Report of the
Comptroller and Auditor General of India
on
Delivery of Public Services
by
Government of Maharashtra

SUPREME AUDIT INSTITUTION OF INDIA
लोकहितार्थ सत्यनिष्ठा
Dedicated to Truth in Public Interest

Government of Maharashtra
Report No. 1 of the year 2023

Report of the Comptroller and Auditor General of India

on

Delivery of Public Services by Government of Maharashtra

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Preface

This Report for the year ended 31 March 2021 has been prepared for submission to the Governor of Maharashtra under Article 151 of the Constitution of India.

The Report covering the period 2015-16 to 2020-21 contains the results of performance audit on "Delivery of Public Services by Government of Maharashtra".

The audit has been conducted in conformity with the Auditing Standards issued by the Comptroller and Auditor General of India.

Executive Summary

Executive Summary

Delivery of Public Services by Government of Maharashtra

Citizens avail various public services such as obtaining nationality and domicile certificate, income certificate, caste certificate, birth/death certificate and police clearance certificate from government departments, local bodies and government companies from time to time. Citizens expect a high standard of service and public authorities have recognised this fact. The Government is investing significant amount of time and money for improving delivery of public services and empowering the citizens to demand the public services as a matter of right.

The way services are delivered has also changed considerably with the induction of information and communication technology. The growth in the efforts of the Government and the means for delivery of services to the public necessitates the need to assess the performance of such citizen centric endeavours.

The Government of Maharashtra enacted the Maharashtra Right to Public Service Act, 2015 (MRTPS Act) for transparent, efficient and timely delivery of public services to the citizens and to bring transparency and accountability among the public authorities. The Government of Maharashtra also developed *Aaple Sarkar* Service Portal, maintained by Mahaonline Limited, as a common platform for citizens to apply for services of various departments. The citizens could avail the services through common service centres named *"Aaple Sarkar Seva Kendras"* (ASSKs) located in districts, talukas and villages. The Maharashtra State Commission for Right to Service was constituted under the MRTPS Act to supervise, monitor, regulate and improve the overall delivery of public service by various departments of the State Government.

This Performance audit was conducted to assess whether public services had been provided to the citizens in an effective, efficient and time-bound manner; proper planning and business process re-engineering was done to provide services online; and efficient monitoring and effective grievances redressal mechanism was set up. Audit was conducted for the period 2015-16 to 2020-21. Records in nine out of 31 departments and nine out of 36 districts in the State were test-checked. A joint survey of 200 ASSKs and 500 beneficiaries was done in the selected nine districts.

The first step in the delivery of public service is the identification of services provided and its notification for delivery of the services as a right to the citizen. Audit noticed that a significant number of departments had not identified the services. Moreover, all the services which were identified were not notified under the Act. Therefore, *Government should ensure that a master list of all services to be provided to the citizens are prepared and notified by all departments in a time-bound manner.*

Setting up of adequate infrastructure is the next important step in the service delivery mechanism. Audit noticed that though the State had established a large

number of service centres to provide service to the citizens, 45 *per cent* of these centres were not providing the notified services. Additionally, 27 *per cent* of the Municipal Councils and 35 *per cent* of Gram Panchayats in the State did not have any centres to serve the citizens. The quality assessment of these service centres was not done in majority of test-checked districts. *Government should, therefore, take steps to open more ASSKs in places where there is shortage to improve accessibility of the services to the citizens and ensure that the District Collectors carry out quality assessment of the performance of ASSKs annually for appropriate remedial action.*

The performance in the delivery of timely services was far from satisfactory due to pending applications and delays in the delivery of services within the stipulated time despite the recovery of service charges from the citizens. The awareness among the citizens of their right to services was poor which was further undermined due to lack of information on the websites of the departments. Considering the importance of timely delivery of service, *Government should review the reasons for pending applications and fix responsibility for delays in providing services within the notified time. Moreover, Government should ensure that public awareness campaign is conducted throughout the State and all required information such as fees for the services and the list of ASSKs are available on the website.*

The online portal prepared by the Government for e-enablement of services lacked proper documentation on business process re-engineering and business continuity and disaster recovery planning. A significant number of notified services were not provided through the online system. Audit noticed that for an application submitted through ASSKs, there was no facility in the Portal for filing an appeal either directly by the citizen or through ASSKs. The aggrieved citizen had to file appeal to the concerned appellate authority in offline mode. *Government should review the status of e-enablement of services in each department and prepare a plan for its implementation in a time-bound manner and also ensure that plans for business process re-engineering are documented for all the e-enabled services. Likewise, Government may ensure proper documentation of business continuity and disaster recovery plan and development of audit trail report in the system.*

The responsibility for monitoring the implementation of the Act was with the Commission. Audit noticed that the monitoring of the delivery of services was inadequate due to shortfall in inspection of offices rendering services and lack of information on offline applications received and their disposal. 55 *per cent* and 78 *per cent* of the appeals were pending with the first and second appellate authorities respectively. *Government should, therefore, ensure that the appeals are disposed of by the appellate authorities within the stipulated time limit and repeated defaulters identified for appropriate administrative action.*

CHAPTER 1
Introduction

Chapter 1: Introduction

1.1   Enabling provisions for Service Delivery

Citizens avail various public services such as obtaining nationality and domicile certificate, income certificate, caste certificate, birth/death certificate and police clearance certificate from government departments, local bodies and government companies from time to time. Citizens expect a high standard of service and public authorities have recognised this fact. The way services are delivered has changed considerably with the advent of information and communication technology. The Government of Maharashtra (GoM) has introduced the following initiatives with the aim of improving the delivery of public services:

- The Maharashtra Government Servants Regulation of Transfers and Prevention of Delay in Discharge of Official Duties Act, 2005, which requires every office or department to prepare and publish citizens charter listing out facilities or services rendered by the office or department, along with the time limit for providing such facility or services to the public.

- e-Governance Policy, 2011 to enable citizens to avail of various services online without having to visit government offices or at a place near their home, at minimum possible cost.

- The Maharashtra Right to Public Services Act, 2015 (MRTPS Act) to provide for delivery of public services in a transparent, efficient and timely manner to the eligible persons in 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.

For implementing the MRTPS Act, GoM constituted (March 2017) the Maharashtra State Commission for Right to Service (Commission) to supervise, monitor, regulate and improve the overall delivery of public services by various departments of the State government. The Directorate of Information Technology, GoM (DIT) also developed (September 2015) *Aaple Sarkar* Service Portal, a common platform for citizens to apply for services of various departments. This portal is managed by DIT and maintained by Mahaonline Limited[1] (Mahaonline) and Maharashtra IT Corporation Limited. The citizens also could avail the services through 33,359 common service centres named *'Aaple Sarkar Seva Kendras'* (ASSKs) located in districts, talukas and villages.

1.2   Organisational set-up

The General Administration Department (GAD), GoM headed by the Principal Secretary is the administrative department overseeing the delivery of public services to the citizens. The Maharashtra State Commission for Right to Service headed by the Chief Commissioner, supervises, monitors and regulates the

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[1]   Mahaonline Limited is a joint venture between Tata Consultancy Services and the Government of Maharashtra

overall delivery of public services and make suggestions to the State Government to ensure better delivery of public services. The Directorate of Information Technology headed by the Director coordinates the implementation of the online system for public services. The organisational set-up for delivery of public services is depicted in **Chart 1.1.**

Chart 1.1: Organisational set-up for delivery of public services
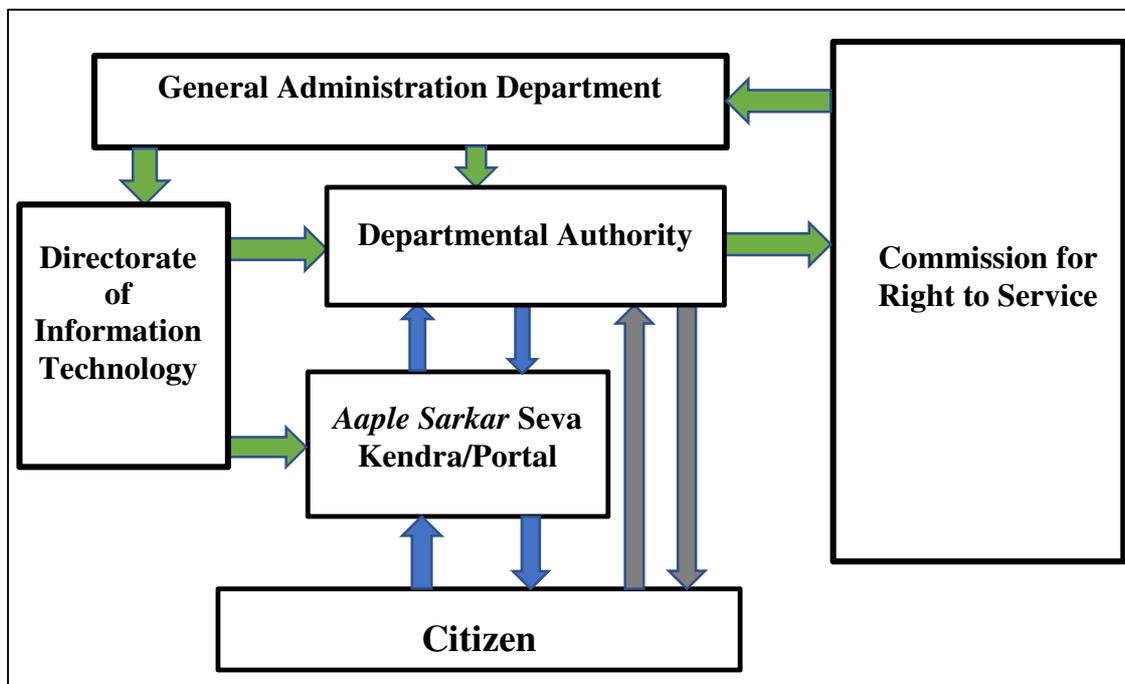
1.3 Audit objectives

The Performance Audit was conducted to assess whether:

- services have been provided to the citizens in an effective, efficient and time-bound manner;
- proper planning and business process re-engineering was done to provide public services online;
- monitoring was done to ensure proper implementation of the MRTPS Act; and
- grievance redressal mechanism was effective.

1.4 Audit criteria

Audit criteria were adopted from the following:

- The Maharashtra Right to Public Services (MRTPS) Act, 2015;
- The Maharashtra Right to Public Services Rules, 2016;
- Maharashtra Government Servants Regulation of Transfers and Prevention of Delay in Discharge of Official Duties Act, 2005;
- e-Governance policy of Maharashtra, 2011;
- Orders/guidelines issued by GoM from time to time; and
- Notifications on public services issued by test-checked departments.

1.5   Audit scope and methodology

The Performance Audit was conducted between June 2021 and November 2021 covering the period 2015-16 to 2020-21. Audit test checked records at the General Administration Department, GoM, the Directorate of Information Technology and the Maharashtra State Commission for Right to Service. Besides, nine[2] out of 31 departments were selected on stratified sampling basis for test-check of records. Nine[3] out of 36 districts were selected on stratified sampling basis to check the records of the District Collectors and nine test-checked departments. A joint survey along with the officials of the District Collectorates was carried out in 200 *Aaple Sarkar Seva Kendras* and among 500 beneficiaries in the nine test-checked districts.

Audit was provided with access to dashboard data available in the *Aaple Sarkar* Service Portal and also access to backend data of the *Aaple Sarkar* Service Portal. The data was analysed using Computer-assisted Audit Techniques (CAAT).

An entry conference was held on 20 July 2021 with the Secretary, GAD, GoM wherein the audit objectives, criteria, scope and methodology were discussed. The audit findings were discussed with Additional Chief Secretary, GAD, GoM in an exit conference held on 27 July 2022 and the responses of the department have been incorporated appropriately in the Report.

1.6   Acknowledgement

Audit acknowledges the cooperation and assistance extended by the General Administration Department, GoM, the Directorate of Information Technology, the Maharashtra State Commission for Right to Service and all the test-checked offices in test-checked districts in providing records, information and clarifications from time to time for the smooth conduct of audit, despite the constraints imposed by COVID-19 pandemic.

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[2]   (1) Food, Civil Supplies and Consumer Protection Department, (2) Revenue and Forest Department, (3) Home Department, (4) Medical Education and Drugs Department, (5) Rural Development and Panchayat Raj Department, (6) School Education and Sports Department, (7) Social Justice and Special Assistance Department, (8) Urban Development Department and (9) Women and Child Development Department

[3]   (1) Akola, (2) Aurangabad, (3) Bhandara, (4) Kolhapur, (5) Mumbai City, (6) Nagpur, (7) Nanded, (8) Pune and (9) Thane

CHAPTER 2
Effectiveness and efficiency in delivery of services

Chapter 2: Effectiveness and efficiency in delivery of services

> *This chapter examines the effectiveness and efficiency in the implementation of the MRTPS Act with a focus on the identification of services, notification of services under the Act, availability of adequate infrastructure for service delivery and time bound delivery of services. Audit examination revealed non-preparation of master list of services being provided by the departments. Out of 642 services included in the master list, 373 services (58 per cent) were not notified under the MRTPS Act by 11 departments. Out of 33,359 established ASSKs, 15,005 ASSKs were not providing notified services. Out of 788.11 lakh applications received during 2016-17 to 2020-21, 32.85 lakh applications were pending disposal as of November 2021, of which, 23.31 lakh applications were pending for more than one year. 28.14 per cent of the applications were disposed of beyond the notified time during 2016-21.*

2.1 Introduction

For availing various services offered by the Government departments the citizens can either apply for the services online directly through the *Aaple Sarkar* Service Portal (Portal) or through *Aaple Sarkar Seva Kendras* (ASSKs)[1] On approval by the concerned public authorities, the digitally signed certificate is accessed by the citizen either directly or printed and delivered to the applicant by ASSK. In case of rejection, the applicant can prefer an appeal. The citizens are required to pay charges for availing the services at fixed rates prescribed by Government from time to time. The flow chart of online system is shown in **Chart 2.1**.

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[1] ASSKs established at district, taluka, as well as village level, accepts application from citizen along with supporting documents for availing required services. The details of the applicants are entered into the system and scanned supporting documents are uploaded in the system

Chart 2.1: Flow chart of online system
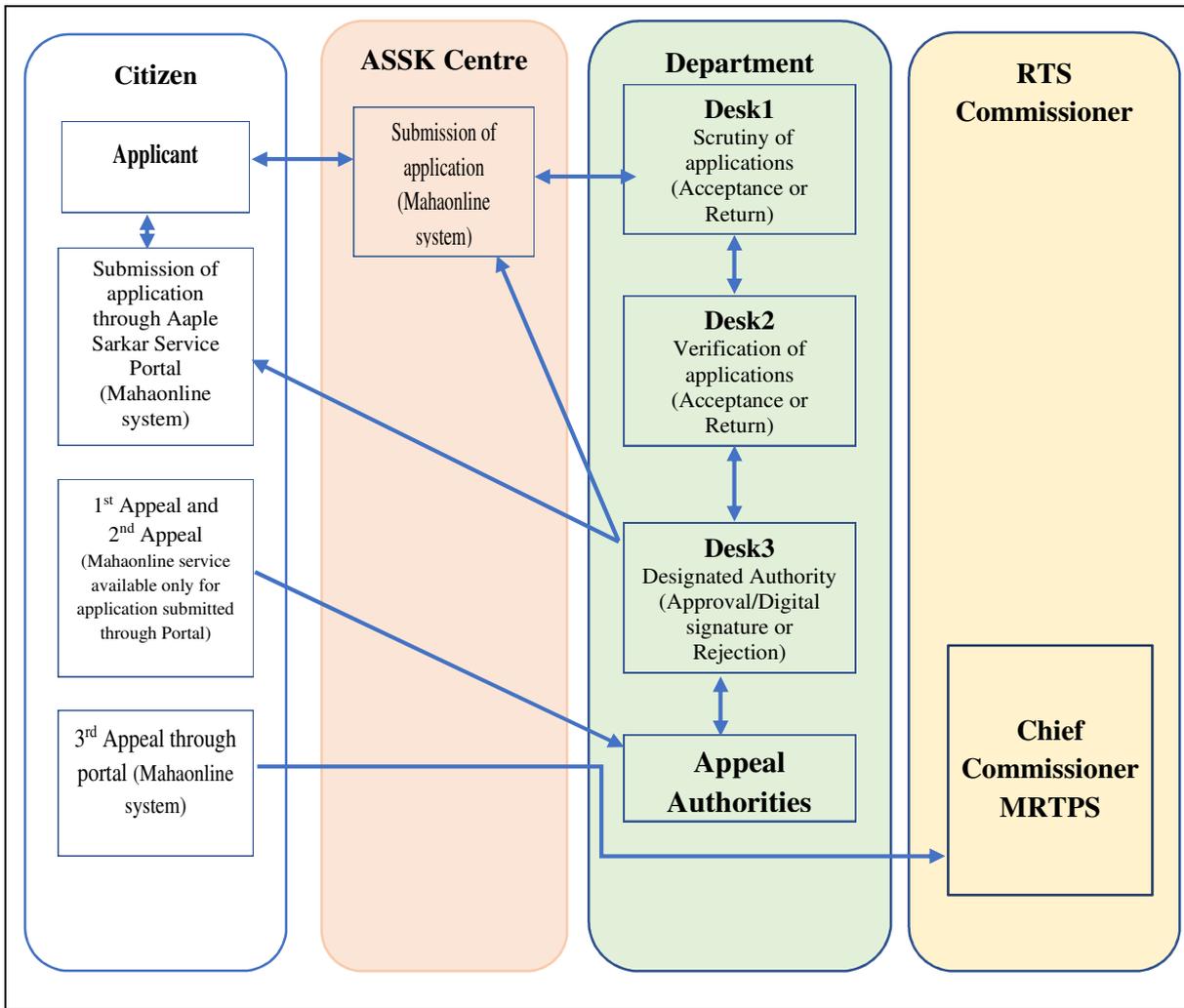
2.2 Mechanism of service delivery

The broad mechanism for delivery of service is shown in **Chart 2.2**.

