



## **Report**

# **Study of Right to Service Acts of Selected Indian State**



**Atal Bihari Vajpayee Institute of  
Good Governance & Policy Analysis**

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# Chapter -1

## 1.1 Introduction

Effective, efficient and prompt service delivery has always been a concern of Governments. Due to bureaucratic apathy and delays, the common man, who is entitled to avail hassle-free and timely public services and information thereof, has to face lot of problems and pay bribe to avail the needed services. The Right to Service Act is a key administrative reform initiative, built on the idea of the Citizen Charter - while Citizen Charters define the quality of public services, the Act takes it a step further by making a citizen's right to public service within the stipulated time legally binding, failing which the concerned officials can be penalized. Accordingly, the Right to Service Act represents the commitment of the particular state towards standard, quality and time frame of service delivery. Right to Service legislation ensures delivery of time bound services to the public. It aims to reduce corruption among the government officials and to increase transparency and accountability.

The Right to Public Service derives its moral and ethical basis from the Gandhian philosophy. In this connection Mahatma Gandhi's famous statement (In a speech in South Africa in 1890) -

*"A customer is the most important visitor on our premises.*

*He is not dependent on us. We are dependent on him.*

*He is not an interruption of our work; he is the purpose of it.*

*He is not an outsider of our business; he is part of it.*

*We are not doing him a favour by serving him.*

*He is doing us a favour by giving us the opportunity to do so"* is worth emulating by governments.

Madhya Pradesh was the first Indian state to legislate a Public Service Guarantee Act named "Madhya Pradesh Lok Sevaon Ke Pradan Ki Guarantee Adhiniyam" in August, 2010 and Bihar was the second to enact this Act on 25 July, 2012. That has been followed by enactments of Right to Service Acts in the States of Delhi, Punjab, Rajasthan, Himachal Pradesh, Kerala, Uttarakhand, Haryana, Uttar Pradesh, Jharkhand, Karnataka, Chhattisgarh, J&K, Odisha, Assam, Gujarat, West Bengal, and Goa. The Madhya Pradesh Act won the UNPSA (United Nation Public Service Award) for 2012 from among 483 nominations from 73 countries under the category 'improving the delivery of Public Services'. In MP, the Department of Public Service Management was created to give impetus to the implementation of the "Madhya Pradesh Lok Sevaon Ke Pradan Ki Guarantee Adhiniyam".

Atal Bihari Vajpayee Institute of Good Governance & Policy Analysis has taken up a study to compare the different services guarantee acts in terms of number of services and departments covered, penalty and time lines for delivery of services, etc.

## 1.2 **Objectives:**

The main objectives of the study are:

1. To capture the key provisions of the different public service guarantee acts.
2. To evaluate and compare the number of services notified under the Act and their timeline.
3. To identify services of Madhya Pradesh, where there is scope for reducing the timelines.
4. To identify additional services which can be covered under Madhya Pradesh Public Service Guarantee Act.

## 1.3 **Approach and Method**

The information related to the Right to Service Acts of different states, as well as information about notified services of different states and other relevant secondary data has been collected from various official websites of different States. In the initial analysis, all the 20 States ( where the Right to Service Act has been enacted. \*) were covered. The methodology followed in this study is desk based research. Fourteen States- *Madhya Pradesh, Maharashtra, Gujrat, Karnataka, Rajasthan, Jharkhand, Chhattisgarh, Uttarakhand, Punjab, Delhi, Bihar, Himachal Pradesh, Haryana and Odisha* were chosen for the study. The Madhya Pradesh services which are widely accessed by the citizen were identified and timelines of these services were compared with the timelines in other 14 identified States for the comparative study. Moreover, the services, which at present are not covered under MP Public Service Guarantee Act but covered under other States and are important from citizen's point of view were identified.

\*Twenty states have been enacted legislation on Right to Service but data was available for only 18 states and 14 states were selected for study.

## Chapter -2

### 2.1 Comparison of key provisions of Right to Service Acts of different states

Madhya Pradesh is the only State that has a separate nodal department for the supervision and monitoring of the implementation of Right to Public Service Act. The Department of Public Services Management, controls and co-ordinates the Public Service Delivery Mechanism. Other States like Uttar Pradesh, Bihar, Rajasthan and Delhi, respectively have Revenue, General Administration, Administration Reforms, and Information Technology departments as nodal department( See Table-2.1.3).

The common provisions of the Right to Service Act which are almost similar across different states in India, are as follows.

1. Guarantee of service delivery within a stipulated time frame - The “right to service” is defined as the right to obtain service within the stipulated time limit. All the State Acts have similar provisions regarding notifying “services” and “stipulated time line for delivery of service.” Each Act varies significantly in terms of the services notified and their time lines.
2. For the timebound delivery of services, a designated officer has been mentioned in the Acts, so as to bring accountability in delivery of services and fix responsibility in case of delay.
3. If citizen fails to get the service in the prescribed time limit, there is provision for two appeals in all the Acts.
4. All State Acts prescribe penalties for delay in providing services. Penalty amount varies from State to State. Most of the States have provision of minimum penalty of Rs 250 and maximum Rs 5000. (See Table- 2.1.2)
5. In almost all the States Acts, the first appeal must be filed within thirty days the second appeal must be filed within sixty days of issuance of the First Appeal order.
6. In most of the states, the second appeal lies with in the concerning department. States like Punjab and Uttarakhand has provision of independent “ Right to Service Commission” for ensuring proper implementation of the Act
7. Under the various Acts, compensation is provided to the aggrieved citizen at the discretion of the appellate authorities.

**2.1.1 – Title of various Acts and their enactment date :** The title of the various state acts and their date of enactment is as under-

**Table 2.1.1 – Title of various Acts and their enactment date :**

No	State	Act title	Date of Enactment
1	Madhya Pradesh	Madhya Pradesh Lok Sewaon ke Pradan Ki Guarantee Adhiniyam, 2010	18-Aug-10
2	Uttar Pradesh	Uttar Pradesh Janhit Guarantee Adhiniyam, 2011	13-Jan-11
3	Jammu & Kashmir	The Jammu and Kashmir Public Service Guarantee Act, 2011	13-Apr-11
4	Delhi	Delhi (Right of Citizen to Time Bound Delivery of Services Act, 2011)	28-Apr-11
5	Bihar	Bihar Right to Public Services Act. 2011	15-Aug-11
6	Rajasthan	Rajasthan Public Service Guarantee Act. 2011	21-Sep-11
7	Uttarakhand	The Uttarakhand Right to Service Act, 2011	4-Oct-11
8	Himachal Pradesh	Himachal Pradesh Public Services Guarantee Act, 2011	17-Oct-11
9	Punjab	Punjab Right to Services Act	20-Oct-11
10	Jharkhand	Right to Service Act. 2011	15-Nov-11
11	Chhattisgarh	Chhattisgarh Lok Seva Guarantee Bill, 2011	12-Dec-11
12	Karnataka	The Karnataka (Right of Citizens to Time Bound Delivery of Services) Bill, 2011 (SAKALA)	2-Apr-12
13	Kerala	The Kerala State Right to Service Act, 2012	27-Jul-12
14	Odisha	Odisha Right to Public Services Act. 2012	6-Sep-12
15	Gujarat	Gujarat (Right of Citizens to Public Services) Act, 2013	1-Apr-13
16	Assam	Assam Right to Public Service Act, 2012	29-Mar-12
17	West Bengal	West Bengal Right to Public Services Bill. 2013	27-Sep-13
18	Goa	The Goa (Right of citizens to time-bound delivery of public services) Act	2-May-13
19	Haryana	Right to Service Act. 2014	26-Mar-14
20	Maharastra	The Public Services Guarantee Act	28-Apr-15



**2.1.2 – The Penalty amount under various Acts:** The amount of penalty under various state acts is as under-

**Table 2.1.2 – The Penalty amount under various States’ Acts:**

No	State	Penalty for not providing service
1	Madhya Pradesh	Rs. 250 per day, maximum Rs. 5000
2	Uttar Pradesh	Rs. 250 per day, maximum Rs. 5000
3	Jammu & Kashmir	Rs. 500 per day, maximum Rs. 5000
4	Delhi	Rs. 10 per day, maximum Rs. 200 per application
5	Bihar	Rs. 250 per day, maximum Rs. 5000
6	Rajasthan	Rs. 250 per day, maximum Rs. 5000
7	Uttarakhand	Rs.250 per day, maximum Rs. 5000
8	Himachal Pradesh	Rs. 1000 minimum and maximum Rs. 5000
9	Punjab	Rs. 500 per day, maximum Rs. 5000
10	Jharkhand	Rs. 250 per day, maximum Rs. 5000
11	Chhattisgarh	Rs. 100 per day, maximum Rs. 1000
12	Karnataka	Rs.20 per day, maximum Rs. 500
13	Kerala	Rs. 500 per day, maximum Rs. 5000
14	Odisha	Rs.250 per day, maximum Rs. 5000
15	Gujarat	Up to Rs. 10,000
16	Assam	Rs.250 per day, maximum Rs. 5000
17	West Bengal *	Rs.250 per day, maximum Rs. 1000
18	Goa	Rs.50 per day, maximum Rs.2500
19	Haryana	Rs. 250 per day, maximum Rs. 5000
20	Maharastra	Rs.500 per day, maximum Rs. 5000

\* West Bengal is the only state to have a reward for designated officer for timely delivery of services. The reward is upto Rs 1000 in one financial year along with appreciation certificate.

