



सत्यमेव जयते

Government of Maharashtra

# The Maharashtra State Commission for Right to Service

## Annual Report 2022-23



**Your Service - is our Duty**

**OFFICE OF THE STATE CHIEF COMMISSIONER FOR  
RIGHT TO SERVICE**

**7th Floor, New Administrative Building, Hutatma Rajguru Chowk,  
Madam Cama Marg, Mumbai 400032**

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Right to Service  
Annual Report  
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**7<sup>th</sup> Floor, New Administrative Building , Hutatma Rajguru Chowk,  
Madam Cama Marg , Mumbai.400032**

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## **Preface**

The Maharashtra Right to Services Act, 2015 was enacted in the state with the objective of ensuring transparent, efficient, and time-bound delivery of public services to the citizens. This is a revolutionary Act since it empowers the citizens and makes the administration responsible, answerable, and accountable. Delivery of Public Services 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. Considering this, to bring overall change in the system, this Act was enacted, which aims at giving efficient, smooth, easily accessible service to the citizens.

The Maharashtra Right to Public Services Act, 2015 came into force with 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 Services on 1<sup>st</sup> March 2017. Afterwards, from 25.01.2022 to 03.05.2023, Mr. Dilip Shinde, Commissioner, Right to Services, Pune held additional charge of the post of the Chief Commissioner, RTS.

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.” Accordingly, the report of the year 2022-23 is being submitted.

This is the Sixth Annual Report by The Maharashtra State Commission for Right to Services. It is seen that there has been rapid progress in the implementation of the Maharashtra Right to Public Services Act. The state of Maharashtra has shown increase in the number of services offered online. As on 31<sup>st</sup> March 2023, number of services notified was 529 out of which 387 services were available online and the Aaple Sarkar Portal as well as RTS Mobile Application are providing online facility. In addition, there are over 37,895 Aaple Sarkar Seva Kendras where online facilities are provided to the Citizens. Since inception of the Act, a total of 13,68,42,976 applications have been received using these

online facilities and disposal is 95%. During the year 2022-23, a total of 2,07,64,309 applications for services were received and disposal is 92%. However figures of the total number of offline applications received and their disposal are not available from the Departments despite repeated attempts by the Commission to obtain information in this regard in the prescribed proformas “A” “B” and “C”. Hence this Report is based only on the figures of online applications provided by the Maharashtra Information Technology Corporation (MahaIT).

According to the information received, 30 states/Union Territories in India have passed laws to provide public services to citizens in a timely, transparent and efficient manner. Seven states have set up separate commissions to ensure more effective implementation of the Right to Public Services Act. States that have used information technology have seen significant improvement in service delivery.

The State of Maharashtra has made substantial progress in implementing the Maharashtra Right to Public Services Act and has notified 529 services by 31st March, 2023. However, it has been observed that some other states have notified more services than Maharashtra. e.g. the state of Karnataka has notified 1,033 services, Haryana, 655 services while the state of Punjab has notified 568 services. The Commission has already recommended to the government to prepare a consolidated list of all the services provided by the State Government and prepare a definite schedule for notifying all the services under the said Act. The Commission has also recommended that all the services provided by the Government of Maharashtra should be notified under the Maharashtra Right to Public Services Act. These recommendations of the Commission need to be implemented on top priority.

The State Government has acted on some suggestions and recommendations made by the Commission. It includes a decision vide Government Circular dated 12.03.2018 to declare District Collectors as Controlling Officers for implementation of the Maharashtra Right to Public Services Act and to provide all notified services through Aaple Sarkar Seva Kendras. Such decisions have accelerated the effective implementation of the Maharashtra Right to Public Services Act. However, more efforts need to be taken to create awareness about the Act amongst the public. In order to make the said Act more popular, the Commission has prescribed a logo and a slogan. The Commission has requested the Government that all departments should use the said logo and slogan. According to the Government circular dated

15.02.2020, it has been instructed that all the departments should use the slogan and logo of the Commission while providing the notified services. The logo and the slogan of the Commission are now being printed on the certificates issued online.

A very important and effective decision to appoint five out of six State Right to Service Commissioners at the divisional level was taken on 23.11.2021. It was also observed by the Commission that some departments had denotified a few of the notified services. In order to check and control such practice, a Government Resolution RTS-2022/ प्र.क्र.१४३/लो.दि.कक्ष, dated 8 September, 2022 has been issued. This GR mandates departments to seek prior permission of the Commission before denotifying any of services.

The Commission has expressed concern over lack of significant increase in number of notified services and non-integration of some services with Aaple Sarkar Seva Portal. Also, the Commission has noted and expressed displeasure and concern regarding non-adherence to the Single Platform policy, low response to many services, 142 of the notified services not being available as yet on the government portal ie. Aaple Sarkar Seva portal, non-availability of information on applications received and processed offline, and large number of pending first and second appeals. To resolve the said issues, the Commission is following up with the concerned Departments.

This Annual Report provides a comparative assessment of the progress made since the inception of the Maharashtra Right to Public Services Act, 2015, performance of various departments in implementation at the Act and, district wise and revenue Division wise performance. Also, it gives information about the important suggestions and recommendations made by the Commission to the State Government and their current status. Based on this information and experience, some suggestions have also been made regarding the way forward, so that the Maharashtra Right to Public Services Act, 2015 can be implemented more effectively. The Commission has taken note of the “Sevadoot” door-to-door service initiative implemented by Wardha district and recommends implementation of such innovative initiatives in other districts of the state. The Commission also appreciates the innovative measures taken by the Settlement Commissioner and the Inspector General of Registration to provide services in a transparent, speedy and timely manner. The services rendered by All Time Document Machine (ATDM) in Washim district are also a remarkable achievement.



In 2022-23, the above mentioned progress by the Commission was possible due to the efforts taken by the then Chief Commissioner (A.C.) Shri. Dilip Shinde and the State Commissioners Shri Abhay Yawalkar (Nagpur and Konkan), Dr. Kiran Jadhav (Chatrapati Sambhaji Nagar), Shri Rambabu Narukulla (Amravati) and Mrs. Chitra Kulkarni (Nashik). During 2022-23, the Divisional Offices at Konkan, Pune, Nashik, Chatrapati Sambhaji Nagar, Amravati and Nagpur started functioning with full efficiency.

On behalf of the Commission, I assure the citizens of Maharashtra regarding our commitment to prompt, efficient, transparent and time bound services as enunciated in our slogan "Your Service is Our Duty".

**State Chief Commissioner  
Maharashtra State Commission  
for Right to Service**

**Mumbai,**

**Date:- 20 February, 2024**

## **Chapter 1:-**

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

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#### **1.1 Genesis -**

Provision of transparent, efficient and time bound delivery of public services to the eligible persons was recommended by the Second Administrative Reforms Commission, in its report in the year 2005. Accordingly many of the Central Government and State Government Departments drafted the “Citizens Charter” which included the list of services provided by the concerned Departments. However, there was no provision for penalising the concerned employee/ officer if the services were not provided within the stipulated time. This lacuna was overcome with the enactment of the MRTPS Act, 2015 which includes the provision of penalty if time limit is not adhered to. Maharashtra is a leading state in formulating the good governance policy and has always focused on the common citizen as the nucleus of its development. On the back drop of the “Maharashtra Government servants Regulation of transfers and Prevention of delay in discharge of official duties Act 2005” and subsequent to “Private Member’s Bill 2009” for the guarantee of Public Services to the citizens, the State legislature passed the Maharashtra Right to Public Services Act, 2015 which came into force on 28/04/2015.

#### **1.2 Salient features of the Act -**

The Maharashtra Right to Public Service Act, 2015 is a revolutionary Act, which has several unique features. The provisions laid down in it make it different from the Acts of other States in the Country. This Act stresses need for promoting work culture using digital platform and improving quality of public service delivery system. The Act stresses the need to provide public services to the eligible persons and assures transparency, accountability and timeliness in rendering services. The objective of the Act is to empower the citizens of the state by improving public grievance redressal system which marks a paradigm shift because it gives its citizens the right to demand services and casts obligations on the government to provide the public services within stipulated time in an efficient and transparent manner.

Section 3 of the Maharashtra Right to Public Service Act, 2015 makes it mandatory for all public authorities to notify their Public Services, along with the concerned Designated Officers, first and second Appellate Authorities, and specified time limit for each service - within three months from the enactment of the Act and thereafter from time to time.

### **1.3 The Maharashtra State Commission for Right To Service (MSCRTS) -**

Section 13 (1) of the MRTPS Act 2015 provides for the constitution of MSRTSC in order to supervise, monitor and recommend suggestions to the State Government for ensuring better delivery of public services.

Accordingly, the first State Chief Commissioner for Right to Service was appointed on March 1<sup>st</sup> 2017. State Commissioners for RTS Nagpur, Pune, Amravati, Nashik & Chhatrapati Sambhaji Nagar were appointed on 1<sup>st</sup> December, 2021. State Commissioner for RTS Nagpur held the additional charge of State Commissioner for RTS, Konkan till 3<sup>rd</sup> May, 2023.

#### **1.3.1 Powers & Duties of the Commission**

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

The Commission is vested with the powers of the Civil Courts under Code of Civil Procedure, 1908. Under Section 17 of MRTPS Act, 2015, 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 send information to the commission of action taken within a period of 30 days or such time thereafter as may be decided in consultation with the commission.

#### **1.3.2 Organizational Structure**

The Head Office of the Commission is located on 7th Floor, New Administrative Building, Opposite Mantralaya, Mumbai. There are 34 sanctioned posts in the Commission's office, out of which a total 24 Government Officers/employees/members of Contractual Staff are working at present. The State Chief Commissioner for Right to Service was appointed on 1<sup>st</sup> March 2017. Shri Dilip Shinde (IAS Retd.) was holding additional charge of the State Chief Commissioner during 25.01.2022 to 03.05.2023. Six Divisional offices of the State Commissioners for Right to Service were started at the Division and five State

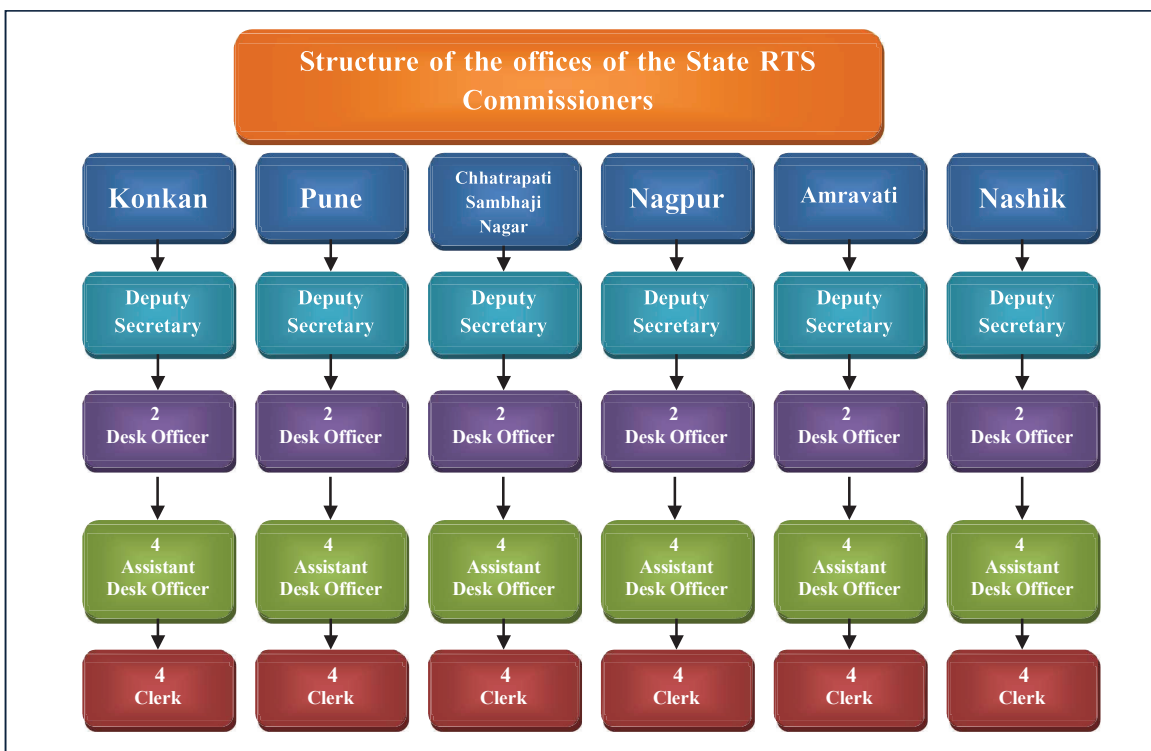
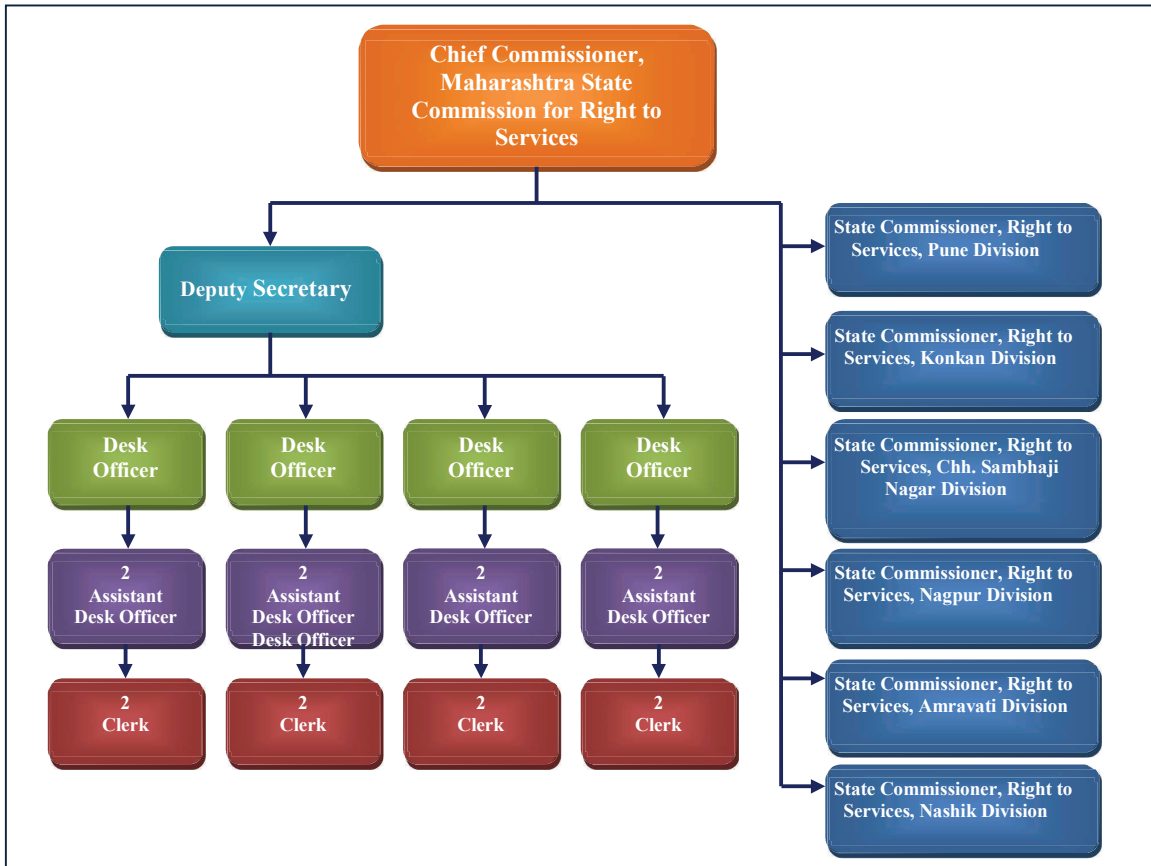
Commissioners for Right to Service were appointed to these offices on 01.12.2021 who are working as follows:

1. Shri Dilip Shinde, State Commissioner for Right to Service, Pune
2. Shri Abhay Yawalkar, State Commissioner for Right to Service, Nagpur
3. Shri Abhay Yawalkar, State Commissioner for Right to Service, Konkan (A.C.)
4. Dr. Kiran Jadhav, State Commissioner for Right to Service, Chh. Sambhaji Nagar
5. Dr. Rambabu Narukulla, State Commissioner for Right to Service, Amravati
6. Shrimati Chitra Kulkarni, State Commissioner for Right to Service, Nashik



## State Commissioners for RTS

**Figure 1.1: Organogram of the Commission**



## **1.4 Service Delivery Channels: Aaple Sarkar Service Portal and Mobile App**

The Commission, on priority took up the matter for providing single e-platform for availing notified services by the eligible persons. Another task that was given importance was the awareness trainings by YASHADA to the government officers. This helped in efficient and effective implementation of the Act in the state. The Commission has been insisting 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 as a single platform for providing online services to the public. This platform is not only useful for providing services but also gives real time data regarding online services provided by the departments, number of services made available to public by the concerned department, applications received and applications disposed of and number of pending applications. Since inception, 13,68,42,976 applications have been received online and 12,98,81,546 have been disposed of by the concerned Designated Officers as on 31 March 2023. The disposal rate is 95%.

### **1.4.2 Mobile Application**

Considering huge response to the online services, special mobile application for Right to Services is made available to the public. The main purpose is to facilitate easy search for department wise services, making and tracking the applications online and getting desired services. The mobile application is available for downloading at <https://itunes.apple.com/in/app/rts-maharashtra/> for iPhone users and “RTS Maharashtra” for android users. It can be downloaded free of cost.

## **1.5 Training**

The Act provides for training and capacity building of the staff for its effective implementation and promoting 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” under the State Training Policy for the effective implementation of the Act and to create overall awareness about the

Maharashtra Right to Public Service Act, 2015 among the government staff and officers. Training is provided from time to time for all cadres upto district and taluka level regarding sensitization about the Act, its objectives and provisions under various sections.

The Maharashtra Right to Public Service Act, 2015 has been included in the induction, refresher and post-promotion training programmes for Grade "A" Officers, organized by YASHADA.

**Table 1.1 Training Programmes by YASHADA  
(2015-16 to 2022-23)**

<b>Sr. No</b>	<b>Year</b>	<b>No. of Trainees</b>
1	2015-16	84,930
2	2016-17	1,22,285
3	2017-18	15,170
4	2018-19	9,194
5	2019-20	5,764
6	2020-21	389
7	2021-22	2,022
8	2022-23	13,735
<b>Total</b>		<b>2,53,489</b>

### **1.5.2 Technical Training**

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

Maharashtra Information Technology Corporation (MahaIT) is wholly owned by the State Government of Maharashtra. District Coordinators of the Corporation impart training regarding the use of the portal to the staff of the concerned Departments which covers service process flow from the citizen to the Department, disposal of applications, in terms of providing services or rejecting the applications after recording reasons, processing of appeals online tracking & verification.

**Table 1.2 Technical Training Programme by MahaIT**

Sr. No	Year	No. of Trainees
1	2015 - 18	10,275
2	2018 - 19	7,900
3	2019 - 20	5,004
4	2020 - 21	866
5	2021 - 22	484
6	2022 - 23	628
<b>Total</b>		<b>25,157</b>

## **1.6 Journey of the Maharashtra Right to Public Services Act 2015 at a glance**

### **1.6.1 The Act and the Notification**

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 into force with effect from 28<sup>th</sup> April, 2015 and the Rules were published on 16<sup>th</sup> November, 2016. It was made mandatory for all government departments to notify public services within 3 months which eligible persons can avail of under the Act. Accordingly, various departments have published lists of the notified public services, with the names of Designated Officers, first and second Appellate Authorities and time limit for each service.

### **1.6.2 Online services**

Notified services are provided online through Aaple Sarkar Service Portal and Mobile App. Mahaonline has developed a programme and various departments have been informed to integrate their websites with the Aaple Sarkar portal. During the period from 2015 to 31<sup>st</sup> March 2023 a total of 13,68,42,976 applications have been received online. Out of 529 Notified Services 387 Services are available online. The software development and integration of remaining 142 Services is in progress.

## **1.7 Meetings taken by the Commission**

The Commission has held several meetings with the honorable public representatives as well as with various departments and reviewed the performance of Government Departments so as to secure effective implementation of the Act. The meetings involved not only the Hon'ble People's Representatives, but also the Chief Secretary to Government of Maharashtra, the Secretaries of the Departments, Divisional Commissioners (Revenue), Collectors, Chief Executive Officers of Zilla Parishads, Commissioners of Police,



Superintendents of Police, Heads of various Departments at Division and District level, MahaIT Corporation, details of which are given in Chapter 2.

### **1.7.1 Meetings with Secretaries of the Government**

The Commission has held meetings with the Secretaries and the other officers of various Government Departments from time to time. During these meetings the Commission has reviewed various issues relating to effective implementation of Maharashtra Right to Public Services Act, some of which are given below:-

- To prepare a comprehensive list of all public services provided by the Departments.
- Need to notify all public services by the Departments under MRTPS Act.
- Review of notified services which have less response from public.
- Ascertain reasons for de-notifying services.
- Integration of online services with Aaple Sarkar Portal.
- Collection of information of offline services data in forms “A” “B” and “C”
- Scheme of incentives for Designated Officers with excellent performance.
- Implementation of public awareness programmes about MRTPS Act.
- Organizing regular training programmes for Designated Officers and Appellate Authorities
- Using Tagline and Logo of the Commission on certificates in respect of of the notified services.
- Analyzing and identifying reasons for delay and poor response to some notified services.
- Increasing the number of Aaple Sarkar Seva Kendras and activation of defunct kendras.



**Meetings with Government Departments**



**On the platform of 'Jai Maharashtra',  
Shri. Dilip Shinde, State Chief Commissioner RTS (A.C.)**



## **Chapter 2:-**

### **Activities of the Commission**

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For the effective implementation of the Maharashtra Right to Public Services Act 2015, the Commission held several discussions with the Secretaries of many Government Departments and with the various Executive authorities at the divisional and district level and also with the college students and citizens of the State. An overview of the Commission's activities is as follows:-

#### **2.1. Visits and Meetings by the Chief Commissioner**

Visits and tours to various places helped in improving the implementation of the Maharashtra Right to Public Services Act 2015. Many innovative activities carried out for the same were noted during such visits. Review meetings were held with the concerned State Commissioners for Right to Service, Divisional Commissioners (Revenue), Collectors and Heads of Departments at the offices of the concerned Divisional Commissioners (Konkan, Chhatrapati Sambhaji Nagar, Nashik, Pune), and the concerned Collectors (Mumbai City, Mumbai Suburban, Thane, Kolhapur, Nashik, Chhatrapati Sambhaji Nagar, Ahmednagar.). The State Chief Commissioner for Right to Service, also visited various Aaple Sarkar Seva Kendras. During his visits to Aaple Sarkar Seva Kendras, the State Chief Commissioner interacted with the citizens and sought their feedback and experiences regarding the delivery of public services. The Commission also conducted various workshops, training sessions regarding the implementation of the Maharashtra Right to Public Services Act 2015.

The actual field visits and review meetings have been of great help in motivating the officers and the employees involved in the implementation of the Maharashtra Right to Public Services Act 2015. The Commission was also able to directly verify the various issues/difficulties faced by the citizens, the Designated Officers, the Appellate Authorities and the Supervisory Officers. This helped the Commission resolve issues raised by the concerned Departments.

**Table 2.1. Visits & Meetings Conducted by Shri Dilip Shinde (State Chief Commissioner for Right to Service (A.C.))**

Sr. No.	Date	Meeting's Agenda	Officers Present
1	06.04.2022 Mumbai	Maharashtra Legislature- Calling Attention motion (Lakshvedhi)	Shri. Prakash Abitkar, Hon'ble Member of Legislative Assembly (Kolhapur) & officers of the Commission
2	12.04.2022 Mumbai	Meeting with the concerned officials of the MahaIT Corporation	1. State Commissioner for Right to Service, Nashik 2. Chief Operating Officer, MahaIT Corporation 3. Business Analyst, MahaIT Corporation 4. Officers of the Maharashtra State Commission for Right to Service
3	22.04.2022 Kolhapur	1. Meeting in pursuance of the Calling Attention Motion (Lakshvedhi Suchana) raised in the State Legislature. regarding "Enactment of the Maharashtra Right to Public Services Act 2015 to provide public services within stipulated time to the eligible persons of the State". 2. Visits to "Aaple Sarkar" centres.	1. Shri. Prakash Abitkar, Hon'ble Member of Legislative Assembly (Radhanagari, District - Kolhapur) 2. Shri. Rahul Rekhawar, Collector, Kolhapur 3. Chief Executive Officer, Zilla Parishad, Kolhapur 4. Heads of the Departments, Municipal Commissioner and Officers of other departments 5. District Coordination Officer, MahaIT Corporation
4	26.04.2022 Mumbai	Review meeting with H.O.D.'s of Mumbai Suburban District.	1. Additional Collector, Mumbai Suburban District.

	Suburban District		<ol style="list-style-type: none"> <li>2. Deputy Collectors, Sub Divisional Officers etc.</li> <li>3. Tahsildar, Andheri/Borivali/Kurla</li> <li>4. Heads of Offices of other departments.</li> </ol>
5	27.04.2022 Mumbai	Discrepancies regarding the Aaple Sarkar portal	<ol style="list-style-type: none"> <li>1. Project Officer, MahaIT Corporation</li> <li>2. Officers of the Maharashtra State Commission for Right to Service</li> </ol>
6	28.04.2022 Mumbai	National Good Governance Webinar on “Improving Public Service Delivery – SAKALA and e-Services”. (Via Video Conference)	<ol style="list-style-type: none"> <li>1. Secretary, Administrative Reforms and Grievance Redressal Department (Government of India), Senior Officers of Administrative Reforms and Grievance Redressal Department (Government of India)</li> <li>2. Director, (Karnataka State)</li> </ol>
7	06.05.2022 Mumbai City	Review meeting regarding effective implementation of Maharashtra Right to Public Services Act 2015 at the Collectorate, Mumbai City.	<ol style="list-style-type: none"> <li>1. Shri Rajiv Nivatkar, Collector, Mumbai City</li> <li>2. Heads of Departments.</li> <li>3. Officers of the Maharashtra State Commission for Right to Service</li> </ol>
8	09.05.2022 Mumbai	Meeting with the concerned Project Officers of MahaIT Corporation	<ol style="list-style-type: none"> <li>1. Concerned Project Officers, MahaIT Corporation</li> <li>2. Officers of the Maharashtra State Commission for Right to Service</li> </ol>
9	11.05.2022 Thane	Meeting and Review at the Collector Office, Thane	<ol style="list-style-type: none"> <li>1. Shri Rajesh Narvekar, Collector, Thane</li> </ol>

			2. Heads of Departments
<b>10</b>	20.05.2022 Divisional Commissioner (Konkan Division)	A Review meeting about the difficulties arising in the implementation of the Maharashtra Right to Public Services Act 2015.	<ol style="list-style-type: none"> <li>1. State Commissioner for Right to Service, Konkan (In charge)</li> <li>2. Deputy Commissioner (G.A.D.)</li> <li>3. Joint Secretary, office of the State Commissioner for Right to Service, Konkan</li> <li>4. All District Collectors, (Konkan Division)</li> <li>5. All Chief Executive Officers of Zilla Parishads (Konkan Division)</li> <li>6. Heads of Departments in Konkan Division</li> <li>7. Project Manager, District Project Manager, District Coordinating Officer of the concerned MahaIT Corporation</li> <li>8. Officers of the Maharashtra State Commission for Right to Service &amp; the Divisional Commissioner's Office.</li> </ol>
<b>11</b>	23.05.2022	Review meeting with Information and Technology Department	<ol style="list-style-type: none"> <li>1. Principal Secretary, (Information Technology) Mantralaya</li> <li>2. Director General, MahaIT, Mantralaya</li> </ol>
<b>12</b>	27.05.2022 Mumbai	Review meeting of all the State Commissioners for Right to Service regarding:-	<ol style="list-style-type: none"> <li>1. State Commissioners for Right to Service - Pune, Nashik, Chhatrapati</li> </ol>

		<ol style="list-style-type: none"> <li>1. Online and offline services,</li> <li>2. First and second appeals,</li> <li>3. Provision of office space for State Commissioner's offices.</li> </ol>	<ol style="list-style-type: none"> <li>1. Sambhaji Nagar, Amravati, Nagpur</li> <li>2. Joint Secretary, office of the State Commissioner for Right to Service, Konkan</li> <li>3. Officers of the Maharashtra State Commission for Right to Service</li> <li>4. IT Team from MahaIT Corporation.</li> </ol>
<b>13</b>	30.05.2022 Mumbai	Meeting regarding technical difficulties regarding "Aaple Sarkar" portal	<ol style="list-style-type: none"> <li>1. State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar</li> <li>2. Officers of MahaIT Corporation</li> <li>3. Officers of the Maharashtra State Commission for Right to Service</li> </ol>
<b>14</b>	31.05.2022	Meeting regarding technical issues in Aaple Sarkar portal.	<ol style="list-style-type: none"> <li>1. State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar</li> <li>2. Officers of MahaIT Corporation</li> <li>3. Officers of the Maharashtra State Commission for Right to Service.</li> </ol>
<b>15</b>	03.06.2022 Mumbai	Technical difficulties regarding "Aaple Sarkar" portal.	<ol style="list-style-type: none"> <li>1. Project Officer, MahaIT Corporation</li> <li>2. Officers of the Maharashtra State Commission for Right to Service.</li> </ol>



<b>16</b>	06.06.2022 Mumbai	1. Technical issues regarding “Aaple Sarkar” portal. 2. Notification of all the public services provided online.	1. State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar 2. Consultant, Information Technology Department. 3. Project Officer, MahaIT Corporation. 4. Officers of the Maharashtra State Commission for Right to Service.
<b>17</b>	14.06.2022 Mantralaya Mumbai	Meeting with Additional Chief Secretary (O & M)	1. Deputy Secretary, General Administrative Department. 2. Officers of MahaIT Corporation.
<b>18</b>	20.06.2022 Mumbai	Review meeting for effective implementation of the Maharashtra Right to Public Services Act, 2015.	1. State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar 2. Consultant, Information Technology Department. 3. Project Officer, MahaIT Corporation 4. Officers of the Maharashtra State Commission for Right to Service
<b>19</b>	21.06.2022 Mumbai	Meeting to provide all the Public Services Online.	1. Officers of Information Technology Department. 2. Project Officer, MahaIT Corporation. 3. Consultant, Information Technology Department. 4. Officers of the Maharashtra State Commission for Right to Service

20	27.06.2022 Mumbai	Review meeting (through video conference.)	<ol style="list-style-type: none"> <li>1. State Commissioners for Right to Service, Pune, Nashik, Chhatrapati Sambhaji Nagar, Amravati, Nagpur.</li> <li>2. Joint Secretary, office of the State Commissioner for Right to Service, Konkan</li> <li>3. Officers of the Maharashtra State Commission for Right to Service</li> </ol>
21	27.06.2022 Mumbai	Review Meeting with Revenue & Forest Department and Civil Supplies Department.	<ol style="list-style-type: none"> <li>1. Additional Controller, Registration and Stamps</li> <li>2. Joint Secretary, Revenue and Forest Department</li> <li>3. Deputy Secretary, Food and Civil Supplies</li> <li>4. Deputy Secretary, Home Department</li> <li>5. Project Officer, MahaIT Corporation</li> <li>6. Consultant, Information and Technology Department.</li> <li>7. Officers of the Maharashtra State Commission for Right to Service</li> </ol>

22	04.07.2022 Mantralaya Mumbai,	<ol style="list-style-type: none"> <li>1. Review meeting regarding notified services not available online, disposal of first and second appeals, integration of portals of Departments with Aaple Sarkar portal. Information in prescribed form of offline services.</li> <li>2. Department of Cultural Affairs &amp; Tourism, General Administration Department, &amp; Medical Education Department.</li> </ol>	<ol style="list-style-type: none"> <li>1. Hon. Chief Secretary, Government of Maharashtra</li> <li>2. Additional Chief Secretaries, Principal Secretaries, Secretaries and other officers of all Departments, IT teams of these Departments</li> <li>3. Officers of the concerned Departments.</li> </ol>
23	07.07.2022 Mantralaya, Mumbai	Review Meeting regarding public Services provided by Revenue Department Comparative study of Karnataka & other States.	<ol style="list-style-type: none"> <li>1. Additional Chief Secretary , Revenue Department</li> <li>2. Deputy Secretary, Revenue Department</li> </ol>
24	08.07.2022 Mumbai (Mantralaya)	Pending issues with GAD related to the Commission.	<ol style="list-style-type: none"> <li>1. Additional Chief Secretary, General Administration Department (O &amp; M)</li> <li>2. Deputy Secretary, General Administration Department</li> </ol>
25	11.07.2022 Mumbai	Review meeting with UDD, Home (Transport), Agriculture & Animal Husbandry Department.	<ol style="list-style-type: none"> <li>1. Commissioner, Transport</li> <li>2. General Manager, Maharashtra Maritime Board</li> <li>3. Additional Commissioner, Fisheries Department</li> <li>4. Joint Secretaries of</li> </ol>

			<p>Departments</p> <p>5. Concerned Officers</p> <p>6. Officers of the Maharashtra State Commission for Right to Service</p>
<b>26</b>	13.07.2022 Mumbai	Operational difficulties of Aaple Sarkar Portal.	<p>1. Managing Director, MahaIT Corporation,</p> <p>2. Project Officer, MahaIT Corporation</p>
<b>27</b>	14.07.2022 Mumbai	Vacancies against the sanctioned posts in the office of the Maharashtra State Commission for Right to Service.	<p>1. Additional Chief Secretary, General Administration Department (O &amp; M)</p> <p>2. Officers of the Maharashtra State Commission for Right to Service</p>
<b>28</b>	18.07.2022 Mumbai	Review meeting with School Education Department, Higher & Technical Education Department, Women & Child Development Department.	<p>1. Joint Secretary, Women and Child Welfare Development Department.</p> <p>2. Deputy Secretary, School Education and Sports Department</p> <p>3. Deputy Secretary, Higher and Technical Education Department</p> <p>4. Consultant, Information and Technology Department.</p> <p>5. Administrative Officer, CET Cell</p> <p>6. Deputy Commissioner, WCD, Pune</p> <p>7. Assistant Commissioner ICDS</p> <p>8. Deputy Secretary, Higher and Technical Education</p>

			<p>Department</p> <p>9. Business Analyst, MahaIT Corporation</p> <p>10. Officers of the Maharashtra State Commission for Right to Service.</p>
<b>29</b>	20.07.2022	Review meeting with State Excise Department.	<p>1. Commissioner, State Excise Department</p> <p>2. Officers of the Maharashtra State Commission for Right to Service</p>
<b>30</b>	21.07.2022 Mumbai	Review meeting with Tribal Development, Minorities, Industries & Skills, Employment, Entrepreneurship and Innovation Department, PWD & Planning Departments.	<p>1. Deputy Secretary, Tribal Development Department</p> <p>2. Deputy Secretary, Public Works Department</p> <p>3. Deputy Secretary, Minorities Development Department</p> <p>4. Deputy Secretary, Skills, Employment, Entrepreneurship and Innovation Department.</p> <p>5. Consultant, Information Technology</p> <p>6. Heads of the Departments, MahaIT Corporation</p> <p>7. Business Analyst/ Project Manager, MahaIT Corporation</p> <p>8. Officers of the Maharashtra State Commission for Right to Service</p>
<b>31</b>	21.07.2022 Mumbai	Meeting with NIC & MahaIT regarding integration.	<p>1. Officers of N.I.C.</p> <p>2. Consultant, Information Technology Division</p> <p>3. Business Analyst, MahaIT</p>

			Corporation 4. Officers of the Maharashtra State Commission for Right to Service
<b>32</b>	26.07.2022 Pune	Review of the implementation of the Maharashtra Right to Public Services Act 2015 in Pune District.	1. Shri Rajesh Deshmukh, Collector, Pune 2. Senior Officers in Collector's Office, Pune 3. Officers and Heads of all Departments in Pune District.
<b>33</b>	29.07.2022 Mumbai	Good Governance (via Video Conference).	1. Officers of Government of India 2. Heads of the Departments
<b>34</b>	02.08.2022 Mumbai	Review meeting with officials of Rural Development Department, Industries, Energy and Labour Department, Law and Judiciary Department, Housing Department and Soil and Water Conservation Department	1. Joint Secretary, Law and Judiciary Department 2. Joint Secretary, Department of Soil and Water Conservation 3. Registrar, Partnership Institutions, Law and Judiciary Department 4. Deputy Secretary, Labour Department. 5. Deputy Secretary, Rural Development Department 6. Deputy Secretary, Energy Department. 7. Deputy Secretary, State Legal Services Authority 8. Deputy Secretary, Housing Department 9. Special Executive Officer, Industries, Energy and Labour

			<p>Department</p> <p>10. Competent Authority, Housing Department</p> <p>11. Consultant, Information Technology Department</p> <p>12. Industries Officer, Directorate of Industries</p> <p>13. Charity Commissioner, Mumbai</p> <p>14. Deputy Divisional Officer, Water Conservation Department.</p> <p>15. Business Analyst/ Project Manager, MahaIT Corporation</p> <p>16. Officers of the Maharashtra State Commission for Right to Service</p>
35	03.08.2022 Mumbai	<p>1. Review meeting with officials of Finance Department, Water Resources Department, Cooperation, Marketing and Textiles Department, Public Health Department.</p> <p>2. Integration of Public Services provided through Transport Department portal with Aaple Sarkar Portal.</p>	<p>1. Video Conference with MahaIT, NIC Officials at Delhi, Bangalore, Hyderabad and Officers of Transport Department.</p> <p>2. Joint Secretary, Public Health Department.</p> <p>3. Deputy Secretary, Water Resources Department</p> <p>4. Deputy Secretary, Co-operation and Marketing Department</p> <p>5. Deputy Secretary, Water Supply and Sanitation Department</p> <p>6. Senior Engineer, Ground</p>

			<p>Water Survey and Development Agency</p> <p>7. Superintending Engineer, MJP</p> <p>8. Consultant, Information Technology Department.</p>
36	04.08.2022	<p>Meeting with the concerned officers of General Administration Department, Tourism and Cultural Affairs Department, Environment Department, Medical Education Department, Social Justice and Special Assistance Department to review the implementation of the Maharashtra State Right to Public Services Act 2015,</p>	<p>1. Executive Editor and Secretary, Darshanika (Cultural Affairs Department)</p> <p>2. Directors, Department of Tourism and Culture</p> <p>3. Secretary, Censor Board, (Cultural Affairs Department)</p> <p>4. Deputy Secretary, FDA (Medical Education Department)</p> <p>5. Deputy Secretary, Department of Social Justice and Special Assistance</p> <p>6. Deputy Secretary, Department of Environment and Climate Change</p> <p>7. Deputy Secretary, Department of Tourism and Culture</p> <p>8. Deputy Secretary, Department of Medical Education and Drugs</p> <p>9. Deputy Secretary, Divyang kalyan Commissionerate, Pune</p> <p>10. Deputy Secretary, General Administration Department</p> <p>11. Officers of the Maharashtra</p>



			State Commission for Right to Service
<b>37</b>	22.08.2022 Mantralaya, Mumbai	Meeting with ACS (GAD) (O & M) regarding Delivery of notified services	<ol style="list-style-type: none"> <li>1. Under the Chairmanship of Additional Chief Secretary (O &amp; M)</li> <li>2. Principal Secretary, Higher and Technical Education Department</li> <li>3. Managing Director, MahaIT Corporation</li> <li>4. Joint Secretary, Public Health Department</li> <li>5. Joint Secretary, General Administration Department</li> <li>6. Deputy Secretary, General Administration Department</li> </ol>
<b>38</b>	24.08.2022 Pune	Review of the implementation of Maharashtra Right to Public Services Act 2015	<ol style="list-style-type: none"> <li>1. Shri Swadheen Kshatriya, Former State Chief Commissioner for Right to Service</li> <li>2. Shri Shravan Hardikar, Inspector General of Registration</li> <li>3. Officers of Registration and Stamp Department</li> </ol>
<b>39</b>	29.08.2022 Mantralaya Mumbai	Effective Implementation of the Maharashtra Right to Public Services Act 2015/Ease of Doing Business (BRAP)	<ol style="list-style-type: none"> <li>1. Under the Chairmanship of Chief Secretary, Government of Maharashtra</li> <li>2. Additional Chief Secretary (O &amp; M), General Administration Department</li> <li>3. Additional Chief Secretary, Urban Development</li> </ol>

			<p>Department</p> <p>4. Principal Secretary, State Excise, Home Department</p> <p>5. Principal Secretary, (Information Technology) General Administration Department</p> <p>6. Principal Secretary, (Labour) Industries, Energy and Labor Department</p> <p>7. Secretary, Department of Food, Civil Supplies and Consumer Protection</p>
<b>40</b>	30.08.2022 Mantralaya, Mumbai	Upgradation of Aaple Sarkar Portal.	<p>1. Under the Chairmanship of Additional Chief Secretary (O &amp; M)</p> <p>2. Concerned Project Officer, MahaIT Corporation</p>
<b>41</b>	01.09.2022 Mumbai	Review meeting with State Excise Department.	<p>1. Joint Commissioner, State Excise</p> <p>2. Consultant, Information Technology Division</p> <p>3. A.D.T.P., Department of Urban Development-1, Mantralaya, Mumbai</p> <p>4. Concerned Project Officer, MahaIT Corporation</p>
<b>42</b>	05.09.2022 Mumbai	Review meeting.	<p>1. Under Chairmanship of Additional Chief Secretary (O &amp; M), G.A.D.</p> <p>2. Principal Secretary, (Information Technology)</p> <p>3. Officers of Department of</p>

			<p>Medical Education</p> <p>4. CIDCO</p> <p>5. Department of Urban Development</p> <p>6. Department of Animal Husbandry</p> <p>7. State Excise Department</p>
43	06.09.2022 Mantralaya, Mumbai	IT specific reforms under Business Reform Action Plan (BRAP) 2022	<p>1. Under the Chairmanship of Chief Secretary, Government of Maharashtra</p> <p>2. Additional Chief Secretary, General Administration Department (O &amp; M)</p> <p>3. Additional Chief Secretary, Revenue Department</p> <p>4. Principal Secretary, Industries Department</p> <p>5. Principal Secretary, Information Technology</p> <p>6. Principal Secretary, Skills, Employment, Entrepreneurship &amp; Innovation Department.</p> <p>7. Secretary, Food and Civil Supplies</p> <p>8. Commissioner, Labor Department</p> <p>9. Deputy Secretary, State Excise</p> <p>10. Deputy Secretary, Power</p> <p>11. Deputy Secretary, Urban Development</p> <p>12. Deputy Secretary, Rural Development</p> <p>13. Deputy Secretary, Co-</p>

			operation Department. 14. Manager, M.I.D.C. 15. Senior Officers of other departments
44	12.09.2022 Mumbai	Review meeting with various Government Departments.	Under the Chairmanship of Additional Chief Secretary (O & M), G.A.D. Senior officers of the following departments:- I. Department of Home (Transport), II. Housing Department- Slum Rehabilitation Authority, III. Department of Fisheries, IV. Department of Tribal Development
45	13.09.2022 Mumbai	Meeting in Raj bhavan	Secretary, to the Hon'ble Governor
46	14.09.2022 Mumbai	Meeting to Provide all notified services online under the Maharashtra Right to Public Services Act, 2015	1. Under Chairmanship of Additional Chief Secretary, (O & M), G.A.D. 2. Department of Information Technology 3. MahaIT Corporation 4. National Informatics Center (NIC)
47	16.09.2022 Mumbai	1. Online delivery of notified services under the Maharashtra Right to Public Services Act, 2015 2. Meeting with Settlement	1. Additional Chief Secretary, (O & M), G.A.D. 2. Senior Technical Director, Information Technology Department 3. Head of MahaIT Corporation 4. Consultant, MahaIT

		Commissioner	
48	16.09.2022 Mumbai	Meeting regarding integration of services provided by the Land Records Department.	<ol style="list-style-type: none"> <li>1. Director General, Land Records</li> <li>2. Officers of the Maharashtra State Commission for Right to Service.</li> <li>3. MahaIT Technicians</li> </ol>
49	19.09.2022 Mantralaya, Mumbai	Effective implementation of the Maharashtra Right to Public Services Act 2015 2015.	<p>Review meeting under the chairmanship of the Additional Chief Secretary (O &amp; M), G.A.D.</p> <ol style="list-style-type: none"> <li>1. Additional Chief Secretary, Finance Department</li> <li>2. Additional Chief Secretary, Urban Development Department</li> <li>3. Principal Secretary, Industries, Energy and Labor Department</li> <li>4. Secretary, Department of Food, Civil Supplies and Consumer Protection</li> <li>5. Secretary, Department of Social Justice and Special Assistance</li> <li>6. General Manager, MahaIT Corporation</li> <li>7. Deputy Secretary, General Administration Department</li> </ol>

<b>50</b>	21.09.2022 Mantralaya, Mumbai (Video Conference)	<ol style="list-style-type: none"> <li>1. Effective implementation of the Maharashtra Right to Public Services Act, 2015</li> <li>2. To Celebrate public Service Fortnight (LOKSEVA PANDHARWADA)</li> <li>3. To celebrate Right to Information Day on 28.09.2022</li> </ol>	<ol style="list-style-type: none"> <li>1. Additional Chief Secretary, (O &amp; M), G.A.D.</li> <li>2. All State Commissioners for Right to Service (Video Conference)</li> <li>3. All Municipal Commissioners, Collectors, Chief Executive Officers of ZPs, (Video Conference)</li> <li>4. Consultant, Information Technology Division</li> </ol>
<b>51</b>	22.09.2022 Mumbai	Meeting with Administrative Reforms Committee, Government of Maharashtra	High Power Committee - <ol style="list-style-type: none"> <li>1. Shri. Suresh Kumar</li> <li>2. Shri. Swadheen Kshatriya</li> <li>3. Shri. A.K. Jain</li> <li>4. Shri. K.P. Bakshi</li> </ol>
<b>52</b>	26.09.2022 Mantralaya, Mumbai	Meeting regarding effective implementation of the Maharashtra Right to Services Act 2015.	<ol style="list-style-type: none"> <li>1. Under Chairmanship of Additional Chief Secretary (O &amp; M), G.A.D.</li> <li>2. Principal Secretary, (Information Technology)</li> <li>3. Director General, BARTI</li> <li>4. Deputy Secretary, Labor Department</li> <li>5. Deputy Commissioner, BARTI, Pune</li> <li>6. Under Secretary, Finance Department</li> </ol>
<b>53</b>	28.09.2022 Nashik	<ol style="list-style-type: none"> <li>1. Review meeting regarding online and offline services</li> <li>2. Regarding office</li> </ol>	<ol style="list-style-type: none"> <li>1. Shri Radhakrishna Game Divisional Commissioner, Nashik (Revenue)</li> <li>2. State Commissioner for Right</li> </ol>

		premises of Nashik Division	to Service, Nashik 3. Divisional heads of Nashik Division
<b>54</b>	30.09.2022 Mumbai	6th Webinar on “Prime Minister’s Award Winning Initiatives under “Public Service Delivery”. (via video conference)	1. Secretary, Administrative Reforms and Grievance Redressal Department (Government of India) 2. Secretary, Public Service Department, (Government of Singapore) 3. Chief Secretary, Arunachal Pradesh 4. Secretary (Karnataka State) 5. Senior Officers of Administrative Reforms and Grievance Redressal Department (Government of India)
<b>55</b>	04.10.2022	Review of notified services	1. Deputy Secretary, Skills, Employment, Entrepreneurship & Innovation Department. 2. Under Secretary, Housing Department. 3. Officers of the Maharashtra State Commission for Right to Service.
<b>56</b>	06.10.2022 Mantralaya Mumbai	Regarding pending reforms under BRAP 2022.	1. Under the Chairmanship of Chief Secretary, Government of Maharashtra. 2. Additional Chief Secretary, (O & M), G.A.D. 3. Additional Chief Secretary,

