



Maharashtra Right To Public Services Act

Innovations And Future Trends in RTS

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The Maharashtra State Commission for Right to Public Services



Maharashtra Right to Public Services Act

Your Service is Our Duty



OBJECTIVES OF RTS ACT

- **Transparency**
- **Accountability**
- **Timeliness**
- **Efficiency**
- **Emphasis on use of information Technology.**



Maharashtra State Commission for Right to Service

The Act provides for setting up a multi- member Commission for Right to Service. Accordingly, the Maharashtra State Commission for Right to Service, was established on 30th July, 2016.

The Commission consists of a Chief Commissioner and 6 Right to Service Commissioners – one for each Revenue Division.



Powers and functions of the Commission.

The powers and functions of the Commission are as follows :-

- To hear and decide Appeals
- recommend departmental inquiry against any Designated Officer or Appellate Authority who has failed in due discharge of functions
- *Take suo motu* notice of failure to deliver public services
- Carry out inspections of offices entrusted with the delivery of public services
- recommend changes in procedures for delivery of public services
- recommend steps to be taken by the Public Authorities for efficient delivery of public services
- Monitor delivery of the public services by public authorities.
- Present Annual Report to the Legislature.
- **The Commission has the same powers as are vested in a Civil court as per the Code of Civil Procedure, 1908 in respect of summoning and examination of witnesses or documents.**

Section-16)





Notified Services



- 770 Public Services have been notified under the Act.
- Citizens can avail of most of these services by using
 - Mobile App : RTS Maharashtra.
 - Or Aaple Sarkar RTS Portal. <https://aaplesarkar.mahaonline.gov.in>
 - Or any of the 40,461 Seva Kendras (Service Centres)
- Entire process is electronic, there is no physical movement of papers.
- System is transparent and ensures time – bound disposal.
- A Citizen can track his application.
- Immediately upon application, receipt is generated which gives UID and date on which service will be provided.
- Facility is provided for online Appeals.



Service Delivery Channels.

It has been the endeavor of the Government as well as this Commission that all notified services are provided online through a single e-platform. For this purpose, the following platforms are made available.:-

1. Aaple Sarkar Service Portal

The screenshot shows the Aaple Sarkar Service Portal interface. The top navigation bar includes the Government of Maharashtra logo, the Maharashtra Right to Public Services Act logo, and the slogan 'YOUR SERVICE IS OUR DUTY'. Below the navigation bar, there are several sections: 'SERVICES AVAILABLE ONLINE' with a search bar and a list of services; 'Create your profile with this portal to apply online for notified services' with 'New User? Register Here..' and 'VLE Login' buttons; 'Already Registered? Login Here' with a login form; and a 'CITIZEN LOGIN' sidebar with options like 'TRACK YOUR APPLICATION', 'VERIFY YOUR AUTHENTICATED CERTIFICATE', 'CALL CENTER', and 'APPLICATION FOR APPEAL THREE'. Callouts on the left and right sides of the screenshot highlight features: 'Online Form Submission', 'Digital Signature On Certificate', 'Payment Gateway & SMS Gateway', 'Online Appeal', 'Online Workflow', and 'Citizen and Department Dashboard'.

Citizens can get complete information regarding services notified under this Act by accessing 'Aaple Sarkar' Web Portal <https://aaplesarkar.mahaonline.gov.in>