**2.1.3 - Nodal Department for implementation of the act:** The nodal department for implementation of the act varies from state to state as indicated in the table below.

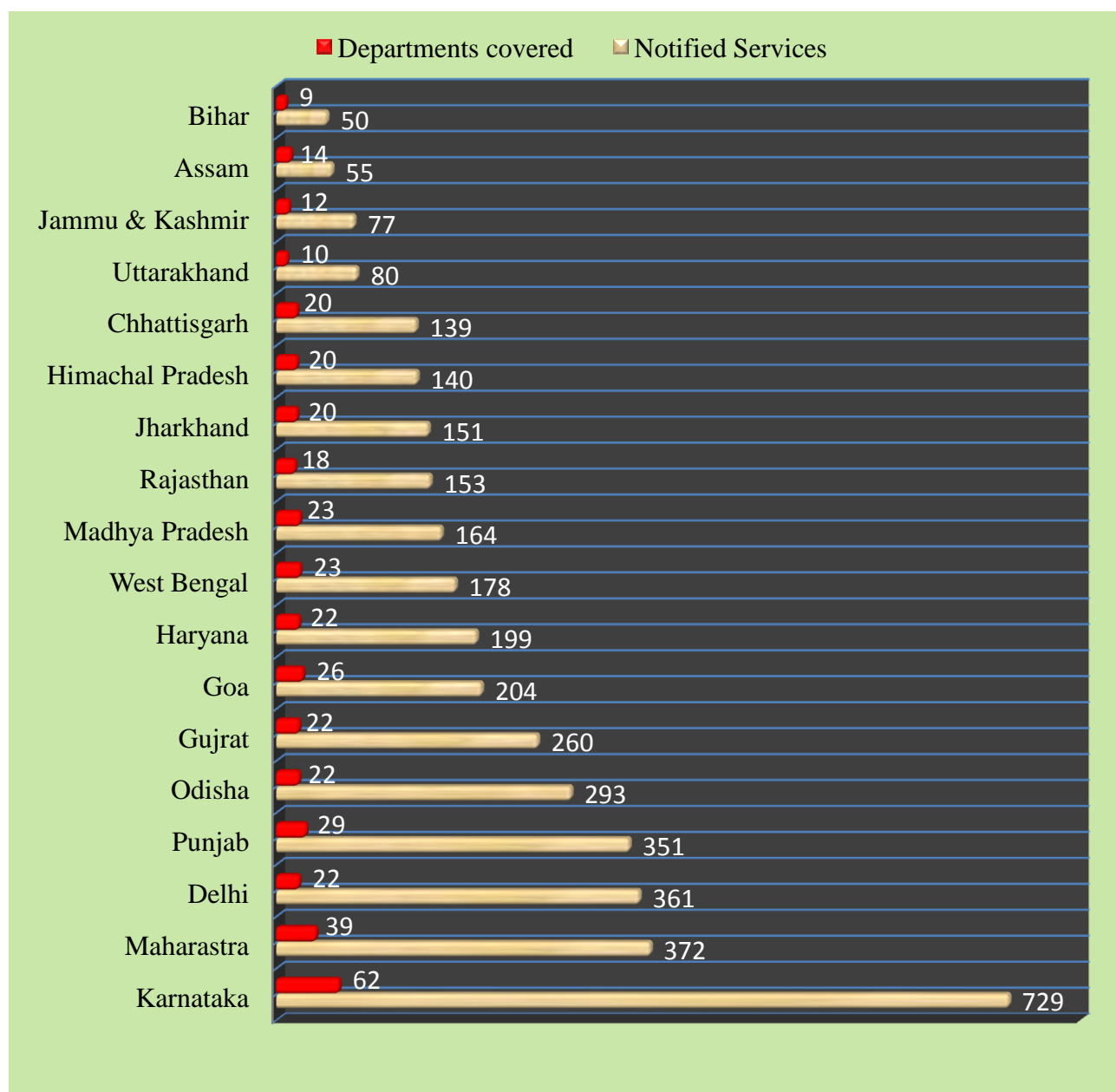
**Table 2.1.3 - Nodal Departments of the States under the Act**

No	State	Nodal Department
1	Madhya Pradesh	Public Service Management Department
2	Uttar Pradesh	Revenue Department
3	Jammu & Kashmir	General Administration Department
4	Delhi	Information Technology Department
5	Bihar	General Administration Department
6	Rajasthan	Administrative Reform Department
7	Uttarakhand	General Administration Department
8	Himachal Pradesh	Home Affairs Department
9	Punjab	Governance Reform Department
10	Jharkhand	Department of Personel, Administrative Reform & Rajbhasha
11	Chhattisgarh	General Administration Department
12	Karnataka	Department of Personel & Administrative Reforms
13	Kerala	Department of Personel & Administrative Reforms
14	Odisha	General Administration Department
15	Gujarat	General Administration Department
16	Assam	Administrative Reforms & Training Department
17	West Bengal	Department of Consumer Affairs
18	Goa	Department of Public Greivances
19	Haryana	Department of Administrative Reforms
20	Maharashtra	General Administration Department

## 2.2 - Number of services notified and departments covered under the Act .

There is significant difference in number of services notified under the various Acts. Karnataka Act has the highest number of notified services (729 services of 62 departments), followed by Maharastra (372 service of 39 departments), Delhi (361 services of 22 departments), Punjab (351 services of 29 departments). Madhya Pradesh state is at the 10<sup>th</sup> rank among 18 states, taken up for the study. The number of notified services and departments covered under various state acts are as under-