			<p>(Revenue)</p> <p>4. Additional Chief Secretary, (Rural Development Department)</p> <p>5. Principal Secretary, (Information Technology)</p> <p>6. Principal Secretary, (Industries Department)</p> <p>7. Principal Secretary, (Energy)</p> <p>8. Principal Secretary, (Urban Development - 2)</p> <p>9. Principal Secretary, (Skills, Employment, Entrepreneurship &amp; Innovation Department.)</p> <p>10. Principal Secretary, (Public Health Department)</p> <p>11. Officers of other concerned departments</p>
57	11.10.2022 Pune	Inauguration of the office of the State Commissioner for Right to Service, Pune at the hands of Hon. Governor, Maharashtra State.	<p>1. Smt. Uma Khapre, Hon'ble MLA &amp; other representatives of the people.</p> <p>2. Hon. Shri Swadheen Kshatriya, Former Chief Commissioner, Maharashtra State Commission for Right to Service.</p> <p>3. State Commissioner for Right to Service, Nashik</p> <p>4. Shri. Saurabh Rao, Divisional Commissioner, (Revenue), Pune</p> <p>5. Shri. Amitabh Gupta,</p>



			<p>Commissioner of Police, Pune</p> <p>6. Shri Rajesh Deshmukh, Collector, Pune</p> <p>7. Shri. Vikram Kumar, Commissioner, Municipal Corporation, Pune and other Senior Officers.</p>
<b>58</b>	13.10.2022 Mumbai	Meeting regarding notified services.	<p>1. Deputy Secretary, Department of Medical Education and Drugs</p> <p>2. Assistant Commissioner, Drugs</p> <p>3. Officers of the Maharashtra State Commission for Right to Service</p>
<b>59</b>	17.10.2022 Mumbai	Meeting regarding notified services.	<p>1. Joint Secretary, Department of Agriculture and Animal Husbandry.</p> <p>2. Secretary, Planning Department</p> <p>3. Under Secretary, Department of Agriculture and Animal Husbandry</p> <p>4. Officers of the Maharashtra State Commission for Right to Service</p>
<b>60</b>	28.10.2022 Mantralaya, Mumbai	Meeting regarding appointment of consultant (business analyst) for the project implementation committee.	<p>Under the Chairmanship of Additional Chief Secretary, (O &amp; M), G.A.D.</p> <p>1. Principal Secretary, (Information Technology)</p> <p>2. Consultant, (Information Technology)</p>

			<ol style="list-style-type: none"> <li>3. All Officers/ Members of PIC, NIC</li> <li>4. Officers of the Maharashtra State Commission for Right to Service</li> <li>5. Deputy Secretary, Planning</li> <li>6. Deputy Secretary, Finance</li> </ol>
<b>61</b>	28.10.2022 Mumbai	Meeting regarding notified services	<ol style="list-style-type: none"> <li>1. Joint Secretary, Urban Development Department</li> <li>2. Director, Municipal Administration</li> <li>3. Regional Officer, Maharashtra Pollution Control Board</li> <li>4. Officers of the Maharashtra State Commission for Right to Service</li> </ol>
<b>62</b>	28.10.2022 Mumbai	Meeting regarding notified services	<ol style="list-style-type: none"> <li>1. Joint Commissioner, Fisheries Department</li> <li>2. Officers of the Maharashtra State Commission for Right to Service</li> </ol>
<b>63</b>	31.10.2022 Mumbai	Meeting with the officials of CIDCO, MMRDA and UD Department.	<ol style="list-style-type: none"> <li>1. Joint Secretary, Urban Development Department</li> <li>2. Manager, CIDCO</li> <li>3. Desk Officer, M.M.R.D.A.</li> <li>4. Project Officer, MahaIT Corporation</li> </ol>
<b>64</b>	07.11.2022 Mumbai	<p>Video conference held with all State Commissioners for Right to Service.</p> <p>Regarding</p> <ol style="list-style-type: none"> <li>1. Staffing pattern</li> <li>2. Budgetary provisions</li> </ol>	<ol style="list-style-type: none"> <li>1. State Commissioner for Right to Service, Nagpur</li> <li>2. State Commissioner for Right to Service, Amravati</li> <li>3. State Commissioner for Right to Service, Nashik</li> </ol>

		3. Provision of office space.	<p>4. Joint Secretary, office of the State Commissioner for Right to Service, Konkan</p> <p>5. Deputy Secretary, office of the State Commissioner for Right to Service, Pune</p> <p>6. Deputy Secretary, office of the State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar</p>
<b>65</b>	16.11.2022 Mantralaya, Mumbai	Meeting regarding Pending Reforms under Ease of Doing Business (BPR) – 2022	<p>1. Under Chairmanship of Hon. Chief Secretary, Maharashtra State</p> <p>2. Additional Chief Secretary, (O &amp; M), G.A.D.</p> <p>3. Officers of other concerned Departments</p>
<b>66</b>	17.11.2022 Pune	Planning of the training programme	YASHADA officers
<b>67</b>	24.11.2022 Pune	Meeting regarding training programme	<p>1. Director General, YASHADA</p> <p>2. Assistant Director General, and the Concerned officers, of YASHADA.</p>
<b>68</b>	02.12.2022 Mumbai	The Maharashtra State Commission for Right to Service – Review Meeting of the Commission.	<p>1. State Commissioner for Right to Service, Amravati</p> <p>2. State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar.</p> <p>3. State Commissioner for Right to Services, Nashik</p> <p>4. Joint Secretary, office of the State Commissioner for Right</p>

			<p>to Service, Konkan</p> <p>5. Deputy Secretary, office of the Maharashtra State Commission for Right to Service, Mumbai</p> <p>6. Deputy Secretary, office of the State Commissioner for Right to Service, Pune</p> <p>7. Deputy Secretary, office of the State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar</p>
<b>69</b>	08.12.2022 Ahmednagar	Visit and review of implementation of the Maharashtra Right to Public Services Act 2015	<p>1. Revenue Officers</p> <p>2. Resident Deputy Collector and Senior Revenue Officers</p>
<b>70</b>	09.12.2022 Chhatrapati Sambhaji Nagar	<p>1. Review meeting regarding the Effective implementation of the Maharashtra Right to Public Services Act 2015</p> <p>2. Visit to Divisional office and review of implementation of the Maharashtra Right to Public Services Act 2015</p>	<p>1. State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar</p> <p>2. Collector, Chhatrapati Sambhaji Nagar</p> <p>3. Chief Executive Officer, Z.P. Chhatrapati Sambhaji Nagar</p> <p>4. District Superintendent of Police, Chhatrapati Sambhaji Nagar</p> <p>5. Heads of Departments from Chhatrapati Sambhaji Nagar District</p>
<b>71</b>	14.12.2022 Mumbai	Review meeting regarding effective implementation of the Maharashtra Right to Public Services Act 2015	<p>1. Senior officers of Home Department</p> <p>2. Senior Officers of State Excise Department</p>

			<ol style="list-style-type: none"> <li>3. Senior Officers of Animal Husbandry Department</li> <li>4. Senior Officers of Transport Department</li> <li>5. Concerned officers of MahaIT Corporation</li> </ol>
72	29.12.2022 Mumbai	Preparatory meeting of the Maharashtra State Commission for Right to Service on Good Governance Manual (through video conference)	<ol style="list-style-type: none"> <li>1. State Commissioner for Right to Services, Chhatrapati Sambhaji Nagar</li> <li>2. State Commissioner for Right to Service, Amravati</li> <li>3. State Commissioner for Right to Service, Nashik</li> <li>4. State Commissioner for Right to Service, Nagpur</li> <li>5. Officers of the Maharashtra State Commission for Right to Service</li> <li>6. Chief Operating Officer, MahaIT Corporation</li> </ol>
73	04.01.2023 Nanded	<ol style="list-style-type: none"> <li>1. Review meeting with Government Departments at Dr. Shankarrao Chavan District Planning Bhavan</li> <li>2. Visit to ASSK's</li> </ol>	<ol style="list-style-type: none"> <li>1. Shri Abhijeet Raut, Collector, Nanded</li> <li>2. Senior Revenue Officers of the District.</li> <li>3. Heads of Departments from the District.</li> </ol>
74	06.01.2023 Mumbai	Meeting regarding topics to be included in the "Good Governance manual" with former State Chief Commissioner for Right to	<ol style="list-style-type: none"> <li>1. Former State Chief Commissioner for Right to Service, Shri. Swadheen Kshatriya</li> <li>2. State Commissioner for Right</li> </ol>

		Service.	<p>to Service, Chhatrapati Sambhaji Nagar</p> <p>3. State Commissioner for Right to Service, Amravati</p> <p>4. State Commissioner for Right to Service, Nashik</p> <p>5. State Commissioner for Right to Service, Nagpur/Nashik</p> <p>6. Chief Executive Officer, Zilla Parishad, Pune</p> <p>7. Officers of the Maharashtra State Commission for Right to Service.</p> <p>8. Chief Operating Officer, MahaIT Corporation</p>
75	17.01.2023 Chhatrapati Sambhaji Nagar	<p>1. Briefing to Hon. Minister Shri. Sandeepan Bhumre regarding the implementation of the Maharashtra Right to Public Services Act-2015.</p> <p>2. Visit to the office of State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar</p>	<p>1. Hon. Sandeepan Bhumre, Guardian Minister, Chhatrapati Sambhaji Nagar</p> <p>2. Officers and employees of the office of the State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar</p>

<b>76</b>	23.01.2023 & 24.01.2023 Mumbai	Regional Conference at Royal Hall, National Sports Club of India, Lala Lajpatrai Marg, Lotus Colony, Worli, Mumbai - 400 018  Organised by the Department of Administrative Reforms and Grievance Redressal, Government of India & Government of Maharashtra	Addresses by Hon. Chief Minister and Hon. Dy. Chief Minister.  1. Senior Officers of the Government of India, New Delhi 2. Additional Chief Secretary (O & M), Government of Maharashtra 3. Senior Officers of the Government of Maharashtra 4. Representatives of various State Governments
<b>77</b>	01.02.2023 Mumbai	Meeting regarding the proposal received from MahaIT regarding notification of services of the Higher and Technical Education Department (including Maharashtra State Board of Technical Education) on “Aaple Sarkar” portal	1. Secretary, Maharashtra State Board of Technical Education, Bandra, Mumbai 2. Deputy Secretary, Technical Education, Higher and Technical Education Department 3. Deputy Secretary, Higher and Technical Education Department 4. Deputy Secretary, Maharashtra State Board of Technical Education, Bandra, Mumbai 5. Project Officer, MahaIT Corporation
<b>78</b>	02.02.2023 YASHADA, Pune	Training at Yashada.	Senior Officers of Higher and Technical Education Department and Medical Education Department
<b>79</b>	08.02.2023	1. Training regarding	1. Revenue officers

	Chhatrapati Sambhaji Nagar	implementation of the Maharashtra Right to Public Services Act 2015 at Chhatrapati Sambhaji Nagar Revenue Prabodhini	Meeting with District officers 1.Shri Astik Pandey, Collector, Chhatrapati Sambhaji Nagar Commissioner of Police 2.Chief Executive Officer, ZP 3.District Superintendent of Police 4.Revenue Officers and Heads of all departments.
<b>80</b>	23.02.2023 Mumbai	Training to the probationers of the Indian Administrative Service.	Probationers of the Indian Administrative Service.
<b>81</b>	24.02.2023 Chhatrapati Sambhaji Nagar (Divisional Commissioner's office)	Effective implementation of the Maharashtra Right to Public Services Act, 2015	1. Shri Sunil Kendrekar, Divisional Commissioner (Revenue) 2. State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar. 3. Divisional heads of Government Departments, Chhatrapati Sambhaji Nagar
<b>82</b>	27.02.2023 Chhatrapati Sambhaji Nagar	Review meeting regarding effective implementation of the Maharashtra Right to Public Services Act 2015.	1. State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar. 2. State Commissioner for Right to Service, Nagpur 3. State Commissioner for Right to Service, Amravati
<b>83</b>	06.03.2023 Mumbai	Review meeting with MahaIT Corporation for effective implementation of the Maharashtra Right to Public Services Act 2015.	1. Concerned officers of MahaIT Corporation 2. Officers of the Maharashtra State Commission for Right to Service.



<b>84</b>	10.03.2023 Mantralaya Mumbai	Review meeting of the State Commissioners for Right to Service, Nashik	<ol style="list-style-type: none"> <li>1. Under the Chairmanship of Additional Chief Secretary, (O &amp; M), G.A.D.</li> <li>2. State Commissioner for Right to Service, Nashik (through video conference)</li> <li>3. Deputy Secretary, General Administration Department</li> <li>4. Concerned Officer, MahaIT Corporation</li> </ol>
<b>85</b>	20.03.2023 Mantralaya Mumbai	Review meeting of the State Commissioners for Right to Service Konkan, Nagpur & Nashik Division	<ol style="list-style-type: none"> <li>1. Under the Chairmanship of Additional Chief Secretary (O &amp; M), G.A.D.</li> <li>2. State Commissioner for Right to Service, Nagpur/ A.C. Konkan Division</li> <li>3. State Commissioner for Right to Service, Nashik (through video conference)</li> <li>4. Joint Secretary, office of the State Commissioner for Right to Service, Konkan</li> <li>5. Officers of the Maharashtra State Commission for Right to Service.</li> </ol>
<b>86</b>	28.03.2023 Mumbai	Review meeting of the Maharashtra State Commission for Right to Service.	<ol style="list-style-type: none"> <li>1. State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar.</li> <li>2. State Commissioner for Right to Service, Amravati</li> <li>3. State Commissioner for Right to Service, Nagpur</li> <li>4. State Commissioner for Right</li> </ol>

			to Service, Nashik 5. Joint Secretary, office of the State Commissioner for Right to Service, Konkan 6. Officers of the Maharashtra State Commission for Right to Service.
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## 2.2 Video Conferences

As per the Government Resolution dated 12 March, 2018, the District Collectors have been declared as “Controlling Officers” for the implementation of the Maharashtra Right to Public Services Act 2015. The Commission has held several meetings on 27.06.2022 and thereafter from time to time to discuss the difficulties faced in establishing new offices of the State Commissioners for Right to Service. Also several review meetings were held with the concerned District Collectors, and other senior officers through video conference. During the said meetings, emphasis was laid on the effective implementation of the Maharashtra Right to Public Services Act 2015. Directions were given to all the concerned to provide notified services within the stipulated time. The Commission also laid emphasis on timely disposal of the first and second appeals.

## 2.3 Outcome of Meetings

All the Divisional Commissioners (Revenue) were instructed to review implementation of the Maharashtra Right to Public Services Act 2015 during the conferences of the District Collectors and CEOs of ZPs.

The status of implementation of various recommendations of the Commission was also reviewed during the meetings held with the Secretaries of all the Government Departments. A large number of services which received less response and also public services which were still not made available online were brought to the notice of the Secretaries of the concerned Government Departments.

Similarly, the review meetings consistently emphasized on the government's policy of making available all the public services online and through a single platform.

In order to gather information regarding the applications received offline and also the number of applications received and disposed of, the Commission has prescribed

proformas 'A' 'B' and 'C'. Several meetings were held to ensure that the information pertaining to applications received and processed offline is made available to the Commission. For the said purpose, the Commission has requested the State Government to instruct MahaIT to develop a program for the same. However, the said program is yet to be developed. The Commission expects that the State Government would take it on priority.



**Inauguration of the office of the State Commissioner for Right to Service, Pune On 11<sup>th</sup> October 2022 at the auspicious hands of Hon. Governor, Shri Bhagatsinhji Koshiyari. On this occasion, those seen are the Chief Commissioner (A.C.) Maharashtra State Commission for Right to Service Shri. Dilip Shinde, Former Chief Commissioner, Mr. Swadhin Kshatriya, Divisional Commissioner, Pune Shri. Saurbh Rao, Municipal Commissioner Shri. Vikram Kumar, Collector Pune, Shri. Rajesh Deshmukh and others.**



**inauguration of the office of the State Commissioner for Right to Service, Pune**



**Inauguration of the Pune Divisional office - Snapshots**





**Inauguration of the office of the State Commissioner for RTS on 11<sup>th</sup> October 2022 at the hands of Hon. Governor Shri Bhagatsinhji Koshiyari. On this occasion, those present are Shri. Dilip Shinde, Former Chief Commissioner Mr. Swadhin Kshatriya, Divisional Commissioner Pune Shri. Saurabh Rao, Municipal Commissioner Mr. Vikram Kumar, Police Commissioner, Shri Amitabh Gupta, Collector Pune, Shri. Rajesh Deshmukh, State Commissioner for RTS Nashik, Mrs. Chitra Kulkarni and others.**



**Inauguration of the office of the State Commissioner for RTS,  
Pune - Lighting of the Lamp**



Pune Divisional Office - Opening Ceremony



Pune Divisional Office - Opening Ceremony





**Inauguration of the office of the State Commissioner for Right to Service, Pune, at the hands of Hon. Governor (Snapshot with Staff)**



**Opening Ceremony of Pune Divisional Office**

# सामान्यांची दफ्तरदिरंगाईतून सुटका!

9 जानेवारीपासून सर्व सेवा ऑनलाइन देण्याची शासकीय विभागांना सक्ती

सिद्धेश्वर डुकरे, लोकसत्ता

मुंबई : नागरिकांना पारदर्शक, वेळेत आणि कार्यक्षम पद्धतीने सेवा उपलब्ध करून देण्यासाठी १ जानेवारीपासून सर्व सेवा ऑनलाइन स्वरूपात देण्याची शासकीय विभागांना सक्ती करण्यात आली आहे. सर्व विभागांना मुख्य सचिवांनी तसे आदेश दिले आहेत. यानुसार महसूल विभागानेही आपल्या सर्व कार्यालय प्रमुखांना आदेश दिले आहेत. तर उर्वरित विभागांना या आदेशाची अंमलबजावणी करावीच लागणार आहे. या निर्णयाने राज्यातील नागरिकांची सरकारी दफ्तरदिरंगाईतून सुटका होण्याचा



मार्ग मोकळा झाला आहे. सध्या ऑनलाइन तसेच ऑफलाइन स्वरूपात प्रशासनाकडून सेवा दिली जाते.

महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५ च्या परिणामकारक अंमलबजावणीसाठी

सेवाहमी कायद्याची शंभर टक्के अंमलबजावणी करण्याचा हा प्रयत्न आहे. नजीकच्या काळात सुमारे एक हजारच्या आसपास सेवा ऑनलाइन व कालमर्यादित देण्याचा प्रयत्न आहे.

- दिलीप शिंदे, प्रभासी मुख्य आयुक्त, राज्य लोकसेवा हक्क आयोग

या कायद्याखाली अधिसूचित केलेल्या सर्व सेवा १ जानेवारी २०२३ पासून शंभर टक्के ऑनलाइन स्वरूपात केल्या जाणार आहेत. कोणतेही कारण सांगून कोणतीही सेवा शासकीय कर्मचाऱ्यांना यापुढे ऑफलाइन देता

येणार नाही. ज्या सेवा ऑनलाइन स्वरूपात देता येणार नाहीत त्याची स्पष्टीकरणसह उत्तरे ३१ डिसेंबरपर्यंत द्यावी लागणार आहेत. ऑनलाइन सेवा देण्यास टाळाटाळ केली तर कर्मचारी, कार्यालय प्रमुख यांना जबाबदार धरले जाणार आहे. सेवाहमी कायद्यातील तरतुदीनुसार कारवाई केली जाणार आहे. बरीच सवयी सांगून नागरिकांची कामे प्रलंबित ठेवण्याचे तसेच ऑफलाइन स्वरूपात सेवा देण्याचे प्रकार वाढल्याचे शासनाच्या निदर्शनास आले आहे.

**कोणत्या सेवा उपलब्ध?**

जन्म-मृत्यूचा दाखला, नळ, वीजजोडणी, जात प्रमाणपत्र,

विविध प्रकारच्या परवानग्या, मंजूरी आदींसह विविध प्रकारच्या ५०६ सेवा कालबद्ध पद्धतीने नागरिकांना देणे प्रशासनास बंधनकारक आहे. विविध विभागांच्या अधिसूचित ५०६ सेवांपैकी ४०० सेवा ऑनलाइन स्वरूपात सध्या देण्यात येतात. उरलेल्या १०६ सेवा ऑफलाइन पद्धतीने देण्यात येतात. या सेवा 'आपले सरकार पोर्टल', सेवा अधिकारांसाठी तयार करण्यात आलेले मोबाइल ॲप याद्वारे उपलब्ध आहेत. त्याचबरोबर 'आपले सरकार सेवा केंद्रा'च्या ३५ हजार केंद्रांतून या सेवा राज्यभर ऑनलाइन पद्धतीने दिल्या जातात.

Mon, 12 December 2022  
कोकसत्ता <https://epaper.loksatta.com/c/71114844>



## Media Coverage

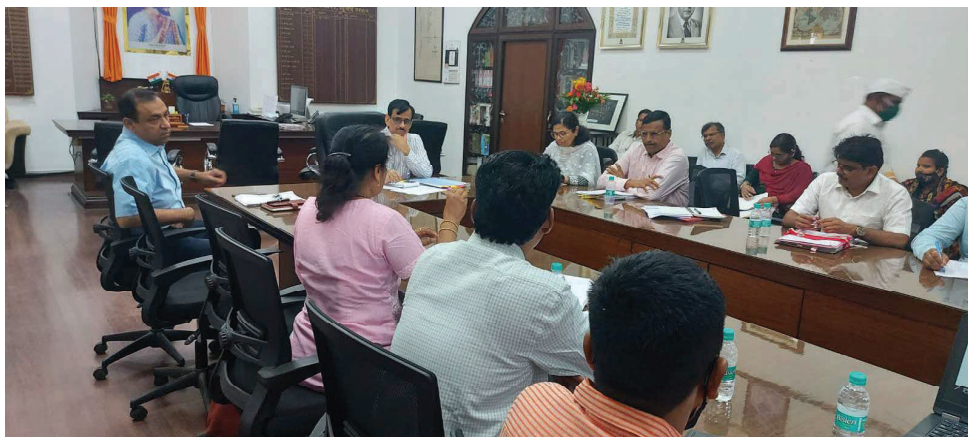


Visit to Collector Office, Thane, with Collector, Shri. Rajesh Narvekar and others





**Mumbai Suburban District / Review Meeting**



**Meeting with District Collector, Mumbai City, Shri. Rajeev Nivatkar and others**



**Departmental Meetings (1)**



**Departmental Meetings (2)**





**Nashik : Meeting with Divisional Commissioner, Nashik, Shri. Radhakrishna Game, State Commissioner for RTS, Smt. Chitra Kulkarni and other officials**



All the State Commissioners for RTS, with the Chief Commissioner (A.C.) Maharashtra State Commission for Right to Service Dr. Kiran Jadhav (Chhatrapati Sambhaji Nagar), Shri. Rambabu Narukulla (Amravati), Mrs. Chitra Kulkarni (Nashik), Shri. Manik Dive, Joint Secretary (Kokan), Smt. Vaishali Raj Chavan, Deputy Secretary and Anuradha Khanvilkar, Deputy Secretary (Pune)



**Training at YASHADA**



**Training at Revenue Prabodhini, Aurangabad**



**Training of I.A.S. officers under training. Seen here are Shri. Dilip Shinde, Chief Commissioner (A.C.) and Sarvashree Aditya Jivane, Vinayak Mahapuri, Satyam Gandhi, Suhas Gade, Smt. Karishma Nair, Smt. Meghna Kawali, Smt. Minnu P. M.**

## **2.4 Meetings and Visits by the State Commissioners for RTS.**

The Maharashtra State Commission for Right to Service consists of -

- I. The State Chief Commissioner for Right to Service, having jurisdiction over the Mumbai City District & Mumbai Suburban District and
- II. State Commissioners for Right to Service, having jurisdiction over each corresponding revenue division (excluding Mumbai City & MSD), that is, for Pune, Konkan, Nagpur, Amaravati, Chhatrapati Sambhaji Nagar & Nashik Division.

Five out of Six State Commissioners for Right to Service were appointed upto 31<sup>st</sup> March 2023:-

1. Mr. Dilip Mohanrao Shinde (Pune),
2. Shri. Abhay Yawalkar (Nagpur),
3. Dr. Kiran Dattatreya Jadhav (Chhatrapati Sambhaji Nagar),
4. Shri. Rambabu Narukulla (Amravati),
5. Smt. Chitra Kulkarni (Nashik).



They assumed the office as State Commissioners for Right to Service on 01.12.2021. Since the State Commissioner for Right to Service, Konkan was not appointed till 31.03.2023, additional charge was given to Shri. Abhay Yawalkar, State Commissioner for Right to Services, Nagpur.

**Brief reports regarding the meetings & tours carried out by the State Commissioners for Right to Service, for the implementation of the Maharashtra Right to Public Services Act 2015 :-**

**2.4.1 Visits and Meetings by the State Commissioner for Right to Service, Konkan**

**Division :- Shri Abhay Yawalkar (A.C.)**

Sr. No.	Date of meeting	Subject of meeting	Officers present
1	11.05.2022 Thane	Visit of Chief Commissioner (A.C.), Maharashtra State Commission for Right to Service to the Collector office, Thane	District Collector and Deputy Collectors of Thane District.
2	22.05.2022 Konkan Bhavan	Review meeting of the Collectors and the Chief Executive Officers, of Zilla Parishads, of Konkan Division	Collectors and Chief Executive Officers of ZPs of Konkan Division
3	19.09.2022 Palghar	Annual Review and Meeting at the Collector Office, Palghar	Collector, Deputy Collectors, All Sub-Divisional Officers and Tahsildars of the District, Chief Executive Officer, Zilla Parishad, Additional Chief Executive Officer, All Block Development Officers of the District, District Manager, Taluka Manager, (Maha IT)
		Visit to Tahsil Office, Palghar	Tahsildar and Naib Tahsildar
		Palghar Taluka Gram Sevak Meeting	Chief Executive Officer, Z.P, Deputy Chief Executive Officer (G.P.), Block Development Officer, Panchayat Samiti,

			Palghar and all Gram Sevaks/Village Development Officers of Palghar Taluka.
4	20.09.2023 Thane	Annual Review meeting at the District Collector Office, Thane	District Collector, Additional Collector, Deputy Collector (Gen) (G.A.D.), All Sub-divisional Officers and Tahsildars of the district, Chief Executive Officer, Zilla Parishad, all Block Development Officers of the district, Maha IT District and Taluka Manager.
		Visit to Tahsil Office, Ambernath	Tahsildar and Naib Tahsildar
		Panchayat Samiti, Ambernath, Gram Sevak Sabha	Chief Executive Officer Z.P., Deputy Chief Executive Officer (G.P.), Block Development Officer Panchayat Samiti, Ambernath and all Gram Sevaks / Village Development Officers.
5	24.09.2022 Navi Mumbai	Visit to Navi Mumbai Municipal Corporation	Commissioner, (MNC), Additional Commissioner, Deputy Commissioner and Heads of Departments
6	04.10.2022 Sindhudurg	Visit and Review Meeting at the District Collector Office, Sindhudurg .	District Collector, Deputy Collector (Gen), All Sub-Divisional Officers and Tahsildars of the District, Chief Executive Officer, Zilla Parishad, All Block Development Officers of the District, Maha IT.District Managers, Taluka managers

		Visit to the Aaple Sarkar Seva Kendra, Pandur, Tal. Kudal	Tahsildar and Aaple Sarkar Seva Kendra Operator
		Visit to the office of Sub Divisional Officer Office, Kudal	Sub Divisional Officer and Tahsildar
		Visit to Tahsildar, Kudal, Setu Office	Tahsildar and SETU staff
<b>7</b>	06.10.2022 Kudal	Gram Sevaks meeting held at Kudal	Block Development Officer and all Village Development Officers/Gram Sevaks of Taluka
<b>8</b>	09.02.2023 Sindhudurg	Visit and review meeting at the District Collector Office, Sindhudurg	Deputy Collector (Gen), and Heads of Departments of the Collector Office, District Coordinator Maha IT corporation
		Visit to Aaple Sarkar Seva Kendra (ASSK), Oras, Taluka Kudal, Dist. Sindhudurg	Tahsildar, ASSK Operator, and District Coordinator Maha IT
		Visit to Tahsil Office, Kudal	Tahsildar
<b>9</b>	10.02.2023 Sindhudurg	Visit to Aaple Sarkar Seva Kendra, Kalse, Tal. Malvan, Dist. Sindhudurg	Naib Tahsildar and ASSK Operator
<b>10</b>	11.02.2023 Sindhudurg	Visit to Aaple Sarkar Seva Kendra, Parule, Tal. Vengurla, Dist. Sindhudurg	Circle Officer and ASSK Operator





**A review meeting of the District Collectors and the Chief Executive Officers of Zilla Parishads of Konkan Division was conducted under the chairmanship of the Chief Commissioner Shri Dilip Shinde. Seen here are Mr. Abhay Yavalkar, State Commissioner for RTS, Konkan Division (A.C.) and the Collectors, CEO's and other Divisional heads.**



**Visit and review meeting at District Collector's Office, Sindhudurg by Shri. Abhay Yawalkar, State Commissioner for RTS (A.C.)**

## **2.4.2 State Commissioner for Right to Service, Pune Division:-**

### **Shri Dilip Shinde**

Earlier the office of the State Commissioner for Right to Service Pune was located in the premises of the ward office of Pune Municipal Corporation at Aundh. (From 1<sup>st</sup> December 2021 to 10/10/2022)

### **Inauguration of New Pune Office of the State Commissioner for RTS**

Later on the office was shifted to the new premises i.e. on 3<sup>rd</sup> floor, Ghole Road Ward Office, Shivajinagar, Pune Municipal Corporation. Inauguration of the new office was done at the auspicious hands of Hon'ble Governor, Shri. Bhagat Singh Koshyariji on 11/10/2022.



**Office of the State Commissioner for RTS Pune was inaugurated by Hon'ble Governor Shri. Bhagat Singh Koshyariji.**

Hon. Chief Minister, Mr. Eknath Shinde, Hon. Deputy Chief Minister, Mr. Devendra Fadnavis, Guardian Minister, Mr. Chandrakant (Dada) Patil conveyed their best wishes on this occasion. Mrs. Uma Khapare, Legislative Council Member, Mr. Swadheen Kshatriya, Former Chief Commissioner, Maharashtra State Commission for Right to Service, Mrs. Chitra Kulkarni, State Commissioner for Right to Service Nashik,

Mr. Saurabh Rao, Divisional Commissioner, Pune Division, Mr. Vikram Kumar, Commissioner, Pune Municipal Corporation, Mr. Rajesh Deshmukh, Collector Pune, Mr. Amitabh Gupta, Commissioner of Police, Pune City and other dignitaries and Senior Officers were present for the inaugural function.

Shri Dilip Shinde Chief Commissioner for Right to Service (A.C.), & State Commissioner for RTS, Pune, extended warm welcome to all the dignitaries in his introductory speech.

Mr. Swadheen Kshatriya, Former Chief Commissioner, Maharashtra State Commission for Right to Service, expressed his thoughts about the functioning of the Maharashtra State Right to Service Commission.

### **Highlights of the address given by Hon'ble Governor -**

Hon'ble Governor in his motivational speech stated as follows:- "People's representatives, as well as officers from the highest position in the administration to the last level, play vital role in rendering service to the citizens of the state. Service to the citizens is the highest service. For the welfare of the citizens, administrative reforms and research need to be carried out from time to time by the State Government. Our nation is leading in the field of digitization and thus this platform must be utilized to its maximum for the welfare of the citizens. There is rapid increase in the number of services provided to the citizens since independence. Candidates selected through Public Service Commission join the civil services. Everyone should keep in mind that service to the citizens is the main duty of the Government.

It is our duty to provide public services to the citizens in an efficient and time bound manner. Many Commissions have been set up to resolve the difficulties faced by the citizens and if these Commissions take proper decisions, the welfare of the people can be achieved. It is commendable that 95 percent of the total applications received under the Maharashtra State Right to Public Services Act 2015, are disposed of at the State level as well as by the State Commissioner for Right to Service, Pune. Providing services in this way can resolve various problems of citizens. The number of appeals will automatically decrease if every application received is properly decided and served promptly. The focus of attention of the state administration must be the common man".



## Media Coverage of the Inauguration at function

**सुविधा** • राज्यपाल कोश्यारी यांचे आवाहन; पुणे महसुली विभागाच्या नवीन कार्यालयाचे उद्घाटन

# नागरिकांची सेवा हीच सर्वश्रेष्ठ मानून काम

पुणे, (वा.) लोकप्रतिनिधी, प्रशासनातील उच्चपदस्थ्यांपसून शेवटच्या स्तरातील अधिकारी-कर्मचाऱ्यांनी आपण जनतेच्या सेवेसाठीच आहोत, नागरिकांची सेवा हीच सर्वश्रेष्ठ सेवा आहे या भूमिकेतून काम करावे, असे आवाहन राज्यपाल भगत सिंह कोश्यारी यांनी केले.

पुणे महापालिकेच्या ढोले रोड क्षेत्रीय कार्यालय इमारतीमध्ये सुरु करण्यात आलेल्या राज्य लोकसेवा हक्क आयोगाच्या पुणे महसुली विभाग नवीन कार्यालयाच्या उद्घाटन प्रसंगी ते बोलत होते. कार्यक्रमाला आमदार उमा खापरे, विभागीय आयुक्त सौरभ राव, महाराष्ट्र राज्य लोकसेवा हक्क आयोग मुख्य आयुक्त दिलीप शिंदे, राज्य सेवा हक्क आयुक्त नाथिक चित्रा कुलकर्णी, महाराष्ट्र राज्य लोकसेवा हक्क आयोग माजी मुख्य आयुक्त स्वामीन क्षत्रिय, मनाप आयुक्त विक्रम कुमार, पुणे शहर पब्लिस आयुक्त गिताम गुप्ता, जिल्हाधिकारी डॉ. राजेश श्याम अदी उपस्थित होते.

कोश्यारी म्हणाले, देश स्वतंत्र झाला हा सूप मर्यादित सेवा दिल्या जात या. पुढे जनतेचे कल्याण आणि समस्या

सोडवण्यासाठी वेळोवेळी त्यात भर पडत गेले. याने सेवांमध्ये उत्साह झालेले तरणा उमेदवार 'पब्लिक सर्व्हिस' कर्मशासनमधून आले आहे, अर्थात सेवा हेच शासनाचे मुख्य काम आहे हे लक्षात घ्यायला हवे. अभिसूचित करण्यात आलेल्या ५०६ सेवापैकी आतापर्यंत ३१२ सेवा ऑनलाईन करण्यात आल्या असून

भविष्यात सर्वच सेवा ऑनलाईन करणे, आपले यत्कार सेवा केंद्रांची संख्या वाढवणे, शासनाच्या सर्व सेवांचे आपले सत्कार या एकल संकेतपीठावर एकत्रितकरण करणे आदींसाठी आयोग प्रयत्नशील आहे. महत्वाकांक्षी उपक्रम म्हणून वर्षेवृद्ध तसेच आजारी नागरिकांना घरेपेच सेवा उपलब्ध करून देण्याचे उद्दिष्ट ठेवण्यात आले आहे.

राज्यात हा कायदा अंमलगत आल्यापासून प्राप्त १२ कोटी ६६ लाख ७६ हजार ११२ अर्जांपैकी ११ कोटी ९७ लाख सेवा मंजूर करून पुरवण्यात आल्या आहेत. यापैकी १ एप्रिलपासून राज्यात सशुद्धिक २५ लाख २४ हजार सेवांचे अर्ज पुणे विभागात दाखल झाले असून सशुद्धिक २३ लाख २२ हजार सेवा मंजूर करण्यात आल्या तर २१ लाख ७२ हजार सेवांचे वेळेवर वितरण करण्यात आले आहे.

पुणे विभागात आपले सरकार 'पोर्टल'वर ३७ विभागांच्या ३१२ सेवांवातात ऑक्टोबर २०१७ पासून सप्टेंबर २०२२ पर्यंत प्रामा २ कोटी ७३ लाख १८ हजार अर्जांपैकी २ कोटी २१ लाख २ हजार अर्ज (१५ टक्के) निवृत्तिले करण्यात आले आहेत. यापैकी पुणे विभागात पुणे विद्यालय सशुद्धिक ८ लाख ९६ हजारपैकी ८ लाख १८ हजार अर्जांचा निपटारा करण्यात आला. विभागात एकूण १३ टक्के अर्जांसंदर्भातील सेवा वेळेवर देण्यात आल्या आहेत.

**आलेल्या अर्जांपैकी १५ टक्के अर्जांचा निपटारा**

लोकसेवा हक्क कयवार्तागत राज्यात तसेच पुणे विभागात आलेल्या अर्जांपैकी १५ टक्के अर्जांचा निपटारा झाला ही चांगली बात आहे. अशा प्रकारे सेवा दिल्यास जनतेच्या विविध समस्यांचे समाधान होऊ शकते. आलेल्या अर्जांवर योग्य प्रकारे निगव घेऊन सेवा दिल्या गेल्यास अपीलंही संख्या आपोआप कमी होईल, असेही राज्यपालांनी सांगितले.

यावेळी अलंत कमी वेळेत तसेच उत्कृष्ट अंतर्गत सजावट केलेले कार्यालय आयोग, महसूल विभागाचे तसेच पुणे उपलब्ध करून दिल्याबद्दल मनाप आयुक्त विक्रम कुमार यांचा सत्कार करण्यात उपस्थित होते.

आला, कार्यक्रमास राज्य लोकसेवा हक्क अंतर्गत सजावट केलेले कार्यालय आयोग, महसूल विभागाचे तसेच पुणे उपलब्ध करून दिल्याबद्दल मनाप आयुक्त विक्रम कुमार यांचा सत्कार करण्यात उपस्थित होते.

# नागरिकांची सेवा हीच सर्वश्रेष्ठ सेवा या भूमिकेतून काम करावे : राज्यपाल लोकसेवा हक्क आयोग पुणे महसुली विभाग कार्यालयाचे उद्घाटन

लोकमत न्यूज नेटवर्क  
पुणे : 'लोकप्रतिनिधी, प्रशासनातील उच्चपदस्थांपासून शेवटच्या स्तरातील अधिकारी व कर्मचाऱ्यांनी आपण जनतेच्या सेवेसाठीच आहोत. नागरिकांची सेवा हीच सर्वश्रेष्ठ सेवा आहे या भूमिकेतून काम करावे,' असे आवाहन राज्यपाल भगतसिंह कोश्यारी यांनी केले.

महापालिकेच्या ढोले रोड क्षेत्रीय कार्यालय इमारतीमध्ये सुरु करण्यात आलेल्या राज्य लोकसेवा हक्क आयोगाच्या पुणे महसुली विभाग नवीन कार्यालयाच्या उद्घाटनप्रसंगी ते बोलत होते. आमदार उमा खापरे, विभागीय आयुक्त सौरभ राव, महाराष्ट्र राज्य लोकसेवा हक्क आयोग मुख्य आयुक्त दिलीप शिंदे, चित्रा कुलकर्णी, स्वाधीन क्षत्रिय, महापालिका आयुक्त विक्रम कुमार, पोलीस आयुक्त



अमिताभ गुप्ता, जिल्हाधिकारी डॉ. राजेश देशमुख उपस्थित होते. प्रास्ताविकात शिंदे यांनी सेवा हक्क अधिनियमांतर्गत राज्यात, विभागनिहाय तसेच पुणे विभागात नागरिकांना पुरवण्यात आलेल्या सेवांचा संगणकीय सादरीकरणाने आढावा सादर केला.

सेवा हेच शासनाचे मुख्य काम आहे हे लक्षात घ्यायला हवे, जनतेला कशा प्रकारे दिलासा देता येईल हे पाहणे आपले काम आहे. जनतेच्या समस्यांसाठी अनेक आयोग निर्माण करण्यात आले असून, या आयोगांनी चांगल्या प्रकारे निगव घेण्याचे काम केल्यास जनतेचे कल्याण साधले जाईल. जनतेच्या कल्याणासाठी शासन, प्रशासनामध्ये सुधारणा व संशोधन करावे लागेल. डिजिटायझेशनमध्ये देश अग्रेसर असून, ते पुढे न्यायचे आहे.

- राज्यपाल भगतसिंह कोश्यारी

देशमुख म्हणाले, 'हे कार्यालय पुणे येथे योग्य व मध्यवर्ती ठिकाणी उपलब्ध करून दिले असून, कार्यालयाच्या उद्घाटनाचा कार्यक्रम प्रशासनाइतकाच पुणे विभागातील जनतेसाठी महत्त्वाचा आहे. या कार्यालयामुळे प्रशासनाच्या कामावर चांगले नियंत्रण राहील.'



# जनतेच्या कल्याणासाठी सुधारणा आवश्यक : कोश्यारी

पुणे, ता. ११ : "जनतेच्या समस्यांसाठी अनेक आयोग निर्माण करण्यात आले असून या आयोगांनी चांगल्या प्रकारे काम केलेयस जनतेचे कल्याण साधते जाईल. जनतेच्या कल्याणासाठी शासन, प्रशासनमध्ये सुधारणा व संशोधन करावे लागेल," असे प्रतिपदन राज्यपाल भगतसिंह कोश्यारी यांनी मंगळवारी येथे केले.

महानगरपालिकेच्या घोले रोड क्षेत्रीय कार्यालय इमारतीमध्ये सुरु करण्यात आलेल्या राज्य लोकसेवा हक्क आयोगाच्या पुणे महसुली विभाग नवीन कार्यालयाच्या उद्घाटनप्रसंगी ते बोलत होते. या प्रसंगी आमदार उमा खापरे, विभागीय आयुक्त सौरभ राव, राज्य लोकसेवा हक्क आयोगाचे मुख्य आयुक्त दिलीप शिंदे, नाशिकच्या

आयुक्त चित्रा कुलकर्णी, आयोगाचे माजी मुख्य आयुक्त स्वाधीन क्षत्रिय, मनपा आयुक्त विक्रम कुमार, पोलिस आयुक्त अमिताभ गुप्ता, जिल्हाधिकारी डॉ. राजेश देशमुख आदी उपस्थित होते.

कोश्यारी म्हणाले, "देश स्वतंत्र झाला तेव्हा खूप मर्यादित सेवा दिल्या जात होत्या. पुढे जनतेचे कल्याण आणि समस्या सोडवण्यासाठी वेळोवेळी त्यात भर पडत गेले. सनदी सेवांमध्ये उतीर्ण झालेले ताल उमेदवार पब्लिक सर्व्हिस कमिशनमधून आले आहे, अर्थात सेवा हेच शासनाचे मुख्य काम आहे हे लक्षात घ्यायला हवे."

क्षत्रिय म्हणाले, "सेवा हक्क कायदा नागरिकांना अधिकार, हक्क देणारा आहे. लोकंच्या दैनंदिन



शिवाजीनगर : राज्य लोकसेवा हक्क आयोगाच्या नवीन कार्यालयाचे उद्घाटन राज्यपाल भगतसिंह कोश्यारी यांच्या हस्ते मंगळवारी झाले.

## विभाग १३ टक्के अर्जाविल्याची सेवा वेळेत

पुणे विभागात 'आपले सरकारी पोस्टलव्हा २०१२ पर्यंत प्राप्त २ कोटी ४३ लाख ९८ हजार अर्जांची २ कोटी ३१ लाख २ हजार अर्जां (१५ टक्के) निकाली काढण्यात आले. पुणे जिल्हात ८ लाख ९६ हजारपैकी ८ लाख १८ हजार अर्जांचा निपटारा करण्यात आला. विभागात १३ टक्के अर्जांविरुद्धातील सेवा वेळेत देण्यात आल्या, अशी माहिती चित्रा कुलकर्णीने दिली.

सादरकरण केले. डॉ. देशमुख यांनी आभार मानले.

सर्वाधिक अर्ज पुणे विभागात राबतात हा कायदा उभारता. आल्यापासून ११ कोटी ६६ लाख ५६ हजार अर्जां आले असून त्यापैकी ११ कोटी १७ लाख सेवांमधून कान

# राज्य लोकसेवा हक्क आयोगाचे पुणे कार्यालय सुरु

## प्रभात वृत्तसेवा

पुणे, दि. ११ - लोकप्रतिनिधी, प्रशासनातील उच्चपदस्थापासून शेवटच्या स्तरातील अधिकारी-कर्मचाऱ्यांनी आपण जनतेच्या सेवेसाठीच आहोत; नागरिकांची सेवा हीच सर्वश्रेष्ठ सेवा आहे या भूमिकेतून काम करावे, असे आवाहन राज्यपाल भगतसिंह कोश्यारी यांनी केले.

घोले रोड क्षेत्रीय कार्यालय इमारतीमध्ये सुरु करण्यात आलेल्या राज्य लोकसेवा हक्क आयोगाच्या पुणे महसुली विभाग नवीन कार्यालयाच्या उद्घाटनप्रसंगी ते बोलत होते. कार्यक्रमाला आमदार उमा खापरे, विभागीय आयुक्त सौरभ राव, राज्य लोकसेवा हक्क आयोग मुख्य आयुक्त दिलीप शिंदे, राज्य सेवा हक्क आयुक्त नाशिक चित्रा कुलकर्णी, माजी मुख्य आयुक्त स्वाधीन क्षत्रिय, मनपा आयुक्त विक्रम कुमार, पोलिस आयुक्त अमिताभ गुप्ता, जिल्हाधिकारी डॉ. राजेश देशमुख उपस्थित होते. जनतेच्या कल्याणासाठी शासन, प्रशासनामध्ये सुधारणा व संशोधन करावे लागेल. डिजिटायझेशनमध्ये देश अग्रेसर असून ते पुढे न्यायचे आहे, असेही कोश्यारी यावेळी म्हणाले.

अधिसूचित केलेल्या ५०६ पैकी आतापर्यंत ३९२ सेवा ऑनलाईन करण्यात आल्या, असून भविष्यात सर्वच सेवा ऑनलाईन करणे, आपले सरकार सेवा केंद्रांची संख्या वाढवणे, शासनाच्या सर्व सेवांचे आपले सरकार या एकल संकेतपीठावर एकरूप करणे आदींसाठी आयोग प्रयत्नशील आहे. महत्वाकांक्षी उपक्रम म्हणून वयोवृद्ध तसेच आजारी नागरिकांना घरपोच सेवा उपलब्ध करून देण्याचे उद्दिष्ट ठेवण्यात आले आल्याचे मुख्य आयुक्त शिंदे यांनी सांगितले.

## जनसेवा हीच सर्वश्रेष्ठ सेवा या भूमिकेतून काम करावे

राज्यपाल भगतसिंह कोश्यारी यांचे आवाहन  
राज्य लोकसेवा हक्क आयोग पुणे महसुली विभाग कार्यालयाचे उद्घाटन

पुणे : प्रतिनिधी लोकप्रतिनिधी, प्रशासनातील उच्चपदस्थापासून शेवटच्या स्तरातील अधिकारी-कर्मचाऱ्यांनी आपण जनतेच्या सेवेसाठीच आहोत; नागरिकांची सेवा हीच सर्वश्रेष्ठ सेवा आहे या भूमिकेतून काम करावे, असे आवाहन राज्यपाल भगतसिंह कोश्यारी यांनी केले.

पुणे महानगरपालिकेच्या घोले रोड क्षेत्रीय कार्यालय इमारतीमध्ये सुरु केलेल्या राज्य लोकसेवा हक्क आयोगाच्या पुणे महसुली विभाग नवीन कार्यालयाच्या उद्घाटनप्रसंगी ते बोलत होते. कार्यक्रमाला आमदार उमा खापरे, विभागीय आयुक्त सौरभ राव, महाराष्ट्र राज्य लोकसेवा हक्क आयोग मुख्य आयुक्त दिलीप शिंदे, राज्य सेवा

हक्क आयुक्त नाशिक चित्रा कुलकर्णी, महाराष्ट्र राज्य लोकसेवा हक्क आयोग माजी मुख्य आयुक्त स्वाधीन क्षत्रिय, मनपा आयुक्त विक्रम कुमार, पुणे शहर पोलिस आयुक्त अमिताभ गुप्ता, जिल्हाधिकारी डॉ. राजेश देशमुख आदी उपस्थित होते.