Total Online Services - 465

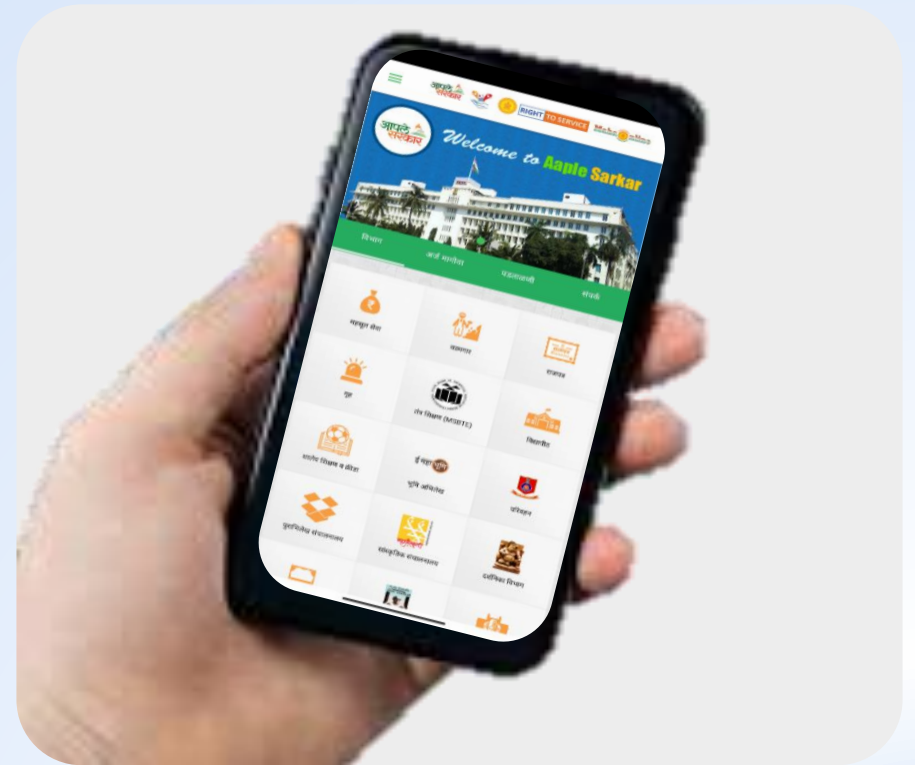
Total Notified Services - 770



Service Delivery Channels.

2. Mobile Application :-

1. Considering huge response to the online services, a special mobile application for exercising their Right to Services is made available to the public.
2. The mobile application is available for downloading at “RTS Maharashtra” for android users. It can be downloaded free of cost.
3. The main purpose is to facilitate easy search for department-wise services, making and tracking the applications online and getting desired services.



Service Delivery Channels.

3. Aaple Sarkar Seva Kendras :-

- For Citizens who are unable to use RTS Maharashtra Mobile App or Aaple Sarkar RTS Portal, 40,461 Aaple Sarkar Seva Kendras (Service Centres) have been provided.
- These Seva Kendras (Service Centres) are spread across the State in urban and rural areas.



Aaple Sarkar RTS Services – Delivery Channels



आपले सरकार सेवा केंद्र

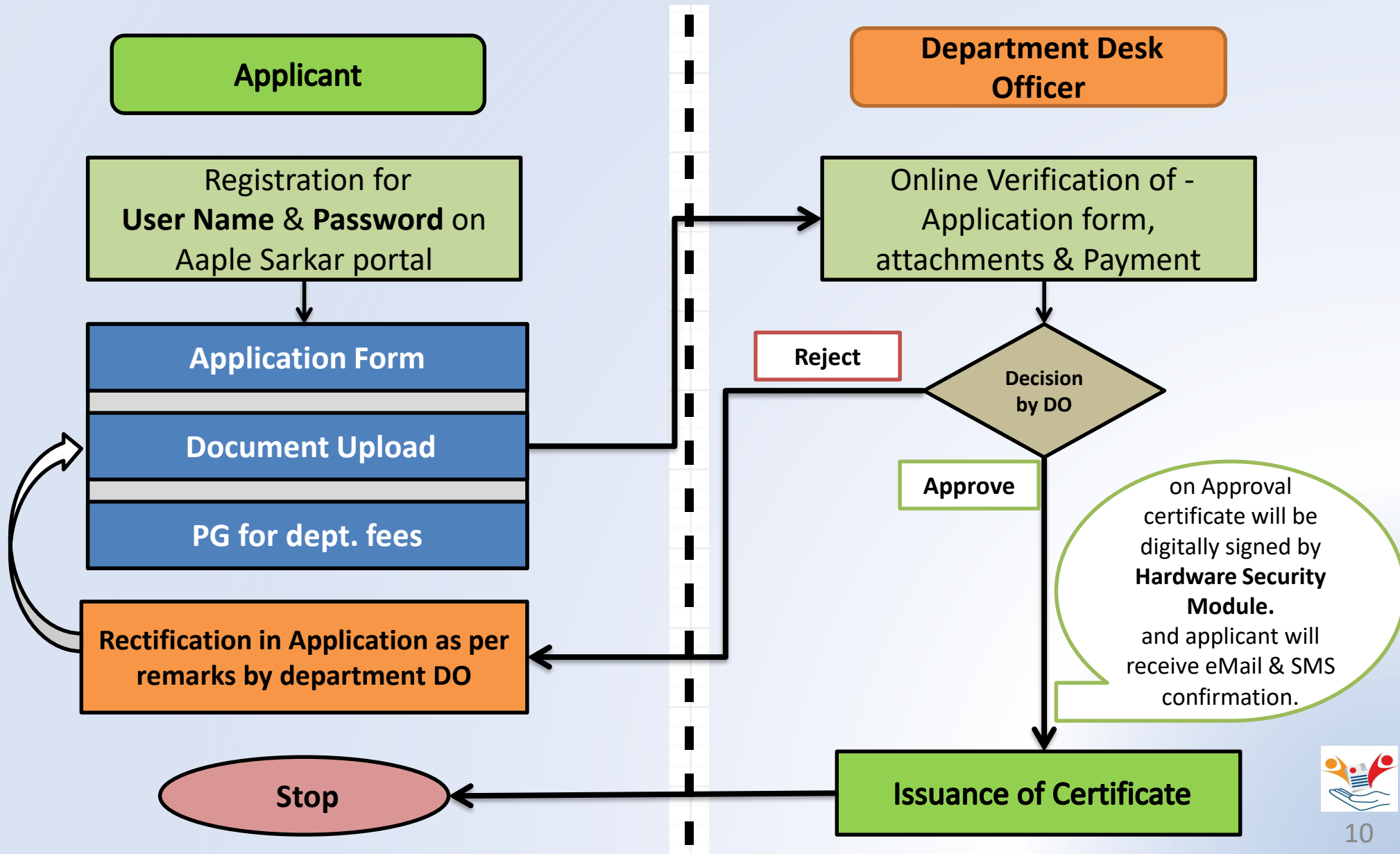
Delivery Channels	ASSK-CSC	ASSK GP	ASSK Setu	Total ASSK
Total Centers (till June, 24)	20,986	19,238	237	40,461

