

WELCOME

The Kerala State

Right to Service Act, 2012

(Act 18 of 2012)

features

- **Came in to force on 1.11.2012**
- **Services made time bound**
- **Office should exhibit services,time limits etc**
- **Office should display application procedure**
- **Issue A/D to applicants**
- **Provision for First and Second appeal**
- **Provision for fine on officers**
- **Provision for disciplinary action**

Which Organizations covered?

Govt Departments

Local Self Govt Institutions

State Public Sector Undertakings

Statutory Bodies

section 2(g)

What is Right to Service?

Right of an Eligible Person to obtain a service within the stipulated time limit.

Section 2(f)

Notify services in Gazette(Sn.3)

[illegible]

What shall be Displayed in front of office.

Rule 6

- **Services, its time limit**
- **Form of application**
- **Documents to be enclosed with application**
- **Details of D O, First & Second Appellate Authorities**
- **Forms of A/D, First & Second Appeals**

Designated Officer(DO)

**An officer designated by the concerned
Dept to provide service within time
limit.**

Section.2(a)

Disposal of application-Sn.5(1)

- **Either provide service or reject the application within time**
- **Dispose of application without prejudice to any other law**
- **Intimate reason of rejection forthwith**

Register to be maintained by DO

(Form No. IVA- Rule 12)

Sl. No	Date of receipt of Application	Date of Acknowledgem ent of Application	Name & address of the Applicant	Nature of service requested	Date on which application is disposed of. If rejected reason there of.
(1)	(2)	(3)	(4)	(5)	(6)

Where to file First appeal

**Before the First Appellate Authority notified by
the concerned department**

Section.6(1)

Fee on Appeal exempted

**First Appeal may be submitted, within 30 days,
before senior officer**

Time limit to dispose First Appeal

Sn. 6(3)

**The period within which the service should
have been provided by the D O**

Second Appellate Authority

**The concerned department shall notify
the Second Appellate Authority-Sn 3**

Second Appeal-Sn 6(4)

- Any person aggrieved by the decision of the D O can file Second Appeal within 60 days**
- Delay in filing Second Appeal can be condoned on sufficient cause**
- Dispose of Second Appeal within the time limit of service**

Authority to impose Penalty on D O- Sn.8(1)

- **Second Appellate Authority can impose**
- **Rs.500(maximum-Rs.5000) if D O failed to provide service**
- **Rs.250(maximum-Rs.5000) if D O caused delay in providing service**
- **D O shall be given opportunity of being heard before penalty**

Penalty on First Appellate Authority- Sn.8(2)

- Second Appellate Authority can impose Rs.500(maximum-Rs.5000) if First Appeal is not decided within time
- First Appellate authority shall be given opportunity of being heard

Disciplinary action –Sn 8(3)

Second Appellate Authority can recommend disciplinary action if DO or First Appellate Authority failed to discharge their duties

Recovery of fine. Rule 7

Penalty of fine shall be
recovered from salary,
honorarium or other
remuneration and remit to
'0070-60-800-27'

thanks

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