

**GOVERNMENT OF INDIA  
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
LOK SABHA**

UNSTARRED QUESTION NO:2534  
ANSWERED ON:17.08.2011  
TIME BOUND DELIVERY OF SERVICE  
Dutt Smt. Priya Sunil

**Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:**

- (a) whether the Government intends to bring a legislation for time bound delivery of service by Government servants;
- (b) if so, the details thereof;
- (c) whether some State Governments have enacted such laws; and
- (d) if so, the details thereof?

**Answer**

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office  
(SHRIV. NARAYANASAMY)

(a) No, Madam.

(b) Does not arise.

(c) Yes, Madam.

(d) As per the information available at present, Government of Madhya Pradesh has enacted Madhya Pradesh Act No. 24 of 2010 'The Madhya Pradesh Lok Sewaon Ke Pradan ki Guarantee Adhiniyam, 2010 on 18th August, 2010'. The Jammu & Kashmir Government has enacted 'Jammu and Kashmir Public Services Guarantee Act, 2011'. (Act No. ix of 2011), dated 13th April, 2011. Government of National Capital Territory of Delhi has enacted 'Right of Citizen to Time Bound Delivery of Services Act, 2011' (Delhi Act 07, 2011) dated 7th April, 2011. Government of Bihar has enacted 'Bihar Right to Public Services Act, 2011' (Bihar Act 04, 2011) on 2nd May, 2011. Government of Punjab has issued ordinance, 'The Punjab Right to Service Ordinance, 2011' (Punjab Ordinance No. 7 of 2011) dated 14th July, 2011.