

GOVERNMENT OF TRIPURA

**THE TRIPURA GUARANTEED SERVICES TO CITIZENS
RULES, 2020**

REVENUE DEPARTMENT

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Agartala, Friday, December 4, 2020 A. D. Agrahayana 13, 1942 S. E.

**GOVERNMENT OF TRIPURA
REVENUE DEPARTMENT**

No.F.4(1)-RCC/2014/P-II

Dated, Agartala, the 1st December, 2020.

NOTIFICATION

In exercise of the powers conferred under section 19 of the Tripura Guaranteed Services to Citizens Act, 2020, the Governor is pleased to make the following Rules to carry out the purposes of the Act:-

1. Title and commencement :-

- (i) These rules may be called the Tripura Guaranteed Services to Citizens Rules, 2020.
- (ii) They shall come into force from the date of their publication in the official Gazette of Tripura.

2. Definitions:-

(i) In these rules, unless the context otherwise requires, -

- a) 'Act' means the Tripura Guaranteed Services to Citizens Act, 2020 (The Tripura Act No. 19 of 2020);
- b) 'Rules' means the Tripura Guaranteed Services to Citizens (Rules) 2020;
- c) 'Form' means form appended to these rules;
- d) 'Section' means section of this Act;
- e) 'Schedule' means the schedule notified time to time by the state Government prescribing citizens's services, designated officers and stipulated time for providing such services;
- f) 'Nodal Department' means the department that is notified by the Government and that shall be responsible for implementation of this Act.

(ii) The words and expressions used in these rules but not defined shall have the same meaning assigned to them in the Act.

3. Display of information on Notice Board:-

- (i) The Designated Officer of the Public Authority shall, for the convenience of common public, cause to display all relevant information regarding the services available in his office as notified under the Act and Form of application on the Notice Board. All the

necessary documents that are required to be enclosed with the application for receiving the notified services, if any, check list for documents to be enclosed, prescribed fees, acknowledgement letter to be given compulsorily, reasons for rejection of services, the manner of receiving compensatory cost from the Competent Officer, details as how to contact the Appellate Authority, the procedure for monitoring the status of applications shall be displayed on the Notice Board as per sub-section (2) of section 3 of the Act (Form – A). Such Notice Boards shall be exhibited in front of the office. Sufficient number of copies of the prescribed applications forms be made available in the counters for receiving the applications.

- (ii) In the event of non-display of such information in the public domain, the competent officer shall take remedial measures through the Public Authority / Designated Officer.

4. Manner of receiving application and issuing acknowledgement to applicants:-

Save as otherwise provided, in any other law for the time being in force:-

- (i) the citizen shall apply to the designated officer for one or more services as notified by the Government from time to time in prescribed format along with such documents as required by the Public Authority, who provides the service;
- (ii) the designated officer or authorised person shall upon receipt of the written application or in such Form wherever prescribed, give due acknowledgement to the applicant in **Form B**;
- (iii) if the application is not in form or the necessary document / documents have not been enclosed with application, the application shall be summarily rejected and the reason of such rejection shall be specified in the appropriate column of Acknowledgement (**Form B**);
- (iv) where all the necessary documents have been enclosed with the application and the application is complete in all respects, then the date of delivery shall be mentioned.

5. Public holidays shall not be included: - The public holidays or any other notified holidays shall not be included while calculating the stipulated time limit for delivery of service.

6. **Manner of seeking compensatory cost:-** (1) If the service is not provided to the citizen within stipulated time, he shall be entitled to seek compensatory cost by submitting an application in plain paper along with a copy of **Form – B** to the Competent Officer within 30(thirty) days from the date of expiry of stipulated time;

(ii) The Competent Officer shall acknowledge the receipt of the application for compensatory cost, with date and seal;

(iii) After receipt of application for compensatory cost, the Competent Officer shall examine the matter and assess the compensatory cost entitled to the applicant on the basis of online / offline information and take necessary action to make immediate payment as notified as per **Form – A** out of the imprest amount of the office and get the acknowledgement from the applicant with signature. Thereafter, he shall initiate action to recover the same from the responsible Designated Officer or defaulting Public Servant within 30 days as prescribed under section 11 of the Act or within the time limit prescribed in the notification issued by the Government from time to time.

