

**PUBLISHED IN THE EXTRAORDINARY
ISSUE OF THE TRIPURA GAZETTE, AGARTALA.**

Agartala, Friday, November 13, 2020 A. D. Kartika 22, 1942 S. E.

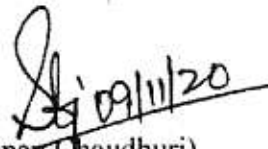
**GOVERNMENT OF TRIPURA
LAW DEPARTMENT
SECRETARIAT : AGARTALA.**

No.F.8(26) Law/Leg-I/2020

Dated, Agartala, the 9th November, 2020.

NOTIFICATION

The following Act of the Tripura Legislative Assembly received the assent of the Governor of Tripura on the 7th of November, 2020 and is hereby published for General information.


(Sopan Chaudhuri)
Deputy Secretary, Law
Government of Tripura

THE TRIPURA ACT NO-19 OF 2020.

THE TRIPURA GUARANTEED SERVICES TO CITIZENS ACT, 2020.

**AN
ACT**

to provide for guaranteed delivery of notified services to citizens in the State of Tripura within the stipulated time limit and for matters connected therewith and incidental thereto.

Whereas, it is expedient to provide for delivery of guaranteed of services to citizens in the State of Tripura within the stipulated time limit and for matters connected therewith and incidental thereto.

BE it enacted by the Tripura Legislative Assembly in the **Seventy-first Year** of the Republic of India as follows: -

1. Short title and commencement. - (i) This Act may be called the "Tripura Guaranteed Services to Citizens Act, 2020".

(ii) It shall come into force on such date as the Government may, by notification in the official Gazette, appoint and different dates may be appointed for different service.

2. Definitions. - In this Act, unless the context otherwise requires, -

(a) "Appellate Authority" means an officer appointed by the Government by notification invested with the power to hear appeal against the orders passed by any competent officer under this Act;

(b) "eligible person" means a citizen who is eligible for obtaining the notified service.

(c) "Competent Officer" means an officer appointed by the Government who shall be empowered to impose cost on the public servant defaulting or delaying the delivery of service in accordance with this Act;

(d) "Designated Officer" means an officer who is required to provide citizen related service;

(e) "Notified service" means any service notified by the State Government.

(f) "Government" means the Government of Tripura;

(g) "prescribed" means prescribed by the rules made under this Act;

(h) "Public Authority" means the Organization or Authority or body or institution or a Local Authority established or constituted, -

(i) by or under the Constitution in the State;

(ii) by any other law made by the State Legislature;

(iii) by notification issued or order made by the Government and includes, -

(iv) body owned, controlled or substantially financed; or

(v) Non-Governmental organization substantially financed; directly or indirectly by the Government.

(j) "Public servant" means a person substantively appointed to any service or post of the public authority;

(k) "Right to service" means right to obtain the citizen related services within the stipulated time specified in the Schedule;

(l) "stipulated time" means the maximum time to provide the service by the designated officer or to decide the appeal by the competent officer or Appellate Authority notified under Section 3.

3. Right to obtain service within stipulated time limit -

(1) Every eligible citizen shall have right to obtain citizen related eligible services in the State in accordance with this Act within the stipulated time specified thereunder;

(2) Every designated officer and his subordinate public servant of the Public Authority shall provide the citizen related services specified in the Schedule to the citizens eligible to obtain the service, within the stipulated time and also display the same on the notice board of their offices.

4. Notification of services, designated officers, competent officers, appellate authority and stipulated time limits. - The Government may by notification, amend, add or delete the services, designated officers of every public authority or Local Authority under each Secretariat Department, competent officer and appellate authority along with stipulated time limits within which the services are rendered under this Act and may by like notification amend or vary the entries in the rule.

5. Providing services within the stipulated time. - (1) The stipulated time may start from the date when required application is submitted to the designated officer or to a person subordinate to him authorized to receive the application in such manner as may be prescribed in rule. Such application shall be duly acknowledged.

(2) The designated officer on receipt of an application under sub-section (1) shall within the stipulated time either directly provide the service or through an officer duly authorized by him or reject the application and in case of rejection of application, shall record the reasons in writing and intimate to the applicant, the information

about the period of making appeal against the decision and all the details of the competent officer to whom the first appeal lies.

6. Monitoring the status of the application. - (1) Every citizen having applied for any citizen related services may be provided an application number by the concerned Public Authority, or local Authority, as the case may be, and may be entitled to obtain and monitor status of his application online in accordance with such procedure as may be prescribed.

(2) Every public authority or local Authority, as the case may be, may maintain status of all applications governing citizen related services online and may be duty bound to update the status of the same as per the procedure as prescribed by rules in this regard.

