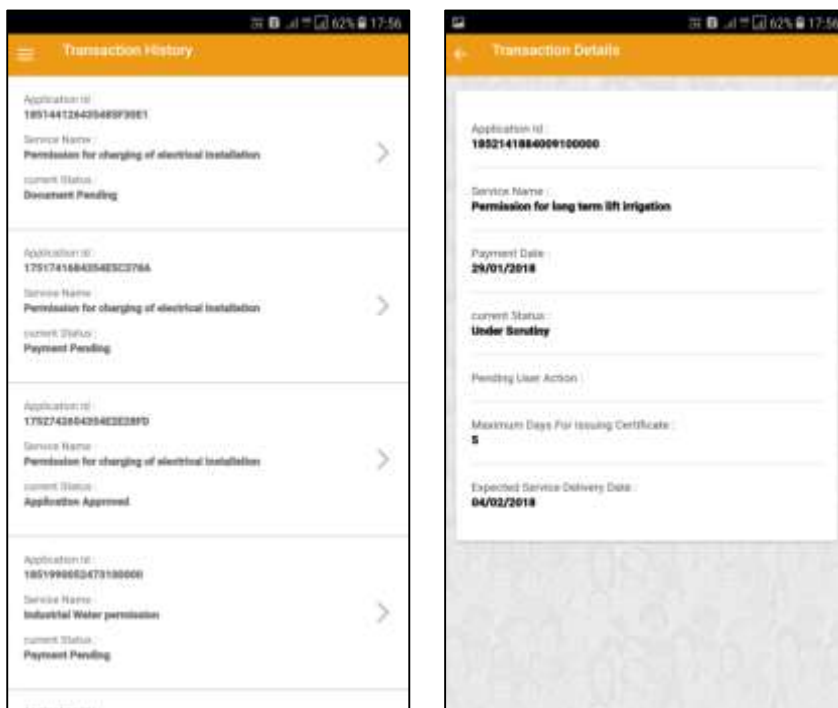


### 3.2.6 Benefits



### 3.2.7 View Transaction History

User can access applied applications history through Transaction History option.



It is very encouraging to observe that the number of online applications for public services has been increasing rapidly. It is observed that 19,50,823 (up-to March 2019) applicants have registered and created self-profile. Total 6, 44, 65,668 applications for public services have been received online. As per section 7 of MRTPS Act, the Government shall encourage and aspire all the Public Authorities to utilize Information Technology to deliver their respective public services within the stipulated time limit. The Commission would like to insist on the implementation of the aforesaid provision.



## Chapter IV:

### Training & Capacity Building

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#### 4.1 Training & Capacity Building

Training is an important part in the implementation of any new policy or technology. It enables Staff and Officers to perform effectively and with better efficiency. The MRTPS Act, 2015 Section 20 (4) has stipulated that all the Designated Officers and the Appellate Authorities shall undergo periodic training for the effective implementation of the Act. The Act also mentions that government will make adequate provision for the training. It has been decided that the training on the MRTPS Act will be integral part of the syllabus 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 30<sup>th</sup> September 2015 and second ToT Workshop was conducted on 5<sup>th</sup> October 2015 at YASHADA. Through this programme 130 state level trainers were developed and these trainers conducted district level ToTs during 2015 across 36 districts and developed 2,815 district level trainers or resource persons for further training.

For the purpose of creating general awareness about the Act and important provisions in it the above mentioned trainers conducted Phase I training for government staff and officers 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, Fisheries and Dairy Development	138	3,077
Rural Development and Panchayat Raj	125	12,943
Women and Child Development (ICDS)	131	90,305
Agriculture, Home (Police ) Police and Other	0	8313
<b>Total</b>	475	1,21,936

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

During the year 2017-18 total 16,962 officers were given awareness training by YASHADA. However, Since 2015 till 31<sup>st</sup> March 2019 YASHADA has trained in all 2,31,245 officers.

**Table 4.2 Year wise Trainee officers Group “A”**

Sr No	Year	Trainee Officers Group “A”
1	2015-16	652
2	2016-17	359
3	2017-18	1366
4	2018-19	1058
	<b>Total</b>	3,435

**Table 4.3 Year wise Trainee officers Group “B” and Group “C”**

<b>Sr No</b>	<b>Year</b>	<b>Trainee Officers Group “B” and “C”</b>
1	2015-16	84,278
2	2016-17	1,21,592
3	2017-18	13,804
4	2018-19	8,136
<b>Total</b>		<b>2,27,810</b>

### **4.3 Technical Training by MahaOnline**

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

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

At district level Mahaonline has appointed district co-ordinator in each district to co-ordinate with field level department officers. District co-ordinators of district conducted more than 510 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 Mahaonline for various departments. Mahaonline has conducted 619 training programmes and imparted training to 7,900 officers and staff.

During 2018-19 YASHADA imparted training to 9,194 officers and MahaOnline imparted training to 7,900 Officers. Thus 2018-2019 a total of 17,094 Officers received training regarding implementataion of MRTPS Act.





## Chapter V:

### Use of Right to Public Service by Citizens

#### 5.1 Department wise Notified Services

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

**Table 5.1: Department wise List of Notified Services (As on 31<sup>st</sup> March 2019)**

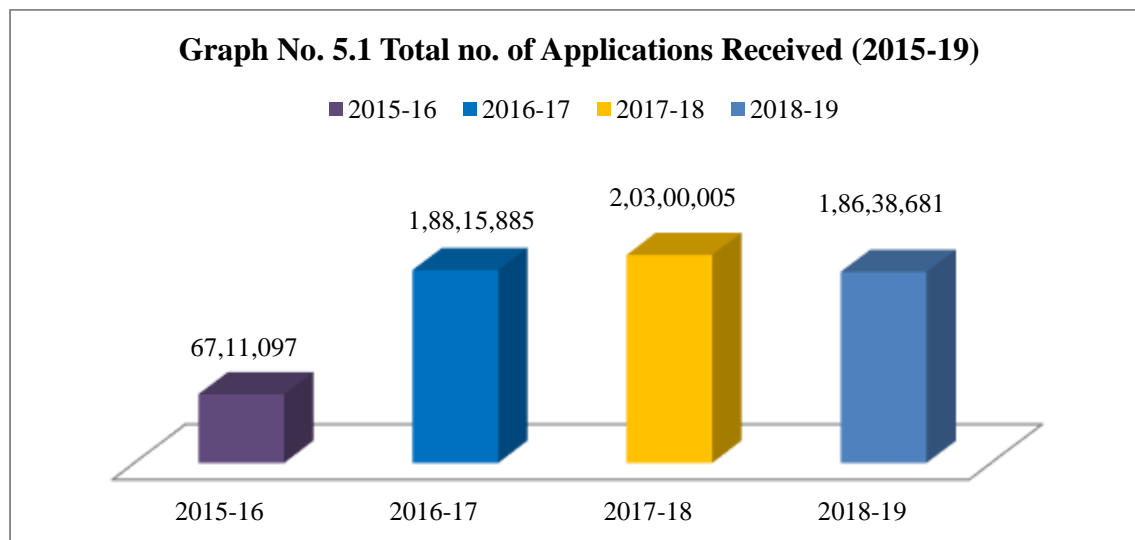
Sr. No.	Name of Department	Name of Sub-Department	Total Notified Services
1	Home and Transport Department	Home Department	17
		Transport Department	14
		State Excise	14
		Maharashtra Maritime Board	7
2	Revenue & Forest Department	Revenue Department	20
		Land Records Department	18
		Forest Department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

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

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

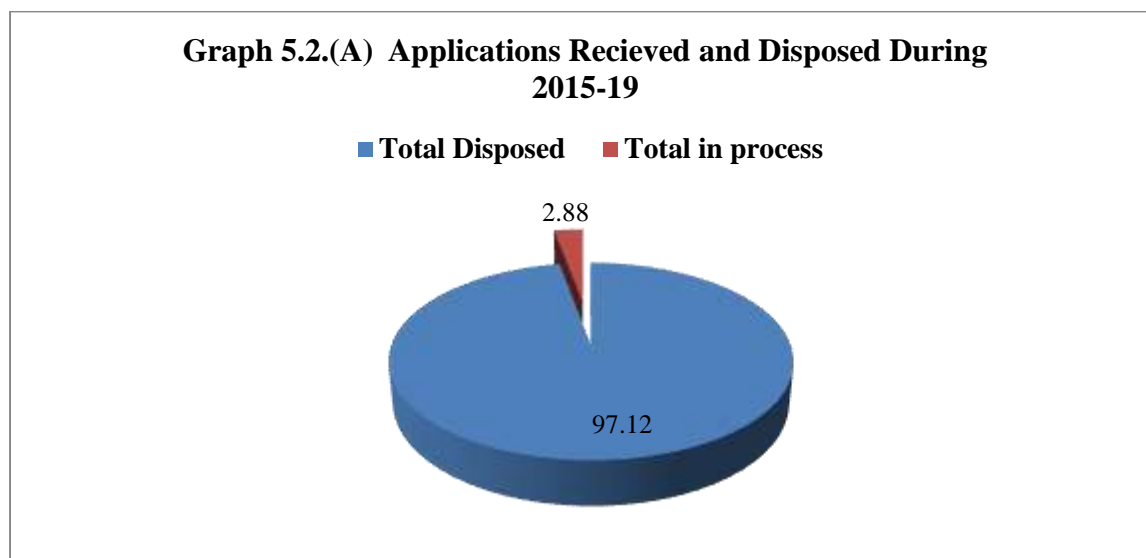
## 5.2 Department wise status of Applications Received and Disposed

The review of total status of applications for the duration of October 2015 to March 2019 shows that 6,44,65,668 applications were received by all the 31 Departments.



**Note:** - The main reason for shortfall of applications during 2018-19 is due to issue of 4.20 Crore 7/12 extracts through separate “Mahabhulekh” portal of Revenue Department. Earlier 7/12 extracts were mostly issued through Aaple Sarkar Portal.

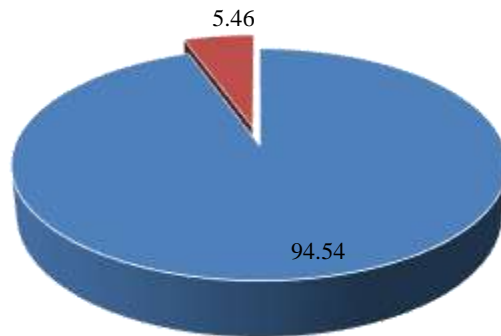
### 5.2.1 Applications Disposed and in process



During the period 2015-19, the total no. of applications received is 6,44,65,668, and disposal is 6,26,06,641. Thus 97.12 % of the applications have been disposed and 2.88 % were in process on 31<sup>st</sup> March 2019.

**Graph 5.2.(B) Applications Recieved and Disposed During 2018-19**

■ Total Disposed ■ Total in process

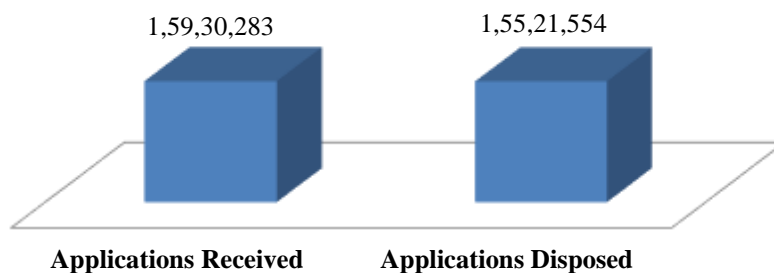


Out of the total applications 1,86,38,681 received during 2018-19 the disposal was 1,76,21,691. Thus, 94.54% of the applications have been disposed and 5.46% were in process on 31<sup>st</sup> March 2019.

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

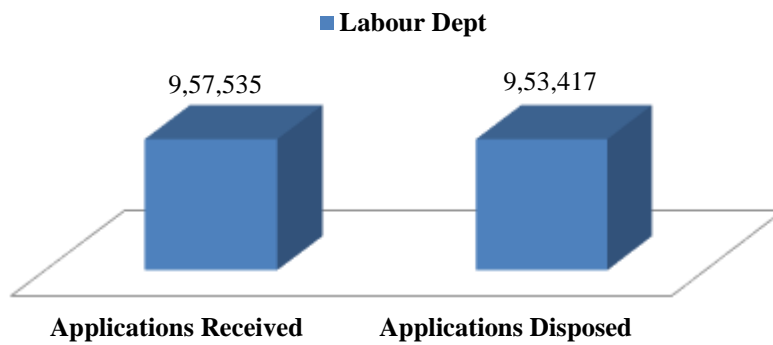
**Graph No. 5.3 Total Applications Received and Disposed by Revenue Dept. (2018-19)**

■ Revenue Dept

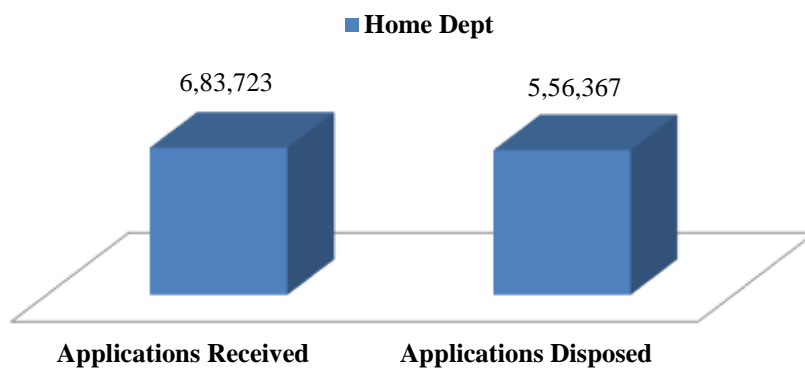




**Graph No. 5.4 Total Applications Received and Disposed by Labour Dept. (2018-19)**



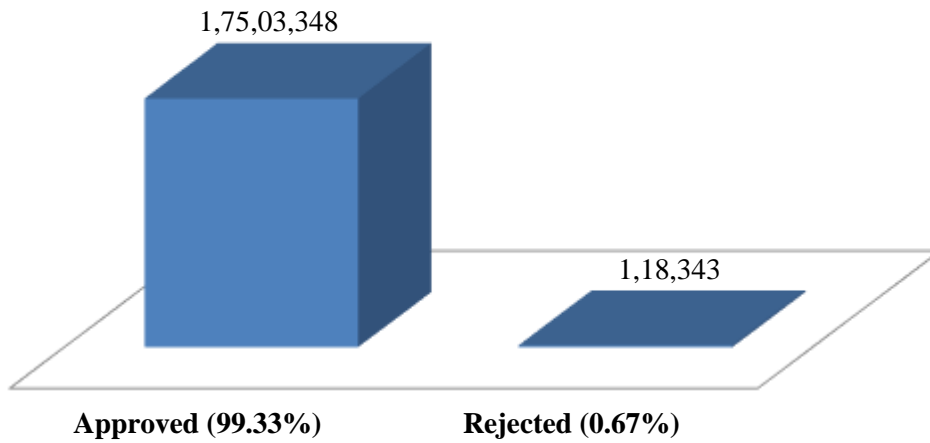
**Graph No. 5.5 Total Applications Received and Disposed by Home Dept. (2018-19)**