राज्यपाल म्हणाले, देश स्वतंत्र झाला तेव्हा खूप मर्यादित सेवा दिल्या जात होत्या. पुढे जनतेचे कल्याण आणि समस्या सोडवण्यासाठी वेळोवेळी त्यात भर पडत गेली. सनदी सेवांमध्ये उतीर्ण झालेले ताल उमेदवार पब्लिक सर्व्हिस कमिशनमधून आले आहेत, अर्थात सेवा हेच शासनाचे मुख्य काम आहे हे लक्षात घ्यायला हवे. जनतेच्या समस्यांसाठी अनेक आयोग निर्माण करण्यात आले असून या आयोगांनी चांगल्या प्रकारे

निर्णय घेण्याचे काम केल्यास जनतेचे कल्याण साधले जाईल. जनतेच्या कल्याणासाठी शासन, प्रशासनामध्ये सुधारणा व संशोधन करावे लागेल.

क्षत्रिय म्हणाले, सेवा हक्क कायदा नागरिकांना अधिकार, हक्क देणारा आहे. लोकांच्या दैनंदिन जीवनात लागणारे दाखले, प्रमाणपत्रे, जमीन, पाणी, वीज आदीसंबंधी सेवा सुलभतेने, वेळेत मिळवण्यात यासाठी हा कायदा उपयुक्त ठरला आहे. आयोगाने ऑनलाईन सेवांवर भर दिल्यामुळे जास्तीत जास्त सेवा गतीने देणे शक्य झाले आहे. आपले सरकार सेवा केंद्रांच्या संख्येत वाढ झाल्यास नागरिकांना अजून गतीने सेवा मिळतील. नागरिकांच्या सोईसाठी सेवा केंद्रांची यादी, पत्ते प्रशासनाने जाहीर करावेत.



**Meeting at the Collector's office, Kolhapur with Hon. MLA Shri. Prakash Abitkar, Collector, Shri. Rahul Rekhawar and other officers.**

**Visits and Meetings by Mr. Dilip Shinde, Chief Commissioner, Maharashtra State Commission for Right to Service, Mumbai (A.C.) and State Commissioner for RTS Pune Division.**

Sr. No.	Meeting Date	Subject	Officers Present
1	22.04.2022 Kolhapur	A meeting was held at Kolhapur with reference to the calling Attention Motion (Lakshyavedhi suchana) by Shri Prakash Abitkar, Hon'ble MLA (Radhanagari, Kolhapur)	Mr. Prakash Abitkar Hon. MLA (Radhanagari, District Kolhapur), District Collector, Kolhapur Shri. Rahul Rekhawar, Chief Executive Officer, Zilla Parishad, Kolhapur Heads of Departments in the District
2	26.07.2022 Pune	Review meeting regarding implementation of the Maharashtra Right to Public Services Act, 2015 at	Collector, Pune Shri. Rajesh Deshmukh and Heads of Departments, Sub-Divisional



	the Collectorate, Pune.	Officers and Tehsildars of the District.
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- **Shri Dilip Shinde was holding additional charge of State Chief Commissioner, Right to Service. (Details are given in Chapter-2, Table No. 2.1)**

State Commissioner for RTS, Pune has disposed of Online third appeals received through Aaple Sarkar Portal as well as offline third appeals received within the prescribed time limit.



**Meeting at Pune Collector's Office with the Collector Shri. Rajesh Deshmukh and other officers**



**Training Program at YASHADA**

### 2.4.3 Visits and Meetings by the State Commissioner for Right to Service,

Nashik:- Smt. Chitra Kulkarni

Sr. No.	Date	Subject	Officers Present
1.	16/06/2022 Sangamner	Meeting to review implementation of the Maharashtra Right to Public Services Act 2015 at Tehsil Sangamaner Dist. Ahmednagar	Tehsil Level Departmental Heads
2.	17/06/2022 Ahmednagar	Review Meeting at the Collector office Ahmednagar	District Level Departmental Heads
3.	24/08/2022 Trimbakeshwar	Review Meeting at Tehsil Office Trimbekeshwar, Nashik Visited to Apale Sarkar Kendras	Tehsil Level Departmental Heads
4.	24/11/2022 Sinner	Review Meeting at Tehsil Office Sinnar Dist.Nashik	Tehsil Level Departmental Heads
5.	24/11/2022 Niphad	Review Meeting at Tehsil Office Niphad Dist.Nashik	Tehsil Level Department Heads
6.	27/12/2022 Nandurbar	Review Meeting at the Collector office, Nandurbar Meeting with VLE/Operators regarding their difficulties at Nandurbar Collector Office.	Addl. Collector, District Level Departmental Heads, All VLE/Operators Nandurbar District
7.	28/12/2022 Sakri	Review Meeting at Nagar Panchayat Tahasil Sakri Dist. Dhule	Taluka level Officers
8.	29/12/2022 Dhule	Review Meeting at the Collector Office Dhule	Collector, District Level Departmental Heads
9.	07/02/2023 Chalisgaon	Review Meeting at Tehsil Office Chalisgaon Dist. Jalgaon	Tehsil level Departmental Heads
10.	08/02/2022 Jalgaon	Review Meeting at the Collector Office Jalgaon	Collector, District Level Departmental Heads
11.	09/02/2022 Jalgaon	Review Meeting at Panchayat Samiti Chopada Dist. Jalgaon	Block Development Officer, Gramsevak and



			Development Officers
12.	23/02/2023 Mumbai	Video Conference with Hon. ACS (GAD) and Maha-IT Officers regarding difficulties arising in implementation of the Maharashtra State Right to Public Services Act, 2015 through Apale Sarkar Portal.	ACS (GAD) and Maha-IT Officers
13.	08/03/2023 Parner	Review Meeting at Tehsil Office Parner Dist. Ahmednagar	Tehsil Level Departmental Heads
14.	09/03/2023 Ahmednagar	Review Meeting at the Collector Office Ahmednagar	Collector, District Level Departmental Heads
15.	14/03/2023 Nashik	Review Meeting at the Collector Office Nashik	Add. Collector Nashik, District Level Departmental Heads



Interview dt. 27<sup>th</sup>, 28<sup>th</sup>, and 30<sup>th</sup> January 2023 with State Commissioner for Rights to Service, Nashik by Information & Public Relations Officer in 'Dilkhulas'



**Meeting of the Designated Officers and Gram Sevaks, Chopada District, Jalgaon**



**Workshop with Farmers at Mouje Paldhi Kh. At Dharangaon, District Jalgaon regarding the Maharashtra Right to Public Services Act 2015.**



**Review meeting with the Collector Ahmednagar and the District Level Heads of Departments**

## लोकसेवा हक्क कायद्यातील सेवा नागरिकांना वेळेत द्यावी

### चित्रा कुलकर्णी यांच्या अधिकाऱ्यांना सूचना

► सकाळ वृत्तसेवा

नाशिक, ता. २८ : शासकीय कार्यालयात सर्वसामान्य नागरिकांचा कामे वेळेवर व पारदर्शक पद्धतीने व्हावीत, हा लोकसेवा हक्क कायद्याचा हेतू आहे. शासनाने नागरिकांना हा हक्क दिला असून, अधिकाऱ्यांनी कायद्यात दिलेली कालमर्यादा पाळत लोकसेवा हक्क कायद्याखालील येणाऱ्या सेवा वेळेत द्याव्या, अशा सूचना नाशिक सेवा हक्क आयोगाच्या आयुक्त चित्रा कुलकर्णी यांनी अधिकाऱ्यांना केली आहे.

शासनाच्या वेगवेगळ्या विभागांकडून नागरिकांची कामे वेळेवर व पारदर्शक पद्धतीने होण्यासाठी महाराष्ट्र शासनाने,

**त्यांना ठोठावला दंड**

गेल्या महिन्यात नाशिक सेवा हक्क आयोगाकडे दाखल झालेल्या धुळे जिल्ह्यातील एका तृतीय अपिलाची सुनावणी घेतल्यावर अर्जदाराचे काम करून देण्यास वर्षभराहून अधिक कालावधी लावल्याचे दिसून आले. या अक्षय्य दिवसाबाबत आयोगाने सेवा देणारे अधिकारी, प्रथम अपील अधिकारी यांना समज दिलेली असून त्यांना प्रत्येकी एक हजार रुपयांचा दंड ठोठावला आहे. या रकमेचा भरणा सुद्धा अधिकाऱ्यांनी केला आहे. आयोगाने कडक धोरण स्वीकारल्याने वेगवेगळ्या विभागातील अधिकारी सजग झाले आहेत. नगर जिल्ह्यातील एका अपील अधिकाऱ्यांनी वेळेत सेवा न देणाऱ्या अधिकाऱ्यांना पाचशे रुपये दंड लावण्याची कारवाई केली आहे, अशी माहिती आयुक्त चित्रा कुलकर्णी यांनी दिली आहे.

महाराष्ट्र लोकसेवा हक्क कायदा २०१५ लागू केला आहे. शासनाच्या ३१ विभागातील वेगवेगळ्या ५२ खात्यांच्या एकूण ५०६ सेवा या कायद्याखाली येतात. या सेवांसाठी कालमर्यादा घालून दिलेली आहे. गैरकी ३८७ सेवा ऑनलाइन असून, संबंधित विभागातील अधिकाऱ्यांकडे या सेवांसाठी अर्ज येतो, त्यांनी कायद्यात नमूद केल्यानुसार वेळेवर अर्जदारास

विहित मुदतीत करून द्यायचे आहे. किंवा ते करता येत नसल्यास कारणासहित अर्जदारास वेळेतच कळवायचे आहे. या पद्धतीने काम न झाल्यास अर्जदार प्रथम, द्वितीय अपील दाखल करू शकतो. अपील अधिकाऱ्यांना वेळेतच अपील निकाली काढणे बंधनकारक आहे. तिथेही न्याय न मिळाल्यास तिसरे अपील सेवा हक्क आयोगाकडे करता येते.

### Media Coverage



**2.4.4. Visits and Meetings by the State Commissioner for Right to Service, Chhatrapati Sambhaji Nagar:- Dr. Kiran Jadhav**

Sr. No.	Date & Venue	Subject	Officers Present
1	11.04.2022 Chhatrapati Sambhaji Nagar	Review Meeting at the office of the Deputy Inspector General of Stamps, Chhatrapati Sambhaji Nagar	Deputy Inspector General of Stamps, District Registrar, Deputy Registrar, Assisant Registrar, and all other staff
2	29.06.2022 Khultabad	Review Meeting at the Panchayat Samiti Office, Khultabad, Dist. Chhatrapati Sambhaji Nagar	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)
3	30.06.2022 Fulambri	Review Meeting at the Panchayat Samiti Office, Phulumbri, Dist. Chhatrapati Sambhaji Nagar	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)
4	01.07.2022 Chhatrapati Sambhaji Nagar	Review Meeting at the Panchayat Samiti Office, Chhatrapati Sambhaji Nagar Dist. Chhatrapati Sambhaji Nagar	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)

<b>5</b>	05.07.2022 Gangapur	Review Meeting at the Panchayat Samiti Office, Gangapur, Dist. Chhatrapati Sambhaji Nagar	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)
<b>6</b>	05.07.2022 Vaijapur	Review Meeting at the Panchayat Samiti Office, Vaijapur, Dist. Chhatrapati Sambhaji Nagar	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)
<b>7</b>	07.07.2022 Sillod	Review Meeting at the Panchayat Samiti Office, Sillod, Dist. Chhatrapati Sambhaji Nagar	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)
<b>8</b>	12/07/2022 Kannad	Review Meeting at the Panchayat Samiti Office, Kannad, Dist. Chhatrapati Sambhaji Nagar	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)

<b>9</b>	19.07.2022 Paithan	Review Meeting at the Panchayat Samiti Office, Paithan, Dist. Chhatrapati Sambhaji Nagar	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)
<b>10</b>	07.07.2022 Sillod	Office of Sub Divisional Officer, Sillod, Dist. Chhatrapati Sambhaji Nagar. Inspection of office as per Section 16 (1) (b) of the Maharashtra Right to Public Services Act 2015	Sub Divisional Officer, Naib Tehsildar, all the concerned staff
<b>11</b>	12.07.2022 Kannad	Office of Sub Divisional Officer, Kannad, Dist. Chhatrapati Sambhaji Nagar. Inspection of office as per Section 16 (1) (b) of the Maharashtra Right to Public Services Act 2015	Sub Divisional Officer, Naib Tehsildar, all the concerned staff
<b>12</b>	20.07.2022 Beed	Office of Sub Divisional Officer, Beed, Dist. Beed. Inspection of office as per Section 16 (1) (b) of the Maharashtra Right to Public Services Act 2015	Sub Divisional Officer, Naib Tehsildar, all the concerned staff
<b>13</b>	20.07.2022 Beed	Review Meeting at the Panchayat Samiti Office, Beed, Dist. Beed	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)

<b>14</b>	21.07.2022 Fulambri	Office of Sub Divisional Officer,, Paithan, Dist. Chhatrapati Sambhaji Nagar Inspection of office as per Section 16 (1) (b) of the Maharashtra Right to Public Services Act 2015	Sub Divisional Officer, Naib Tehsildar, all the concerned staff
<b>15</b>	21.07.2022 Vaijapur	Office of Sub Divisional Officer, Vaijapur Dist. Chhatrapati Sambhaji Nagar, Inspection of office as per Section 16 (1) (b) of the Maharashtra Right to Public Services Act 2015	Sub Divisional Officer, Naib Tehsildar, all the concerned staff
<b>16</b>	02.08.2022 Chhatrapati Sambhaji Nagar	Office of Sub Divisional Officer, Chhatrapati Sambhaji Nagar, Dist. Chhatrapati Sambhaji Nagar. Inspection of office as per Section 16 (1) (b) of the Maharashtra Right to Public Services Act 2015	Sub Divisional Officer, Naib Tehsildar, all the concerned staff
<b>17</b>	18.08.2022 Badnapur	Review Meeting at the Panchayat Samiti, Badnapur, District Jalna	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)
<b>18</b>	18.08.2022 Badnapur	Tehsil Badnapur Dist Jalna. Inspection of office as per Section 16 (1) (b) of the Maharashtra Right to Public Services Act 2015	Tehsildar, Naib Tehsildar, Awwal Karkun and the concerned Staff



<b>19</b>	25/08/2022 Soygaon	Review Meeting at the Panchayat Samiti Soygaon, District Chhatrapati Sambhaji Nagar.	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level)
<b>20</b>	27/09/2022 Nanded	Collector, Nanded Review meeting and visit to Apale Sarkar Seva Kendra	District Collector, Additional Collector, Deputy Collector, Sub Divisional Officer, All Tehsildars, District co-ordinator (Maha IT)
<b>21</b>	27/09/2022 Nanded	Review Meeting at the Zilla Parishad, Nanded.	Chief Executive Officer Z.P., Deputy Chief Executive Officer, Executive Engineer, Agriculture Officer, District Health Officer, Block Development Officers (all), All Other HOD's of Zilla Parishad
<b>22</b>	28/09/2022 Latur	Review Meeting at the Collector Office, Latur. Visit to Aaple Sarkar Seva Kendra	District Collector, Chief Executive Officer(ZP), Additional Collector, Deputy Chief Executive Officer, Deputy Collector, Sub Divisional Officers, Tehsildars, District Level Officers of All Departments District co-ordinator (Maha IT)
<b>23</b>	28.09.2022 Ambejogai	Review Meeting at the Panchayat Samiti Ambejogai, District Beed. Sub-Divisional Office, Ambejogai Dist. Beed.	Block Development Officer, Assistant Block Development Officer, Agriculture Officer, All Extension Officers, Village

		Inspection of office as per Section 16 (1) (b) of the Maharashtra Right to Public Services Act 2015	Development Officers, Gram Sevaks, Aaple Sarkar Block Manager and Center Manager (Gram Panchayat Level) Sub-Divisional Officer, Naib Tahsildar and all the concerned Staff.
<b>24</b>	22.12.2022 Chhatrapati Sambhaji Nagar	Review Meeting at the Commissioner Of Police, Chhatrapati Sambhaji Nagar	Police Commissioner, Deputy Commissioner, Police Inspectors of all Police Stations
<b>25</b>	21/01/2023 Chhatrapati Sambhaji Nagar	Review Meeting at the Chhatrapati Sambhaji Nagar Municipal Corporation Chhatrapati Sambhaji Nagar,	Municipal Commissioner, Additional Commissioner, All Deputy Commissioners, Heads of Departments of the Municipal Corporation, Tax Inspectors, Registrars of Births and Deaths, Registrars of Marriages, Ward Officers, all other officers and staff
<b>26</b>	31/01/2023 Mumbai	Review Meeting at the Maharashtra Board of Technical Education, Mumbai	Secretary, Deputy Secretary, In-charge Joint Director, System Analyst, Process Manager, and all related staff.
<b>27</b>	27/03/2023 Mumbai	Review Meeting at the Commissioner, Health Services Mumbai-32	First and Second Appellate Officers, Director, Joint Directors (All), Deputy Director, (Hospitals) Assistant Directors, (All) Ward Officers (All), concerned staff



**Guidance to Deputy Inspector General, Registration and Stamp, Dist. Chhatrapati Sambhaji Nagar and the Designated Officers**



**Panchayat Samiti Khultabad, meeting with the Designated Officers of Chhatrapati Sambhaji Nagar**



Guidance to Panchayat Samiti Gangapur, Dist. Chhatrapati Sambhaji Nagar and the Designated Officers of Rural Areas

## ‘लोकसेवा’ची अंमलबजावणी करा

**डॉ. किरण जाधव यांचे आवाहन**

**म. टा. प्रतिनिधी, खुलताबाद**

‘राज्य सरकारने लोकसेवा हक्क अधिनियम हा क्रांतिकारी कायदा लोकांना अधिकार देण्यासाठी केला आहे. सर्व प्रशासकीय यंत्रणांनी वेळेत नागरिकांना सुविधा उपलब्ध करून द्याव्यात आणि या कायद्याची प्रभावी अंमलबजावणी करावी,’ असे आवाहन औरंगाबाद विभागाचे राज्य सेवा हक्क आयुक्त डॉ. किरण जाधव यांनी खुलताबाद पंचायत समिती येथे केले. पंचायत समिती कार्यालयात आयोजित राज्य लोकसेवा हक्क अधिनियमासंदर्भातील बैठकीत मार्गदर्शन करताना ते बोलत होते.

या वेळी गटविकास अधिकारी प्रवीण सुरडकर, सहायक कक्ष अधिकारी संजीव शिंदे, विस्तार अधिकारी मंगेश शिंदे, शशिकान्त ससाणे, पंचायत समितीचे अधिकारी व कर्मचारी उपस्थित होते.

या वेळी बोलताना राज्य सेवा हक्क आयुक्त डॉ. किरण जाधव म्हणाले, ‘लोकसेवा हक्क अधिनियमाच्या माध्यमातून जगतेला पारदर्शक, गतिमान आणि कालमर्यादित प्रभावी सेवा मिळणार आहेत. या कायद्यामुळे जनतेच्या हक्कांची जपणूक होणार आहे. कार्यालयात दर्शनी भागात या कायद्याच्या कार्यक्षेत्रात येणाऱ्या सेवांची आणि कालमर्यादेची माहिती लावणे बंधनकारक आहे. लोकसेवा हक्क अधिनियम कायद्याबाबत औरंगाबाद विभागातील सर्व जिल्ह्यात ‘आमचे कर्तव्य, आपली सेवा’ या भावनेने नागरिकांना वेळेत सेवा देण्याचे कार्य सुरू आहे. नागरिकांना सेवा देण्यासाठी प्रशासन कायम तत्पर आहे.’

‘महाराष्ट्रात ३२ हजार आपले सरकार सेवा केंद्रे कार्यरत आहेत. लोकसेवा देण्यासाठी महाराष्ट्र राज्य सेवा हक्क आयोग काम करीत आहे. महाराष्ट्र राज्यामध्ये नागरिकांना सेवेचा हक्क देणारा क्रांतिकारी कायदा म्हणजे महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५ होय. या कायद्यान्वये राज्याच्या नागरिकांना पारदर्शक, गतिमान व कालबद्ध सेवा मिळण्याचा अधिकार

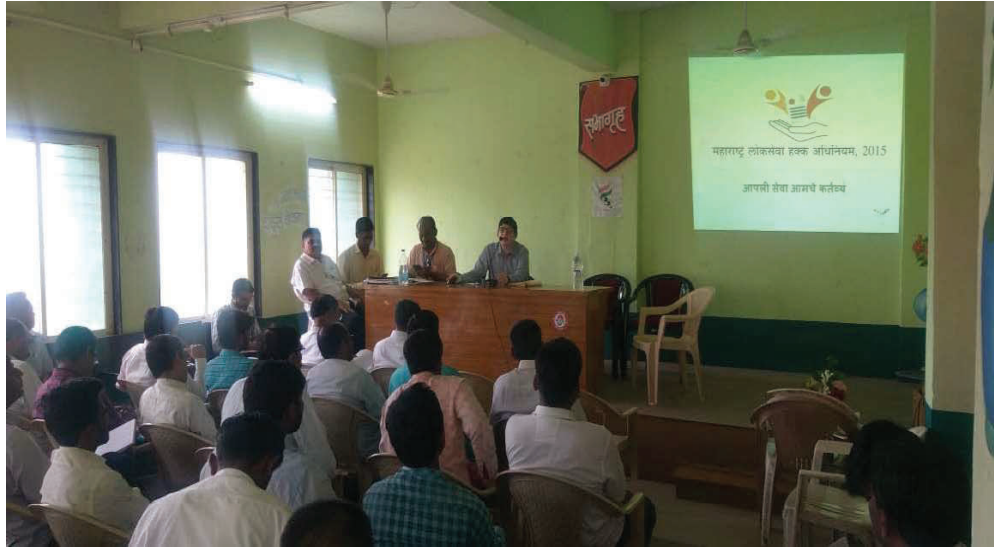
प्राप्त झाला आहे. या कायद्याची काटेकोर अंमलबजावणी निश्चित करण्यासाठी महाराष्ट्र लोकसेवा हक्क आयोगाची स्थापना करण्यात आली,’ अशी माहिती त्यांनी दिली.

‘या कायद्याअंतर्गत कोणत्या सेवा नागरिकांना प्राप्त करून घेण्याचा अधिकार देण्यात आला आहे, याची माहिती आपण ‘आरटीएस महाराष्ट्र’ या मोबाइल ॲपवर किंवा ‘आपले सरकार’ वेब पोर्टलवर पाहू शकता. सेवा प्रदान करताना विलंब झाल्यास किंवा संयुक्तिक कारण नसताना सेवा नामंजूर करण्यात आली तर नागरिक प्रथम, द्वितीय अपील वरिष्ठ अधिकाऱ्यांकडे व तिसरे आणि शेवटचे अपील आयोगाकडे दाखल करू शकतात,’ असे जाधव यांनी स्पष्ट केले.

या वेळी सेवा ॲपबाबत माहिती देण्यात आली. सेवा अधिकार, अधिनियम, आपली सेवा, आमचे कर्तव्य याविषयी मार्गदर्शन करण्यात आले. बैठकीसाठी तालुक्यातील ग्रामसेवक, संगणक परिचालक उपस्थित होते. या वेळी जाधव यांनी या कायद्याची प्रभावी अंमलबजावणी करण्यासाठी प्रयत्न करण्याचे आवाहन केले.

Media Coverage





**Guidance to Panchayat Samiti Kannad, Dist. Chhatrapati Sambhaji Nagar and the Designated Officers of Rural Areas**



**Guidance to Panchayat Samiti Paithan, Dist.- Chhatrapati Sambhaji Nagar and the Designated Officers of Rural Areas**



**Guidance to Panchayat Samiti Vaijapur, Dist - Chhatrapati Sambhaji Nagar and the Designated Officers of Rural Areas**



**Guidance to the Designated Officers at Panchayat Samiti Soigaon, Dist. Chhatrapati Sambhaji Nagar**





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Guidance to Panchayat Samiti Badanapur, Dist. Jalna and the Designated Officers of Rural Areas

वृत्तपत्राचे नांव - गुरुधर्म

दिनांक :- २९ सप्टेंबर २०२२

## लोकसेवा हक्क कायद्याच्या माध्यमातून नागरिकांना सशक्त करण्याची जबाबदारी लोकसेवकांची : डॉ. किरण जाधव

लातूर दि.२८ : नागरिकांना लोकसेवा हक्क कायद्याच्या माध्यमातून जिल्हातील व ग्रामीण घातातील नागरिकांना हक्क कायद्याची जबाबदारी लोकसेवकांचा असल्याचे औरंगाबाद लोकसेवा हक्क आयोगाचे अध्यक्ष डॉ. किरण जाधव यांनी प्रतिपादन केले. १७ सप्टेंबर ते २ ऑक्टोबर दरम्यान आयोजित करण्यात आलेला सेवा पंधरावाडा आहाचा वेळीस ते बोलत होते.

यावेळी जिल्हाधिकारी पुर्वीराज बी.पी., जिल्हा परिषदेचे मुख्य कार्यकारी अधिकारी अभिनव पायल, लातूर महात्मा फुले केंद्रचे आर्.एन. अमन घिलन, निवामी उपजिल्हाधिकारी विजयकुमार डगे यांची उपस्थिती होती. दि. १७ सप्टेंबर ते दि. २ ऑक्टोबर या कालावधीत सुरुवात ते संपूर्ण हा सेवा पंधरावाडा



राबविता यात असून याअंतर्गत विशेष प्राधान्याने निकासी काढावयाच्या अधिसूचित सेवादायका तसेच यहासु राज्य लोकसेवा हक्क अधिनियम २०१५ च्या प्रघाची अंमलबजावणीबाबत जिल्हाधिकारी कार्यालयाच्या डी.पी.डी.सी. सभासद आयोजित

वेळीस ते बोलत होते. औरंगाबाद लोकसेवा हक्क आयोगाचे अध्यक्ष डॉ. किरण जाधव मार्गदर्शन करताना म्हणाले की, विहित कालावधीत नागरिकांना सेवा उपलब्ध करून देणे आपले कर्तव्य असून त्यामधील अडथळां समाधिकरिते दूर करून त्यांची अंमलबजावणी

प्रलंबित राहू नये, याबाबत लक्ष्य करावयाची कल्पनाचे सूचित केले. नागरिकांना विविध सेवा पूर्विगण्याची सेवा उपलब्धता लाभलेली आहे. याची जाणीव ठेवून प्रत्येकने काम करणयाची ताज असल्याचे अधोसूचित करीत असून किताग जाधव यांनी कोणताही अर्ज नाकारण्यापूर्वी त्या

अर्जाद्वारा अद्ययक त्या सर्वे सेधी उपलब्ध करून दिल्या पाहिजेत, असे मत व्यक्त केले. सेवा पंधरावाडाच्या काळावधीत प्रबलित अर्ज नागरिकांना सेवा पुरवून निकासी बाढवेत असेही त्यांनी यावेळी सुद्धा केले.

जिल्हा प्रशासन शासकीय सेवक पुरवून सेवा देत आहेतच. जगरी सेवा हक्क कायद्या बाबती त्यांची यावेळी सर्वान्वयन करताना केले. जग हे माहिती तंत्रज्ञान माध्यमातून पारदर्शकपणे पुढे जात आहे. तसेच आपले सरकार मठा-ऑनलाईनच्या माध्यमातून सेवा देत आहे. प्रशासनकाढून नागरिकांना उच्च सेवा करी देत केले. याबाबती बंध देतानी एकत्रित प्रयत्न करत हा बद्दल चढवून आणण्यावेधी त्यांनी सांगिले.

(पान ४ वर)



**Guidance to Panchayat Samiti Beed and Designated Officers of Rural Areas**

**2.4.5. Visits and Meetings by the State Commissioner for Right to Service, Amravati, Shri Rambabu Narukulla :-**

Sr. No.	Date & Venue	Subject	Officers present
1	02/05/2022 Yavatmal	Visit to the office of the Collector, Yavatmal. Review of (i) the number of applications/appeals/received/ disposed of and (ii) innovative practices implemented by various departments of the District .	Collector Yavatmal and HODs of various departments.
2	16/05/2022 Vashim	Visit to the office of the Collector, Washim. Review of (i) the number of applications/appeals/received/ disposed of and (ii) innovative practices implemented by	Collector Washim and HODs of various departments.

		various departments of the District.	
<b>3</b>	06/06/2022 Buldhana	Visit to the office of the Collector, Buldhana. Review of (i) the number of applications/appeals/received/ disposed of and (ii) innovative practices implemented by various departments of the District.	Collector Buldhana and HODs of various departments.
<b>4</b>	04/07/2022 Akola	Visit to the office of the Collector, Akola. Review of (i) the number of applications/appeals/received/ disposed of and (ii) innovative practices implemented by various departments of the District.	Collector Akola and HODs of various departments.
<b>5</b>	24/08/2022 Amravati	Visit to the office of the Collector, Amravati. Review of (i) the number of applications/appeals/received/ disposed of and (ii) innovative practices implemented by various departments of the District	Collector Amravati and Officers of the revenue department
<b>6</b>	06/06/2022 Buldhana	Visit to the office of the CEO, Zilla Parishad, Buldhana. Review of (i) the number of applications/appeals/ received/ disposed of and (ii) innovative practices implemented by various departments of the ZP.	CEO Buldhana and HODs of various departments.

<b>7</b>	04/07/2022 Akola	Visit to the office of the CEO, Zilla Parishad, Akola. Review of (i) the number of applications/appeals/ received/disposed of and (ii) innovative practices implemented by various departments of the ZP.	CEO Akola and HODs of various departments.
<b>8</b>	20/07/2022 Amravati	Visit to the Joint Director, Agriculture Department Amravati. Review of the services under Agriculture Department, applications received and pending.	Representatives from the Department.
<b>9</b>	21/07/2022 Vashim	Visit to the office of the CEO, Zilla Parishad, Washim. Review of (i) the number of applications/appeals/received/ disposed of and (ii) innovative practices implemented by various departments of the ZP.	CEO Z.P., Washim and HODs of various departments.
<b>10</b>	21/07/2022 Vashim	Visit to the Nagar Parishad, Washim. Review of Applications/ Appeals received/disposed of.	CO Nagar Parishad Washim and HODs of various departments.
<b>11</b>	08/09/2022 Amravati	Visit to the office of the CEO, Zilla Parishad, Amravati. Review of (i) the number of applications/appeals/received/ disposed of and (ii) innovative practices implemented by various departments of the ZP.	CEO Z.P., Amravati and HODs of various departments.
<b>12</b>	14/10/2022	Visit to the office of the CEO,	CEO Yavatmal and HODs of

	Yavatmal	Zilla Parishad, Yavatmal. Review of (i) the number of applications/appeals/received/disposed of and (ii) innovative practices implemented by various departments of the ZP.	various departments.
<b>13</b>	06/06/2022 Buldhana	Visit to the office of the Chief Officer , Nagar Parishad, Buldhana. Review of Applications /Appeals received /disposed of and innovative practices	CO Nagar Parishad Buldhana and HODs of various departments.
<b>14</b>	21/07/2022 Akola	Visit to the office of the Commissioner, Municipal Corporation, Akola. Review of Applications/Appeals received /disposed of and innovative practices.	Commissioner, Municipal Corporation Akola and HODs of various departments.
<b>15</b>	21/07/2022 Yavatmal	Visit to the office of the Commissioner, Municipal Corporation, Amravati. Review of Applications/Appeals received/disposed of and innovative practices.	Commissioner, Municipal Corporation Amravati and HODs of various departments.
<b>16</b>	21/07/2022 Yavatmal	Visit to the office of the Chief Officer, Nagar Parishad, Yavatmal. Review of Applications /Appeals received /disposed of and innovative practices .	CO Nagar Parishad Yavatmal and HODs of various departments.
<b>17</b>	20/10/2022 Amravati	Visit to Dr. Panjabrao Deshmukh Vidarbh Vikas Prabodhini, Amravati to	Trainee Accounts officers and Assistant Accounts Officers

		sensitize the trainee Accounts Officers and Assistant Accounts Officers about the Maharashtra Right to Public Services Act 2015.	
<b>18</b>	24/11/2022 Amravati	Visit to Dr. Panjabrao Deshmukh Vidarbha Vikas Prabodhini, Amravati to sensitize the trainee Awwal Karkuns about the Maharashtra Right to Public Services Act 2015.	Trainee Awwal Karkun
<b>19</b>	19/12/2022 Morshi	Visit to the Sub-Divisional Office, Morshi. Review of the handling of the Maharashtra Right to Public Services Act 2015.	Sub Divisional Officer, Morshi and Tehsildar, Morshi
<b>20</b>	19/12/2022 Morshi	Visit to the Panchayat Samiti, Morshi and Review of applications / appeals received, disposed of and pending.	Block Development Officer, Morshi and Subordinate officers.
<b>21</b>	19/01/2023 Akola	Visit to office of the CEO Zilla Parishad, Akola. Review of the applications received/disposed of on Aaple Sarkar Portal, Maha-e-gram Portal.	CEO Z.P., Akola and HODs of various departments.
<b>22</b>	19/01/2023 Akola	Visit to office of the Collector, Akola. Review of the pending applications of 2022-23.	Collector Akola and other officers.
<b>23</b>	19/01/2023 Akola	Visit to the Municipal Corporation, Akola. Review of 52 services provided by the Municipal Corporation.	Commissioner, Municipal Corporation, Akola and HODs of various departments.



24	15/02/2023 Yavatmal	Attended Sarpanch training session at Panchayat Samiti, Yavatmal, to sensitize newly elected Sarpanchas/members about the Maharashtra Right to Public Services Act, 2015.	BDO Yavatmal Panchayat Samiti and the Principal, Panchayat Raj Training Institute, Pusad and newly elected Sarpanch/members.
25	15/02/2023 Babhulgaon	Attended Sarpanch training session at Panchayat Samiti, Babhulgaon, to sensitize newly elected Sarpanchas/members about the Maharashtra Right to Public Services Act, 2015.	BDO Babhulgaon, Panchayat Samiti and the Principal, Panchayat Raj Training Institute, Pusad and all the newly elected Sarpanchas/members.



**Visit and Review meeting at Yavatmal Collector's Office**

## महाराष्ट्र लोकसेवा हक्क अधिनियमाची प्रभावी अंमलबजावणी करा-आयुक्त रामबाबु नरुकुल्ला

✽ नागरिकांना तत्पर सेवा द्या ✽ सर्व ऑनलाईन सेवा वेळेवर पुरविण्यात याव्या ✽ प्रकरणे प्रलंबित ठेवू नये

फतलमाळ दि. २ महाराष्ट्र प्रतिनिधी

जिल्हात प्रशासकीय अधिकाऱ्यांनी नागरिकांना ऑनलाईन सेवा विहित वेळेत तत्परतेने देवून महाराष्ट्र लोकसेवा हक्क अधिनियमाची प्रभावीपणे अंमलबजावणी करण्यात यावी, असा सूचना राज्य लोकसेवा हक्क आयोग अमरावती विभागाचे आयुक्त रामबाबु नरुकुल्ला यांनी आज दिल्या.

लोकसेवा हक्क अधिनियमाच्या अंमल बजावणीबाबत आयुक्त नरुकुल्ला यांनी आज बचत भवन येथे फतलमाळ जिल्हात आढावा घेतला. यावेळी जिल्हाधिकारी असोले वेडगे, उपर जिल्हाधिकारी प्रमोदसिंह दुबे,



उपविभागीय अधिकारी अनिरुद्र बशी, सिचन मंडळाचे अधीक्षक अधिकारी मनिष राजभोज, जिल्हा नियोजन अधिकारी मुरलीनाथ चाडेकर, उपजिल्हाधिकारी वसंतीता राठोड, महाआयटीचे जिल्हा सामन्वयक किरीट पटाल

प्रमुखाने उपस्थित होते. महाराष्ट्र राज्यात पात्र व्यक्तींना परदेशीक, कार्यक्षम व समर्थित लोकसेवा देण्याकरीता महाराष्ट्र लोकसेवा हक्क अधिनियम २०१५ हा दिनांक २८ एप्रिल २०१५ पासून

अमलात आला आहे. या अधिनियमांतर्गत प्रभावी अंमलबजावणी होण्याच्या दृष्टीने संबंधित सर्व विभागांच्या अधिकाऱ्यांचे संनिचरण करण्यासाठी

जिल्हाधिकारी यांना निबंधक अधिकारी म्हणून घोषित करण्यात आले असल्याचे स्वतःची सांगितले. स्वतःही सर्व विभाग प्रमुखंकडून निश्चित आढावा घेण्याचे सांगितले. तसेच सर्व विभागाचे प्रमुखंनी आपले सर्वकाय पोर्टलवरील सर्व सेवा ऑनलाईन पद्धतीनेच पुरविण्याचे निर्देश दिले. कोणतेही प्रकरण प्रलंबित ठेवण्यात येवू नये असेही स्वतःची सांगितले. बैठकीला जिल्हा पुरवठा अधिकारी सुधाकर पवार, सहसिल्लदार कुशल झान्टे, मुख्याधिकारी माधुरी मडानी, अधिक्षक कुपी अधिकारी जयनाथ कोळपकर, उपनिबंधक ज्येश कटके तसेच विविध विभागाचे विभागाध्यक्ष उपस्थित होते.

Media Coverage



Visit and Review meeting at Collector's Office, Washim



**Visit and Review meeting at Collector's Office, Buldhana**



**Visit and Review meeting at Collector's Office, Akola**





**Visit and Review meeting at Collector's Office, Amaravati**



**Visit and Review meeting at Zilla Parishad, Washim**



**Visit and Review meeting at Amaravati Munciple Corporation**

**2.4.6 Visits and Meetings by the State Commissioner for Right to Service, Nagpur, Shri Abhay Yawalkar**

Sr. No.	Date & Venue	Subject	Officers Present
1	27.04.2022 Office of Divisional Commissioner, Nagpur	Promotion and publicity of the Maharashtra Right to Public Services Act 2015 & review regarding "Aaple Sarkar"	All Collectors of Nagpur Division, CEOs of ZPs, Deputy Divisional Commissioners
2	28.04.2022 Pavani, Dist. Bhandara	Review & discussion in respect of Setu Kendras & Tahsil Office	Tahsildar, Pavani, Dist. Bhandara, Centre Operators
3	23.06.2022 Divisional Commissioner Office	Public awareness and effective promotion and publicity of the Act	Divisional Commissioner, Nagpur & Deputy Commissioner (Revenue)
4	28.07.2022 Collector Office, Nagpur	Public awareness and effective promotion and publicity of the Act	Collector, Nagpur & Resident Deputy Collector

5	05.09.2022 Collector Office, Nagpur	Public awareness and effective promotion and publicity of the Act	Collector, Nagpur & Residential Deputy Collector
6	08.11.2022 Divisional Commissioner Office	Discussion regarding placing boards with details of notified services for public awareness and effective promotion and publicity of the Act.	Divisional Commissioner, Nagpur
7	12.12.2022 Divisional Commissioner, Nagpur	Public awareness and effective promotion and publicity of the Act	Divisional Commissioner, Nagpur
8	29.01.2023 Dhapewada, Tal. Kalmeshwar, Dist. Nagpur	Visit to Setu Center and Aaple Sarkar Kendras for review and discussion	Nayab Tahsildar, Kalameshwar, Dist. Nagpur, Centre Operators
9	01.02.2023 Karanja (Gha), Dist. Vardha	1. Visit to Tehsil Office, Setu Center and Aaple Sarkar Center for review and discussion 2. Address at the program organized by Narayanarao Kale Memorial College and Humanities Development Foundation, sensitizing the students about the Act.	Tahsildar, Karanja (Ghadage), Dist. Vardha, Centre Operator, Citizens & Students



Visit to Aaple Sarkar Sewa Kendra, Tal - Pavani, Dist- Bhandara





Visit to Aaple Sarkar Sewa Kendra, Ghatage, Taluka - Karanja, Dist - Wardha



Lecture by the State Commissioner for Right to Service, Nagpur at Wardha

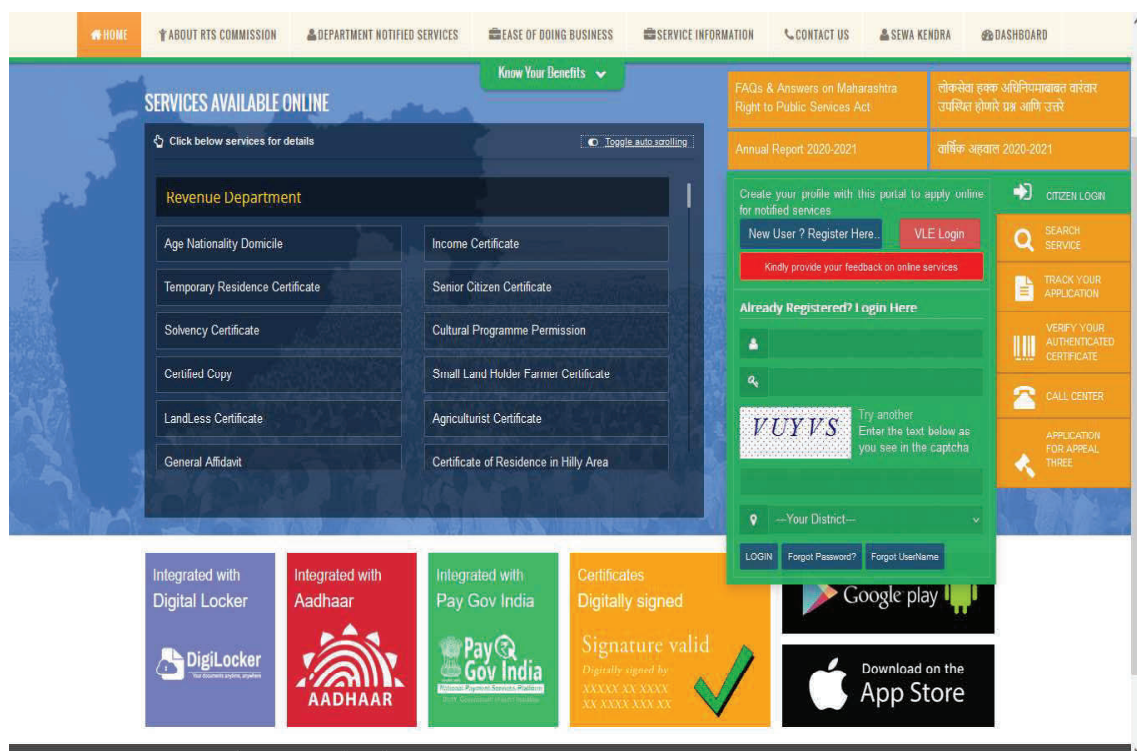


## Chapter 3:-

### 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. Citizens can also avail of the services through 37,895 Aaple Sarkar Seva Kendras spread across all the districts of Maharashtra. The online application facility provided by the Aaple Sarkar Service Portal and Mobile Application is available in Marathi as well as in English.



Government of Maharashtra has passed the Maharashtra Right to Public Services Act, 2015 to provide for delivery of public services in a transparent, efficient and time bound manner to the eligible persons in the State and to bring transparency and accountability in the service delivery of various Departments and Public Authorities of the Government.

Citizens can avail of the following facilities through Aaple Sarkar Portal as well as through Mobile Application.

- Any Citizen can create self-profile through online portal to avail of these facilities. Once self-profile is created, the user can avail of online services for any of the notified services anytime by using the same profile.
- This portal facilitates making payment of online fees, uploading required documents & photograph.
- Finally once the certificate is issued, it is uploaded in the citizen's registered profile and a copy of it gets saved in the Digital locker.
- Citizens can also track the status of their applications through online portal.
- Any third party can verify the certificate received online through Aaple Sarkar Service Portal.
- It generates a unique number for the application and acknowledgement immediately.

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

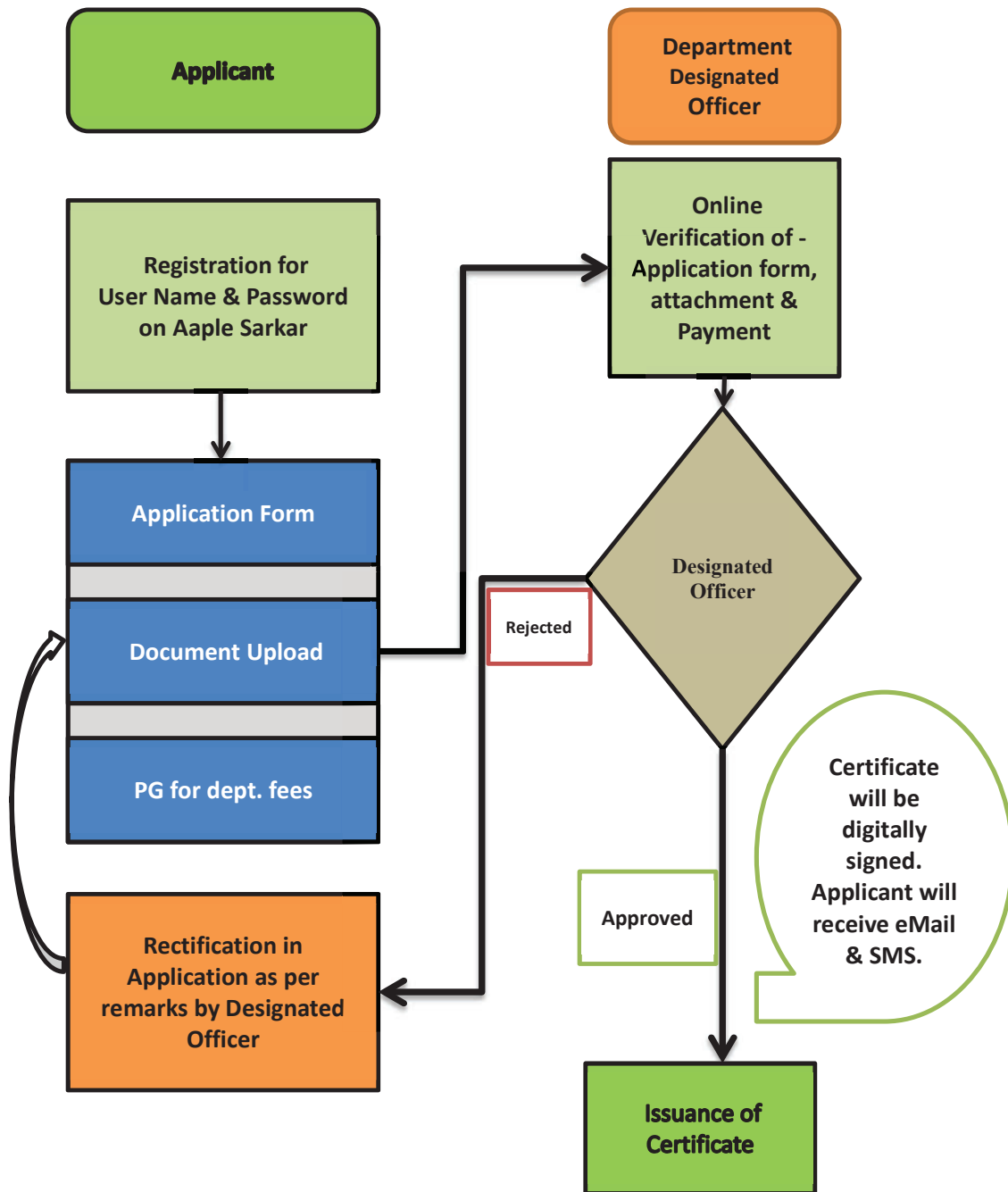
All the services that can be availed of at the Aaple Sarkar Seva Kendras can also be availed of through the self-service portal at <https://aaplesarkar.mahaonline.gov.in>. It enhances the reach of the citizen services. To facilitate online applications for services & creation of self profile, 37,895 Aaple Sarkar Seva Kendras have been established in the state. The technical architecture of Aaple Sarkar Seva Service Portal is such that all the services are accessible simultaneously through both the service channels ie. Aaple Sarkar Seva Kendras and Aaple Sarkar Service Portal. The Maha IT team provides training to the Aaple Sarkar Seva Kendras, VLEs for the use of Aaple Sarkar Service Portal, to provide government services. So far 71,72,917 citizens have created self-profiles on Aaple Sarkar Service Portal upto 31<sup>st</sup> March 2023.

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

Integrating processes into the back end, requires simplification of service processes. Lack of process simplification leads to creation of additional steps. The service processes were re-engineered across various departments through brainstorming sessions between the MahaIT and Departments.

