

# सरकारी राजपत्र

## OFFICIAL GAZETTE

संघ प्रदेश दादरा एवं नगर हवेली तथा दमण एवं दीव प्रशासन

U.T. ADMINISTRATION OF DADRA AND NAGAR HAVELI AND  
DAMAN AND DIU

### असाधारण EXTRAORDINARY

प्राधिकरण द्वारा प्रकाशित / PUBLISHED BY AUTHORITY

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Daman1<sup>st</sup> April, 2022 11 Chaitra, 1944 (Saka)No. : 03

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U.T. Administration of Dadra and Nagar Haveli  
and Daman and Diu  
Department of Law and Justice  
Vidyut Bhawan, Nani Daman

#### NOTIFICATION

No. LAW/U.T. Merge (4) /Adapt. State Law/2022/47

Dated: 30/03/2022

In exercise of the powers conferred by section 19 of the Dadra and Nagar Haveli and Daman and Diu (Merger of Union Territories) Act, 2019 (44 of 2019) and in pursuance of the Dadra and Nagar Haveli and Daman and Diu (Adaptation of Central Law, State Laws and Presidential Regulations) Orders, dated 18<sup>th</sup> January, 2022 a copy of “**The Gujarat (Right of Citizens to Public Services) Act, 2013 (Gujarat Act No. 16 of 2013) as adapted with modification in the Union territory of Dadra and Nagar Haveli and Daman and Diu**” dated 22/03/2022 is hereby publish in the Official Gazette of this Union territory of Dadra and Nagar Haveli and Daman and Diu for implementation and for general information.

Sd/- (Rohit  
P.Yadav)  
Secretary Law  
Dadra and Nagar Haveli and  
Daman and Diu

**The Gujarat (Right of Citizens to Public Services) Act, 2013<sup>1</sup>[as adapted with modifications in the Union territory of Dadra and Nagar Haveli and Daman and Diu]**

GUJARAT ACT NO.16 OF2013.

***AN ACT***

to lay down an obligation upon every public authority to render public services within the prescribed time limit and provide for a grievance redressal mechanism to citizens for non-compliance and for the matters connected therewith or incidental thereto.

It is hereby enacted in the Sixty-fourth Year of the Republic of India as follows:-

**CHAPTER I  
PRELIMINARY**

- 1) (1) This Act may be called the Gujarat (Right of Citizens to Public Services) Act, 2013.  
 (2) It shall extend to the whole of the<sup>2</sup>[Union Territory of Dadra and Nagar Haveli and Daman and Diu].  
 (3) This section shall come into force at once and the remaining provisions shall come into force on such date as the State Government may, by notification in the *Official Gazette*, appoint; and different dates may be appointed for different provisions of the Act.
- 2) In this Act, unless the context otherwise requires, -  
 a) “Authority” means a<sup>3</sup>[Union Territory] Appellate Authority constituted under sub-section (1) of section 12;  
 b) “complaint” means a complaint filed by a citizen regarding any grievance relating to, or arising out of, any failure in rendering of services as notified in section 4 or in the functioning of a public authority, but does not include grievance relating to the service matters of a public servant whether serving or retired;  
 c) “days” means the working days, referred to as the timeline;  
 d) “Designated Authority” means such officer, as may be designated by the public authority, who shall be above the rank of the Grievance Redressal Officer referred to in sub-section (1) of section 6;

**Short title,  
extent and  
commencement**

**Definitions.**

<sup>1</sup>Inserted by the Union territory of Dadra and Nagar Haveli and Daman and Diu (Adaptation of Central Law, State Laws and Presidential Regulations) Order dated 18<sup>th</sup> January, 2022 (herein after referred to as the Presidential Order dated 2022)

<sup>2</sup>Substituted the words for “State of Gujarat” by the Presidential Order dated 2022

<sup>3</sup>Substituted the word for “State” by the Presidential Order dated 2022

- e) "Designated Officer" means an officer whose name is published under section 5 for rendering of services;
  - f) "Grievance Redressal Officer" means a Grievance Redressal Officer appointed under sub-section (1) of section 6;
  - g) "member" means a person appointed as a member of the <sup>4</sup>[Union Territory]Appellate Authority under sub-section (2) of section 12;
  - h) "prescribed" means prescribed by rules made under section 29;
  - i) "public authority" means any authority or body or institution of Government established or constituted, -
    - (i) by or under the Constitution;
    - (ii) by any other law made by Parliament;
    - (iii) by any law made by the State Legislature;
    - (iv) by notification issued or order made by the State Government, and includes any,-
      - a) body owned, controlled or substantially financed by funds provided by the State Government;
      - b) non-Government organizations substantially financed, directly or indirectly by funds provided by the State Government;
      - c) an organization or body corporate in its capacity as an instrumentality of "State" as defined under article 12 of the Constitution and rendering services of public utility in the <sup>5</sup>[Union Territory of Dadra & Nagar Haveli and Daman and Diu];
      - d) Government company as defined under <sup>6</sup>[clause 45 of section 2] of the Companies Act, <sup>7</sup>[2013] which is a <sup>8</sup>[Union Territory] Public Sector Undertaking;
      - e) any other company which supplies goods or renders services to the State Government in pursuance of an obligation imposed under any Central or State Act or under any licence or authorisation under any law for the time being in force.
  - (v) by an agreement or memorandum of understanding between the State Government and any private entity as Public-Private Partnership or otherwise;
  - j) "service" means all the goods and services, including functions, obligations, responsibility or duty, to be provided or rendered by a public authority;
- <sup>9</sup>[k) 'State Government' means Union territory Administration of Dadra & Nagar Haveli and Daman and Diu headed by the

<sup>4</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>5</sup>Substituted the words for "State of Gujarat " by the Presidential Order, 2022

<sup>6</sup>Substituted the word and figure for "Section 617 " by the Presidential Order, 2022

<sup>7</sup>Substituted the figure for "1956 " by the Presidential Order, 2022

<sup>8</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>9</sup> Substituted the words for "'State' means the State of Gujarat ", by the Presidential Order, 2022.

Administrator appointed by the President under Article 239 of the Constitution.]

## CHAPTER II

### RIGHT TO DELIVERY OF SERVICES

- 3) Subject to the provisions of this Act, every individual citizen shall have the right to time bound delivery of services and redressal of grievances.

**Right to services.**

## CHAPTER III

### NOTIFICATION OF SERVICES BY STATE GOVERNMENT

- 4) The State Government may, from time to time, notify the services to which this Act shall apply and the stipulated time-limits within which the services shall be provided.
- 5) A public authority shall, within two months of the notification issued under section 4, publish the names and addresses of Designated Officers responsible for rendering of services notified under section 4.

**Notification of services by State Government.**

## CHAPTER IV

### APPOINTMENT AND OBLIGATIONS OF GRIEVANCE REDRESSAL OFFICERS

**Obligation of Public Authority to publish names of individuals responsible for rendering services.**  
**Appointment and Obligations of Grievance**

- 6) (1) Every public authority shall, within two months of a notification issued under section 4, designate as many officers as may be necessary as Grievance Redressal Officers in all administrative units or offices at the <sup>10</sup>[Union Territory], district,<sup>11</sup>[municipal councils], notified areas, panchayats and such other offices whereat services are rendered to receive, enquire into and redress any complaints from citizens in the manner as may be prescribed:

**Redressal officers.**

Provided that the Grievance Redressal Officer so appointed shall be at least one level above, and be deemed to have administrative control on the Designated Officer.

(2) Every public authority shall, immediately on appointment of a Grievance Redressal Officer, display at its office or customer care centre or help desk or Jan Seva Kendra and at the sales outlet,

<sup>10</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>11</sup>Substituted the word for "and taluka levels, municipal corporations, municipalities" by the Presidential Order, 2022.

if any, website and at the office of the Grievance Redressal Officer, the name of the Grievance Redressal Officer, his address and telephone number, E-mail address, facsimile number and other means, if any, of contacting him, in respect of each area for which the Grievance Redressal Officer has been appointed.

(3) Every public authority shall appoint or designate such number of Grievance Redressal Officer under sub-section (1) for such areas, as may be considered by it necessary, for the Grievance Redressal Officer to be easily accessible and available for redressal of grievance of the public.