**Figure 2.2.1 – Number of notified services and departments of states**

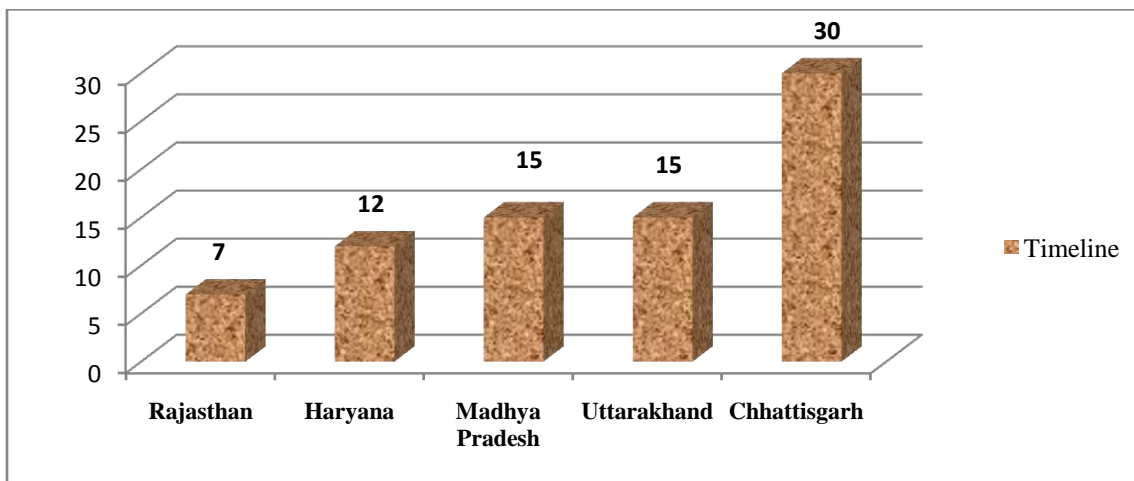


## Chapter- 3

### 3.1- Comparative analysis of timelines of few important notified services of 15 states

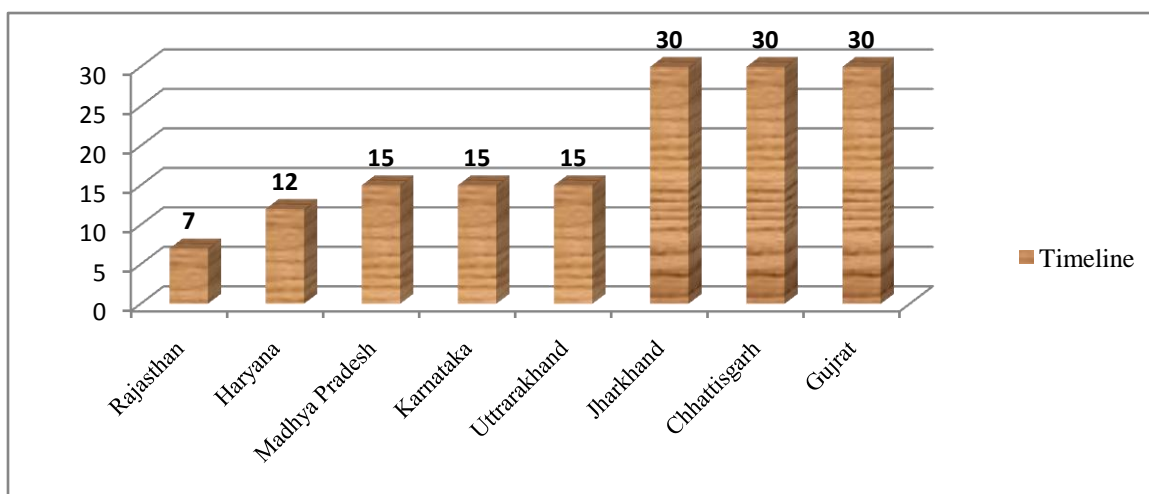
*\* Timelines in days*

#### 3.1.1 Issue of demand note for new water connection where technically feasible



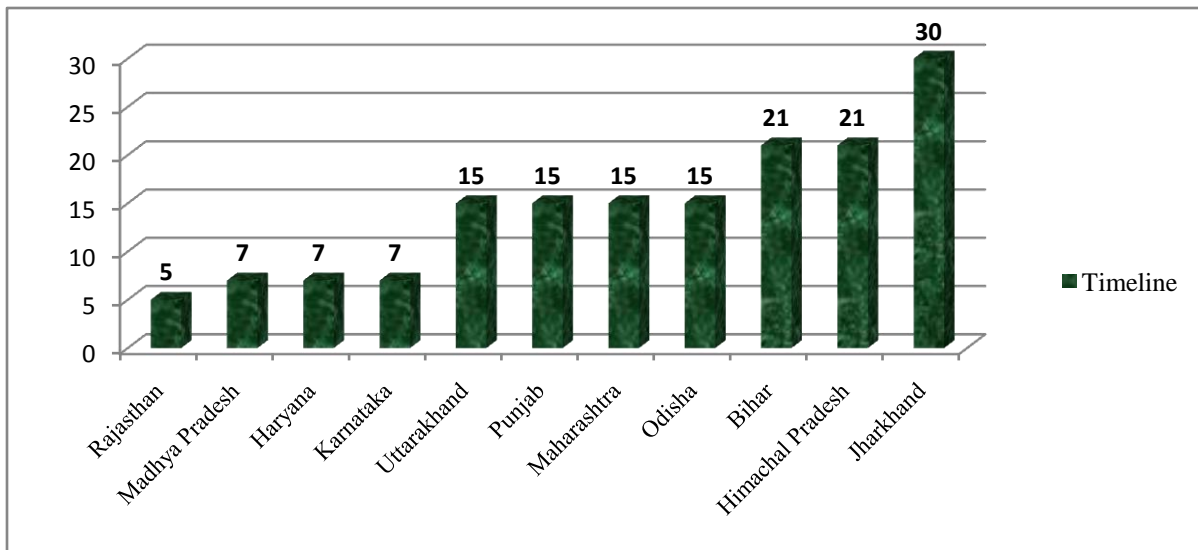
The graph compares the time line of service “*demand note for new water connection where technically feasible*” for the various states. The above graph depicts that time line in MP is 15 days, whereas the time line in Chhattisgarh is 30 days and the minimum timeline for the same service is 7 days in Rajasthan. It shows that there is a wide variation in the timeline across the states, ranging from 7 days to 30 days.

#### 3.1.2 Provide new water connection as per demand note



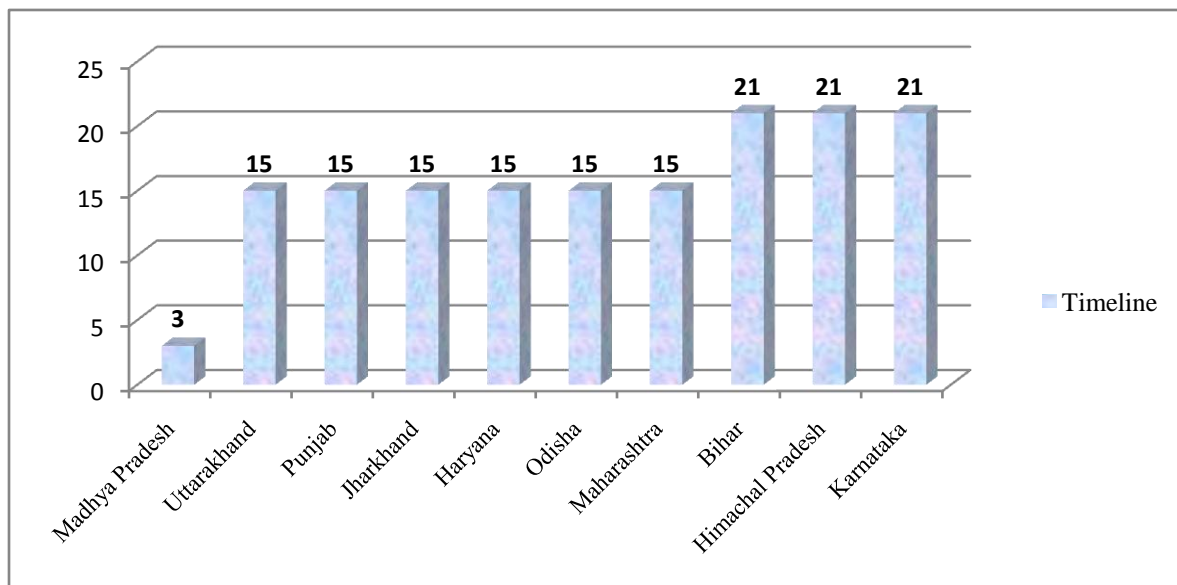
The graph compares the time line of service “*new water connection as per demand note*” for the various states. The above graph depicts that time line in MP is 15 days, whereas the time lines in Chhattisgarh, Jharkhand and Gujrat are 30 days and the minimum timeline for the same service is 7 days in Rajasthan. It shows that there is a wide variation in the timeline across the states, ranging from 7 days to 30 days.

### 3.1.3 Issue of Domicile Certificate



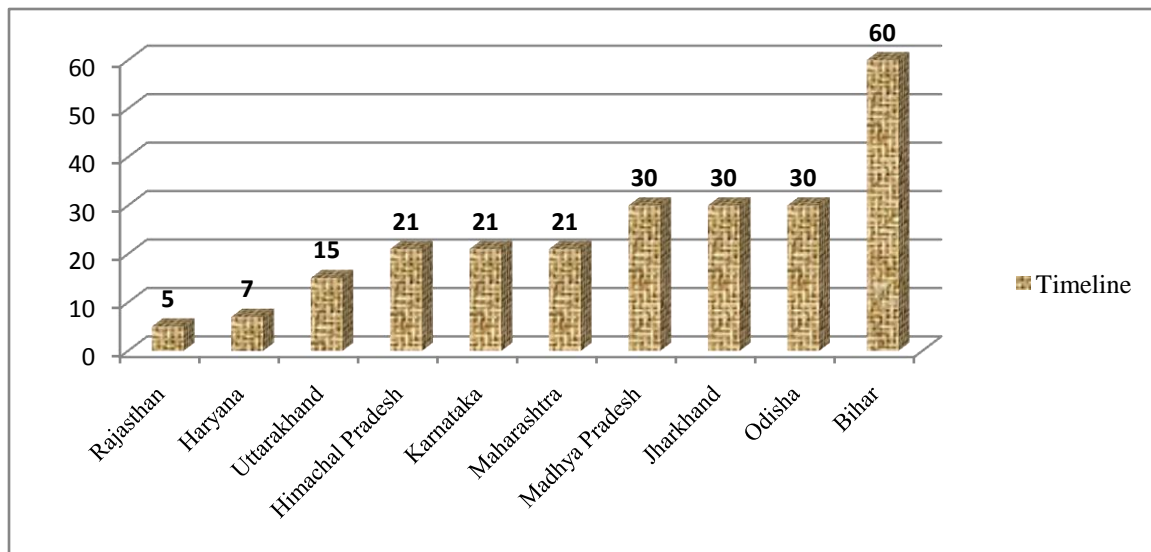
The graph compares the time line of service issue of “*Domicile Certificate*” for the various states. The above graph depicts that time line in MP is 7 days, whereas the time line in Jharkhand is 30 days and the minimum timeline for the same service is 5 days in Rajasthan. It shows that there is a wide variation in the timeline across the states, ranging from 5 days to 30 days. .