7. E-governance of services: -As a part of E-governance, the Government shall endeavour and encourage the public Authorities, to deliver their citizen related services electronically or through

post in a phased manner and in such other manner as may be prescribed subject to payment of such fees as may be prescribed.

8. Payment of compensatory cost to the citizen: -Citizen having applied for such services shall be entitled to seek compensatory cost in accordance with the provisions of this Act and rules made thereunder, in case of delay or default in the delivery of such services beyond the stipulated time.

9. Liability to pay compensatory cost:- Every Appellate Authority or Competent Officer or designated officer or his subordinate public servant who fails to deliver or dispose the citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to a maximum of five hundred rupees per application , in aggregate, if there is no ban or restriction from the Government to provide the same.

Providing that the payment of compensatory cost for delay in disposing of applications could not be imposed on following grounds: -

- i) Matter pending or delayed because of litigation.
- ii) Applicants intention is to earn profit from the compensatory cost.
- iii) The service applied required is not needed by him at that point of time.
- iv) There is manifold increase in applications.
- v) Delayed because of disaster, breakdown of network. Load shedding.

Provided every Department shall ensure that that there are adequate staff for processing and delivery of services.

10. Appointment of competent officer. - (1) The Government shall appoint by notification an officer not below the rank of Group 'B' Officer of the Government or its equivalent rank, in case of other public authority to act as Competent officer to impose cost against designated officer or his subordinate public servant defaulting or delaying the delivery of services in accordance with this Act. (2) Every public authority shall for the purpose of payment of cost, confer on the competent officer,

the power of drawing and disbursing officer in accordance with the law, procedure and rules applicable.

(3) On such demand of compensatory cost by the citizen at the time of delivery of citizen related services, it shall be the duty of the competent officer to pay such cost to the citizen against acknowledgement and receipt in such manner as may be prescribed.

11. Procedure governing fixing of liability. - (1) Within a period of fifteen days of the payment of compensatory cost, the competent officer after conducting preliminary enquiry, shall issue a notice against the public servant found responsible for the delay in delivery of such citizen related services in such manner as may be prescribed, calling upon him as to why the compensatory cost paid to the citizen may not be recovered from him.

(2) The public servant against whom such notice is issued may represent within a period of seven days from the date of receipt of such notice. In case no such representation is received, by the competent officer, within the prescribed period or explanation received, if any, is not found satisfactory, the competent officer shall be entitled to issue debit note directing such defaulting public servant either deposit the cost as stipulated in the debit note or directing the Accounts officer concerned to debit the salary of such public servant for the amount as specified in the debit note: Provided that if the competent officer finds reasonable and justified grounds in favour of public servant and come to the conclusion that the delay in delivery of services to the citizen was not attributable to him, but was attributable to some other public servant, it shall be lawful for the competent officer to withdraw the notice against him and issue fresh show cause notice to such other public servant as found responsible for the delay and shall follow the procedure mutatis mutandis as stipulated in this sub-section and sub-section (1) of this section.

(3) While fixing the liability under this Act, the competent officer shall follow the principles of natural justice before passing the order in that respect.

(4) After giving compensatory cost to the aggrieved citizen and within thirty days thereafter, the competent officer shall update debit note in the HRMS software against the officer found guilty by following the principles of natural justice.

12. Right of appeal by the public servant. - (1) Any public servant aggrieved by the order passed by the competent officer in accordance with

sections 10 and 11 shall be entitled to file an appeal to the appellate authority against such order within a period not exceeding thirty days of the receipt of the impugned order. The order of the appellate authority shall be final and binding.

(2) For the purpose of this Act, the Government shall appoint an officer to be the appellate authority to hear and decide appeals against the order passed by the competent officer. The appellate authority shall be an officer not below the rank of the Deputy Secretary to Government or its equivalent rank.

13. Appeal by the aggrieved citizen. - (1) Any person, whose application is rejected under sub-section (2) of section 5 or who is not provided the service within the

stipulated time, may file an appeal to the competent officer within thirty days from the date of rejection of application or the expiry of the stipulated time limit:

Provided that the competent officer may admit the appeal even after the expiry of the period of thirty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(2) The competent officer may order to the designated officer to provide the service within the specified period or may reject the appeal or may impose compensatory cost according to the provisions of section 9.

(3) An appeal against decision of competent officer shall lie to the appellate authority within sixty days from the date on which the decision was made: Provided that the appellate authority may admit the appeal even after the expiry of the period of sixty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(4) The appellate authority may order to the designated officer to provide the service within such period as he may specify or he may reject the appeal.

(5) If the designated officer does not comply with sub-section (1) of section 5, then the applicant aggrieved from such non-compliance may submit an application directly to the competent officer. This application shall be disposed of in the manner as if it is the first appeal.