(4) The Grievance Redressal Officer shall provide all necessary assistance to citizens in filing complaints.

(5) Where a complainant is unable to make a complaint in writing, the Grievance Redressal Officer shall render all reasonable assistance to the person making the request orally to reduce the same in writing.

**Acknowledgement of complaint by receipt thereof.**

7) All complaints shall, within three working days of the making of the complaint, be acknowledged by a receipt, issued in writing or through electronic means or through text message or through any other means as may be prescribed, specifying the date, time, place, unique complaint number and particulars of receiver of complaint along with the stipulated time frame within which the complaint shall be redressed.

**Action to be taken by Grievance Redressal Officer.**

8) (1) Upon receipt of a complaint made under section 6, it shall be the duty of the concerned Grievance Redressal Officer to ensure that,

- a) the grievance is remedied in the prescribed time frame;
- b) the reason for the occurrence of the grievance is identified, the grievance is redressed satisfactorily within the prescribed

time frame and the responsibility, if any, of the defaulting person is fixed;

- c) where the grievance has occurred as a result of a deficiency, negligence or malfeasance on the part of an individual, then the action is taken in accordance with the applicable rules;
- d) where the Grievance Redressal Officer is convinced that the individual responsible for the rendering of the services has willfully neglected to render the service or there exists prima facie grounds for a case under the Prevention of Corruption Act, 1988, the Grievance Redressal Officer shall make an observation to that effect and in writing refer the same to the

appropriate authority.

(2) The Grievance Redressal Officer shall ensure that the complainant is informed in writing the manner in which the grievance is redressed.

- 9) (1) The Grievance Redressal Officer shall, within the prescribed time frame, report every complaint which has not been redressed along with the details of the complainant, nature of complaint, and reasons for non-redressal of the complaint to the Designated Authority.
- (2) Every public authority shall designate such officers as designated authorities as may be necessary in all the administrative units and offices as provided in clause (d) of section 2.

**Forwarding of details of non-redressal of complaints to Designated Authority.**

**CHAPTER V**  
**APPEAL TO DESIGNATED AUTHORITY**

**Appeal.**

- 10) (1) Every complaint forwarded along with the details under section 9 shall be deemed to have been filed by way of an appeal to the Designated Authority.
- (2) Any person aggrieved by a decision of the concerned Grievance Redressal Officer or who has not been informed in writing the manner in which his grievance has been redressed in respect of a complaint filed by him, may, within thirty days from the expiry of such period or from the receipt of such decision, prefer an appeal to the Designated Authority:

Provided that the Designated Authority may admit the appeal after the expiry of thirty days if it is satisfied that the complainant was prevented by sufficient cause from filing the appeal in time.

(3) The receipt of an appeal under sub-section (2) shall be acknowledged by the Designated Authority in writing or through electronic means or through text message or through any other means as may be prescribed, within three working days.

(4) Every appeal filed under sub-section (2) or deemed appeal under sub-section (1) shall be disposed of by the Designated Authority within the prescribed time frame.

(5) The Designated Authority shall arrange to deliver copies of

the decision to the parties concerned within the prescribed time frame.

(6) The Designated Authority may, in deciding an appeal, impose penalty, as prescribed in sub-section (1) of section 23, against the concerned officer for acting in a mala fide manner or having failed to discharge his duties without any sufficient and reasonable cause:

Provided that the concerned officer of the public authority shall be given a reasonable opportunity of being heard before any penalty is imposed on him.

(7) Where it appears to the Designated Authority that the grievance complained of is prima facie indicative or representative of a corrupt act or practice in terms of the Prevention of Corruption Act, 1988 on the part of the individual officer of the public authority complained against, then it shall record in writing such evidence as may be found in support of such conclusion and shall in writing refer the same to the appropriate authority. **49 of 1988.**

(8) The Designated Authority shall upon adjudication of a complaint have the powers to issue directions requiring the concerned officers of the public authority to take such steps as may be necessary to render the services in compliance of the notification issued under section 4.

## CHAPTER VI

### APPEAL TO <sup>13</sup>[UNION TERRITORY] APPELLATE AUTHORITY

**Appeal to  
<sup>12</sup>[Union territory]  
Appellate Authority.**

11) (1) Any person who does not receive a decision within the prescribed time frame or is aggrieved by a decision of the Designated Authority may, within thirty days from the expiry of such period or from the receipt of such a decision, prefer an appeal to the <sup>14</sup>[Union Territory] Appellate Authority:

Provided that the Authority may admit the appeal after the expiry of thirty days if it is satisfied that the complainant was prevented by sufficient cause from filing the appeal in time.

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<sup>12</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>13</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>14</sup>Substituted the word for "State" by the Presidential Order, 2022.

	(2) The decision of the <sup>15</sup> [Union Territory] Appellate Authority under this section shall be binding.
<b>Constitution of <sup>16</sup>[Union Territory] Appellate Authority.</b>	12) (1) The State Government shall, by notification in the Official Gazette, constitute one or more <sup>17</sup> [Union Territory] Appellate Authority to exercise the powers conferred on or imposed upon and to perform functions assigned to the Authority under this Act.  (2) A <sup>18</sup> [Union Territory] Appellate Authority shall consist of such number of members, not exceeding three, as may be prescribed.
<b>Qualifications for appointment as member of <sup>19</sup>[Union Territory] Appellate Authority.</b>	13) A person shall not be qualified for appointment as a member of a Authority unless he is or has been an officer of the State Government and is holding or has held a post in the rank of, or equivalent to, Secretary or Principal Secretary or Additional Chief Secretary or Chief Secretary to the State Government.
<b>Term of office of member of <sup>20</sup>[Union Territory] Appellate Authority.</b>	14) A person appointed as member of a Authority shall hold the office for a term of three years from the date on which he enters upon office or until he attains the age of sixty-five years whichever is earlier:  Provided that an officer of the State Government appointed as member of Authority shall hold the office not beyond the time he is an officer of the State Government.
<b>Staff, Salary and allowances of <sup>21</sup>[Union Territory] Appellate Authority.</b>	15) (1) The State Government shall provide to the Authority with such officers and employees as may be necessary for efficient performance of its functions under this Act.  (2) The officers and employees so appointed under sub-section (1) shall discharge their functions under the general superintendence of the Authority.

<sup>15</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>16</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>17</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>18</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>19</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>20</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>21</sup>Substituted the word for "State" by the Presidential Order, 2022.

(3) The salary and allowances payable to and the other terms and conditions of service of a member of the Authority shall be as may be prescribed:

Provided that if a member at the time of his appointment is in receipt of a pension, other than a disability or wound pension in respect of any previous service under the State Government, his salary in respect of the service as member of <sup>22</sup>[Union Territory] Appellate Authority shall be reduced by the amount of that pension, including any portion of pension, which was commuted and pension equivalent of other forms of retirement benefits excluding pension equivalent or retirement gratuity:

Provided further that where a member, if at the time of his appointment, is in receipt of retirement benefits in respect of any previous service rendered in a Corporation established by or under any State Act or a Government company owned or controlled by the State Government, his salary in respect of the service as a member shall be reduced by the amount of pension equivalent to the retirement benefit:

Provided also that neither the salary and allowances nor the other terms and conditions of service of a member of <sup>23</sup>[Union Territory]Appellate Authority shall be varied to his disadvantage after the appointment.

- 16) (1) Any member of the <sup>24</sup>[Union Territory]Appellate Authority, may, by notice in writing under his hand addressed to the <sup>25</sup>[State] Government, resign his office. Resignation and removal.
- (2) Notwithstanding anything contained in sub-section (1), the State Government may by order remove from office a member if the member –
- (i) is adjudged an insolvent; or
  - (ii) has been convicted of an offence which, in the opinion of the State Government involves moral turpitude;
- or
- (iii) engages during his term of office in any paid employment outside the duties of his office; or
  - (iv) is, in the opinion of the State Government, unfit to

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<sup>22</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>23</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>24</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>25</sup>Substituted the words for "Chief Secretary to the" by the Presidential Order, 2022.

continue in office by reason of infirmity of mind or body; or  
 (v) has acquired such financial or other interest as is likely to affect prejudicially his functions as a member.