### **3.1.3 Digital Workflow**

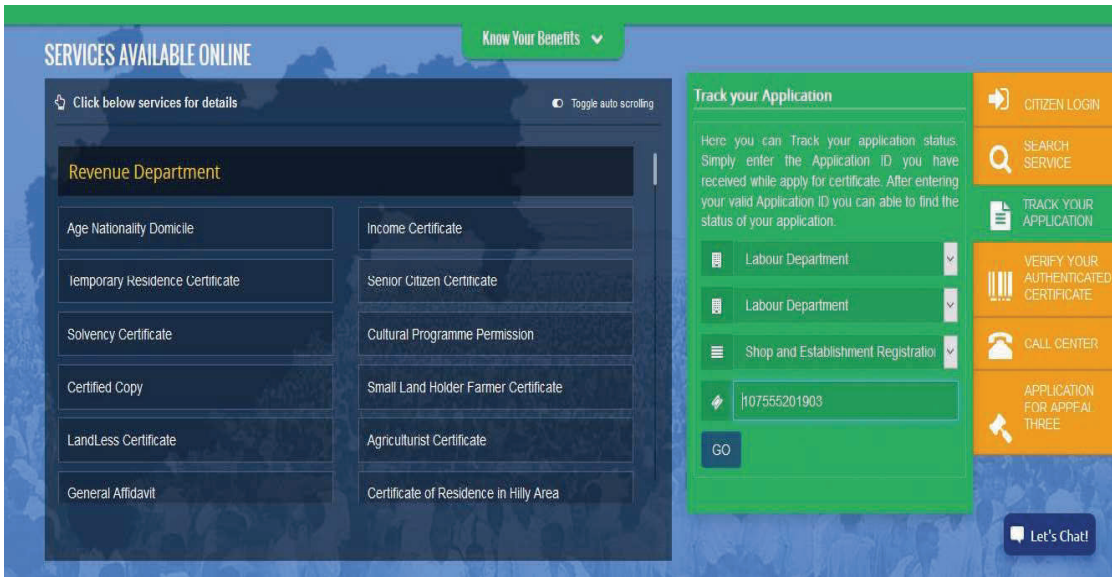
The work flow of all departments has been done digitally which goes without any intervention. For example, if a citizen submits an application to obtain a document like an income certificate, the entire workflow is digital, no paper work is involved and desk to desk movement of the application/file is no longer required. To provide services to the citizens, the designated officers receive online applications and the applicant can check the status of his/her application.



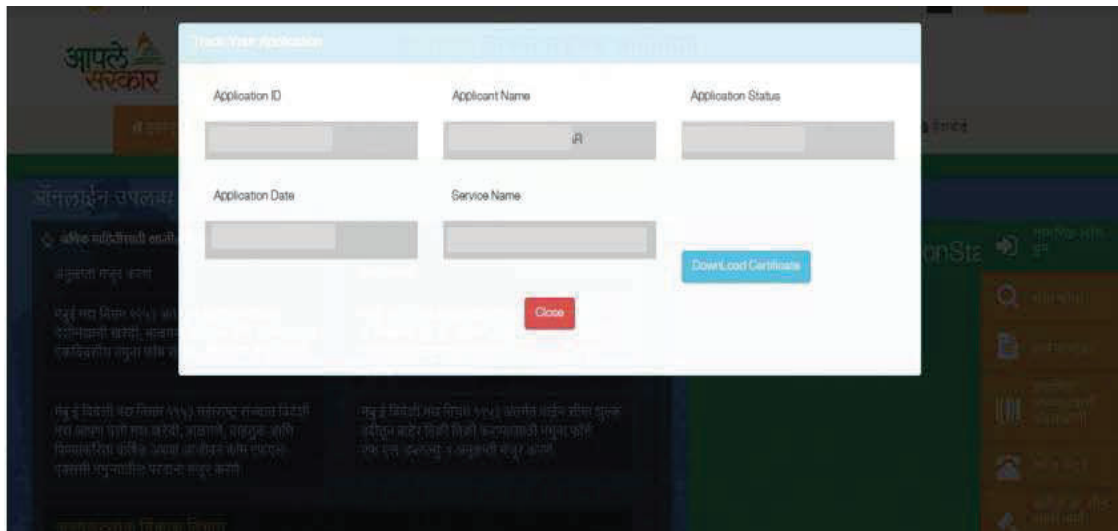
- Home – Page information of [aaplesarkar.mahaonline.gov.in](http://aaplesarkar.mahaonline.gov.in)
- Language Option (Marathi & English)
- Details of department-wise notified services under the MRTPS Act
- Validation of the approved application.
- Citizen can track status of his application

## Tracking of the Application through Aaple Sarkar Portal -

“Track the application status” This facility (tab) allows to track the application. Simply by entering the Application Reference ID which is received while applying for a service, the Applicant can find the status of his/her application without entering login credentials.



After submission of the application details, the same are verified and validated and the status of the application uploaded automatically.



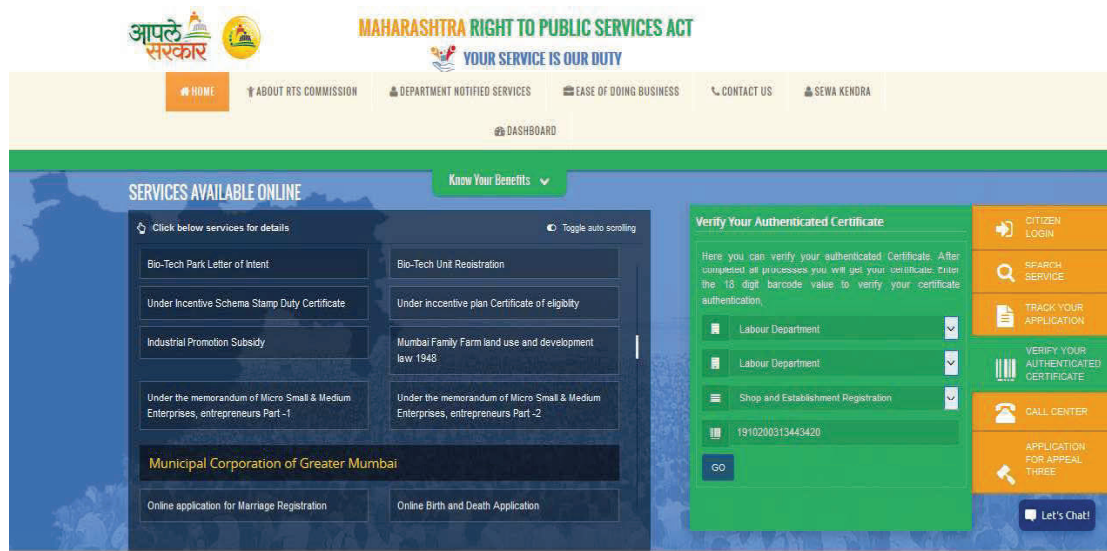
## Verification of Certificate authenticity from Aaple Sarkar Portal -

Any third party can verify certificate received online through Aaple Sarkar portal for its authenticity . For Verification process, the user has to enter required details in verification window, like name of the department, certificate barcode number, and has to click the “submit” icon for verification.



After submission of details, Authenticated Certificate details will be auto-populated for verification.

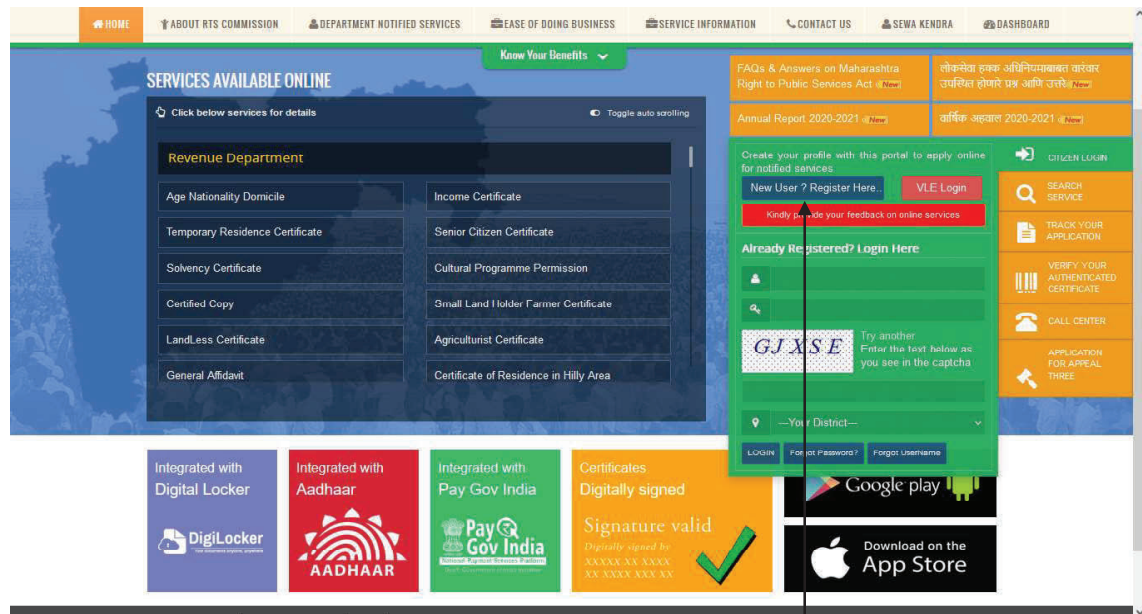
“About RTS Commission” – This tab provides brief information about RTS Commission & the citizens can download the Maharashtra Right to Public Services Act, 2015 and Rules.



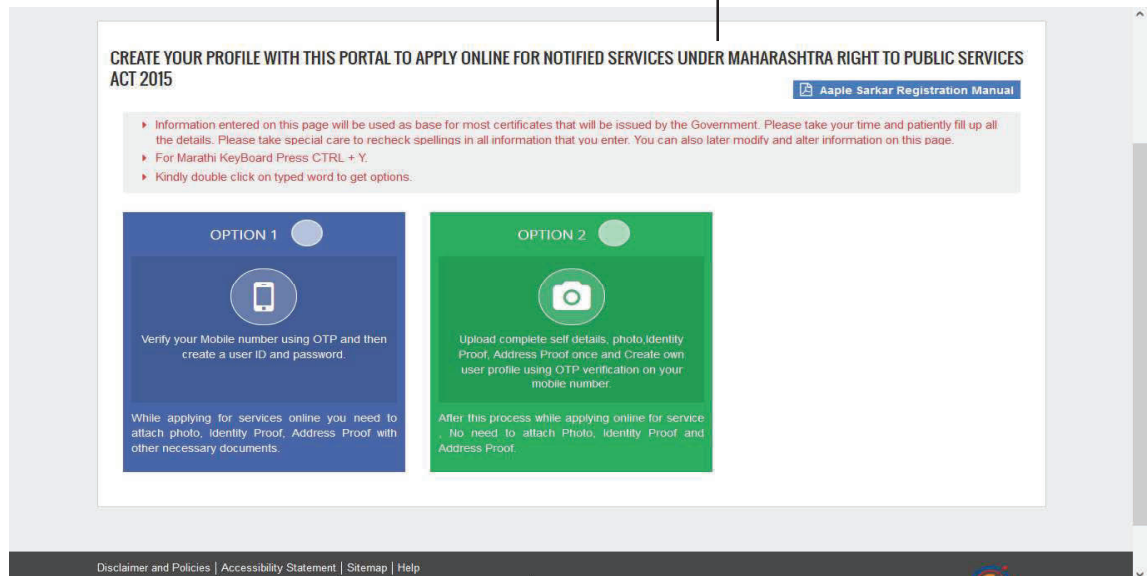
- **Department-wise list of Notified Services** – Regarding the notified services which the citizens can avail of, they have the facility to view and download the information related to the stipulated time for delivery of services, details of the Designated Officers and the Appellate Authorities.

S. No.	Department	Public Service	Time limit for providing Service (Days)	Designated Officer	First Appellate Officer	Second Appellate Officer	Services available in Aaple sarkar
1	DEPARTMENT OF FISHERIES	Issuance of Fishing permit to fishermen	13	ACF-Assistant commissioner of fisheries	Regional Deputy Commissioner	Commissioner of fisheries	Yes
2	DEPARTMENT OF FISHERIES	Online service for registration of fisheries society	30	Assistant Registrar	Deputy Registrar	Commissioner of fisheries	Yes
3	DEPARTMENT OF FISHERIES	Issuance of online registration certificate to fresh water farms/hatchery	30	ACF-Assistant commissioner of fisheries	Regional Deputy Commissioner	Commissioner of fisheries	Yes
4	DEPARTMENT OF FISHERIES	Fishing Vessel Registration	60	Commissioner of fisheries	Department of Animal Husbandry, Dairying & Fisheries	Fishing Vessel Registration	Yes

### 3.1.4 Steps for Registration on Aaple Sarkar Service Portal



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



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

C. Option 1 – Register by using Mobile Number

Or

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

## Step 1 - Applicant Detail

**1 Applicant Detail**

Salutation \*  
Mr.

Fut Name(English) \*  
Ameya Sanyankar

Fut Name(Marathi) \*  
अमेय सरयानकर

Father's / Mother's Name(English) \*  
Mr. M Sanyankar

Father's / Mother's Name(Marathi) \*  
एम सरयानकर

Date of Birth \*  
21/03/1968

Age \*  
28

Gender \*  
M

Occupation \*  
Government Emply

## Step 2 - Applicant's Address

**2 Applicant's Address [As per document]**

Address (English) \*  
A-1

Address (Marathi) \*  
ए-१

Street (English)  
Ward A

Street (Marathi)  
वार्ड ए

Section (English)  
Washi

Section (Marathi)  
वाशी

Building (English)  
Naavi Mumbai

Building (Marathi)  
नावी मुंबई

Landmark (English)

Landmark (Marathi)

District \*  
Mumbai City

Taluka \*  
Ward ABCD

Village \*  
Abcd-400001

Pincode \*  
444444

## Step 3 - Mobile No & Username Verification

**3 Mobile No. & Username Verification**

10 digit Mobile Number \*  
+91 9900000121

One Time Password (OTP) \*  
324567

PAN No.

UID Number

User Name \*  
AmeyaSanyankar

Email ID  
ameyasarvankar@gmail.com

Password \*

Confirm Password \*

Password must contain one digit from 0-9 and contains atleast one lowercase characters and one uppercase characters, Must contain one special symbols in the list @#%& and Password length atleast 7 character and maximum 20 character.Example- G@ss@n@123

## Step 4 -Upload Photograph

**4 Upload Photograph**

Instructions for issued photo:

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

Add Photo

Height 200 px to 212 px

Width 160 px

Crop Photo

If you don't have photo in this mentioned size you can go through the below link to upload & crop photo. Steps are as below

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

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

**5 Proof Of Identity (Any -1)**

Document Format should be JPEG/ PDF.

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

PAN Card

Voter ID Card (POI)

Passport (POI)

Aadhar card.jpg

Aadhaar Card (POI)

Driving License (POI)

Government / Semi - Government ID Proof

MNRREGA Job Card

RSBY Card

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

**6 Proof Of Address (Any -1)**

Document Format should be JPEG/ PDF.

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

Ration Card

Passport (POA)

Aadhaar Card (POA)

Aadhar card.jpg

Driving License (POA)

Voter ID Card (POA)

Extracts of 7/12 and 8 A

Property Tax Receipt

Property Agreement Copy

Water Bill

Electricity Bill

Telephone Bill

Rent Receipt

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

I accept

D. After login with Username & Password, on the left side the user can see Department's names like Agriculture Department, Home Department, Industries, Energy and Labour Department etc. On selection of a department, the user will get the list of services of the concerned department for which applications for obtaining a particular service can be filed.

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

E. If a service is not provided to the applicant within the stipulated time or if the application is rejected without a proper reason, the Applicant can file the first and then the second appeal to the authority notified by the department through the portal. The third and final appeal can be filed with the Chief Commissioner / the concerned State Commissioner as per their jurisdiction.

### 3.2 Information about “RTS Maharashtra” Mobile App

A mobile app named “RTS Maharashtra” has been developed for availing of notified public services under the Maharashtra Right to Public Service Act, 2015. Using this app, the Citizens can apply online, track the application status, and verify the authenticity of certificates issued to them. This makes the Aaple Sarkar Service Portal citizen friendly and the citizens can avail of the services any where and any time. “RTS Maharashtra” which is free and available in two languages ie. Marathi and English, is accessible through Android Phones & iPhones.

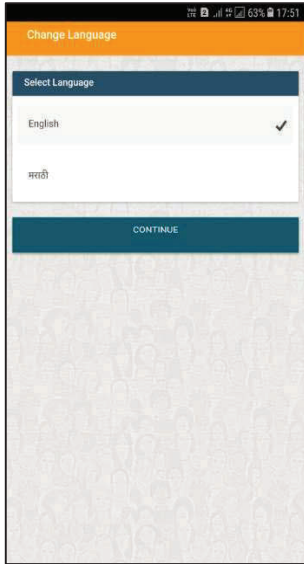
#### 3.2.1 Selection of Language

In order to avail of the services notified under the MRTPS Act through the Aaple Sarkar Portal and the Mobile App, the applicant has to select either English or Marathi language at the beginning itself.

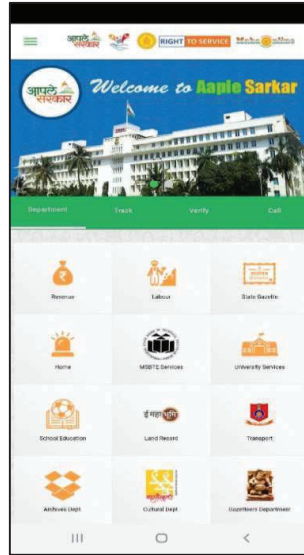
### 3.2.2 Dashboard & List of Online Services

Information regarding the MRTPS Act, list of the departments, list of the notified services and other relevant information is available on the mobile app.

#### Select Language



#### Dashboard

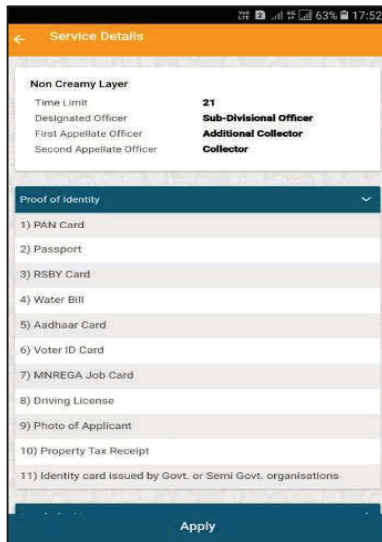


#### Services Sub-Category



### 3.2.3 Sub category details

#### Sub Category Details



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



### 3.2.4 Login and Registration

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

#### Login

#### Registration

### 3.2.5 Track / Verify / Call

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

#### Track

#### Verify

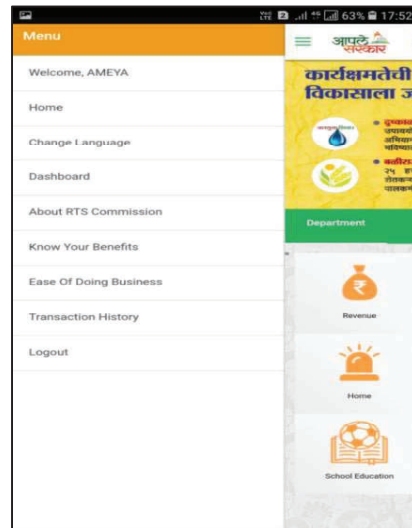
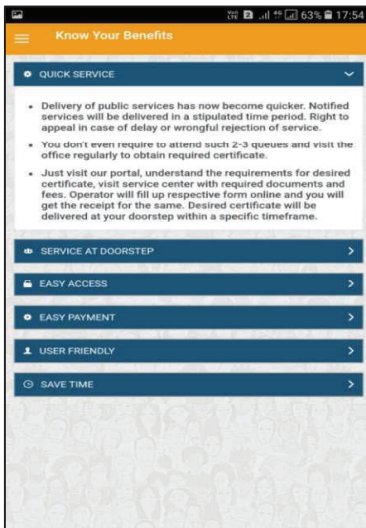
#### Call

3.2.6 There is a 24\*7 toll free number and citizens can ask for any help related to the MRTPS Act, 2015.

Toll free No. – 1800 120 8040

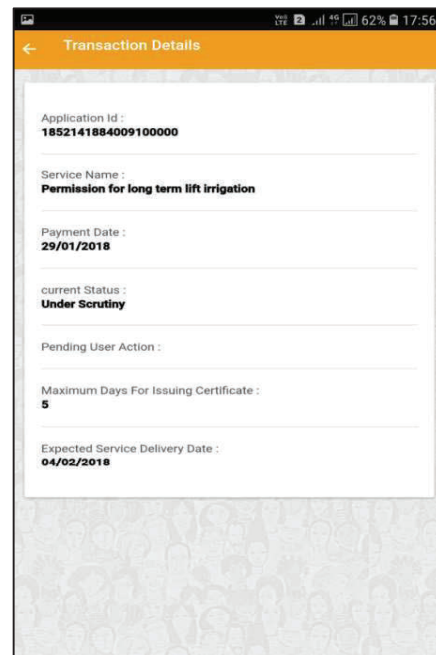
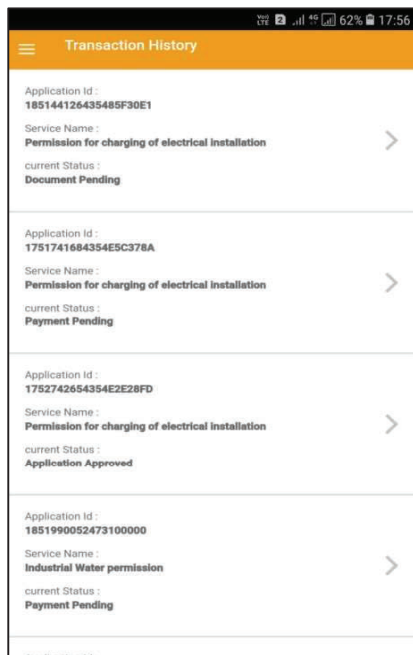


### 3.2.7 Benefits



### 3.2.8 View Transaction History

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

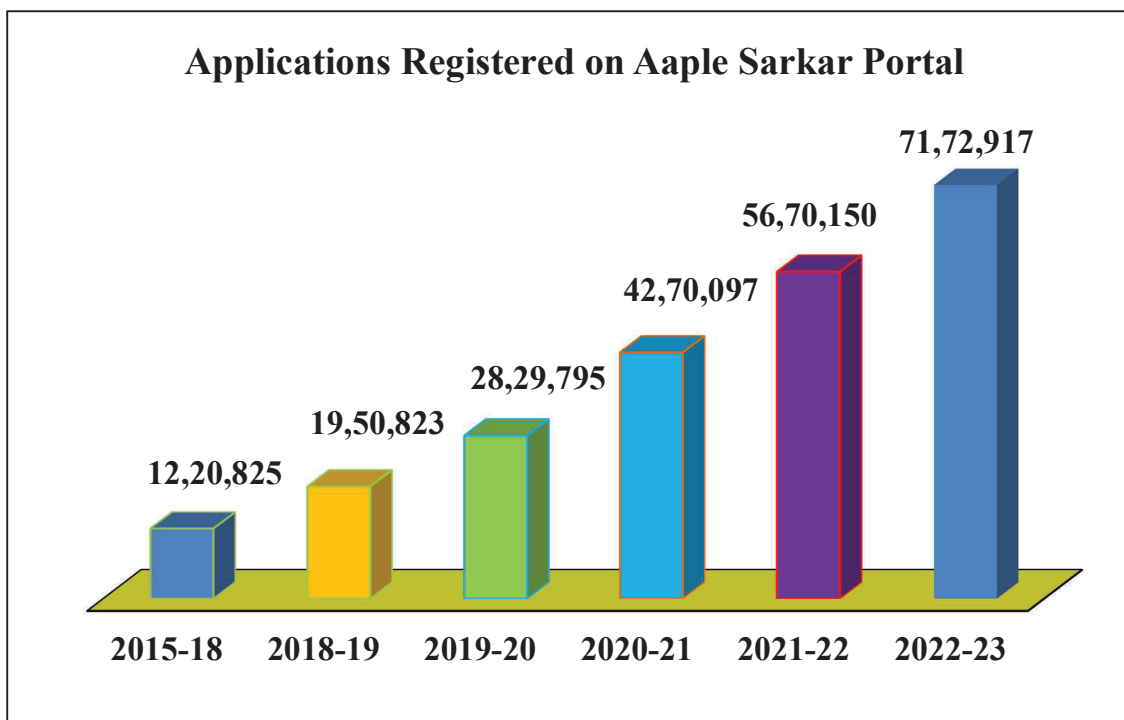


### 3.3 Significant Increase in Registration on Aaple Sarkar Portal

For availing of services online, the applicant is required to register only once through the Aaple Sarkar Portal. After registration, the applicant can apply online for delivery of the notified service online. It is noteworthy and encouraging that the number of citizens who have registered on Aaple Sarkar RTS Portal is increasing rapidly. The number of registered applicants increased significantly from 28 lakh during the Covid-19 pandemic period to 42 Lakhs till March 2021 and

71,72,917 up to March 2023. 15,02,767 applicants have registered for public services during the year 2022-23.

The number of online applications for public services are increasing rapidly. Section 7 of the Maharashtra Right to Public Services Act, 2015 provides that the government shall encourage all public authorities to use information technology to deliver their respective public services within stipulated time limits. The Commission has urged upon all the concerned to implement the above provision.



(Source:- Maha IT Corporation)

## Chapter 4 :-

### Use of Right to Public Service by Citizens

#### 4.1 Department wise Notified Services

Out of total 34 Government Departments, 28 Departments have notified 529 services as on 31<sup>st</sup> March, 2023 under the Maharashtra Right to Public Services Act 2015. The Government Departments who have notified the highest number of services are - Home & Transport Department (91), Industry, Energy & Labour Department (80), Revenue and Forests Department (68), Urban Development Department (55), 3 Departments have not notified any service-viz. Parliamentary Affairs Department, Marathi Language Department and Skills, Employment, Entrepreneurship and Innovation Department.

**Table 4.1: Department wise List of Notified Services (As on 31<sup>st</sup> March 2023)**

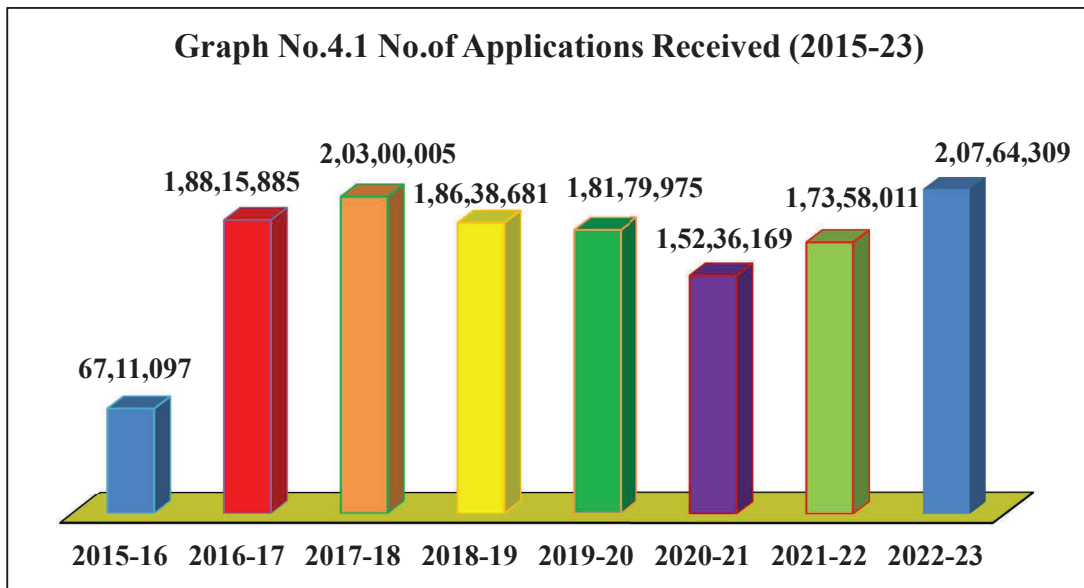
Sr. No.	Name of Department	Name of Sub-Department	Total Notified Services
1	Home and Transport Department	Home Department	18
		Transport Department	14
		State Excise	52
		Maharashtra Maritime Board	07
2	Revenue & Forests Department	Revenue Department	20
		Land Records Department	20
		Forest Department	13
		Department of Registration and Stamps	15
3	Agriculture, Animal Husbandry, Dairy Development & Fisheries Department	Agriculture - Vidyapeeth	09
		Agriculture Department	16
		Animal Husbandry and Dairy Development Department	20
		Fisheries Development Department	
4	Urban Development Department	Urban Development Department	55
5	Law and Judiciary Department	Law and Judiciary Department	04
6	Rural Development & Panchayat Raj Department	Rural Development Department	07
7	Soil & Water Conservation Department	Soil & Water Conservation Department	08
8	Food, Civil Supplies & Consumer Protection Department.	Food, Civil Supplies & Consumer Protection Department	16
9	Housing Department	MHADA	12
		Mumbai Building Repairs and Reconstruction Board	04

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

Sr. No.	Name of Department	Name of Sub-Department	Total Notified Services
30	Marathi Language Department	Marathi Language Department	Nil
31	Skills, Employment, Entrepreneurship and Innovation Department	Skills, Employment, Entrepreneurship and Innovation Department	Nil
	<b>31</b>	<b>46</b>	<b>529</b>

#### 4.2 Status of Departmentwise Applications Received and Disposed of

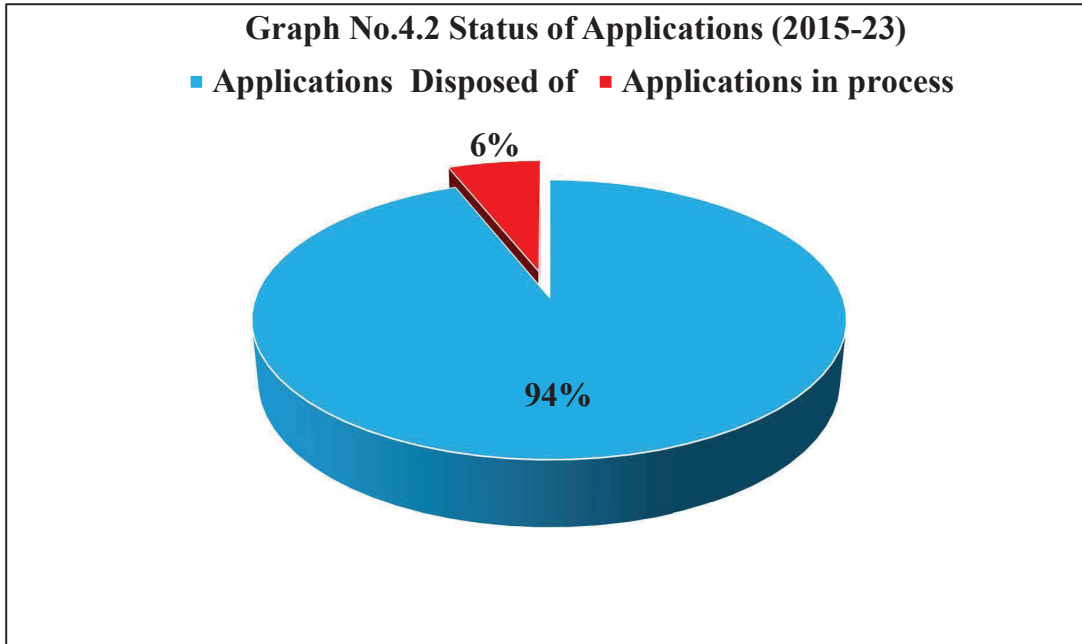
The overall status of applications for the period from October 2015 to March 2023 shows that 13,68,42,976 applications were received by the 31 Departments.



(Source:- Maha IT Corporation)

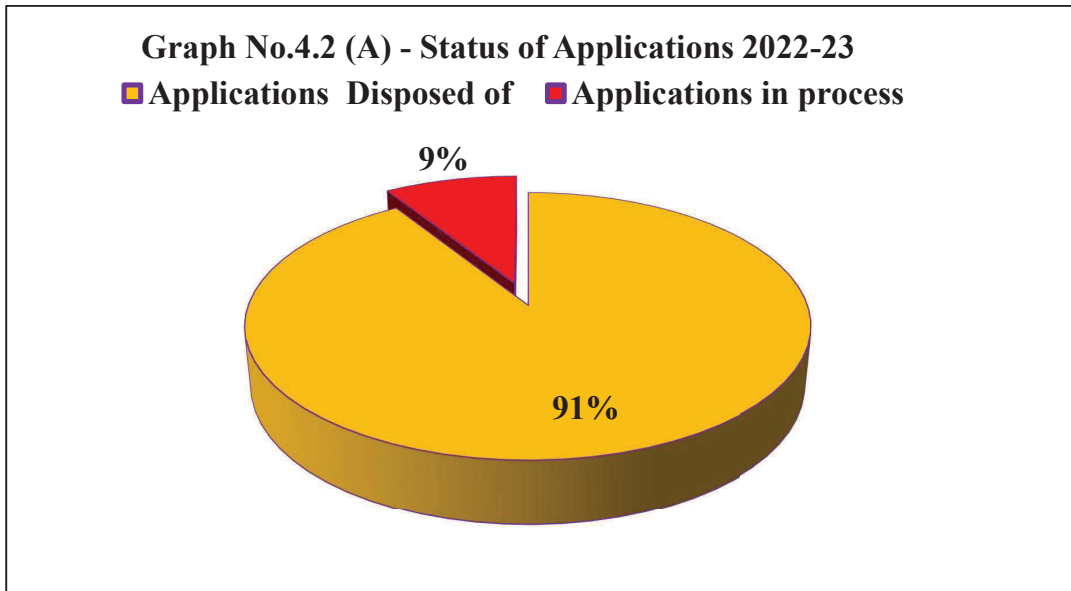
**Note :-** It is observed that there is a decline in the number of applications received during the years 2019-20, 2020-21 & 2021-22 because of the unprecedented Covid pandemic situation and also as a result of discontinuation of the most popular services of providing Village Form No. 7/12 and 8 A from the Aaple Sarkar Portal. These two services are now being provided from Mahabhulekh Portal of the Revenue Department. During the year 2022-23 there was increase in the number of applications received.

#### 4.2.1 Applications Disposed of and In Process



(Source:- Maha IT Corporation)

During the period of 2015 to 2023, the total no. of applications received and disposed of was 13,68,42,976 and 12,98,81,546 respectively. Thus 94.43 % of the applications were disposed of and 5.57% were in process as on 31<sup>st</sup> March 2023.

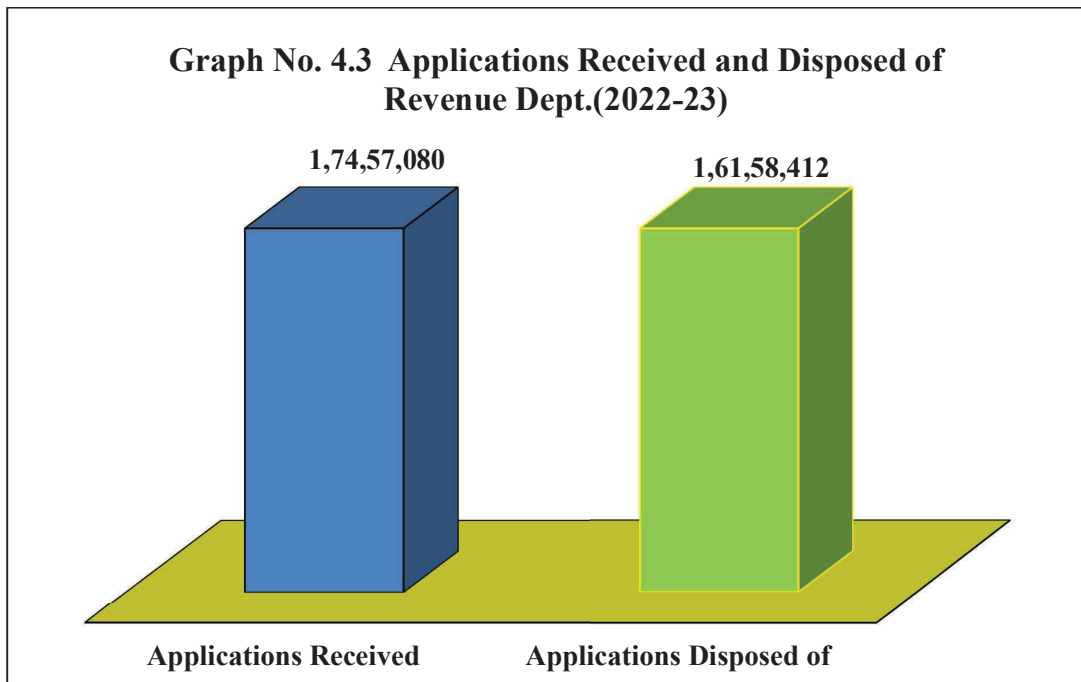


(Source:- Maha IT Corporation)

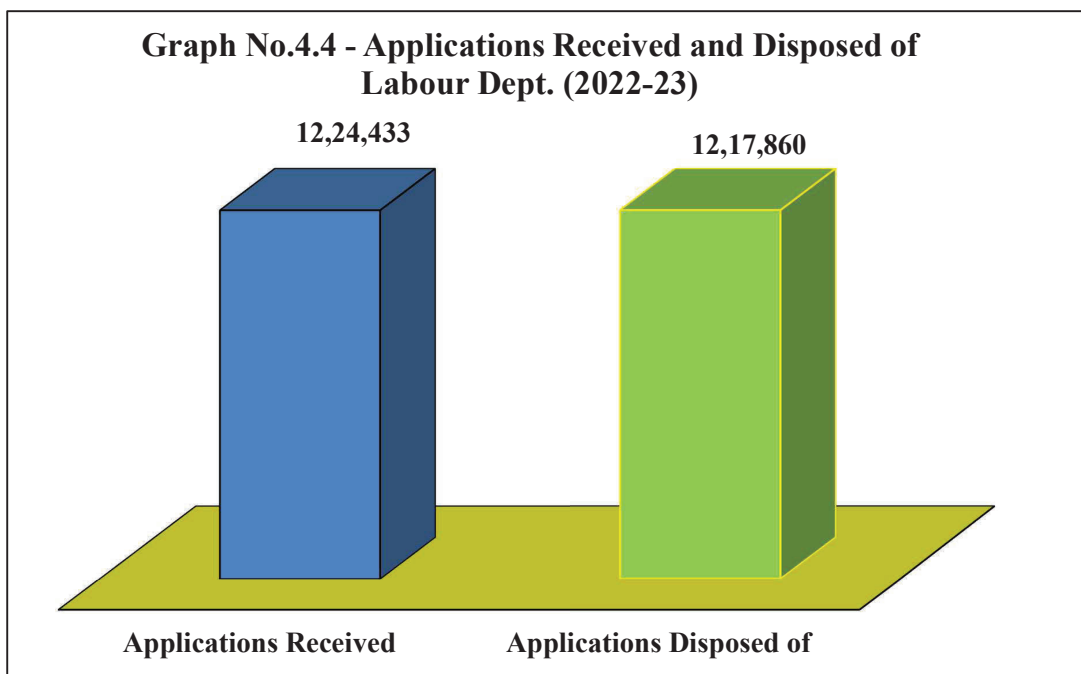
Out of the total number of 2,07,64,309 applications received during 2022-23, 1,90,04,357 were disposed of. Thus, 91.52% of the applications were disposed of and 8.48% applications were in process as on 31<sup>st</sup> March 2023.

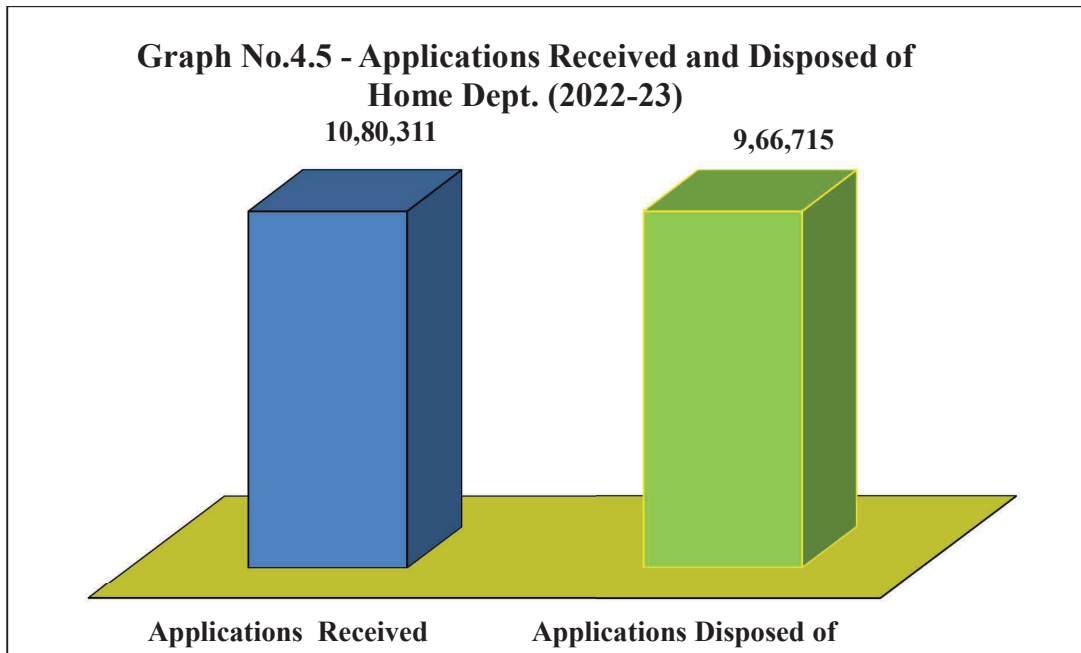


The performance of every department is different from that of the other. Out of 31 Departments, a few Departments consistently lead in the number of applications received and disposed of Revenue Department has received the highest number of applications and disposal of the applications as is shown in Graph No. 4.3. The other two Departments amongst the top three are Labour Department as shown in Graph No. 4.4 & Home Department as shown in Graph 4.5.



(Source:- Maha IT Corporation)

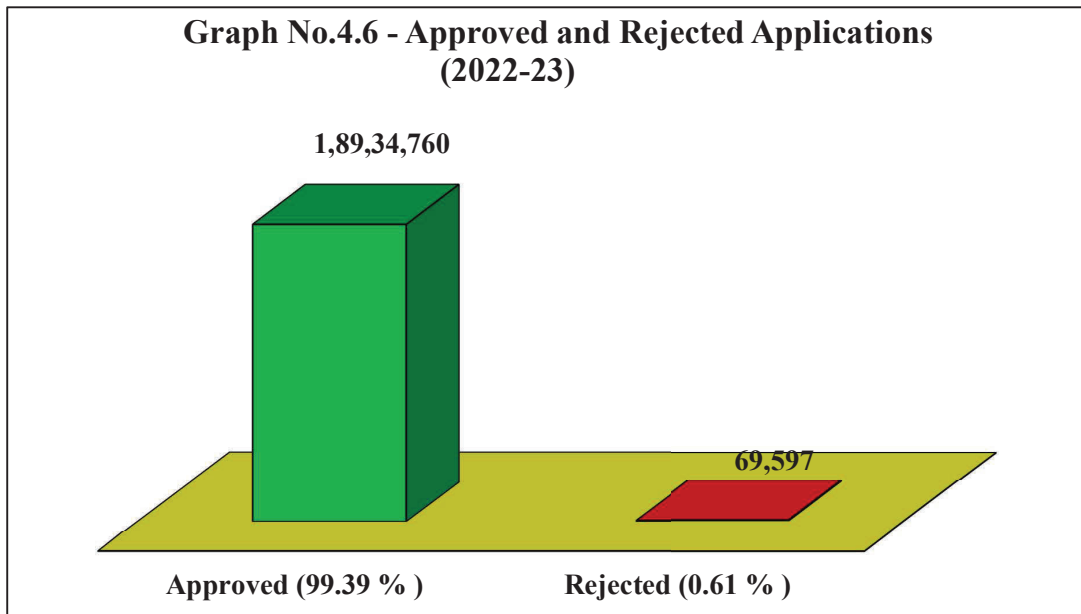




(Source:- Maha IT Corporation)

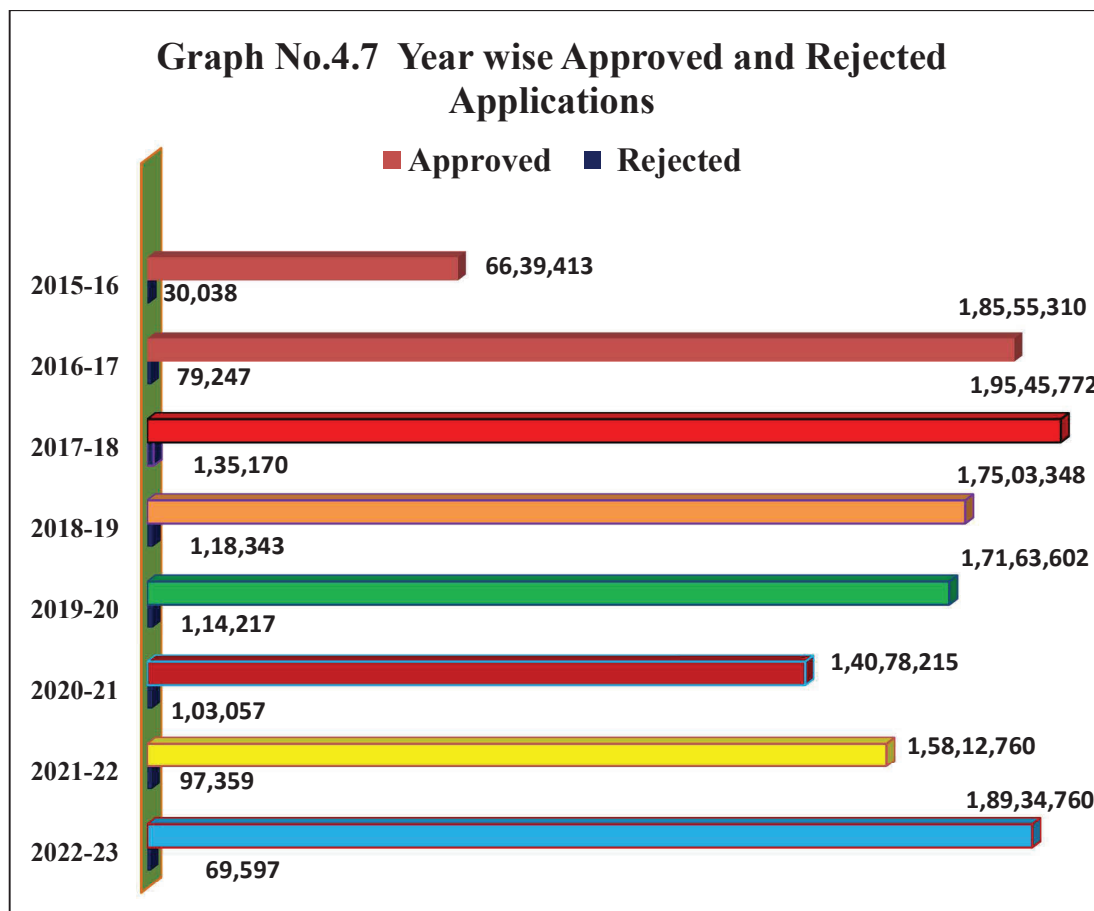
#### 4.2.2 Applications Approved and Rejected

In the year of 2022-23, the total number of applications disposed of was 1,90,04,357. Out of these “disposed of” applications, approved applications were 1,89,34,760 i.e 99.39%. Hence it is seen that the percentage of applications rejected is only 0.61%. This extremely low percentage of rejection deserves appreciation. The details of these applications can be seen in Graph No. 4.6.



(Source:- Maha IT Corporation)

**Graph No. 4.7 Yearwise number of the approved and rejected applications**



(Source:- Maha IT Corporation, Date:- 11 August, 2023)

It is observed from the above graph that during the period from 2015 to 2023 in all the years, the rejection of applications continues to be very low consistently i.e. below 1% only.

