

State	Name of Act	Date of Passing	No. of Services	No. of Departments	Procedure	Appellate Authority (with timeline)	Penalty		Compensation	Disciplinary Action	Nodal Agency	Incentives (if any)
							Non Delivery	Delay				
J&K	The Jammu and Kashmir Public services Guarantee Act, 2011	April 13, 2011	45	6	Two rounds of appeal. If D.O or I Appellate is aggrieved by the order of the II appellate authority he may file a revision before the special tribunal.	D.O -> I App -> II App -> General Admin Dept	Rs. 250 each day for delay or Rs. 5000 whichever is lesser. Rs. 2000 for deficiency.		Penalty amount deducted from honorarium.	May be recommended against D.O or I App.	General Administration department	N/A
Delhi	Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011	April 28, 2011	116	22	e-sLA monitoring and tracking. One round of appeal. Application to be filed with concerned department.	Govt servant -> Competent Officer -> Appellate Officer	Rs. 10 per day up to Rs. 200 per application			recommended in case of habitual offenders	Department of Information Technology	Upto Rs. 5000 Cash incentive for no default in a year
Bihar	Bihar Right to Public Services Act, 2011	August 15, 2011	50	10	Two rounds of appeal. Application to be filed with designated officer.	D.O -> I app -> II app -> nominated officer	Rs. 500 – Rs. 5000 on D.O and I App	Rs. 250 per day upto Rs. 5000	Penalty amount deducted from honorarium.	May be recommended against D.O or I App.	General Administration department	N/A
Madhya Pradesh	Madhya Pradesh Lok Sewaon Ke Pradan Ki Guarantee Adhinyam, 2010	August 18, 2010	52	16	Two rounds of appeal. Application to be filed with designated officer.	D.O -> I app -> II app -> nominated officer	Rs. 500 – Rs. 5000 on D.O and I App	Rs. 250 per day upto Rs. 5000	Penalty amount deducted from honorarium.	May be recommended against D.O or I App.	Department of Public Service Management	N/A
Uttar Pradesh	Uttar Pradesh Janhit Guarantee Adhyadesh, 2011	January 13, 2011	17	5	Two rounds of appeal. Application to be filed with designated officer.	D.O -> I app -> II app -> nominated officer	Rs. 500 – Rs. 5000 on D.O and I App	Rs. 250 per day upto Rs. 5000	Penalty amount deducted from honorarium.	May be recommended against D.O or I App.	Department of Revenue	N/A

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Rajasthan	Rajasthan Guaranteed Delivery of Public Services Act, 2011	September 21, 2011	108	15	Two rounds of appeal. Application to be filed with designated officer.	D.O -> I app -> II app -> nominated officer	Rs. 500 – Rs. 5000 on D.O and I App	Rs. 250 per day upto Rs. 5000	Penalty amount deducted from honorarium.	May be recommended against D.O or I App.	Administrative Reforms Department	N/A
Punjab	Punjab Right to Service Act, 2011	October 20, 2011	149	11	Three rounds of appeal. The third round of appeal is revision appeal by any person before the Commission.	D.O -> I app -> II app -> commission	Rs. 500 – Rs. 5000 on D.O	Rs. 250 per day upto Rs. 5000	Penalty amount deducted from honorarium.	May be recommended against D.O or other concerned officials.	Department of Governance Reforms	N/A
Uttarakhand	Uttarakhand Right to Service Act, 2011	October 4, 2011	63	10	Three rounds of appeal. The third round of appeal is revision appeal by any person before the Commission.	D.O -> I app -> II app -> commission	Rs. 500 – Rs. 5000 on D.O	Rs. 250 per day upto Rs. 5000	Penalty amount deducted from honorarium.	May be recommended against D.O or other concerned officials.	General Administration department	N/A
Himachal Pradesh	Himachal Pradesh Public Services Guarantee Act, 2011	October 17, 2011	7	13	Two rounds of appeal. Application to be filed with designated officer.	D.O -> I app -> II app ->	Lump sum penalty between Rs. 1000 – Rs. 5000 on D.O		Penalty amount deducted from honorarium.	May be recommended against D.O.	Department of Home Affairs	N/A
Gujarat	Gujarat (Right of Citizens to Public Services) Bill, 2013	April 1, 2013			Two rounds of appeal. One to Designated authority and second to State appellate authority.	D.O -> Grievance redressal officer -> Designated authority -> member of State appellate authority	Lump sum penalty between Rs. 1000 – Rs. 10,000 on D.O or GRO.		Penalty amount deducted from honorarium of D.O or GRO.	May be recommended against concerned officials.		N/A