(3) The State Government may, by rules, regulate the procedure for the investigation of misbehavior or incapacity of a member.

- Powers of  
26[Union  
Territory]App  
ellate  
Authority and  
procedure  
before it.**
- 17) (1) The Authority shall, for the purposes of its functions under this Act, have the same powers as are vested in a civil court under the Code of Civil Procedure, 1908 in respect of the following matters, **5 of 1908.** namely:-
- (i) summoning and enforcing the attendance of any person and examining him on oath;
  - (ii) discovery and production of any document or other material object producible as evidence;
  - (iii) receiving evidence on affidavits;
  - (iv) requisitioning of any public record;
  - (v) issuing commission for the examination of witnesses;
  - (vi) such other matter which may be prescribed.
- (2) The Authority shall not be bound by the procedure laid down in the Code of Civil Procedure, 1908 but shall be guided by the **5 of 1908.** principles of natural justice and subject to the other provisions of this Act and of any rules made there under, the Authority shall have the power to regulate its own procedure.
- Delivery of  
copies of  
decision.**
- 18) The Authority shall arrange to deliver copies of the decision to the parties concerned within the prescribed time frame.
- Staff and  
officers to be  
public  
servants.**
- 19) The staff and officers of the Authority shall be deemed to be public servants within the meaning of section 21 of the Indian **45 of 1860** Penal Code.

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<sup>26</sup>Substituted the word for "State" by the Presidential Order, 2022.

**Procedure of adjudication by<sup>27</sup>[Union Territory]Appellate Authority.**

- 20) (1) The Authority shall, upon adjudication of a complaint, have the power to issue directions requiring the public authority to take such steps as may be necessary to render the services in compliance of the notification issued under section 4.
- (2) It shall be the duty of the Authority to receive and inquire into a complaint from any person,-
- appeal to the Designated
- (a) who has been unable to submit an Authority;
  - (b) who has been refused redress of grievance under this Act;
  - (c) whose complaint has not been disposed of within the time limit specified;
  - (d) in respect of any other matter relating to registering and redressing of a complaint or appeal under this Act.

**Burden of proof to be on Grievance Redressal Officer.**

- 21) In any appeal proceedings, the burden of proof to establish the non-redressal of complaint shall be on the Grievance Redressal Officer who denied the request.

**Where Grievance complained of is a result of corrupt practice.**

- 22) Where it appears to the Authority that the grievance complained of is, prima facie, indicative of a corrupt act or practice in terms of the Prevention of Corruption Act, 1988, on the part of the responsible officer of the public authority complained against, then it shall record such evidence as may be found in support of such conclusion and shall refer the same to the appropriate authority.

49 of 1988

## CHAPTER VII

### PENALTIES AND COMPENSATION

- 23) (1) The Designated Authority or the<sup>28</sup>[Union Territory]Appellate Authority may impose a lump sum penalty against a designated officer responsible for rendering of service to which the applicant is entitled, or against a Grievance Redressal Officer, for acting in a mala fide manner or for having failed to discharge his duties without any sufficient and reasonable cause, which shall not be less than one thousand rupees and may extend up to ten thousand rupees, which shall be recovered from the salary of the official against whom penalty has been imposed:

**Penalty and Compensation for *mala fide* action.**

<sup>27</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>28</sup>Substituted the word for "State" by the Presidential Order, 2022.

Provided that the concerned officer shall be given a reasonable opportunity of being heard before any penalty is imposed on him under this section.

(2) On imposition of the penalty under sub-section (1), the<sup>29</sup>[Union Territory]Appellate Authority or the Designated Authority, as the case may be, may, by order, direct that such portion of the penalty imposed under sub-section (1) shall be awarded to the appellant, as compensation, as it may deem fit:

Provided that the amount of such compensation awarded shall not exceed the amount of penalty imposed under this section.

(3) If any public servant is found guilty under sub-section (1), the disciplinary authority shall initiate the disciplinary proceedings against such officer of the public authority, who, if proved to be guilty of a mala fide action in respect of any provision of this Act, shall be liable to such punishment as the disciplinary authority may decide.

## CHAPTER VIII

### REPORTING OF REDRESSAL OF GRIEVANCES BY PUBLIC AUTHORITY

- 24) (1) Every public authority shall ensure that every Grievance Redressal Officer keeps a record of complaints made to it or appeal therein and the decisions on such complaints and appeals. Reporting requirements.
- (2) Every public authority shall publish in the prescribed manner and in the prescribed time frame, a report mentioning therein-
- (a) the number of appeals and complaints received;
  - (b) the number of appeals and complaints disposed of;
  - (c) the number of appeals and complaints pending; for
  - (d) such other particulars, as may be prescribed, discharge of its functions under this Act.

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<sup>29</sup>Substituted the word for "State" by the Presidential Order, 2022.

**CHAPTERIX**  
**MISCELLANEOUS**

- |   |  |  |
|---|--|--|
| <b>Enforcement<br/>of orders by<br/><sup>31</sup>[Union<br/>Territory]<br/>Appellate<br/>Authority.</b> | <p>25) No civil court shall have jurisdiction to settle, decide or deal with any question or to determine any matter which is by or under this Act required to be settled, decided or dealt with or to be determined by the Grievance Redressal Officer or the Designated Authority or the <sup>30</sup>[Union Territory]Appellate Authority.</p> <p>26) Every order made by the <sup>32</sup>[Union Territory]Appellate Authority may be enforced by it in the same manner as if it were a decree or order made by a court in a suit pending therein and it shall be lawful for the Authority to send, in the event of its inability to execute it, such order to the court within the local limits of whose jurisdiction, -</p> <ul style="list-style-type: none"> <li>(a) in the case of public authority not falling under clauses (b) and (c), the place at which the main office of such public authority is situated; or</li> <li>(b) in the case of an order against a public authority being a company, the registered office of the company is situated; or</li> <li>(c) in the case of an order against any other person, the place where the person concerned voluntarily resides or carries on business or personally works for gain is situated, and</li> </ul> <p>thereupon, the court to which the order is so sent, shall execute the order as if it were a decree or order sent to it for execution.</p> | <b>Bar of<br/>Jurisdiction of<br/>court.</b> |
| <b>Protection for<br/>acts done in<br/>good faith.</b>  | <p>27) No suit, prosecution or other legal proceedings shall lie against any person—</p> <ul style="list-style-type: none"> <li>(a) for anything which is in good faith done or intended to be done under this Act or any rule made thereunder; or</li> <li>(b) delay in rendering of service or not being able to render service where such delay or inability is on account of reasonable cause beyond the control of the person responsible for delivery of the service.</li> </ul>   |  |
| <b>be in addition<br/>Provisions to<br/>to existing<br/>laws.</b>                                       | <p>28) The provisions of this Act shall be in addition to and not in derogation of any other law for the time being in force.</p>  |  |
| <b>Power to</b>   | <p>29) (1) The State Government may, by notification in the Official</p>   |  |

<sup>30</sup>Substituted the word for “State” by the Presidential Order, 2022.

<sup>31</sup>Substituted the word for “State” by the Presidential Order, 2022.

<sup>32</sup>Substituted the word for “State” by the Presidential Order, 2022.

**make rules  
and laying of  
rules.**

Gazette, make rules, not inconsistent with this Act, for carrying out the purposes of this Act.

(2) In particular and without prejudice to the generality of the foregoing provisions, such rules may provide for all or any of the following matters, namely:-

- (i) the manner to receive, enquire into and redress any complaints under sub-section (1) of section 6;
- (ii) the manner of acknowledgement of complaints received and particulars of receiver of complaint and time frame for redresses under section 7;
- (iii) the time frame for redresses of grievances under sub-section (1) of section 8;
- (iv) the time frame within which the Grievance Redressal Officer shall report to the Designated Authority under section 9;
- (v) the other means of acknowledgement under sub-section (3) of section 10;
- (vi) the time frame for disposal of appeal under sub-section (4) of section 10;
- (vii) the time frame within which the Designated Authority shall deliver copies of the decision to the parties concerned under sub-section (5) of section 10;
- (viii) the time frame within which an appeal shall be made against the decision of the Designated Authority or has not received the decision within the time under sub-section (1) of section 11;
- (ix) the number of members of the <sup>33</sup>[Union Territory]Appellate Authority under sub-section (2) of section 12;
- (x) the salary and allowances payable to and the other terms and conditions of service of a member of the <sup>34</sup>[Union Territory]Appellate Authority under section 15;
- (xi) to regulate the procedure for the investigation of misbehavior or incapacity of a member of the <sup>35</sup>[Union Territory]Appellate Authority under sub-section (3) of section 16;
- (xii) the other matters for which the <sup>36</sup>[Union Territory]Appellate

<sup>33</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>34</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>35</sup>Substituted the word for "State" by the Presidential Order, 2022.

