

लोकसेवा हक्क अधिनियम, २०१५ अंतर्गत आपले
सरकार पोर्टलवर वैद्यकीय शिक्षण विभागाच्या
अधिनस्त शासकीय वैद्यकीय
महाविद्यालयांमार्फत पुरविण्यात येणाऱ्या सेवांच्या
ऑनलाईन अंमलबजावणीसाठी मानक
कार्यप्रणाली (SOP) चा वापर करण्याबाबत.

महाराष्ट्र शासन
वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग
शासन निर्णय क्रमांक: संकीर्ण-०९२५/प्र.क्र.३२५/प्रशा-२

गोकुळदास तेजपाल रुग्णालय आवार
गो. ते. संकुल इमारत, ९ वा मजला, मंत्रालय, मुंबई.
तारीख: ०४ नोव्हेंबर, २०२५

वाचा :-

१. दिनांक २८.०४.२०१५ रोजी महाराष्ट्र शासन राजपत्रात प्रसिद्ध झालेला “महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५”.
२. शासन निर्णय, वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग क्रमांक - संकीर्ण - २०१६/प्र.क्र.३८८/प्रशा-१, दिनांक ०४.०७.२०१७
३. शासन निर्णय, वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग क्रमांक - वैशिवि- २०१७/प्र.क्र.१९१/प्रशा-२, दिनांक २०.११.२०१७
४. शासन निर्णय, सामान्य प्रशासन विभाग क्रमांक - आसके-१७२५/प्र.क्र. ८६/मात (३९), दिनांक २७.०३.२०२५
५. वैद्यकीय शिक्षण विभाग, अधिसूचना क्र. संकीर्ण-०६१५/प्र.क्र.५९/अधिनियम, दिनांक १६.०९.२०२५
६. वैद्यकीय शिक्षण विभाग, शासन निर्णय क्र. संकीर्ण-०९२५/प्र.क्र.३२५/प्रशा-२, दिनांक ३०.०९.२०२५
७. आयुक्त, वैद्यकीय शिक्षण व संशोधन संचालनालय यांचे पत्र क्र. क्र.संवैशिवसं/म.लो.हक्क आयोग/समन्वय/३७२४/२०२५, दिनांक २५.०९.२०२५

प्रस्तावना :-

महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५ च्या कलम ३(१) नुसार, प्रत्येक सार्वजनिक प्राधिकरणाने अधिनियम लागू झाल्यानंतर तीन महिन्यांच्या आत आणि त्यानंतर वेळोवेळी, आपल्या अधिनस्त संस्थांतर्फे पुरविण्यात येणाऱ्या लोकसेवा, त्या सेवेसाठी निश्चित कालमर्यादा, पदनिर्देशित अधिकारी, प्रथम अपील प्राधिकारी व द्वितीय अपील प्राधिकारी यांची अधिसूचना करणे आवश्यक आहे. त्यानुषंगाने, शासनाने दिनांक १६.०९.२०२५ रोजी प्रसिद्ध केलेल्या अधिसूचनेनुसार वैद्यकीय शिक्षण व औषधी द्रव्ये विभागाच्या अधिनस्त शासकीय वैद्यकीय महाविद्यालयांतर्फे दिल्या जाणाऱ्या वैद्यकीय रजेसाठी प्रमाणपत्र, वैद्यकीय तंदुरुस्ती प्रमाणपत्र व वय प्रमाणपत्र या ३ सेवांचा लोकसेवा हक्क अधिनियम, २०१५ मध्ये समावेश करण्यात आलेला आहे. शासकीय वैद्यकीय महाविद्यालयांमार्फत पुरविण्यात येणाऱ्या सदर सेवांच्या ऑनलाईन अंमलबजावणीसाठी संचालनालयाने तयार केलेल्या मानक कार्यप्रणाली (SOP) निश्चित करण्याची बाब शासनाच्या विचाराधीन होती.