Chart 2.2: Broad mechanism for delivery of service
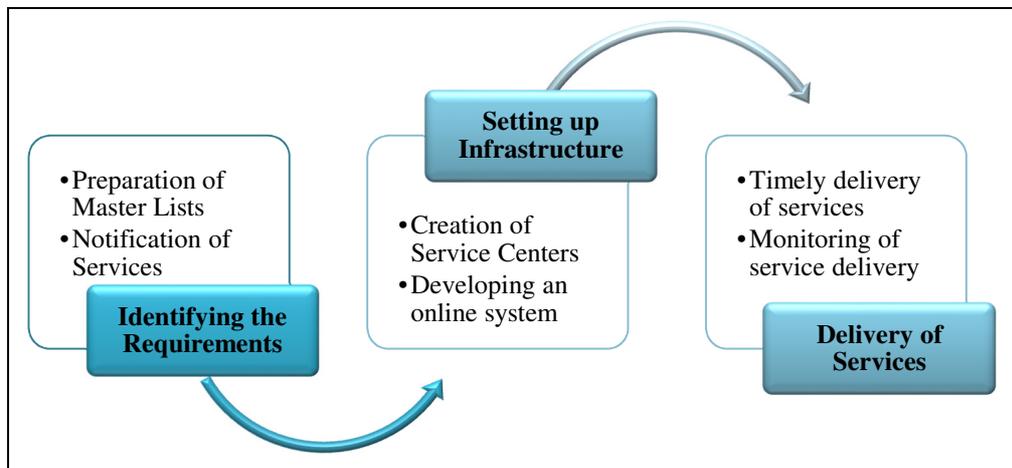
Audit focused on six factors that are most likely to impact the effective and efficient service delivery as shown in **Chart 2.3**.

Chart 2.3: Six focused factors for effective and efficient delivery of public services
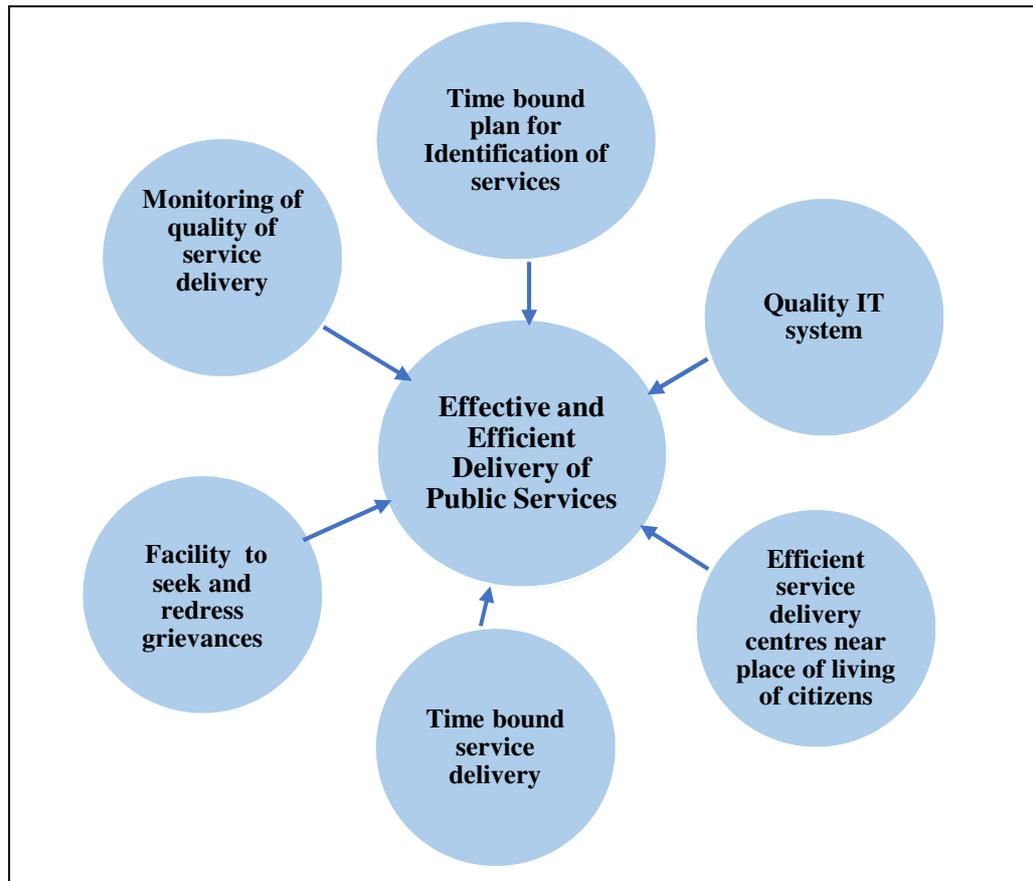
2.3　　　Delay in notifying services as per Act

The first step in the process of effective and successful service delivery is identification of services by the public authorities and notification of these services under the MRTPS Act by each public authority. As per Section 3(1) of the MRTPS Act, public authorities were required to notify the public services rendered by them within a period of three months from the date of commencement of the Act *i.e.,* by 27 July 2015. The MRTPS Act also required the public authorities to notify the authority for delivering the services, the first and second appellate authorities and stipulated time limit within which the services would be provided. The notification of services by the public authorities made it binding on the public authorities to deliver the services within the notified time limit.

Audit observed that 11 out of 29 departments[2] of GoM, notified 220 services within the stipulated period of three months. As of March 2021, 28 departments had notified 506 services under the MRTPS Act. Thus, 57 *per cent* of the services were notified after the prescribed time limit.

During the exit conference, Chief Commissioner, Maharashtra State Commission for Right to Service (Chief Commissioner) accepted the facts and stated (July 2022) that instructions have been issued to all departments to notify the services within one month.

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[2]　Marathi Language Department and Parliamentary Affairs Department did not deliver any public services

2.4 Non-preparation of master list of public services

The MRTPS Act was notified in August 2015 and the Maharashtra State Commission for Right to Public Service (Commission) was appointed in March 2017. The Commission in its Annual Report for the year 2017-18 recommended that all the government departments should prepare a master list of the services being provided and put the same in the public domain and prepare a timetable for notifying all services in the master list under the MRTPS Act. The Commission also recommended that General Administration Department (GAD), GoM should prepare a consolidated centralised list of services being provided by all government departments. Based on the recommendation of the Commission, GAD issued directions from time to time as depicted in **Chart 2.4**.

Chart 2.4: Direction issued by GAD based on Commission's recommendations

April 2018
- Directed all Heads of Department to prepare the master list of their public services and prepare a timetable to notify the services under MRTPS Act

May 2019
- Issued revised instruction to all the departments to prepare the master list by end of June 2019
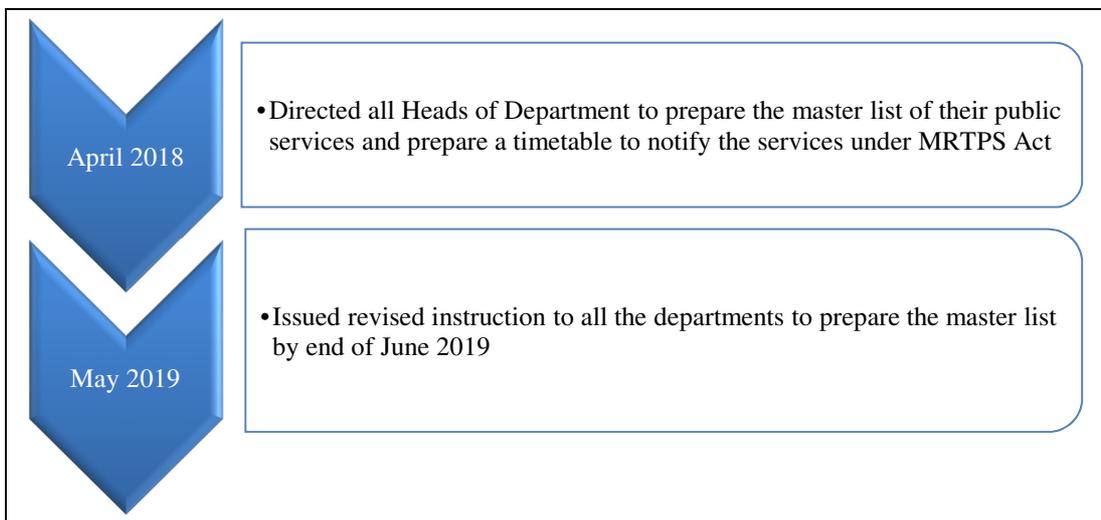
Audit noticed that despite the directions issued from time to time by GAD to all the departments to prepare the master list of services for notifying under the MRTPS Act, the compliance was far from satisfactory as seen in **Chart 2.5**.

Chart 2.5: Status of preparation of master list by the departments of GoM

Departments which prepared master list	Departments which prepared master list partly	Departments which did not prepare master list
(i) Co-operation, Marketing and Textile Department	(i) Home Department	(i) Social Justice and Special Assistance Department
(ii) Water Supply and Sanitation Department	(ii) Revenue and Forest Department	(ii) Food, Civil Supplies and Consumer Protection Department
(iii) Tourism and Cultural Affairs Department	(iii) Agriculture, Animal Husbandry, Dairy Development and Fisheries Department	(iii) Law and Judiciary Department
(iv) Higher and Technical Education Department	(iv) Industry, Energy and Labour Department	(iv) Rural Development and Panchayat Raj Department
(v) School Education and Sports Department	(v) Urban Development Department	(v) Housing Department
(vi) Public Health Department		(vi) Skill Development and Entrepreneurship Department
(vii) Water Resources Department		(vii) Minority Development Department
(viii) Soil and Water Conservation Department		(viii) Medical Education and Drugs Department
(ix) Women and Child Development Department		(ix) Environment Department
(x) Tribal Development Department		(x) Public Works Department
		(xi) General Administration Department
		(xii) Finance Department
		(xiii) Planning Department
		(xiv) Other Backward Bahujan Welfare Department

Source: Annual Report of the Maharashtra State Commission for Right to Service for the year ended March 2021

As seen from **Chart 2.5**, out of 29 departments, 10 departments (34 *per cent*) prepared master list, five departments (17 *per cent*) prepared master list partly while 14 departments (49 *per cent*) did not prepare master list. However, out of the 15 departments that had prepared the master list either fully or partially, except Revenue and Forest Department and Water Supply and Sanitation Department, none of the remaining 13 departments uploaded the master list on their website. Further, out of these 15 departments, except Water Supply and Sanitation Department, none of the departments prepared a timeline for notifying the services under the MRTPS Act.

Audit also noticed that as per the recommendation of the Commission, GAD had not prepared the consolidated list of services being provided by all the government departments. In the absence of the consolidated list, GAD was not aware of the services not notified under the MRTPS Act for issue of necessary directions.

During the exit conference, Chief Commissioner accepted the facts and stated (July 2022) that the review of all departments would be done.

2.5	Failure to notify services in the master list

The master list of 15 departments contained 642 services. Audit noticed that out of 642 services included in the master list, 373 services (58 *per cent*) were not notified under the MRTPS Act by 11 departments. The department-wise status of the services included in the master list but not notified under the MRTPS Act is depicted in **Chart 2.6**.

Chart 2.6: Department-wise status of public services included in the master list but not notified under the MRTPS Act
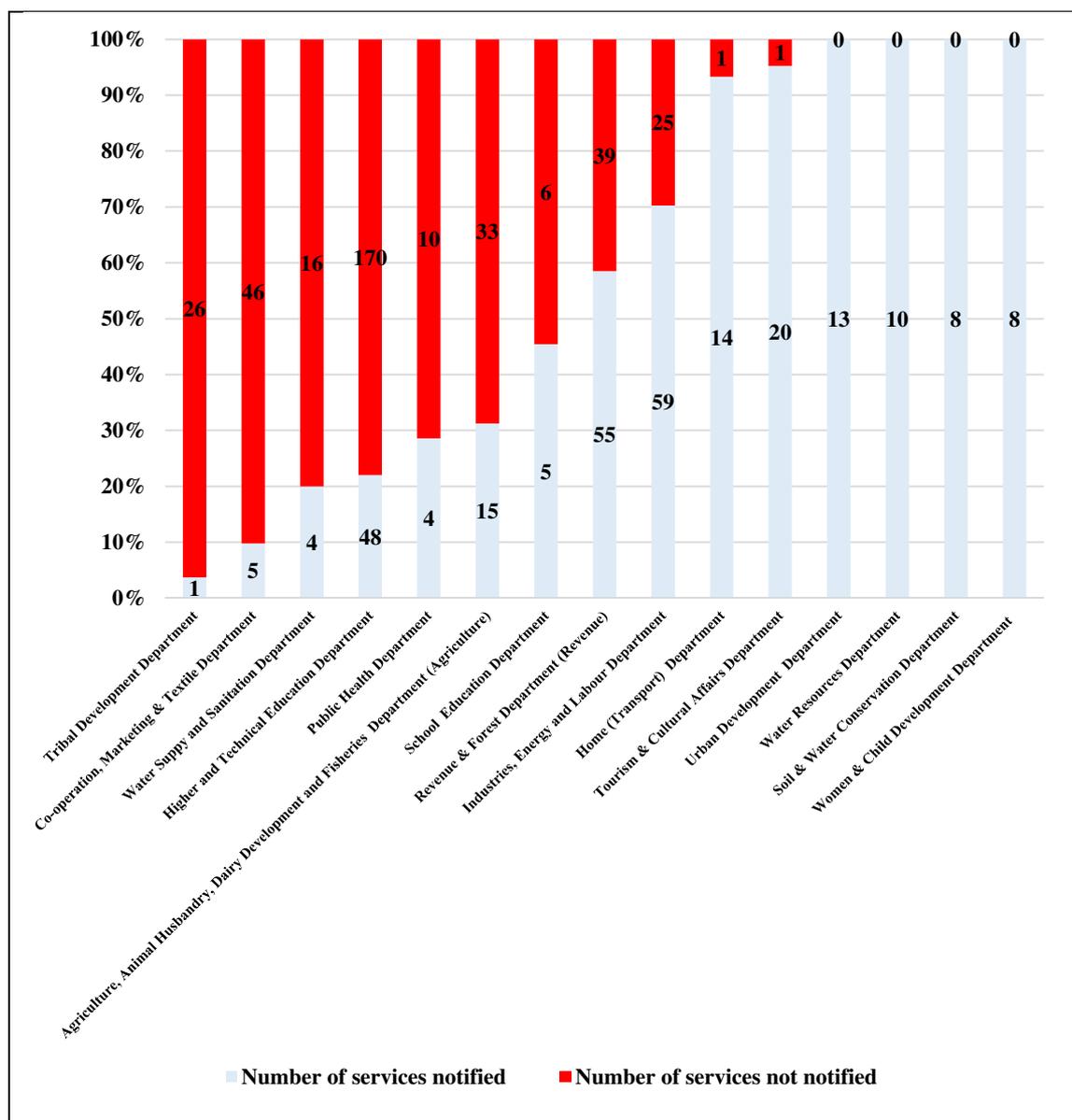
As seen from **Chart 2.6,** only four departments notified all the services included in their master lists. Further, the percentage of services included in the master list but not notified was highest in Tribal Development Department (96 *per cent*), Co-operation, Marketing and Textile Department (90 *per cent*) and Water Supply and Sanitation Department (80 *per cent*).

The reasons furnished by the four departments for not notifying the services included in the master list are summarised in **Table 2.1**.