<sup>36</sup>Substituted the word for "State" by the Presidential Order, 2022.

Authority shall have power of civil court under clause (vi) of sub-section (1) of section 17;

- (xiii) the manner and the time frame within which the public authority shall publish a report and other particulars for discharge of functions of the public authority under sub-section (2) of section 24;
- (xiv) any other matter which is or may be provided by rules under this Act.

<sup>37</sup>[(3).  
(4)]

30)

<sup>38</sup>[..] If any difficulty arises in giving effect to the provisions of this Act, the State Government may, by order published in the Official Gazette, make such provisions not inconsistent with the provisions of this Act as may appear to be necessary for removing the difficulty:

Provided that no order shall be made under this section after expiry of two years from the commencement of this Act.

<sup>39</sup>[..]

By order and in the name of the Administrator of U.T. of Dadra & Nagar Haveli and Daman & Diu.

Secretariat,  
Daman.

Sd/-

(Rohit P. Yadav)  
Law Secretary

Dated: 22<sup>nd</sup> March, 2022

Department of Law & Justice

<sup>37</sup>Omitted the sub-section (3) and sub-section (4) “(3) All rules made under this section shall be laid for not less than thirty days before the State Legislature, as soon as possible after they are made and shall be subject to rescission by the State Legislature or to such modification, as the State Legislature may make during the session in which they are so laid or the session immediately following.

(4) Any recession or modification so made by the State Legislature shall be published in the Official Gazette, make such provisions not inconsistent with the provisions of this Act as may appear to be necessary for removing the difficulty: by the Presidential Order, 2022.

<sup>38</sup> Section 30.(1) re-numbered as section 30 by the Presidential Order, 2022.

<sup>39</sup>Omitted the Sub-section (2) “Every order made under this section shall be laid, as soon as may be after it is made, before the State Legislature” by the Presidential order, 2022.



भारत सरकार / Government of India

# सरकारी राजपत्र

## OFFICIAL GAZETTE

संघ प्रदेश दादरा एवं नगर हवेली तथा दमण एवं दीव प्रशासन  
U.T. ADMINISTRATION OF DADRA AND NAGAR HAVELI AND  
DAMAN AND DIU

श्रेणी - १  
SERIES - I

प्राधिकरण द्वारा प्रकाशित / PUBLISHED BY AUTHORITY

Daman      21<sup>st</sup> October, 2022 29 Asvina, 1944 (Saka)      No. : 06

U.T. ADMINISTRATION OF  
DADRA & NAGAR HAVELI AND DAMAN & DIU,  
VIDYUT BHAVAN, DAMAN

No. LAW/U.T. Merge(4)/Adapt.State Law/2022/140

Date: 17/10/2022

Read: Notification No.LAW/U.T. Merge (4)/Adapt.State Law/2022/47, dated 30.03.2022

### NOTIFICATION

In exercise of the powers conferred by Section-29 of the **Union Territory of Dadra and Nagar Haveli and Daman and Diu (Right of Citizens to Public Services) Act, 2022** the U.T Administration of, Dadra & Nagar Haveli and Daman & Diu hereby makes the following Rules:

**1. Short Title and commencement:**

- a. These rules may be called **The Union Territory of Dadra and Nagar Haveli and Daman and Diu (Right of Citizens to Public Services) Rules, 2022.**
- b. They shall come into force on the date of their publication in the *Official Gazette*.

**2. Definitions:**

- I. In these rules, unless the context otherwise requires:
  - a. 'Act' means the **Union Territory of Dadra and Nagar Haveli and Daman and Diu (Right of Citizens to Public Services) Act, 2022;**
  - b. 'Form' means form appended to these rules;
  - c. 'Notified services' means services notified by the U.T Administration under Section 4 of the Act;
  - d. 'Prescribed format' means formats prescribed by the concerned department delivering a notified service under Section 4 of the Act;
  - e. 'Section' means Section of the 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. **Publication of names of Designated Officers, Grievance Redressal Officers, Designated Authorities and UT Appellate Authority:** As per section 5, section 6, section 9 (2) and section 12 of the Act, a Head of the Department shall publish the names and addresses of its Designated Officers, Grievance Redressal Officers, Designated Authorities and UT Appellate Authority in all administrative units or offices at the UT, district and village levels, municipalities, panchayats and such other offices. The names, addresses, email Id, contact numbers, fax numbers of Designated Officers and Grievance Redressal Officers shall also be displayed on the website of each Head of the Department.
4. **Display of information on Notice Board:** The Designated Officer shall, for the convenience of common public cause to display all relevant information as per Form-A regarding the notified services available in his office on the notice board outside its office. Such notice boards shall be exhibited in front and particularly at a conspicuous place of the office. Sufficient number of copies of the prescribed applications be made available in the office.
5. **Manner of receiving application and issuing acknowledgment to Applicants:**
- 1) In order to exercise the right conferred by the section 3 of the Act, the citizen, who desires to obtain service/services, shall apply to the Designated Officer for one or more services as notified by UT Administration under section 4 of the Act as per prescribed application form or any other form along with the documents prescribed in the checklist in the office.
  - 2) The Designated officer or Authorized person shall upon receipt of the written application or in such Form wherever prescribed, give due acknowledgment to the applicant in Form B within three working days of the making of the application.
  - 3) In case necessary documents have not been enclosed with the application, then the same shall be clearly mentioned in the acknowledgment and all the deficiencies shall be communicated together in that instance only and the date of delivery shall not be mentioned in such acknowledgment.
  - 4) 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) The Departments shall ensure that all applications are received online only as far as possible.
  - 6) Acknowledgment receipt shall also be issued online for all online applications.
6. **Public holidays shall not be included:** The public holidays shall not be included while calculating the stipulated time limit for delivery of service and the number of days where the applicant has not responded to any query of the department shall not be included in calculation of time limit.
7. **Relaxation of Fee:** No fee shall be levied for application to Grievances Redressal Officer, Designated Appellate Authority, and UT Appellate Authority.
8. **Manner of receiving complaint:**
- 1) In case the notified services are not rendered or not rendered within the prescribed time frame, then the aggrieved citizen shall file a written complaint in a format as prescribed in Form-C through hand delivery, fax, post or registered post or online with the concerned Grievances Redressal Officer appointed by the Head of the Department under section 6 of the Act.

- 2) The Grievances Redressal Officer shall upon receipt of the written complaint, give due acknowledgment to the applicant as per Form-B preferably online within three working days of the making of the complaint as per section 7 of the Act.

**9. Manner of giving notice:**

- 1) The Grievances Redressal Officer shall issue notice to the designated officer or the subordinate official responsible for the delay or default in providing the service/services within the prescribed time limit. He shall also indicate the time limit within which the delaying officer or official shall furnish a reply to the notice.
- 2) If the Grievances Redressal Officer is not satisfied with the explanation furnished by Designated Officer or Subordinate official responsible for providing service/services, the Grievance Redressal Officer shall proceed further as per Rule10.

**10. Communicating the information regarding hearing:**

- 1) Information of hearing of the complaint by Grievance Redressal Officer shall be communicated by the Grievance Redressal Officer in one of the following manners, namely:
  - a) By hand delivery;
  - b) By post;
  - c) By Telephone/Fax/e-mail/SMS (whatever speedy communication opted by the applicant);
  - d) Through Online.
- 2) The hearing date shall be communicated to the complainant and/or Designated Officer, as the case may be, at least seven days in advance.
- 3) The applicant or Designated Officer, as the case may be, shall make himself present during the hearing.
- 4) If any party remains absent on the date of hearing even after the information regarding hearing being duly informed to him, then, the application may be decided ex-parte.