### **5.2.2 Applications Approved and Rejected**

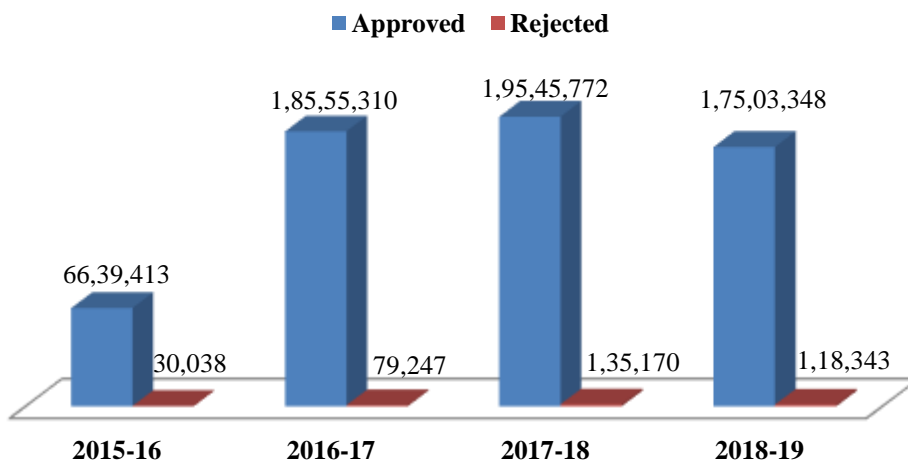
In the year of 2018-19 the total number of disposed applications is 1,76,21,691. Out of these disposed applications, approved applications were 1,75,03,348 i.e. 99.33%. Hence it is seen that the percentage of applications rejected is only 0.67%. The extremely low percentage of rejection deserved appreciation. The details of these applications can be seen in the Graph No. 5.6.

**Graph No. 5.6 Total Approved and Rejected Applications (2018-19)**



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

**Graph No. 5.7 Yearwise total Approved and Rejected Applications**



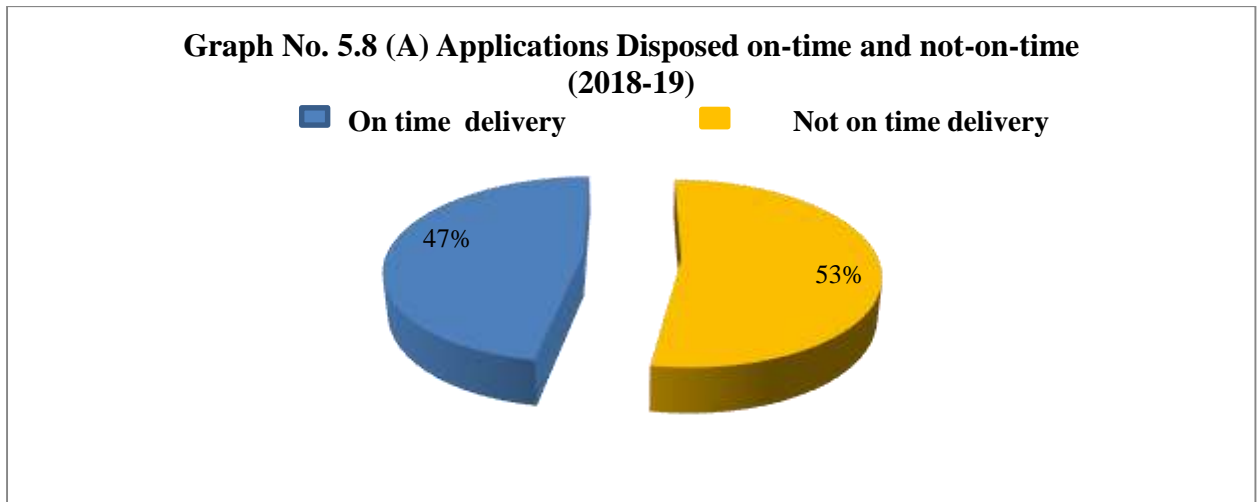
It is observed from the above graph that during the period 2015-19 in all years the rejection of applications for service continues to be very low consistently.

**Table No. 5.2 Department wise Applications Approved and Rejected (2018-19)**

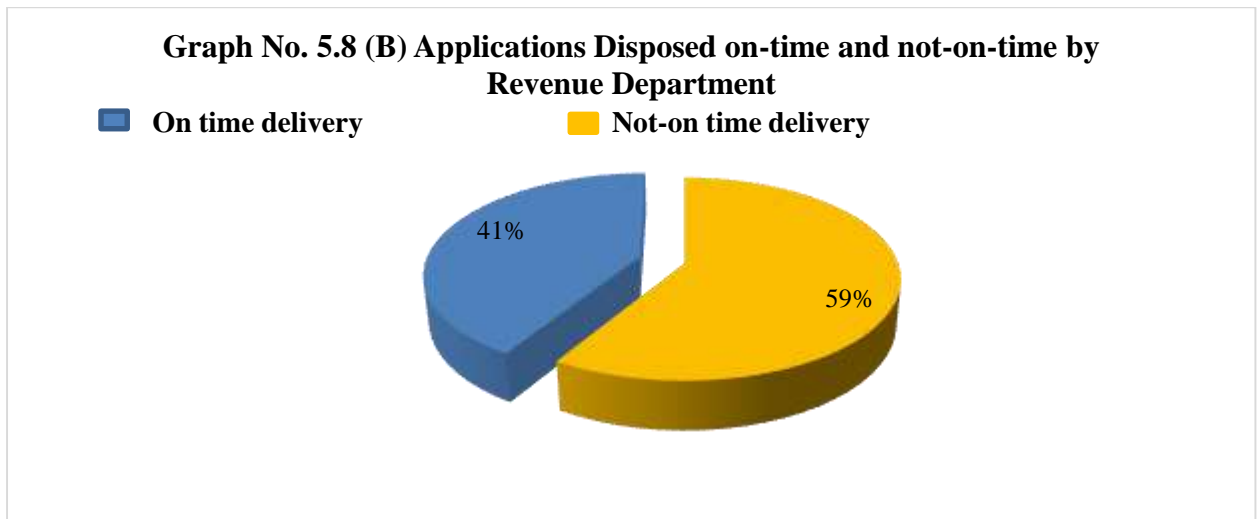
Sr. No	Department	Received	Disposed	Approved	Rejected
1.	Revenue Dept	1,59,30,283	1,55,21,554	1,54,69,531	52,023
2.	LabourDept	9,57,535	9,53,417	9,40,957	12,460
3.	Home and Transport Dept	6,83,723	5,56,367	5,56,345	22
4.	Social Justice and Special Assistance, Dept	5,16,585	88,403	83,785	4,618
5.	Industries Dept	2,78,155	2,78,005	2,47,051	30,954
6.	Tribal Development Dept	69,721	66,715	60,166	6,549
7.	Energy Dept	69,499	66,478	59,429	7,049
8.	State Excise Dept	30,999	28,940	28,600	340
9.	Law & Judiciary Dept	28,241	1,922	1,909	13
10.	Food, Civil Supplies and consumer protection Dept	20,365	20,364	20,364	0
11.	Higher & Technical Education Dept	12,374	9,998	9,921	77
12.	Dept of Co-Operation, Marketing and Textiles	11,659	5,966	5,474	492
13.	Maharashtra Pollution Control Board	8,529	7,845	6,547	1,298
14.	School Education and Sports Dept	7,526	4,901	4,339	562
15.	Forest Department	5,472	5,472	5,472	0
16.	Maharashtra Maritime Board	3,080	1,995	1,969	26
17.	Department of Registration & Stamps (IGR)	1,396	1,396	32	1,364
18.	Maharashtra Industrial Development Corporation	1,362	1,325	935	390
19.	Women And Child Development Department	689	0	0	0
20.	Agriculture Dept	378	22	0	22
21.	Legal Metrology Department	372	256	256	0
22.	Minorities Development Department	260	182	181	1
23.	Rural Development & Panchayat Raj Dept	226	99	21	78
24.	Slum Rehabilitation Authority	157	26	26	0
25.	Transport Dept	64	25	25	0
26.	Water Resource Dept	11	0	0	0
27.	Finance Department - Goods and Services Tax	10	10	10	0
28.	Urban Development Department	5	4	0	4
29.	Water Supply and Sanitation	4	3	3	0
30.	Housing Dept	1	1	0	1
31.	Animal Husbandry Dept	0	0	0	0
32.	Tourism and Cultural Affair Dept	0	0	0	0
	<b>Grand Total</b>	<b>1,86,38,681</b>	<b>1,76,21,691</b>	<b>1,75,03,348</b>	<b>1,18,343</b>

Source:- MahaOnline

### 5.2.3 Applications Disposed On-time and Not-on-time

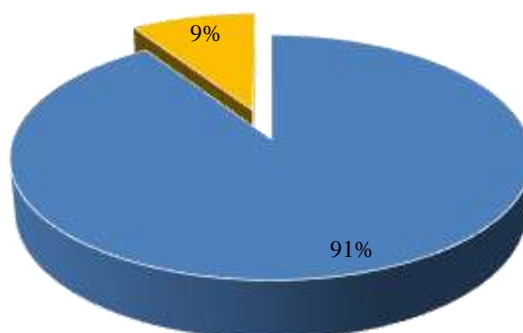


Out of the total applications 1,76,21,691 that were disposed by all the Departments in 2018-19, 47% applications were disposed on time and there was delay in disposal of 53% applications.



**Graph No. 5.8 (C) Applications Disposed on-time and not-on-time by All Departments (Except Revenue Department)**

■ On-time delivery      ■ Not on-time delivery

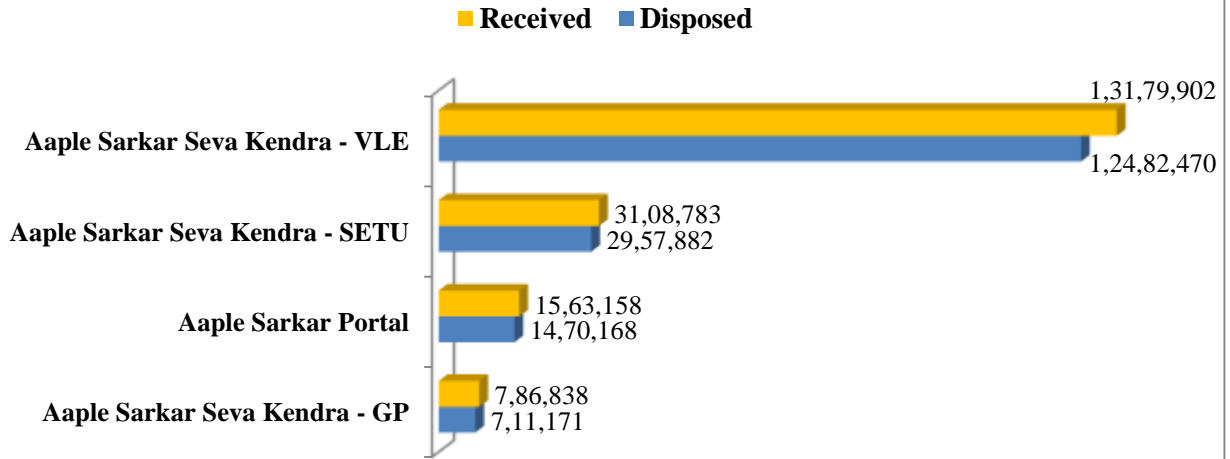


Note: Significant finding of the Commission is that during the year 2018-19, time bound delivery of services was only 47% and in 53% cases there was delay in providing services. The main delay has taken place in the services provided by the Revenue Department. For all other Departments, timely disposal is 91%. A clarification was sought from the Revenue Department. The Revenue Department has informed that the main reasons for delay were; conduct of Elections, providing relief due to natural calamity and implementation of Pradhan Mantri Kisan Sanman Yojana. The Revenue Department, has further assured that steps will be taken to ensure timely disposal of services during the next year.