### 3.1.4 Issue of Income Certificate



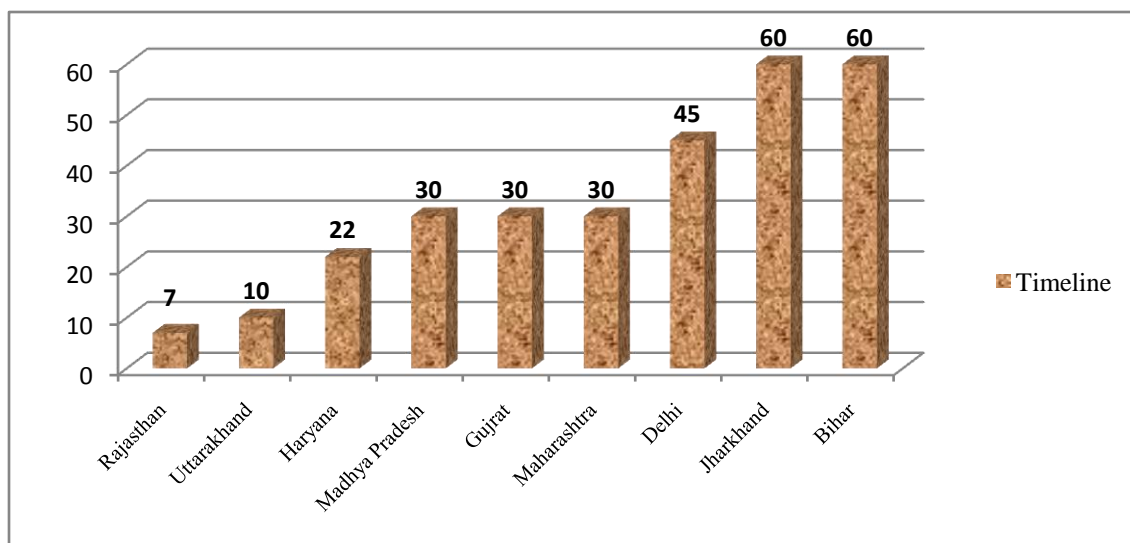
The graph compares the time line of service issue of “*Income Certificate*” for the various states. The above graph depicts that time line in MP is 3 days, which is minimum, whereas the time lines in Himachal Pradesh, Bihar and Karnataka are 21 days, which is maximum. It shows that there is a wide variation in the timeline across the states, ranging from 3 days to 21 days.

### 3.1.5 Issue of Caste Certificate



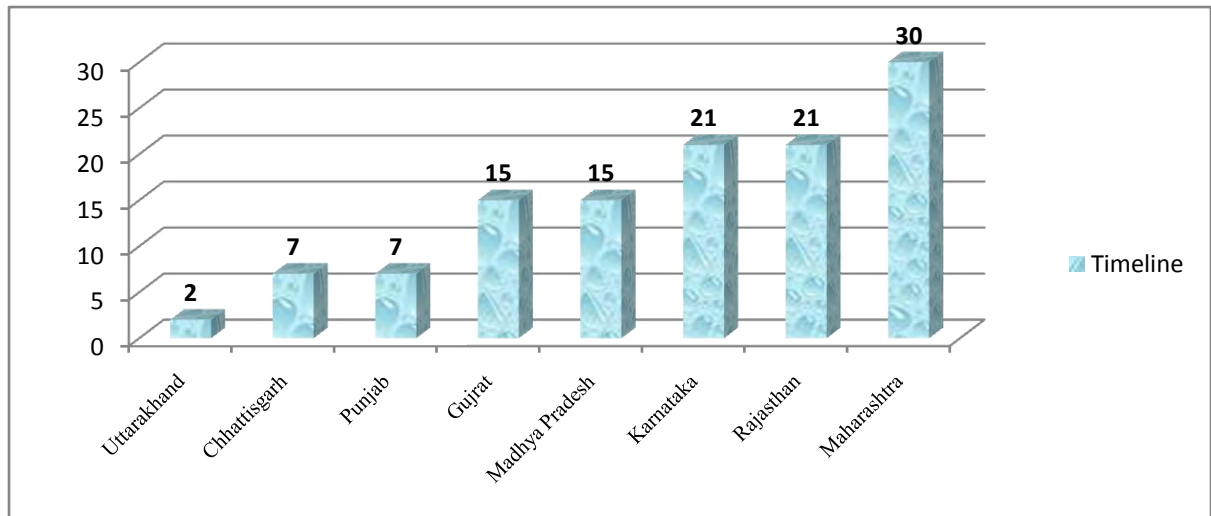
The graph compares the time line of service “*Caste Certificate*” for the various states. The above graph depicts that time line in MP is 30 days, whereas the time line in Bihar is 60 days and the minimum timeline for the same service is 5 days in Rajasthan. It shows that there is a wide variation in the timeline across the states, ranging from 5 days to 60 days.

### 3.1.6 Issue of New BPL Ration Card



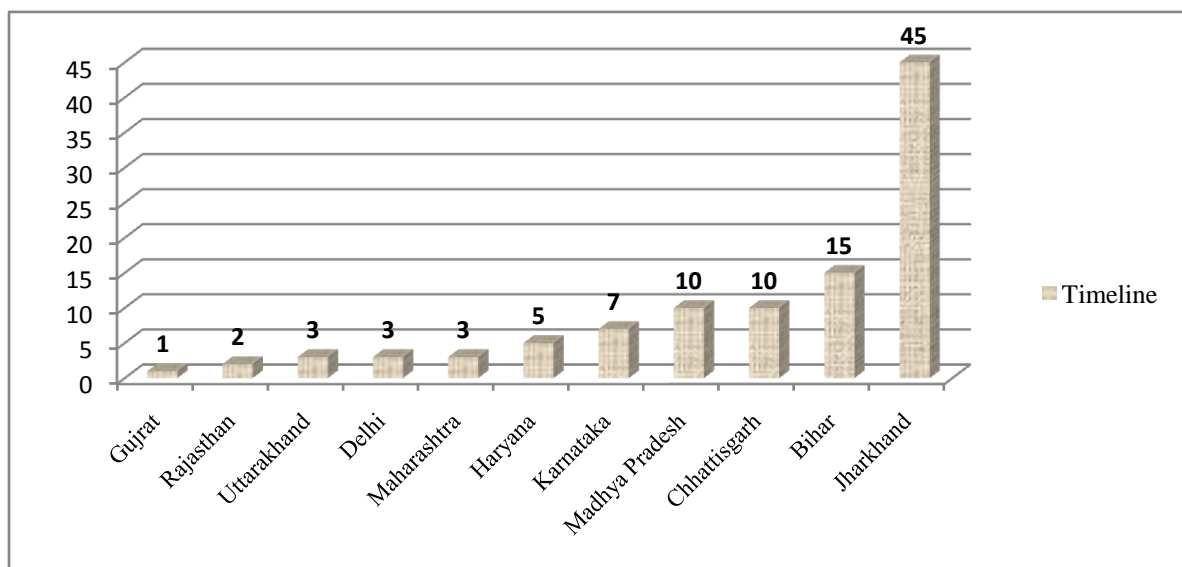
The graph compares the time line of service “*Issue of New BPL Ration Card*” for the various states. The above graph depict that time line in MP is 30 days, whereas the time lines in Bihar and Jharkhand are 60 days and the minimum timeline for the same service is 7 days in Rajasthan. It shows that there is a wide variation in the timeline across the states, ranging from 7 days to 60 days.