(6) If the designated officer does not comply the order of providing the service under sub-section (2) of this section, then the applicant aggrieved from such non-compliance may submit an

application directly to the appellate authority. This application shall be disposed of in the manner of appeal.

(7) The competent officer and the appellate authority shall while deciding an appeal under this section, have the same powers as are vested in civil court while trying a suit under the Code of Civil Procedure, 1908 (Central Act 5 of 1908) in respect of the following matters, namely: -

(a) requiring the production and inspection of documents;

(b) issuing summons for hearing to the designated officer and appellant; and

(c) any other matter which may be prescribed.

14. Developing culture to deliver services within fixed period. - (1) The defaults on the part of designated officer in the time bound delivery of citizen related services as defined in this Act shall not be counted towards misconduct as the purpose and object is to sensitize the public servant towards the citizen and to enhance and imbibe a culture to deliver time bound services to the citizens.

(2) In case of any designated officer who is a habitual and wilful defaulter, without any reasonable cause and persistently failed to receive an application or has failed to provide service within the stipulated time or intentionally denied the request for the

service or delayed inordinately, the head of the Public Authority concerned shall be competent to take appropriate disciplinary action after recording a finding to this effect but not before giving a show cause notice and opportunity of hearing to the defaulting officer.

(3) To encourage and enhance the efficiency of the designated officer, a letter of appreciation for not a single default reported may be issued and entered in his Annual Performance Report by the head of the Public Authority.

(4) If, any Designated officer or Competent officer or Appellate Authority fails to deliver the Citizen related service or dispose appeals within the stipulated time for more than seven times, he shall subject to enquiry by the concerned disciplinary Authority and if found guilty, prepare a report against the concerned officer and submit it to the Government. The State Government after considering the report shall take action within one month from the date of receipt of the report.”

15. Deemed service condition. - The provisions of this Act shall be deemed to be part of service conditions of the designated officer including such officer of all Public Authorities.

16. Supplement. - The provisions of this Act shall be supplemented to the disciplinary and financial rules and such other service rules and regulations as applicable to the employees of the Government or local Authority or public authority concerned, as the case may be, and not in derogation to such service rules and regulations governing the service condition and conduct of the government employees or the employees of the other public authority concerned.

17. Protection of action taken in good faith.- No suit, prosecution or other legal proceeding shall lie against any person for anything which is in good faith done or intended to be done under this Act or any rule made thereunder.

18. Bar of jurisdiction. - No Civil court shall have jurisdiction in respect of any matter which the competent officer or appellate authority is empowered by or under this Act to determine.

19. Power to make rules. - (1) The Government may, after previous publication, by notification, in the official Gazette, make rules to carry out the purposes of this Act.

(2) Every rule made under this section shall be laid as soon as may be after it is made, before the Tripura Legislative Assembly while it is in the session for a total period of fourteen days which may be comprised in one session or in two successive sessions and if before the expiry of the session in which it is so laid or the session immediately following, The Tripura Legislative Assembly agree in making any modification in the rule or the Tripura

Legislative Assembly agree that the rule should not be made the rule shall thereafter have effects only in such modified form or be of no effect, as the case may be, so however, that any such modification or annulment shall be without prejudice to the validity of anything previously done under that rule.

20. Power to remove difficulties. - If any difficulty arises, in giving effect to the provisions of this Act, the Government may by order, not inconsistent with the provisions of this Act, remove the difficulty:

Provided that no such order shall be made after the expiry of a period of two years from the commencement of this Act.

(Sopan Chaudhuri)
Deputy Secretary, Law
Government of Tripura.

INDEX

Rule No.	Content / Subject	Page No.
1.	Title and Commencement	1
2.	Definitions	1
3.	Display of Information on Notice Board	1-2
4.	Manner of receiving application and acknowledgement to applicants	2
5.	Public holidays shall not be included	2
6.	Manner of application seeking payment of compensatory cost	3
7.	Procedure for fixing liability	3-4
8.	Right to appeal by the Designated Officer or Public Servant	4
9.	Right to appeal by the aggrieved citizens	4
10.	Documents to be enclosed with appeal to the Appellate Authority	4
11.	Relaxation of fee	4
12.	Individual presence of applicant or Designated Officer or Competent Officer	4-5
13.	Order of Appeal	5
14.	Process of communicating the information of hearing	5
15.	Maintenance of records of all disposed cases under the Act	5-6
16.	Dissemination and Training	6-7
17.	Monitoring and Implementation	7
18.	Appended Forms	8-12

PUBLISHED IN THE EXTRAORDINARY ISSUE OF THE TRIPURA GAZETTE, AGARTALA.

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