

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
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 <i>e.g.</i> , 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	Alpabudharak	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	Alpabudharak	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