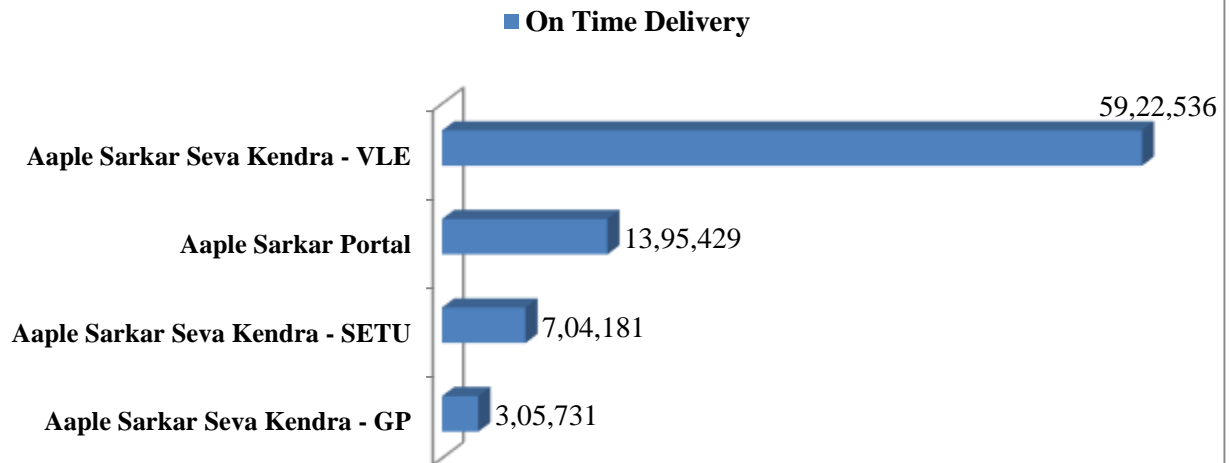
### **5.3 Delivery Channel wise Applications Received and Disposed**

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 5.9 Channelwise Applications Received & Disposed (2018-19)**



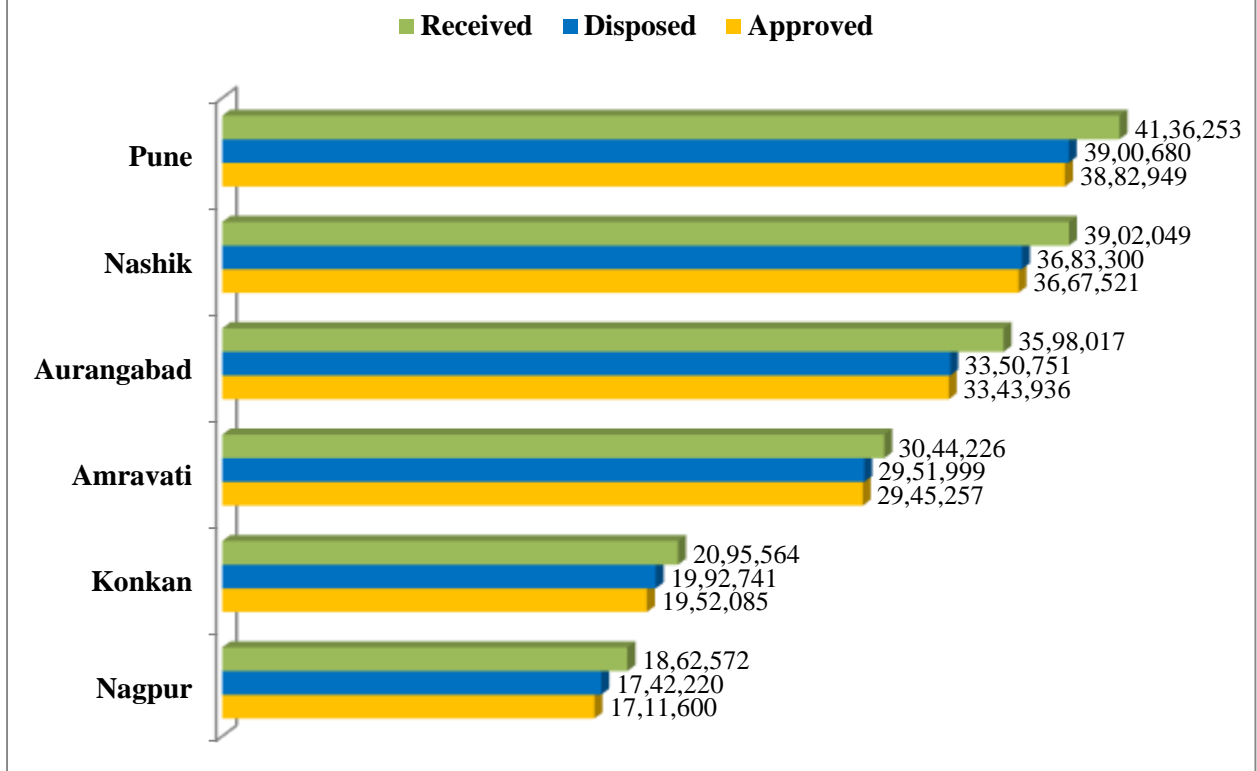
**Graph No. 5.10 Channel wise Applications Processed On-time (2018-19)**



#### **5.4 Revenue Division wise status of services**

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

**Graph No. 5.11 Total Applications Received, Disposed and Approved  
(2018-19)**

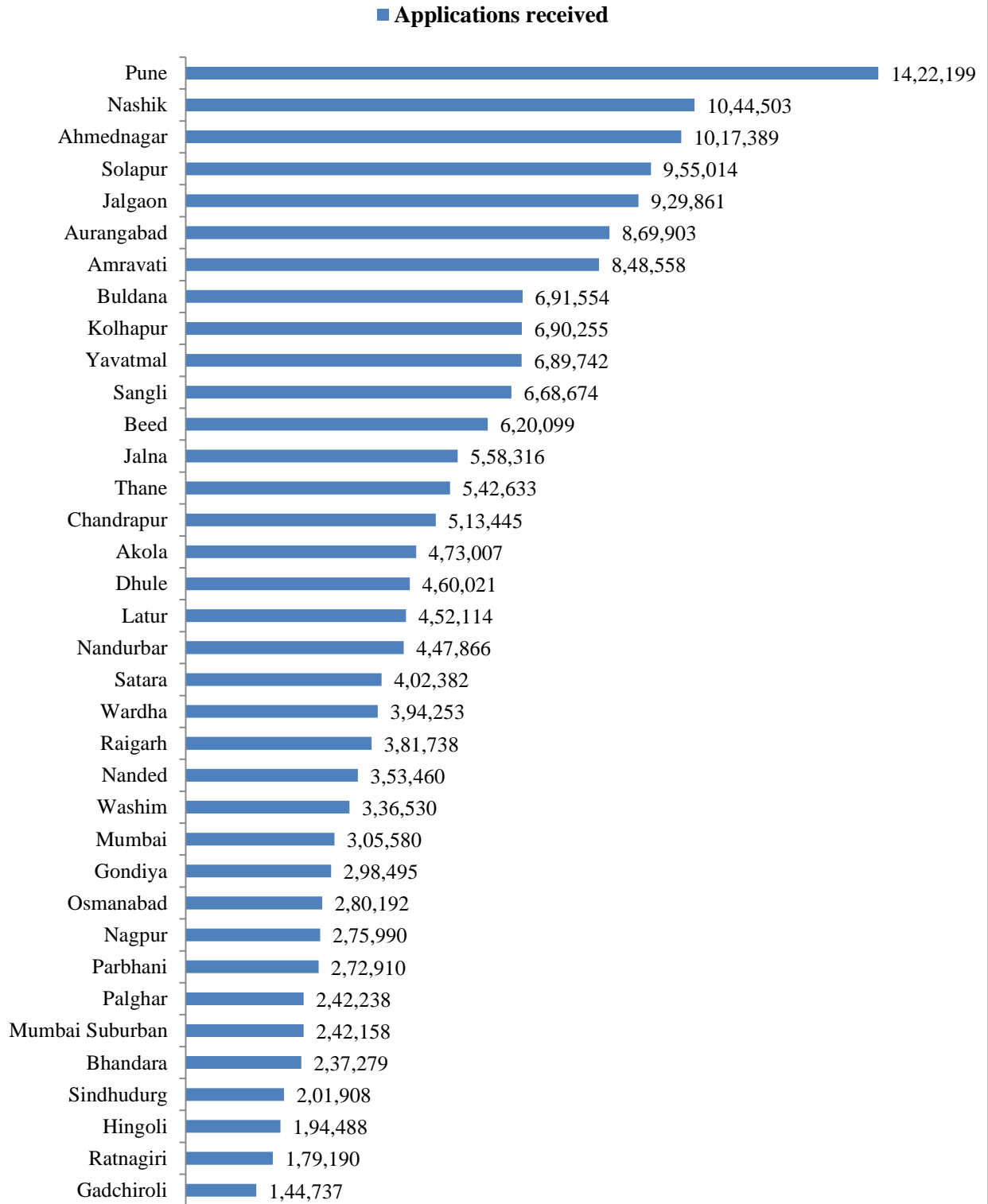


### 5.5 Districtwise status of application

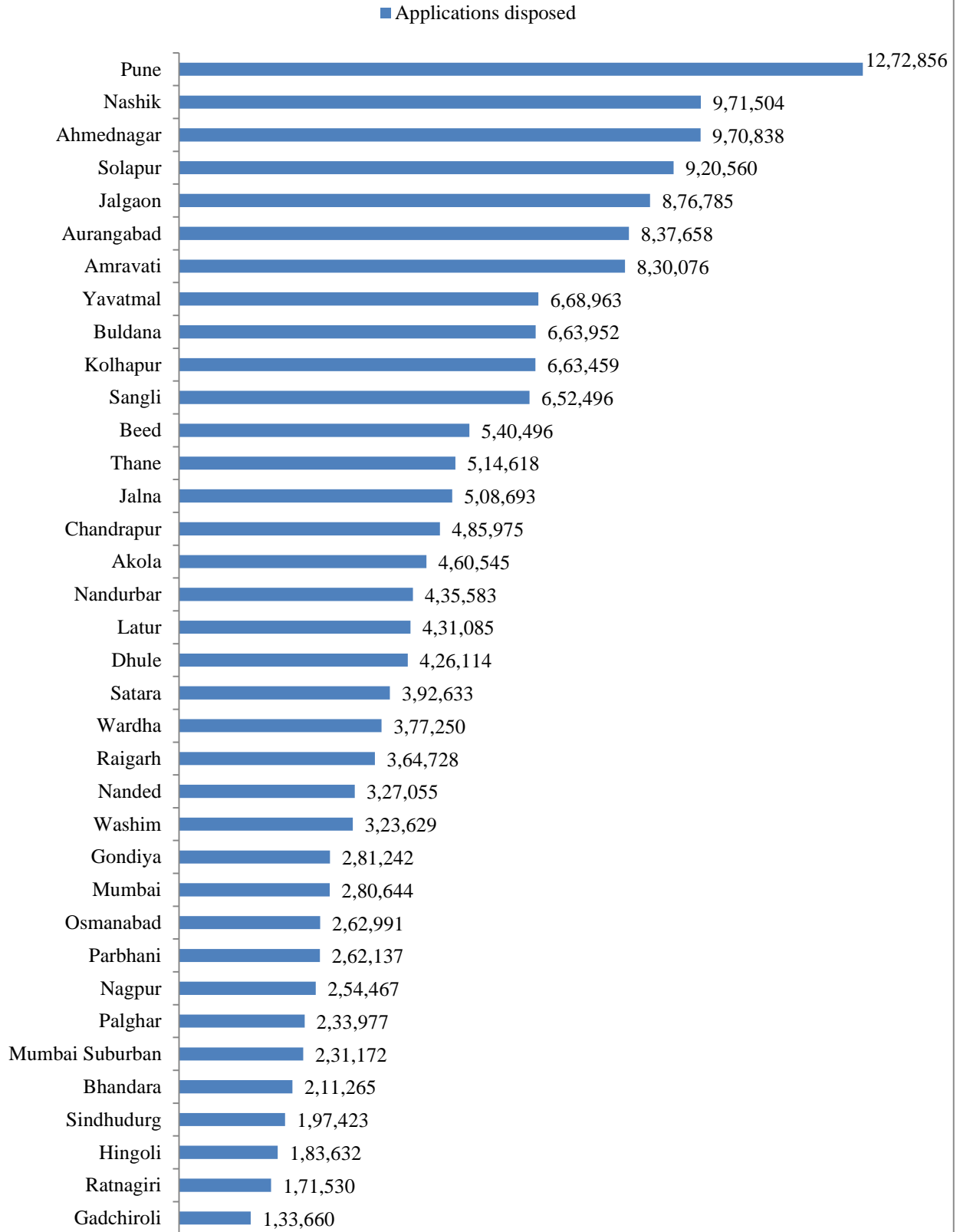
An analysis of the number of applications received and disposal by the districts provides a further disaggregated picture. It is observed that Pune district has received and disposed highest no. of applications and ranks first. A detailed overview of the performance of the districts can be perused from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



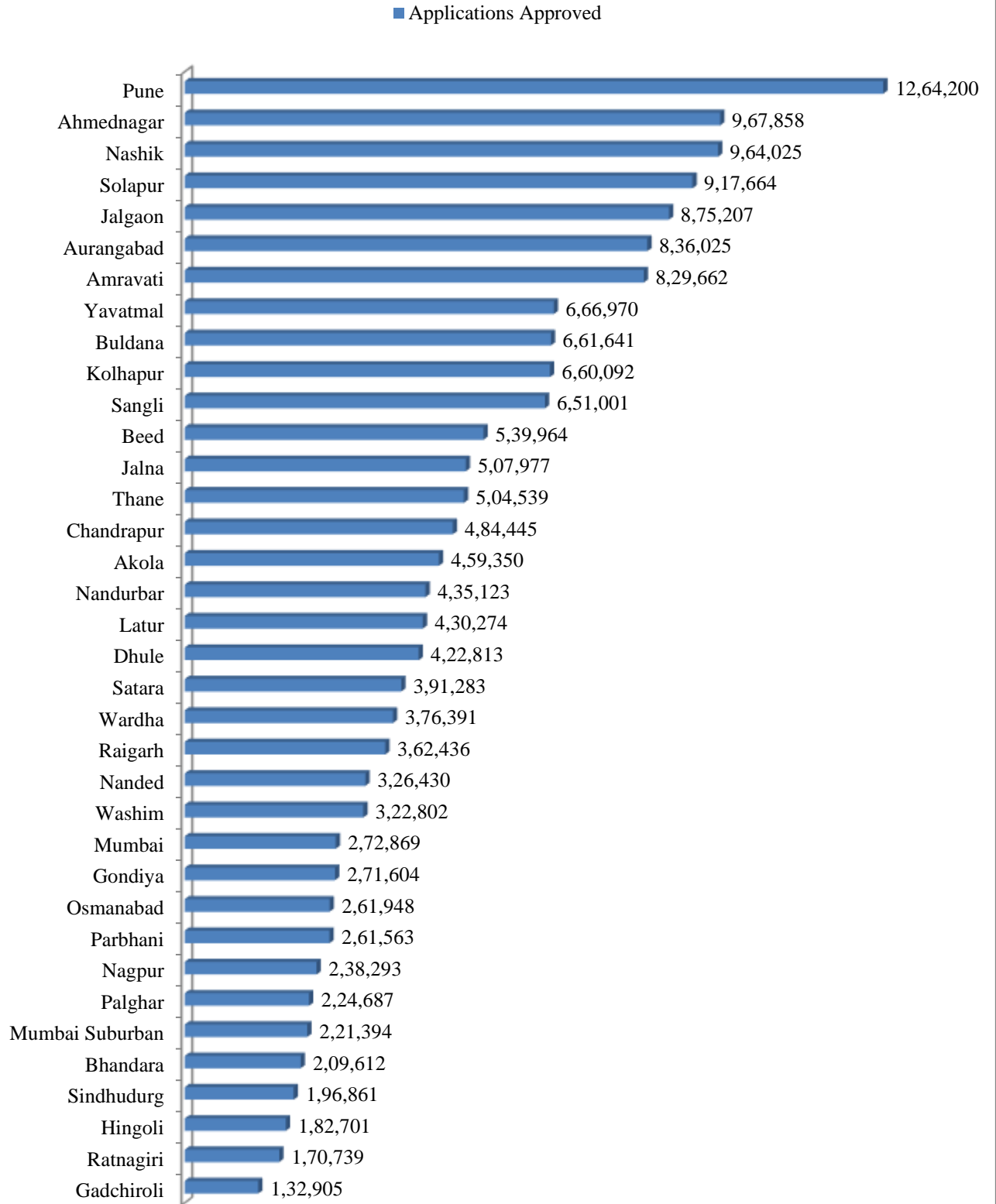
**Graph No. 5.12 Districtwise Total Applications Received (2018-19)**