7. Procedure for fixing liability: -

(i) After compliance of the procedure laid down in Rule 6, the Competent Officer at the time of deciding complaint or appeal on examination of the relevant records, is of the opinion that the delay in delivery of the notified service, was caused by the Designated Officer or the sub-ordinate official, without any grounds as mentioned in the proviso to the section 9 of the Act or any other reasonable ground, he may issue notice for explanation to the Designated Officer or sub-ordinate official as per **Form C**;

(ii) on receipt of notice as per **Form C**, the Designated Officer or public servant shall submit his reply to the Competent Officer within a period not exceeding 7 (seven) days from the date of receipt of that notice;

(iii) if the reply of Designated Officer or public servant found not satisfactory or if no reply is received within stipulated time, the Competent Officer shall dispose the matter by ordering to the responsible Designated Officer or public servant to deposit the compensatory cost, within 30 (thirty) days as prescribed under section 11 (4) of the Act;

- (iv) if the responsible Designated Officer or official does not / fails to deposit the compensatory cost as per the provision of Rule 7(iii), the Competent Officer shall order to the respective DDO to recover the compensatory cost from the next month's salary or honorarium or remuneration of responsible Designated Officer or defaulting public servant;
- (v) if the reply of Designated Officer found satisfactory, the Competent Officer or Appellate Authority shall dispose the case without imposing any penalty or compensatory cost.

8. Right to appeal by the Designated Officer or Public Servant:- The Designated Officer or concerned public servant aggrieved with the order of Competent Officer may prefer to appeal before the Appellate Authority within a period not exceeding 30 (thirty) days from the date of such order as per section 12(1).

9. Right to appeal by the aggrieved citizens:- (i) any citizen, whose application is rejected under sub-section (2) of section 5, may file an appeal to the Competent Officer for the service, within a period not exceeding 30(thirty) days from the date of rejection of the application as per section 13(1) of the Act;

(ii) any citizen being aggrieved with the order of Competent Officer may prefer to appeal before the Appellate Authority within a period not exceeding 60(sixty) days from date of such order as per section 13(3).

10. Documents to be enclosed with appeal to the Appellate Authority: -

(i) The aggrieved citizen shall appeal to Appellate Authority in plain paper along with Form – B within 60(sixty) days as per section 13(3) of the Act;

(ii) The Designated Officer or any public servant aggrieved with the order of Competent Officer may file appeal to Appellate Authority in plain paper along-with other relevant documents to substantiate his claim.

11. Relaxation of Fee: - No fee shall be levied for appeal to Competent Officer or Appellate Authority.

12. Individual presence of applicant or Designated Officer or Competent Officer:-

- (i) In all situations, the hearing date shall be communicated to applicant or Designated Officer or Competent Officer as the case may be, at least 7 (seven) days in advance.

- (ii) The applicant or Designated Officer or Competent Officer, as the case may be shall make himself or person authorised by him to be present during the hearing.
- (iii) If any party remains absent on the date of hearing even after the information of hearing being duly informed to him, then, the application may be decided exparte.

13. Order of Appeal:- (i) The Competent Officer or Appellate Authority, as the case may be, shall pronounce order in open hearing and it shall be in writing (Form – D).

- (ii) Copy of appeal order by the Competent Officer or Appellate Authority as the case may be, shall be given to applicant, Designated Officer or official within 7(seven) days from the date of such order.
- (iii) In case of imposition of compensatory cost, the Appellate Authority shall mark copy of such order to the concerned Public Authority with instructions to deduct the amount from the salary or honorarium or remuneration, of the Designated Officer or Public Authority, as the case may be.
- (iv) If there is no default found on the part of Designated Officer, the Appellate Authority may dispose the appeal without imposing any compensatory cost.

14. Process of communicating the information of hearing:- Information of hearing of the application by Competent Officer or Appellate Authority shall be communicated by the Competent Officer or Appellate Authority in one of the following manners, namely:-

- (i) By hand delivery;
- (ii) By registered post with acknowledgement receipt; or
- (iii) By Telephone / Fax / e-mail / SMS (whatever speedy communication)
- (iv) Information shall be displayed through online / website.

