



## **The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011: Origin, Need, and Analysis**

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Tabled by V. Narayanasamy, Minister of State for Personnel, Public Grievances and Pensions, in Lok Sabha in December 2011, **The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011** was a proposed Indian central legislation which lapsed due to dissolution of the 15th Lok Sabha. However, with a focus on delivering public services in a time bound, decentralized and citizen friendly manner, the governments of 19 states have already had similar mechanisms working in place under the citizen's 'Right to Public Service (RTPS).

Designed on the lines of the Sevottam model (meaning Uttam Seva) of service delivery, the Bill addresses issues of citizen charter implementation and an effective grievance redressal mechanism by providing for penalties and protocol – a stipulated timeline and structure for delivery as well as redressal of complaints by appointed officers at each level of the government. This paper enumerates the provisions of the Bill, its obligations and its organizational structure and further enlists areas of dichotomy or possible loopholes after a systematic review of the bill. A comparative analysis of provisions of the Act as implemented across the 19 states is then taken up to find out differences to the approach of the act in various states. The paper further examines how internal and external models have lacked due to incidents of absenteeism, corruption and outreach and assesses the challenges faced by the upcoming e-governance models.

It is clear from the origin as well as the analysis of The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011, that it has been a massive step forward from the earlier, scattered provisions. At the same time, however, while the earlier systems failed to bridge the gap between the government machinery and the individual citizen, the Act too falls short in various vital areas.

The recommendations of this paper, thus, center around the need to effect decentralisation and transfer more power to the citizens, whether by increasing awareness, proliferating the reach of redressal mechanisms, technological interventions, or by increasing the role of the private player in these functions.