शासन निर्णय:-

महाराष्ट्र लोकसेवा हक्क अधिनियम, २०१५ अंतर्गत वैद्यकीय शिक्षण व औषधी द्रव्ये विभागाच्या अधिनस्त शासकीय वैद्यकीय महाविद्यालयांतर्फे पात्र व्यक्तींना उपलब्ध करून देण्यात येणाऱ्या वैद्यकीय तंदुरुस्ती प्रमाणपत्र, वैद्यकीय रजेसाठी प्रमाणपत्र व वय प्रमाणपत्र या ३ सेवांचा अंमलबजावणी संदर्भात मानक कार्यप्रणालीस (SOP) सोबतच्या परिशिष्ट अ मध्ये नमूद केल्याप्रमाणे शासन मान्यता प्रदान करण्यात येत आहे.

२. सदर सेवांसाठी आकारण्यात येणारे शुल्क शासन निर्णयाच्या वाचा क्रमांक ६ मध्ये नमूद केलेल्या दिनांक ३०.०९.२०२५ च्या शासन निर्णयानुसार निश्चित करण्यात आले असून, त्यामध्ये आवश्यकतेनुसार शासनाकडून वेळोवेळी करण्यात येणाऱ्या कोणत्याही दुरुस्ती, सुधारणा किंवा शुल्कवाढीचे आदेश लागू राहतील.

३. संबंधित संस्थेतील अधिष्ठाता / वैद्यकीय अधीक्षक यांनी या सेवांचे वितरण निर्धारित कालमर्यादेत आणि SOP मध्ये नमूद केलेल्या प्रक्रियेप्रमाणे सुनिश्चित करण्यासाठी आवश्यक ती कार्यवाही करावी.

सदर शासन निर्णय महाराष्ट्र शासनाच्या www.maharashtra.gov.in या संकेतस्थळावर उपलब्ध करण्यात आला असून त्याचा संकेतांक २०२५११०४१११५०५२३१३ असा आहे. हा आदेश डिजिटल स्वाक्षरीने साक्षांकित करून काढण्यात येत आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावाने.

(सुधीर शेटी)

अवर सचिव, महाराष्ट्र शासन

सोबत - परिशिष्ट अ

प्रत,

१. महालेखापाल (लेखा व अनुज्ञेयता)-१/२, महाराष्ट्र, नागपूर/मुंबई.
२. आयुक्त, वैद्यकीय शिक्षण व संशोधन संचालनालय, मुंबई.
३. संचालक, वैद्यकीय शिक्षण व संशोधन संचालनालय, मुंबई.
४. संचालक, महाराष्ट्र माहिती तंत्रज्ञान महामंडळ मर्यादित, मुंबई.
५. सर्व जिल्हाधिकारी, महाराष्ट्र राज्य.
६. अधिदान व लेखा अधिकारी, मुंबई.
७. सर्व संबंधित जिल्हा कोषागार अधिकारी
८. सर्व अधिष्ठाता/अधीक्षक, शासकीय वैद्यकीय महाविद्यालय व रुग्णालये.
९. कक्ष अधिकारी (समन्वय), वैद्यकीय शिक्षण व औषधी द्रव्ये विभाग, मंत्रालय, मुंबई.
१०. निवडनस्ती (प्रशा-२)

