

# Salient Features

- This Act is applicable to all State Government Departments, Local self-government like three-tier Panchayats, Municipalities, Municipal Corporation and to any body owned, controlled or substantially financed by the State Government and non-government organization substantially financed by funds provided by the State Government.
- Services which a citizen can obtain from the Departments and above organisations will be notified, along with time limit for delivery of such services.
- For delivery of each service notified, there shall be a Designated Officer to whom the citizen can make an application. The Designated Officer will provide the said service in a time bound manner. However, Public Holidays shall be excluded from the stipulated time limit.
- In case a citizen is unable to get the said services within the stipulated time limit, he / she may file an appeal before an Appellate Officer. The Appellate Officer will consider the case and pass necessary orders.
- Any citizen aggrieved with the order of the Appellate Officer or in case of delay in providing the service within the prescribed time limit, may file an appeal before the Reviewing Officer.
- If the Reviewing Officer finds that the Designated Officer has failed to provide service without sufficient and reasonable cause, then he may impose a penalty against the Designated Officer which shall not be less than Rs. 250/- and not more than Rs. 1000/-.
- Where the Reviewing Officer is of the opinion that the Designated Officer has caused delay in providing the service, then he may impose a penalty at the rate of Rs. 250/ - per day for such delay on the designated officer, which shall not be more than Rs. 1000/-.
- Where the Reviewing Officer is of the opinion that the Appellate Officer has failed to decide the appeal within the stipulated time limit without any sufficient and reasonable cause, then he / she may impose a penalty on Appellate Officer which shall not be less than Rs. 250/- and more than Rs. 1000/-.
- The Designated Officer and the Appellate Officer will be given a reasonable opportunity of being heard before any penalty is imposed on him / her.
- The Reviewing Officer, if satisfied that the Designated Officer or the Appellate Officer has failed to discharge the duties assigned to him / her under this Act, without sufficient and reasonable cause, may recommend disciplinary action against him / her under the service rules applicable to him.
- The Competent Officer will recommend cash incentive not exceeding one thousand rupees in favour of a Government employee against whom no default is reported in one financial year. On such recommendation, the Government or the local body or the public authority concerned, as the case may be, shall be competent to grant such incentive as it deems fit and proper, not exceeding the amount as recommended by competent officer along with certificate of appreciation which shall be duly recorded in his service book. The State Government will, by order, determine the criteria for awarding cash incentive.