### 3.1.7 Issue of Disability Certificate



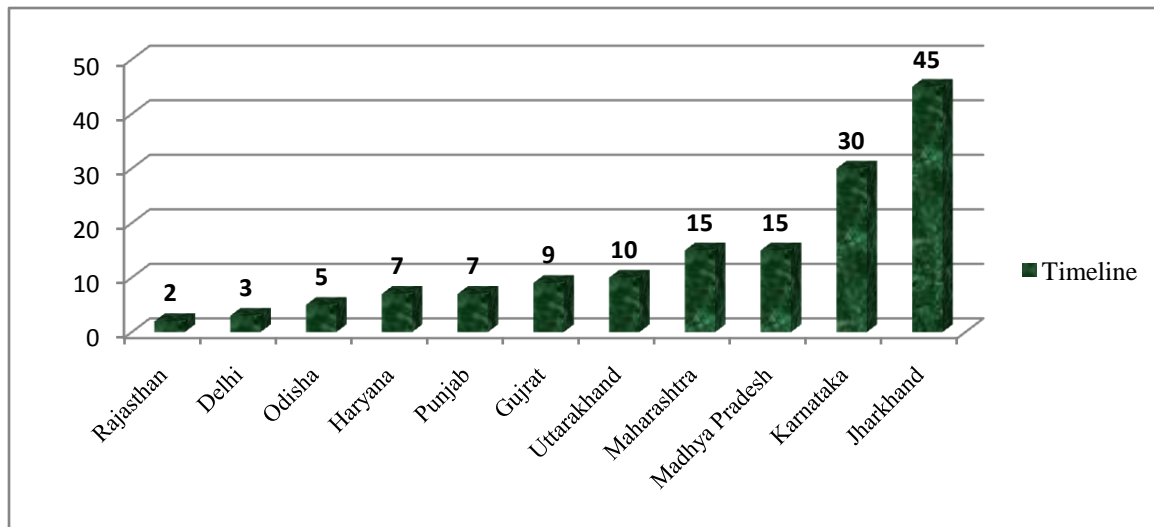
The graph compares the time line of service issue of “*Disability Certificate*” for the various states. The above graph depicts that time line in MP is 15 days, whereas the time line in Maharashtra is 21 days and the minimum timeline for the same service is 2 days in Uttarakhand. It shows that there is a wide variation in the timeline across the states, ranging from 2 days to 30 days. .

### 3.1.8 Issue of Learning Driving License



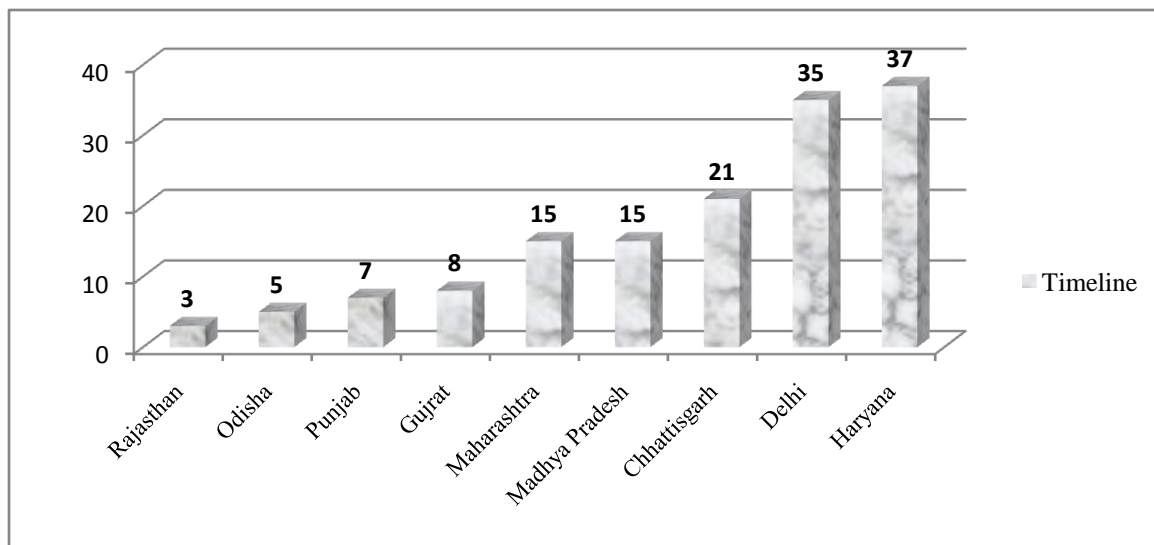
The graph compares the time line of service “*Issue of Learning Driving License*” for the various states. The above graph depicts that time line in MP is 10 days, whereas the time line in Jharkhand is 45 days and the minimum timeline for the same service is 1 day in Gujarat. It shows that there is a wide variation in the timelines across the states, ranging from days to 45 days.

### 3.1.9 Issue of Driving License



The graph compares the time line of service issue of “*Driving License*” for the various states. The above graph depicts that time line in MP is 15 days, whereas the time line in Jharkhand is 45 days and the minimum timeline for the same service is 2 days in Rajasthan. It shows that there is a wide variation in the timeline across the states, ranging from 2 days to 45 days.

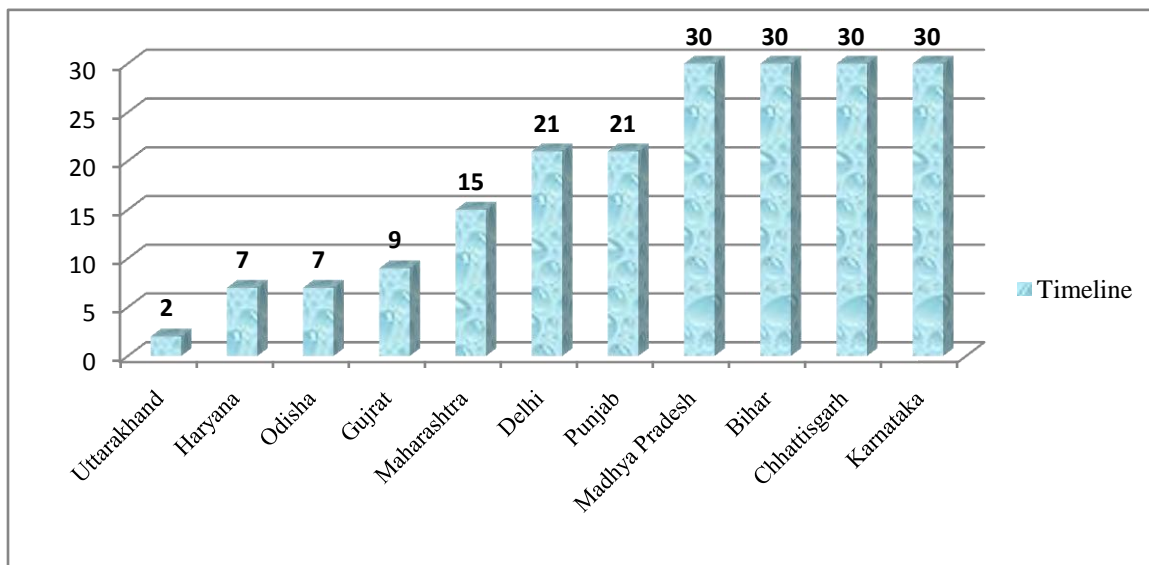
### 3.1.10 Renewal of Driving License



The graph compares the time line of service Renewal of “*Driving Licence*” for the various states. The above graph depicts that time line in MP is 15 days, whereas the time line in Jharkhand is 37 days and the minimum timeline for the same service is 3 days in Rajasthan. It shows that there is a wide variation in the timeline across the states, ranging from 3 days to 37 days.