**Graph No. 5.13 Districtwise Total Applications Disposed (2018-19)**

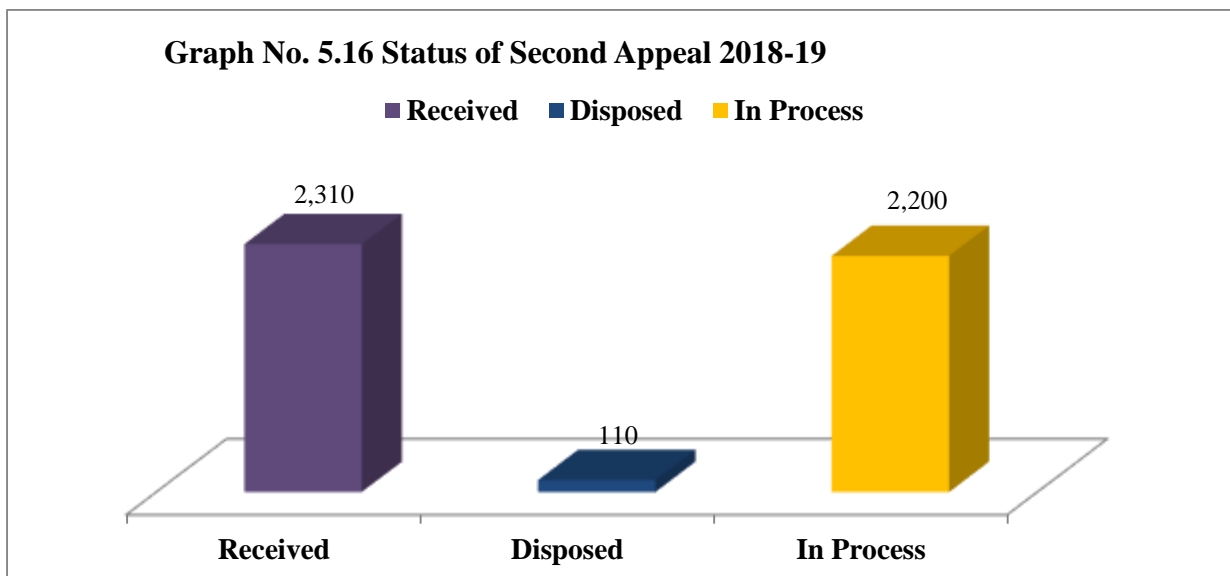
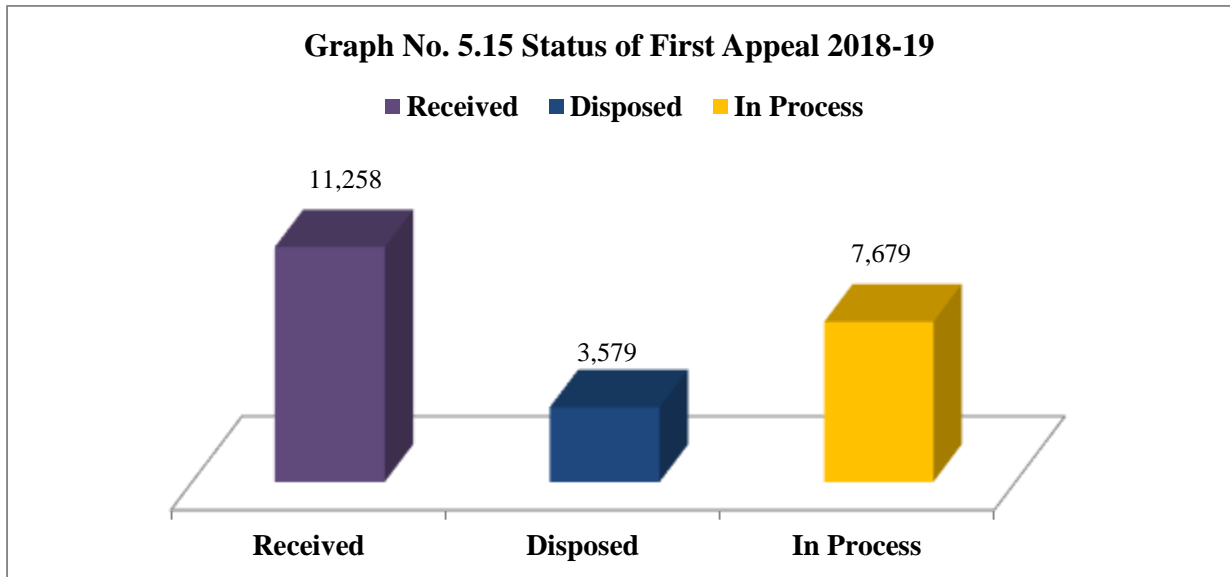


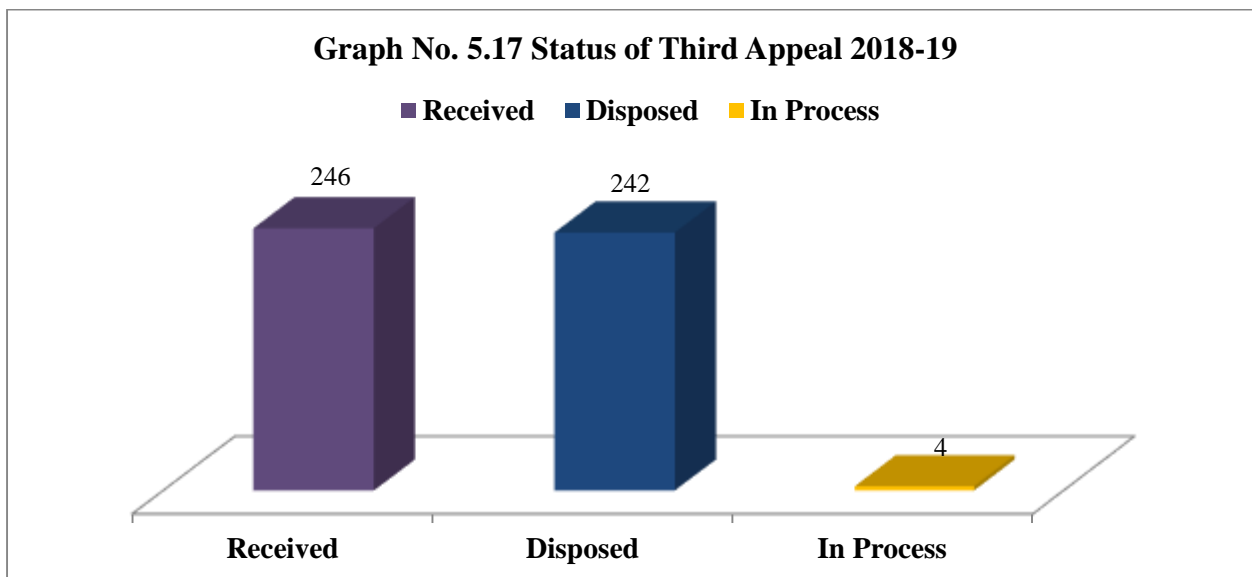
**Graph No. 5.14 Districtwise Total Applications Approved (2018-19)**



## 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 provided varies 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, performance the departments have been categorized as follows –

**Table No. 5.4 Departments classified in Green Zone**

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Revenue and Land Record	38	19	13	6
2	Labour	41	12	26	3
3	Energy	6	5	1	0
4	DGPS (Industry)	2	2	0	0
	<b>Total</b>	<b>87</b>	<b>38</b>	<b>40</b>	<b>9</b>

Source : (MahaOnline - As on 31<sup>st</sup> March 2019)

**Table No. 5.5 Departments classified in Amber Zone**

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Home	15	3	5	7
2	Environment (MPCB)	4	2	0	2
3	Higher & Technical Dept.	10	3	6	1
4	Rural Development & Panchayat Raj Dept.	13	4	7	2
5	Social Justice and Special Assistance, Dept.	10	3	2	5
6	Public Health	1	1	0	0
7	Industries	10	3	2	5
8	Transport (Meritime Board)	7	1	6	0
9	State Excise	14	3	10	1
10	Water Resource Dept	10	0	9	1
11	MSEDCL	3	3	0	0
12	Law & Judiciary Dept	3	1	1	1
13	Women And Child Development	12	0	11	1
14	MIDC	7	1	1	5
15	Tribal Development Dept	1	1	0	0
16	Dept. of Registration & Stamps	14	2	8	4
17	Housing Dept – MHADA	12	0	9	3
18	Housing Dept - Building Repairing Board	4	0	0	4
19	Dept of Co-Operation, Marketing and Textiles	5	3	2	0
20	Urban Development	24	0	24	0
21	Food, Civil Supplies and consumer	10	1	5	4

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
	protection				
	<b>Total</b>	<b>189</b>	<b>35</b>	<b>108</b>	<b>46</b>

Source: (MahaOnline - As on 31<sup>st</sup> March 2019)

**Table No. 5.6 Departments classified in Red Zone**

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Agriculture Dept	24	0	3	21
2	School Education and Sports Dept	12	2	6	4
3	Tourism and Cultural Affair Dept	20	0	0	20
4	Transport Dept	14	1	13	0
5	Finance	1	0	0	1
6	Housing Dept – SRA	4	0	4	0
7	Medical Education and Drugs Department	21	0	0	21
8	Forest Department	10	0	0	10
9	Animal Husbandry Dept	10	0	9	1
10	Fisheries Department	6	0	3	3
11	Water Supply – MJP	2	0	0	2
12	Skill Development	2	0	0	2
13	Minority Development	1	0	1	0
	<b>Total</b>	<b>127</b>	<b>3</b>	<b>39</b>	<b>85</b>

Source: (MahaOnline - As on 31<sup>st</sup> March 2019)

Note:

1. It is observed that the number of services and departments in the red zone has declined in the last annual report for 2017-18 there were 23 departments in the red zone and in 2018-19 the number of departments in the red zone has declined to 13.
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 applications facility but they have not integrated with Aaple Sarkar Seva Portal. Information regarding applications received and disposed from systems not integrated with Aaple Sarkar Seva Portal is not available, hence not captured in the above analysis.





## Chapter VI

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

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 up General Suggestions and Recommendations (2017-18)

Sr. No.	Recommendations	Status
1	All Departments should prepare a Master List of the services being provided and this Master List of services should be put in public domain. Departments should also prepare a time table for notifying all services in the Master List under the RTS Act.	1) Revenue Dept., 2) Agriculture Dept., 3) Labour Dept., 4) Urban Development Dept.-I, 5) Tourism Dept. 6) School Education and Sports Department – From the above six departments Master Lists have been received by the Commission. However, other departments have not 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.	80 notified services are not yet integrated.
5	All Departments should provide detailed of information of on line as well as 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 13.
10	All Departments should regularly review the services provided under Right to Public Service Act and denotify outdated services like Sales Tax and Entertainment tax in view of GST and notify new services.	Complied
11	There is no uniformity in the Services notified by the collectors in Konkan Division. This discrepancy needs to be corrected.	Complied
12	Information Technology Department and MahaOnline should ensure that Revenue collected towards services being provided by local bodies by using Aaple Sarkar Portal is made available to them immediately.	Complied
13	It's necessary to carry out Third party Audit of the online system and its use.	Pending
14	All Departments should publish and keep updated list of all Designated Officers, first and second Appellate Officers along with name, designation, address, e-mail and phone numbers.	Needs to be updated continuously.
15	Information and Technology Department should make available a Dash Board for every collector.	Complied
16	MahaOnline should provide SMS alert services to all concerned Designated Officers and Appellate Authorities.	Partly Complied
17	All Departments should prepare, as per the provisions of the Act, a scheme for incentives to the best performing officers for providing time bound and efficient services to the citizens.	Pending
18	All Collectors should conduct a monthly review regarding implementation of RTPS Act in the district. Similar review meeting should also be conducted by the Divisional Commissioners.	Instructions issued
19	MahaOnline and Department of Information and Technology should facilitate the citizens by providing online facility for Appeal through Aaple Sarkar Portal.	Complied
20	All Departments should continuously review simplification of the procedures and make continuous efforts to simplify procedures.	Continuous efforts are necessary
21	In the Gram Sabha meeting to be held on 15 <sup>th</sup> August, 2017 detailed information regarding the RTS Act and Services notified may be explained to the citizens.	Complied

22	All Designated Officers and Appellate Authorities must be provided Dash Board so as to monitor time bound implementation of services.	Partly Complied
23	The First Appellate Authority, Second Appellate Authority must give a hearing to both parties and record reasons for those decisions.	Instructions given
24	All Departments should instruct their field officers to create public awareness about the Act and the public services made available. They can use various media, posters, banners, involvement of popular artists, folk art and artists, weekly bazar and many more modes.	Collectors of Pune, Nagpur, Buldhana, Gondia, Nanded, Bhandara and Divisional Commissioner, Konkan have submitted compliance report to the Commission.