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Odisha	Odisha Right to Public Services Act, 2012	September 6, 2012	89	12	One round of appeal. Revision appeal by any person before the Revisional Authority.	D.O -> I app -> Revisional authority	Max upto Rs. 5000	Rs. 250 per day on DO. Penalty upto Rs. 5000 on I App.	Proportion of penalty as taken from DO or I App.	May be recommended against defaulting public servant.	General Administration department	Upto Rs. 5000 Cash incentive for no default in a year
Kerala	Kerala Right to Service Bill, 2012	Nov 1, 2012	22		Two rounds of appeal.	D.O -> I app -> II app	Rs. 500 – Rs. 5000 on D.O and I App.	Rs. 250 per day upto Rs. 5000	Penalty amount deducted from honorarium.	May be recommended against D.O or I Appellate.	Personal and Administrative Reforms Department	N/A
Karnataka	Karnataka (Right Of Citizens to Time Bound Delivery Of Services) Bill, 2011	April 2, 2012	334	45	Two rounds of appeal.	D.O -> Competent officer -> Appellate authority officer	Rs. 20 per day upto Rs 500 per application		Penalty amount deducted from honorarium.	May be recommended against defaulting public servant.	Personal and Administrative Reforms Department	N/A
Chhattisgarh	Chhattisgarh Lok Seva Guarantee Bill, 2011	December 12, 2011	139	20	Two rounds of appeal. Second round of appeal is before Appellate officer.	D.O -> Competent Officer -> Appellate Officer	Rs. 1 00 per day upto Rs. 1000 per application		Amount paid by Competent officer deposited by D.O in his savings account or deducted from honorarium.	Recommended.		
Assam	Assam Right to Public Services Act, 2012	March 29, 2012	55	14	Two rounds of appeal.	D.O -> I app -> Reviewing authority	Rs. 2000	Rs. 50 per day upto Rs. 2000	Penalty amount deducted from honorarium.	May be recommended against D.O.	Administrative Reforms and Training Department	N/A

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West Bengal	West Bengal Right to Public Services Bill, 2013	August 26, 2013		18	Two rounds of appeal. Revision appeal to nominated officer.	D.O -> Appellate Officer -> Reviewing officer	Rs. 250 – Rs. 1000 on D.O or Appellate officer	Rs. 250 per day upto Rs. 1000	D.O to deposit penal amount through challan within 7 days or it will be deducted from honorarium.	May be recommended against D.O. as well as Appellate Officer	Department of Consumer Affairs	Yes. To employees with no default in a year.
Goa	Goa (Right of Citizens to Time-Bound. Delivery of Public Services) Bill, 2013	May 2, 2013	9	3	One round of appeal.	D.O -> Appellate Authority -> Government	Rs. 50 per day or Rs. 2500 whichever is less. Rs. 1000-Rs 5000 for non compliance of order		Not more than 60% of amount of penalty.	Recommended.	State Public Service delivery Commission	N/A
Haryana	Right to Service Act, 2014		36	9	Three rounds of appeal. The third round of appeal is revision appeal by any person before the Commission.	D.O -> I GRA -> II GRA -> Commission	Rs. 250 – Rs. 5000 on D.O	Rs. 250 per day upto Rs. 5000	Up to Rs. 1000 to the appellant	May be recommended against concerned officials.		N/A
Jharkhand	Jharkhand Rajya Sewa Dene Ki Guarantee Vidheyak 2011	November 15, 2011	54	20	Two rounds of appeal. Revision appeal to nominated officer.	D.O -> I App officer -> II App authority	Rs. 500 – Rs. 5000 on D.O and I App.	Rs. 250 per day upto Rs. 5000	Penalty amount deducted from honorarium	Recommended.		N/A