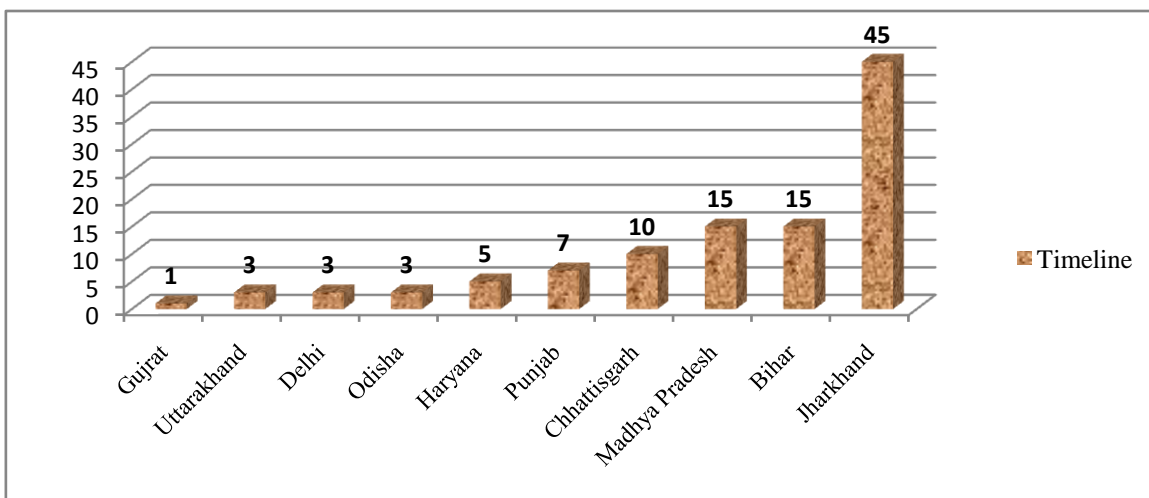


### 3.1.11 Registration of Vehicle



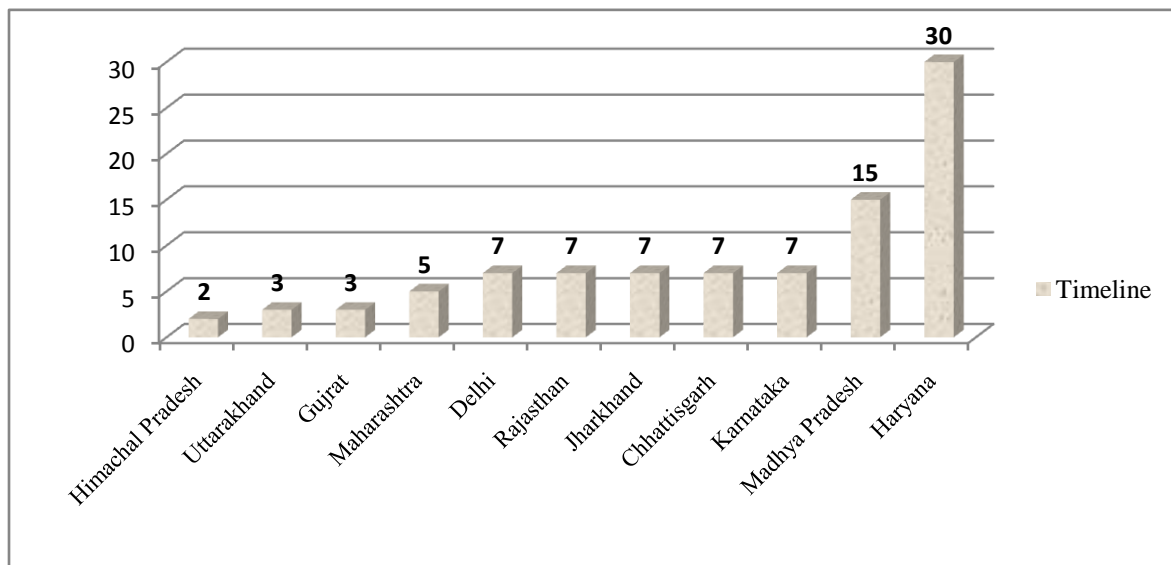
The graph compares the time line of service “*Registration of Vehicles*” for the various states. The above graph depicts that time line in MP is 30 days, and the minimum timeline for the same service is 2 days in Uttarakhand. It shows that there is a wide variation in the timeline across the states, ranging from 2 days to 30 days.

### 3.1.12 Issue of Vehicle Fitness Certificate



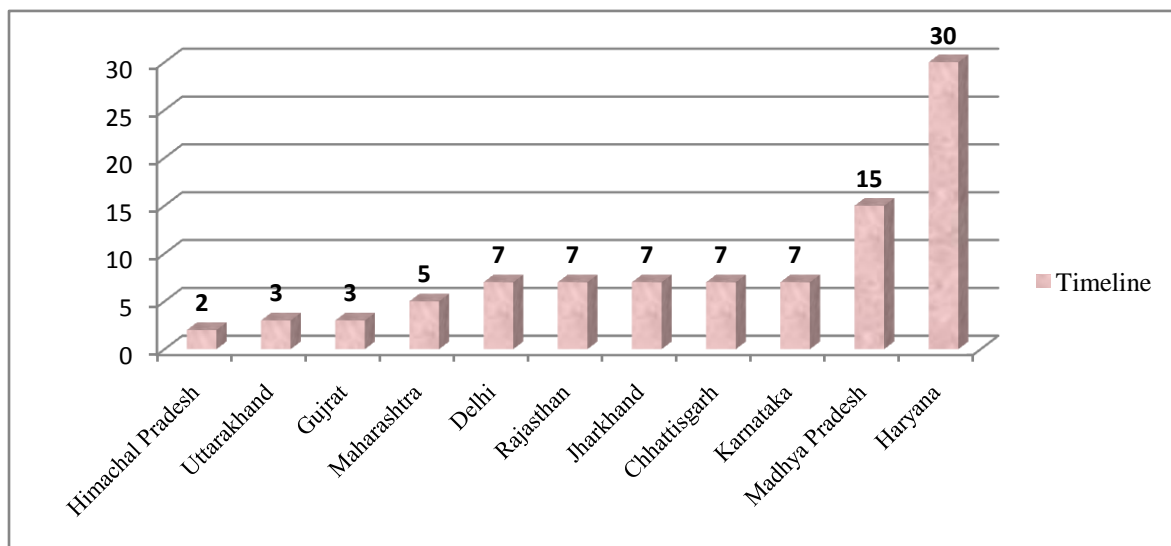
The graph compares the time line of service “*Issue of Vehicle Fitness Certificate*” for the various states. The above graph depicts that time line in MP is 15 days, whereas the time line in Jharkhand is 45 days and the minimum timeline for the same service is 1 day in Gujarat. It shows that there is a wide variation in the timeline across the states, ranging from days to 45 days.

### 3.1.13 Issue of Birth Certificate



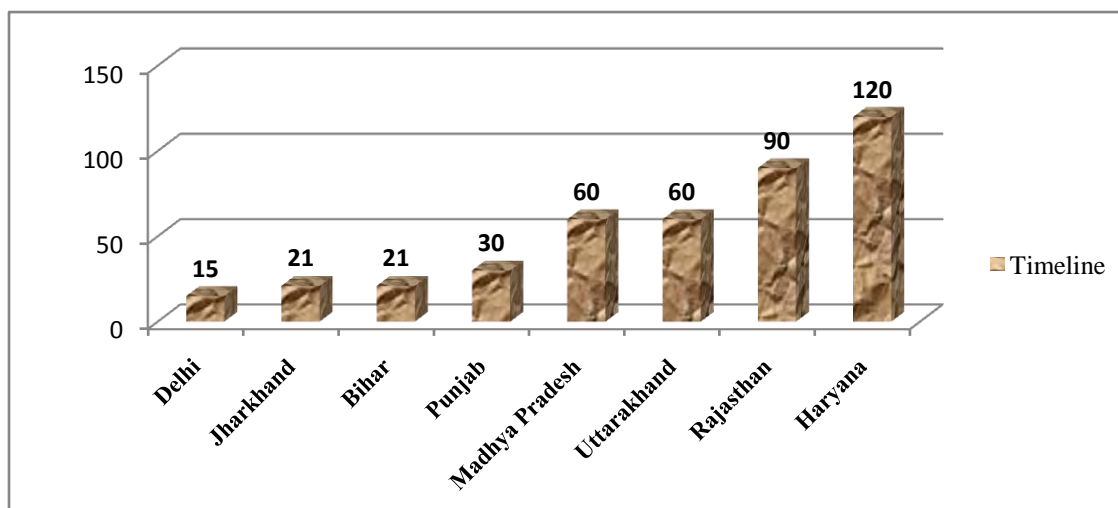
The graph compares the time line of service issue of “*Birth Certificate*” for the various states. The above graph depicts that time line in MP is 15 days, whereas the time line in Haryana is 30 days and the minimum timeline for the same service is 2 days in Himachal Pradesh. It shows that there is a wide variation in the timeline across the states, ranging from 2 days to 30 days.

