

Frequently Asked Questions (FAQs)

General Questions

1. What is the Himachal Pradesh Public Services Guarantee Act (**HPPSGA**)-2011?

- It is a bill passed by the Himachal Pradesh State Legislature in 16th November, 2011 to provide for the delivery of services to the people of the State of Himachal Pradesh within the stipulated time limit and for the matters connected therewith or incidental thereto.

2. When did the Himachal Pradesh Public Services Guarantee Act -2011 come into force?

- The Act came into force from 23rd September 2011

3. What does Service or public service mean?

- "Service" or "public service" means any service notified under section 3 of HPPSGA-2011.

PSG Act-11, Sec (2) Sub Sec(h) and Sec-3

4. How many services are notified under HPPSGA-2011?

- As on date, 113 services have been notified under the Act spread across 20 state Government departments. An abstract of the department wise services is provided on the AR depts. website along with notifications.

5. How can I apply for the services under Right to Services Act (RTSA)?

- Applicant Needs to submit application to the notified designated officer in the prescribed application form.

- The documents needed for the service delivery should also be appended along with the application form. Application form and requisite documents for different notified services can be seen or downloaded from **Website: www.himachal.nic.in/ar**. Application forms for PSG services are also given on the himachalforms.nic.in website.

- The designated officer shall provide service or reject the application within the given time limit.

6. Within what time should the service be provided?

- Different services have been notified to be delivered within stipulated time which has been indicated against them in the notifications.

▣ **PSG Act-11, Sec (5) Sub Sec(1)**

Authorities

7. Who are the Designated Officers? What are their duties?

- ▣ Designated Officers are officers designated by the public authorities in all administrative units or offices under HPPSGA-2011 to provide service to the citizens requesting for service under the Act.
- ▣ The Designated Officer shall, on receipt of an application , provide service or reject the application within the given time limit and in case of rejection of application, shall record the reasons in writing and intimate the same to the applicant.

▣ **PSG Act-11, Sec (2) Sub Sec(a)**

8. Who are the Appellate Authorities and what are their functions?

- ▣ Appellate Authority as notified comes into action if the designated officer fails to provide the service within specified time. Appellate Authority may pass an order either accepting the appeal or directing the Designated Officer to provide service to the eligible person within such period as may be specified or reject the same in writing detailing the reasons for such rejection.

▣ **PSG Act-11, Sec (2) Sub Sec(c)**

9. How do I know that my application has been accepted?

- ▣ The designated officer as notified or the officer receiving the application on his behalf will give you acknowledgment which will contain your name, service sought and also stipulated time within which the service is to be delivered.

▣ **PSG Act-11, Sec (5) Sub Sec(2)(3)**

10. Can my application be rejected by designated officer?

- ▣ Yes, only in case your application is not accompanied by the requisite documents needed for this service delivery. The designated officer will mark the deficient documents in your application form and return your application back to you under his signature.

▣ **PSG Act-11, Sec (5) Sub Sec(2)**

FEE

11. Is Application under Right to Services Act (RTSA) free of Cost?

- ☐ Yes, making application under RTSA is free of cost. However, there may be facilitation charges which are prescribed by Government.

12. Is there any fee for making an appeal?

- ☐ No, there is no fee for making appeal to either the 1st appellate authority or 2nd appellate authority. The format for making an appeal/Revision can be seen or download from the **Website:www.himachal.nic.in/ar.**

PSG Act- Sec 6

Appeal

13. Where can I complain in case my application is not accepted or the service delivery is deficient?

- ☐ You can make a complaint to the first appellate authority as notified within period of one month of refusal of application or deficient service delivery as the case may be.
- ☐ **PSG Act-11, Sec (6) Sub Sec (1)**

Other

14. Can I suggest to **Department of Personnel (Administrative Reforms Organization)** some changes / modifications in the service delivery mechanism? May I also suggest some new services to be brought under HPPSGA-2011?

- ☐ Yes of course you may. Your suggestions will be put before the department and incase they are found to be practical in improving the service delivery system, these suggestions may be taken with the govt for making suitable modifications in the existing system

15. How can I contact **Department of Administrative Reforms, GoHP** for making any suggestions?

- ☐ You may send an email to the arsecy-hp@nic.in./arbr-hp@nic.in
- ☐ Urmil Krar Addl Secretary Phone No. 2628481

16. Are PSG related forms available online?

Yes, you can download PSG forms mentioned under the PSG heading from

website himachalforms.nic.in on the website home page.

17. What is the significance of number given in the list of forms in the website?

In the website himachalforms.nic.in PSG forms are prescribed in specific manner e.g. PSG-AGR-2(1) which means under public service guarantee act abstract list which is provided in AR website AGR or Agriculture Department is listed in serial No. 2 and the form they are providing is related to first (1) service of their notification.

18. Can I make a PSG application online?

The convergence of 19 PSG services that are mentioned in the 51 e-district online services is being done. This will help citizens get their 19 PSG services online and time-bound.