

## **21. Note on The Delhi (Right of Citizen to time bound delivery of Services) Act, 2011**

The Delhi (Right of Citizen to time bound delivery of Services) Act has come into force w.e.f. 15/09/2011 in the NCT of Delhi. The service of registration to the new dealers has to be provided within 15 days of applying for registration, has been notified under the said Act, provided that all the required documents and a valid security (if required) are submitted along with the application for registration. If any discrepancy in the documents or security comes to the notice during scrutiny, a notice in the form of DVAT-05 to the applicant is issued within the 15 days. The applicant has to furnish reply within 15 days of issue of such notice.

As per the provisions of the Act any applicant who is not delivered service in the prescribed time period shall be entitled to seek penalty at the rate of Rs.10/- per day subject to maximum of Rs.200/- from the Competent Officer and this will be paid to the citizen at the time of delivery of service. The Competent Officer after payment of compensatory cost shall make proper inquiry and fix the responsibility for the delay caused in the manner prescribed. The penalty paid to the citizen shall be recovered from the official/officer found to be responsible for the delay caused. The officer/official who is found to be responsible for the delay can appeal to the Appellate Authority against the orders of the Competent Officer.

Additional Commissioner-IV has been designated as the Competent Officer and Special Commissioner-III has been designated as the Appellate Authority under the Act.