**11. Procedure for decision on Complaint:**

- 1) The decision of the Grievance Redressal Officer on orders of designated Officer or on a complaint made under section 6 shall involve the following steps, namely:
  - a) Review of concerned documents, public records, or their copies.
  - b) In exceptional circumstances, any other officer may be authorized for the required investigation.
  - c) The Designated Officer or subordinate official as the case may be, may be summoned at the time of hearing.
- 2) The decision of the Grievance Redressal Officer shall mention reasons for arriving at such decision.
- 3) The Grievance Redressal Officer shall dispose the appeal to him within thirty days.
- 4) The Grievance Redressal Officer shall report every complaint which has not been redressed along with the details and nature of the complaints and reasons for non-redressal of the complaints to the Designated Authority within fifteen days from the date of the order.

**12. Communication of order by Grievance Redressal Officer:**

- 1) The Grievance Redressal Officer shall arrange to deliver the copies of the decision to the parties concerned within seven days from the date of the order.
- 2) In the event of recommendation for disciplinary action against the Designated Officer or his subordinate public servant under section 8 (1) (c) or (d), as the case may be, the Grievance Redressal Officer shall send orders issued against him to the concerned Head of the Department or Appropriate Authority.

**13. First Appeal before Designated Authority:**

- 1) Any person aggrieved by the decision of the Grievance Redressal Officer may file appeal with Designated Authority as per sub-section (2) of section 10 of the Act within thirty days from the date of receipt of the copy of the order of Grievance Redressal Officer in format as prescribed in Form-D.
- 2) Every complaint forwarded along with the details under sub-section (1) of section 9 shall be deemed to have been filed as appeal to the Designated Authority.
- 3) Receipt of such appeal shall be acknowledged as per Form-E within three working days.
- 4) Every Appeal shall be disposed of within forty-five days from the date of deemed appeal or from the date of filing appeal by the applicant.
- 5) All Appeals shall be disposed off in the following manner:
  - a) The hearing date shall be communicated to complainant, Grievance Redressal Officer concerned and Designated Officer at least seven days in advance.
  - b) The complainant, Designated Officer and Grievance Redressal Officer may make themselves present during the hearing.
  - c) If any party remains absent on the date of hearing even after the hearing being duly informed to him, then the application may be decided ex-parte.
  - d) The Designated Authority shall arrange to deliver the copies of the decision to the parties concerned within fifteen days from the date of the order.
  - e) The Designated Authority shall accord hearing to the concerned officer before imposing penalty under subsection (1) of section 23 of the Act.
  - f) The Designated Authority shall inform in writing to the Appropriate Authority/ Disciplinary Authority within fifteen days of hearing towards the individual officer of the public authority complained against, then it shall record in writing such evidence as may be found in support of such conclusion as per sub-section (7) of section-10.
  - g) The Designated Authority shall inform in writing to the concerned Head of the Department within fifteen days of hearing to take specific action as may be necessary to render the services in compliance of the notification issued under section 4 of the Act.

**14. U.T Appellate Authority:** There shall be one or more U.T Appellate Authority appointed by the U.T Administration as per section 12(2) and section 13 of the Act.**15. Second Appeal before U.T Appellate Authority:**

- 1) Any person who does not receive the decision of Designated Authority within forty-five days from the date of appeal or aggrieved by the decision of Designated Authority may file second appeal with U.T Appellate Authority within thirty days from expiry of such period or from

the date of receipt of the copy of the order of Designated Authority, as the case may be, in a format as prescribed in form – D.

- 2) Receipt of such second appeal shall be acknowledged as per Form E within three working days.
- 3) All Appeals should be disposed off in the following manner:
  - a) The hearing date shall be communicated to the complainant, the Grievance Redressal Officer concerned, Designated Authority concerned and Designated Officer at least seven days in advance.
  - b) The complainant concerned, Designated Officer, Grievance Redressal Officer and Designated Authority may make himself present during the hearing.
  - c) If any party remains absent on the date of hearing even after the hearing being duly informed to him, then the application may be decided ex-parte.
  - d) The Appellate Authority shall arrange to deliver the copies of the decision to the parties concerned within fifteen days from the date of the order.
  - e) The Appellate Authority shall accord hearing to the concerned officer before imposing penalty under sub-section (1) of section 23 of the Act.
  - f) The Appellate Authority shall inform in writing to the Appropriate Authority/Disciplinary Authority within fifteen days of hearing towards the individual officer of the public authority complained against, then it shall record in writing such evidence as may be found in support of such conclusion as per section 22 of the Act.
  - g) The Appellate Authority shall inform in writing to the concerned Officer within fifteen days of hearing to take specific action as may be necessary to render the services in compliance of the notification issued under section 4 of the Act.
16. **Manner of Publishing Report:** Every Head of the Department shall publish annual reports in book form within three months at the end of the calendar year under sub section (2) of section 24 of the Act and send it to the respective administrative departments of the U.T and annual reports may be uploaded online.
17. **Maintenance of records of all cases under the Act:** The Designated Officer, Grievance Redressal Officer, Designated Authority and Appellate Authority shall maintain records of all the cases in Form E-1, Form E2, Form E-3 and Form E-4 respectively with regard to the action taken.
18. **Dissemination and Training:** The U.T Administration shall, to the extent of availability of financial and other resources:
  - 1) Develop and organize campaigns and programs to advance the understanding of the public, in particular of the disadvantaged communities, as to how to exercise the rights contemplated under the Act and encourage public authorities to participate in the development and organization of such programs.
  - 2) Take steps that the relevant provisions regarding the Act shall be included in the curriculum of schools and colleges so as to educate citizens about the Act;
  - 3) Provide staff and infrastructure for the effective implementation of the Act;
  - 4) Give timely and effective dissemination of accurate information by public authorities about the notified services and timelines to the citizens and the processes for applications;
  - 5) Train Designated Officers, Grievance Redressal Officers, and staff of Appellate Authority, as the case may be, of their duties under the Act;

- 6) Issue direction to the concerned departments of the U.T Administration to 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 the Act.
19. **Monitoring of Implementation:** The U.T Administration shall introduce a system 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 the Act.
20. **Awards:**
  - 1) At the end of each year list of officers or service providers who have not defaulted that year shall be published and be issued letter of appreciation as per Form-F by Head of the Department. The same shall also be noted in the APAR of the concerned officer/employee. The names of such officers shall be recommended to U.T Administration for reward.
  - 2) The U.T Administration may give reward to officers or service providers against whom no default is reported in that year, so as to encourage and enhance the efficiency of the U.T Administration staff. For this, the competent authority shall recommend such names to the U.T Administration at the end of each year. Appropriate reward for such officers may be fixed by the U.T Administration.
21. **Services:** All departments shall ensure that all their services are made online within 2 months from the date of issue of this Notification.
22. The list of the mandatory services to be delivered online and the timeframe within which the services are to be delivered are annexed in the Schedule.
23. The Departments of U.T Administration may further add services in the schedule as and when deemed necessary.
24. Nothing mentioned hereinabove shall restrict the Departments from providing the services in lesser time than the timeframe mentioned in these Rules.
25. Notwithstanding anything contained in these rules, if the Principal Acts/Rules, under which services are provided, prescribe a lesser timeframe, then those services shall be delivered as per the timelines mentioned in those Acts/Rules.

By order and in the name of the  
Administrator of Dadra & Nagar Haveli  
and Daman & Diu.