Table 2.1: **Reasons furnished by four departments for not notifying services included in the master list**

Sr. No.	Department	Reasons furnished for not notifying the services included in master list under the MRTPS Act	Audit remarks
1	Agriculture Department	33 services are provided under the Central/State Schemes and the delivery of such services depends upon the availability of grants.	The reply is not acceptable as notwithstanding the availability of funds, the services should have been notified along with timeline for delivery of services subject to availability of funds.
2	Marketing department (Co-operation, Marketing and Textile Department)	Three Services are being made available in a smooth online manner and also the progress of the work can be seen online.	By not notifying the services, the citizen is deprived of the right to obtain these services under the MRTPS Act.
3	Tourism and Cultural Affairs Department	Action for notification of one remaining service under the MRTPS Act is in progress (May 2018).	The services were to be notified by 27 July 2015 as per the MRTPS Act. The services were not notified till date (December 2021).
4	Water Supply and Sanitation Department	Notification of 16 services would be done before 15 January 2020.	The services were still not notified (December 2021).

Source: Compiled from information furnished by departments to the Commission/GAD

Audit compared the public services included in the citizen charter[3] prepared under the Maharashtra Government Servant Regulation of Transfers and Prevention of Delay in Discharge of Official Duties Act, 2005 of the nine test-checked departments to assess the number of services not included in the master list and not notified under the MRTPS Act. The comparison revealed that in four departments *viz.*, (1) Home Department, (2) Medical Education and Drugs Department, (3) Social Justice and Special Assistance Department and (4) Urban Development Department, 232 public services included in the citizen charter, were neither included in the master list nor notified under the MRTPS Act. Illustrative cases of public services included in citizen charter but neither included in the master list nor notified under the MRTPS Act are shown in **Appendix 2.1**.

Initiative taken by Zilla Parishad, Pune: Zilla Parishad (ZP), Pune was the only ZP in the State that had notified all the 258 public services under the MRTPS Act during 2018-19. This initiative of ZP, Pune was appreciated by the Commission in its annual report for the year 2018-19 and recommended to the Rural Development and Panchayat Raj Department to examine the possibility of replicating these services in all ZPs in the State.

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[3]   Citizen charter means a list of facilities or services rendered by office or department together with time limit for providing such facilities or services to the general public

> ***Recommendation 1: Government should ensure that a master list of all services to be provided to the citizens are prepared and notified by all departments in a time-bound manner.***

2.6   De-notification of public services

Audit observed that in two test-checked departments *viz.*, Home Department and Medical Education and Drugs Department, services notified under the MRTPS Act were subsequently de-notified/deleted from the list of notified services without adequate justification as discussed in the succeeding paragraphs.

2.6.1   Home Department

Home Department notified (July 2015/July 2020) 19 public services under the MRTPS Act, out of which eight services were de-notified in July 2020 as indicated in **Table 2.2**.

Table 2.2: Public services de-notified by Home Department

Sr. No.	Name of public service
1	Attestation of documents
2	No obligation to Return to India (NORI) certificate for Indian citizen
3	No-objection certificate (NOC) for petrol pump, gas agency, hotel bar etc.
4	Submission of proposal for citizenship to Government of India
5	NOC/issue of extension of residential permit of foreigners
6	NOC for passport verification
7	NOC for return to India
8	Police clearance certificate for foreign nationals

Source: Notification of Home Department dated 18 July 2020

The reason adduced by the department for de-notification of these services was a 'nil' online response to these services.

Audit, however, noticed that during 2018 and 2019, 2.40 lakh online applications requesting NOC for passport verification were received by the Commissioner of Police, Mumbai alone. Further, offline NOC applications for petrol pumps were also being received by the department. Therefore, de-notification of these services under the MRTPS Act was not justified. The de-notification of these services deprived the citizens of their right to time-bound delivery of services under the MRTPS Act.

2.6.2   Medical Education and Drugs Department

Medical Education and Drugs Department (MEDD) had notified (July 2015), 25 services under the MRTPS Act. However, the department de-notified 14 services (August 2020) and six services (December 2020). The de-notified services included services such as discharge certificate, certificate of minor wound, character certificate to students, study certificate, no dues certificate, no objection certificate and experience certificate. As a result, the notified services were reduced to five as against the original notification of 25 services. These services were deleted on the ground that the services were availed mostly by patients, students attending courses and employees of government medical colleges and hospitals and it was easier for them to avail these services offline rather than online. The reasons for de-notification were not justified as the notified services could be provided either offline or online as per the MRTPS Act. Notification of services under the Act enables the citizens to receive the

services within a specified time limit with an opportunity to appeal in case of any grievances. De-notification of services deprived the patients/students of this right.

2.7	Infrastructure for service delivery

Ministry of Communication and Information Technology (MCIT), Government of India initiated (September 2006) Common Service Centres (CSC) scheme under the National e-Governance Plan (NeGP). The objective of the CSC was to provide e-services in the locality of citizens, by creating a physical service delivery infrastructure for accessing various e-services. MCIT issued revised guidelines for the implementation of CSC 2.0 scheme in December 2015.

The CSC was implemented in Maharashtra in 2008 and from 2015 onwards the same was known as '*Aaple Sarkar Seva Kendra*' (ASSK). Information Technology Department, GoM issued (January 2018) guidelines regarding criteria, procedure and other matters relating to the establishment of ASSK in the State in accordance with the CSC 2.0 guidelines. ASSKs are the first point of contact for citizens to avail the public services. District Collectors are responsible for monitoring the quality of services provided at these ASSKs.

As of June 2021, 33,359 ASSKs in three categories were established in the State as detailed below.

1.   ASSK-VLE (Village Level Entrepreneur)

These centres are established in villages and cities by local village level entrepreneurs (VLE), who are responsible to bear the entire capital and operational expenditure of these centres. ASSK-VLE was required to deliver various services to citizens as per the direction of the State Government. As of June 2021, 14,828 ASSK-VLE were established in villages and cities in the State.

2.   ASSK-Setu

ASSK-Setu are established in districts and talukas in the premises of Tahasildar offices by District Setu Society under the control of the District Collector. As on June 2021, 219 ASSK-Setu were established in the State.

3.   ASSK-GP (Gram Panchayat)

ASSK-GP are established in the Gram Panchayat offices in the villages and run by the CSC-Special Purpose Vehicle (CSC-SPV) selected and approved by the Rural Development and Panchayat Raj Department, GoM. As of June 2021, 18,312 ASSK- GP were established in the State.

2.7.1   Shortfall in the establishment of ASSK

DIT issued (January 2018) guidelines for the establishment of ASSK based on the census data of 2011. The criteria for establishment of ASSK is shown in **Table 2.3**.

Table 2.3: Criteria for establishment of ASSK

Brihanmumbai Municipal Corporation area	One ASSK for population of 25,000
Other Municipal Corporation and Municipal Council area	One ASSK for population of 10,000
Nagar Panchayat	One ASSK
Nagar Panchayat with more than 5,000 population	Two ASSK
Gram Panchayat	One ASSK
Gram Panchayat with more than 5,000 population	Two ASSK
Source: Government resolution of GAD dated 19 January 2018	

Audit computed the number of ASSKs required in the State as per the guidelines, which worked out to 34,194, against which only 33,359 ASSKs were established in the State as of June 2022. Thus, there was a shortfall of 835 ASSKs (two *per cent*) in the State. Though the overall shortfall was only

two *per cent*, analysis of data revealed that 27 *per cent* of the municipal councils (61 out of 222) in the State did not have any ASSK, while 35 *per cent* of gram panchayats (9,670 out of 27,982) in the State did not have any ASSK to serve the citizens. The shortfall in the establishment of ASSKs *vis-à-vis* the requirement in 36 districts of the State is depicted in **Map 2.1**.

Map 2.1: District-wise shortage of ASSK

| Shortfall above 30 % 4 Districts | Shortfall 10-30 % 8 Districts | Shortfall below 10 % 5 Districts | No shortfall 19 Districts |
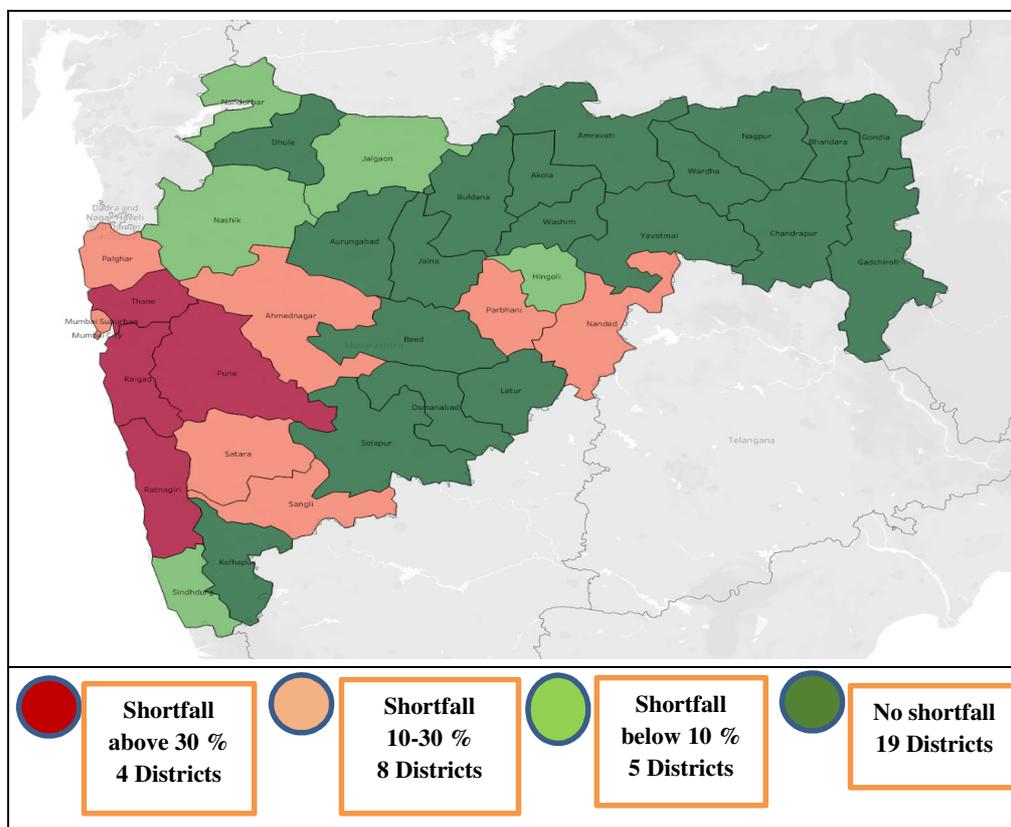
As seen from **Map 2.1**, in 17 districts (47 *per cent*), there was a shortfall in establishment of ASSKs *vis-à-vis* the requirement stipulated in the guidelines. The shortage was prominent in the Western Maharashtra region. Inadequate ASSKs affect the accessibility to the services because of the distance to be travelled by citizens to reach ASSK located far from their place of living. On one hand, there was a shortfall in the establishment of ASSK, while on the other hand, a large number of established ASSKs were not providing services as discussed in **paragraph 2.7.2**.

During the exit conference, Chief Commissioner stated (July 2022) that the Collectors have been instructed to publish advertisements to open new centers in the State.

2.7.2 Large number of established ASSKs not providing notified services

Analysis of data for the year 2020-21, revealed that out of 33,359 ASSKs established in the State, 18,354 ASSKs were providing notified services. Thus, 15,005 ASSKs (45 *per cent*) had not processed any application during 2020-21.

The percentage of ASSK actually providing notified services in each district *vis-à-vis* the requirement during 2020-21 is shown in **Chart 2.7**.

Chart 2.7: **Percentage of ASSKs providing notified services *vis-à-vis* the requirement during 2020-21**
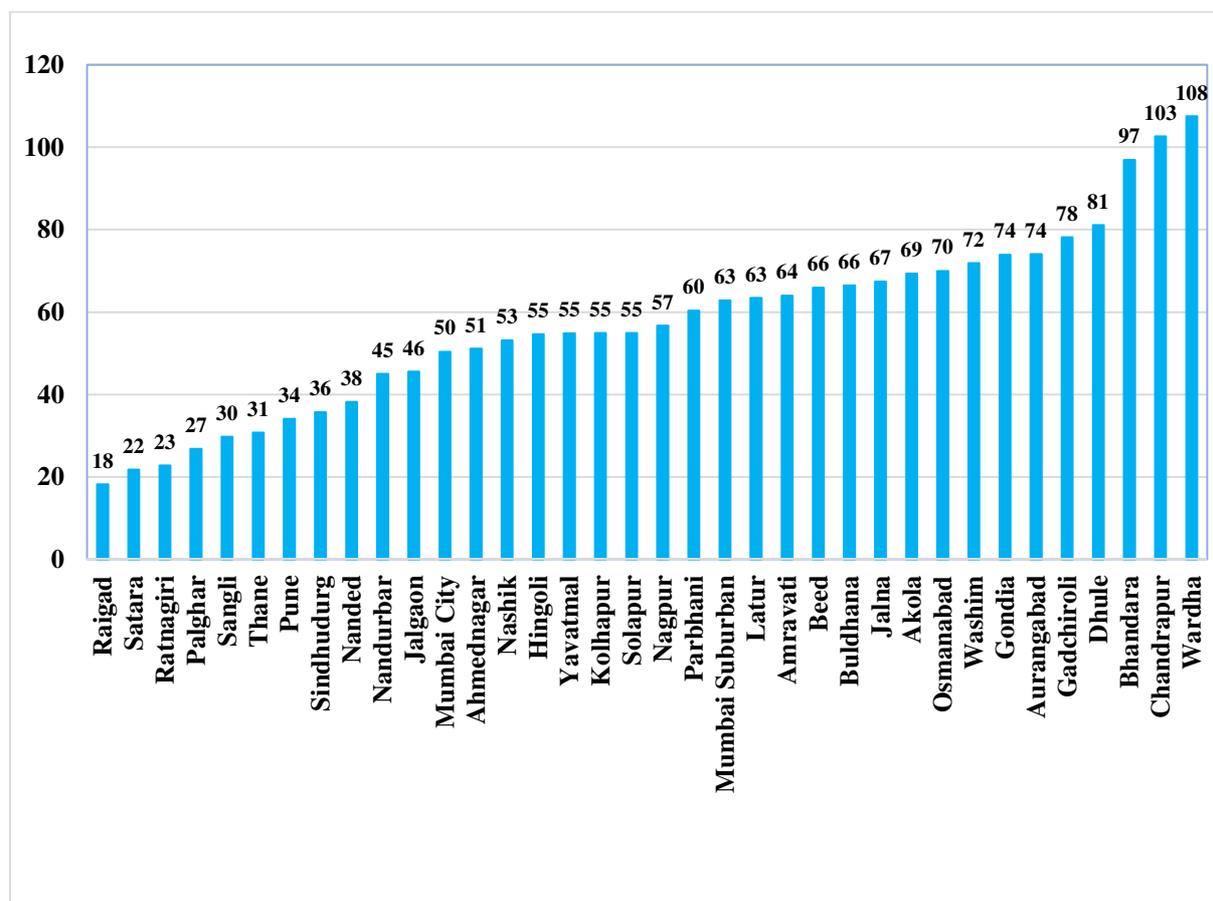
As seen from **Chart 2.7,** out of 36 districts only in two districts *viz*., Chandrapur and Wardha, the number of ASSKs providing notified services was more than the requirement. In the remaining 34 districts, the percentage of ASSKs providing notified services *vis-à-vis* the requirement ranged between 97 *per cent* (Bhandara) and 18 *per cent* (Raigad).

Audit analysis revealed that the majority of the ASSKs which had provided notified services have received less than 1,000 applications during the year 2020-21 as shown in **Chart 2.8**.

Chart 2.8: Number of applications received by ASSKs in 2020-21

Number of applications received by ASSKs
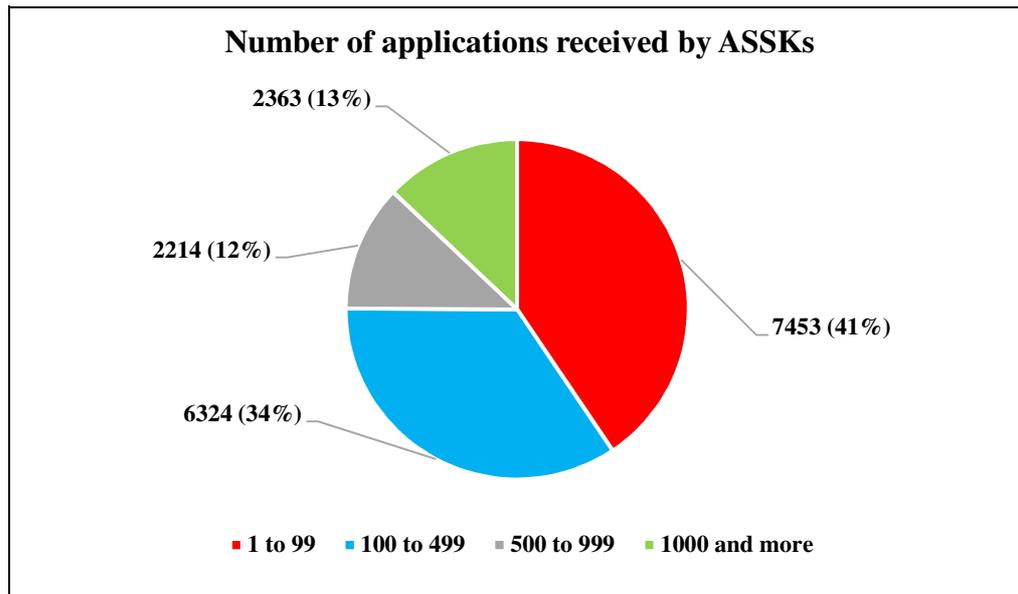
As seen from the **Chart 2.8**, the number of applications processed by 41 *per cent* of the ASSKs ranged between 1 to 99 while the number of applications processed by 34 *per cent* of the ASSKs ranged between 100 to 499. Further, only 13 *per cent* of the ASSKs had processed 1,000 and more applications during 2020-21.