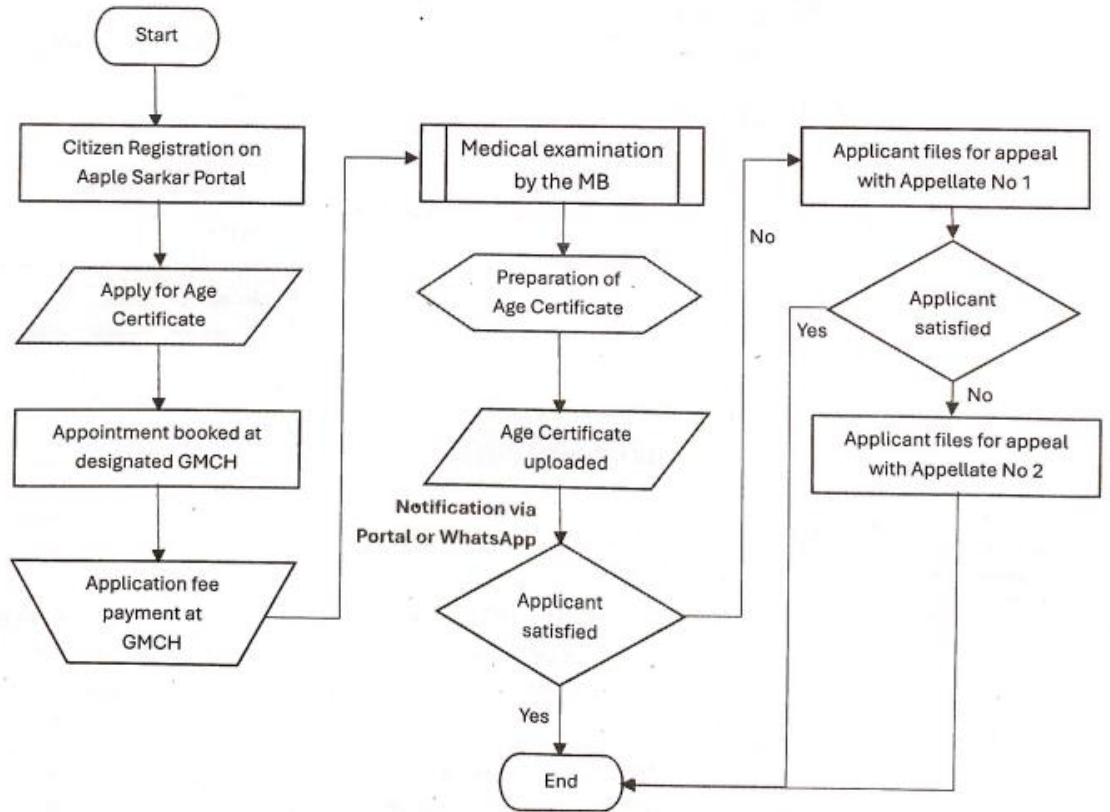
शासन निर्णय क्रमांक: संकीर्ण-०९२५/प्र.क्र.३२५/प्रशा-२, दिनांक ऑक्टोबर, २०२५
सोबतचे परिशिष्ट अ

**STANDARD OPERATING PROCEDURE (SOP) FOR ISSUING THE CERTIFICATES
TO BE NOTIFIED UNDER RIGHT TO SERVICES ACT, 2015**

The Directorate of Medical Education & Research (DMER) intends to notify patient services viz., Age Certificate (Non-MLC / Civil Cases), Medical Fitness Certificate and Medical Certificate for sick leave under Right to Services (RTS) Act, 2015. These services are being provided by Government Medical College & Hospitals (GMCHs) across the state. However, the processes and the certificates issued for the abovementioned services are not uniform. Therefore, this document delineates the Standard Operating Procedure (SOP) for issuing,

1. Age Certificate (Non-MLC / Civil Cases)

Age certificate for civil cases shall be provided for education, employment, marriage, sports, adoption, pension disputes, registration for government schemes and civil court cases — basically wherever age has a legal or administrative consequence, but documentary proof is missing or challenged. The steps mentioned below will provide a standardized, transparent, and legally valid process for age estimation in non-medico-legal (civil) cases issued by Government Medical College & Hospitals in Maharashtra. The process flow for age certificate application is as under:



The details of the process for application of age certificate is elucidated below:

- a. **Application & Registration:** The applicant is expected to register on the Aaple Sarkar Portal. Upon registration the applicant can apply for age certificate under Medical Education & Drugs Department → Directorate of Medical Education & Research → Application of Age Certificate (Non-MLC / Civil Cases) → Patient Consent → Appointment at the designated GMCH.
- b. **Patient Registration & Bill Payment:** The applicant shall visit the designated hospital on the appointment and register with the hospital. Upon registration, the applicant shall make payment for Age Certificate. He / she shall furnish the age certificate appointment receipt while making the payment. **The age certificate fee is Rs. 200+MahalT charges excluding GST.**
- c. **Medical Examination Board:** Directorate of Medical Education & Research (DMER) is constituting a Medical Board with the mandate to examine and issue age certificate for Non- MLC / Civil Cases. The MB shall comprise of following members:

Consultant	Responsibility
Professor or Associate Professor from General Medicine Department	Chairperson
Radiologist	Member
Dentist	Member
Pediatrician / Pedodontist (in case the applicant is minor)	Invitee
Orthopaedician (in case of additional bone assessment requirement)	Invitee
Resident Medical Officer	Member Secretary

- d. **Medical Examination Protocol:**
 - **Step 1:** General Physical Examination
 - **Step 2:** Secondary Sexual Character Assessment
 - **Step 3:** Dental Examination
 - **Step 4:** Radiological Examination
- e. **Opinion Formation:** Medical Board shall correlate findings from clinical, dental, and radiological sources and conclude the approximate age of the applicant. The findings shall be entered into the portal by RMO and shall be approved by the any 3 of the 4 member Medical Board.
- f. **Certification:** Age Certificate generated with QR code & digital signature.
- g. **Record Keeping:** Reports archived for minimum 3 years in digital records.
- h. **Escalation:** In case the applicant is not satisfied with the response, the applicant can escalate the request for re-scrutiny to Appellate Authority.

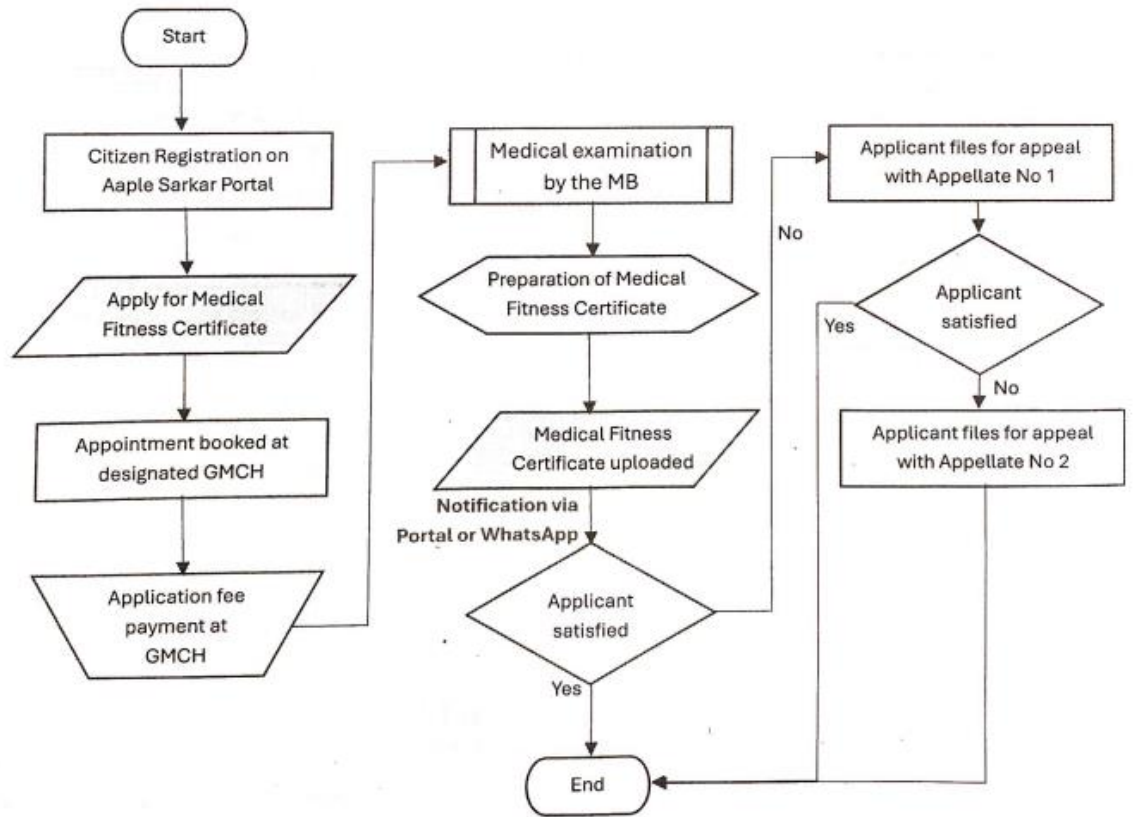
2. Medical Fitness Certificate

The Directorate of Medical Education & Research vide GR dated 8th May 1990, has mandated issuing Medical Fitness Certificate for following cases:

- Central Government / State Government / ULBs / PSUs
- Private Services

- Student admission
- Application for driving license
- Application for arms license
- Participation in Sports Events / NCC / Army / Police Training
- Participation in pilgrimage (Amarnath yatra, Hajj, Mansarovar yatra, etc.)
- Execution of will
- In case of requirement by any Government Department

Therefore, this document intends to establish a standardized process for issuing **Medical Fitness Certificate** across all Government Medical College & Hospitals in Maharashtra. The certificate shall be issued by the Medical Board as mentioned in the said GR. The steps mentioned below will provide a standardized, transparent, and legally valid process for medical fitness certificate issued by Government Medical College & Hospitals in Maharashtra. The process flow for age certificate application is as under:



- The details of the process for application of medical fitness certificate is elucidated below:
- Application & Registration:** The applicant is expected to register on the Aaple Sarkar Portal. Upon registration the applicant can apply for medical fitness certificate under Medical Education & Drugs Department → Directorate of Medical Education

& Research → Application of Medical Fitness Certificate → Appointment at the designated GMCH.

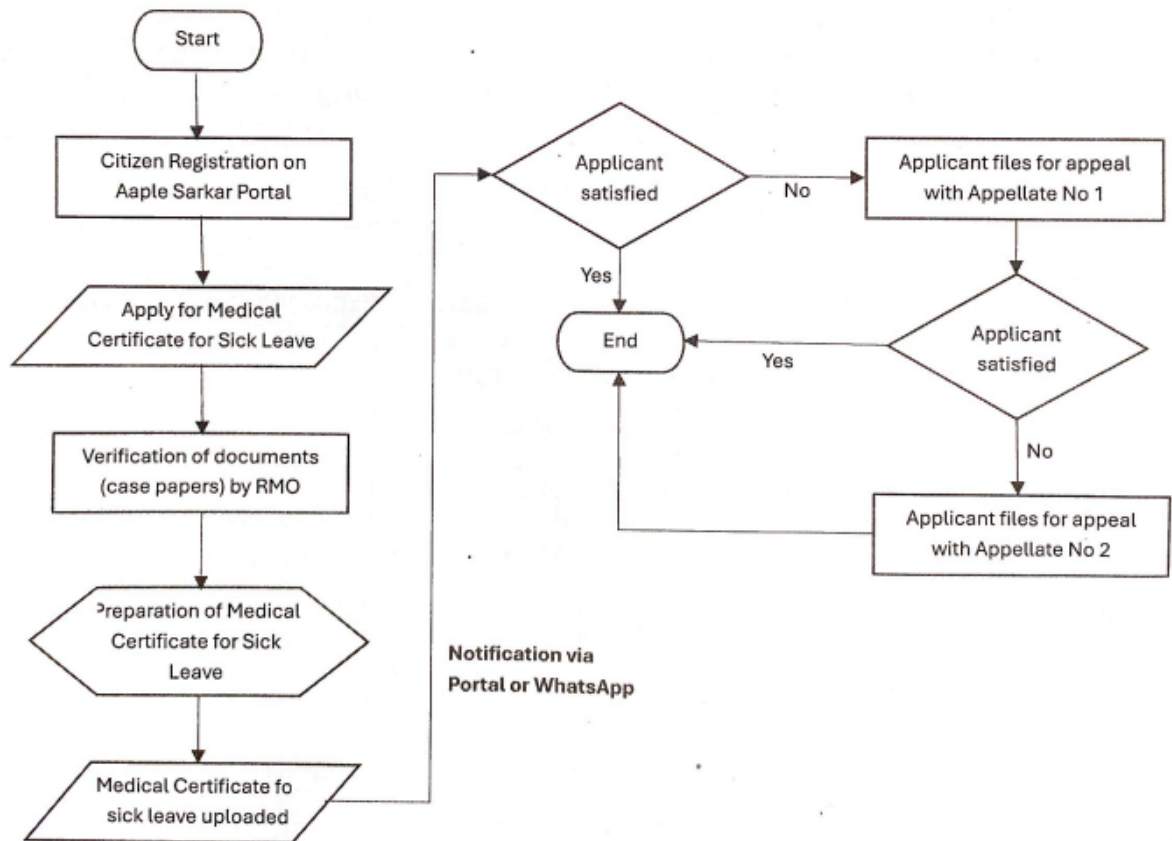
- b. Patient Registration & Bill Payment:** The applicant shall visit the designated hospital on the appointment and register with the hospital. Upon registration, the applicant shall make payment for Medical Fitness Certificate. He / she shall furnish the Medical Fitness Certificate appointment receipt while making the payment. **The medical fitness certificate fee is Rs. 200+MahaIT charges excluding GST.** This will exclude the investigations prescribed in the course of the examination by the medical board.
- c. Medical Examination Board:** The Directorate of Medical Education & Research vide GR dated 8th May 1990 has constituted a Medical Board with the mandate to examine and issue medical fitness certificate. The MB shall comprise of following members:

Consultant	Responsibility
Professor or Associate Professor from General Medicine Department	Chairperson
Surgeon	Member
Ophthalmologist	Member
Obstetrict & Gynecologist	Invitee
Orthopaedician	Invitee
Otorhinolaryngologist	Invitee
Psychiatrist	Invitee
Any other specialist (as per requirement)	Invitee
Resident Medical Officer	Member Secretary

- d. Medical Examination Protocol:**
- **Step 1:** General Physical Examination
 - **Step 2:** Systemic Examination
 - **Step 3:** Examination for Past Surgeries
 - **Step 4:** Ophthalmic Examination
 - **Step 5:** Any specific Examination as per requirement
 - **Step 6:** Investigations (Pathology & Chest Radiograph)
- e. Opinion Formation:** Medical Board shall correlate findings from clinical, and pathological sources and conclude fitness of the applicant. The findings shall be entered into the portal by Resident Medical Officer and shall be approved by the any 3 of the 4 member Medical Board.
- f. Certification:** Medical Fitness Certificate generated with QR code & digital signature.
- g. Record Keeping:** Reports archived for minimum 3 years in digital records.
- h. Escalation:** In case the applicant is not satisfied with the response, the applicant can escalate the request for re-scrutiny to Appellate Authority.

3. Medical Certificate for sick leave:

The Directorate of Medical Education and Research is delineating the guidelines for standardizing the process of issuing medical certificate for sick leave across all Government Medical College & Hospitals. The standards defined herewith provide a uniform and accountable process for issuing Medical Certificates for Sick Leave, ensuring fair and timely documentation of illness or injury for civil/administrative purposes under RTS Act. The process flow for medical certificate for sick leave application is as under:



The details of the process for application of medical certificate for sick leave is elucidated below:

- Application & Registration:** The applicant is expected to register on the Aaple Sarkar Portal. Upon registration the applicant can apply for medical certificate for sick leave under Medical Education & Drugs Department → Directorate of Medical Education & Research → Application of Medical Certificate for sick leave → **The fee for medical certificate for sick leave is Rs. 100+MahaIT charges excluding GST.**
- Scrutiny of the application:** The Resident Medical Officer shall scrutinize the uploaded documents particularly OPD / IPD case papers. Upon scrutiny RMO shall approve or reject or ask for additional documents.
- Awarding of the medical certificate:** The certificate issued will be for applying for sick leave for educational and professional purposes. The certificate generated shall be with QR code & digital signature.
- Record Keeping:** Reports archived for minimum 3 year in digital records.

- e. **Escalation:** In case the applicant is not satisfied with the response, the applicant can escalate the request for re-scrutiny to Appellate Authority.

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