



Government Of Maharashtra

## **Business Reform Action Plan 2016 Response by Government of Maharashtra**

### **Area 1: Access to Information and Transparency Enablers**

**9: Enact a legislation (e.g. Right to Services Act) to mandate time-bound delivery of services to Industries/ Businesses**

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**Response:** **Yes**

#### **Remarks:**

Government of Maharashtra conceptualized and introduced the Aaple Sarkar Portal in 2015, with an objective to provide a single touch point for various Government to Business (G2B) and Government to Citizen (G2C) services. It is a pivotal and essential element of the strategy to achieve Hon'ble Chief Minister's vision of making Maharashtra a digital state by 2019. The Aaple Sarkar portal which is supported by the underlying framework of 'Seva Hami Kayada' or 'The Right to Public Services Act', was enacted on August 21, 2015. The portal ensures transparency, timeliness and accountability in the services rendered by the State to its citizens. Currently, about 224 services offered by various Departments have been notified under the Right to Services Act, 2015. Out of these services the State has so far integrated about 155 services with the Aaple Sarkar portal.

#### **Web Link :**

The Right to Public Services Act 2015 document could be accessed at -

<https://aaplesarkar.mahaonline.gov.in/pdf/Right to Service Act.pdf>



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### Supporting Documents:

Please refer below relevant extracts of the 'Right to public service Act' 2015 legislation :

RNI No. MAHEN/2009/85528



### महाराष्ट्र शासन राजपत्र असाधारण भाग आठ

वर्ष १, अंक २३]

मंगळवार, एप्रिल २८, २०१५/वैशाख ८, मके १९२७

[ पृष्ठे ११, किंमत : रुपये २७.००

असाधारण क्रमांक ४८

प्राधिकृत प्रकाशन

महाराष्ट्र विधानमंडळाचे अधिनियम व राज्यपालांनी प्रख्यापित केलेले अध्यादेश व केलेले विनियम आणि विधि व न्याय विभागाकडून आलेली विधेयके (इंग्रजी अनुवाद).

In pursuance of clause (3) of article 348 of the Constitution of India, the following translation in English of the Maharashtra Right to Public Services Ordinance, 2015 (Mah. Ord. V of 2015), is hereby published under the authority of the Governor.

By order and in the name of the Governor of Maharashtra,

M. A. SAYEED,

Principal Secretary and R.L.A. to Government,  
Law and Judiciary Department.

#### GENERAL ADMINISTRATION DEPARTMENT

Mantralaya, Madam Cama Marg, Hutatma Rajguru Chowk,  
Mumbai 400 032, dated the 28th April 2015.

#### MAHARASHTRA ORDINANCE No. V OF 2015.

#### AN ORDINANCE

*to provide for delivery of transparent, efficient and timely public services to the eligible persons in the State of Maharashtra and for matters connected therewith or incidental thereto.*

WHEREAS both Houses of the State Legislature are not in session ;

AND WHEREAS the Governor of Maharashtra is satisfied that circumstances exist which render it necessary for him to take immediate action to make a comprehensive law to provide for delivery of transparent, efficient and timely public services to the eligible persons in the State of Maharashtra and to bring transparency and accountability in the Departments and agencies of the Government and other Public Authorities which provide public services to the eligible persons and for matters connected therewith or incidental thereto ;

(1)

मन्.अस-४८-१