

PARLIAMENT OF INDIA



RAJYA SABHA SECRETARIAT

DEPARTMENT RELATED PARLIAMENTARY STANDING COMMITTEE ON
PERSONNEL, PUBLIC GRIEVANCES, LAW AND JUSTICE INVITES SUGGESTIONS
ON

THE RIGHT OF CITIZENS FOR TIME BOUND DELIVERY OF GOODS AND SERVICES AND REDRESSAL OF THEIR GRIEVANCES BILL, 2011

The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011 introduced in the Lok Sabha on the 20th December, 2011, has been referred to the Department Related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice, headed by **Dr. Abhishek Manu Singhvi, Member, Rajya Sabha** for examination and report.

2. The Bill seeks to lay down an obligation upon every public authority to publish citizens charter providing delivery of goods and services within the stipulated time and also provide for a grievance redressal mechanism for non-compliance of citizens charter and for matters connected therewith or incidental thereto.

3. With this objective in view, the Bill, inter-alia provides for:

- right on every individual citizen to time bound delivery of goods and provision for services and redressal of grievances;
- publication of Citizens Charter by all the Public Authorities both under the Central and the State Governments;
- every Public Authority to establish information and facilitation centre for efficient and effective delivery of services and redressal of grievances;
- constitution of the State Public Grievance Redressal Commission and the Central Public Grievances Redressal Commission consisting of Chief Commissioners and other Commissioners;
- every Public Authority to designate as many officers as may be necessary as Grievance Redress Officers and the Designated Authority to hear appeal against the decision of Grievance Redress Officers;
- the Grievance Redress Officers and the Designated Authority to act within 30 days;
- appeal against the decision of Designated Authority to be preferred to the Central/State Grievance Redressal Commission as the case may be;
- designated Authority, the Central/State Grievance Redressal Commission empowered to impose a lump sum penalty, including compensation to the complainant, against designated official responsible for delivery of goods and services or Grievance Redress Officer up of fifty thousand rupees to be recovered from the salary of the official. The appellate authority may award a portion of the penalty to the appellant, as compensation;
- disciplinary proceedings against any public servant, found guilty of offence by the disciplinary authority;
- where the grievance complained of is *prima facie* indicative of a corrupt act or practice in terms of the Prevention of Corruption Act, 1988 against an officer of the Public Authority, the appropriate authorities, on a reference, to take cognizance of such corrupt practice;
- appeal to the Lokpal/Lokayukta; constituted under the Lokpal and Lokayuktas Act, 2011 by any person aggrieved by the decision of the Central Public Grievance Redressal Commission.

4. The Committee has decided to invite memoranda containing views/suggestions from the individuals/organisations interested in the subject matter of the Bill and also to hear select oral evidence on the subject matter of the Bill.

5. Those desirous of submitting memoranda to the Committee may send two copies thereof, neatly typed in double space (either in English or Hindi) to **Shri K.P. Singh, Director, Rajya Sabha Secretariat, 201, Second Floor, Parliament House Annexe, New Delhi-110001 (Tel: 23034201, Fax: 23016784, E-mail: feedback.ppg@sansad.nic.in)** within fifteen days of publication of this advertisement. Those who are willing to appear before the Committee for oral evidence besides submitting the memorandum may so indicate. However, the Committee's decision in this regard shall be final.

6. The memoranda submitted to the Committee would form part of the records of the Committee and be treated as confidential. Any violation in this regard would constitute a breach of privileges of the Committee.

7. The Bill has been published in the Gazette of India, Extraordinary, Part II, Section 2, dated the 20th December, 2011. Copies of the Bill can be obtained on written request to the abovementioned Officer or can be downloaded from the official website of the Rajya Sabha (<http://rajyasabha.nic.in>) under the link Committees, sub-link "Bills with the Committee".

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