

**INNOVATION  
&  
FUTURE TRENDS  
IN  
RIGHT TO SERVICE  
(RTS)**



**Your Service is Our Duty**

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# UNIFIED DIGITAL PORTAL

## Features

- Single Sign on system
- Digital authentication
- Real time dashboard
- Integrated online payment gateway
- Tracking of application
- W3C compliant
- Supporting major browsers
- Chatbot, Voice bot

## Necessity

- Ensure 100% notified services as per master list of each department
- Need of notification of services for citizens so that they will get it in time bound manner
- The observations in CAG, 2023 report
  - Out of the total 31 departments only 34% departments prepared master list, 17% departments prepared partial list and 49% of the departments did not prepared the master list at all.
  - The master list of 15 departments contains 642 services, out of which 373 services (58%) were not notified under MRTPS Act.

# COMPATIBLE DIGITAL PORTAL FOR RTS



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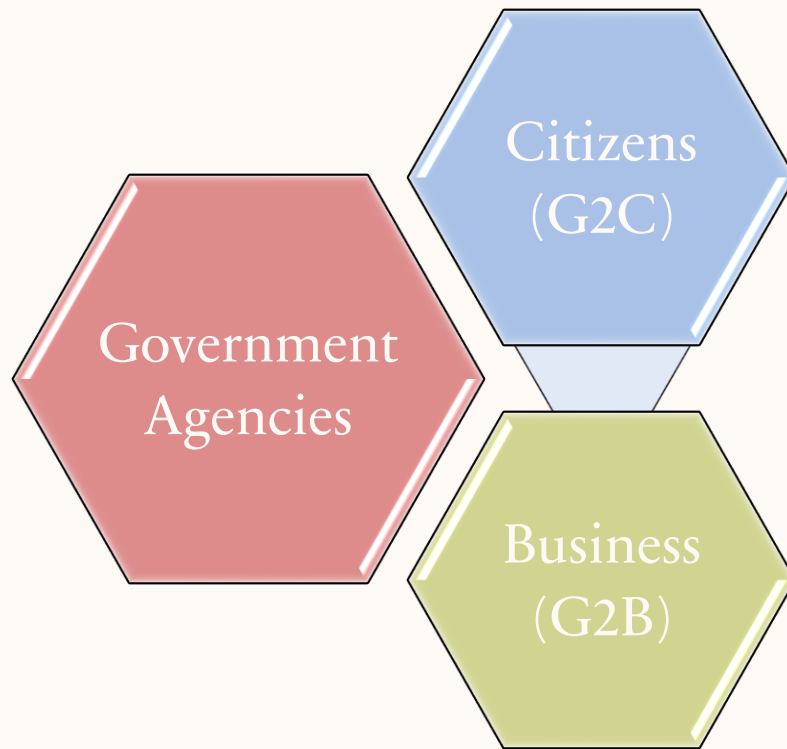


- Different digital portals of different departments of the State and the Central Govt. departments like Umang, Service Plus, My scheme
- Need to be brought in the compatibility of RTS portal in order to ensure transparency in services for citizens, G2C and G2B
- Helps in taking *suo-moto* cognizance of any delinquencies of various actions under the RTS act.
- Seamless integration with Meri-Pehchaan, e-Pramaan and Jan Parichay



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# EXPANDING FROM G2C TO G2B



- The current focus of RTS is on G2C
- Future trends would be focused on G2B
- It would be effective for development and infrastructure projects of the private sector
- For example, 'MAITRI'   
(Maharashtra Industry Trade and Investment Facilitation)  
Cell of Maharashtra
  - Ensure timebound delivery of services and bring out transparency in all G2B services for the establishments

# NEW TRENDS AND INNOVATIONS IN RTS MAHARASHTRA



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## Seva-Doot in Wardha District

- Doorstep delivery of 34 services includes mainly certificates
- Applicant needs to fill up the requirement of service and primary information on the Sevadoot portal that has been developed by the district
- With these details, Sevadoot reaches the applicant's house, fills out the application and scans the required documents
- Once the application is processed and the required service is ready for delivery, Sevadoot gives doorstep delivery

# NEW TRENDS AND INNOVATIONS IN RTS MAHARASHTRA



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## Pilot Project for awareness of Maharashtra Right To Public Services, 2015 in Kolhapur District (Maharashtra)

- Aaple Sarkar Seva Kendra in Colleges
- QR Code system
- Evaluation and Gradation of Government offices for service delivery
- Chatbot
- Toll-free number



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# INCENTIVE FOR EFFICIENCY



- Incentivizing the quantitative and qualitative efficiency of the designated officers who are responsible for delivery of services

# TRAINING & CAPACITY BUILDING



- Sensitization
- Capacity building of RTS functionaries
- Adaptability to manage change



# PUBLIC AWARENESS & MEDIA CAMPAIGN



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- Awareness among public about RTS and their entitlements under RTS to seek these services as their rights
  - Social Media
  - AV Media
  - Outdoor Media

# **THANK YOU**

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