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

Sr. No.	Recommendations	Status
1	<b>Revenue Department</b>	
	<ol style="list-style-type: none"> <li>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.</li> <li>Entertainment Tax Services need to be deleted because of GST.</li> </ol>	Complied
2	<b>Home Department</b>	
	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	<b>Urban Development Department</b>	
	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	<b>Transport Department</b>	
	<ol style="list-style-type: none"> <li>MahaOnline should integrate the services of Transport department with Aaple Sarkar Portal.</li> <li>The Department should review online applications and revise formats of applications.</li> <li>Alert SMS system should be developed for the Commissioner, First and Second Appellate Authority.</li> </ol>	Pending
5	<b>Forest Department</b>	
	<ol style="list-style-type: none"> <li>The Department should integrate its on line services portal with Aaple Sarkar Portal.</li> <li>The Department should provide information about on line and off line applications and submit compliance report to the</li> </ol>	Complied
		Pending

	Commission. 3. The Department should create public awareness about its services through banners, workshops and by giving information in Gram Sabha.	Pending
6	<b>Industries Department</b>	
	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. 3. The Department should arrange training of First and Second Appellate Authorities for disposal of applications.	Complied
7	<b>MHADA</b>	
	MHADA has already developed separate portal and same should be integrated with Aaple Sarkar portal.	Complied
8	<b>School Education and Sports</b>	
	The Department has notified 18 services under Right to Public Services Act. The Department should submit information in prescribed ABC proforma every month.	Pending
9	<b>Women and Child Development Department</b>	
	1. The Department should review and take decision about deletion and addition of services under the Act. 2. The Department should inform MahaOnline the number of beneficiaries under various schemes.	Pending
10	<b>Water Supply and Sanitation Department</b>	
	1. Both Departments should coordinate and avoid duplication of services under the Act. 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.	Pending
11	<b>Public Health Department</b>	
	1. The Department should review and take decision about de-notification and addition of services under the Act. 2. Display information about First and Second Appellate Authority in the regional offices.	Pending
12	<b>Environment Department</b>	
	The Commission appreciated that all four notified Services by Environment Department are being provided online by The Maharashtra Pollution Control Board.	Complied
13	<b>Social Justice and Special Assistance, Department</b>	
	Ten Services have been notified by Social Justice and Special Assistance, Department of which only five are being provided online. Department must provide the remaining five services also on line.	Pending

	<p>Out of 71,938 applications for senior citizen identity card, 68,161 have been provided within time limit.</p> <p>But over 14,139 applications of physically challenged persons are pending Decision on these pending applications should be taken expeditiously.</p> <p>Some of these services are now provided by Govt. of India on DBT portal. State Government needs to take immediate decision whether services available on DBT portal need to be continued on Aaple Sarkar portal or not.</p>	
14	<b>Agriculture Department</b>	
	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 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.	The Revenue Department has reviewed and informed that the main reasons for delay were due to providing relief in natural calamity, conduct of elections and implementation of Pradhan Mantri Kisan Sanman Yojana. The Revenue Department has further assured that necessary action will be taken to ensure timely disposal of services during the next year.
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.	Complied
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.	Dropdown facility on Dash Board has been provided
7	It has been reported that Digitally signed Solvency Certificates and Caste Certificates are not accepted in some cases. Information Techonology Department should examine and solve this issue	Pending
8	A time table must be prepared to ensure that all services are provided online. The ‘Sunset Clause’ Policy needs to be prepared.	Pending
9	When the response to any notified service is very poor / negligible, the Secretary of the Department should review and analyse the reasons for poor response. Department should undertake awareness campaign to popularize these services.	Pending
10	It is necessary to integrate all notified services with ‘Aaple Sarkar Portal’. Some departments have developed separate portal. Integration is essential so that citizen is not required to apply on different portals.	Pending
11	<ol style="list-style-type: none"> <li>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”.</li> <li>2. MahaOnline has proposed computerised system for collection of this information. General Administration Department should take immediate decision and finalize the system.</li> </ol>	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.	Pending
14	All Departments should simplify the application forms prescribed for the services to be provided to the citizens.	Instructions given to all Departments.



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 Centres” in the district is published and made available on the district website.	Pending
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
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	<b>Labour Department</b>	
	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	<b>Home Department</b>	
	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	<b>Transport Department</b>	
	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. 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	<b>Revenue Department</b>	
	<ol style="list-style-type: none"> <li>1. Instructions may be issued to provide all Notified services at all Centers</li> <li>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.</li> </ol>	Complied
5	<b>Agriculture Department</b>	
	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol>	Pending
6	<b>Social Justice and Special Assistance, Department</b>	
	<ol style="list-style-type: none"> <li>1. 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.</li> <li>2. The software of such schemes should be prepared and tested so that all services are provided online.</li> </ol>	Pending
7	<b>Women and Child Development Department</b>	
	<ol style="list-style-type: none"> <li>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”.</li> <li>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”.</li> </ol>	Pending
8	<b>Food, Civil Supplies &amp; Consumer Protection Department</b>	
	<ol style="list-style-type: none"> <li>1. Since the number of beneficiaries covered by the Department is large, all services should be integrated with “Aaple Sarkar Portal”.</li> </ol>	Pending
9	<b>Animal Husbandry, Dairy Development &amp; Fisheries Department</b>	
	<ol style="list-style-type: none"> <li>1. 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.</li> <li>2. For online application, more than Rs.20/- fees have to be paid. Hence, number of application is less. Department may report number of services provided to MahaOnline.</li> </ol>	Pending

10	<b>Tribal Development Department</b>	
	1. The Tribal Development Dept. has created its own portal called 'SWAYAM'. According to Govt. Policy of single platform for the citizens, it is necessary to integrate SWAYAM portal with "Aaple Sarkar Portal"	Pending
11	<b>Law and Judiciary Department</b>	
	1. For providing 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. 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	<b>Housing Department</b>	
	1. MHADA must integrate its online services with "Aaple Sarkar Portal".	Complied
13	<b>Minority Development Department</b>	
	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	<b>Urban Development Department</b>	
	1. Due to the large number of people interacting with Municipal Bodies, all their services should be integrated. 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". 3. "Apple Sarkar Portal" centers / citizen facilitation centre of urban bodies should provide all notified services under the Act.	Pending Pending GR issued by Urban Development Dept.
15	<b>Rural Development &amp; Panchayat Raj Department</b>	
	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. 2. A compilation of success stories, innovative projects and good practices of the Rural Development Department should be submitted to the Commission. 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.	RDD has set up a Committee vide Govt. Circular dated 14/3/19. Matter is under consideration of Govt.  Pending

	<p>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.</p> <p>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.</p>	
16	<b>Higher and Technical Education Department</b>	
	<p>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.</p> <p>2. Maharashtra Right to Public Services Act may be included in the curriculum of High School and Jr. College.</p>	Pending
17	<b>School Education and Sport Department</b>	
	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	<b>Tourism Department</b>	
	<p>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.</p> <p>2. Since Tourism is an important and growing Sector, the Department should review why there is poor response to their online services.</p>	Pending
19	<b>Medical Education and Drugs Department</b>	
	<p>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.</p> <p>2. Department should prepare a master list of all the services being provided and submit the same to GAD (O&amp;M)</p>	Pending

## 6.5 The Way Forward

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

- 1) Major awareness campaign needs to be launched. All Government Departments, local bodies, Elected 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 80 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 30,878 Aaple Sarkar Seva Kendra in the State where online service facility is provided to citizens. But the number of centres needs to be increased substantially.
- 7) It is necessary, that all notified services are provided at every Aaple Sarkar Seva Kendra. Government has decided vide Government Resolution dated 19 January, 2018 that all such centres will henceforth be known as Aaple Sarkar Seva Kendra. This is a welcome decision.
- 8) The decision to declare Collector as the "Controlling Officer" for Right to Public Services Act implementation is a step in the right direction. Every Collector must review the progress on monthly basis. Monthly review should also be conducted by the Divisional Commissioners.
- 9) All Hon. Guardian Ministers may be requested to review the implementation of Right to Public Services Act during their visit to the District.
- 10) There are large number of notified public services which have received negligible response or no response at all. Concerned Departments must analyse reasons for the poor response to these public services. Opinion of the citizens may be sought why these services have not received any response.
- 11) Third Party Audit of functioning of online and offline systems needs to be done.
- 12) IT Department must ensure that the revenue due to the local bodies, Departments for the services provided by using Aaple Sarkar portal is transferred immediately.
- 13) Incentives and Awards scheme for Best Performance needs to be prepared by every Department.
- 14) Information and Technology infrastructure needs to be provided to every Designated Officer, Appellate Authorities and Collectors / Divisional Commissioners.

- 15) According to section 7 of the Maharashtra Right to Public Service Act, “The Government shall encourage and aspire all the Public Authorities to utilize Information and Technology to deliver their respective public services within the stipulated time limit.” It is reported that a very large number of applications under the Right to Public Service Act are received offline. Exact figures of offline applications received, disposed and pending are not available despite repeated attempts by this Commission.
- 16) Information Technology Department has informed that 30,878 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.
- 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 80 numbers of services have not yet been integrated with “Aaple Sarkar portal” as on 31/03/2019.
- 19) The Department of Urban Development has not yet integrated 33 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 33 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 2018-19, time bound delivery of services was only 47% and in 53% cases there was delay in providing services. The main delay has taken place in the services provided by the Revenue Department. For all other departments, timely disposal is 91%. A clarification was sought from the Revenue Department. The Revenue Department has informed that the main reasons for delay were;

conduct of Elections, providing relief due to natural calamity and implementation of Pradhan Mantri Kisan Sanman Yojana. The Revenue Department has further assured that necessary action will be taken to ensure timely disposal of services during the next year.

- 22) Non availability of offline applications received and their disposal continues to be major handicap to the Commission. In the absence of this data, the Commission is not able to present analysis of the pendency of offline cases, delay in disposal of the offline cases. To facilitate collection of this information, the Commission has prescribed Proformas 'A', 'B' & 'C' and circulated to all departments of Government. Despite repeated attempts, this information has not been submitted in a consolidated manner by the department to the Commission. The Commission has also recommended collection of this information may be done by using Information Technology. This proposal needs to be finalised by the Government at the earliest.
- 23) It is essential that all notified services must be available online. However, it is observed that while 486 services are notified only 406 services are available online as on 31.03.2019. Therefore, the balance 80 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 30,878 Aaple Sarkar Centres which provide services, it is observed that 14,556 number of centres are active and 16,322 number of centres are not active as on 31.03.2019. It is a matter of concern that 16,322 centres are not active. Necessary action should be taken to ensure the financial viability of these centres. The innovative practices undertaken by the districts of Chandrapur and Wardha can help to make these centres financially viable.

## **6.6 Innovative practices**

The Commission has observed that in some districts innovative practices have been adopted for more effective implementation of the Maharashtra Right to Public Services Act. The Commission would like to record its appreciation and recommendation that these innovative practices need to be replicated in other districts of the State.

- 1) **Zilla Parishad, Pune** – Rural Development & Panchayat Raj Department has notified 13 services. However, CEO, Zilla Parishad, Pune, Shri Suraj Mandhare took initiative and notified 200 services under Maharashtra Right to Public Services Act. A special cell has been created to monitor these services. Use of Information Technology is being made for effective



monitoring. The Commission has recommended that Rural Development & Panchayat Raj Department may examine the replicability of these 200 services by other Zilla Parishads. The Commission is informed that Rural Development Department has set up a committee to examine the replicability of these services and the matter is under consideration of Government.

- 2) **Chandrapur District** – During visit to Chandrapur District, the Commission has observed that Aaple Sarkar Centres have been entrusted to Women Self Help Group. The members operating at the centres have been imparted training and provided uniform. It was observed that these Centres are being run very efficiently. Another important feature of implementation in Chandrapur Dist. is that all services of the Revenue Department are provided only online. Collectors Shri Ashutosh Salil and Shri Kunal Khemnar deserve appreciation.
- 3) **Wardha District** – In Wardha District. the Centres have been located at places where large number of people visit for e.g. Civil Hospital, Panchayat Samitis, Municipal Councils to provide services. Collector Shri Shailesh Nawal entrusted Women SHGs to operate Aaple Sarkar Kendras in the district. This is an import step in women empowerment. In addition to providing services, the Centre at Civil Hospital also has the facility for generation of Aadhaar card, change in the address or name etc. It also provides facility to withdraw up to Rs.10,000/- from Bank Account. In order to make these centres financially more viable, products of SHG women groups are made available for sale and also Micro ATM Services are being attached with these centres to make them more viable.
- 4) **Ahmednagar & Washim Districts** – In Ahmednagar and Washim Districts, a citizen friendly experiment has been undertaken for providing 5 number of services through All Time Document Machine (ATDM) and touch screen. Following services are provided through ATDM.
  - i) 7/12 Extract
  - ii) Mutation Extract
  - iii) Hakk Nondani Register
  - iv) Kotwal Book Nakkal
  - v) Pere Patrak

The Collector Shri Rahul Dwivedi has informed that as against investment of Rs.2.5 lakhs, the ATDM has already recovered Rs.4.03 lakhs. Hence, this experiment is financially self-supporting. It does not require any application to be made for the services.

The Commission recommends that such innovative practices which will bring significant improvement in implementation of the Act need to be documented and examined for its replicability in other districts of the State.



# ANNEXURE 'A'





# महाराष्ट्र शासन राजपत्र

## असाधारण भाग आठ

वर्ष १, अंक ५०(३)]

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

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असाधारण क्रमांक ९८

प्राधिकृत प्रकाशन

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

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

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

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

### MAHARASHTRA ACT No. XXXI OF 2015.

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

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

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

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

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

Short title,  
extent,  
commencement  
and  
application.

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

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

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

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

Definitions.

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

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

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

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

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

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

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

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

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

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

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

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

(l) “Public Authority” means,—

(a) any Department or authorities of the Government;

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

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

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

(iii) by notification issued by the Government;

(c) and includes,—

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

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

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

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

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

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

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

Public services, Designated Officers, Appellate Authorities and

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

stipulated time limit to be notified.

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

Right to obtain public services within

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

stipulated time limit.

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

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

Providing public services within stipulated time limit.

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

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

Monitoring status of application.



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

Use of Information Technology for delivery of public services.

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

Appointment of Appellate Authorities.

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

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

Appeal.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Constitution  
of  
Maharashtra  
State Right  
to Service  
Commission.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(a) is adjudged an insolvent; or

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

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

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

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

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

Powers and functions of Commission.

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

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

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

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

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

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

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

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

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

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

5 of  
1908.