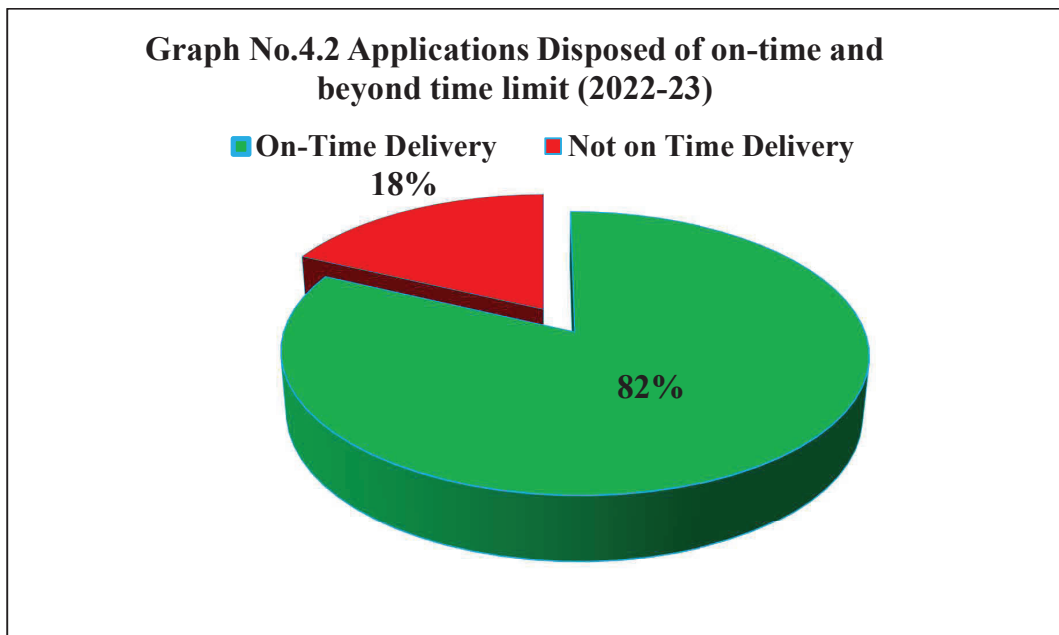
**Table No. 5.2 Departmentwise Applications Received, Disposed of, Approved & Rejected (2022-23)**

Sr. No.	Department	Total Received	Total Disposed of	Approved	Rejected
1	Revenue Dept	1,74,57,080	1,61,58,412	1,61,27,768	30,644
2	Labour Dept	12,24,433	12,17,860	12,08,516	9,344
3	Home and Transport Dept	10,80,311	9,66,715	9,66,711	4
4	Social Justice and Special Assistance Dept	4,96,591	2,18,436	2,14,719	3,717
5	Industries Dept	2,24,246	2,24,086	2,09,498	14,588
6	Energy Dept	83,995	79,527	79,939	4,588
7	Tribal Development Dept	68,115	65,593	60,016	5,577
8	State Excise Dept	47,318	42,620	42,478	142
9	Rural Development & Panchyat Raj Dept	2	2	0	2
10	Law & Judiciary Dept	18,359	1,074	1,072	2
11	Higher & Technical Education Dept	19,789	10,060	10,057	3

12	Agriculture Dept	18,819	6,342	6,282	60
13	Food Civil Supplies and Consumer Protection Dept	6,815	6,815	6,815	0
14	Maharashtra Pollution Control Board				
15	Urban Development Department	4,996	3,127	2,563	564
16	Dept of Co-Operation, Marketing and Textiles	5,247	267	263	4
17	School Education and Sports Dept	2,817	1,151	871	280
18	Maharashtra Maritime Board	3,118	2,008	1,933	75
19	Women And Child Development Department	1,801	17	17	0
20	Legal Meteorology Department				
21	Finance Department				
22	Minorities Development Department	151	57	54	3
23	Water Resource Dept	299	188	188	0
24	Housing Dept.-S.R.A.	0	0	0	0
25	Water Supply and Sanitation	3	0	0	0
	<b>Grand Total</b>	<b>2,07,64,305</b>	<b>1,90,04,357</b>	<b>1,89,34,760</b>	<b>69,597</b>

Source: Maha IT , (As on 11 August, 2023)

#### 4.2.3 Applications Disposed of on-time and beyond time limit



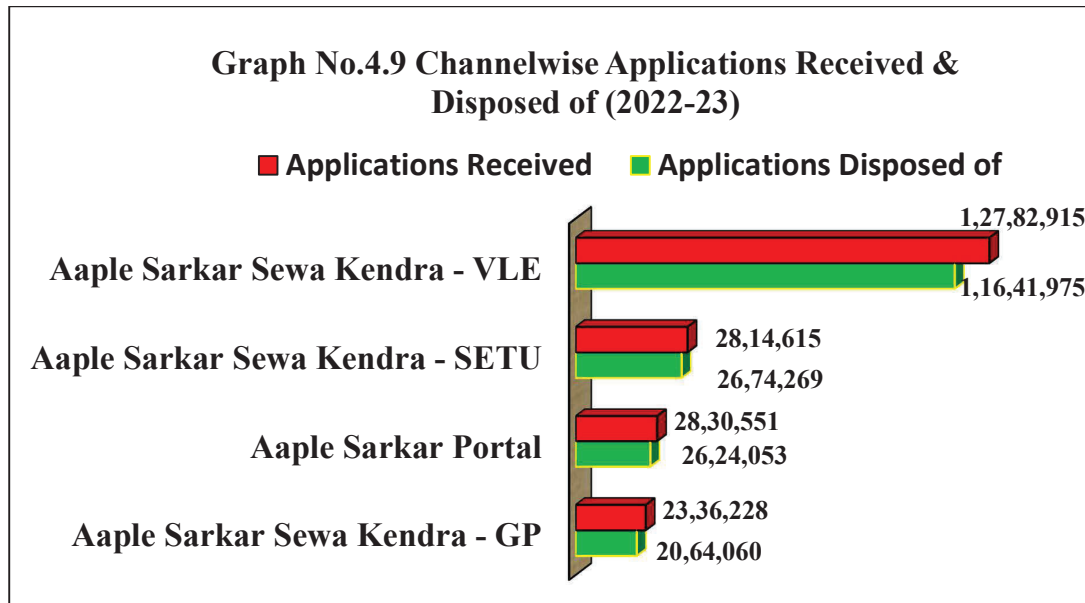
(Source:- Maha IT Corporation)

In the year 2022-23, a total of 2,07,64,309 applications were received in all the departments, Out of which 1,90,04,357 applications were processed. Out of these, 82.27% applications i.e.

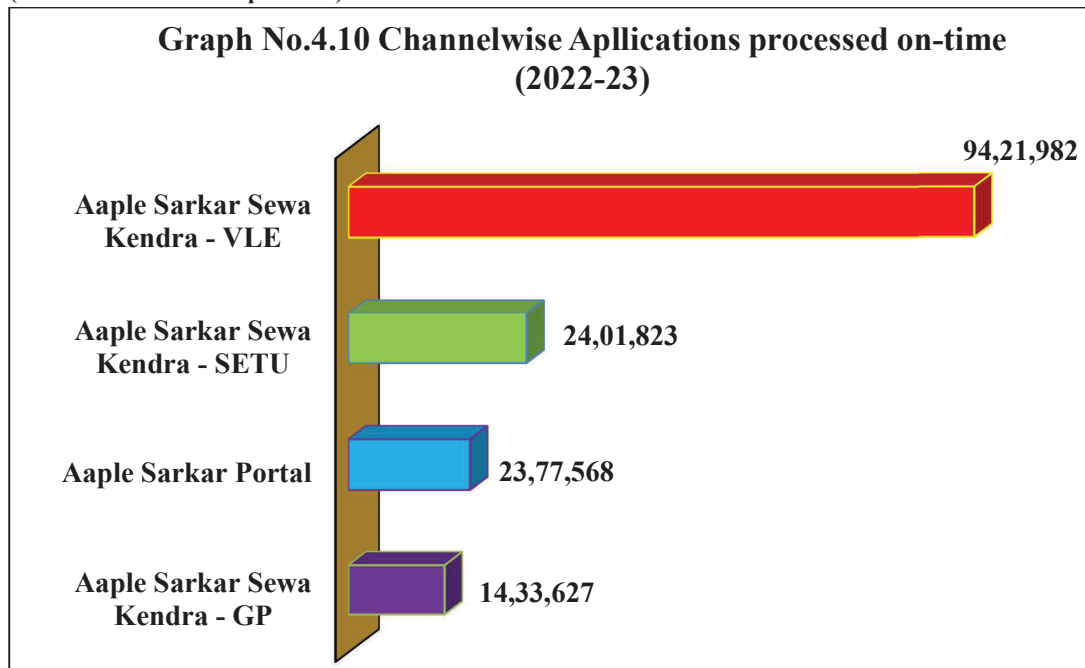
1,56,35,000 applications were processed within the stipulated time limit, whereas 17.73% of the applications i.e. 33,69,357 applications were processed after the stipulated time limit.

#### 4.3 Delivery Channel wise number of Applications Received and Disposed of

The applications under the Maharashtra Right to Public Services Act 2015 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.



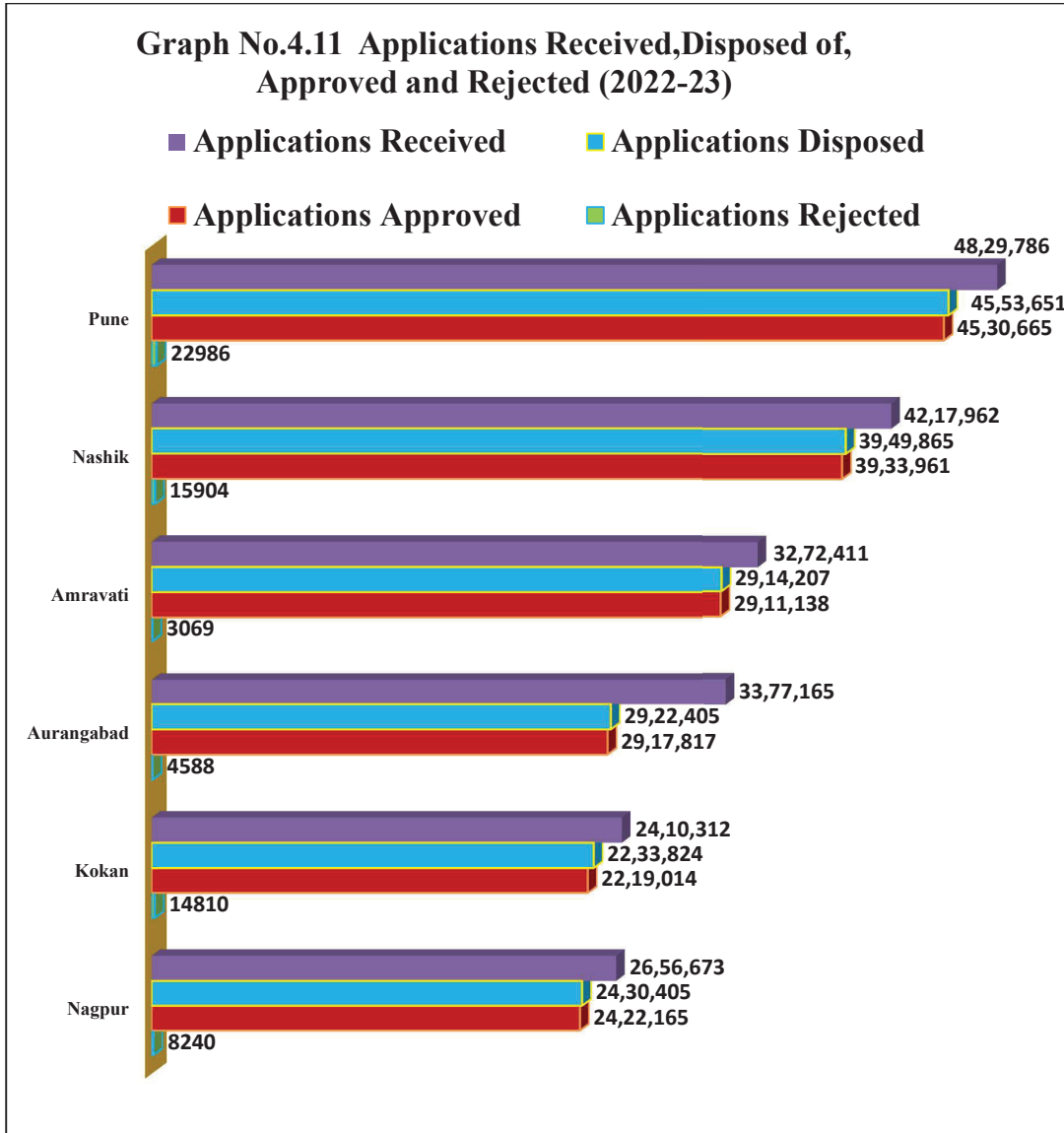
(Source:- Maha IT Corporation)



(Source:- Maha IT Corporation)

#### 4.4 Revenue Division wise status of services

Graph no. 4.11 /shows the total no. of applications received and disposed of under the MRTPS Act 2015. It's evident that the Pune Division has received and disposed of the highest number of applications.



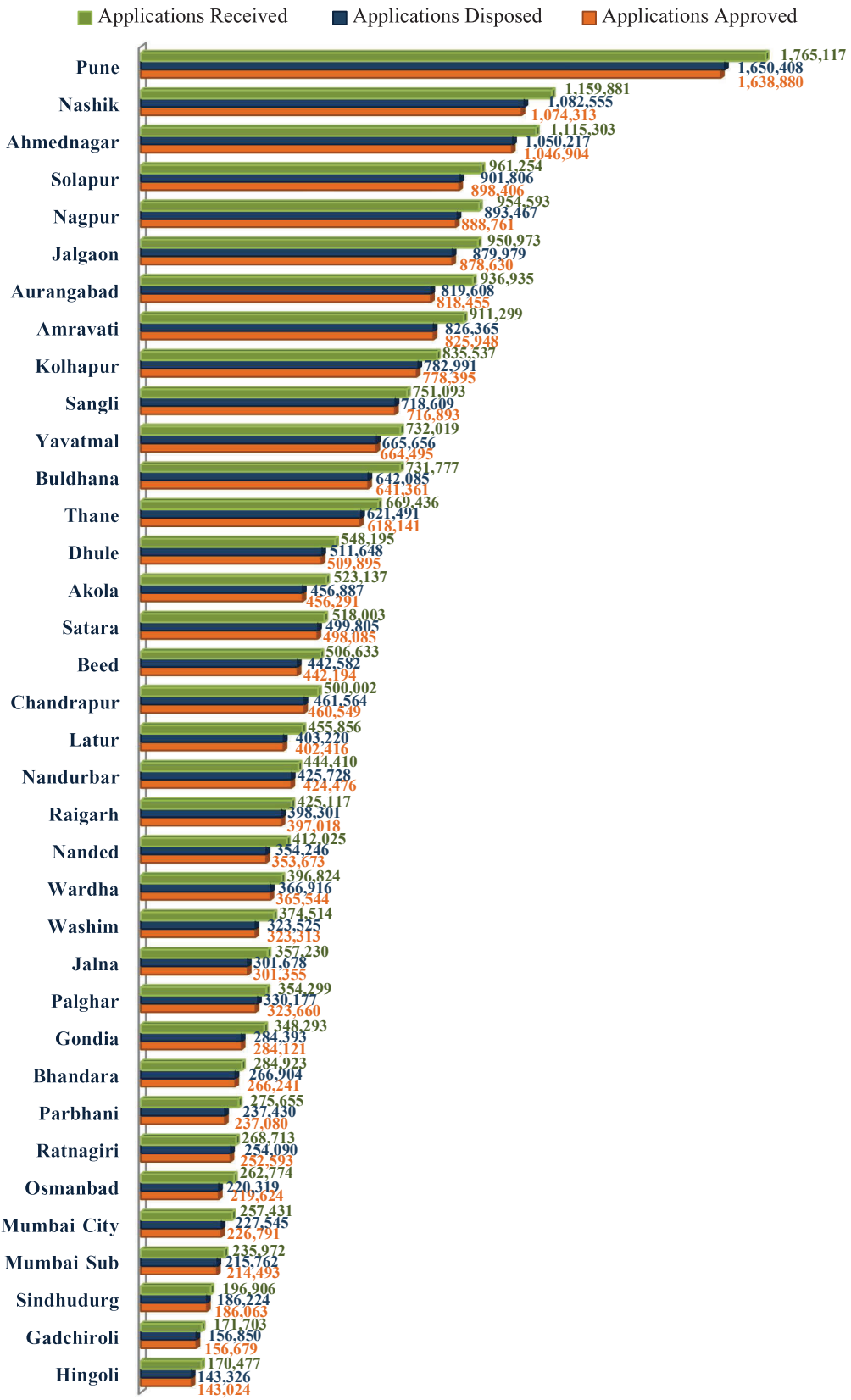
(Source:- Maha IT Corporation)

#### 4.5 Districtwise Status of Applications

It is observed that Pune district has received and disposed of highest number of applications and ranks first. A detailed overview of the performance of the districts can be perused from the graph No. 4.11 in this section. This analytical graph clearly presents the district wise details of the applications received and disposed of.

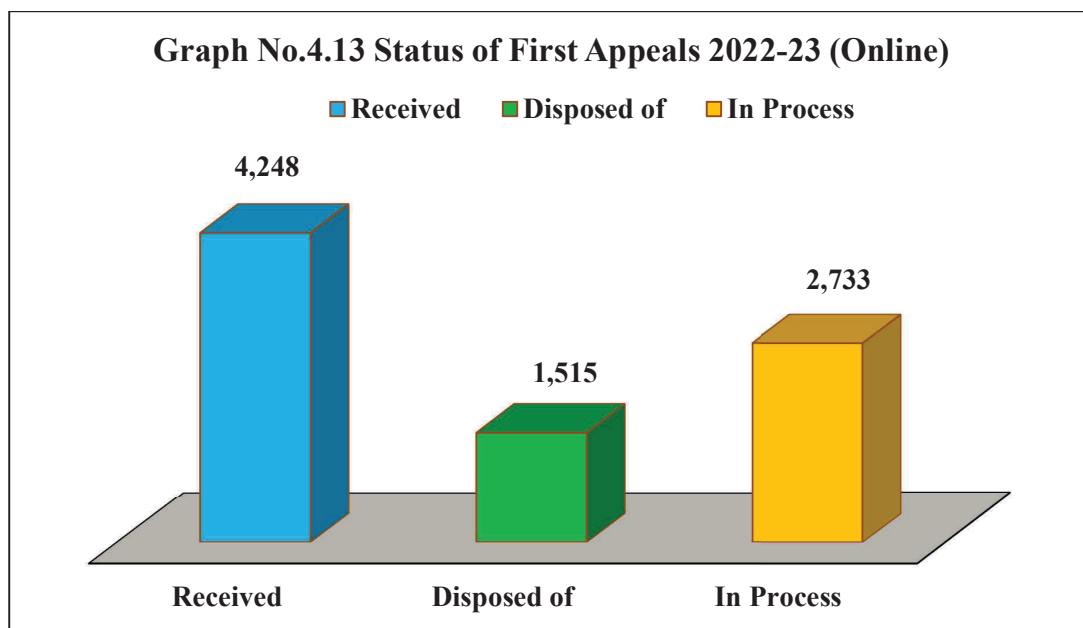


Graph No. 4.12 Applications Received, Disposed and Approved 2022-23

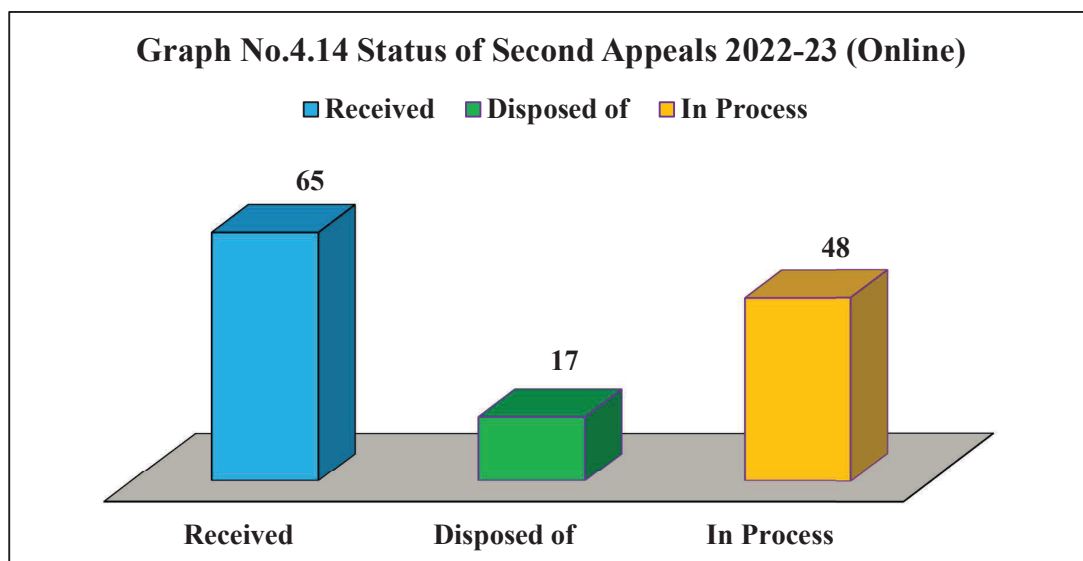


#### 4.6 Status of Appeals made under the Maharashtra Right to Public Services Act 2015.

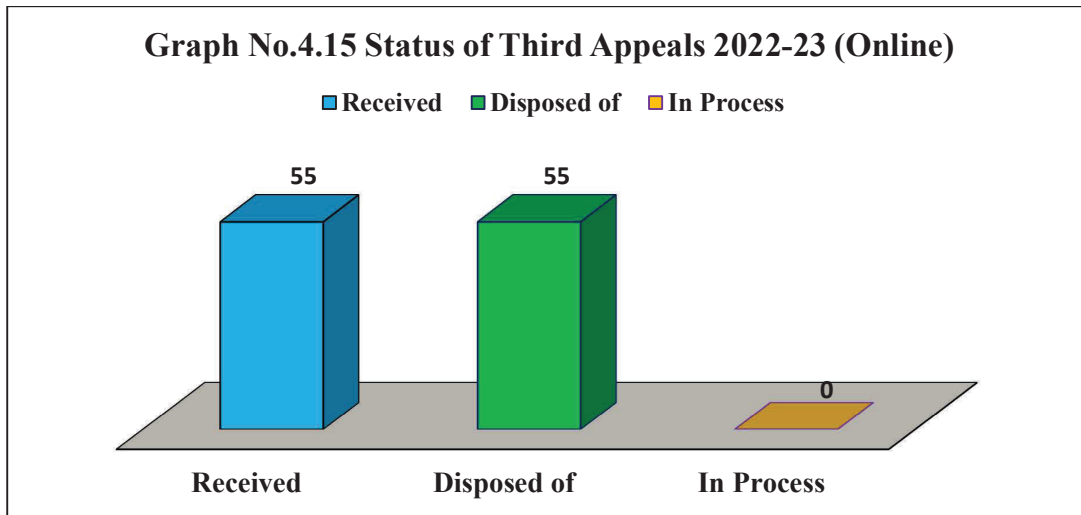
As per the provisions of Maharashtra Right to Public Services Act, 2015, if the services are not provided to any applicant within the stipulated time or if the application is rejected without justifiable reasons, then the applicant can file first appeal before the authority notified by the department. In case the first appeal is also ineffective or does not satisfy the appellant, then within the given time limit, the appellant can file the second appeal before the authority notified by the Department. Again if the appellant is not satisfied with the order of the second appellate authority, then he can file third appeal before the Maharashtra State Commission for RTS. Graphs no. 4.13 & 4.14, 4.15 provide the status of the first and the second appeals filed online. Information regarding offline appeals is not available with the Commission.



(Source:- Maha IT Corporation)



(Source:- Maha IT Corporation)



(Source:- Maha IT Corporation)

#### 4.7 Categorization based on the response to the notified services of the Departments

The number of notified public services varies from department to department. Similarly, the applications received and the response thereto also varies. The departments are categorized on the basis of the response received with reference to the notified services and disposal of applications using Aaple Sarkar portal for delivery of notified 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 numbers of Services have received very good response.
3	Good Response - More than 1000 applications received for each service.
4	Medium Response - Less than 1000 applications received for each service.
5	Zero Response - Zero application received for service.

Sr.No	Criteria for Amber Zone
1	Only a few services notified and provided online through digital workflow and public services delivered through ASP Portal.
2	Good Response - More than 1000 applications received for each service.
3	Medium Response - Less than 1000 applications 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 public services.
2	Integration completed with Aaple Sarkar portal, but not adopting the single platform policy to provide the public services and single payment gateway.
3	Since on-line service is not provided, number of applications received and disposed of is not available.

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

**Table No. 4.3 Departments categorized in Green Zone (Very Good Performance)**

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Revenue	40	13	10	17
2	Labour	41	10	28	3
3	Energy	14	6	1	7
4	Industry - Directorate General of Industries- Printing and Stationery	2	2	0	0
	<b>Total</b>	<b>97</b>	<b>31</b>	<b>39</b>	<b>27</b>

Source : (Maha IT - As on 31<sup>st</sup> March 2023)

**Table No. 4.4 Departments categorized in Amber Zone ( Good Performance )**

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Home	18	3	3	12
2	State Excise	52	5	7	40
3	Higher & Technical Dept.	10	5	4	1
4	Rural Development & Panchayat Raj Dept.	7	3	4	0
5	Social Justice and Special Assistance Dept.	12	3	4	5
6	Industries	16	0	1	15
7	Transport (Maritime Board)	7	0	6	1
8	Water Resource Dept.	10	0	4	6
9	Law & Judiciary Dept.	4	1	1	2
10	Women And Child Development	8	0	8	0
11	MIDC	7	0	2	5
12	Tribal Development Dept.	2	1	0	1
13	Dept. of Co-Operation, Marketing and Textiles	9	2	2	5
14	Urban Development	52	1	16	35
15	Food & Civil Supplies and Consumer protection	16	1	5	10
16	School Education and Sports Dept.	12	1	5	6
	<b>Total</b>	<b>242</b>	<b>26</b>	<b>72</b>	<b>144</b>

Source : (Maha IT - As on 31<sup>st</sup> March 2023)

**Table No. 4.5 Departments categorized in Red Zone**

Sr. No.	Departments	Services	Good Response	Medium Response	Zero Response
1	Agriculture Dept.	25	2	1	22
2	Minority Development	1	0	1	0
3	Tourism and Cultural Affair Dept.	20	0	0	20
4	Transport Dept.	14	0	0	14
5	Finance	4	0	0	4
6	Housing Dept. - SRA	5	0	0	5
7	Medical Education and Drugs Department	5	0	0	5
8	Forest Department	13	0	0	13
9	Animal Husbandry Dept.	14	0	0	14
10	Fisheries Department	6	0	0	6
11	PWD	2	0	0	2
12	Water Supply - MJP	16	0	0	16
13	Water Supply - GSDA	2	0	0	2
14	Planning Department	2	0	0	2
15	Public Health	6	0	0	6
16	Dept. of Registration & Stamp	15	0	0	15
17	Housing Dept. - MHADA	12	0	0	12
18	Housing Dept. - Building Repairing Board	4	0	0	4
19	Soil & Water Conservation Dept.	8	0	0	8
20	Department of Skill Development and Entrepreneurship	0	0	0	0
21	GAD	5	0	0	5
22	Social and Educational Backward Classes, Vimukta Jatis, Nomadic Tribes and Special Backward Classes Welfare Department.	1	0	0	1
23	Environment (Maharashtra Pollution Control Board)	7	0	0	7
	<b>Total</b>	<b>187</b>	<b>2</b>	<b>2</b>	<b>183</b>

Source : (Maha IT - As on 31st March 2023)

**Note :-**

1. Agriculture, Animal Husbandary, Dairy Development and Fisheries Department, Transport Department, Medical Education and Drugs Department, Settlement Commissioner (Land Records) and IGR are providing online services through portals owned by the Depts. These online services are not integrated with “Aaple Sarkar Portal”. The number of applications processed by these departments during the year 2022-23 are as follows -

- A) Agriculture - 2,53,297
- B) Transport Department - 96,44,261
- C) Medical Education - 99,275 Food and Drugs Departments - 5,59,746
- D) Land Records –
  - Village form no. 7/12(land parcel info) – 1,90,11,908
  - Village Form No. 8A (land holder info sheet) – 59,17,441
  - Mutation Entry Register – 7,46,079
  - Property Card – 14,88,894
- E) Inspector General of Registration (IGR) -  
(Online 8,60,060) - (Offline 33,00,137) = 41,60,197
- F) Forest Department – 1,15,778

These figures are NOT reflected on Aaple Sarkar Portal because of non-integration.

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

2. The above analysis and categorization shown in tables 4.3, 4.4, 4.5 is based on the online applications received on “**Aaple Sarkar Portal**”. Departments/services catagorised in Amber/Red Zone may have received significant number of offline applications or they might have provided services through their portals which are not integtrated with “Aaple Sarkar Portal”. Despite repeated instructions and despite providing proforma ‘A’, ‘B’ & ‘C’ to collect the information related to offline services the said information is not made available to the Commission by the concerned departments.
3. Similarly, some departments have provided online application facility but their portals have not been integrated with Aaple Sarkar Portal. Information regarding applications received and disposed of from systems not integrated with Aaple Sarkar Seva Portal is also not available, hence not captured in the above analysis.



## **Chapter 5:**

### **Training & Capacity Building**

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#### **5.1 Training & Capacity Building**

Training is an important part of the implementation of any new policy or technology. It enables Staff and Officers to perform effectively & efficiently. Section 20 (4) of the MRTPS Act, 2015, stipulates that all the Designated Officers and the Appellate Authorities shall undergo periodic training for the effective implementation of the Act. Further the Act also mentions that the State Government will make adequate budgetary provisions for the training and capacity building of administrative machinery implementing the MRTPS Act. It has been decided that the training regarding the MRTPS Act will be an integral part of the YASHDA's curriculum of the foundation course for all officers.

#### **5.2 Orientation Training by YASHADA**

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

##### **5.2.1 Awareness Training Phase - I (2015-16)**

After the enactment of the MRTPS Act 2015, YASHADA was given the responsibility for creating awareness among government employees for the implementation of the Act. YASHADA designed the content for the training program which was called 'Orientation Training Program on Maharashtra Right to Public Services Act, 2015'. YASHADA has structured and implemented it on a campaign mode.

After analyzing the training needs, specific clauses and other contents from the Act were selected finally for inclusion in the training modules. Accordingly, related documentaries/films were selected. Reading material containing provisions of the Act, presentations and Frequently Asked Questions (FAQs) along with the model answers were prepared. After this initial preparation, the first state level Training of Trainers (ToT) Workshop was conducted on 30<sup>th</sup> September 2015 and the second ToT Workshop was conducted on 5<sup>th</sup> October 2015 at

YASHADA, Pune. Through this programme 130 state level trainers were trained and these trainers conducted district level ToTs during 2015 across 36 districts and trained 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 the government staff and officers and imparted training to 28,733 participants. Similarly, in Phase II, training was imparted to 52,779 participants. These efforts of YASHADA were appreciated and recognized by the Department of Personal and Training, Government of India by awarding “Excellence in Training” for the year 2015-16.

### 5.2.2 Awareness Training Phase - II (2016-17)

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

**Table 5.1 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 ) and Others	0	8313
<b>Total</b>	<b>475</b>	<b>1,21,936</b>

### 5.2.3 Awareness Training during Foundation Training Course

During the year 2022-23, total 13,735 (11,817 Group “A” and 1,918 Group “B” and “C”) officers were facilitated with the awareness training by YASHADA. Since 2015 to 31<sup>st</sup> March 2023, YASHADA has trained 2,53,489 officers in total.

**Table 5.2 Year wise trained officers Group “A”, “B” and Group “C”**

Sr. No	Year	Trainee Officers Group “A”	Trainee Officers Group “B” and “C”
1	2015-16	652	84,278
2	2016-17	359	1,21,926
3	2017-18	1,366	13,804
4	2018-19	1,058	8,136
5	2019-20	1,711	4,053
6	2020-21	185	204
7	2021-22	520	1,502
8	2022-23	11,817	1,918
<b>Total</b>		<b>17,668</b>	<b>2,35,821</b>

(Source :- Yashda's letter dated 25.04.2023 and MahaIT's letter dated 31st March, 2023)

### **5.3 Technical Training by Maha-IT**

For the implementation of MRTPS Act 2015, Maharashtra Information Technology Corporation (MahaIT) is appointed as System Integrator to develop online portal to process end to end online applications and to integrate other department’s portals with Aaple Sarkar Portal.

A MahaIT Business Analyst has been appointed in every department to understand the process of respective public services and standardize application forms, levy compatible charges and to do business process re-engineering of process flow. MahaIT carried out this activity so that it could bring about ease of doing business to citizens applying through Aaple Sarkar Service Portal. A hands-on training programme was organized for the Nodal Officers of all the Government Departments.

At district level, “District Co-ordinators” have been appointed in each district to co-ordinate with the field level officers of various Government Departments. Uptill now, 117 training programmes have been organized at the district & taluka levels by the district co-ordinators .

- These training sessions include the review of the applications received & disposed of and also review of the documents to be attached with the Applications by citizens while availing of services .

- Tracking of applications and third-party verification mechanism is an integral part of the training.
- Training to the Designated Officers regarding the process flow and steps involved at the department level has been done
- Training of the Appellate Authorities for appeal level process flow has been conducted
- Dashboard training for MIS Reports has been conducted.

### **Training Statistics:**

Technical training was provided by MahaIT for various departments. MahaIT has conducted 387 training programmes and imparted training to 628 officers and allied staff.

During 2022-23, YASHADA imparted training to 13,735 officers.

Thus in 2022-23, a total of 14,363 Officers and members of staff received training.

### **Continuity of training :-**

Training is a continuous process. As the volume of applications as well as awareness regarding providing online public services is increasing, there is a need for comprehensive training at all levels through the foundation and refresher courses.

### **Need for training and refresher courses:-**

From the above statistics, it is evident that extensive training has not been imparted after the year 2016-17. As the concerned officers who are responsible for implementing the Maharashtra Right to Public Services Act get transferred/recruited to various departments from time to time, there is a need for continuous and regular comprehensive training at all levels. The Centre operators or '*kendra chalaks (KC)*' who run Aaple Sarkar Seva Kendras also keep changing. They also need regular training. About 2 lakh officers/employees are involved in the actual process of implementation of the MRTPS Act. All of them need to be given regular and continuous training regarding the MRTPS Act and the procedures & process to be followed for its implementation.

## Chapter 6 :-

### Innovative Activities

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#### Innovative Activities

Maharashtra State Commission for Right to Service was constituted in 2017 for effective implementation of the Maharashtra Right to Public Services Act, 2015. The objective of the Act is that the public Authorities under the State Government should provide public services to eligible persons in a transparent, efficient and time bound manner. In order to achieve the objectives of Section 7 of the Act, it is provided that the State Government shall encourage and urge all public authorities to use information technology for delivery of public services within the stipulated time limits. To achieve these objectives, the Government of Maharashtra and the Department of Information Technology have undertaken the following activities:

1. To provide 387 notified services online by 31st March 2023.
2. The logo/emblem/symbol and the slogan “Your Service is Our Duty” were chosen through public competition
3. District Collectors have been declared as “Controlling Officers” for monitoring implementation of the Act by various public authorities in the district.
4. Dashboard has been made available to all Departmental Secretaries, HODs, Divisional Commissioners, Collectors, Chief Executive Officers of Zilla Parishads for effective control and monitoring of delivery of services
5. System of use of digital signature by designated officers has become prevalent. The said system is very effective and secure
6. 37,895 “Aaple Sarkar Service Centres” in the state provide online services to citizens.
7. Designated officers and Appellate Officers are alerted through Short Message Service (SMS).
8. The performance of various departments is evaluated and graded based on the response to online services of such departments.
9. As on 31 March 2023, 71,72,917 citizens have registered on 'Aaple Sarkar Portal'.

All the above measures are helping to achieve the objective of delivering public services in a transparent, efficient and time bound manner. During the year 2022-23, 2,07,64,309 applications seeking public services were received out of which, 1,90,04,358 applications were approved and settled and only 69,597 applications were rejected. From the above, it can be seen that the rejection rate of applications is very low i.e. less than 1%.

During the period of this Report, a few departments/offices at the field level have taken innovative steps and initiatives to ensure that these services are provided transparently and promptly. Some examples are given below:-

## **6.1 CIDCO'S Pilot Digital Transformation: Ease of Doing Business Portal (EODB)**



**Civic Facilities Centre, CIDCO, Navi Mumbai**

City and Industrial Development Corporation (CIDCO) has become synonymous with the new city development. CIDCO's Ease of Doing Business (EODB) portal is comprehensive, covering property services, building permits, engineering services and almost all essential aspects of such operations. It is not just an ordinary website, but a perfect medium to provide comprehensive services.

### **CIDCO's system is SMART:-**

**Smart:** Those who want to use technology to increase efficiency.

**Moral:** Those who are committed to ethical and transparent governance.

**Accountable:** Those who accept full responsibility for what they do.

**Responsive:** Those who solve the problems encountered quickly.

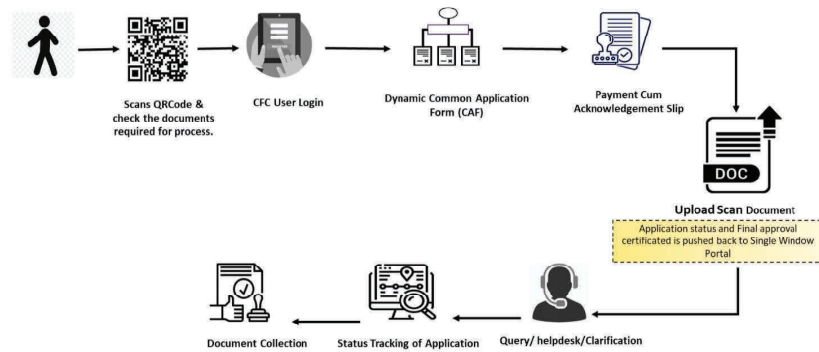
**Transparent:** Those who are honest and are therefore trustworthy for people;

This SMART system of CIDCO is multilingual and available 24 x 7 and covers all works of citizens related to CIDCO through a safe and reliable system including payment gateway for safe payment.

CIDCO's 'Common Facility Center-CFC' is not just a digital service provider, but a unique bridge built by CIDCO to connect the non-digital world with the digital world. That is why it is fully ensured that even those who do not have internet access or no knowledge of internet usage can benefit from the EODB portal.



Equipped with advanced media facilities, trained and dedicated staff, ready to help citizens, strict monitoring of information privacy and security, 'Nagri Suvidha Kendra' is a proof of CIDCO's commitment to provide every citizen with timely services and facilities during the digital transition.



Services available under CIDCO's Ease of Doing Business Portal (EODB):

- Property related : 64 sub-services.
- Construction Permission : 04 Sub-services.
- Engineering : 03 sub-services.
- General : 04 sub-services.
- NAINA : 04 Sub-services.

The above innovative and people-oriented activities have been implemented under the guidance and able leadership provided by the then Vice Chairman and Managing Director of CIDCO, Shri. Sanjay Mukherjee. The Commission appreciates this initiative.

## 6.2 Settlement Commissioner, Land Records

### 6.2.1 Measurement work through modern technology

A total of 77 CORS Stations (CORS - Continuous Operating Reference Station) have been set up in the state through Survey of India to carry out land survey work faster and more accurately. Measurement is being done with the help of GNSS rovers. The maps that will be prepared after the calculation work through this modern technology will be based on GIS system and will be prepared with latitude and longitude. In the year 2022-23, a total of 901 GNSS rovers were purchased. Out of these, total 501 rovers were purchased from the funds provided by the Settlement Commissioner's office and 400 from the District Planning Committee funds. Further, during the year 2023-24, a total of 600 GNSS rovers are proposed to be purchased. District wise action is being planned to ensure that it will not take more than 3 months to complete land survey in any case.

### **6.2.2 Digitization of Survey Maps**

The work of digitization of survey maps of 6 districts of Maharashtra namely, Pune, Raigad, Nasik, Aurangabad, Amravati and Nagpur in the first phase of the project 'Digital India Land Records Modernisation Program' of the Central Government has been completed and digital land maps will be available to the citizens very soon.

### **6.2.3 E-Mojani Version 2.0**

Has been developed for land record department for speedy disposal of measurement cases. Under E-Mojani Version 2.0, online CITIZEN Portal has been made available to the citizens and information about each stage of measurement, application viz submission, payment of fees, measurement will be available through S.M.S. and notice for measurement is given online. Making measurement map available in digital format will also be included in this. This Software has been introduced on a pilot basis in Nandurbar and Washim Districts and in the office of one Deputy Superintendent Land Record Office in each district. Also in the remaining 32 districts, E-Mojani-2.0 is made applicable in one taluka of each district. The same will be made applicable in the remaining 72 talukas in 2023-24. Because of this, the citizens will get latitude and longitude based online GIS measurement maps.

### **6.2.4 E-Hakk System**

The Land Records Department under the Revenue Department of Maharashtra is computerizing and digitizing the records of rights in the state and is striving to make the records of rights available online. Public Data Entry (PDE) facility has been made available to the citizens to fill applications for mutation in land records. The following types of mutation entries can be made in the records of rights through the e-Hakk system:-

- i. Mutation by Succession
- ii. Creation of charge on property
- iii. Removal of charge on property
- iv. Mutation relating to e-karar (e-agreements)
- v. Removal of names of the deceased from RoR (Record of Rights)
- vi. Removal of the name of head of HUF (Hindu Undivided Family)
- vii. Removal of the name of Trustee
- viii. Removal of any error in the RoR (Record of Rights)

Every application made through this system gets an “Application Identification number”. Applicant can view application status any time. After the applicant submits the application he also receives messages about the completion of various stages. These activities are progressing well under the able guidance and leadership of the Settlement Commissioner, Mr. Niranjana Sudhanshu and the tireless efforts of Mrs. Sarita Narke, Project Coordinator.

## **6.3 Registration and Stamps Department**

### **6.3.1 My Sarita-Mobile Application**

The Registration and Stamp Department has created a mobile app to make the information of the department as well as online services available to the citizens on their mobile phones. The mobile app is simple and easy to use. The registration information is easily available through the mobile app.

### **6.3.2 CRM Portal <http://crm.igrmaharashtra.in>**

- i. Citizen Relationship Management Portal has been developed for timely redressal of citizens' complaints.
- ii. Citizens can register their complaints using the mobile application, the CRM website, Voice Call, Social Media (Facebook, Twitter, Whatsapp, SMS, E-mail).
- iii. After detailed analysis of all the complaints in the department through the CRM Portal, the complaint is sent to the concerned office for appropriate action and after the redressal or disposal of the complaint, the feedback of the complainant is taken.

The Commission takes note of the innovative initiatives undertaken under the able guidance of Shri Shravan Hardikar, the then Inspector General of Registration. All the concerned officials deserve complements!

## **6.4 Innovative activities in Amravati Division**

### **ATDM (KIOSK) and e-Kotwal Book System - Office of District Magistrate, Washim**

All Time Document Machine-ATDM (Kiosk) machines have been installed in the Collector Office, Tehsil Office and Agricultural Produce Market Committees in Washim District through the Collector Office to make revenue documents available online to the citizens of Washim district. Due to this, documents like Village form No. 7/12, old Village form No. 7/12 and mutations, Kotwal book copy, registration of rights and village form No. 8A etc. are being made available online. The most important records required by the people of the district, especially the farmers, were records of rights, mutations, Kotwal book copy, registration of rights, village form No. 8A, extract of crop register etc. For this, earlier the citizens had to visit the Tahsil office frequently which caused waste of time & money. ATDM (kiosk) machines have been operationalised to make the said documents readily available and nearly 43 lakh documents have been scanned by the Tahsil offices. After collating the said data, a system has been developed to view the scanned documents with a single click and to take a printout of a particular document after paying the required fees (Rs. 30 only). A total of 14 machines have been installed in Washim district, out of which two

machines are in the Collector office and one machine each in six Tehsils offices and six APMC (Agricultural Produce Market Committee) offices. In future, it is planned to provide QR code facility for digital payment to citizens.

The citizens are able to avail of the duplicate kotwal book through <https://digitalwashim.in> portal on payment of Rs. 30/-. The said document is thus available in a very short time and if citizens do not have the facility to print, it can be saved in PDF. A total of 1 lakh 70 thousand Kotwal Books have been scanned out of which data entry has been done in respect of about 1 lakh Kotwal books and digital Kotwal books have been made available to citizens on the portal. At present, out of 1,70,000 scans, the said service is made available for 110 villages and the task of making the said facility available for the rest of the villages is in progress.

This innovative initiative was taken up by former District Collector, Washim Mr. Shanmugarajan S., I.A.S. His efforts are commendable.

## **6.5 Innovative activities in Nashik Division**

### **Rajiv Gandhi Prashasakiya Gatimanata Spardha Year 2022-2023 (Best Concept) Individual Honorary Award – Ahmednagar**

Shri Raju Mohan Meerad, talathi Manik Daundi, Tal. Pathardi, Dist. Ahmednagar, and Mrs. Vaishali Sadashiv Dalvi, Circle Officer of Ahmednagar realized that the Bhil community living in the hilly areas of Manikdaund Saja and 12 Mahsuli villages of the said Sajja as well as the Nomadic Tribes do not have the essential documents required for various government schemes and to bring this community in the mainstream, relentless efforts were made, because of which they got Aadhaar cards, ration cards and caste certificates. The said efforts were recognised under the Rajiv Gandhi Prashasakiya Gatimanata Sparadha 2022-23.

For this activity, the then District Collector of Jalgaon, Shri. Abhijit Raut and Manik Daundi's Talathi, Shri. Raju Meerad, Circle Officer Mrs. Vaishali Dalvi deserve appreciation.

## **6.6 Innovative Activities in Nagpur Division :-**

### **Gadchiroli Police Dadalora Window :**

The scheme was started on a pilot basis in Bhamragarh sub-division of Gadchiroli district. Various services and government schemes for tribals, government certificates (e.g. caste certificate, various types of certificates etc.), high quality agricultural seeds, employment, self-employment schemes were made available through a single window. In Gadchiroli district, a total of 53 “Dadalora windows” have been set up in Police Stations, Police Help Centers and there is a Civic Task Force in each of such place. Due to this, instead of going to

the district or taluka head quarter level, services are being provided at the local level under police protection to the citizens of tribal areas in extremely remote and Naxal-prone areas like Gadchiroli.

The Commission appreciations efforts of Mr. Ankit Goyal (I.P.S.), the then Superintendent of Police for this initiative!







## Chapter 7 :-

### Suggestions, Recommendations and the Way Forward

According to Section 16 (1) of the MRTPS Act, the Commission has been given the responsibility to ensure proper implementation of the Act and to advise the government for better delivery of public services. Accordingly, the Commission has sent suggestions to the State Government every year. The suggestions pertaining to years upto 2020-21 are included in the Annual Reports of the previous years. Recommendation made by the Commission are useful for ensuing effective implementation of the MRTPS Act, 2015.