15. Maintenance of records of all disposed cases under the Act: - The Designated Officer, Competent Officer or Appellate Authority, Disciplinary Authority shall maintain records of all the cases in Form E-1, Form E-2, Form E-3 and Form E-4 respectively and specially Form E-1 with regard to the action taken in respect of delay / default cases and shall send a periodical report to the Head of the Public Authority. Show cause notice in Form E-4 shall be issued to the Designated Officer who have defaulted / delayed in more than 7 (seven) cases. Disciplinary action shall be initiated in cases where reasons are not justifiable.

Show Cause notice in Form E-5 shall be issued to the Competent Officer / Appellate Authority who have exceeded the time limit. Report of such cases shall be intimated to Nodal Department in Form E-6 at the end of the month. The Head of the Public Authority shall include the same in its Annual Report. At the end of the year list of officers who have not defaulted shall be published and issued with letter of appreciation (Form E-7).

A Nodal Department along-with a Nodal Officer and separate cell shall be notified by the Government for implementation of this Act / Rules.

16. Dissemination and Training:- The State Government and the Public Authorities:

- (i) shall organize campaigns and programmes to advance the understanding of the public, in particular of the disadvantaged communities, as to how to exercise the rights contemplated under this Act;
- (ii) shall provide staff and infrastructure for the effective implementation of the Act;
- (iii) to give timely and effective dissemination of accurate information by Public Authorities about the notified services and timelines to the citizens and the process for applications, and
- (iv) to provide training to the Designated Officer, Competent Officer and Appellate Authority, as the case may be, of their duties under the Act;
- (v) Concerned departments of the State Government shall frame guidelines containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right specified under this Act;
- (vi) Concerned Departments of the State Government shall, if necessary, update and publish guidelines referred to in sub-rule (v) above at regular intervals which shall, in particular and without prejudice to the generality of sub-rule (v) above, include:-
 - (a) The objects of this Act;
 - (b) The manner and the form in which request for services shall be made to the designated officer or competent officer;
 - (c) All remedies in law available regarding a delay or denial of service, including the manner of filing appeals;

- (d) Any additional regulations or circulars made or issued in relation to obtaining services in accordance with this Act;

17. Monitoring and Implementation:-

- (i) Every Public Authority or Local Authority shall introduce a online monitoring mechanism, to ensure the timely delivery of notified services in accordance with the procedure, as notified by the State Government.
- (ii) The State Government may also introduce a mechanism for centralized monitoring of the timely delivery of notified services, through use of Information and Communication Technologies /E-Governance and for monitoring various provisions of this Act.

By Order of the Governor

Tanusree Deb Barma
Secretary, Revenue Department
Government of Tripura

FORM - A
(See Rule 3(i))
SAMPLE DISPLAY BOARD

The Tripura Guaranteed Services to Citizens Act, 2020

Name of the Office :-

Name of village / Sub-Division / District :-

Scheduled Services :-

Sl. No.	List of service	Compensation fee	List of the Designated Officer	Name of the Designated Officer	Stipulated time for designated officer	Competent officer	Stipulated time for Competent Officer	Appellate Authority	Stipulated time for Appellate Authority
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

Name of the authorised person to give and receive the application:

Instructions to Citizens:-

- To get the acknowledgement receipt compulsorily.
- If services are delayed / not delivered, contact Competent Officer / Appellate Authority along with the acknowledgment receipt.
- To know the status and monitoring of the application, contact :

Website (if any) :-

Email Id :-

Contact number of call centre / Help Desk number :-

The Government Servant who fails to give the services are liable to pay Rs.20/- per day per service from his salary.

FORM B

(See Rule 4(ii))

Acknowledgement by the Designated Officer / Authorised Officer:

1.	Name of the Applicant with address	
2.	Date of application	
3.	Acknowledgement Number	
4.	Name of the Designated Officer with designation and address	
5.	Details of services sought / complaint	
6.	Details of relevant documents enclosed with application	
7.	Accept (Yes / No)	
8.	Proposed date of Delivery	
9.	Rejection (with reasons)	

Place:

Signature and Stamp of the Designated Officer /
Authorised Officer

Date:

FORM C

**Notice for recovery of compensatory cost
(Competent Officer)**

It appears from the complaint received from Sri / Smt..... that you have failed to deliver / delayed the services within the stipulated time under the Tripura Guaranteed Services to Citizens Act, 2020 to the applicant Sri/Smt..... having acknowledgement Receipt Number..... Therefore, Rs..... @ Rs.20/- per day has been assessed as compensatory cost as specified under section 9 is paid to the applicant for number of days delayed service / services. Now, as to why the compensatory cost of Rs..... will not be recovered from your salary. You are instructed to give your explanation with justification within 7 days.

