

# GOOD GOVERNANCE





### Landmark Legislation :

## ODISHA RIGHT TO PUBLIC SERVICES BILL, 2012



Government of Odisha has placed a noticeable emphasis on ensuring basic entitlement for delivery of public services by passing a landmark Legislation - Odisha Right to Public Services Bill, 2012.

Keeping with the ethos of a Welfare State, Government of Odisha has passed a landmark legislation Right to Public Services Bill, 2012 that guarantee the delivery of selected services in a time bound manner.

Delivery of important services in a time bound manner is the hallmark of good Governance. Government of Odisha has time and again initiated steps for improving the service delivery to its citizen. With the passing of Right to Public Services Bill, Government of Odisha has taken another strong step to bring transparency in delivery of the public services.

### The salient features of the Right to Public Services Delivery Bill are –

1. Different services which a citizen can obtain from different Departments will be notified, along with time limit for delivery of such services.
2. For delivery of each service notified, there shall be a Designated Officer to whom the citizen can make an application. The Designated Officer will provide the said service in a time bound manner.
3. In case a citizen is unable to get the said services within the prescribed time limit, he/she may file an appeal before an Appellate Authority. The Appellate Authority will consider the case and pass necessary order.
4. Any citizen aggrieved with the order of the Appellate Authority or in case of delay in providing the service within the prescribed time limit, may file a revision petition before the Revisional Authority.
5. If the Revisional Authority found that the Designated Officer has failed to provide the service without sufficient and reasonable cause, he may impose a penalty against the Designated Officer not exceeding of Rs.5000/-.
6. If the Revisional Authority observed that there is unreasonable delay in providing the service, he may also impose a penalty not exceeding Rs.250/- per each day of delay.
7. However, the Designated Officer will be given a reasonable opportunity of being heard before any penalty is imposed on him.
8. Non-compliance of the order of the Revisional Authority shall amount to misconduct and make such Government servant liable for disciplinary action.
9. The list of services offered by different Departments and their time limit will be displayed locally in Odia language and on the website of the State Government for information of general public.

## Proposed Public Services to be provided under Odisha Right to Public Services Bill, 2012

### 1 Energy Department

1. LT Category (including agriculture)
2. HT Category
3. Re-connection
4. Fuse Call (Urban)
5. Fuse Call (Rural)
6. Meter replacement
7. Correction of Bill
8. Shifting of LT lines
9. Shifting of 11 KV lines
10. Shifting of 33 KV lines

### 2 Housing & Urban Development

1. Sanction of Building Plan
2. Issue of Occupation Certificate
3. Sanction of Water Supply/Sewerage connection
4. Correction of Water Bill
5. Permission for Sale, Mortgage etc. of properties
6. Issue of Trade licences
7. Issue of Marriage licence (under Hindu Marriage Act)
8. Holding Tax assessment
9. Repair of Tube wells

### 3 School & Mass Education

1. Issue of original High School Certificate-cum-Mark sheets
2. Issue of duplicate copy of High School Mark sheet
3. Issue of duplicate copy of High School Certificate
4. Issue of Transfer Certificate
5. Issue of Conduct Certificates

### 4 Commerce & Transport (Transport)

1. Temporary Registration
2. Registration of Vehicles
3. Fitness Certificate for Commercial Vehicles
4. Tax Clearance Certificate(TCC) in Form-D
5. NOC in Form-28
6. Issue of route permit/National permit
7. Addition/Deletion of Hire Purchase/Mortgage entry
8. Transfer of vehicle
9. Issue of Lerner's License for Driving License
10. Issue of Driving License/Renewal of Driving License
11. Issue of Trade Certificate
12. Issue of Transport Agents' Licence

### 5 Revenue & Disaster Management

1. Disposal of Misc. Certificate cases for issuance of SC, ST, OBC, SEBC and Legal heir certificates
2. Disposal of Misc. certificate cases for issuance of Residence and Income certificates
3. Issuance of Certified copy of RoR
4. Disposal of uncontested mutation cases
5. Disposal of cases u/s 8 (A) of OLR Act

### 6 Health & Family Welfare

1. Registration of Birth/Death
2. For getting Birth/Death Certificate
3. Submission of Post Mortem Report by the Doctors

### 7 Women & Child Development

1. Issue of Identity Card to persons with Disability
2. Sanction of assistance under NFBS

### 8 Home

1. Disposal of Arms License
2. Disposal of Renewal of Arms License
3. Disposal of application for Addition / Deletion of Weapon
4. Disposal of application for extension of purchase period for weapon
5. Disposal of application for registration of foreigners
6. Disposal of application for extension of residential permit of foreigners
7. Supply of copy of FIR to the complainant
8. Disposal of application for use of loudspeakers
9. Disposal of application for NOC for fairs/ mela/ exhibition, etc.
10. Disposal of application for NOC for Petrol Pump and Cinema Hall
11. Disposal of application for final form for (road accident/ stolen vehicles/ theft cases)
12. Character/ Antecedent verification
13. Disposal of application for NOC of Kerosene and Diesel outlet
14. Passport Verification
15. Supply of copy of fire report
16. Supply of copy of Fire complain for Fire incident without Insurance
17. Supply of copy of Fire complain for Fire incident in insured premises
18. Supply of copy of Fire complain for Fire incident with damage of property worth more than 10 lakhs (irrespective of insurance)
19. Disposal of application for NOC for factories/ industries/ storage godowns/ bottling plants/ explosive premises
20. Disposal of application for NOC for high rise/ non-high rise building

### 9 Finance

1. Registration of Dealers (VAT/CST)
2. Issue of Form C etc.

### 10 Rural Development

1. Repair of handpumps

### 11 ST & SC Development

1. Issue of duplicate copy of High School Mark Sheet
2. Issue of duplicate copy of High School Certificate
3. Provision of Post Matric Scholarship
4. Disposal of applications received from various quarters for selection of Post Matric Scholarship
5. Sanction and disbursement of Post Matric Scholarship to eligible ST & SC students
6. Disposal of Grievance Petitions received from ST and SC students in connection with sanction of Post Matric Scholarship

(The Odisha Right to Public Services Bill, 2012 shall come into force with effect from January, 2013.)