Further analysis revealed that out of 376 talukas, in 142 talukas the ASSKs providing notified services is less than 50 *per cent* of the established ASSKs as detailed in **Appendix 2.2**.

Thus, the services provided were concentrated in a few ASSKs. During survey of ASSKs, 32 *per cent* ASSKs (63 out of 200) responded that training was not provided or training was required to provide better services to the citizens.

The concentration of services in few ASSKs had a direct impact on the time taken in availing the services by the citizens. During the beneficiary survey, nine *per cent* of the beneficiaries responded that they had to spend more than 10 minutes to one hour to obtain a blank application form. 32 *per cent* of the beneficiaries responded that they had to spend more than one to four hours for submitting the application form.

District Collector, Nagpur and Resident Deputy Collector, Pune agreed (September 2021 and October 2021) on the need to improve the performance of the ASSKs in providing services to the citizens. Collector, Thane stated that information on inactive ASSKs has been called from Mahaonline Limited to initiate action against the non-functioning ASSKs and call for fresh tenders to appoint new ASSKs.

During the exit conference, Chief Commissioner stated (July 2022) that the under utilisation of ASSKs would be reviewed.

Recommendation 2: Government should take steps to open more ASSKs in places where there is shortage to improve accessibility of the services to the citizens.

2.7.3 Limited notified services provided by ASSKs

ASSKs were established for providing all the notified services to the citizens. DIT directed (September 2015 and January 2018) that all the notified services should be provided through ASSKs. A joint survey of 200 ASSKs carried out by Audit revealed that only a few services were offered in these ASSKs as shown in **Table 2.4**.

Table 2.4: Services provided by surveyed ASSKs

Sr. No.	Type of ASSKs	ASSKs surveyed	Services provided by ASSKs
1	ASSK-Setu	39	Only the services of the Revenue Department such as income certificate, caste certificate, non-creamy layer certificate, domicile certificate, general affidavit, solvency certificate, small landholder certificate, agriculturist certificate, landless labourer certificate, temporary residence certificate.
2	ASSK-GP	36	(i) Services of the Rural Development and Panchayat Raj Department such as birth/death certificate, Below Poverty Line certificate. (ii) Marriage certificate, caste certificate, non-creamy layer certificate, domicile certificate, income certificate, small landholder certificate, landless labourer certificate, Sanjay Gandhi Niradhar Yojana. (iii) Police clearance certificate of Home Department.
3	ASSK-VLE	125	(i) Services of the Revenue Department such as income certificate, caste certificate, non-creamy layer certificate, domicile certificate, general affidavit, solvency certificate, small landholder certificate, agriculturist certificate, landless labourer certificate, temporary residence certificate. (ii) Police clearance certificate of the Home Department.

Source: Compiled on the basis of joint survey of ASSKs

The Revenue and Forest Department had issued (March 2019) instructions that the District Collectors should take necessary measures to provide notified services of all departments. However, as seen from **Table 2.4**, ASSK-Setu established by the District Collectors were providing services of the Revenue Department only. ASSK-GP established by the Rural Development and Panchayat Raj Department were providing mainly the services of that department and few services of Revenue as well as of Home Department while ASSK-VLE were providing few services of Revenue Department and Home Department.

In reply, the Deputy Chief Officer, Zilla Parishad, Nagpur stated (September 2021) that ASSK-GPs were not providing notified services because of the need for constant follow-up required for obtaining the services. During joint survey of 200 ASSKs, 11 ASSKs responded that all the services were not provided due to lack of training.

Thus, due to the non-availability of all the notified services at one ASSK, the citizens face hardship on account of the need to visit multiple ASSKs to obtain different services.

2.7.4 Lack of uniformity in collection of charges for a blank application form

A citizen approaching ASSK for any service is required to obtain a blank application form and submit the filled form for service delivery. Audit noticed

that Government had not issued any instructions for the charges to be levied for a blank application form. Consequently, there was a lack of uniformity in the collection of charges from the citizens for providing blank application forms.

Audit noticed that in three test-checked districts *viz.*, Mumbai City, Pune and Thane, ₹ 10 to ₹ 15 was charged for a blank application form. In the remaining six test-checked districts, it was noticed that the application form was provided either free of charge or at a nominal rate of ₹ two. During the beneficiary survey, 13 *per cent* of the beneficiaries responded that they paid more than ₹ 10 for a blank application form.

Thus, in the absence of direction from the State Government, there was a lack of uniformity in collecting charges for the blank application form from the citizens.

2.7.5 Low coverage of digital payment facility at ASSKs

As per the guidelines issued (January 2018) by DIT, it was necessary to provide the facility for acceptance of service charges for delivery of services through Mahawallet[4]. It was also binding on ASSKs to provide options to citizens, for digital payment through Point of Sale/Aadhaar pay.

Audit noticed that the facility for acceptance of service charges through Mahawallet was not provided by DIT to ASSKs. Further, survey of ASSKs in the nine test-checked districts revealed that in 46 *per cent* of ASSKs (92 out of 200), digital payment facility was not provided to the citizens. Further, 71 *per cent* of the surveyed beneficiaries (353 out of 500) also responded that they were not provided with digital payment facility.

Thus, digital payment mode was not available in a large number of ASSKs though, a period of more than three years had lapsed from the date of issue of guidelines by DIT. Further, though GAD, GoM declared (March 2018) District Collector as 'nodal officer', responsible for the effective implementation of the MRTPS Act, they failed to ensure that all ASSKs provided digital payment facility to citizens.

2.7.6 Quality assessment of ASSKs

DIT directed (January 2018) all the District Collectors to assess the quality of ASSKs in the districts every year before 31 January. The performance of the ASSKs was to be classified under A, B, C and D category based on the number of transactions made, different types of services provided and their number, treatment of citizens, facility of digital payments provided to citizens *etc*.

Audit observed that out of the nine test-checked districts, only Mumbai city conducted the quality assessment of ASSKs once in 2020. During assessment, Mumbai City Collector found that out of total 69 ASSKs, 24 ASSKs were either closed or private businesses such as cable networks, courier services, mobile shops were being operated at these ASSKs.

Thus, an important tool for assessing the quality of ASSK was not utilised by 89 *per cent* of the District Collectors in the test-checked districts (eight out of nine districts). Consequently, issues such as ASSKs not providing notified

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[4]   Digital payment facility for transfer of funds

services, ASSKs providing limited services, non-availability of digital payment mode as discussed in **paragraphs 2.7.2, 2.7.3 and 2.7.5** could not be ascertained for remedial action.

During the exit conference, Chief Commissioner assured (July 2022) to review the issue of lack of quality assessment of ASSKs.

> ***Recommendation 3: Government should ensure that the District Collectors carry out quality assessment of the performance of ASSKs annually for appropriate remedial action.***

2.7.7 Application forms not available on the web portal and the departmental websites for easy access to the citizen

Rule 7 of the Maharashtra Right to Public Services Rules, 2016 (MRTPS Rules) stipulated that application forms for different services should be easily available at the office of the designated officer and at the ASSKs. The application forms were also required to be made available on the website of the office or department or Portal for download.

Audit scrutiny revealed that the application forms were not available on the Portal and the website of nine test-checked departments. Further, except for Collector, Mumbai City, in the remaining eight test-checked districts, application forms relating to services provided by them were not available on the District Collectors' website. During the beneficiary survey, nine *per cent* of beneficiaries stated that they had to spend more than 10 minutes to obtain a blank application form.

Thus, the non-availability of application forms on the websites was not only a violation of the MRTPS Rules but also impaired the efficiency of delivery of services to the citizens.

During the exit conference, Chief Commissioner stated (July 2022) that the application form would be made available on the Portal.

2.7.8 Prescribed records under the MRTPS Act not maintained

As per Rule 17 of the MRTPS Rules, the designated officer, the first appellate authority and the second appellate authority were required to maintain a register of the cases in Form IV[5] either manually or in electronic form. GAD, GoM also instructed (September 2015) that the date of application and the date of disposal of application were to be compulsorily available on the Portal to ensure compliance with the provisions of the Act.

Audit noticed that Form IV was neither available in electronic form in the Portal nor maintained by 50 out of 52 offices[6] in nine tested-checked departments in the nine test-checked districts. Only two offices maintained the said register in manual format. Thus, due to the non-availability of basic records, accountability and transparency in the delivery of services could not be ensured.

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[5] The date of receipt of the application, date of acknowledgment of application, name of the person, date on which application/appeal was disposed of and if rejected, the reasons thereof were to be recorded in the register

[6] Only 52 out of 77 offices had furnished the information called for

District Collectors, Aurangabad, Mumbai City and Pune stated (December 2021 and January 2022) that instructions would be issued to the designated officers and appellate authorities to maintain the registers in the prescribed format.

2.8   Performance in delivery of services

Audit analysed the data in respect of 53 notified services[7] provided by 12 government departments to assess the performance in the delivery of services. The analysis revealed applications pending for a long period of time and delays in delivery of services as discussed in the succeeding paragraphs.

2.8.1   Applications pending disposal

Section 4(1) of the MRTPS Act stipulated that every eligible person should have a right to obtain public services in the State within the stipulated time limit. It also stipulated that every designated officer of public authority was required to provide public services to the eligible person within the stipulated time limit.

The year-wise number of applications received and applications pending for disposal during 2016-17 to 2020-21 is shown in **Chart 2.9** and the service-wise list of pending applications is shown in **Appendix 2.3**.

Chart 2.9: Year-wise applications received and pending
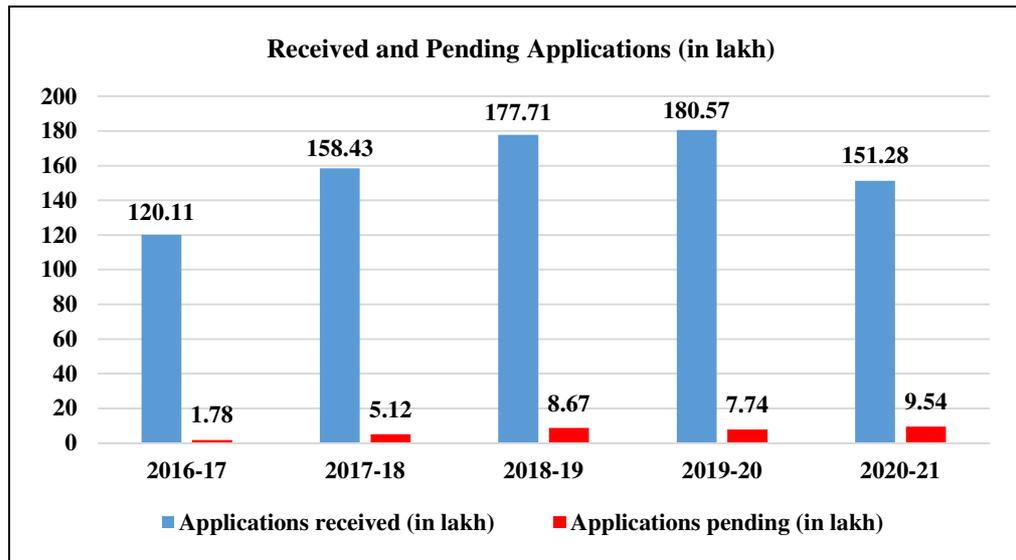
As seen from **Chart 2.9**, the yearly pending applications *vis-à-vis* applications received had increased from 1.78 lakh (1.48 *per cent)* in 2016-17 to 9.54 lakh (6.30 *per cent)* in 2020-21. Further, out of 788.11 lakh applications received during 2016-17 to 2020-21, 32.85 lakh (4.17 *per cent*) applications were pending as of November 2021, of which, 23.31 lakh applications were pending for more than one year. Analysis of department-wise and notified service-wise pendency of applications revealed the following:

▪ Out of the 53 services provided by 12 departments, no application was pending in the Housing Department whereas, in five[8] out of 11 departments,

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[7]   Out of 506 notified services, 53 services in which more than 1,000 applications were received during 2020-21 were selected for analysis for the period 2016-17 to 2020-21

[8]   (1) Co-operation, Marketing and Textile Department, (2) Rural Development and Panchayat Raj Department, (3) Social Justice and Special Assistance Department, (4) Urban Development Department and (5) Women and Child Development Department

the pending applications ranged between 99.45 *per cent* (Women and Child Development Department) and 42.52 *per cent* (Rural Development and Panchayat Raj Department).

▪ Out of the 53 notified services, in three notified services, there were no pending applications. Out of the remaining 50 services, in 26 *per cent* of the services (13 out of 50 services) the pending applications (10.40 lakh) were more than 40 *per cent*.

▪ Out of 32.85 lakh pending applications as of November 2021, 38 *per cent* (12.38 lakh) were pending with the departments, while the remaining applications were pending with the users[9].

The pending applications with the department and the users require review by the departments to ascertain the reasons for pendency and appropriate remedial action.

During exit conference, Chief Commissioner while accepting the facts stated (July 2022) that levy of penalty for delay in disposal of applications has commenced.

2.8.2   Delay in delivery of services

As per the MRTPS Act, the services to the citizens were to be provided within the time stipulated in the notification for each service by the concerned designated officer. The number and percentage of applications disposed beyond the notified time for the period 2016-17 to 2020-21 is shown in **Chart 2.10**. The service-wise list of applications disposed beyond the notified time is shown in **Appendix 2.4**.

Chart 2.10: Applications disposed beyond notified time
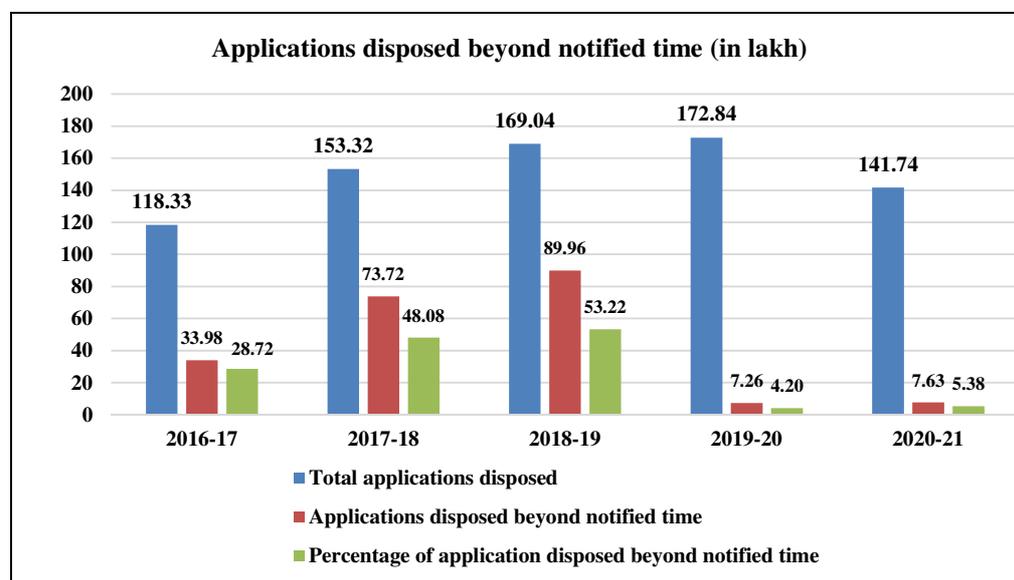
As seen from **Chart 2.10**, 28.72 *per cent* applications were disposed of beyond the notified time (2016-17). This, further increased to 48.08 *per cent* in 2017-18 and 53.22 *per cent* in 2018-19. However, there was a significant decrease in the percentage of application disposed beyond notified time during

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9   For applications submitted through ASSK, the user is ASSK while for application submitted directly by the citizen through online mode, the user is the citizen

2019-20 and 2020-21 (4.20 *per cent* and 5.38 *per cent* respectively*)*. Further, out of 755.26 lakh applications received during 2016-17 to 2020-21, 212.55 lakh applications (28.14 *per cent*) were disposed of beyond the notified time. Department-wise and notified service-wise analysis of disposal of applications beyond the notified time revealed the following:

▪ Out of the 12 departments, there was no delay in the disposal of applications in the Housing Department. In four[10] out of the remaining 11 departments, more than 50 *per cent* of the applications were disposed of beyond the notified time with delays ranging between 100 *per cent* (Women and Child Development Department) and 62 *per cent* (Urban Development Department).