It is further instructed to provide the services within the stipulated time.

Place:

Date:

Competent Officer

FORM - D

**Format for Order of the Appellate Authority
(Competent Officer / Appellate Authority)**

As per application dated.....the services sought under acknowledgement No....., the delay / default in delivering number of services has been proved. Accordingly an amount of Rs..... has been assessed as compensatory cost, which is to be paid to the applicant. In this connection an explanation was called from the Designated Officer within seven days. The appeals of the Applicant / Designated Officer / Competent Officer have been enquired into. Based on the appeals, the documents and other information furnished during the course of enquiry, it has been proved that Sri /Smt has delayed / defaulted in providing..... number of services under Section 9 of the Tripura Guaranteed Services to Citizens Act, 2020. Therefore, the Drawing Officer (DDO) is instructed to deduct an amount of Rs..... from his salary and credit the same to the concerned Head of Account of the Department for onward payment to the applicant concerned.

Date:

Place:

**Sd/-
(Competent Officer / Appellate Authority)**

FORM E - 1

(See Rule 16)

Register to be maintained by the Designated Officer

(Name, designation and address)

Sl. No.	Name of the applicant with address and acknowledgement No.	Details of services sought	Details of relevant documents enclosed to the application	No. of services		
				Delivered	Rejected (with reasons for rejection)	Delayed (No. of days delayed)
1	2	3	4	5	6	7

FORM E - 2

Register to be maintained by Competent Officer

(Name, Designation and Address)

Sl. No.	Name and address of the Complainant	Date of Complaint with acknowledgment No.	Details of services sought	Name and designation of the designated officer complained against	Details of relevant documents enclosed with appeal	Basis for appeal	Relief asked	No. of services	
								Date of payment of C.C.	Date of recovery of C.C.
1	2	3	4	5	6	7	8	9	11

FORM E - 3

Register to be maintained by First / District Appellate Authority

Sl. No.	Name and address of the Appellant	Date of first application with Ack. No.	Details of services sought	Details of documents accompanying the application for second appeal	Grounds on which appeal is filed	Name and designation of the Designated Officer	Name and designation of the Competent Officer to whom first appeal lies	Date of disposal
1	2	3	4	5	6	7	8	9

FORM E - 4

It has been observed that, out of applications received under the Tripura Guaranteed Services to Citizens Act, 2020, you have failed to deliver the services in cases in the scheduled time as detailed in Form E-1. You are hereby directed to give your explanation about the reasons for this delay / default and the precautionary measure taken to solve the same within seven days, failing which disciplinary action will be initiated against you.

Competent Officer / Appellate Authority

FORM E - 5

It has been observed that, out of applications for appeals received under the Tripura Guaranteed Services to Citizens Act, 2020, you have failed to dispose ofNo. of appeals within the scheduled time. You are hereby directed to give your explanation within 7(seven) days, failing which disciplinary action will be initiated against you.

Disciplinary Authority

FORM E - 6

Name of the department	Total No. of applications received	No. of Officers who have defaulted in more than 7 cases	No. of cases where disciplinary action initiated	Common reasons assessed for default	Measures taken for reforms
(1)	(2)	(3)	(4)	(5)	(6)

Disciplinary Authority (Nodal Officer)

FORM E - 7

It is matter of pride that you have delivered the services under the Tripura Guaranteed Services to Citizens Act, 2020 in time to the citizens throughout the year. Because of the best services rendered by you, the Department and the Government have earned good name and has resulted in promoting good faith in the citizens towards the Act and the administrative reforms measures taken by the Government. It is assumed that the employed will get encouragement and enthusiasm from your model service. I would like to place on record the Government appreciation for the outstanding (default free) service rendered by you in the year.....

Wishing you many more success in future.

Secretary of the Department

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