Aaple Sarkar RTS Portal

Delivery Channels	Total Registered Users (till 12th June 24)
Aaple Sarkar Portal	91,27,474



Digital Work Flow – End- to-End Process Online



Digital Signatures

- All Certificates are issued using Digital Signature.
- This innovation has increased speed of disposal tremendously.
- It has provided greater security due to use of Biometric instead of Dongal.



Single Platform and Integration of Different Modules

- We have a Single Platform called Aaple Sarkar for providing all public services.
- It covers all Districts, Departments, Services and delivery channels.
- We have used Enterprise Architecture Model.
- Integration has been successfully carried out with Modules of other Departments.



Evaluation & Ranking of Departments

- It is done on monthly basis.
- Red, Amber, Green (RAG) framework has been prepared to categorize the Departments on the basis of their performance.

Green – Excellent Performance

Amber – Good Performance

Red – Poor Performance

- It is done on the basis of criterias and by computerised system to ensure objectivity.
- This has generated healthy competition to improve performance and number of Departments Categorised as Red has been declining.



Innovations And Future Trends in RTS

- Encourage Innovations
- Process Mapping of Activities
- Collectors as Controlling officers
- Competition among Collectors
- Delivery of Public services at Doorstep
- 30 States have enacted RTS Act
- 7 States have RTS Commission
- Need for RTS Legislation by Parliament
- Use of Digi Locker and Block chain Technology
- Single Platform for all Services
- All Public Services need to be Notified



Innovations And Future Trends in RTS

- All Notified Services must be Provided Online
- All Departments must prepare and publish Master List of all Services
- Identify footfalls and setup Service Centres accordingly
- Women Self Help Groups may be entrusted Service Centres
- In case of delay in providing Service, Automatic Alert System should be activated
- Staff and Officers must be provided adequate IT Infrastructure
- Services should be Categorised Beneficiarywise
- Share Best Practices
- Hold Reginal Conferences



Innovations And Future Trends in RTS

- Publish and update FAQs
- Announce Incentive and Award Schemes
- National E-Governance Service Delivery Assessment
- Mandatory Services must be Notified
- Incorporate RTS in Manual of Office Procedures
- Incorporate RTS in Manual of Good Governance
- Need for Major Awareness Campaign



Thank you



Maharashtra Right To Public Services Commission

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