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

(b) requiring the discovery and inspection of documents;

(c) receiving evidence on affidavits;

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

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

(f) any other matter which may be prescribed.

Action by Government on recommendations of Commission.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Mah.  
Ord. V  
of 2015.

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

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

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





ANNEXURE 'B'



**GENERAL ADMINISTRATION DEPARTMENT**

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

*NOTIFICATION*

MAHARASHTRA RIGHT TO PUBLIC SERVICES ACT, 2015.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Form I**  
(See rule 6)

Acknowledgement

From

.....

.....

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

To

.....

.....

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

Ref:—Your application dated .....

I hereby acknowledge your application referred above.

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

(Specify defects, if any)

(1) .....

(2) .....

(3) .....

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

(1) .....

(2) .....

(3) .....

Place :

Date :

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

**FORM II**

[See rule 11(1)]

**Form of first appeal to the First Appellate Authority.**

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

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

.....

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

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

**List of Documents enclosed.**

(1) .....

(2) .....

**Declaration**

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

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

Signature of the eligible person.



**FORM III**

[See rule 11(2)]

**Form of second appeal to the Second Appellate Authority.**

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

.....

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

.....

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

.....

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

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

**List of Documents enclosed.**

(1) .....

(2) .....

**Declaration**

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

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

Signature of the eligible person /  
Designated Officer.

**FORM IV**

(See rule 17)

**Register of cases.**

**A. To be maintained by the Designated Officer.**

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

**B. To be maintained by the First Appellate Authority.**

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

**C. To be maintained by the Second Appellate Authority.**

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

**FORM V**  
(See rule 18)

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

To,

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

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

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

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

.....

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

.....

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

Grounds for filing appeal before Commission (in brief) :

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

Relief sought:

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

Date:

(Signature of the eligible person /

Place:

Designated Officer)

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

**Declaration**

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

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

Signature of the eligible person /  
Designated Officer.

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

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



ANNEXURE 'C'



सामान्य प्रशासन विभाग / का. 18 ( र. व का. )

महाराष्ट्र लोकसेवा हक्क अधिनियम, 2015 अनुसार दिनांक ३१ मार्च, 2019 पर्यंत अधिसूचित केलेल्या लोकसेवांची यादी.

अनुक्रमणिका

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



सा. प्र. वि. / का. 18

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

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

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

1.	वय,राष्ट्रीयत्व आणि अधिवास प्रमाणपत्र *****
2.	जातीचे प्रमाणपत्र
3.	उत्पन्न प्रमाणपत्र *****
4.	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 साक्षांकित करणे *****
15.	उद्योजकांना महाराष्ट्र जमीन महसूल संहिता 1966 च्या कलम 44 (अ) च्या तरतूदीनुसार परस्पर औद्योगिक वापर सुरु करणे शक्य व्हावे, त्याकरीता आवश्यक अधिकृत माहिती तातडीने उपलब्ध करून देणे.
16.	औद्योगिक प्रयोजनार्थ जमीन खोदण्याची परवानगी ( गौण खनिक उत्खनन)
17.	औद्योगिक प्रयोजनार्थ जमीन वापरण्याकामे बिगर अधिसूचित वृक्ष तोड परवानगी.
18.	महाराष्ट्र जमीन महसूल संहिता, 1966 च्या कलम 42-अ (1) (अ) अन्वये भोगवटादार वर्ग-1 या धारणाधिकाराच्या जमिनीसंदर्भात नियोजन प्राधिकारणाकडून प्रस्ताव प्राप्त झाल्यानंतर अर्जातर्गत जमिनीचा वर्ग, जमिनीचा भोगवटादार व त्यावरील भार इ. चे विनिश्चिती प्रमाणपत्र देणे.
19.	महाराष्ट्र जमीन महसूल संहिता, 1966 च्या कलम 42-अ (1) (ब) अन्वये राज्यात अंमलात असलेले शेतजमीन व कुळवहिवाट अधिनियम, विविध वतन अधिनियम आणि महाराष्ट्र शेतजमीन (जमीन धारणेची कमाल मर्यादा) अधिनियम, 1961 या अधिनियमानुसार वाटप केलेल्या भोगवटादार वर्ग 2 या धारणाधिकाराच्या जमिनीकरीता भोगवटादाराचा परिपूर्ण अर्ज प्राप्त झाल्यापासून विकास परवानगी मिळविण्यासाठी ना हरकत प्रमाणपत्र देणे.
20.	महाराष्ट्र जमीन महसूल संहिता, 1966 च्या कलम 42-अ अन्वये संबंधित व्यक्तीने प्राप्त केलेल्या विकास परवानगीच्या अनुषंगाने अशा व्यक्तीकडून प्राप्त झालेल्या लेखी माहितीच्या आधारे आणि कलम 47 अ मध्ये नमूद केलेल्या दराने रूपांतरण कराचा आणि त्याबद्दलचा अकृषिक आकारणीचा भरणा केल्यावर संबंधित व्यक्तीला विहित नमुन्यामध्ये सनद देणे.
	<b>भुमि अभिलेख विभागाच्या सेवा ( 18 सेवा )</b> पत्र दि.4 ऑगस्ट, 2016
1	नक्कल पुरविणे अ) मिळकत पत्रिका
2	मिळकत पत्रिका मुंबई उपनगर क्षेत्र पडताळणी करून
3	टिपण, क्षेत्रबुक, प्रतिबुक शेतपुस्तक जबाब, फाळणी, काटे फाळणी, हि. 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	(a) मोजणी पूर्ण झाल्यानंतर मोजणी नकाशाची "क" प्रत देणे.
9	आकारफोड / क. जा. प. तयार करणे. पोट हिस्सा मोजणीनंतर परिपूर्ण प्रकरणांमध्ये आकारफोड मंजूर करणे.
10	बीन शेती मोजणी प्रकरण निकाली झाल्यानंतर परिपूर्ण प्रकरणांमध्ये क.जा.प तयार करून मंजूर करणे.
11	फेरफार नोंदी विवादग्रस्त नसल्यास
12	दुवा तुटलेली असल्यास फेरफाराबाबत निर्णय घेणे.
13	रस्ता, रस्ता सेट बँक, रिजर्वेशन याबाबत संबंधित प्राधिकारणाला जागा हस्तांतरित केलेल्या प्रकरणी संबंधितांच्या नावे मिळकत प्रतिकेत नोंद घेणे. ( प्रकरणी महानगरपालिका / सक्षम प्राधिकारी यांनी ताबा पावती व संपूर्ण कागदपत्रांसह नामांतरासाठी प्रकरण पाठविल्यास )
14	विवादग्रस्त असल्यास
15	मिळकत पत्रिकेची पोटविभागणी करून मिळकत पत्रिका स्वतंत्र करणे याबाबत पोटहिस्सा मोजणी पूर्ण झालेल्या दिवसापासून (a) जिल्हाधिकारी यांनी आदेशित केलेल्या क्षेत्रात तफावत येत नसल्यास पोटहिस्सा मोजणी झाल्यापासून स्वतंत्र मिळकत पत्रिका तयार करणे.
16	(b) जिल्हाधिकारी यांनी आदेशित केलेल्या पोटहिस्सा क्षेत्रात तफावत येत आहे, मात्र मूळ नगर भूमापनाच्या क्षेत्रात फरक नाही, अशा प्रकरणी जिल्हाधिकारी यांनी फेरमान्यता दिल्यानंतर स्वतंत्र मि. पत्रिका उघडणे.
17	भू संपादनामध्ये रस्ता, रस्ता सेट बँक, रिजर्वेशन याबाबत शासन / संबंधित प्राधिकारी यांचे नावे स्वतंत्र मिळकत पत्रिका तयार करणे. (a) ज्या ठिकाणी मूळ नगर भूमापनाच्या क्षेत्रात फरक पडत नाही, अशा बाबतीत सक्षम प्राधिकारांचा अंतिम आदेश झाल्यानंतर मिळकत पत्रिका स्वतंत्र तयार करणे.
18	(b) हस्तांतरण क्षेत्रात फरक पडत असल्यास सक्षम प्राधिकार्याच्या फेर अंतिम आदेशानंतर
	<b>महसूल व वन विभाग (नोंदणी व मुद्रांक शुल्क) ( 14 सेवा )</b> (शा.नि.क्र. मलोह - 2015 / 447 / प्र. क्र. 173 / म-1, 14 जुलै, 2015)
1	दस्त नोंदणी करणे
2	दस्ताच्या सूचीची प्रमाणित नक्कल देणे.
3	दस्ताची प्रमाणित नक्कल देणे.
4	शोध उपलब्ध करणे *****
5	नोटीस ऑफ इंटिमेशन फाईल करून देणे.
6	मुद्रांक शुल्क भरण्याचे प्रयोजनार्थ मूल्यांकन अहवाल देणे ****
7	दस्त नोंदणी संदर्भात गृहभेट देणे
8	विशेष कुलमुखत्यारपत्राचे अधिप्रमाणन करून देणे
9	सह जिल्हानिबंधक कार्यालयात नोंदणी झालेल्या दस्ताची/त्या दस्ताच्या सूचीची प्रमाणित नक्कल देणे
10	दस्त नोंदणी न केलेल्या प्रकरणांमध्ये ई-पेमेंट पद्धतीने भरलेल्या नोंदणी फी चा परतावा ****
11	मृत्युपत्राचा सीलबंद लखोटा जमा करणे, परत घेणे व उघडणे
12	विशेष विवाह कायदा, 1954 अन्वये विवाह संपन्न करणे
13	विवाह प्रमाणपत्राच्या प्रमाणित नकला देणे
14	इतर पद्धतीने अगोदरच झालेल्या विवाहाची विशेष कायदा, 1954 अंतर्गत नोंदणी करणे
	<b>महसूल व वन विभाग ( वने ) ( 11 सेवा )</b> (अधिसूचना क्र. एफएसटी - 02 / 15 / प्र. क्र. 85 / फ-4, दिनांक 20 जुलै, 2015)
1	तेंदुपाने कंत्राटदार/उत्पादक यांची नोंदणी करणे *****

2	बांबू पूरविणेसाठी नवीन बुरड कामगारांची नोंदणी करणे *****
3	वन्यप्राण्यांच्या हल्ल्यामुळे झालेल्या पशु नुकसानीची नुकसानभरपाई मंजुर करणे *****
4	वन्यप्राण्यांच्या हल्ल्यामुळे व्यक्ती जखमी किंवा मृत झाल्यास आर्थिक सहाय्य मंजुर करणे *****
5	वन्यजीव क्षेत्रात पर्यटन हंगामात फोटाग्राफिसाठी परवानगी( वृत्त स्तर) *****
6	वन्यजीव क्षेत्रात पर्यटन हंगामात फोटाग्राफिसाठी परवानगी(एकापेक्षा अधिक वृत्तांसाठी) *****
7	वन्यप्राण्यांच्या 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 .
11	महाराष्ट्र वन नियम 2014मधील तरतुदीस अनुसरून पात्र व्यक्तींना वाहतूक परवाना जारी करणे.
	<b>कृषि व पदुम विभाग / कृषि विभाग-कृषि आयुक्त ( 24 सेवा )</b> (आयुक्त, कृषि यांची अधिसूचना क्र. कृआ / 2015 / प्र. क्र. 146 / लोसेहअ /1, दिनांक 10 जुलै, 2015)
1	माती व पाणी नमुना तपासणी
2	लागवड साहित्य आयात करण्याकरीता उत्पादकता प्रमाणपत्र देणे.
3	निर्यात होणाऱ्या कृषि मालास फायटोसेनिटरी प्रमाणपत्र देणे.
4	निर्यातक्षम द्राक्ष बागांना युरोपिअन देशांना निर्यातीसाठी " अपेडा " च्या "ग्रेपनेट" प्रणाली अंतर्गत नोंदणी प्रमाणपत्र देणे / नुतनीकरण करणे.
5	निर्यातक्षम आंबा बागांना युरोपिअन देशांना निर्यातीसाठी " अपेडा " च्या "मॅंगोनेट" प्रणाली अंतर्गत नोंदणी प्रमाणपत्र देणे / नुतनीकरण करणे.
6	निर्यातक्षम डाळींब बागांना युरोपिअन देशांना निर्यातीसाठी " अपेडा " च्या "अनारनेट" प्रणाली अंतर्गत नोंदणी प्रमाणपत्र देणे / नुतनीकरण करणे.
7	विक्रीयोग्य फळांच्या कलमे / रोपे विक्रीस परवाना देणे.
8	बियाणे नमुने तपासणी
9	खत नमुने तपासणी
10	किटकनाशक नमुने तपासणी
11	कृषि उत्पादनातील उर्वरित अंश तपासणी
12	बियाणे विक्री परवाना ( राज्यस्तर )
13	खत निर्मिती / विक्री प्रमाणपत्र देणे ( राज्यस्तर )
14	किटकनाशके उत्पादन / विक्री परवाना देणे ( राज्यस्तर )
15	ठिबक संच उत्पादक नोंदणी
16	दुबार पदवी / पदव्युत्तर प्रमाणपत्र
17	दुबार पदवी / पदव्युत्तर गुणपत्रक
18	दुबार तात्पुरते उत्तीण प्रमाणपत्र
19	दुबार कृषि तंत्र पदविका ( दोन वर्षे मराठी माध्यम अभ्यासक्रम प्रमाणपत्र )
20	दुबार कृषि तंत्रज्ञान पदविका ( तीन वर्षे अर्ध इंग्रजी माध्यम अभ्यासक्रम ) प्रमाणपत्र
21	दुबार कृषि तंत्रज्ञान पदविका ( दोन वर्षे मराठी माध्यम अभ्यासक्रम प्रमाणपत्र ) गुणपत्रक
22	दुबार कृषि तंत्रज्ञान पदविका ( तीन वर्षे अर्ध इंग्रजी माध्यम अभ्यासक्रम ) गुणपत्रक
23	दुबार माळी प्रशिक्षण प्रमाणपत्र