#### 7.1 Status of General Suggestions and Recommendations (2021-22)

Sr. No.	Recommendations	Status
1	All departments be directed to prepare a master list of all services and send a copy to the Commission and the General Administration Department (O & M).	At present the commission has received the “Master Lists” of 17 departments. The Master Lists of the rest of the departments are yet to be received. Consistent efforts are required in this regard.
2	The General Administration Department should review the services notified under the Maharashtra Right to Public Services Act, 2015, by the departments and update the list of notified services, department wise.	Department of General Administration (O & M) has updated the list of all notified services and vide the Commission vide their letter आर.टी.एस.-२०२२/प्र.क्र.६९/ लो. दि. कक्ष made available by January 25, 2023.
3	The Commission has prescribed ‘A’, ‘B’ & ‘C’ proformas for collecting information regarding offline applications and appeals. The Commission has further advised that GAD (O&M), IT Dept., and MahaIT Corporation should coordinate and develop a computerized system so that this information is available promptly.	The said matter is under consideration of the Department of General Administration (O & M), Department of Information and Technology and MahaIT Corporation

4	To encourage and enhance the efficiency of the designated officers under the Act, an incentive scheme needs to be developed to appreciate them for their excellent work.	Proposal is under the consideration of the State Government.
5	All the government departments should review their respective notified services and see that maximum numbers of public services are notified and the same are published on the website of the dept.	Consistent efforts are required in this regard.
6	Regarding pending 1 <sup>st</sup> and 2 <sup>nd</sup> appeals and locked appeals, executive decision to unlock such appeals and dispose of the same must be taken	Decision in this regard is pending till 31.03.2023
7	All Divisional Commissioners and District Collectors should regularly review the pending first and second appeals and take necessary steps to improve the disposal method regarding the appeals which are not disposed of within the stipulated time.	Consistent efforts are required in this regard.
8	All district Collectors should review the functioning of the Aaple Sarkar Centres located in their district & facilitate them as per requirement and also as per provisions of G.R. Dated 19.01.2018 of I.T. Department and assess the need for new ASSK	Consistent efforts are required in this regard.
9	Hon. C.S. Maharashtra State issued a G.R. dt. 28.11.2022 for providing all the notified services online through Aaple Sarkar Portal (ASP). This needs to be implemented.	Consistent efforts are required in this regard. Available 139 notified services are still not online.
10	According to the Government Resolution of the General Administration Department dated 12th March 2018, the District Collector, in the capacity of the 'Controlling Officer' should regularly review the functioning of all the departments and organize training programmes	Collectors are holding review meetings. It requires consistent efforts in future too.

	for the concerned officers for ensuring effective implementation of the Act.	
11	All Divisional Commissioners and District Collectors should review the poor response to services and analyze the reasons for it, seek public opinion and accordingly take corrective measure so as to popularize the said services.	Review meetings for the same are held by the Divisional Commissioners. This requires constant efforts.
12	All certificates issued under the Maharashtra Right to Public Services Act, 2015 should bear the logo and slogan of the Maharashtra Right to Service Commission.	At present, the Commission's logo and tagline are printed on the certificates issued by the MahaIT through online portal.
13	All the District Collectors should inspect the Government offices within their jurisdiction and accordingly submit reports in the format prescribed by the Commission. A schedule regarding the office inspection should be prepared and sent to the Commission.	Office inspections are being carried out by the District Collectors.
14	For the effective implementation of the MRTPS Act, and to create public awareness regarding the same, all the District Collectors should distribute hand bills and display information boards at the weekly Bazar places and camps should be held for the effective publicity.	Consistent efforts are required in this regard.
15	All the services notified under the MRTPS Act should be provided online through a single platform to eligible persons. Also D.I.T. should take appropriate steps for the integration of the services provided by the portals of various departments with Aaple Sarkar Portal.	Detailed information regarding this has been given vide General Administration Department Government Resolution No.- २०१५/प्र.क्र.१२३/१८ (र. व का.) dated 28 September, 2015. But its implementation is pending at the level of various Government departments.
16	The General Administration Department should take appropriate action to provide office space, for the Divisional Offices of the State	Office spaces have been made available to all the divisional offices of RTS except Nashik.

	Commissioners for Right to Service and also provide sufficient staff to the CRTS office and Divisional CCRTS offices.	
17	All the District Collectors should make available to the Commission the information about the innovative activities carried out in their districts for the effective implementation of the Act.	Information pertaining to a few divisions and districts is given in Chapter 6.
18	Annual Report and Frequently Asked Questions (FAQ) published on 'Aaple Sarkar Portal' should be given wide publicity for effective implementation of the Act.	Consistent effort are required in this regard.

## 7.2 General Recommendations of the Commission for the year 2022-23

Sr. No.	Recommendations
1	A master list of services provided by all administrative departments should be prepared and published for the information of public and a copy of the same should be submitted to the Commission and the General Administration Department (O & M) so as to make it available to the citizens.
2	It is necessary for the State Government to fix a schedule for notification of various services under the Maharashtra Right to Public Services Act which are provided by all the departments, undertakings, authorities, local bodies of the State Government.
3	For effective implementation of the Maharashtra Right to Public Services Act, 2015, all the departments should follow up with the MahaIT Corporation so as to make available all the services of their respective departments online.
4	As per the policy of the Government if the services provided online are through a portal developed by any department, which is different from Aaple Sarkar Portal, then the concerned dept. should integrate the respective services with Aaple Sarkar Portal.
5	As per the Government Resolution dated 19th January, 2018, it has been decided that all the Service Centres will be known as 'Apale Sarkar Seva Kendras'. The said decision is welcome. It should be implemented by all the concerned.
6	As per the Government Resolution dated 12.03.2018 issued by GAD, the District Collectors are the "Controlling Officers" for the implementation of the MRTPS Act

	2015 in their respective districts. All District Collectors are required to regularly review the progress of the implementation of the Act and the Divisional Commissioners should also review the same. But the above Government Resolution is not enough and there must be a legal provision for it. It is necessary to amend the Act according.
<b>7</b>	All departments should appoint a Nodal Officer to do coordination regarding matters related to the Maharashtra Right to Public Services Act. Information regarding Names, telephone numbers, email IDs etc. of the concerned officers must be made available to the Commission.
<b>8</b>	All Divisional Commissioners and Collectors should regularly review the pending first and second appeals and take necessary measures to improve the functioning of the appellate authorities in relation to the appeals which are not disposed of within the prescribed time limit.
<b>9</b>	For the purpose of publicity of the MRTPS Act and creating awareness amongst the citizens, all the District Collectors should take up distribution of hand bills at weekly bazars, display information boards, organize camps etc.
<b>10</b>	In order to create wide public awareness about the implementation of the Maharashtra Right to Public Services Act 2015, all the departments / their subordinate offices must display information regarding all the notified services, prescribed time limits for delivering the services, prescribed fees, designated officers, first and second appellate authorities etc. under the Maharashtra Right to Public Services Act at a visible area in the premises of the office.
<b>11</b>	The IT department must ensure that the revenue for the services provided through the Aaple Sarkar portal is received promptly by all concerned.
<b>12</b>	All Designated Officers, First and Second Appellate Authorities should be given separate IDs and passwords by the MahaIT Corporation expeditiously.
<b>13</b>	The concerned State Right to Service Commissioners, Divisional Commissioners (Revenue) and Collectors should inspect their subordinate offices and secure compliance of the lacunae found.
<b>14</b>	All departments are required to report the details of online and offline applications to the Commission in the prescribed format “A”, “B” and “C” every month.
<b>15</b>	All Collectors should publish the list of Aaple Sarkar Service Centres located in their district on the district website. The above mentioned Centres should be evaluated periodically and measures should be taken to keep all the centres functional.
<b>16</b>	Performance of the Designated officers, the First and the Second appellate authorities must be recorded in their ACRs by the State Government. Also, as per the provisions

	of the Act, an incentive scheme should be prepared and implemented for the Designated officers.
17	If there is a change in the documents to be filed for obtaining any service by the citizens, the list of the updated documents should be displayed on the Aaple Sarkar portal.
18	The Commission has observed that though 37,895 Aaple Sarkar Seva Kendras are established across the State, only 20,001 Kendras are active and 17,894 centers are inactive, on 31.03.2023, Necessary steps must be taken to make these centres functional and economically viable.
19	There are many services that have received little or no response from the public. The concerned departments should analyze the reasons for the same. The opinion of the general public should be taken into consideration as to why the said services are not getting proper response.
20	While handling the cases, it would be desirable to audit the online system and offline procedures through a third party mechanism.
21	Every Designated Officer, Appellate Authority, Chief Executive Officer, Zilla Parishad, Collector, Divisional Commissioner and Head of Department should be provided with necessary infrastructure related to information technology for efficient monitoring of the delivery of services.
22	Under the Maharashtra Right to Public Services Act, recommendation is made to the state government is to prepare a time-bound program to make all services available online.
23	During the year 2022-23, the proportion of on-time service delivery is 82% and the extent of late service delivery is 18%. Therefore, the commission recommends that the departments that are failing in delivering the public services in a time bound manner, should improve service delivery.
24	All departments should undertake business process re-engineering (BPR) of their notified services and revise the required documents, prescribed period and procedure, so as to bring greater ease and efficiency in service delivery.
25	All Collectors should ensure that all the Designated officers and all the Appellate authorities in the district should have User ID and Password.
26	Information about Maharashtra State Right to Service Commission and Maharashtra Right to Public Services Act should be displayed on the websites of all district level offices.
27	All Collectors/Chief Executive Officers Z.P. should set up model “Aaple Sarkar Seva Kendras” at Gram Panchayat level in their Districts.



<b>28</b>	Collectors should hold regular meetings of all district level department heads. The implementation of the Maharashtra Right to Public Services Act 2015 should be reviewed in such meetings and the concerned State Commissioner, Right to Service should be invited to such meetings.
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### 7.3 Department wise Suggestions and Recommendations

In addition to the suggestions and recommendations mentioned in 7.2 above, specific recommendations for some departments are given as follows:-

Sr. No.	Recommendations
<b>1.</b>	<b>Revenue &amp; Forests Department</b>
	<ol style="list-style-type: none"> <li>1. It has been observed that the services of the Land Records Department are often not provided within the prescribed time. Appropriate action should be taken in this regard and the services should be provided within the prescribed time.</li> <li>2. “Mahabhumi” and “Mahabhulekh” portals should be linked with Aaple Sarkar portal.</li> </ol>
<b>2.</b>	<b>Home &amp; Transport Department</b>
	<ol style="list-style-type: none"> <li>1. The services of the Transport Department are provided through separate portals called “Sarathi” and “Vahan”. They should be integrated with Aaple Sarkar Portal.</li> </ol>
<b>3.</b>	<b>Agricultural &amp; Animal Husbandry Department</b>
	<ol style="list-style-type: none"> <li>1. Some of the services of the Department of Agriculture are provided through the online facility developed by “Apeda” and the Central Govt. Those services should be integrated with Aaple Sarkar portal.</li> <li>2. All the services of Agriculture and Animal Husbandry Department should be studied and more services should be made available online and integrated with Aaple Sarkar portal.</li> <li>3. Services related to fishing license, registration of fishermen’s organizations, aquaculture pond and feed-seed centre should be reviewed and notified under the Act.</li> </ol>
<b>4.</b>	<b>Urban Development Department</b>
	<ol style="list-style-type: none"> <li>1. Service like Birth/Death Registration, Marriage Registration, Building Permit, Plinth Certificate, Occupancy Certificate etc. in Urban Development Department. are provided by the Municipal Corporations/Local Authorities through independent portals. Also, separate portals are used by other authorities under the Urban Development Department. The said portals</li> </ol>

	<p>should be integrated with Aaple Sarkar portal.</p> <p>2. All Nagar Panchayats/Municipal Councils should have uniform service delivery procedure and time limits. Similarly, the service delivery procedure and time limits of various services provided by all the Municipal Corporations should be uniform and their portals should be linked with Aaple Sarkar portal.</p>
<b>5.</b>	<b>Information Technology Department, NIC &amp; MahaIT Corporation</b>
	1. Information and Technology Department should update its Aaple Sarkar dashboard of all Collectors, Divisional Commissioners and all Secretaries. Statistic should be available for analysis on the dashboard.
	2. Update Aaple Sarkar portal and implement Aaple Sarkar version 2.0 system.
	3. Aaple Sarkar Portal should provide facility of appeal to the applicants from Aaple Sarkar Service Centers.
	4. Many notified services of departments are not integrated with Aaple Sarkar portal. This integration should be done immediately.
	5. Wherever applicable, NIC and MahaIT Corporation should liaise with each other and take joint action regarding integration of portals.
	6. Chat - BOT facility should be made available on Aaple Sarkar portal.
	7. A system should be developed for notifying the concerned applicant/Appellant regarding pending cases on Aaple Sarkar portal.
	8. Regular training should be imparted by MahaIT Corporation to the officers/ staff of field offices, and the operators of Maha-E Seva Kendras/ Setu Seva Kendras and Aaple Sarkar Seva Kendras.
	9. Details of pending appeals should be made available on Aaple Sarkar portal. A separate system should be developed for handling appeals.
<b>6.</b>	<b>Rural Development Department</b>
	Zilla Parishad Pune has selected more than 1100 services. After studying all these services, all the Zilla Parishads of the state should take action to notify maximum number of these services under the Maharashtra Right to Public Services Act and make them available online on Aaple Sarkar portal.
<b>7.</b>	<b>Industries, Energy &amp; Labour Department</b>
	All the services offered through the 'Maitri' portal of the Industries Department should be integrated with Aaple Sarkar portal.

<b>8.</b>	<b>Higher &amp; Technical Department</b>
	Some services of this department are provided through CET Cell. The said portal should be integrated with Aaple Sarkar portal.
<b>9.</b>	<b>Skills, Employment, Entrepreneurship &amp; Innovation Department</b>
	All the services offered through the department's separate 'Mahaswayam' portal should be integrated with Aaple Sarkar portal.
<b>10.</b>	<b>Law &amp; Judiciary Department</b>
	The services of the department which are provided through MLSA/NALSA should be linked to Aaple Sarkar portal.
<b>11.</b>	<b>Social Justice and Special Assistance Department</b>
	Some services of this department are provided through 'BARTI'. All the services should be made available on Aaple Sarkar portal.

**Note :-**

In the year 2022-23, the Commission has given instructions to all the departments repeatedly to notify maximum number of services. The Commission has recommended that all the departments should study whether the service delivery period can be reduced and whether simplification of process can be done regarding the public services given by the respective departments.

#### **7.4 Need for Extensive Training**

Section 20 (4) of the Maharashtra Right to Public Service Act, 2015 prescribes periodic training to all designated officers and appellate authorities to ensure efficient and timely delivery of public service. Training is a regular process as Designated Officers as well as the First and the Second Appellate Authorities get transferred from time to time. The last comprehensive training under the Maharashtra Right to Public Services Act, 2015 was conducted in the year 2016, after which the required procedural or technical training under the Act has not been adequately provided. Also no major expenditure has been incurred on training. This is inconsistent with the provisions of the Act.

It is seen that a number of first and second appeals filed as per the provisions of the Act are rejected without recording justifiable reasons. Therefore, there is a need to create awareness through training to ensure proper processing of pending appeals.

Also many public authorities have not notified their services. Training needs to be given to emphasize the need to notify such services.

**Recommendation regarding State wide comprehensive Training – In the above background, the following recommendations are being made regarding training :**

- All the departments should organize training of all the designated officers and the appellate authorities in the districts regarding the Maharashtra Right to Public Services Act through the departmental training institutes under the state training policy and they should be given training on legal awareness, implementation and technical aspects by the MahaIT Board and Yashada.
- Intensive training on the Maharashtra Right to Public Services Act 2015 is required. This training should be imparted through “Yashada”. Master trainers should be selected from each district and taluka, and given training on legal, procedural and technical matters. A large number of employees/officers are involved in the implementation of this Act, right from the designated officers to the heads of the offices. Hence thorough training at all levels is essential for effective implementation of the Act.

## **7.5 Promotion and publicity**

There is a need for widespread public awareness about the Act and the functioning of the Maharashtra State Commission for Right to Service for the purpose of effective implementation of the MRTPS Act 2015. If the citizens are not aware of their rights under MRTPS Act, 2015, the purpose of the Act will be defeated. Despite recommendations in many earlier reports submitted by the Commission there has not been enough publicity in this regard. No funds have been made available for publicity of the provisions of the Act. In order to create awareness among the citizens, it is necessary to organize various programmes like “Right to Service fortnight” and do publicity through various means such as advertisements, audio-visual media, social media, newspapers etc.

### **7.5.1 Use of Social media for Promotion & Publicity of the Act**

Use of various social media platforms like face book, whats app, Twitter, Instagram is the need of the hour for the effective promotion & publicity of MRTPS Act, 2015. For this sake, it is required to set up/establish a separate cell in the Commission to deal with the subject. This would enable the citizens to seek guidance or any information about any public service related matters and thus solve many issues arising therefrom. This could help in collecting feedback/suggestion/reaction from the citizens and thus improve functioning of the commission. It is necessary to make financial provision available to the Commission for this propose.

## Chapter 8:-

### Acknowledgements and Gratitude

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The Maharashtra Right to Public Services Act, 2015 and the Maharashtra Commission for Right to Service aim to provide public services to the citizens of the state in a timely and transparent manner and as an unimpeded right. It would be appropriate to express gratitude to the dignitaries/institutions concerned for the activities that directly or indirectly assisted the Commission in achieving the objectives of the said Act.

1. A regional conference was held at Mumbai on 23.01.2023 and 24.01.2023 by the Department of Administrative Reforms and Grievance Redressal, Government of India, in collaboration with the Government of Maharashtra. In the conference, the best administrative practices of various states across the country were presented that gave inspiration and direction to the administration in the State. The Commission is thankful to the Government of Maharashtra and the Government of India for organizing this conference.



**Regional Conference organized by Department of Administrative Reforms and Grievance Redressal, Government of India in Mumbai**



2. The Chief Secretary and the Additional Chief Secretary (O & M) of the State held repeated meetings with the Secretaries of all the Departments of the State Government and the Commission for effective implementation of the Maharashtra Right to Public Services Act 2015. It created awareness and motivated the administrative departments for effective implementation of the Act. The Commission is grateful to both for their support.



**A meeting with the Chief Secretary along with all Secretaries**



**Presenting the Annual Report of 2021-22 to Hon. Chief Secretary  
Shri. Manu Kumar Srivastava**





**Presenting the Annual Report 2021-22 to Additional Chief Secretary  
(O & M) Smt. Sujata Saunik**

3. In the financial year 2022-23, all the divisional offices were made fully functional. They were provided with necessary staff and facilities. With the appointment of the State Commissioners, Right to Service, the functioning of the Commission at the regional level has started effectively and the Commission has been strengthened. Meetings, field visits, inspections, trainings, reviews and hearings of the third appeals by the State Commissioners, Right to Service have accelerated the implementation of the Maharashtra Right to Public Services Act. All these aspects are showing positive results and the administration is becoming dynamic in implementation of the MRTPS Act. The purpose of the Act seems to be increasingly successful as most of the citizens are getting online services, transparently within the stipulated time limit.


The Commission is grateful to the Government for its positive support.




**ANNEXURE 'A'**



The message given by the Hon'ble Chief Minister on the occasion of the inauguration of  
Pune Divisional Office

  
एकनाथ संभाजी शिंदे  
मुख्यमंत्री  
महाराष्ट्र

  
सत्यमेव जयते


मंत्रालय  
मुंबई ४०० ०३२

**शुभेच्छा**

राज्य लोकसेवा हक्क आयोगाच्या पुणे विभागीय कार्यालयाचे उद्घाटन होत आहे, हे वाचून आनंद झाला.

राज्य शासनाच्या विविध कार्यालयांतर्फे दिल्या जाणाऱ्या सेवा गतिमान व कालबद्ध पद्धतीने देण्यासाठी महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५ आणण्यात आला. या अधिनियमाच्या प्रभावी अंमलबजावणीमुळे नागरिकांना विविध सेवा विहित वेळेत उपलब्ध होऊ लागल्या आहेत. शासकीय कार्यालयातील कामकाज गतिमान करण्यात अधिनियम महत्वाची भूमिका बजावत आहे. आयोगाच्या पुणे कार्यालयामुळे या कायद्याच्या अंमलबजावणीत मदत होईल, यातून लोकाभिमुख आणि गतिमान प्रशासनाचा आदर्श घालून दिला जाईल, असा विश्वास वाटतो.

राज्य लोकसेवा हक्क आयोगाच्या पुणे विभागीय कार्यालयाच्या उद्घाटन कार्यक्रमास आणि पुढील वाटचालीस मनःपूर्वक शुभेच्छा!

  
(एकनाथ संभाजी शिंदे)

दूरध्वनी : ०२२-२२०२ ५१५१/२२०२ ५२२२, फॅक्स : ०२२-२२०२ ९२१४  
ई-मेल : cm@maharashtra.gov.in, वेब साईट : www.maharashtra.gov.in





The message given by the Hon'ble Deputy Chief Minister on the occasion of the inauguration of the Pune Divisional Office



उप मुख्यमंत्री  
महाराष्ट्र राज्य

दि. ४ ऑक्टोबर, २०२२

शुभेच्छा

नागरिकांना सेवेचा हक्क देणारा क्रांतिकारी कायदा आपण २०१५ मध्ये आणला. 'महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५' या कायद्यांतर्गत नागरिकांना गतिमान व कालबद्ध पद्धतीने आजही सेवा मिळत आहेत, याचा मला अतिशय आनंद आहे. या कायद्याची राज्य लोकसेवा हक्क आयोग काटेकोरपणे अंमलबजावणी करत असल्याने सर्वसामान्यांना वेळेत सेवा तर मिळत आहेच शिवाय राज्य शासनाच्या पारदर्शक कारभाराची ओळखही जनतेला या माध्यमातून होत आहे.

राज्य लोकसेवा हक्क आयोगाच्या पुणे विभागीय कार्यालयाचे आज उदघाटन होत आहे, ही अतिशय आनंदाची बाब असून काही पूर्वनियोजित कार्यक्रमांमुळे या समारंभाला मला इच्छा असूनही प्रत्यक्ष उपस्थित राहणे शक्य नाही. या कार्यक्रमास व कार्यालयाच्या लोकाभिमूख कार्यासाठी माझ्या मनःपूर्वक शुभेच्छा !

पुणे येथील या विभागीय कार्यालयामुळे या आयोगाच्या लोकसेवेच्या कामाला अधिक गती मिळणार आहे. या कार्यालयाच्या माध्यमातून लोकसेवा हक्क कायद्याची अधिक प्रभावीपणे अंमलबजावणी होईल, असा मला विश्वास आहे.

शुभेच्छांसह!

  
(देवेंद्र फडणवीस)



The message given by the Hon'ble Guardian Minister (Pune) on the occasion of the inauguration of the Pune Divisional Office



मंत्री  
उच्च व तंत्रशिक्षण, वस्त्रोद्योग,  
संसदीय कार्ये  
महाराष्ट्र शासन  
मंत्रालय, मुंबई ४०० ०३२  
cbpatil.minister@gmail.com

दिनांक : ०५.१०.२०२२

लोकसेवा हक्क आयोगामार्फत आयोजित पुणे विभागीय कार्यालयाचे उदघाटन प्रसंगी मला प्रमुख अतिथी म्हणून निमंत्रण प्राप्त झाले आहे.

महाराष्ट्र राज्यामध्ये नागरिकांना सेवेचा हक्क देणारा क्रांतीकारी कायदा म्हणजे "महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५" अन्वये अंमलात आणला आहे. या कायदान्वये राज्याच्या नागरिकांना पारदर्शक, गतिमान व कालबद्ध सेवा मिळण्याचा अधिकार प्राप्त झाला आहे. अशा विभागाच्या विभागीय कार्यालयाचे उदघाटन प्रसंगी उपस्थित राहणे मला निश्चितच आवडले असते.

परंतू सदरहू दिवशी माझे पुर्वनियोजित कार्यक्रम असल्याकारणाने या कार्यक्रमाला उपस्थित राहणे शक्य होणार नाही.

तरी या कार्यक्रमास माझ्या शुभेच्छा !

C.B.Patil

(चंद्रकांत (दादा) पाटील)

प्रति,  
मुख्य आयुक्त,  
महाराष्ट्र राज्य लोकसेवा हक्क आयोग (अ.का)  
नवीन प्रशासकीय इमारत, मंत्रालयासमोर, मुंबई.





श्रीनिवास आर कटिकियाला, भा.प्र.से.  
निदेशक  
Srinivas R Katikithala, IAS  
Director



Speed Post  
No.LBSNAA/D/PPS/2023  
29<sup>th</sup> March 2023

Dem Shri Shinde,

Thank you for your DO Letter dated 20<sup>th</sup> March 2023 with a copy of the **Annual Report for the year 2021-22 of the Maharashtra State Commission for Right to Public Services**. I congratulate you & your team for this wonderful & informative publication.

I am sending this to the Gandhi Smriti Library of the Academy for use of the Faculty, Officer Trainees and other regular users.

Shri Shinde  
RKR  
5/4/23

With warm regards  
Yours sincerely,

(Srinivas R Katikithala)

Shri Dilip Shinde, IAS (Retd.)  
State Chief Commissioner for Right to Public Services,  
Maharashtra State Commission for Right to Public Service,  
7<sup>th</sup> Floor, New Administrative Building,  
Opposite Mantralaya, Madam Cama Road,  
Mumbai-400 032

लाल बहादुर शास्त्री राष्ट्रीय प्रशासन अकादमी (भारत सरकार) मुसोरी - 248 179  
Lal Bahadur Shastri National Academy of Administration (Govt. of India) Mussoorie - 248 179  
Phone : (0135) 2222000, 2632289 (Direct) Fax : (0135) 2632360, 2632720 Email : director-lbsnaa@gov.in  
<http://www.lbsnaa.gov.in>

Letter from Shri. Srinivas, Director, Lal Bahadur Shastri National Academy of Administration, Mussoorie







**Bharat Lal**  
Director General

**National Centre for Good Governance**  
Dept. of Administrative Reforms & Public Grievances  
Ministry of Personnel, Public Grievances & Pensions  
**Government of India**

DO No. 339 / MF / NCGG / 22-23 / Pt.  
dated 28<sup>th</sup> March, 2023

**Annual report of Maharashtra State Right to Public  
Service Commission for the year 2021-22**

Dear *Shri Shindeji<sup>ji</sup>,*

The annual report of the Maharashtra State Right to Public Service Commission for 2021-22 has been brought to my notice. Indeed, a very comprehensive and useful document.

2. I take this opportunity to compliment you for excellent contribution being made by the Commission in delivery of public services in Maharashtra. Commission's efforts to promote digital governance in public services delivery is commendable. I would like to wish you and your team the very best in your future endeavour.

*with kind regards,*

Yours' sincerely,

  
[ Bharat Lal ]

**Shri Dilip Shinde, IAS (Retd.)**  
State Chief Commissioner for  
Right to Public Services,  
7<sup>th</sup> Floor, New Administrative Building,  
Opposite Mantralaya, Mumbai 400 032

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Block IV, Old JNU Campus, New Meharauli Road, New Delhi - 110 067, INDIA  
Tel. : 011-2616 9136-39, Email : dg-ncgg@gov.in, ncgg@gov.in  
Mussoorie Campus: Cozy Nook Complex, Charleville Road, Mussoorie - 248 179, Uttarakhand, INDIA  
Tel.: 0135-263 2663/ 0917, Fax: 0135-263 2686

Letter from Shri Bharat Lal, Director General, NCGG, Government of India





## यशवंतराव चव्हाण विकास प्रशासन प्रबोधिनी

(महाराष्ट्र शासनाची अंगीकृत संस्था)

**Yashwantrao Chavan Academy of Development Administration**  
(A Government of Maharashtra Organisation)



क्र. .CHD/2022-23/STP/PPT-DES/014

दिनांक : ०५ फेब्रुवारी, २०२३

प्रति,

मा. मुख्य आयुक्त,

महाराष्ट्र राज्य हक्क आयोग,

नवीन प्रशासकीय इमारत, मंत्रालयासमोर, मुंबई

**विषय :** नियोजन विभाग तसेच कौशल्य विकास, रोजगार व उद्योजकता विभागातील वर्ग - 'अ' मधील अधिकाऱ्यांकरीता पदोन्नती नंतरचे प्रशिक्षण कार्यक्रम, दिनांक २३ जानेवारी ते ०३ फेब्रुवारी, २०२३

व्याख्यानाच्या भारांकाबाबत.

मा. महोदय,

उपरोक्त कार्यक्रमासाठी मार्गदर्शक म्हणून आल्याबद्दल प्रथमतः मनपूर्वक धन्यवाद ! या प्रशिक्षण कार्यक्रमांमध्ये आपण दिलेल्या व्याख्यानाचा भारांक खालीलप्रमाणे आहे.

कालावधी	विषय	भारांक (Weightage Average Out of 4)
गुरुवार ०२/०२/२०२३	Right to Public Service Act (RTPS)	३.९

आपले मार्गदर्शन उत्कृष्ट असल्याचे प्रशिक्षणार्थींनी आपल्या लेखी अहवालामध्ये नमुद केलेले आहे.

आपला विश्वासू,

(विनय कुलकर्णी)

प्रशिक्षण व्यवस्थापक, माविके, यशदा तथा सत्र संचालक

**Feedback from trainees at 'YASHADA' Pune**



**ANNEXURE 'B'**







## महाराष्ट्र शासन राजपत्र असाधारण भाग आठ

वर्ष १, अंक ५०(३)]

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

[ पृष्ठे ११, किंमत : रुपये २७.००

असाधारण क्रमांक 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 2015;

Mah.  
Ord. V  
of 2015.

(१)

भाग आठ-९८-१

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

Short title,  
extent,  
commencement  
and  
application.

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

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

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

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

Definitions.

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

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

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

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

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

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

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

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

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

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

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

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

(l) “Public Authority” means,—

(a) any Department or authorities of the Government;

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

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

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

(iii) by notification issued by the Government;

(c) and includes,—

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

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1966.

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

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

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

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

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

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

(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.

Public services, Designated Officers, Appellate Authorities and 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.

(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:

Right to obtain public services within stipulated time limit.

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

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

Providing public services within stipulated time limit.

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

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

Monitoring status of application.

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

Use of Information Technology for delivery of public services.

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

Appointment of Appellate Authorities.

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

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

Appeal.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

Constitution  
of  
Maharashtra  
State Right  
to Service  
Commission.

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

(a) is adjudged an insolvent; or

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

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

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

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

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

Powers and functions of Commission.

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

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

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

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

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

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

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

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

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

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

5 of 1908.

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

(b) requiring the discovery and inspection of documents;

(c) receiving evidence on affidavits;

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

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

(f) any other matter which may be prescribed.

Action by Government on recommendations of Commission.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Mah.  
Ord. V  
of 2015.

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

(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.

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





**ANNEXURE 'C'**



**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 'D'**



दि. ३१/०३/२०२३ अखेर पर्यंत महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५ अनुसार अधिसूचित केलेल्या लोकसेवांची यादी.

अ.क्र.	विभाग	एकूण लोकसेवा
१	गृह विभाग	९१
	गृह - १८	
	गृह (बंदरे) - ०७	
	गृह (राज्य उत्पादन शुल्क) - ५२	
	परिवहन - १४	
२	महसूल व वन विभाग	६८
	महसूल - २०	
	भूमि अभिलेख - २०	
	नोंदणी व मुद्रांक शुल्क - १५	
	वने - १३	
३	कृषि, पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय	४५
	कृषि - २५	
	पदुम - २०	
४	नगर विकास	५५
५	विधी व न्याय	०४
६	ग्रामविकास	०७
७	मृद व जलसंधारण	०८
८	अन्न, नागरी पुरवठा	१६
९	गृहनिर्माण	२१
१०	महिला व बालविकास	०८
११	अल्पसंख्यांक विकास	०१
१२	उद्योग, ऊर्जा व कामगार	८०
	उद्योग - २५	
	कामगार - ४१	
	ऊर्जा - १४	
१३	वित्त	०४
१४	जलसंपदा	१०
१५	सहकार, पणन व वस्त्रोद्योग	०९
१६	पाणी पुरवठा व स्वच्छता २+१६	१८
१७	सार्वजनिक आरोग्य विभाग	०६
१८	सामाजिक न्याय व विशेष सहाय्य विभाग	१२
१९	आदिवासी विकास विभाग	०२
२०	शालेय शिक्षण व क्रीडा	१२
२१	वैद्यकीय शिक्षण व औषधी द्रव्ये	०५
२२	पर्यटन व सांस्कृतिक कार्य	२०
२३	उच्च व तंत्रशिक्षण विभाग	१०
२४	पर्यावरण	०७
२५	सार्वजनिक बांधकाम	०२
२६	सामान्य प्रशासन विभाग	०५
२७	नियोजन विभाग	०२
२८	इतर मागास व बहुजन कल्याण विभाग	०१
	<b>एकूण</b>	<b>५२९</b>



महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५ अनुसार अधिसूचित केलेल्या लोकसेवांची यादी

अ.क्र.	विभाग व सेवांची नांवे
	गृह विभाग ( एकूण ९१ सेवा )
	गृह ( १८ सेवा ) ( अधिसूचना क्र.एचडीओ-२०१५/प्र.क्र.३७/आस्था-१, १८ जुलै, २०२०.)
१.	विदेशी कलाकारांच्या सहभागास परवानगी
२.	तक्रारदारास प्रथम खबरी अहवालाची (एफ.आय.आर.) प्रत पुरविणे
३.	ध्वनिक्षेपकाचा (लाऊडस्पीकर) परवाना
४.	मनोरंजनाचे कार्यक्रमांना ना-हरकत परवाना देणे
५.	सभा, संमेलन, मिरवणूक, शोभायात्रा इ. करिता परवानगी देणे
६.	निमशासकीय, खाजगी संस्था इ. मध्ये नोकरीकरिता वर्तणूक व चारित्र्य पडताळणी प्रमाणपत्र
७.	शस्त्र परवान्यासाठी ना-हरकत प्रमाणपत्र
८.	भारतीय नागरिकांना परदेशात जाण्यासाठी पोलीस अनुमती प्रमाणपत्र. शिक्षणासाठी / नोकरीसाठी प्रवेशपत्र (व्हीसा)
९.	तिबेटियन नागरिकांना भारत देशात परत येण्यासाठी ना-हरकत प्रमाणपत्र
१०.	नियंत्रित स्फोट (Controlled Blasting) करिता ना-हरकत प्रमाणपत्र अ) मैत्री कक्षाकडे प्राप्त झालेले अर्ज ब) संबंधित विभागाकडे प्राप्त झालेला अर्ज
११.	इंधन तेल (Storage of Fuel oil) साठवणूक करिता ना-हरकत प्रमाणपत्र अ) मैत्री कक्षाकडे प्राप्त झालेले अर्ज ब) संबंधित विभागाकडे प्राप्त झालेला अर्ज ( अधिसूचना क्र.एमआयएस-१२२०/प्र.क्र.१३२/विशा-५, दिनांक ३० डिसेंबर, २०२०.)
१२.	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, १९६६ नियम-६ ( सिनेमागृह स्थाननिश्चिती )
१३.	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, १९६६ नियम-१०१ ( सिनेमागृह परवाना )
१४.	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, १९६६ नियम-१०५ ( चित्रपटगृह परवाना नुतनीकरण )
१५.	चित्रीकरण परवाना (अधिसूचना क्र.एमआयएस-१२२०/प्र.क्र.१३२/विशा-५, दिनांक २९ जानेवारी, २०२१.)
१६.	महाराष्ट्र पोलीस अधिनियम, १९५१ कलम ३३ (१) (ब) (एक) आणि (१) (बक) (एक) मधील तरतूदीनुसार सार्वजनिक मनोरंजनाच्या जागांकरिता (सिनेमा व्यतिरिक्त) आणि तमाशा व मेळ्यासह सार्वजनिक व मनोरंजन कार्यक्रमांना परवाना देणे व त्यावर नियंत्रण ठेवणे.
१७.	महाराष्ट्र पोलीस अधिनियम, १९५१ कलम ३३ (१) (ब) (एक) आणि (१) (बक) (एक) मधील तरतूदीनुसार सार्वजनिक मनोरंजनाच्या जागांकरिता (सिनेमा व्यतिरिक्त) आणि तमाशा व मेळ्यासह सार्वजनिक व मनोरंजन कार्यक्रमांना देण्यात आलेल्या परवान्यांचे नुतनीकरण करणे.
१८.	सिनेमेटोग्राफ अधिनियम, १९५२ कलम १०,११ आणि १२ मधील तरतूदीनुसार चलचित्रे किंवा चित्रमालिका दाखविण्यासाठी वापरण्यात येणाऱ्या कोणत्याही उपकरणसंचाच्या सहाय्याने चलचित्रपट प्रदर्शित करावयाच्या जागांना परवाना देणे.
	गृह (बंदरे)- मेरिटार्डम बोर्ड ( ०७ सेवा ) ( अधिसूचना क्र संकीर्ण-०८१६/प्र.क्र.१७०/बंदरे-१, दिनांक ७ नोव्हेंबर, २०१६.)
१.	जलयान सर्व्हेक्षण (इनलॅंड व्हेसल अँक्ट, १९१७ च्या कलम ९ अंतर्गत)
२.	जलयान नोंदणी (इनलॅंड व्हेसल अँक्ट, १९१७च्या कलम १९ फ अंतर्गत)

३.	नवीन प्रवासी वाहतूक अनुज्ञप्ती वा नूतनीकरण (भारतीय बंदरे अधिनियम, १९०८ कलम ६ (के) अन्वये व पॅसेंजर व्हेसल रूल्स, १९६३ च्या कलम ३ अंतर्गत)
४.	बंदर हद्दीतील छायाचित्रण करण्यासाठी परवाना (भारतीय बंदरे अधिनियम, १९०८ कलम ६ (१) जे अन्वये)
५.	लांब अंतराच्या खाडी समुद्रात पोहण्याची परवानगी (महाराष्ट्र सागरी मंडळ अधिनियम, १९९६ च्या अधीन राहून)
६.	जल आलेखन सर्वेक्षण नकाशा विक्री
७.	भरती-ओहोटी पुस्तिका विक्री
<b>गृह (राज्य उत्पादन शुल्क) ( ५२ सेवा ) ( अधिसूचना क्र.एमआयएस-१०१७/प्र.क्र.२२९/राउशु-२, २८ डिसेंबर, २०२०.)</b>	
१.	<b>एफएल-१ मंजूर करणे</b> मुंबई विदेशी मद्य नियम १९५३ अंतर्गत भारतीय सीमा शुल्क हद्दीतून पेय विदेशी मद्य बाहेर काढणे व भारतीय बनावटीचे पेय मद्य विक्री करण्यासाठी व्यापार आणि आयात अनुज्ञप्ती
२.	<b>एफएल/डब्ल्यु-१ मंजूर करणे</b> मुंबई विदेशी मद्य नियम १९५३ अंतर्गत भारतीय सीमा शुल्क हद्दीतून वाईन बाहेर काढणे
३.	<b>एफएल/डब्ल्यु-२ मंजूर करणे</b> मुंबई विदेशी मद्य नियम १९५३ अंतर्गत वाईनच्या सीलबंद विक्रीकरिता अनुज्ञप्ती
४.	<b>एफएल/बीआर-२ मंजूर करणे</b> मुंबई विदेशी मद्य नियम १९५३ अंतर्गत बीआर किंवा वाईन किंवा दोन्हीची सीलबंद स्वरूपात विक्रीकरिता अनुज्ञप्ती
५.	<b>एफएल-३ मंजूर करणे</b> मुंबई विदेशी मद्य नियम १९५३ अंतर्गत भारतीय बनावटीचे विदेशी मद्याची व परदेशातून आयात केलेल्या पेय मद्याची हॉटेल आस्थापनेवर विक्री करण्यासाठी अनुज्ञप्ती
६.	<b>एफएल-४ मंजूर करणे</b> मुंबई विदेशी मद्य नियम १९५३ अंतर्गत भारतीय बनावटीचे विदेशी मद्याची व परदेशातून आयात केलेल्या पेय मद्याची क्लबच्या आस्थापनेवर विक्री करण्यासाठी अनुज्ञप्ती
७.	<b>फॉर्म-ई मंजूर करणे</b> विशेष परवाना आणि अनुज्ञप्ती नियम १९५२ अंतर्गत सौम्य मद्य किंवा वाईन अथवा दोन्हीही यांची खुली आणि सीलबंद स्वरूपात हॉटेल / कॅन्टीन / क्लब च्या आस्थापनेवर विक्री करण्याकरिता अनुज्ञप्ती
८.	<b>ई-२ मंजूर करणे</b> विशेष परवाना आणि अनुज्ञप्ती नियम १९५२ अंतर्गत वाईनच्या विक्रीकरिता अनुज्ञप्ती
९.	<b>फार्म एम-१ मंजूरी</b> मुंबई मळी नियम १९५५ अंतर्गत मळी उत्पादकाने मळी बाळगणे व विक्री करिताची अनुज्ञप्ती मंजूर करणे
१०.	<b>फार्म एम-२ अनुज्ञप्ती मंजूरी</b> मुंबई मळी नियम १९५५ अंतर्गत मळी उत्पादकाव्यतिरिक्त मळी बाळगणे व वापर करणे करिताची अनुज्ञप्ती
११.	<b>फार्म एम-३ अनुज्ञप्ती मंजूरी</b> मुंबई मळी नियम १९५५ अंतर्गत मळी उत्पादकाव्यतिरिक्त मळी बाळगणे व विक्री करणे करिताची अनुज्ञप्ती
१२.	<b>फार्म एम-३ ए मंजूर करणे</b> मुंबई मळी नियम १९५५ अंतर्गत पशुखाद्याकरिता मळी विकत घेणे, बाळगणे व वापर करण्या करिताची अनुज्ञप्ती

१३.	<b>फॉर्म एमएफ-१, मंजूर करणे</b> मुंबई मोहा फुले नियम १९५० अंतर्गत मोहा फुले बाळगण्याकरिताची अनुज्ञप्ती
१४.	<b>आरएस-२ मंजूर करणे</b> औद्योगिक, शैक्षणिक, औषधी व वैद्यकीय पृथःकरण करण्याकरिता शुध्द मद्यार्काचा वापर करणे, बाळगण्याकरिताची अनुज्ञप्ती
१५.	<b>आरएस-६ अनुज्ञप्ती मंजूरी</b> शुध्द मद्यार्काच्या किरकोळ विक्री करण्याकरिताची अनुज्ञप्ती
१६.	<b>आरएस-६ ए अनुज्ञप्ती मंजूरी</b> शुध्द मद्यार्काच्या बाटल्या भरण्याकरिताची अनुज्ञप्ती
१७.	<b>आरएस-७ अनुज्ञप्ती मंजूरी</b> शुध्द मद्यार्काची बंधित साठवणूक व घाऊक विक्री करण्याकरिताची अनुज्ञप्ती
१८.	<b>बीआरएल (मायक्रोब्रुवरी) इरादापत्र व मंजूरी</b> महाराष्ट्र बिअर व वाईन निर्मिती नियम १९६६ अंतर्गत रेस्टॉरंटमध्ये बिअर निर्मितीकरिता अनुज्ञप्ती
१९.	<b>बीआरएल (वायनरी) इरादापत्र व मंजूरी</b> महाराष्ट्र बिअर व वाईन निर्मिती नियम १९६६ अंतर्गत रेस्टॉरंटमध्ये वाईन निर्मितीकरिता अनुज्ञप्ती
२०.	<b>सीएल/एफएल/टिओडी-३ मंजूर करणे</b> मुंबई विदेशी मद्य नियम १९५३ अंतर्गत एफएल-२ अनुज्ञप्ती धारण करणाऱ्या व्यक्तीस महाराष्ट्र देशी दारु नियम १९७३ अंतर्गत देशी मद्याची सीलबंद बाटल्यांचे किरकोळ विक्री करण्याकरिताची अनुज्ञप्ती
२१.	उपरोक्त अ.क्र. १ ते २० वर नमूद अनुज्ञप्तींचे तसेच एफएल-२ व सीएल-३ अनुज्ञप्तींचे नुतनीकरण
२२.	<b>फॉर्म डिएस-१ मंजूर करणे</b> मुंबई विप्रकृत मद्यार्क नियम १९५९ अन्वये बंधपत्राअंतर्गत भारतामध्ये निर्मित झालेल्या शुध्द मद्यार्कापासून विप्रकृत मद्यार्क तयार करण्याकरिता आणि वखारीतून विप्रकृत मद्यार्क विक्री करण्याकरिताची अनुज्ञप्ती
२३.	“एल” फॉर्म नोंदणी
२४.	<b>फॉर्म “ के “ नोंदणी प्रमाणपत्र मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, १९६३ अंतर्गत महाराष्ट्र राज्या व्यतिरिक्त इतर राज्यातील भारतीय बनावटीचे विदेशी मद्य/बिअर/वाईन उत्पादकांना त्यांच्या ब्रॅन्डची महाराष्ट्रात विक्री करण्याकरिता
२५.	राज्यातील मद्यनिर्माणीचे ब्रॅन्ड -लेबल्स मंजूरी
२६.	<b>“एल” फॉर्म अंतर्गत परदेशातील आयात मद्याचे ब्रॅन्ड लेबल मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयो व निर्यात) नियम, १९६३ अंतर्गत
२७.	<b>“के” फॉर्म अंतर्गत परराज्यातील आयात मद्याचे ब्रॅन्ड लेबल मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, १९६३ अंतर्गत
२८.	<b>अनुज्ञप्तीचे नुतनीकरण</b> फॉर्म-I, डिएस-१
२९.	<b>पीएलएल अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र मद्यार्क आसवन व पेय मद्य निर्मिती नियम १९६६
३०.	<b>बीआरएल (ब्रुवरी) अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र बिअर आणि वाईन निर्मिती नियम, १९६६
३१.	<b>सीएल-१ अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र देशी दारु नियम, १९७३
३२.	<b>सीएल-२ अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र देशी दारु नियम, १९७३
३३.	तात्पुरती एक दिवसीय अनुज्ञप्ती जागेची नोंदणी



३४.	<b>फार्म -एफएल-४-ए</b> (विशेष कार्यक्रमाकरिता देण्यात येणारी तात्पुरती अनुज्ञप्ती)
३५.	<b>फार्म एम-४ मंजूर करणे</b> मुंबई मळी नियम १९५५ अंतर्गत मळी आयात करण्याकरिताची अनुज्ञप्ती
३६.	<b>फार्म एम-५ मंजूर करणे</b> मुंबई मळी नियम १९५५ अंतर्गत मळी निर्यात करण्याकरिताची अनुज्ञप्ती
३७.	<b>सीएल-३ अनुज्ञप्तीचे स्थलांतर</b> (मुंबई शहर व मुंबई उपनगर जिल्हे वगळून) महाराष्ट्र देशी मद्य नियम १९७३ अंतर्गत
३८.	<b>एफएल-२ अनुज्ञप्तीचे स्थलांतर</b> (मुंबई शहर व मुंबई उपनगर जिल्हे वगळून) मुंबई विदेशी मद्यनियम १९५३ अंतर्गत
३९.	सीएल-३/एफएल-२ अनुज्ञप्तीचे एका नावावरून दुसऱ्या नावावर वर्ग/हस्तांतरण करणे
४०.	सीएल-३/एफएल-२ अनुज्ञप्तीमध्ये भागीदार घेणे/वगळणे
४१.	<b>फार्म-एफएल-एक्स-सी</b> मुंबई विदेशी मद्य नियम, १९५३ अंतर्गत महाराष्ट्र राज्यात विदेशी मद्य आणि देशी मद्य खरेदी, बाळगणे, वाहतूक आणि पिण्याकरीता वार्षिक अथवा आजीवन परवाना मंजूर करणे.
४२.	<b>फार्म-एफएल-एफ</b> मुंबई विदेशी मद्य नियम, १९५३ अंतर्गत महाराष्ट्र राज्यात विदेशी मद्य खरेदी, बाळगणे, वाहतूक आणि पिण्याकरीता एक दिवसीय परवाना मंजूर करणे.
४३.	<b>फार्म-सीएल-सी</b> मुंबई विदेशी मद्य नियम, १९५३ अंतर्गत महाराष्ट्र राज्यात देशी मद्याची खरेदी, बाळगणे, वाहतूक आणि पिण्याकरीता एक दिवसीय परवाना मंजूर करणे
४४.	<b>वाहतूक पास मंजूरी</b> फार्म II (बंधित मद्यार्क वाहतूक) मुंबई शुध्द मद्यार्क (बंधित वाहतूक) नियम, १९५१
४५.	<b>वाहतूक पास मंजूरी</b> फार्म PL-XI (विदेशी मद्य वाहतूक) महाराष्ट्र मद्यार्क आसवन व पेय मद्य निर्मिती नियम, १९६६
४६.	<b>वाहतूक पास मंजूरी</b> फार्म BR-IX (बिअर वाहतूक) महाराष्ट्र बिअर आणि वाईन निर्मिती नियम, १९६६
४७.	<b>वाहतूक पास मंजूरी</b> फार्म CL-VI (देशी मद्य निर्मितीसाठी मद्यार्क वाहतूक) महाराष्ट्र देशी मद्य नियम, १९७३
४८.	<b>वाहतूक पास मंजूरी</b> फार्म CL-XIV (देशी मद्य वाहतूक) महाराष्ट्र देशी मद्य नियम, १९७३
४९.	<b>आयात परवाना मंजूरी Form B</b> (दत्त शुल्क आयात विदेशी मद्याचा आयात परवाना) महाराष्ट्र विदेशी मद्य (आयात व निर्यात ) नियम १९६३
५०.	<b>निर्यात परवाना मंजूरी Form B</b> (परदेशातील निर्यातीकरिता) (भारतीय बनावटीच्या विदेशी मद्याच्या बंधपत्राखाली वाहतूक/ बंधपत्राखाली निर्यातीसाठी परवाना) महाराष्ट्र भारतीय बनावटीचे विदेशी मद्य (बंधपत्राखाली वाहतूक आणि निर्यात नियम १९६८)
५१.	<b>निर्यात परवाना मंजूरी फॉर्म - I</b> (परराज्यातील निर्यातीकरिता) महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम १९६३ (अधिसूचना क्र.एमआयएस-१०१७/प्र.क्र.२२९/राउशु-२, दिनांक १० मे, २०२२)
५२.	<b>अबकारी पडताळणी प्रमाणपत्र (प्रमाणपत्र-३)</b> (महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, १९६३ मधील नियम २५(३) अन्वये, आयातदारापर्यंत मद्य पोहचल्याचा पुरावा म्हणून वितरीत करावयाचे अबकारी पडताळणी

