

Subject: Notification of the Public Services: Follow-up action for implementation of the Right to Service Act

Sir/ Madam,

I am to invite your kind attention to the Chandigarh Administration's Notification No.28/67/1IH (11)-2020/10872 dated 08.10.2020 whereby 486 public services being provided by 28 departments of the Administration have been brought within the purview of Right to Service Act in the UT of Chandigarh. The said notification also includes detail with regard to names of the services, the designated officers who shall be responsible for providing these services and the first & second appellate authorities before whom citizens can file appeal against the designated officer if the service is not provided within the given time limit or is deficient in any manner.

2. With the notification of the public services, the Right to Service Act has become fully operational in the UT of Chandigarh, this means that now public have got a right to get these services within the given time limits, and if a government official does not provide any of these services within the stipulated time limit, he/she can be held accountable for the same. For any lapses in this regard, not only penalty can be imposed, but disciplinary action can also be initiated against him/her.

3. I am further to say that as per provisions of Section 11 of the Right to Service Act as well as Rule 8 of the Chandigarh Right to Service Rules 2019, it is mandatory for all the departments to upload the list of public services notified by the Chandigarh Administration (Notification No. 28/671-IH(11)-2020/10872 dated 08.10.2020) on their official websites. In this regard, it may be worth-adding that for facilitation of the public, copy of the Right to Service Act (Government of India, Ministry of Home Affairs Notification No. GSR 1015(E) dated 14th August, 2017) as well as the Chandigarh Right to Service Rules 2019 (Chandigarh Administration's Notification No. 28/67/1-IH(11)-2019/15461 dated 11.10.2019) may also be uploaded on the websites.