24	दुबार स्थलांतर प्रमाणपत्र
	<b>कृषि,पशुसंवर्धन,दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग ( पदुम ) ( 16 सेवा )</b> (शा.नि.क्र. संकीर्ण 2611 / प्र. क्र. 130 / 2014 / पदुम-17, दिनांक 13 जुलै, 2015)
1	पशुचे खच्चिकरण
2	औषधोपचार
3	वंध्यत्व तपासणी (भा.प.वै.कायद्यानुसार)
4	शवविच्छेदन (न कुजलेले मृत प्राणी सादर केल्यास)
5	पशुंची नमुने तपासणी (आजारी पशु दवाखान्याच्या वेळेमध्ये आणल्यास)
6	आरोग्य तपासणी व दाखला देणे
7	गर्भ तपासणी(गायी व म्हशींची)
8	गायी व म्हशींना कृत्रिम रेतन करणे
9	पशुसंवर्धन विभागात कार्यरत असलेल्या अंडी उबवणी केंद्र,कुक्कट विकास गट व कुक्कटपालनाचे लाभार्थींना प्रशिक्षण देणे
10	इच्छुक बेरोजगार तरुण/व्यक्तींना स्वयंरोजगारविषयक प्रशिक्षण देणे
11	मासेमार नौकांचे ऑनलाइन पद्धतीने नोंदणी
12	मच्छिमार नौकांसाठी ऑनलाइन पद्धतीने मासेमारी परवाना
13	तारोपोरवाला मत्स्यालयाचे ऑनलाइन तिकीट वितरण
14	मच्छिमारांसाठी मासेमारी परवाना
15	मच्छिमार संस्थांची ऑनलाइन पद्धतीने नोंदणी
16	ऑनलाइन रजिस्ट्रेशन ऑफ अक्वाकल्चर पॉड व फिश सीड सेंटर
	<b>नगरविकास विभाग ( 57 सेवा )</b>
	<b>नगरविकास - 2 (सेवा - 15) (शा.नि.क्र. एमसीओ - 2015 / प्र.क्र. 189 / नवि-14, 23.06.2015)</b>
1	जन्म प्रमाणपत्र देणे
2	मृत्यु प्रमाणपत्र देणे
3	विवाह नोंदणी प्रमाणपत्र देणे
4	मालमत्ता कर उतारा देणे
5	थकबाकी नसल्याचा दाखल देणे
6	अ) दस्तऐवजाच्या आधारे मालमत्ता हस्तांतरण नोंद प्रमाणपत्र देणे ब) वारसा हक्काने मालमत्ता हस्तांतरण नोंद प्रमाणपत्र देणे
7	झोन दाखला देणे
8	भाग नकाशा देणे
9	बांधकाम परवाना देणे
10	जोते प्रमाणपत्र
11	भोगवटा प्रमाणपत्र देणे
12	नळजोडणी देणे
13	जलनिःसारण जोडणी देणे
14	अग्निशमन ना-हरकत दाखला देणे
15	अग्निशमन अंतिम ना-हरकत दाखला देणे
	<b>नगर विकास विभाग,</b> शासन निर्णय क्र. संकीर्ण 2015 / प्र. क्र. 398 / नवि-20, दिनांक 4.9.17
1	नव्याने कर आकारणी

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

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



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

8	थकबाकीबाबतचे ना-देय प्रमाणपत्र
9	सदनिका/भूखंड/व्यापारी गाळा वित्तीय संस्थेकडे तारण ठेवण्यास ना-हरकत प्रमाणपत्र
10	सदनिका /व्यापारी गाळा विक्री परवानगी
11	भूखंड विक्री परवानगी
12	भूखंडाची उर्वरित खरेदी किंमत (बी.पी.पी.) कर्जाची थकबाकी भरणा पत्र
13	सदनिकेची उर्वरित भाडेखरेदी हप्ता (एच.पी.एस.भरणा पत्र)
14	सदनिका/भूखंड/व्यापारी गाळ्यांच्या नस्तीतील कागदपत्रांच्या प्रमाणित प्रती
15	निवासी सदनिका भाडे तत्वावर देण्यास ना-हरकत प्रमाणपत्र देणे
	<b>मुंबई इमारत दुरुस्ती व पुनर्वसन मंडळ</b>
16	निवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
17	अनिवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
18	निवासी सदनिका/भूखंड नियमितीकरण
19	अनिवासी सदनिका/भूखंड नियमितीकरण
	<b>अप्पर जिल्हाधिकारी(अतिक्रमण/निष्कासन) पूर्व/पश्चिम उपनगरे</b>
20	महाराष्ट्र झोपडपट्टी क्षेत्र(सुधारणा निर्मूलन व पुनर्विकास) अधिनियम,1971 मधील तरतूदीनुसार या परिशिष्टाच्या रकाना क्र.4 मध्ये अधिसूचित केलेल्या पदनिर्देशित अधिका-यांचे कार्यक्षेत्रातील पात्र झोपडीधारकांना ओळखपत्र निर्गमित करणे.
	<b>महिला व बाल विकास विभाग ( 13 सेवा )</b> (अधिसूचना क्र. आस्था - 2014 / प्र. क्र. 244 / का-1, दिनांक 25 ऑगस्ट, 2015)
1	गरोदर स्त्रीयांची अंगणवाडीमध्ये नोंदणी
2	6 महिने ते 3 वर्षांच्या बालकांची अंगणवाडीमध्ये नोंदणी
3	3 ते 6 वर्षांच्या बालकांची अंगणवाडीमध्ये नोंदणी
4	इंदिरा गांधी मातृत्व योजनेतर्गत गरोदर स्त्रीयांना आर्थिक मदत ( सदर योजना सध्या अमरावती व बुलढाणा जिल्ह्यात कार्यरत आहे. )
5	सबला योजना : पौगंडावस्थेतील मुलींची नोंदणी (सध्या 11 जिल्ह्यांमध्ये योजना कार्यरत )
6	किशोरी शक्ती योजना : पौगंडावस्थेतील मुलींची नोंदणी (सध्या 23 जिल्ह्यांमध्ये योजना कार्यरत )
7	नोकरी करणाऱ्या महिलांसाठी वसतिगृह निर्माण करण्याबाबत अनिवासी भारतीयांच्या केंद्र शासनास शिफारशी
8	मनोद्वैर्य योजनेतर्गत बळी पडलेल्या व्यक्तींना वित्तीय सहाय्य
9	मुलांना सीसीआयएस / ऑझर्वेशन होम मध्ये प्रवेश
10	आपद्ग्रस्त महिलांना शेल्टर होममध्ये प्रवेश
11	भीक मागणाऱ्या महिला / पुरुषांना बेगर्स होम मध्ये प्रवेश
12	आयआयटीआयएएनएस पेस योजनेतर्गत विद्यार्थीनींना वित्तीय सहाय्य
13	समुपदेशन केंद्र चालविण्यासाठी स्वयंसेवी संस्थांना निधी उपलब्ध करून देणेबाबत.
	<b>कौशल्य विकास व उद्योजकता विभाग ( 2 सेवा )</b> (पत्र क्र. कौविड - 2015 / प्र. क्र. 238 / रोस्वरो - 1, दिनांक 3 जुलै, 2015)
1	रोजगार इच्छुकांची नोंदणी (उमेदवार) *****
2	नियोक्त्यांची नोंदणी *****
	<b>अल्पसंख्याक विकास विभाग ( 1 सेवा )</b> (अधिसूचना क्र. अशैसं 2015 / प्र. क्र. 199 / का-5, दिनांक 23 जुलै, 2015)
1	राज्यातील अल्पसंख्याक संस्थांना धार्मिक / भाषिक अल्पसंख्याक दर्जा घटनेच्या कलम 30 (1) नॅशनल

	मायनॉरिटी एज्युकेशनल अँक्टच्या कलम 2 (जी) नुसार प्रदान करणे
	<b>उद्योग,उर्जा व कामगार विभाग -उद्योग ( 19 सेवा )</b> (शा.नि. क्र. मलोह - 2015 / प्र. क्र. 77 / उद्योग-6, दिनांक 23 जुलै, 2015)
	<b>विकास आयुक्त उद्योग संचालनालय यांनी अधिसूचित करावयाच्या सेवा</b>
1	सामुहीक प्रोत्साहन योजना 2013 अंतर्गत मुद्रांक शुल्क माफिचे प्रमाणपत्र
2	सामुहीक प्रोत्साहन योजना 2013 अंतर्गत पात्रता प्रमाणपत्र अदा करणे
3	सामुहीक प्रोत्साहन योजना 2013 अंतर्गत औद्योगिक प्रोत्साहन अनुदानाच्या दाव्यास मंजूरी
4	मुंबई कुळ वहिवाट व शेत जमीन कायदा 1948 सुधारणा 1994 अंतर्गत ख-याखु-या औद्योगिक प्रयोजनासाठी 10 हेक्टरपेक्षा जास्त शेतजमीन खरेदीसाठी आवश्यक असलेली पुर्व परवानगी
5	खाजगी माहिती तंत्रज्ञान उदयानांना इरादा पत्र देणे
6	खाजगी माहिती तंत्रज्ञान घटकांना नोंदणी प्रमाणपत्र देणे
7	खाजगी जैव तंत्रज्ञान उदयानांना इरादा पत्र देणे.
8	खाजगी जैव तंत्रज्ञान घटकांना नोंदणी प्रमाणपत्र देणे
9	सुक्ष्म लघु व मध्यम उपक्रम अंतर्गत उद्योजकांसाठी एंटरप्रायझेस मेमोरेंडम भाग-1
10	सुक्ष्म लघु व मध्यम उपक्रम अंतर्गत उद्योजकांसाठी एंटरप्रायझेस मेमोरेंडम भाग-2
	<b>महाराष्ट्र औद्योगिक विकास महामंडळ,मुंबई यांनी अधिसूचित करावयाच्या सेवा</b>
1	इमारत नकाशे मंजूरी, अग्निशामन ना हरकत प्रमाणपत्र,तात्पुरती नळ जोडणी,सांडपाणी निःसारण नकाशे
2	अंतिम अग्निशामन यंत्रणा मंजूरी
3	इमारत पुर्णत्व प्रमाणपत्र/भोगवटा प्रमाणपत्र
4	कायम पाणीपुरवठा नळ जोडणी
5	मुंबई प्रदेश महानगरामधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या कार्यक्षेत्रातील माहिती तंत्रज्ञान उदयोगांना ना हरकत प्रमाणपत्र
6	मुंबई प्रदेश महानगरामधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या क्षेत्रातील माहिती तंत्रज्ञान कंपन्यांना माहिती तंत्रज्ञान धोरणांतर्गत इरादापत्रे
7	मुंबई प्रदेश महानगरामधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या क्षेत्रात माहिती तंत्रज्ञान धोरणांतर्गत कंपन्यांची नोंदणी करणे
	<b>शासकीय मुद्रण व लेखसामग्री व प्रकाशन संचालनालय</b>
1	वाणिज्यिक संस्था व खाजगी पक्ष यांना काढलेल्या अधिसूचना,सूचना व जाहीराती स्विकारून महाराष्ट्र शासन राजपत्र भाग दोन-संकिर्ण सूचना व जाहीराती या राजपत्राच्या भागात प्रसिद्ध करणे व ते त्यांना ऑनलाईन व ईमेलवर उपलब्ध करून देणे *****
2	महाराष्ट्र शासन राजपत्र भाग दोन-नाव,जन्मतारीख(वय) आणि धर्म बदलण्याच्या जाहिराती संचालनालयाच्या संकेतस्थळावर ऑनलाईन स्विकारून राजपत्राच्या भागात प्रसिद्ध करणे आणि ते नागरिकांना ऑनलाईन उपलब्ध करून देणे. *****
	<b>उद्योग उर्जा व कामगार विभाग-कामगार ( 41 सेवा )</b> (शा.नि. क्र. संकिर्ण 2015 / प्र. क्र. 12 / कामगार 9, दिनांक 24 जुलै, 2015)
	<b>कामगार</b>
1	मुंबई दुकाने व आस्थापना (नोकरीचे व सेवाशर्तीचे विनियमन) अधिनियम, 2017 अंतर्गत आस्थापनेची नोंदणी
	मुंबई दुकाने व आस्थापना अधिनियम 1948 अंतर्गत नोंदणीचे नूतनीकरण. (शुद्धीपत्रक क्र. संकीर्ण 2015 / प्र. क्र. 12 / कामगार-9, दिनांक 11 मार्च 2019 अन्वये सेवा वगळण्यात आली)
2	कंत्राटी कामगार (नियमन व निर्मुलन) अधिनियम, 1970 अंतर्गत मुख्य मालक नोंदणी नोंदणी.