Out of the 53 notified services, in four notified services there was no delay in disposal of applications. Out of the remaining 49 services, in 39 *per cent* of the services (19 out of 49 services) more than 50 *per cent* of the applications were disposed beyond the notified time.

Thus, the failure of the Designated Officer to provide services within the notified time diluted the right of the citizens to an effective and efficient service from the public authority as per the MRTPS Act.

Therefore, the performance in the delivery of services remained poor on account of pending applications and delays in delivery of services despite the citizen paying service charges for availing the services.

> *Recommendation 4: Government should review the reasons for pending applications and fix responsibility for delays in providing services within the notified time.*

2.8.3 Delayed implementation of online system

GAD, GoM decided (February 2015) to implement *Aaple Sarkar* online system in all Setu centres at district and taluka level for effective implementation of the MRTPS Act.

Audit noticed that out of nine test-checked districts, the online system was not implemented in Nagpur district. The online system was introduced belatedly from March 2020 for the notified services except the service of issuing 'general affidavit'. In Thane district, though the online system was implemented, applications received for issue of caste certificates were processed only partially in the online mode in six talukas (Ambarnath, Kalyan, Mira-Bhayandar, Murbad, Thane and Ulhasnagar).

2.8.4 Demanding affidavit instead of self-declaration for providing services

GAD, GoM issued (March 2015) directions to accept self-declaration instead of affidavit for availing all government services except in those cases where submission of affidavit was compulsory as per laws/rules.

Audit noticed that out of nine test-checked districts, in Nagpur district the Setu centres continued to obtain affidavits instead of self-declaration for the issue of

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[10]   (1) Food, Civil Supplies and Consumer Protection Department, (2) Rural Development and Panchayat Raj Department, (3) Urban Development Department and (4) Women and Child Development Department

age, nationality, domicile and income certificates, contrary to the government directives. Apart from the inconvenience, the insistence on production of affidavit also imposed an additional cost burden on the citizens.

District Collector, Nagpur stated (September 2021) that necessary action would be taken.

2.8.5 Delay in remittance of application fees

The General Administration Department (February 2015) fixed a service charge of ₹ 20 per application plus taxes to be paid by the citizens for availing the public service. The service charge of ₹ 20 per application was shared among four agencies (Mahaonline: ₹ four; State Setu society: ₹ one; District Setu society: ₹ two; ASSK operator: ₹ 13). Apart from the service charges, the application fee as prescribed by the respective department for the services provided was also charged by ASSKs. On entering the data in the online system, the charges are deducted from the authorised payment wallet of the ASSK operator (maintained in the system by Mahaonline Limited) and transferred to the account of Mahaonline Limited, which, in turn, remits the application fees into the Government account of respective departments. Audit noticed the following:

- GAD did not stipulate any timeline to Mahaonline Limited for remitting the application fee collected by it.

- None of the District Collectors in the test-checked districts had the information of application money collected by Mahaonline Limited and remitted into Government account. District Collector, Thane obtained 51 challans amounting to ₹ 43.92 crore for the period 2018-19 to 2020-21[11] from Mahaonline Limited and furnished them to Audit. Scrutiny revealed that the time taken by Mahaonline Limited for remitting the application fee into Government account ranged between four to 295 days.

- There was no system either at DIT or at the respective departments to obtain periodical reports from Mahaonline Limited regarding the total application fees collected and its reconciliation with the remittance actually done by Mahaonline Limited.

Thus, the controls related to remittance of application fees and reconciliation of collection and remittance in the departments were inadequate.

During the exit conference, Chief Commissioner and Project Manager, MahaIT agreed (July 2022) to look into the issue.

2.8.6 Applications submitted directly through Portal

The Portal provides public services online with a view to enhance the reach of the citizens. During 2018-19 to 2020-21, 55.40 lakh applications were received online directly from the citizens for obtaining various public services which represented only 11 *per cent* of the total applications received (520.17 lakh) during 2018-19 to 2020-21.

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[11] Remittances pertaining to the period 01/01/2019 to 27/01/2019; 01/02/2019 to 24/02/2019; 01/04/2019 to 21/04/2019; 01/01/2020 to 31/01/2020 and 01/02/2021 to 31/03/2021 was not available in the challans furnished

It was also noticed that in 19 out of 30 public services for which applications were received directly from the citizens through online mode, the percentage of pendency (November 2021) was more than 50 *per cent*.

During the beneficiary survey, out of 500 beneficiaries, 415 beneficiaries (83 *per cent*) preferred ASSKs whereas 85 beneficiaries (17 *per cent)* showed preference to avail services directly through Portal. The low percentage of direct applications received during 2018-19 to 2020-21, indicated either lack of awareness among the citizens or lack of confidence in getting the services through direct online mode.

2.9	Public awareness

Creating public awareness about the MRTPS Act is important so that the citizens are aware of their rights under the MRTPS Act. This promotes accountability among public authorities to deliver public services in a transparent, efficient and timely manner.

2.9.1 Inadequate public awareness about the MRTPS Act

The Maharashtra State Commission for Right to Service in its annual report of 2017-18 recommended that a major awareness campaign should be launched and all the departments should instruct their field offices to create public awareness about the MRTPS Act by using various media tools. Further, Chief Secretary, GoM directed (April 2019) all government departments to take action to implement the public awareness campaign for creating widespread public awareness about the MRTPS Act.

Audit noticed that only Divisional Commissioner, Konkan region and District Collectors of Bhandara, Buldhana, Gondia, Nagpur, Nanded and Pune had submitted compliance to the recommendation of Maharashtra State Commission for Right to Service.

The beneficiary survey conducted by Audit revealed that the awareness of the MRTPS Act among the citizens was very poor as 63 *per cent* of beneficiaries were not aware of services notified under the MRTPS Act, stipulated time limit for delivery of notified services, designated officers, first appellate authorities and second appellate authorities. The awareness of the MRTPS Act across the nine test-checked districts is shown in **Chart 2.11**.

Chart 2.11: Citizen's awareness in nine test-checked districts
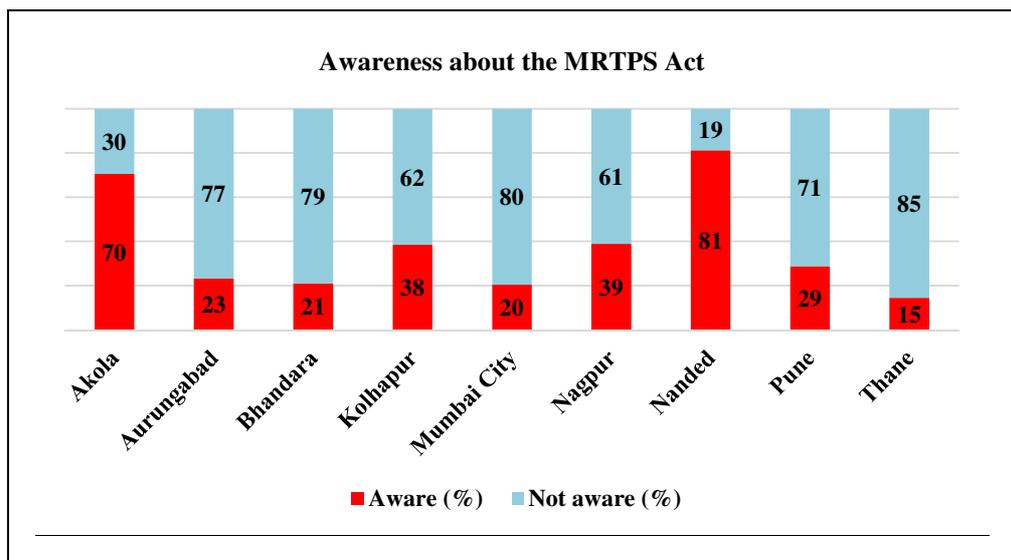
As seen from **Chart 2.11**, in seven out of nine test-checked districts, the lack of awareness about the MRTPS Act among the beneficiaries was more than 50 *per cent.*

Thus, despite the directions issued by the Commission and the Chief Secretary, GoM, government departments had not taken appropriate efforts to create awareness of the MRTPS Act among the citizens.

2.9.2 Inadequate information on website

As per Section 3(2) of the MRTPS Act, the public authority shall display on the office notice board and its website or portal, the list of the public services rendered by it along with the details of the stipulated time limit, form or fee, designated officers, first appellate authorities and second appellate authorities. As per Rule 7(3) of the MRTPS Rule, application form should be available on the website of the office or department or Portal.

Scrutiny in audit revealed the following:

▪ The website of each department provided link to the Portal. However, the Portal did not display the fees for the services provided.

▪ As per the guidelines issued (January 2018) by DIT, list of ASSKs should be published on the website of district collectors. Audit observed that list of ASSKs was not available on the website of four test-checked District Collector's office *viz.,* Akola, Bhandara, Kolhapur and Mumbai city.

> *Recommendation 5: Government should ensure that public awareness campaign is conducted throughout the State and all required information such as fees for the services and the list of ASSKs are available on the website.*

CHAPTER 3
e-Enablement of services

Chapter 3: e-Enablement of services

This chapter examines the planning, business process re-engineering and system development done to provide public services online. Audit examination revealed that none of the departments constituted a task force for development and implementation of e-services. As against 506 services notified under the MRTPS Act, 337 notified services (67 per cent) were not available through the online Portal. Documents related to business process re-engineering for e-enablement of services were not available.

Technical documentation of the application software developed by the system integrator was not available. A third-party audit of the functioning of the online system and its use was not done. Business continuity and disaster recovery plan were not documented.

Vital management information system reports to monitor the delivery of public services were not provided in the system. For applications submitted through the service centres, there was no facility in the online system for filing an appeal either directly by the citizen or through the service centres.

3.1 Introduction

As per the e-Governance policy of Maharashtra, 2011, each department was required to prepare a list of citizen services for e-enablement[1] of services in a time-bound manner. The departmental e-Governance initiatives were to be executed in a planned manner in consultation with DIT. The Government had to ensure that all e-Governance projects were accompanied by plans for re-engineering business processes and change management systems associated with them.

DIT appointed (January 2016) Mahaonline, as the system integrator for the development of a portal, application software for public services and integration with public services provided through other departmental portals. In August 2016, Maharashtra Information Technology Corporation Limited (MahaIT), a GoM enterprise, was established and the responsibility of financial transactions related to ASSKs was assigned to it.

GoM issued (September 2015) detailed guidelines regarding action to be taken by the departments for providing service through the Portal.

The use of Information Technology to provide public services results in benefits to both the service user and the service provider such as the capability to store large amounts of information, quick retrieval of data, opportunities to offer new services and availability of services at the convenience of the people. Audit

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[1] e-enablement of services includes information availability, submission of online forms, online processing and payments, online verification, online status tracking and online availability of services

findings related to e-enablement of online services are discussed in the succeeding paragraphs.

3.2   System design and development

3.2.1   Non-constitution of task force for online services

As per the guidelines issued (September 2015) by GAD, GoM, all government departments were required to prepare a plan for providing online public services notified under the MRTPS Act in a phased manner. For this purpose, each department was required to set up a task force consisting of regional level officers, commissionerate/directorate level officers, concerned administrative department level officers and a representative from Mahaonline/DIT before 15 October 2015. The task force was required to finalise changes in the existing process of delivery of public services and submit a report within one month to DIT and prepare plans for the development and implementation of e-services.

Scrutiny of records in nine test-checked departments revealed that in none of the departments, a task force was constituted and therefore, plans for the development and implementation of e-services were not prepared in any of these departments.

The non-constitution of the task force and non-preparation of plans for development and implementation of e-services resulted in many of the notified services not being e-enabled as discussed in **paragraph 3.3.1**.

During the exit conference, Additional Chief Secretary stated (July 2022) that necessary action would be taken in consultation with NIC and Secretary, Information Technology, GoM.

3.2.2   Non-availability of Government business process re-engineering documents

As per paragraph 7.4 of the e-Governance Policy of Maharashtra, 2011, Government would ensure that all e-Governance projects are accompanied by documented plans for business process re-engineering (BPR).

Since the process involved in the delivery of services is based on rules, manuals or instructions issued from time to time by the departments, documented BPR was required to be prepared and approved before mapping into the online system. However, documents related to BPR for e-enablement of public services prepared, if any, were not available in the nine test-checked departments and DIT.

During the exit conference, Chief Commissioner and Project Manager, MahaIT accepted the facts and assured (July 2022) to look into the issue.

Recommendation 6: Government should ensure that plans for business process re-engineering are documented for all the e-enabled services.

3.2.3   Absence of Service Level Agreement

Mahaonline (system integrator) was required to develop the application software for the services notified under the MRTPS Act on a revenue-sharing

model, under which, Mahaonline was entitled to receive a share out of the service charges collected from the citizen.

Any Information System Project would require a Service Level Agreement (SLA) between the purchaser and the vendor covering issues such as process relating to the design of solution architecture and coding, testing, business process description, documentation, version control, change management, minimum quality of services to be provided and response time for addressing any issues.

Audit observed that though the order on revenue sharing with the system integrator was issued in February 2015, SLA for the development and implementation of application software for providing public services through the Portal was not executed.

In the absence of SLA, Mahaonline failed to address deficiencies in the system as discussed in **paragraph 3.3.8**.

During the exit conference, Chief Commissioner and Project Manager, MahaIT agreed (July 2022) to ensure proper documentation.

3.2.4   Non-availability of technical documentation and user manuals

Technical documentation of an Information Technology (IT) system such as system requirement specifications (SRS), system design documentation (SDD), entity relation diagram (ERD), user acceptance testing (UAT) and data dictionary is necessary to ensure the quality of the system as well as for future maintenance. Audit observed that the technical documentation of application software for online service and design and structure of complete database including database tables and their relationship was not available with DIT.

Besides, the user manual detailing the process at various stages from the time of receipt of application from the citizen till approval of application and monitoring of service delivery was not available with DIT.

The lack of technical documentation on the design and structure of a complete database also pose a major risk for future maintenance of the system and its up-gradation.

During the exit conference, Chief Commissioner and Project Manager, MahaIT agreed (July 2022) to ensure proper documentation.

3.3   Inadequacies in the online system

3.3.1   Notified services not e-enabled

GAD, GoM issued (September 2015) guidelines that all the public services should be provided through the Portal. The guidelines specified the actions to be taken by the departments as shown in **Table 3.1**.

Table 3.1: Action to be taken by departments for e-enablement of services

Sr. No.	Existing procedure for providing public services	Action to be taken by the department
1	If the entire process from the acceptance of the application to the final delivery of the service was being done through the Mahaonline system.	No need for any change
2	If the entire process from the acceptance of the application to the final provision of the service was being done through the software application of the concerned department.	Integrate the complete process from acceptance of applications to final delivery of services through the Portal
3	If the entire process from the acceptance of the application to the final delivery of the service was being done through offline mode.	Develop software application and integrate with Portal
Source: Circular of GAD dated 20 September 2015		

Scrutiny of the records at GAD, DIT and in the nine test-checked departments revealed that documents regarding the schedule of implementation of online services and date(s) from which the services were available online were not available on record.

Analysis of dashboard data revealed that as against 506 notified services, only 169 services were in use. Thus, 67 *per cent* notified services (337 notified services) were not available through the Portal.

As per the information furnished by DIT, the number of software applications developed and integrated by Mahaonline with the Portal is shown in **Table 3.2**.

Table 3.2: Status of software application developed and integrated by Mahaonline

Sr. No.	Status of the software application developed for services	Number of services
1	Applications developed under the MRTPS Act	310
2	Applications integrated with Portal	78
3	Applications under different stages of development and integration	82
Source: Information furnished by DIT		

As seen from **Table 3.2**, as against 388 services **(Sr. No. 1 and 2 of Table 3.2)** developed/integrated with Portal, only 169 services were in use. The department-wise services developed/integrated by Mahaonline under the MRTPS Act and the services actually in use in the Portal are shown in **Appendix 3.1**.

Thus, 219 services though developed/integrated by Mahaonline, were not available to the citizen online. As seen from **Table 3.2**, only 82 services were at different stages of development and integration with Portal and the departments had not taken up the issue of e-enablement of 255 notified services[2] with DIT.

Further, the Food, Civil Supplies and Consumer Protection Department (Department) was providing 11 services through a separate software application *viz., 'Vaidhmapan'* developed by National Informatics Centre while the service of issue of new ration cards or renewal of ration cards was done through its own portal *viz.,* Ration Card Management System. Audit noticed that these services were not integrated with the Portal.