	<b>प्रमाणपत्र )</b>
	<b>परिवहन (१४ सेवा )</b> ( अधिसूचना क्र.एमआयएस-०२१५/प्र.क्र.३१/ परि-४, दिनांक २७ जुलै, २०१५)
१.	शिकाउ अनुज्ञप्ती जारी करणे
२.	पक्की अनुज्ञप्ती जारी करणे
३.	अनुज्ञप्ती नुतनीकरण करणे
४.	दुय्यम अनुज्ञप्ती जारी करणे
५.	दुय्यम वाहन नोंदणी प्रमाणपत्र जारी करणे
६.	तात्पुरते नोंदणी प्रमाणपत्र जारी करणे
७.	नवीन वाहन नोंदणी करणे आणि नोंदणी प्रमाणपत्र जारी करणे
८.	वाहनांच्या हस्तांतरणाची नोंद करणे
९.	वाहन मालकाच्या मृत्युनंतर वाहनांच्या हस्तांतरणाची नोंद करणे
१०.	वाहन हस्तांतरणासाठी ना-हरकत प्रमाणपत्र जारी करणे
११.	वाहन पत्ता बदलण्यासाठी ना-हरकत प्रमाणपत्र जारी करणे
१२.	भाडे खरेदी/गहाण करार नोंद रद्द करणे
१३.	इतर राज्यातून आलेल्या वाहनांना नोंदणी क्रमांक जारी करणे
१४.	भाडे खरेदी /गहाण करार नोंद करणे
	<b>महसूल व वन विभाग ( एकूण ६८ सेवा )</b>
	<b>महसूल ( २० सेवा )</b> ( पत्र क्र.संकिर्ण-२०२१/प्र.क्र.२५/म-६, दिनांक १७ नोव्हेंबर, २०२१ नुसार.)
१.	वय,राष्ट्रीयत्व आणि अधिवास प्रमाणपत्र
२.	जातीचे प्रमाणपत्र
३.	उत्पन्न प्रमाणपत्र
४.	नॉन क्रिमीलेअर प्रमाणपत्र
५.	तात्पुरता रहिवास प्रमाणपत्र
६.	ज्येष्ठ नागरिक प्रमाणपत्र
७.	ऐपतीचा दाखला
८.	सांस्कृतिक कार्यक्रम परवाना
९.	अधिकार अभिलेखाची प्रमाणित प्रत
१०.	अल्पभू-धारक दाखला
११.	भूमीहीन शेतमजूर असल्याचा दाखला
१२.	शेतकरी असल्याचा दाखला
१३.	डोंगर/दुर्गम क्षेत्रात राहत असल्याचे प्रमाणपत्र
१४.	प्रतिज्ञापत्र साक्षात्कृत करणे
१५.	उद्योजकांना महाराष्ट्र जमीन महसूल संहिता १९६६ च्या कलम ४४ (अ) च्या तरतूदीनुसार परस्पर औद्योगिक वापर सुरु करणे शक्य व्हावे, त्याकरीता आवश्यक अधिकृत माहिती तातडीने उपलब्ध करून देणे.
१६.	औद्योगिक प्रयोजनार्थ जमीन खोदण्याची परवानगी ( गौण खनिक उत्खनन)
१७.	औद्योगिक प्रयोजनार्थ जमीन वापरण्याकामे बिगर अधिसूचित वृक्ष तोड परवानगी.
१८.	महाराष्ट्र जमीन महसूल संहिता, १९६६ च्या कलम ४२-अ (१) (अ) अन्वये भोगवटादार वर्ग-१ या

	धारणाधिकाराच्या जमिनीसंदर्भात नियोजन प्राधिकारणाकडून प्रस्ताव प्राप्त झाल्यानंतर अर्जातर्गत जमिनीचा वर्ग, जमिनीचा भोगवटादार व त्यावरील भार इ. चे विनिश्चिती प्रमाणपत्र देणे.
१९.	महाराष्ट्र जमीन महसूल संहिता, १९६६ च्या कलम ४२-अ (१) (ब) अन्वये राज्यात अंमलात असलेले शेतजमीन व कुळवहिवाट अधिनियम, विविध वतन अधिनियम आणि महाराष्ट्र शेतजमीन (जमीन धारणेची कमाल मर्यादा) अधिनियम, १९६१ या अधिनियमानुसार वाटप केलेल्या भोगवटादार वर्ग २ या धारणाधिकाराच्या जमिनीकरीता भोगवटादाराचा परिपूर्ण अर्ज प्राप्त झाल्यापासून विकास परवानगी मिळविण्यासाठी ना हरकत प्रमाणपत्र देणे.
२०.	महाराष्ट्र जमीन महसूल संहिता, १९६६ च्या कलम ४२-अ अन्वये संबंधित व्यक्तीने प्राप्त केलेल्या विकास परवानगीच्या अनुषंगाने अशा व्यक्तीकडून प्राप्त झालेल्या लेखी माहितीच्या आधारे आणि कलम ४७ अ मध्ये नमूद केलेल्या दराने रुपांतरण कराचा आणि त्याबद्दलचा अकृषिक आकारणीचा भरणा केल्यावर संबंधित व्यक्तीला विहित नमुन्यामध्ये सनद देणे.
<b>भूमि अभिलेख ( २० सेवा ) पत्र दि.४ ऑगस्ट, २०१६</b>	
१.	नक्कल पुरविणे अ) मिळकत पत्रिका
२.	मिळकत पत्रिका मुंबई उपनगर जिल्हा, क्षेत्र पडताळणी करून
३.	टिपण, क्षेत्रबुक, प्रतिबुक शेतपुस्तक जबाब, फाळणी, काटे फाळणी, हि. फॉ नं. ४, आकारफोड, स्कीम उतारा, आकारबंद, गट नकाशा, मोजणी नकाशा, क.जा.प., चौकशी नोंदवही इ. अभिलेख
४.	अपील निर्णयाच्या नकला
५.	मोजणी प्रकरणे.
	(i) अतितातडी प्रकरणे
६.	(ii) तातडी प्रकरणे
७.	(iii) साधी प्रकरणे
८.	(iv) अति अति तातडी प्रकरणे
९.	(a) मोजणी पूर्ण झाल्यानंतर मोजणी नकाशाची "क" प्रत देणे.
१०.	<b>आकारफोड / कजाप तयार करणे.</b> पोटहिस्सा मोजणीनंतर परिपूर्ण प्रकरणांमध्ये आकारफोड मंजूर करणे.
११.	बीन शेती मोजणी प्रकरण निकाली झाल्यानंतर परिपूर्ण प्रकरणामध्ये क. जा. प. तयार करून मंजूर करणे.
१२.	<b>फेरफार नोंदी</b> विवादग्रस्त नसल्यास
१३.	दुवा तुटलेली असल्यास फेरफाराबाबत निर्णय घेणे.
१४.	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 )
१५.	विवादग्रस्त असल्यास
१६.	मिळकत पत्रिकेची पोटविभागणी करून मिळकत पत्रिका स्वतंत्र करणे याबाबत पोटहिस्सा मोजणी पूर्ण झालेल्या दिवसापासून (अ) जिल्हाधिकारी यांनी आदेशित केलेल्या क्षेत्रात तफावत येत नसल्यास पोटहिस्सा मोजणी झाल्यापासून स्वतंत्र मिळकत पत्रिका तयार करणे.
१७.	(ब) जिल्हाधिकारी यांनी आदेशित केलेल्या पोटहिस्सा क्षेत्रात तफावत येत आहे, मात्र मूळ नगर भूमापनाच्या क्षेत्रात फरक नाही, अशा प्रकरणी जिल्हाधिकारी यांनी फेरमान्यता दिल्यानंतर स्वतंत्र मि. पत्रिका उघडणे.
१८.	भूसंपादनामध्ये रस्ता, रस्ता सेट बँक, रिजर्वेशन याबाबत शासन / संबंधित प्राधिकारी यांचे नावे स्वतंत्र

	मिळकत पत्रिका तयार करणे. (अ) ज्या ठिकाणी मूळ नगर भूमापनाच्या क्षेत्रात फरक पडत नाही, अशा बाबतीत सक्षम प्राधिकारांचा अंतिम आदेश झाल्यानंतर मिळकत पत्रिका स्वतंत्र तयार करणे.
१९.	(ब) हस्तांतरण क्षेत्रात फरक पडत असल्यास सक्षम प्राधिकार्याच्या फेर अंतिम आदेशानंतर
२०.	दुरुस्तीसह अद्ययावत नकाशा तयार करणेबाबत (पोटहिस्सा, सामिलीकरण, भूसंपादन, रस्ता सेट बॅक इत्यादिमुळे नकाशात होणारे बदल) सक्षम प्राधिकार्यांने मंजूरीचे अंतिम आदेश दिल्यानंतर.
	<b>नोंदणी व मुद्रांक शुल्क ( १५ सेवा )</b> ( शासन निर्णय.क्र.मलोह -२०१५/४४७/प्र.क्र.१७३/म-१, १४ जुलै, २०१५)
१.	दस्त नोंदणी करणे प्रकार १ - थेट प्राप्त प्रकार २ - मैत्री कक्षाकडून प्राप्त संदर्भ
२.	संगणीकृत प्रणालीमध्ये नादस्ताच्या सूचीची प्रमाणित नक्कल देणे
३.	दस्ताची प्रमाणित नक्कल देणे.
४.	शोध उपलब्ध करणे
५.	नोटीस ऑफ इंटिमेशन फाईल करून देणे.
६.	मुद्रांक शुल्क भरण्याचे प्रयोजनार्थ मूल्यांकन अहवाल देणे
७.	दस्त नोंदणी संदर्भात गृहभेट देणे
८.	विशेष कुलमुखत्यारपत्राचे अधिप्रमाणन करून देणे
९.	सह जिल्हानिबंधक कार्यालयात नोंदणी झालेल्या दस्ताची/त्या दस्ताच्या सूचीची प्रमाणित नक्कल देणे
१०.	दस्त नोंदणी न केलेल्या प्रकरणांमध्ये, ई-पेमेंट पद्धतीने भरलेल्या नोंदणी फी चा परतावा
११.	मृत्युपत्राचा सीलबंद लखोटा जमा करणे, परत घेणे व उघडणे
१२.	विशेष विवाह कायदा, १९५४ अन्वये विवाह संपन्न करणे
१३.	विवाह प्रमाणपत्राच्या प्रमाणित नकला देणे
१४.	इतर पद्धतीने अगोदरच झालेल्या विवाहाची विशेष कायदा, १९५४ अंतर्गत नोंदणी करणे
१५.	दस्ताचे अभिनिर्णय करणे <b>प्रकार-१</b> - मुद्रांक जिल्हाधिकारी यांचेकडे थेट दाखल अर्ज (कागदपत्रांची पूर्तता झालेपासून) (मुंबई शहर व उपनगर जिल्ह्यांकरिता) <b>प्रकार-२</b> - सह जिल्हा निबंधक तथा मुद्रांक जिल्हाधिकारी यांचेकडे थेट दाखल अर्ज (मुंबई शहर व उपनगर जिल्ह्यांव्यतिरिक्त) <b>प्रकार-३</b> - मैत्री कक्षाकडून प्राप्त (कागदपत्रांची पूर्तता झाल्यापासून) (मुंबई शहर व मुंबई उपनगर जिल्ह्यांकरिता) <b>प्रकार-४</b> - मैत्री कक्षाकडून प्राप्त (कागदपत्रांची पूर्तता झाल्यापासून) (मुंबई शहर व मुंबई उपनगर जिल्ह्यांव्यतिरिक्त)
	<b>वने ( १३ सेवा )</b> ( अधिसूचना क्र.एफएसटी - ०२/१५/प्र.क्र.८५ /फ-४, दिनांक २० जुलै, २०१५)
१.	तेंदुपाने कंत्राटदार/उत्पादक यांची नोंदणी करणे
२.	बांबू पूरविणेसाठी नवीन बुरड कामगारांची नोंदणी करणे
३.	वन्यप्राण्यांच्या हल्ल्यामुळे झालेल्या पशु नुकसानीची नुकसानभरपाई मंजूर करणे
४.	वन्यप्राण्यांच्या हल्ल्यामुळे व्यक्ती जखमी किंवा मृत झाल्यास आर्थिक सहाय्य मंजूर करणे
५.	वन्यजीव क्षेत्रात पर्यटन हंगामात फोटोग्राफिसाठी परवानगी ( वृत्त स्तर)
६.	वन्यजीव क्षेत्रात पर्यटन हंगामात फोटोग्राफिसाठी परवानगी (एकापेक्षा अधिक वृत्तांसाठी)
७.	वन्यप्राण्यांच्या हानीमुळे झालेल्या पीक नुकसानीकरीता नुकसानभरपाई मंजूर करणे

८.	अनुज्ञप्ती प्राधिकारी यांनी आरागिरणी परवाना नुतनीकरणाबाबत घेतलेला निर्णय कळविणे
९.	महाराष्ट्र वृक्षतोड (विनियमन) अधिनियम १९६४ नुसार संपूर्ण दस्तऐवजांसह अर्ज प्राप्तीनंतर वृक्ष अधिकारी यांनी अनुसूचित जमातीच्या भोगवटादारांच्या मालकीच्या वृक्षतोडीसाठी परवानगी देण्याबाबत घेतलेला निर्णय कळविणे.
१०.	महाराष्ट्र वृक्षतोड (विनियमन) अधिनियम १९६४ नुसार संपूर्ण दस्तऐवजांसह अर्ज प्राप्तीनंतर वृक्ष अधिकारी यांनी बिगर आदिवासी अर्जदारास वृक्षतोडीसाठी परवानगी देण्याबाबत घेतलेला निर्णय कळविणे.
	( अधिसूचना क्र.एफएसटी - ०२/१५/प्र.क्र.८५ /फ-४, दिनांक ०३ मार्च, २०१७)
११.	महाराष्ट्र वन नियम २०१४ मधील तरतुदीस अनुसरून पात्र व्यक्तींना वाहतूक परवाना जारी करणे.
१२.	वनेतर जमिनी बाबतचा दाखला मिळविण्याकरिता अर्ज
१३.	वनहद्ददीपासून अंतरचा दाखला मिळविण्याकरिता अर्ज
	<b>कृषि,पशुसंवर्धन,दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग ( एकूण ४५ सेवा )</b>
	<b>कृषि, कृषि आयुक्त ( २५ सेवा )</b> ( आयुक्त, कृषि यांची अधिसूचना क्र. कृआ/२०१५/प्र.क्र.१४६/लोसेहअ /१, दिनांक १० जुलै, २०१५)
१.	मृद व जल नमुना तपासणी
२.	लागवड साहित्य आयात करण्यासाठी उत्पादक प्रमाणपत्र देणे.
३.	कृषि वस्तूंच्या निर्यातीसाठी फायटोसॅनिट्री
४.	APEDA च्या GRAPENET प्रणालीद्वारे युरोपियन युनियनला निर्यातीकरण्यासाठी द्राक्षशेत प्रमाणपत्राची नोंदणी आणि / नुतनीकरण (ऑनलाईन)
५.	APEDA च्या MANGONET प्रणालीद्वारे युरोपियन युनियनला निर्यातीकरण्यासाठी आंबाशेत प्रमाणपत्राची नोंदणी आणि / नुतनीकरण (ऑनलाईन)
६.	APEDA च्या ANARNET प्रणालीद्वारे युरोपियन युनियनला निर्यातीकरण्यासाठी अंनारशेती प्रमाणपत्राची नोंदणी आणि / नुतनीकरण (ऑनलाईन)
७.	फळझाडांची ग्राफ्ट /रोपे विक्रसाठी परवाना
८.	बियाणे नमुना चाचणी
९.	खते नमुना चाचणी
१०.	किटकनाशके नमुना चाचणी
११.	किटकनाशके उर्वरित अंश तपासणी
१२.	बियाणे व्यापार सुरु ठेवण्यासाठी परवाना देणे ( राज्यस्तरीय )
१३.	खतेनिर्माता / विक्रेता व्यापार सुरु ठेवण्यासाठी परवाना देणे ( राज्यस्तरीय )
१४.	किटकनाशके निर्माता / विक्रेता व्यापार सुरु
१५.	सूक्ष्मसिंचन संच (ठिबक/तुषर) उत्पादक नोंदणी
१६.	कृषि यांत्रिकीकरण (ऑनलाईन)
	<b>कृषि (विद्यापीठ)</b>
१७.	दुबार पदवी / पदव्युत्तर प्रमाणपत्र
१८.	दुबार पदवी / पदव्युत्तर गुणपत्रक
१९.	दुबार तात्पुरते उत्तीर्ण प्रमाणपत्र
२०.	दुबार कृषि तंत्र पदविका ( दोन वर्षे मराठी माध्यम अभ्यासक्रम प्रमाणपत्र )
२१.	दुबार कृषि तंत्रज्ञान पदविका ( तीन वर्षे अर्ध इंग्रजी माध्यम अभ्यासक्रम ) प्रमाणपत्र

२२.	दुबार कृषि तंत्रज्ञान पदविका ( दोन वर्षे मराठी माध्यम अभ्यासक्रम प्रमाणपत्र ) गुणपत्रक
२३.	दुबार कृषि तंत्रज्ञान पदविका ( तीन वर्षे अर्ध इंग्रजी माध्यम अभ्यासक्रम ) गुणपत्रक
२४.	दुबार माळी प्रशिक्षण प्रमाणपत्र
२५.	दुबार स्थलांतर प्रमाणपत्र
<b>पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग ( पदुम ) ( एकूण २० सेवा )</b>	
<b>पशुसंवर्धन ( १४ सेवा )</b>	
<b>( शासन निर्णय.क्र. संकीर्ण-२६११/प्र.क्र.१३०/२०१४/पदुम-१७, दिनांक १३ जुलै, २०१५ )</b>	
१.	आरोग्य तपासणी व दाखला देणे
२.	पशुसंवर्धन विभागात कार्यरत असलेल्या अंडी उबवणी केंद्र, कुक्कट विकास गट व कुक्कटपालनाचे लाभार्थींना प्रशिक्षण देणे
३.	इच्छुक बेरोजगार तरुण/व्यक्तींना स्वयंरोजगारविषयक प्रशिक्षण देणे
<b>( शासन निर्णय क्र.संकीर्ण-२६११/प्र.क्र.१३०/पदुम-१७, दिनांक १४ ऑगस्ट, २०१९ )</b>	
४.	बंध्यत्व निवारण शिबीराचे आयोजन
५.	खर्चीकरण शिबीराचे आयोजन
६.	गर्भधारणा तपासणी शिबीराचे आयोजन
७.	गोचिड गोमाशा निर्मुलन शिबीराचे आयोजन
८.	जंतनाशक औषधोपचार शिबीराचे आयोजन
९.	सांसर्गिक गर्भपात (ब्रुसेलोसीस) रोगप्रतिबंधक लसीकरण
१०.	कॉबड्यांमधील सालमोनेलोसिस रोग तपासणी
११.	पेट शॉप लायसन्स
१२.	डॉग ब्रिडर लायसन्स
१३.	वाहतुक प्रमाणपत्र (Transport certificate)
१४.	जनावरांची ट्युबर क्युलोसीस (टी.बी.), जोन्स डिसीज (जे.डी.) व सांसर्गिक गर्भपात (ब्रुसेलोसीस) रोगांसाठी तपासणी
<b>मत्स्यव्यवसाय विभाग ( ०६ सेवा )</b>	
१५.	मासेमार नौकांचे ऑनलाइन पद्धतीने नोंदणी
१६.	मच्छिमार नौकांसाठी ऑनलाइन पद्धतीने मासेमारी परवाना
१७.	तारोपोरवाला मत्स्यालयाचे ऑनलाइन तिकीट वितरण
१८.	मच्छिमारांसाठी मासेमारी परवाना
१९.	मच्छिमार संस्थांची ऑनलाइन पद्धतीने नोंदणी
२०.	ऑनलाइन रजिस्ट्रेशन ऑफ अक्वाकल्चर पॉंड व फिश सीड सेंटर
<b>नगरविकास विभाग ( एकूण ५५ सेवा )</b>	
<b>नगरविकास - २ ( १५ सेवा )</b>	
<b>( शासन निर्णय.क्र.एमसीओ-२०१५/प्र.क्र.१८९/ नवि-१४, दिनांक २३ जून, २०१५ )</b>	
१.	जन्म प्रमाणपत्र देणे
२.	मृत्यु प्रमाणपत्र देणे
३.	विवाह नोंदणी प्रमाणपत्र देणे
४.	मालमत्ता कर उतारा देणे

५.	थकबाकी नसल्याचा दाखल देणे
६.	अ) दस्तऐवजाच्या आधारे मालमत्ता हस्तांतरण नोंद प्रमाणपत्र देणे ब) वारसा हक्काने मालमत्ता हस्तांतरण नोंद प्रमाणपत्र देणे
७.	झोन दाखला देणे
८.	भाग नकाशा देणे
९.	बांधकाम परवाना देणे
१०.	जोते प्रमाणपत्र
११.	भोगवटा प्रमाणपत्र देणे
१२.	नळजोडणी देणे
१३.	जलनिःसारण जोडणी देणे
१४.	अग्निशमन ना-हरकत दाखला देणे (महानगरपालिकेकरीता)
१५.	अग्निशमन अंतिम ना-हरकत दाखला देणे (महानगरपालिकेकरीता)
	<b>नगर विकास ( ४० सेवा )</b> <b>( शासन निर्णय क्र. संकिर्ण-२०१५ /प्र.क्र.३९८/नवि-२०, दिनांक ०४/०९/२०१७ व दिनांक २६/०८/२०१९.)</b>
१.	नव्याने कर आकारणी
२.	पुनःकर आकारणी
३.	कराचे मागणी पत्र तयार करणे
४.	करमाफी मिळणे
५.	रहिवासी नसलेल्या मालमत्तांना करात सूट मिळणे
६.	स्वयंमुल्यांकन
७.	आक्षेप नोंदविणे
८.	उप विभागामध्ये मालमत्ता विभाजन
९.	मालमत्ता पाडणे व पुनःबांधणी आकारणी
१०.	मालकी हक्कात बदल करणे
११.	नळजोडणी आकारामध्ये बदल करणे
१२.	तात्पुरते / कायमस्वरुपी नळजोडणी खंडित करणे
१३.	पुनःजोडणी करणे
१४.	वापरामध्ये बदल करणे
१५.	पाणी देयक तयार करणे
१६.	प्लंबर परवाना
१७.	प्लंबर परवाना नुतनीकरण करणे
१८.	थकबाकी नसल्याचा दाखला
१९.	नादुरुस्त मीटर तक्रार करणे
२०.	अनधिकृत नळ जोडणी तक्रार करणे
२१.	पाण्याची दबाव क्षमता तक्रार
२२.	पाण्याची गुणवत्ता तक्रार



२३.	व्यापार / व्यवसाय / साठा करणेसाठी ना-हरकत प्रमाणपत्र
२४.	मंडपासाठी ना-हरकत प्रमाणपत्र देणे
२५.	नवीन परवाना मिळणे
२६.	परवान्याचे नुतणीकरण
२७.	परवाना हस्तांतरण
२८.	परवाना दुय्यम प्रत
२९.	व्यवसायाचे नाव बदलणे
३०.	व्यवसाय बदलणे
३१.	परवाना/भागीदाराचे नाव बदलणे
३२.	भागीदारांच्या संख्येत बदल (वाढ/कमी)
३३.	परवाना रद्द करणे
३४.	कालबाह्य परवानासाठी नुतणीकरण सूचना
<b>शासन निर्णय क्र. संकिर्ण-२०१९/प्र.क्र.१८०/नवि-२०, दि.२९/०१/२०२१</b>	
३५.	नवीन जाहिरात आकाशचिन्ह परवाना व नुतनीकरण
३६.	नीवन सिनेमा चित्रीकरण व परवाना नुतनीकरण
३७.	व्यवसाय परवाना स्वयंनुतनीकरण
<b>शासन निर्णय क्रमांक: सिआयडी-३३२२/१५५२/प्र.क्र.१५४/नवि-१०, दि.०३ नोव्हेंबर, २०२२</b>	
३८	गहाणखत ना हरकत प्रमाणपत्र देणे
शासन निर्णय क्रमांक : एमआरडी-३३२२/१५४०/प्र.क्र.२०५/नवि-७, दि.१४ नोव्हेंबर, २०२२	
३९	प्रादेशिक योजनेचे (संपुर्ण तथा भागनकाशे ) पुरविणे अ. कृष्णधवल ब. रंगीत
४०	विक्री : अ. विकास नियंत्रण नियमावली पुस्तिका ब. प्रादेशिक योजनेची सीडी
<b>विधी व न्याय विभाग ( एकूण ४ सेवा ) ( अधिसूचना क्र.ईएसटी-२०१५/१५६०/ का.दोन, दिनांक १० जुलै, २०१५ )</b>	
१.	राज्य विधिसेवा प्राधिकरणाने द्यावयाचे कायदेविषयक मोफत सहाय्य
२.	महाराष्ट्र सार्वजनिक विश्वस्त व्यवस्था अधिनियमाच्या तरतुदीनुसार सार्वजनिक विश्वस्त व्यवस्थांची नोंदणी (एक) मुंबईमध्ये (दोन) इतर जिल्ह्यांमध्ये
३.	भागीदारी संस्था अधिनियम, १९५२ अन्वये भागीदारी संस्थेची नोंदणी (एक) मुंबईमध्ये (दोन) औरंगाबाद, नागपूर व पुणे येथे. (अधिसूचना क्र. ईएसटी-२०१५/१५६०/का.दोन, दिनांक ०२ ऑगस्ट, २०१७ )
४.	संस्था नोंदणी अधिनियम १८६० च्या कलम-३ अनुसार संस्था नोंदणी करण्याकरीता शासनास अर्ज सादर करणे.
<b>ग्राम विकास विभाग ( एकूण ०७ सेवा ) ( अधिसूचना क्र.आरटीएस-२०१८/प्र.क्र.१४५/आस्था.५, दिनांक १२ फेब्रुवारी, २०१९)</b>	
१.	जन्म नोंद दाखला
२.	मृत्यू नोंद दाखला
३.	विवाह नोंद दाखला

४.	दारिद्र्य रेषेखालील असल्याचा दाखला
५.	ग्रामपंचायत येणेबाकी नसल्याचा दाखला
६.	नमुना ८ चा उतारा
७.	निराधार असल्याचा दाखला
<b>मृद व जलसंधारण विभाग ( एकूण ०८ सेवा ) ( शासन निर्णय क्र.संकीर्ण-२०१८/प्र.क्र.४९/जल-१७, दिनांक ३० ऑक्टोबर, २०१८.)</b>	
१.	पाणी वापर संस्थेस देय पाणी हक्क मंजूरी देणे.
२.	पाणी वापर संस्थेस पाणीपट्टी थकबाकी दाखला देणे.
३.	बिगर सिंचन पाणी पट्टी थकबाकी दाखला देणे.
४.	पाणी पट्टी देयक तक्रार निवारण करणे.
५.	लाभक्षेत्राचा दाखला देणे.
६.	ग्रामपंचायत, जिल्हा परिषद, नगरपरिषद, नगर पंचायत, कटक मंडळे (Cantonment Board) यांना घरगुती पाणी वापर परवाना
७.	महानगरपालिका, खाजगी विकासक, विशेष नगर विकास प्रकल्प यांना घरगुती/औद्योगिक पाणी वापर परवाना देणे
८.	औद्योगिक प्रयोजनासाठी पाणी वापर परवाना देणे.
<b>अन्न नागरी पुरवठा व ग्राहक संरक्षण विभाग ( एकूण १६ सेवा ) ( अधिसूचना क्र.संकीर्ण-१०१४/१३०६/प्र.क्र.१७६/नापु-१२, दिनांक १४ ऑक्टोबर, २०१५ व दि.२२ जून, २०१६)</b>	
१.	नवीन शिधापत्रिका मागणी
२.	i) शिधापत्रिकेतील नावात दुरुस्ती. ii) शिधापत्रिकेत नावे समाविष्ट करणे/नावे वाढविणे. iii) शिधापत्रिकेत नाव कमी करणे. iv) शिधापत्रिकेवरील पत्ता बदल करणे.
३.	i) दुय्यम शिधापत्रिका (खराब/फाटलेली इ.). ii) दुय्यम शिधापत्रिका (गहाळ शिधापत्रिका)
४.	नवीन रास्तभाव दुकानाची मंजूरी
५.	रास्तभाव दुकानाच्या परवान्याचे नुतनीकरण
६.	किरकोळ रॉकेल विक्री परवाने
७.	किरकोळ रॉकेल विक्री परवान्याचे नुतनीकरण
<b>( अधिसूचना क्र.संकीर्ण-१०१४/१३०६/प्र.क्र.१७६/नापु-१२, दिनांक ३१ ऑगस्ट, २०१६, दि.२० सप्टेंबर, २०१६ )</b>	
८.	वजन-मापे उत्पादकांना परवाना
९.	वजन-मापे उत्पादकांना परवाना नुतनीकरण
१०.	वजन-मापे विक्रत्यांना परवाना
११.	वजन-मापे विक्रत्यांना परवाना नुतनीकरण
१२.	वजन-मापे दुरुस्तकांना परवाना
१३.	वजन-मापे दुरुस्तक परवाना नुतनीकरण
१४.	आवेष्टित वस्तुंचे उत्पादक / आवेष्टक यांची नोंदणी
१५.	नामनिर्देशन नोंदणी प्रमाणपत्र

	(अधिसूचना क्र.संकीर्ण-१०१४/१३०६/प्र.क्र.१७६/नापु-१२, दिनांक २५ ऑक्टोबर, २०१६)
१६.	वैधमापन शास्त्र अधिनियम, २००९ अंतर्गत वजन व मापे यांचे मुद्रांकन, पडताळणी व प्रमाणपत्र देणे.
	<b>गृहनिर्माण विभाग ( एकूण २१ सेवा )</b> ( पत्र क्र. संकीर्ण-२०१८/प्र.क्र.२२७/प्रशा-१, दिनांक २५ नोव्हेंबर, २०२१ )
	<b>झोपडपट्टी पुनर्वसन प्राधिकरण ( ०३ सेवा )</b>
१.	वारस हस्तांतरण विषयक सेवा
२.	भोगवटा प्रमाणपत्र प्राप्त झालेनंतर १० वर्षांनी सदनिका हस्तांतरण विषयक सेवा
३.	झोपडपट्टी पुनर्वसन योजनेतील सहकारी गृहनिर्माण संस्थांची नोंदणी विषयक सेवा
	<b>महाराष्ट्र गृहनिर्माण व क्षेत्रविकास प्राधिकरण ( १२ सेवा )</b>
४.	निवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
५.	अनिवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
६.	निवासी सदनिका/भूखंड नियमितीकरण
७.	अनिवासी सदनिका/भूखंड नियमितीकरण
८.	थकबाकीबाबतचे ना-देय प्रमाणपत्र
९.	सदनिका/भूखंड/व्यापारी गाळा वित्तीय संस्थेकडे तारण ठेवण्यास ना-हरकत प्रमाणपत्र
१०.	सदनिका /व्यापारी गाळा विक्री परवानगी
११.	भूखंड विक्री परवानगी
१२.	भूखंडाची उर्वरित खरेदी किंमत (बी.पी.पी.) कर्जाची थकबाकी भरणा पत्र
१३.	सदनिकेची उर्वरित भाडे खरेदी हप्ता (एच.पी.एस.भरणा पत्र)
१४.	सदनिका/भूखंड/व्यापारी गाळ्यांच्या नस्तीतील कागदपत्रांच्या प्रमाणित प्रती
१५.	निवासी सदनिका भाडे तत्वावर देण्यास ना-हरकत प्रमाणपत्र देणे
	<b>मुंबई इमारत दुरुस्ती व पुनर्वसन मंडळ ( ०४ सेवा )</b>
१६.	निवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
१७.	अनिवासी सदनिका/भूखंड भोगवटाबद्दल (हस्तांतरण)
१८.	निवासी सदनिका/भूखंड नियमितीकरण
१९.	अनिवासी सदनिका/भूखंड नियमितीकरण
	<b>अप्पर जिल्हाधिकारी (अतिक्रमण/निष्कासन) पूर्व/पश्चिम उपनगरे ( ०२ सेवा )</b>
२०.	परिशिष्ट-२ मध्ये अपात्र ठरलेल्या झोपडीधारकांनी सादर केलेल्या जोडपत्र-३ किंवा जोडपत्र-४ वर निर्णय घेणे
२१.	शासन निर्णय दि.१६/०५/२०१८ नुसार सुशुल्क पुनर्वसनासाठी झोपडीधारकांनी सादर केलेल्या जोडपत्र ३ -अ किंवा जोडपत्र ४-अ वर निर्णय घेणे.
	<b>महिला व बाल विकास विभाग ( एकूण ०८ सेवा )</b> ( अधिसूचना क्र.आस्था-२०१८/प्र.क्र.१४५/का-१६, दि.२० ऑगस्ट, २०१९ )
१.	अंगणवाड्यांमध्ये गरोदर महिलांची नाव नोंदणी करणे
२.	०६ महिने ते ३ वर्षांपर्यंतच्या मुलांची अंगणवाडीत नोंदणी करणे
३.	०३ ते ६ वर्षांपर्यंतच्या मुलांची अंगणवाडीत नोंदणी करणे.
४.	सबला योजनेअंतर्गत किशोरी मुलींचे नोंदणीकरण
५.	किशोरी शक्ती योजनेतर्गत मुलींचे नोंदणीकरण
६.	नोकरी करणाऱ्या महिलांचे वसतिगृह स्थापन करण्यासाठी स्वयंसेवी संघटनांची केंद्र सरकारला शिफारस करणे.

७.	बालसंगोपन संस्था/निरीक्षण गृहे यांमध्ये बालकांना दाखल करून घेणे
८.	पिडित महिलांना आधार गृहात दाखल करून घेणे
	<b>अल्पसंख्याक विकास विभाग ( एकूण ०१ सेवा )</b> <b>( अधिसूचना क्र.अशौसं २०१५/प्र.क्र.१९९/का-५, दिनांक २३ जुलै, २०१५ )</b>
१.	भारतीय संविधानाच्या अनुच्छेद ३०(१) अनुसार अल्पसंख्याक शैक्षणिक संस्था स्थापन करून चालवित असलेल्या ट्रस्ट/कंपनी/फर्म/सोसायटी यांना धार्मिक/भाषिक अल्पसंख्याक दर्जा प्रदान करणे
	<b>उद्योग,उर्जा व कामगार विभाग ( एकूण ८० सेवा )</b>
	<b>उद्योग ( २५ सेवा )</b> <b>( शासन निर्णय.क्र.मलोह-२०१५/प्र.क्र.७७/उद्योग-६, दिनांक २३ जुलै, २०१५ )</b>
१.	सामुहीक प्रोत्साहन योजना, २०१३ अंतर्गत मुद्रांक शुल्क माफिचे प्रमाणपत्र
२.	सामुहीक प्रोत्साहन योजना, २०१३ अंतर्गत पात्रता प्रमाणपत्र अदा करणे
३.	सामुहीक प्रोत्साहन योजना, २०१३ अंतर्गत औद्योगिक प्रोत्साहन अनुदानाच्या दाव्यास मंजूरी
४.	खाजगी माहिती तंत्रज्ञान उद्यानांना इरादापत्र देणे
५.	खाजगी माहिती तंत्रज्ञान घटकांना नोंदणी प्रमाणपत्र देणे
६.	खाजगी जैव तंत्रज्ञान उद्यानांना इरादापत्र देणे.
७.	खाजगी जैव तंत्रज्ञान घटकांना नोंदणी प्रमाणपत्र देणे
८.	इमारत नकाशे मंजूरी, अग्निशमन ना हरकत प्रमाणपत्र, तात्पुरती नळ जोडणी, सांडपाणी निःस्सारण नकाशे
९.	अंतिम अग्निशमन यंत्रणा मंजूरी
१०.	इमारत पूर्णत्व प्रमाणपत्र/भोगवटा प्रमाणपत्र
११.	कायम पाणी पुरवठा नळ जोडणी
१२.	मुंबई प्रदेश महानगरमधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या कार्यक्षेत्रातील माहिती तंत्रज्ञान उद्योगांना ना हरकत प्रमाणपत्र
१३.	मुंबई प्रदेश महानगरमधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या क्षेत्रातील माहिती तंत्रज्ञान कंपन्यांना माहिती तंत्रज्ञान धोरणांतर्गत इरादापत्रे
१४.	मुंबई प्रदेश महानगरमधील महाराष्ट्र औद्योगिक विकास महामंडळाच्या क्षेत्रात माहिती तंत्रज्ञान धोरणांतर्गत कंपन्यांची नोंदणी करणे
१५.	वाणिज्यिक संस्था व खाजगी पक्ष यांनी काढलेल्या अधिसूचना, सूचना व जाहिराती स्विकारून महाराष्ट्र शासन राजपत्र भाग-२ संकीर्ण सूचना व जाहिराती या राजपत्राच्या भागात प्रसिद्ध करणे व ते त्यांना ऑनलाईन व ईमेलवर उपलब्ध करून देणे
१६.	महाराष्ट्र शासन राजपत्र भाग-२- नाव, जन्मतारीख (वय) आणि धर्म बदलण्याच्या जाहीराती संचालनालयाच्या संकेतस्थळावर ऑनलाईन स्विकारून महाराष्ट्र शासन राजपत्र भाग-२-नाव, जन्मतारीख (वय) आणि धर्म बदलण्याच्या जाहीरातीचा विभाग या राजपत्राच्या भागात प्रसिद्ध करणे व ते नागरिकांना ऑनलाईन व ईमेलवर उपलब्ध करून देणे
	<b>(शा.नि.क्र.मलोह-२०१५/प्र.क्र.७७/उद्योग-६, दिनांक ०१ जानेवारी, २०२१)</b>
१७.	ऑनलाईन निविदा प्रकाशन आणि सादरिकरण
१८.	करार/वर्क ऑर्डर/लेटर ऑफ इस्टेट यातील लागू आहे ते देय करणे
१९.	बयाणा रक्कमेचा भरणा/परतावा/जप्ती यातील जे लागू असेल ते
२०.	सामुहीक प्रोत्साहन योजना २०१९ अंतर्गत मुद्रांक शुल्क सवलत
२१.	सामुहीक प्रोत्साहन योजना २०१९ अंतर्गत पात्रता प्रमाणपत्र देणे
२२.	सामुहीक प्रोत्साहन यो २०१९ अंतर्गत औद्योगिक प्रोत्साहन अनुदान
२३.	अनुदान वाटपाची पध्दती

२४.	गुंतवणुकदारांची महाराष्ट्रातील उद्योगांच्या परिस्थितीबाबत उपस्थित केलेल्या प्रश्नांना/सरकारकडून प्रदान केलेल्या व्यवसाय सेवा/विशिष्ट प्रश्न अर्जाबाबतच्या प्रश्नांना प्रतिसाद देणे.
२५.	सरकारकडून व्यवसाय सेवा मिळविण्यासाठी ऑनलाईन प्राप्त झालेल्या अर्जांवरील त्रुटी गुंतवणुकदारास कळविणे.
<b>कामगार ( ४१ सेवा )</b>	
<b>औद्योगिक सुरक्षा व आरोग्य संचालनालयामार्फत ( ६ सेवा )</b> ( शासन निर्णय क्र.संकिर्ण-२०१५ प्र.क्र.१२/कामगार-९, दिनांक १८ सप्टेंबर, २०१६ )	
१.	कारखाने अधिनियम, १९४८ व महाराष्ट्र कारखाने नियम, १९६३ अंतर्गत नोंदणी व परवाना देणे व परवाना नुतनीकरण करणे. (अति धोकादायक /धोकादायक कारखाने वगळून इतर कारखाने.)
२.	कारखाने अधिनियम, १९४८ च्या महाराष्ट्र कारखाने नियम, १९६३ अंतर्गत नोंदणी व परवाना देणे. (अति धोकादायक /धोकादायक कारखाने )
३.	कारखाने अधिनियम, १९४८ व महाराष्ट्र कारखाने नियम, १९६३ अंतर्गत परवाना नुतनीकरण करणे. (अति धोकादायक /धोकादायक कारखाने )
४.	कारखाने अधिनियम, १९४८ च्या महाराष्ट्र कारखाने नियम, १९६३ अंतर्गत कारखान्याचे नकाशे मंजूर करणे.
५.	कारखाने अधिनियम, १९४८ व महाराष्ट्र कारखाने नियम, १९६३ परवाना दुरुस्ती करणे. (अति धोकादायक /धोकादायक कारखाने वगळून इतर कारखाने.)
६.	कारखाने अधिनियम, १९४८ व महाराष्ट्र कारखाने नियम, १९६३ परवाना दुरुस्ती करणे. (अति धोकादायक /धोकादायक कारखाने)
<b>कामगार आयुक्त कार्यालय ( १३ सेवा )</b> ( शासन निर्णय क्र. संकिर्ण २०१५ /प्र.क्र.१२/कामगार ९, दिनांक २४ जुलै, २०१५ )	
१.	महाराष्ट्र दुकाने व आस्थापना (नोकरीचे व सेवाशर्तीचे विनियमन) अधिनियम, २०१७ अंतर्गत नोंदणी
२.	कंत्राटी कामगार (नियमन व निर्मुलन) अधिनियम, १९७० अंतर्गत मुख्य मालकाची नोंदणी.
३.	कंत्राटी कामगार (नियमन व निर्मुलन) अधिनियम १९७० अंतर्गत कंत्राटदारास अनुज्ञप्ती देणे.
४.	कंत्राटी कामगार (नियमन व निर्मुलन) अधिनियम, १९७० अंतर्गत कंत्राटदारास अनुज्ञप्तीचे नुतनीकरण करणे.
५.	इमारत व इतर बांधकाम मजूर( कामगारांचे नियमन व शर्ती) अधिनियम, १९९६ अंतर्गत आस्थापनांची नोंदणी.
६.	मोटार परिवहन कामगार अधिनियम, १९६१ अंतर्गत नोंदणी
७.	बिडी आणि सिगार (नोकरीच्या शर्ती) वर्कस अधिनियम, १९६६ अंतर्गत नोंदणी.
<b>(शासन निर्णय क्र. संकिर्ण-२०१५/प्र.क्र.३९/कामगार-९, दिनांक २८ एप्रिल, २०१७ )</b>	
८.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, १९७९ अंतर्गत आस्थापनांना नोंदणी प्रमाणपत्र.
९.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, १९७९ अंतर्गत नोंदणी प्रमाणपत्रातील सुधारणा.
१०.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, १९७९ अंतर्गत स्थलांतरित कामगारांच्या भर्तीसाठी कंत्राटदारास अनुज्ञप्ती देणे.
११.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, १९७९ अंतर्गत स्थलांतरित कामगारांच्या भर्तीसाठी मध्यस्थी कंत्राटदारास अनुज्ञप्ती देणे.
१२.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, १९७९ अंतर्गत स्थलांतरित कामगारांच्या रोजगारासाठी कंत्राटदारास अनुज्ञप्ती देणे.
१३.	आंतरराज्य स्थलांतरित कामगार (रोजगार व सेवाशर्तीचे नियमन) अधिनियम, १९७९ अंतर्गत स्थलांतरित कंत्राटदारास अनुज्ञप्तीचे नुतनीकरण करणे.