Sd/-  
**(S Krishna Chaitanya)**  
Director-cum-Deputy. Secretary (Industries)

**Schedule– I**

<b>Sr. No.</b>	<b>Sub-section No.</b>	<b>Name of Department</b>	<b>Name of Service</b>	<b>Time frame in Days</b>
1	1	<b>Finance Department</b>	Issuance of statutory forms in GST/VAT	20
	2		e-Return Filing in GST/VAT	20
2	1	<b>Labour and Employment</b>	Employee Registration	10
	2		Job Seeker Registration	10
	3		Job Skill Development Registration	30
	4		Employer Registration	10
	5		Registration and Licensing – Motor Transport Workers Act	20
	6		Application for License of a Contractor (s) for recruitment of migrant workmen	20
	7		Registration under the Shops & Establishment Act	3
	8		Renewal under the Shops & Establishment Act	2
	9		Issue of Registration for principal employer' establishment under provision of Th Contracts Labour (Regulation and Abolition Act, 1970	20
	10		Renewal Certificate for principal employer' establishment under provision of Th Contracts Labour (Regulation and Abolition Act, 1970	10
	11		New Contract License.	20
	12		New Registration / Renewal of establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979	20
	13		New contract License under Interstate Migrant Worker Act.	20
	14		Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	20
	15		Renewal under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	10
	16		Registration of Employment Identity Card	20
	17		Renewal of Employment Card	10

Sr. No.	Sub-section No.	Name of Department	Name of Service	Time frame in Days
	18		Recording of entries of additional qualification of the candidate in the Employment Card	5
3	1	<b>Education</b>	Online application for Scholarship	30
	2		Check examination results online/Online result display	-
	3		School Registration	30
	4		NOC for Schools	30
4	1	<b>Social Welfare</b>	Financial Aid/Assistance (for differently abled / widows /disabled / handicapped etc.)	30
	2		Scholarships for students	30
	3		Pension (any type)	45
5	1	<b>Local Governance and Utility Services:</b>	Birth Certificate	5
	2		Death Certificate	5
	3		Property tax online payment	7
	4		Building or development permission	21
	5		Occupancy Certificate	30
	6		Permission for Water Connection	15
	7		e-Payment of Electricity Bills (Citizen)	1
	8		e-Payment of Bills (Business)	1
	9		Load change/ Category change	45
	10		New Electricity connection (business)	45
	11		Application for Water Connection (business)	7
	12		Application for issue of Identify Cards to Senior Citizens	7
6	1	<b>Environment &amp; Forests</b>	Permission for Tree Felling under Preservation Act	15
7	1	<b>Collectorate</b>	Issue of new Arm License for individuals and Companies.	90
	2		Renewal of Arm License for individuals and Companies	30
	3		Application of license under rule 11 of the Dadra and Nagar Haveli & Daman and Di Cinema (Regulation of Exhibition by Video)Rules, 1985	45

Sr. No.	Sub-section No.	Name of Department	Name of Service	Time frame in Days
	4		Application for renewal of license under rule 11 of the Dadra and Nagar Haveli & Daman and Diu Cinema (Regulation of Exhibition by Video)Rules, 1985	15
	5		NOC for petroleum storage (Grant/amendment/transfer of license to import and store petroleum products).	30
	6		Renewal for NOC for petroleum storage	15
	7		Permission for Non-Agriculture use of land	90
	8		Permission for Sale -NA	90
	9		Permission for Sale of Land (Agriculture to Agriculture)	90
	10		Grant/Amendment of License to process and sell Explosive (Fire Crackers)	15
	11		Renewal of License to process and sell Explosive (Fire Crackers)	10
	12		Issue of permission for Loud Speaker, Rally and another functions i.e. Social/Religious / Academic Sports / Cultural / Entertainment etc.	5
	13		Issue of Character and Antecedent Certificates	30
	14		Application for Permission from District Collector for Movie Shooting (Integrated with Police Traffic / State Protected Monument / Municipal Councils)	30
	15		Registration of Property	7
	16		Transfer of property by Legal Heirships	60
	17		Transfer of property by Sale-Deed	10
	18		NOC for laying Over Head & Under Ground Cable Network	60
	19		Mobile Tower Approval	30
8	1	Mamlatdar	Application of Resident Certificate.	20
	2		Application for Domicile Certificate	20
	3		Application for Caste Certificate	15
	4		Application for Income Certificate	7
	5		Application for OBC Certificate	15
	6		Record of Rights (ROR)	15
	7		Mutation of Revenue Records	15
	8		EWS Certificate	15

<b>Sr. No.</b>	<b>Sub-section No.</b>	<b>Name of Department</b>	<b>Name of Service</b>	<b>Time frame in Days</b>
9	1	<b>Survey &amp; Settlement</b>	Issue of Certified Map	30
	2		Demarcation of Land in Rural Area	90
	3		Demarcation of Land in Urban Area	60
	4		Sub-Division of Agriculture Land	30
	5		Sub-Division of NA Land	45
	6		Amalgamation of Agriculture Land	40
	7		Amalgamation of NA Land	40
	8		Distinct Number of Agriculture Land	15
	9		Distinct Number of NA Land	20
	10		Change of Boundaries	90
10	1	<b>Police</b>	Service Verification Outside jurisdiction	60
	2		Service Verification local jurisdiction	30
	3		Online Complaint Registration	1
	4		Missing Person Registration	1
	5		Request for FIR copy	5
11	1	<b>DIC</b>	Allotment of Industrial plots.	30 days from date of auction
	2		Provisional permission of plots situated in Government Ind. Estate.	15
	3		Final Transfer permission of plots situated in Government Ind. Estate.	15
	4		Subletting permission of plots situated in Government Ind. Estate.	15
	5		NOC for Mortgage of Govt. Ind. Estate lease hold plots	15
	6		Issue of Certificate under Electrical Appliance Act	10
	7		Capacity Assessment of Unit	5
	8		Issue of Lubricant License	20
	9		Recommendation of loan application under PMEGP Scheme	10
	10		Release of Subsidy under Industries Promotion Scheme	120
12	1	<b>Municipal Council</b>	Below Poverty Line Certificate	5
	2		Advertisement Permission	15
	3		Registration of Advertisement Agency	10
	4		No Due Certificate	3

<b>Sr. No.</b>	<b>Sub-section No.</b>	<b>Name of Department</b>	<b>Name of Service</b>	<b>Time frame in Days</b>
	5		Correction in Details of Property.	15
	6		New Water Connection	15
	7		Temporary Structure permission for Marriage/ Function	10
	8		Providing Water Tank for a function	3
	9		Providing sewerage connection	30
	10		Mobile Toilets on Rent	2
	11		To provide Dustbin for function	3
	12		Street Vendors License	90
	13		Commercial Licence for Shops and Establishment / Trade License	7
	13	<b>DPO &amp; CEO(DP)</b>	Issuance of House Certificate	1
	2		Issue of Identity Certificate	2
	3		Issue of No Objection Certificate	2
	4		Registration of House	5
	5		Transfer/change of Name in property.	7
	6		Cancellation of House Number.	7
	7		Pension to Divyang (Above age 18 to 59 years)	30
	8		Pension to Widow (Above age 40 to 59 years)	30
	9		Old age Pension (Above age 60 years)	30
	14	<b>Electricity</b>	Request for change of name in Domestic Connection	7
	2		Providing Domestic Electric Connection	24
	3		Request for Meter Replacement in Domestic connection	7
	4		Request for Testing of Meter in Domestic connection	15
	5		NOC for installation of DG Set	5
	6		Final permission to run DG Set	15
	7		Temporary Electric connection permission for more than 1 day	15
	8		New Industrial Low Tension connection	45
	9		New Industrial High Tension connection	90
	10		Issue of demand notice for new low tension power connection	10

Sr. No.	Sub-section No.	Name of Department	Name of Service	Time frame in Days
	11		Issue of demand notice for new High tension power connection	20
	12		Actual release of new Low and High tension power connection after receipt of payment	35 days for LT & 70 days for HT
	13		Temporary power connection for 24 hours or less than one Day	1
15	1	PDA	Issue of construction permission outside Municipality area (including permission for storage of construction material)	21
	2		Issue of Occupancy Certificate outside Municipality area	30
	3		Approval of Layout Plan	15
	4		Completion Certificate of Layout Plan	10
	5		Construction permit approval single, joint site inspection will be carried out by all concerned authorities such as Fire, Sewerage, Electricity Labour (such as Factory license), Water Department and internal departments responsible for granting construction permits in urban areas and IDCs	45
	6		Inspection by Building Proposal Office/relevant agency as part of Building Plan Approval Process Plinth Level Approval/Inspection and obtaining completion/occupancy certificate/Permission for Alteration and Addition/Revision/Revalidation of Building Plan/Permission for Demolition and Reconstruction of Building	42
	7		Online submission of inspection report within 48 hours to the Department	2
	8		Permission for use of civic properties	5
16	1	PCC	Consent to Establish :White Industries under the Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution Act 1981 and Hazardous and other waste management and Transboundary Rule, 2016	30
	2		Consent to Establish : Green Industries under the Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution Act 1981 and Hazardous and other waste management and Transboundary Rule, 2016	30
	3		Consent to Operate : Green Industries under the Water (Prevention and Control of Pollution)Act 1974 and Air(Prevention and Control of Pollution Act 1981 and Hazardous and other waste management and Transboundary Rule, 2016	30
	4		Consent to Renewal : Green Industries under the Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution Act 1981 and Hazardous and other waste management and Transboundary Rule, 2016	30
	5		Consent to Establish : Orange Industries underthe Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution Act 1981 and Hazardous and other waste management and Transboundary Rule, 2016	60