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[2]   337 notified services less 82 services under different stages of integration

Thus, a significant number of notified services were not e-enabled with the Portal despite guidelines issued by GAD in September 2015.

During the exit conference, Chief Commissioner stated (July 2022) that the implementation of online services would be reviewed.

> ***Recommendation 7: Government should review the status of e-enablement of services in each department and prepare a plan for its implementation in a time-bound manner.***

3.3.2 Inadequacies in the system of filing appeals

As per Section 9 of the MRTPS Act, a person whose application for services had been rejected or who was not provided public service within the stipulated time limit had the right to file an appeal before the first appellate authority. A second appeal with the second appellate authority could also be filed against the order of the first appellate authority. The first appellate authority had to decide the appeal within 30 days while the second appellate authority had to decide the appeal within 45 days.

Audit noticed that for an application submitted through ASSKs, there was no facility in the Portal for filing an appeal either directly by the citizen or through ASSKs. The aggrieved citizens had to file appeal with the concerned appellate authority in offline mode. For applications submitted directly by the citizens through the Portal, facility was available for filing appeals in the system. Since 87 *per cent* of applications processed in the year 2020-21 were through ASSKs, these citizens were denied the opportunity to file appeals online.

During the exit conference, Chief Commissioner and Project Manager, MahaIT agreed (July 2022) to take action to create the facility for filing appeals through the portal for applications submitted through ASSKs.

3.3.3 Inadequate Management Information System

As per the workflow of the online system **(refer to chart 2.1 of chapter 2),** desk-1 and desk-2 in the department, scrutinizes the application along with the supporting documents received from the citizen and either accept or return the application. On acceptance, the application is forwarded to the designated authority (desk-3) who approves and digitally signs the certificate. Desk-1 and desk-2 in the department have been given the facility to return incomplete applications back to ASSKs or Portal.

Audit noticed that there was no facility available in the system for the designated authority (desk-3) to verify/review the applications pending at desk-1 and desk-2 and the applications returned by desk-1 and desk-2.

The District Collector of each district designated as the controlling officer for the implementation of the MRTPS Act in the district, is provided with dashboard data showing the number of applications received, applications disposed of and applications pending at the district and taluka level. Audit noticed that the dashboard data available to the District Collector did not show the designated authority-wise status of pending applications.

Audit further noticed that the online system did not generate management information system (MIS) reports such as (a) report showing the services

provided by ASSKs for the purpose of annual evaluation by the District Collector, (b) periodical reports showing the collection of service charges and application fee and remittance of application fee into Government accounts and (c) report showing appellate authority wise pending applications.

Thus, vital MIS reports to monitor the effective and efficient delivery of public services, were not provided in the system resulting in applications pending for more than a year **(Paragraph 2.8.1)** and delay in remittance of application fees in Government account **(Paragraph 2.8.5)**.

During the exit conference, Chief Commissioner and Project Manager, MahaIT stated (July 2022) that improvisation would be done in the system for required MIS.

3.3.4 Incomplete list of villages in the database

While submitting the online application, the ASSK operator or the citizen has to select the district, taluka and village from the drop-down list available in the system.

During the joint survey of ASSKs, seven ASSKs stated that the names of a few villages were not available in the system. On counter-checking the data in the master table, the names of the few villages were not found to be listed in the system as shown in **Table 3.3**.

Table 3.3: Illustrative cases showing names of villages not included in the online system

Sr. No.	District	Tahsil	Names of villages not included in the online system
1	Kolhapur	Shirol	Sambhajipur
2		Hatkanangale	Durgewadi
3	Nagpur	Umred	Heoti
4	Nanded	Kandhar	Nehrunagar, Mumdewadi, Hanmantwadi, Mansingwadi, Kagnewadi and Walsangwadi.
5		Kinwat	Jalna Nagar, Chapala N Tanda, Khairguda, Chincholi, and Kolmandara
6	Pune	Junnar	Khaangav and Chinchechiwadi
7		Khed	Koyali and Koliye

Source: Information furnished by ASSKs

In the absence of a village name, the citizen or ASSK operator had to select any other village name from the list, since the selection of village name was mandatory to complete the application submission process. This also resulted in incorrect village name being included in the certificate issued. The incomplete list of villages indicated that DIT did not ensure the completeness of the master data tables from the District Collectors.

During the exit conference, Project Manager, MahaIT stated (July 2022) that matter would be reviewed and necessary action would be taken.

3.3.5 Assignment of multiple service names in the system for notified services

Scrutiny of master data tables in the system revealed that for one notified service, multiple service names had been assigned. Few illustrative cases are given in **Table 3.4**.

Table 3.4: Multiple names for notified services

Sr. No.	Name of the notified service	Name of the service in the online system
1	Caste Certificate	Caste Certificate (with affidavit),
		Migrant Caste Certificate
2	Non-Creamy Layer Certificate	Non-Creamy Layer Certificate
		Non-Creamy Layer Certificate (with affidavit)
		Non-Creamy Layer Certificate (renewal with affidavit)
		Non-Creamy Layer Certificate (renewal)
Source: Analysis of data done by Audit		

The online system did not ensure the creation of one identity (ID) number for one notified service with the facility to create a sub-category of services under each notified service. The incorrect system design resulted in multiple service name being shown against one notified service thereby inflating the number of services in the system besides the generation of incorrect MIS reports.

During the exit conference, Project Manager, MahaIT stated (July 2022) that matter would be reviewed and necessary action would be taken.

3.3.6 Inadequate validation check for the input of mobile number in the system

As per Rule (7) of the Maharashtra Right to Public Services Rules, 2016 (MRTPS Rule), for any application received through the online Portal, an acknowledgement should be sent through email or short messaging services (SMS) or any other electronic means. Further, as per Rule 10(2) of the MRTPS Rule, the public authorities were required to create a mechanism through which timely updates on the status of the application could be sent to the eligible person through SMS or email or through any other means.

Audit noticed that facility did exist in the online system to send SMS to the mobile phone number of the applicant acknowledging receipt of application and updates on the status of the application. Thus, feeding of correct mobile phone number into the system was of vital importance to ensure transparency in the delivery of public services.

However, analysis of the online data for the year 2019-20 to 2020-21, revealed that the mobile number of the applicant was not properly captured in the system as mobile numbers such as "8888888888" (in 2.51 lakh applications), "9999999999" (in 3.16 lakh applications) and the mobile number of ASSKs (9.59 lakh applications) were found to be entered in the system.

Thus, the system did not have adequate validation checks by way of one-time password (OTP) to prevent the input of incorrect/invalid mobile numbers in the system.

During the exit conference, Project Manager, MahaIT stated (July 2022) that matter would be reviewed and necessary validation checks would be incorporated in the system.

3.3.7 Deficiencies in the dashboard data

A dashboard was created for the Commission, Collectors and designated officers for monitoring the delivery of public services under the MRTPS Act.

Scrutiny of information available on the dashboard revealed that only summarised data of the number of applications received, disposed, pending and disposed within the stipulated time was available. However, the dashboard did not have a facility for the user to drill down to the granular data to ascertain the status of each individual application whenever required.

Six talukas (Ambarnath, Kalyan, Mira-Bhayandar, Murbad, Thane and Ulhasnagar) in Thane district, were processing applications for caste certificates and non-creamy layer certificates partially in online mode. In partial online mode applications received from the citizens were entered into the system but thereafter the processing and issue of certificates were done manually and, therefore, the applications remained pending in the system. Scrutiny of the dashboard data for the year 2020-21 revealed that all the applications received for caste certificate and non-creamy layer certificate in these six talukas were shown as approved, though in the database, the applications were pending. Thus, incorrect data was being captured in such cases on the dashboard.

The deficiency in the dashboard data undermined effective monitoring by stakeholders.

During the exit conference, Chief Commissioner and Project Manager, MahaIT stated (July 2022) that matter would be examined and reviewed.

3.3.8 Unresolved deficiencies in the online system

For effective and efficient functioning of the system, rectification of deficiencies noticed by the users is to be attended promptly. Few deficiencies pointed out (October 2020) by District Collector, Mumbai city which remained unresolved by DIT/Mahaonline are detailed in **Table 3.5**.

Table 3.5: Deficiencies in the online system

Sr. No.	Deficiencies in the online system
1	In case of rejection of an application, the name, designation, address, contact information of appellate authority and time limit for appeal are to be intimated to the applicant. Such facility was not available in the system due to less space provided for giving such details in the system.
2	The name of the caste was not captured correctly in the system example- Meghwal caste captured as Menghwal caste.
3	The system did not display whether an application for a caste certificate was approved or rejected earlier.
4	Frequent break down of the session.
5	Digital signature sometimes appearing below or between two paragraphs instead of appearing above the designation.
6	There was no facility to view the documents attached by the citizen along with the application as the same has to be downloaded before viewing which takes time.
7	There was no facility in the system enabling the designated officer to pull up the application in the absence of subordinate officials for duty in desk-1 and desk-2.

Source: Deficiencies pointed out by District Collector, Mumbai city

The deficiencies shown in **Table 3.5,** indicated that the requirements of the users of the system were not considered before e-enablement of the services and further the deficiencies have not been rectified despite being pointed out in October 2020.

3.3.9 Absence of third-party audit of the system

The Commission in its Annual Report of 2017-18 had recommended a third-party audit of the functioning of the online system and its use but no action was taken on the recommendation. Audit noticed that third-party audit of the functioning of the online system and its use was not done.

During the exit conference, Additional Chief Secretary stated (July 2022) that the matter would be taken up with the Information Technology Department, GoM for conducting third party audit.

3.4 Information system security

3.4.1 Business continuity and disaster recovery plan

An organisation should have a business continuity and disaster recovery plan to retrieve and protect information maintained in case of eventualities. Lack of such Plan can lead to interruption of services or disaster leading to temporary or permanent loss of computer facilities and data.

Audit observed that though the Mahaonline system was a critical system and used throughout the State, business continuity and disaster recovery plan was not documented.

During the exit conference, Project Manager, MahaIT agreed (July 2022) to take action for proper documentation for business continuity and disaster recovery plan.

3.4.2 Inadequate audit trail

Audit trail captures the flow of transactions in a system in order to track the history of transactions. Audit scrutiny revealed that audit trail reports on the various stages of processing the application and issue of certificate were not available in the system.

During the exit conference, Project Manager MahaIT stated (July 2022) that audit trail would be incorporated.

3.4.3 Deficient logical access controls

In any computerised system, access to data is required to be restricted to authorised users only. Audit noticed that though User ID and password were provided to each user of the Mahaonline system, the User IDs were created using generic user names such as 'kalyan.desk3.user7', 'thane.desk3.user1', 'thane.desk3.user4'. Due to the use of generic User ID in the system instead of email id of the official concerned, the name of the official and designation could not be identified to fix accountability in the event of delay in processing the application, if any, as per the MRTPS Act.

> *Recommendation 8: Government may ensure proper documentation of business continuity and disaster recovery plan and development of audit trail report in the system.*

CHAPTER 4

Monitoring and grievance redressal

This chapter covers the efficacy of the monitoring and grievance redressal mechanism set up for the delivery of services. The responsibility for monitoring the implementation of the MRTPS Act was with the Commission. There was shortfall in the inspection of the offices entrusted with the delivery of services and no information regarding offline service delivery was maintained. 57 per cent of the appeal cases filed were pending with the appellate authorities.

4.1 Introduction

The responsibility for monitoring the implementation of the MRTPS Act was with the Commission. The duties of the Commission *inter alia* included taking *suo-motu* notice of failure to deliver public services in accordance with the MRTPS Act and referring such cases for disposal and carrying out inspections of offices entrusted with the delivery of public services. Besides, the Commission was the final appellate authority for redressal of grievances of the citizens relating to rejection of their application or for the delay in delivery of services.

4.2 Monitoring

4.2.1 Non-appointment of Commissioner for each revenue division

As per Section 13 (2) of the MRTPS Act, the Commission shall consist of the State Chief Commissioner having jurisdictions for Mumbai City District and Mumbai Suburban District and one Commissioner having jurisdiction for each corresponding Revenue Division in the State.

The State Chief Commissioner for Right to Service was appointed in March 2017 while the Commissioner for Konkan revenue division was belatedly appointed in September 2019 but fell vacant on resignation (April 2021) of the Commissioner. In the remaining five revenue divisions, *namely*, Amravati, Aurangabad, Nagpur, Nasik and Pune, the Commissioners were not appointed.

Thus, though the MRTPS Act was enacted in 2015, the Commissioners who were responsible for monitoring the implementation of the MRTPS Act were not appointed in five revenue divisions while the post of Commissioner in Konkan division was vacant.

The Commission stated (December 2021) that Commissioners for five revenue divisions have been appointed in November 2021.

4.2.2 Shortfall in the inspection of offices

As per Section 16(1) of the MRTPS Act, it was the duty of the Commission to carry out inspection of offices entrusted with the delivery of public services and the offices of the first and second appellate authority to ensure proper implementation of the MRTPS Act.

The Commission directed all the District Collectors (February 2020) and the Chief Executive Officers of Zilla Parishad (December 2020) to conduct inspection of the offices of the designated officers under their control and submit a monthly report. The Commission had also prescribed a proforma for the inspection report to ascertain the status of implementation of the MRTPS Act and the difficulties in the online system.

In the nine test-checked districts, Audit noticed that though inspection of a few offices was conducted in Bhandara, Kolhapur and Thane districts, inspection reports were not received by the Commission from the District Collectors.

Thus, the Commission was not able to ascertain the status of implementation of the MRTPS Act and the difficulties faced by the various offices in the online system due to lack of adequate inspection and non-receipt of inspection reports.

In reply, District Collectors Thane, Pune, and Aurangabad stated (August 2021, December 2021 and January 2022) that the inspection of the offices would be conducted.

During the exit conference, Chief Commissioner stated (July 2022) that necessary action would be taken to conduct inspections.

4.2.3 Lack of system for monitoring offline delivery of public services

GAD issued (February 2018) directives to all the departments to prepare and consolidate information of offline applications and appeals in the prescribed format and submit the same to GAD and the Commission to monitor the delivery of services in offline mode. For online submission of such information, application software was to be developed by Mahaonline.

Scrutiny of records in the test-checked departments revealed that the information in the prescribed proforma was being sent by the subordinate offices in the district and taluka in manual form to the departments. However, the departments did not consolidate the information received from field offices. Further application software, for the online submission of the information was also not developed by Mahaonline till August 2021.

Thus, due to the non-availability of information of offline applications received and their disposal, GAD and the Commission, were not aware of the pendency of applications received in offline mode for monitoring.

The Commission stated (August 2021) that the development of software for online submission of information was in progress.

During the exit conference, the Additional Chief Secretary stated (July 2022) that offline services are a problematic area and a challenge.

4.3 Grievances redressal

4.3.1 Significant pendency of appeal cases

As mentioned in **paragraph 3.3.2**, in the case of either rejection of application for services or delay in providing public services, the applicant has the right to file an appeal before the first and the second appellate authority. The first and the second appellate authorities were required to decide the appeal within 30 and 45 days respectively from the receipt of the appeal.

Audit noticed that 55 *per cent* and 78 *per cent* appeals were pending with the first and second appellate authorities respectively as shown in **Appendix 4.1**. The overall percentage of appeal cases pending with the appellate authority was 57 *per cent* as of November 2021. The district-wise pendency of appeals is shown in **Appendix 4.2**. In 20 out of 36 districts in the State, the pendency of the first appeal was more than 50 *per cent* and the overall pendency ranged between 24 *per cent* (Mumbai City) and 99 *per cent* (Nandurbar, Ratnagiri and Sindhudurg). While the pendency of the second appeal was more than 50 *per cent* in all 36 districts, which ranged between 53 *per cent* (Mumbai city) and 100 *per cent* (Amravati, Jalna, Nandurbar, Sindhudurg and Washim).

Audit further, noticed that during the review meeting conducted by the Commissioner, the District Collectors stated that the disposal could not be shown in the online system after the end of the stipulated time limit for disposal of the appeal, hence there was pendency. The response of the District Collectors indicated the failure of the appellate authorities to decide the appeals within the stipulated time limit.

During the exit conference, the Chief Commissioner stated (July 2022) that the system gets locked once the timeline of appeal expired and the same would be unlocked to clear the pendency.

