



Ensuring Transparent, Efficient and Timely Delivery of Public Services by Using Information Technology

The Maharashtra Right to Public Services Act, 2015 was enacted with the objective of ensuring transparent, efficient and time-bound delivery of Public Services to Citizens. It empowers the Citizens and makes the administration responsible, answerable and accountable.

technology to deliver public services within the stipulated time limit.

Citizens can apply online for the public services on Aaple Sarkar RTS portal or on RTS Maharashtra Mobile App. The RTS portal and Mobile app are owned by Information

help facilitate citizens to apply online, 30,878 seva kendras have been established in the State covering all the Districts. These centres are very popular. Authority to sanction a new Seva Kendra or terminate it is with the District Collector.



The Maharashtra State Commission for Right to Public Services was established in 2017 to ensure effective implementation of the above Act. Section 7 of the Act mandates the Government to encourage and aspire all public authorities to utilise information

Technology Department of Government of Maharashtra. An important feature of this portal is that it has been integrated with CM Dashboard. The system is extremely user friendly, bilingual – Marathi and English and accessible on android phones and i-phones. To

There is online provision of 403 public services and the District Collector, who has been provided a dashboard for effective monitoring has been declared as controlling officer for RTS implementation in the District. There is a single platform for all services and

different modules have been integrated. The designated officers sign and issue very large number of certificates to students / citizens with digital signatures using HSM (hardware security module) technology and biometric machine. The departments are evaluated and ranked on the basis of response to their online services.

The logo of the commission and tagline were finalised through a competition organised for the citizens. The tagline, 'your service is our duty' popularises the Act and creates awareness.

Every notified service has a time-limit within which the service has to be provided. Delay beyond the prescribed time limit without valid justification can result in pecuniary penalty and departmental enquiry. In order to alert the designated and appellate authorities and avoid delay, the SMS Alert system is used.

For providing easy access to all public services it is essential to have single platform. In Maharashtra this single platform is provided by 'Aaple Sarkar Portal' - which means 'your government'. But several departments had already developed separate portals to provide online service, which have been integrated with Aaple Sarkar and 78 services now available.



Perceptible improvements were brought about by the use of digital signatures using HSM and Biometric machines, providing real time system (RTS) dashboard, evaluation of the departments by red-amber-green (R-A-G) based ranking, online Appeals facility and facility for Third Party verification and Authentication of Digitally signed certificates.

The commission follows the approach of involving the people, understanding their difficulties and requirements and making



provisions for addressing them on an easily accessible single platform. Training and sensitisation of all officers/ staff especially the designated and appellate authorities are insisted upon. The Information Technology Department, Maharashtra Information Technology Corporation and Mahaonline - a joint venture between TCS and Government of Maharashtra have provided excellent technical support to innovations and their implementation.

The impact / benefits resulting from the initiatives are that delivery of public services in Maharashtra has become transparent, efficient and time-bound. It has brought about a paradigm shift in delivery of public services and changed the work culture. In 2019-20 96% services were provided within the stipulated time period.

Since 2nd October 2015 a total of 887.50 Lakh applications have been received and 854.78



Lakh applications have been disposed by providing services to the Citizens. The percentage of rejected applications is around 0.6 percent which is a miniscule.

This initiative has demystified the government processes. Applicants can now track their applications and see their movement. If an application is rejected, the designated officer or appellate authority must record the reasons for rejection and the applicant has a right to file an appeal. Not only people residing in Maharashtra are availing online services but even those residing in other states of India or other countries are also availing of these online public services.

An Appeal can be filed by mere click of the button using RTS Portal. No voluminous



The MRTPS Commission is of the opinion that instead of selected notified services, every citizen must have the right to be provided every service by the state government in a time – bound and transparent manner. All departments have been directed to prepare

master-list of all services being provided and put it in the public domain. 12 departments have already published their master-list of services. The next step will be to publish time-table when all these services shall be notified under the MRTPS Act.

documents are to be attached and there is no fee for filing an appeal. Appeal is admissible if there is delay in providing services or the application is rejected without justifiable reasons. The Commission hears appeals through video conference, thus saving time of the citizens besides expenses on travel and accommodation.



Citizens expect that all public services should be provided to them under one roof instead of having to run from pillar to post. On the Commission's recommendation, the Government of Maharashtra has issued instructions directing all Seva Kendra to provide all notified public services. This initiative by the Commission will provide greater financial viability to the Seva Kendra's and all public services to citizens under one roof.