

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

UNSTARRED QUESTION NO:3262
ANSWERED ON:14.12.2011
RIGHT TO SERVICE ACT
Ajnala Dr. Rattan Singh

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

- (a) whether the Government proposes to introduce Right to Service Act;
- (b) if so, the details thereof and the salient features of the Act; and
- (c) the States in the country that have already introduced Right to Service Act?

Answer

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

(a): Yes Madam.

(b): A draft Bill called "Citizens Right to Grievances Redress Bill" has been proposed by the Central Government which lays down an obligation upon every public authority to publish citizens charter stating therein the time within which specified goods shall be supplied and services be rendered and provide for a grievance redressal mechanism for non compliance of citizens charter and matter connected therewith or incidental thereto. The draft Bill has been placed on the website of Department of Administrative Reforms and Public Grievances on 2nd November, 2011 inviting public comments. Views from Central Ministries / Departments, and State Governments have also been sought. These views would be considered before introducing the Bill in the Parliament for enactment.

(c): 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 Pradhan 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. Government of Rajasthan has enacted, "The Rajasthan Guaranteed Delivery of Public Services Act, 2011" on 21st September, 2011. Government of Himachal Pradesh has enacted, "Himachal Pradesh Lok Sewa Guarantee Adhiniyam, 2011" on 21st September, 2011. Government of Uttar Pradesh has issued ordinance, "The Uttar Pradesh Janhit Guarantee Adhiniyam, 2011" (Uttar Pradesh Ordinance No. 3 of 2011) on 3rd March, 2011. Government of Uttarakhand has enacted "The Uttarakhand Right to Service Act, 2011" on 4th October, 2011. The Government of Jharkhand has enacted, "Jharkhand Rajya Sewa Dene ki Guarantee Adhiniyam, 2011" on 15th November, 2011.