> *Recommendation 9: Government should ensure that the appeals are disposed of by the appellate authorities within the stipulated time limit and repeated defaulters identified for appropriate administrative action.*

(P.V. HARI KRISHNA)
Accountant General (Audit)-I,
Maharashtra, Mumbai

Mumbai,
The 27 February 2023

Countersigned

(GIRISH CHANDRA MURMU)
Comptroller and Auditor General of India

New Delhi,
The 28 February 2023

Appendices

Appendix 2.1
(Reference: Paragraph 2.5)
Illustrative cases of Public Services included in the citizen charter but neither included in the master list nor notified under MRTPS Act

Sr. No.	Name of the Department	Sub Department	Public service included in citizen charters but neither included in the master list nor notified under MRTPS Act
01	Medical Education & Drugs Department	Directorate of Medical Education and Research (DMER)	Sickness Certificate (Upto three months)
			Medical Board Certificate
			Referral Medical Board Certificate
			Medical Board Certificate (State Level)
			Fitness Certificate
			Hospitalization Certificate
			Discharge Certificate
			Providing copy of medical papers
			Certificate for Medical Reimbursement
			Any other certificate (including Age certificate) for Senior Citizen
02	Home Department	Transport Department	International Driving License
			To register other vehicle class in the license
			To issue Fitness certificate
			Fitness certificate renewal
			Issue certificate of Non-use of vehicle if informed in advance
			Issue certificate of Non-use of vehicle if informed with delay
			Issue Travellers permit
			Issue National permit
			Issue special permit
			Renewal of permits
			Change of vehicle on permit
			Transfer of permit
03	Social Justice and Special Assistance Department	Social Justice and Special Assistance Department	Pre Recruitment Training to SC and Nav-Bouddha candidates for recruitment in Army and Police
			Motor vehicle training to SC Students
			Dalit Vasti improvement scheme
			Construction of houses for SC and Nav-Bouddha citizens in rural areas

Sr. No.	Name of the Department	Sub Department	Public service included in citizen charters but neither included in the master list nor notified under MRTPS Act
			Admission in old age homes and subsistence allowance to the elderly citizens
			Financial aid/ Grants to inter-caste marriage couple
			Kanyadaan scheme
			De-Addiction Central Grant scheme
			Financial Assistance to Charitable Institutions for campaigns against Drugs abuse
			Rajarshi Chhatrapati Shahu Maharaj Merit Award
			Book Bank scheme for students of colleges having professional courses in Medical, Agricultural, Technical, Veterinary, Engineering fields
			Karmaveer Dadasaheb Gaikwad Strengthening and Self-respect scheme
			Scheme to provide iron sheet stalls to Gatai workers
			Professional training to SC candidates in Government ITIs
			Assistance Grants to Aided backward class hostels run by Charitable Institutions
			Ashramshalas for SC boys and girls and grants to run these ashramshalas
			Grants to Social Welfare Colleges
			Financial Assistance to Institutions for extension to buildings of aided Backward Class hostels
			Indira Gandhi national handicapped pension scheme
			Indira Gandhi national widow pension scheme
			National Family Benefit Scheme
			Aam Admi Insurance scheme
			Financial assistance to physically disabled students for Prosthetic organs & devices
			Financial assistance to Physically disabled person for starting small scale industry
			Financial Assistance to Physically disabled person to start a skilled profession
			Cases admitted in the court of Commissioner, Welfare of Handicaps
			Central government grants to Institutions for Welfare of Handicaps
04	Urban Development Department	Municipal Corporation of Greater Mumbai	Permission to repair house
			New Drainage connection
			Permission for processions and digging roads
			Permission to trim the trees
			Complaint regarding lifting garbage from the roads, residential areas and garbage bins

Sr. No.	Name of the Department	Sub Department	Public service included in citizen charters but neither included in the master list nor notified under MRTPS Act
			Complaint regarding street hawker menace
			Complaint regarding food sold in the open
			Complaint regarding illegal activities *e.g.*, illegal slaughter of animals
			Complaint regarding overflowing drains
			Complaint regarding repair of septic lines
			Admission to students in municipal schools
			Reservation of the open air theatre for cultural programs
			Issue licenses to various commercial enterprises like restaurants, lodging house, bakery, sweet shops, hair cutting salons, cold storage, flour mills, milk shops/ dairy etc.

Appendix 2.2
(Reference: Paragraph 2.7.2)
District wise and taluka wise details of ASSKs providing notified services

Sr. No.	District	Taluka	ASSKs established	Number of ASSKs providing notified services	Percentage of ASSKs providing notified services
1	Mumbai City	Mumbai City	22	2	9
2	Satara	Jaoli	51	5	10
3	Sangli	Kadegaon	46	5	11
4	Palghar	Jawhar	66	8	12
5	Raigad	Mahad	53	7	13
6	Satara	Wai	79	12	15
7	Palghar	Dahanu	128	22	17
8	Pune	Bhor	60	10	17
9	Pune	Velhe	6	1	17
10	Sangli	Shirala	70	12	17
11	Satara	Mahabaleshwar	35	6	17
12	Amravati	Dharni	72	14	19
13	Nandurbar	Akrani	36	7	19
14	Satara	Patan	140	26	19
15	Ratnagiri	Dapoli	56	11	20
16	Thane	Murbad	44	9	20
17	Palghar	Mokhada	33	7	21
18	Raigad	Mhasla	14	3	21
19	Raigad	Sudhagad	14	3	21
20	Raigad	Tala	14	3	21
21	Sangli	Kavathemahankal	47	10	21
22	Raigad	Murud	23	5	22
23	Palghar	Talasari	40	9	23
24	Ratnagiri	Guhagar	61	14	23
25	Sangli	Sankh	35	8	23
26	Satara	Man	92	21	23

Sr. No.	District	Taluka	ASSKs established	Number of ASSKs providing notified services	Percentage of ASSKs providing notified services
27	Sindhudurg	Vaibhavwadi	22	5	23
28	Kolhapur	Ajra	68	16	24
29	Raigad	Roha	46	11	24
30	Sangli	Jat	72	17	24
31	Satara	Karad	216	55	25
32	Yavatmal	Arni	100	25	25
33	Palghar	Vikramgad	46	12	26
34	Raigad	Mangaon	53	14	26
35	Sangli	Palus	39	10	26
36	Thane	Bhiwandi	154	40	26
37	Nashik	Surgana	75	20	27
38	Pune	Purandhar	60	16	27
39	Raigad	Poladpur	15	4	27
40	Ratnagiri	Sangameshwar	88	24	27
41	Sindhudurg	Malwan	73	20	27
42	Sindhudurg	Kankavli	69	19	28
43	Sangli	Khanapur	49	14	29
44	Pune	Khed	93	28	30
45	Pune	Mawal	56	17	30
46	Ratnagiri	Mandangad	27	8	30
47	Jalgaon	Chalisgaon	115	37	32
48	Kolhapur	Bhudargad	105	34	32
49	Ratnagiri	Rajapur	79	26	33
50	Solapur	Sangole	99	33	33
51	Nanded	Kinwat	100	34	34
52	Satara	Satara	169	57	34
53	Jalgaon	Bhadgaon	43	15	35
54	Jalgaon	Bodwad	40	14	35
55	Nagpur	Kamptee	78	27	35

Sr. No.	District	Taluka	ASSKs established	Number of ASSKs providing notified services	Percentage of ASSKs providing notified services
56	Nashik	Kalwan	112	39	35
57	Nashik	Peth	63	22	35
58	Palghar	Palghar	121	42	35
59	Raigad	Pen	48	17	35
60	Nagpur	Kalameshwar	73	26	36
61	Satara	Phaltan	123	44	36
62	Solapur	Barshi	166	59	36
63	Yavatmal	Zari-Jamani	55	20	36
64	Ratnagiri	Khed	59	22	37
65	Beed	Kaij	114	43	38
66	Raigad	Karjat	45	17	38
67	Raigad	Shrivardhan	21	8	38
68	Ratnagiri	Lanja	37	14	38
69	Sindhudurg	Vengurla	56	21	38
70	Solapur	Akkalkot	144	54	38
71	Gadchiroli	Etapalli	31	12	39
72	Nandurbar	Shahada	160	62	39
73	Nashik	Dindori	133	52	39
74	Raigad	Khalapur	36	14	39
75	Satara	Khatav	109	43	39
76	Nashik	Trimbakeshwar	87	35	40
77	Palghar	Wada	80	32	40
78	Sangli	Tasgaon	87	35	40
79	Thane	Shahapur	87	35	40
80	Yavatmal	Kelapur	63	25	40
81	Ahmednagar	Jamkhed	74	30	41
82	Jalgaon	Raver	109	45	41
83	Nagpur	Savner	68	28	41
84	Ratnagiri	Chiplun	126	52	41

Sr. No.	District	Taluka	ASSKs established	Number of ASSKs providing notified services	Percentage of ASSKs providing notified services
85	Ratnagiri	Ratnagiri	86	35	41
86	Sindhudurg	Dodamarg	22	9	41
87	Kolhapur	Chandgad	103	43	42
88	Kolhapur	Kagal	116	49	42
89	Kolhapur	Radhanagari	113	47	42
90	Nanded	Deglur	57	24	42
91	Nashik	Igatpuri	96	40	42
92	Raigad	Uran	24	10	42
93	Sangli	Walwa	93	39	42
94	Satara	Khandala	67	28	42
95	Sindhudurg	Sawantwadi	65	27	42
96	Thane	Ambarnath	77	32	42
97	Sangli	Atpadi	69	30	43
98	Solapur	Upper Tahsil Mandrup	53	23	43
99	Ahmednagar	Akole	102	45	44
100	Chandrapur	Jiwati	50	22	44
101	Gadchiroli	Sironcha	54	24	44
102	Jalgaon	Chopda	108	48	44
103	Kolhapur	Gaganbavada	41	18	44
104	Kolhapur	Gadhinglaj	75	33	44
105	Nagpur	Parseoni	62	27	44
106	Satara	Koregaon	109	48	44
107	Solapur	Madha	137	60	44
108	Solapur	Mohol	108	48	44
109	Yavatmal	Mahagaon	118	52	44
110	Jalgaon	Parola	76	34	45
111	Nagpur	Kuhi	69	31	45
112	Sindhudurg	Kudal	74	33	45
113	Solapur	Mangalwedha	78	35	45

Sr. No.	District	Taluka	ASSKs established	Number of ASSKs providing notified services	Percentage of ASSKs providing notified services
114	Washim	Karanja	98	44	45
115	Yavatmal	Maregaon	56	25	45
116	Aurangabad	Sillod	140	65	46
117	Gondia	Sadak-Arjuni	76	35	46
118	Kolhapur	Shirol	96	44	46
119	Nanded	Bhokar	50	23	46
120	Osmanabad	Bhoom	106	49	46
121	Yavatmal	Digras	70	32	46
122	Yavatmal	Yavatmal	110	51	46
123	Beed	Parli	102	48	47
124	Latur	Deoni	43	20	47
125	Osmanabad	Paranda	94	44	47
126	Pune	Junnar	107	50	47
127	Raigad	Panvel	62	29	47
128	Sindhudurg	Devgad	62	29	47
129	Thane	Kalyan	115	54	47
130	Ahmednagar	Parner	98	47	48
131	Chandrapur	Warora	146	70	48
132	Nanded	Himayatnagar	33	16	48
133	Nanded	Kandhar	105	50	48
134	Nandurbar	Nandurbar	164	78	48
135	Palghar	Vasai	120	57	48
136	Pune	Mulshi	52	25	48
137	Solapur	Solapur South	61	29	48
138	Amravati	Chandurbazar	79	39	49
139	Nagpur	Ramtek	85	42	49
140	Nanded	Mukhed	96	47	49
141	Nandurbar	Nawapur	142	69	49
142	Yavatmal	Ghatanji	80	39	49

Appendix 2.3
(Reference: Paragraph 2.8.1)
List of notified services having significant pending applications

Sr. No	Department	Service name	2016-17		2017-18		2018-19		2019-20		2020-21	
			Application received	Application pending	Application received	Application pending	Application received	Application pending	Application received	Application pending	Application received	Application pending
1	Revenue & Forest Department	Income Certificate	4073672	123435	4682525	67761	5479096	78208	5893599	54151	5252354	239409
2	Revenue & Forest Department	General Affidavit	3550354	6528	4018581	25605	5019601	48755	4801659	43892	4010515	48751
3	Revenue & Forest Department	Age, Nationality and Domicile	1027050	22797	2018258	43602	1631670	90399	1569426	101186	1180596	92311
4	Revenue & Forest Department	Caste/Migrant Caste Certificate	1294024	1388	1522667	55351	1380614	62975	1372768	50191	839615	131853
5	Revenue & Forest Department	Non-Creamy Layer Certificate	573846	725	786386	10234	654999	32740	507424	48103	390202	46824
6	Revenue & Forest Department	Residence Certificate	318601	5638	505722	11271	562909	28927	549238	28096	319942	16980
7	Revenue & Forest Department	Certified Copy	37216	64	190782	20108	232850	17639	184504	14489	168297	33132
8	Revenue & Forest Department	Alpabhudharak	20488	772	41494	3744	58540	7760	66281	10053	70645	10812
9	Revenue & Forest Department	Bhoomiheen Certificate	11266	82	17513	812	51166	5146	85498	10596	60392	10297
10	Revenue & Forest Department	Farmer Certificate	12918	152	29869	1092	37316	1378	35077	3616	31883	4400
11	Revenue & Forest Department	Senior Citizen Certificate	49160	1395	41308	2126	90515	14328	91149	5417	30205	2409
12	Revenue & Forest Department	Solvency Certificate	12322	492	19601	1834	27754	3774	25602	6151	20847	4977
13	Revenue & Forest Department	Dongari Certificate	11990	64	17772	937	17843	690	17211	1440	9464	1087
14	Revenue & Forest Department	Measurement Very Urgent	28	0	11650	3088	6881	2238	3039	1700	1238	721
15	Home Department	Police Clearance Certificate	306712	4684	742666	74691	675819	115388	809337	113973	541009	62862

Sr. No	Department	Service name	2016-17		2017-18		2018-19		2019-20		2020-21	
			Application received	Application pending	Application received	Application pending	Application received	Application pending	Application received	Application pending	Application received	Application pending
16	Home Department	Permit for Foreign and Country Liquor FLXC	2011	179	4746	176	7916	345	16015	1364	171682	8663
17	Home Department	License for Amplifier Sound System	5	3	2040	1510	5815	4339	8091	6283	2597	2364
18	Home Department	Temporary Function License	13	0	242	8	19489	508	20850	708	2558	284
19	Home Department	License for sale at Hotel Form FLIII	7	2	222	110	740	336	1676	807	1439	879
20	Home Department	Vessel Survey			1164	1060	1555	845	1275	1188	1153	1147
21	Industry, Energy & Labour Department	Registration of Shop and Establishment	488879	3204	495680	2829	902196	723	1012935	1035	1212794	1172
22	Industry, Energy & Labour Department	Change in Name/DOB/ Religion	116791	0	223568	0	277560	1	360452	6	280680	2
23	Industry, Energy & Labour Department	Permission for charging of electrical installation			4606	14	30082	470	46845	363	30613	25
24	Industry, Energy & Labour Department	Sanction to Erection of Lift	421	0	15894	3	16901	21	16176	121	11541	175
25	Industry, Energy & Labour Department	License for working of the Lift	3	0	9987	3	14454	8	13995	85	10988	98
26	Industry, Energy & Labour Department	License of contractor under CL Act 1970	12238	306	9908	243	9915	275	9512	231	8572	235
27	Industry, Energy & Labour Department	Factory Renewal	7671	282	9019	241	8813	214	7251	246	7013	261
28	Industry, Energy & Labour Department	Renewal of Contractor License under CL Act 1970	9491	113	6061	60	5919	45	5940	47	5723	92
29	Industry, Energy & Labour Department	Application form for Plan Approval of Electrical Installation					188	1	6340	189	5334	181

Sr. No	Department	Service name	2016-17		2017-18		2018-19		2019-20		2020-21	
			Application received	Application pending	Application received	Application pending	Application received	Application pending	Application received	Application pending	Application received	Application pending
30	Industry, Energy & Labour Department	Hydraulic Test for renewal of certificate	351	2	3232	15	3815	8	3549	7	3648	6
31	Industry, Energy & Labour Department	Building and Other Construction Registration	1625	37	2197	67	2898	88	3740	114	3464	165
32	Industry, Energy & Labour Department	Plan Approval	2538	125	3056	92	4021	111	4603	327	3102	135
33	Industry, Energy & Labour Department	Registration of Factory	1248	73	2575	74	3578	125	3171	104	2601	133
34	Industry, Energy & Labour Department	Generating Set Plan Approval					1810	33	2237	66	1663	72
35	Industry, Energy & Labour Department	Generating Set Energization Service					945	32	1672	15	1196	0
36	Industry, Energy & Labour Department	Registration of Principal Employer under CL Act 1970	1444	27	960	18	1171	17	1169	16	1097	27
37	Social Justice & Special Assistance Department	Sanjay Gandhi Niradhar Scheme/Shravan Bal Yojna	4608	2820	213348	158036	381961	318146	364875	239385	292420	191365
38	Social Justice & Special Assistance Department	Issue of Disability Identity Card	2574	1874	34087	18757	31746	22206	22878	15394	5879	4405
39	Rural Development and Panchayat Raj Department	Marriage Certificate	2847	427	4306	1138	133	45	28	0	21710	10727
40	Rural Development and Panchayat Raj Department	Birth Certificate	2252	362	2584	672	62	15	1	1	13822	6928
41	Rural Development and Panchayat Raj Department	Death Certificate	294	55	572	144	12	7			3619	1691
42	Urban Development Department	New Water Connection					1	1	6417	2697	5963	2750

