

**THE ANDHRA PRADESH PUBLIC SERVICES DELIVERY GUARANTEE
ACT, 2017.**



ARRANGEMENT OF SECTIONS

SECTIONS

**CHAPTER – I
PRELIMINARY**

1. Short title, extent and commencement.
2. Definitions.

**CHAPTER –II
RIGHT TO OBTAIN DELIVERY OF SERVICES**

3. Right to obtain Delivery of Services within the stipulated time.
4. Right to obtain delivery of services.
5. Notification of Services by the State Government.
6. Designation of officers for providing public services.

**CHAPTER – III
DELIVERY OF PUBLIC SERVICES**

7. Application for providing public service.
8. Disposal of application.
9. Failure to deliver service in time.
10. Appeal by the aggrieved person.
11. Revision.
12. Powers of designated officer and appellate authority.
13. Committees to monitor the compliance of provisions of the Act.

**CHAPTER – IV
MISCELLANEOUS**

14. Bar of jurisdiction of courts.
15. Protection of action taken in good faith.
16. Developing culture to deliver public services within the stipulated time limit.
17. Act to override other Laws.
18. Power of Government to issue directions.
19. Power to remove difficulties.
20. Power to make rules.
21. Repeal of Ordinance.

**THE ANDHRA PRADESH PUBLIC SERVICES DELIVERY GUARANTEE
ACT, 2017**



(ACT No.6 of 2018)

(4th January, 2018)

AN ACT TO PROVIDE FOR DELIVERY OF TRANSPERENT, EFFICIENT AND TIMELY PUBLIC SERVICES TO THE ELIGIBLE PERSONS IN THE STATE OF ANDHRA PRADESH AND FOR MATTERS CONNECTED THEREWITH OR INCIDENTAL THERETO.

Be it enacted by the Legislature of the State of Andhra Pradesh in the Sixty-eighth year of the Republic of India as follows,-

**CHAPTER – I
PRELIMINARY**

1. Short title, extent and commencement, - (1) This Act may be called the Andhra Pradesh Public Services Delivery Guarantee Act, 2017.

(2) It extends to the whole of the State of Andhra Pradesh.

(3) It shall be deemed to have come into force with effect on and from the 18th October, 2017.

2. Definitions, - In this Act, unless the context otherwise requires,-

- (a) “Applicant” means a person who is eligible for obtaining a public service including a legal person;
- (b) “Government” means the Government of Andhra Pradesh;
- (c) “Local Authority” means any authority, Municipal Corporation, Municipal Council, Nagar Panchayat, Industrial township, Zilla Praja Parishad, Mandal Praja Parishad, Gram Panchayat and other local self Government constituted by law and also includes development authorities;
- (d) “Notification” means a notification published in the Andhra Pradesh Gazette and the word “Notified” shall be constituted accordingly;
- (e) “Person” shall include any company, or association or body of individual, whether incorporated or not;

- (f) “Prescribed” means prescribed by Rules made under this Act;
- (g) “Public Authority” means, -
 - (i) any Department or authorities of the Government;
 - (ii) any organisation or authority or body or corporation or institution or a local authority, established or constituted;
 - (a) by or under the Constitution of India in the State;
 - (b) by any other law made by the State Legislature;
 - (c) by notification issued by the Government.
 - (iii) and includes, an institution, a co-operative society, a Government Company or an authority owned, controlled or financed by the State Government;
 - (h) “Service” means services, including functions, obligations, responsibility or duty, to be provided or rendered by a public authority;
 - (i) “Stipulated time” means the maximum time to provide the service by the public authority;

CHAPTER – II

RIGHT TO OBTAIN DELIVERY OF SERVICES

3. Right to obtain Delivery of Services within the stipulated time, -

Every person shall have the Right obtain Delivery of Services within the stipulated time.

4. Right to obtain delivery of services, - The Public Services Delivered by the Public Authority shall be made available online as notified by the Government from time to time.

5. Notification of Services by the State Government, - The Government may prescribe the services to which this Act, shall apply and the stipulated time within which the services shall be provided.

6. Designation of officers for providing public services, - The Public Authority shall designate Officer/Officers for providing Public Services under this Act.

CHAPTER – III

DELIVERY OF PUBLIC SERVICES



7. Application for providing public service, - (1) A person may apply for delivery of service online in the prescribed form with necessary particulars and supporting documents;

(2) Every application received, shall be given a number by the designated officer to enable the applicant to monitor the status of the application online in accordance with such procedure as may be prescribed.