### 3.1.14 Issue of Death Certificate



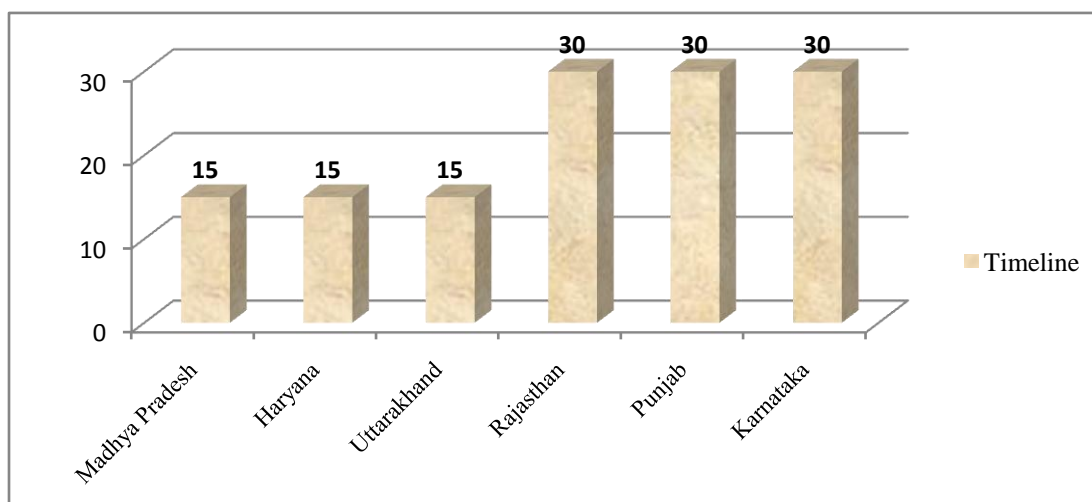
The graph compares the time line of service issue of “*Death Certificate*” for the various states. The above graph depicts that time line in MP is 15 days, whereas the time line in Haryana is 30 days and the minimum timeline for the same service is 2 days in Himachal Pradesh. It shows that there is a wide variation in the timeline across the states, ranging from 2 days to 30 days.

### 3.1.15 Approval and issue of "Samajik Suraksha Pension-First Time



The graph compares the time line of service “*Approval and Issue of Samajik Suraksha Pension-First Time*” for the various states. The above graph depicts that time line in MP is 60 days, whereas the time line in Haryana is 120 days and the minimum timeline for the same service is 15 days in Delhi. It shows that there is a wide variation in the timeline across the states, ranging from 15 days to 120 days.

### 3.1.16 Renewal of arms license (if the license is presented before the expiry date)



The graph compares the time line of service “*Renwal of arm licence (if license is presented before the expiry date)*” for the various states. The above graph depicts that minimum time line is 15 days in MP, whereas the time lines of Punjab, Rajasthan and Karnataka are 30 days, which is maximum. It shows that there is a wide variation in the timeline across the states, ranging from 15 days to 30 days.

## Chapter -4

### Recommendations

#### 4.1 Changes in timelines of the notified services under the MP Right to Service Act

As per the graphs shown in chapter 3.1 (3.1.1 to 3.1.16) “*Comparison of timelines of few important notified services of 11 States*”, the timelines of few important notified services in MP are much higher as compared to other states’ timelines. Timelines for following 14 services in MP can be reduced as per the lowest timelines of these services in other states.

**Table 4.1.1 - Proposed timelines for the notified services**

S.No	Name of Service	Department	Present timeline	Proposed timeline
1	Issue of demand note for new water connection where technically feasible	Urban Administration	15 Days	7 days
2	Provide new water connection as per demand note	Urban Administration	15 Days	7 days
3	Residence Certificate	General Administration	7 Days	5 Days
4	Caste Certificate	General Administration	30 Days	5 Days
5	Issue of New BPL Ration Card	Food & Civil Supply	30 Days	7 Days
6	Disability Certificate	Public Health & Family Welfare	15 Days	2 Days
7	Issue of Vehicle Fitness Certificate	Transport	15 Days	1 Day
8	Registration of Vehicle	Transport	30 Days	2 Days
9	Issue of Driving Licence	Transport	15 Days	2 Days
10	Issue of Learning Driving Licence	Transport	10 Days	2 Days
11	Renewal of Driving License	Transport	15 Days	3 Days
12	Birth Certificate	Planning, Economics & Statistics	15 Days	2 Days
13	Death Certificate	Planning, Economics & Statistics	15 Days	2 Days
14	Approval and issue of "Samajik Suraksha Pension-First Time	Social Justice	60 Days	15 Days

## 4.2 Addition of the new services under the MP Right to Service Act

As per the table 2.2.1 and chapter 2.2 "*Comparison of number of services notified and departments covered under the Acts*" the number of notified services are much higher in other states as compared to Madhya Pradesh. MP is at 10<sup>th</sup> rank among 18 states in terms of notified services. Though, the State government is trying to increase the number of services under the act in a phased manner, but following 78 services (covered in other states) can be considered on priority basis for inclusion under the Act.

**Table 4.2.1 Services Recommended**

S.No	Name of Service	Time lines (In days)	Department	State from which it has been taken
1	Wholesale shop of Fertilizers	30	Agriculture	Jharkhand
2	Manufacturing of Fertilizers	30	Agriculture	Jharkhand
3	Wholesale shop of Pesticides	30	Agriculture	Jharkhand
4	Wholesale shop of Seeds	30	Agriculture	Jharkhand
5	Retail Shop of fertilizers	30	Agriculture	Jharkhand
6	Retail Shop of Pesticides	30	Agriculture	Jharkhand
7	Retail Shop of Seeds	30	Agriculture	Jharkhand
8	Supply of Soil Sample Results	7	Agriculture	Punjab
9	Registration of Ayurved/Unani/Natural and Yoga Graduates Medical Professionals	90	AYUSH	Chhattisgarh
10	Registration of Homeopathy Graduates Medical Professionals	90	AYUSH	Chhattisgarh
11	Issue of Commercial Production Certificate to MSME	30	Commerce & Industry	Chhattisgarh
12	VAT Registration Non-Sensitive Goods	1	Commercial Tax	Jharkhand
13	VAT Registration Sensitive Goods	5	Commercial Tax	Jharkhand
14	Registration of Firms under Indian Partnership Act. 1932.	3	Commerce & Industry	Haryana

<b>15</b>	Registration of Societies under the Haryana Registration and Regulations of Societies Act. 2012	7	Commerce & Industry	Haryana
<b>16</b>	Registration fo co-operctive societies under H.P. Cooperative Societies Act. 1968	21	Cooperation	Himachal Pradesh
<b>17</b>	Amendment of byelaws of Societies under H.P. Societies Registration Act. 2006	21	Cooperation	Himachal Pradesh
<b>18</b>	Descision on applications of students for change in branch at institute level	15	Education	Chhattisgarh
<b>19</b>	Payment of all kind of refund to students at institute level	15	Education	Chhattisgarh
<b>20</b>	Issuance of Higher Secondary Examination Pass Certificate	7	Education	Odisha
<b>21</b>	Issuance of migration certificate by Universities	30	Education	Odisha
<b>22</b>	Issue of Original High School Certificate-cum- Mark Sheet.	7	Education	Odisha
<b>23</b>	Issue of duplicate copy of High School Mark Sheet	15	Education	Odisha
<b>24</b>	Replacement of burnt meters	5	Energy	Punjab
<b>25</b>	Shifting of Meter/Service Connection & Other services: Shifting of Meter within premises	3	Energy	Punjab
<b>26</b>	Implementation of Permanent Disconnection Order (PDCO) on the request of the Consumer.	7	Energy	Punjab

27	Complaints about Consumer's Bills & Restoration of Supply: Resolution of complaints on disputed electricity bill	within 24 hrs if no additional information is required. ii) Within 7 days if additional information is required.	Energy	Punjab
28	Reconnection of supply following disconnection due to nonpayment of bills	24 hours	Energy	Punjab
29	Refund/adjustment of arrears on account of energy bills	15	Energy	Punjab
30	General Fuse repair- for Urban area	4 Hours	Energy	Jharkhand
31	General Fuse repair- for Rural area	1	Energy	Jharkhand
32	Line/Cable breakdown - for Urban area	6 Hours	Energy	Jharkhand
33	Line/Cable breakdown - for Rural area	36 Hours	Energy	Jharkhand
34	Distribution Transformer failure in Cities and Towns	24 Hours	Energy	Haryana
35	Issuance of Licence for Shop under PDS	30	Food and Security	Jharkhand
36	Renewal/Disposal of Sawmill Licence	30	Forest	Chhattisgarh
37	Permission and of Licence or Disposal for retail sale of listed forest produce	30	Forest	Chhattisgarh
38	Send the cases of claims of group insurance and other insurance scheme of <i>Tenduleaf</i> collectors	30	Forest	Chhattisgarh
39	Payment of Institutional Delivery Grant	Within 7 dyas of delivery	Health	Chhattisgarh
40	Postmortem Report	24 Hours	Health	Rajasthan
41	Issuance of fresh Drug License/Renewal to Retail Chemists	30	Health	Punjab