	<b>बाष्पके संचालनालय ( कामगार ) ( २२ सेवा )</b>
१.	मालकी हक्काचे हस्तांतरण
२.	प्रमाणपत्राची नक्कल करणे
३.	बाष्पके व मितीपायोजकांची नोंदणी १. महाराष्ट्र राज्यात निर्मित २. महाराष्ट्र राज्याबाहेर निर्मित
४.	बाष्पके व मितीपायोजकांच्या प्रमाणपत्रांचे नूतनीकरण
	<b>( शासन निर्णय क्र.संकिर्ण-२०१७/प्र.क्र.६६/कामगार-९, दिनांक २० जून, २०१७ )</b>
५.	बाष्पके निर्मात्यांना मान्यता
६.	बाष्पके निर्मात्यांच्या मान्यतेचे नूतनीकरण
७.	बाष्पके / मितीपयोजके उभारणीची मान्यता
८.	बाष्पके / मितीपयोजके उभारणीच्या मान्यतेचे नूतनीकरण
९.	मितीपयोजके निर्मात्यांना मान्यता
१०.	मितीपयोजके निर्मात्यांच्या मान्यतेचे नूतनीकरण
११.	प्रेसर व्हेसल निर्मात्यांना मान्यता
१२.	प्रेसर व्हेसल निर्मात्यांच्या मान्यतेचे नूतनीकरण
१३.	प्रेसर पाटर्स निर्मात्यांना मान्यता
१४.	प्रेसर पाटर्स निर्मात्यांच्या मान्यतेचे नूतनीकरण
१५.	हिट एक्सचेंजर निर्मात्यांना मान्यता
१६.	हिट एक्सचेंजर निर्मात्यांच्या मान्यतेचे नूतनीकरण
१७.	स्मॉल इंडस्ट्रीअल बाष्पके निर्मात्यांना मान्यता
१८.	स्मॉल इंडस्ट्रीअल बाष्पके निर्मात्यांच्या मान्यतेचे नूतनीकरण
१९.	बाष्पके व मितीपयोजके दुरुस्तीकारांना मान्यता
२०.	बाष्पके व मितीपयोजके दुरुस्तीकारांच्या मान्यतेचे नूतनीकरण
२१.	पाईप फॅब्रिकेटर म्हणून मान्यता
२२.	पाईप फॅब्रिकेटर म्हणून मान्यतेचे नूतनीकरण
	<b>उर्जा ( १४ सेवा )</b> <b>( अधिसूचना क्र.मुविनि-२०१७/प्र.क्र.२५४/ऊर्जा-५, दि.१२ डिसेंबर, २०१८ )</b>
१.	विद्युत अधिनियम, २००३ (२००३ चा ३६) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, २०१० मधील विनियम क्र.३२ नुसार जनित्र मांडणीचे नकाशे मंजूर करणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)
२.	विद्युत अधिनियम, २००३ (२००३ चा ३६) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, २०१० मधील विनियम क्र.३२ नुसार जनित्र मांडणीचे नकाशे मंजूर करणे व ऊर्जापित करण्यास परवानगी देणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)
३.	बॉम्बे विद्युत शुल्क अधिनियम, १९६२ अन्वये ज्या व्यक्ती वीज निर्मिती करू इच्छितात किंवा वीज निर्मिती करणे चालू ठेवू इच्छितात त्यांची नोंदणी करणे. (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर) (जनित्र संच मांडणीचे नोंदण करणे)
४.	विद्युत अधिनियम, २००३ (२००३ चा ३६) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, २०१० मधील विनियम क्र.४३ नुसार उपरी तारमार्गाच्या वीज संचमांडणीचे नकाशे मंजूर करणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)

५.	विद्युत अधिनियम, २००३ (२००३ चा ३६) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, २०१० मधील विनियम क्र.४३ नुसार उपरी तारमार्गाच्या वीज संचमांडणीचे निरीक्षण करणे व ऊजापित करण्यास परवानगी देणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)
६.	महाराष्ट्र उद्वाहन अधिनियम, १९३९ (१९३९ चा १०) अन्वये उद्वाहन उभारणीस परवानगी देणे
७.	महाराष्ट्र उद्वाहन अधिनियम, १९३९ (१९३९ चा १०) अन्वये उद्वाहन चालू आणि निरीक्षण करण्याची अनुज्ञप्ती देणे
<b>( अधिसूचना क्र.मुविनि-२०१६/प्र.क्र.७०/ऊर्जा-५, दि. ११ जुलै, २०१६ )</b>	
८.	बांधकामासाठी विद्युत भार मंजूरी (विहित नमुन्यातील परिपूर्ण अर्ज व आवश्यक आकारांचा भरणे केल्यानंतर)
९.	उद्योगासाठी विद्युत भार मंजूरी (विहित नमुन्यातील परिपूर्ण अर्ज व आवश्यक आकारांचा भरणे केल्यानंतर)
१०.	Line Charging permission at MSETCL
११.	विद्युत शुल्क माफी प्रकरणांना मंजूरी
१२.	डीजी सेट आराखडा मंजूरी
१३.	डीजी सेट चार्ज परवानगी विद्युत शुल्क माफी प्रकरणांना मंजूरी
१४.	डीजी सेट नोंदणीकरण
<b>वित्त विभाग ( एकूण ०४ सेवा )</b> <b>( अधिसूचना क्र.एमआरपीएस/एएमडी/९२८/प्रशा-११, दि.१५ मार्च, २०१९ )</b>	
१.	महाराष्ट्र मूल्यवर्धित कर कायदा, २००२, केंद्रिय विक्रीकर कायदा, १९५६ आणि महाराष्ट्र राज्य व्यवसाय, व्यापार, आजीविका व नोकऱ्या यांवरील कर कायदा, १९७५ अंतर्गत ई-नोंदणी
२.	केंद्रिय विक्री कर कायदांतर्गत ई-केंद्रिय विक्रीकर वैधानिक नमुने
३.	महाराष्ट्र मूल्यवर्धित कर कायदा, २००२, केंद्रिय विक्रीकर कायदा, १९५६ आणि महाराष्ट्र राज्य व्यवसाय, व्यापार, आजीविका व नोकऱ्या यांवरील कर कायदा, १९७५ अंतर्गत ई-विवरणे
४.	मूल्यवर्धित कर कायदा, २००२, केंद्रिय विक्रीकर कायदा, १९५६ आणि महाराष्ट्र राज्य व्यवसाय, व्यापार, आजीविका व नोकऱ्या यांवरील कर कायदा, १९७५ अंतर्गत ई-करभरणा
<b>जलसंपदा विभाग ( एकूण १० सेवा )</b> <b>( शासन निर्णय क्र.संकीर्ण-२०१५/प्र.क्र. ४८०/सिंव्य (कामे), दिनांक १५ जुलै, २०१५ )</b>	
१.	पाणी वापर संस्थेस देय पाणी हक्क मंजूरी देणे.
२.	पाणी वापर संस्थेस पाणीपट्टी थकबाकी दाखला देणे.
३.	बिगर सिंचनाची पाणीपट्टी थकबाकी दाखला देणे.
४.	पाणीपट्टी देयक तक्रार निवारण करणे
५.	लाभक्षेत्राचा दाखला देणे.
६.	ग्रामपंचायत, जिल्हा परिषद, नगरपंचायत, कटक मंडळे (Cantonment Board) यांना घरगुती पाणी वापर परवाना देणे.
७.	महानगरपालिका, खाजगी विकासक, विशेष नगर विकासक, प्रकल्प यांना घरगुती/ औद्योगिक पाणी वापर परवाना देणे.
८.	औद्योगिक प्रयोजनासाठी पाणी वापर परवाना देणे.
९.	नदी व जलाशय पासून अंतराचा दाखला देणे.
१०.	उपसा सिंचन परवानगी देणे.
<b>सहकार,पणन व वस्त्रोद्योग विभाग ( एकूण ०९ सेवा )</b>	



	<b>सहकार उप विभाग ( ०५ सेवा )</b> ( शासन निर्णय क्र.संकीर्ण-२०१४/प्र.क्र.११८/६-स, दिनांक १८ सप्टेंबर, २०१५)
१.	सहकारी संस्थांची नोंदणी करणे
२.	सहकारी संस्थांची उपविधी दुरुस्ती करणे
३.	सावकारी व्यवसायासाठी परवाना देणे
४.	सावकारी व्यवसायासाठी परवाना नुतनीकरण देणे
५.	सहकारी गृहनिर्माण संस्थांचे मानीव अभिहस्तांतरण
	<b>रेशीम उप विभाग ( ०४ सेवा )</b> ( शासन निर्णय क्र.संकीर्ण-२०१९/प्र.क्र.८०/रेशीम कक्ष, दिनांक ०५ डिसेंबर, २०१९.)
६.	रेशीम शेतकऱ्यांची नोंदणी करणे
७.	चॉकी सेंटर धारकांची नोंदणी करणे
८.	रिलर्सची नोंदणी करणे
९.	रेशीम शेतकरी/लाभार्थी यांना तांत्रिक सेवा उपलब्ध करून देणे.
	<b>पाणी, पुरवठा व स्वच्छता विभाग ( एकूण १८ सेवा )</b> ( अधिसूचना क्र.मजीप्रा/सस/तांशा-१/२०१५/आ.१, दिनांक २९ सप्टेंबर, २०१५)
	<b>महाराष्ट्र जीवन प्राधिकरण ( ०२ सेवा )</b>
१.	महाराष्ट्र जीवन प्राधिकरणामार्फत चालविण्यात येत असलेल्या पाणीपुरवठा केंद्रांतर्गत ग्राहकांना नळ जोडणी देणे
२.	पाणी बीलासंबंधी तक्रारीचे निवारण करणे
	<b>अधिसूचना दिनांक ८ जून, २०२२</b>
३.	मालकी हक्कात बदल करणे
४.	नळ जोडणी आकारामध्ये बदल करणे
५.	तात्पुरते/ कायमस्वरूपी नळजोडणी खंडीत करणे
६.	पुनः जोडणी करणे
७.	वापरामध्ये बदल करणे
८.	पाणी देयक तयार करणे
९.	प्लंबर परवाना
१०.	प्लंबर परवाना नुतनीकरण करणे
११.	थकबाकी नसल्याचा दाखला
१२.	नादुरुस्त मिटर तक्रार करणे
१३.	अनधिकृत नळ जोडणी तक्रार
१४.	पाण्याची दबाव क्षमता तक्रार
१५.	पाण्याची गुणवत्ता तक्रार
१६.	नळ जोडणी स्थलांतरित करणे
	<b>भूजल सर्वेक्षण आणि विकास यंत्रणा ( ०२ सेवा )</b>
१.	विंथन विहिर /विहीर स्थळ सर्वेक्षण (भूजलीय आणि भूमौतिक)
२.	पाणी नमुन्यांचे रासायनिक व जैविक पृथःकरण
	<b>सार्वजनिक आरोग्य विभाग ( एकूण ०६ सेवा )</b> ( अधिसूचना. क्र.संकीर्ण-२०१७/प्र.क्र.६६/सम २, दिनांक ४ जानेवारी, २०१८. )
१.	जननी सुरक्षा योजना

२.	जननी शिशु सुरक्षा योजना
३.	शुश्रूषागृह नोंदणी (महाराष्ट्र नर्सिंग होम ॲक्ट-१९४९ कलम ३)
४.	१) जनुकीय समुपदेशन केंद्र २) जनुकीय प्रयोगशाळा ३) जनुकीय दवाखाना ४) अल्ट्रासाउंड दवाखाना व इमेजिंग सेंटर या सेवांची पि.सी.पी.एन.डी.टी. ॲक्ट १९९४, कलम १८ अंतर्गत नोंदणी
५.	मानवी अवयव प्रत्यारोपन कायदा १९९४, खंड १५ अंतर्गत रुग्णालयाची नोंदणी/पुनर्नोंदणी
६.	महात्मा ज्योतिबा फुले जन आरोग्य योजना, अंतर्गत उपचारांसाठी १) नोंदणी २) ई-प्रिऑथो राजेशन ३) आपत्कालीन परिस्थितीतील उपचारासाठी दूरध्वनीद्वारे नोंदणी
<b>सामाजिक न्याय व विशेष सहाय्य विभाग ( एकूण १२ सेवा )</b> <b>( शासन निर्णय क्र.संकीर्ण-२०१५/प्र.क्र.५३/समन्वय, दिनांक २४ नोव्हेंबर, २०१५)</b>	
१.	शासकीय वसतिगृह प्रवेश
	अ) मॉट्रक पूर्व वसतिगृह प्रवेश
	ब) उच्च माध्यमिक वसतिगृह प्रवेश
	क) व्यवसायिक वसतिगृह प्रवेश
	ड) अव्यवसायिक वसतिगृह प्रवेश
२.	निवासी शाळा प्रवेश
३.	परदेशी शिष्यवृत्ती
४.	देशांतर्गत शिष्यवृत्ती
५.	ज्येष्ठ नागरिकांना ओळखपत्र देणे
६.	संजय गांधी निराधार योजना/श्रावणबाळ पेन्शन योजनेतर्गत प्राप्त अर्जावर निर्णय घेणे
७.	जात प्रमाणपत्र पडताळणी समिती
८.	अपंगांना ओळखपत्र देणे
९.	अपंग विद्यार्थ्यांना शासकीय/शासन मान्य अनुदानित अपंग शाळे/कर्मशाळेत प्रवेश देणे. (शासन निर्णय क्र.संकीर्ण-२०१६/प्र.क्र.६८/समन्वय, दिनांक २८ सप्टेंबर, २०१६)
१०.	अपंगांच्या अनुदानित विशेष शाळा/ कर्मशाळा / मतिमंद बालगृहे / तसेच अपंग क्षेत्रात कार्य करण्यासाठी देण्यात आलेल्या नोंदणी प्रमाणपत्राचे नुतनीकरण करणे. (शासन निर्णय क्र.संकीर्ण-२०१७/प्र.क्र.१४४/समन्वय, दिनांक २३ ऑगस्ट, २०१८)
११.	अपंगांच्या अनुदानित शाळा / कर्मशाळेतील रिक्त पदे भरण्याकरीता स्वयंसेवी संस्थांना ना-हरकत प्रमाणपत्र देणे.
१२.	अपंग व्यक्ती हक्क अधिनियम, २०१६ च्या कलम ४९ मधील तरतूदीप्रमाणे अपंग क्षेत्रात पुनर्वसन विषयक कार्य करण्यासाठी संस्थांना नोंदणी प्रमाणपत्र देणे.
<b>आदिवासी विकास विभाग ( एकूण ०२ सेवा )</b> <b>( अधिसूचना क्र.आवि-२०१५/प्र.क्र.३/का-१६, दिनांक ३१ डिसेंबर, २०१५)</b>	
१.	आदिवासी मुलांमुलींकरीता शासकीय वसतिगृहात मोफत प्रवेश देणे.
२.	पंडीत दीनदयाळ उपाध्याय स्वयंम योजनेतर्गत उच्च शिक्षण घेण्याच्या शासकीय वस्तीगृहांमध्ये प्रवेश न मिळालेल्या अनुसूचित जमातीतील विद्यार्थ्यांना अन्न, राहण्याची व्यवस्था, निर्वाह आणि शैक्षणिक साहित्यासाठी आर्थिक सहाय्य.
<b>शालेय शिक्षण व क्रीडा विभाग ( एकूण १२ सेवा )</b> <b>( अधिसूचना क्र.संकीर्ण-२०१५/(५५/१५)/समन्वय कक्ष, दिनांक ४ एप्रिल, २०१६.)</b>	
१.	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा द्वितीय गुणपत्रक व प्रमाणपत्रे
२.	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा प्रोव्हिजनल प्रमाणपत्र
३.	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा गुणपडताळणी
४.	माध्यमिक व उच्च माध्यमिक शाळा प्रमाणपत्र परीक्षा निकालानंतर उत्तरपत्रिकेची छायांकित प्रत प्राप्त

	करणे.
५.	खाजगी उमेदवार परीक्षेसाठी प्रविष्ट होणे.
६.	शासकीय वाणिज्य प्रमाणपत्र परीक्षेसाठी संस्थांना परीक्षा परिषदेची संलग्नता देणे.
७.	वाणिज्य प्रमाणपत्र परीक्षा प्रमाणपत्र दुरुस्ती
८.	वाणिज्य प्रमाणपत्र परीक्षा प्रमाणपत्राची द्वितीय प्रत
९.	डी.एड. गुणपत्रक प्रमाणपत्राची द्वितीय प्रत
१०.	इयत्ता १०वी व १२वी परीक्षेस प्रविष्ट होणाऱ्या राज्य, राष्ट्रीय व आंतरराष्ट्रीय पातळीवर सहभागी झालेल्या खेळाडूला, विद्यार्थ्यांना क्रीडा सवलतीचे गुण देण्याबाबत
११.	अत्युच्च गुणवत्ताधारक खेळाडूंना शासकीय / निमशासकीय व इतर क्षेत्रात ५ टक्के आरक्षणासाठी खेळाडू प्रमाणपत्र पडताळणी.
१२.	विभागाने आयोजित केलेल्या जिल्हा, भाग व राज्य क्रीडा स्पर्धेमध्ये प्राविण्य / सहभाग प्रमाणपत्र देण्याबाबत.
<b>वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग ( एकूण ०५ सेवा )</b> ( अधिसूचना क्र.संकीर्ण-०६१५/प्र.क्र.५९/अधिनियम, दिनांक २७ जुलै, २०१५ )	
<b>वैद्यकीय शिक्षण व संशोधन संचालनालय व त्याखालील शासकीय वैद्यकीय महाविद्यालये व रुग्णालये यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या लोकसेवा)</b>	
१.	विकलांगता प्रमाणपत्र देणे
<b>अन्न व औषध प्रशासन आयुक्तालय, मुंबई यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा</b>	
२.	अन्न व्यवसायांची अन्न सुरक्षा व मानके अधिनियम, २००६ व त्याखालील नियम यांच्या अनुसार नोंदणी करणे.
३.	अन्न व्यवसायांना अन्न सुरक्षा व मानके अधिनियम, २००६ व त्याखालील नियम यांच्या अनुसार वस्तुनिर्माण व विक्री यासाठी अनुज्ञप्ती देणे.
४.	औषध व सौंदर्य प्रसाधने अधिनियम, १९४० व त्याखालील नियम यांच्या अनुसार फुटकळ विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.
५.	औषध व सौंदर्य प्रसाधने अधिनियम, १९४० व त्याखालील नियम यांच्या अनुसार घाऊक विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.
<b>पर्यटन व सांस्कृतिक कार्य विभाग ( एकूण २० सेवा )</b> ( अधिसूचना क्र.संकीर्ण-२०१४/प्र.क्र.२१६/आस्थापना, दिनांक ४ सप्टेंबर, २०१५ )	
<b>संचालक, पुराभिलेख संचालनालय, मुंबई ( ०७ सेवा )</b>	
१.	संशोधकांना व नागरिकांना संचालनालयामध्ये जतन केलेल्या ऐतिहासिक महत्त्वाच्या अभिलेखाची माहिती देणे तसेच देशी व विदेशी संशोधकांना संशोधनासाठी परवानगी देणे
२.	संशोधनासाठी जतन केलेले अभिलेख पुरविणे
३.	स्कॅन केलेल्या अभिलेखांची सीडी पुरविणे
४.	जतन केलेल्या अभिलेखाची झेरॉक्स प्रत पुरविणे.
५.	जतन केलेल्या ऐतिहासिक महत्त्वाच्या अभिलेखाच्या प्रमाणित प्रती पुरविणे
६.	संशोधकांना व नागरिकांना संचालनालयाच्या विविध कार्यक्रमांची माहिती पुरविणे
७.	संशोधकांना व नागरिकांना संचालनालयाच्या कामकाज पद्धतीबद्दल माहिती देणे.
<b>पु.ल.देशपांडे महाराष्ट्र कला अकादमी, प्रभादेवी, मुंबई. ( ०२ सेवा )</b>	
८.	सामाजिक व सांस्कृतिक कार्यक्रम/उपक्रमांसाठी कार्यक्रमांची रविंद्र नाटय मंदिर (ऑडिटोरियम)/मिनी (ऑडिटोरियम)/तालीम दालनाचे आरक्षण
९.	ऑडिटोरियम व तालीम दालने आरक्षणाकरिता घेतलेल्या अनामत रकमेचा परतावा

	<b>रंगभूमी प्रयोग निरीक्षण मंडळ, मुंबई ( ०२ सेवा )</b>
१०.	ऑर्केस्ट्रा, तमाशा, मेळा, नाटक आयोजित करण्यासाठी प्रमाणपत्र देणे तसेच सार्वजनिक ठिकाणी होणाऱ्या एक दिवसाच्या कार्यक्रमांना ना-हरकत प्रमाणपत्र देणे
११.	सर्व भाषेतील प्रायोगिक/व्यवसायिक नाटय संहितांना प्रमाणपत्र देणे
	<b>सांस्कृतिक कार्य संचालनालय, मुंबई ( ०३ सेवा )</b>
१२.	कलाकार प्रमाणपत्र:-महाराष्ट्र गृहनिर्माण महामंडळाकडून कलाकारांसाठी राखीव असलेल्या कोट्यातून सदनिका मंजूर झालेल्या पात्र कलाकारांना "कलाकार प्रमाणपत्र" देणे.
१३.	वृद्ध कलावंत मानधन:- ५० वर्षे वय असलेल्या व अटीशर्तीनुसार पात्र मान्यवर वृद्ध साहित्यिक व कलाकार यांना मानधन देणे
१४.	रेल्वे सवलत:- परराज्यात कला सादर करण्यासाठी पाचारण केलेल्या व अटीशर्तीनुसार पात्र कलापथकांना रेल्वे भाडे रकमेत सवलत मिळण्यासाठी प्रमाणपत्र देणे
	<b>दर्शनिका विभाग, फोर्ट, मुंबई ( ०१ सेवा )</b>
१५.	गॅझेटियर विभागातर्फे प्रकाशित करण्यात आलेल्या गॅझेटियर ग्रंथाचे ई-बुक (सीडी) उपलब्ध करणे
	<b>महाराष्ट्र पर्यटन विकास महामंडळ, मुंबई.( ०५ सेवा )</b> <b>(शासन निर्णय क्र.टीडीएस-२०१५/०३/प्र.क्र.२४२/पर्यटन, दिनांक २१ मार्च, २०१६)</b>
१६.	निवास व न्याहारी योजनेतर्गत नोंदणी करणे व नुतनीकरण करणे.
१७.	महाभ्रमण योजनेतर्गत नोंदणी करणे व नुतनीकरण करणे.
१८.	पर्यटक घटकांना तात्पुरते नोंदणी प्रमाणपत्र देणे.
१९.	पर्यटक घटकांना अंतिम प्रमाणपत्र देणे.
२०.	पर्यटक घटकांना मुद्रांक शुल्कात सवलत मिळण्याकरीता ना-हरकत प्रमाणपत्र देणे.
	<b>उच्च व तंत्रशिक्षण विभाग ( एकूण १० सेवा )</b> <b>( अधिसूचना क्र.संकीर्ण-२०१४/प्र.क्र.६७-१४/आस्था-२, दिनांक १८ जानेवारी, २०१६.)</b>
१.	परीक्षेत मिळालेल्या गुणांची पुर्नमोजणी करणे (विद्यापीठे)
२.	दुय्यम गुणपत्रिका / तात्पुरती गुणपत्रिका (विद्यापीठे)
३.	दुय्यम पदवी प्रमाणपत्र वाटप (विद्यापीठे)
४.	कागदपत्रे तपासणी (विद्यापीठे)
५.	मायग्रेसन इलिजिबिलीटी प्रमाणपत्र (विद्यापीठे)
६.	सीईटी परीक्षेचे गुणपत्रक (तंत्र शिक्षण संचालनालय)
७.	दुय्यम गुणपत्रक (तंत्र शिक्षण संचालनालय)
८.	दुय्यम गुणपत्रिका / प्रमाणपत्र (म.तं.शि.मं)
९.	ट्रान्सस्क्रिप्ट (म.तं.शि.मं)
१०.	मायग्रेसन प्रमाणपत्र (म.तं.शि.मं)
	<b>पर्यावरण विभाग ( एकूण ०७ सेवा )</b> <b>( शासन निर्णय, क्र.मलोहअ-२०१५/प्र.क्र.२४३/आस्थापना, दिनांक १८ जानेवारी, २०१६.)</b>
१.	उद्योग उभारणीसाठी संमतीपत्र
२.	उद्योग सुरु करण्यासाठी संमतीपत्र
३.	उद्योग उभारणीसाठी संमतीपत्र (रुपये १० कोटीपर्यंत)
४.	उद्योग सुरु करण्यासाठी संमतीपत्र (रुपये १० कोटी पर्यंत)
५.	घनकचरा व्यवस्थापन नियम २०१६ अंतर्गत प्राधिकारपत्र
६.	बांधकाम आणि विनाश व्यवस्थापन नियम २०१६ अंतर्गत प्राधिकारपत्र
७.	बॅटरी,कचरा (व्यवस्थापन आणि हाताळणी) नियम २००१ अंतर्गत नोंदणी

	<b>सार्वजनिक बांधकाम ( एकूण ०२ सेवा )</b> (अधिसूचना क्र. सी.ओ.एम. २०१५ / प्र. क्र. २४ / संगणक कक्ष), दिनांक ०८ मार्च, २०१९.)
१.	रस्ता ओलांडून जाणाऱ्या वाहिन्यांसाठी ना हरकत प्रमाणपत्र
२.	उद्योग घटकांसाठी मुलभूत सुविधा जसे वीज, पाणी जोडणी, पुरविण्यासाठी रस्ता खोदणे, मुख्य रस्त्यांना जोड रस्ते इत्यादिकरिता ना-हरकत प्रमाणपत्र
	<b>सामान्य प्रशासन विभाग ( एकूण ०५ सेवा )</b> ( महाराष्ट्र लोकसेवा आयोग अधिसूचना दि.१६ डिसेंबर, २०१६.)
१.	उमेदवारांना प्रोफाईलमध्ये प्रवेशप्रमाणपत्रे उपलब्ध करून देणे.
२.	स्पर्धा परीक्षांचे वार्षिक अंदाजित वेळापत्रक जाहीर करणे.
३.	स्पर्धा परीक्षेच्या वेळापत्रकांची सद्यःस्थिती जाहीर करणे.
४.	पदे विज्ञापित करणे.
५.	शासनास शिफारस पत्रे पाठविणे.
	<b>नियोजन विभाग ( एकूण ०२ सेवा )</b> (अधिसूचना क्र.रोहयो-२०१७/प्र.क्र.१०६/रोहयो-१२, दि.०७ जून, २०१८ )
१.	मजुराची नोंदणी करून जाँब कार्ड देणे
२.	मजुरांना काम देणे
	<b>इतर मागास बहुजन कल्याण विभाग ( एकूण ०१ सेवा )</b> ( शासन निर्णय क्र.संकीर्ण-२०२१/प्र.क्र.४१/आरटीएस,दि.१३ डिसेंबर,२०२१)
१.	परदेशी शिष्यवृत्ती

**ANNEXURE 'E'**





विभागामार्फत अधिसूचित केलेल्या परंतु ऑनलाईन स्वरूपात नसलेल्या किंवा आपले सरकार वेबपोर्टलवर उपलब्ध नसलेल्या-१४२

अ.क्र.	विभाग	ऑफलाईन सेवा
१	गृह विभाग	३४
	गृह - १	
	गृह (राज्य उत्पादन शुल्क) - २५	
२	महसूल व वन विभाग	५
	भूमि अभिलेख - १	
	नोंदणी व मुद्रांक शुल्क - १	
	वने - ३	
३	कृषि, पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय	१२
	कृषि - १	
	पदुम - ११	
४	नगर विकास	१३
५	विधी व न्याय	१
६	मृद व जलसंधारण	८
७	अन्न, नागरी पुरवठा	४
८	गृहनिर्माण	१
९	उद्योग, ऊर्जा व कामगार	१६
	उद्योग - ९	
	ऊर्जा - ७	
१०	वित्त	०३
११	सहकार, पणन व वस्त्रोद्योग	०४
१२	पाणी पुरवठा व स्वच्छता	१६
१३	सार्वजनिक आरोग्य विभाग	०६
१४	सामाजिक न्याय	०४
१५	वैद्यकीय शिक्षण व औषधी द्रव्ये	०४
१६	इतर मागास व बहूजन कल्याण विभाग	०१
१७	आदिवासी विकास विभाग	०१
१८	पर्यावरण विभाग	०३
१९	सामान्य प्रशासन विभाग	०५
२०	नियोजन विभाग	०१
	एकूण	१४२

विभागामार्फत अधिसूचित केलेल्या परंतु ऑनलाईन स्वरूपात नसलेल्या किंवा आपले सरकार वेबपोर्टलवर उपलब्ध नसलेल्या-१४२	
अ.क्र.	विभाग व सेवांची नावे
	<b>गृह विभाग</b>
१	तक्रारदारास प्रथम खबरी अहवालाची (एफ.आय.आर.) प्रत पुरविणे
२	तिबेटीयन नागरिकांना भारत देशात परत येण्यासाठी ना-हरकत प्रमाणपत्र
३	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, १९६६ नियम-६ (सिनेमागृह स्थाननिश्चिती)
४	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, १९६६ नियम-१०१ (सिनेमागृह परवाना)
५	महाराष्ट्र चित्रपटगृहे (विनियमन) नियम, १९६६ नियम-१०५ (चित्रपटगृह परवाना नुतनीकरण)
६	चित्रीकरण परवाना
७	महाराष्ट्र पोलीस अधिनियम, १९५१ कलम ३३ (१) (ब) (एक) आणि (१) (बक) (एक) मधील तरतूदीनुसार सार्वजनिक मनोरंजनाच्या जागांकरिता (सिनेमा व्यतिरिक्त) आणि तमाशा व मेळ्यासह सार्वजनिक व मनोरंजन कार्यक्रमांना परवाना देणे व त्यावर नियंत्रण ठेवणे.
८	महाराष्ट्र पोलीस अधिनियम, १९५१ कलम ३३ (१) (ब) (एक) आणि (१) (बक) (एक) मधील तरतूदीनुसार सार्वजनिक मनोरंजनाच्या जागांकरिता (सिनेमा व्यतिरिक्त) आणि तमाशा व मेळ्यासह सार्वजनिक व मनोरंजन कार्यक्रमांना देण्यात आलेल्या परवान्यांचे नुतनीकरण करणे.
९	सिनेमेटोग्राफ अधिनियम, १९५२ कलम १०, ११ आणि १२ मधील तरतूदीनुसार चलचित्रे किंवा चित्रमालिका दाखविण्यासाठी वापरण्यात येणाऱ्या कोणत्याही उपकरणसंचाच्या सहाय्याने चलचित्रपट प्रदर्शित करावयाच्या जागांना परवाना देणे.
१०	<b>बीआरएल (मायक्रोब्रुवरी) इरादापत्र व मंजूरी</b> महाराष्ट्र बिअर व वाईन निर्मिती नियम १९६६ अंतर्गत रेस्टॉरंटमध्ये बिअर निर्मितीकरिता अनुज्ञप्ती
११	<b>बीआरएल (वायनरी) इरादापत्र व मंजूरी</b> महाराष्ट्र बिअर व वाईन निर्मिती नियम १९६६ अंतर्गत रेस्टॉरंटमध्ये वाईन निर्मितीकरिता अनुज्ञप्ती
१२	<b>सीएल/एफएल/टिओडी-३ मंजूर करणे</b> मुंबई विदेशी मद्य नियम १९५३ अंतर्गत एफएल-२ अनुज्ञप्ती धारण करणाऱ्या व्यक्तीस महाराष्ट्र देशी दारु नियम १९७३ अंतर्गत देशी मद्याची सीलबंद बाटल्यांचे किरकोळ विक्री करण्याकरिताची अनुज्ञप्ती
१३	उपरोक्त अ.क्र. १ ते २० वर नमूद अनुज्ञप्तींचे तसेच एफएल-२ व सीएल-३ अनुज्ञप्तींचे नुतनीकरण
१४	<b>फॉर्म “के” नोंदणी प्रमाणपत्र मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, १९६३ अंतर्गत महाराष्ट्र राज्या व्यतिरिक्त इतर राज्यातील भारतीय बनावटीचे विदेशी मद्य/बिअर/वाईन उत्पादकांना त्यांच्या ब्रॅन्डची महाराष्ट्रात विक्री करण्याकरिता
१५	राज्यातील मद्यनिर्माणीचे ब्रॅन्ड -लेबल्स मंजूरी
१६	<b>“एल” फार्म अंतर्गत परदेशातील आयात मद्याचे ब्रॅन्ड लेबल मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयो व निर्यात) नियम, १९६३ अंतर्गत
१७	<b>“के” फार्म अंतर्गत परराज्यातील आयात मद्याचे ब्रॅन्ड लेबल मंजूरी</b> महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, १९६३ अंतर्गत
१८	<b>अनुज्ञप्तीचे नुतनीकरण</b> फार्म-१, डिएस-१
१९	<b>पीएलएल अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र मद्यार्क आसवन व पेय मद्य निर्मिती नियम १९६६

२०	<b>बीआरएल (बुद्धरी) अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र बिअर आणि वाईन निर्मिती नियम, १९६६
२१	<b>सीएल-१ अनुज्ञप्तीचे नुतनीकरण</b> महाराष्ट्र देशी दारु नियम, १९७३
२२	<b>सीएल-३अनुज्ञप्तीचे स्थलांतर</b> (मुंबई शहर व मुंबई उपनगर जिल्हे वगळून) महाराष्ट्र देशी मद्य नियम १९७३ अंतर्गत
२३	<b>एफएल-२अनुज्ञप्तीचे स्थलांतर</b> (मुंबई शहर व मुंबई उपनगर जिल्हे वगळून) मुंबई विदेशी मद्यनियम १९५३ अंतर्गत
२४	सीएल-३/एफएल-२ अनुज्ञप्तीचे एका नावावरून दुसऱ्या नावावर वर्ग/हस्तांतरण करणे
२५	सीएल-३/एफएल-२ अनुज्ञप्तीमध्ये भागीदार घेणे/वगळणे
२६	अबकारी पडताळणी प्रमाणपत्र (प्रमाणपत्र-३) (महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम, १९६३ मधील नियम २५(३) अन्वये, आयातदारापर्यंत मद्य पोहचल्याचा पुरावा म्हणून वितरीत करावयाचे अबकारी पडताळणी प्रमाणपत्र )
२७	<b>वाहतूक पास मंजूरी</b> फार्म II (बंधित मद्यार्क वाहतूक) मुंबई शुद्ध मद्यार्क (बंधित वाहतूक) नियम, १९५१
२८	<b>वाहतूक पास मंजूरी</b> फार्म PL-XI (विदेशी मद्य वाहतूक) महाराष्ट्र मद्यार्क आसवन व पेय मद्य निर्मिती नियम, १९६६
२९	<b>वाहतूक पास मंजूरी</b> फार्म BR-IX (बिअर वाहतूक) महाराष्ट्र बिअर आणि वाईन निर्मिती नियम, १९६६
३०	<b>वाहतूक पास मंजूरी</b> फार्म CL-VI (देशी मद्य निर्मितीसाठी मद्यार्क वाहतूक) महाराष्ट्र देशी मद्य नियम, १९७३
३१	<b>वाहतूक पास मंजूरी</b> फार्म CL-XIV (देशी मद्य वाहतूक) महाराष्ट्र देशी मद्य नियम, १९७३
३२	<b>आयात परवाना मंजूरी Form B</b> (दत्त शुल्क आयात विदेशी मद्याचा आयात परवाना) महाराष्ट्र विदेशी मद्य (आयात व निर्यात ) नियम १९६३
३३	<b>निर्यात परवाना मंजूरी Form B</b> (परदेशातील निर्यातीकरिता) (भारतीय बनावटीच्या विदेशी मद्याच्या बंधपत्राखाली वाहतूक/ बंधपत्राखाली निर्यातीसाठी परवाना) महाराष्ट्र भारतीय बनावटीचे विदेशी मद्य (बंधपत्राखाली वाहतूक आणि निर्यात नियम १९६८)
३४	<b>निर्यात परवाना मंजूरी फॉर्म - I</b> (परराज्यातील निर्यातीकरिता) महाराष्ट्र विदेशी मद्य (आयात व निर्यात) नियम १९६३
<b>भूमि अभिलेख विभाग</b>	
३५	दुरुस्तीसह अद्ययावत नकाशा तयार करणेबाबत (पोटहिस्सा, सामिलीकरण, भूसंपादन, रस्ता सेट बॅक इत्यादिमुळे नकाशात होणारे बदल) सक्षम प्राधिकाऱ्यांने मंजूरीचे अंतिम आदेश दिल्यानंतर.
<b>महसूल व वन विभाग (नोंदणी व मुद्रांक शुल्क)</b>	
३६	दस्ताचे अभिनिर्णय करणे <b>प्रकार-१ -</b> मुद्रांक जिल्हाधिकारी यांचेकडे थेट दाखल अर्ज (कागदपत्रांची पूर्तता झालेपासून) (मुंबई शहर व उपनगर जिल्ह्यांकरिता) <b>प्रकार-२-</b> सह जिल्हा निबंधक तथा मुद्रांक जिल्हाधिकारी यांचेकडे थेट दाखल अर्ज (मुंबई शहर व उपनगर जिल्ह्यांव्यतिरिक्त) <b>प्रकार-३-</b> मैत्री कक्षाकडून प्राप्त (कागदपत्रांची पूर्तता झाल्यापासून) (मुंबई शहर व मुंबई उपनगर जिल्ह्यांकरिता)

	<b>प्रकार-४- मैत्री कक्षाकडून प्राप्त (कागदपत्रांची पूर्तता झाल्यापासून) (मुंबई शहर व मुंबई उपनगर जिल्ह्यांव्यतिरिक्त)</b>
	<b>महसूल व वन विभाग (वने)</b>
३७	महाराष्ट्र वन नियम २०१४ मधील तरतूदीस अनुसरून पात्र व्यक्तींना वाहतूक परवाना जारी करणे.
३८	वनेतर जमिनी बाबतचा दाखला मिळविण्याकरिता अर्ज
३९	वनहद्दीपासून अंतरचा दाखला मिळविण्याकरिता अर्ज
	<b>कृषि, पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग (कृषि, कृषि आयुक्त )</b>
४०	कृषि यांत्रिकीकरण (ऑनलाईन)
	<b>कृषि, पशुसंवर्धन, दुग्धव्यवसाय व मत्स्यव्यवसाय विभाग ( पदुम )</b>
४१	वंध्यत्व निवारण शिबीराचे आयोजन
४२	खच्चीकरण शिबीराचे आयोजन
४३	गर्भधारणा तपासणी शिबीराचे आयोजन
४४	गोचिड गोमाशा निर्मुलन शिबीराचे आयोजन
४५	जंतनाशक औषधोपचार शिबीराचे आयोजन
४६	सांसर्गिक गर्भपात (ब्रुसेलोसीस) रोगप्रतिबंधक लसीकरण
४७	कॉबड्यांमधील सालमोनेलोसिस रोग तपासणी
४८	पेट शॉप लायसन्स
४९	डॉग ब्रिडर लायसन्स
५०	वाहतूक प्रमाणपत्र (Transport certificate)
५१	जनावरांची ट्युबर क्युलोसीस (टी.बी.), जोन्स डिसीज (जे.डी.) व सांसर्गिक गर्भपात (ब्रुसेलोसीस) रोगांसाठी तपासणी
	<b>नगरविकास</b>
५२	अंतिम अग्निशमन यंत्रणा मंजूरी
५३	जन्म प्रमाणपत्र देणे
५४	मृत्यु प्रमाणपत्र देणे
५५	विवाह नोंदणी प्रमाणपत्र देणे
५६	झोन दाखला देणे
५७	भाग नकाशा देणे
५८	बांधकाम परवाना देणे
५९	जोते प्रमाणपत्र
६०	भोगवटा प्रमाणपत्र देणे
६१	नीवन सिनेमा चित्रीकरण व परवाना नुतनीकरण
६२	गहाणखत ना हरकत प्रमाणपत्र देणे
६३	प्रादेशिक योजनेचे (संपुर्ण तथा भागनकाशे) पुरविणे अ. कृष्णधवल ब. रंगीत
६४	विक्री : अ. विकास नियंत्रण नियमावली पुस्तिका ब. प्रादेशिक योजनेची सीडी
	<b>विधी व न्याय विभाग</b>
६५	संस्था नोंदणी अधिनियम १८६० च्या कलम-३ अनुसार संस्था नोंदणी करण्याकरिता शासनास अर्ज

	सादर करणे.
	<b>मृद व जलसंधारण विभाग</b>
६६	पाणी वापर संस्थेस देय पाणी हक्क मंजूरी देणे.
६७	पाणी वापर संस्थेस पाणीपट्टी थकबाकी दाखला देणे.
६८	बिगर सिंचन पाणी पट्टी थकबाकी दाखला देणे.
६९	पाणी पट्टी देयक तक्रार निवारण करणे.
७०	लाभक्षेत्राचा दाखला देणे.
७१	ग्रामपंचायत, जिल्हा परिषद, नगरपरिषद, नगर पंचायत, कटक मंडळे (Cantonment Board) यांना घरगुती पाणी वापर परवाना
७२	महानगरपालिका, खाजगी विकासक, विशेष नगर विकास प्रकल्प यांना घरगुती/औद्योगिक पाणी वापर परवाना देणे
७३	औद्योगिक प्रयोजनासाठी पाणी वापर परवाना देणे.
	<b>अन्न नागरी पुरवठा व ग्राहक संरक्षण विभाग</b>
७४	नवीन रास्तभाव दुकानाची मंजूरी
७५	रास्तभाव दुकानाच्या परवान्याचे नुतनीकरण
७६	किरकोळ रॉकेल विक्री परवाने
७७	किरकोळ रॉकेल विक्री परवान्याचे नुतनीकरण
	<b>गृहनिर्माण विभाग (महाराष्ट्र गृहनिर्माण व क्षेत्रविकास प्राधिकरण)</b>
७८	शासन निर्णय दि.१६/०५/२०१८ नुसार सुशुल्क पुनवसनासाठी झोपडीधारकांनी सादर केलेल्या जोडपत्र ३ -अ किंवा जोडपत्र ४-अ वर निर्णय घेणे.
	<b>उद्योग, उर्जा व कामगार विभाग (उद्योग)</b>
७९	ऑनलाईन निविदा प्रकाशन आणि सादरिकरण
८०	करार/वर्क ऑर्डर/लेटर ऑफ इस्टेट यातील लागू आहे ते देय करणे
८१	बयाणा रक्कमेचा भरणा/परतावा/जप्ती यातील जे लागू असेल ते
८२	सामूहिक प्रोत्साहन योजना २०१९ अंतर्गत मुद्रांक शुल्क सवलत
८३	सामूहिक प्रोत्साहन योजना २०१९ अंतर्गत पात्रता प्रमाणपत्र देणे
८४	सामूहिक प्रोत्साहन योजना २०१९ अंतर्गत औद्योगिक प्रोत्साहन अनुदान
८५	अनुदान वाटपाची पध्दती
८६	गुंतवणूकदारांची महाराष्ट्रातील उद्योगांच्या परिस्थितीबाबत उपस्थित केलेल्या प्रश्नांना/सरकारकडून प्रदान केलेल्या व्यवसाय सेवा/विशिष्ट प्रश्न अर्जाबाबतच्या प्रश्नांना प्रतिसाद देणे.
८७	सरकारकडून व्यवसाय सेवा मिळविण्यासाठी ऑनलाईन प्राप्त झालेल्या अर्जावरील त्रुटी गुंतवणूकदारास कळविणे.
	<b>उर्जा विभाग</b>
८८	बॉम्बे विद्युत शुल्क अधिनियम, १९६२ अन्वये ज्या व्यक्ती वीज निर्मिती करू इच्छितात किंवा वीज निर्मिती करणे चालू ठेवू इच्छितात त्यांची नोंदणी करणे. (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर) (जनित्र संच मांडणीचे नोंदण करणे)
८९	विद्युत अधिनियम, २००३ (२००३ चा ३६) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, २०१० मधील विनियम क्र.४३ नुसार उपरी तारमार्गाच्या वीज संचमांडणीचे नकाशे मंजूर करणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)

९०	विद्युत अधिनियम, २००३ (२००३ चा ३६) अन्वये तयार करण्यात आलेले केंद्रिय विद्युत प्राधिकार (विद्युत पुरवठा व सुरक्षा संबंधित उपाययोजना) विनियम, २०१० मधील विनियम क्र.४३ नुसार उपरी तारमार्गांच्या वीज संचमांडणीचे निरीक्षण करणे व ऊजापित करण्यास परवानगी देणे (त्रुटी नसल्यास अथवा त्रुटीच्या पूर्ततेनंतर)
९१	बांधकामासाठी विद्युत भार मंजूरी (विहित नमुन्यातील परिपूर्ण अर्ज व आवश्यक आकारांचा भरणे केल्यानंतर)
९२	उद्योगासाठी विद्युत भार मंजूरी (विहित नमुन्यातील परिपूर्ण अर्ज व आवश्यक आकारांचा भरणे केल्यानंतर)
९३	Line Charging permission at MSETCL
९४	विद्युत शुल्क माफी प्रकरणांना मंजूरी
	<b>वित्त विभाग</b>
९५	महाराष्ट्र मूल्यवर्धित कर कायदा, २००२, केंद्रिय विक्रीकर कायदा, १९५६ आणि महाराष्ट्र राज्य व्यवसाय, व्यापार, आजीविका व नोकऱ्या यांवरील कर कायदा, १९७५ अंतर्गत ई-नोंदणी
९६	केंद्रिय विक्री कर कायदांतर्गत ई-केंद्रिय विक्रीकर वैधानिक नमुने
९७	महाराष्ट्र मूल्यवर्धित कर कायदा, २००२, केंद्रिय विक्रीकर कायदा, १९५६ आणि महाराष्ट्र राज्य व्यवसाय, व्यापार, आजीविका व नोकऱ्या यांवरील कर कायदा, १९७५ अंतर्गत ई-विवरणे
	<b>सहकार, पणन व वस्त्रोद्योग विभाग (रेशीम उप विभाग)</b>
९८	रेशीम शेतकऱ्यांची नोंदणी करणे
९९	चॉकी सेंटर धारकांची नोंदणी करणे
१००	रिलर्सची नोंदणी करणे
१०१	रेशीम शेतकरी/लाभार्थी यांना तांत्रिक सेवा उपलब्ध करून देणे.
	<b>पाणी, पुरवठा व स्वच्छता विभाग (भूजल सर्वेक्षण आणि विकास यंत्रणा)</b>
१०२	विंथन विहिर /विहीर स्थळ सर्वेक्षण (भूजलीय आणि भूमौतिक)
१०३	पाणी नमुन्यांचे रासायनिक व जैविक पृथःकरण
१०४	मालकी हक्कात बदल करणे
१०५	नळ जोडणी आकारामध्ये बदल करणे
१०६	तात्पुरते/ कायमस्वरूपी नळजोडणी खंडीत करणे
१०७	पुनः जोडणी करणे
१०८	वापरामध्ये बदल करणे
१०९	पाणी देयक तयार करणे
११०	प्लंबर परवाना
१११	प्लंबर परवाना नुतनीकरण करणे
११२	थकबाकी नसल्याचा दाखला
११३	नादुरुस्त मिटर तक्रार करणे
११४	अनधिकृत नळ जोडणी तक्रार
११५	पाण्याची दबाव क्षमता तक्रार
११६	पाण्याची गुणवत्ता तक्रार
११७	नळ जोडणी स्थलांतरित करणे
	<b>सार्वजनिक आरोग्य विभाग</b>

११८	जननी सुरक्षा योजना
११९	जननी शिशु सुरक्षा योजना
१२०	शुश्रूषागृह नोंदणी (महाराष्ट्र नर्सिंग होम अॅक्ट-1949 कलम 3)
१२१	१) जनुकीय समुपदेशन केंद्र २) जनुकीय प्रयोगशाळा ३) जनुकीय दवाखाना ४) अल्ट्रासाउंड दवाखाना व इमेजिंग सेंटर या सेवांची पि.सी.पी.एन.डी.टी. अॅक्ट १९९४, कलम १८ अंतर्गत नोंदणी
१२२	मानवी अवयव प्रत्यारोपन कायदा 1994, खंड 15 अंतर्गत रुग्णालयाची नोंदणी/पुनर्नोंदणी
१२३	महात्मा ज्योतिबा फुले जन आरोग्य योजना, अंतर्गत उपचारांसाठी १) नोंदणी २) ई-प्रिऑथो राझेसन ३) आपत्कालीन परिस्थितीतील उपचारासाठी दूरध्वनीद्वारे नोंदणी
<b>सामाजिक न्याय व विशेष सहाय्य विभाग</b>	
१२४	परदेशी शिष्यवृत्ती
१२५	देशांतर्गत शिष्यवृत्ती
१२६	जात प्रमाणपत्र पडताळणी समिती
१२७	अपंग व्यक्ती हक्क अधिनियम, २०१६ च्या कलम ४९ मधील तरतूदीप्रमाणे अपंग क्षेत्रात पुनर्वसन विषयक कार्य करण्यासाठी संस्थांना नोंदणी प्रमाणपत्र देणे.
<b>वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग (अन्न व औषध प्रशासन आयुक्तालय, मुंबई यांच्यामार्फत पात्र व्यक्तींना पुरविण्यात येणाऱ्या सेवा)</b>	
१२८	अन्न व्यवसायींची अन्न सुरक्षा व मानके अधिनियम, २००६ व त्याखालील नियम यांच्या अनुसार नोंदणी करणे.
१२९	अन्न व्यवसायींना अन्न सुरक्षा व मानके अधिनियम, २००६ व त्याखालील नियम यांच्या अनुसार वस्तुनिर्माण व विक्री यासाठी अनुज्ञप्ती देणे.
१३०	औषध व सौंदर्य प्रसाधने अधिनियम, १९४० व त्याखालील नियम यांच्या अनुसार फुटकळ विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.
१३१	औषध व सौंदर्य प्रसाधने अधिनियम, १९४० व त्याखालील नियम यांच्या अनुसार घाऊक विक्री औषधि भांडार यासाठी अनुज्ञप्ती देणे.
<b>इतर मागासवर्ग, सामाजिक व शैक्षणिक मागास प्रवर्ग, विमुक्त जाती, भटक्या जमाती आणि विशेष मागासवर्ग कल्याण विभाग</b>	
१३२	परदेशी शिष्यवृत्ती
<b>आदिवासी विकास विभाग</b>	
१३३	पंडीत दीनदयाळ उपाध्याय स्वयंमं योजनेंतर्गत उच्च शिक्षण घेण्याऱ्या शासकीय वस्तीगृहांमध्ये प्रवेश न मिळालेल्या अनुसूचित जमातीतील विद्यार्थ्यांना अन्न, राहण्याची व्यवस्था, निर्वाह आणि शैक्षणिक साहित्यासाठी आर्थिक सहाय्य.
<b>पर्यावरण</b>	
१३४	घनकचरा व्यवस्थापन नियम २०१६ अंतर्गत प्राधिकारपत्र
१३५	बांधकाम आणि विनाश व्यवस्थापन नियम २०१६ अंतर्गत प्राधिकारपत्र
१३६	बॅटरी, कचरा (व्यवस्थापन आणि हाताळणी) नियम २००१ अंतर्गत नोंदणी
<b>सामान्य प्रशासन विभाग</b>	
१३७	उमेदवारांना प्रोफाईलमध्ये प्रवेशप्रमाणपत्रे उपलब्ध करून देणे.
१३८	स्पर्धा परीक्षांचे वार्षिक अंदाजित वेळापत्रक जाहीर करणे.
१३९	स्पर्धा परीक्षेच्या वेळापत्रकांची सद्यःस्थिती जाहीर करणे.
१४०	पदे विज्ञापित करणे.



१४१	शासनास शिफारस पत्रे पाठविणे.
	नियोजन विभाग
१४२	मजुरांना काम देणे

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