8. Disposal of application, - (1) The Designated Officer, on receipt of the application, shall dispose of the same within the stipulated time;

(2) The stipulated time shall start from the date of application for delivery of public service is submitted to the designated officer;

(3) The Designated Officer shall ensure that there is no physical interface between applicant and the officers for delivery of public services;

(4) The Designated Officer shall give reasons in the order, in case the application is rejected.

9. Failure to deliver service in time, - Every Designated Officer who fails to deliver the public service to a person within the stipulated time shall be liable to pay compensation to the applicant at such rates as may be prescribed.

10. Appeal by the aggrieved person, -(1) Any person whose application is rejected under sub-section (4) of section 8 or who is not provided the service within the stipulated time, may file an appeal before such authority, within such time and in such form as may be prescribed;

11. Revision, - The Appellate Authority and the Government may at any time for the purposes of satisfying itself or themselves as to the correctness, legality, propriety or regularity of proceeding or order passed by the Designated Officer or Designated Officer and Appellate Authority, as the case may be, either suomotu or on an application made to it or them, call for and examine the records and pass such orders with reference thereto as it or they think fit.

12. Powers of designated officer and appellate authority, - (1) The Designated Officer and Appellate 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, 1980 in respect of the following matters, namely, -

- (i) discovery and production of any document or other material object producible as evidence;
- (ii) receiving evidence on affidavits;
- (iii) 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 principles of natural justice and subject to the other provisions of this Act and of any rules made thereunder, the Authority shall have the power to regulate its own procedure.

13. Committees to monitor the compliance of provisions of the Act, -

(1) A Committee with the District Collector and Magistrate as Chairman and General Manager, District Industries Centre as one of the Member along with other Members for Industries and Business and another Committee consisting of such number of Members at the District Level and

(2) two State Level Committees consisting of such number of Members at different Levels.

As may be prescribed shall monitor the delivery of public services to the applicants/persons within the stipulated time.

CHAPTER – IV

MISCELLANEOUS

14. Bar of jurisdiction of courts, - No court shall entertain any suit, application or other proceeding in respect of any order made under this Act and no such order shall be called in question otherwise than by way of an appeal or revision under this Act.

15. Protection of action taken in good faith, - No suit, prosecution or other legal proceedings shall lie against an employee of public Authority for anything which is done or purported to have been done in good faith in pursuance of the provisions of this Act or the rules made thereunder.

16. Developing culture to deliver public services within the stipulated time limit, - (1) The defaults on the part of designate officer/appellate authority in the time bound delivery of public services as defined in this Act shall not be counted towards misconduct as the purpose and object is to enhance and imbibe a culture to deliver time bound public services;

(2) In case of any competent authority who is a habitual and wilful defaulter, without any reasonable cause and persistently fails to receive an application or has failed to provide the public service within the stipulated time or intentionally denied the request for the public service or delayed inordinately, the committee at State Level, as notified, shall be competent to recommend appropriate action to the competent disciplinary authority after recording a finding to this effect. The competent disciplinary authority shall dispose such recommendations within ninety days and inform the action taken to the recommending authority.

17. Act to override other Laws, - In relation to the services notified under this Act and its implementation, the provisions of this Act shall have effect notwithstanding anything inconsistent therewith contained in any other law for the time being in force or in any rules having effect by virtue of any law other than this Act.

18. Power of Government to issue directions, - The Government may issue to the Public Authority such general or special directions in writing for the purpose of effective implementation of this Act and the Public Authority shall be bound to follow and act upon such directions.

19. Power to remove difficulties, - (1) If any difficulty arises in giving effect to the provisions of this Act, the Government, as occasion arises, by an order published in the Andhra Pradesh Gazette, do anything not in consistent with the provisions of this Act, which appears to it to be necessary or expedient for the purpose of removing the difficulty:

(2) Every order made under sub-section (1) shall be laid, as soon as may be, after it is made, before each House of the State Legislature.

20. Power to make rules, - (1) The Government may, by notification, make rules to carry out the provisions of this Act;

(2) Every rule made by the State Government, under this Act shall be laid, as soon as may be after it is made, before each House of State Legislature, while it is in session, for a total period of fourteen days which may be comprised in one session or in two or more successive sessions, and if, before the expiry of the session immediately following the session or the successive sessions aforesaid, both Houses agree in making any modification in the rule or both Houses agree that the rule should not be made, the rule, shall thereafter have effect only in such modified form or be of no effect, as the case may be; so, however, that any such modification or

annulment shall be without prejudice to the validity of anything previously done under that rule.



21. Repeal of Ordinance,- The Andhra Pradesh Public Services Delivery Guarantee Ordinance, 2017 (No. 7 of 2017) is hereby repealed.

DUPPALA VENKATARAMANA,
Secretary to Government,
Legal and Legislative Affairs & Justice,
Law Department.