42	Issue of Postmortem Report below the level of medical college	3	Health	Jharkhand
43	Passport Verification	7	Home	Jharkhand
44	Police Verification Report for Issue of Arm Licence	7	Home	Jharkhand
45	Police Verification Report for Joining Service	7	Home	Jharkhand
46	Police Verification Report for Character Certificate	7	Home	Jharkhand
47	Copy of FIR	Immediate	Home	Haryana
48	Stranger Verification (after receiving the verification from the other district/state of which the stranger is resident )	5	Home	Haryana
49	Tenant/Servant Verification i f resident of other district/dtate and after receiving the verification from other district/state)	5	Home	Haryana
50	Complaints against Police	30	Home	Uttarakhand
51	Permission for surrender of weapon in death case	1	Home	Punjab
52	Registration of Construction Contractor for category B,C and D	30	Public Works Dept	Chhattisgarh
53	Addition of members in the Ration Card	12	Revenue	Odisha
54	Deletion of members in the Ration Card	12	Revenue	Odisha
55	Change in Head of Family in Ration Card	12	Revenue	Odisha
56	Change in Residential Address in Ration Card	12	Revenue	Odisha
57	Issuance of Job Card under MGNREGA	15	Rural Development	Punjab
58	International Driving Licence *	30	Transport	Bihar
59	Renewal of Registration certificate	15	Transport	Bihar
60	Cancellation of vehicles registration	45	Transport	Bihar
61	Surrender of vehicles	7	Transport	Jharkhand



<b>62</b>	Transfer of Ownership of Vehicle	4	Transport	Odisha
<b>63</b>	Disposal of complaints about cleaning of roads,streets and drainage	3	Urban Administration	Jharkhand
<b>64</b>	Action after receiving information about dead animals	1	Urban Administration	Jharkhand
<b>65</b>	Vaccination and sterlization of street dogs	7	Urban Administration	Jharkhand
<b>66</b>	Issue of Conveyance Deed	30	Urban Administration	Haryana
<b>67</b>	Re-transfer of property in case of sale	30	Urban Administration	Haryana
<b>68</b>	Booking of Parks/Community Hall	2	Urban Administration	Odisha
<b>69</b>	Land Use Information.	3	Urban Administration	Odisha
<b>70</b>	Issue of permission for Mortgage	30	Urban Administration	Odisha
<b>71</b>	Replacement of damaged Street light	10	Urban Administration	Odisha
<b>72</b>	Issue of duplicate Birth / Death Certificate	7	Urban Administration	Odisha
<b>73</b>	Disposal of dead animals	Within 1 day after receiving information	Urban Administration	Rajasthan
<b>74</b>	Catching hold of stray animals	Within 2 dyas after receiving information	Urban Administration	Rajasthan
<b>75</b>	Removal of Solid waste from streets/roads	2	Urban Administration	Punjab
<b>76</b>	Issue of new trade license by Municipal Corporation	15	Urban Administration	Haryana

77	Renewal of trade license by municipal corporations	12	Urban Administration	Haryana
78	Change of owner/occupier in Property Tax Register (except in death case)	15	Urban Administration	Haryana

\* Though the time line for the service “ international driving license” (mentioned at serial number 59) in Bihar is 30 days, but recommended time lines is 3 days.

### 4.3 Conclusion

Though, MP was the first state to enact Right to Service Act in the Country, but the study shows that some of the states like Karnataka, Maharashtra, Delhi, Punjab, Odisha have taken lead in bring more and more services under the act. Karnataka state has brought all the important citizen services under the act. The timelines for notified services in MP also need a relook.

### References:

1. Report of *Transparency International- Right to Service-A Guide* by S K Agrawal
2. *UNDP Report on National Consultation on Strengthening Delivery and Accountability Frameworks for Public Services 8-9 December 2011, Bhopal, Madhya Pradesh*
3. Report of *Centre for Organization Development, Hyderabad*
4. *Accountability Initiative, Centre for Policy Research, Dharam Marg, Chanakyapuri, New Delhi*
5. *Official website of various State Governments*

## **Annexure-1**

**Table-3.1.1 Issue of demand note for new water connection where technically feasible**

<b>State</b>	<b>Timeline (in days)</b>
Rajasthan	7
Haryana	12
Madhya Pradesh	15
Uttarakhand	15
Chhattisgarh	30

**Table-3.1.2 Provide new water connection as per demand note**

<b>State</b>	<b>Timeline (in days)</b>
Rajasthan	7
Haryana	12
Madhya Pradesh	15
Uttarakhand	15
Karnataka	15
Jharkhand	30
Chhattisgarh	30
Gujrat	30

**Table-3.1.3 Issue of Residence Certificate**

<b>State</b>	<b>Timeline (in days)</b>
Rajasthan	5
Madhya Pradesh	7
Haryana	7
Karnataka	7
Uttarakhand	15
Punjab	15
Maharashtra	15
Odisha	15
Bihar	21
Himachal Pradesh	21
Jharkhand	30

**Table-3.1.4 Issue of Income Certificate**

State	Timeline (in days)
Madhya Pradesh	3
Uttarakhand	15
Punjab	15
Jharkhand	15
Haryana	15
Odisha	15
Maharashtra	15
Bihar	21
Himachal Pradesh	21
Karnataka	21

**Table-3.1.5 Issue of Caste Certificate**

State	Timeline (in days)
Rajasthan	5
Haryana	7
Uttarakhand	15
Himachal Pradesh	21
Karnataka	21
Maharashtra	21
Madhya Pradesh	30
Jharkhand	30
Odisha	30
Bihar	60

**Table-3.1.6 Issue of New BPL Ration Card**

State	Timeline (in days)
Rajasthan	7
Uttarakhand	10
Haryana	22
Madhya Pradesh	30
Gujarat	30
Maharashtra	30
Delhi	45
Jharkhand	60
Bihar	60

**Table-3.1.7 Issue of Disability Certificate**

State	Timeline (in days)
Uttarakhand	2
Chhattisgarh	7
Punjab	7
Gujrat	15
Madhya Pradesh	15
Karnataka	21
Rajasthan	21
Maharashtra	30

**Table-3.1.8 Issue of Learning Driving License**

State	Timeline (in days)
Gujrat	1
Rajasthan	2
Uttarakhand	3
Delhi	3
Maharashtra	3
Haryana	5
Karnataka	7
Madhya Pradesh	10
Chhattisgarh	10
Bihar	15
Jharkhand	45

**Table-3.1.9 Issue of Driving License**

State	Timeline (in days)
Rajasthan	2
Delhi	3
Odisha	5
Haryana	7
Punjab	7
Gujrat	9
Uttarakhand	10
Maharashtra	15
Madhya Pradesh	15
Karnataka	30
Jharkhand	45

**Table-3.1.10 Renewal of Driving License**

State	Timeline (in days)
Rajasthan	3
Odisha	5
Punjab	7
Gujrat	8
Maharashtra	15
Madhya Pradesh	15
Chhattisgarh	21
Delhi	35
Haryana	37

**Table-3.1.11 Registration of Vehicle**

State	Timeline (in days)
Uttarakhand	2
Haryana	7
Odisha	7
Gujrat	9
Maharashtra	15
Delhi	21
Punjab	21
Madhya Pradesh	30
Bihar	30
Chhattisgarh	30
Karnataka	30

**Table-3.1.12 Issue of Vehicle Fitness Certificate**

State	Timeline (in days)
Gujrat	1
Uttarakhand	3
Delhi	3
Odisha	3
Haryana	5
Punjab	7
Chhattisgarh	10
Madhya Pradesh	15
Bihar	15
Jharkhand	45

**Table-3.1.13 Issue of Birth Certificate**

State	Timeline (in days)
Himachal Pradesh	2
Uttarakhand	3
Gujrat	3
Maharashtra	5
Delhi	7
Rajasthan	7
Jharkhand	7
Chhattisgarh	7
Karnataka	7
Madhya Pradesh	15
Haryana	30

**Table-3.1.14 Issue of Death Certificate**

State	Timeline (in days)
Himachal Pradesh	2
Uttarakhand	3
Gujrat	3
Maharashtra	5
Delhi	7
Rajasthan	7
Jharkhand	7
Chhattisgarh	7
Karnataka	7
Madhya Pradesh	15
Haryana	30

**Table-3.1.15 Approval and issue of "Samajik Suraksha Pension-First Time**

State	Timeline (in days)
Delhi	15
Jharkhand	21
Bihar	21
Punjab	30
Madhya Pradesh	60
Uttarakhand	60
Rajasthan	90
Haryana	120

**Table-3.1.16 Renewal of Arms License (if the license is presented before the expiry date)**

State	Timeline (in days)
Madhya Pradesh	15
Haryana	15
Uttarakhand	15
Rajasthan	30
Punjab	30
Karnataka	30





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