Sr. No.	Sub-section No.	Name of Department	Name of Service	Time frame in Days
	6		Consent to Operate : Orange Industries under the Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution) Act 1981 and Hazardous and other wastes management and Transboundary Rule, 2016	75
	7		Consent to Renewal : Orange Industries under the Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution) Act 1981 and Hazardous and other wastes management and Transboundary Rule, 2016	75
	8		Consent to Establish : Red Industries under the Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution) Act 1981 and Hazardous and other wastes management and Transboundary Rule, 2016	60
	9		Consent to Renewal : Red Industries under the Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution) Act 1981 and Hazardous and other wastes management and Transboundary Rule, 2016	75
	10		Consent to Renewal : Red Industries under the Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution) Act 1981 and Hazardous and other wastes management and Transboundary Rule, 2016	75
	11		Consolidated Consent and Authorisation New under the Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution) Act 1981 and Hazardous and other wastes management and Transboundary Rule, 2016	90
	12		Consolidated Consent and Authorisation Renewal under the Water (Prevention and Control of Pollution) Act 1974 and Air (Prevention and Control of Pollution) Act 1981 and Hazardous and other wastes management and Transboundary Rule, 2016	30
	13		Registration under the E-waste Management Rules, 2016	30
	14		Renewal under the E-waste Management Rules, 2016	30
	15		Registration under the Plastic Waste Management Rules, 2016	90

<b>Sr. No.</b>	<b>Sub-section No.</b>	<b>Name of Department</b>	<b>Name of Service</b>	<b>Time frame in Days</b>
	16		Renewal under the Plastic Waste Management Rules, 2016	30
	17		Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016	90
	18		Authorization under Solid Waste Management (processing, recycling, treatment and disposal of solid waste) Rules, 2016	60
	19		Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016	90
	20		Registration for dealers under The Batteries (Management & Handling) Rules, 2001	90
	21		Registration for Refurbishers & Recyclers under Battery Waste Management Rules 2022	90
17	1	Transport	Issue of Learning License	After passing the necessary test.
	2		Issue of Driving License	Within 7 days from the date of passing the test of competence to drive.
	3		Issue of Duplicate Driving License	Within 3 days from the date of payment of such fee.
	4		Renewal of Driving License	Within 3 days from the date of payment of such fee.
	5		Addition of another class in Driving License.	Within 7 days from the date of passing the test of competence to drive.
	6		International Driving License	Within 3 days from the date of payment of such fee.
	7		Change of Address in Driving License	Within 3 days from the date of payment of such fee.
	8		Registration of Vehicle	Within 10 days after payment of fee and taxes.
	9		Issue of Duplicate Registration Certificate	Within 7 days after payment of fees.
	10		Issue of Renewal of vehicle registration.	Within 6 days of passing of motor vehicle.
	11		Transfer Ownership of Vehicles	Within 3 days after payment of fees.
	12		No Objection Certificate	Within seven days from the receipt of police clearance.

Sr. No.	Sub-section No.	Name of Department	Name of Service	Time frame in Days
	13		Termination of Hypothecation from Registration Certificate	Within 3 days after payment of fees.
	14		Additional Hypothecation from Registration Certificate	Within 3 days after payment of fees.
18	1	<b>Agriculture Department</b>	Soil Health Cards for farmers with soil fertility status	90
	2		Grant of License under Insecticide Act, 1968.	30
	3		a. Manufacture Insecticide Licence	30
	4		b. Sale, Stock or Exhibit Insecticide License	30
	5		Renewal of License under Insecticide Act, 1968.	15
	6		a. Manufacture Insecticide Licence	15
	7		b. Sale, Stock or Exhibit Insecticide License	15
	8		Grant of Certificate of Registration under FCO (fertilize control order) 1985	15
	9		a. Manufacture Insecticide Licence.	30
	10		b. Sale, Stock or Exhibit Insecticide Licence	30
	11		Renewal of Certificate of Registration under FCO (fertilize control order) 1985	15
	12		a. Manufacture Insecticide Licence	15
	13		b. Sale, Stock or Exhibit Insecticide Licence	15
19	1	<b>Food &amp; Civil Supplies</b>	New Ration Card	15
	2		Renewal of Ration Card	15
	3		Addition of Name in Ration Card	15
	4		Cancellation of Ration Card and deletion of name form Ration Card	15
	5		Correction or Change in Address	15
20	1	<b>Legal Metrology</b>	Grant of Manufacturing License for Weights Measures, Weighing & Measuring Instruments Under Legal Metrology Act, 2009	30
	2		Grant of Dealers License for Weights Measures, Weighing & Measuring Instruments Under Legal Metrology Act, 2009	30

Sr. No.	Sub-section No.	Name of Department	Name of Service	Time frame in Days
	3		Grant of Repairing License for Weights Measures, Weighing & Measuring Instruments Under Legal Metrology Act, 2009	30
	4		Renewal of Manufacturing License for Weights, Measures, Weighing & Measuring Instruments Under Legal Metrology Act, 2009	15
	5		Renewal of Dealers License for Weights Measures, Weighing & Measuring Instruments Under Legal Metrology Act, 2009	15
	6		Renewal of Repairing License for Weights Measures, Weighing & Measuring Instruments Under Legal Metrology Act, 2009	15
	7		Grant of Registration under rule 27 of the Legal Metrology (Packaged Commodity) Rule, 2011	30
21	1	Tourism	Registration of New Hotel or Guest House	21
	2		Renewal of hotel or Guest house	14
	3		Registration of Travel Agency	21
	4		Tourism Events - Performance License	21
	5		Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator	21
	6		Registration of Hotels Guest houses/ tourist Accommodation units/ etc.	21
22	1	VAT	Registration of New Dealers	30
	2		Registration Amendment	30
	3		Cancellation of Registration Certificate	60
	4		Rectification of Error/Mistake in	60
	5		Issue of statutory Form	25
23	1	Excise	Label Registration/Brand Registration	10
	2		Export Permit (spirit) by Distilleries/Industries	3
	3		Export Permits (IMFL/CL/Beer/FL) by Distilleries/Brewery	3
	4		Import Permit (spirit) by Distilleries/Industries	3
	5		Import Permits (IMFL/CL/Beer/FL) by Wholesalers	3
	6		Local Sale/Transport Permits (Spirit) by Distilleries/Industries)	1

<b>Sr. No.</b>	<b>Sub-section No.</b>	<b>Name of Department</b>	<b>Name of Service</b>	<b>Time frame in Days</b>
	7		Local Sale Permits(IMFL/CL/Beer/FL) by Distilleries/Brewery/Wholesalers	1
	8		Occasional License	7
	9		State Excise - Excise Verification Certificate	3
	10		Renewal of Licenses (Distilleries / Brewery / Wholesalers / Retailers / Hotels)	30
24	1	<b>Health</b>	License for Fresh Pharmacy (Retail Drug License)	15
	2		Renewal License for Fresh Pharmacy (Retail Drug License)	10
	3		License for Manufacturing of Drugs	28
	4		Renewal of Manufacturing License of Drugs	14
	5		Addition of products in manufacturing license	28
	6		Wholesale Drug License	30
	7		Renewal Wholesale Drug License	15
	8		Food Registration	10
	9		Food License	30
	10		Issue of Disability Certificate	7
	11		Issue of Fitness Certificate	7
	12		Issue of Unfit Certificate	7
	13		Issue of Treatment Certificate	7
	14		Application for Mediclaim or Life Insurance	7
	15		Application regarding taking benefit of Rs.5000 under PMMVY	7
	16		Application regarding taking benefit for girl child under Save the Girl Child Scheme	30
	17		Online Registration System for OPD Appointment	1
	18		Patient Registration	1
	19		Pregnant women assistance (including Benefit transfers)	30
	20		Child Registration	1
	21		NOC for new establishments	30
	22		PMJAY/ State Health Card	5
25	1	<b>Fire Emergency</b>	Fire incident report / certificate for various occupancies.	15
	2		Renewal of Fire NOC Certificate for Industrial/high rise/ commercial/ hotel/ building and other occupancies.	15
	3		Final NOC Objection Certificate for Industrial/high rise/ commercial/ hotel/ building and other occupancies.	30
	4		Provisional No Objection Certificate for Industrial/high rise/ commercial/ hotel/ building and other occupancies.	30