Sr. No	Department	Service name	2016-17		2017-18		2018-19		2019-20		2020-21	
			Application received	Application pending	Application received	Application pending	Application received	Application pending	Application received	Application pending	Application received	Application pending
43	Co-operation, Marketing and Textile Department	Renewal License	53	42	705	427	4750	2498	3922	2632	4222	3740
44	Co-operation, Marketing and Textile Department	Society Registration	6	1	326	19	3609	608	3859	603	1151	392
45	Food, Civil Supplies and consumer protection Department	Ration Card/ Renewal	53576	2	52518	12	20365	1	5958	3	4641	0
46	Higher & Technical Education Department	Migration Certificate	388	37	12132	1277	10088	884	9106	1127	5546	682
47	Higher & Technical Education Department	Duplicate Marksheet	4	3	143	98	232	50	2252	1141	2483	2123
48	Higher & Technical Education Department	Transcript Certificate	209	60	617	563	823	823	1149	1149	1159	1159
49	Housing Department	Regularization (Residential)			1	0			3258	0	2617	0
50	Housing Department	No Objection Certificate for Mortgage							2592	0	1792	0
51	Housing Department	BPP Letter /World Bank							1935	0	1082	0
52	Women and Child Development Department	Application Form for Enrolment of Children (6 months – 3 yrs) at Anganwadis	94	81	227	227	260	260	699	699	1064	1064
53	Tribal Development Department	Provide Government Hostel facilities to Tribal Boys & Girls			79931	1705	69721	3002	69005	2422	61993	3538
		Total	**12011288**	**178333**	**15843448**	**511854**	**17771117**	**867436**	**18057240**	**773629**	**15127825**	**953505**

Appendix 2.4

(Reference: Paragraph 2.8.2)

List of notified services in which significant number of applications were disposed beyond the notified time

Sr. No.	Department	Service Name	Time limit in no of days	2016-17		2017-18		2018-19		2019-20		2020-21	
				No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)
1	Revenue & Forest Department	Income Certificate	15	3950237	447223 (11%)	4614764	1267339 (27%)	5400888	3077356 (57%)	5839448	17047 (0.3%)	5012945	259480 (5%)
2	Revenue & Forest Department	General Affidavit	1	3543826	1770981 (49%)	3992976	3128012 (78%)	4970846	3964610 (80%)	4757767	94357 (2%)	3961764	2572 (0.06%)
3	Revenue & Forest Department	Age, Nationality and Domicile Certificate	15	1004253	91504 (9%)	1974656	564149 (29%)	1541271	361565 (23%)	1468240	106069 (7%)	1088285	69046 (6%)
4	Revenue & Forest Department	Caste/Migrant Caste Certificate	21	1292636	559904 (43%)	1467316	1055794 (72%)	1317639	803106 (61%)	1322577	31403 (2%)	707762	63009 (9%)
5	Revenue & Forest Department	Non-Creamy Layer Certificate	21	573121	173094 (30%)	776152	572474 (74%)	622259	216547 (35%)	459321	38823 (8%)	343378	21297 (6%)
6	Revenue & Forest Department	Residence Certificate	7	312963	48554 (16%)	494451	176729 (36%)	533982	147711 (28%)	521142	65939 (13%)	302962	41823 (14%)
7	Revenue & Forest Department	Certified Copy	7	37152	16015 (43%)	170674	111687 (65%)	215211	154842 (72%)	170015	29112 (17%)	135165	23527 (17%)
8	Revenue & Forest Department	Alpabhudharak	15	19716	7022(36%)	37750	12841 (34%)	50780	16434 (32%)	56228	2316 (4%)	59833	3561 (6%)
9	Revenue & Forest Department	Bhoomiheen Certificate	15	11184	4859 (43%)	16701	10997 (66%)	46020	18835 (41%)	74902	2527 (3%)	50095	2762 (6%)
10	Revenue & Forest Department	Farmer Certificate	15	12766	1412 (11%)	28777	15671 (54%)	35938	16492 (46%)	31461	745 (2%)	27483	1543 (6%)
11	Revenue & Forest Department	Senior Citizen Certificate	7	47765	3649 (8%)	39182	19838 (51%)	76187	10666 (14%)	85732	48755 (57%)	27796	10031 (36%)
12	Revenue & Forest Department	Solvency Certificate	21	11830	4213 (36%)	17767	10591 (60%)	23980	12849 (54%)	19451	815 (4%)	15870	519 (3%)
13	Revenue & Forest Department	Dongari Certificate	7	11926	5652 (47%)	16835	7940 (47%)	17153	3938 (23%)	15771	3737 (24%)	8377	495 (6%)
14	Revenue & Forest Department	Measurement Very Urgent	60	28	11 (39%)	8562	4654 (54%)	4643	2573 (55%)	1339	814 (61%)	517	50 (10%)
15	Home Department	Police Clearance Certificate	30	302028	85490 (28%)	667975	204688 (31%)	560431	114231 (20%)	695364	158149 (23%)	478147	105195 (22%)

Sr. No.	Department	Service Name	Time limit in no of days	2016-17		2017-18		2018-19		2019-20		2020-21	
				No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)
16	Home Department	Permit for Foreign and Country Liquor FLXC	2	1832	433 (24%)	4570	710 (16%)	7571	2278 (30%)	14651	3072 (21%)	163019	16838 (10%)
17	Home Department	Licence for Amplifier Sound System	3	2	0	530	0	1476	0	1808	0	233	0
18	Home Department	Temporary Function License	1	13	5 (38%)	234	4 (2%)	18981	134 (1%)	20142	157 (1%)	2274	1650 (73%)
19	Home Department	License for sale at Hotel Form FLIII	60	5	5 (100%)	112	112 (100%)	404	402 (100%)	869	781 (90%)	560	466 (83%)
20	Home Department	Vessel Survey	60			104	67 (64%)	710	657 (93%)	87	62 (71%)	6	0
21	Industry, Energy & Labour Department	Registration of Shop and Establishment	1	485675	106985 (22%)	492851	80614 (16%)	901472	7639 (1%)	1011876	20913 (2%)	1211571	19555 (2%)
22	Industry, Energy & Labour Department	Change In Name/DOB/Religion	15	116791	9299 (8%)	223568	1688 (1%)	277559	1395 (1%)	360446	7735 (2%)	280678	9551 (3%)
23	Industry, Energy & Labour Department	Permission for charging of electrical installation	30			4592	519 (11%)	29612	937 (3%)	46482	2649 (6%)	30588	1155 (4%)
24	Industry, Energy & Labour Department	Sanction to Erection of Lift	30	421	111 (26%)	15891	905 (6%)	16880	576 (3%)	16055	3713 (23%)	11366	7461 (66%)
25	Industry, Energy & Labour Department	License for working of the Lift	30	3	0	9984	139 (1%)	14446	1068 (7%)	13910	5870 (42%)	10890	5995 (55%)
26	Industry, Energy & Labour Department	License of contractor under CL Act 1970	7	11932	7380 (62%)	9665	5577 (58%)	9640	5759 (60%)	9281	6095 (66%)	8337	5854 (70%)
27	Industry, Energy & Labour Department	Factory Renewal	60	7389	6478 (88%)	8778	7227 (82%)	8599	6505 (76%)	7005	5271 (75%)	6752	4813 (71%)
28	Industry, Energy & Labour Department	Renewal of Contractor License under CL .Act 1970	7	9378	6090 (65%)	6001	3647 (61%)	5874	3544 (60%)	5893	4032 (68%)	5631	3958 (70%)
29	Industry, Energy & Labour Department	Application form for Plan Approval of Electrical Installation	30					187	23 (12%)	6151	824 (13%)	5153	651 (13%)
30	Industry, Energy & Labour Department	Hydraulic Test for renewal of certificate	60	349	72 (21%)	3217	837 (26%)	3807	1333 (35%)	3542	1668 (47%)	3642	2476 (68%)
31	Industry, Energy & Labour Department	Building and Other Construction Registration	7	1588	883 (56%)	2130	1134 (53%)	2810	1613 (57%)	3626	2108 (58%)	3299	2137 (65%)

Sr. No.	Department	Service Name	Time limit in no of days	2016-17		2017-18		2018-19		2019-20		2020-21	
				No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)
32	Industry, Energy & Labour Department	Plan Approval	45	2413	412 (17%)	2964	478 (16%)	3910	614 (16%)	4250	974 (23%)	2940	987 (34%)
33	Industry, Energy & Labour Department	Registration of Factory	60	1175	898 (76%)	2501	1641 (66%)	3453	2111 (61%)	3067	2207 (72%)	2468	1656 (67%)
34	Industry, Energy & Labour Department	Generating Set Plan Approval	30					1777	362 (20%)	2171	365 (17%)	1591	214 (13%)
35	Industry, Energy & Labour Department	Generating Set Energization Service	30					913	70 (8%)	1657	184 (11%)	1196	105 (9%)
36	Industry, Energy & Labour Department	Registration of Principal Employer under CL.Act 1970	7	1417	905 (64%)	942	587 (62%)	1154	680 (59%)	1153	785 (68%)	1070	756 (71%)
37	Social Justice & Special Assistance Department	Sanjay Gandhi Niradhar Scheme/Shravan Bal Yojna	30	1788	646 (36%)	55312	21616 (39%)	63815	11110 (17%)	125490	41967 (33%)	101055	10611 (11%)
38	Social Justice & Special Assistance Department	Issue of Disability Identity Card	30	700	549 (78%)	15330	11341 (74%)	9540	7542 (79%)	7483	5759 (77%)	1470	819 (56%)
39	Rural Development and Panchayat Raj Department	Marriage Certificate	7	2420	2357 (97%)	3168	2993 (94%)	88	83 (94%)	28	26 (93%)	10983	10192 (93%)
40	Rural Development and Panchayat Raj Department	Birth Certificate	7	1890	1838 (97%)	1912	1822 (95%)	47	44 (94%)	0	0	6894	6257 (91%)
41	Rural Development and Panchayat Raj Department	Death Certificate	7	239	232 (97%)	428	411 (96%)	5	5 (100%)			1928	1600 (83%)
42	Urban Development Department	New Water Connection	15					0	0	3719	2220 (60%)	3213	2078 (65%)
43	Co-operation, Marketing and Textile Department	Renewal License	60	11	10 (91%)	278	254 (91%)	2252	2042 (91%)	1290	1158 (90%)	482	433 (90%)
44	Co-operation, Marketing and Textile Department	Society Registration	60	5	0	307	45 (15%)	3001	506 (17%)	3256	651 (20%)	759	120 (16%)

Sr. No.	Department	Service Name	Time limit in no of days	2016-17		2017-18		2018-19		2019-20		2020-21	
				No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)	No. of disposed application	Not on time (%)
45	Food, Civil Supplies and consumer protection Department	Ration Card /Renewal	30	53574	32880 (61%)	52506	52358 (100%)	20364	10441 (51%)	5955	0	4641	0
46	Higher & Technical Education Department	Migration Certificate	21	351	124 (35%)	10855	6478 (60%)	9204	2431 (26%)	7979	1299 (16%)	4864	644 (13%)
47	Higher & Technical Education Department	Duplicate Marksheet	15	1	1 (100%)	45	40 (89%)	182	120 (66%)	1111	829 (75%)	360	262 (73%)
48	Higher & Technical Education Department	Transcript Certificate	21	149	146 (98%)	54	54 (100%)	0	0	0	0	0	0
49	Housing Department	Regularization (Residential)	23			1	0			3258	0	2617	0
50	Housing Department	No Objection Certificate for Mortgage	12							2592	0	1792	0
51	Housing Department	BPP Letter /World Bank	21							1935	0	1082	0
52	Women and Child Development Department	Application Form for Enrolment of Children (6 months – 3 yrs) at Anganwadis	1	13	13 (100%)	0	0	0	0	0	0	0	0
53	Tribal Development Department	Provide Government Hostel facilities to Tribal Boys & Girls	45			78226	5671 (7%)	66719	2039 (3%)	66583	2306 (3%)	58454	38884 (67%)
	Total			**11832955**	**3398335 (28.72%)**	**15331594**	**7372373 (48.08%)**	**16903680**	**8995818 (53.22%)**	**17283559**	**726288 (4.20%)**	**14174237**	**763088 (5.38%)**

Appendix 3.1
(Reference: Paragraph 3.3.1)
The department-wise services developed/integrated by Mahaonline under the MRTPS
Act and the services actually in use in the Portal

Sr. No.	Name of the department	Services developed and integrated by Mahaonline	Number of Services available in the online system
1	Revenue and Forest Department	62	29
2	Industry, Labour and Energy Department	65	27
3	Home Department	48	23
4	Social Justice and Special Assistance Department	8	7
5	Tribal Development Department	1	1
6	Rural Development and Panchayat Raj Department	7	7
7	Higher and Technical Education Department	9	9
8	Housing Department	20	13
9	Urban Development Department	39	16
10	Co-operation, Marketing and Textile Department	5	4
11	Food, Civil Supplies and Consumer Protection Department	10	6
12	Women and Child Development Department	8	8
13	School Education and Sport Department	12	7
14	Agriculture, Animal Husbandry, Dairy Development and Fisheries Department	31	4
15	Minority Development Department	1	1
16	Water Resources Department	10	6
17	Water Supply and Sanitation Department	2	1
18	Law and Judiciary Department	2	0
19	Medical Education and Drugs Department	21	0
20	Planning Department	1	0
21	Public Health Department	1	0
22	Tourism department	20	0
23	Environment Department	4	0
24	Finance Department	1	0
	Total	**388**	**169**

Appendix 4.1
(Reference: Paragraph 4.3.1)
Department-wise appeals pending

Department	First appeal			Second appeal		
	Total Received	**Total pending**	**Percentage of pendency**	**Total Received**	**Total pending**	**Percentage of pendency**
Animal Husbandry	56	56	100	8	8	100
Energy	52	52	100	4	4	100
Higher and Technical Education	1756	1414	81	165	162	98
Home	6	6	100	4	4	100
Industries	10622	1852	17	862	118	14
Labour	64066	19000	30	3881	1063	27
Law and Judiciary	2	2	100	1	1	100
Public Health	1	1	100	0	0	0
Revenue	22646	21410	95	5788	5697	98
Rural Development and Panchayat Raj	22990	22982	99	5884	5884	100
School Education and Sports	44	41	93	2	2	100
Women and Child Development	14	14	100	7	0	0
Grand Total	**122255**	**66830**	**55**	**16606**	**12943**	**78**

Appendix 4.2
(Reference: Paragraph 4.3.1)
District wise appeals pending

Sr. No.	District	First appeal			Second appeal		
		Total Received	Total pending	Percentage of pendency	Total Received	Total pending	Percentage of pendency
1	Ahmednagar	3788	3102	82	522	516	99
2	Akola	1789	573	32	217	138	64
3	Amravati	1690	639	38	168	168	100
4	Aurangabad	5911	3772	64	666	460	69
5	Beed	1893	1124	59	359	320	89
6	Bhandara	691	308	45	79	53	67
7	Buldhana	2193	992	45	293	282	96
8	Chandrapur	1622	613	38	211	150	71
9	Dhule	1057	659	62	151	146	97
10	Gadchiroli	396	334	84	52	48	92
11	Gondia	696	297	43	99	76	77
12	Hingoli	502	365	73	116	106	91
13	Jalgaon	2920	1394	48	422	343	81
14	Jalna	2461	935	38	285	285	100
15	Kolhapur	2502	1339	54	458	413	90
16	Latur	1566	1013	65	301	266	88
17	Mumbai City	9019	2164	24	1102	583	53
18	Mumbai Suburban	4584	3779	82	858	823	96
19	Nagpur	6546	2547	39	671	366	55
20	Nanded	1767	1060	60	260	228	88
21	Nandurbar	491	486	99	99	99	100
22	Nashik	7208	2909	40	975	908	93
23	Osmanabad	1216	786	65	240	209	87
24	Palghar	1887	1779	94	292	283	97
25	Parbhani	1236	732	59	209	199	95
26	Pune	18119	6790	37	2818	1764	63
27	Raigad	5596	2121	38	508	369	73
28	Ratnagiri	1295	1279	99	267	265	99
29	Sangli	2276	864	38	298	292	98
30	Satara	1945	1211	62	401	319	80
31	Sindhudurg	484	478	99	104	104	100
32	Solapur	2990	1395	47	600	598	99
33	Thane	20979	17285	82	2090	1384	66
34	Wardha	1092	523	48	151	117	77
35	Washim	474	399	84	79	79	100
36	Yavatmal	1374	784	57	185	184	99
	Grand Total	**122255**	**66830**	**55**	**16606**	**12943**	**78**