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

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

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

3	जननी शिशु सुरक्षा योजना
4	वैद्यकीय अधिकाऱ्यांची उपस्थिती (अधिसूचना क्र संकीर्ण 2014/प्र.क्र.227/सम 2, दि 28.03.2016)
	<b>सामाजिक न्याय व विशेष सहाय्य विभाग ( 12 सेवा )</b> (शा.नि.क्र.संकीर्ण 2015 /प्र.क्र. 53/ समन्वय, दिनांक 24नोव्हेंबर, 2015)
1	शासकिय वसतिगृह प्रवेश
	अ) मॅट्रिक पूर्व वसतिगृह प्रवेश
	आ) उच्च माध्यमिक वसतिगृह प्रवेश
	इ) व्यवसायिक वसतिगृह प्रवेश
	ई) अव्यवसायिक वसतिगृह प्रवेश
2	निवासी शाळा प्रवेश
3	परदेशी शिष्यवृत्ती
4	देशांतर्गत शिष्यवृत्ती
	अनुसूचित जाती / अनुसूचित जमाती बळी पडलेल्या सदस्यांना अर्थसहाय्य (शा.नि. 28.11.2017 अन्वये सेवा वगळली)
5	ज्येष्ठ नागरिकांना ओळखपत्र देणे
6	संजय गांधी निराधार योजना / श्रावणबाळ पेन्शन योजनेतर्गत प्राप्त अर्जावर निर्णय घेणे
7	जात प्रमाणपत्र पडताळणी समिती
8	अपंगाना ओळखपत्र देणे
9	अपंग विद्यार्थ्यांना शासकीय/शासन मान्य अनुदानित अपंग शाळेत/कर्मशाळेत प्रवेश देणे. (शा. नि. संकीर्ण-2016 / प्र. क्र. 68 / समन्वय, दिनांक 28 सप्टेंबर, 2016)
10	अपंगांच्या अनुदानित विशेष शाळा / कर्मशाळा / मतिमंद बालगृहे / तसेच अपंग क्षेत्रात कार्य करण्यासाठी देण्यात आलेल्या नोंदणी प्रमाणपत्राचे नुतनीकरण करणे. (शा. नि. संकीर्ण-2017 / प्र. क्र. 144 / समन्वय, दिनांक 23 ऑगस्ट, 2018)
11	अपंगांच्या अनुदानित शाळा / कर्मशाळेतील रिक्तपदे भरण्याकरीता स्वयंसेवी संस्थांना ना-हरकत प्रमाणपत्र देणे.
12	अपंग व्यक्ती हक्क अधिनियम, 2016 च्या कलम 49 मधील तरतूदीप्रमाणे अपंग क्षेत्रात पुनर्वसन विषयक कार्य करण्यासाठी संस्थांना नोंदणी प्रमाणपत्र देणे.
	<b>आदिवासी विकास विभाग ( 2 सेवा )</b> (अधिसूचना क्र. आविवि 2015 / प्र. क्र. 3 / का-16, दिनांक 31 डिसेंबर, 2015)
	शासकीय आश्रमशाळा समुह योजनेतर्गत मुलांना मोफत प्रवेश देणे (दिनांक 28 सप्टेंबर, 2016 च्या अधिसूचनेन्वये सेवा वगळली.)
	अनुसूचित जमातीच्या विद्यार्थ्यांना शहरातील इंग्रजी माध्यमाच्या नामांकित निवासी शाळांमध्ये शिक्षण देणे. (दिनांक 25 ऑक्टोबर, 2018 च्या अधिसूचनेन्वये सेवा वगळली.)
1	आदिवासी मुलांमुलींकरीता शासकीय वसतिगृहात मोफत प्रवेश देणे.
	अनुसूचित जमातीच्या विद्यार्थ्यांना शालांत परिक्षेत्तर शिष्यवृत्ती (भारत सरकार शिष्यवृत्ती) (दिनांक 25 ऑक्टोबर, 2018 च्या अधिसूचनेन्वये सेवा वगळली.)
	सुवर्ण महोत्सवी आदिवासी पूर्व माध्यमिक शिष्यवृत्ती (दिनांक 25 ऑक्टोबर, 2018 च्या अधिसूचनेन्वये सेवा वगळली.)
	अधिसूचना क्र. आविवि 2016 / प्र. क्र. 77/ का-05, दिनांक 28 सप्टेंबर, 2016)
2	आदिवासी व्यक्तींना अनुसूचित जमातीचे वैधता प्रमाणपत्र देणे.
	<b>शालेय शिक्षण व क्रीडा विभाग ( 12 सेवा )</b>

	(अधिसूचना क्र. संकीर्ण 2015 / (55 / 15)/ समन्वय कक्ष, दिनांक 4 एप्रिल, 2016.)
	विद्यार्थ्यांचा शाळा सोडल्याचा दाखला व द्वितीय दाखला (अधिसूचना दि.3.02.18 अन्वये वगळली.)
	स्थलांतर दाखला (अधिसूचना दि.3.02.18 अन्वये वगळली.)
	द्वितीय गुणपत्रक (प्राथमिक व उच्च प्राथमिक शाळास्तर) (अधिसूचना दि.3.02.18 अन्वये वगळली.)
1	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा द्वितीय गुणपत्रक व प्रमाणपत्रे
2	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा प्रोव्हिजनल प्रमाणपत्र
3	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा गुणपडताळणी
4	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा निकालानंतर उत्तरपत्रिकेची छायांकित प्रत प्राप्त करणे.
5	खाजगी उमेदवार परीक्षेसाठी प्रविष्ट होणे.
	लॅमिनेशनसह गुणपत्रक प्रमाणपत्र उपलब्ध करणे. (अधिसूचना दि.3.02.18 अन्वये वगळली.)
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
	डी.एड उत्तरपत्रिकांची पडताळणी (अधिसूचना दि.3.02.18 अन्वये वगळली.)
10	इयत्ता 10वी व 12वी परीक्षेस प्रविष्ट होणाऱ्या राज्य, राष्ट्रीय व आंतरराष्ट्रीय पातळीवर सहभागी झालेल्या खेळाडूला, विद्यार्थ्यांना क्रीडा सवलतीचे गुण देण्याबाबत
11	अत्युच्च गुणवत्ताधारक खेळाडूंना शासकीय / निमशासकीय व इतर क्षेत्रात 5 टक्के आरक्षणासाठी खेळाडू प्रमाणपत्र पडताळणी.
12	विभागाने आयोजित केलेल्या जिल्हा, भाग व राज्य क्रीडा स्पर्धेमध्ये प्राविण्य / सहभाग प्रमाणपत्र देण्याबाबत.
	<b>वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग ( 25 सेवा )</b> (अधिसूचना क्र. संकीर्ण 0615 / प्र. क्र. 59 / अधिनियम, दिनांक 27 जुलै, 2015 )
	वैद्यकीय शिक्षण व संशोधन संचालनालय व त्याखालील शासकीय वैद्यकीय महाविद्यालये व रुग्णालये यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा
1	विकलांगता प्रमाणपत्र देणे
2	किरकोळ जखम याचे प्रमाणपत्र देणे
3	कार्यमुक्त प्रमाणपत्र देणे
4	चारित्र्य प्रमाणपत्र देणे
5	अभ्यास प्रमाणपत्र देणे
6	ना देय प्रमाणपत्र देणे
7	ना हरकत प्रमाणपत्र देणे
8	नवप्रविष्टांना वैद्यकीय प्रमाणपत्र देणे
	<b>आयुष संचालनालय व त्याखालील शासकीय आयुर्वेदिक महाविद्यालये व रुग्णालये यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा</b>
9	किरकोळ जखम याचे प्रमाणपत्र देणे
10	कार्यमुक्त प्रमाणपत्र देणे
11	चारित्र्य प्रमाणपत्र देणे
12	अभ्यास प्रमाणपत्र देणे
13	ना देय प्रमाणपत्र देणे
14	ना हरकत प्रमाणपत्र देणे
15	वैद्यकीय प्रमाणपत्र देणे



	<b>महाराष्ट्र मानसिक आरोग्य संस्था पुणे च्या मार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा</b>
16	अनुभव प्रमाणपत्र देणे
17	ना देय प्रमाणपत्र देणे
18	ना हरकत प्रमाणपत्र देणे
19	उत्तीर्ण प्रमाणपत्र देणे
20	अंतर्वासिता प्रमाणपत्र देणे
21	वास्तविक विद्यार्थी प्रमाणपत्र
	<b>अन्न व औषध प्रशासन आयुक्तालय, मुंबई यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा</b>
22	अन्न व्यावसायिंची अन्न सुरक्षा व मानके अधिनियम, 2006 व त्याखालील नियम यांच्या अनुसार नोंदणी करणे.
23	अन्न व्यावसायिंची अन्न सुरक्षा व मानके अधिनियम, 2006 व त्याखालील नियम यांच्या अनुसार वस्तुनिर्माण व विक्री यासाठी अनुज्ञप्ती देणे.
24	औषध व सौंदर्य प्रसाधने अधिनियम, 1940 व त्याखालील नियम यांच्या अनुसार फुटकळ विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.
25	औषध व सौंदर्य प्रसाधने अधिनियम, 1940 व त्याखालील नियम यांच्या अनुसार घाऊक विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.
	<b>पर्यटन व सांस्कृतिक कार्य विभाग ( 20 सेवा )</b> ( अधिसूचना क्र. संकीर्ण 2014 / प्र. क्र. 216 / आस्थापना, दिनांक 4 सप्टेंबर, 2015 )
	<b>संचालक,पुराभिलेख संचालनालय,मुंबई</b>
1	संशोधकांना व नागरिकांना संचालनालयामध्ये जतन केलेल्या ऐतिहासिक महत्वाच्या अभिलेखाची माहिती देणे तसेच देशी व विदेशी संशोधकांना संशोधनासाठी परवानगी देणे
2	संशोधनासाठी जतन केलेले अभिलेख पुरविणे
3	स्कॅन केलेल्या अभिलेखाची सीडी पुरविणे
4	जतन केलेल्या अभिलेखाची झेरॉक्स प्रत पुरविणे.
5	जतन केलेल्या ऐतिहासिक महत्वाच्या अभिलेखाच्या प्रमाणित प्रती पुरविणे
6	संशोधकांना व नागरिकांना संचालनालयाच्या विविध कार्यक्रमांची माहिती पुरविणे
7	संशोधकांना व नागरिकांना संचालनालयाच्या कामकाज पद्धतीबद्दल माहिती देणे.
	<b>पु.ल.देशपांडे महाराष्ट्र कला अकादमी,प्रभादेवी,मुंबई.</b>
8	सामाजिक व सांस्कृतिक कार्यक्रम/उपक्रमांसाठी रविंद्र नाटय मंदिर ऑडिटोरियम/मिनी ऑडिटोरियम/तालीम दालन यांचे आरक्षण
9	ऑडिटोरियम/तालीम दालने यांच्या आरक्षणाकरिता घेतलेल्या अनामत रकमेचा परतावा
	<b>रंगभूमी परिनिरीक्षण मंडळ, मुंबई</b>
10	ऑर्केस्ट्रा तमाशा,मेळा,नाटक आयोजित करण्यासाठी प्रमाणपत्र देणे तसेच सार्वजनिक ठिकाणी होणा-या एक दिवसाच्या कार्यक्रमांना ना-हरकत प्रमाणपत्र देणे
11	सर्व भाषेतील प्रायोगिक/व्यवसायिक नाटय संहितांना प्रमाणपत्र देणे
	<b>सांस्कृतिक कार्य संचालनालय,मुंबई</b>
12	कलाकार प्रमाणपत्र:-महाराष्ट्र गृहनिर्माण व क्षेत्र विकास प्राधिकरण म्हाडाकडून कलाकरासाठी राखीव असलेल्या कोटयातून सदनिका मंजूर केलेल्या पात्र कलाकरांना कलाकार प्रमाणपत्र देणे.
13	वृद्ध कलावंत मानधन:- 50 वर्षे वय असलेल्या व अटीशर्तीनुसार पात्र मान्यवर वृद्ध साहित्यिक व कलाकार यांना मानधन देणे
14	रेल्वे सवलत:- परराज्यात कला सादर करण्यासाठी पाचारण केलेल्या व अटीशर्तीनुसार पात्र कलापथकांना

	रेल्वे भाडे रकमेत सवलत मिळण्यासाठी प्रमाणपत्र देणे
	<b>दर्शनिका विभाग, फोर्ट, मुंबई</b>
15	गॅझेटियर विभागातर्फे प्रकाशित गॅझेटियर ग्रंथाचे ई-बुक(सीडी) उपलब्ध करणे
	<b>पर्यटन व सांस्कृतिक कार्य विभाग</b> (शा. नि. क्र. टीडीएस 2015 / 03 / प्र. क्र. 242 / पर्यटन, दिनांक 21 मार्च, 2016)
	<b>पर्यटन विकास महामंडळ</b>
16	निवास व न्याहारी योजनेतर्गत नोंदणी करणे व नूतनीकरण करणे.
17	महाभ्रमण योजनेतर्गत नोंदणी करणे व नूतनीकरण करणे.
18	पर्यटक घटकांना तात्पुरते नोंदणी प्रमाणपत्र देणे.
19	पर्यटक घटकांना अंतिम प्रमाणपत्र देणे.
20	पर्यटक घटकांना मुद्रांक शुल्कात सवलत मिळण्याकरीता ना-हरकत प्रमाणपत्र देणे.
	<b>उच्च व तंत्रशिक्षण विभाग ( 10 सेवा )</b> (अधिसूचित क्र.संकिर्ण 2014 /प्र.क्र. 67-14/ आस्था-2 दिनांक 18 जानेवारी, 2016)
1	परीक्षेत मिळालेल्या गुणांची पुर्नमोजणी करणे.
2	दुय्यम गुणपत्रिका / तात्पुरती गुणपत्रिका
3	दुय्यम पदवी प्रमाणपत्र वाटप
4	कागदपत्रे तपासणी
5	मायग्रेसन इलिजिबिलीटी प्रमाणपत्र
6	सीईटी परीक्षेचे गुणपत्रक
7	दुय्यम गुणपत्रक
8	दुय्यम गुणपत्रिका / प्रमाणपत्र
9	ट्रान्सस्क्रिप्ट
10	मायग्रेसन प्रमाणपत्र
	<b>पर्यावरण विभाग ( 4 सेवा )</b> (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)
	<b>सार्वजनिक बांधकाम ( 10 सेवा )</b> (अधिसूचना क्र. सी.ओ.एम. 2015 / प्र. क्र. 24 / संगणक कक्ष), दिनांक 19 ऑक्टोबर, 2016.)
1	कंत्राटदार वर्ग 1अ, 1ब, 2 व 3 यांचे नोंदणी व नूतनीकरण
2	कंत्राटदार वर्ग 4, व 4अ यांचे नोंदणी व नूतनीकरण
3	कंत्राटदार वर्ग 5, 5अ, व 6 यांचे नोंदणी व नूतनीकरण आणि बेरोजगार अभियंत्यांचे नोंदणीकरण व मजूर सहकारी संस्था वर्ग-अ यांचे वर्गीकरण व नूतनीकरण
4	कंत्राटदार वर्ग 7, 8, 9 आणि कामगार सहकारी संस्था, वर्ग-ब यांचे वर्गीकरण, इमारत देखभाल व स्थापत्य अभियांत्रिकी मधील परीक्षा उत्तीर्ण झालेल्या उमेदवारांचे वर्ग-7 मध्ये नोंदणीकरण व नूतनीकरण.
5	शासकीय विश्रामगृहाचे आरक्षण
6	पेट्रोलपंपाच्या पोच मार्गाचे ना हरकत प्रमाणपत्र देणे.
7	रस्ता ओलांडून जाणाऱ्या वाहिन्यांसाठी ना हरकत प्रमाणपत्र
8	रस्त्याच्या कडेला असलेल्या इमारतीचा ना हरकत परवाना

9	चलचित्रपट गृहांचे योग्यता प्रमाणपत्र
10	उद्योग घटकांसाठी मुलभुत सुविधा जसे वीज, पाणी जोडणी, पुरविण्यासाठी रस्ता खोदणे मुख्य रस्त्यांना जोड रस्ते इ. करिता ना हरकत प्रमाणपत्र.