Sr. No.	Sub-section No.	Name of Department	Name of Service	Time frame in Days
26	1	<b>PWD-II</b>	Decision regarding Permission on Cutting Road	30
27	1	<b>Factories and Boilers</b>	Registration of license under The Factories Act, 1948	20
	2		Renewal of license under The Factories Act, 1948	10
	3		Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948	15
	4		Registration of Boilers under The Boilers Act, 1923	30
	5		Renewal of Boilers under The Boilers Act, 1923	15
	6		Registration of Boilers Manufactures under The Boilers Act, 1923	15
28	1	<b>Civil Registrar cum-Sub Registrar</b>	Registration of Partnership Firms	15
	2		Online application of Marriage Certificate	15
	3		Apply online for Encumbrance Certificate	15
	4		Appointment for Registrations under Indian Registration Act	15
	5		Registration of societies under Societies Registration Act	15
29	1	<b>Cooperative Department</b>	Registration of Societies	30

**FORM A (*See Rule  
4)  
DISPLAYBOARD***

**The Union Territory of Dadra and Nagar Haveli and Daman and Diu  
(Right of Citizens to Public Services) Act, 2022.**

Name of the Office:

Name of District:

Scheduled Services:

Sr. No.	List of services	List of documents (Checklist)	Name of Designated Officer	Time limit for Designated Officer	Name and Address of Grievance Redressal Officer	Time limit for disposal by the Grievance Redressal Officer	Address of Designated Authority and UT Appellate Authority	Time limit for disposal by the Designated Authority and U.T Appellate Authority
1	2	3	4	5		7	8	9

Name and designation of the authorized person to give and receive the application:-  
Instructions to Citizens

- 1) To get the acknowledgement receipt compulsorily.
- 2) If services are delayed / not delivered, contact Grievance Redressal Officer along with acknowledgement receipt.

Website:

Email-id:

Contact number of call center / Help desk number:

**FORM B***(See rule 5(2) or Rule 8(2))*

Acknowledgement by the Designated Officer/ Grievance  
Redressal Officer

1.	Name of the Applicant/Complainant with address	
2.	Date of application/complaint	
3.	Unique Acknowledgement Number	
4.	Name of the Designated Officer/Grievance Redressal Officer with designation and address	
5.	Details of services sought/complaint	
6.	Accepted (Yes/No)	
7.	Proposed date of Delivery of services/Time frame of Redressal	
8.	Rejection (with reasons)	

Place:

Signature and Stamp of the  
Designated Officer/ Grievance Redressal Officer

Date:

**FORM C***(See Rule 8(1))*

Format for filing Complaint with Grievances Redressal Officer

To

The Grievance Redressal Officer,

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Name of the concerned Public Authority Address:-

I want to complain against non-delivery/ delayed delivery of service (Details of requested notified service) by Shri/Smt./Kum(Name and Designation of Designated Officer).

I had applied for services on\_\_\_\_(Date). However, the services were not delivered/not delivered within prescribed time limit of\_\_\_\_days.

I hereby declare that I am a Citizen of India.

I hereby declare that above details are true to the best of my knowledge and belief.  
Name & Signature of the Complainant:

Address :

Telephone No./Mobile No.

Place :

Date :

Mode of delivery of complaint:-

Encl:-1. Copy of Acknowledgement issued by Designated Officer.

**FORM-D***(See rule-13(1) or rule 15(1))*

Format for filing Appeal before Designated Authority or U.T Appellate Authority.

To  
The Designated Authority/ U.T Appellate Authority,  
Address

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I want to file an appeal against decision of Grievances Redressal Officer / Designated Authority  
(Name & Address) dated \_\_\_\_\_

I find the said decision/order to be unjustified and unreasonable owing to following reason(s)  
:- \_\_\_\_\_

The authority may be pleased to strike down the decision/order of Grievances Redressal Officer/Designated Authority and pass any such further order and directions as it may consider just.

- I hereby declare that I am a Citizen of India.
- I here by declare that above details are true to the best of my knowledge and belief.

Signature of the Appellant Address :  
Telephone No./Mobile No.

Place :  
Date :

Mode of Delivery of Appeal:- Enclosure :

1. Copy of Acknowledgement issued by Designated Officer
2. Copy of Acknowledgement issued by Grievance Redressal Officer.
3. Copy of decision of Grievance Redressal Officer. (in case of Appeal against Grievance Redressal Officer).
4. Copy of Acknowledgement issued by Designated Authority (in case of Appeal against Designated Authority)
5. Copy of decision of Designated Authority (in case of Appeal against Designated Authority)

**FORM E**  
*(See Rule 13(3) or rule 15(2))*

Acknowledgement by the Designated Authority/ U.T Appellate Authority:

1.	Name of the Appellant with address	
2.	Name and Address of concerned Public Authority	
3.	Name of the Defendant and designation/address	
4.	Date of Appeal	
5.	Unique Acknowledgement Number	
6.	Details of services sought/complaint	

Place:

Date

Signature and Stamp of the Designated  
Authority/ U.T Appellate Authority

**Form E-1**  
*(See rule 17)*

Register to be maintained by the Designated Officer

Name and designation:

Address:

Sr. no.	Name of the applicant with address and acknowledgement No.	Details of services sought	Reasons for rejecting the application if any	Date of Services delivered	Reasons if services denied	No. of days delayed
1	2	3	4	5	6	7

**Form E-2**  
*(see rule 17)*

Register to be maintained by Grievance Redressal Officer

Name and designation:

Address:

Sr. No	Name and Address of the Complainant	Date of Complaint with Acknowledgement No.	Details of services sought	Name and designation of the Officer Complained against	Reasons for rejecting the application if any	Basis for complaint	Relief asked	Date of disposal of Complaint	Remarks
1	2	3	4	5	6	7	8	9	10

**Form E-3**  
*(see rule 17)*

Register to be maintained by Designated Appellate Authority

Name and designation:

Address:

Sr. No.	Name and Address of the Appellant	Date of Appeal with Acknowledgement No.	Details of services sought	Reasons for rejecting the complaint, if any	Basis for appeal	Name and designation of the designated officer	Name and designation of the GRO	Date of disposal of appeal	Remarks
1	2	3	4	5	6	7	8	9	10

**Form E-4**  
*(see rule 17)*

Register to be maintained by U.T Appellate Authority

Name and designation:

Address:

Sr. No.	Name and Address of the Appellant	Date of final application with Acknowledgement No.	Details of services sought	Reasons for rejecting the Appeal, if any	Basis for appeal	Name and designation of the designated officer	Name and designation of the GRO	Name and designation of the Designated Authority	Date of Disposal of appeal	Remarks
1	2	3	4	5	6	7	8	9	10	11

**FORM-F**  
*(see rule 20)*

(Draft Appreciation letter)

To,

Name and Designation of the officer

It is matter of pride that you have delivered the services under **The Union Territory of Dadra and Nagar Haveli and Daman and Diu (Right of Citizens to Public Services) Act, 2022** in time to the citizens throughout the year. Owing to excellent and timely services rendered by you, the Department and the Administration 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 Administration. It is assumed that the employees will get encouragement and enthusiasm from your model service. I would like to place on record the appreciation of the Administration for the outstanding (default free) service rendered by you in the year.....

Wishing you many more success in future.

**Signature and Stamp of Public Authority.**

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