



Your Service is our Duty

The Maharashtra Right to Public Services Act, 2015 is enacted and is in force since 28.04.2015 to ensure that notified services are provided to the citizens in a transparent, speedy and time-bound manner by various Government Departments and Public Authorities under the Government. Its objective is to provide easy, prompt and time bound services to the citizens.

The Maharashtra State Commission for Right to Public Service has been constituted under the above Act to monitor, coordinate, control and improve the public services being provided by the Government. The Commission consists of a Chief Commissioner and six Commissioners. The headquarter of the Commission is at the New Administrative Building, Opposite Mantralaya, Mumbai and the Divisional Offices of the Commissioners are at the six Divisional Headquarters.

If any notified service is not provided to any eligible person within stipulated time or is rejected without proper grounds, the concerned person may file 1st and 2nd appeals with the higher authorities and if he is not satisfied with their decision, he may prefer third appeal to the Commission. The erring officer is liable for a penalty up to Rs 5000/- per case. Notified Services rendered by this Department are as per enclosed proforma.

Website of the Maharashtra State Commission for Right to Service is:

<https://aaplesarkar.mahaonline.gov.in>

Maharashtra Right to Public Services act, 2015

Food, Civil supply and consumer Protection Department

List Of Notified Services

Sr No.	Office/Departments Name	Public Service Details	Time limit for providing Service	Designated Officer	First Appellate Authority	Second Appellate Authority	
1	Food, Civil supply and consumer Protection Department	Issuance of new Ration Card	30 Days	Rationing Officer/ Zonal Officer/Tahsildar/Food Distribution Officer.	Assistant Controller Of Rationing /Food Distribution Officer/ District Supply Officer	Deputy Controller Of Rationing /Deputy Commissioner (Supply)	
2.		1. Correction Of name in Ration Card.	03 Working Days.	Rationing Officer/ Zonal Officer/ Tahsildar/Food Distribution Officer.	Assistant Controller Of Rationing /Food Distribution Officer/ District Supply Officer	Deputy Controller Of Rationing /Deputy Commissioner (Supply)	
		2. Inclusion of names in Ration Card	30 Days if home visit is required otherwise 03 Working Days				
		3. Removal of name in Ration Card					
		4. Change of address in Ration Card					
3.		1. Duplicate copy of Ration Card (in case of defective /torn Ration Card)	30 Days if home visit is required otherwise 06 Days	Rationing Officer/ Zonal Officer/ Tahsildar/Food Distribution Officer.	Assistant Controller Of Rationing /Food Distribution Officer/ District Supply Officer	Deputy Controller Of Rationing /Deputy Commissioner (Supply)	
		2. Duplicate copy of Ration Card (in case of lost Ration Card)	30 Days				
4.			Permission for New Ration Shop	180 Days after Proclamation	Controller Of Rationing /Food Distribution Officer/ District Supply Officer	Divisional Commissioner Collector	Secretary Divisional Commissioner
5.			Renewal Of license of Ration	60 Days	Deputy Controller of Rationing/ Food	Controller of	Divisional Commissioner

		Shop		Distribution Officer /District Supply Officer.	Rationing/ collector	r
6.		Retail Kerosene sales License	90 Days	Food Distribution Officer /District Supply Officer.	Collector	Divisional Commissioner
7.		Renewal of Retail Kerosene 60 Days sales license	60 Days	Food Distribution Officer /District Supply Officer.	Collector	Divisional Commissioner
1.	Legal Metrology organisation	Issue of Manufacturer License	45 Days	Controller of Legal Metrology	Joint Secretary /Deputy Secretary F.C.S.& C.P.D	Secretary/ Principal Secretary F.C.S.& C.P.D
2.		Renewal Of Manufacturer License	30 Days	Controller of Legal Metrology	Joint Secretary /Deputy Secretary F.C.S.& C.P.D	Secretary/ Principal Secretary F.C.S.& C.P.D
3.		Issue of Dealer	45 Days	1) Controller Of Legal Metrology 2) Regional Dy. Controller/ District Asst.Controller	1) Joint Secretary / Deputy Secretary F.C.S.& C.P.D 2) Controller of Legal Metrology	1)Secretary/Principal Secretary F.C.S.& C.P.D 2)Secretary/Principal Secretary F.C.S.& C.P.D
4		Renewal Of Dealer License	30 Days	1) Controller of Legal Metrology 2) Regional Dy. Controller/ District Asst.Controller	1)Joint Secretary /Deputy Secretary F.C.S.& C.P.D 2)Controller of Legal Metrology	1)Secretary/Principal Secretary F.C.S.& C.P.D 2)Secretary/Principal Secretary F.C.S.& C.P.D

5.		Issue Of Repaire Licence	45 Days	1) Controller of Legal Metrology 2) Regional Dy. Controller/	1)Joint Secretary /Deputy F.C.S.& C.P.D 2)Controller of Legal Metrology	1)Secretary/Principal Secretary F.C.S.& C.P.D 2)Secretary/Principal Secretary F.C.S.& C.P.D
6.		Renewal Of Repair License	30 Days	1) Controller of Legal Metrology 2) Regional Dy. Controller/District Asst Controller	1) Joint Secretary /Deputy F.C.S.& C.P.D 2) Controller of Legal Metrology	1)Secretary/Principal Secretary F.C.S.& C.P.D 2)Secretary/Principal Secretary F.C.S.& C.P.D
7.		Issue Packers Registration Certificate	30 Days	1) Controller of Legal Metrology	Joint Secretary /Deputy F.C.S.& C.P.D	Secretary/Principal Secretary F.C.S.& C.P.D
8.		Issue of Nomination Certificate	30 ays	2) Controller of Legal Metrology	Joint Secretary /Deputy F.C.S.& C.P.D	Secretary/Principal Secretary F.C.S.& C.P.D
9.		Stamping, Verification & issue Certificates of Weights & Measures under Legal Metrology Act, 2009.	In the office 3 Days Out of office 35 days	Inspector Legal Metrology.	Assistant Controller, Legal metrology	Deputy Controller Legal Metrology.

A Third and Final appeal can be field in the office of the respective state commissioner
Right to Service kokan/Pune/Nashik/Aurangabad/Amravati/Nagpur.